

East Cambridgeshire District Council

Draft

Vulnerable Community Strategy

2018-2023

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Forward

I am pleased to present the Vulnerable Community Strategy 2018-23 which outlines the Council's ambitions and commitments to the residents of East Cambridgeshire.

We aim to ensure that all residents have access to the services and resources to meet their needs and ensure that we are doing everything we can to make this happen.

We recognise that the district is evolving and will ensure that effective engagement is in place so that the right services are in place to build resilience and support those in need.

This strategy looks at what can be done to address the inequalities within our communities as we believe that everyone has the right to feel and be safe; and for their circumstances and background to be recognised and valued. The Council strives to make East Cambridgeshire a fantastic place to live for everyone and this strategy aims to make our commitment to improving the lives of residents a reality.

Councillor David Ambrose-Smith
Chairman of Community Services

Introduction

The East Cambridgeshire Vulnerable Community Strategy has been developed to ensure that Council services meet the needs of the most vulnerable and at risk members of our community.

This strategy aims to identify and build on the positive work currently being done and recognise what more can be done to continue to improve the lives of everyone in East Cambridgeshire.

Issues which contribute to vulnerability, based on evidence gathered and consultation with stakeholders have been identified; along with 10 objectives outlining how the Council will address these issues.

Definition of a vulnerable person

As there is no nationally or internationally agreed definition of vulnerability, for the purposes of this strategy, a vulnerable person is defined as a resident who may need additional help and support to prevent, reduce or delay the need for statutory services or is at risk of losing their independence.

As such, this definition and this strategy encompasses the broad spectrum of need of all vulnerable residents in East Cambridgeshire including (but not limited to):

- people with disabilities and health issues
- those who are rurally, socially or digitally isolated
- people in debt or require financial assistance
- those who are homeless or at risk of homelessness
- people affected by broader issues relating to social exclusion and homelessness including mental health, alcohol and substance misuse issues
- older people
- migrant workers, ethnic minority groups, refugees and asylum seekers
- the long-term unemployed and those living in poverty
- victims of and people at risk of anti-social behaviour and domestic violence
- people in need of support to access food or heat their homes
- young people moving through the care system (aged 16 and over)

Context

The Council recognise and endorse the principles of the Human Rights Act 1998 that everybody has the right to be treated equally, with fairness, dignity and respect. In 2012 the Government introduced the Welfare Reform Act which aims to make the benefits and tax credits systems fairer and simpler therefore it is essential that the Council has mechanisms in place to support vulnerable people.

Cambridgeshire County Council has embraced its role in addressing factors contributing to vulnerability and aims to embed a longer term outcome led approach to planning for the whole County Council by the delivery of the 'Stronger Together' Strategy for Building Resilient Communities.

The District Council's Corporate Plan 2017-19 outlines a number of ways the Council will aim to reduce vulnerability. The Plan outlines strategic areas of focus and details commitments of projects to meet community need. Areas of focus include providing genuinely affordable housing, making East Cambridgeshire a fantastic place to live and improving local transport and infrastructure, and creating new jobs and funding.

East Cambridgeshire Local Plan 2015 and Emerging Local Plan outlines a number of key issues relating to vulnerability and identifies clear objectives of how the Council will respond, examples include improving the quality, range and accessibility of services; and addressing inequalities related to age, gender, disability, race, faith, location and income.

This Strategy will use primary and secondary information and data to provide an evidence base to direct Council resources, ensure that the needs of communities and the voluntary and community sector are understood and that the activities undertaken by East Cambridgeshire District Council (ECDC) have a clear context and rationale. It will inform future Service Plans and the wider corporate agenda for ECDC.

This Strategy will identify the ways in which the Council can work with partners and communities to reduce the negative impacts of the issues that vulnerability can lead to.

Aim

It is the aim of the District Council to have the right services, in the right place, at the right time so that residents feel and are safe, feel a part of and are able to positively contribute to the community, have access to the services and support that they need and to have identified which partners are most appropriate to meet the needs of people requiring support.

Principles

The strategy identifies 4 key principles for the Council activity to address vulnerability, which are set out in the table below. It also outlines some broad areas of activity that the Council plan to undertake between 2018 and 2023 to address the key issues.

1. Promote a healthy, safe and clean community
2. Provide support to people in need and empower individuals and communities to become more resilient
3. Build a connected community through engagement, growth and investment
4. Support effective stakeholder and partnership engagement; and a joined-up, multiagency approach to service delivery for people in need of support

Approach

For ease of reference, the Strategy has been broken down into two sections:

1. Identifying the current and emerging needs of our communities
2. How we will take action to support our communities

This Strategy sits within a suite of strategies held by the Council and other agencies and is intended to complement and assist those other strategies to implement meaningful and fit for purpose projects.

Identifying the current and emerging needs of our communities

Communities have many different needs and wants that are shaped amongst other things, by changing demographics, government policy, the environment and global and local socioeconomic factors. This section outlines these key factors and identifies some of the resulting emerging issues.

Key demographic statistics and projected changes

Population and Geography

East Cambridgeshire is a predominantly rural district located to the north-east of Cambridge within the county of Cambridgeshire. The district covers an area of 655km² and has a population of approximately 87,800¹ which is estimated to increase to 98,200 by 2031.²

The largest population settlements in East Cambridgeshire are Ely, Soham, Littleport and Burwell. Together, these comprise approximately 56% of the district's population, with the remaining population is spread between about 50 villages.³

East Cambridgeshire has an ageing population, despite predicted growth in the total sizes of all age groups by 2031; the proportion of children and young people that make up the population is forecast to decrease whilst the proportion of older people increases.

New communities

The emerging East Cambridgeshire Local Plan identifies that most places in the district will experience some growth, in particularly most medium, large and main settlements as identified in the Plan's Policy LP3: The Settlement Hierarchy and the Countryside⁴. The Emerging Local Plan identifies that new communities will be built in Ely, Kennett, Littleport and Soham.

The built environment includes several material determinants of health, including housing, neighbourhood conditions and transport routes, all of which shape the social, economic and environmental conditions on which good health and wellbeing is dependent. When referring to the built environment, it includes open space, networks and connectivity between areas as well as the physical structures and includes the places where people work, live, play and socialise.

Loneliness

¹ ONS Population estimates - local authority based by five year age band (2016)

² Cambridgeshire Annual demographic and socio-economic report 2011. Cambridgeshire County Council. This report based it's figures on the 2031 figures from ONS 2008-based sub-national population projections.

³ East Cambridgeshire Local Plan Further Draft – January 2017

⁴

<https://www.eastcambs.gov.uk/sites/default/files/CD05A%20Proposed%20Submission%20Local%20Plan.pdf>

People living in some areas of the district are at higher risk of loneliness than others. Age UK have identified that people living in some wards of Ely (all wards particularly North and East), Littleport, Soham North, Soham South and Burwell are at 'very high risk' of experiencing loneliness.⁵

Due the ageing population of East Cambridgeshire, more people will be at risk of loneliness and isolation.

Ethnicity

In East Cambridgeshire over recent years, the top five countries from which National Insurance Number (NINo) registrations have been received are Poland, Romania, Bulgaria, Lithuania, and Portugal. These countries constitute a large proportion of (74.7% or 728 out of 974) of all NINo registrations in East Cambridgeshire for 2014/15.⁶

Rate of employment in non-UK born residents in East Cambridgeshire is 72%, This is much higher than the England rate (56.7%) and higher than the East of England rate (61.2%), indicating that migrants in East Cambridgeshire are settling in the district for employment purposes.⁷

Evidence suggests rates of smoking and excessive alcohol consumption is higher among Eastern European communities in East Cambridgeshire.⁸

Poverty and deprivation

Whilst East Cambridgeshire is relatively prosperous, with safe and strong communities, there are some areas that have higher levels of deprivation, including Ely East, Littleport and Ely North.⁹

1,300 residents aged 16 and over are unemployed (2.6% of the population that is economically active).¹⁰

The percentage of households in poverty in East Cambridgeshire has risen from 7.2 % 2012 to 8% in 2014. This equates to 2,853 households.¹¹

3.5 % of residents aged 16-74 are unemployed.¹²

⁵ <http://data.ageuk.org.uk/loneliness-maps/england-2016/east%20cambridgeshire/>

⁶ Community Safety Strategic Assessment Quarter Two: Exploitation, Cohesion and Community Engagement November 2015. Figures in report from Department of Work and Pensions

⁷ www.cambridgeshireinsight.org.uk/joint-strategic-needs-assessment/current-jsna-reports/migrant-and-refugee-2016

⁸ www.cambridgeshireinsight.org.uk/joint-strategic-needs-assessment/current-jsna-reports/migrant-and-refugee-2016

⁹ Cambridgeshire: Indices of Deprivation 2015, Cambridgeshire Atlas

¹⁰ Nomis Official Labour Market Statistics, Labour Market Profile - East Cambridgeshire, Employment and unemployment (July 2016 - June 2017)

¹¹ Department of Business, Energy and Industrial Strategy: Fuel Poverty Report cited in the ECDC Home Energy Conservation Act 1995 Progress Report 31 March 2017 to 31 March 2019

Universal Credit (UC) is a benefit to support people working and on a low income or that are out of work. It is a single monthly payment and replaces some 'legacy benefits' such as Housing Benefit, Child Tax Credit, Income Support and Income-based Jobseeker's Allowance.

All Councils have been live with new claims from single unemployed customers since April 2016. In May 2018, the Department of Work and Pensions will expand Universal Credit in a controlled manner to the full, digital, Universal Credit service.

Citizens Advice Rural Cambridgeshire reports that in other areas residents have experienced difficulties transitioning from legacy benefits to Universal Credit, for example people are waiting up to 12 weeks for their first payment without any income and reports that Universal Credit is too complicated and people are struggling to use it. There is evidence from other parts of the region that shows that our people receiving Universal Credit are more likely to have debt problems than those on legacy benefits. It is estimated that 7,500 families will be receiving UC in East Cambridgeshire by 2022.¹³ Analysis shows that UC is currently pushing people further into debt, and placing an even greater strain on local public services.

The Council's Housing team have reported that they forecast an increase in demand for their services within 6-12 months of the full roll-out of Universal Credit.

Food poverty

There are currently six Food Banks operating in East Cambridgeshire located in Ely, Soham, Sutton, Haddenham, Littleport and Newmarket which serves East Cambridgeshire residents. Definitions of food poverty vary, and the situations that lead to people coming to Foodbanks are often very complex. Many clients have mental health issues.

Between January-June 2017, 711 food parcels (3 days of food in each parcel) were given out in Ely, Haddenham, Sutton and Soham, approximately half of which were for families with children.

The Ely Foodbank Partnership forecasts that there will be an increased demand for its services following the full rollout of Universal Credit.¹⁴

Between July 2016 and December 2016, Littleport Food Bank issued 610 food parcels, with an increase in demand reported towards the end of 2017. People that receive parcels at the Littleport Food Bank include Job Centre users, people on zero hours contracts, people on low wages, people with mental health issues and people with drug and alcohol additions. The Food Bank supports the hostel in Littleport by providing them with food and cooking utensils.

An estimated 10,000 to 14,000 older residents in Cambridgeshire are malnourished, with many more at risk.¹⁵

¹² Greater Cambridge Greater Peterborough Economic Assessment 2013

¹³ Projection using national patterns of benefit claims from Family Resources Survey 2014-15 and constituency level administrative data from the DWP and HMRC

¹⁴ Ely Foodbank Partnership, July 2017

¹⁵ Primary Prevention Ill Health Older People Joint Strategic Needs Assessment 2014

Child Poverty

The area is reasonably affluent, with low levels of deprivation however about 10% of children live in poverty (1,600).¹⁶

In December 2015, End Child Poverty stated that 3,387 children live in poverty in South East Cambridgeshire (after housing costs), This equates to 13.7% of the constituency's children; and 6,269 are children in poverty in North East Cambridgeshire (after housing costs), this equates to 25.9% of children in the constituency.

The areas with the highest levels of child poverty are Littleport West (24.24% after housing costs), Littleport East (23.41% after housing costs) and Sutton (22.65% after housing costs).¹⁷

Health inequalities

The East Cambridgeshire Health and Wellbeing Strategy 2015-18¹⁸ provides an overview of the health of East Cambridgeshire and states that the health of people in the district is generally good, and in comparison with the England average, life expectancy is significantly better. Over the past 10 years, rates of death from all causes and rates of early death from cancer, heart disease and stroke have all improved and are significantly better than the average for England.

The vulnerable and socio-economically disadvantaged groups are more likely to be at risk of poor dental and oral health. Adults who smoke, take drugs, binge drink or who are obese are more likely to suffer from gum disease and mouth cancer.¹⁹ In 2012 22.9% of adults were classified as obese.²⁰

15.3% of Year 6 children in East Cambridgeshire are classified as obese. Public Health England have identified East Cambridgeshire's local health priorities as supporting older people to live independently, safe and well; tackling homelessness and supporting healthy lifestyles. The life expectancy gap for residents living in the most deprived areas of East Cambridgeshire compared to the least deprived areas is 3.9 years for men and 1.5 years for women.²¹

The district is similar to the national average in terms of estimated levels of obesity (23%) and the consumption of five or more portions of fruit or vegetables a day (32%).²²

Older people are more susceptible to major illness during hot summers and cold winters.

¹⁶ https://www.eastcambs.gov.uk/sites/default/files/agendas/rs071215_Q143%20Ap.pdf

¹⁷ <http://www.endchildpoverty.org.uk/poverty-in-your-area-2016/> (December 2015)

¹⁸ https://www.eastcambs.gov.uk/sites/default/files/agendas/rs071215_Q143%20Ap.pdf

¹⁹ <http://cambridgeshireinsight.org.uk/joint-strategic-needs-assessment/current-jsna-reports/prevention-ill-health-older-people-2013>

²⁰ https://www.eastcambs.gov.uk/sites/default/files/agendas/rs071215_Q143%20Ap.pdf

²¹ Public Health England, East Cambridgeshire District Health Profile 2017

²² Cambridgeshire County Council East Cambridgeshire Annual demographic and socio-economic report 2011

Environmental Factors

It is estimated that in 2010, it was estimated that there were 257 deaths attributed to air pollution in Cambridgeshire (over 5% of population mortality is attributed to air pollution). There are over 18,000 car trips to work that are less than 2km (1.2 miles) in Cambridgeshire.²³

The 2017 East Cambridgeshire Air Quality Status Report relates to data gathered between 1st January and 31st December 2016. The report states that air quality in the district is relatively good, statutory objections are being met and the Council has not designated any areas as Air Quality Management Areas.

Anti-Social Behaviour

The East Cambridgeshire Community Safety Partnership, Strategic Assessment 2014/15 - Continuous Assessment, Document 1: Anti-Social Behaviour states that the top five wards with highest rate of ASB per 1,000 people in East Cambridgeshire were Soham North, Ely East, Ely North, Soham South and Littleport East.

Housing

In 2016, Council's Housing team dealt with 82 homelessness applications and prevented 240 households from becoming homeless. 108 of families helped remained in their current accommodations, the rest were relocated to alternative accommodation, the majority going to privately rented accommodation. In 2016/17 the main reason for people contacting the Housing team regarding homelessness concerns was due to eviction from privately rented accommodation. The Housing team recognise that early intervention prevents clients from reaching crisis point.

The Homeless Reduction Act will take effect from April 2018 which will place a duty on a variety of organisations such as the Police, NHS and schools to refer people at risk of homelessness to local authorities in order for the commencement of early intervention and prevention work. Earlier referrals received when rent arrears arise will enable the Housing team to intervene before enforcement action is taken.

The Joint Strategic Needs Assessment - Homelessness and at Risk of Homelessness (2010) outlines that people leaving care without adequate support as at a crisis point which can precipitate homelessness.

The Council's Housing team is aware that a large percentage of older people will be vulnerable to properties being in disrepair and fuel poverty because of limited pensions.

Fuel poverty is a growing problem, with the percentage of households in fuel poverty increasing from 11.5% to 14.5% between 2008 and 2010.²⁴

²³ Transport and Health Joint Strategic Needs Assessment 2014/15

²⁴ www.cambridgeshireinsight.org.uk/joint-strategic-needs-assessment/current-jsna-reports/prevention-ill-health-older-people-2013

Engaging with our communities, partnerships and community organisations

In addition to identifying the needs of communities through quantitative data analysis, the Council engages directly with residents and parish councils to establish need and to ascertain how change at a local and national level is impacting on East Cambridgeshire residents. This in turn informs what ECDC can do to most effectively support our communities, whilst ensuring best value.

The Council leads on the key projects as the cornerstones of its community engagement through the delivery of Parish Conferences and the management of the Register of Consultee database.

The Council works with a range of partnerships and community and voluntary sector organisations to understand the needs of communities, including local the health and wellbeing partnership, the East Cambridgeshire Community Safety Partnership, local access groups and voluntary and community organisations.

How we will support communities

After reviewing the emerging issues and the relevant policies of different agencies, 4 principles have been identified to outline how the Council will respond to the issues identified in Section 'Identifying the current and emerging needs of our Communities'.

The commitments detailed in this Section have been developed following engagement with stakeholders and Council departments that carry out services that prevent or react to issues related to vulnerability.

Principle 1	Build a connected community through engagement, growth and investment
Areas of focus	Key ECDC commitments
Business Rates Retention	Using Audits such as the Community Facilities Audit 2013 and the East Cambridgeshire Play and Informal Open Space Audit 2013, and the existing and emerging Local Plan to guide community provision to ensure that sufficient community amenities are in place throughout the district.
Apprenticeships	Management of the Section 106, Community Fund and Facilities Improvement Grant Schemes to improve community facilities and to support new or existing community services.
Markets	Support volunteering to help residents develop skills and experiences which can assist with the progression into work, by supporting TimeBank initiatives, and provide support to organisations to train volunteers.
Transport	Promote apprenticeships with local businesses.
Volunteering	Use the Business Rates Retention fund on business development, creation of new jobs and opportunities for young people.
Provision audits	Promote and deliver the Council's business website (Enterprise East Cambridgeshire) as a platform for the district to encourage inward investment into the area and business interactions.
Grant funding	Deliver markets throughout the year, three times a week.
Free Car Parking	Financial contribution towards the Ely Southern Bypass project
	The Council can support projects relating the Cambridgeshire County Council Transport Strategy for East Cambridgeshire.
	Provision of free long and short stay car parks; and provision of pay & display commuter car parks at Angel

	Drove & The Dock, Ely
Community Engagement Strategy	Ensure that communities are able to receive information by continuing to deliver parish conferences aimed at providing parish councils with the tools required to become more resilient. Parish Conferences can be used as platforms to share best practices and inform parish councils of initiatives aimed at addressing vulnerability such as community transport schemes and the Eyes and Ears schemes, and also training Council's to form their own emergency plans.
Consultation	
Parish Conferences	The Council's Community Engagement Strategy aims to support strong, active and inclusive communities, who are informed and involved in decision-making and enable us to improve public services to enhance quality of life across East Cambridgeshire. The intention is for officers, elected members, residents, community and voluntary sector organisations and our public sector partners to work together to encourage effective community engagement and ensure that processes are flexible and can be tailored to different groups and individuals in different areas of the district.
Stakeholder partnerships	<p>The Council is in the process of reviewing and updating its Community Engagement Strategy.</p> <p>The Council administers a Register of Consultee database, which staff use when conducting consultation on any proposed new services (or relevant projects) or alterations to existing services. The Register of Consultees is updated at the request of a new or existing consultee.</p> <p>The ECDC Consultation Policy 2009 and emerging Consultation Policy sets out the principles on which the Council will consult with local people and groups about its policies and services. It also states that the Council will consider when it is appropriate to consult with different audiences, including individual residents, partner organisations and parish councils. The overall aim of this policy is to improve the services and operations of the Council by understanding the needs of customers and others who are affected by its decisions.</p> <p>A review of the Council's Consultation Policy is being undertaken.</p> <p>Annual reports - Issue of annual reports to all residents</p> <p>Electoral Registration - Target under registered groups via visits to care homes, studs and agricultural worker hostels.</p> <p>Public Question Time - Provide a platform for public speaking at Planning and Licensing Committees, Public Question Time at Council and Committee meetings and operate the Public Petition Scheme.</p>
Social isolation	The Community Safety Partnership will continue to proactively support the Ely and Littleport Timebank

and loneliness	schemes, Neighbourhood Watch, Speed Watch and Countryside Watch volunteer schemes.
Volunteering	Support the Ely Volunteer Centre via Service Level Agreement funding.
Rural isolation	Under the terms of the Localism Act 2011, the community can nominate a space or building to be maintain its current use of providing social, leisure, cultural or historical importance to the community. If the asset were to be sold, the community is granted the opportunity to purchase it. The Council is responsible for managing Asset of Community Value nominations.
Digital exclusion	
Outreach work	Signpost and refer people to befriending clubs and luncheon clubs to potentially provide a social network for isolated individuals.
Community transport schemes	<p>The Council will participate in partnership initiatives aimed at helping vulnerable people. The Community Safety Partnership's Eyes & Ears Scheme provides a referral framework for front line staff from a number of agencies to signpost and refer vulnerable people to other agencies.</p> <p>ECDC Planning Policy and the Local Plan Policies adhere to the National Planning Policy Framework which does not permit isolated dwellings in the countryside (unless it is a rural workers dwelling)</p> <p>When developing large sites the needs for transport improvements, including public transport, walking and cycling must be considered</p> <p>Explore opportunities to shape, develop and grow the Community Hub model throughout the district.</p> <p>All regulatory services are able to offer home visits to residents that cannot get to the council offices. This also enables the officer to assess vulnerability risk factors and signpost/refer accordingly.</p> <p>The District Council will provide support local community transport schemes in recognition of the important role they play in providing much needed transport for residents, particularly those living in more rural areas, where scheduled buses do not operate or only provide a limited service.</p> <p>The Council provide support to Citizens Advice services who deliver services in the community in places such as doctor's surgeries and food banks providing people the opportunity to engage who may not be able to access services by other means.</p> <p>Signpost to and raise awareness of community transport schemes.</p>

	<p>Work with partners to ensure that the district is being served with transport infrastructure to meet the demands of growth.</p> <p>ECDC's Housing team is willing to visit homes if no phone or internet is available or can collect tenants and drive them to the Council offices for assessments/to make phone calls.</p> <p>Care and Repair carry out home visits to clients and can assist with filling out application forms and other benefit applications.</p> <p>Digital support and assistance provided by the Customer Services team (face to face help on computers located in reception)</p> <p>The Council provide support to Citizens Advice services who can offer basic computer training to clients.</p>
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Principle 2	Provide support to people in need and empower individuals and communities to become more resilient
Areas of focus	Key ECDC commitments
Debt management	Provide debt advice and debt management plans to assist residents by helping to devise intensive budgeting plans and provide financial capability training.
Financial assessments	Support Citizens Advice services who provide a range of debt and financial support to clients such as financial capability training, benefits drop-in services, specialised debt support, pension and tax advice, and Universal Credit/benefit advice and support.
Debt management plans	Provide budgeting support for Universal Credit in partnership with the Department of Work and Pensions.
Benefit support	Offer instalment plans for the repayment of sundry debts where applicable.
Universal Credit	Provide assistance to residents seeking housing benefits
Digital assistance	Participate in referral networks to ensure that the needs of residents are addressed and that specialised assistance is provided. Examples of referral networks include Eyes & Ears Scheme to the Council's Housing team for financial assessments; and the Housing team's referrals to charities (help with white goods, furniture, employment, and clothing).

	Offer income and expenditure assessments; and money management and savings advice.
Homelessness support	Deliver the Council's East Cambridgeshire Homelessness Strategy 2015-18
Income and Expenditure assessments	Offer income and expenditure assessments; and provide financial assessments and advice to help people stay in their homes whether they are private or rented.
Rent Deposit Scheme	Operate a Rent Deposit Scheme which provides one off deposit payments for tenants to access privately rented accommodation. Clients can be referred to the Council's homeless hostels with full risk assessments carried out.
Landlord liaison and support	ECDC Planning Policy states that there must be a percentage of affordable housing on new sites with any more than 10 dwellings
Tenancy support	Liaise with landlords when required and can help prepare court cases for housing issues
Affordable housing	Offer weekly tenancy and housing drop-in sessions to offer support with all aspects of maintaining a tenancy, such as resolving benefit issues, help to claim the right benefits (Housing, health and employment benefits), provide housing advice to people threatened with homelessness, help with budgeting and signposting to other agencies.
Fuel poverty	
Home repairs and improvements	The Council can write letters of referrals to help people in need acquire furniture.
Affordable housing	Provide support to landlords as well as tenants with tenancy issues such as housing benefit issues, evictions, repairs, best practice and tenancy agreements. The Council provide a free landlord resolution service.
Community Land Trusts	Offer telephone support 24/7 every day of the year for housing related emergencies
Housing for young people including Care Leavers	Offer advice and assistance to improve energy efficiency of homes. Offer advice to tenants regarding their right to decent housing conditions such as dealing with dampness and repairs within the private rented sector. ECDC refer people in need to the Stay Well fund which can be used for emergency fuel payments to help people facing difficulties heating their homes. Link to fund: http://www.Cambridgeshirecf.org.uk/Stay-Well.html

	<p>ECDC administer a small repairs fund which pays for minor repairs such as draught excluders.</p> <p>Provide grants to enable people to remain in their own homes, including adaptations and repairs.</p> <p>Provide genuinely affordable housing by local people for local people by supporting the delivery Community Land Trusts to enable people to live and work locally.</p> <p>Work with other agencies and organisations to provide housing support and advice to vulnerable young people and young people identified as being at risk of homelessness or leaving care.</p>
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Principle 3	Promote a healthy, safe and clean community
Areas of focus	Key ECDC commitments
Food poverty Cooking courses Food Banks Healthier option	<p>Help people gain access to the food and resources required to keep healthy by:</p> <ul style="list-style-type: none"> - taking people to and signposting them to charities and food banks to collect food - referrals to food banks - working with and refer to children's centres that deliver cooking courses for parents and guardians - Providing money management assistance to people who need help obtaining food. - Supporting Citizens Advice services who signpost people to food banks - Encourage businesses to provide healthier choices on their menus - carry out routine inspections of food premises to safeguard the public
Radicalisation Discrimination/com munity tensions/hate crime Loneliness/inclusio n/ integration (ethnic minorities) Seasonal workers on zero- hours contracts/worker rights/human rights/exploitation and manipulation Worker rights and exploitation	<p>The East Cambridgeshire Community Safety Partnership will address radicalisation by carrying out preventative work with schools, community groups, youth groups and parish councils</p> <p>Support the work of the East Cambridgeshire Community Safety Partnership in building community relations and reporting discrimination</p> <p>ECDC has signed up the Countywide Equality Pledge</p> <p>Engagement with the Travelling community to help improve community relations and living conditions</p> <p>Deliver the Council's Single Equality Scheme</p> <p>Support the Citizens Advice services that act as hate crime reporting centres and provide support to people affected by discrimination in the workplace</p> <p>Support Citizens Advices Services who provide advice and support to workers regarding employment and human rights to prevent exploitation. When assessing clients, the service will assess signs for financial abuse.</p> <p>The Community Safety Partnership will provide information to migrant workers about their worker rights to prevent gang master exploitation.</p> <p>Referrals and signposting to community transport schemes, and volunteering and befriending services.</p>
Health inequalities	Identify health inequalities and prioritise actions to reduce them through the East Cambridgeshire Health and Wellbeing Strategy by working with partner organisations. The East Cambridgeshire Health and Wellbeing

Partnership support	Strategy will be refreshed in 2018/19.
Planning policies	The Council's Planning department have adopted the following policies:
Referral systems	<ul style="list-style-type: none"> • Encourage the provision of dwellings that meet the Lifetime Homes standard so that they are easily adaptable for the elderly and disabled • Affordable housing should be focused on public transport routes • sports facilities, play areas and open space provision on larger developments
Community transport schemes	Commitment to the Community Safety Partnership's Eyes & Ears Scheme and utilise this referral process to signpost/refer to other agencies as required to ensure residents in need receive the support to meet their needs.
Home visits	
Leisure and recreation provision	The Council is a partner of the East Cambridgeshire Dementia Action Alliance who aim to promote the voice of people affected by dementia and increase the number of Dementia Friends in East Cambridgeshire.
Long term conditions	ECDC support dementia carers by directing them to the Alzheimer's Society
Mental health conditions	Promote and signpost to the district's leisure centres
Air pollution	Trained Dementia Champions offer information sessions to raise awareness working with parish councils and community groups.
Tourism and Events	A Housing Officer may attend medical appointments with clients where required.
Falls Prevention	Promote social transport schemes for hospital appointments to those unable to use other means of transport.
	Make referrals to doctors, health and counselling services when required.
	Work with the Fire & Rescue service to carry out a 'stealth' calls to assess vulnerability when a referral has been made from another agency.
	The Planning team will consult with East Cambridgeshire Access Group to comment on any applications or where the general public will visit or for employment uses
	Support the Cambridgeshire Handyperson Scheme. The service is for people aged over 65 years, or those with a disability living in Cambridge City, South Cambridgeshire, East Cambridgeshire, Huntingdonshire and

	<p>Fenland. It aims to prevent falls and accidents by offering a free Personal Assessment, Home Safety Check and arranging small jobs to be carried out. Link to webpage: https://www.cambridge.gov.uk/cambridgeshire-handyperson-scheme</p> <p>Consult East Cambridgeshire Access Group when developing plans for open space to ensure that any works consider the needs of people with disabilities.</p> <p>The Community Safety Partnership is able to signpost residents to relevant support services (often to mental health services)</p> <p>Citizens Advice services are able to assist with health benefit appeals and applications e.g. Personal Independence Payments.</p> <p>A new District leisure centre will be opened in 2018 to support the health and well-being of residents</p> <p>Facilitate voting by people with disabilities by offering postal votes for those unable to attend polling stations and signature waivers for those with visual impairment.</p> <p>The East Cambridgeshire 2017 Air Quality Status Report states that the Council is taking the following measures to address air quality:</p> <ul style="list-style-type: none"> • Working with Cambridgeshire County Council through the Transport Strategy for East Cambridgeshire to prioritise sustainable transport alternatives and reduce congestion • Encouraging healthy and active travel and supporting people's wellbeing • Requiring applicants to provide Construction Environment Management Plans to minimise the production of PM_{2.5} and other particulates which might arise during construction work in considering applications for planning approvals for new development under Town and Country Planning <p>Production of a district-wide Tourism Strategy.</p>
Domestic violence	Take people affected by domestic violence to a place of refuge
Anti-Social Behaviour	The Community Safety Partnership's White Ribbon Scheme will aim to increase awareness of the issues of domestic violence and the signs to look out for
Mediation	Support to the Community Safety Partnership (CSP) in a number of ways, including full administrative support including minutes and actions of all relevant partnership meetings, budget management of the Partnership's

Tackling and preventing crime	and rural	financial resources, planning and coordinating the annual action planning process for the Partnership's rolling plan of activity, and advising CSP members of emerging policy and strategic developments including legislative changes, organisational changes and emerging local and national priorities
Partnership Support		Provide mediation for neighbour disputes
Refuge support		The Community Safety Partnership and Police aim to tackle and prevent rural crimes so that vulnerable people do not feel more vulnerable, particularly in isolated areas.
Safe environments		Consult the Police on planning applications
Recycling participation and clean neighbourhoods	and	Designate public areas through the introduction of Public Spaces Protection Orders (PSPOs) to address a particular nuisance or problem in a particular area that is detrimental to the local community's quality of life, by imposing conditions on the use of that area which apply to everyone
		Delivery the Recycling Matters Action Plan

Objective 4	Support effective stakeholder and partnership engagement; and a joined-up, multiagency approach to service delivery for people in need of support	
Areas of focus	Key ECDC commitments	
Community Hubs – addressing a wide range of issues.	Provide representation and support to Community Hubs, working alongside a range of other public and private organisations providing information for people including managing debt, alcohol and drug dependency, mental health issues, any housing related concerns and any other support needs.	
Multi-Agency events	The Council's Corporate Plan 2017-19 states that 8 hubs will be established across the district by 2019. Localised hubs can target individual community needs bringing in a mixture of both private and public organisations.	
Outreach promotion	Utilise popular locations to promote services.	
Effective partnerships	Participate in multi-agency partnerships and events to address community needs using a joined-up approach.	
Stakeholder engagement		

How we will measure our achievements

It is important for the Council to know whether it is achieving the aims of the Vulnerable Community Strategy 2018-23. A variety of methods will be used to measure this, including:

- Delivery of the Vulnerable Community Action Plan 2018-20
- Monitoring and reporting on the performance of this strategy and action plan annually through the Service Planning Process
- Acting on feedback from our inspections and external assessments of performance
- Participating in any countywide forums that provide the opportunity to share and learn from best practice
- Completion of Equality Impact Assessments for all reports relating to potential changes in service delivery to demonstrate that the needs of all user groups have been considered