

Area	Overarching theme	Hearing citizen's voice	Understanding what needs to change	Partnership working and making the change together
Youth	Young people need to be treated fairly, invested in and respected so they can thrive in today's society. They have a lot to give if we include them properly.	<ul style="list-style-type: none"> Young people have a voice but even when it is listened to it isn't acted upon. This cannot be tokenistic and a tick box exercise. We need to change the narrative and dialogue with young people and not just assign them negative labels 	<ul style="list-style-type: none"> Young people need to be prepared for a world outside of schooling. There needs to be clearer guidance on career opportunities and less emphasis on conventional academic pathways. Investment into young people and services they use needs to happen. This investment needs to be from an early age and factor in broader social investment which is the responsibility of the whole community. 	<ul style="list-style-type: none"> We need to fully engage young people and so they are at the tables where decision making happens. We need to understand and fully enable the contribution they can make to wider society. We need to be real and honest with young people to be fair to them and realistically prepare them for life
Housing and homelessness	Statutory bodies need to have a deeper understanding of those who find themselves without a permanent place to live and adapt the way they work to support the whole person rather than trying to tackle single issues.	<ul style="list-style-type: none"> There needs to be recognition that there are no 'voiceless' people. Anchor institutions see only 'listen-less' people or 'refuse to engage' people. Statutory services should ensure consideration when interacting with people experiencing homelessness that people presenting may be in a phase of their life and homelessness is not a permanent state. 	<ul style="list-style-type: none"> Stress kills. Being homeless is stressful. Institutions like the council need to consider how they interact and apply policies and legislation to vulnerable and people who are homeless. Language such as 'intentionally homeless' puts the onus on the vulnerable. This is unfair and serves to alienate and blame people who are already vulnerable. 	<ul style="list-style-type: none"> Use retired key workers and allied health professionals to engage and support homeless people. Important to understand that people experiencing homelessness may not be in the right place to be able to communicate and engage with statutory services.
Community	Better communication is needed between all partners and citizens. We need to have pride in Luton and what we can achieve and stop talking it down.	<ul style="list-style-type: none"> Better communication between groups, citizens and anchor bodies. There needs to be more trust and the power dynamics need to be equalised and a conversation about who actually should hold the power. Visibility of resource and an understanding of what is there already available/ not available due to austerity. 	<ul style="list-style-type: none"> We need to be genuinely inclusive We need more Civic Pride locally and improve Luton's reputation externally Capitalising on the can do attitude 	<ul style="list-style-type: none"> Don't reinvent the wheel and work through organisations and bodies already doing the work. We need everyone to be equal partners and empower and enable VCS organisations to reach out to those who have seldom heard voices. We need to raise aspirations of Lutonians and we need to be proud and celebrate success as a town.
Work and Skills	Raising aspirations and pride in Luton that it is a place to invest, work and play. Growing talent locally will enhance the local economy.	<ul style="list-style-type: none"> Communities and employers both need to be listened to and trusted to know what is right for them. Need to engage with those at the forefront of education and training to understand the true needs of people. 	<ul style="list-style-type: none"> A recognition that skills are transferable by employers, and that apprenticeships allows you to grown your own talent. A commitment to the local economy and living wage by all employers 	<ul style="list-style-type: none"> Develop confidence in and full support for people seeking work, building on what is already there. Upskill smaller organisations so they know how to be more flexible, work smarter and make the work place more attractive.
Poverty	To tackle poverty we need to address the root causes - lower economic and social wealth, poor housing and access to services and an entrenched view of not being worthwhile.	<ul style="list-style-type: none"> Ensure we overcome barriers and improve service responses to hear from and empower individuals at the grassroots experiencing poverty Improve negative experiences of exclusion of people in poverty interacting with services and focus support to create aspiration 	<ul style="list-style-type: none"> Recognise, value and reward those who share their voice through upskilling and empowerment Address core exclusion issues such as experience of temporary accommodation and create pathways out of poverty with support organisations in deprived areas 	<ul style="list-style-type: none"> Collaborate to co-produce solutions with system leaders, resource holder and key decision makers (including political leaders e.g. Cllrs and MPs)

The table above gives an overview of the key themes of the five workshops that took place at the November Fairness Taskforce event.