

Strategic Equality Plan (2016-20)
Annual Report 2019/2020
Newport City Council



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Foreword

To be added.

Introduction

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

As stipulated within the Welsh specific duties of the Equality Act (2010), Local Authorities are required 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 identified in our Strategic Equality Plan. The Annual Report also captures key workforce data as required by the Equality Act 2010. This is the final report for the current Strategic Equality Plan, before the council commences its delivery of its Strategic Equality Plan 2020-2024.

Progress on the SEP is monitored throughout the year by the authority's internal Strategic Equalities Group (SEG). This group is chaired by the Cabinet Member with responsibility for Equalities and Assets, and membership includes representation from the Fairness Commission, Trade Unions, Elected Members, Heads of Service and lead officers to ensure an appropriate breadth of representation.

Equality Objectives 2016-20

Well-being goals and Newport City Council Equality Objectives	
Wellbeing Goal: 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
Wellbeing Goal: 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
Wellbeing Goal: 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

The authority's People and Culture Strategy outlines the council's aims and objectives in developing and supporting the workforce, and contains a dedicated theme in relation to employee engagement. This will help ensure that the authority not only effectively engages with its staff, but also actively improves the ways in which it supports professional development. Work is ongoing to better understand these opportunities and how they are accessed by people that share protected characteristics in order to identify any disadvantage or gaps in provision.

Our HR Department is redesigning the provision offered to service area managers and is positioning itself to encourage areas to focus on workforce design for the future, this includes considerations around workforce representation. Workforce planning and change management will be crucial in helping managers understand the services that will be provided in the next 3-5 years, and how the workforce should be shaped to achieve future goals.

Action 1

The 'Workforce Planning Template' has been reviewed this year and a presentation to managers and accompanying guidance has been written ready for distribution and training. HR Business Partners will be cascading this in the last quarter of 2020/21. The performance management system 'MIHub' contains a dashboard for managers to have quick and easy access to the most up to date workforce information; this is being developed to ensure demographic information is more readily available.

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 specific areas of under representation.

The Apprenticeship scheme that was developed to increase the proportion of younger people within the organisation continues to grow, and NCC was a finalist in the ACT Training Employer of the Year 2019 award for our work in this area. In September 2019, we started the first cohort of the National Graduate Development Programme, a Local Government Association supported graduate scheme and two graduates started working for the Council in October 2019.

As part of our corporate parenting responsibility, we also hosted work experience placements for a diverse cohort of young people in care in August 2019.

Action 3

The utilisation of partner organisations to improve workforce diversity is already featured within our workforce plan, and positive relationships with partner organisations, such as ACT, have been built to ensure additional representation from underrepresented groups. However, the authority is seeking to expand its network of partners to improve its ability to attract and recruit from more diverse community groups.

We have continued to provide work experience placements with 'Go Wales' who support undergraduate students with barriers to work experience opportunities and who are most at risk of not securing employment, education or training when leaving higher education.

Action 4

The People and Culture Strategy 2018-2022 has a dedicated theme for employee engagement, and sets out objectives 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

Electronic publishing of newsletters is embedded and features that are both organisational and social are included each fortnight. This communication is available to all staff irrespective of place of work or access to work based technology. This year, newsletters have included far more content related to the roles that people do in their day-to-day working lives. Content of our staff communications has included celebrations of key dates throughout the year, including Black History Month and LGBT History Month, Gypsy Roma Traveller Month and Pride. Feedback on this approach has been positive, with colleagues reporting that they have a greater understanding of challenges faced by others.

We have also reviewed the way that staff surveys are conducted, and have held shorter, more regular thematic surveys, focussing on key workplace policies/processes as well as a range of equality-related topics. These have included:

- Management of Attendance
- Reward and Recognition
- Smart Working
- Employee Benefits
- Employee Engagement
- Mental Health
- Complaints

This year, the council also established its first Black, Asian and Minority Ethnic Staff Support Network. The BAME Network has identified its priorities as assisting the council to improve workforce representation, reviewing and improving workplace policies, and developing a programme of equalities and bias training for all staff.

For the first time, a panel of staff members were invited to participate in the recruitment of the new Chief Executive, including members of our Youth Council, and the Chair our BAME Network.

Looking to the future

Creating a workforce that is more representative of the communities that we serve remains a priority for the council. This objective will carry forward into our new Strategic Equality Plan, with a renewed focus and clear actions and outcomes. In particular, we will focus on increasing the number of BAME people that we attract, recruit, retain and develop within the organisation.

Building on the success of our BAME Network, we also seek to engage staff with other protected characteristics and seek to establish further networks where desired by those staff.

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Equality Objective 2: Engagement and Participation

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 the Council's 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

Meaningful engagement with the public is central to the equalities agenda, and over the past year the Policy, Partnership and Involvement Team has continued to take a corporate lead on consultation and engagement. Over the course of the 2019/20 financial year, the authority has consulted with significant number of people through a mix of face-to-face and online consultation exercises. This year, we have also included mandatory equalities monitoring as part of our consultation processes, ensuring that when we gather feedback from communities on proposed decisions, we are able to identify any patterns of disproportionate impact or disadvantage.

Over the duration of this Strategic Equality Plan the team has conducted large engagement exercises on key policies including the Newport Wellbeing Assessment, Budgetary Consultations, and the 5 Year Welsh Language Strategy.

Action 1

Under the Well-being of Future Generations (Wales) Act 2015, we have a statutory duty to involve people with an interest in achieving our well-being goals, and ensuring that those persons reflect the diversity of the population. The Local Well-being Assessment was completed and signed off by the Public Services Board in April 2017 and published in May 2017.

Following the work carried within the Well-being Assessment, the Public Services Board (PSB) developed the Well-being Plan for Newport, which full Council agreed in April 2018 and was published in May 2018.

This plan has not only been informed by the work carried out in the Well-being Assessment, but also via extensive engagement with partners and stakeholders during the development of the response analysis and through an additional 12 week statutory consultation which ran from November 2017 through to February 2018.

The wellbeing assessment was accompanied a Community Wellbeing Profile and 20 individual local Ward Profiles. These documents included the findings of engagement with local communities. They were reviewed and updated in 2019 and are used to inform planning, strategies and funding

applications. The wellbeing assessments include a comprehensive overview of each Ward profile, including demographic information relating to all of the Protected Characteristics. This information continues to inform our Fairness and Equality Impact Assessments.

Action 2

As described in Action 1 the Local Well-being Assessment (Situation analysis) was completed and signed off by the PSB in April 2017 and published in May 2017.

This analysis 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 a significant public engagement programme that took place over a 6-month period. During this programme, NCC engaged with residents via partner agencies and community events, and targeted specific groups with Protected Characteristics through positive outreach and utilising community languages. This information was used to inform the Well-being Plan.

Action 3

Over the duration of the SEP, the authority has moved to an integrated model of equality impact assessment. The council's Fairness and Equality Impact Assessment (FEIA) combines considerations around Equalities, Welsh Language, Well-being of Future Generations and the parameters of fairness set out by our Fairness Commission, and places them within a single process. Guidance on completing FEIAs has been issued to staff reflecting this approach. The release of this guidance was promoted extensively to staff, communicating our statutory obligations, the benefits of completing at FEIA, and wider commitment to transparency. Staff feedback suggests that further staff engagement is required to ensure that these obligations are widely understood.

FEIAs are a vital part of the Council's planning and consultation process and are used to inform democratic decision making as a component of reports. This year, we delivered training on FEIAs to our Cabinet Members, our most senior decision makers.

As part of its response to the COVID19 health crisis, the Council has developed a Community Impact Assessment (CIA), which builds on the FEIA process and draws together lived experiences of people that share protected characteristics, as well as local and national research/data. The CIA will be used to inform strategic recovery planning, and inform the way that we support communities to build resilience and capacity to recover from the crisis.

Action 4

Newport Youth Council (NYC) is a youth-led forum that involves young people aged 11- 25 years old. The NYC takes a participative approach to facilitate, empower and provide a platform for young people's voice, enabling them to influence decisions 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.

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. Media Academy Cardiff, a third sector organisation based in Cardiff, have secured a five-year contract to deliver Newport Youth Council on behalf of Newport City Council. They are the winners of Welsh Government Youth Work Excellence Award 2014, 2015, 2016 and 2017 and have worked with over 1,500 young people who are at risk of offending and anti-social behavior.

The NYC focussed on rebuilding its membership and capacity during 2019-2020, and have developed their own vision and values, are working to establish elected roles, and have created an action plan outlining their key themes. The emerging priority themes have so far included:

1. Crime – perceived crime, in particular safety in Newport , hate crime and knife crime
2. Mental Health and Well-being
3. Transport
4. Climate change
5. Homelessness
6. LGBTQ+ issues
7. Education
8. Single use plastics

NYC led on a Newport-wide consultation focusing on the potential need for safe spaces and support services for LGBTQ+ young people in the city. Over 2000 responses were received, and the survey resulted in the council hosting an LGBTQ+ young person's event as part of LGBT History Month. Working with local partners from schools and the third sector NYC organised the event, which provided young people with access to information, support, and networking opportunities with other young LGBTQ+ people. A regular safe space is now being developed, and MAC is in the process of recruiting a specific LGBTQ+ youth worker to support this.

NYC have also contributed to work and consultation around:

- the council's Digital Strategy for Schools
- accessible transport for young people
- bullying in schools
- engagement with young people across the city in activities that were still possible during lockdown
- crime in the city centre and hate crime (via a Gwent-wide forum with the Police and Crime Commissioner)

As well as working to develop their key themes, NYC were at the forefront of delivering a Children's Charter. The Council's Corporate Plan states the intention to have in place a Children's Charter which will set out commitments to children and young people and their families, including specific commitments to children in care and care leavers. The Charter sets out the rights of children and young people when they use Newport City Council's services but also in what they can expect the Council to be doing for them. NYC have coordinated the development of the charter, including planning and delivering a youth engagement event with key partners , facilitating a workshop to obtain feedback of the charter and visiting underrepresented groups to ensure their voices are

heard. The charter has been renamed Newport's Youth Promise, to reflect the opinion of young people engaged in its development.

Action 5

In March 2017, Newport City Council published its 5 Year Welsh Language Strategy. This strategy sets an overarching target of increasing the number of pupils in Welsh medium education in the city, and contains a broad range of commitments from the authority to promote the Welsh language, both within the workforce and 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 amongst minority communities, and working with the private sector to promote the visibility of Welsh in the city.

Looking to the future

FEIAs are a vital part of our decision and policy making process, and we will continue to raise awareness of their effective use across the council. With the introduction of the Socio-economic Duty in March 2021, we will also be preparing these processes for change, and taking stock of their effectiveness.

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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

Newport City Council has an important role to play in improving access to public services across the City. Over 73,000 people visit the Civic Centre and Information Station annually, accessing a huge number of services including housing advice, Council tax and licensing.

In addition to our physical locations, we also have an increasingly significant digital and remote presence, with the Contact Centre managing over 300,000 calls annually, and the NCC website receiving 1.6 million hits per year. As we move to further develop these services, we will need to ensure that access to Council services remains inclusive and accessible.

Over the past 12 months we also finished our statutory consultation on our Schools Accessibility Strategy, which aims to improve and upgrade the physical access to schools in Newport.

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. As the review is on-going, it is anticipated that the work programme around accessibility will be taken at a later stage, and be completed by the end of the next financial year.

Action 2

In 2018-19 Newport City Council, in partnership with Gwent Association of Voluntary Organisations (GAVO) and the Serennu Children's Centre, engaged with key stakeholders to co-produce an Accessibility Strategy for Schools. Workshops were conducted with senior leaders within all Newport schools to provide guidance and assistance with the development of school accessibility plans.

The Accessibility Strategy for schools was adopted in July 2019 and is published here:

<https://www.newport.gov.uk/documents/Schools-and-Education/Accessibility-strategy/Accessibility-Strategy-for-Schools-2019-2024.pdf>

The action plan set out in the strategy is being implemented and is currently on track. A budget has been approved by the Corporate Strategic Asset Management Group to develop projects which aim to improve accessibility to assembly and dining halls at 5 primary schools. These projects are currently at design stage. Feasibility studies have also been commissioned at a further 7 Newport schools where barriers to accessibility in classroom areas have been noted. Site surveys to inform these studies are scheduled for Autumn/winter 2020.

Action 3

In the 2018/19 financial year, the authority established a formal Service Level Agreement (SLA) with Cardiff Council's translation unit, Bilingual Cardiff. This SLA has successfully streamlined the authority's translation process, improving the ease of access of translation for NCC staff. This SLA has helped the council move towards a more sustainable translation solution, with the responsibility for translation now decentralised.

The cost of translation remains in a centrally held budget, easing budgetary pressures within individual Departments.

Action 4

Over the course of the SEP delivery, the council has commissioned a series of internal promotional and guidance materials which highlight how staff members should use the Welsh language in any marketing and promotion work done on behalf of the Council. This year we refreshed our Welsh Language FEIA guidance as a result of feedback from the Welsh Language Commissioner, delivered Welsh language training to Elected Members, and highlighted staff responsibilities on key dates, including Diwrnod Swmae and St David's Day. We also commissioned a mystery shopper exercise, testing our bilingual services, and used lessons learned to inform the focus of our Welsh language work.

Action 5

In the 2019/2020 financial year, Newport City Council received two complaints via our Customer Relationship Management (CRM) system relating to non-compliance with our Welsh Language Standards. One related to a form, which has now been amended and published in Welsh, and one which related to a letter which was sent in English only. An IT solution is currently being explored in order to resolve this. We have revisited the way in which we record Welsh language complaints, in order to better connect routes of entry, and are confident that we now have an approach to resolving complaints that allows for organisational learning and change. We continue to work positively with the Welsh Language Commissioner and look forward to this relationship developing further.

This year we have had 4 complaints relating to concerns around discrimination, 2 of which were upheld (one concerning waste collection and one regarding council tax).

Action 6

Frontline customer service staff continue to receive appropriate training as part of their induction training, including disability awareness. Team meetings regularly incorporate guest speakers from a range of specialist areas, covering topics including neurodiversity, equality legislation and asylum seekers and refugees. This year, all customer services staff completed comprehensive Equalities training, focussed on their specific area of service delivery. Four members of staff are also completing Welsh language training as part of the council's piloting of the 'Say Something in Welsh' App. Further training in relation to Violence against Women, Domestic and Sexual Violence (VAWDASV) and safeguarding has also been completed by staff.

The council's Complaints Team now works closely with our Equalities and Welsh Language officers in order to effectively assess and address reports relating to discrimination, and a specific forum has been established to consider repeat complainants, including whether there are any additional vulnerabilities or support needs that need to be addressed.

Action 7

Over the past 12 months, the authority has improved the processes it has in place for maintaining a website that is compliant with Welsh Language Standards, including a comprehensive audit of all web pages. The authority has also implemented improved processes to ensure that when non-compliant systems are renewed, replacement systems will have bilingual functionality that will ensure compliance.

Looking to the future

Accessibility of services will remain an area of focus for the council, and will be reflected in our next Strategic Equality Plan. A priority will be to further engage with people that share protected characteristics (particularly disabled people), in order to learn from lived experiences and increase public trust and confidence in council services.

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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, act.)
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

Poverty in Newport is not uniform across the city, and we have pockets of both deprivation and wealth. The most recent Wales Index of Multiple Deprivation (WIMD 2019) shows that Newport has the highest proportion of deprived areas (24.2% or 23 out of 95 areas) in the most deprived 10% in Wales. It is acknowledged that low income is a concern for Newport residents, with a 2016 survey finding that only 18% of respondents thinking that people in Newport have enough money to run their households. Wales has the highest rate of child poverty of all the UK Nations, with 1 in 3 children living in poverty and 14% in severe poverty.

During this year Cabinet established the role of Cabinet Member for Sustainable Development, which includes responsibility for the poverty agenda.

Action 1

Flying Start currently support 2712 children offering the following:

- Part time childcare 12.5 hours per week
- Parenting Support
- Speech, Language and Communication support
- Intensive health support

Our Language and Play team delivering chatty children sessions, are delivering the programme bilingually in some areas, and in other community languages, including Polish. In our North Hub, we are also starting work with Gwent Police to engage with survivors of sexual and domestic violence, using their lived experiences and feedback to change and improve the service the Police service provides.

Flying Start continue to support early identification of mental ill health through antenatal and postnatal mental health support as part of the Healthy Child Wales programme. The Flying Start programme funds a Clinical Psychiatric Nurse who supports the Health offer, undertaking listening visits and offering interventions where needed. Postnatal depression groups are also offered, working in partnership with students undertaking counselling courses.

Action 2

Around 26,000 children and young people make up the population of Newport's schools at any one time and this number is growing. The May 2020 school census records Newport as having:

- 5463 pupils with Additional Learning Needs
- 285 children who were looked after
- 4714 pupils who have English as an additional language
- 134 service children

In addition, 5764 pupils were in receipt of free school meal vouchers at the end of the summer term 2020.

It is recognised that vulnerable pupils make better progress when they are identified and supported from early in their school career. To enhance this work, schools have been supported to improve their tracking and monitoring of vulnerable groups. This has allowed the local authority to work with partners to support schools to access a broad range of suitable interventions for these pupils. Two examples of the range of interventions available are the Early Identification Toolkit and a local authority wide focus on training in Adverse Childhood Experiences (ACEs).

The Early Identification Toolkit is used by schools and the local authority as part of the Youth Engagement and Progression Framework. The consistent use of this toolkit helps schools to assess the needs of vulnerable pupils. It also helps them to identify those pupils who would benefit from additional support through a referral to the Educational Psychology Service or Inclusion Enrichment team.

Central Education Services officers along with staff in 55 of the 57 schools in Newport have received training in Adverse Childhood Experiences (ACEs) from Public Health Wales or the Education Achievement Service. The 2 schools yet to receive training are due to undertake this in the near future. By ensuring local authority and school staff have a collective understanding of ACEs and the impact of these on behaviour and achievement, there is a shared understanding of the ways in which pupils who require additional intervention can be better supported.

This year, the council also began to implement its Learn Well Plan, a strategy which sets out our ambition to improve the well-being of pupils in our schools in ways that reflect the council's well-being objectives. This plan brings together all the actions we are taking to improve the outcomes achieved by all learners but in particular, vulnerable groups of learners. Each of the four strands of the Learn Well Plan have a working group, with a focus on each of the following themes:

- Connectedness
- Health Aware
- Participation
- Engagement

Vulnerable learners remain at the heart of the plan, with actions focussing on better understanding disparities in educational outcomes and wellbeing, early intervention to reduce any gaps, and ensuring that pupils are connected with both their schools and communities. A research project, exploring the relationship between attainment and attendance of pupils eligible for free school meals has recently been completed, and will further inform this work.

Action 3

Newport has made a significant positive impact on the numbers of young people who are not in education, employment or training (NEET).

The Youth Engagement and Progression Framework has ensured a continuous focus on young people who are NEET and the reduction in the number of young people who are NEET is a priority for Newport City Council.

There are high levels of engagement from internal and external partners and the process is well resourced by our Regeneration Investment and Housing (RIH) Team, alongside Education Services where the destination process is coordinated. This cross service approach has proved effective with the NEET figures reducing year on year, and Newport performing second in Wales in 2019 for Year 11 leavers and under the Welsh average for the fourth consecutive year.

The Youth Engagement and Progression Framework (YEPF) has continued to be supported by all key partners. The Framework is strongly held to account by the strategic Youth Support Services Board (YSSB). The Pre 16 NEET group, the 16-18 practitioner group and the Learning Provider Network are the working groups that support the YSSB operationally and has had an effective impact on the numbers of young people not in education, employment or training (NEET) reducing.

The local authority partnership relationships with all secondary schools, internal service areas and external agencies has proved crucial to positive outcomes for young people. The local authority employs a Youth and Engagement Progression Coordinator who has the responsibility for coordinating and working with schools and all partners to strive to keep the number of young people not in education, employment or training as low as possible.

This excellent relationship between all partners and schools has ensured shared accountability between the schools and the local authority regarding the numbers of young people who are NEET. The experience of working together and offering advice and practical solutions has contributed to the NEET figures significantly reducing in Newport and young people making successful meaningful transitions.

Action 4

Work Based Learning Academy continued to deliver its two European Social Fund programmes creating pathways to employment, education and training to reduce the number of disengaged young people. These are:

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

The council is the lead organisation managing the programme for the South East Wales region, working in partnership with other Local Authorities, Further Education providers 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 seeking employment. These programmes have specifically targeted young people aged 16–24 years.

The Families First provision delivered by council Youth Services works in partnership with the European Social Fund's Inspire 2 Achieve programme to offer a range of provisions that seek to reduce the impact of poverty on educational outcomes. 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

The council has recently introduced a Neighbourhood Hub model, siting key community services in each area of the city. Each Neighbourhood Hub team is multi-disciplinary and includes staff working in Resilient Communities, Youth Service, Play Development, Libraries, Families First, Flying Start, and Work, & Skills. The model has enabled each Hub to develop new and unique ways to connect with communities. The assessment of local needs has been essential to the development of community engagement and development plans in each hub, and these are reviewed every quarter.

This year the delivery of Fit and Fed in partnership with local community centres, Newport Live and South Wales Fire and Rescue Service has enabled us to help tackle holiday hunger and engage with children, young people and parents with additional support needs. City-wide events have also been supported by Hub teams such as Families love Newport event, including Newport Jobs Fair, Adult Learners week, Police Interfaith event and Job Centre takeover event.

Several community association sessions and events has been supported and joint funded by the legacy programme, enabling us to work closer with community groups to develop initiatives to meet the needs of the local community. The development of volunteer pathways across the Hubs has been mutually beneficial to participants and groups. This has enabled the supporting of more community based sessions to meet the local need.

Community residents have noticeably become more active within their community and ongoing community consultations have taken place at events, weekly sessions and ongoing projects in order to continually adapt to local need.

The teams across Newport have developed and maintained effective relationships with partners such as Citizens Advice, Job Centre, Adult Community Learning, Careers Wales, Heddlu Gwent Police and Newport City Homes in order to better support some of Newport's most vulnerable communities.

Looking to the future

With the introduction of the socio-economic duty in March 2021, future equality work relating to poverty will focus on the legal duty to pay due regard to the need to reduce inequalities of outcome that may arise as a result of socio-economic disadvantage, as well as the intersectionality that exists between this disadvantage, and protected characteristics. Education, specifically inequalities that exist for vulnerable learners, will continue to form part of our equality priorities, and future work will be aligned with the progress of the Learn Well Plan.

We will be working with the Cabinet Member for Sustainable Development, who now has responsibility for this agenda on these developments, as part of our equalities work.

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

NCC continues to deliver the Welsh Government's Community Cohesion programme priorities. Community cohesion involves us all, and how we relate to others who are different. The focus of the programme is on 'upstream' preventative work to foster tolerance and good relations, tackle deep-rooted inequality and support people to break down 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.

Action 1

Newport is home to a diverse population and as an authority we believe it is important to encourage and support initiatives which provide opportunities to increase awareness and understanding. This year we recognised a number of key dates, including Pride Cymru, Refugee Week, Black History Month, and Gypsy Roma Traveller Month. The council used its social media platforms to share positive, inclusive messaging, and focussed on lived experiences and personal stories in order to challenge negative perceptions and stereotypes.

Newport City Council remains part of the Proud Councils network, alongside other local authorities, and engaged with local LGBTQ+ people across a range of events this summer. We also sponsored a range of activities, including an LGBT History Month event at the Riverfront, delivered in partnership with third sector organisations and young LGBTQ+ people, and Black History Month and Windrush Day celebrations, hosted by Race Council Cymru, EYST, Caribbean Heritage Cymru and Newport Zimbabwean Volunteering Association.

Action 2

The East Gwent Hate Crime Forum is attended by representatives from key stakeholders across Newport and Monmouthshire. The role of the forum is to discuss Hate Crime statistics and trends as well as raise awareness of Hate Crime and increase reporting. An associated multi-agency case-handling group coordinated by Gwent Police continues to manage high-risk cases on an individual basis. The council's Community Cohesion officers work closely with their counterparts in Gwent Police and meet regularly to discuss and address any emerging tensions.

During Hate Crime Awareness Week this year, the council delivered an engagement event in the city centre, focussed on promoting the positive contribution that diverse communities bring to Newport, alongside our local Polish school, BAME business owners and partners at Victim Support and Newport People First, a self-advocacy group for people with learning disabilities. We also commissioned a puppet theatre production focussed on identity-based bullying which was showcased in a number of schools, and collected the views of Newport residents on hate crime and cohesion via a 'Big Brother' booth.

Action 3

The council's Education Well-Being Group has re-focussed in response to the Welsh Government's new anti-bullying guidance, with an action plan which aims to ensure the guidance is properly embedded throughout our processes and within school policies. A review has been undertaken of the way that the council requires schools to record identity-based bullying, and improvements made to categorisation.

It is recognised that there is still under-reporting of identity-based bullying incidents, and further training is planned for all schools to raise awareness of the need to record and report. Racial incidents continue to be the most frequently recorded type, and support is provided to schools via the Cohesion Officers and work with partners including Show Racism the Red Card. The council's Learn Well Plan will further develop this area of work, considering further interventions and preventative work that can be undertaken in schools.

A template Strategic Equality Plan has been provided to all schools, along with example Equality Objectives, to better align schools' Plans with council priorities, and explicitly focus on identity-based bullying.

Action 4

As one of 4 asylum dispersal areas in Wales, and with significant asylum seeker, migrant and refugee populations, Newport continues to prioritise both the delivery of services to these groups, as well as working to ensure positive integration, and challenging hostility where it occurs. The council hosts bi-monthly Migration Forum meetings, attended by a mix of statutory, voluntary and private sector organisations and continues to lead on local cases that require effective management of vulnerable individuals.

The council also continues to take part in the Home Office's Vulnerable Persons Relocation programme, working towards our commitment of relocating 50 refugee households to Newport over the life of the 5-year programme. The council provides a support service to those households, which focusses on successful integration and opportunities to contribute to local communities.

This year, the council also joined Oxford University's Inclusive Cities Programme, a 4 year knowledge exchange programme with cities across the UK, aiming to share best practice in welcoming newcomers and supporting migrant communities.

Welsh Government provided the authority with additional funding until 2021 to recruit a Cohesion Officer, whose role specifically addresses risks to cohesion posed as a result of Britain preparing to leave the EU. This role has been instrumental in opening up dialogue with EU nationals living in Newport, providing them with support to apply to the EU Settlement Scheme, and establishing a range of engagement mechanisms, including dedicated social media pages, online resources and a regular EU Citizens Meeting, bringing together all third sector agencies working in this area, community members, and partners.

Looking to the future

Community cohesion remains a priority for the council, and the challenges have evolved significantly over the life of this Strategic Equality Plan. With Brexit still set to significantly affect community dynamics and the COVID-19 pandemic impacting on local tensions, delivery of work in this area will be reflected in our new Strategic Equality Objectives.

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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 people 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 continued to work in partnership with the Gwent Violence Against Women, Domestic Abuse and Sexual Violence (VAWDSV) team and focused our efforts on ensuring victims and their families receive or are signposted to the most appropriate service to support their well-being.

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 the fortnightly Multi-Agency Risk Assessment Conferences (MARACs), the unit has continued to develop relationships with other agencies including Victim Support and Cyfannol Counselling Services to ensure that victims of domestic abuse can also benefit from the use of partner services.

Organisations operating from the multi-agency Domestic Abuse Unit include Newport Women's Aid, Llamau, BAWSO (which provides specific support to BAME victims) and the VAWDASV Newport Independent Domestic Violence Advisor (IDVA) Service, as well as working alongside Victim Support.

Over the course of this financial year there were 5583 recorded incidents of domestic abuse recorded in Newport. This equates to 31.85% of all incidents (17,530) across Gwent. Of these cases, 443 (7.93%) were deemed high risk cases and were referred to MARAC. The council coordinate and host all fortnightly MARAC meetings at the Unit.

Action 2

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

The e-learning package has now been rolled out across all the relevant Authorities in Gwent, however, there were initially significant system access issues reported which had hampered progress. Access issues have now been resolved and numbers of staff completing the e-Learning continues to grow. A face to face resource has been commissioned and is available for staff without computer access. This year, Welsh Government also made e-Learning available via 'guest' access, which enabled staff, volunteers, community groups and citizens to complete the course. During

2019/2020 training became a part of the compulsory training package for all staff and information is regularly available and updated on the intranet, and via staff newsletters and communications.

Action 3

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

- Commissioning of a Welsh Women's Aid Needs Assessment
- Linking to the Population Needs Assessment of the Social Services and Wellbeing Act
- 5 Well Being Plans across Gwent as part of the Wellbeing of Future Generations Act
- Safer Gwent Strategic Assessment

The strategy has 6 priorities and the team report annually on these:

1. Increase awareness of and challenge attitudes towards 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

Looking to the future

Domestic and sexual abuse continues to be a priority for the council and its partners. As we look forward to our next Strategic Equality Plan, we recognise that there are well established strategies and governance arrangements that exist to deliver this work, so will seek to re-focus on those areas which intersect most clearly with the equality agenda.

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 Welsh Government’s Housing Support Grant Programme (formerly the Supporting People Programme) 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.

The authority, in cooperation with partners across Gwent, published a regional Homelessness Strategy 2018-2022. As outlined in previous Annual Reports, adopting a regional approach to tackle homelessness was a key priority for the authority, and has laid strong foundations for greater co-operation in the future. This has also been a key focus of the response to the COVID pandemic.

Action 1

In the past 12 months, the Social Services Supporting People/Housing Support Team has continued its programme of remodelling existing schemes and working on new projects. The team’s commissioned services supported over 5,000 people in its accommodation-based and floating support services in the year. Notable activities in the year include:

- The Financial Inclusion Support scheme has expanded its activities and has now secured over £800,000 additional annualised welfare benefits and grants for referrals since it started in 2018.
- The cross-authority (Newport, Torfaen and Blaenau-Gwent) Gypsy and 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 EU Migrant Support Service has become embedded within Newport Mind and continues to provide a valued service to migrants from a variety of backgrounds. Work is also focused on upcoming changes to residency status due to Brexit.
- Additional funding was secured to enable two full-time support workers to work for the Refugee Support Service and alternative office space agreed with the Welsh Refugee Council.
- The budget for interpretation and translation services with Language Line was again increased further as more people with less common languages/dialects were supported.
- Care and Repair’s Specialist Older Persons Support scheme continues to provide additional support for people with progressive sight loss and has a number of notable successes working closely with the Council’s First Contact Team’s Rehabilitation Officer for Visual Impairment (ROVI) officer.

- The re-commissioning of the Domestic Abuse Floating Support scheme has resulted in a more integrated service for women and men with domestic abuse and sexual violence issues by amalgamating BAWSO's scheme for women from BAME communities with the larger Llamau scheme. Funding also continues for BAWSO's 8-bed refuge in the city. Issues around the implementation of the VAWDASV Act are still ongoing including people with No Recourse to Public Funds and clarification on HSG funding of all VAWDASV services.
- The Lighthouse 55+ scheme for older people celebrated its first anniversary and supported over 250 people in the year.
- Dedicated support workers also work with people with sensory impairments, both sight and hearing loss (BSL-trained) and physical disabilities linking with other agencies, including aids and adaptations and Occupational Therapy teams.
- Preparatory work in the year for a new supported housing scheme for 6 young homeless people paved the way for the scheme to open in early 2020/21. This was only possible due to the excellent partnership working between Newport City Homes, Llamau Ltd. and the Council's Housing Needs Unit and Supporting People Team.
- Lastly, the team were able to provide additional funding for services for rough sleepers and people with no fixed abode in the City with Eden Gate (Night Shelter and Day Centre) and The Wallich (Assertive Outreach Team).

2019/20 was a transitional year in preparation for the full implementation of the new Housing Support Grant Programme in April 2020. The revised programme will focus more on homeless prevention and be more flexible and creative. Better collaboration and partnership working with statutory and third sector colleagues will enable the programme to develop more person-centered services to target support for some of our most vulnerable citizens, thus reducing the inequality of access to services further.

Action 2

2019/2020 saw a steady increase in the number of households assisted to prevent homelessness to 50%, despite an increased number of presentations. Homelessness is identified as a strategic priority in the Strategic Recovery Aims – supporting vulnerable people as a priority.

In 2019/20 a total of 2070 households presented as homeless to the Council and 919 allocations of affordable housing were made via the Common Housing Register.

The Council prevented homelessness for 50% of the households that were at risk of homelessness within 56 days. A total of 2070 households presented to the Council seeking assistance due to either being homeless or at risk of homelessness within 56 days with an increase in the number owed a duty to either prevent or relieve homelessness. Service demands have increased whilst options to rehouse households has remained consistent. Partnership working and strategic approaches to address homelessness continue to develop, alongside the following actions:

1. The Gwent Homeless Strategy was implemented with an action plan which is regularly monitored and reviewed by partners in the Gwent region.
2. The Home Options Policy review was completed and is due to be implemented in 20/21
3. Nightshelte provision will be reviewed in light of Covid19 to ensure rough sleepers are supported and accommodated
4. Outreach Services for rough sleepers was reviewed in line with Homeless Action Group recommendations and changes to provision recommended
5. The Youth Pathway project continues to deliver education and information on homelessness in collaboration with the Youth Service

6. Supported housing for young people and supported lodgings have been developed with Welsh Government funding and in partnership with Llamau
7. Youth Homelessness protocols were developed with Social Services to assist 16/17 year olds at risk of homelessness
8. Work around accessing the Private Rented Sector commenced and a PRS strategy is expected to be adopted in 20/21
9. Partnership working and delivery of the Common Housing Register continues to facilitate rehousing into affordable housing units across the City
10. Adapted units of temporary accommodation were acquired for homeless households

Actions 3 and 4

In addition to the developments above, Tenancy Support services provided 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.

Core funding from Housing Support Grant helps to enable 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), Newport Women's Aid's Freedom Programme (awareness and resilience building) and Newport Mind's suite of resilience courses.

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

Looking to the future

Provision of appropriate housing, and the support needed for people to manage and maintain their tenancies, is key in reducing inequalities of outcome for some of our most vulnerable communities. This will continue to be a priority for the council, with our equality work closely linked to supporting people to live independently, and providing tailored interventions for people that share protected characteristics.

Equality Objective 8: Welsh Language

A Wales of vibrant culture and thriving Welsh language.	
<i>We will promote our bilingual public services and increase the use of Welsh in Newport</i>	
Action 1	Review governance and performance monitoring
Action 2	Community promotion of the Welsh language, in particular around Welsh and BAME communities
Action 3	Partnership and stakeholder engagement to increase visibility of Welsh in the community
Action 4	Staff engagement with Welsh language classes and Welsh language awareness

Summary

There are a number of expectations placed on the Council in relation to Welsh language, which include, but are not limited to:

- The Welsh Language Measure (Wales) 2011
- Well-being of Future Generations (Wales) Act 2015
- Welsh in Education Strategic Plan
- Mwy na Geiriau Strategy

The Welsh Language Measure (Wales) 2011, created the office of the Welsh Language Commissioner who in turn imposed Welsh Language Standards upon public sector bodies via [Compliance Notices](#). The Welsh Language Standards cover the way in which the council deliver bilingual public services, internal administration, the way we consider Welsh language in our decision making processes and the requirement for development of a [5 Year Promotional Strategy](#).

In 2019/20, the authority has continued to make good progress towards compliance with Welsh Language Standards. The agenda continues to benefit from a dedicated budget and Policy Officer, and during 19/20, the recruitment of a Welsh Language Promotion Officer.

The council has also made positive steps towards achieving the goals set out in its 5 Year Welsh Strategy; and we continue to work with key Welsh language stakeholders across the city, and support the development of our local Welsh language forum. This year, we have also been developing our partnership work to promote the Welsh language across minority communities across Newport.

Further information on the implementation of Welsh Language Standards, and of the promotion of Welsh language is included in the authority's [Welsh Language Annual Report 2019-2020](#).

Action 1

Ensuring the Council's governance and performance structure are fit for purpose, will help progress the Welsh language agenda and increase compliance levels with the Welsh Language Standards. Work is underway to review and align current internal and external action plans, as well as identify key performance indicators which will provide an effective overview of compliance and progress.

A review of the council's Welsh Language Implementation Group, its membership and function, is also being progressed, with this work scheduled to be completed early next year.

Action 2

Work towards external promotion of the Welsh language is set out in our Welsh Language 5 Year Strategy, which the council work towards delivering in partnership with members of the Welsh Language Forum and other stakeholders. The appointment of a Promotion Officer to increase awareness of Welsh medium education in the area of the proposed fourth Welsh medium school focused our work to ensure we increase awareness of the language amongst our BAME communities, and others who would not traditionally consider Welsh medium education. This year we have also commissioned research to look at why young people are not choosing childcare and early years education as employment/further education options, and how we can work to better address these gaps.

Action 3

Work continues in partnership with key Welsh language stakeholders and local groups through the Welsh Language Forum, the Mwy na Geiriau Forum and the Gŵyl Newydd working group. This year, the council supported Gŵyl Newydd, the Welsh language festival, through sponsorship and hosting of a talk at the Civic Centre with the Welsh Language Commissioner. We have continued to develop our working relationship with Menter Iaith Casnewydd and supporting the Welsh Language Forum to facilitate the chances for the people of Newport to use Welsh by reaching out to new audiences.

Action 4

To increase the number of Welsh speakers in front-line posts the council has piloted the 'Say Something in Welsh' App, utilising learning methods, which if successful, may be included as part of a wider learning and development programme. Work is ongoing to develop an online Welsh Language Awareness package, and our current face-to-face session was updated at the beginning of the year. Welsh language awareness now features as part of our staff induction, and we have delivered Welsh language training to all new Cabinet members.

Looking to the future

The Welsh language agenda is now firmly embedded across the council through formal reporting arrangements. A Welsh language annual report is produced by the council and published on our website. As we move to a new Strategic Equality Plan for 2020-24, the council will continue to monitor Welsh language progress via these routes, rather than inclusion within our Strategic Equality Objectives.

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 reporting progress on the Strategic Equality Plan to the SEG. The council also continue to undertake Gender Pay Gap reviews, although for 2019/20, the reporting has been suspended for the year due to ongoing priorities around COVID-19.

Action 1

In 2019/20, the SEG continued to meet bi-monthly, rotating Strategic Equality Objectives for consideration. The council has also continued its commitment to developing Elected Member Champions, with leads for Race, LGBTQ+, Disability and Welsh Language raising the profile of equality work throughout the year.

Actions 2 and 3

The authority will continue to publish all annual reports relating to Welsh language and equalities, and the required data associated with these reports, on the 'Equalities and Welsh Language' page of Newport City Council's [website](#). These reports are approved by our senior leadership team, Cabinet, and Council (Equalities only).

Action 4

Currently, the council offers 'An Introduction to Equalities' and 'Welsh Language Awareness' training to all staff. These sessions are intended to promote a general awareness of the authority's Welsh language and equalities obligations, whilst also providing staff with information about where they can go for further advice and guidance.

Action 5

Early in 2019, Cabinet officially adopted Welsh Government's Code of Practice on Ethical Employment in Supply Chains, developed to protect suppliers and employees from risks including modern day slavery and other types of exploitation.

Progress against the Code will be reported to the SEG, and annual updates will appear within future Strategic Equality Plan Annual Reports. This reporting process will begin in 2020/21. The Cabinet Member for Equalities and Assets has also been nominated as Anti-Slavery and Ethical Employment champion.

Since the council signed up to the Code of Practice, our Procurement function has adopted a new approach in its tendering processes when appointing external contractors. In addition, Human Resources have developed internal processes and policies to ensure that, as an employer, we embed our own best practice approach to ensuring our employment practices are of the highest ethical standards.

In terms of the council's tendering processes, new documentation has been developed and rolled out for use across the council. The new qualification process applied to all open tenders sets out our stall as a proud adopter of the Code of Practice, and encourages all of our suppliers to sign up in their own right. There is a dedicated section in all tenders linking suppliers to the Code of Practice Policy, and asking for information on sign up. There are new sections throughout our qualification document covering areas such as Employment Practices, Modern Slavery, Equal Opportunities and Blacklisting. Tenderers are required to answer a suite of questions, and provide details of any actions where they have been found to have acted unlawfully or have been prosecuted for non-compliance with legislation.

Service specifications drawn up with service areas are now designed so that we do not apply undue pressure on suppliers which might negatively impact their supply chain and employees. We are committed to paying all our suppliers within 30 days of a valid invoice, and now require all sub-contractors to be paid with the same terms. Tenders now include questions around supply chains paying a fair wage to overseas staff.

Looking to the future

Effective leadership and governance is essential to ensure the delivery of the council's Strategic Equality Plan, and this will remain a priority. A particular area of focus will be the development of effective delivery plans and performance frameworks which will allow for better monitoring of progress against our new Strategic Equality Plan throughout the year. We will also mandate equalities training for all staff.

Equality Data

Equality data is used by the council throughout its decision-making process and forms a vital part of how and why decisions are made to fulfil its public sector duties. This section will look at the role of our equalities data in two 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, for example, our Fairness and Equality Impact Assessments

1. Collecting Data

Collecting accurate information about our employees and the public is key to delivering services which are inclusive, and responsive to individual need. Newport City Council collects equalities data in various ways, which goes on to inform the services we deliver.

A. Systems

As an authority, we have developed a range of systems which collect data, through our Customer Relationship Management (CRM) systems, and other databases linked to individual services. These systems allow service areas to build a picture and profile of their customers. This data is then utilised in developing service area plans and work programmes, and allows service areas to amend existing services where needed.

B. Consultations

The council regularly consults and engages with a variety of community groups, citizen panels and the public in general. We develop surveys and consultations based on needs for service changes, improvements or strategies that will affect the community. This year we have consulted on topics such as safety in Newport, attitudes towards migration, public complaints, the needs of LGBTQ+ young people, the setting of our budget and residents parking. Consultation methods have included face to face engagement sessions and bus wi-fi surveys, and this year we have received nearly 40,000 responses. During 2019/20 we also introduced compulsory demographic monitoring for all surveys and consultation exercises, which means we can now better understand the needs of people that share protected characteristics, and the differential impact of our proposals.

C. Community Well-being profiles

In line with the Well-being of Future Generations Act (2015), the council has completed and published our Community Well-being Profiles. The profiles are available on our website for the public, as well as internally on our intranet system for staff. These profiles provide a source of data across a number of different areas, including data on ethnicity, and are intended to be a resource for members of the public and officers within the authority. These profiles are also intended as an additional resource for staff when considering FEIAs.

2. Evaluating data

The Council use a range of processes which ensure that we use the data that we collect in a way that informs our planning, decision and policy making.

A. Fairness and Equality Impact Assessments

The completion of Fairness and Equality Impact Assessments at the outset of any decision or policy making process assists the council in evidencing that we are meeting our Equality duties, and, more importantly, using relevant equality data to ensure that any disproportionate impact is mitigated at

an early stage, and the best decisions for the public are made. The council has an integrated model of equality impact assessment, combining considerations around Equalities, Welsh Language, Well-being of Future Generations and the parameters of fairness set out by our Fairness Commission within a single process. FEIAs should be evidence based, drawing on internal and external data in order to support any findings.

B. Service Area Plans

Annual plans are produced by each of the council's service areas, and act as a key reporting mechanism in the delivery of our Corporate Annual Report, as well against our Wellbeing Objectives. Each Service area has a number of performance indicators relating to priority actions, as well as areas of risk which are updated on a quarterly basis. Risks are currently identified in relation to non-compliance with the Equality Act 2010.

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Workforce Data

The following workforce data shows information about the protected characteristics of our employees captured between April 2019 and March 2020. The data shows that at the time of reporting there were 5781 staff employed by Newport City Council.

It remains challenging to compare workforce data against national statistics due to differences in the way that data is collected by employee systems, compared to standard census data. There are also data gaps locally - for example, no information is currently available on the gender identity of employees, or on nationality – for example, no reliable figures are available in relation to people who define themselves as LGBTQ+ within the general population.

This data analysis has contributed to the setting of our new Strategic Equality Objective in relation to creating a representative workforce, which will be included in our Strategic Equality Plan 2020-24.

Key findings

A. Ethnicity

- 93.6% of the current staff identify their ethnicity as white – this includes white British, English, Welsh, Scottish, Irish, European and other white ethnicity
- 4.1% of the current staff identify their ethnicity as Asian, Black, Chinese and Mixed heritage/ethnicity, compared to a BAME population figure of 13%
- National data points to a general under-representation in the workplace for BAME men compared to White men (70.6% compared to 76.7%) and a greater disparity for BAME women compared to White women (69.9% compared to 43.8%)
- Of those leaving the organisation; 91.6% were White and 4.8% were of BAME background
- The largest group of people within the Black, Asian and Minority Ethnic groups leaving are of Mixed White and Caribbean heritage (6) and Black British – African (4)
- The largest group of people by BAME backgrounds joining the organisation are Asian or Asian British Pakistani (34), Asian or Asian British other (27) and Mixed white and Caribbean (26) and Mixed other (26)
- Of 9000 applicants for new roles during this time, 8001 applicants described their ethnicity as White
- 4.2% of the Newport population are Asian, compared to just 1.8% of the workforce
- 0.8% of the workforce are Black, compared to 2.1% of the population

B. Age

- Of 24 staff aged over 75, zero left the organisation during this period
- The highest percentage of an age group applying for roles within the organisation is those between 25-34, however our largest age group of staff is 35-44, making up over 27% of the workforce
- 25-34 year olds made up 27.6% of leavers, which was the highest percentage
- 1.73% of applications were made by people over 60 years old. 9.3% of the current workforce are aged over 60, and last year 14.8% of those leaving the organisation were aged over 60
- Less than 1% of applicants were aged 16-18 years old, whilst the current workforce of 16-24 year olds is 4.1% and over 8% of the leavers last year were in this same age group
- In 2019 across Wales, 25.6% of males aged 16-19 were unemployed and 21.6% of females
- 66.5% of the workforce is aged 16-49 and over 50-74+ make up 33.5%

C. Sex

- Of the current workforce 76.9% are female
- Over 70% of the staff that left last year were female
- 84.6% of all applicants for roles last year were female
- 51 people who applied chose to identify as, or not disclose their sex as 'unspecified'
- Across Wales in 2019 a gender pay gap of 13.5% still existed
- Newport as a local authority had a gender pay gap of 15.9% in 2019 (this is a similar statistic to neighbouring local authorities)

D. Marital Status

- Married people (47.3%) and single people (30.5%) make up the majority of the workforce
- 0.8% of the current workforce are widowed, compared to 1.1% leaving the organisation and 0.24% applying for roles
- 0.2% of the current workforce are in a civil partnership
- 5.8% of the current workforce did not answer or disclose their marital status, as did 2.38% of people applying for roles

E. Disability

- 2% of the current workforce are disabled, compared to a population figure of 15% for disabled adults of working age in Newport
- In 2019 in Wales 51.5% of disabled women and 53.9% of disabled men were economically inactive
- 2.7% of the leavers last year were disabled
- Data is not captured for any changes in impairments/disability once staff have started working within the organisation; data for people who started employment being disabled, but now identify as having no disability (and vice versa) is not currently captured within this report
- 'Not known' or left 'blank' accounts for 3.5% of current staff and 3.8% of leavers
- Disabled applicants for new roles make up 4.3% of the total
- 5.23% of applicants have listed 'Not known' or left 'blank' – in Wales, 16% of disabled women and 29% of disabled men have never disclosed or discussed their impairment or health condition with their employer
- 14.7% of the disabled workforce last year left the organisation

F. Sexual Orientation

- 1.1% of the current workforce identified as lesbian, bisexual or homosexual
- 4.8% of the current workforce selected 'prefer not to say' when asked about their sexual orientation
- 55.8% of the current workforce left this question blank
- 2.2% of those leaving the organisation are lesbian, bisexual or homosexual
- Of applicants for new roles, 4.25% are lesbian, bisexual or homosexual
- We are losing more LGB people than we are employing in each recorded category
- Heterosexuals make up more than 88% of applicants for new roles

G. Religion or Belief

- 12 people from 9000 applicants for new roles identified as Buddhist, Jewish or Taoist
- 51.8% of the current workforce chose to leave this answer blank
- The highest percentages of specified religion or belief in the current workforce are Christian Protestant at 10.8%, followed by 7.3% of people defining as Atheist
- The largest group identity (specified) for applicants to new roles was Atheist at 19.6%
- 1.1% of the current workforce are Muslim Shiite or Sunni, no Shiite Muslims left the organisation last year
- 9.7% of applicants selected 'other' as their religion or belief
- 1.4% of leavers last year were Sunni Muslims
- Data from our Wellbeing Profiles suggest that in 2011, 4.7% of Newport were Muslim

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Pay band by sex

Pay Band (£)	2018/19				2019/20			
	Male	%	Female	%	Male	%	Female	%
10,000-14,999	13	0.9	38	0.8	10	0.7	23	0.5
15,000-19,999	476	34.0	2130	42.9	450	31.7	1927	39.2
20,000-24,999	266	19.0	909	18.3	288	20.3	956	19.5
25,000-29,999	175	12.5	462	9.3	128	9.0	389	7.9
30,000-34,999	60	4.3	163	3.3	121	8.5	279	5.7
35,000-39,999	293	20.9	1020	20.5	109	7.7	390	7.9
40,000-44,999	24	1.7	41	0.8	191	13.5	695	14.1
45,000-49,999	14	1.0	53	1.1	16	1.1	43	0.9
50,000-54,999	17	1.2	32	0.6	17	1.2	46	0.9
55,000-59,999	12	0.9	25	0.5	8	0.6	27	0.5
60,000-64,999	9	0.6	13	0.3	9	0.6	16	0.3
65,000-69,999	6	0.4	14	0.3	6	0.4	14	0.3
70,000+	19	1.4	24	0.5	17	1.2	33	0.7
Not Known	17	1.2	42	0.8	49	3.5	74	1.5
Total	1401	100	4966	100	1419	100	4912	100

Contract type by sex

Contract Type	2018/19				2019/20			
	Male	%	Female	%	Male	%	Female	%
Permanent	1040	74.2	3493	70.3	1028	72.4	3499	71.2
Acting Up	11	0.8	42	0.8	6	0.6	31	0.6
Casual	148	10.6	400	8.1	145	10.2	368	7.5
Fixed Term	186	13.3	985	19.8	193	13.6	921	18.8
LTS Cover	2	0.1	3	0.1	1	0.1	2	0.0
Mat. Cover	3	0.2	5	0.1	0	0.0	4	0.1
Seasonal	6	0.4	30	0.6	5	0.4	29	0.6
Secondment	0	0.0	5	0.1	1	0.1	5	0.1

Sessional	5	0.4	3	0.1	40	2.8	53	1.1
Supply	0	0.0	0	0.0	0	0.0	0	0.0
Temporary	0	0.0	0	0.0	0	0.0	0	0.0
Total	1401	100	4966	100	1419	100	4912	100

Working pattern by sex

Working Pattern	2018/19				2019/20			
	Male	%	Female	%	Male	%	Female	%
Full Time	950	67.8	1579	31.8	946	66.7	1619	33.0
Part Time	442	31.5	3319	66.8	468	33.0	3232	65.8
Job Share	9	0.6	68	1.4	5	0.4	61	1.2
Total	1401	100	4966	100	1419	100	4912	100

Age profile (data from current staff and leavers)

Age Group	2018/19						2019/20					
	Employees	%	Job Applicants	%	Leavers	%	Employees	%	Job Applicants	%	Leavers	%
16-24	242	4.1	862	18.6	20	5.6	236	4.1			51	8.2
25-34	1301	22.3	1539	33.2	73	20.3	1243	21.5			172	27.6
35-44	1527	26.1	1016	21.9	77	21.4	1565	27.1			130	20.9
45-49	809	13.8	415	8.9	45	12.5	795	13.8			54	8.7
50-54	800	13.7	391	8.4	49	13.6	782	13.5			63	10.1
55-59	609	10.4	235	5.1	45	12.5	618	10.7			61	9.8
60-64	390	6.7	105	2.3	33	9.2	371	6.4			61	9.8
65-69	100	1.7	8	0.2	17	4.7	106	1.8			25	4.0
70-74	43	0.7	3	0.1	1	0.3	41	0.7			6	1.0
75+	21	0.4	0	0.0	0	0.0	24	0.4			0	0.0
Prefer not to say	0	0.0	68	1.5	0	0.0	0	0.0			0	0.0

Total	5842	100	4642	100	360	100	5781	100		623	100
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Age profile (applicants – categorisation of age range differs)

2019/20		
Age Group	Job Applicants	%
16-18	82	0.9
19-25	2178	24.2
26-35	2952	32.8
36-45	1956	21.7
46-60	1598	17.8
Over 60	156	1.7
Prefer not to say	78	0.9
Total	9000	100

Sex profile (biological sex, not gender identity)

Sex	2018/19						2019/20					
	Employees	%	Job Applicants	%	Leavers	%	Employees	%	Job Applicants	%	Leavers	%
Female	4492	76.9	6377	76.1	284	78.9	4448	76.9	6720	74.7	438	70.3
Male	1350	23.1	1956	23.3	76	21.1	1333	23.1	2229	24.8	185	29.7
Unknown	0	0.0	47	0.6	0	0.0	0	0.0	51	0.5	0	0.0
Total	5842	100	8380	100	360	100	5781	100	9000	100	623	100

Marital status

Marital Status	2018/19						2019/20					
	Employees	%	Job Applicants	%	Leavers	%	Employees	%	Job Applicants	%	Leavers	%
Civil Partnership	8	0.1	39	0.8	1	0.3	11	0.2	70	0.7	3	0.5
Divorced	252	4.3	228	4.9	19	5.3	256	4.4	398	4.4	28	4.5
Living w/ Partner	532	9.1	737	15.9	36	10.0	550	9.5	1364	15.1	60	9.6
Married	2792	47.8	1463	31.5	182	50.6	2736	47.3	2886	32.1	279	44.8
Separated	80	1.4	100	2.2	3	0.8	88	1.5	169	1.9	9	1.4
Single	1774	30.4	1940	41.8	107	29.7	1761	30.5	3877	43.1	208	33.4
Widowed	49	0.8	16	0.3	1	0.3	45	0.8	22	0.2	7	1.1
Prefer not to say	37	0.6	63	1.4	3	0.8	39	0.7	131	1.5	9	1.4
Left blank	318	5.4	56	1.2	8	2.2	295	5.1	83	0.9	20	3.2
Total	5842	100	4642	100	360	100	5781	100	9000	100	623	100

Disability identity

Disability	2018/19						2019/20					
	Employees	%	Job Applicants	%	Leavers	%	Employees	%	Job Applicants	%	Leavers	%
Disabled	108	1.8	269	5.8	9	2.5	116	2.0	387	4.3	17	2.7
Not disabled	5526	94.6	4023	86.7	336	93.3	5459	94.4	8142	90.5	582	93.4
Unknown	46	0.8	109	2.3	8	2.2	49	0.8	136	1.5	4	0.6
Left Blank	162	2.8	241	5.2	7	1.9	157	2.7	335	3.7	20	3.2
Total	5842	100	4642	100	360	100	5781	100	9000	100	623	100

Sexual orientation

Sexual Orientation	2018/19						2019/20					
	Employees	%	Job Applicants	%	Leavers	%	Employees	%	Job Applicants	%	Leavers	%
Heterosexual	2241	38.4	4023	86.7	184	51.1	2526	43.7	7943	88.3	338	54.3
Homosexual	30	0.5	81	1.7	3	0.8	35	0.6	157	1.7	6	1.0
Bisexual	11	0.2	77	1.7	2	0.6	13	0.2	123	1.4	2	0.3
Lesbian	22	0.4	60	1.3	4	1.1	25	0.4	103	1.1	7	1.1
Prefer not to say	280	4.8	272	5.9	16	4.4	279	4.8	452	5.0	42	6.7
Left Blank	3258	55.8	129	2.8	151	41.9	2903	50.2	222	2.5	228	36.6
Total	5842	100	4642	100	360	100	5781	100	9000	100	623	100

Religion or belief

Religion/Belief	2018/19						2019/20					
	Employees	%	Job Applicants	%	Leavers	%	Employees	%	Job Applicants	%	Leavers	%
Agnostic	193	3.3	404	8.7	14	3.9	236	4.1	894	9.9	35	5.6
Atheist	348	6	899	19.4	27	7.5	420	7.3	1764	19.6	68	10.9
Buddhist - Hinayana	2	0	1	0	1	0.3	1	0	2	0.02	1	0.2
Buddhist - Mahayana	4	0.1	2	0	0	0.0	4	0.1	6	0.06	1	0.2
Christian - Orthodox	243	4.2	348	7.5	26	7.2	262	4.5	661	7.3	33	5.3
Christian - Protestant	579	9.9	726	15.6	26	7.2	622	10.8	1375	15.3	84	13.5

Christian - Roman Catholic	299	5.1	540	11.6	24	6.7	325	5.6	1039	11.5	43	6.9
Confucianism	0	0	1	0	0	0	0	0	0	0	0	0
Hinduism	2	0	17	0.4	2	0.6	3	0.1	52	0.6	0	0
Islam - Shiite	2	0	29	0.6	0	0	5	0.1	28	0.3	0	0
Islam - Sunni	49	0.8	188	4	7	1.9	57	1	294	3.3	9	1.4
Judaism - Orthodox	0	0	3	0.1	1	0.3	0	0	0	0	0	0
Judaism - Reformed	0	0	0	0	0	0	0	0	2	0.02	0	0
Prefer not to say	600	10.3	783	16.9	56	15.6	631	10.9	1442	16.0	88	14.1
Other	177	3	424	9.1	20	5.6	219	3.8	874	9.7	27	4.3
Sikhism	1	0	9	0.2	0	0	1	0	15	0.16	0	0
Taoism	0	0	2	0	0	0	1	0	2	0.02	0	0
Left Blank	3343	57.2	266	5.7	156	43.3	2994	51.8	550	6.1	234	37.6
Total	5842	100	4642	100	360	100	5781	100	9000	100	623	100

Ethnicity

Ethnic Origin	2018/19			2019/20		
	Employees%	Job Applicants%	Leavers%	Employees%	Job Applicants%	Leavers%
Asian or Asian British-Bangladeshi	0.4	1.1	0	0.4	114	0.5
Asian or Asian British-Indian	0.3	0.8	0.6	0.3	82	0.5
Asian or Asian British-Other	0.4	0.6	1.7	0.5	88	0.3
Asian or Asian British-Pakistani	0.5	2.1	0.3	0.6	147	0.5
Black or Black British-African	0.4	2.2	1.1	0.4	106	0.6
Black or Black British - Caribbean	0.3	0.5	1.4	0.3	35	0.3
Black or Black British - Other	0.1	0.3	0	0.1	11	0

Chinese or Other - Chinese	0.1	0.2	0	0.1	26	0.2
Chinese or Other - Gypsy / Traveller	0	0	0	0	0	0
Chinese or Other - Other	0.1	0.2	0.6	0.1	3	0.2
Mixed - Black African	0	0.1	0	0	14	0.2
Mixed-Other	0.4	0.9	0.8	0.4	41	0.2
Mixed - White & Asian	0.2	0.3	0	0.3	54	0
Mixed - White & Black African	0.2	0.5	0.3	0.2	26	0.5
Mixed - White & Black Caribbean	0.5	1.3	1.4	0.4	59	1
White - British	67.6	54.8	65.3	66.1	5080	62.4
White - English	1.7	2.2	1.4	1.9	255	1.8
White - Irish	0.6	0.6	0.8	0.7	31	0.3
White-Other	1.8	1.5	2.2	1.7	105	2.4
White - Other European	0.5	2	2.2	0.6	161	0.6
White - Scottish	0.1	0.4	0.3	0.2	17	0
White-Welsh	21.2	24.8	17.5	22.4	2352	24.1
Not Stated	0.3	0.6	1.1	0.2	0	0.5
Prefer not to say	0.2	0.6	0.3	0.2	42	0.6
Unknown	0	0.1	0.3	0	0	0.2
Left Blank	2	1.4	0.6	1.9	85	2.2
Total	100	100	100	100	9000	100

Ethnicity in Newport and Wales (from Wellbeing Profiles)

Ethnicity

	Newport	%	Wales	%
White; English/Welsh/Scottish/Northern Irish/British	126,756	87.0	2,855,450	93.2
White; Irish	769	0.5	14,086	0.5
White; Gypsy or Irish Traveller	84	0.1	2,785	0.1
White; Other White	3,416	2.3	55,932	1.8
Mixed	2,752	1.9	31,521	1.0
Indian	1,218	0.8	17,256	0.6
Pakistani	3,127	2.1	12,229	0.4
Bangladeshi	1,749	1.2	10,687	0.3
Chinese	600	0.4	13,638	0.4
Other Asian	1,292	0.9	16,318	0.5
Black African	1,499	1.0	11,887	0.4
Black Caribbean	782	0.5	3,809	0.1
Other Black	254	0.2	2,580	0.1
Arab	926	0.6	9,615	0.3
Other ethnic group	512	0.4	5,663	0.2

Supporting Documents and Information

Fairness Commission <http://www.newport.gov.uk/fairnessCommission/en/Full-Report/Full-Report.aspx>

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Newport City Council; Community Wellbeing Profiles 2019 <https://www.newport.gov.uk/documents/One-Newport/Profiles/Community-Wellbeing-Profile-2019-Newport-Population.pdf>

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