



Newport City Council Strategic Equality Plan and Equality Objectives

2012-2016

This policy is available in many different languages and formats including Welsh, electronic document, Braille etc. To get a copy and further information please contact

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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, leisure, finance, social services, planning and highways. There are approximately 141,000 people living in Newport.

There are two key drivers for the Council. *Feeling Good About Newport* is the Council's programme for delivering the vision of local wellbeing as set out in the Community Strategy. *Fit for the Future* is the Council's internal transformation programme which is designed to ensure that Newport City Council continues to be a high performing and financially secure local authority. Fairness and equality are fundamental the Council's work and these programmes.

This Plan builds on the Council's Equality Policy 2002 and the Diversity Policy 2006. It belongs to, and is relevant to, all employees and citizens.

The Equality Act 2010 and the Statutory Duties (Wales) Regulations 2011 give us the framework for our work. The Human Rights Act 1998, the Welsh Language Act 1993 and the Welsh Language (Wales) Measure 2011 are also relevant to this policy.

This Plan was approved by the City Council on the 27th of March, 2012. It is reported annually to Overview and Scrutiny and will be reviewed within four years of setting the corporate Equality Objectives.

1 Equality vision and equality objectives

The Equality Act 2010 requires all Councils to have equality objectives in place by April 2012. These objectives cover all following 9 protected characteristics:

- disability
 - gender reassignment
 - marriage and civil partnership
 - pregnancy and maternity
 - race
 - religion or belief
 - sex
 - sexual orientation
- and the Welsh language in Wales.

Actions and targets for these objectives can be found in the action plan at the end of this plan.

To choose objectives for the Council we:

- revisited the 2010 consultation with our One Newport partners on the Community Strategy and four other strategies
- reviewed service areas' consultation reports from the last two years

- consulted various service users' and professionals' groups e.g. with Stonewall, Older People's Group etc.
- held a workshop with Heads of Service and Directors
- consulted on-line.
- took the Plan and Action Plan through the Council's democratic process

These are the equality objectives we chose:

1 Engagement

People can be involved in the development of Council services that affect them and Council decisions are based on what people need.

2 Accessible services

People can access all the Council services and activities that they need in terms of language, format, environment etc.

3 Community cohesion and tackling hate crime

People feel they are a part of Newport society and live their lives free from abuse and harassment.

4 Domestic abuse

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.

5 Worklessness

People are supported in gaining access to the labour market through education, community learning and community development etc.

The following plan sets out our equality commitments. The actions we'll take to deliver the Plan and Objectives are in the Action Plan at the end of this document.

2 Newport City Council strategy and equalities

The Community Strategy is the long term vision for the city where the One Newport partners can work together to achieve the following outcomes:

- To be a thriving and prosperous city
- To have better quality of life
- To have vibrant and safe communities
- To deliver better public services

One Newport oversees the work of a series of integrated partnerships: Healthy Newport, Young Newport, Safer Newport, Prosperous Newport, the Safeguarding Children Board and the Local Development Plan.

As well as mainstreaming equality in their work, all partnerships have equality specific working groups e.g. The Deaf Stakeholders' Group, Newport's

Domestic Abuse Forum, Children and Young People's Health Group, Young Parents' Working Group, Newport's Hate Crime Forum etc.

The Council's Corporate Plan is supported by the 'Our Council – Our City' programme. The four themes- You, Customers, Performance and City are reflected in this policy.

3 The national equality agenda

The following pieces of legislation are at the heart of the equality agenda.

3.1 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, 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

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.

3.2 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.

3.3 The Welsh Language Act 1993& the Welsh Language (Wales) Measure 2011

The Welsh language has official status and belongs to all the people of Wales. The Welsh Language Measure puts the Welsh and English language on a basis of equality. The Council's current [Welsh Language Scheme](#) was approved by Council in 2009. When undertaking Equality Impact Assessments or policy consultation etc. the Welsh language is considered a part of the equalities agenda and considered alongside the protected characteristics.

4 Customers

4.1 The principle of accessible services

Our services are open to everyone. We will not discriminate in delivering services on the grounds of:

- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation
- and the Welsh language in Wales.

Services and access to services will be of the same quality for all people.

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.

4.2 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 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

4.3 What services can you expect?

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.

4.4 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.

4.5 Communication

The Council will try to get services right for people the first time. 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, local languages etc. where needed
- Design products that are easy to read in terms of language and layout
- Use images that reflect 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.

4.6 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.

4.7 Grants and Third Parties

Support will only be offered to those groups with a valid equality statement.

All applicants for grants or sponsorship will demonstrate how they promote equality and remove barriers to people in their work as required in each agreement.

The Council will consider the needs of all people and communities, including disabled people, when making support available to third sector groups.

4.8 Partnerships

When the Council is a member of a partnership it will promote equality in all that it does and facilitate others to do so. Equalities is mainstreamed through partnerships by involvement and consultation, and by designing multi agency services around the customer.

4.9 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. Engaging people will also provide evidence on how well we are doing in delivering equality.

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. The Council hosts an on-line calendar for consultation undertaken by members of One Newport - the Local Service Board.

4.10 Complaints and compliments

We need people to tell us how we are doing. If you have a concern or complaint about a Council service, please let us know. You can contact the Council by telling a Council officer, completing a 'concern or complaint' form available at Council venues including the Information Station, calling the City Contact Centre on 01633 656656 or online at the Council's web site www.newport.gov.uk

We'll monitor the complaints to assess whether there are issues that effect people of different protected characteristics. We'll address the issues as they arise and monitor complaints annually.

5 Discrimination, harassment and victimisation

5.1 Discrimination

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

1. **Direct discrimination**– where a person treats another less favourably because of a protected characteristic
2. **Combined direct discrimination** - where a person is treated less favourable because of a combination of protected characteristics e.g. gender and age

Associative discrimination is now illegal. Associative discrimination is where a person is subject to less favourable treatment because of an association with a person against whom it would be unlawful to discriminate e.g. parent of a disabled person.

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

3. **Indirect discrimination** – when a policy or practice is apparently neutral but the effect places a group of people at a significant disadvantage.
4. **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.

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

5.2 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 other employees, partners or customers. We may be found at fault if a person is harassed more than two times, we knew about it and didn't take reasonable steps to prevent harassment. This remains true even if a person is harassed by different people on different grounds.

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, maternity where any unfavourable treatment may be considered discrimination and marriage and civil partnership.

5.3 Victimisation

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.

5.4 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.

	Direct discriminati on	Dual discriminati on	Indirect discriminati on	Harassme nt (Employee s only)	Victimisati on (Employee s only)	Huma n Right s
Age	☺	☺	☺	☺	☺	☺
Disability	☺	☺	☺	☺	☺	☺
Gender reassignme nt	☺	☺	☺	☺	☺	☺
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

6 Performance/ standards - how we deliver the policy

6.1 Performance

In the Local Government Measure (Wales) 2009 there are two basic principles, Improvement, which looks at service delivery performance in the short and medium term and Community Planning which sets the bigger and longer term strategy for Newport.

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.'

We use a Results Based Accountability approach to performance and improvement in the Council. We ask:

- How much did we do?
- How well did we do it?
- Is anybody better off?

To do this we consider our equality duties and the effect on all people. We use the monitoring information described in 6.4 and use quantitative and qualitative information.

6.2 Decisions

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

assessment. The EIA sets out how we've involved people in designing a service and provides evidence on which we base proposals that address everybody's needs. The information is considered when forming options and taking decisions.

6.3 Equality Impact Assessments

The Council carries out an Equality Impact Assessment on its main projects, policies and budget decisions. The Council asks stakeholders their opinions. The Equality Impact Assessment records the benefits and risks for different people – by protected characteristic. If there's a difference we'll take steps to mitigate any negative effects and this will be recorded in an action plan or the relevant Council report.

An 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 taken 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/dc/index.cfm?fuseaction=equalities.assessments>

6.4 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.

Corporate customer feedback surveys are completed at a minimum of twice a year and offer people the opportunity to provide feedback on the service they received and how easily they accessed that service.

6.5 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.

7 You - the employee

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

7.1 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. The main areas of the People Plan are Workplace Well-being, Workforce Planning, Rewarding Performance, Engaging People, and Enabling You to Perform Better.

7.2 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.

7.3 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.

7.4 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.

7.5 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 disciplinaries
 - 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.

7.6 Pay and reward

The Council has a project team working on Total Reward – developing fair, flexible and attractive employment with the Council. The team will develop an open, modernised pay and grading structure and flexible benefits framework, and consider an adapted approach to job evaluation. This will include conducting a comprehensive pay and grading review. The key strategic actions for the pay and grading review are included in the Strategic Equality Plan's Action Plan – Corporate Compliance.

7.7 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.

7.8 Employee engagement

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

7.9 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 will train relevant employees in understanding the general duty, including equality awareness, equality policy and equality impact assessments etc. by a range of methods. Employees are introduced to the equality duties in Corporate Induction and their local service area induction.

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

7.10 Community cohesion and hate crime

Under One Newport and the Community Safety Partnership, public bodies and Newport City Council promote good community relations and deal with hate crime – incidents motivated by prejudice and hate. There is also a cross sector team for tackling domestic abuse (see equality objective 3 and 4.)

8 Equality Objectives and Action Plan 2012-2016

The Equality Objectives and Equality Action Plan covers both Equality Objectives and actions required to meet the legal requirements of the Equality Act as outlined in the Strategic Equality Plan 2012-2016.

There's a multitude of actions across the Council that can be identified as promoting equality and addressing discrimination. These include supported living schemes, capacity building on child protection in the voluntary sector, youth and school Councils, basic skills strategy, peer mentoring for BME young people, supporting the set up of social enterprises, etc. These have not been included in the action plan but can be found in Council Services Area Plans and Partnership Plans.

Newport City Council Equality Objectives and Equality Action Plan 2012-2016

This document covers both Equality Objectives and actions required to meet the legal requirements of the Equality Act as outlined in the Strategic Equality Plan 2012-2016.

The Council identified 5 equality objectives based on what people told us over the last year and covering:

The three principles of the Equality Act 2010:

- 1. eliminate unlawful discrimination, harassment and victimisation**
- 2. advance equality of opportunity, and**
- 3. foster good relations between people with different protected characteristics**

and the 9 protected characteristics under the Equality Act:

Age, Disability, Gender reassignment, Marriage and Civil Partnership, Race, Religion or Belief, Sex, Sexual orientation, and Pregnancy and Maternity.

The approach used to develop the objectives has taken into account the requirements of the statutory duties in Wales, the consultation and engagement exercises undertaken and existing partnership engagement and research work to identify objectives that are in-line with the Council's existing corporate objectives, the Local Service Board's priorities and therefore the priorities of the people of Newport.

The 5 objectives are:

1 Engagement

People can be involved in the development of Council services that affect them and Council decisions are based on what people need.

2 Accessible services

People can access all the Council services and activities that they need in terms of language, format, environment etc.

3 Community cohesion and tackling hate crime

People feel they are a part of Newport society and live their lives free from abuse and harassment.

4 Domestic abuse

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.

5 Worklessness

People are supported in gaining access to the labour market through education, community learning and community development etc.

Equality objective 1 Engagement

Objective and outcome	People can be involved in the development of Council services that affect them and Council decisions are based on what people need.
Data Set / Success measures	<ul style="list-style-type: none"> • Number responding to of Citizens' Panel • Response to on-line consultation • Number of Equality Impact Assessments • Number of equalities / access complaints • Uptake of complaints service • Number of complaints with satisfactory outcomes
Protected characteristic	Age, Disability, Gender reassignment, Marriage and Civil Partnership, Race, Religion or Belief, Sex, Sexual orientation, and Pregnancy and Maternity.
Links to other plans and strategies	Health, Social Care and Wellbeing Strategy, Children and Young People's Plan, Community Safety Plan, Newport Safeguarding Children Board, NCC Complaints Procedures
Links to Newport City Council Service Areas	All service areas, in particular- HR, Policy and Performance, Children's Services, Integrated Services Social Care and Health, Customer and information Management, Education and Education Services, Law and Standards
Stakeholders	The public, NCC Equalities and Cohesion Team, NCC Members and employees, the voluntary sector and community groups

	Action	Outcome	Timetable	Monitoring	Lead
1.1	Customer Insight – corporate engagement and consultation strategy developed	Planned and consistent approach to engagement and consultation	Develop strategy 2012-2013	Strategy available on-line	Head of Customer & Information Services
1.2	Engagement and intelligence gathering through a range of methods inc. <ul style="list-style-type: none"> • Forums • Surveys • Community events • On-line/Social media • Community groups e.g. the Newport Access Group 	Customers involved in development of services through engagement and feedback Council reaches out to communities and gathers community response as well as individuals’.	Annually	Monitor amount and variety of engagement and consultation events. Monitor engagement feedback	All Heads of Service
1.3	Equality Impact Assessments (EIAs) undertaken on policy changes, major projects, etc.	The public involved in the cycle of decision making and affect decisions that affects them.	Identified and undertaken Annually Report Annually	Equality impact assessments published on-line Monitor no. of EIAs on new and amended policies etc.	All Heads of Service
1.4	Unified customer complaints and compliments system	Customers benefit from a consistent and open approach Annual interrogation provides management information and highlights any emerging access / equalities issues	System interrogated and reported on annually	Monitor number and subject of complaints/ comments	Head of Customer & Information Services

Equality objective 2 Accessible services	
Objective and outcome	People can access all the Council services and activities that they need
Data Set / Success measures	<ul style="list-style-type: none"> • Take up of translation/ interpretation • Level of Council materials that comply with corporate standards • Number of complaints on accessibility/ access to services • Customer satisfaction with customer service (whole population/ target groups) • % of adults 18+ Digitally Included (UNA)
Protected characteristic	Age, Disability, Gender reassignment, Marriage and Civil Partnership, Race, Religion or Belief, Sex, Sexual orientation, and Pregnancy and Maternity.
Links to other plans and strategies	Health, Social Care and Wellbeing Strategy, Children and Young People's Plan, Community Safety Plan, Newport Safeguarding Children Board, NCC Complaints Procedures
Links to Newport City Council Service Areas	All service areas: HR, Policy and Performance, Children's Services, Integrated Services Social Care and Health, Customer and information Management, Streetscene, Regeneration and Regulatory Services, Continuing Learning and Leisure, Education and Education Services, Law and Standards
Stakeholders	The public, NCC Equalities and Cohesion Team, NCC Members and employees, Newport Access Group and community/ practitioner groups

	Action	Outcome	Timetable	Monitoring	Lead
2.1	Develop a corporate protocol on translation and interpretation	To ensure that people who need different languages and formats receive suitable services Consistency of practice in terms of value for money and quality of service	Develop corporate protocol 2012 Monitor compliance, assess value for money Annually Review protocol Annually	Monitor provision of translation and interpretation through the Information Station and corporately Annually Customer feedback Annually	Head of HR, Policy & Performance
2.2	Develop guidance on standards of accessible and bilingual materials in relation to marketing, publicity and customer information	Council materials comply with legislation. Council materials consistent and accessible	Review and develop corporate standards 2012-2013 Review compliance Annually	Monitor materials for compliance- Annual sample	Head of HR, Policy & Performance
2.3	Front line staff in the contact centre and Information Station trained in accessible communications, customer service, disability awareness, conflict management etc.	Front line staff deliver services according to the customer's needs	Annual review of training Annual review of customer satisfaction monitoring	Proportion of staff trained Annual monitoring of customer service delivered by telephone, face to face	Head of Customer & Information Services
2.4	Digital Inclusion Council web site adheres to W3 standard at AA level. On-line services developed to address the specific needs of Welsh speakers/ Deaf people, people with learning disabilities	Council web based service are suitable for the whole population A range of on-line services are targeted at people with specific needs	2012-2013 undertake technical changes to meet W3 AA standard Review services with focus on: Yr1 Welsh, Yr2 Learning disabilities Yr3 BSL	Customer feedback Annually Regular reviews in service area plan and managed through management team	Head of Customer & Information Services

Equality objective 3
Community cohesion and tackling hate crime

Objective and outcome	People feel they are a part of Newport society and live their lives free from abuse and harassment.
Data Set / Success measures	<ul style="list-style-type: none"> • Number of hate crime incidents • Number of hate crimes • Number of prejudice based bullying incidents reported in schools
Protected characteristic	Age, Disability, Gender reassignment, Marriage and Civil Partnership, Race, Religion or Belief, Sex, Sexual orientation, and Pregnancy and Maternity.
Links to other plans and strategies	Health, Social Care and Wellbeing Strategy, Children and Young People's Plan, Community Safety Plan, Newport Safeguarding Children Board, School Anti-Bullying Policies, Health and Safety, Corporate Complaints Procedure
Links to Newport City Council Service Areas	HR, Policy and Performance, Children's Services, Integrated Services Social Care and Health, Customer and information Management, Streetscene, Regeneration and Regulatory Services, Continuing Learning and Leisure, Education and Education Services, Law and Standards
Stakeholders	The public, NCC Equalities and Cohesion Team, NCC Members and employees, Newport Hate Crime Forum, Gwent Police, SEWREC, Victim Support, NCC schools and governing bodies

	Action	Outcome	Timetable	Monitoring	Lead
3.1	Support local people to come together to celebrate through inclusive Newport festivals such as Pill and Maindee Festivals, Refugee and Asylum Week, Black History Month etc.	Newport recognised as a diverse and happy place to live	Events held Annually	Number of equality/ community themed events publicised and supported by the Council	All Heads of Service Head of HR, Policy & Performance (particularly on the marketing and communication aspect)
3.2	Hate Crime Forum maintains multi agency approach Develop multi agency conference call case handling IT systems	Group strategic and sustainable. Support available for victims, communities feel supported and perpetrators and negative behaviours addressed	2012-2013 Develop conference call capacity owned by Gwent Police for the partnership Annually	Monitor membership and attendance Monitor efficiency/ effectiveness of multi agency approach Monitor usage of new case handling IT system	Lead Corporate Director for the Local Service Board (LSB) Director responsible for the Community Safety Partnership
3.3	Council, schools and partners co-ordinate reporting and tackling prejudice based bullying	Staff, pupils and the community aware of prejudice based bullying and know how to deal with it, and where to get support if needed	2012-2013 Trial incidents' reporting systems and training in schools. Review and full roll out of the above Identify emerging themes for pro active anti prejudice work	Monitor % of schools engaged in new reporting system Monitor no. of incidents reported and subject of incident Monitor response to individual incidents	Head of Education Services Director responsible for Children and Young People's Partnership

**Equality objective 4
Domestic abuse**

Objective and outcome	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.
Data Set / Success measures	<ul style="list-style-type: none"> • Number of incidents of domestic violence in Newport • Number of incidents of domestic abuse in Newport • Number of individuals and agencies trained (4.2)
Protected characteristic	Age, Disability, Gender reassignment, Marriage and Civil Partnership, Race, Religion or Belief, Sex, Sexual orientation, and Pregnancy and Maternity.
Links to other plans and strategies	Health, Social Care and Wellbeing Strategy, Children and Young People's Plan, Community Safety Plan, Newport Safeguarding Children Board, Complaints Procedures, Welsh Government's Domestic Abuse Strategy
Links to Newport City Council Service Areas	HR, Policy and Performance, Children's Services, Integrated Services Social Care and Health, Customer and information Management, Streetscene, Regeneration and Regulatory Services, Continuing Learning and Leisure, Education and Education Services, Law and Standards
Stakeholders	The public, NCC Equalities and Cohesion Team, NCC Members and employees, BAWSO, Kaleidoscope, A4E Advice Service, Family Mediation, South Wales Fire and Rescue, GEMS, Newport's Women's Aid, Victim Support

	Action	Outcome	Timetable	Monitoring	Lead
4.1	Establishment of a multi agency Domestic Abuse (DA) Unit in the Information Station	More services available to people effected by DA. A consistent and joined up multi agency response	Domestic Abuse Unit established 2012	No. of people supported No. of multi agency workers supported / engaged	Lead Corporate Director for the Local Service Board (LSB)
4.2	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) 	Council and partnership employees can identify and deal with the issues Communities, in particular women and young people, aware of their rights and the support available to them	On-line and face to face training package developed 2012 onwards Awareness raising for employees in schools	No of people trained across service areas and relevant agencies	Head of HR, Policy & Performance Head of Education Services Head of Children and Family Services Head of Integrated Social Care and Health
4.3	Domestic Abuse Strategy for Newport and Action Plan, Domestic abuse directory of services Conference Call Domestic Abuse IT system reviewed	Consistent and joined-up approach to identifying corporate and individuals' issues and tackling them. Establishment of a minimum standard of service for all.	Strategy, action plan and directory developed 2012 Service standards established 2013 Multi agency conference call system reviewed Annually	Plan published 2012 Directory published 2013 Service standards monitored 2013 annually Gap analysis reviewed Annually	Lead Corporate Director for the Local Service Board (LSB)

Equality objective 5 Worklessness	
Objective and outcome	People are supported in gaining access to the labour market through education, community learning and community development etc
Data Set / Success measures	<ul style="list-style-type: none"> • Unemployment rate 10.4% (December 2009) • Economic inactivity rate 27.3% • Young people not in education, employment or training (NEET) Year 11. 9.1% (Careers Wales 2009) • Young people not in education, employment or training (NEET) Year 13. 5.5% (Careers Wales 2009)
Protected characteristic	Age, Disability, Race, Sex, and Pregnancy and Maternity.
Links to other plans and strategies	Health, Social Care and Wellbeing Strategy, Children and Young People's Plan, Community Safety Plan
Links to Newport City Council Service Areas	HR, Policy and Performance, Children's Services, Integrated Services Social Care and Health, Customer and information Management, Streetscene, Regeneration and Regulatory Services, Continuing Learning and Leisure, Education and Education Services, Law and Standards
Stakeholders	The public, NCC Members and employees, Community Development, Community Learning and Libraries, Economic Development, Social Services, Prosperous Newport (LSB,) Coleg Gwent, Careers Wales Gwent, Jobcentre Plus, 14-19 LAN, Education and Youth Service

	Action	Outcome	Timetable	Monitoring	Lead
5.1	<p>Community Development</p> <p>Employment Pathway (BME and NEET young people)</p> <p>Employment and Skills Preparation (long term unemployed)</p> <p>Big Lottery Carers Programme</p> <p>Work Programme (6 month+ unemployed)</p>	<p>Young people re-engaged in mainstream provision</p> <p>People gain skills to access fields such as construction</p> <p>Training and respite care allows carers to re-enter work/ training</p> <p>People gain skills to access employment</p>	<p>2013. 26 week programme for young people covering education and local work experience</p> <p>2013. 1 to 1 advice and support, vocational training such as Health and Safety</p> <p>1 to 1 advice and support, 26 week part time course with Barnados and Social Services With Working Links.</p> <p>1 to 1 support to move people towards work</p>	<p>Ongoing monitoring against the targets set in the Economic Inactivity Action Plan</p> <p>Approximately 30 participants a year</p> <p>Approximately 168 participants a year</p>	<p>Head of Regeneration and Regulatory Services</p>
5.2	<p>Sub group of Overview and Scrutiny review worklessness to feed into Partnership review. Focus on Young People/ Families First</p>	<p>Research, and engagement informs corporate and LSB (Prosperous Newport) priority setting</p>	<p>2012 -2013 undertake review of worklessness, review of partnerships and thematic partnership priorities</p>	<p>Work completed 2012-2013</p>	<p>Lead Corporate Director for the Local Service Board (LSB)</p> <p>Head of Law & Standards/ HR, Policy and Performance</p>
5.3	<p>Support young people who are NEETS (not in education, employment or training) or who are at risk of becoming so</p>	<p>Young people supported back into education, employment or training within a range of environments</p>	<p>2013 Develop use of schools' good practice guide in early identification of pupils, embed protocol to share information and gather data</p> <p>2012-2013 Map provision of learning providers and address gaps Review success summer NEETS programme</p>	<p>Work of the 14-16 CYP sub group and the 16-18 multi agency CYP sub group monitored annually according to the Children and Young People's partnership plan</p>	<p>Lead Corporate Director of Children and Young People's Plan</p>

Strategic Action Plan – Corporate compliance

	Action	Outcome	Timetable	Monitoring	Lead
6.1	Monitoring Undertaken through the Corporate Equality Group	Council has up to date information on progress against the Strategic Equality Plan and Action Plan	Annually	Each service area has a representative responsible for gathering monitoring information on compliance	All Heads of Service
6.2	Reporting Annual report to Cabinet, IFS Public Affairs, Cabinet member resources and the Corporate Directors' team Report published on-line	Progress against the SEP and Action Plan scrutinised and evaluated. Arising issues dealt with.	Annually	Corporate Policy and Performance co-ordinates the relevant compliance information	Head of HR, Policy and Performance
6.3	Equality Impact Assessments Included in Service Area Plans. Annual list of upcoming EIAs and completed EIAs published on-line	Council's decisions and planned work equality proofed to ensure that people benefit equally. People recognise that the Council has fair and open decision making processes	Service areas responsible for their own EIAs Annually Review compliance and quality Annually	HR, Policy and Performance responsible for supporting and publishing and therefore monitoring of the process	All Heads of Service Head of HR, Policy and Performance
6.4	Web pages hold relevant equality information <ul style="list-style-type: none"> • Equality Impact Assessments • Annual Equality Reports • Consultation 	Council complies with equalities legislation and is recognised as open and accountable	Updated regularly, in some instances annually	Updates will report on monitored activity e.g. EIAs, reports on performance etc.	Head of HR, Policy and Performance
6.5	Training <ul style="list-style-type: none"> • Equality awareness e-learning Targeted service specific training on <ul style="list-style-type: none"> • equalities 	Council employees aware of obligations of the Equality Act 2010	Corporate and service area targeted courses arranged as required and monitored	Annual monitoring and publishing of relevant information	All Heads of Service Head of HR, Policy and Performance

	<ul style="list-style-type: none"> • access to services • customer service • standards and processes 	Customers receive timely, high quality services	annually		
6.6	Review of procedures on procurement, grants and sponsorships to mainstream equalities requirements	Council ensures that equality duties are passed on to other bodies so that the public receives a fair and seamless service	2013-4 consult officers on an approach suitable for Newport. Pilot procedure for reviewing contract requirements 2014-2015 mainstream new procedures	Monitoring will be built into any new procedure to ensure effective implementation and successful outcomes	Head of Finance
6.7	Employment monitoring in-line with the Strategic Equality Plan and published on-line	Council complies with the Equality Act Council identifies any issues and differences in employment patterns	Annually	Monitoring as per Service Area Plan and Business Unit Plan	Head of HR, Policy and Performance
6.8	Pay and Grading Review – To conduct a comprehensive Job Evaluation Review of all NJC for LA employees.	Produce a rank order of jobs upon which a new pay and grading structure can be developed.	2013 as per Service Area Plan and Business Unit Plan	Monitoring as per Service Area Plan and Business Unit Plan	Head of HR, Policy and Performance (managing the programme) All Heads of Service (supporting the programme)
6.9	Pay and Grading Review – To review current pay, grading, terms and conditions of employment for all NJC for LA employees.	Development, agreement and implementation of a new contract of employment for said employees	2013 as per Service Area Plan and Business Unit Plan	Monitoring as per Service Area Plan and Business Unit Plan	Head of HR, Policy and Performance (managing and co-ordinating the programme) All Heads of

	Conduct Equality Impact Assessment	Ensure that stakeholders are involved in the process and outcome is fair			Service (supporting the programme)
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