

NEWPORT CITY COUNCIL

# Newport City Council Strategic Equality Plan and Equality Objectives

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**Annual Report 2018 – 19**

**Policy, Partnership and Involvement**

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

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## Foreword by Councillor Mark Whitcutt Deputy Leader and Cabinet Member for Equalities and Assets

As portfolio holder for the Equalities agenda within Newport City Council, I look forward to Annual Reports as an opportunity for council officers and I to reflect on our achievements to date, and to evaluate ways in which we can maintain momentum over the next twelve months. Something which is particularly pertinent as we prepare to draft our next Strategic Equality Plan for 2020.

The past few years have been some of the most challenging for the public sector in Wales, continued austerity, our preparations to leave the EU, as well as the ever-quickening pace of the global economy, all mean that Local Government is being tasked to do more with less.

With that said, this year's Annual Report has continued to demonstrate the progress we are making against the Equality Objectives we identified in 2016. From our award winning Apprenticeship scheme that is helping diversify our workforce, our efforts in getting young people into employment and training, or our city's participation in the Home Office's refugee resettlement scheme, which demonstrates Newport's continued commitment to compassion, inclusion, and respect.

Indeed, whatever the challenges that might arise in the year to come, we should keep in mind that diversity is one of Newport's greatest strengths. As Cabinet Member for this vital area of work, I look forward to another year ahead where we will continue to strengthen Newport's reputation as a city where people feel welcomed, listened to, and able to contribute to their communities.

Cllr Mark Whitcutt

Deputy Leader & Cabinet Member for Equalities and Assets



## 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. As well as providing this summary, the report includes equalities data pertaining to Newport City Council staff, enabling us to gauge the extent to which we are representative of the community we serve. This Annual Report relates to the third year of delivery.

Progress on the SEP is monitored throughout the year by the authority's internal Strategic Equalities Group (SEG). This group is chaired by the Deputy Leader of the Council, and membership includes representation from the Fairness Commission, Trade Unions, Elected Members (including representation from the official opposition), Heads of Service and lead officers to ensure an appropriate breadth of representation.

## Equality Objectives 2016-20

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

## Equality Objective 1: Workplace Diversity

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

### Summary

Over the past 12 months the authority has improved on the way it understands and engages with all of its employees. The Chief Executive has held personal roadshows with the workforce from each service area to talk to them about the progress of the corporate plan, and has invited them to contribute to key organisational matters. The Council's new values, 'Courageous, Positive and Responsible' were co-written by the organisation's Senior Leadership Team and the wider workforce, ensuring employee voice has on a direct impact on organisational culture.

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 for employee engagement. This will help ensure that the authority not only effectively engages with its staff, but also actively improves on the ways in which it supports professional development. 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 now been established as an integral part of service area planning and utilises workforce data collated over the year. An increased emphasis on workforce planning will form the key activity of HR & OD Business Partners in working with their allocated service area. InPhase contains a dashboard for managers to have quick and easy access to the most up to date workforce information, and this is currently being developed to ensure demographic information is readily available for consideration.

### Action 2

The workforce Data Dashboard is now established and is reviewed annually along with the Workforce Planning Template as part of annual service area planning.

The data allows service areas to identify targeted interventions if under representation is evident, ensuring that the workforce continues to be representative of the population we serve.

The Apprenticeship scheme that was developed to increase the proportion of younger people within the organisation continues to grow, and NCC was awarded the ACT Employer of the Year 2018 award for our work in this area. In September 2019 we will introduce a Graduate Scheme and plans are in place to create a Corporate Social Responsibility Programme to provide meaningful work experience placements for members of our community. The first step will be to offer work experience placements for our children in care in summer 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 t 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. This will be a key feature of our new Corporate Social Responsibility Programme and will likely feature in the authority's next Strategic Equality Plan.

### **Action 4**

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

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

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. The Chief Executive has committed to delivering annual roadshows with each service area out at their place of work and we are in the third year of maintaining this commitment.

Our 2018 Staff Conference was a success, and the workforce enjoyed the opportunity to travel to different workplaces and see the reality of the work that colleagues do across the city. We engaged with Welsh medium schools and hosted a Welsh language session which had positive feedback from attendees. Monthly focus groups have been taking place with staff to improve our 2019 Staff Conference further, and we are investigating even more ways to widen the employee voice, with a specific emphasis on ensuring improved representation for staff members from underrepresented backgrounds.

We are also reviewing the way in which staff surveys are conducted and intend to hold more regular, less lengthy, surveys that can give more meaningful insight into the opinions of staff than an annual survey. We want to have more regular touch points with the views of the workforce and hope to increase shorter survey types by theme throughout 2019.

## Looking to the future

Over the coming 12 months, in the last year of the delivery of our SEP, we will be focusing on:

- Improving the workforce demographic information that is available to us through internal staff campaigns and extended analysis of data (for example, access to training and development)
- Raising the profile of equality and diversity matters with service area and middle managers, including equality in decision making and the benefits of a diverse workforce
- Carrying out workforce engagement specifically with staff that share Protected Characteristics and scoping the appetite for dedicated staff support networks
- Examining data in relation to grievances in the workplace and how these relate to Protected Characteristics
- Ensuring any staff engagement surveys are monitored by Protected Characteristics to identify any disparity in views/experience



## Equality Objective 2: Engagement

<b>Engagement and democratic participation</b>	
<i>A more equal Wales</i>	
<b>We will involve people in the development of Council services that affect them and base Council decisions on what people need</b>	
<b>Action 1</b>	Build on the foundations established in the Well-being assessment to develop and consult on a Well-being Plan for Newport.
<b>Action 2</b>	Gather data and intelligence through a range of methods to support the Situation Analysis required under the Well-being of Future Generations Act
<b>Action 3</b>	Fairness and Equality Impact Assessments undertaken on policy changes, projects etc. and published on the Council's website.
<b>Action 4</b>	Ensure effective engaged Youth Council in Newport who have access to decision makers
<b>Action 5</b>	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 2018/19 financial year the authority has consulted with significant number of people through a mix of face-to-face and online consultation exercises.

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 the 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.

### 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 an significant public engagement programme that took place over a 6 month period in 2016. 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, which was published in May 2018.

### **Action 3**

Over the duration of the SEP the authority has moved to an integrated model of equality impact assessment. Newport City Council's Fairness and Equality Impact Assessment (FEIA) combines considerations on 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 combined approach. The release of this guidance was promoted extensively to staff, communicating both our statutory obligations and wider commitment to transparency. Staff feedback suggests that further staff engagement is required to ensure that these obligations are widely understood. This excursive will take place over the coming financial year and will likely be continued within the 2020 SEP.

### **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.

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

The NYC is in the process of rebuilding its membership and capacity for 2019- 2020, Newport Youth Council have developed their own vision, 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

Work throughout the year has been undertaken to help build upon these themes and members of NYC have been involved with meeting key figures across Wales to ensure that their voices are heard at a national level. This includes taking part in a Gwent wide forum to ask the Police and Crime Commissioner for Gwent questions concerning crime in the city centre and support available to victims of hate crime.

NYC have also been involved in a public consultation relating to accessible transport for young people, and have met the Assembly Member for Newport to share their concerns, which have been passed to the Minister of Economy and Transport.

As well as working to develop their key themes, NYC have been at the forefront of delivering a Children's Charter. The Council's Corporate Plan 'Improving People's Lives' 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 co-ordinated 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. NYC will continue to report on the progress of the Youth Promise via the Strategic Equality Plan Annual Report.

### **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 within the wider community. These commitments include a number of outcomes, including increasing the number of Welsh medium childcare places within the city, promoting engagement with the language amongst minority communities, and working with the private sector to promote the visibility of Welsh in the city.

Details relating to the progress of this action plan can be found within our Welsh Language Annual Report 2018/19.

### **Looking to the future**

Over the coming 12 months, in the last year of the delivery of our SEP, we will be focusing on:

- Developing a corporate approach to external demographic monitoring, ensuring our public consultations effectively monitor the Protected Characteristics of participants, and where necessary, supplementing consultation with targeted engagement
- Providing training/awareness to officers and Elected Members on the Fairness and Equality Impact Assessment process, and associated issues, including unconscious bias
- Improving representation within our Youth Council across Protected Characteristics, particularly young people who do not speak English as a first language

## Equality Objective 3: Improving access

<b>Improving access to services</b>	
<i>A more equal Wales</i>	
<b>People can access all the Council services and activities that they need in terms of physical access and communication access etc.</b>	
<b>Action 1</b>	Audit Council buildings for accessibility
<b>Action 2</b>	Develop an Accessibility Strategy in relation to schools
<b>Action 3</b>	Develop and maintain an English - Welsh translation and interpretation service for the Council and arrangements for other languages and formats
<b>Action 4</b>	Develop guidance on standards of accessible and bilingual materials in relation to marketing, publicity and customer information
<b>Action 5</b>	Monitor satisfaction levels/ number of complaints regarding accessibility including physical, communication and Welsh language
<b>Action 6</b>	Front line staff in the contact centre and Information Station trained in accessible communications, customer service, disability awareness, conflict management etc.
<b>Action 7</b>	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 we will carry this action over into our 2019-20 work.

### Action 2

In 2018-19 Newport City Council, in partnership with Gwent Association of Voluntary Organisations (GAVO) and the Serennu Children's Centre, have engaged with key stakeholders to co-produce a draft Accessibility Strategy for Schools. This draft strategy has been subject to public consultation and the updated draft document is currently pending Cabinet Member approval to formally adopt the strategy.

Workshops were conducted with senior leaders within all Newport schools to provide guidance and assistance with the development of school accessibility plans.

It is anticipated that within the next reporting period the Accessibility Strategy for Schools will have been adopted and the strategy updates and progress against the action plan will be reported within future SEP Annual Reports.

In addition to this, over the course of the 2018/19 financial year, the authority established a new, fully accessible school at Caerleon Lodge Hill, and a new 7 classroom extension has been provided at Maes Ebbw School, representing significant improvements to accessibility at those schools.

### **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 us move towards a more sustainable translation solution, with the responsibility for translation now decentralised.

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

### **Action 4**

Over the course of the SEP delivery, the authority 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.

While the materials commissioned have been successful, they will require some renewal in the coming year, this will likely include a redesign and updated messaging to reflect our improved position and current priorities in relation to Welsh language.

### **Action 5**

#### **A. Welsh Language**

In the 2018/19 financial year, Newport City Council received 0 complaints via our Customer Relationship Management (CRM) system relating to non-compliance with our Welsh Language Standards.

NCC has dealt with 1 complaint from the Welsh Language Commissioner's office regarding non-compliance with standards. This complaint related to the failure to comply with the following standard:

Standard 52: Not maintaining bilingual websites

Whilst the authority recognises the need to improve how it records complaints which relate to compliance with standards, particularly within the CRM, we are confident that we have taken an approach to resolving complaints that has allowed for organisational learning and change. We continue to work positively with the Welsh Language Commissioner and look forward to this continuing into the forthcoming year.

## B. Equalities

- There have been 7 complaints relating to alleged instances of discrimination
- 3 complaints were from one individual and raised issues in Housing, Education and Social Services. The complaints were thoroughly investigated and not upheld.
- 1 complaint related to a decision made to decline a Blue Badge application.
- There were 3 complaints for Education regarding a decision about changes to a Gwent wide service funded in part by Newport City Council.

### Action 6

Frontline staff have been provided with the following training:-

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

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

### 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. 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

Over the coming 12 months, in the last year of the delivery of our SEP, we will be focusing on:

- Undertaking an FEIA on our complaints process to identify potential improvements and methods to improve its inclusivity
- Ensuring that when complaints are received regarding equality or Welsh language there is a clear route for action, including engagement with our Equalities and Welsh language team
- Improving our monitoring of complaints by Protected Characteristic so that we can report on this, and identify any areas of disparity
- Better engagement with disability groups to understand barriers to access as part of our work towards the development of our next SEP

## Equality Objective 4: Tackling Poverty

<b>Tackling Poverty</b>	
<i>A more equal Wales</i>	
<b>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</b>	
<b>Action 1</b>	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.
<b>Action 2</b>	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.)
<b>Action 3</b>	Implementing the Youth Engagement and Progression Framework so that young people are offered appropriate support when leaving school.
<b>Action 4</b>	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.
<b>Action 5</b>	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. 24% of children within Newport live in households that earn below the average income and needs to be considered when developing tackling poverty initiatives.

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

### Action 1

Flying Start in Newport currently receives funding to work with over 2500 children and their families each year. In addition to this, 650 children receive 12.5 hours free part time childcare across Flying Start areas in 19 childcare settings.

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

### Action 2

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

Schools in Newport monitor pupils who access Free School Meal (FSM) entitlements and secondary schools specifically invest resources to support this group.

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

### **Action 3**

Newport has made a significant impact on the numbers of young people who are NEET (Not in Education, Employment and Training) over the past five years. In 2014 the figure was 4.7%, by 2015 it was 3.1%, by 2016 it was 1.7%, 2017 was 1.3% and this has fallen in 2018 to a record low of 1.1%.

Newport now stands joint 6th out the 22 Local Authorities and below the Welsh average for the third consecutive year. These results are believed to be a result of the following work:

- A clear, challenging, strategic focus at the highest level within Newport City Council.
- A strong partnership approach from Local Authority service areas and external partners
- Resource for the Youth Engagement and Progression Framework Co-ordinator seconded under an SLA from Careers Wales for 3 days a week, to focus on reducing the numbers of young people not in education, employment or training.
- The continued 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 fostered significantly better working relationships between educational institutions and other agencies
- The training of learning coaches by the EPC 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 continuation of the 16-18 Practitioner group whereby young people are allocated a Lead Worker
- 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 quality assurance process coordinated by the EPC

### **Action 4**

During the 2018/19 financial year, the 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



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

### **Action 5**

Since the start of the Supporting People Programme's Financial Inclusion Support Project in 2016, over 100 people have been supported by support workers to maximise their income, reduce debt and obtain specific grants. At the end of 2018/19 over £700,000 has been obtained in increased annualised benefits, debt write-off and other grants received. In addition this has meant that many families and vulnerable single people have been prevented from becoming homeless, have accessed other support services and have improved their well-being.

## Equality Objective 5: Cohesive Communities

<b>Cohesive Communities and Tackling Hate Crime</b>	
<i>A Wales of cohesive communities</i>	
<b>People have a sense of belonging to the city and feel safe</b>	
<b>Action 1</b>	We will encourage and support initiatives which provide opportunities to increase awareness and understanding of diverse cultures in Newport.
<b>Action 2</b>	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.
<b>Action 3</b>	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.
<b>Action 4</b>	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 includes being visible at, and publicly recognising, local and national events such as Pride Cymru, Refugee Week, Black History Month, and Gypsy Roma Traveller Month celebrations. We have also engaged our local schools in cohesion initiatives, including delivery of the 'Solutions not Sides' workshop in a number of our schools, focussing on the need for critical thinking when forming views or opinions regarding specific groups.

Welsh Government have provided the authority with additional funding until 2021 to recruit a Community Cohesion Officer during 2019. The role will specifically address risks to cohesion posed as a result of Britain preparing to leave the EU, and will focus on establishing commonality across communities, supporting EU citizens to apply for the settled status scheme, and identifying and dealing with community tensions at an early stage.

### 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.

Over the last few years we have seen spikes in recorded hate crime in response to national and international events, including the EU referendum. The following table demonstrates continued growth in the number of hate crimes that have been reported in Newport during 2017/18 and 18/19:

	<b>17/18 No of incidents</b>	<b>18/19 No of incidents</b>	<b>Increase/Decrease</b>
Racial	184	226	+22%
Homophobic	54	54	-
Disability	39	22	-43%
Religious	10	12	+20%
Transphobic	3	10	+233%

We are pleased that more people are reporting incidents to the Police which may have previously gone unreported, however we recognise that hate crime is still significantly under reported and will continue to work with our partners to ensure a consistent message that hate will not be tolerated in Newport is reinforced across the City.

This year we have also established a dedicated email address for agencies and communities to report concerns relating to community tensions, and have arrangements in place for Gwent Police to share details of reported hate crime on a weekly basis in order to better monitor and intervene.

### **Action 3**

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

The Protected Characteristics with the highest numbers of incidents continue to be those relating to race, gender and sexual orientation. Schools are provided with support to tackle these issues, including support from GEMS, Stonewall, Show Racism the Red Card and restorative justice.

### **Action 4**

As one of 4 asylum dispersal areas in Wales, and with a significant migrant and refugee population, Newport continues to prioritise both the delivery of services to these groups, as well as ensuring successful integration within our local communities.

NCC 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.

We have also reviewed our approach to agreeing asylum accommodation in the City, and continue to undertake regular assessments of the social and financial impact of dispersal on areas in Newport.

Newport is also taking part in the Home Office Vulnerable Persons Relocation programme (fully funded by the Home Office) and has committed to relocating 50 households over the life of the 5

year programme. To date, we have settled 21 families, equating to 105 people, in Newport and will continue to work towards our pledge of 50 families whilst providing a support service which focusses on successful integration and opportunities to contribute to local communities.

### **Looking to the future**

Over the coming 12 months, in the last year of the delivery of our SEP, we will be focusing on:

- Better using the hate crime data that we have access to inform interventions
- Monitoring tensions across our communities and establishing easily accessible mechanisms for people to report these
- Reviewing the role and remit of the Attendance and Wellbeing forum to maximise effectiveness
- Improving data recording in schools to better understand patterns of hate related incidents
- Engaging with the Welsh Government's Nation of Sanctuary plan, exploring innovative approaches to migration in the City
- Undertaking an attitudinal survey in relation to migration in Newport, and designing an appropriate communications strategy around findings

## Equality Objective 6: Domestic Abuse and Sexual Violence

<b>Domestic Abuse and Sexual Violence</b>	
<i>A Wales of cohesive communities</i>	
<b>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</b>	
<b>Action 1</b>	Further develop the multi-agency Domestic Abuse (DA) Unit
<b>Action 2</b>	Roll out training on 'Ask and Act'
<b>Action 3</b>	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 (VAWDASV) 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.

Over the course of the financial year there were 5583 recorded incidents of domestic abuse recorded in Newport (an increase of 1059 based on 2017/18 figures of 4215 in 2017/18). 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. NCC coordinated and hosted 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 will also be available for staff

without computer access. During the 2018/19 financial year 803 staff members completed online VAWDASV training.

### **Action 3**

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

1. Commissioning of a Welsh Women's Aid Needs Assessment
2. Linking to the Population Needs Assessment of the Social Services and Wellbeing Act
3. 5 Well Being Plans across Gwent as part of the Wellbeing of Future Generations Act
4. Safer Gwent Strategic Assessment

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

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

## Equality Objective 7: Homelessness

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

### Summary

Newport City Council has continued to work to combat homelessness in the City in the face of challenging economic circumstances and increasing demand. The landscape surrounding homelessness is constantly changing and the authority is in the process of implementing a number of new services in response to this reality.

Over the past 12 months the authority, in cooperation with partners across Gwent, published a regional Homelessness Strategy that will run from 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.

### Action 1

In the past 12 months the Social Services Supporting People (SP) Team has continued its program of remodelling existing schemes and working on new projects. The team commissioned services that supported over 5,880 people in its accommodation-based and floating support services, a marked increase on the previous year’s figure. Notable activities include:

1. The Financial Inclusion Support scheme secured over £201,000 additional annualised welfare benefits and grants for referrals in 2018/19 as well as providing many more vouchers for food banks than in the previous year.
2. 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. As a result of a successful review, the project was put on a firmer footing and awarded a full Supporting People contract.
3. The unfortunate and rapid demise of South East Wales Regional Equality Council (SEWREC) late in 2018 meant that the Supporting People Team had to act quickly to secure new hosts for two commissioned services located in the organisation. A quick and robust commissioning process resulted in two well-established local organisations, Newport Mind

and Taff Housing Association, being awarded the contracts for the EU Migrant Support Service and Refugee Support Service respectively.

4. The budget for interpretation and translation services with Language Line was increased further as people with less common languages/dialects were supported.
5. Support was also provided at the new Tŷ Dewi Sant development of five self-contained flats for people with learning disabilities who have moved into this more independent living from shared houses.
6. Care and Repair's Specialist Older Persons Support scheme now provides additional support for people with progressive sight loss. Closer working with the Council's First Contact Team's Rehabilitation Officer for Visual Impairment (ROVI worker has also improved services for people with sight impairment.
7. The new Lighthouse 55+ scheme for older people began in 2018 and now supports people from all tenures with housing support issues, consolidating a more equitable approach to service provision across the county.
8. Lastly, the team were able to commission additional 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).

During 2018/19 officers in the SP team have been preparing for major changes to the Supporting People Programme in 2019/20 when funding will be subsumed into the new Housing Support Grant. This offers the opportunity to be more creative in service provision, work more collaboratively with internal and external partners to target support for some of our most vulnerable citizens thus reducing the inequality of access to services further.

## Action 2

Operational work continues towards preventing homelessness with the Council now preventing 54% of instances where individuals present as being at risk of being made homeless in 56 days.

A total of 1814 Individuals have presented to the Council seeking assistance due to either being homeless or at risk of being made homeless within 56 days during the whole financial year. Service demands continue to remain relatively constant and whilst they show a reduction on last year's overall figures, demand remains high. In part this is due to earlier interventions that effectively address housing issues before they become a potential homelessness issue. Whilst this is difficult to wholly quantify, there is a clear and distinct link to services being more pro-active and joined up at an earlier stage with a downward trend in formal presentations.

Operational work will continue to be delivered, and alongside this the following actions are being undertaken to address homelessness:

1. The Gwent Homelessness Strategy has been adopted and published together with a regional and local action plan



2. The Home Options Newport Policy is being reviewed and should be completed in September 2019
3. Eden Gate have completed the refurbishment of their premises and have the ability to deliver an all year round night shelter
4. Additional capacity via Welsh Government Grant Funding provided to Rough Sleeper Outreach Services
5. Youth Pathway Project successful in delivering education on housing/homelessness within schools
6. Youth Pathway Project secured funding for additional youth homelessness services
7. Youth Pathway Project developed links with Youth Service provision and developing further work around youth homelessness
8. Additional accommodation options developed within the private rented sector for homeless households
9. Continuing to deliver operational services pro-actively with partners in order to seek to prevent homelessness
10. Additional emergency accommodation options developed for individuals with physical disabilities

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

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

## Equality Objective 8: Welsh Language

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

### Summary

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

In the 2018/19 financial year the authority has continued to make good progress towards compliance with Welsh Language Standards. The agenda continues to benefit from the budget that was allocated in the 2015/16 financial year and project management and governance has evolved to better reflect the progress that has been made to date.

The authority has also made positive steps to achieving the goals set out in its 5 Year Welsh Strategy, with notable achievements such as the development of an improved “[Benefits of Bilingualism](#)” leaflet and the collaborative partnership work on promoting Welsh language within minority communities across Newport.

Further information on the implementation of Welsh Language Standards, and of the promotion of Welsh more generally, can be found within the authority’s [Welsh Language Annual Report 2018-2019](#).

### Action 1

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

In addition to these materials, a total of 175 local authority staff have attended Welsh language awareness training since 2015. In the coming year, the authority will be looking to increase the number of sessions offered and ensure that all staff are able to complete an initial session.

Representatives of every service area have a formal role to play in driving the Welsh language agenda through the Council's Welsh Language Implementation Group, responsible for monitoring compliance with the standards, working to remove blockers, and raise awareness of Welsh language responsibilities across the organisation.

Work towards external promotion of the Welsh language is set out in our Welsh Language 5 Year Strategy, which has already made some significant progress towards achieving key goals. Notable achievements over the past financial year include the development of an improved "[Benefits of Bilingualism](#)" leaflet, which will help the authority promote the Welsh language throughout the City.

This year, the authority was also highlighted by the Welsh Language Commissioner as good practice in its collaborative project with Menter Iaith Casnewydd, Cymraeg i oedolion and SEWREC.

### **Action 2**

The authority is responsible for 250,000 separate data entries containing sensitive customer information, these exist across multiple systems and relate to a diverse range of services.

Where we can record language choice we have amended these systems and continue to ask people their choice of language, however, in many instances data entry exists on legacy systems on which we cannot record language choice. Where we can we deliver services in people's choice of language we do so, although in many instances we continue to correspond bilingually and this has been improved through the implementation of the new CRM.

### **Action 3**

The Council continues to work with key Welsh language stakeholders in Newport through the Welsh Language Forum, which is led by Menter Iaith Casnewydd.

Gŵyl Newydd, the Welsh language festival, will be entering its second year, and due to last year's success has changed location to accommodate and hopefully reach a wider audience. It will ensure Welsh is seen and heard as a thriving language on the streets of Newport.

We are starting to develop our working relationship with Menter Iaith Casnewydd and discussion will focus around developing the Welsh Language Forum as a potential vehicle to drive a change agenda and facilitate the chances for the people of Newport to use Welsh by reaching out to new audiences.

The Council will also go out to consultation on the creation of a fourth Welsh medium primary school and creation of a seedling school to help create the Welsh speakers of the future. Due to the proposed geographical location under consideration this will create opportunities to continue the Welsh language/BAME project through a variety of channels.

The next few years will see a number of Community Hubs created across the city, with the first scheduled to open in September 2019. As well as increasing the visibility of the Welsh language through signage, the Hubs will increase the accessibility of standard compliant public services.

### **Action 4**

Over the 2018/19 financial year the authority radically altered the way it has given its staff access to translation. By entering into a single comprehensive SLA with Cardiff Council each member of staff

can now independently order their own translation and be sure that this will be delivered by qualified translators based at Cardiff Council.

Staff engagement with Welsh language classes has dropped slightly from the 2017/18 financial year. Over the course of the next 12 months, the authority will look to improve on the number of staff enrolled on Welsh language courses in order to meet the need for more Welsh speakers in specific areas of the Council.

### **Looking to the future**

Over the coming 12 months, in the last year of the delivery of our SEP, we will be focusing on:

- Work on developing and promoting the update Fairness and Equality Impact Assessment (FEIA) process
- Greater promotion of the Council's Welsh language services
- Development and delivery of suitable Welsh language awareness training across the organisation
- Enhancing partnership working across Welsh Language Forum members in line with the Welsh Language Strategy
- Developing the intranet to include Welsh language guidance around compliance with the Welsh Language Standards

## Equality Objective 9: Corporate compliance

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

### Summary

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

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

### Action 1

In 2018/19 the SEG delivered on its commitment to meet more regularly, and give greater scrutiny to each Equality Objective. This has proved a successful approach and will be carried forward into the upcoming 2019/20 financial year. In addition, we will be reviewing the role of our Elected Member Equality Champions, with the aim of giving them greater influence and visibility.

### Action 2

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

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

### **Action 3**

Over the course of the 2018/19 financial year the authority took a number of steps to improve its FEIA processes. Assessments are now submitted centrally to one email address, from which certain staff will be able to review and forward for publishing.

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

### **Action 4**

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

Over the past financial year the authority moved to deliver both of these training programmes in-house, increasing the accessibility and profile of both the Welsh language and Equalities officers. Quarterly training sessions have been arranged for the 2019/20 financial year, with additional sessions being organised if needed or requested by various team managers.

### **Action 5**

The 2018/19 financial year saw the authority take on increased obligations within its procurement process. Procedures around procurement, grants and sponsorship will need to be continuously reviewed to ensure that we continue to pass on the public sector duties we have under Welsh language, Equalities and the Well-being of Future Generations Act, as well as new obligations under Section 54 of the Modern Slavery Act (2015).

In [February 2019](#) Cabinet officially adopted Welsh Government's Code of Practice on Ethical Employment in Supply chains, and developed a provisional action plan to monitor progress against implementing the Code of Practice. It was agreed that governance of this progress will be reported to the SEG and annual updates will appear within the future Equalities Annual Report. This reporting process will begin in the 2020/21 annual report. Deputy Leader Mark Whitcutt has also been nominated as Anti-Slavery and Ethical Employment champion, complementing his Cabinet member responsibilities.

### **Looking to the future**

Over the coming 12 months, in the last year of the delivery of our SEP, we will be focusing on:

- Working to develop our new Strategic Equality Plan, and making arrangements to ensure effective governance continues, both at a strategic and operational level
- Offering targeted training interventions to relevant frontline staff and managers around key equalities issues including equality impact assessments and unconscious bias
- Digitalising our FEIA process to enable us to assess the cumulative equality impact of our decisions
- Provide equalities and Welsh language training to Elected Members
- Fully implement the Welsh Government's Code of Practice on Ethical Employment in Supply Chains

## **Equalities Data: Collection**

Newport City Council uses relevant equality data to inform every step of its decision making processes and sees data as a vital tool in the fulfilment of its public sector duties. This section will look at the role of our equalities data in 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

### **Collecting Data: building a picture**

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

### **Systems/Collecting data**

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

However, as has been highlighted under Equality Objective 8, Action 2, the utilisation of multiple databases when recording customer information often means that there are inconsistencies relating to the data fields that are recorded. The authority will be prioritising improvements in this area through the introduction of standardised equalities monitoring questions and updated internal staff guidance.

### **Consultations**

This year Newport City Council's Policy, Partnership and Involvement Team coordinated the gathering of at least 37,628 consultation responses on a range of issues from recycling/waste management to how the public interacts with the Council. The amount of feedback received continues to be boosted through the utilisation of public surveys linked to Wi-Fi access on Newport buses, which is proving to be a method of consultation which attracts a wide range of responses from a diverse cross section of our communities. The authority also promoted advice and support available to staff who wish to consult or engage with the public, including access to the Citizens Panel, Bus Wi-Fi, Online Surveys and Newport Youth Council.

### **Community Well-being profiles**

In line with the Well-being of Future Generations Act (2015) the authority has completed and published our Community Well-being Profiles. These profiles provide a rich 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 will also act as an additional resource for staff when considering FEIAs.

## **Evaluating data: developing good practice**

In response to the importance of the analytical evaluation of equalities data, Newport City Council has developed a series of systematic processes which ensure that statutory obligations are appropriately considered.

### **Fairness and Equality Impact Assessments**

Fairness and Equality Impact Assessments evidence consideration of relevant equalities information and are essential to ensure that Local Authorities meet their Equality Duties when they create new policies, amend services or make decisions that affect the public or staff.

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

### **Service Area Plans**

Service Area plans, covering each local authority Department, are a key reporting mechanism that are reported to Cabinet Members and various scrutiny committees. These plans outline priorities for delivery and business change, as well as key performance indicators, these indicators include risk measures relating to non-compliance with the Equality Act.



## Employment Data

### Analysis

The Council currently employs 5842 people (including staff employed in schools). This represents a 1.8% drop on the number of employees employed from the previous year when we employed 5949 employees.

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

Key statistics:

- Female employees make up approximately 77% of the workforce
- Male employees (3.3%) are over twice as likely to earn over £55,000 compared to female employees (1.6%).
- Over the 2018/19 financial year, the authority saw the gap between men and women employed in permanent posts grow to around 4%. With 74.2% of the male workforce being employed on a permanent basis compared to 70.3% of female staff.
- There is a significant difference in working patterns. Approximately 67.8% of men work full time compared to only 31.8% of women. Both genders have seen a slight increase in the percentage of full time employees.
- The percentage of employees peaks within the 35-44 age band, currently 26.1% of employees fall within this group.
- The highest number of job applicants by age group are 25-34 (33.2%), 35-44 (29.1%) and 16-24 (22.4%) age categories, however our workforce is made up of only 4.1% of individuals in the 16-24 age category
- The percentage of leavers identifying as disabled (2.5%) is higher than the number of employees that identify as disabled (1.8%)
- The percentage of disabled employees and disabled job applicants is low (1.8% and 5.8%) compared with the 2011 census which indicates that 10.6% of the Newport population are disabled
- The proportion of BAME employees is lower than that of the population of Newport. BAME employees make up 3.9% of the Council's workforce, but BAME people make up at least 10.1% of the population of Newport
- A high proportion of records relating to employee sexual orientation and religion are left blank (over 60%) are left blank

Actions to address these issues, and seek to improve the quality of our workforce data are included in the section of this Report that relates to Equality Objective 1.

## Pay band by Sex

Pay Band (£)	2017/18				2018/19			
	Male	%	Female	%	Male	%	Female	%
10,000-14,999	20	1.4	28	0.6	13	0.9	38	0.8
15,000-19,999	475	33.8	2230	44.3	476	34.0	2130	42.9
20,000-24,999	322	22.9	1022	20.3	266	19.0	909	18.3
25,000-29,999	120	8.5	362	7.2	175	12.5	462	9.3
30,000-34,999	96	6.8	311	6.2	60	4.3	163	3.3
35,000-39,999	253	18.0	822	16.3	293	20.9	1020	20.5
40,000-44,999	29	2.1	64	1.3	24	1.7	41	0.8
45,000-49,999	8	0.6	29	0.6	14	1.0	53	1.1
50,000-54,999	17	1.2	37	0.7	17	1.2	32	0.6
55,000-59,999	10	0.7	22	0.4	12	0.9	25	0.5
60,000-64,999	6	0.4	16	0.3	9	0.6	13	0.3
65,000-69,999	7	0.5	8	0.2	6	0.4	14	0.3
70,000+	19	1.4	18	0.4	19	1.4	24	0.5
Not known	25	1.8	60	1.2	17	1.2	42	0.8
<b>Total</b>	<b>1407</b>	<b>100</b>	<b>5029</b>	<b>100</b>	<b>1401</b>	<b>100</b>	<b>4966</b>	<b>100</b>

**Contract type by sex**

Contract Type	2017/18				2018/19			
	Male	%	Female	%	Male	%	Female	%
Permanent	993	70.6	3486	69.3	1040	74.2	3493	70.3
Acting Up	14	1.0	53	1.1	11	0.8	42	0.8
Casual	184	13.1	459	9.1	148	10.6	400	8.1
Fixed Term	199	14.1	959	19.1	186	13.3	985	19.8
LTS Cover	1	0.1	1	0.0	2	0.1	3	0.1
Mat. Cover	0	0.0	3	0.1	3	0.2	5	0.1
Seasonal	12	0.9	62	1.2	6	0.4	30	0.6
Secondment	0	0.0	1	0.0	0	0.0	5	0.1
Sessional	4	0.3	3	0.1	5	0.4	3	0.1
Supply	0	0.0	0	0.0	0	0.0	0	0.0
Temporary	0	0.0	2	0.0	0	0.0	0	0.0
<b>Total</b>	<b>1407</b>	<b>100</b>	<b>5029</b>	<b>100</b>	<b>1401</b>	<b>100</b>	<b>4966</b>	<b>100</b>

### Working pattern by sex

Working Pattern	2017/18				2018/19			
	Male	%	Female	%	Male	%	Female	%
Full Time	932	66.2	1527	30.4	950	67.8	1579	31.8
Part Time	469	33.3	3426	68.1	442	31.5	3319	66.8
Job Share	6	0.4	76	1.5	9	0.6	68	1.4
Total	1407	100	5029	100	1401	100	4966	100

### Age profile

Age Group	2017/18						2018/19					
	Employees	%	Job Applicants	%	Leavers	%	Employees	%	Job Applicants	%	Leavers	%
16-24	321	5.4	937	22.4	14	5.8	242	4.1	862	18.6	20	5.6
25-34	1341	22.5	1423	34.0	62	25.7	1301	22.3	1539	33.2	73	20.3
35-44	1551	26.1	845	20.2	59	24.5	1527	26.1	1016	21.9	77	21.4
45-49	802	13.5	346	8.3	24	10.0	809	13.8	415	8.9	45	12.5
50-54	824	13.8	280	6.7	18	7.5	800	13.7	391	8.4	49	13.6
55-59	606	10.2	215	5.1	30	12.4	609	10.4	235	5.1	45	12.5
60-64	346	5.8	94	2.2	18	7.5	390	6.7	105	2.3	33	9.2
65-69	95	1.6	6	0.1	15	6.2	100	1.7	8	0.2	17	4.7
70-74	44	0.7	2	0.0	1	0.4	43	0.7	3	0.1	1	0.3
75+	21	0.4	0	0.0	0	0.0	21	0.4	0	0.0	0	0.0
Prefer not to say	0	0.0	40	1.0	0	0.0	0	0.0	68	1.5	0	0.0
Total	5951	100	4188	100	241	100	5842	100	4642	100	360	100

### Sex profile

Sex	2017/18						2018/19					
	Employees	%	Job Applicants	%	Leavers	%	Employees	%	Job Applicants	%	Leavers	%
Female	4586	77.1	3062	73.1	168	69.7	4492	76.9	6377	76.1	284	78.9
Male	1365	22.9	1100	26.3	73	30.3	1350	23.1	1956	23.3	76	21.1
Unknown	0	0.0	26	0.6	0	0.0	0	0.0	47	0.6	0	0.0
Total	5951	100	4188	100	241	100	5842	100	8380	100	360	100

### Marital Status profile

Marital Status	2017/18						2018/19					
	Employees	%	Job Applicants	%	Leavers	%	Employees	%	Job Applicants	%	Leavers	%
Civil Partnership	8	0.1	35	0.8	0	0.0	8	0.1	39	0.8	1	0.3
Divorced	253	4.3	191	4.6	14	5.8	252	4.3	228	4.9	19	5.3
Living w/ Partner	509	8.6	675	16.1	26	10.8	532	9.1	737	15.9	36	10.0
Married	2788	46.8	1279	30.5	117	48.5	2792	47.8	1463	31.5	182	50.6
Separated	87	1.5	85	2.0	2	0.8	80	1.4	100	2.2	3	0.8
Single	1883	31.6	1833	43.8	69	28.6	1774	30.4	1940	41.8	107	29.7
Widowed	47	0.8	6	0.1	4	1.7	49	0.8	16	0.3	1	0.3
Prefer not to say	39	0.7	47	1.1	2	0.8	37	0.6	63	1.4	3	0.8
Left blank	337	5.7	37	0.9	7	2.9	318	5.4	56	1.2	8	2.2
Total	5951	100	4188	100	241	100	5842	100	4642	100	360	100

### Disability profile

Disability	2017/18						2018/19					
	Employees	%	Job Applicants	%	Leavers	%	Employees	%	Job Applicants	%	Leavers	%
Disabled	104	1.7	181	4.3	7	2.9	108	1.8	269	5.8	9	2.5
Not disabled	5648	94.9	3712	88.6	221	91.7	5526	94.6	4023	86.7	336	93.3
Unknown	41	0.7	67	1.6	5	2.1	46	0.8	109	2.3	8	2.2
Left blank	158	2.7	228	5.4	8	3.3	162	2.8	241	5.2	7	1.9
<b>Total</b>	<b>5951</b>	<b>100</b>	<b>4188</b>	<b>100</b>	<b>241</b>	<b>100</b>	<b>5842</b>	<b>100</b>	<b>4642</b>	<b>100</b>	<b>360</b>	<b>100</b>

### Sexual Orientation profile

Sexual Orientation	2017/18						2018/19					
	Employees	%	Job Applicants	%	Leavers	%	Employees	%	Job Applicants	%	Leavers	%
Heterosexual	1929	32.4	3749	89.5	129	53.5	2241	38.4	4023	86.7	184	51.1
Homosexual	27	0.5	57	1.4	3	1.2	30	0.5	81	1.7	3	0.8
Bisexual	12	0.2	43	1.0	3	1.2	11	0.2	77	1.7	2	0.6
Lesbian	17	0.3	46	1.1	3	1.2	22	0.4	60	1.3	4	1.1
Prefer not to say	284	4.8	182	4.3	4	1.7	280	4.8	272	5.9	16	4.4
Left blank	3682	61.9	111	2.7	99	41.1	3258	55.8	129	2.8	151	41.9
<b>Total</b>	<b>5951</b>	<b>100</b>	<b>4188</b>	<b>100</b>	<b>241</b>	<b>100</b>	<b>5842</b>	<b>100</b>	<b>4642</b>	<b>100</b>	<b>360</b>	<b>100</b>

## Religion/Belief profile

Religion/Belief	2017/18						2018/19					
	Employees	%	Job Applicants	%	Leavers	%	Employees	%	Job Applicants	%	Leavers	%
Agnostic	170	2.9	361	8.6	11	4.6	193	3.3	404	8.7	14	3.9
Atheist	275	4.6	786	18.8	32	13.3	348	6.0	899	19.4	27	7.5
Buddhist – Hinayana	3	0.1	1	0.0	0	0.0	2	0.0	1	0.0	1	0.3
Buddhist – Mahayana	4	0.1	2	0.0	0	0.0	4	0.1	2	0.0	0	0.0
Christian - Orthodox	217	3.6	300	7.2	16	6.6	243	4.2	348	7.5	26	7.2
Christian - Protestant	477	8.0	619	14.8	20	8.3	579	9.9	726	15.6	26	7.2
Christian - Roman Catholic	270	4.5	546	13.0	12	5.0	299	5.1	540	11.6	24	6.7
Confucianism	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0
Hinduism	4	0.1	11	0.3	1	0.4	2	0.0	17	0.4	2	0.6
Islam - Shiite	3	0.1	17	0.4	0	0.0	2	0.0	29	0.6	0	0.0
Islam - Sunni	41	0.7	131	3.1	2	0.8	49	0.8	188	4.0	7	1.9
Judaism – Orthodox	1	0.0	1	0.0	0	0.0	0	0.0	3	0.1	1	0.3
Judaism - Reformed	0	0.0	3	0.1	0	0.0	0	0.0	0	0.0	0	0.0
Prefer not to say	575	9.7	712	17.0	30	12.4	600	10.3	783	16.9	56	15.6
Other	160	2.7	447	10.7	15	6.2	177	3.0	424	9.1	20	5.6
Sikhism	1	0.0	6	0.1	1	0.4	1	0.0	9	0.2	0	0.0
Taoism	0	0.0	1	0.0	1	0.4	0	0.0	2	0.0	0	0.0
Left blank	3750	63.0	244	5.8	100	41.5	3343	57.2	266	5.7	156	43.3
<b>Total</b>	<b>5951</b>	<b>100</b>	<b>4188</b>	<b>100</b>	<b>241</b>	<b>100</b>	<b>5842</b>	<b>100</b>	<b>4642</b>	<b>100</b>	<b>360</b>	<b>100</b>



## Ethnic Origin profile

Ethnic Origin	2017/18			2018/19		
	Employees %	Job Applicants %	Leavers %	Employees %	Job Applicants %	Leavers %
Asian or Asian British – Bangladeshi	0.4	0.9	0.4	0.4	1.1	0.0
Asian or Asian British – Indian	0.4	1.3	1.2	0.3	0.8	0.6
Asian or Asian British – Other	0.4	0.8	0.0	0.4	0.6	1.7
Asian or Asian British – Pakistani	0.5	1.2	0.4	0.5	2.1	0.3
Black or Black British – African	0.4	1.7	0.4	0.4	2.2	1.1
Black or Black British – Caribbean	0.4	0.6	0.4	0.3	0.5	1.4
Black or Black British – Other	0.1	0.4	0.4	0.1	0.3	0.0
Chinese or Other – Chinese	0.1	0.1	0.4	0.1	0.2	0.0
Chinese or Other – Gypsy Traveller	0.0	0.0	0.4	0.0	0.0	0.0
Chinese or Other – Other	0.1	0.0	0.0	0.1	0.2	0.6
Mixed - Black African	0.0	0.0	0.0	0.0	0.1	0.0
Mixed – Other	0.4	0.5	0.4	0.4	0.9	0.8
Mixed – White & Asian	0.2	0.4	0.4	0.2	0.3	0.0
Mixed – White & Black African	0.2	0.1	0.0	0.2	0.5	0.3
Mixed - White & Black Caribbean	0.5	1.6	0.8	0.5	1.3	1.4
White – British	67.9	59.7	66.8	67.6	54.8	65.3
White – English	1.8	1.9	0.8	1.7	2.2	1.4
White – Irish	0.7	0.5	1.2	0.6	0.6	0.8
White – Other	1.9	1.9	3.3	1.8	1.5	2.2
White – Other European	0.7	2.1	1.2	0.5	2.0	2.2
White – Scottish	0.2	0.1	0.4	0.1	0.4	0.3
White – Welsh	20.7	22.2	17.4	21.2	24.8	17.5
Not stated	0.3	0.5	0.4	0.3	0.6	1.1
Prefer not to say	0.1	0.4	0.8	0.2	0.6	0.3
Unknown	0.1	0.1	0.4	0.0	0.1	0.3
Left blank	1.8	0.9	1.2	2.0	1.4	0.6
<b>Total</b>	<b>98</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

### Ethnic Origin Totals

	2011	2017/18			2018/19		
	Census	Newport City Council			Newport City Council		
Ethnic Origin	Newport %	Employees %	Job Applicants %	Leavers %	Employees %	Job Applicants %	Leavers %
Total Asian	5.4	1.7	4.2	2.0	1.6	4.6	2.6
Total Black	1.7	0.9	2.7	1.2	0.8	3	2.5
Total Other	1.0	0.2	0.1	0.8	0.2	0.4	0.6
Total Mixed	1.9	1.3	2.6	1.6	1.3	3.1	2.5
Total White	89.9	93.7	88.4	91.1	93.5	86.3	72.2
Total Unknown	0.1	2.3	2.0	3.2	2.5	2.7	2.3
Total	100	100	100	100	100	100	100

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

### Equalities Training Offered

Course Title	2017/18	2018/19
All Wales Anti-Slavery and Human Trafficking	18	0
Anti-Semitism Workshop	0	20
Autism Awareness	23	6
Deaf Awareness	3	0
Dementia Friends Awareness	22	3
VAWDASV e-Learning	1068	803
VAWDASV face-to-face training	39	47
Equalities: An Introduction	34	29
Hate Crime Awareness Training	24	0
Hate Crime: Train the Trainer	0	4
Preventing Violent Extremism	680	30

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

## Supporting Documents

*Benefits of Being Bilingual* (2017) Available at: (<http://www.newport.gov.uk/documents/Schools-and-Education/Welsh-in-Edication/Benefits-of-Bilingualism-v8-NoPG.pdf>)

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

*Newport City Council: Welsh Language: 5 Year Strategy* (2016). Available at: <http://www.newport.gov.uk/documents/Council-and-Democracy/Equalities-and-Welsh-language-/Welsh/NCC-Welsh-Language-Strategy-2017-2022.pdf>

*Newport City Council: Strategic Equality Plan and Equality Objectives 2016-2020* (2016). Available at: <http://www.newport.gov.uk/documents/Council-and-Democracy/Equalities-and-Welsh-language-/NCC-Strategic-Equality-Plan-and-Equality-Objectives-2016-1.1-Eng.pdf>

*Newport City Council Strategic Equality Plan: Annual Report 2015-2016* (2016). Available at: <http://www.newport.gov.uk/documents/Council-and-Democracy/Equalities-and-Welsh-language-/Welsh/Strategic-Equality-Plan-Annual-Report-1516-final-for-cabinet.pdf>

*Newport City Council Strategic Equality Plan: Annual Report 2016-17* (2017). Available at: <http://newport.gov.uk/documents/Council-and-Democracy/Equalities-and-Welsh-language-/Equalities-annual-report-2016-17.pdf>

*Newport City Council Strategic Equality Plan: Annual Report 2017-18* (2018). Available at: <http://newport.gov.uk/documents/Council-and-Democracy/Equalities-and-Welsh-language-/Equality-Plan-Annual-Report-2017-2018.pdf>