



Newport City Council Strategic Equality Plan and Equality Objectives

2016-2020

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This document is available in Welsh**

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Introduction

Newport City Council is a unitary authority formed in 1996, the 8th largest in Wales providing all major services such as education, finance, social services, planning and highways. There are approximately 147,000 people living in Newport.

The following plan sets out our Equality and Welsh language commitments, and related equality objectives. Actions can be found in the action plan. This Plan was approved by the City Council on the 03/03/16. It builds on the Strategic Equality Plan 2012 and the Welsh Language Scheme.

This policy sets out the council's commitments under the following legislation:

- The Equality Act 2010 and the Statutory Duties (Wales) Regulations 2011
- The Welsh Language (Wales) Measure 2011 and Welsh Language Standards 2015
- The Human Rights Act 1998
- The Well-being of Future Generations Act - a framework for all council work.

The equality objectives closely map those chosen and implemented over the previous four years, but the actions reflect the gains that we have made and where we are today. The Equality and Human Rights Commission's draft challenges issued in Wales in October 2015 have been considered in choosing our objectives.

1 Equality and Welsh legislation and equality objectives

The legislation below affects people, members of the public, partners and staff, and all services, including service delivered in partnership or by others on our behalf.

1.1 The Equality Act 2010

The nine protected characteristics of the 2010 Equality Act include everybody:

Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

The Equality Act sets down Public Sector Duties that apply to all the Council's functions. There are two positive duties and one negative duty:-

- Promoting equality of opportunity
- Promoting good community relations
- Eliminating discrimination, harassment and victimisation

Specific public sector duties for Wales are set out in the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 as issued by the Welsh Assembly Government.

1.2 The Welsh Language (Wales) Measure 2011 and Welsh Language Standards

- The Welsh language has official status in Wales
- Welsh speakers have language rights in Wales to receive Welsh language services from public bodies
- The Welsh language cannot be treated any less favourably than the English language

Newport City Council's Compliance Notice from the Welsh Language Commissioner requires us to comply with a number of standards across various themes.

1.3 The Human Rights Act 1998 (which incorporates the European Convention on Human Rights 1950, into British law)

Human Rights and equality are inextricably linked. Equality is treated as a fundamental human right, from the principle of equal respect for the inherent dignity of all people.

Article 14 of the European Convention of Human Rights prohibits discrimination 'on any grounds such as sex, race, colour, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth or other status'.

The words 'other status' have been held to cover, amongst other things, sexual orientation, illegitimacy, marital status, trade union membership, transsexualism, disability, carers and imprisonment.

Article 14 can only be used when attached to a complaint relating to another article of the Convention such as Article 6: right to a fair trial, or Article 8: right to a private and family life, home and correspondence.

In some instances the Human Rights Act 1998 gives greater rights to people than other equalities legislation because it judges treatment against a fixed standard and does not rely on comparison between treatment of one group of people and another.

1.4 The Well-Being of Future Generations Act 2015

The Act puts in place a **sustainable development principle** which means that 'a body (the Council) must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs'

The council will agree on overarching Well-being Objectives in 2017 in-line with the sustainable development principle and the **7 well-being goals**. The Equality Objectives will inform those objectives and in turn the Public Service Board's Well-being Plan (April 2018.)

2 Newport City Council Equality Objectives

These 9 equality objectives have been developed to meet the requirements of the Equality Act 2010 and the Welsh Language Measure (Wales) 2011, under the framework of the Wellbeing of Future Generations (Wales) Act 2015.

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.

Some of the themes are inward focused- how the council is improving its practices and ensuring good governance under **Corporate Compliance**. Other objectives are outward facing- **Engagement** and **Domestic Abuse**, where we benefit from working in partnership through the One Newport Public Services Board.

The updated objectives underwent extensive consultation and discussions with various internal and external stakeholders between November 2015 and January 2016. The draft document was subsequently submitted to Cabinet and full Council early in 2016.

The Council is committed to an on-going process of consultation and engagement with stakeholders throughout the 4-year lifetime of this document and any changes needed can be done following the review and evidence gathering undertaken for the Annual Report.

3 Customers

3.1 The principle of accessible services

Our services are open to everyone. We will not discriminate in delivering services, and access to services will be of the same quality for all people.

We will promote a bilingual public face and provide a bilingual welcome to inform people that services are available in Welsh and to encourage take up.

Some Council services are targeted at people who need more or different support, for example children with special educational needs. Other services are adaptable so they can be delivered to meet people's cultural or social needs within the mainstream provision.

Under the Equality Act 2010 the Council can only refuse to deliver a service if the Council can prove that service is 'unreasonable' or 'impractical'. However this can only apply to particular and unforeseen circumstances. Financial constraints can only be referred to in relation to the whole authority budget.

Relevant WL Standards 1-87

3.2 How we offer services

We will ensure that people who need our services:

- Know what services are available
- Know how to apply for them
- Can easily access them, with assistance if needed
- The Council provides translation and interpretation for community languages where the lack of these services would place a person at a disadvantage – to meet a need, not a preference
- The Council will also put in place technology and adaptations where possible and practical to ensure access to services for all.
- The impact upon the customer is of great importance in determining what is reasonable. **Relevant WL Standards 1-87**

3.3 Positive Action

The Council can take proportionate positive action to address disadvantages faced by people of a protected characteristic, or where it would enable or encourage participation by an under represented group. An example of this is women only swimming sessions. We will gather evidence before taking positive action.

3.4 Communication

The Council will try to get services right for people the first time. We will communicate with people in Welsh and English unless we know their choice of language/s. We can't assume that we know what people need so we will:

- Provide information in a variety of formats including large print, Plain English and Cymraeg Clir, Braille, and community languages etc. where needed
- Design products that are easy to read in terms of language and layout
- Use images that reflect the lives of the people of Newport
- Attach full contact details to make it easy for people to contact us
- Ask people their preferred method of communication and where possible record it and use it
- Train and support employees on how to produce accessible public information, electronic communication, translation and interpretation

The Council recognises British Sign Language (BSL) as a language in its own right. The Council will promote Deaf culture and identity. We will increasingly make use of BSL interpretation and recordings and train relevant staff in deaf equality and BSL skills. **Relevant WL Standards 1-87**

3.5 Buying goods and services

The Council will take into account within its tender evaluation and contracting processes, a potential contractor's approach to equalities in terms of its employment practices and service delivery. This will be monitored and managed during the life of each contract. **Relevant WL Standards 76-86**

3.6 Grants and Third Parties

All applicants for grants or sponsorship will be asked to demonstrate how they promote equality and remove barriers for people in-line with the principles of the Equality Act. They will also be required to promote use of the Welsh language in-line with the Welsh Language Measure.

The Council will consider the needs of all people and communities, including disabled people, when making support available to third sector groups. Support will only be offered to those groups with a valid equality statement. One Newport Local Service Board has commissioned Gwent Association of Voluntary Organisations (GAVO) to develop a Quality Assurance Award for third sector organisations to evidence how they meet a set criterion. Gaining the Award is evidence that those organisations have the correct policy and controls in place. **Relevant WL Standards 71-75**

3.7 Partnerships

When the Council is a member of a partnership it will promote equality and the Welsh language in all that it does, and support partners to do so as well.

Collaboration and **Involvement** are two of the Sustainable Development Principles of the Well-being of Future Generations Act. Working in partnership will help us design and deliver services around the customer and the community.

3.8 Engagement

The Council consults and involves stakeholders - service users, employees, practitioners and their representatives, in changing or developing services. Council Members are involved through the political system.

Considering the opinions of people by protected characteristics and other factors such as poverty, locality, skills etc. gives us a better picture of the whole population and their needs. We'll also consult on the opportunities to use the Welsh language.

The Council consults people on services that specifically affects them i.e. disabled people on disabled housing adaptations, as well as on general services.

The Council will consult with partners in Newport to minimise the consultation demands on the people of Newport, and make full use of the information given. **Relevant WL Standards 91-93 and 95-97**

3.9 Complaints and compliments

The Council welcomes complaints and compliments and uses comments to try to put things right, learn from mistakes and improve services. The policy is below

<http://www.newport.gov.uk/documents/Council-and-Democracy/Comments-Compliments-and-Complaints-Policy-V1-1-ENG.pdf>

The Complaint or Compliment Form is available electronically, below, or call the council's contact centre on 01633 656656.

https://services.newport.gov.uk/forms/form/252/en/make_a_complaint_or_compliment

We'll monitor the complaints to assess whether equalities issues emerge. We'll address the issues as they arise and monitor complaints annually. We keep a copy all of complaints about Welsh language services, as required by the WL Standards. **Relevant WL Standards 147-149**

4 Discrimination, harassment and victimisation

4.1 Discrimination

The Council will make sure that our services are designed and implemented so that they do not discriminate against people. Our policies will reflect this.

There are four kind of illegal discrimination defined in the Equality Act 2010, they apply to service delivery and employment:

- Direct discrimination
- Combined direct discrimination
- Indirect discrimination
- Discrimination arising from disability

4.2 Direct discrimination– where a person treats another less favourably because of a protected characteristic. For example; not giving somebody a job or refusing to deliver a service to somebody because of their gender.

4.3 Combined direct discrimination - where a person is treated less favourable because of a combination of protected characteristics e.g. gender and age

The definition of direct discrimination (see 4.2 and 4.3) has been extended to reflect case law. It now includes **discrimination because of association** with a person against whom it would be unlawful to discriminate e.g. discrimination against a parent of a disabled person.

Direct discrimination is also extended to cover **discrimination based on perception** of protected characteristics e.g. discrimination against a person who is believed to be a Muslim, even if they're not.

4.4 Indirect discrimination – when a policy or practice is apparently neutral but the effect places a group of people at a significant disadvantage- for example an inflexible uniform policy which won't accommodate people's needs based on religion or disability

4.5 Discrimination arising from disability – where a person is treated less favourably because of something related to their impairment e.g. a disabled pupil disciplined for not obeying a rule they didn't know about because they didn't understand the sign.

4.6 Harassment

The Council will be pro-active on protecting people. We will raise awareness, train managers, encourage employees to report harassment and deal with problems as they arise.

Harassment is unwanted behaviour that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person.

The Council has responsibility to protect people in the work environment from harassment by people. We may be found at fault if a person reports harassment and didn't take reasonable steps to prevent further harassment. This remains true even if a person is harassed by different people for different reasons at different times.

Harassment now includes **harassment based on association** i.e. a friend of a disabled person, **or perception** i.e. mistakenly believed to be a Muslim etc.

Harassment applies to all protected characteristics except for pregnancy and maternity (where any unfavourable treatment may be considered discrimination,) and marriage and civil partnership.

4.7 Victimization

The Equality Act protects people from victimisation on the grounds of any of the protected characteristics.

Victimisation is when a person subjects another person to detriment because they have done, or believed that they will do, a 'protected act.' A 'protected act' includes bringing proceedings under the Equality Act 2010, giving information or evidence, or making an allegation in relation to the Act, as long as they have done so in good faith- that is, done honestly.

4.8 Discrimination Table

Below is a table that shows what is covered by the Equality Act 2010 in terms of discrimination, harassment and victimisation. Human Rights are applicable to all people in relation to the Council.

	Discrimination			Harassment (Employees only)	Victimisation (Employees only)	Human Rights
	Direct	Dual	Indirect			
Age	☺	☺	☺	☺	☺	☺
Disability	☺	☺	☺	☺	☺	☺
Gender reassignment	☺	☺	☺	☺	☺	☺
Marriage and Civil Partnership	☺	■	☺	☺	☺	☺
Maternity and Pregnancy	☺	■	■	■	☺	☺
Race	☺	☺	☺	☺	☺	☺
Religion or belief	☺	☺	☺	☺	☺	☺
Sex	☺	☺	☺	☺	☺	☺
Sexual orientation	☺	☺	☺	☺	☺	☺

☺ Discrimination covered by the Equality Act 2010/ Human Rights Act

■ Discrimination not covered by the Equality Act 2010/ Human Rights Act

4.9 Hate Crime and Hate Incidents

Newport City Council, working in partnership through One Newport aims to promote good community relations and cohesion and deal with hate crime and incidents motivated by prejudice and hate.

A hate crime is 'a criminal offense which is perceived, by the victim or any other person to be motivated by a hostility or prejudice based on a person's actual or perceived disability, race, religion and belief, sexual orientation and transgender' whereas a hate incident are those that are equally based on prejudice but are non-crime related.

The Domestic Abuse Unit provides a confidential, multi-agency service to people affected by domestic abuse.

5 How we deliver the plan

5.1 Strategic Responsibility

The Chief Executive and Strategic Director for People are responsible for the strategic direction of equalities and Welsh language across the council. The Head of People and Business Change is the Senior Lead Officer. Day to day management and co-ordination of the policy lies in the Partnership and Policy Team.

The Strategic Equalities Group is chaired by the Cabinet Member for People and Business Change. The Cabinet Member for Skills and Work, the Equalities Champion and officers that represent each equality objective attend. Some of the themes have implementation groups. Some of these groups already report elsewhere- to the One Newport Partnership, Welsh Government etc. The Council's Tackling Poverty Champion, Armed Forces Champion, Older Persons' Champion and Equalities Champion have an open invitation to attend the group and report to the group once a year.

5.2 Performance

Building on the Local Government Measure (Wales) 2009, the proposed Local Government Reform Bill will shape the performance agenda in the coming years with our priorities focused on the framework of the Well-being of Future Generations Act.

Under the duty to 'secure continuous improvement' is a requirement to have regard to: 'fairness especially in reducing inequality in accessing or benefiting from services, or improving the wellbeing of disadvantaged groups.'

To do this we consider our equality duties and the effect on all people. We implement the Strategic Equality Plan by means of Strategic Equality Group and through the Service Area Plans which explicitly address equalities and Welsh language. The Service Area Plans are reported on twice a year.

We report on the Strategic Equality Plan and Equality Objectives once a year to Cabinet. These reports are published on the council's web site.

The relevant regulators for equalities and Welsh language are:
The Equality and Human Rights Commission (EHRC)
The Welsh Language Commissioner

5.3 Decisions

Decision makers in the Council consider the Public Sector Equality Duty and the Welsh Language Standards when looking at options and taking decision about policies and services. One way to do this is by completing a Fairness and Equality Impact Assessment – an equalities risk assessment.

Under the Equality Act 2010 and Welsh Language Measure 2011 all policies, practices and procedures should be consulted upon and their impact assessed (see Fairness and Equality Impact Assessments, below.), a summary and conclusion of which is detailed within the Council's report template.

5.4 Fairness and Equality Impact Assessments (F&EIA)

The Fairness and Equality Impact Assessment is an equalities risk assessment which records the benefits and risks for different people – by protected characteristic and on use of the Welsh language. It presents evidence of research, and consultation and engagement with stakeholders. See section 3.8. If we assess that the decision may affect people differently, we'll take steps to mitigate any negative effects. This will be reported in the relevant council report.

A Fairness and Equality Impact Assessment report will include:

- The purpose of the policy or practice
- A summary of the steps taken in the assessment
- A summary of the information take into account in the assessment
- The result of the assessment
- Any decision taken by the authority in relation to the results.

The Council will publish the results of Equality Impact Assessments on our website.

<http://www.newport.gov.uk/en/Council-Democracy/Equalities-the-Welsh-language/Equality-Impact-Assessments/Fairness--equality-impact-assessments.aspx>

Relevant WL Standards

88-90 Assessing Impact, 91-93 Consultation and 95-97 Engagement

5.5 Monitoring service delivery

Newport City Council will gather and analyse information on customers' use and opinions of its services. Monitoring service delivery and the impact of service delivery will form a part of the Council's performance management.

Relevant WL Standards 157

5.6 Publishing information

The Council will identify, publish and use equalities information relevant to how we are delivering the specific duties. The relevant information for employment has been identified in the Assembly's The Equality Act 2010

(Statutory Duties) Wales) Regulations 2011 and a summary is written in section 7.5.

For service delivery we will be publishing information on:

- Performance in relation to delivering the specific duties and the equality objectives
- Access to services
- Satisfaction with services, and
- Complaints.

Relevant WL Standards 157, 158 and 159

6 You - the employee

The values for the Council as an employer were identified by employees in 2010. The authority's values are being Accountable, Open and United

6.1 The People Plan

The People Plan that sets out how we will motivate, develop and involve employees in a fair and inclusive way to make the Council a successful place to work.

6.2 Employment

The Council aims to be a fair employer and promote a friendly working culture. Without committed enthusiastic, skilled and empowered people the Council cannot succeed. We'll create a healthy, safe and supportive work environment where people are respected for who they are and employees can perform at their best.

It is illegal to discriminate either directly or indirectly against people in selecting and employing people, in the terms of employment, access to training, promotion, transfers, retirement, dismissal, and other benefits on the grounds of any of the protected characteristics. The previous section on discrimination in the 'customers' section applies to employees.

6.3 Requests in relation to a protected characteristic

We will make every reasonable endeavour to meet employee requests relating to a protected characteristic, including dress, food, holidays, prayer times, work patterns, leave, support, physical adaptations etc. in order not to discriminate.

6.4 Positive action

Positive action measures can be used to counteract the effects of past discrimination so that people in such groups can achieve their potential. We will evidence that we believe such disadvantages or underrepresentation exists before taking action.

The Council has a policy on harassment and victimisation. It is important for people to be able to work in a harassment-free environment. Harassment in the workplace is completely unreasonable, and illegal.

6.5 Monitoring and publishing information on employment

Newport City Council is a large organisation with many places of work. It is important that we know the workforce, who are our employees, what are their needs etc.

We will monitor recruitment, employee development and retention including:-

- a) Number employed (by protected characteristic)
- b) Number employed by job, grade, pay, contract type and working patterns (by sex)
- c) Number of employees within a reporting period (by every protected characteristic) who:
 - Applied for a job
 - Changed positions and who applied to change positions, applied for training, were successful in getting training, and completed their training
 - Employees involved in grievance procedures
 - Employees subject to disciplinary
 - Employees who left the employment of the authority

We will monitor and publish data as required above as available on the Councils' payroll system. We will publish data in a way that does not identify individuals. We will make monitoring information available to the public on the Council's equalities web pages.

<http://www.newport.gov.uk/dc/index.cfm?fuseaction=equalities.homepage>

Figures on employment will not inform us the reason for any differentials. For the causes of any differentials and actions to address them we'll ask current and prospective employees their opinions and experiences.

6.6 Pay and reward

NCC implements an open, modernised pay and grading structure and flexible benefits framework, and has implemented a comprehensive pay and grading review under the Total Reward project.

6.7 Positive about disabled people

The Council is committed to the two ticks -'Positive about disabled people initiative which guarantees an interview for disabled people who meet the essential job requirements. We can make changes to an employee's environment and role if they are disabled. Managers are responsible for providing a suitable work environment that allows employees to carry out their work. Support is available for employees and managers by occupational therapists, work psychologists and access to work advisors.

6.8 Employee engagement

Employee engagement is one of the five themes of the Council's People Plan for employees. Engagement is essential for developing a culture and structures where new and innovative work ideas can be progressed and across the authority.

6.9 Organisational Development and training

Newport City Council is committed to a Corporate Organisational Development Strategy, helping today's leaders, managers and employees understand equality in developing better public services.

The Council invests in employee and Member development fairly and equitably.

The Council offers the following equalities and Welsh Language training courses, which we review on an on-going basis:

Equalities Awareness	Extremist Ideology Training
Fairness and Equality Impact Assessments F&EIAs	Hate Crime Awareness
Welsh Language Awareness and the Welsh Language Standards	Modern Slavery
Welsh Language Taster Courses	Honour Based Violence
Welsh Language Greetings	Forced Marriage and Female Genital Mutilation awareness,
Prevent Training –WRAP	Dementia Friendly Awareness

Briefings on Organising Bilingual Meetings, Assessing Language Skills for Posts, Community Tensions, Asylum Process etc.

Employees are introduced to the Equality Duties and Welsh Language Standards in Corporate Induction and their local service area induction and have access to e-learning courses on the council's e-learning portal.

Service managers and employees will identify what skills are required to deliver good and fair service through each employee's Your Review.

Relevant WL Standards 129-132

7 Newport City Council Equality Objectives and Equality Action Plan 2016-2020

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.

The following objectives and actions will be further developed with the Strategic Equality Group and Newport City Council's partners in the months following Council approval of the Strategic Equality Plan and Equality Objectives

Equality objective 1 Diversity in the Workplace- Engaging Employees	
Objective and outcome	A more equal Wales 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

Equality objective 2 Engagement and democratic participation	
Objective and outcome	A more equal Wales 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

Equality objective 3 Improving access to services-	
Objective and outcome	<p>A more equal Wales</p> <p>People can access all the Council services and activities that they need in terms of physical access and communication access etc.</p>
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

Equality objective 4 Tackling Poverty	
Objective and outcome	<p>A more equal Wales</p> <p>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</p> <p>(Tackling Poverty Action Plan: preventing poverty; helping people out of poverty; action to mitigate the impact of poverty)</p>
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	Focusing 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, etc.)

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

Equality objective 5 Cohesive Communities and tackling hate crime	
Objective and outcome	A Wales of cohesive communities People has 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 for the Hate Crime Forum in order to raise awareness of Hate Crimes, 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 the shared experiences of all residents in Newport regardless of migration status or ethnicity

Equality objective 6 Domestic Abuse and Sexual Violence	
Objective and outcome	A Wales of cohesive communities 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 • MARAK (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

Equality objective 7 Homelessness	
Objective and outcome	A Wales of cohesive communities 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 programme 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

Equality objective 8 Compliance with the Welsh Language Standards	
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

Equality objective 9 Corporate Compliance	
Objective and outcome	A Wales of vibrant culture and thriving Welsh language Strategic leadership, governance arrangements, ensuring standards are high and consistent across all the council and its areas of responsibility
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	Web pages hold relevant equality information: <ul style="list-style-type: none"> • 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