

NEWPORT CITY COUNCIL

Newport City Council Strategic Equality Plan and Equality Objectives

Annual Report 2016 – 17

Welsh Language and Equalities Officer

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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.

Contents

Introduction	2
Equality Objectives.....	3
Equality Objective 1: Workplace Diversity.....	4
Equality Objective 2: Engagement and democratic participation	6
Equality Objective 3: Improving Access to Service	8
Equality Objective 4: Tackling Poverty.....	11
Equality Objective 5: Cohesive Communities and Tackling Hate Crime	14
Equality Objective 6: Domestic Abuse and Sexual Violence	17
Equality Objective 7: Homelessness	19
Equality Objective 8: Compliance with Welsh Language Standards.....	21
Equality Objective 9: Corporate Compliance	23
Equalities Data: from data collection to service delivery	25
Collecting Data: building a picture.....	25
Systems/Collecting data.....	25
Consultations	25
Community Well-being Profiles	26
Evaluating data: developing good practice.....	26
Fairness and Equality Impact Assessments.....	26
Service Area Plans	26
Using Data: Meeting our Equality Objectives	27
Strategic Equality Group	27
Fairness Commission.....	27
Employment Data	28
Bibliography	0

Introduction

In March 2016, a new Strategic Equality Plan (SEP) was published by Newport City Council identifying nine equality objectives that the authority would measure itself against over the next four years. The objectives chosen were based on the work that had been delivered in the previous Equality Plan and as well as the Welsh Language Scheme. This has been done in line with the new ways of working as outlined in the Well-being of Future Generations Act.

Public authorities have to produce an annual report and publish it within a year of the year end at 31st of March. It sets out how we apply the law to the council's work, and our progress in relation to the actions that have been set out against the equality objectives in the SEP.

This report summarises the first year progress we have made as an Authority towards meeting our equality objectives. Progress on the plan is monitored by the Strategic Equalities group, chaired by the Cabinet Member and membership includes representation from the Fairness Commissions, elected members, Heads of Service and lead officers.

The report includes equalities data pertaining to our own staff and this enables us to gauge the extent to which we are representative of the community we serve as well as highlight actions that we need to take in order to better represent our electorate. We have also included information on how the authority collects data and uses the information in setting strategic direction, services planning and within the decision making process.

In the past 12 months we have made positive progress towards meeting our equality objectives and evidence some of the hard work that have been carried out to promote equality of opportunity for all.

Highlights Include:-

- Development of the Workforce Planning Template and data dashboard
- Publishing our 5 Year Welsh Language Strategy
- Continued reduction in the number of young people who are NEET (Not in Education, Employment and Training)
- Established a support team to deliver the Home Office Syrian Refugees Resettlement Scheme
- Improved engagement with our Deaf Community
- Deliver 'Ask and Act' training in order to improve awareness of Domestic Abuse
- Responding to over 3,200 referrals to the accommodation-based and floating support services

The report considers each of the equalities objectives as outlined in the SEP and progress made in the last year.

Equality Objectives

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

Equality Objective 1

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

Summary

In the past year, the authority has carried out a large amount of work around employee engagement and has collated staff data to develop the Workforce Planning Template and data dashboard. We have also identified four strands of work within our Workforce Planning, these are:-

1. Develop succession planning practices
2. Nurture and develop talent
3. Build cross functional teams and upskill employees to enable the effective implementation of change
4. Ensure the workforce is more representative of the population we serve through targeted intervention

It is essential that the Council develops an understanding of both its current workforce and its future workforce needs in order to deliver its strategic objectives. The above strands of work represent vital practices in developing a robust workforce strategy to make our organisation resilient in the future.

Action 1

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

Action 2

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

Through the annually completed Workforce Plan template and the Workforce Data Dashboard, we are developing a strategy to address areas of over and under representation (including an

apprenticeship scheme). This enables us to take appropriate targeted intervention to ensure the workforce continues to be more representative of the population.

All employee workforce data, including data on diversity and protected characteristics, is now recorded and published annually. A Workforce Planning Strategy is being developed as a theme under the Council's overarching People Plan 2017-22.

Action 3

This is already featured within our workforce plan and strong relationships with our partner organisations have been built to ensure additional representation from underrepresented groups.

Action 4

The authority has drafted five engagement strands that will form part of the People Plan 2017-2022 and have already begun working on the practical elements of the plan. These include things like increasing the number of focus groups that are held with staff members, involving employees in Head of Service recruitment, refreshing the communication channels that exist between staff and senior management, and considering how to utilise technology to improve communication with staff.

Newport City Council is committed to having effective, meaningful and two way communication across a range of channels. Our 2015/16 staff survey revealed employee engagement as broadly positive, and we are about to issue a recap over the last 12 months of suggestions received by the workforce and respond on a 'you said, we did' basis to demonstrate evidence of our listening culture.

Equality Objective 2

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

Summary

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

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

Action 1

Under the Well-being of Future Generations Act we have a statutory duty to involve people with an interest in achieving Well-being goals and ensuring that our consultees reflect the diversity of the population. In order to do this, engagement work has been done in a collaborative manner where NCC has consulted with residents via partner agencies and community events, and has targeted specific groups with protected characteristics through positive outreach and utilising community languages. The engagement programme for the Well-being Assessment ran from late June to October 31st with an extension being made available for schools.

The quantitative and qualitative data collected has been utilised to develop our Well-Being Assessment as well as influence the way we deliver services more widely.

Action 2

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

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

This process was supported by an extensive public engagement programme that took place over a 6 month period in 2016. This will now be utilised to develop the Response Analysis and the Local Well-being Plan for the Newport area for the next five years.

Action 3

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

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

Action 4

The Newport Youth Council participation project works with young people aged 11 – 25 years from across the city to engage them in participatory activities and enable them to have a voice in decision-making. The project is coordinated by Tros Gynnal Plant and works alongside the Council to take forward the One Newport Partnership's Participation Strategy and the National Participation Standards. Members of the Youth Council currently take part in consultations and are also involved with the Fairness Commission. The themes the Council have chosen to focus on are - Mental Health Services for Young People and a history project on the development of young people's rights and social identity.

Action 5

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

Equality Objective 3

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

Summary

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

Over the past 12 months, a significant amount of work has been carried out to improve access to NCC services. Customer Services have been proactive carrying out outreach work including going to schools to speak to young people and attending various community meetings to push key NCC messages as well as gather feedback on services.

Action 1

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

Action 2

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

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

In 2016-17, improvement works have been completed at 4 primary schools and 1 special school. Improvement works have been undertaken at 2 secondary schools and are ongoing in the 2017-18 year.

In 2016-17 the authority undertook an accessibility self-assessment survey of the school estate in order to identify buildings in which work should be prioritised to improve overall accessibility. The survey was completed by 67% of schools, and results of this survey will help to shape our strategic activities in 2017-18. Work to improve accessibility at 2 more primary schools will be completed within the year 2017-2018.

Action 3

The Authority has established a two-track translation welsh language service covering short translations (below 500 words) and longer translations (over 500 words). This system is open to all council staff that require documents to be professionally translated.

To further facilitate the translation process the cost of translation is covered by a centrally held budget. Over the coming financial year the authority is looking to further develop its translation service.

Action 4

Over the course of the previous financial year the authority has commissioned a series of internal promotional and guidance materials which highlight how staff members should use the Welsh language in marketing and any promotion work done on behalf of the council. Internal governance arrangements around the Welsh language through the Welsh Language Implementation Group has complemented this publicity push by disseminating advice on marketing and publicity into individual service areas and teams through Welsh language representatives who sit on the group.

While the materials we created a year ago have proved to be successful, there is some indication that a 'second push' on guidance may be required. This may include a new redesign of the existing materials and slightly updated messaging in response to changing interpretations of the standards.

Action 5

<p>Uptake of complaints service</p>	<p>Number of stage one complaints received: 301</p> <p>Number of stage two complaints: 30</p> <p>18 complaints were referred to the Ombudsman with one being recommended for a local settlement</p>
<p>Number of complaints with satisfactory outcomes</p>	<p>An annual report will be taken to Cabinet in September 2017</p>

Welsh Language

No complaints were received about Welsh language service delivery standards, operational standards or policy making standards. However 2 complaints were received directly by the Welsh language officers, one of these related to policy making standards and concerned the number of staff available on our Welsh speaking phone line and the other related to the covering of a Welsh language sign in our car parks.

As outlined in the welsh language annual report, we recognise the need to develop further the recording of Welsh language complaints.

Equalities

74 complaints received were about lack of response, wait times for services or barriers to accessing services.

- 39 of these complaints were about wait times at the City Contact Centre.
- 31 complaints were about lack of response from enquiries or requests to other service areas including Housing, Planning, Environmental Health, School Transport, Housing Benefit and Streetscene.
- 2 complaints were from one resident who had communicated his requirements to the Council but received two letters in a format that was unsuitable for him to read.
- 1 customer complained that there was no option to pre-book an appointment at the Information Station and another customer complained about the automated messages and menu.
- 3 customers made complaints as they believed that the Council had discriminated against them when making decisions or providing services.
 - These included a decision regarding an application for Blue Badge was discriminatory, a decision and services provided regarding a Housing application. The third complaint was from a member of the public who believed that a Fixed Penalty Notice had been inappropriately served on a vulnerable person.
 - 2 residents complained about a problem with an assisted lift for rubbish collection and failure to provide hygiene bags for hygiene waste.
 - 3 parents made complaints about the Special Education Needs Service.

Action 6

Frontline staff have been provided with the following training:-

- Equalities – An Introduction
- Autism Awareness
- Dementia Friends Awareness
- Welsh Awareness
- Welsh Taster Sessions

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

Action 7

The translation of the website is currently ongoing and methods of translating and publishing future content concurrently with English have been identified.

Equality Objective 4

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

Summary

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

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

Action 1

Flying Start in Newport currently receives funding to work with 2712 children and their families each year. In addition to this, 650 children receive 12.5 hours free part time childcare across Flying Start areas in 19 childcare settings. Flying Start setting has been developed through external Wales Government funding within the Maindee area.

Two Welsh medium playgroups have been established and we have successfully recruited Welsh speaking practitioners. The number of children transitioning into Welsh schools from these groups is increasing.

The programme also offers support to vulnerable families through the Flying Start midwives initiative and the Perinatal Mental Health Programme. These projects have been successful in engaging hard to reach groups in Newport. The project has also been able to increase the level of supervision available to staff through the creation of a new Safeguarding lead post. Two Additional Learning Needs Delivery Officer posts have also been created that to provide bespoke targeted intervention in setting within homes.

Action 2

There are currently a number of work programmes being delivered help students (particularly those with Additional Learning Needs) to meet their learning requirements. This has been supported through close working relationships between schools, the education service, Flying Start as well as education providers. NCC continues to be the lead authority for person centred practise, in line with wider education reforms.

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

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

Action 3

Newport has made a significant impact on the numbers of young people who are NEET (Not in Education, Employment and Training) over the past six years. In 2011 the number of young people leaving Year 11 and becoming NEET in Newport was 6.7%. By 2014 we had reduced this figure to 4.7%, by 2015 it was 3.1% and by 2016 this has fallen to a record low of 1.7%, a reduction of 75% over a six year period. Newport now stands joint 8th out the 22 Local Authorities and is now below the Welsh average for the first time.

Actions taken include:-

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

Action 4

During the 2016-17 financial year, the Work Based learning Academy successfully achieved approval for two EU funded programmes creating pathways to employment, education and training to reduce the number of disengaged young people. These are:

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

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

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

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

Action 5

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

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

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

Throughout 2016-17 Newport City Council's Work Based Learning Academy has worked with partners to create opportunities for employment and help people into work. Initiatives have included:

- Newport Jobs Fair - Over 4,000 visitors attended the 2016 Jobs Fair and 500 vacancies were on offer. The event was delivered in partnership JobCentre Plus, Careers Wales, Newport City Council and Friars Walk.
- Community Benefit Programme which has created a number of employment, apprenticeship and placement opportunities.

Equality Objective 5

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

Summary

Over the past 12 months, NCC has continued to deliver the Welsh Government Community Cohesion programme priorities as part of the Cohesive Communities work programme. We have delivered against wide-ranging outcomes including Hate Crime, Modern Slavery, Preventing Violent Extremism, migration as well as playing a proactive role in supporting the relocation of Syrian refugees under the Home Office Resettlement of Vulnerable People programme.

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

Action 1

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

- Civic Mass: April
- Queens 90th Birthday Celebration Beacon: April
- D-Day Memorial Parade & Service: June
- Maindee Festival: July
- Fly the Flag for Merchant Navy Day: September
- Childrens Chartist Parade and re-enactment: November
- Remembrance Parade & Service: November
- Christmas Lights Switch-On: November
- Holocaust Memorial Service: January
- Fly the Flag for the Commonwealth: March
- Rainbow Newport (LGBT Conference)

Action 2

The East Gwent Hate Crime Forum has members from various agencies from Newport and Monmouthshire. The role of the forum is to discuss Hate Crime statistics, trends as well as other concerns and its main focus is to raise awareness of Hate Crime and increase reporting. A third party reporting facility is in place to support those who find engaging with the police challenging. For the past few years the number of Hate Crimes reported has been relatively stable but has increased in this last year, following the EU referendum. Whilst there is a correlation between the spike in cases and the referendum, there is also better access to third party reporting options which allows collection of data from victims who traditionally may have not reported via the police. There have also been focused campaigns to encourage reporting including increased publicity during Hate Crime Week, workshops with organisations such as Tell MAMA and Victim Support. A multi-agency case handling group coordinated by Gwent Police continues to manage high risk cases.

NCC has also supported the 'zero tolerance to hate crime' stance and identified local actions to be undertaken at elected member level, officer level and partnership level.

There has also been engagement with the Newport Youth Forum and the Newport City Homes Youth Forum to raise awareness on Hate Crime, reporting mechanisms and explored opportunities to widen engagement.

Action 3

The Education Well-Being Group has been in place for almost 2 years. The role of the group is to review data on incidents related to protected characteristics as well as progress of schools through Healthy Schools Awards, participation and development of initiatives to support well-being across the whole school.

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

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

Action 4

We have responded to Freedom of Information (FOI) requests about numbers of people seeking asylum, and where appropriate, numbers of certain categories of people seeking asylum. We have convened Migration Forum meetings which are attended by a mix of statutory, voluntary and private sector organisations from the Newport area and further afield. We have shared information about a wide variety of events in the Newport area and NCC consultations with representatives of statutory and voluntary sector organisations and individual residents in Newport, and contributed to a dedicated foster carers information evening about asylum and migration.

Newport continues to meet its commitments as a Dispersal Area and has focused considerable efforts to improve the property procurement process for asylum-seekers housing.

There have also been new protocols being developed across Wales in relation to bail accommodation which was initiated by NCC.

Newport is also taking part in the Syrian Relocation programme and has committed to relocating 50 households over the life of the programme (i.e. 5 years). To date we have received our first 3 households and a support team has been set up to deliver the integration support. The programme is fully funded by the Home Office.

Equality Objective 6

Domestic Abuse and Sexual Violence	
<i>A Wales of cohesive communities</i>	
People who are subject or witness to domestic abuse are supported by the Council and its partners in their current situation and through any changes they wish to make	
Action 1	Further develop the multi-agency Domestic Abuse (DA) Unit
Action 2	Roll out training on awareness and referral processes <ul style="list-style-type: none"> • Forced Marriage / Honour based violence/ FGM • Domestic abuse • MARAC (multi agency risk assessment conferences) • DASH (Domestic abuse stalking and harassment tool) • Ask and Act Legislation
Action 3	Review and further develop the: <ul style="list-style-type: none"> • Domestic Abuse Strategy for Newport and Action Plan, • Domestic abuse directory of services • Conference Call Domestic Abuse IT system

Summary

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

In addition to the financial costs of domestic abuse, it has long term implications for citizens that experience, witness or perpetrate it. Following a number of local reviews regarding strategic and operational planning and delivery of domestic abuse services across Gwent, it was identified that the development of a clear, accountable regional approach was a priority. Over the last 12 months, we have been building on the vision identified in the Gwent Pathfinder Project which is to work collaboratively, to understand, plan, co-ordinate, commission and review, effective citizen-centred domestic abuse services.

Action 1

The Domestic Abuse Unit continues to function as a multi-agency hub providing a one-stop shop for victims. In addition to providing a base for weekly MARAC meetings, the close proximity of Domestic Abuse services with relevant Council teams i.e. housing advice, benefits, social services has enabled support plans to be developed within a shorter time frame. Currently the unit is based within a building providing a number of different services and this provides anonymity to victims. Organisations based in the multi-agency Domestic Abuse Unit include Women's Aid, Llamau and BAWSO

Over the course of the financial year there were 3863 recorded incidences of domestic abuse in Newport, equalling 33% of all incidences across Gwent. NCC coordinated 166 Multi-Agency Risk Assessment Conferences (MARAC). This represents 42% of all MARACs across Gwent.

Action 2

The National Training Framework is still in the process of being developed and implemented:

E – learning package is now being rolled out in all the relevant authorities in Gwent, however there have been significant system access issues reported which has hampered progress, as such all relevant authorities report they have not reached the 50% of staff target for 2016 – 17 – this

includes in Newport. Access issues are being addressed and numbers of staff completing the e-learning continues to grow. A Face to Face resource has been commissioned and will also be available for staff without computer access.

Ask and Act – pilot training took place between Sept 2016 – March 2017. Significant learning has taken place in relation to both content and model of delivery for Group 2 & 3 training. Welsh Government now recognise there is a need to further test this. There is now a need to further test the model and train and accredit relevant authority trainers so that these trainers form part of delivering training moving forward – it is recognised there have been barriers to relevant authority staff gaining accreditation, and these issues will also be addressed in the new year.

Specialist sector courses and qualifications are available for staff and managers.

Action 3

Reviews and observations of MARAC's have been carried out with SafeLives – findings and recommendations are to be fed into the next quarters DACC/MARAC sub-group for future implementation in 2017-18

The Regional Team continue to support Spectrum in their delivery to Education settings. The regional team have attended a number of schools across the regional with the Spectrum project to scope good practices and identify areas for further development that can be looked at in more detail in the SEW Safeguarding in Education Group.

The needs assessment work and development of the regional strategy have highlighted the need for improvements across VAWDASV data gathering and reporting. The region will need to develop regional measures and indicators in accordance with the National Measures and Indicators (when published) and establish the regional performance reporting framework in accordance with the Regional VAWDASV Strategy.

Target Hardening equipment was purchased for each local area in Gwent and delivered/stored in the Multi Agency centres/One Stop Shops across the Region. The purchase assists support staff working with victims to easy accessible equipment in a timely manner that meets the need of the victim and ensures a consistent response service across the Region to target hardening.

Equality Objective 7

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

Summary

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

Action 1

In the past 12 months the Social Services Supporting People Team delivered on a mix of existing work and introducing new schemes and pilots both locally and regionally. The team received over 3,200 referrals to its accommodation-based and floating support services in 2016/17, an increase of over 10% on the previous year.

Other programmes include:

- The Financial Inclusion Support Worker started taking referrals in September 2016 and has received 62 to the end of the year. Over £120k additional income has been achieved together with £12k of debt written off.
- The cross-authority Gypsy Traveller Service has been evaluated and an additional floating support post created
- An additional part-time Refugee Support Worker post was created to assist the existing post due to increased demand
- The Migrant Support Scheme pilot was extended for the whole year to enable a fuller evaluation to be undertaken
- A pilot Drop-In service was created with BAWSO for a part-time support worker to assist women and men with domestic abuse and other issues
- The budget for interpretation and translation services with Language Line was increased, in line with the introduction of more services
- In the year 350 vulnerable people accessed a range of fixed supported housing schemes in the city
- The Tŷ Eirlys scheme was re-developed to provide more independent, self-contained accommodation and support to 13 people with learning disabilities (opened 3 April 2017)

- Funding was secured from Safer Gwent/Office for the Police Crime Commissioner for the SIP Board's enduring alcohol project for street drinkers to contribute to the cost of employing a floating support/outreach worker
- In 2016/17 an additional 263 service users, living in their own homes or renting from a private landlord, signed up to Merthyr's Lifeline alarm service
- Additional hours of support were awarded to Care and Repair's Specialist Older Persons Support scheme to employ a part-time support worker
- Similarly, additional hours of support were awarded to Reach's Memory Loss Scheme to cope with increased demand
- A Young Persons Accommodation and Support Worker was created to assist the Children's Pathway Teams with housing issues

Action 2

Operational work continues towards preventing homelessness with the Council preventing homelessness in 49% of instances where individuals present as being at risk of being made homeless in 56 days.

A total of 2104 Individuals have presented to the Council seeking assistance due to either being homeless or at risk of being made homeless within 56 days during the whole financial year. Service demands continue to remain relatively constant and around the projections estimated at the start of the year. However there are increasing costs associated with the prevention of homelessness and this is being closely monitored and other options are being explored in order to seek to sustain accommodation for households or secure alternative accommodation where more appropriate.

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

- Review of homelessness has commenced in Quarter 4 with this ongoing into the next financial a view to adopting a homelessness strategy by early 2018. This will incorporate a regional approach and strategy in order to maximise service delivery and make best use of limited resources
- Review of Home Options Newport allocations policy
- Young Persons Accommodation Group (YPAG) has been established and an action plan is being refined and worked on
- Development of a flat share pilot scheme with Housing Association and voluntary sector partners (a number of properties have been used as part of the pilot)
- Continuing to deliver operational services pro-actively with partners in order to seek to prevent homelessness

Action 3 and 4

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

Equality Objective 8

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

Summary

Under the Welsh Language Measure (Wales) 2011, the Council is required to comply with the Welsh Language Standards issued by the Welsh language Commissioner in its Compliance Notice. At present, the authority is subject to 174 standards which set out how we should facilitate people's use of the Welsh language in Newport. Most of the standards came into force on the 30th of March 2016 with a majority of the remaining standards coming into force from the 30th of September 2016.

Over the past 12 months the authority has made good progress towards compliance with the Welsh Language Standards with an allocated budget, project management and governance having been put in place to implement the required changes. Elected Members and Senior Officers are promoting bilingualism and frontline staff are now greeting the public bilingually. A translation services has also been developed which is free and readily available for staff to use.

Our priorities for the coming financial year will include, not only an improved staff communication strategy and an emphasis on testing robustness, but also improved public engagement.

Action 1

The Welsh Language Communication Strategy was developed at the end of 2015 to inform employees, Members and the public of NCC's roles and responsibilities. The strategy aims to reach all staff with regular briefings, a corporate promotional video, posters, desktop image, tent signs with bilingual greetings, guidance documents on service delivery, intranet pages etc. A total of 167 officers have attended Welsh language awareness training from 2015-2017.

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

The authority has engaged the public, as well as Welsh language stakeholders on the 5 Year Welsh Language Strategy for Newport, and their views have significantly influenced our commitments to promote the language in Newport. The Strategy was approved by Council in March 2017.

Action 2

We have a large number of systems which hold information on people in relation to different services, many of these very large, holding up to 250,000 separate entries. Where we can record language choice we have amended these systems and continue to ask people their choice of language in order to improve our offer. Where we can we deliver services in people's choice of language we do so, although in many instances we continue to correspond bilingually.

Over the coming year (2017/18) NCC is looking to integrate a new Customer Relationship Management (CRM) system which will better record complaints and language choice.

Action 3

In the financial year 2017/18, the authority's service level agreements will be reviewed to ensure that we pass our Welsh language obligations onto our partners. More general guidance is also being drawn up to ensure that staff and contractors fully understand their obligations under the Welsh language standards.

In consulting on Newport's 5 Year Welsh Language Strategy we have engaged a number of partners, and in the strategy we have an objective focusing on future engagement of partners, looking at how we could encourage their use of the Welsh language, and facilitate it. In developing a draft Welsh in Education Strategic Plan we have also engaged Welsh language stakeholders who will be involved in its implementation.

Action 4

The authority has established a two-track translation service covering short translations (below 500 words) and longer translations (over 500 words). This system is open to all council staff that might need to get a document professionally translated. To further facilitate the translation process the cost of this translation is covered by a centrally held budget rather than coming out of the individual team using the services budget. Staff engagement with Welsh language classes has also been positive. Over the financial year, 12 staff members booked onto a 2 day welsh tasters course and a further 27 staff members have signed up to the longer yearlong courses. We will be monitoring the growth of these numbers over the next financial year.

Equality Objective 9

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

Summary

Over the past financial year the authority has continued to demonstrate its commitment to transparency by publishing relevant equalities information online and accountability by systematically reporting to the Strategic Equality Group. Moving forward the authority will look to develop the support it offers to staff, facilitating continued compliance and look to ensure that it's public sector duties around equalities, the Welsh language and the Well-being of Future Generations Act has a strong place in our procurement process.

Action 1

The Strategic Equality Group (SEG) has met on a quarterly basis to review the actions and progress against the SEP. Each objective is reviewed at least once a year and this work will continue into Year 2.

Action 2

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

Action 3

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

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

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

Action 4

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

The authority is currently looking to review its provision in line with a changing equalities landscape.

Action 5

Procedures around procurement, grants and sponsorships will be reviewed over the course of the 2017/18 financial year to ensure that we, as an authority, continue to pass on the public sector duties we have under Welsh language, Equalities and the Well-being of Future Generations act.

Equalities Data: from data collection to service delivery

Newport City Council uses data at every step of its decision making process and sees data as a vital tool in the fulfilment of its public sector duties to promote equality of opportunity and good community relations, while also helping us eliminate discrimination, harassment and victimisation. This section will look at the role of on our equalities data in three stages:

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

Collecting Data: building a picture

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

Systems/Collecting data

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

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

In the coming financial year (2017/18) the authority is looking to integrate a new Customer Relations Management (CRM) system which will better record the language choice of our customers.

Consultations

This year Newport City Council consulted with 5868 individuals on a range of issues from community safety in Pillgwenlly to Primary school provision in Malpas. The largest consultation this year was the Well-being Assessments which ran from June to October 2016 and engaged with almost 1300 people. We monitored the response by protected characteristic and targeted engagement to ensure that our data is as representative as possible.

In the coming year we will revisit guidance for staff on consultation and engagement in-line with the revision of the Fairness and Equalities Impact Assessments process.

Community Well-being Profiles

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

Evaluating data: developing good practice

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

Fairness and Equality Impact Assessments

Fairness and Equality Impact Assessments evidence consideration of relevant equalities information and are a statutory obligation placed on local authorities when they create new policies or amend services. For 2016/2017 financial year 20 FEIAs were undertaken. FEIAs are made public on the council's [equality pages](#).

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

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

Service Area Plans

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

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

Using Data: meeting our Equality Objectives

Newport City Council ensures that the equalities agenda has a strong presence in our decision making process in a number of ways. We have

Strategic Equality Group

Following the approval of Newport City Council's Strategic Equality Plan and Equality Objectives in 2016, the authority re-convened the Strategic Equality Group (SEG) to meet on a quarterly basis to take a strategic lead on the implementation of the equalities agenda.

The current role of the group is to take a strategic lead in the authority wide implementation of the Equality Act 2010, this covers the Strategic Equality Plan, the Corporate Equality Objectives, and the Welsh Language Measure 2011. The group sets strategic direction and monitors implementation, while also grounding the implementation of the equalities agenda in community consultation and engagement.

Fairness Commission

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

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

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

Employment Data

Analysis

The data is on some 6,406 council employees (including teaching staff). This reflects an increase of 3.5% on the previous year when we employed 6181 employees.

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 2017/18 to improve the reliability and quality of our employee data monitoring.

- Female employees make up approximately 76% 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
- An equal percentage of men and women are employed permanent posts, around 70% of the workforce
- There is a significant difference in working patterns. Approximately 68% of men work full time compared to only 32% of women
- The percentage of employees peak within the 35-44 age band. Interestingly this is also the highest age band for leavers at 23.5%, followed by 25-34 year olds, who made up 21.5% of employees leaving the authority.
- For job applicants the highest number of applications came from the 25-34 (32.1%) and 16-24 (26%) age categories, but our workforce still has only 5.6% of employees in the 16-24 age category
- The percentage of male applicants is slightly higher than that of the employee population
- The percentage of leavers identifying as disabled (4.8%) is comparable to the number of employees that identify as disabled (1.6%)
- The percentage of disabled employees and disabled job applicants is low (1.6% and 3.9%) 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.
- 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 so it is possible that job applicants are representatives.

Pay band by Sex

Pay Band (£)	2015/16				2016/17			
	Male	%	Female	%	Male	%	Female	%
10,000-14,999	184	12.3	561	11.2	131	8.9	411	8.3
15,000-19,999	526	35.1	2020	40.2	526	35.9	1979	40.0
20,000-24,999	162	10.8	691	13.8	175	12.0	744	15.1
25,000-29,999	145	9.7	386	7.7	157	10.7	421	8.5
30,000-34,999	101	6.7	302	6.0	93	6.4	283	5.7
35,000-39,999	258	17.2	806	16.1	255	17.4	837	16.9
40,000-44,999	16	1.1	42	0.8	19	1.3	43	0.9
45,000-49,999	18	1.2	41	0.8	20	1.4	40	0.8
50,000-54,999	15	1.0	35	0.7	13	0.9	24	0.5
55,000-59,999	10	0.7	16	0.3	10	0.7	26	0.5
60,000-64,999	8	0.5	16	0.3	6	0.4	11	0.2
65,000-69,999	7	0.5	7	0.1	10	0.7	10	0.2
70,000+	17	1.1	11	0.2	16	1.1	14	0.3
Not known	30	2.0	85	1.7	33	2.3	99	2.0
Total	1497	100	5019	100	1464	100	4942	100

Contract type by sex

Contract Type	2015/16				2016/17			
	Male	%	Female	%	Male	%	Female	%
Permanent	1053	70.3	3579	71.3	1036	70.8	3478	70.4
Acting Up	25	1.7	64	1.3	17	1.2	51	1.0
Casual	195	13.0	443	8.8	196	13.4	462	9.3
Fixed Term	182	12.2	828	16.5	204	13.9	909	18.4
LTS cover	0	0.0	1	0.0	0	0.0	0	0.0
Mat Cover	2	0.1	8	0.2	0	0.0	2	0.0
Seasonal	31	2.1	85	1.7	7	0.5	33	0.7
Secondment	4	0.3	5	0.1	1	0.1	1	0.0
Sessional	3	0.2	3	0.1	3	0.2	5	0.1
Supply	1	0.1	0	0.0	0	0.0	0	0.0
Temporary	1	0.1	3	0.1	0	0.0	1	0.0
(Blank)	0	0.0	0	0.0	0	0.0	0	0.0
Total	1497	100.0	5019	100.0	1464	100.0	4942	100.0

Working pattern by sex

Working Pattern	2015/16				2016/17			
	Male	%	Female	%	Male	%	Female	%
Full Time	1000	66.8	1619	32.3	998	68.2	1588	32.1
Part Time	495	33.1	3297	65.7	463	31.6	3273	66.2
Job Share	2	0.1	103	2.1	3	0.2	81	1.6
Grand Total	1497	100.0	5019	100.0	1464	100.0	4942	100.0

Age profile

	2015/16						2016/17					
Age Group	Employees (31 Mar)	%	Job Applicants	%	Leavers	%	Employees (31 Mar)	%	Job Applicants	%	Leavers	%
16-24	417	6.7	946	20.8	18	4.9	345	5.6	1132	26.0	16	5.1
25-34	1407	22.8	1583	34.8	68	18.4	1427	23.2	1394	32.1	67	21.5
35-44	1590	25.7	899	19.8	74	20.1	1562	25.4	817	18.8	73	23.5
45-49	857	13.9	361	7.9	49	13.3	859	14.0	377	8.7	37	11.9
50-54	811	13.1	321	7.1	51	13.8	817	13.3	275	6.3	38	12.2
55-59	621	10.0	247	5.4	36	9.8	625	10.2	193	4.4	30	9.6
60-64	310	5.0	64	1.4	47	12.7	342	5.6	92	2.1	35	11.3
65-69	117	1.9	11	0.2	24	6.5	115	1.9	7	0.2	12	3.9
70-74	38	0.6	1	0.0	1	0.3	44	0.7	5	0.1	2	0.6
75+	13	0.2	0	0.0	1	0.3	16	0.3	0	0.0	1	0.3
Prefer not to say	0	0.0	117	2.6	0	0.0	0	0.0	54	1.2	0	0.0
Total	6181	100	4550	100	369	100	6152	100.0	4346	100.0	311	100.0

Sex

	2015/16						2016/17					
Sex	Employees (31 Mar)	%	Job Applicants	%	Leavers	%	Employees (31 Mar)	%	Job Applicants	%	Leavers	%
Female	4682	75.7	3307	72.7	229	62.1	4681	76.1	3181	73.2	186	59.8
Male	1499	24.3	1156	25.4	140	37.9	1471	23.9	1132	26.0	125	40.2
Unknown	0	0.0	87	1.9	0	0.0	0	0.0	33	0.8	0	0.0
Total	6181	100.0	4550	100.00	369	100	6152	100.0	4346	100.0	311	100.0

Marital Status

Marital Status	2015/16						2016/17					
	Employees (31 Mar)	%	Job Applicants	%	Leavers	%	Employees (31 Mar)	%	Job Applicants	%	Leavers	%
Civil Partnership	4	0.1	22	0.5	0	0.0	6	0.1	31	0.7	1	0.3
Divorced	252	4.1	231	5.1	18	4.9	249	4.0	237	5.5	18	5.8
Living with Partner	494	8.0	662	14.5	29	7.9	517	8.4	631	14.5	23	7.4
Married	2930	47.4	1435	31.5	184	49.9	2884	46.9	1221	28.1	154	49.5
Separated	89	1.4	95	2.1	8	2.2	87	1.4	76	1.7	7	2.3
Single	1957	31.7	1950	42.9	111	30.1	1950	31.7	2042	47.0	101	32.5
Widowed	44	0.7	20	0.4	1	0.3	48	0.8	8	0.2	1	0.3
Would prefer not to specify	41	0.7	37	0.8	3	0.8	46	0.7	49	1.1	1	0.3
(blank)	370	6.0	98	2.2	15	4.1	365	5.9	51	1.2	5	1.6
Total	6181	100.0	4550	100	369	100	6152	100.0	4346	100	311	100

Disability

Disability	2015/16						2016/17					
	Employees (31 Mar)	%	Job Applicants	%	Leavers	%	Employees (31 Mar)	%	Job Applicants	%	Leavers	%
Disabled	106	1.7	203	4.5	8	2.2	101	1.6	170	3.9	15	4.8
Not disabled	5935	96.0	3872	85.1	349	94.6	5860	95.3	3794	87.3	288	92.6
Not known	36	0.6	47	1.0	3	0.8	48	0.8	67	1.5	4	1.3
(blank)	104	1.7	428	9.4	9	2.4	143	2.3	315	7.2	4	1.3
Total	6181	100	4550	100	369	100	6152	100	4346	100	311	100

Sexual Orientation

Sexual Orientation	2015/16						2016/17					
	Employees (31 Mar)	%	Job Applicants	%	Leavers	%	Employees (31 Mar)	%	Job Applicants	%	Leavers	%
Heterosexual	1369	22.1	3909	85.9	113	30.6	1643	26.7	3809	87.6	155	49.8
Homosexual	12	0.2	56	1.2	0	0.0	23	0.4	53	1.2	1	0.3
Bisexual	6	0.1	64	1.4	1	0.3	10	0.2	58	1.3	2	0.6
Lesbian	11	0.2	43	0.9	0	0.0	17	0.3	58	1.3	0	0.0
Declined to specify (blank)	174	2.8	213	4.7	6	1.6	289	4.7	207	4.8	13	4.2
Total	6181	100	4550	100	369	100	6152	100	4346	100	311	100

Religion or belief

Religion	2015/16						2016/17					
	Employees (31 Mar)	%	Job Applicants	%	Leavers	%	Employees (31 Mar)	%	Job Applicants	%	Leavers	%
Agnostic	105	1.7	373	8.2	8	2.2	126	2.0	363	8.4	9	2.9
Atheist	180	2.9	646	14.2	18	4.9	238	3.9	721	16.6	32	10.3
Buddhist - Hinayana	3	0.0	7	0.2	1	0.3	3	0.0	5	0.1	0	0.0
Buddhist - Mahayana	3	0.0	7	0.2	0	0.0	3	0.0	6	0.1	0	0.0
Christian - Orthodox	142	2.3	318	7.0	5	1.4	174	2.8	328	7.5	12	3.9
Christian - Protestant	356	5.8	815	17.9	28	7.6	416	6.8	660	15.2	36	11.6
Christian - Roman Catholic	183	3.0	479	10.5	13	3.5	235	3.8	494	11.4	22	7.1
Hinduism	3	0.0	29	0.6	0	0.0	3	0.0	24	0.6	1	0.3
Islam - Shiite	0	0.0	0	0.0	4	1.1	2	0.0	15	0.3	0	0.0
Islam - Sunni	25	0.4	13	0.3	2	0.5	35	0.6	167	3.8	5	1.6
Judaism - Orthodox	0	0.0	0	0.0	0	0.0	1	0.0	1	0.0	0	0.0
Judaism - Reformed	0	0.0	0	0.0	0	0.0	0	0.0	1	0.0	0	0.0
Not Specified	424	6.9	128	2.8	27	7.3	561	9.1	890	20.5	41	13.2
Other	97	1.6	1038	22.8	10	2.7	129	2.1	384	8.8	10	3.2
Sikhism	1	0.0	305	6.7	1	0.3	1	0.0	10	0.2	0	0.0
Taoism	1	0.0	4	0.1	0	0.0	1	0.0	6	0.1	1	0.3
(blank)	4658	75.4	388	8.5	252	68.3	4224	68.7	271	6.2	142	45.7
Total	6181	100	4550	100	369	100	6152	100	4346	100	311	100

Ethnic Origin

Ethnic Origin	2015/16			2016/17		
	Employees % (31 Mar)	Job Applicants %	Leavers %	Employees % (31 Mar)	Job Applicants %	Leavers %
Asian or Asian British - Bangladeshi	0.4	1.0	0.3	0.4	1.0	0.6
Asian or Asian British - Indian	0.4	0.8	1.1	0.4	0.9	0.6
Asian or Asian British - Other	0.4	0.7	0.5	0.4	1.1	1.0
Asian or Asian British - Pakistani	0.5	1.1	1.4	0.5	1.6	1.6
Black or Black British - African	0.4	2.2	0.5	0.4	2.1	1.6
Black or Black British - Caribbean	0.5	0.5	0.3	0.4	0.5	0.6
Black or Black British - Other	0.0	0.2	0.0	0.0	0.3	0.0
Chinese or Other - Chinese	0.1	0.3	0.0	0.1	0.2	0.3
Chinese or Other - Gypsy / Traveller	0.0	0.0	0.0	0.0	0.0	0.0
Chinese or Other - Other Ethnic Group	0.1	0.0	0.0	0.1	0.1	0.0
Mixed - Black African	0.0	0.1	0.0	0.0	0.1	0.0
Mixed - Other	0.3	1.2	0.5	0.3	0.6	1.0
Mixed - White & Asian	0.2	0.3	0.3	0.2	0.5	0.0
Mixed - White & Black African	0.2	0.3	0.0	0.1	0.2	0.3
Mixed - White & Black Caribbean	0.4	1.1	0.8	0.4	1.3	1.0
White - British	70.1	59.2	68.8	68.7	59.6	65.6
White - English	2.0	2.0	3.0	1.9	1.5	1.3
White - Irish	0.7	0.4	0.8	0.7	0.4	0.3
White - Other	2.0	1.8	2.2	2.0	1.6	1.9
White - Other European	0.4	2.2	0.5	0.6	2.3	1.6
White - Scottish	0.2	0.2	0.3	0.1	0.2	0.3
White - Welsh	19.1	21.6	17.6	20.0	21.6	19.0
Not Stated	0.1	0.6	0.0	0.3	0.9	0.3
Prefer not to say	0.1	0.1	0.0	0.1	0.7	0.3
Unknown	0.1	0.0	0.0	0.1	0.0	0.3
(Blank)	1.2	1.8	1.1	1.6	0.8	0.3
Total	100	100	100	100	100	100

Ethnic Origin	2016/17			Newport	Wales
	Employees % (31 Mar)	Job Applicants %	Leavers %	Census	Census
Total Asian	1.6	4.6	3.9	5.4	2.2
Total Black	0.8	2.9	2.3	1.7	0.6
Total Other	0.2	0.3	0.3	1	0.5
Total Mixed	1.1	2.6	2.3	1.9	1
Total White	94.0	87.2	90.0	89.9	95.6
Prefer not to say/ Unknown	0.3	0.7	0.6	0.1	0.1
Total	98	98	99	100	100

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