

**Cambridge City Council  
Single Equality Scheme  
2018 – 2021**

**Year one review  
June 2019**



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## **Introduction**

The Single Equality Scheme 2018 – 2021 sets out Cambridge City Council’s proposed objectives related to equality and diversity work over the three year period from 2018 to 2021. It identifies the wide range of work the Council undertakes to meet its Public Sector Equality Duty to:

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

The objectives of the Single Equality Scheme 2018 – 2021 are as follows:

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

This review does not seek to capture everything we do in relation to equality and diversity. Instead it:

- Reports on progress against the specific actions we identified for the first year of our Single Equality Scheme (2018/19)
- Sets out some actions that will apply from the second year of the Single Equality Scheme (2019/20) that will further help us achieve our Scheme’s objectives

## **What have we achieved during 2018/19?**

Details of actions for the first year of the Single Equality Scheme (2018/19) and the progress we have made in delivering them are set out in the tables below. The actions and achievements/ updates are listed under their relevant objectives.

**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**

In the first year (2018/19) of the Single Equality Scheme for 2018-21 we aimed to:	In the first year we:
<p>Support the Equality and Diversity Partnership to run 6 training sessions that focus on a different equality group each – women, sexual orientation, minority ethnic, disabled, mental health, and gender reassignment. The training sessions will be run for the voluntary and community sector organisations supporting different equality groups and it is peer-to-peer training.</p>	<p>In 2018/19 we booked 5 free peer-to-peer training sessions relating to women, sexual orientation, minority ethnic people, disabled people and gender reassignment. For each session around 20 to 25 people attended.</p>
<p>Support the development of the Faiths Partnership, including providing secretariat support for two further meetings of the partnership to enable members to come together and work on plans for the future.</p>	<p>We provided secretariat support for three meetings, including on local responses to housing and homelessness, and two to mark Holocaust Memorial Day.</p>
<p>Identify any further actions we might undertake as a Council to help combat loneliness by:</p> <ul style="list-style-type: none"> <li>• Identifying opportunities for working with the Campaign to End Loneliness, which has received some funding to undertake research in Cambridgeshire</li> <li>• Gathering further evidence on impacts our policies, plans and procedures have related to loneliness in our Equality Impact Assessments</li> </ul>	<p>There have not been any opportunities to engage further with the Campaign to End Loneliness in 2018/19. Cambridgeshire County Council is now leading on work across the county, and we will seek opportunities to support this work as it is developed further.</p> <p>Our Equality Impact Assessment training now encourages services to identify if changes to policies and procedures have an impact on loneliness, and identifies loneliness as a public health issue.</p>
<p>Encourage representatives from all</p>	<p>Representatives from the following Council</p>

<p>Council services to sign up to the Equality Pledge and promote the Equality Pledge in public spaces at council services.</p>	<p>Services have signed up to the Equality Pledge: Commercial Services, Community Services, Customer Services, Housing Service, Human Resources, and Revenues and Benefits. Equality Pledge posters are now displayed in community centres and we are designing a new poster to go live in other council buildings.</p>
<p>Evaluate and address demand for training flats available for people accessing the county council's Making Every Adult Matter (MEAM) service.</p>	<p>This work is currently being undertaken in discussion with multiple registered providers. In the meantime we have a target to provide 10 training flats by March 2020.</p>
<p>Compile and analyse existing data we have on neighbourhoods to create 'Area Profiles' to try and identify issues experienced by different communities and what we can do to address causes of these issues. We will especially concentrate on areas impacted on by poverty and that will have the highest numbers of Universal Credit claimants.</p>	<p>This work has not yet been undertaken: We have been reviewing the purpose of the 'Area Profiles' to ensure that the analysis will help us gain a better understanding of how to support new developments and deliver mixed and sustainable communities through the Council's house building programme.</p>
<p>Analyse results from the annual survey of residents within our sheltered housing schemes and users of the 65+ service and identify any additional support that can be provided to address loneliness and isolation. For those who have identified themselves as experiencing loneliness, provide advice and signposting to social groups and befrienders in the area, and ensure that they are aware of the activities within the sheltered schemes and how to access them.</p>	<p>The 2018 survey for residents in our sheltered housing schemes and users of the 65+ service identified 15% of respondents who said they were lonely. Targeted work has been done with individuals as part of their support planning process to try and relieve this, for instance we made referrals to befriending services, and supported people who were considering moving in order to help develop a social network.</p>
<p>Support Cambridgeshire County Council and use findings from their survey of new communities in order to identify needs that are specific to the different new communities in Cambridgeshire that we can meet.</p>	<p>Cambridgeshire County Council are currently analysing the results of the survey. During the previous year we have supported the research by running a number of resident workshops to gather additional information to analyse alongside the main survey's findings. We are</p>

	working with Cambridgeshire County Council to analyse some of the results that help identify needs in areas in the city that are significantly growing in population.
<p>In delivering support to our tenants we will develop further understanding of the profiles of neighbourhoods and specific issues these groups face. We will:</p> <ol style="list-style-type: none"> <li>1. Continue to undertake estate walkabouts to identify issues specific communities face. We will make improvements we identify to one neighbourhood at a time in order for their impacts to be felt.</li> <li>2. Visit people in new tenancies and those on the highest Homelink banding who are of the highest priority to move from their current properties.</li> <li>3. Continue to encourage subcontractors and all council staff visiting tenants homes (e.g. Repair Operatives, Housing Officers, Assistant Housing Officers etc.) to know how to identify and to report safeguarding concerns they have about a particular household by using 'Concern Cards'.</li> </ol>	<ol style="list-style-type: none"> <li>1. Estate champions from City Homes who undertook the walkabouts in 2018/19 identified that anti-social behaviour and fly-tipping were the main two issues neighbourhoods wanted support with. In 2019/20 we will make improvements for Kingsway flats, the East Road estate and to city-wide street lighting and make communal lighting upgrades.</li> <li>2. We have just filled all our vacancies in City Homes so will be starting to visit tenants in their new homes in 2019/20.</li> <li>3. Over the last year, short talks were undertaken to Repair Operatives and some subcontractors on how to identify and report safeguarding concerns.</li> </ol>

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

<b>In the first year (2018/19) of the Single Equality Scheme for 2018-21 we aimed to:</b>	<b>In the first year we:</b>
<p>Carry out works to the Guildhall to improve accessibility for staff and the public, including:</p> <ol style="list-style-type: none"> <li>1. Considering how to improve accessibility to the entrances to the building.</li> <li>2. Aiming to provide 6 gender neutral toilet facilities.</li> <li>3. Exploring the feasibility of providing</li> </ol>	<ol style="list-style-type: none"> <li>1. We have reviewed this but been unable to find a good solution due to the constraints of the building.</li> <li>2. We are on course to deliver 6 gender neutral toilets.</li> <li>3. We are still on course to have gender neutral showers on all floors but it is</li> </ol>

<p>gender neutral showering facilities on all floors except for the fourth floor.</p>	<p>not possible to achieve this on the first floor at present.</p>
<p>Provide a programme of equality and diversity training for staff, including:</p> <ol style="list-style-type: none"> <li>1. Continuing to provide Equality and Diversity induction training that also includes disability awareness (11 sessions per year)</li> <li>2. Continuing to provide transgender awareness training (2 sessions per year).</li> <li>3. Providing 2 Mental Health Awareness courses for staff, two Mental Health First Aid (two day course), and exploring training solutions for managers and leaders around managing mental health.</li> </ol>	<p>Due to changes related to the Council’s procurement processes, we have not been able to run the number of Corporate Induction: Diversity &amp; Disability Awareness, Transgender Awareness and Mental Health courses that we had expected. Fortunately, we have secured suppliers to deliver these training courses for the next 3 years. We provided:</p> <ol style="list-style-type: none"> <li>1. Three of the ‘Corporate Induction: Diversity and Disability Awareness’ sessions attended by 36 people. Some feedback from attendees was “Insightful &amp; well presented”, “really enjoyed and was very engaging”, and “really good presenter”.</li> <li>2. Two Mental Health First Aid courses attended by 25 people. Some feedback was “Interesting &amp; though provoking with some good analysis of certain behaviours”, and “Fantastic trainers”.</li> <li>3. ‘Managing Mental Health’ training for managers supporting staff members experiencing mental ill-health. Two sessions were provided and a total of 15 people attended.</li> </ol>
<p>Work with Encompass Network to develop further actions we can undertake to ensure our services as welcoming, accessible and inclusive for LGBTQ people as possible and to raise awareness of staff policies we have that support LGBTQ people.</p>	<p>We have been working with the Encompass Network to develop a clear action plan for 2019/20 involving a number of services. In 2018/19 Encompass shared information about Safer Spaces at the Council’s Equalities Panel and delivered interactive training sessions on challenging LGBTQ discrimination for managers and Joint Equality Group members.</p>
<p>Procure Gypsy Roma and Traveller cultural awareness training for our frontline staff that will in part be run by Travellers. This will help</p>	<p>We commissioned the Cambridgeshire County Council’s Race Equality and Diversity Service to run two separate training</p>

<p>staff learn about experiences of discrimination and barriers from accessing public services that are faced by Gypsies and Travellers.</p>	<p>sessions. The sessions were run by people within the Traveller community, and officers that work directly with Gypsy, Roma and Traveller people (in public health and as liaison officers at South Cambridgeshire District Council and Cambridgeshire County Council). The sessions were attended by 37 Council Officers from across a range of services that work directly with Gypsy, Roma and Traveller people.</p>
<p>Sign up to the STOP Suicide campaign and develop an action plan for the Council to help ensure people who are at risk of suicide that come into contact with Council services get support they need.</p>	<p>We signed up to STOP Suicide during mental health awareness week (14th May to 20th May 2018) We raised awareness of the First Response Service phone number that supports people with mental health crises at a stall for the public on the market square over two days.</p>
<p>Participate in the Dementia Action Alliance in order to:</p> <ul style="list-style-type: none"> <li>• Support the external campaign across the city that identifies buildings as dementia friendly and recruits dementia friends and champions across the city.</li> <li>• Help improve access to Council services for people with dementia and their carers, and provide Dementia Friends training to frontline facing staff.</li> </ul>	<p>There have not been opportunities to support the external campaign this year. However, two businesses will be leading on and revitalising the campaign for 2019/20 and we will liaise with them to identify how we may support the external campaign.</p> <p>We have provided Dementia Friends training to frontline staff from the Housing Advice service, Environmental Health service and Commercial Services. We signpost people with dementia and/or their carers to support groups and organisations that can help them. The Supported Housing Service also signposts or refers people to support with things that might help people live independently, such as referrals to assistive technology (now called technology enabled care), and requests carers assessments for those who may need them.</p>
<p>Explore means we can improve the accessibility of our website for people with different disabilities and learning difficulties.</p>	<p>We have purchased a tool call Recite in order to help improve the accessibility of our website for people with different disabilities and learning difficulties, which includes text to speech functionality, dyslexia software,</p>

	<p>an interactive dictionary, and a translation tool with over 100 languages. Additionally, we have been working to ensure that our websites meet minimum accessibility standards set out by the EU Web Accessibility Directive.</p>
<p>Explore how we can support service users with different needs to get help they require from Council services easily and efficiently, including:</p> <ol style="list-style-type: none"> <li>1. Implementing the 'Single Customer Account' portal that will mean people can access a range of critical services from a single, integrated online portal. This can help people who are unable to visit us for instance, due to a disability impacting on their mobility, or who cannot contact us through our phone system as a result of hearing difficulties.</li> <li>2. Continuing to provide face-to-face support to people who need it, including people who are especially vulnerable and/or those who are digitally excluded.</li> <li>3. Reducing queues at our customer service centre front desk and ensuring vulnerable people and those with more complex needs are seen as promptly as possible.</li> </ol>	<p>The Customer Services team has had its best year for performance since the Customer Service Centre first opened in 2008. It achieved all of its Key Performance Indicators (KPIs) for the first time for all of the contact channels they are responsible for. In addition, in relation to this SES action:</p> <ol style="list-style-type: none"> <li>1. The online portal is up and running and as at the end of March 2019, we had around 900 registered users.</li> <li>2. We continue to assist customers face-to-face, and have also employed a temporary staff member to help people with our new Homelink system. Also, we continue to provide the Advicehub through which Cambridge Online supported 186 people and Citizens Advice supported 594 customers in our self-service area.</li> <li>3. Where queues occur, staff will intercept customers to check if queries can be dealt with quickly or using the self-service area. We have purchased two tablets to support our staff to continue to do this.</li> </ol>
<p>Ensure that all Shopmobility front-line staff understand the issues surrounding dementia and are committed to considering customers who may be affected so they feel comfortable and supported using our service.</p>	<p>All frontline staff working in the car parks and for the Shopmobility service have undertaken dementia friends training (15 people).</p>
<p>Lead a joint project with neighbouring district councils to develop a Cambridgeshire-wide policy on how funding for Disabled Facilities</p>	<p>A new policy for Disabled Facilities Grants (DFGs) has been developed and implemented from early April 2019.</p>

<p>Grants (DFGs) is awarded and to provide more joined up services across housing, health and social care in order to support people to live independently for longer.</p>	
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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>In the first year (2018/19) of the Single Equality Scheme for 2018-21 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<p>Work with residents who have disabilities, including blind and partially sighted people, to develop a Street Charter. As part of our Environmental Improvement Programme we will use intelligence from the Street Charter to identify a range of funding opportunities for environmental improvements that support accessibility.</p>	<p>Due to other commitments in 2018/19 this work has been delayed and the action will be carried through to 2019/20.</p>
<p>Through the Greater Cambridge Partnership, make a financial contribution to the Signpost2Skills project, which brings together local businesses with school pupils, including those from low income backgrounds, to raise their awareness of career options in the local economy and the types of learning and qualifications that will equip them to compete for those jobs.</p>	<p>The Greater Cambridge Partnership (GCP) has funded Form the Future to deliver the Signpost2skills project, which aims to raise the aspirations of young people and increase the uptake of apprenticeships in STEM skill areas.</p> <p>The GCP has also contracted with Form the Future and Cambridge Regional College in March 2019 to deliver a new service to get more people into apprenticeships. The service will link prospective apprentices and businesses together, and it will develop a hub to support apprentices and help businesses identify how best to introduce apprenticeships.</p>

<p>As of 5th June 2018, the following community grants to date were awarded to support the voluntary and community sector (VCS) in their work with equality groups. This is not an exhaustive list but we have picked out examples that relate to some issues experienced by equality groups identified in this strategy:</p> <ol style="list-style-type: none"> <li>1. Cambridgeshire Older People’s Enterprise</li> <li>2. Cambridge Housing Society (CHS) Group</li> <li>3. Centre 33</li> <li>4. Changing Directions</li> <li>5. Richmond Fellowship</li> <li>6. Cambridge &amp; District Citizens Advice Bureau</li> <li>7. Illuminate</li> <li>8. Encompass Network</li> <li>9. The Kite Trust</li> <li>10. Cultural workshops and/or events held by the Indian Cultural Society, the Bangladeshi Welfare and Cultural Association, the Cambridge Mayalee Association and others that help BAME people develop social networks.</li> <li>11. Khidmat Sisters</li> <li>12. Cambridge Ethnic Community Forum</li> <li>13. Cambridge Women’s Aid</li> <li>14. Cambridge Women’s Resources Centre</li> <li>15. Romsey Mill Trust</li> </ol>	<p>In 2018/19 the Council funded 97 voluntary and community groups through its £900,000 Community Grants. These groups delivered 137 services and activities to help reduce social or economic inequality among Cambridge residents with the greatest needs. The activities covered the grant priorities of legal and financial advice, sports, arts and culture, community development, employment support and voluntary sector support.</p>
<p>Continuing to fund an expanded ‘Advice on Prescription’ project, to provide outreach support for residents experiencing mental health issues due to low income, debt or addiction at East Barnwell Health Centre, Nuffield Road Medical Centre, Arbury Road Surgery, and Trumpington Medical Centre.</p>	<p>We funded Citizens Advice to deliver the Advice on Prescription project, which led to nearly 396 people receiving specialist advice this year, providing them with additional income of £590,000 and reducing their debts by more than £103,000.</p>
<p>Continue to provide affordable, doorstep sport StreetGames activities in local neighbourhoods to encourage physical</p>	<p>In Arbury, Abbey and Trumpington, a programme of 8 weekly doorstep StreetGames sessions were delivered. The activities included</p>

<p>activity for young people aged 11 to 25 years old.</p>	<p>basketball, football, multi sports, gymnastics, tennis, and gym sessions. Activities were also delivered at local neighbourhood community festivals.</p>
<p>Facilitate and support three Let's Go Girls festivals, specifically designed to empower women to take part in sport and physical activity, hosted in Leisure Centres across the City.</p>	<p>We delivered three Let's Go Girls festival events – 2 events for women aged 16 and above (98 women attended these in total), and a festival event for secondary school aged girls at Netherhall School (48 attended).</p>
<p>Continue to deliver the Invigorate programme, offering reduced cost and free physical activity to users of mental health services.</p>	<p>We delivered weekly sessions in activities such as multi-sports, tennis and badminton, Tai Chi and football. We have been running a 6 week swimming lesson programme for this group and have quarterly walking tours in the botanical gardens.</p>
<p>Continue to provide an exercise referral programme across the City. Including free access for residents via ten identified GP surgeries. Available to those who have a medical condition 16+, users of mental health services and people with a disability.</p>	<p>The referral programme continued to be provided for free to all patients registered to 3 of the surgeries and as free to those entitled to receive a free prescription at a further 7 surgeries. 142 free exercise referrals were made by GPs from these practices.</p> <p>A payable, subsidised service continues to be available to those registered outside of the 10 surgeries. 84% of those people who were referred (including free and payable referrals) completed 10 weeks or more of the 12 programme.</p>
<p>To provide reduced cost swimming lessons to BAME communities and free sessions for toddlers and parents via the Surestart centres at the Kings Hedges &amp; Abbey swimming pools.</p>	<p>There were 2,534 attendances to the Surestart swimming sessions during 2018/19.</p>
<p>Develop more targeted work with young people to prevent homelessness – especially for young people not in employment, education or training (NEET) or those in Pupil</p>	<p>We have been delivering our specialist New Horizons project (for young people who are NEET) to support young people over a longer period of time around finance skills, digital</p>

<p>Referral Units.</p>	<p>skills and employment/ training. In 2018, 67% of young people coming to us for support for general housing advice were NEET and we refer them to New Horizons and also signposted to Centre 33's 'Someone to talk to' service. Last year we also delivered some workshops at the Pupil Referral Units in Cambridge for young people at risk of becoming NEET.</p>
<p>Improve support services for those with mental health issues or a dual diagnosis with mental health as a primary issue, including: 1. Monitor the efficacy of the Dual Diagnosis Street Team (DDST) through ongoing evaluation. 2. Establish a monitoring system to assess the efficacy of the County Council's dual diagnosis strategy.</p>	<p>Quarterly reports have been produced monitoring the efficacy of the DDST. An independent evaluation was also undertaken by the Centre for Regional Economic and Social Research at Sheffield Hallam University, working in partnership with Heriot Watt University and the University of Cardiff. It runs from April 2018 to October 2019. It found that stakeholders were universally positive about the implementation and impact of the DDST, indicating that it had enabled improved access to appropriate treatment for rough sleepers in the city, and that it had facilitated more effective collaboration between service providers.</p>
<p>Identify further opportunities for collaborative working with Cambridgeshire County Council's Traveller Liaison Officer in order to better support Travellers who set-up temporary sites in the city, and Travellers who are high priority need for social housing.</p>	<p>We now have a single point of contact for the County and South Cambridgeshire District Council to use to support Gypsy, Roma and Traveller people with Homelink applications. We also have 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 public health needs of Gypsy, Roma and Traveller people can be met.</p>
<p>Work with partners to deliver the second phase of ACTIVATE, which will work with to up to 30 students in receipt of Pupil Premium across years 7, 8 and 9 at Coleridge Community College in order to increase educational attainment, aspiration, capacity for creativity and innovation, the sense of</p>	<p>Phase Two was completed in July 2018 and included seven pupils from Phase One, plus 34 new participants (so 41 pupils in total). There was a core group of 17 participants who regularly attended weekly sessions and other participants would drop in. Participants learnt skills like acting, writing, directing, film-making,</p>

<p>being able to make a difference and awareness of the city cultural offer.</p>	<p>3D modelling, animation, curation and design. A film was produced to summarise the outcomes and benefits of the ACTIVATE project overall and can be viewed here: <a href="https://youtu.be/XBkquG_8i7o">https://youtu.be/XBkquG_8i7o</a></p>
<p>Provide theatre sessions at Cambridge Junction for a cohort of young people at risk of involvement with the criminal justice system. This will help to develop their creative and analytical skills, help them to manage social situations more constructively and develop skills needed to progress into employment.</p>	<p>We partnered with TBAP Academy to commission 5 artists to work with 19 young people (aged 13 to 15) who developed a multi-performance piece. Of young people engaged, all of them were having difficulty within education, half were displaying difficult or anti-social behaviour, and 36% of young people had come into contact with the law. At least 60% of the young people involved with the project will now achieve their Bronze Level Arts Award. The evaluation report for the project identified it is “an excellent example of how we can challenge perceptions of young people’s capabilities and demonstrate what young people with barriers to learning can achieve”.</p>
<p>Fund an Independent Living Facilitator to support people aged over 85 and ethnic minority women who are at risk of financial exclusion.</p>	<p>This one year project helped provide additional support for older specific groups of older people. The ILF helped people receive a total of at least £96,986 in non-housing-related benefits. The Facilitator also supported beneficiaries to get online in order to find cheaper deals for utilities and shopping. The Independent Living Facilitator found that Asian people supported through the project tended to need help with housing more than other beneficiaries. The facilitator helped to rehouse two people. The Independent Living Service continues to provide a city-wide support service for older people, including support to maximise their non-housing related benefits and income.</p>
<p>Explore the feasibility of letting hard-to-let sheltered housing units to students at reduced rents with the requirement that they undertake 30 hours volunteer work per</p>	<p>A feasibility study was undertaken but concluded that this was not financially viable.</p>

<p>month to support older tenants with support needs, including helping to combat social isolation.</p>	
<p>Continue to develop the queer arts project in partnership with The Kite Trust. Also, use public arts funding to involve people with protected characteristics in Cambridge through the public art grants programme.</p>	<p>We provided further grant funding to help develop the queer arts project. This will support The Kite Trust to work with an artist to develop a performance piece that will be a part of Cambridge's first Pride Parade on 8th June 2019. We also provided grant funding for a project inspired by the 100th anniversary of women receiving the right to vote. The project is called WAW (women at work) and will be formally launched in spring/summer 2019.</p>
<p>Continue to provide open access play activities for children, young people and their families in local neighbourhoods (including low income neighbourhoods) across Cambridge, including the SummerDaze 2018 programme during the school holidays.</p>	<p>In 2018/19, we held 738 universal sessions. There were 25,319 child visits to these universal sessions, substantially more than the annual the target of 12,000. We also ran SummerDaze 2018, which provided a successful programme of free arts, crafts, games, sports and outdoor activities for children and families in the school holidays. Activities were provided every weekday at a variety of venues including Coleridge Recreation Ground, Meadows Community Centre, St Alban's Recreation Ground, Trumpington Pavilion, Orchard Park and on board the ChYpPS Community Play Boat at Jesus Green lock.</p>
<p>Continue to explore with children and young people how to further their influence on Council decisions, including an additional two engagement days following on from the Take Over Day pilot in 2017.</p>	<p>We have continued to engage with children and young people and hosted the 2018 Take Over Day, which included discussions with council officers, Councillors and the police on issues that impact on young people (year's 7-9) in their neighbourhoods, and on the Cambridge Science Festival on what children and young people would like the 2019 festival to include. Other engagement work with young people that we undertook this year includes consultation on Abbey BMX, Section 106 bids for park equipment, partnership work with the Greater Cambridge Partnership to get young</p>

	<p>people’s feedback on transport, and partnership work with Form the Future on how young people feel the city should look.</p>
<p>Roll out to Cambridge and some South Cambridgeshire secondary schools the board game ‘Reality Cheque’, which builds on the work we started in 2017 to raise financial awareness for young people, particularly those about to transition from secondary school to work or further education.</p>	<p>Reality Cheque, a financial literacy board game, has been developed and distributed to 16 schools in Cambridge and South Cambridgeshire.</p>
<p>Work towards designing improvements of lighting on our Council estates, looking into reliability of current lighting that may need to be upgraded and assessing the need for greater illumination of dark spots around the Council estates. This will help towards improving safety of residents, including groups of people who may be less likely to feel safe at night like women.</p>	<p>A number of projects have been approved for development in 2019/20, and the main project is to upgrade street lamp columns. This upgrade will be phased in over the next two years.</p>
<p>Continue to provide a Shopmobility service at the Grand Arcade and Grafton East carparks to support disabled people, including: 1. Hiring mobility scooters and mechanical wheelchairs to people who need mobility assistance 2. Collecting customers from Dial-A-Ride and local bus stops. 3. Providing escorted shopping trips, which help disabled people who need personal assistance to access shops and shopping 4. Providing Three hours’ free parking for all Shopmobility customers.</p>	<p>From the start of April 2018 to the end of March 2019, there were 3,094 visits to the Shopmobility service.</p> <p>Charges for the ShopMobility daily scooter/wheelchair hire and annual membership were introduced on 8 May 2018 as part of the council’s budget. The charges were introduced because:</p> <ul style="list-style-type: none"> <li>• In 2016 Cambridgeshire County Council withdrew their proportion of contribution funding for the Cambridge City Council Shopmobility services. The value of this was £49,500</li> <li>• During the period from 2016 to May 2018 where we used the General Fund to cover the £49,500 shortfall, we were unable to obtain support from local businesses to help fund the shortfall</li> </ul> <p>Nevertheless, when we introduced the charges we committed to reviewing whether this</p>

	<p>impacted on usage figures. The Shopmobility service became free of charge as of 1st April 2019 after the scheduled review revealed a decline in the use of the service.</p>
<p>Provide further support for refugees who are not included in the Government schemes under which the Council is resettling refugees, including providing effective information and translation services, tackling economic and social marginalisation, and providing assistance with immigration status and help to find accommodation.</p>	<p>We tendered a 2 year support service to give advice and assistance to asylum seekers and refugees not part of the formal Government resettlement schemes. The tender was won by Cambridge Ethnic Community Forum (CECF) and the service has been put in place since August 2018. From 1st August 2018 to 31st January 2019, CECF supported 57 beneficiaries. Help has been provided to enable people access support with a diverse range of topics including immigration advice, counselling, accommodation, benefits, English lessons, addressing employment issues and more.</p>
<p>Support resettlement of 100 Syrian refugees (subject to availability of accommodation).</p>	<p>The City Council pledge to resettle 100 refugees was met in November 2018. Resettlement support is available for 5 years on entry so we continue to strive to help the resettled community to become self-sufficient and independent.</p> <p>One of the requirements of the Home Office in resettling refugees is to provide ESOL classes (English classes). The City Council have developed a programme where all have an opportunity to attend regular classes. The City Council ESOL model was praised by the East of England as being one of the best in the region and is going to be used to show what a Good Practice ESOL model looks like.</p>
<p>Assess needs of communities using the new community centres at Clay Farm and Storeys Field, and develop programmes of activities and partnerships in order to meet these needs. Review our community activities in Queen Edith's and Cherry Hinton wards in order to identify if we are best meeting local needs.</p>	<p>As a result of assessing needs, activities developed at Storey's Field included a group to support young families called Teddington in run partnership with university, a regular language café run in partnership with the local church and other resident-led activity including regular socials plus the New Communities Development Team (NCDT) has delivered Christmas and holiday activities. In Clay Farm,</p>

	<p>activities included weekly Rhyme Time sessions for young families in partnership with the Children's Centre which are very well attended, Digital champions volunteers trained and supported to offer support to residents to improve their digital / IT skills, holiday activities for children and young families in partnership with NCDT staff, Lego Club for young people, venue space for Citizens Advice to provide advice to local people, Engage project with activities for older people, and a Summer reading challenge for children as part of the Library offer.</p> <p>The review of community activities in Queen Edith's and Cherry Hinton wards will be completed in summer 2019 as part of the NCDT review of working arrangements in all wards, the updating of ward profiles and the development of work plans across the city.</p>
<p>Work with partners to continue to run free Holiday Lunch clubs in community centres, churches and other venues to help tackle social isolation for low income families and help them to meet increased food costs during school holidays when free school meals are not available.</p>	<p>2,737 Holiday Lunches were provided for free to low-income families delivered by the City Council and/or partners in Arbury, King's Hedges, East Chesterton, Abbey, Queen Edith and Romsey. Cambridge City Council and partners delivering the free lunches have signposted people to projects at children's centres, Thyme to Cook projects and made referrals to the Christmas lunch event at Buchan Street Community Centre, and more in order to further combat social isolation.</p>
<p>Continue to provide support for groups of people who are more likely to be digitally excluded, including older people, disabled people and low income residents, helping them to access the internet and develop digital skills. Promote access to digital services and technologies to help address the educational attainment gap currently experienced by young people from lower income families.</p>	<p>We funded Cambridge Online to open, drop in sessions at a number of community venues, which were attended by 232 people. We have supported 13 volunteer digital champions to deliver 169 sessions in sheltered housing schemes which were attended by 71 people. In addition, we have been working with the Red Hen Project and Kings Hedges Family Support Project to identify children from low income families who would benefit from attending a regular Code Club. Initial discussions have taken place with a local technology company</p>

	who are keen to support the initiative.
Design and undertake a project to provide Safeguarding advice and/or training to door staff at relevant licensed premises, including encouraging initiatives that reduce anti-social night-time activities of licensed operations (e.g. Ask Angela, and A Good Night Out). This will help increase everyone's safety related to the Night Time economy but will especially be targeted towards supporting groups that are most likely to be at risk in this setting, such as women (as identified in the Women's Community Needs Assessment).	<p>We have been promoting awareness of the Ask for Angela scheme in conjunction with CAMBAC and Cambridgeshire Constabulary. This includes discussion at the Pubwatch meetings held every other month as well as at visits and inspections conducted by officers.</p> <p>We have been working with Cambridge Business Against Crime (CAMBAC) to devise a training course that will be delivered in 2019/20 to raise awareness of issues related to vulnerability, intimidation, harassment and safeguarding.</p>

**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>In the first year (2018/19) of the Single Equality Scheme for 2018-21 we aimed to:</b>	<b>In the first year we:</b>
Work with the Domestic Abuse Housing Alliance to: 1. Review the Council's domestic abuse policies, procedures and practices with a view to developing a joint framework for local housing providers to consider adopting. 2. Develop procedural guidelines covering the Council's approach to known perpetrators of domestic abuse, and to look at perpetrators who are excluded from their homes.	Since May 2018 Housing Services, in partnership with a number of other Council departments, has worked with the Domestic Abuse Housing Alliance (DAHA) to develop a new suite of policies and procedures around Domestic Abuse.
Provide funding for an outreach service to women who have experienced domestic abuse in the City. The key aims of the service are to prevent homelessness and provide an on call service 24 hours a day/365 days a year, help improve the housing security and safety of service users in their homes, and tackle social isolation and exclusion via a programme of therapeutic, creative and practical activities.	Funding for this service, delivered by Women's Aid, has been provided over many years. In 2018/19 we provided £48,526.

<p>Explore opportunities to work with partners in the Community Safety Partnership to improve public safety and raising concerns of people with protected characteristics. The Partnership's priorities for 2018/19 relate to safeguarding people against violence and exploitation, identifying and responding to vulnerable locations, and tackling domestic abuse.</p>	<p>The Community Safety Partnership has agreed a new structure, which will include leading for the County on a Transformation Topic to examine and plan how to address the issue of Serious Violence – Young People and Knife Crime. Our first activity is for a workshop to be held on 21 June ,where professionals will share knowledge and develop a strategic approach which will link work already being done, identify gaps in service or information sharing, particularly around County Lines and link with the National Serious Violence Strategy. The Partnership's priorities for 2019/20 will continue to be; safeguarding people against violence and exploitation, identifying and responding to vulnerable locations, and tackling domestic abuse.</p>
<p>Replace our CCTV system with new High Definition cameras that are low-light capable in order to improve our provision of evidential quality images to the police. This will have a positive impact on people of protected characteristics that are especially likely to be vulnerable to harassment or violence, and hate crime. Continue to train staff to identify suspicious or threatening behaviours seen on our cameras and report them to the police whilst patching the live images across to them to assess an appropriate response.</p>	<p>The project is in its final phase of implementation and all cameras will be in place and connected up by June/July 2019. Staff training on the software will take place in 2019/20, as we wanted to make sure the new CCTV system was in place before carrying this out.</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>In the first year (2018/19) of the Single Equality Scheme for 2018-21 we aimed to:</b></p>	<p><b>In the first year we:</b></p>
<p>Procure a new ICT system to improve our approach to managing and delivering the Council’s complex range of programmes and projects, including the reporting on equality impacts of proposals.</p>	<p>The new ICT system has been procured in early 2019 and we are configuring this to meet our needs. The associated new project management process ensures that all project managers carry out equality impact assessments when developing their business</p>

	case for a project.
Develop, adopt and promote a 'Wellbeing at Work Strategy' to include a range of wellbeing classes, activities and information campaigns and promotions to circulate amongst all employees, to encourage a healthy active workforce.	The Wellbeing at Work Strategy was developed, supported by a network of workplace health champions. The strategy includes a programme of weekly classes at an affordable rate, as well as a calendar of health-related campaigns including step challenge, blood pressure clinics, weight management and mental health awareness.
Review our sickness absence management policy to: <ol style="list-style-type: none"> <li>1. Ensure the Council is supporting employees who experience sickness or ill-health to remain in work through having early intervention and putting effective measures in place.</li> <li>2. Identify where additional support is available that could help improve employees' health and wellbeing, reduce absence and support those with a disability.</li> </ol>	A new Sickness Absence Management Policy went live in August 2018. The aim of the policy is to enable employees to stay in work by adopting a supportive approach, treating all individuals as unique, by listening and keeping in regular contact with staff experiencing sickness, and by providing a flexible approach using a variety of supportive measures. The policy stipulates that disability absence is managed on a case-by-case basis and that reasonable adjustments are considered and applied from the point of disclosure for each situation.
Continue to monitor the profile of the Council's workforce, including reviewing our targets for Black Asian Minority Ethnic and disabled representation in the workforce and identifying how best to raise our profile as an employer with disabled people and BAME people.	The percentage of disabled staff as at end of March 2019 was 6.37% (so 50 staff out of 785), whereas the target for 2018/19 was 7.5% as a percentage of the overall workforce. The percentage representation of BAME individuals in the workforce as at end of March 2019 was 6.75% (so 53 staff out of 785), whereas the target was 9.5% as a percentage of the overall workforce.
Promoting new Council apprenticeships via community groups representing BAME groups and in conjunction with our training providers on the government apprenticeship website, which has a wide reach and access by school leavers, young adults and careers guidance professionals.	Our Apprenticeship Strategy has a focus on increasing skills and opportunity for existing employees and employing new apprentices recruits where there are identified business requirements. Because we have not needed to employ new recruits from outside the organisation into apprenticeships there have not been any external apprenticeship

	opportunities to advertise, so we have not undertaken this action.
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**What further actions have been identified starting from 2019/20 for the Scheme?**

Below are listed some further actions starting in year two (2019/20) of the Single Equality Scheme.

**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>From the second year of the plan (2019/20) we will:</b>	<b>The service(s) that will lead on this:</b>
Support the Equality and Diversity Partnership to run two training sessions: one on mental health and the other on hate crime awareness. The training sessions will be run for the voluntary and community sector organisations supporting different equality groups and it is peer-to-peer training.	Community Services
Provide secretariat support for three further meetings of the Faiths’ Partnership to enable members to come together and work on plans for the future to address key social issues they are concerned about. The sessions will be on climate change, hate crime, and tackling inequality and poverty in the city.	Community Services
Complete a ward profiling exercise in order to identify community development plans for each area by late summer 2019. It is likely that this will identify further means to reduce social isolation and work with older people.	Community Services
Develop an equality and diversity terminology guide for staff in consultation with voluntary and community sector organisations that are members of the Equality and Diversity Partnership.	Corporate Strategy
Develop a protocol between our Housing Service and Cambridgeshire County Council’s Social Services department around how to improve housing options and support to remain housed for people with high care needs, likely to be as a result of poor mental health and substance abuse issues.	Housing Service

Develop Area Profiles in order to gain a better understanding of how to best deliver the new developments and balanced communities.	Housing Service
Investigate/ map instances of hoarding across our tenancies and review our current procedure to ensure we support people as best as possible. People with hoarding behaviours can be especially prone to mental health issues such as anxiety.	Housing Service

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

<b>From the second year of the plan (2019/20) we will:</b>	<b>The service(s) that will lead on this:</b>
Look into the feasibility of providing individual showers for greater privacy in leisure facilities where men’s changing rooms and showers are communal. Install a segregated shower in the men’s changing rooms at Abbey Pool in order to provide an option for men who wish for greater privacy.	Community Services
Ensure that our intranet meets the minimum standards set out by law under the EU Web Accessibility Directive for 2019/20.	Corporate Strategy
Provide the Gypsy and Traveller cultural awareness training developed by Friends, Families and Travellers to council officers. The training provides an introduction to Gypsy and Traveller history and culture and information on barriers to accessing public services.	Corporate Strategy
Update the Council’s webpages on support available to Gypsy, Roma and Traveller communities.	Corporate Strategy
Mark Mental Health Awareness Week (13 <sup>th</sup> to 19 <sup>th</sup> May) and World Mental Health Day (10 <sup>th</sup> October) by: <ol style="list-style-type: none"> <li>1. Organising two STOP Suicide training sessions for staff – one to mark Mental Health Awareness Week and one to mark World Mental Health Day</li> <li>2. Running a market stall during Mental Health Awareness Week to provide members of the public with information on where to get support with mental health problems, including support with mental health crises.</li> </ol>	Corporate Strategy

<p>Train our staff on best practice in supporting service users with mental health problems by providing two sessions of each of the following training:</p> <ol style="list-style-type: none"> <li>1. Mental Health Awareness: providing staff who are presented with behaviours they may be unfamiliar with, the knowledge and communication skills to effectively support people.</li> <li>2. Mental Health First Response: providing people with knowledge and some skills needed to support individuals experiencing mental ill health, or who may be in a mental health crisis.</li> </ol>	<p>Corporate Strategy and Human Resources</p>
<p>Provide Equality and Diversity induction training that also includes disability awareness (10 sessions per year). Provide two training sessions on how to carry out Equality Impact Assessments.</p>	<p>Corporate Strategy and Human Resources</p>
<p>Support the Dementia Friendly Communities campaign<sup>1</sup> by:</p> <ol style="list-style-type: none"> <li>1. Running Dementia Friends training sessions for our staff</li> <li>2. Exploring the feasibility of training a Council Officer to be able to deliver Dementia Friends to Council staff and to external organisations</li> <li>3. Coordinating services to take part in a 'Cupcake Day' on 13<sup>th</sup> June in order to raise awareness about Dementia and fundraise for The Alzheimer's Society.</li> <li>4. Explore the feasibility of running Dementia Friends training for market traders in September 2019.</li> </ol>	<p>Corporate Strategy (and Environmental Services for number 4)</p>
<p>Provide further housing support for people identified as having no recourse to public funds by:</p> <ol style="list-style-type: none"> <li>1. Identifying individuals can get recourse to public funds through their links to a spouse, and by looking at employment records</li> <li>2. Working with Social Services to identify if there is a duty under the Care Act 2014 for the individual to receive support</li> <li>3. If 1 and 2 do not apply, work with the UK Border Agency to ensure the individual is removed from the UK to another country where they will have greater entitlements to support.<sup>2</sup></li> </ol>	<p>Housing Services</p>

<sup>1</sup> Previously called Dementia Action Alliance

<sup>2</sup> This is important as if people cannot get recourse to public funds here then they will receive no support so are especially vulnerable to harm.

Work collaboratively across housing, health and social care to implement the newly approved county wide adaptations policy for Disabled Facilities Grants.	Housing Improvement Agency
Explore means to raise greater awareness of further Council Tax Reduction for local disabled people. Especially raise awareness for those that national policy defines as "severely mentally impaired", which refers to someone with "a severe impairment of intelligence and social functioning which appears to be permanent".	Revenues and Benefits

**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>From the second year of the plan (2019/20) we will:</b>	<b>The service(s) that will lead on this:</b>
Provide the Shopmobility service at the Grand Arcade and Grafton East car parks to support disabled people, including: <ol style="list-style-type: none"> <li>1. Hiring mobility scooters and mechanical wheelchairs to people who need mobility assistance</li> <li>2. Collecting Dial A Ride customers from allocated shopping centre pick up points</li> <li>3. Providing Three hours' free parking for all Shopmobility customers</li> </ol>	Commercial Services
Work with partners to run free Holiday Lunch clubs in community centres, churches and other venues to help tackle social isolation for low income families and help them to meet increased food costs during school holidays when free school meals are not available.	Community Services
Undertake a campaign on period poverty in order to encourage all our council buildings to provide free sanitary provision for girls and young women.	Community Services
Provide open access play activities for children, young people and their families in local neighbourhoods (including low income neighbourhoods) across Cambridge. For PlayDaze 2019, aim to involve a wider range of partners and to focus on family engagement.	Community Services
Work with 15 children from East Chesterton, Trumpington, Abbey	Community Services

and Cherry Hinton wards (so a total of 60 children) aged 11 to 16 on 'Shout!' that is a performance-based project. The children will come together for a final performance at the Junction.	
Source external funding to continue to provide affordable, doorstep sport StreetGames activities in local neighbourhoods to encourage physical activity for young people aged 11 to 25 years old.	Community Services
Facilitate and support two Let's Go Girls festivals, specifically designed to empower women to take part in sport and physical activity, hosted in Leisure Centres across the City.	Community Services
Deliver the Invigorate programme, offering physical activity at reduced cost or for free to users of mental health services.	Community Services
Provide the exercise referral programme across the City that includes free access for residents via ten identified GP surgeries. This will be available to those who have a medical condition 16+, users of mental health services and people with a disability.	Community Services
Provide free sessions for toddlers and parents via the Surestart centres at the Kings Hedges & Abbey swimming pools.	Community Services
Provide Community Grants to support the voluntary and community sector in their work with equality groups.	Community Services
Produce materials to promote the Equality Pledge in Council buildings and encourage more council officers to sign up to the Equality Pledge as individual signatories.	Corporate Strategy
As part of being part of the Safer Spaces project run by Encompass Network, undertake training on tackling lesbian, gay, bisexual and transgender discrimination (LGBT+) discrimination for front-of-house staff of Council buildings. Also, run two transgender awareness training sessions per year for frontline-facing staff.	Corporate Strategy
Work with residents who have disabilities, including blind and partially sighted people, to develop a Street Charter. As part of our Environmental Improvement Programme use intelligence from the	Environmental Services

Street Charter to identify a range of funding opportunities for environmental improvements that support accessibility.	
Reconfigure the Dual Diagnosis Street Team (DDST) in response to end of grant funding in June 2019.	Housing Services
Investigate opportunities to pilot a second Community Hub in the South of the City using student volunteers to pilot a new. The aim of the project is to bring together the local community and the tenants of the sheltered housing scheme to help tackle social isolation and prevent loneliness.	Housing Services
Explore the feasibility of developing an Intergenerational Project within our sheltered housing schemes, involving children from local nurseries visiting sheltered housing schemes. The project could build on the existing monthly session involving children and tenants living in Whitefriars.	Housing Services
Provide in-depth financial support for people needing support to manage their money and identify their benefit entitlements, especially people who are vulnerable. Vulnerable people might include protected characteristics who more likely to be affected by loneliness (and so do not have social support networks available to help them manage their money), such as disabled people (including people with mental health issues).	Revenues and Benefits
Provide Discretionary Housing Payments (DHPs) to people claiming benefit who need extra help with housing costs, if these are more than the amount of benefit they get. DHPs are especially likely to help people affected by the benefit cap (likely to be families with a number of children), and vulnerable people that can include disabled people.	Revenues and Benefits

**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**

From the second year of the plan (2019/20) we will:	The service(s) that will lead on this:
Support the local Romany Community with a bid to The National	Community

Lottery Heritage Fund for a project to research scientific information on the genetic and linguistic origins of the English Romany community. If successful, the project would include this information in museums across Cambridgeshire, engage with people from the wider community, and enable young people to share learning about their own community.	Services
Provide support to service users as a Hate Crime Reporting Centre. In 2019/20, and raise awareness amongst the Equality and Diversity Partnership and the Faiths' Partnership of how the Council supports victims of hate crime.	Community Services
Work with partners in the Community Safety Partnership to improve public safety and raising concerns of people with protected characteristics. The Partnership's priorities for 2019/20 continue to relate to safeguarding people against violence and exploitation, identifying and responding to vulnerable locations, and tackling domestic abuse.	Community Services
Design and undertake a project to provide Safeguarding advice and/or training to door staff at relevant licensed premises.	Environmental Services
Devise and implement an action plan resulting from the Domestic Abuse Housing Alliance (DAHA) accreditation process and introduce the new arrangements across the Council in order to support people experiencing domestic abuse. As part of this work, identify the means by which we can implement security measures in the home.	Housing Services

**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>From the second year of the plan (2019/20) we will:</b>	<b>The service(s) that will lead on this:</b>
Develop, promote and deliver the 'Wellbeing at Work' strategy to include a range of wellbeing classes, activities, information campaigns and promotions to encourage a healthy active workforce.	Community Services
Develop workplace guidance to support transgender people at	Human Resources

Cambridge City Council who are transitioning to another gender.	
Monitor the profile of the Council's workforce, including reviewing our targets for Black Asian Minority Ethnic (BAME) and disabled representation in the workforce, and identify how best to raise our profile as an employer with disabled people and BAME people.	Human Resources
Support mental health and wellbeing of staff by running two training sessions on each of the following: <ul style="list-style-type: none"> <li>• Managing Stress &amp; Pressure</li> <li>• Managing Mental Health: For managers who support staff in the workplace who are experiencing mental ill health issues</li> </ul>	Human Resources
Deliver 4 training workshops to familiarise managers with the Council's new Absence Management Policy.	Human Resources