

Progress on actions for the second year of the Single Equality Scheme (2019/20)

Details of actions for the second year of the Single Equality Scheme (2019/20) 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. Here are the page numbers for the updates per objective:

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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

In the second year (2019/20) of the Single Equality Scheme for 2018-21 we aimed to:	In the second year we:
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.	These sessions were run, and 15 members of staff attended the hate crime awareness training and 12 attended the mental health training. A STOP Suicide training session was also run and attended by 13 – this training helps encourage people to talk more openly about suicide and learn how to support people who may be suicidal.
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.	For the meeting held on climate change, Greenpeace, Extinction Rebellion and Friends of the Earth were invited. For the hate crime awareness meeting, speakers from the Police, Stop Hate UK and an officer who helps run the Racial Harassment Service at Cambridge City Council presented. A visit to the new Mosque in Cambridge was also arranged for the Faith's Partnership that was attended by 8 people from faith groups that were not Muslim. No session was held around tackling poverty and inequality in the city as we did not have officer capacity.
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	Four ward profiles were completed for areas in the North, South, East and West of the city. The council consulted community groups and local councillors on the drafts. The profiles are now

In the second year (2019/20) of the Single Equality Scheme for 2018-21 we aimed to:	In the second year we:
means to reduce social isolation and work with older people.	available as a resource on Cambridge City Council's website . Work plans for each area have been developed relating to reducing social isolation for 2020/21 but could be held up due to Covid-19. The profiles will also help inform the Tenancy Audits taking place in 2020/21.
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.	The draft terminology guide has been developed with advice from Cambridgeshire and Peterborough Healthwatch, Encompass Network, Cambridge Rape Crisis and The Cambridge Ethnic Community Forum. This shall be shared with staff in 2020/21.
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.	The formal protocol was not developed in 2019/20 so this objective has been carried over into 2020/21. Nevertheless, 3.5 full-time Housing First workers have been recruited jointly by Cambridgeshire County Council and the Cambridge City Council to support this programme.
Develop Area Profiles in order to gain a better understanding of how to best deliver new developments and balanced communities.	The final assessment of need was published in April 2020 on the Cambridgeshire County Council website . This will form part of the evidence base to help inform plans for new development, and the emerging Greater Cambridge Local Plan.
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	This work has not been completed in 2019/20 but will be finalised and taken to the Housing Scrutiny Committee in September 2020. In 2019/20, the Council started to review its current procedure

In the second year (2019/20) of the Single Equality Scheme for 2018-21 we aimed to:	In the second year we:
prone to mental health issues such as anxiety.	and produced a draft flow chart on the protocol for staff to follow for when hoarding is identified.

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

In the second year (2019/20) of the Single Equality Scheme for 2018-21 we aimed to:	In the second year we:
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.	The men and women's changing rooms are being swapped round at Abbey and cubicles are being added to both. The council hopes to complete these works whilst the swimming pool is still closed due to Covid-19 restrictions. A cubicle has been ordered to add to the shower areas at Cherry Hinton leisure centre. There still needs to be one cubicle added in the men's shower areas at Parkside that will be completed in 2020/21.
Ensure that our intranet meets the minimum standards set out by law under the EU Web Accessibility Directive for 2019/20.	We are working on re-building the intranet and this will be ready by September 2020.
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.	This training was made available to 12 members of staff that are especially likely to work with Gypsy, Roma and Traveller people. Feedback on the training was positive but staff shared they would prefer face-to-face cultural awareness training, which will be provided in 2020/21.

In the second year (2019/20) of the Single Equality Scheme for 2018-21 we aimed to:	In the second year we:
Update the Council's webpages on support available to Gypsy, Roma and Traveller communities.	A <u>new webpage on advice and support available for Gypsy, Roma and Traveller people</u> has been created. It includes information on support relating to accommodation, education, health, and reporting hate crime.
Mark Mental Health Awareness Week (13th to 19th May) and World Mental Health Day (10th October) by: 1. Organising two STOP Suicide training sessions for staff – one to mark Mental Health Awareness Week and one to mark World Mental Health Day 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.	1. The STOP Suicide training sessions were run on 20th May and 8th October and were attended by a total of 34 people. 2. The stall was available on Thursday 16th and Friday 17th May, which are the busiest weekdays on the market.
Train our staff on best practice in supporting service users with mental health problems by providing two sessions of each of the following training: 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. 2. Mental Health First Response: providing people with knowledge and some skills needed to support individuals experiencing mental ill	1. Two sessions were provided and attended by 31 people. 2. Two sessions were provided with a total attendance of 21. Feedback from attendees at the courses included the following comments: • “Very good course, tutor was engaging and knowledgeable. I will be able to put my knowledge to work day-to-day.” • “Paul is a great trainer incredibly knowledgeable a fantastic course”

In the second year (2019/20) of the Single Equality Scheme for 2018-21 we aimed to:	In the second year we:
health, or who may be in a mental health crisis.	
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.	10 Equality and Diversity induction sessions were provided with a total attendance of 104. Some comments about the training were: • “The trainers were really interesting and brought a refreshing perspective to the topic (that I felt familiar with). I learned a lot and we had some very interesting/similar debates.” • “Very good course, well resourced, well delivered with good information and links to support us in the workplace” There were two Equality Impact Assessment training courses attended by 12 people.
Support the Dementia Friendly Communities campaign by: 1. Running Dementia Friends training sessions for our staff 2. Exploring the feasibility of training a Council Officer to be able to deliver Dementia Friends to Council staff and to external organisations 3. Coordinating services to take part in a ‘Cupcake Day’ on 13th June in order to raise awareness about Dementia and fundraise for The Alzheimer’s Society. 4. Explore the feasibility of running Dementia Friends training for market traders in September 2019.	1. Two sessions were run by staff that were attended by 24 people, and a session was run for Councillors attended by 7. 2. The Council’s Equality and Anti-Poverty Officer has been trained as a dementia friends champion to be able to deliver these sessions. 3. Services raised over £300 for The Alzheimer’s Society for ‘Cupcake Day’ 2019. 4. Due to traders’ time being taken up with the consultation on the market square redevelopment, this could not take place in 2019.

In the second year (2019/20) of the Single Equality Scheme for 2018-21 we aimed to:	In the second year we:
Provide further housing support for people identified as having no recourse to public funds by: 1. Identifying individuals who can get recourse to public funds either through their links to a spouse, or by looking at employment records 2. Working with Social Services to identify if there is a duty under the Care Act 2014 for the individual to receive support 3. If 1 and 2 do not apply, working with the individual to consider if they want help to move to another country where they will have greater entitlements to support. This may include working with the UK Border Agency with the individual's consent.	Action points 1 and 2 remain the practical approach to assisting people who have no recourse to public funds. For action point 3, we are investigating options for funding to employ a fixed term specialist worker in light of an increase in people with no recourse to public funds coming forward for support with homelessness during the Covid-19 pandemic. This could build on previously successful work piloted with funding from MHCLG in 2018/19.
Work collaboratively across housing, health and social care to implement the newly approved county wide adaptations policy for Disabled Facilities Grants.	The policy was operational from April 19. A number of special purposes grants have been approved and a new IT system due in November 2020 will help us monitor this.
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".	The Home Improvement Agency now promotes the discount through their contact with people when assessing home adaptations. We have additionally made changes to the application process to make it simpler. As at the end of 2019, there were 268 applicants.

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

In the second year (2019/20) of the Single Equality Scheme for 2018-21 we aimed to:	In the second year we:
Provide the Shopmobility service at the Grand Arcade and Grafton East car parks to support disabled people, including: 1. Hiring mobility scooters and mechanical wheelchairs to people who need mobility assistance 2. Collecting Dial A Ride customers from allocated shopping centre pick up points 3. Providing Three hours' free parking for all Shopmobility customers	All of these services continued to be provided in 2019/20 and the service had 3,722 hires.
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.	A total of 3,865 Holiday Lunches were served over 9 venues - some directly by the city council or in partnership with the voluntary and community sector) alongside activities and other projects. Projects included a community wardrobe in the summer, and collaborations with Kettle's Yard, The Museum of Cambridge and Cambridge Sustainable Food, and access to free film screenings and reading projects.
Undertake a campaign on period poverty in order to encourage all our council buildings to provide free sanitary provision for girls and young women.	We have provided menstrual products at all our council buildings for free, including our community centres. In 2020/21 we shall be exploring further how to target free provision of sanitary products to people in poverty.

In the second year (2019/20) of the Single Equality Scheme for 2018-21 we aimed to:	In the second year we:
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.	We have provided open access play for families citywide through the year. PlayDaze 2019 involved several partners including Amey, Cambridge University museums and Cambridgeshire County Council. We piloted several new workshops and increased the number of larger outdoor events.
Work with 15 children from East Chesterton, Trumpington, Abbey 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.	The project engaged 30 young people aged 10-16 to take part in the final performance and 51 in total during the project. The final production took place with 143 audience members.
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.	A total of £20,000 was sourced externally for 2019-2020 activities, which included setting up new activity in deprived wards, including Abbey and Arbury. The Council has been offering sessions alongside existing youth groups to ensure there are no costs to participants.
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.	Let's Go Girls Festivals (for women aged 16 and above) ran at Trumpington Sport (in May 2019) and Hills Road Sports Centre (in July 2019). There were with 120 women attending. The Council also ran a junior festival at Coleridge School (in September 2019) with 60 girls aged between 12 and 15 from Coleridge, Parkside and Trumpington Colleges attending.
Deliver the Invigorate programme, offering physical activity at reduced cost	There were 93 new memberships for the year (a rise by 132.5% on last year).

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or for free to users of mental health services.	There was also a total attendance of 1,108 across Invigorate sessions. The council has worked with partners to provide a variety of 7 different Invigorate classes delivered weekly across the City.
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.	The free exercise referral service has continued to be available across the ten surgeries in the City – a total of 161 referrals were made available for free in 2019/20.
Provide free sessions for toddlers and parents via the Surestart centres at the Kings Hedges & Abbey swimming pools.	Some staff members at Greenwich Leisure Limited (GLL) are furloughed so the Council currently can only provide reports from 1 April 2019 to 31 January 2020 on the number of sessions. For Abbey this was 937 and for King's Hedges this was 1,117. These figures shall be updated once GLL can provide them.
Provide Community Grants to support the voluntary and community sector in their work with equality groups.	The core budget for Community Grants approved for activities taking place in 2020/21 was £945,000. In 2020/21, funding was awarded to 40 voluntary and community sector organisations that support people with specific protected characteristics for a wide range of different activities.
Develop the implementation phase of the Cambridgeshire Culture Card scheme, a major initiative that aims to: • Increase all children and young people's engagement in arts and	The Cambridgeshire Culture Card prototype engaged 339 children and 404 parents and additional siblings at four Cambridge schools and two East Cambridgeshire schools, using a

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culture, specifically targeting those from low income backgrounds; and • Produce robust evidence of the impact of engagement arts and culture on a wide range of outcomes including education, non-academic skills, and wellbeing.	bespoke dedicated digital platform and repurposed library card. All of the participants lived in areas of higher deprivation and/or claimed benefits. The prototype successfully demonstrated how it can be used to produce robust evidence of impact by gathering together data on engagement type, activity participated in, location, educational attainment, transferable skills, attitudes to self, motivations and barriers to engagement, as well as personal characteristics such as socio-economic status and diversity.
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.	The council produced posters for display on the outside of council buildings, The Guildhall and the Customer Service Contact Centre. Additionally, we created flyers to be displayed at the Customer Service Contact Centre, City Homes and Community Centres.
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.	The council delivered Safer Spaces training to ensure the following buildings are Safer Spaces: Customer Service Contact Centre, City Homes, The Guildhall, Clay Farm Community Centre, Storey's Field, The Meadows Community Centre and Brownsfield Community Centre. Two transgender awareness sessions were run that were attended by 20 people.

In the second year (2019/20) of the Single Equality Scheme for 2018-21 we aimed to:	In the second year we:
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 Street Charter to identify a range of funding opportunities for environmental improvements that support accessibility.	There has not been officer capacity to work on this in 2019/20. However, an audit has been undertaken of “pinch points” in the city where areas are very narrow or cluttered, which can prevent people from effectively undertaking social distancing. This can be used to inform the Street Charter to be undertaken in 2020/21. In 2020/21 there will be increased staff capacity to undertake this work, following recruitment.
Reconfigure the Dual Diagnosis Street Team (DDST) in response to end of grant funding in June 2019.	The reconfigured service started in January 2020.
Continue to provide holistic support to City Council tenants with mental health issues to remain in their tenancies via the tenancy sustainment service, and help link people to meaningful activities and groups in order to help reduce social isolation.	In 2019-20 Cambridge City Council's Tenancy Sustainment Service (TSS) worked with 77 clients, of which over half presented with a high need related to their mental health. At the point of support ending for clients of the TSS all had remained in their accommodation or undertaken a planned move. In 2020/21 a service review of the TSS will be undertaken and as part of this we will seek to include a record of 'outcomes' in terms of meaningful activity/groups in the data captured.
Continue to provide 19 units of move-on accommodation for people receiving support under the mental health team to help them to help them to move onto living independent living.	The City Council continue to manage the landlord function for 17 properties in partnership with Sanctuary Housing. For 2019/2020 occupancy of the 17 flats has been at 95%. In May 2019 one the mental health supported housing property (a shared 3

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	bedroom house) was removed from our provision and passed to a local charity to run as move on for formerly homeless persons. The City Council took an additional 1 bedroom flat as Mental Health supported housing (making the total of 17).
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.	As well as Mansel Court's Community Hub that is still thriving, we have started a second hub at Talbot House but there has not been very high take-up. The research from the student volunteers identified that residents are especially interested in opportunities to mix with younger generations so this is where our 2020/21 activity will be focused.
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.	The Council has helped develop links between a local school and Ditchburn Place sheltered housing scheme. Visits from the children would be linked to themes the children are exploring in their classes, and in 2020/21, the Independent Living Service will be exploring how this model can be carried across to other schools and sheltered housing schemes. The visits to Ditchburn Place are due to start in 2020/21 but have been postponed due to COVID-19.
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	From April 2019 to March 2020, our Financial Inclusion Officer received 173 referrals for assistance from colleagues. As well as in-depth advice on money management and handling debts, the Financial Inclusion Officer seeks support from partner organisations for vulnerable

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(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).	people at points in the year when they are most likely to struggle financially including at Christmas and in the school holidays.
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.	In 2019/20, we awarded around £238k for DHPs for 414 households. There were 46 households that received DHPs because they were impacted by the Benefit Cap. 17 households received DHPs to support them with costs relating to their disability. There may be other households that received DHPs to help support disabled people but this may not have been clearly identified as the main reason for claiming.

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

In the second year (2019/20) of the Single Equality Scheme for 2018-21 we aimed to:	In the second year we:
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. If successful, the project would include this information in museums across Cambridgeshire, engage with people from the wider community, and enable young people to	The Council drafted the expression of interest that was submitted to the National Lottery and they have asked the Council a series of follow-up questions on information that need to be included in the bid. In 2020/21 we will continue to support the Romany community in completing this bid.

In the second year (2019/20) of the Single Equality Scheme for 2018-21 we aimed to:	In the second year we:
share learning about their own community.	
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.	Cambridge City Council undertook social media activity to raise awareness of its role as a Hate Crime Reporting Centre during Hate Crime Awareness Week. The Equality and Diversity Partnership received hate crime awareness training and 15 people attended. We also raised awareness about hate crime as an important issue and that we are a Hate Crime Reporting Centre with members of the Faiths' Partnership. 3 members of the partnership attended a training session to find out more.
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.	Cambridge City Council has continued to work with partners in the Community Safety Partnership (CSP) on this. The council has also assisted in the development of a new Transformation Topic to tackle Serious Violence: Young People and County Lines.
Design and undertake a project to provide Safeguarding advice and/or training to door staff at relevant licensed premises.	The council has developed safeguarding advice and training for licenced premises. Training has been delivered to some licenced premises. The council also continues to support campaigns such as Good Night Out and Ask Angela.
Devise and implement an action plan resulting from the Domestic Abuse Housing Alliance (DAHA) accreditation process and introduce the new	Actions were identified specific to Housing Services and also to improve how all council services support victims of domestic abuse. Some actions that arose

In the second year (2019/20) of the Single Equality Scheme for 2018-21 we aimed to:	In the second year we:
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.	out of the accreditation process and have been implemented included: • Developing a role description for and appointing designated domestic abuse safeguarding leads for each service • Reviewing our approach to proof requirements for victims of domestic abuse applying for housing who are unable to access documents. Now professionals such as a GP or a pharmacist can verify applications as can IDVAs • Publicise the organisation Respect across all council services • Cambridge City Council tenants' 'Tenant handbook' has been revised to include text providing advice on domestic abuse

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

In the second year (2019/20) of the Single Equality Scheme for 2018-21 we aimed to:	In the second year we:
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.	Activities developed for 2019/20 included: • A Step Challenge with 115 participants from across the Council. • A programme of 3 weekly fitness classes

In the second year (2019/20) of the Single Equality Scheme for 2018-21 we aimed to:	In the second year we:
	• A blood pressure pop-up clinic at Cowley Road that undertook approximately 25 tests • Health checks undertaken by Nuffield Health at The Guildhall for approximately 20 people • A back pain workshop that was fully booked (with 20 participants) (in March).
Develop workplace guidance to support transgender people at Cambridge City Council who are transitioning to another gender.	Draft guidance has been produced and we have also consulted with trade unions and Encompass Network on this. The guidance will be signed off following consultation with the Council's Legal Services.
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.	Representation of BAME people as a proportion of the total workforce was 6.3% as at 31st March 2020, compared to 7.59% at 31st March 2019. The recent TUPE transfer of staff from Ditchburn and retirements have had a significant impact on the BAME workforce profile in the last year. Representation of disabled people as a proportion of the total workforce at 7.2% at 31st March 2020, compared to 6.37% at 31st March 2019.
Support mental health and wellbeing of staff by running two training sessions on each of the following: • Managing Stress & Pressure • Managing Mental Health: For managers who support staff in the workplace who are experiencing mental ill health issues	Two Managing Stress and Pressure courses were run with a total of 18 attendees. Some comments about the course were: • "Course was excellent, well presented, interesting and very enjoyable." • "I felt I have achieved what I wanted to I have learned some useful techniques"

In the second year (2019/20) of the Single Equality Scheme for 2018-21 we aimed to:	In the second year we:
	Two half day sessions were run with a total attendance of 13.
Deliver 4 training workshops to familiarise managers with the Council's new Absence Management Policy.	There were 6 training workshops carried out that were attended by 56 people.