

Newport City Council Strategic Equality Plan

Annual Report 2015-2016

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Introduction

This report on the council's Strategic Equality Plan (SEP) and the Wales specific equality duties covers the period April 2015 to end of March 2016.

Overall findings indicate healthy progress against the council's five chosen equality objectives and has provided us with a model of engagement in developing the 2016 -2019 objectives.

Section 1 How the authority collects and uses information

This section covers:

- How we use relevant equality information in setting strategic direction - budget planning, Unified Needs Assessment, Single Integrated Plan, Corporate Plan;
- how we make use of data in service planning and performance management - Service Area Plans, Customer Insight; and
- how we use information in taking decisions - Fairness and Equality Impact Assessments.

Equalities information and strategic direction

Budget Consultation 2016-2017 (consultation was undertaken in 2015/16)

The most significant decision process this year was the 2016/17 Budget which was informed by a two phase programme of information gathering and public engagement.

The approach taken for 2016/17 built on the previous year where over 1,000 responses were received. We asked people's service priorities and why they were important. We asked what we could do differently in the light of the required budget savings, and whether they could contribute to the council's work in any way. This gave us a baseline on against which to plan the budget savings. In 2016/17 the pre-December (phase 1) approach differed in that the focus was on informing people about the financial pressures the Council was facing and how people can better participate in suggesting service improvements and take part in the formal consultation on draft budget proposals. In total over 700 people were engaged across 23 public locations across Newport.

Phase 2 of consultation commenced in December after draft budget proposals were made public. Over 230 responses were received and a further 500 petitions. Further details are given in Equality Objective 1 below.

Relevant reports:

2016/17 Budget & Medium Term Financial Plan Page 7. Public Consultation

<https://democracy.newport.gov.uk/documents/s4379/Budget%20C%20Tax%20report%2016-17.pdf>

Decision Schedule published on 15 Feb 2016

<https://democracy.newport.gov.uk/documents/g6479/Decisions%2015th-Feb-2016%2011.00%20Cabinet.pdf?T=2>

Report to Cabinet Member (Aug 2016) on Consultation and Engagement process including the 2016/2017 budget. Cabinet Member considered and approved recommendations for improvements supporting the requirements of the Wellbeing of Future Generations Act (2015).

<https://democracy.newport.gov.uk/documents/s6287/01%20CM%20Report%20budget%20and%20WFG%20final.pdf>

The Unified Needs Assessment for Newport

The council leads on reviewing the Unified Needs Assessment (UNA) for the One Newport partnership. The UNA provides data and analysis of the population and its needs. The councils also leads on developing ward profiles for Newport which can be found in the Newport Atlas, the information portal for the One Newport partnership (see section on Customer Insight, below.)

<http://www.newport.gov.uk/atlas>

The UNA informs the annual implementation plans for the Single Integrated Plan. This ensures that people needs are monitored and discussed at Local Service Board level, and that our prioritisation on a strategic level is evidence based and appropriate.

The ward profiles were published for the first time in 2015/16 making the information available to all partners who wish to use it. The process will be revised in 2016/17 in line with the requirements of the Wellbeing of Future Generations Act (2015).

The Single Integrated Plan (SIP) for Newport

The Single Integrated Plan (SIP) is the overarching plan for Newport as agreed by the One Newport partnership. The SIP Board for Newport revised the structure of the partnership in 2015 to simplify the governance whilst ensuring that the delivery themes and priority areas of work are maintained. The three delivery themes remain:

- Economy and Skills
- Health and Wellbeing
- Safe and Cohesive Communities

The SIP Board identified 'vulnerable groups' as a cross-cutting theme in the Single Integrated Plan (SIP) in 2014 because of concerns that in focusing on a smaller number of general themes e.g. Smoking and Tobacco Control, certain groups of people e.g. disabled people may have been left out. This aims to identify any additional opportunities to support disenfranchised people through an Equalities framework. This work is being undertaken by means of Fairness and Equality Impact Assessments of the partnership's work.

The Corporate Plan 2012-2017 and Fairness Commission

The Corporate Plan 2012-2017 sets out what the council aims to achieve during this administration, the most relevant objective being Newport becoming a 'fairer city.'

In 2015/16 we continued to support an independent Fairness Commission in their capacity as a critical friend to the council. They provided independent perspective and analysis of the budget proposals for 2016/17 – this type of assessment, debate and challenge is helping to ensure that equality is a key determinant of policy and decision-making. The Commission has completed a full report on Fairness and has now responded to Council budget proposals for 2013/14, 2014/15 and 2016/17.

The Commission will be working with the Council Scrutiny function to help ensure that principles of fairness and equality are fundamental considerations when reviewing performance and contributing to policy development. The Commission has now delivered two day's session for Scrutiny Member on ethics and decision making which we hope to extend to other Members and senior officers for the coming year.

Welsh has been recognized as an equalities theme and there is permanent representation from Menter Iaith Casnewydd on the commission. The Commission has committed to publish key documents in Welsh and their website is fully bilingual.

Equalities information for service planning and performance management

Newport City Council's service planning processes requires service areas to plan for and report on Equality Impact Assessments (which include the Welsh language) and Welsh language activities. Information relevant to equality and the Welsh language is reported on in the service areas' half yearly review and end of year review.

Service areas report on Equality Impact Assessments as well as reporting on customer demographics, customer engagement, feedback (compliments and complaints) and surveys 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.

These plans are reported to Scrutiny, and approved by Cabinet Member.

Customer Insight

The Customer Insight development has supported the Council and its partners in pulling together data, consultation and engagement and developing a culture where we make good use of that information in taking decisions and planning services. The development of the ward profiles has been an important part of this work, and has informed the unified needs assessment. The latest ward profiles and the Newport overview for 2015 can be found at www.newport.gov.uk/atlas

Produce area based information through Ward Profiles

Ward profiles were produced for all wards in Newport for 2014 and are available to all partner organisations; this information was refreshed in 2015 and published on the Council's website. Producing information on an area, or community basis offers a comprehensive statistical breakdown of the communities residing within each ward area and will enable the council and its partners to more effectively target service delivery, whilst being mindful of the diverse population characteristics which vary between wards. Ward profiles also include pupil educational performance data linked to pupil postcode. The Newport overview and individual ward profiles include data on ethnicity, and Welsh language skills from the 2011 Census.

Equalities information for Fairness and Equality Impact Assessments (F&EIAs)

For 2015/2016 38 equality impact assessments were undertaken, some on existing services and 13 covering the proposed changes to services under the council's Medium Term Financial Plan.

The Strategic Equalities Group has requested a review of both the process and quality of Fairness and Equality Impact Assessments (which explicitly cover the Welsh language) in 2016. This will support us in delivering the requirements of the Welsh language Standards with regards to planning services and assessing impact, and in meeting the requirements of the Wellbeing of Future Generations Act.

The Partnership and Policy Team in People and Business Change supported business case authors to develop EIA's as part of their planning processes.

EIAs are made public on the council's equality [pages](#).

Consultation and Engagement (See also Equality Objective 1 Engagement, *Section 2*)

Further information on engagement and involving people in decision making can be found in the sections on meeting equality objective Number One (Engagement) and the Number Two (Accessible Services). The biggest council engagement exercise this year was for the 2016-2017 Budget, see above.

Section 2 How the council meets the five equality objectives

The council selected 5 thematic equality objectives with accompanying actions and measures in 2012. The section summarises progress against the actions and measures, and confirms future actions. More details can be found in Annex 1.

In summary, work under the equality objectives is on course and the objectives selected in 2012 remain a priority for the authority. In February 2016 Cabinet approved the Strategic Equalities Plan 2016-19 establishing the equality objectives for 2016–2019. These priorities will be monitored by Strategic Equalities Group (SEG) in 2016/17 and reported to Cabinet at year end.

The Strategic Equalities Group (SEG)

The SEG, consisting of senior Members and Officers, was first convened in May 2015. It takes a strategic lead on the authority wide implementation of the Equality Act 2010, covering the Strategic Equality Plan, the Corporate Equality Objectives, and the Welsh Language Measure 2011. We mainstream the Welsh Language Measure alongside the equality legislation in Newport for both theoretical and pragmatic reasons, and therefore the Welsh language also falls under the remit of this group. The SEG was supported in 2015-16 by themed sub-groups where required.

The Welsh Language Standards Implementation Group has taken a key role in implementing the standards, which require changes to service delivery.

Equality objective 1- Engagement

The Unified Needs Assessment, which is updated annually, feeds current data on the population and their needs into Newport's overarching Single Integrated Plan, around which the council and its partners plan their services. The Council's development of customer and community insight aims to provide a single source of information from which to plan services which has resulted in the development of the Newport Atlas as a portal for data and information which can be used as an open resource for ward members, partners and residents alike.

The Budget consultation for 2015/16 was our biggest to date and the two stage process ensured that residents were engaged before the options were available to the public. We received over 2,200 responses and in 2016/17 we built on this foundation by engaging with over 700 people in 23 public venues across the city.

Equality objective 2- Accessible services

Newport City Council continues to improve access to services, with a prominent public access point at the Information Station in the heart of the city. Staff there are highly skilled and rotate around council receptions, face to face work and service delivery at the telephone contact centre. Providing services in Welsh remains a priority, although there are currently staff retention issues around Welsh language provision.

The arrangement for translation through partnership with other Councils has increased in popularity as service managers increasingly arrange Welsh language translation. Translation requirements above 500 words are procured through an agreed list of providers to ensure best value for money.

We monitor the levels of digital inclusion to ensure that people benefit equally from our website and digital services and in 2016 we obtained the [Digital Inclusion Charter](#) awarded by Digital Communities Wales for support to communities.

Different services provide services in other languages by a range of methods, buying in interpretation where we don't have the skills locally, visiting clients in their homes when needed, offering materials in large print etc.

Equality objective 3- Community cohesion and tackling hate crime

There has been a clear focus in 2015-16 on continuing to raise the profile of hate related incidents and crime, modern day slavery, Prevent programme and a number of partnership initiatives to both investigate crimes and incidents, also ensuring the right support is available for the victims. The cohesion plan has added focus on raising awareness on immigration and supporting the inclusion of asylum seekers, refugees and migrants as we develop resettlement programmes. In 2015/16 the Newport Forum expanded to cover East Gwent and has widened its engagement.

The Education Service also supported all schools to develop new equalities objectives based on the protected characteristics and to revise their equalities policies

Equality objective 4- Domestic abuse

In 2015/16 Domestic Abuse was recognised as a Single Integrated Plan key priority with overlapping themes with the Cohesion agenda, e.g. honour based violence, forced marriage etc.

There has been significant investment in a multi-disciplinary unit, led by Newport City Council. It deals with victims and perpetrators and looks to continually improve partnership working around the victim. Each instance of domestic abuse is reported by Gwent Police to the team on a daily basis and is risk assessed. Everybody is offered support. Support in going to court and progressing through the legal system is now offered by an Independent Domestic Violence Advisor and pan-Gwent training ensures a common approach across agencies. In 2015/16 we began to work on the regionalisation process of this work stream by supporting the establishment of the Gwent Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Team.

Equality objective 5- Worklessness

'Skills and Work' remain a Single Integrated Plan priority theme and as such a priority for the council. The administration created a Cabinet Member role for skills and work to lead on this important strategic work area.

Newport has made a significant impact on the numbers of young people not in education, employment and training (NEET) over the past six years. In 2008 the number of young people leaving year 11 and becoming NEET in Newport was 10.4%. By 2013 we had reduced this figure to 4.9%, in 2014 the figure was 4.7% and by 2015 this has fallen to a record low of 3.1% a reduction of over 70% over a seven year period. Newport now stands above Cardiff, Bridgend, Neath Port Talbot, Rhondda Cynon Taf, Carmarthenshire and Pembrokeshire.

Unemployment is commonly measured through Job Seekers Allowance (JSA) Claimant Rates. The number of JSA claimants stands at 2,253 in Dec 2015, almost 3,000 people less than the high point in Dec 2012 (57% reduction). This is the lowest it has been since 2007. Only 10 (out of 64) UK cities have achieved a bigger reduction over this period. However there are still only 5 UK cities with higher JSA claimant rates (Cardiff and Swansea are better than Newport). The general economic climate has meant greater competition for jobs, with many older, higher skilled and more experienced people competing for the jobs that young people would have previously accessed.

Strategic Equalities Plan – Corporate Compliance

The Strategic Equalities Group continues to facilitate governance and delivery of the Equality Act and the new Welsh Language Standards. Every three years the Council is required to agree a new Strategic Equalities Plan. The latest plan defines the equalities for the period 2016-2019 and was agreed by Cabinet in February 2016.

The Well-Being of Future Generations Act (Wales) was also introduced in 2015-16. The Act puts in place a sustainable development principle which means that the Council must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

The Act also puts in place seven wellbeing goals: a prosperous Wales; a resilient Wales; a healthier Wales; a more equal Wales; a Wales of cohesive communities; a Wales of vibrant culture and thriving Welsh language; and a globally responsible Wales.

The Council will agree on overarching wellbeing objectives in 2016-17 in line with the sustainable development principle, and the seven wellbeing goals. The equalities objectives will inform this work.

The governance of the equality agenda remains strong with regular reporting both through the One Newport partnership, and through the annual Cabinet reporting process. Other relevant reports also reference the strategic equality agenda – the annual customer complaints report is an example of this. There has been increased emphasis on the importance of using and publishing equality impact assessments, in particular around proposals for change and budget setting.

Section 3 Specified employment information, including information on training and pay

The HR/ payroll system was upgraded during 2012 so that job applications are now mostly on-line unless there are difficulties accessing online services. Equality monitoring is included on the system although there is a 'prefer not to say' option for those who wish not to. This ensures better diversity monitoring. Additional equality categories have been added in-line with the Equality Act 2010, including sexual orientation and religion or belief.

Data and analysis of workforce statistics is available in Annex 2.

Workforce statistics for Newport City Council, April 2015 - March 2016

- Number employed in relation to sex by job, grade, pay, contract type and working patterns
- Number employed, job applicants, leavers, transfers, grievances, disciplinarians by age, sex, marital status, religion or belief, gender reassignment, pregnancy and maternity and ethnic group

The data outlined is on some 6,516 council employees (including teaching staff). This reflects a drop of 7.3% on the previous year when we employed 7,027 employees, however the transfer out of our Sports and Leisure facilities represents the majority of this decline.

Annex 1

Annual Review of Equality Objectives measures, actions and outcomes.

Equality objective 1

Engagement

Summary

The Unified Needs Assessment is published on an annual basis and the latest version was published in December 2015 and details the key indicators across Newport, along with an analysis of need. This allows partners to assess the impact of initiatives over time by continuously monitoring the changing needs of the local population. It has also enabled partners to establish a clear set of priorities and help inform the commissioning of services.

This approach supports the work of the SIP and includes a robust evidence base from which to determine the greatest priorities for action at a local level. This provides an improved methodology to analysing the available evidence in order to support an outcomes based approach and identifying priorities for shared action and improvement.

An extensive consultation campaign was also conducted across Newport to allow residents to have a voice in the difficult decisions that were being made around the budget. Residents were given the opportunity in two phases to contribute, before and after formal budget proposals were released. A number of engagement methods were utilised, including 'drop-in' sessions, ward meetings and social media. Accessible versions of consultation materials were also made available.

1. Engagement	
Measure	
Number responding to Citizens' Panel	Spring (April 2015) – 38.21% response rate (274 surveys completed) <ul style="list-style-type: none">• We Are.....South Wales Fire & Rescue Service• Community Food Coops• Private Rented Housing
	Summer (July 2015) – 42% response rate (302 surveys completed) <ul style="list-style-type: none">• Newport Mind• Safety in Newport• Perception of Newport• Eye Health• Waste & Recycling in Newport• Welsh in our Community
	Autumn (October 2015) – 38.3% response rate (376 surveys completed) <ul style="list-style-type: none">• Improvement Plan Priorities 2016-18• Newport City Council 'Community Safety Warden Service'• Sight Test Amongst Young People
	Winter (January 2016) – 41.9% response rate (301 surveys completed) <ul style="list-style-type: none">• Perception of Newport

	<ul style="list-style-type: none"> • Safety in Newport • Newport Matters Review • Your Local NHS <p>(SIP Annual Report Final, 2015-16. p.74)</p>
Number responding to online surveys	NCC hosted 25 online surveys in 2015-16
Number of EIAs	38 EIAs have been conducted for 2015-2016
Uptake of complaints service	<p>Number of stage one complaints received: 292 Number of stage two complaints: 34</p> <p>9 complaints were referred to the ombudsman but none were investigated</p>
Number of complaints with satisfactory outcomes	An annual report will be taken to Cabinet in September 2016

Equality Objective 1- Engagement – Actions

1.1	Customer Insight– corporate engagement and consultation strategy developed
Outcome	Planned and consistent approach to engagement and consultation
Timetable	<p>Engagement Strategy to be adopted and in place 13/14, to be reviewed in 16/17</p> <p>Information Strategy developed and adopted in 13 /14</p>
What have we done?	<p>Customer Insight The Customer Insight project supports the Council and its partners in pulling together data, consultation and engagement and developing a culture where we make good use of that information in taking decisions and planning services. The development of the ward profiles has been an important part of this work, and has informed the unified needs assessment. This development and the Newport overview for 2015 can be found at www.newport.gov.uk/atlas</p> <p>Produce Ward Profiles and Summary Ward Profiles Ward profiles were produced for all wards in Newport for 2014 and are available to all partner organisations, this information was refreshed in 2015. Ward profiling offers a comprehensive statistical breakdown of the communities residing within each ward area and will enable the council and its partners to more effectively target service delivery, whilst being mindful of the diverse population characterises which vary between wards. The Newport overview and individual ward profiles include data on ethnicity, and Welsh language skills from the 2011 Census. These will be further developed in 16/17 as community profiles, forming part of the well-being assessment for the area.</p>

1.2	Engagement and intelligence gathering through a range of methods: - Forums, Surveys, Community events, On-line/Social media, Community groups e.g. the Community Voices/Engage project
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Outcome	Customers involved in development of services through engagement and feedback Council reaches out to communities and gathers community response as well as individuals'
Timetable	Annually
What have we done?	<p>There have been 4 Involve Newport citizen panel surveys issued in 2015/2016. For the most recent survey in January 2015, the response rate was 41.9%. Our average response rate continues to improve year and year.</p> <p>Newport City Council has hosted 25 online surveys during 2015/16. The council's website (www.newport.gov.uk) is delivered using the Contensis content management system (CMS) which enables a bilingual website to be delivered. http://www.newport.gov.uk/en/Council-Democracy/Consultations/</p> <p>Online consultations include:</p> <ul style="list-style-type: none"> • Food Coop questionnaire • Armed Forces survey • NCC Legal Services questionnaire • NCC Streetscene survey • NCC Customer Services survey (2015 & 2016) • NCC Library Service consultation • NCC Library opening hours consultation • NCC Primary School surveys (x2) • NCC Staff Conference 2015 • NCC Improvement Plan 2016-18 • NCC Staff Survey • NCC Budget consultation 2016-17 • NCC Equalities objectives • Food bank questionnaire • NCC Library user questionnaire • NCC Information security questionnaire <p>Ahead of the setting of the 2016/17 Budget (which takes place in 2015/16) engagement work focused on building on the extensive feedback received in 2014/15 and rather than repeating the same activities sought to better inform the public and stakeholders about the financial pressures and how they could take part in the formal consultation process. In the pre-December phase the Partnership and Policy team were present in 23 public locations across Newport and engaged with over 700 people. The formal budget consultation process commenced in December and 230 completed feedback questionnaires were received. In addition there were 491 petition responses received. For the first time we monitored whether people thought that the budget proposals were clear and understandable. Whilst most responses were clear some responses were considered to be unclear with as many as 42% of respondents saying they were 'not at all clear'.</p> <p>This information was fed-back to Cabinet and senior management and provides clear challenges to improve going forward. Plans for the current year are the subject of Cabinet Member report August 2016 as outlined in this report.</p>

	<p>For the first time the Council worked in partnership with the Engage Project which is coordinated by GAVO. This involved the portfolio leads for the 7 Engage strands which work with ‘seldom heard voices’ including the deaf community, sight impaired people, BME (Black and Minority Ethnic) youth, older people in residential care, and adults with learning difficulties.</p> <p>The Fairness Commission again delivered its response to the draft budget proposals which was reported directly to Cabinet by the Chair of the Commission.</p> <p>In response to the budget consultation feedback Cabinet amended some proposals, which included – withdrawing cuts to special educational needs provision, children’s services, staffing in customer services, Newport Food Festival and the Big Splash. These amendments were reported to the public in Newport Matters the Council’s newspaper.</p> <p>The lessons learned and planning arrangements are now being considered by the newly multi-agency Engagement Group whos members also represent key equalities interests e.g. disabilities, social housing tenants, children and young people, BME communities etc.</p> <p>A report was also taken to Scrutiny Improvement Group highlighting lessons learned and the implications of the Wellbeing of Future Generations Act 2015 duty to ‘involve’ citizens and key interest groups.</p> <p>Newport City Council posts information about council services to its Facebook and Twitter accounts, as well as responding to enquiries and comments made. As at July 2016, the council’s Facebook account has 8, 465 ‘likes’ and it’s Twitter account has 11.8K ‘followers’.</p> <p>https://www.facebook.com/NewportCityCouncil/ https://twitter.com/NewportCouncil</p>
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1.3	Equality Impact Assessments (EIAs) undertaken on policy changes, major projects, etc
Outcome	The public involved in the cycle of decision making and affect decisions that affects them.
Timetable	Identified and undertaken Annually Report Annually
What have we done?	<p>Some 38 EIAs have been undertaken in 2015/2016 including 13 assessments covering Budget proposals which were published as part of the budget consultation.</p> <p>The Strategic Equality Group (see Section 2, How the council meets its 5 equality objectives) has requested a review of both the process and quality of Fairness and Equality Impact Assessments (which explicitly cover the Welsh language) in 2016. This will support us in delivering the requirements of the Welsh language Standards with regards to planning services and assessing impact.</p> <p>We developed the following courses which include the Welsh language as an equalities matter.</p>

	<ul style="list-style-type: none"> - Equalities and Introduction 12 sessions 135 participants - Fairness and Equality Impact Assessments 3 sessions 21 participants - The Commission provided one day's session for Scrutiny Member on ethics and decision making, which we hope to extend to other Members and senior officers for the coming year.
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1.4	Unified customer complaints and compliments system
Outcome	Customers benefit from a consistent and open approach Monthly and annual monitoring and analysis provides management information and highlights any emerging access / equalities issues
Timetable	System interrogated and reported on monthly and annually
What have we done?	<p>Completed full review of the Comments, Complaints and Compliments Policies and Procedures to incorporate both corporate and Social Services complaints which was approved by Cabinet on 16th March 2015. This has been published.</p> <p>A new structure for recording on the CRM (Customer Relationship Management) system was designed accordingly and went live in August 2016.</p> <p>A review of CRM provisions has been carried out in full and the tender process is currently considering options for the most appropriate way forward – complaint monitoring and recording forms a crucial part of the requirements.</p> <p>Policies have since been reviewed to include considerations under Welsh Language Standards. This will be reviewed and approved by Cabinet in 2016/17 to support compliance with the Welsh Language Standards.</p> <p>Process workflows have been produced that have been adapted to suit staff in different service areas and different roles. Training commences in November 2016.</p>

Equality objective 2

Accessible services

Summary

Newport City Council continues to improve access to services, with a prominent public access point at the Information Station in the heart of the city. Staff there are highly skilled and rotate around council receptions, face to face work and service delivery at the telephone contact centre.

Providing services in Welsh remains a priority, although there are currently staff retention issues around Welsh language provision.

The arrangement for translation through partnership with other Councils has increased in popularity as service managers increasingly arrange Welsh language translation. Translation requirements above 500 words are procured through an agreed list of providers to ensure best value for money.

We monitor the levels of digital inclusion to ensure that people benefit equally from our website and digital services and in 2016 we obtained the [Digital Inclusion Charter](#) awarded by Digital Communities Wales for support to communities.

Different services provide services in other languages by a range of methods, buying in interpretation where we don't have the skills locally, visiting clients in their homes when needed, offering materials in large print etc.

2 Accessible Services																																															
Measure																																															
Take up of Translation / Interpretation	<p>Through 2015/16 the Council developed and used agreements with neighbouring Councils to provide translation services for the authority. We have had to increase expenditure as service areas have increased their demand for translation service in the time leading up to the first implementation date of the Welsh Language Compliance Notice. A central budget was established from 2016/17 to support translation work. We are monitoring to ensure that the standard of service remains high and that the allocated resources are used as efficiently as possible.</p> <p>Our total expenditure on Welsh language was approximately £40,000. Our total expenditure on other language translation and interpretation was £102,113.</p> <p>The table below shows annual minutes of telephone translation provided by Language Line. Language Line costs the council 80p/minute and 343 calls were made in 2015/16. The total cost of our Language Line use was £5,197.60</p> <p>In 2015/16 we made use of 29 different languages through Language Line</p>																																														
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LAOTIAN	12	TURKISH	196
LITHUANIAN	11	URDU	54
MANDARIN	302	VIETNAMESE	43
OROMO	14	TOTAL	6497

The top 5 languages accounted for 64.2% of total spending on Language Line 2015/2016.

Languages	Minutes
ARABIC	2179
SLOVAK	954
ROMANIAN	363
KURDISH	344
POLISH	333
Total	4173

Council materials that comply with corporate standards

Council materials comply with corporate identity. Since the creation of a marketing and communications team in April 2011 there is greater consistency in place.

Number of equalities / access complaints

Complaints received 2015/2016

Service Area	Informal (Stage 1)	Formal (Stage 2)
Education	3	3
Streetscene and City Services	32	0
Social Services – Children’s Services	1	0
Social Services – Adult services	10	0
TOTAL	46	3

Complaints in Education were about introduction of catchment areas for Welsh language schools, all informal complaints were escalated to Stage 2. The Public Services Ombudsman for Wales investigated the complaints and did not uphold them.

31 complaints received in Streetscene and City Services were about wait times for the City Contact Centre, Information Station and Housing Benefits. Customer Services has reduced spend by £184,000 since 2012 to contribute to the Council’s Medium Term Financial Plan in response to reducing budgets. As the majority of costs in Customer Services is for frontline staff this is where the savings have come from – 37fte has been reduced to 21fte. Whilst this has been offset by the Council’s success in effecting Channel Shift, with the added pressure of the footfall in the Information Station and Main Reception at the Civic, demand for contact through Customer Services remains at the same level as was seen in 2012, albeit with much less staff to respond to the demand. This has meant that wait times have become longer.

Customer Services are also working with other service areas to highlight and resolve ‘cause and effect’ issues where decisions and changes made in other services create an increased demand from customers at the frontline.

	<p>It is positive to note that the City Contact Centre continues to provide a valuable service for both officers and citizens – around 80% of all calls received are dealt with at the first point of contact without requiring a handoff to the back offices, and customer satisfaction levels was 89% in 2015/2016.</p> <p>Social Services - over the past few years there have been a lot of changes in service provision. Changes in services for people who may have received the same service for many years may create feelings of anxiety and uncertainty. The teams involved have worked hard to ensure processes are in place to provide as smooth a transition as possible for the people receiving services, and their families. Sometimes the changes may conflict with service user and/or family expectations, prompting complaints.</p>				
Customer satisfaction with customer service	<p>Customer satisfaction surveys are carried out half yearly – results for customer services provided over the telephone (CCC) and in person (F2F)</p> <p>Customer satisfaction results for 2015/2016:</p> <table border="1" data-bbox="300 725 1364 797"> <tr> <td data-bbox="300 725 587 763">Information Station</td> <td data-bbox="595 725 1364 763">94.3% of customers were happy with their experience</td> </tr> <tr> <td data-bbox="300 763 587 797">City Contact Centre</td> <td data-bbox="595 763 1364 797">89.6% of customers were happy with their experience</td> </tr> </table>	Information Station	94.3% of customers were happy with their experience	City Contact Centre	89.6% of customers were happy with their experience
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City Contact Centre	89.6% of customers were happy with their experience				
Number of Adults (18+) digitally included	<p>2011 Experian data shows that 68.4% of adults in Newport are digitally included compared to 66% in Wales.</p> <p>Encouragingly, 29% of Low-Level Super Output Areas (LLSOAs) in Newport are in the top quintile for digital inclusion in Wales, the highest number outside Cardiff, Monmouthshire and the Vale.</p> <p>Nevertheless, Newport also has several barriers to achieving full digital inclusion. Several ‘not-spots’ remain which have poor broadband access, particularly in the coastal villages of Marshfield, Castleton, and Goldcliff. Ofcom suggest that some 15% of people in Newport enjoy speeds of less than 2mbps, comparing poorly to the Newport average.</p> <p>A number of current initiatives are currently taking place, including upgrade to Newport’s broadband infrastructure in 2012 through BT Openreach’s Race to Infinity Campaign, which delivered next-generation broadband speeds of up to 80mbps from the Newport Chartist, Maesglas, and Castleton exchanges.</p> <p>The digital inclusion agenda also intersects with the drive to establish Newport as the ‘smart and connected’ centre of the Welsh digital economy. Whilst business broadband needs are based on different demands to local residents, they share the same exchanges, and actions taken aimed at improving the broadband infrastructure for businesses will also benefit residential premises across the city.</p> <p>The Communities 2.0 scheme delivered in partnership with adult learning enables people experiencing economical, financial, physical, social and cultural barriers to access technology more readily. IT equipment and training are provided at a nominal cost for example to small businesses and social enterprises.</p> <p>In 2015/16 the Council developed its first Digital Strategy approved by Cabinet October 2015. Following on from this we have also achieved the Digital Communities Wales Digital Inclusion Charter for work with communities on digital inclusion.</p> <p>Report to Cabinet Member Community, Work and Skills – Digital Inclusion Charter https://democracy.newport.gov.uk/documents/s5878/CM%20Report%20Digital%20Inclusion%20Charter%20FINAL.pdf</p>				

Equality Objective 2- Accessible Services – Actions

2.1	Develop a corporate protocol on translation and interpretation
Outcome	To ensure that people who need different languages and formats receive suitable services. Consistency of practice in terms of value for money and quality of service.
Timetable	Develop corporate protocol Monitor compliance, assess value for money annually Review protocol
What have we done?	We monitor and report on use of translation in this Annual Strategic Equality Report and Welsh Language Annual Report (March 2016.) The staff intranet holds information and guidance on getting translation and interpretation of Welsh and community languages. This is regularly promoted via the staff newsletter. The Council is signed up to an SLA with the Welsh Interpreting and Translations Service (WITS) who are a 'not for profit' public sector organisation providing Interpreters and Translation services (including BSL). We are currently sourcing Welsh language translation from a combination of public sector and private sector sources and closely monitor the quality of service. We have earmarked a budget for corporate WL translation for the coming three years. We have yet to develop a protocol to ensure that staff are informed of the best and most cost effective method of translation or interpretation for community languages.
2.2	Develop guidance on standards of accessible and bilingual materials in relation to marketing, publicity and customer information
Outcome	Council materials comply with legislation. Council materials consistent and accessible
Timetable	Review compliance annually
What have we done?	The marketing and communications department has been fully engaged with the council's preparation for, and implementation of, the Welsh Language Standards. The department now produces fully bilingual marketing materials as required. This includes information on recycling, information on schools for parents and the annual food festival. Newport Matters, the council's newspaper for residents is fully bilingual. Six bilingual editions a year will now be delivered to around 66,000 Newport households. Press releases that are issued to all media are also provided in Welsh. The department will continue to maintain this standard of work during the 2016/17 financial year. Members of the team have attended a variety of Welsh language awareness and training courses throughout the year, and have created videos for staff to use in order to help them use everyday words and phrases at work.
2.3	Front line staff in the contact centre and Information Station trained in accessible communications, customer service, disability awareness, conflict management etc.
Outcome	Front line staff deliver services according to the customer's needs
Timetable	Annual review of training Annual review of customer satisfaction monitoring
What have we done?	In 2015/2016, we were able to provide a number of courses to improve the skills base of our frontline staff in the Information Station.

	<p>Courses include:</p> <ul style="list-style-type: none"> • Domestic Abuse Awareness Training • Fairness & Equality Impact Assessments • Introduction to Equality and Diversity • Welsh Language Taster Courses
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2.4	<p>Digital Inclusion: Council web site adheres to W3 standard at AA level. On-line services developed to address the specific needs of Welsh speakers/ Deaf people, people with learning disabilities</p>
Outcome	<p>Council web based service are suitable for the whole population A range of on-line services are targeted at people with specific needs</p>
Timetable	<p>2012-2013 undertake technical changes to meet W3 AA standard Review services with focus on: Yr1 Welsh, Yr2 Learning disabilities, Yr3 BSL</p>
What have we done?	<p>During 2014 the council transferred its website to a different content management system (CMS,) which could support bilingual web content. The procurement process considered the need for bilingual functionality.</p> <p>The top two tiers were in place by August 2014 with the top ten commonly used on-line forms also available in Welsh and English. We are translating further pages and working on how best to synchronise the two languages. We are looking at options to improve the workflow between the service areas, the web team and the translation unit.</p> <p>The Council's website now uses Browse Aloud. Browse Aloud adds multi-lingual speech and reading support tools to online content to extend the reach of websites for the 20% of the population that requires reading support. This includes those with dyslexia, learning difficulties, mild visual impairments and those with English as a second language.</p> <p>In 2015/16 the Council developed its first Digital Strategy approved by Cabinet October 2015. Following on from this we have also achieved the Digital Communities Wales Digital Inclusion Charter for work with communities. The digital strategy highlights that that 50% of Newport households use the internet every day or most days. However the Mosaic customer insight data also shows that up to 47.5% of households fall into the category of 'most likely not to contact organisations via online methods. As many as 42.1% of Newport households are 'most likely not to surf the internet' from the same data. These figures demonstrate the importance of helping people to get online.</p> <p>Council officers have continued to offer digital inclusion courses on money matters, digital shopping, internet security etc. through our libraries. Under the heading of Digital Fridays customers could use library computers or bring in their own devices for officers to help them access digital information. We have also partnered with JobCentre to support Universal Credit Claimants. They provide us with volunteers aged 18-24 for 8 week placements who provide job seeking advice to the public, largely focused on digital access, with some of our volunteers having been able to secure employment.</p> <p>Report to Cabinet Member Community, Work and Skills – Digital Inclusion Charter https://democracy.newport.gov.uk/documents/s5878/CM%20Report%20Digital%20Inclusion%20Charter%20FINAL.pdf</p>

Equality objective 3

Community cohesion and tackling hate crime

Summary

There has been a clear focus in 15-16 on continuing to raise the profile of hate related incidents and crime, modern day slavery, Prevent programme and a number of partnership initiatives to both investigate crimes and incidents, also ensuring the right support is available for the victims. The cohesion plan has added focus on raising awareness on immigration and supporting the inclusion of asylum seekers, refugees and migrants as we develop resettlement programmes.

3 Community Cohesion and tackling Hate Crime Measures	
Number of hate crime incidents	221 incidents reported (2011/12) 221 incidents reported (2012/13) 203 incidents reported (2013/14) 226 incidents reported (2014/15)
Number of hate crimes	99 in 2010/2011 104 in 2011/2012 118 in 21012/2013 110 in 2013/2014 101 in 2015/2016 Note: National Hate Crime data has previously been published by ACPO and is available from http://reportit.org.uk/hate_crime_data The 2011/12 data was the first data set to be published by the Home Office In addition to this consistency across the time series has been difficult to maintain due to a number of reviews of Hate Crime data and some resulting re-grading of certain crimes. In view of this please treat the above time series with caution and as an indicator only. UNA Edition 4 (Safe and Cohesive Communities) p32.

Equality Objective 3- Community cohesion and tackling hate crime – actions

3.1	Support local people to come together to celebrate through inclusive Newport festivals such as Pill and Maindee Festivals, Refugee and Asylum Week, Black History Month etc.
Outcome	Newport recognised as a diverse and happy place to live
Timetable	Events held annually
What have we done?	Events held: <ul style="list-style-type: none"> • Newport Half Marathon March 2015 • Civic Mass: April 2015 • Velothon Wales: May 2015 • Maindee Festival May 2015 • The Big Splash May 2015 • Love Local Market May 20154 • Holiday Fun - all school holidays • D-Day Memorial Parade & Service: June 2015 • Civic Service: July 2015 • Caerleon Festival July 20154 • Merchant Navy Remembrance Parade & Service: September 2015 • Childrens Chartist Parade and re-enactment: November 2015

	<ul style="list-style-type: none"> • Remembrance Parade & Service: November 2015 • Newport Food Festival October 2015 • Christmas Lights November 2015 • Holocaust Memorial Service: January 2016
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3.2	Hate Crime Forum maintains multi agency approach Develop multi agency conference call case handling IT systems
Outcome	Group strategic and sustainable. Support available for victims, communities feel supported and perpetrators and negative behaviours addressed
Timetable	2012-2013 Develop conference call capacity owned by Gwent Police for the partnership Annually
What have we done?	<p>Current initiatives include:</p> <ul style="list-style-type: none"> • The Newport and Monmouthshire Hate Crime Forums have now merged to cover the East Gwent area and is meeting regularly. Membership of the forum includes representation from housing, health, social services and 3rd sector. The group continues to identify trends, deal with emerging issues and share good practice across the area. • A Case Handling Group exists to facilitate a multi-agency approach to supporting the victims of hate and to ensure problems are dealt with effectively. The MARAC process is co-ordinated by the Community Safety Officer for Gwent Police and has been supported by additional Hate Crime project staff from SEWREC • Victim Support (VS) has been funded by Welsh Government to be the 3rd Party national reporting centre and the Forum has realigned our reporting systems to support VS. The system is working well. • Gwent Police have trained staff to be Hate Crime Support Officers in Newport and are now rolling it out across Gwent. • Working in partnership with Gwent Police, Victim Support and SEWREC to promote Hate Crime Week to raise awareness • Provision of additional reassurance to affected communities post international terrorism incidents • Tell MAMA Engagement and Awareness session workshop on Islamophobia held with partners and communities

3.3	Council, schools and partners co-ordinate reporting and tackling prejudice based bullying
Outcome	Staff, pupils and the community aware of prejudice based bullying and know how to deal with it, and where to get support if needed
Timetable	2012-2013 Trial incidents' reporting systems and training in schools 2014 Review and full roll out of the above Identify emerging themes for proactive anti prejudice work

What have we done?

- In November 2015 a workshop was held for all schools clarifying their role in recording and reporting incidents related to the protected characteristics
- Schools that have not been consistently reporting, recording and submitting data to the Local Authority on the number of incidents related to protected characteristics have been individually contact to offer support and reminded of their duty to complete the return.
- In February 2016 a presentation was provided to all head teacher on the incidents recorded and reported over the previous four school terms
- During the academic year 2015/16 all schools were supported to develop new equalities objectives based on the protected characteristics and to revise their equalities policies
- The Equalities Monitoring Group has met termly to review the incidents of bullying related to protected characteristics and to advise schools on agencies that can help reduce bullying for particular protected characteristics.
- The GEMSS project 'See the World Through Their Eyes' has been delivered in schools throughout Newport to promote the positive aspects of diversity and cultural understanding
- The Healthy Schools scheme has continued to support schools working through Phase Awards. Three schools in the city now have the National Quality Award for Healthy Schools.

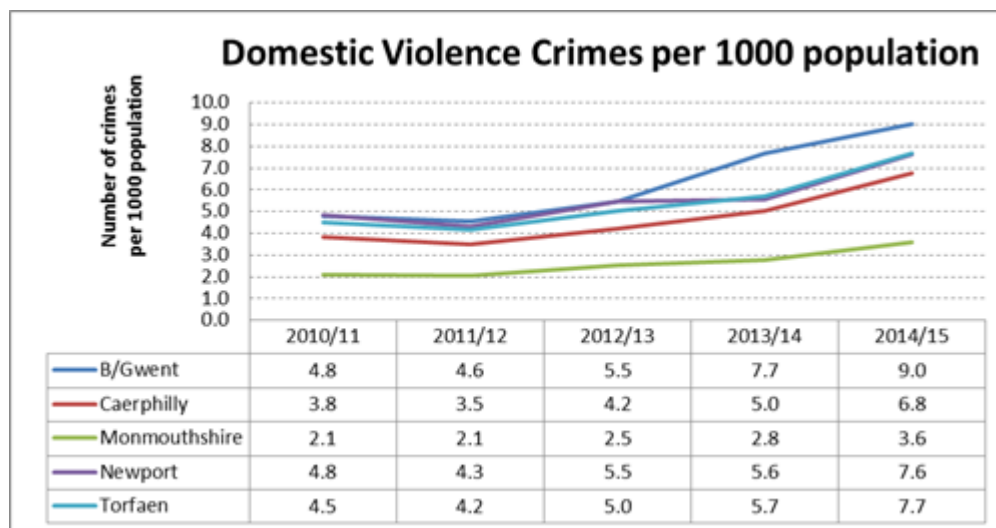
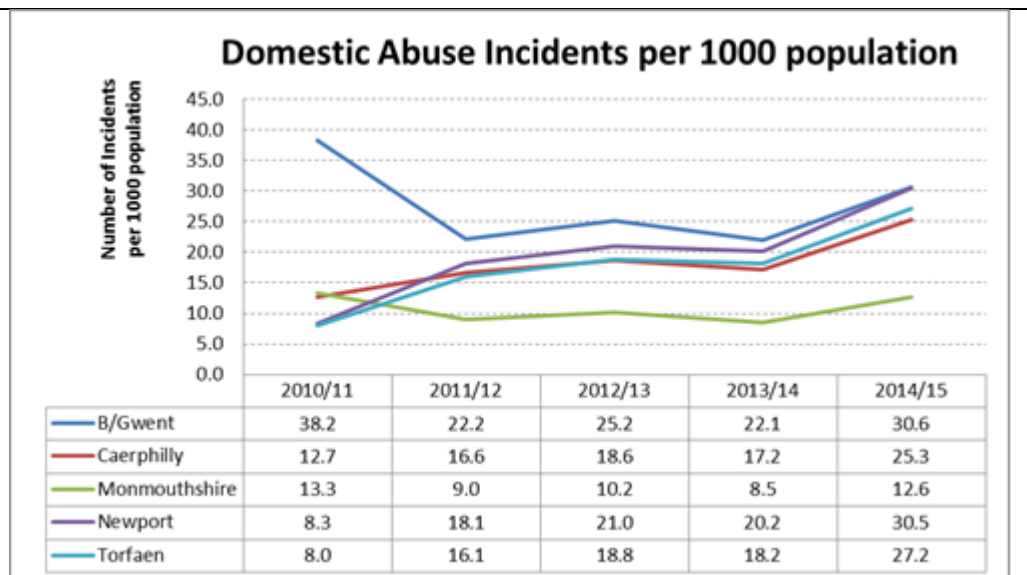
Equality objective 4

Domestic abuse

Summary

Domestic Abuse is Single Integrated Plan key priority with overlapping themes with the Cohesion agenda, e.g. honour based violence, forced marriage etc. There has been significant investment in a multi-disciplinary unit, led by Newport City Council. It deals with victims and perpetrators and looks to continually improve partnership working around the victim. Each instance of domestic abuse is reported by Gwent Police to the team on a daily basis and is risk assessed. Everybody is offered support. Support in going to court and progressing through the legal system is now offered by an Independent Domestic Violence Advisor and pan-Gwent training ensures a common approach across agencies. Current initiatives include multi agency data collation, sharing and training of frontline staff and their managers, adoption of the KAFKA and 10,000 Safer Lives recommendations and related initiatives across Newport services.

4 Domestic Abuse																																																	
	Action	2014-15																																															
Number of incidents of domestic violence in Newport and Number of incidents of domestic abuse in Newport	<p>Whilst the general trend over the last 5 years show fluctuation around the 6 mark for Gwent Police recorded Domestic Violence incidents, there has been a significant increase in 14/15. Key contributory factors to the recent increase in reported incidences might have been a heightened awareness and understanding amongst both key front line workers and people in society who are either victims of domestic abuse or are close to such people. Domestic abuse now has a much higher profile on the policy agenda both nationally through the publication of the Welsh Government's Domestic Abuse Strategy as well as locally through the development of work-based policies for domestic abuse. Initiatives such as Clare's Law and the daily DACC (Domestic Abuse Conference Call) are both good examples.</p> <p>Rate per 1,000 The general trend over the last 4 years is fairly steady, with no significant variances.</p> <table border="1"> <thead> <tr> <th></th> <th>Domestic Violence incidents per 1000</th> <th>Domestic Violence incidents numbers</th> <th>Domestic Abuse incidents per 1000</th> <th>Domestic Abuse incidents numbers</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>5.9</td> <td>840</td> <td></td> <td></td> </tr> <tr> <td>2008/09</td> <td>6.1</td> <td>863</td> <td>20.5</td> <td>2891</td> </tr> <tr> <td>2009/10</td> <td>6.2</td> <td>880</td> <td>17.3</td> <td>2445</td> </tr> <tr> <td>2010/11</td> <td>6.1</td> <td>860</td> <td>16</td> <td>2265</td> </tr> <tr> <td>2011/12</td> <td>5.7</td> <td>808</td> <td>17.2</td> <td>2428</td> </tr> <tr> <td>2012/13</td> <td>6.7</td> <td>977</td> <td>21.8</td> <td>3182</td> </tr> <tr> <td>2013/14</td> <td>5.6</td> <td>825</td> <td>19.7</td> <td>2866</td> </tr> <tr> <td>2014/15</td> <td>7.6</td> <td>1111</td> <td>30.5</td> <td>4448</td> </tr> </tbody> </table>		Domestic Violence incidents per 1000	Domestic Violence incidents numbers	Domestic Abuse incidents per 1000	Domestic Abuse incidents numbers	2007/08	5.9	840			2008/09	6.1	863	20.5	2891	2009/10	6.2	880	17.3	2445	2010/11	6.1	860	16	2265	2011/12	5.7	808	17.2	2428	2012/13	6.7	977	21.8	3182	2013/14	5.6	825	19.7	2866	2014/15	7.6	1111	30.5	4448			
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4.1	Establishment of a multi-agency Domestic Abuse (DA) Unit in the Information Station; raising awareness about the Forced Marriage, Honour Based Violence and referral processes
Outcome	More services available to people effected by DA. A consistent and joined up multi agency response
Timetable	Domestic Abuse Unit was established in 2012 Complete a Domestic Abuse data pilot for 2013/14 Implement recommendations from the Gwent Pathfinder Project 2014/15 Support the establishment of the Regional VAWDASV team 2015/16
What have we done?	Various organisations continue to support victims of domestic abuse and sexual violence through the unit including attendance at the fortnightly MARAC. April 2015 saw the introduction of the Domestic Abuse, Violence Against Women and Sexual Violence (Wales) Act 2015 and the VAWDASV Gwent Team. Led by Newport, work is ongoing with regards to the regionalisation of services to victims based in Newport, Torfaen, Monmouthshire, Blaenau Gwent and Caerphilly and through this transition period we have continued to provide services without disruption.

	<p>Demand levels for the IDVA Service were reviewed and two additional IDVAs employed on a temporary basis to ensure victims needs are met until regionalisation is completed.</p> <p>The IDVA review and receive allocations from the DACC on a daily basis and work collaboratively with the other organisations based within the unit including BAWSO, Llamau, NCC Housing Officers and ABUHB staff</p> <p>The Domestic Abuse Unit dealt with 3920 incidents through the Domestic Abuse Conference Call and 304 cases through the Multi-Agency Risk Assessment Conference in 2015/16</p>
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4.2	<p>Training on awareness and referral processes</p> <ul style="list-style-type: none"> • Forced Marriage / Honour based violence/ FGM • Domestic abuse • MARAC (multi agency risk assessment conferences) <p>DASH (Domestic abuse stalking and harassment</p>
Outcome	Council and partnership employees can identify and deal with the issues Communities, in particular women and young people, aware of their rights and the support available
Timetable	On-line and face to face training package developed 2012 onwards
	Awareness raising for employees in schools
What have we done?	<p>In 2015/16, we have regionalised our training provision in line with the establishment of the Gwent VAWDASV team. Training courses delivered include, HBV training (including Forced marriage and Female Genital Mutilation, Domestic Abuse Awareness Training and DASH/MARAC training. Additional Safeguarding traing is delivered in partnership with the South east Wales Safeguarding Children Board</p> <p>The VAWDASV team has also established a Gwent HBV,FM and FGM sub-group to improve the quality of support services within Gwent, raise awareness, identify and support additional training needs.</p>

4.3	<p>Domestic Abuse Strategy for Newport and Action Plan,</p> <p>Domestic abuse directory of services</p> <p>Conference Call Domestic Abuse IT system reviewed</p>
Outcome	<p>Consistent and joined-up approach to identifying corporate and individuals' issues and tackling them.</p> <p>Establishment of a minimum standard of service for all.</p>
Timetable	<p>Strategy, action plan and directory developed 2012</p> <p>Service standards established 2013</p> <p>Multi agency conference call system reviewed Annually</p> <p>Domestic Abuse data pilot complete March 2014</p> <p>Gwent Domestic Abuse Pathfinder Project findings reported to the Local Service Board March 2014</p> <p>Support the establishment of the Regional VAWDASV team 2015/16</p>
What have we done?	<p>Based on the recommendations of the Gwent Domestic Abuse Pathfinder Project Report, we are working with the VAWSDASV Team towards regionalisation of the services to victims of domestic abuse and sexual violence. As part of this our action plan will be reviewed and and developed as required.</p>

	<p>Funding for the Domestic Abuse Co-ordinator or DAC (author fo the Domestic Abuse Directory of Services) has ceased since the introduction of the VAWDASV Team. The directory now needs reviewing and many of the duties previously carried out by members of the Partnership & Policy Team.</p>
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Currently the Independent Domestic Violence Advisors (IDVA) Team work with Gwent Police and attend the DACC (Domestic Abuse Conference Call) daily on a rota basis. The operation of this is reviewed by Gwent Police and protocols adapted/amended depending on the findings e.g. increase in incidents etc.

Equality objective 5

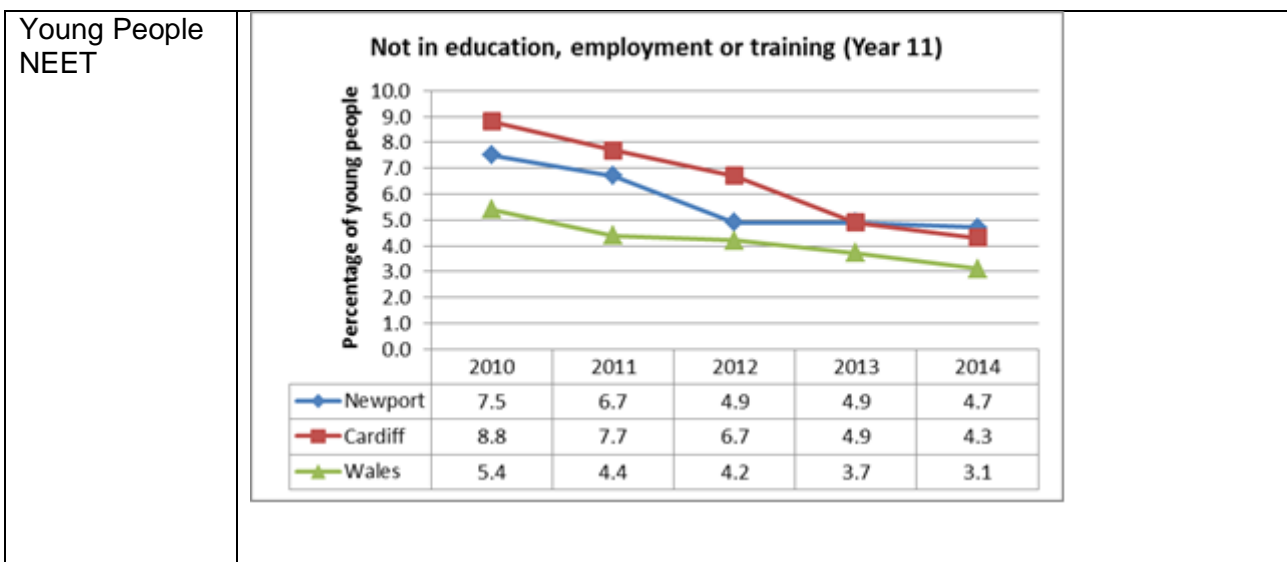
Worklessness

Summary

'Skills and Work' remains a Single Integrated Plan priority theme and as such a priority for the Council and there has been strong progress made in this area of work in 2015/16. There has been a significant reduction in the number of young people who are not in education, employment or training and unemployment as measured through Job Seekers Allowance Claimant Rates stood at 2,253 in December 2015, almost 3,000 people less than the high point in December 2012, which equates to a 57% reduction. This is the lowest unemployment has been since 2007.

The progress made by the Council, Communities First, Job Centre Plus and other partners in addressing unemployment (JSA claimants is of vital importance as the rates for long term unemployment and youth unemployment in Newport have been stubbornly high. This improvement is linked with the new approaches in place through the Work Based Learning Academy (WBLA) which provides employment support, work experience and training opportunities. Links between employers and the key agencies are being strengthened, with WBLA also supporting local companies with their recruitment needs.

5 Worklessness																																									
Measure																																									
Unemployment Rate	<p>JSA Claimants (incl. 18-24 year olds)</p> <table border="1"> <thead> <tr> <th></th> <th>2009</th> <th>2010</th> <th>2011</th> <th>2012</th> <th>2013</th> <th>2014</th> <th>2015</th> </tr> </thead> <tbody> <tr> <td>Newport</td> <td>5.2%</td> <td>4.6%</td> <td>5.2%</td> <td>5.5%</td> <td>5.1%</td> <td>4.2%</td> <td>2.9%</td> </tr> <tr> <td>Wales</td> <td>4.1%</td> <td>3.6%</td> <td>4.0%</td> <td>4.1%</td> <td>3.5%</td> <td>2.7%</td> <td>2.1%</td> </tr> <tr> <td>Newport 18-24</td> <td>12.3%</td> <td>10.1%</td> <td>11.6%</td> <td>11.4%</td> <td>9.2%</td> <td>7.5%</td> <td>4.0%</td> </tr> <tr> <td>Wales 18-24</td> <td>9.6%</td> <td>8.1%</td> <td>9.2%</td> <td>8.5%</td> <td>6.9%</td> <td>4.9%</td> <td>3.2%</td> </tr> </tbody> </table>		2009	2010	2011	2012	2013	2014	2015	Newport	5.2%	4.6%	5.2%	5.5%	5.1%	4.2%	2.9%	Wales	4.1%	3.6%	4.0%	4.1%	3.5%	2.7%	2.1%	Newport 18-24	12.3%	10.1%	11.6%	11.4%	9.2%	7.5%	4.0%	Wales 18-24	9.6%	8.1%	9.2%	8.5%	6.9%	4.9%	3.2%
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Equality objective 5 Worklessness – actions

5.1	<p>Community Development Employment Pathway (BME and NEET young people)</p> <p>Employment and Skills Preparation (long term unemployed)</p> <p>Big Lottery Carers Programme Work Programme (6 month+ unemployed)</p>
Outcome	<p>Young people re-engaged in mainstream provision</p> <p>People gain skills to access fields such as construction</p> <p>Training and respite care allows carers to re-enter work/ training</p> <p>People gain skills to access employment</p>
Timetable	The following schemes are in operation in 2015/16
What have we done?	<p>The impact on the numbers of young people not in education, employment and training over the past five years is believed to be a result of the following actions:</p> <ul style="list-style-type: none"> - The development of the Work Based Learning Academy to act as a portal for young people seeking work experience, training and employment, this was launched in December 2013. - Resource for the Young People’s Entitlement Officer post, to focus on reducing the numbers of young people not in education, employment or training. This has now been developed into the role of Youth Engagement and Progression Framework Co-ordinator. - The development and support of a Pre-16 NEET Partnership to focus on prevention; this has undertaken pupil analysis to support early identification at year 7 and has led to the production of the Good Practice Guide to support senior managers in school and has fostered significantly better working relationships between educational institutions and other agencies. - The training of learning coaches by the Young People’s Entitlement Officer to support early identification and put in place support packages at the earliest opportunity. - The Post 16 NEET Partnership which has a focus on information sharing, provision and developing specific employment/learning opportunities and events. This facilitates the engagement of Careers Wales with the Youth

Service and other Youth Support provision within Newport.

- Funding for an Engagement Worker to support the engagement of young people 'unknown' within the system, jointly through Families First and Community Development.
- The development of a Learning Provider Network that ensures that the supply of learning opportunities meets the needs and that placements are available at the correct times.
- The development of an alternative provision handbook, additional support around safeguarding issues and a service level agreement between schools and providers.
- Sector Specific Training – Working in partnership with Friars Walk, VVP and Communities First we have been able to develop funded training programmes for residents and employers. For example; delivering a Friars Walk jobs fair that attracted over 400 vacancies from city centre retailers and over 3000 visitors on the day.
- Community Benefit – Working with a number of contractors in the city who have successfully tendered for work. Arranged work placement, employment and apprenticeship opportunities within the areas of; Street Lighting, Caerleon Lodge School, Domiciliary Care, Pill Redevelopments, Brynglas Tunnels refurbishment, Junction 28 repairs and the Welsh Medium school.
- Apprenticeships – We have developed a scheme to promote apprentices within the authority and with external partners. We have gained accreditation with Agored Cymru to support us with developing pilot schemes. We have identified areas within Community Regeneration where there are skills gaps that the service is unable to recruit suitably skilled staff. A cabinet Member Report has been submitted for comment and we're hoping to have the scheme running by July.
- STEM show case – Working in partnership with COGENT, University and the Celtic Manor to develop an event in 2017 that will showcase STEM employers and their work to young people.
- Employability & Skills group – The group will work collaboratively to support local people to engage in activities that encourage skills development, learning and employability to benefit the local employment agenda.
- The group will develop an Employability & Skills Operational Plan, which aims to create and sustain an environment where unemployed residents have access to a wide range of support, learning and employment opportunities relevant to their needs. The group membership is made up from all employability and skills organisations across the city that delivers activities to Newport residents, organisations from private, public & third sector and meet quarterly.
- ESF approval – We have gained approval from WEFO to deliver the Inspire 2 Achieve programme in Newport. Newport will receive over £1million of grant funding from Europe to deliver interventions to disengaged young people aged 11 to 16. The project will be delivered by the Youth service over a 3 year period to over 550 young people. Aiming to improve young people attainment and attendance.

5.2 Youth Opportunity

5.2	Support young people who are NEETS (not in education, employment or training) or who are at risk of becoming so
Outcome	Young people supported back into education, employment or training within a range of environments
Timetable	Develop use of schools' good practice guide in early identification of pupils, embed protocol to share information and gather data Map provision of learning providers and address gaps Review success summer NEETS programme
What have we done?	<p>Analysis</p> <p>Newport has made a significant impact on the numbers of young people not in education, employment and training (NEET) over the past six years. In 2008 the number of young people leaving year 11 and becoming NEET in Newport was 10.4%. By 2013 we had reduced this figure to 4.9%, in 2014 the figure was 4.7% and by 2015 this has fallen to a record low of 3.1% a reduction of over 70% over a seven year period. Newport now stands above Cardiff, Bridgend, Neath Port Talbot, Rhondda Cynon Taf, Carmarthenshire and Pembrokeshire.</p> <p>The Youth Engagement and Progression Framework (YEPF) is for everyone working with and supporting young people to engage and progress in education, training and work. This Framework is focused on reducing the number of young people aged 11 to 25 who are not engaged in education, employment or training (NEET). There are six components to this Framework and they are as follows:</p> <ul style="list-style-type: none"> - Identifying young people most at risk of disengagement. - Better brokerage and coordination of support. - Stronger tracking and transitions of young people through the system. - Ensuring provision meets the needs of young people. - Strengthening employability skills and opportunities for employment. - Greater accountability for better outcomes for young people. <p>There is an action plan for the Framework and this action plan is monitored by the strategic YPEET group.</p> <p>The strategic group for this framework is the YPEET chaired by the Chief Education Officer. This group has developed a delivery system centred on the needs of young people, with clear roles and responsibilities between the range of organisations working with young people and strong local leadership by local authorities and their partners.</p> <p>From the strategic YPEET group there are 3 working groups:</p> <ul style="list-style-type: none"> • The first is the Pre 16 NEET group which is chaired by the Assistant Head of Education. The Assistant Head of Education has a responsibility to secure positive outcomes for school attendance and NEETs in partnerships with schools and other stakeholders. • The second group is the 16-18 practitioner group which is chaired by the Engagement and Progression Coordinator (EPC). A spreadsheet is compiled consisting of all young people who are in tier 2. A number of internal and external agencies are members of this group and all young people are allocated a Lead Worker who then is accountable to this group. A separate tier 1 meeting also takes place where agencies are assigned to try and locate

the young people who are 'unknown'.

- The final group is the Learning Provider Network which is also chaired by the EPC. The group consists of all Learning Providers and ensures the EPC is working closely with all pre and post-16 providers in Newport to ensure learner engagement and progression. The EPC is again seen as neutral and feeds back to the strategic YPEET group.

The impact on the numbers of young people not in education, employment and training over the past six years is believed to be a result of the following actions:

- A clear, challenging, strategic focus at the highest level within Newport City Council.
- The development of the Work Based Learning Academy to act as a portal for young people seeking work experience, training and employment, this was launched in December 2013.
- Resource for the Young People's Entitlement Officer post, to focus on reducing the numbers of young people not in education, employment or training. This has now been developed into the role of Youth Engagement and Progression Framework Co-ordinator.
- The development and support of a Pre-16 NEET Partnership to focus on prevention; this has undertaken pupil analysis to support early identification at year 7 and has led to the production of the Good Practice Guide to support senior managers in school and has fostered significantly better working relationships between educational institutions and other agencies.
- The training of learning coaches by the Young People's Entitlement Officer to support early identification and put in place support packages at the earliest opportunity.
- The Post 16 NEET Partnership which has a focus on information sharing, provision and developing specific employment/learning opportunities and events. This facilitates the engagement of Careers Wales with the Youth Service and other Youth Support provision within Newport.
- The setting up of the 16-18 Practitioner group whereby young people are allocated a Lead Worker.
- Funding for an Engagement Worker to support the engagement of young people 'unknown' within the system, jointly through Families First and Community Development. This funding has now stopped but resource is provided through the internal teams which the EPC coordinates.
- The development of a Learning Provider Network that ensures that the supply of learning opportunities meets the needs and that placements are available at the correct times.
- The development of an alternative provision handbook, additional support around safeguarding issues and a service level agreement between schools and providers.

6. Strategic Action Plan – Corporate compliance

The governance of the equality agenda remains strong with regular reporting both through the One Newport partnership, and through the annual Cabinet reporting process. Other relevant reports also reference the strategic equality agenda – the annual customer complaints report is an example of this. There has been increased emphasis on the importance of using and publishing equality impact assessments, in particular around proposals for change and budget setting.

The Strategic Equalities Group continues to facilitate governance and delivery of the Equality Act and the new Welsh Language Standards.

Every four years the Council is required to agree a new Strategic Equalities Plan. This plan defines the equalities for the next three years and was agreed by Cabinet in February 2016.

The Well-Being of Future Generations Act (Wales) was also introduced in 2015/16. The Act puts in place a sustainable development principle which means that the Council must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. The Act also puts in place wellbeing goals that support equality, community cohesion and welsh language, as outlined in this report.

	Action	Outcome	Timetable	What have we done?
6.1	Monitoring Undertaken through the Strategic Equalities Group	Council has up to date information on progress against the Strategic Equality Plan	Annually	The Strategic Equalities Group was established in May 2015 and whose membership consists of Heads of Service, relevant Policy Officers and Members including Cabinet Member and Equalities Champions. This will continue in 2016/17. An officer Welsh language group also monitors implementation of welsh language standards and development in provision.
6.2	Reporting Annual report to Cabinet, IFS Public Affairs, Cabinet member resources and the Corporate Directors' team	Progress against the SEP and Action Plan scrutinised and evaluated. Arising issues dealt with.	Annually	For 2015/2016 the Annual Equality Report will go to Cabinet in September. The reports will be published online as previously
http://www.newport.gov.uk/dc/index.cfm?fuseaction=equalities.homepage				
6.3	Equality Impact Assessments Included in Service Area Plans. Annual list of upcoming EIAs and completed EIAs published on-line	Council decisions and planned work equality proofed to ensure that people benefit equally. People recognise that the Council has fair and open decision making	Service areas responsible for their own EIAs Annually Review compliance and quality Annually	The primary focus for the Equality Impact Assessment for the last five years has been the budget setting process See links below.

		processes		
6.4	Web pages hold relevant equality information -Equality Impact Assessments -Annual Equality Reports -Consultation	Council complies with equalities legislation and is recognised as open and accountable	Updated regularly, in some instances annually	Web paged currently hold information on EIAs Annual Equality Reports Consultation and Customer engagement. See Section 1, Budget setting
http://www.newport.gov.uk/en/Council-Democracy/Equalities-the-Welsh-language/Equalities.aspx				
6.5	Training • Equality awareness e-learning Targeted service specific training on • equalities • access to services • customer service • standards and processes	Council employees aware of obligations of the Equality Act 2010 Customers receive timely, high quality services	Corporate and service area targeted courses arranged as required and monitored annually	During 2015-2016 NCC offered the following equalities courses Equalities an Introduction 93 Participants Fairness & Equality Impact Assessment 43 Participants Welsh at Work (Taster) 16 Participants Welsh Language Awareness 89 Participants Bridge Street Training for employees and people providing services for Social Services have programmes of training in which equalities is integrated, to ensure parity of service across the sector. Further information on training can be found under Objectives 3 and 4 on cohesion and domestic violence
6.6	Review of procedures on procurement, grants and sponsorships to mainstream equalities requirements	Council ensures that equality duties are passed on to other bodies so that the public receives a fair and seamless service	2013-4 consult officers on an approach suitable for Newport. Pilot procedure for reviewing contract requirements 2014-2015 mainstream new procedures	This will be taken forward via the Strategic Equality Group in 2016-2017 at the same time as considering the new requirements of the Welsh Language Standards and the Wellbeing of Future Generations Act in procurement NCC's Community Benefits Clause ensures that our procurement processes maximise the benefits for local people and the local economy
6.7	Employment monitoring in-line with the Strategic Equality Plan and published on-line	Council complies with the Equality Act Council identifies any issues and	Annually	Employment monitoring is ongoing. The HR/ Payroll system was improved in 2012 to accommodate more equalities workforce information. See Section 3 on employment information

		differences in employment patterns		
6.8	Pay and Grading Review – To review current pay, grading, terms and conditions of employment for all NJC for LA employees. Conduct Equality Impact Assessment	Development, agreement and implementation of a new contract of employment for said employees Ensure that stakeholders are involved in the process and outcome is fair	2013 as per Service Area Plan and Business Unit Plan	Completed a comprehensive review of pay, grading and terms and conditions of employment. Under the auspices of collective bargaining, negotiated and agreed a new Newport City Council Single Status contract of employment for all NJE for LA Employees. Following a trade union ballot of their members, agreement was reached on 18 May 2015.
6.9	Maintain the integrity of the new Pay and Grading structure by establishing a robust Job Evaluation process that underpins the principles of the Scheme.	Develop a process of reviewing new and revised job descriptions evaluated in line with the principles of the Scheme. Ensuring a fair and equitable evaluation process. Implement policy/guidance /training for users of the Scheme and job evaluation.	Service Area and Business Unit plan 15/16	Ongoing Job Evaluation process established, working practices established to ensure integrity of the scheme and new posts evaluated in accordance with the Scheme. An equitable and fair evaluation process established. Policy/guidance notes developed and implemented for job evaluation process cascaded out to users of the Scheme within organisation. Clear understanding of the Scheme and job evaluation established

Annex 2

Specified employment information

Workforce statistics for Newport City Council, April 2015 - March 2016

- Number employed in relation to sex by job, grade, pay, contract type and working patterns
- Number employed, job applicants, leavers, transfers, grievances, disciplinarians by age, sex, marital status, religion or belief, gender reassignment, pregnancy and maternity and ethnic group

Data source TRENT and 2011 census data where available for comparison

Analysis

The data is on some 6,516 council employees (including teaching staff). This reflects a drop of 7.3% on the previous year when we employed 7,027 employees, however the transfer out of our Sports and Leisure facilities represents the majority of this decline.

- Female employees make up approximately 71% of the workforce
- Male and female pay pattern are very similar up until earnings of £55,000 and above, where less than 1% of female employees are in this category as opposed to 2.8% of male employees.
- Slightly higher percentage of women than men are on Permanent Contracts (71%:70%) and a higher percentage of men are on Casual Contracts (9%:13%.)
- There is a significant difference in working patterns. Nearly 67% of men work full time compared to only 32% of women
- The number of employees peak at the 45-49 age category. Job leavers peak in the 50-70 age categories. For job applicants the highest number of applications came from the 16 -24 and 25-34 age categories, but our workforce still has only 6.7% of employees in the 16-24 age category.
- The percentage of male applicants is slightly higher than that of the employee population (25%:24%) which over time could result in a higher male proportion of the workforce. However, this is offset by the higher percentage of men leaving the authority than are currently employed (38%:25%)
- The percentage of leavers identifying as disabled (2%) is comparable to the number of employees that identify as disabled (1.7%).
- The percentage of disabled employees and disabled job applicants is low (1.7% and 4.5%) compared with the 2011 census showing 10.6% of the Newport population stating their day to day activities are limited a lot, however this has increased on the previous year where we had 3.5% of disabled job applicants.
- A proportion of job applicants either did not complete the following information 2.6% 'age', 0.7% ethnicity, 3% marital status, 1.9% for gender, 9.4% disability, 10.5% sexual orientation 8.5% religion or belief. All of these categories bar age have seen lower numbers of applicants not wishing to complete this information, indicating that job applicants are becoming more content to disclose this sensitive information.

- The proportion of BME employees is lower than that of the population of Newport. With 0.7% of job applicants not declaring their ethnicity we don't know whether they reflect the population. In any case the proportion declaring themselves to be 'white' does reflect Newport's population.

Data availability (training, transfers and grievances)

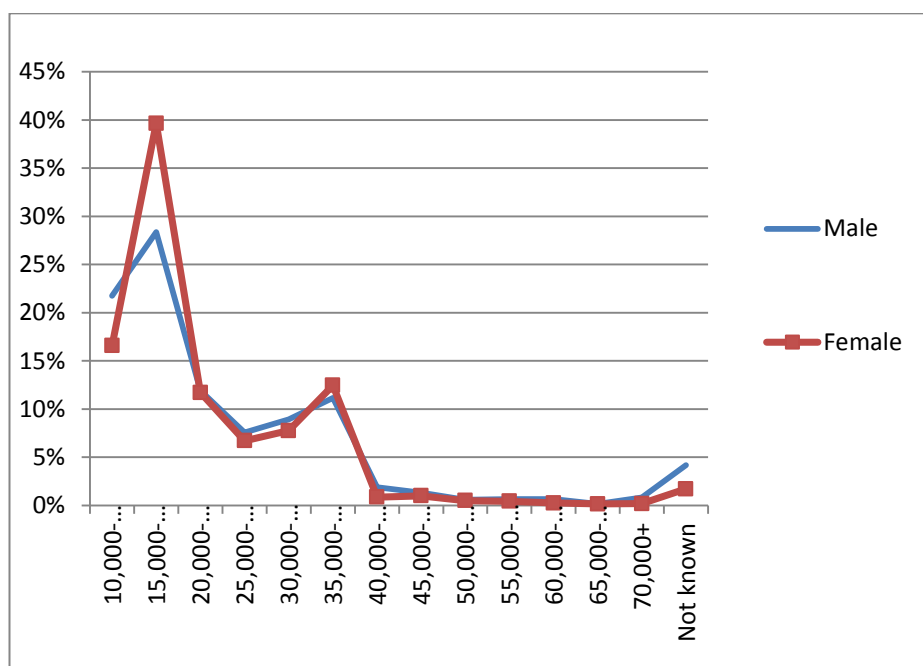
We are unable to report reliably on employees who have applied to change position within the authority against those who were successful; those that have applied for and were successful in receiving training and those who completed training. We are also only able to report on the complainant in relation to the grievances category, not on those against whom the complaint was made.

We intend to conduct further work in this area in 2016/17 to improve the reliability and quality of our employee data monitoring.

Employee Equalities Tables and Graphs as at 31 March 2016 or as monitored throughout the 2015-2016 financial year

Pay band by sex

Pay band (£)	Male	%	Female	%
10,000-14,999	184	12%	561	11%
15,000-19,999	526	35%	2020	40%
20,000-24,999	162	11%	691	14%
25,000-29,999	145	10%	386	8%
30,000-34,999	101	7%	302	6%
35,000-39,999	258	17%	806	16%
40,000-44,999	16	1%	42	1%
45,000-49,999	18	1%	41	1%
50,000-54,999	15	1%	35	1%
55,000-59,999	10	1%	16	0%
60,000-64,999	8	1%	16	0%
65,000-69,999	7	0%	7	0%
70,000+	17	1%	11	0%
Not known	30	2%	85	2%
Total	1497	100%	5019	100%



Contract Type by Sex

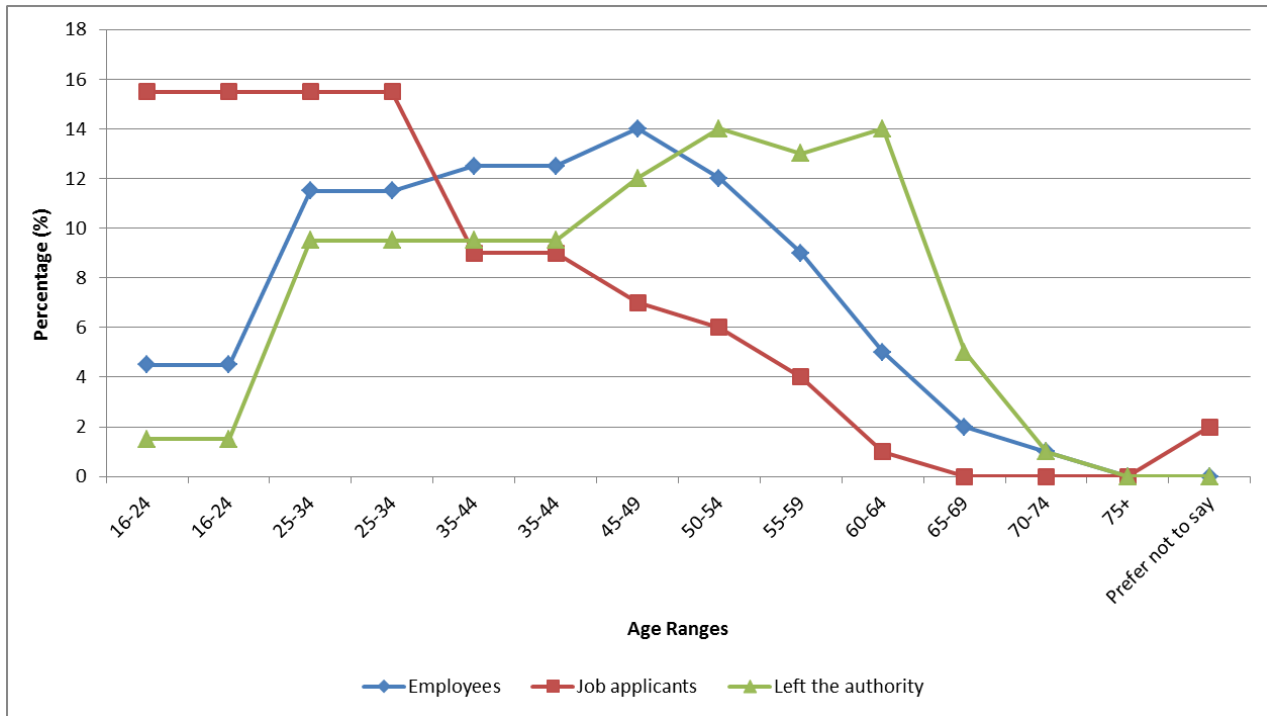
Contract Type	Female	%	Male	%
Permanent	3579	71.3	1053	70.3
Acting Up	64	1.3	25	1.7
Casual	443	8.8	195	13.0
Fixed Term	828	16.5	182	12.2
LTS cover	1	0.0	0	0.0
Mat Cover	8	0.2	2	0.1
Seasonal	85	1.7	31	2.1
Secondment	5	0.1	4	0.3
Sessional	3	0.1	3	0.2
Supply	0	0.0	1	0.1
Temporary	3	0.1	1	0.1
(Blank)	0	0	0	0
Total	5019	100	1497	100

Working Pattern by Sex

Working Pattern	Female	%	Male	%
Full Time	1619	32.3	1000	66.8
Part Time	3297	65.7	495	33.1
Job Share	103	2.1	2	0.1
Total	5019	100	1497	100

Age profile of employees, job applicants and leavers

	Employees (as of 31 st March 2016)	%	Job applicants	%	Left the authority	%
Age	6181	100	4550	100	369	100
16-24	417	6.7	946	20.8	18	4.9
25-34	1407	22.8	1583	34.8	68	18.4
35-44	1590	25.7	899	19.8	74	20.1
45-49	857	13.9	361	7.9	49	13.3
50-54	811	13.1	321	7.1	51	13.8
55-59	621	10.0	247	5.4	36	9.8
60-64	310	5.0	64	1.4	47	12.7
65-69	117	1.9	11	0.2	24	6.5
70-74	38	0.6	1	0.0	1	0.3
75+	13	0.2	0	0.0	1	0.3
Prefer not to say	0	0.0	117	2.6	0	0



Sex

Profile of employees, job applicants and leavers by sex

Sex	Employees (as of 31 st March 2016)	%	Job Applicants	%	Leavers	%
Female	4682	75.7	3307	72.7	229	62.1
Male	1499	24.3	1156	25.4	140	37.9
Unknown	0	0.0	87	1.9	0	0.0
Total	6181	100	4550	100.0	369	100

Marital Status

Marital Status	Employees (as of 31 st March 2016)	%	Job Applicants	%	Leavers	%
Civil Partnership	4	0.1	22	0.5	0	0.0
Divorced	252	4.1	231	5.1	18	4.9
Living with Partner	494	8.0	662	14.5	29	7.9
Married	2930	47.4	1435	31.5	184	49.9
Separated	89	1.4	95	2.1	8	2.2
Single	1957	31.7	1950	42.9	111	30.1
Widowed	44	0.7	20	0.4	1	0.3
Would prefer not to specify	41	0.7	37	0.8	3	0.8
(Blank)	370	6.0	98	2.2	15	4.1
Total	6181	100	4550	100	369	100

Disability

Profile of employees, job applicants and leavers by disability

Disability	Employees (as of 31 st March 2016)	%	Job applicants	%	Leavers	%
Total	6181	100	4550	100	369	100
Disabled	106	1.7	203	4.5	8	2.2
Not disabled	5935	96.0	3872	85.1	349	94.6
Not known	36	0.6	47	1.0	3	0.8
(Blank)	104	1.7	428	9.4	9	2.4

Sexual Orientation

Sexual Orientation	Employees (as of 31 st March 2016)	%	Job applicants	%	Leavers	%
Total	6181	100	4550	100	369	100
Heterosexual	1369	22.1	3909	85.9	113	30.6
Homosexual	12	0.2	56	1.2	0	0.0
Bisexual	6	0.1	64	1.4	1	0.3
Lesbian	11	0.2	43	0.9	0	0.0
Declined to Specify	174	2.8	213	4.7	6	1.6
(Blank)	4609	74.6	265	5.8	249	67.5

Religion or Belief

Religion	Employees (as of 31 st March 2016)	%	Job Applicants	%	Leavers	%
Agnostic	105	1.7	373	8.2	8	2.2
Atheist	180	2.9	646	14.2	18	4.9
Buddhist - Hinayana	3	0.0	7	0.2	1	0.3
Buddhist - Mahayana	3	0.0	7	0.2	0	0.0
Christian - Orthodox	142	2.3	318	7.0	5	1.4
Christian - Protestant	356	5.8	815	17.9	28	7.6
Christian - Roman Catholic	183	3.0	479	10.5	13	3.5
Hinduism	3	0.0	29	0.6	0	0.0
Islam - Shiite	0	0.0	0	0.0	4	1.1
Islam - Sunni	25	0.4	13	0.3	2	0.5
Judaism - Reformed	0	0.0	0	0	0	0.0
Not Specified	424	6.9	128	2.8	27	7.3
Other	97	1.6	1038	22.8	10	2.7
Sikhism	1	0.0	305	6.7	1	0.3
Taoism	1	0.0	4	0.1	0	0.0
(blank)	4658	75.4	388	8.5	252	68.3
Total	6181	100	4550	100	369	100

Ethnic Group

Ethnic group comparison, Newport's population, NCC employees, job applicants and leavers.

Ethnic Group	Employees % (as of 31 st March 2016)	Job Applicants %	Leavers %	Newport %	Wales %
Total White	94.5	89.2	94.1	89.9	95.6
Total Mixed / Multiple Ethnic Groups	1.5	3.0	1.1	1.9	1
Total Asian/Asian British	1.7	3.6	2.1	5.4	2.2
Total Black / African / Caribbean / Black British	0.9	2.9	2.	1.7	0.6
Total other ethnic group	0.3	0.3	0.2	1	0.5
Prefer not to say / Unknown	0.2	0.7	0.5	0.1	0.1
Total	100	100	100	100	100

NCC employees by ethnic group (detailed breakdown)

Ethnic Group	Employees % (as of 31 st March 2016)	Job Applicant %	Leavers %
Asian or Asian British - Bangladeshi	0.4	1.0	0.4
Asian or Asian British - Indian	0.4	0.8	0.7
Asian or Asian British - Other	0.4	0.7	0.4
Asian or Asian British - Pakistani	0.5	1.1	0.7
Black or Black British - African	0.4	2.2	1.1
Black or Black British - Caribbean	0.5	0.5	0.7
Black or Black British - Other	0.0	0.2	0.2
Chinese or Other - Chinese	0.1	0.3	0.2
Chinese or Other - Other Ethnic Group	0.1	0.0	0
Mixed - Other	0.3	1.2	0.5
Mixed - White & Asian	0.2	0.3	0.2
Mixed - White & Black African	0.2	0.3	0
Mixed - White & Black Caribbean	0.4	1.1	0
White - British	70.1	59.2	74
White - English	2.0	2.0	2
White - Irish	0.7	0.4	0.4
White - Other	2.0	1.8	2.1
White - Other European	0.4	2.2	0.9

White - Scottish	0.2	0.2	0.4
White - Welsh	19.1	21.6	14.4
(Blank)	1.2	1.8	0
Not Stated	0.1	0.6	0.2
Prefer not to say	0.1	0.1	0.2
Unknown	0.1	0.0	0.2
Total	100	100	100

Gender Reassignment (2015/2016)

We do not yet capture this information

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Approved by Cabinet: September 2016