Together for Lewisham

Our Civic University Agreement 2021-2024









Lewisham and Greenwich













ewisham

Homes

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Together we will make Lewisham the most inclusive place to live, work, create and learn.

This Civic University Agreement sets out the shared vision and action plan agreed by 12 anchor institutions in the London Borough of Lewisham. Together we have identified the priority areas where we can work together to improve the lives of those in our locality, with partners each playing to their respective strengths.

Goldsmiths, University of London convened a series of meetings and consultations, to explore how Goldsmiths and these 11 other anchor institutions might work even more effectively to address the challenges Lewisham residents are facing. With unemployment levels amongst the highest in London, and particular concerns about youth unemployment and the broader impact on health and well-being, we have come together to help address this situation while also seizing forthcoming opportunities. One such opportunity is that Lewisham will be the London Borough of Culture in 2022 - an occasion to promote and celebrate the Borough's diverse communities and vibrant culture, accompanied by calls to address the climate emergency.

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Lewisham will be the London Borough of Culture in 2022 - an occasion to promote and celebrate the Borough's diverse communities and vibrant culture

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Lewisham is home to a vibrant creative community and is the location of one of the Mayor of London's first Creative Enterprise Zones

We have much to be proud of in Lewisham. Lewisham is the 15th most ethnically diverse local authority in the country, the 2nd most diverse borough in London, two out of every five residents are from a black or minority ethnic background, and the Borough is home to more than 75 nationalities. Lewisham is a significant part of one of the world's greatest capital cities. As of 2019, Lewisham had a population of 303,500, which makes it roughly similar in size to the city of Newcastle. Lewisham has an energetic voluntary and community sector, which proactively engages local people and supports some of the most vulnerable in the community. Lewisham College plays an active part in supporting the learning aspirations of the community and has established highly effective partnerships with more than thirty local community groups. Through the Youth Hubs (a partnership involving Lewisham College, Lewisham Council and Jobcentre Plus), the College is helping to support young people aged 16 to 24 into work.

The Borough also has internationally renowned educational and cultural institutions -Goldsmiths, University of London, Trinity Laban Conservatoire of Music and Dance, The Horniman, The Albany and The Migration Museum. It is perhaps not surprising therefore that Lewisham is also home to a vibrant artistic and creative community, and is the location of one of the Mayor of London's first Creative Enterprise Zones. CEZs support creative sector start-ups, grow new jobs and help local people develop their skills, and are the Greater London Authority's flagship programme for growth in the creative sector.

Lewisham also has a well-established track record of supporting refugees and migrants. We are proud of our work here and were delighted that this was recognised recently recognised by the national charity, 'City of Sanctuary', which awarded Lewisham Council with the title of 'Council of Sanctuary' in May 2021. This is the first time a council has been awarded this honour.



Home to more than 75 nationalities



Our various consultation findings show that the priorities for residents in Lewisham are:

Business growth Unemployment Social and civic infrastructure Skills and reskilling Raising school attainment levels In response, we have drawn up a programme of actions in this Agreement addressing these priorities and focused on four objectives:

- Educational opportunities and learning aspirations
- Economic prosperity, jobs and growth
- Culture, health and wellbeing
- Environmental sustainability

These actions will be regularly reviewed and refreshed as required.

We, the partners in this Civic University Agreement, are committing to working together on a shared vision aimed at improving the lives of those living, working, creating and learning in the locality.

In so doing, our work will also reflect our commitments to equality, diversity, and social and environmental justice. We will also seek out opportunities to ensure these activities reach and speak to those in all parts of the Borough, with a focus on those in particularly deprived areas.

The partners are further and higher education institutions (Lewisham College, Goldsmiths and Trinity Laban); cultural organisations (The Horniman, Migration Museum and The Albany); community and voluntary representative groups and charities (Lewisham Local and 999 Club); public sector and health providers (Lewisham Council and Lewisham and Greenwich NHS Trust); housing associations (Lewisham Homes and Phoenix Community Housing).

Our partnership

The Albany is an arts centre in the heart of Deptford that exists to inspire, develop and support creativity for the benefit of our community.

Goldsmiths, University of London offers undergraduate and postgraduate degrees in the arts, humanities, social sciences, business and computing, with leading research and high-quality teaching.

The Horniman Museum and Gardens is located in the Forest Hill area of Lewisham. It aims to connect us all with global cultures and the natural environment, encouraging us to shape a positive future for the world we all share.

Lewisham College is a thriving, dynamic further education college based across two impressive campuses in Lewisham and Deptford. Their aim is to enable students to gain the qualifications, professional skills and soft skills, including confidence, they need to achieve their career or future ambitions.

Lewisham Council is the local authority for the London Borough of Lewisham. They deliver a huge range of services to support the residents, businesses and students of the borough to thrive, working closely with the community and anchor institutions of the borough to maximise their collective impact. Lewisham and Greenwich NHS Trust is responsible for: Queen Elizabeth Hospital in Woolwich; University Hospital Lewisham; a range of community health services in Lewisham;

some services at Oueen

Mary's Hospital in Sidcup.

Lewisham Homes is an enterprising, not-for-profit organisation wholly owned by Lewisham Council, set up to improve housing in the borough. As well as managing 19,000 homes on behalf of Lewisham Council, they build new homes and find valuable ways to invest in the local community.

Lewisham Local is the Borough Voluntary Sector Infrastructure support organisation focusing on connecting individuals, organisations and businesses to the community, and increasing awareness of the good causes and needs in the community. It promotes an asset-based model that uses the reciprocal sharing of time and skills to help each other across the borough.

Phoenix Community Housing is a not-for-profit resident-led housing association based in south London. They own and manage more than 6,000 homes in the Lewisham wards of Bellingham, Whitefoot and Downham, and are now starting to build their first new homes. The Migration Museum is creating a landmark cultural institution for the nation that explores how the movement of people to and from Britain across the ages has shaped who we are - as individuals, as communities, and as a nation.

Trinity Laban is the UK's only Conservatoire of music and contemporary dance. Their innovative course provision, exciting performances, and ground breaking education, community and social inclusion work make Trinity Laban a leader in the advancement of creative artistic practice.

999 Club offer services for homeless people from their centre on Deptford Broadway. As well as people who sleep rough, they support those who are vulnerably housed; sofa surfing or living in temporary accommodation.

Objective 1 Educational opportunities and learning aspirations

Context

A quarter of Lewisham residents are aged 0-9 years old, and a third of children in Lewisham grow up in poverty. This raises many challenges. Goldsmiths, Trinity Laban and Lewisham College already play an important role in supporting the learning aspirations of local school children. For example, Goldsmiths has a substantial education outreach programme that has engaged thousands of young people, aimed at supporting their learning aspirations and encouraging participation in higher education amongst under-represented groups. Many of the schools Goldsmiths works with have a minimum of 30% of pupils eligible for free school meals. In 2018/19, Goldsmiths worked with almost 170 schools and colleges, with over 300 events delivered in total, involving almost 3,000 pupils and students.

Similarly, in a typical year, Trinity Laban offers an extensive programme for children and young people providing participative opportunities and progression routes reaching 10,000 participants, of which over 500 are enrolled in intensive advanced programmes. In 2019/20, Trinity Laban worked through music and dance with over 500 elders, and 378 teachers and arts professionals received training or professional development. Over 10,000 people engaged with online courses and 'take part at home' resources during the global lockdown from March to August 2020. All these activities will have significant beneficial impacts for many local residents.

In recognition of this, Goldsmiths is looking to heighten its widening participation work, including holding clubs in the summer holidays, and perhaps Saturday Clubs too, for local young people aged 13-16. The Horniman also has a pro-active programme of engagement with school children. Pre-Covid, The Horniman would typically engage with around 50,000 school children each year. Its school service has many decades of experience in object-based learning and outdoor learning, particularly with schools with higher levels of deprivation. Similarly, the education team at the Migration Museum engages students through interactive exhibition-based workshops, local history walks, online activities and more, in core themes of migration, identity and belonging, in order to foster an understanding of how migration has shaped us as individuals and as a nation. It also offers flexible and practical training for teachers and educators, highlighting the ways in which teachers across multiple subjects can integrate the topic of migration in their work to the benefit of their students.

The youth programmes (aimed at 5-25 year olds) at The Albany include holiday courses and year-round projects. They take place at community sites across Lewisham as well as at The Albany. These programmes also include a strategic and multi-year partnership between The Albany and Lewisham Homes, in addition to securing funding from sources such as the Mayor of London's Young Londoner's Fund for The Albany's Creative Coding courses.

Digital skills to be

in demand

Following the pandemic, Lewisham's unemployment levels are high relative to other London Boroughs. The community is keen to take up more opportunities to reskill and upskill to help support them into new careers. Lewisham Council has highlighted the importance of addressing this issue, and has a number of relevant initiatives in place, including many which align with provision offered by Further and Higher Education institutions in the borough. For example, both Goldsmiths and Lewisham College are well placed to address the need for digital skills.

Demand for high-level digital skills is expected to increase rapidly in the next decade, with around 90% of jobs in the next twenty years or so requiring some element of digital skills, at around one in five of all job vacancies. Already some 49% of SMEs are expressing concerns about technical skills gaps. Goldsmiths has a renowned Department of Computing delivering high-level skills, and Lewisham College offers a number of relevant qualifications. Lewisham College has worked closely with Jobcentre Plus to offer a range of sector-based work academy programmes enabling unemployed individuals to secure jobs or progress to their next steps. Both institutions are committed to working even more closely together on relevant joint initiatives in this area.

Objective 1 Actions

Action	Partners
Develop programmes and policies with local further education colleges, to provide learning and skills pathways across FE and HE institutions, with the aim of supporting people into jobs, focusing in particular on the barriers that Lewisham's diverse population faces in terms of accessing skills education.	Goldsmiths, Lewisham College
Strengthen the work of Lewisham's Strategic Learning Partnership and Lewisham Education Arts Network to deliver a Creative Skills Pathway; understanding and breaking down the barriers to careers in the Creative Sector.	Lewisham College, Goldsmiths, Trinity Laban, Lewisham Council.
Re-energise and evolve our offer to meet both the formal and informal adult learning and employment needs of the local population. For example, through Goldsmiths' work with Lewisham College on progression pathways for students, to help them move into HE studies at Goldsmiths.	Goldsmiths, Lewisham College
Grow non-accredited short course provision (delivered online and face- to-face courses). Explore the development of shorter courses to help students build up qualifications over time, targeting local skills needs and supporting economic and social regeneration.	Goldsmiths, Lewisham Local, Lewisham Homes, Phoenix Community Housing, 999 Club, The Albany
Heighten our widening participation and outreach activities through individual and collective activities, with the aim of more focused targeting of particular schools with high levels of deprived pupils, and of streamlining activities where appropriate.	Goldsmiths, Trinity Laban, the Horniman, the Migration Museum, Lewisham College, The Albany

Objective 1: Educational opportunities and learning aspirations 11

Objective 2 Economic prosperity, jobs and growth

Context

In relative terms, Lewisham remains amongst the most deprived local authority areas in England. In the overall Index of Multiple Deprivation (IMD), which combines the scores from all deprivation indices, Lewisham's average score was 28.59. This puts Lewisham as the 48th most deprived of all 326 English Local Authorities (one being the most deprived), compared to a ranking of 31st for 2010 and 39th for 2007. Within London, Lewisham is ranked the 10th most deprived borough.

Lewisham does not have many large employers - Goldsmiths, Lewisham Council and Lewisham and Greenwich NHS Trust are the three single largest employers in the borough. The cultural and creative industries are a priority for London, providing one in six jobs in the capital and generating around £47bn for the economy. Similarly, this is an important economic sector for Lewisham. Much of what Goldsmiths does is directly relevant to this sector. For example, Goldsmiths informed the development and establishment of the Creative Enterprise Zone in Deptford and New Cross. Similarly, Trinity Laban and The Albany also make important contributions to these sectors. Trinity Laban, for example, launched a new grant fund to support early-career artists resident in Lewisham and surrounding boroughs in April 2021. Called TL Ignite, this fund was in direct response to the needs of the local artistic community during these challenging times, and its aspiration to help emerging artists establish sustainable careers. Goldsmiths also provides business start-up support, manages networks to facilitate engagements and learning between businesses and freelancers, particularly those

in the creative sector, and actively seeks inward investment for the locality. It often works with partners to deliver these activities, including Lewisham College and The Albany.

Economic recovery priorities for Lewisham Council, delivered through its Lewisham Backs Business Taskforce, include: targeted support to businesses and those who have lost jobs and income; promotion of government grants; developing a borough-wide vision and programmes for inclusive recovery and growth. Lewisham Council also convenes the 'Lewisham Deal', and brings together partners, namely, Lewisham College, Goldsmiths, Lewisham and Greenwich NHS Trust, Lewisham Homes and Phoenix Community Housing, to work together to promote inclusive growth and support the community.

As one of the largest employers in Lewisham, Goldsmiths brings significant social and economic benefits. Goldsmiths contributes an estimated £93m annually in Gross Value Added (GVA) and supports 2,600 jobs, of which £66m in GVA and 2,000 jobs are in Lewisham, with a total of £80m in GVA and 2,350 jobs across London.



Objective 2: Economic prosperity, jobs and growth **13**

Objective 2 **Actions**

Action	Partners
Mobilise our research and innovation expertise to support local businesses and freelancers, especially those in the creative and digital sectors as well as those led by female and/or BAME entrepreneurs.	Goldsmiths, Lewisham College, The Albany, Trinity Laban
Work collectively with local partners to provide resources for the Creative Sector, including space, expertise and joint funding initiatives.	Goldsmiths, Lewisham College, The Albany, Trinity Laban, the Horniman
Advance our commitments as members of the Lewisham Council- convened 'Lewisham Backs Business' taskforce to support business recovery and growth locally, and continue to deliver value to our locality by acting as model employers.	Lewisham Council, Goldsmiths, Lewisham College
Heighten our contributions to the development of the Greater London Authority's (GLA) network of Creative Enterprise Zones. In so doing, we will continue to inform the creative and digital strategies for the GLA and also for Lewisham.	Goldsmiths, Trinity Laban, Lewisham College, Lewisham Council, The Albany
Continue to deliver our commitments as members of the Lewisham Deal to promote inclusive growth. The Lewisham Deal aims to bring significant benefits to the community and boost investment in small and medium-sized enterprises. It includes a focus on high-quality apprenticeships, promoting the Living Wage and additional investment in the local economy. The organisations involved in the Deal are the Council, Lewisham Homes, Phoenix Community Housing, Goldsmiths, University of London, Lewisham and Greenwich NHS Trust and Lewisham College. Together these organisations employ thousands of people and spend hundreds of millions of pounds through procurement.	Lewisham Council, Goldsmiths, Lewisham College, Lewisham and Greenwich NHS Trust, Lewisham Homes and Phoenix Community Housing

Objective 3 Culture, health and wellbeing

Context

Lewisham has a pro-active and engaged community and voluntary sector, such as Lewisham Local, together with 999 Club, Lewisham Homes and Phoenix Community Housing, which all play essential roles in the community. Anchor institutions like Goldsmiths and Trinity Laban also have active public and community engagement programmes, which are complemented by their student and staff volunteering, internships and placements. Students are particularly keen to engage with the local community and given the number of students studying at Goldsmiths (c. 10,000) and Trinity Laban (c. 1,250), there is scope to facilitate and encourage more of these engagements, especially those aimed at supporting young people in the Borough. Goldsmiths, for example, will be exploring the development of a mentoring programme where its students will be encouraged and supported to act as mentors for deprived young people in the Borough.

The borough of Lewisham is also fortunate in having a number of notable cultural organisations in addition to Goldsmiths. Together with Goldsmiths, the Albany, Trinity Laban, The Horniman and the Migration Museum all play an important part in the area's social and cultural infrastructure. Lewisham's London Borough of Culture award in 2022 presents an exciting opportunity for these institutions to work with the Borough and make significant contributions to its year-long cultural festival celebrating Lewisham's rich and diverse culture, I AM LEWISHAM. This festival aims to celebrate the neighbourhoods, communities and stories within Lewisham. It includes a call to action on the climate emergency as well as a celebration of the Borough's diverse communities, and aims to creating a lasting legacy to inspire positive change.

The Borough is also the first council to be awarded the title of 'Council of Sanctuary' in May 2021. We are exploring how together we might contribute yet further to the campaigns and initiatives aimed at supporting the migrant and refugee sector in the borough. This will involve working closely with bodies like the Lewisham Migration Forum. The Forum is a space for individuals, communities, businesses, charities, universities, the council and health providers, aimed at sharing resources and collaborating.

The 2011 Census found that 5% of residents identified themselves as having bad health or very bad health. In addition, it is understood that residents have a lower life expectancy than the average for England. While residents in some parts of the borough experience relatively good health, others experience high levels of health deprivation and disability. Mental health problems are also quite high in the borough, with some wards, such as Downham, Bellingham and Whitefoot, having higher needs for services than others. Common mental health problems such as anxiety and depression affect nearly 1 in 5 (19.8%) people in the Lewisham population. This is higher than London (18.2%) and England (16.6%). Goldsmiths therefore intends to heighten its collaborations and

engagements with local Public Health and the NHS Trust to develop mutually beneficial joint work. Together these bodies are exploring the establishment of Well-being Clinics, including Counselling clinics, a family support service and a youth service, to be delivered by Goldsmiths students under the supervision of qualified staff.

The final report of the Lewisham Poverty Commission (published in 2017) made a series of recommendations aimed at tackling poverty, deprivation and inequality in the borough. Lewisham Council convene the Lewisham Poverty Commission in order to understand and tackle the poverty faced by residents and communities in Lewisham, bringing Council representatives together with partner organisations of the Council. Its recommendations directly informed the establishment of the Lewisham Deal. The Lewisham Deal is composed of the leaders of Lewisham anchor institutions, who come together to deliver an inclusive local economy for businesses and residents on shared climate emergency actions, and seek strategic alignment with the Lewisham climate plan. The report of the Poverty Commission also made a series of recommendations concerning building resilience in the local community, including the potential for public bodies "to become better connected to existing community groups to share information and opportunities. The growing practice

of social prescribing where GPs and other care professionals can refer patients to a range of local (non-medical) services may be one such way. These referrals happen alongside treatment for medical issues and exist to support people with a wide range of social, emotional and practical needs. This can include referrals to debt advice services or legal advice as well as volunteering and befriending as ways to tackle social isolation." We consider that this partnership of HE and FE providers, together with cultural and community institutions and the Borough Council, makes us well placed to advance this commitment outlined in the report of the Lewisham Poverty Commission.

Objective 3 Actions



Action	Partners
Use the Borough of Culture as the starting point for closer partnerships with local cultural institutions, to explore how the arts can provide insight and deliver social change at an individual, organisational and community level; and ensure Lewisham takes its places as a distinctive destination for domestic and foreign visitors.	Lewisham Council, The Albany, Goldsmiths, The Horniman, The Migration Museum, Trinity Laban, Lewisham Local.
Work with partners and local communities to research and tell the stories of Lewisham's diverse history, sharing these stories widely through digital, public realm and other projects.	Goldsmiths, Lewisham Council, Lewisham Local, the Migration Museum, The Albany.
Increase the number, quality and effective communication of opportunities for Goldsmiths students to volunteer or undertake placements in local community organisations. To develop with Lewisham Council a programme where Goldsmiths students can provide mentoring to deprived younger people in the Borough.	Lewisham Council, Goldsmiths, Lewisham College.
Drawing on the expertise of Goldsmiths' staff and students, work with the local authority and NHS on the development of well-being and counselling clinics, as well as training for professionals in social work and youth and community services.	Lewisham Council, Lewisham and Greenwich NHS Trust, Goldsmiths.
Support social prescribing opportunities by complementing the work of Lewisham Council, the Lewisham Clinical Commissioning Group, Lewisham GPs and the third sector.	Lewisham Council, Lewisham Local, Lewisham Homes, Phoenix Community Housing, the Albany, Trinity Laban, Goldsmiths, the Horniman, the Migration Museum, 999 Club, Lewisham and Greenwich NHS Trust.

Objective 3: Culture, health and wellbeing 17

Work with the Mental Health Provider Alliance to support initiatives to improve the Borough's mental well-being, and support the implementation of the Public Health approach to crime and violence reduction.

Enhance partnerships and collaborations to strengthen public and local community programmes of engagement, including the community outreach programme of the Goldsmiths' Centre for Contemporary Art (CCA).

Enable the local community to access Goldsmiths' and Trinity Laban's cultural and sporting assets and seek to signpost these opportunities more prominently (e.g. Goldsmiths' community library pass and free room hire).

Goldsmiths to create a Law Clinic, operated by its law students and supervised by the Law Department, to provide a variety of legal services to the residents and local businesses.

Work together to support the borough's initiatives to support migrants and refugees.

Continue to work with local providers including Lewisham and Greenwich NHS Trust on local health priorities including the Singing for Good Health programme and addressing the needs of the ageing population.

Partners

Lewisham Council, Lewisham and Greenwich NHS Trust, Goldsmiths.

The Horniman, The Albany, The Migration Museum, Goldsmiths (and CCA), Trinity Laban.

Goldsmiths, Trinity Laban

Goldsmiths, Lewisham Local, Lewisham Homes, Phoenix Community Housing.

Lewisham Council, Lewisham and Greenwich NHS Trust, Goldsmiths, the Migration Museum, The Horniman, Lewisham Local, 999 Club, The Albany, Lewisham Homes, Phoenix Community Housing.

Lewisham and Greenwich NHS Trust, Trinity Laban

Objective 4 Environmental sustainability

Context

Lewisham is fortunate in having the highest proportion of green space in London. Its parks, gardens and green spaces also support wellbeing within the borough. Many community and volunteering groups are active in supporting the borough's green spaces. For example, the Quaggy Waterways Action Group (a local community group) is regularly cited as an example of how to restore urban rivers in ways that support the local community and its quality of life, as well as local wildlife.

Half the borough's carbon emissions come from energy used within people's homes, which are split equally across the three sectors: owner occupier, social housing and private rented. The remaining half is split between transport and business. Lewisham Homes is already actively working to reduce carbon emissions in its homes.

The partners involved in this agreement already have environmental commitments in place, including:

- Borough of Lewisham's commitment to make Lewisham carbon neutral by 2030;
- Goldsmiths' commitment to be a carbon-neutral organisation by 2025;
- PlaceShapers (national network of community-focused housing associations including Phoenix Community Housing) is looking at how its homes and communities can be net carbon zero by 2050.

Consultations of local residents and workers have found that the top three priorities were:

- Promoting green infrastructure.
- Using planning policy to make sure new developments are carbon neutral.
- Disinvesting pension fund from carbon-intensive investments.

London Borough of Culture has a strong focus on climate actions, and already The Albany and the Borough, together with other partners, are working on a programme of activities to raise public awareness and understanding of these issues. In view of this context, we consider that this CUA partnership has the potential to work together even more closely than before on addressing Lewisham Borough's climate goals, including a particular focus on the London Borough of Culture and the development of a sustainable legacy. This will involve shared initiatives as well as identifying and sharing best practice.

Objective 4 Actions

Action	Partners
Use the Borough of Culture as the starting point for closer partnerships associated with the climate emergency.	Lewisham Council, The Albany, Goldsmiths, The Horniman, The Migration Museum, Trinity Laban, Lewisham Local.
Work with 'Lewisham Deal' partners on shared climate emergency actions, and seek strategic alignment with the Lewisham climate plan.	Lewisham Council, Goldsmiths, Lewisham College.
Work with Lewisham Council on actions to reduce air pollution and to raise public awareness of the dangers of air pollution.	Lewisham Council, Goldsmiths, The Horniman
Build partnerships with the local community by consulting with local schools and community groups on reducing vehicle traffic to coordinating with nearby green spaces.	Goldsmiths, Lewisham Local.
Work with the local community to raise awareness of the resources Goldsmiths has available to the wider community on its campus, including the Goldsmiths Allotment, Pigment Garden and the planned Art Research Garden, as well as events such as bat walks.	Goldsmiths, Lewisham Local
Work with local community partners to enhance the local environment, including the possible exchange of volunteers, knowledge, plants and machinery.	Goldsmiths, Lewisham Local, Lewisham Homes, Phoenix Community Housing.

Next steps

From housing to health, wellbeing to education, cultural engagement to climate action, the services offered by the 12 organisations involved in this agreement cover some of the most pressing needs facing our communities today. Our agreement reflects an already existing culture of collaboration across Lewisham, and anchors a wider network working on civic projects.

As our collaboration develops, we will ensure that our programmes of work are open to other supportive organisations, in order to build capacity, capability, and infrastructure to meet our intended objectives. As our civic mission evolves, new CUA partnerships are likely to evolve too.

The progress of our CUA will be overseen by an advisory group made up of representatives of the partner organisations involved. We are committed to rigorously evaluating progress against our stated aims, and to learning from both successes and failures. We are also committed to a continuous process of consultation with our wider communities and will be undertaking regular listening exercises to ensure that we are responding to evolving needs.

We will work to ensure that initiatives following from the CUA are inclusive, representative and relevant to the people and communities that they are intended to benefit.



