

NEWPORT CITY COUNCIL

Newport City Council Strategic Equality Plan and Equality Objectives

Annual Report 2017 – 18

Policy, Partnership and Involvement team

Mae'r ddogfen hon ar gael yn Gymraeg. Mae fformatau eraill ar gael ar gais.
This document is available in Welsh. Other formats are available on request.

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Foreword by Cllr Mark Whitcutt Deputy Leader and Cabinet Member for Assets, Equalities and Member Development

Diversity is one of Newport's greatest strengths. The city has a long and proud history of tolerance and respect, and I'm pleased to see that this report demonstrates that we continue to follow in that tradition. Indeed, this report outlines the progress we are making against the Equality Objectives we agreed in the Strategic Equality Plan back in 2016.

I am also pleased to see that this report reflects the excellent work we do with partners across the local authority area, and our work with partner organisations not only help the authority meet its equality duty, but also ensure we stay connected to the communities we serve.

There are of course challenges ahead, ongoing financial pressures will mean that the authority will need to continue to make difficult decisions in the future, and we will need to ensure our processes continue to mitigate against inequality and advance equal opportunity for all.

As the portfolio holder for equalities, I'm looking forward to another year ahead where we will continue to entrench Newport's reputation as a city where the warmth of our welcome is only matched by the strength of our ambition.

I'm also pleased to see that the authority's recent gender pay gap reporting data highlights that Newport City Council is not just one of the most equal authorities in terms of gender pay across Gwent, but also across Wales.

Introduction

In March 2016, a new Strategic Equality Plan (SEP) was published by Newport City Council identifying 9 Equality Objectives that the authority would measure itself against over the next four years. The objectives chosen were based on the work that had been delivered in earlier Equality Plans and Welsh Language Schemes. These were then updated with new ways of working, outlined in the Well-being of Future Generations Act to produce the 2016 – 2020 Strategic Equality Plan.

As stipulated within the Welsh specific duties of the Equality Act (2010), local authorities are obligated to produce an annual report and publish it within 12 months of the end of the financial year. These reports outline the progress the authority has made, over a 12 month period, against the Strategic Equality Objectives we identified in our Strategic Equality Plan. As well as providing this summary, the report includes equalities data pertaining to Newport City Council staff, enabling us to gauge the extent to which we are representative of the community we serve. This report summarises the distance travelled in the second year of the plan.

Progress on the plan is monitored throughout the year by the authority's internal 'Strategic Equalities Group', this group is chaired by the Deputy Leader of the Council and membership includes representation from the Fairness Commission, Trade Unions, Elected Members, Heads of Service and lead officers to ensure that a wide range of partners are engaged in the discussion process.

Equalities in the community

Newport City Council also supports the equalities agenda through the various Service Level Agreements (SLAs) it has in place with local organisations. Relevant SLA partners that support the equalities agenda include:

- Alzheimer's Society Cymru
- Newport Citizen's Advice Bureau
- GAVO (Gwent Association of Voluntary Organisations)
- SEWREC (South East Wales Regional Equality Council)
- Shop Mobility

These SLAs have been designed to ensure that these organisations not only deliver quality services across all of the Equality Act's protected characteristics, but also make a significant contribution towards the authority's equalities obligations and goals within the Strategic Equalities Plan.

Alzheimer's Society Cymru

The Alzheimer's Society Cymru aims to provide support for anyone worried about or affected by dementia, the project that the authority's SLA supports, is delivered within the local community and provides people living with dementia, and their carers, with an opportunity to meet and participate in activities such as information sessions, bingo, reminiscence exercises, tea dances, talks from local groups, singing and art sessions as well as occasional outings.

"My experience with the 3 memory cafes I've attended so far has been valuable in the extreme. The staff are wonderful towards us old people and can't do enough."

Response of Memory Café attendee

CAB

Newport Citizens Advice Bureau provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. The organisation values diversity, promotes equality and challenges discrimination. The service aims to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. The authority's SLA helps the organisation provide generalist, bilingual, open access advice services (drop-in, telephone and email advice), which compliments additional support structures of the organisation. The SLA also contributes to the overall management structure of the organisation.

Shop Mobility

Situated in the city centre, Shop Mobility aims to provide access to a range of free motorised mobility aids which enables individuals with mobility issues to enjoy the city centre independently, facilitating greater independence. The SLA also enables disabled shoppers to access Newport's Kingsway Centre, via the provision of dedicated car park spaces at Market Square Car Park.

GAVO

GAVO was established in 1927 and is now the longest-standing and largest County Voluntary Council in Wales. The organisation's vision promotes a society where communities, individuals, partner organisations and the third sector work together in a culture of equality, shared ownership, responsibility and support to build a sustainable future.

The SLA between the authority and GAVO, helps the organisation facilitate a thriving and sustainable third sector in the city, GAVO supports public bodies via their active participation on the PSB (Public Services Board) which collectively aims to improve the economic, social and environmental well-being of Newport.



'Now, more than ever, it is essential that all members of the Public Service Board in Newport work together for the benefit of the local community. GAVO's SLA with Newport City Council enables the voice of the community and local Third Sector Organisations to be heard at a strategic level and able to contribute to service planning and delivery. The recent establishment of the Third Sector Partnership Board as a sub-committee of the PSB ensures that local charities, community groups and social enterprises have an opportunity to engage on a level playing field with other PBS members'.

Jane Shatford

Third Sector Development Manager – Newport

SEWREC

SEWREC (South East Wales Regional Equality Council) offers a wide range of services working across various protected characteristics. The SLA helps the organisation maintain an open access reception service, which over the past 12 months has supported 5254 access public agencies such as the Home Office, the Department of Work and Pensions, JobCentre Plus, as well as various council services. When required SEWREC also provide advice and consultation to Newport City Council to ensure that the views of protected status groups are represented and actively participate in the authority's research, consultation and annual reports and maintaining an up to date list and contact information of relevant community groups.

Crucially the SLA also supports core services of the organisation not otherwise covered by external grant funding, particularly the ability of the organisation to apply for additional voluntary sector grants and services, either in partnership or in partnership with others. In the financial year 2017/18 SEWREC attracted £705k worth of inward investment to the city.



“SEWREC has a strong partnership ethos and Newport City Council has always been a key partner. Through this partnership there is a two-way flow of expertise that benefits both organisations and allows both to provide more effective support to some of the more vulnerable members of our community”

David Phillips

Chief Executive Officer

Equality Objectives

Well-being goals and Newport City Council Equality Objectives	
A more equal Wales	
1	Diversity in the workplace – Engaging Employees The Council’s workforce will be representative of the population we service and the workforce are involved in decisions that affect them
2	Engagement and democratic participation We will involve people in the development of Council services that affect them and base Council decisions on what people need
3	Improving Access to Services People can access all the Council services and activities that they need in terms of physical access and communication access etc.
4	Tackling Poverty We will work to reduce poverty, especially persistent poverty amongst some of our poorest people and communities, and reducing the likelihood that people will become poor
A Wales of cohesive communities	
5	Cohesive Communities and tackling hate crime People feel they are a part of Newport society and live their lives free from abuse and harassment.
6	Domestic Abuse and Sexual Violence People who are subject or witness to domestic abuse are supported by the Council and its partners in their current situation, and through any changes they wish to make.
7	Homelessness To provide a safe, supporting, empowering and non-judgemental environment for homeless and marginalised people so that they can achieve their potential
A Wales of vibrant culture and thriving Welsh language	
8	Compliance with the Welsh Language Standards We will promote our bilingual public services and increase the use of Welsh in Newport
9	Corporate Compliance Strategic leadership, governance arrangements, ensuring standards are high and consistent across all the council and areas of responsibility.

Equality Objective 1: Workplace Diversity

Diversity in the Workplace- Engaging Employees	
<i>A more Equal Wales</i>	
The Council's workforce will be representative of the population we service and the workforce are involved in decisions that affect them	
Action 1	Develop a Workforce Planning Template
Action 2	Create a workforce data dashboard to compare workforce with Newport's population and develop a strategy to address areas of difference
Action 3	Identify partner organisations to work with on representation of different people
Action 4	Engage staff on matters that affect them

Summary

Over the past 12 months the authority has improved on the way it understands and engages with its employees, an important step in improving on the way the authority meets its specific duties under the Equality Act.

The Workforce Planning Template has now been established as an integral part of service area planning, utilising workforce data and ensuring that our decisions are always strategic and data led. Our data dashboard now provides up-to-date information on staffing profiles, enabling them to identify targeted interventions and ensure that the workforce becomes increasingly representative of the population we serve, this will continue to be supported by our positive and collaborative relationships with partner organisations.

In addition to this, the expiry of the 2013-2017 People Plan has enabled the HR service to refocus the aspiration of equalities for the next five years in a newly created People and Culture Strategy. The authority's new strategy outlines the Council's aims and objectives in developing and supporting the workforce, and contains a dedicated theme for employee engagement. This will help ensure that the authority not only effectively engages with its staff, but also actively improves on the ways in which it supports professional development.

Action 1

The Workforce Planning Template has now been established as an integral part of service area planning, utilising workforce data collated over the year. Actions are then set to ensure service areas address and engage with issues which relate to service area objectives and budgetary targets. We are now in the process of uploading the template to the performance management information dashboard for managers to have quick and easy access to the most up to date information. We anticipate that new infographic design will present the data in a user-friendly format.

Action 2

The workforce data dashboard is now established and is reviewed annually along with the Workforce Planning Template as part of annual service area planning. The data allows service areas to identify targeted interventions, ensuring that the workforce continues to be representative of the population we serve.

We have introduced an Apprenticeship Scheme in an attempt to increase the numbers of young people employed in the Council, and we are looking to introduce both a Graduate Scheme and a work experience placement programme for students from disadvantaged or ethnic minority backgrounds.

Through the People and Culture Strategy we now have a vehicle to address areas of over and under representation and take appropriate targeted intervention to ensure the workforce strives to be more representative of the population.

Action 3

This is already featured within our workforce plan and strong relationships with our partner organisations have been built to ensure additional representation from underrepresented groups. We are seeking new relationships to build that might enhance our ability to attract and recruit from varying community groups, but this action has not yet been fully explored and will be an area of focus for us in the coming years.

Action 4

As per workforce planning, the People and Culture Strategy 2018-2022 has a dedicated theme for employee engagement and we intend to:

1. Improve engagement by creating a listening culture that welcomes feedback throughout the organisation
2. Help managers to develop engaged teams
3. Contribute to employees feeling better engaged and informed
4. Help employees see the connection between their job and the organisation's vision
5. Improve levels of trust across the organisation

We have started the roll out of an online publishing tool with which we can create electronic, interactive documents to share with staff. We have launched the first monthly newsletter, News Port, and are about to launch a refreshed weekly bulletin keeping the workforce up to date with news and events. For the first time we are now able to send communications to staff who do not have a work computer and who are based out in our communities, so our remote workers can now have equal access to employee communication in the same way as our office based staff.

The Chief Executive has committed to delivering annual roadshows with each service area out at their place of work. 2017 saw him deliver 8 sessions based around the Councils' new values and dates are booked for the 2018 sessions to take place.

Staff conference 2018 is booked and in the process of being planned, and our monthly focus groups have been taking place with a review scheduled for other engagement tools such as the existing employee suggestion scheme.

Our 2017/18 staff survey revealed that five of the service areas saw growth in numbers of respondents to the survey compared with 2016/17 but there is still work to do on increasing the overall response rate. We are about to issue the 2018/19 staff survey and have committed to doing this on an annual basis.

Equality Objective 2: Engagement

Engagement and democratic participation	
<i>A more equal Wales</i>	
We will involve people in the development of Council services that affect them and base Council decisions on what people need	
Action 1	Build on the foundations established in the Well-being assessment to develop and consult on a Well-being Plan for Newport.
Action 2	Gather data and intelligence through a range of methods to support the Situation Analysis required under the Well-being of Future Generations Act
Action 3	Fairness and Equality Impact Assessments undertaken on policy changes, projects etc. and published on council website.
Action 4	Ensure effective engaged Youth Council in Newport who have access to decision makers
Action 5	Work with Newport's Welsh Language Forum / Fforwm Iaith Casnewydd to develop a strategy to increase the use of Welsh in Newport

Summary

Over the past year the Policy, Partnership and Involvement Team has taken a corporate lead on consultation and engagement. The team has worked to engage with the people of Newport on the Wellbeing Assessment, the Budget Consultation, and the 5 Year Welsh Language Strategy and the Citizens Panel. This is in addition to consultation work carried out by other service areas that form part of their normal business delivery.

It has been acknowledged by the Strategic Equalities Group that the engagement process has improved and that there is a role for elected members to support this work, in their consultations with the electorate.

Action 1

Under the Well-being of Future Generations Act we have a statutory duty to involve people with an interest in achieving Well-being goals and ensuring that our consultees reflect the diversity of the population.

The authority has built on the work carried within the Well-being Assessment, and has now agreed a Well-being Plan for Newport which will be published early in 2018/19. This plan has not only been informed by the work carried out in the Well-being Assessment, but also through an additional 12 week statutory consultation which ran from November 2017 through to February 2018. During this consultation NCC engaged with residents via partner agencies and community events, and targeted specific groups with protected characteristics through positive outreach and utilising community languages.

It is hoped that the quantitative and qualitative data collected within the Well-being Plan will be utilised and influence the way we deliver services more widely.

Action 2

The Local Well-being Assessment was completed and signed off by the Public Services Board in April 2017.

This Local Well-being Assessment includes a range of quantitative and qualitative data analysing the economic, social, cultural and environmental well-being of the population and the area.

This process was supported by an extensive public engagement programme that took place over a 6 month period in 2016, this information was used to inform the Well-being Plan, which was agreed by the PSB in 2018.

Action 3

Improved guidance on Fairness and Equality Impact Assessments (FEIAs) has been developed for issue to staff, this guidance will ensure that new statutory requirements and other policy considerations such as the Welsh language, Fairness and the Well-being of Future Generations Act are appropriately reflected in our decision making processes. The release of this guidance will be promoted extensively to our staff, communicating both our statutory obligations and wider commitment to transparency.

To facilitate this, we have also established an email address where all staff will send their completed impact assessments; this means we will hold all FEIAs centrally, thereby improving the way we assess engagement with the FEIA process.

Action 4

Newport Youth Forum (NYC) is a youth-led forum that involves young people aged 11- 25 years old. The NYC is one participation approach to facilitate, empower and provide a platform for young people's voice and influence into the decisions and areas that affect their lives. It also focusses on building skills – personal life and vocational, confidence, and friendships as part of building personal resilience and tackling social inclusion for young people.

The delivery of the Youth Council is one way Newport City Council meets its duty under the Welsh Government's Young Person's (Wales) Measure 2011. The measure embeds Article 12 of the United Nations Convention on the Rights of the Child (UNCRC), and sets out the responsibility that public sector bodies have to consider the voices of young people in their decision making processes.

The NYC membership is for young people from all areas and backgrounds and has on-going recruitment. It is youth-led, and works towards an inclusive, socially supportive and fun environment.

The NYC is in the process of rebuilding its membership and capacity for 2018-2019, and will be working to establish elected roles and creating its own vision, values and a priority themed Action Plan. While still in the initial phases of this, emerging priority themes have so far included:

1. the gender pay gap
2. poverty
3. votes for 16 year olds
4. accessible & creative skill-based leisure and recreational opportunities for young people
5. transport and reducing society's carbon footprint
6. mental health, health care and young carer's issues

The work of NYC also involves ensuring that young people contribute to consultations and service and policy reviews, providing youth representation for national and local decision making bodies, volunteering and a hands-on workforce for community based projects.

Action 5

In March 2017, Newport City Council published its 5 Year Welsh Language Strategy. This strategy contains not only a target of increasing the number of pupils in Welsh medium education in the city, but also sets out a broad range of commitments from the authority to promote the Welsh language, both within the workforce and within the wider community. These commitments include a number of outcomes, including increasing the number of Welsh medium childcare places within the city, promoting engagement with the language among minority communities, and working with the private sector to promote the visibility of Welsh in the city.

Equality Objective 3: Improving access

Improving access to services	
<i>A more equal Wales</i>	
People can access all the Council services and activities that they need in terms of physical access and communication access etc.	
Action 1	Audit council buildings for accessibility
Action 2	Develop an Accessibility Strategy in relation to schools
Action 3	Develop and maintain an English - Welsh translation and interpretation service for the council and arrangements for other languages and formats
Action 4	Develop guidance on standards of accessible and bilingual materials in relation to marketing, publicity and customer information
Action 5	Monitor satisfaction levels/ number of complaints regarding accessibility including physical, communication and Welsh language
Action 6	Front line staff in the contact centre and Information Station trained in accessible communications, customer service, disability awareness, conflict management etc.
Action 7	Digital Inclusion Council web site adheres to W3 standard at AA level and is bilingual

Summary

Over 73,000 people visit the Civic Centre and Information Station annually, accessing a number of services including housing advice, council tax and licensing. The Contact Centre manages over 300,000 calls annually and the NCC website receives 1.6 million hits per year.

Over the past 12 months, the authority has continued to improve access to NCC services. Future plans for the continued upgrade and maintenance of the council's estate will be outlined in the authority's Strategic Asset Management Plan.

Action 1

An internal Capital Strategy and Assets Management group has been set up to carry out a review of the use of NCC-owned buildings. It is anticipated that as the review is on-going, the work programme around accessibility will be taken at a later stage.

Action 2

The aim of Newport City Council's accessibility strategy is to provide children who currently attend an accessible primary school to attend an accessible secondary school alongside their peers. The approach taken by the Council towards improving accessibility in our schools has been one of making reasonable adjustments as necessary, as needs require them.

In addition, all new school buildings are designed to be accessible to pupils with disabilities in accordance with Building Bulletin guidelines. Where remedial or refurbishment works are undertaken, improved accessibility is incorporated into the design where possible.

In the 2017-18 year, improvement works were completed at two secondary schools to provide new, fully accessible teaching blocks. Demountable classrooms were replaced with new fully accessible extensions at 2 primary schools. At one of these schools, access lifts were fitted to make the whole school wheelchair accessible.

We have opened a new, fully accessible Primary School in the Rogerstone area, and works have also commenced for the complete replacement of facilities at Caerleon Lodge Hill Primary School, which will provide a fully DDA compliant new school building.

Further guidance and support has been provided to our schools in relation to their School Accessibility Plans and the Children’s Commissioner’s follow-up report on accessibility has been shared with all schools.

In 2018-19 the Council is engaging with stakeholders to develop a new accessibility strategy for schools which we intend to fully consult upon and publish within the year.

Action 3

The Authority continued to maintain its translation service over the 2017/18 financial year, this remained open to all council staff that required documents to be professionally translated.

In the 2018/19 financial year, the authority has moved to established a new SLA with Cardiff Council that will see the authority move all translations into a single service. This SLA will not only simplify the process of accessing translation for staff but will also help the authority move towards a more sustainable translation process, where the responsibility for translation is decentralised cross the authority. The cost of translation will remain in a centrally held budget.

Action 4

Over the course of the previous financial year the authority commissioned a series of internal promotional and guidance materials which highlight how staff members should use the Welsh language in marketing and any promotion work done on behalf of the council.

While the materials commissioned have proved to be successful, there materials will require some renewal in the coming year, this will likely include a new redesign of the existing materials and slightly updated messaging in response to changing interpretations of the standards.

Internal governance arrangements around the Welsh language have also evolved over the course of the year, the Welsh Language Implementation Group still plays a central role in the governance of the Welsh language, but a number of task-and-finish groups have evolved to handle the service area specific issues that have emerged, reflecting the progress the authority has made away from broad approaches of standard implementation to more strategic targeting.

Action 5

Uptake of complaints service	Number of stage one complaints received: 284 Number of stage two complaints: 24 6 complaints were referred to the Ombudsman with one being recommended for a local settlement
Number of complaints with satisfactory outcomes	An annual report will be taken to Cabinet in September 2017 164 complaints not upheld 24 Complaints part upheld 71 Complaints upheld 19 closed as not a complaint The rest were cancelled by agent/customer

Welsh Language

In the 17/18 financial year a single complaint was received via our Customer Service Management system regarding Welsh language service delivery standards, operational standards or policy making standards. However 11 complaints were received directly by the Welsh language officers, one of these related to policy making standards and concerned the number of staff available on our Welsh speaking phone line and the other related to the covering of a Welsh language sign in our car parks. An annual report on customer complaints data will be taken to Cabinet in September 2017. We recognise the need to develop further the recording of Welsh language complaints.

Over the past financial year NCC has dealt with 4 complaints from the Welsh Language Commissioner's office regarding non-compliance with standards. These complaints related to the failure to comply with the following standards:

Standard 47: Not producing a document for public use

Standard 52: Not maintaining bilingual websites

Standard 55: Not clearly stating that a website is available in Welsh

Standard 61: Not erecting compliant signage

Standard 88 – 97: Not fully considering the impact on the Welsh language in policy making

These complaints are also considered in our welsh language annual report.

Equalities

- 60 complaints received were about lack of response, wait times for services or barriers to accessing services.
- 16 of these complaints were about wait times at the City Contact Centre.
- 37 complaints were about lack of response from enquiries or requests to other service areas including Housing, Planning, Environmental Health, School Transport, Housing Benefit and Streetscene.
- 1 complaint was received regarding access to a community centre
- 2 complaints was regarding Welsh language
- 1 complaint was regarding frontal access for bin collections
- 1 complaint received regarding lack of dropped kerb
- 2 complaints received about disabled parking bays

Action 6

Frontline staff have been provided with the following training:-

Training Course	Attendees
Equalities – An Introduction	34
Autism Awareness	23
Dementia Friends Awareness	3
Welsh Awareness	10
Welsh Taster Sessions	8

We have also engaged with our Deaf Community to improve the way we support the community by providing staff with Deaf Awareness Training and Basic British Sign Language.

Action 7

The translation of the website has made significant progress over the past 12 months, with around 80% of the website's content, totalling over 100,000 words having been translated. In response to a complaint lodged by a member of the public via the Welsh language Commissioner's office the authority is currently looking to improve the policy of maintaining the website bilingually, putting procedures in place within the current website architecture to ensure that future content is translated bilingually in tandem.

Equality Objective 4: Tackling Poverty

Tackling Poverty	
<i>A more equal Wales</i>	
We will work to reduce poverty, especially persistent poverty amongst some of our poorest people and communities, and reducing the likelihood that people will become poor	
Action 1	Ensuring children have the best start in life through the delivery of Flying Start, good quality, affordable childcare and supported transition to education and through other educational transition points.
Action 2	Focus on the early indications of need so that children and young people are able to achieve their potential (achievement of children entitled to Free School Meals, Looked After Children, ect.)
Action 3	Implementing the Youth Engagement and Progression Framework so that young people are offered appropriate support when leaving school.
Action 4	Delivery of the Work Based Learning Academy, Community First, Communities 4 Work and Families First (Family Skills Project) to improve people's skills, remove barriers to employment and raise aspirations.
Action 5	Targeted work in our most deprived communities.

Summary

Tackling Poverty is a key element of the Single Integrated Plan (SIP) and cuts across the SIP themes . Poverty deprivation in Newport is not uniform across the city and we have pockets of deprivation and wealth. It is important to note that 24% of children within the city live in households that earn below the medium income and needs to be considered when developing tackling poverty initiatives.

Newport has also seen both a decrease in worklessness as well as a decrease in the number of people who are economically active. The weekly pay in Newport is below the Wales average and lower than before with Newport Lower Super Output Areas (LSOAs) over represented in the most deprived areas.

Action 1

Flying Start in Newport currently receives funding to work with over 2500 children and their families each year. In addition to this, 650 children receive 12.5 hours free part time childcare across Flying Start areas in 19 childcare settings. Flying Start setting has been developed through external Wales Government funding within the Maindee area.

The programme also offers support to vulnerable families through the Flying Start midwives initiative and the Perinatal Mental Health Programme. These projects have been successful in engaging hard to reach groups in Newport. The project has also been able to increase the level of supervision available to staff through the creation of a new Safeguarding lead post.

Action 2

There are currently a number of skills and learning programmes being delivered to help multiple groups including those with complex barriers to learning. This has been supported through close working relationships between schools, the education service, Flying Start as well as education providers. NCC continues to be the lead authority for person centred practise, in line with wider education reforms.

Schools in Newport also keep track of pupils who dip in and out of Free School Meal (FSM) entitlements and secondary schools invest resources in that group.

The authority is also pioneering the 'One Child, One Plan' approach which consolidates numerous individual development plans into a single comprehensive plan that takes into consideration all their learning needs. It advocates a flexible approach that is capable of quickly responding to the changing needs that go along with pockets of deprivation.

Action 3

Newport has made a significant impact on the numbers of young people who are NEET (Not in Education, Employment and Training) over the past seven years. In 2011 the number of young people leaving Year 11 and becoming NEET in Newport was 6.7%. By 2014 we had reduced this figure to 4.7%, by 2015 it was 3.1%, by 2016 it was 1.7% and by 2017 this has fallen to a record low of 1.3%, a reduction of 80% over a seven year period.

Newport now stands joint 8th out the 22 Local Authorities and is now below the Welsh average for the second time.

Actions taken include:-

1. The continuation and support of a Pre-16 NEET Partnership to focus on prevention.
2. The Learning Provider Network ensures that the supply of learning opportunities meets the needs and that placements are available at the correct times.
3. The allocation of a Lead Worker through the 16-18 Practitioner Group
4. Coordination of internal Newport City Council teams to support the engagement of young people 'unknown' within the system.
5. The Post 16 NEET Partnership which has a focus on information sharing, provision and developing specific employment/learning opportunities and events.
6. Intensive work with providers of education and further learning to ensure that appropriate provision is in place at post compulsory education transition points.

Action 4

During the 2017-18 financial year, the Work Based learning Academy continued to deliver its two ESF funded programmes creating pathways to employment, education and training to reduce the number of disengaged young people. These are:

1. Inspire 2 Work – which targets young people transitioning from school education to further learning or employment.
2. Inspire 2 Achieve – which targets young people in full time education aged 7 – 11 who have been identified as at risk of becoming NEET

NCC is the lead organisation managing the programme for the South East Wales region, working in partnership with other local authorities, Further Education colleges and Registered Social Landlords.

The Work Based Learning Academy has created job clubs, training courses and bespoke 13 week training provisions to meet the needs of young people who are only seeking employment. These programmes have specifically targeted young people aged 16–24 years.

The Families First provision delivered by NCC Youth Services works in partnership with the European Social Fund's Inspire 2 Achieve programme to offer a range of provision that seeks to reduce the impact of poverty on education outcome. This includes interventions with young people to improve attendance and attainment and interventions with the wider families to ensure young people are supported to achieve.

Action 5

An Employability and Skills Group that was established in 2016-17 continued to meet in 17-18. The group is made up of key stakeholders in the city. Partners on the group are Coleg Gwent, University of South Wales, NCC, National Training Federation Wales, Newport City Homes, Pobl, Job Centre Plus, Working Links and Careers Wales. The partnership is working to deliver the priorities set out by the Single Integrated Plan relating to economy and skills, supporting local people to engage in activities that encourage skills development, learning and employability.

Families First, Flying Start and Communities First have also been aligned to engage with communities and deliver a range of coordinated services that support people to find work.

Funding for Essential Skills provision in Adult Community Learning continues to be protected and a programme of courses in these areas is available to adults where need is identified.

Throughout 2017-18 Newport City Council's Work Based Learning Academy has worked with partners to create opportunities for employment and help people into work. Initiatives have included:

1. Newport Jobs Fair - Over 4,000 visitors attended the Jobs Fair and 500 vacancies were on offer. The event was delivered in partnership JobCentre Plus, Careers Wales, Newport City Council and Friars Walk.
2. Community Benefit Programme which has created a number of employment, apprenticeship and placement opportunities.

Equality Objective 5: Cohesive Communities

Cohesive Communities and Tackling Hate Crime	
<i>A Wales of cohesive communities</i>	
People have a sense of belonging to the city and feel safe	
Action 1	We will encourage and support initiatives which provide opportunities to increase awareness and understanding of diverse cultures in Newport.
Action 2	To continue our support of the Hate Crime Forum in order to raise awareness of Hate Crime, increase reporting and deliver a multi-agency response to high risk cases.
Action 3	We will co-ordinate a partnership approach to reporting and tackling prejudice based bullying in schools and look to play a proactive role in challenging prejudice.
Action 4	We will encourage opportunities to increase the public's awareness of immigration and the inclusion of asylum seekers, refugees and migrants focusing on shared experiences of all residents in Newport regardless of migration status or ethnicity.

Summary

Over the past 12 months, NCC has been delivering the Welsh Government 2017- 2020 Community Cohesion programme priorities as part of the Cohesive Communities work programme. Community cohesion involves us all, and how we relate to others who are different. It is not just about how people from different ethnic groups, religions or nationalities, relate and get on, although this is a vital component. It also involves working to break down the barriers to inclusion in our society caused by income equality, or caused by isolation and loneliness amongst older people; or by barriers preventing the inclusion of disabled people. The focus of the new plan is on 'upstream' preventative work to foster tolerance and good relations, tackle deep-rooted inequality and support people to breakdown any feelings of fear and distrust. Working effectively on prevention is essential in order to prevent 'downstream' problems of community tensions, discrimination, hate crime and vulnerability to radicalisation.

This work is also monitored via the 'Safe and Cohesive' theme group on behalf of the Public Services Board.

Action 1

Newport is home to a diverse population and as an authority believe it is important to encourage and support initiatives which provide opportunities to increase awareness and understanding. Below is a list of the events that the authority has supported over the last 12 months. Over the lifetime of the strategy we will look to improve the breadth of events we support so that we better reflect the communities we serve.

- Civic Mass: April
- D-Day Memorial Parade & Service: June
- Maindee Festival: July
- Commonwealth Games Baton Relay: September
- Fly the Flag for Merchant Navy Day: September
- Newport Food Festival: October
- Childrens Chartist Parade and re-enactment: November
- Merchant Navy Parade & Service: November

- Remembrance Parade & Service: November
- Christmas Lights Switch On: November
- Holocaust Memorial Service: January
- Fly the Flag for the Commonwealth: March

Action 2

The East Gwent Hate Crime Forum has members from various agencies from Newport and Monmouthshire. The role of the forum is to discuss Hate Crime statistics, trends as well as other concerns and its main focus is to raise awareness of Hate Crime and increase reporting. A third party reporting facility is in place to support those who find engaging with the police challenging. For the past few years the number of Hate Crimes reported has been relatively stable but has increased in the last two years. We have seen spikes in figures in the follow up and period post EU referendum, post terror incidents including incidents that happen in the UK and outside the UK.

Whilst there is a correlation between the spike in cases and incidents, the continued work that has been carried out by key agencies in promoting reporting mechanisms has also encouraged victims to report incidents that they may have traditionally come to accept as part of 'everyday living'.

We have worked in collaboration with the communications teams of other public sector partners to ensure that a consistent message is shared around 'zero tolerance to hate' and sharing accurate information in relation to community tensions – particularly when it arises after a terror incident.

A multi-agency case handling group coordinated by Gwent Police continues to manage high risk cases and in 2018/19, we are exploring opportunities to improve information sharing through utilising a common IT platform.

As part of Hate Crime Awareness week, we facilitated the delivery of 'Solutions not Sides' workshops in Newport schools and communities which focused on the Middle East conflict and tackled difficult discussions on anti-semitism and Islamophobia.

The SEG also adopted the International Holocaust Remembrance Alliance's (IHRC) definition of Anti-Semitism in October 2017.

Action 3

The Education Well-Being Group has continued to develop and meet on a termly basis. The role of the group is to review data on incidents related to protected characteristics as well as progress of schools through Healthy Schools Awards, participation and development of initiatives to support well-being across the whole school.

The protected characteristics with the highest numbers of incidents are those relating to race, gender and sexual orientation. Schools are provided with support to tackle these issues. This includes support from GEMS, Stonewall initiatives, Show Racism the Red Card workshops and restorative justice. Other initiatives include anti-bullying workshops delivered by Crucial Crew, Positive Structured Playtime via Healthy Schools, ASD Friendly schools.

There is ongoing work being carried out around attendance and exclusion due to bullying and this is reported to the 'Every Child' group as the Estyn definition for well-being is 'school attendance'.

This work has been highlighted as good practice in relation to Community Cohesion and other local authorities are being encouraged to develop similar models of working.

Action 4

We have responded to Freedom of Information (FOI) requests about numbers of people seeking asylum, and where appropriate, numbers of certain categories of people seeking asylum. We have convened Migration Forum meetings which are attended by a mix of statutory, voluntary and private sector organisations from the Newport area and further afield. We have shared information about a wide variety of events in the Newport area and NCC consultations with representatives of statutory and voluntary sector organisations and individual residents in Newport. We facilitated awareness raising sessions for front line NCC staff and Flying Start staff, and produced an information brochure about refugee services in Newport.

Newport continues to meet its commitments as a Dispersal Area and has continued to put considerable efforts to ensure equal maintenance and safety standards for asylum accommodation and has been working towards equal room sharing criteria for occupants in asylum accommodation.

Newport is also taking part in the Home Office Vulnerable Persons Relocation programme and has committed to relocating 50 households over the life of the programme (i.e. 5 years). To date we have met 20% of our pledge and they continue to be supported by the Vulnerable Persons Relocation team. The programme is fully funded by the Home Office.

Equality Objective 6: Domestic Abuse and Sexual Violence

Domestic Abuse and Sexual Violence	
<i>A Wales of cohesive communities</i>	
People who are subject or witness to domestic abuse are supported by the Council and its partners in their current situation and through any changes they wish to make	
Action 1	Further develop the multi-agency Domestic Abuse (DA) Unit
Action 2	Roll out training on 'Ask and Act'
Action 3	Support the development and delivery of the VAWDASV Strategy for Gwent

Summary

Domestic abuse is a major challenge for public services. It places, significant, costly and increasing day to day demands on local authorities, police, health, housing and other support services.

In addition to the financial costs of domestic abuse, it has long term implications for citizens that experience, witness or perpetrate it. Following a number of local reviews regarding strategic and operational planning and delivery of domestic abuse services across Gwent, it was identified that the development of a clear, accountable regional approach was a priority. Over the last 12 months, we have been working in partnership with the Gwent VAWDASV team and focusing our efforts on relocation the Domestic Abuse Unit from the Information Station into the Central Library.

Action 1

The Domestic Abuse Unit continues to function as a multi-agency hub providing a one-stop shop for victims. In addition to providing a base for weekly Multi-Agency Risk Assessment Conferences (MARAC) meetings, the unit has continued to develop relationships with other agencies including Victim Support, USW Counselling project to ensure that as many victims of domestic abuse are able to benefit from use of the facilities.

Organisations based in the multi-agency Domestic Abuse Unit include Women's Aid, Llamau and BAWSO. In 17-18 the unit was moved from the Information Station to the Central Library. The move has enabled us to continue to provide our services within a setting that provides anonymity to victims

Over the course of the financial year there were 4215 recorded incidences of domestic abuse in Newport, equalling 31.6% of all incidences (13,343) across Gwent. NCC coordinated 27 MARAC meetings – these are held fortnightly in each LA area of Gwent.

Action 2

Over the past 12 months, we have been working closely with the VAWDASV 'Ask and Act' Training implementation group to support the rollout of 'Ask and Act' training.

The E – learning package is now being rolled out in all the relevant authorities in Gwent, however there have been significant system access issues reported which has hampered progress. Access issues are being addressed and numbers of staff completing the e-learning continues to grow. A Face to Face resource has been commissioned and will also be available for staff without computer access. As of 30th March 2018, 27% of the workforce has completed the Group 1 training.

We have also continued to increase the number of trained staff for Group 2 and 3.

Action 3

The development of the Regional VAWDASV strategy has been informed through:

1. Commissioning of a Welsh Women's Aid Needs Assessment
2. Linking to the Population Needs Assessment of the SSWBA
3. 5 Well Being Plans across Gwent as part of the WBFGA
4. Safer Gwent Strategic Assessment

The strategy has 6 priorities and the team will provide an annual update to the SEG.

1. Increase awareness and challenge attitudes of violence Against Women, Domestic abuse and Sexual violence ACROSS Gwent
2. Increase awareness in children and young people of the importance of safe, equal and healthy relationships and that abusive behavior is always wrong
3. Increase focus on holding perpetrators to account and provide opportunities to change their behaviour based around victim safety
4. Make early intervention and prevention a priority
5. Relevant professionals are trained to provide effective, timely and appropriate responses to victims and survivors
6. Provide victims with equal access to appropriately resourced, high quality, needs led, strengths based, gender responsive services throughout the region

Equality Objective 7: Homelessness

Homelessness	
<i>A Wales of cohesive communities</i>	
To provide a safe, supporting, empowering and non-judgemental environment for homeless and marginalised people so that they can achieve their potential	
Action 1	To implement the Supporting People grant program funded by the Welsh Government to assist and support potentially vulnerable and marginalized people to live independently within the community
Action 2	To prevent homelessness where possible
Action 3	To build people's resilience to deal with shocks, stresses and uncertainty in their lives
Action 4	To support people develop skills for life to flourish independently

Summary

Newport City Council has continued to work to combat homelessness in the city in the face of challenging economic circumstances and increasing demand. The landscape surrounding homelessness is constantly changing and the authority is in the process of implementing a number of new services in response to this reality. Over the lifetime of this strategy the authority will endeavour to take a more regional approach to tackling homelessness.

Action 1

In the past 12 months the Social Services Supporting People Team delivered on a mix of existing work and introducing new schemes and pilots both locally and regionally. The team supported over 4,000 referrals to its accommodation-based and floating support services in 2017/18, an increase of over 8% on the previous year. Other programmes include:

1. The Financial Inclusion Support scheme secured over £200,000 additional annualised welfare benefits and grants for referrals in 2017/18
2. The cross-authority (Newport, Torfaen and Blaenau-Gwent) Gypsy Traveller Project continues to provide a valuable support service for Gwent's gypsy and traveller communities, especially as new and improved sites are developed. The scheme has achieved the "Increasing Equality in Housing" award at the 2017 Chartered Institute of Housing annual awards. The service was also shortlisted for 24Housing' Diversity 2018 Awards "Best Diversity Scheme" and highly commended at the Cymorth Cymru annual awards 2017. Gypsies and Travellers in Newport are represented at a national level as the Gypsy and Traveller Lead for the project is a member of a number national panels including; Chartered Institute of Housing' Housing Futures Cymru (housing advisory panel to Welsh Government) and Cross Party Group on Gypsies and Travellers.
3. In 2017/18 Supporting People increased funding for refugee support and now two full-time support workers are employed, based in SEWREC. (South East Wales Race Equality Council)
4. The Migrant Support Scheme, based in SEWREC, was also extended for a further year throughout 2017/18.
5. The budget for interpretation and translation services with Language Line was increased further, in line with the introduction of more services

6. The Tŷ Eirlys scheme, providing self-contained accommodation units with support for 13 people with learning disabilities, operated throughout 2017/18 with notable success, has been visited by a number of other local authorities and is seen as a blueprint/good practice model for people moving to greater interdependence. New schemes have commenced development during the year to extend the model further.
7. Additional hours of support were awarded in 2017/18 to Care and Repair's Specialist Older Persons Support scheme to provide specialist support to people with sight impairment.

Action 2

Operational work continues towards preventing homelessness with the Council preventing homelessness in 57% of instances where individuals present as being at risk of being made homeless in 56 days.

A total of 1999 Individuals have presented to the Council seeking assistance due to either being homeless or at risk of being made homeless within 56 days during the whole financial year. Service demands continue to remain relatively constant and around the projections estimated at the start of the year. However there are increasing costs associated with the prevention of homelessness and this is being closely monitored and other options are being explored in order to seek to sustain accommodation for households or secure alternative accommodation where more appropriate. Operational work will continue to be delivered and alongside this the following actions are being undertaken to address homelessness:

1. Review of homelessness has commenced with this ongoing into the next financial a view to adopting a homelessness strategy by the Autumn 2018. This will incorporate a regional approach and strategy in order to maximise service delivery and make best use of limited resources
2. Review of Home Options Newport allocations policy to be started in June 2018
3. Pathways Project Officer is in post and developing work around young people, housing and accommodation options.
4. Continuing to deliver operational services pro-actively with partners in order to seek to prevent homelessness
5. Development and delivery of support and services in relation to addressing rough sleeping.
6. Development of an all year round night shelter
7. Additional resources provided to address service increase which has resulted in 4 new posts being created within the Housing Needs Unit.
8. Additional resources provided to homeless prevention work and the prevention fund policy/process to be reviewed by September 2018

Action 3 and 4

In addition to the developments above, Tenancy Support services provided by TASA from within the Council have been refocused in order to provide crisis intervention work for households at risk of homelessness, working alongside other staff within the Council's Housing Needs Unit in order to prevent homelessness as well as linking to other support services available.

Also, a pilot scheme with the Council's Adult Social Services' First Contact Team was initiated in 2017/18 to provide support to referrals by embedding a support worker in the team to concentrate on urgent housing support issues.

Core funding from Supporting People helps to enabled a number of local third sector agencies to fundraise for additional services including Llamau's Learning 4 Life (pre-vocational skills), Solas Cymru's CRE8 project (work preparation skills) and Newport Women's Aid' Freedom Programme (resilience building).

Referrals to the Council's Lighthouse Project are now prioritised to ensure crisis/emergency referrals are dealt with as quickly and efficiently as possible.

Equality Objective 8: Welsh Language

Compliance with the Welsh Language Standards	
<i>A Wales of vibrant culture and thriving Welsh language</i>	
Objective and outcome	A Wales of vibrant culture and thriving Welsh language We will promote our bilingual public services and increase the use of Welsh in Newport
Action 1	Run a publicity campaign to promote the Welsh Language Standards, and roles and responsibilities for staff, Members and the public
Action 2	Make the best use of council systems to facilitate language choice
Action 3	Engage partners in facilitating people's use of the Welsh language in Newport
Action 4	Develop a translation service for Newport City Council employees, and facilitate employees' development of their Welsh language skills in the workplace

Summary

Under the Welsh Language Measure (Wales) 2011, Newport City Council is required to comply with the [Welsh Language Standards](#) issued by the Welsh Language Commissioner. At present, the authority is subject to 174 standards which set out the services needed to be offered by the authority. Most of the standards came into force on the 30th of March 2016 with a majority of the remaining standards coming into force from the 30th of September 2016.

In the 2016-17 financial year the authority has continued to make good progress towards compliance with Welsh Language Standards. The agenda continues to benefit from the dedicated budget that was allocated to it in the 2015-16 financial year and it's project management and governance has evolved to better reflect the progress that has been made to date.

The authority has also made positive steps to achieving the goals set out in its 5 Year Welsh Strategy, with notable achievements such as the development of an improved "[Benefits of Bilingualism](#)" leaflet which will be given to... and the collaborative partnership work the authority is doing on the promotion of the Welsh language with minority communities in Newport.

Action 1

The Welsh Language Communication Strategy was developed at the end of 2015 to inform employees, elected members and the public of NCC's roles and responsibilities under the new Welsh language standards. Materials relating to the strategy such as the corporate promotional videos, posters, desktop images, 'tent signs' with bilingual greetings, guidance documents on service delivery and intranet pages have proved successful, but will likely require updating in the coming year.

In addition to these materials, a total of 175 local authority staff have attended Welsh language awareness training since 2015-2018. In the coming year, the authority will be looking to increase the number of sessions offered, as these will be delivered by the Welsh language and Equalities officer, giving the training the additional advantage of ensuring that these sessions both humanise the agenda while also making Welsh language officers more accessible to staff.

Representatives of every service area also have a formal role through the council's Welsh Language Implementation Group. This group helps facilitate the implementation of specific standards into the authority's different service areas.

External promotion of the Welsh language has been done via the Welsh Language 5 Year Strategy, which has already made some significant progress towards to achieving the goals set out within it. Notable achievements over the past financial year include the development of an improved ["Benefits of Bilingualism"](#) leaflet which will be given to... and the collaborative partnership work the authority is doing on the promotion of the Welsh language with minority communities in Newport.

Action 2

We have a large number of systems which hold information on people in relation to different services, many of these very large, holding up to 250,000 separate entries. Where we can record language choice we have amended these systems and continue to ask people their choice of language in order to improve our offer. Where we can we deliver services in people's choice of language we do so, although in many instances we continue to correspond bilingually, this will be something we look to improve through the implementation of the authority's new Customer Relation Management system.

Action 3

In the 2017/18 financial year the authority reviewed a number of its Service Level Agreements (SLAs) and ensured that Welsh language obligations were being passed on to partners. More general guidance is also in the process of being drawn up via a dedicated task-and-finish group within the Welsh language implementation group.

In meeting the commitments of the authority's 5 Year Welsh Language Strategy, Newport City Council has worked proactively with a number of different partners. Over the course of the 2017-18 financial year, the authority started to develop a campaign promoting the Benefits of Bilingualism, an initial leaflet was developed in close conjunction with Menter Iaith Casnewydd, while the BAME engagement bid will work closely in conjunction with Menter Iaith Casnewydd, Cymraeg i Adolion and SEWREC (South East Wales Regional Equality Council).

Action 4

To facilitate bilingual working, the authority has established a translation service that is open to all council staff, the cost of which is held centrally. In the coming financial year the authority will streamline this process of accessing translation, by entering into a single comprehensive SLA with Cardiff Council. This agreement will not only speed up the process of accessing translation, but also represents a more sustainable approach to translation for the authority, as the burden of administering this system will now be disbursed more evenly across the authority.

Staff engagement with Welsh language classes has dropped slightly from the previous financial year with 9 staff members booking onto a 2 day Welsh tasters course and a further 40 staff members have signed up to the longer yearlong courses. Over the course of the upcoming financial year, the authority will need to consider how it can boost the number of staff on Welsh courses.

Equality Objective 9: Corporate compliance

Corporate Compliance	
<i>A Wales of vibrant culture and thriving Welsh language</i>	
Strategic leadership, governance arrangements, ensuring standards are high and consistent across all the council and its areas	
Action 1	Monitor performance, including customer satisfaction, through the Strategic Equality Group
Action 2	Report annually on equalities and the Welsh language to Cabinet and the Senior Leadership Team, and publish relevant reports on the council's website
Action 3	Webpages hold relevant equality information: <ul style="list-style-type: none"> • Fairness and Equality Impact Assessments • Annual Equality and Welsh Language Reports • Equalities and Welsh language population and employment data
Action 4	Council employees offered all the relevant training and guidance to facilitate compliance with the equalities, human rights and Welsh language legislation
Action 5	Review procedures on procurement, grants and sponsorships to mainstream equalities and Welsh language requirements

Summary

Over the past financial year the authority has continued to demonstrate its commitment to transparency by publishing relevant equalities information online, and accountability by systematically reporting progress on the Strategic Equality Plan (SEP) to the Strategic Equality Group (SEG). In line with the new [Equality Act 2010 \(Specific Duties and Public Authorities\) Regulations 2017](#), the authority also published its first '[Gender Pay Gap Report](#)', which is the measure of the difference in the average pay of men and women, regardless of the nature of their work, across the entire organisation.

Moving forward the authority will look to develop the support it offers to staff, facilitating continued comprehensive compliance around public sector equality duties, the Welsh language and the Well-being of Future Generations Act.

Action 1

In 2016-17 the SEG met on a quarterly basis to review the actions and progress against the SEP. In response to concerns that each of the nine Equality Objectives was not being reviewed in enough detail, the group will meet every other month in the coming year.

Action 2

The authority will continue to publish all annual reports relating to the Welsh language and Equalities on the 'Equalities and Welsh Language' page of Newport City Council's [website](#). These reports are approved by cabinet and the Senior Leadership Team.

In response to the additional obligations laid out under the new [Equality Act 2010 \(Specific Duties and Public Authorities\) Regulations 2017](#), the authority also published its first '[Gender Pay Gap Report](#)', which measures the difference in the average pay of men and women, regardless of the nature of their work, across the entire organisation. This data is included in the annex of this report.

Action 3

In order to fulfil our legal obligations in terms of publishing FEIA, the authority has also taken steps to improve the way in which staff submit FEIAs for publishing. In the coming financial year, assessments will be submitted centrally to one email address, from which certain staff will be able to review and forward for publishing. This email can also be used to provide a similar function for Welsh Language training assessments, which under Welsh language standards we now have a duty to publish.

The authority will continue to publish all annual reports relating to the Welsh language and Equalities on the 'Equalities and Welsh Language' page of Newport City Council's website.

Within the Equalities Annual Report, there is a section on staff data relating to Welsh language and Equalities, this data provides a comparison between the diversity of our staff and the diversity of the city more generally.

Action 4

Currently, the authority offers 'An Introduction to Equalities' and 'Welsh Awareness Training' to staff. These sessions are intended to promote a general awareness of the authority's Welsh language and Equalities obligations, while also providing staff with information about where they can go to get further advice on compliance.

In the coming financial year, the authority is looking to deliver both of these training programmes in-house, this will provide the authority with the additional benefits of being able to deliver an increased number of sessions over the course of the year at no additional cost, but will also increase the accessibility and profile of our Welsh language and Equalities officers.

Action 5

Procedures around procurement, grants and sponsorships will be reviewed over the course of the 2017/18 financial year to ensure that we, as an authority, continue to pass on the public sector duties we have under Welsh language, Equalities and the Well-being of Future Generations Act, as well as new obligations under Section 54 of the Modern Slavery Act (2015).

Equalities Data: from data collection to service delivery

Newport City Council uses data at every step of its decision making process and sees data as a vital tool in the fulfilment of its public sector duties. This section will look at the role of our equalities data in three stages:

- Collecting data; how the authority collects data on protected characteristics, the Welsh language and Well-being of Future Generations
- Evaluating data; how the authority uses data through our internal processes like Fairness and Equality Impact Assessments
- Using data; how the authority uses relevant equality information to set strategic direction and meet our equality objectives

Collecting Data: building a picture

Collecting accurate information on our customers is key to delivering great services. Newport City Council collects equalities data in various ways which goes on to inform the services we deliver. As an authority we have developed robust systems which collect a huge volume of quantitative data through our Customer Relations Management (CRM) and the other databases linked to individual services. We also collect qualitative data through our outreach and consultation exercises, which provide us with the insight into how individuals from different groups use the services we offer.

Systems/Collecting data

The authority uses a number of different systems to allow its various services to build a picture and profile of its customers. This data is then utilised in developing service area plans and work programmes.

However, as has been highlighted under Equality Objective 8, Action 2, the authority has struggled to develop a single system of recording Welsh language preference. Using different systems has meant that we have not been able to uniformly amend systems to record language choice, where we have not been able to amend, we issue bilingual correspondence. We will look to revisit guidance for staff on collecting and using relevant equalities data in-line with the revision of the Fairness and Equalities Impact Assessments process.

In the coming financial year (2018/19) the authority is looking to integrate a new CRM system which will better record the language choice of our customers.

Consultations

This year Newport City Council's Policy, Partnership and Involvement Team coordinated consultation with at least 30,030 individuals on a range of issues from Public Safety Protection Orders in Maesglas to school admissions policy. The number of consultees this year was drastically increased through the utilisation of public survey's linked to Wi-Fi access on Newport buses, with 8616 people responding to the monthlong survey on perceptions of public safety in Newport alone.

The authority also improved the guidance it offers staff on consultation and engagement in-line with the revision of the Fairness and Equalities Impact Assessments process, however the way in which this guidance will be communicated to staff will be improved in the upcoming financial year.

Community Well-being profiles

In line with the Well-being of Future Generations Act (2015) the authority has also completed and published our Community Well-being Profiles. These profiles provide a rich source of data across a number of different areas, and are intended to be a resource for members of the public and officers within the authority. These profiles will also add as an additional resource for staff when considering FEIAs.

Evaluating data: developing good practice

In response to the importance of the analytical evaluation of equalities data, Newport City Council has developed a series of systematic processes which ensure that statutory obligations are appropriately considered. This is encompassed not only by our Fairness and Equality Impact Assessments and the consultation work we do with the public, but also through the authority's internal governance structure.

Fairness and Equality Impact Assessments

Fairness and Equality Impact Assessments evidence consideration of relevant equalities information and are a statutory obligation placed on local authorities when they create new policies or amend services. For 2016/2017 financial year 17 FEIAs were undertaken. FEIAs are made public on the council's [equality pages](#).

In line with the commitments made in the [2015/16 annual report](#), Newport City Council is in the process of reviewing and improving the quality and the process behind our impact assessments. As well as improving the usability of the form and strengthening the presence of the authority's statutory obligations under both the Welsh language measure (2011) and the Well-being for Future Generations Act (2015), we will also look to issue improved guidance designed to help our staff navigate the FEIA process.

In order to fulfil our legal obligations in terms of publishing our assessments, the authority has already taken steps to improve the way in which staff submit FEIAs for publishing. In the coming financial year, the authority will continue to rollout its guidance on how to complete and publish Equality Impact Assessments .

Service Area Plans

Service plans for each area are reported to Cabinet Member and Scrutiny. These plans outline priorities for delivery and business change, key performance indicators and success criteria.

Service areas also report on customer demographics, customer engagement and feedback that informed work planning and performance. This evidences the council's commitment to mainstreaming the use of relevant information in work planning and performance management. Work will be carried out over the duration of this strategy to ensure service plans fully link to relevant FEIAs which play a constructive role in policy change and proposals for change.

Using Data: meeting our Equality Objectives

Newport City Council ensures that the equalities agenda has a strong presence in our decision making process in a number of ways. Equalities is considered in formal decision making and through the following groups:

Strategic Equality Group

Following the approval of Newport City Council's Strategic Equality Plan and Equality Objectives in 2016, the Strategic Equality Group (SEG) has up until now, met on a quarterly basis to take a strategic lead on the implementation of the equalities agenda. However to improve the degree of scrutiny in the 2018/19 financial year the SEG has moved to meet every other month, increasing the degree of scrutiny that can be afforded to each Equality Objective.

The current role of the group is to take a strategic lead in the authority wide implementation of the Strategic Equality Plan, the Corporate Equality Objectives, and the Welsh Language Measure 2011. The group also tries to ground the implementation of the equalities agenda in within the context of shifting events taking place across Newport which relate to the equalities agenda.

Fairness Commission

As an extension of the authority's commitment to the equalities agenda, Newport City Council agreed in 2012 to collaborate with the Fairness Commission to introduce the Commissions concept of 'fairness' and its four parameters into our policy-proposal process.

Membership of the Commission is made up of a mix of political parties, Trade unions and public and voluntary sector partners. The group aims to highlight how the work of the council can improve pm its outcomes for local people by examining how the Council can make the best use of its powers, duties and resources to achieve the best and fairest outcomes.

In line with the improvement made to the authority's FEIA process, Fairness is now better represented in our FEIA form and its four parameters are better included in the accompanying guidance documents. These parameters have set a broad framework for asking essential questions about fairness and provide a guide, in turn, about how to assess the impact of proposals and changes in policy. A full report from the Fairness Commission can be found [here](#).

Employment Data

Analysis

The data is on some 5,949 council employees (including staff employed in schools). This reflects an drop of 3.3% on the previous year when the authority employed 6147 employees.

We are unable to report reliably on employees who have applied to change position within the authority against those who were successful.

We are also only able to report on the complainant in relation to the grievances category, not on those against whom the complaint was made.

The workforce planning template has now been established as an integral part of service area planning, utilising workforce data collated over the year. Actions are then set to ensure service areas address and engage with issues which relating to service area objectives and budgetary targets.

- Female employees make up approximately 81% of the workforce
- Male and female pay pattern are very similar up until earnings of £55,000 and above, where less than 1.3% of female employees are in this category as opposed to 3.0% of male employees
- An equal percentage of men and women are employed in permanent posts, around 70% of the workforce
- There is a significant difference in working patterns. Approximately 66% of men work full time compared to only 30% of women. Both genders have seen a drop in the percentage of full time employees.
- The percentage of employees peaks within the 35-44 age band, currently 26.1% of employees fall within this group.
- For job applicants the highest number of applications came from the 25-34 (34.0%) and 16-24 (22.4%) age categories, but our workforce still has only 5.6% of employees in the 16-24 age category
- The percentage of leavers identifying as disabled (2.9%) is considerably higher than the number of employees that identify as disabled (1.7%)
- The percentage of disabled employees and disabled job applicants is low (1.7% and 4.3%) compared with the 2011 census 10.6% of the Newport population stating their day to day activities are limited a lot.
- The proportion of BAME employees is lower than that of the population of Newport. BAME employees make up 4.1% of the council's workforce, but BAME people make up at least 10.1% of the population of Newport.

Pay band by Sex

Pay Band (£)	2016/17				2017/18			
	Male	%	Female	%	Male	%	Female	%
10,000-14,999	131	8.9	411	8.3	20	1.4	28	0.6
15,000-19,999	526	35.9	1979	40.0	475	33.8	2230	44.3
20,000-24,999	175	12.0	744	15.1	322	22.9	1022	20.3
25,000-29,999	157	10.7	421	8.5	120	8.5	362	7.2
30,000-34,999	93	6.4	283	5.7	96	6.8	311	6.2
35,000-39,999	255	17.4	837	16.9	253	18.0	822	16.3
40,000-44,999	19	1.3	43	0.9	29	2.1	64	1.3
45,000-49,999	20	1.4	40	0.8	8	0.6	29	0.6
50,000-54,999	13	0.9	24	0.5	17	1.2	37	0.7
55,000-59,999	10	0.7	26	0.5	10	0.7	22	0.4
60,000-64,999	6	0.4	11	0.2	6	0.4	16	0.3
65,000-69,999	10	0.7	10	0.2	7	0.5	8	0.2
70,000+	16	1.1	14	0.3	19	1.4	18	0.4
Not known	33	2.3	99	2.0	25	1.8	60	1.2
Total	1464	100	4942	100	1407	100	5029	100

Contract type by sex

Contract Type	2016/17				2017/18			
	Male	%	Female	%	Male	%	Female	%
Permanent	1036	70.8	3478	70.4	993	70.6	3486	69.3
Acting Up	17	1.2	51	1.0	14	1.0	53	1.1
Casual	196	13.4	462	9.3	184	13.1	459	9.1
Fixed Term	204	13.9	909	18.4	199	14.1	959	19.1
LTS Cover	0	0.0	0	0.0	1	0.1	1	0.0
Mat. Cover	0	0.0	2	0.0	0	0.0	3	0.1
Seasonal	7	0.5	33	0.7	12	0.9	62	1.2
Secondment	1	0.1	1	0.0	0	0.0	1	0.0
Sessional	3	0.2	5	0.1	4	0.3	3	0.1
Supply	0	0.0	0	0.0	0	0.0	0	0.0
Temporary	0	0.0	1	0.0	0	0.0	2	0.0
Total	1464	100	4942	100	1407	100	5029	100

Working pattern by sex

Working Pattern	2016/17				2017/18			
	Male	%	Female	%	Male	%	Female	%
Full Time	998	68.2	1588	32.1	932	66.2	1527	30.4
Part Time	463	31.6	3273	66.2	469	33.3	3426	68.1
Job Share	3	0.2	81	1.6	6	0.4	76	1.5
Total	1464	100	4942	100	1407	100	5029	100

Age profile

Age Group	2016/17						2017/18					
	Employees	%	Job Applicants	%	Leavers	%	Employees	%	Job Applicants	%	Leavers	%
16-24	345	5.6	1132	26.0	16	5.1	321	5.4	937	22.4	14	5.8
25-34	1427	23.2	1394	32.1	67	21.5	1341	22.5	1423	34.0	62	25.7
35-44	1562	25.4	817	18.8	73	23.5	1551	26.1	845	20.2	59	24.5
45-49	859	14.0	377	8.7	37	11.9	802	13.5	346	8.3	24	10.0
50-54	817	13.3	275	6.3	38	12.2	824	13.8	280	6.7	18	7.5
55-59	625	10.2	193	4.4	30	9.6	606	10.2	215	5.1	30	12.4
60-64	342	5.6	92	2.1	35	11.3	346	5.8	94	2.2	18	7.5
65-69	115	1.9	7	0.2	12	3.9	95	1.6	6	0.1	15	6.2
70-74	44	0.7	5	0.1	2	0.6	44	0.7	2	0.0	1	0.4
75+	16	0.3	0	0.0	1	0.3	21	0.4	0	0.0	0	0.0
Prefer not to say	0	0.0	54	1.2	0	0.0	0	0.0	40	1.0	0	0.0
Total	6152	100	4346	100	311	100	5951	100	4188	100	241	100

Sex profile

Sex	2016/17						2017/18					
	Employees	%	Job Applicants	%	Leavers	%	Employees	%	Job Applicants	%	Leavers	%
Female	4681	76.1	3181	186	186	59.8	4586	77.1	3062	73.1	168	69.7
Male	1471	23.9	1132	125	125	40.2	1365	22.9	1100	26.3	73	30.3
Unknown	0	0.0	33	0.0	0	0.0	0	0.0	26	0.6	0	0.0
Total	6152	100	4346	311	311	100	5951	100	4188	100	241	100

Marital Status profile

Marital Status	2016/17						2017/18					
	Employees	%	Job Applicants	%	Leavers	%	Employees	%	Job Applicants	%	Leavers	%
Civil Partnership	6	0.1	31	0.7	1	0.3	8	0.1	35	0.8	0	0.0
Divorced	249	4.0	237	5.5	18	5.8	253	4.3	191	4.6	14	5.8
Living w/ Partner	517	8.4	631	14.5	23	7.4	509	8.6	675	16.1	26	10.8
Married	2884	46.9	1221	28.1	154	49.5	2788	46.8	1279	30.5	117	48.5
Separated	87	1.4	76	1.7	7	2.3	87	1.5	85	2.0	2	0.8
Single	1950	31.7	2042	47.0	101	32.5	1883	31.6	1833	43.8	69	28.6
Widowed	48	0.8	8	0.2	1	0.3	47	0.8	6	0.1	4	1.7
Prefer not to say	46	0.7	49	1.1	1	0.3	39	0.7	47	1.1	2	0.8
Left blank	365	5.9	51	1.2	5	1.6	337	5.7	37	0.9	7	2.9
Total	6152	100	4346	100	311	100	5951	100	4188	100	241	100

Disability profile

Disability	2016/17						2017/18					
	Employees	%	Job Applicants	%	Leavers	%	Employees	%	Job Applicants	%	Leavers	%
Disabled	101	1.6	170	3.9	15	4.8	104	1.7	181	4.3	7	2.9
Not disabled	5860	95.3	3794	87.3	288	92.6	5648	94.9	3712	88.6	221	91.7
Unknown	48	0.8	67	1.5	4	1.3	41	0.7	67	1.6	5	2.1
Left blank	143	2.3	315	7.2	4	1.3	158	2.7	228	5.4	8	3.3
Total	6152	100	4346	100	311	100	5951	100	4188	100	241	100

Sexual Orientation profile

Sexual Orientation	2016/17						2017/18					
	Employees	%	Job Applicants	%	Leavers	%	Employees	%	Job Applicants	%	Leavers	%
Heterosexual	1643	26.7	3809	87.6	155	49.8	1929	32.4	3749	89.5	129	53.5
Homosexual	23	0.4	53	1.2	1	0.3	27	0.5	57	1.4	3	1.2
Bisexual	10	0.2	58	1.3	2	0.6	12	0.2	43	1.0	3	1.2
Lesbian	17	0.3	58	1.3	0	0.0	17	0.3	46	1.1	3	1.2
Prefer not to say	289	4.7	207	4.8	13	4.2	284	4.8	182	4.3	4	1.7
Left blank	4170	67.8	161	3.7	140	45.0	3682	61.9	111	2.7	99	41.1
Total	6152	100	4346	100	311	100	5951	100	4188	100	241	100

Religion/Belief profile

Religion/Belief	2016/17						2017/18					
	Employees	%	Job Applicants	%	Leavers	%	Employees	%	Job Applicants	%	Leavers	%
Agnostic	126	2.0	363	8.4	9	2.9	170	2.9	361	8.6	11	4.6
Atheist	238	3.9	721	16.6	32	10.3	275	4.6	786	18.8	32	13.3
Buddhist – Hinayana	3	0.0	5	0.1	0	0.0	3	0.1	1	0.0	0	0.0
Buddhist – Mahayana	3	0.0	6	0.1	0	0.0	4	0.1	2	0.0	0	0.0
Christian - Orthodox	174	2.8	328	17.5	12	3.9	217	3.6	300	7.2	16	6.6
Christian - Protestant	416	6.8	660	15.2	36	11.6	477	8.0	619	14.8	20	8.3
Christian - Roman Catholic	235	3.8	494	11.4	22	7.1	270	4.5	546	13.0	12	5.0
Hinduism	3	0.0	24	0.6	1	0.3	4	0.1	11	0.3	1	0.4
Islam - Shiite	2	0.0	15	0.3	0	0.0	3	0.1	17	0.4	0	0.0
Islam - Sunni	35	0.6	167	3.8	5	1.6	41	0.7	131	3.1	2	0.8
Judaism – Orthodox	1	0.0	1	0.0	0	0.0	1	0.0	1	0.0	0	0.0
Judaism - Reformed	0	0.0	1	0.0	0	0.0	0	0.0	3	0.1	0	0.0
Prefer not to say	561	9.1	890	20.5	41	13.2	575	9.7	712	17.0	30	12.4
Other	129	2.1	384	8.8	10	3.2	160	2.7	447	10.7	15	6.2
Sikhism	1	0.0	10	0.2	0	0.0	1	0.0	6	0.1	1	0.4
Taoism	1	0.0	6	0.1	1	0.3	0	0.0	1	0.0	1	0.4
Left blank	4224	68.7	271	6.2	142	45.7	3750	63.0	244	5.8	100	41.5
Total	6152	100	4346	100	311	100	5951	100	4188	100	241	100

Ethnic Origin profile

Ethnic Origin	2016/17			2017/18		
	Employees %	Job Applicants %	Leavers %	Employees %	Job Applicants %	Leavers %
Asian or Asian British – Bangladeshi	0.4	1.0	0.6	0.4	0.9	0.4
Asian or Asian British – Indian	0.4	0.9	0.6	0.4	1.3	1.2
Asian or Asian British – Other	0.4	1.1	1.0	0.4	0.8	0.0
Asian or Asian British – Pakistani	0.5	1.6	1.6	0.5	1.2	0.4
Black or Black British – African	0.4	2.1	1.6	0.4	1.7	0.4
Black or Black British – Caribbean	0.4	0.5	0.6	0.4	0.6	0.4
Black or Black British – Other	0.0	0.3	0.0	0.1	0.4	0.4
Chinese or Other – Chinese	0.1	0.2	0.3	0.1	0.1	0.4
Chinese or Other – Gypsy Traveller	0.0	0.0	0.0	0.0	0.0	0.4
Chinese or Other – Other	0.1	0.1	0.0	0.1	0.0	0.0
Mixed - Black African	0.0	0.1	0.0	0.0	0.0	0.0
Mixed – Other	0.3	0.6	1.0	0.4	0.5	0.4
Mixed – White & Asian	0.2	0.5	0.0	0.2	0.4	0.4
Mixed – White & Black African	0.1	0.2	0.3	0.2	0.1	0.0
Mixed - White & Black Caribbean	0.4	1.3	1.0	0.5	1.6	0.8
White – British	68.7	59.6	65.6	67.9	59.7	66.8
White – English	1.9	1.5	1.3	1.8	1.9	0.8
White – Irish	0.7	0.4	0.3	0.7	0.5	1.2
White – Other	2.0	1.6	1.9	1.9	1.9	3.3
White – Other European	0.6	2.3	1.6	0.7	2.1	1.2
White – Scottish	0.1	0.2	0.3	0.2	0.1	0.4
White – Welsh	20.0	21.6	19.0	20.7	22.2	17.4
Not stated	0.3	0.9	0.3	0.3	0.5	0.4
Prefer not to say	0.1	0.7	0.3	0.1	0.4	0.8
Unknown	0.1	0.0	0.3	0.1	0.1	0.4
Left blank	1.6	0.8	0.3	1.8	0.9	1.2
Total	100	100	100	98	100	100

Ethnic Origin Totals

	2011	2016/17			2017/18		
	Census	Newport City Council			Newport City Council		
Ethnic Origin	Newport %	Employees %	Job Applicants %	Leavers %	Employees %	Job Applicants %	Leavers %
Total Asian	5.4	1.7	4.6	3.8	1.7	4.2	2.0
Total Black	1.7	0.8	2.9	2.2	0.9	2.7	1.2
Total Other	1.0	0.2	0.3	0.3	0.2	0.1	0.8
Total Mixed	1.9	1.0	2.7	2.3	1.3	2.6	1.6
Total White	89.9	94.0	87.2	90.0	93.7	88.4	91.1
Total Unknown	0.1	2.3	2.4	1.4	2.3	2.0	3.2
Total	100	100	100	100	100	100	100

N.B. 'Total Unknown' includes 'Not stated', 'Prefer not to say', 'Unknown', and 'Left blank' categories.

Equalities Training Offered

Course Title	Number of Attendees
All Wales Anti-Slavery and Human Trafficking	18
Autism Awareness	23
Deaf Awareness	3
Dementia Friends Awareness	22
VAWDASV e-Learning	1068
VAWDASV face-to-face training	39
Equalities: An Introduction	34
Hate Crime Awareness Training	24
Preventing Violent Extremism	680

N.B. VAWDASV: Violence Against Women, Domestic Abuse and Sexual Violence

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30 June 2018