

Single Equality Scheme updates for 2020/21

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

Action	Service	Update
Complete the review of our current hoarding procedure to ensure we support people with hoarding behaviours, who can be especially prone to mental health issues, as best as possible.	Housing Service	The hoarding policy and procedure (and case booklet) for use when instances are discovered in Cambridge City Council properties has been produced and was approved by councillors at the Housing Scrutiny Committee in Autumn 2020. The new Policy and Procedure has been promoted to all staff at City Homes and in the Independent Living Service, highlighting roles and responsibilities.
Provide the Shopmobility service at the Grand Arcade and Grafton East car parks to support disabled people.	Commercial Services	In 2020/21 there were 1,067 uses of the Shopmobility service compared to 3,722 for 2019/20. It is likely that the usage has dropped significantly this year because people needing the service are more likely to be clinically vulnerable and have been shielding from coronavirus.
Work with 7 other local authorities to complete an assessment of the accommodation needs of Gypsies, Travellers, Travelling Showmen	Housing Service	A draft report has been produced that considers the views of a range of stakeholders. However, due to Covid-19 restrictions interviews have not yet been

and Bargee Travellers and other caravan and houseboat dwellers.to inform the councils' Local Plans.		able to take place with Gypsies and Travellers themselves so it is hoped that these will be able to start during 2021/22.
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Objective Two: To continue to work to improve access to and take-up of Council services from all residents and communities.

Action	Service	Update
Carry out a review of ChYpPS to establish the need for the current provision for children and young people, including Scrap Store & Play Pods.	Community Services	This review has been on hold as we awaited the impacts of the coronavirus pandemic. In 2021/22 ChYpPS shall be considering a mixture of online and face-to-face provision for children and young people to engage as many people as possible. Cambridge Community Scrapstore has continued to function over the pandemic to provide material for those making masks and scrubs for hospitals, hospices and care homes.
Procure a service to support British Sign Language (BSL) users to be able to receive BSL interpretation when contacting the Customer Service Centre phone line.	Corporate Strategy	This service has been up and running since May 2020 and was promoted to Deaf people via a press release (that included a quote from the CEO of Cambridgeshire Deaf Association), on social media, and to voluntary and community sector organisations part of the Equality and Diversity Partnership.

<p>Pilot Unconscious Bias and Social Inclusion training to help services identify how they can improve access to and take-up of services from different equality groups.</p>	<p>Corporate Strategy and Human Resources</p>	<p>Two sessions were provided online attended by 21 members of staff. Feedback from staff was mixed with some staff being very positive and sharing “this should be put on more often and more members of staff at all levels encouraged to do it, even if it is just the once”. Others felt the training was “generic” and that there was more time needed for discussion and exploration as to how the training applies to working practices. As a result of the mixed feedback for the sessions, the Council shall not be providing Unconscious Bias training in 2021/22 but shall use this feedback for planning its other equality and diversity training.</p>
<p>Provide our staff with face-to-face Gypsy, Roma and Traveller cultural awareness training delivered by Friends, Families and Travellers.</p>	<p>Corporate Strategy</p>	<p>A half day training session was provided online that was attended by 27 staff members from a range of services working with Gypsy, Roma, and Traveller people. A shorter online session was also provided to 12 councillors and their feedback on the training was very positive.</p>
<p>Support and encourage people on low-incomes and who have disabilities or long-term health conditions to reduce energy and water demand and costs, and to maintain a warmer home.</p>	<p>Environmental Services</p>	<p>The Home Energy Officer supported nearly 130 residents in 2020/21 who were struggling with energy and water costs and to maintain a warm and comfortable home. Although home visits were not possible during the coronavirus pandemic, assistance was still provided by email, phone and text, including many referrals for emergency fuel</p>

		<p>vouchers. Jointly established by the home energy team at the City Council and Cambridge City Foodbank, this fuel voucher scheme has given nearly £20,000-worth of emergency vouchers since June 2020 to people in financial crisis due to the pandemic who were unable to top-up their pre-payment meter. As well as being on low-income, many of these people will have disabilities or physical or mental health conditions that necessitate a warm home.</p>
<p>Produce a draft homelessness and rough sleeper strategy to go to committee in January 2021 that helps meet needs of people with different protected characteristics.</p>	<p>Housing Service</p>	<p>The Homelessness and Rough Sleeping Strategy 2021-2026 was approved by housing scrutiny committee in January 2021. The strategy identifies a correlation between certain protected characteristics and an increased likelihood of being in housing need or becoming homeless. This correlation is most strong related to disability, with mental health and substance abuse correlating strongly with repeat homelessness and rough sleeping. The strategy sets out a series of actions intended to improve outcomes for this group.</p>
<p>Continue to provide sheltered housing schemes for people aged over 60 who wish to carry on living independently but who require some support to do so and support the</p>	<p>Housing Service</p>	<p>Cambridge City Council has continued to provide sheltered housing schemes, although it has needed to change the way it provides support during the pandemic (with a focus on providing support over the phone where possible) to try and minimise the risk to</p>

<p>schemes to run their own social clubs, activities, and events.</p>		<p>vulnerable tenants. The communal areas have been closed for most of the year due to the lockdown rules but in the brief periods that they were able to open council officers provided extra support to the tenants to ensure they could carry out social clubs and activities safely.</p>
<p>Train our staff on best practice in supporting service users with mental health problems, including running 2 Mental Health Awareness training sessions, 2 Mental Health First Response training sessions and a STOP Suicide workshop.</p>	<p>Human Resources (and Corporate Strategy for STOP Suicide workshop)</p>	<p>15 staff members attended the online STOP Suicide workshop. Two online mental health awareness sessions were attended by a total of 22 staff members.</p> <p>Mental Health First Response training was not provided because the provider did not think they were suitable to be delivered as an online session. In 2021/22 the council will look to start up these face-to-face courses as soon as Covid-19 restrictions preventing this are lifted.</p> <p>Feedback on the STOP Suicide training was very positive but staff did comment that it was a difficult topic to address on an online platform and face-to-face would have been better. Two comments were:</p> <ul style="list-style-type: none"> • “There were messages that I took from the training that will be both useful in my work and also personal life.”

		<ul style="list-style-type: none"> “I thought the course was really good. I feel a lot more competent now to deal with the situation constructively should I ever need to.”
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Objective Three: To work towards a situation where all residents have equal access to public activities and spaces in Cambridge and are able to participate fully in the community.

Action	Service	Update
As part of the Equality and Diversity programme of events, support and help coordinate South Asian Heritage Month activities taking place for the first time in Cambridge this year.	Community Services	This took place between 15 th June and 15 th July and the programme of events is available on the Museum of Cambridge's Capturing Cambridge website . All the events were virtual due to lockdown restrictions. The programme included cookery demonstrations, a dance class, an audio play, films, talks, and lectures. All the contributors live in Cambridge. There is also a Facebook page for sharing ideas on celebrating South Asian History in Cambridge during the Heritage month and at any other times of year: https://www.facebook.com/CamSouthAsianHistory .
Explore further means of targeting free provision of sanitary products to people experiencing period poverty, including those	Community Services	This has not been able to happen as capacity has taken up in responding to the Covid-19 crisis. In April and May of 2021, the service is undertaking research into the current need for free sanitary provision,

<p>experiencing homelessness or struggling to pay their rent.</p>		<p>including what is provided by other public sector and voluntary and community sector partners to identify if there are gaps that the council can help meet.</p>
<p>Provide Community Grants for 2021/22 to support the voluntary and community sector to reduce social and economic exclusion, which different equality groups can be disproportionately impacted by.</p>	<p>Community Services</p>	<p>The core budget for Community Grants approved for activities taking place in 2021/22 was £1,010,000. On top of this, the council has provided an extra £30,000 for one year only because coronavirus related pressures have meant demand on the Community Grants Fund has been greater than anticipated. Funding was awarded to 47 voluntary and community sector organisations for activities that support people with specific protected characteristics.</p>
<p>Work with organisations in the My Cambridge Partnership and beyond to develop and implement a fundraising strategy for the next stage of the Culture Card project.</p>	<p>Community Services</p>	<p>A successful bid was entered for the European Social Fund for the next stage of the Culture Card project. The next stage of the Culture Card project will run from April 2021 to December 2023. The bid covers young people aged 15-24.</p>
<p>Launch 'Make a Difference' days to involve young people in issues that they think are relevant and provide an opportunity to do something for their local community.</p>	<p>Community Services</p>	<p>Due to coronavirus restrictions, the 'Make a Difference' (MAD) days have not taken place in 2020/21. However, for 2021/22 the Children and Young People's Participation Service plans to undertake a mixture of online and face-to-face</p>

		sessions, including a refresh of the MAD days with young people.
Provide open access play activities for children, young people, and their families in local neighbourhoods (including low-income neighbourhoods) across Cambridge.	Community Services	The open access play activities could not take place due to coronavirus restrictions in 2020/21. Nevertheless, the council made 'Play Packs' available through the food hubs and offered online activities for families on the ChYpPS Facebook pages. Through the Virtual Community Centre Facebook and ChYpPS Facebook pages ideas of free or low-cost activities families can undertake with their children were signposted.
Continue to provide affordable, doorstep sport Street Games activities in local neighbourhoods to encourage physical activity for young people aged 11 to 25 years old.	Community Services	In 2020/21 adaptations were made due to lockdown with online opportunities offered and promoted. When restrictions allowed for it group outside physical activity was delivered in local neighbourhoods. Such sport and recreational clubs included football, footgolf, gym sessions, scootering, skateboarding, tennis, and dance. These were delivered in ward areas of King Hedges, Arbury, Chesterton, Trumpington and Abbey, for young people and were mostly free of charge. Across all these opportunities there was a total of 453 attendances.

<p>Facilitate and support Let's Go Girls programme of activities, including supporting more local delivery in specific sports and providing some online activities during lockdown.</p>	<p>Community Services</p>	<p>The offer to encourage women and girls to get active had to be significantly adjusted because of coronavirus restrictions. With no indoor face-to-face activity being able to take place this year, instead we offered a range of online alternatives including online return to fitness programme, yoga for teenagers, wellbeing yoga, online weight management classes, exercise at home workshops, walk before you run programme, disco dancing as well as a Healthy You Virtual Festival event in January which consisted of 32 different sessions.</p>
<p>Provide the final year of the free exercise referral programme across the City that includes free access for residents via ten identified GP surgeries.</p>	<p>Community Services</p>	<p>The ER service has been significantly disrupted by the coronavirus pandemic. Only one client was able to finish the free service over the past year and there were no new referrals to the free service. This funding has been approved to be carried forward into the next financial year and ER services are due to reopen from mid-April 2021.</p>
<p>Continue to deliver the Invigorate programme, offering physical activity free of charge or at reduced cost to users of mental health services.</p>	<p>Community Services</p>	<p>While the Invigorate service has still been operational, many of the face-to-face activities provided under the Invigorate offer have not been possible to deliver due to the closure of leisure facilities and government restrictions on people gathering. Botanic garden walks were able to restart for a period during August 2020 and we were able to offer T'ai Chi in the park for 6 weeks. Where</p>

		appropriate we have also signposted Invigorate members to our free online programmes (Walk before you run, Return to Fitness, Wellbeing Yoga) and there has been good engagement.
Work with Student Action for Refugees to provide sessions for female refugees, most of whom are from Syria, to try different forms of exercise and socialise.	Community Services	Female refugees have been signposted to the Virtual Festival and free online exercise programmes. In 2020/21 a series of three nutrition workshops were provided specifically to the STARs women (with an Arabic translator present).
<p>Help tackle food poverty for families with children by:</p> <ul style="list-style-type: none"> • Providing a programme of free lunches with local partners for low-income families during school holidays in areas of highest need in Cambridge. • Support local voluntary and community sector organisations to provide cookery skills workshops for families to be delivered in low incomes areas of Cambridge 	Community Services	<p>During the pandemic, Cambridge Sustainable Food (CSF) has been leading on this work. In 2020/21:</p> <ul style="list-style-type: none"> • Lunches have been delivered to families at home in the holiday period. • In the first lockdown, lunches were delivered every week, not just holidays, and to some single vulnerable people as well as families. • There is a dedicated webpage on the CSF site with a host of resources for those experiencing food poverty. • There were 8 Food Hubs set up in the city with various opening times. • Cooking sessions have been put on hold but a range of videos have been put online with

		instructions and a demonstration on how to cook some South Asian dishes.
Help drive forward the Dementia Friendly Communities campaign by running Dementia Friends sessions for staff of frontline council services and bringing local businesses together to help them identify actions they can undertake to support people with dementia.	Corporate Strategy	In 2020/21, the council was unable to support the Dementia Friendly Communities campaign by bringing local businesses together, due to the public health restrictions resulting from coronavirus. Nevertheless, a Dementia Friends session was provided to the Housing Advice Service and the Independent Living Service online attended by 16 members of staff.
Work with voluntary and community sector partners and other public sector partners to continue to raise awareness of the EU Settlement Scheme (EUSS).	Corporate Strategy	Cambridge City Council has promoted local sources of support and advice on the EUSS and established an informal working group with those community groups and other statutory partners to share ideas and issues. The council also made its telephone interpretation service available to community groups supporting residents with their applications. Moreover, Cambridge City Council has: <ul style="list-style-type: none"> • featured articles on the scheme in every edition of the quarterly residents' magazine and in the council housing tenants' magazine; • written to all electors on our electoral register who identify as EU citizens to promote the EUSS;

		<ul style="list-style-type: none"> • sent a leaflet on the EUSS to all households with their Council Tax bills in; • promoted the EUSS via our corporate social media channels regularly, and on our website; • made information (including flyers and posters) available via our Customer Service Centre and Housing office.
As 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 and run two transgender awareness training sessions per year for frontline-facing staff.	Corporate Strategy	Safer Spaces training was provided to the Housing Advice Service online in 2020/21, which was attended by 17 people and the training was also provided to 21 councillors. The training could not be provided to staff at council buildings that were mostly closed during the pandemic. Two online Transgender Awareness training sessions were held for staff attended by a total of 17 people, and the training was also provided to 24 councillors.
Work with residents who have disabilities, including blind and partially sighted people, to develop a Street Charter.	Environmental Services	The council was unable to develop a street charter in 2020/21 because the service's capacity was taken up with managing changes to public health restrictions in the city, including managing the city centre's reopening when this has been permitted. Also, Covid-19 regulations now permit more tables and chairs outside premises to be licenced to aid business recovery from the pandemic. The service

		needs to review the impacts of these changes for developing a street charter.
Include sanitary provision in all cubicles in public toilets and explore which public toilets could be altered to include gender neutral facilities.	Environmental Services	With regards to exploring which public toilets could be altered to include gender neutral options, this is not possible without major investment so will be looked at from April 2021 onwards. Due to coronavirus restrictions, the Council was unable to coordinate sanitary provision in its toilets for 2020/21. However, in 2021/22 is going to explore using Lion Yard and Drummer Street as storage of donations and also as a collection points for sanitary provision.
Develop an 'Eco-Day' programme for schools and roll out across the city.	Environmental Services	This is to be carried forward to 2021/22 because it could not be undertaken because of Covid-19 restrictions.
Ensure delivery of at least 25 fully adapted wheelchair homes, and at least 500 adaptable homes.	Housing Development Agency	The 500 council homes will be built for 2024, all of which will be built at a standard that means they can be adapted for wheelchairs in the future. Of the 500, there are 27 wheelchair adapted homes with planning approval and three were handed over in 2020/21.

<p>Help tackle digital exclusion, especially likely to be experienced by disabled people and older people by:</p> <ul style="list-style-type: none"> • Supporting partner organisations and community groups to develop sustainable activities to support low income residents to access the internet and develop digital skills • Supporting digital inclusion sessions, including for older residents in sheltered housing schemes. 	<p>Housing Service</p>	<p>Activities we undertook to help tackle digital exclusion included:</p> <ul style="list-style-type: none"> • Loaning Chrome Books to resident volunteers who did not have the right equipment to take part in Microsoft Teams meetings that were set up to maintain effective resident involvement (enabling scrutiny of service) throughout the pandemic. This incorporated remotely training them to use the devices and software. The recipients of these devices were all older people. • The council funded and arranged for Hanover and Princess Court Community room to be connected to Camb Wifi, so residents who use the room (many of which are vulnerable or disabled people) have access to free internet. They will also have continued use of 10 Chrome Books purchased for them to use. • The council purchased 30 tablets which are pre-loaded with 20gb of data. They are loaned to residents for a period of 3 months, which can be extended by 3 further months if needed. The devices are held by Cambridge Online, that distributes the devices, sets them up and provides basic digital assistance when referrals are made by the council's housing staff for support. To be referred the tenant or
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		<p>leaseholder must have no access to another other digital device (apart from a smart phone), no internet connections at home and must be in receipt of a benefits.</p> <ul style="list-style-type: none"> • Contacted Phones for Patients to request free mobile phones (some of which were smart phones), for sheltered scheme residents. 14 residents took up the offer. The council purchased sim cards so residents can now use the phones to reduce social isolation. • Helped facilitate the delivery of fibre optic infrastructure from commercial companies into council housing stock. This indirectly aims to reduce digital exclusion by creating greater competition and reducing cost. One of the providers also offers a social rate package which is heavily discounted and does not have the same access restrictions as many other Internet Service Providers.
<p>Continue to provide holistic support to City Council tenants with mental health issues to remain in their tenancies and help link people to meaningful activities and groups in order to help reduce social isolation. Produce a new</p>	<p>Housing Service</p>	<p>The Tenancy Sustainment Service has continued to offer support to tenants and those placed into temporary accommodation throughout the pandemic and lockdowns. The service has only undertaken visits in exceptional cases where this was necessary to support the customer. This has made it difficult to</p>

<p>Tenancy Sustainment Service Policy to support this work.</p>		<p>build a rapport with clients where the main means of communication has been via phone, text, and email.</p>
<p>Continue to provide 17 units of move-on accommodation for people receiving support under the CPFT's mental health team to help them to help them to move onto living independent living.</p>	<p>Housing Service</p>	<p>This work is ongoing but there have been three void units to assess applications for from March 2021.</p>
<p>Organise visits from a local school to Ditchburn Place sheltered housing scheme. Explore means of extending this intergenerational project to other schools and sheltered housing schemes across the city.</p>	<p>Housing Service</p>	<p>This has not been achieved in 2020/21 because of coronavirus restrictions, which have meant that communal areas in sheltered housing schemes have been closed for most of the year and that there have been different ways the school's/nurseries have had to operate. This will be carried this forward to 2021/22.</p>
<p>Provide Discretionary Housing Payments (DHPs) to people claiming benefit who need extra help with housing costs, including disabled people and families with children that are affected by the benefit cap.</p>	<p>Revenues and Benefits</p>	<p>Cambridge City Council paid out a total of £237,470 in Discretionary Housing Payments for 299 awards.</p>

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

Action	Service	Update
Continue to work with partners in the Community Safety Partnership (CSP) to improve public safety and raise concerns of people with protected characteristics.	Community Services	In 2020/21 the Community Safety Partnership embedded a new structure with a Multi-Agency Steering Group, Transformation Topic and a new Cycle Crime Prevention Task and Finish Group. This structure involves more organisations in the city and countywide to improve public safety and raise concerns of people with protected characteristics.
Continue to support the local Romany Community with a bid to The National Lottery Heritage Fund for a project to research scientific information on the genetic and linguistic origins of the English Romany community.	Community Services	In 2020/21 there was not opportunity to put in the bid because Big Lottery funding was mostly assigned to Covid-19 related causes. The Council shall look for opportunities in 2021/22 to enter the bid, as the timing also needs to be in line with when museums reopen because there will be a display and exhibition space in museums for the project.
Continue to monitor standards of work related to the Domestic Abuse Housing Alliance	Housing Services	The council has continued analysis of customer service and partner's feedback where this is provided and thirty-one case audits were undertaken in 2020. The Quality Assurance Group involves a range of

(DAHA) through the DAHA Quality Assurance Group.		frontline Cambridge City Council services and external partners including Cambridgeshire County Council, Cambridge Women's Aid, Cambridge Rape Crisis, Cambridge Women's Resources Centre and The Meadows Children and Family Wing Cambridge.
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Objective Five: To ensure that the City Council's employment and procurement policies and practices are non-discriminatory and to work towards a more representative workforce within the City Council

Action	Service	Update
Commit to use the Social Value portal to help measure economic and social benefits of Council contracts and assess bids in relation to benefits potential suppliers will bring to these areas.	Commercial Services	Since the UK left the EU there will be changes relating to the Public Services Social Value Act 2021, which may mean that the portal will not be necessary. The Council shall be reviewing changes to the law and its options for assessing bids and monitoring contracts relating to their economic and social benefits.
Provide 2 training sessions on how to carry out Equality Impact Assessments.	Corporate Strategy	Two Equality Impact Assessment training sessions were provided that were attended by a total of 13 staff members. Staff found the training useful (for instance, one person said: "Really enjoyed the

		session - a good refresher and liked going through completing an EqIA form - that was really helpful!")
Identify how best to raise our profile as an employer with disabled people and Black and Asian Minority Ethnic people and continue to monitor the profile of the Council's workforce.	Human Resources	At 31 st March 2021, the proportion of Black and Asian Minority Ethnic (BAME) people as a percentage of the workforce was 7.71% up from 7.54% at 31 st March 2020. The proportion of disabled people was 7.21% on 31 st March 2021 – up from 7.13% at 31 st March 2020. The Equality in Employment End of Year Workforce report ¹ explores the profile of the Council's workforce and progress in raising our profile as an employer with disabled people and BAME people in more depth.
As an accredited Disability Confident Employer, explore future actions to recruit and retain disabled people.	Human Resources	The Council successfully completed a self-assessment process to reaccredit at Level 2 as a 'Disability Confident Employer' for a further three years (having initially been accredited in 2017). This assessment covers the following themes: <ul style="list-style-type: none"> • Providing an inclusive and accessible recruitment process • Communicating and Promoting Vacancies • Offering an Interview to Disabled People who meet the minimum criteria for the role

¹ The latest Equality in Employment report is available here: <https://www.cambridge.gov.uk/our-equality-and-diversity-performance>

		<ul style="list-style-type: none"> • Being flexible when assessing applicants and anticipating and providing reasonable adjustments as required • Supporting any existing employee who has or acquires a disability or long-term health condition, enabling them to stay in work • Encouraging suppliers and partner firms to be Disability Confident • Ensuring that staff have sufficient disability equality awareness training
Provide two Managing Mental Health sessions for managers who support staff in the workplace who are experiencing mental health issues.	Human Resources	<p>Two Managing Mental Health sessions were provided attended by a total of 15 staff members. The feedback which staff provided for the training was positive and two comments made were:</p> <ul style="list-style-type: none"> • “Great training” • “I thought the trainer covered all the relevant aspects well.”
Provide Equality and Diversity induction training that includes disability awareness training.	Human Resources	<p>Because the equality and diversity induction training needed to be provided online it was split into two half day sessions that were each run 8 times - Equality, Diversity and Disability Awareness training was provided attended by a total of 70 people, and Equality, Diversity and Disability Policy in Practice attended by 79 people. The courses were received</p>

		<p>well by staff members, for instance two examples of feedback people gave were:</p> <ul style="list-style-type: none"> • “I loved the course I learned so much. It gave me food for thought and I am determined that I look at small everyday changes I could make. Thank you.” • “I thought the case studies that we discussed during the breakout session were really useful to exemplify how policies should be used in practical situations. The variety of scenarios really got my mind working.”
<p>Develop, promote, and deliver the ‘Wellbeing at Work’ range of wellbeing classes, activities, information campaigns and promotions to encourage a healthy active workforce.</p>	<p>Human Resources</p>	<p>The council works in partnership with Be Well in Cambridgeshire and Everyone Health – Health & Wellbeing Community Network Group to run classes. Classes that have been running online in 2020/21 for staff have included:</p> <ul style="list-style-type: none"> • Monthly virtual breathwork taster sessions from September to March • A four-week virtual core strength and mobility workshop • Two six-week virtual yoga programmes • A four-week virtual mindfulness taster workshop

		<ul style="list-style-type: none"> • Step Challenges in June 2020 and March 2021 <p>We also have an intranet site with specific health & wellbeing pages, highlighting a wide variety of wellbeing resources, linked to local and national initiatives.</p>
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Actions for 2020/21 to help mitigate or prevent negative impacts of the coronavirus pandemic for equality groups:

Action	Service	Update
Provide information and support to the Equality and Diversity Partnership in its response to Covid-19.	Community Services	Covid-19 related guidance on lockdown and public health messages has been sent out to the Equality and Diversity Partnership as and when there have been new updates. Moreover, in March a meeting was held with members of the Partnership and other community groups for them to ask questions about the vaccine to the NHS and Cambridgeshire County Council's Public Health team.
Provide advice and referrals to support the voluntary and community sector organisations that are helping to tackle digital exclusion.	Corporate Strategy	Cambridge City Council has provided £35,000 in Community Grants in 2021/22 to support the Cambridgeshire Digital Partnership to provide access

		to devices, connectivity and training for people who are digitally excluded.
Continue to monitor local and national information around how different protected characteristics are impacted by coronavirus to identify areas where the council can help mitigate or prevent negative impacts.	Community Services and Corporate Strategy	During the pandemic, the council has held regular (weekly or bi-weekly) Covid-19 Community Rapid Response meetings attended by Community Services, Corporate Strategy, and Environmental Services. The purpose of the meetings has been to identify means of targeting Public Health messaging at different community groups (including protected characteristic groups) disproportionately impacted by coronavirus in relation to contraction rates.
Bring together datasets (under the VPP emergency protocol) to identify vulnerable groups.	Community Services and Corporate Strategy	As part of the first lockdown the Council brought together around 30 different datasets that were used to identify individuals in Cambridge that had a primary or secondary risk relating to Covid-19. The list of datasets was rationalised down to a priority set of 5/6 identifying people clinically vulnerable and shielding, older people (including those under the community alarm system), people needing Social Care support and people on certain disability benefits.
Run a new virtual community centre to provide specific information for children, young people, older people and families.	Community Services	The Cambridge Virtual Community Centre is up and running on Facebook and shall continue post-pandemic. It is aimed at older people, young people,

<p>We will also share messages about how the public can protect their mental health during the Covid-19 pandemic.</p>		<p>and families. Initially posts on a given week were themed but now there are numerous contributions from a wide range of partners about events and support available. Over 800 people follow the Facebook page as at April 2021.</p>
<p>Help respond to domestic abuse during Covid-19 by undertaking our action plan to address communication, co-ordinating local services, and continuation of services.</p>	<p>Community Services and Housing Services</p>	<p>In response to coronavirus measures, Cambridge City Council developed an action plan to assure those at risk and the wider public had access to the available domestic abuse services as well as to identify emerging gaps. The action plan followed guidance from the LGiU and the Domestic Abuse Housing Alliance (DAHA) and had three themes:</p> <ol style="list-style-type: none"> 1. Communication: examples of activities relating to this included news releases for external awareness raising, message on Council Domestic Abuse webpage on how services are running, and a helpline sheet for council tenants circulated by Housing Services. 2. Coordinating local services: regular contact was made with voluntary, community and support groups for people experiencing domestic abuse. Also, the council was in regular contact with local public services like the Police and IDVA Service to understand the current process for the court system during the pandemic.

		<p>3. Continuation of services: there was ongoing training for staff on supporting people experiencing domestic abuse, and the council continued to identify those at risk and proactively advise them of relevant support.</p>
<p>As part of Mental Health Awareness Week (18 to 24 May), provide training on managing mental, emotional, and physical wellbeing and on personal resilience and share key messages on how staff can look after their mental health and wellbeing during the Covid-19 pandemic.).</p>	<p>Community Services, Corporate Strategy and Human Resources</p>	<p>Cambridge City Council provided staff members with the 'Managing your own Wellbeing' and 'Personal Resilience in Challenging Times' online courses – they were run 5 times each and attended by 44 staff members. The courses were very well received. For Managing your own Wellbeing some comments were:</p> <ul style="list-style-type: none"> • “The course was thoroughly enjoyable and with a really good tutor. She used a good mix of pupil interaction and spoke in a way which made us all feel at ease and like she was really doing it for our own benefit.” • “The course had lots of useful tips to follow and the workbook is really detailed.” <p>For the Personal Resilience course some comments were:</p> <ul style="list-style-type: none"> • “Really good format, decent length, personable trainer. Nothing was 'rocket

		<p>science' but served as a timely reminder of good practice.”</p> <ul style="list-style-type: none"> • “Fantastic course and trainer very passionate about the topic. I feel I have some new tools to use/ look into further for better handling my stress. These courses are so important for staff to look after their mental health!” <p>During Mental Health Awareness Week there were daily articles on the council's intranet around different themes on how staff can look after their mental health in the pandemic.</p>
<p>Continue to support Cambridgeshire County Council and Public Health to contact people considered vulnerable to Covid-19 because they have disabilities and long-term health conditions.</p>	<p>Coordinated by Community Services, Housing Services</p>	<p>Cambridge City Council staffed a virtual hub, providing support and advice over the phone to individuals who were Clinically Extremely Vulnerable during Covid-19.</p> <p>Throughout the pandemic, there were 1,200 proactive phone calls made to vulnerable individuals, checking on their condition and offering support should they need it. Officers provided advice on help available and provided support to access food packages, as well as signposting to mental health and social care services.</p>

<p>Identify how the Council can contribute to wider efforts to support the key vulnerable groups identified by the County-wide Covid-19 Social Exclusion Oversight and Co-ordination Group.</p> <p>The groups are:</p> <ul style="list-style-type: none"> • Those suffering from child criminal exploitation • Those with existing mental health issues • Gypsy, Roma and Traveller people • Migrant workers • Those at risk of economic hardship (this includes people with no recourse to public funds) • Rough Sleepers • Those experiencing domestic abuse • Ex-offenders • Those with drug and alcohol addiction • Sex workers 	<p>Community Services, Corporate Strategy, Environmental Services and Housing Services</p>	<p>Cambridge City Council brought different services together to enable a coordinated response for individuals from the vulnerable groups who sometimes have contact with up to 9 individual teams or services. An Equality Impact Assessment and risk assessment (with attached action plans) were developed within the council considering needs and Covid-19 risks for the 10 vulnerable groups. Some examples of actions of the Council included:</p> <ul style="list-style-type: none"> • Under the 'Everyone In' initiative, the Council supported people with recourse to public funds who were rough sleepers to access accommodation. • The Council identified a site in Cambridge city for Gypsy, Roma and Traveller people across the county to self-isolate on if needed. • The Council has worked with Drug and Alcohol Teams to share Cambridge data with support workers and the outreach team to help ensure residents receive support they need.
<p>In partnership with statutory, commissioned, and voluntary partners,</p>	<p>Housing Services</p>	<p>At the point of the 12-month anniversary of the coronavirus emergency effort to offer a safe place to</p>

<p>ensure that a more stable housing offer is made to each rough sleeper housed under the emergency Covid measure, including (where possible) those who have been evicted from that accommodation due to their behaviour and those who have abandoned it.</p>		<p>everyone on the streets of Cambridge ('Everyone In') the Council had provided accommodation for a total of 314 people. Of these, 147 people have been found a more stable housing solution. People previously evicted from 'Everyone In' accommodation due to behaviour were permitted further opportunities to take up free accommodation on each occasion the Council opened its severe weather emergency provision (SWEP). Formerly evicted residents willing to behave in a safe and acceptable manner were offered a further 'Everyone In' room and in this way a majority of these were able to remain housed once SWEP ended.</p>
<p>Maintain regular telephone contact with sheltered housing tenants to provide any extra support they need with emotional and practical issues and visit sheltered housing tenants in emergency situations, taking appropriate precautions to protect residents and staff.</p>	<p>Housing Services</p>	<p>The regular telephone calls with sheltered housing tenants have continued throughout the pandemic. The Housing Service has also produced a draft 'Covid Recovery Plan' working towards the reopening of communal areas in the sheltered housing schemes.</p>