



*Dunbartonshire and Argyll & Bute
Valuation Joint Board*

Public Sector Equality Duty

April 2015

Updated June 2015

Foreword

The Equalities Act 2010 (The Act) provided an opportunity for Dunbartonshire and Argyll & Bute Valuation Joint Board (the Board) to reaffirm its commitment to equality.

This Public Sector Equality Duty report is the backbone of a positive equal opportunities agenda which includes the promotion of equality by the Board within Argyll & Bute, and East and West Dunbartonshire.

The Board is committed to the promotion of equal opportunities and this report is the basis of that commitment and part of Dunbartonshire and Argyll & Bute Valuation Joint Board's wider equal opportunities policy.

The Board's performance in relation to the proposals contained in this report will be monitored and audited, and progress reported to elected members of the Board and to the citizens of Argyll & Bute and East and West Dunbartonshire.

This report should be read in conjunction with the Board's Single Equality Scheme.

This update report includes updated employee information including details of how this is gathered and used to help us better meet the Equality duty. It also includes information on how we are progressing towards achieving Equality Outcomes including the revised outcomes that were published during the Autumn of 2014.

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1.0 Introduction

1.1 The Board.

The Dunbartonshire and Argyll & Bute Valuation Joint Board was established as part of the 1996 reorganisation of local government in terms of The Valuation Joint Boards (Scotland) Order 1995 and is vested with the functions of the three valuation authorities ([Argyll & Bute Council](#) , [East Dunbartonshire Council](#) and [West Dunbartonshire Council](#)) in the former Strathclyde Region. With the agreement of the three councils the Board also has responsibility for the Electoral Registration function. The Board has therefore appointed the Assessor to be the Electoral Registration Officer and to be responsible for the preparation and maintenance of the Register of Electors.

The Board comprises 16 members who are appointed by the three councils with the [Argyll & Bute Council](#) and [East Dunbartonshire Council](#) each nominating 5 members and [West Dunbartonshire Council](#) 6 members.

1.2 Functions of the Assessor and Electoral Registration Officer

Electoral Registration - This service is responsible for the compilation and maintenance of the Electoral Register. The Electoral Register is used at all elections and only persons who appear on the Register can vote. Electoral Registration forms are issued every year to all properties that are residences. This Service therefore reaches every member of the community who is aged 18 years or over. A statement is included with the forms stating that the form can be made available in other languages or larger print.

Valuation - This service is responsible for the compilation and maintenance of the Valuation Roll. The Valuation Roll is used by the Directors of Finance of the Board's constituent Councils to bill occupiers/owners for non-domestic rates. A statement is included with relevant forms and Notices stating that they can be made available in other languages or larger print.

Council Tax - This service is responsible for the compilation and maintenance of the Council Tax List. The List is used by the Directors of Finance of the Board's constituent Councils to bill occupiers/owners for Council Tax payments. Council Tax Banding Notices are issued to new dwellings, and certain altered dwellings. This Service reaches all Council Taxpayers in Dunbartonshire and Argyll & Bute. A statement is included with relevant forms and Notices stating that they can be made available in other languages or larger print.

1.3 Service Mission and Vision

“WHO WE ARE”

Dunbartonshire and Argyll & Bute Valuation Joint Board is an independent local authority which was established by The Valuation Joint Boards (Scotland) Order 1995

“WHAT WE DO”

We professionally compile and maintain the Valuation Rolls, Council Tax Valuation Lists and Registers of Electors for the Argyll & Bute, East Dunbartonshire and West Dunbartonshire Council areas

“OUR AIMS”

Building on our established professionalism, we aim to provide high quality, effective and responsive services to all of our stakeholders

COMMITMENTS

We are committed to:

- Listening and responding to stakeholders needs
- Valuing staff and providing them with opportunities to develop and contribute
- Reacting innovatively to change
- Treating all stakeholders in a fair, consistent manner and in accordance with equal opportunities requirements
- Striving for continuous improvement in all aspects of service delivery
- Ensuring that we are accessible and accountable to stakeholders
- Pro-actively planning workloads and deploying resources
- Using 'plain English'

It can therefore be seen from the above that the Board, by embedding a firm commitment to achieving equality of service provision into its Vision, Mission and Commitments statements, has established equalities into the ethos of the organisation.

2.0 Equal Pay

The Equality Impact Assessment carried out on behalf of Unison following the completion of the Pay Modernisation processes for the Board's staff states "On the basis of the information supplied, the new pay scheme is consistent with the principles of equal pay for work of equal value. It reduces the overall pay gap and removes any significant pay gap for work rated as equivalent. The overall pay gap remains a concern but given that this results from the predominance of men in higher grades and women in lower grades, it is outwith the scope of this report." The Board will, through recruitment and promotion, attempt to remove this imbalance when the appropriate opportunities arise.

The Act allows an employee to bring a claim on pay discrimination even when no direct male or female comparator is employed.

The Board will not implement conditions of employment restricting staff from making public what they are paid when attempting to identify discrimination.

3.0 Positive Action

Prior to the 2010 legislation, 'positive action' was permitted to allow employers to encourage applications for employment from under represented groups.

Positive action does not mean positive discrimination. Recruitment or promotion must still be based on merit. A person cannot be appointed just because he or she possesses a protected characteristic. That would be positive discrimination, which continues to be unlawful in the UK.

The Board will take proportionate measures to overcome any perceived disadvantage or to meet specific needs for a person with a protected characteristic, much along the lines of providing facilities for disabled persons.

4.0 Public Sector Duties

The Act brings together the existing public sector equalities duties covering disability, gender and race under a new single duty which includes age, gender reassignment, pregnancy and maternity, religion and belief, and sexual orientation.

The Board when carrying out its functions will have due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct prohibited by the Act;
- Advance equality of opportunity between persons sharing a protected characteristic and persons who do not share it; and
- Foster good relations between person who share a protected characteristic and persons who do not share it.
- Consider the needs of all individuals in their day to day work, in developing policy, in delivering services, and in relation to their own employees.

Consideration of equality issues must influence the decisions reached by the Board – such as in how we act as employers; how we develop, evaluate and review policy; how we design, deliver and evaluate services and how we commission and procure services from others.

5.0 Specific Equality Duties

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 require those authorities listed in the Regulations, unless otherwise exempted, to comply with the following duties;

- To report progress on mainstreaming the Equality Duty.
- To publish equality outcomes and report progress.
- To Equality Impact Assess Policies and Practices.
- To gather and to use employee information.
- To consider award criteria in relation to public procurement.
- To publish required information in a manner which is accessible.
- To publish gender pay gap information. The Board has less than 150 employees and is therefore not subject to this duty.

- To publish statements on equal pay. The Board has less than 150 employees and is therefore not subject to this duty.

The Board is committed to integrating equality into its processes and ensuring that equality features explicitly and proportionately in its business operations.

6.0 Monitoring

Reports will be prepared and published on the Board's website annually to present staff statistics on the following:

- Analysis of data by age
- Analysis of data by carer responsibility
- Analysis of data by disability
- Analysis of data by gender reassignment
- Analysis of data by marriage and civil partnership
- Analysis of data by pregnancy and maternity
- Analysis of data by race
- Analysis of data by religion or belief
- Analysis of data by sex
- Analysis of data by sexual orientation

These reports will be used to identify where inequality exists and where actions are required in respect of any of the protected characteristics.

Use of the information from Staff Monitoring forms an essential part of our revised equalities outcomes. More information on this area can be found under Equalities Outcomes.

7.0 Customer Consultation

The Board issues, on a regular basis, Customer Consultation questionnaires which are statistically analysed to allow an annual report on stakeholder opinions on the service provided. This customer consultation examines the returns from all persons with, and without, protected characteristics and will continue to be used to identify where inequality exists in service provision or where positive actions are required in respect of any of the protected characteristics.

The Board also operates a Customer Complaints Policy with a suggestion, comments and complaints forms available online.

Use of the information from Customer Consultation Questionnaires forms an essential part of our revised equalities outcomes. More information on this area can be found under Equalities Outcomes.

8.0 Access to the Board's premises and Information

Assessments have been made of the Board's premises and accesses have been improved, disabled toilets installed and a hearing loop installed where required. Unfortunately access to the upper floors of both offices is restricted for some disabled stakeholders but provision has been made to allow all services to be provided on the ground floors.

The Board has contracted with LanguageLine, a translation service, to provide translations whenever necessary and staff are retrained annually on its application.

Those publications made on paper can generally also be made available, on request, in different languages, in Braille, audio tapes and other similar mediums.

Most forms issued provide details of how to obtain these alternative formats.

9.0 Training

The Board has identified and put in place arrangements for training its staff in relation to its duties to promote equality. The Board is committed to ensuring that staff receive adequate training in these areas. A rolling programme of refresher training on equalities and the equalities duties is embedded into our core training programme that covers all members of staff.

The Board considers it important that its own members receive training in its obligations with regard to equality, and will ensure that current and future members participate in training programmes provided by its constituent authorities.

A statement of commitment to Equality is included in staff Induction packs. All new staff, through the induction procedures, are made aware of all relevant Equality issues and retraining of all staff takes place when required.

Our Core Training programme also includes an annual refresh of Language Line Training.

10.0 Equality Impact Assessments

There has never been a formal legal requirement on the Board to produce formal Equality Impact Assessments and no formal requirement exists in the new public sector Equality Duty. The Valuation Joint Board however remain committed to conducting Equalities Impact Assessments (EIAs) on all new and amended Policies and changes to service provision. The Management Team of the Board uses its established Risk Management approach to identify the effects of changes of policy and legislation on persons with protected characteristics. Negative effects for these persons are avoided, mitigated or accepted as appropriate and, where the risk is deemed to be high, a full Impact Assessment is carried out. The Impact Assessment identifies where the Joint

Board can promote equality of opportunity and any gaps in policy or adverse effects will be addressed.

The details of the approach to full Impact Assessments will vary depending upon the nature of the change and its likely effect for persons with protected characteristics but each will include the following general steps:

- (a) Consider all available data and research findings
- (b) Assess the effect on persons (as above)
- (c) Consider mitigation action
- (d) Consider alternative approaches and opportunities to promote equalities
- (e) Decide on the most appropriate actions
- (f) Establish arrangements for monitoring outcomes
- (g) Publish the Impact Assessment
- (h) Promote positive effects

The assessments are provided to the Valuation Joint Board meetings accordingly.

Workforce Monitoring Report for 2015

Introduction

Dunbartonshire and Argyll & Bute Valuation Joint Board (the Board) is committed to providing a working environment which values diversity. It fosters a workplace culture which is free from unlawful discrimination, harassment, victimisation or bullying and where all employees and the wider community they serve are treated with dignity and respect.

As an employer, the Board has made progress in fostering an inclusive working environment by:

- Introducing a range of policies and practices, including Flexible Working, Equality at Work and Dignity at Work which promote equality at work, foster a positive working environment and eliminate unlawful discrimination, harassment and victimisation. A Disability Leave Policy has also been introduced and several employees have tailored adjustment agreements to reflect their particular needs. All policies which impact on employees have been developed in consultation with Trades Unions.
- Mainstreaming equality into training and development,
- Setting up an Equality Champion to promote equality across all Board services. The Champion is a member of and reports to the Management Team on a regular basis,
- Including Equality as a core competency in our Performance and Development Review system.
- Including Equalities as a standing agenda item for Management Team Meetings

The Board recognises, however, that we must ensure that any steps taken to promote equality translate into meaningful change for employees and that our duty to advance equality of opportunity is an ongoing one.

One of the key tools we can use to evaluate the effectiveness of our equality measures is to annually monitor the make up of our workforce. By doing this, we are better able to identify any equality issues in employment and take action to overcome any disadvantage. Monitoring also enables us to understand the impact of our policies and procedures on employees and identify any trends or patterns.

We will use our workforce monitoring data to:

- Identify areas of occupational segregation by gender and consider measures to address these.
- Identify any disparities in the profile of our workforce by protected characteristic.
- Develop equality outcomes to overcome disadvantage and further the equality duty
- Compare our data with any available national statistics.
- Identify gaps in workforce data and take steps to address these.

Legal Framework

By embracing the diversity of our employees and maximising their individual potential, we can foster innovation, deliver high quality services and create a positive workplace culture. As a public body, the Board also has legal obligations under the Public Sector Equality Duty to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010
- Advance equality of opportunity between those who share a protected characteristic and those who do not
- Foster good relations between those who share a protected characteristic and those who do not.

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 came into force in May 2012. These duties require us to gather and publish information annually on the composition of our workforce and on the recruitment, development and retention of our employees with respect to their protected characteristics.

Non statutory guidance from the Equality and Human Rights Commission on the specific duties recommends that organisations work towards gathering and using information disaggregated by protected characteristics on the following:

- Recruitment and promotion
- Numbers of part-time and full-time staff
- Pay and remuneration
- Training and development
- Return to work of women on maternity leave
- Return to work of disabled employees following sick leave relating to their disability
- Grievances (including about harassment)

- Disciplinary action (including for harassment)
- Dismissals and other reasons for leaving.

Where possible, this report will report on the aforementioned categories by protected characteristic. Where our reporting mechanisms are unable to provide information, we will highlight the gaps and take steps to gather the data for our next annual monitoring report.

A series of information sessions were held with staff to ensure that they were fully aware of the significance of the information being requested. The information sessions were useful in sparking debate and discussion on many areas and information provided by Stonewall and the Equalities and Human Rights Commission was central to informing the debate. The data from our workforce used within this report was ingathered during March and April 2015. Reporting categories for our workforce are age, carer responsibility, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, and sexual orientation.

Scope of Report

This report provides an overview of our workforce profile as at 1st April 2015 and is structured as follows:

- Analysis of data by age
- Analysis of data by carer responsibility
- Analysis of data by disability
- Analysis of data by gender reassignment
- Analysis of data by marriage and civil partnership
- Analysis of data by pregnancy and maternity
- Analysis of data by race
- Analysis of data by religion or belief
- Analysis of data by sex
- Analysis of data by sexual orientation
- Developing the equality outcomes
- The equality outcomes for 2013

Analysis by Protected Characteristic

Age

Age Profile of Workforce

- The largest percentage of our workforce is made up by employees in the 41 to 59 age group which make up 64% of staff. 21% of employees are aged 31 to 40 and 10% are 22 to 30. 6% are over 61.

Grievance by Age

- There have been no recorded grievances since April 2013

Disciplinary Proceedings by Age

- There have been no disciplinary proceedings since April 2013

Age Range	Percentage of Staff
16 -17	0
18 -21	0
22 – 30	10%
31 – 40	21%
41 – 50	33%
51 – 60	31%
61 – 65	6%
66 – 70	0
71+	0
Do not wish to declare	0

Analysis by Protected Characteristic

Carer Responsibility

Profile of Workforce

- 19% of the staff have caring responsibilities while 79% have none. The remainder did not wish to declare

Grievance by Carer Responsibility

- There have been no recorded grievances since April 2013

Disciplinary Proceedings by Carer Responsibility

- There have been no disciplinary proceedings since April 2013

Carer Responsibility	Percentage of Staff
No	79%
Yes	19%
Do not wish to declare	2%

Analysis by Protected Characteristic

Disability

Disability Profile of Workforce

- 23% of employees have stated that they have a disability. 75% do not have a disability. The remainder did not wish to declare. This is a significant change from our original workforce monitoring report where 5% of employees declared a disability. The change in the level of declaration for this Characteristic is due to a better understanding of the definition of disability within the Act and better engagement with staff. This data suggests that level of employees with a disability within our workforce is similar to the Scottish Working age population as a whole¹.

Disability and Grievance

- There have been no recorded grievances since April 2013

Disciplinary Proceedings

- There have been no disciplinary proceedings since April 2013

Disability	Percentage of Staff
No	75%
Yes	23%
Do not wish to declare	2%

¹ <http://www.scotland.gov.uk/Topics/People/Equality/disability>

Analysis by Protected Characteristic

Gender Reassignment

Workforce Profile by Gender Reassignment

- None of the workforce declared that they have undergone gender reassignment

Gender Reassignment and Grievance

- There have been no recorded grievances since April 2013

Disciplinary Proceedings by Gender Reassignment

- There have been no disciplinary proceedings since April 2013

Gender Reassignment	Percentage of Staff
No	100%
Yes	0
Do not wish to declare	0

Analysis by Protected Characteristic

Marital Status & Civil Partnership

Workforce Profile by Marital/ Civil Partnership Status

- 65% of the Board's employees are married. 25% have never been married or registered in a same sex partnership. 8% are divorced, and 2% are married and separated.

Marital Status, Civil Partnership and Grievance

- There have been no recorded grievances since April 2013

Disciplinary Proceedings

- There have been no disciplinary proceedings since April 2013

Marriage and Civil Partnership	Percentage of Staff
Divorced	8
Formerly in same sex partnership which is now legally dissolved	0
In registered same sex civil partnership	0
Married	65
Never married or registered in same sex partnership	25
Separated but married	2
Separated but still in same sex civil partnership	0
Surviving partner from same sex civil partnership	0
Widowed	0
Do not wish to declare	0

Analysis by Protected Characteristic

Pregnancy and Maternity

Return to Work of Women on Maternity Leave

- One member of staff was on Maternity leave at the time of the survey.

Staff Pregnant	Maternity under 26 weeks
0	1

Analysis by Protected Characteristic

Race

Racial Profile of Workforce

- 100% of staff are British, English, Northern Irish or Scottish.

Grievance by Ethnicity

- There have been no recorded grievances since April 2013

Disciplinary Proceedings by Ethnicity

- There have been no disciplinary proceedings since April 2013

Race	Collective Group	Percentage of Staff
British, English, NI, Scottish	White	100%

Analysis by Protected Characteristic

Religion and Belief

Profile of Workforce

- 74% of staff declared as Christian, 20% have no religion. 2% declared as Buddhist.

Grievance by Religious Belief

- There have been no recorded grievances since April 2013

Disciplinary Proceedings by Religious Belief

- There have been no disciplinary proceedings since April 2013

Religion and Belief	Percentage of Staff
Buddhist	2%
Christian	74%
Hindu	0
Jewish	0
Muslim	0
No Religion	20%
Other	2%
Sikh	0
Do not wish to declare	2%

Analysis by Protected Characteristic

Sex

Gender Profile of Workforce

- The Board's workforce is predominantly female, with 58% of employees being female and 42% male. However this is closer to parity than the national position within local authorities, where 71.2% (179,100) of people in employment in Local Authorities in Scotland are female compared with 28.8% (72,400) being male.²

Grievances by Gender

- There have been no recorded grievances since April 2013

Disciplinary Proceedings by Gender

- There have been no disciplinary proceedings since April 2013

Gender	Percentage of Staff
Female	58%
Male	42%

² http://www.scotland.gov.uk/Topics/Statistics/Browse/Labour-Market/PublicSectorEmployment/PSEwebtables_2102

Analysis by Protected Characteristic

Sexual Orientation

Workforce profile by Sexual Orientation

- 100% of the staff are heterosexual straight.

Grievance by Sexual Orientation

- There have been no recorded grievances since April 2013

Disciplinary Proceedings by Sexual Orientation

- There have been no disciplinary proceedings since April 2013

Sexual Orientation	Percentage of Staff
Bisexual	0
Gay or Lesbian	0
Heterosexual straight	100%
Other	0
Do not wish to declare	0

Training

The Electoral Registration function of the Board has seen dramatic changes over the last year to 18 months, with significant electoral events including the European Elections and the Scottish Independence Referendum. In addition to this the whole method of Electoral Registration changed in Scotland on 19th September 2014.

In preparation for this event and continuing after the event all members of staff have undertaken training in Individual Electoral Registration. This includes staff who are not directly involved in day to day Electoral Registration work.

There has also been the introduction of Core Training which has formalised the training for a number of topics that are essential for all employees to undertake. Topics within this include Equalities, Health and Safety and Information Security.

The Core Training programme will be expanded in the coming months to include Core Training for managers / supervisors. Since the last mainstreaming report all supervisors have undergone training in the application of the new Attendance Management and Disability Leave Scheme.

Therefore training has been provide and planned across the workforce. We will be looking to develop our workforce monitoring for training to attempt to provide qualitative as well as quantitative information on the training provided.

Recruitment Monitoring for 2014/15

The Joint Board use of the National Recruitment Portal (www.myjobscotland.gov.uk) submitting equalities data is not mandatory for applicants and is not made available to the recruitment panel, other than disability information. If a candidate meets the minimum job requirements and states that they have a disability then they are guaranteed an interview.

The Board is supported in our recruitment processes by West Dunbartonshire Council. The recruitment portal has recently expanded the equalities monitoring information to include all protected characteristics although the categories within the protected characteristics in some instances do not mirror exactly those within our employee survey.

During 2014/15 The Board advertised and recruited 2 posts, due to the possibility of identifying individuals from this no equality information will be published for the successful applicants other than that contained within our overall workforce monitoring.

The following information relates to the applications received for the post.

Age Range	Percentage of Applicants
16 -17	4%
18 -21	11%
22 – 30	50%
31 – 40	24%
41 – 50	11%
51 – 60	1%
61 – 65	0%
66 – 70	0%
71+	0%
Do not wish to declare	0%

Carer Responsibility	Percentage of Applicants
No	18%
Yes	9%
Do not wish to declare	73%

Disability	Percentage of Applicants
No	92%
Yes	6%
Do not wish to declare	2%

Gender Reassignment	Percentage of Applicants
No	97%
Yes	1%
Do not wish to declare	2%

Marriage and Civil Partnership	Percentage of Applicants
Divorced	2%
Living with Partner	20%
Married / Civil Partnership	17%
Single	58%
Separated	2%
Do not wish to declare	2%

Ethnicity	Percentage of Applicants
White British, English, NI, Scottish	93%
Asian Pakistani	1%
Asian Chinese	1%
Black African	3%
Other	1%
Do not wish to declare	2%

Religion and Belief	Percentage of Applicants
Buddhist	1%
Christian	44%
Muslim	1%
No Religion	45%
Humanist	1%
Do not wish to declare	8%

Gender	Percentage of Applicants
Female	37%
Male	63%

Sexual Orientation	Percentage of Applicants
Bisexual	2%
Gay or Lesbian	2%
Heterosexual straight	93%
Other	0%
Do not wish to declare	3%

Equality Outcomes

During mid 2014 The Board was invited to take part in a project to improve the Equality Outcomes that were originally published in 2013. The 2013 Outcomes were perceived to be not measurable and did not cover all of the protected characteristics, whilst the themes of the 2013 outcomes remain as an aspiration, the focus for the Board will be on fulfilling the 2014 outcomes.

Equalities Outcome 1:

We are seen as an inclusive equal opportunities employer where all staff feel valued and respected.

Context

Having undertaken our original staff survey the data suggested that disabled employees are under represented within our workforce as information from the Scottish Government shows that nearly 1 in 5 (19%) people of working age in Scotland are disabled.

Similarly, nobody declared themselves to be LGB and being aware of the findings within the 2012 Scottish Household Survey where it was felt that underreporting of this protected characteristic was likely. DAB-VJB is committed to providing an environment where members of our staff can confidently declare their status. Prior to the issue of our next staff survey we will review the form and method of return to ensure this is not an impediment to accurate reporting, we will also utilise materials provided by equalities groups and attempt to work with staff groups to ensure an environment where all members of staff are confident and able to accurately declare their characteristics.

How will we measure this?

Description	Base line*	Performance Indicator	Update Frequency	Data Source
% of our workforce who have declared a disability	5%	Increase in the percentage of people who self declare a disability	Annual	Annual Staff survey
% of our workforce who have stated they are LGB	0%	Increase in the percentage of people who self declare they are LGB	Annual	Annual staff survey

*Baseline established from December 2012 staff survey

General Equality Duty

Advance equality of opportunity between people who share a relevant protected characteristic and those that do not.

Progress Made

Since the adoption of this Equality Outcome we have used our employee information to identify the need to better inform our employees about the protected characteristics. There were a series of information events held covering topics such as the definition found within the Equality Act for Disability, how the information is handled and what it is used for. Information from a variety of groups such as Stonewall and the Equality and Human Rights Commission has also been made available. This has led to an increase in the number members of staff who identified themselves as having a disability and it is now slightly above the national average for working age population.

The percentage of people declaring themselves to be LGB remains at zero and work will continue to ensure that any LGB members of staff can feel confident about declaring their status. However it should be noted that information contained in the Scottish Government website suggests that there is possibly underreporting of this characteristic for a number of reasons including:

- Asking about sexual orientation/identity is a new development in national surveys and such questions can be seen as intrusive and personal.
- There is still significant prejudice and discrimination against LGB people in society. In a context where some LGB people will not have told friends and family about their sexual identity, there is a real question about whether LGB people generally would want to be open with an interviewer.
- The default option for being uncertain about one's sexual orientation may be to respond 'straight/heterosexual' rather than to say 'Don't know / not sure'.
- Particular LGB people are still less likely to be open where they belong to groups or communities where an LGB identity is less acceptable.

See:<http://www.gov.scot/Topics/People/Equality/Equalities/DataGrid/SexualOrientation>

It is within this context that we will continue to try to create an environment where LGB members of staff can feel confident about declaring this characteristic.

Equality Outcome 2:

Our Services meet the needs of, and are accessible to, all member of our community and our staff treat all service users, clients and colleagues with dignity and respect.

Context

Whilst DAB-VJB have consistently achieved high customer satisfaction rates this has not been analysed across all the current protected characteristics. At this point in time we do not know if we are providing a consistent level of service throughout the community. Information arising out of this will be critical in informing the formation of further equality outcomes in the future.

How will we measure this?

Description	Base line	Performance Indicator	Update Frequency	Data Source
% of disabled people who rate DAB-VJB as professional, courteous and helpful	To be established in revised customer satisfaction survey	To have similar levels of customer satisfaction across all protected characteristics	Annual	Annual Customer Satisfaction Survey
% of Females who rate DAB-VJB as professional, courteous and helpful	To be established in revised customer satisfaction survey	To have similar levels of customer satisfaction across all protected characteristics	Annual	Annual Customer Satisfaction Survey
% of Males who rate DAB-VJB as professional, courteous and helpful	To be established in revised customer satisfaction survey	To have similar levels of customer satisfaction across all protected characteristics	Annual	Annual Customer Satisfaction Survey
% of People aged 50+ who rate DAB-VJB as professional, courteous and helpful	To be established in revised customer satisfaction survey	To have similar levels of customer satisfaction across all protected characteristics	Annual	Annual Customer Satisfaction Survey
% of people under 30 who rate DAB-VJB as professional,	To be established in revised customer satisfaction	To have similar levels of customer satisfaction across all	Annual	Annual Customer Satisfaction Survey

courteous and helpful	survey	protected characteristics		
% of BME people who rate DAB-VJB as professional, courteous and helpful	To be established in revised customer satisfaction survey	To have similar levels of customer satisfaction across all protected characteristics	Annual	Annual Customer Satisfaction Survey
% of LGB people who rate DAB-VJB as professional, courteous and helpful	To be established in revised customer satisfaction survey	To have similar levels of customer satisfaction across all protected characteristics	Annual	Annual Customer Satisfaction Survey
% of Heterosexual people who rate DAB-VJB as professional, courteous and helpful	To be established in revised customer satisfaction survey	To have similar levels of customer satisfaction across all protected characteristics	Annual	Annual Customer Satisfaction Survey
% of people from minority religions who rate DAB-VJB as professional, courteous and helpful	To be established in revised customer satisfaction survey	To have similar levels of customer satisfaction across all protected characteristics	Annual	Annual Customer Satisfaction Survey
% of Christians who rate DAB-VJB as professional, courteous and helpful	To be established in revised customer satisfaction survey	To have similar levels of customer satisfaction across all protected characteristics	Annual	Annual Customer Satisfaction Survey
% of those with no religious belief who rate DAB-VJB as professional, courteous and helpful	To be established in revised customer satisfaction survey	To have similar levels of customer satisfaction across all protected characteristics	Annual	Annual Customer Satisfaction Survey

General Equality Duty

Advance equality of opportunity between people who share a relevant protected characteristic and those that do not.

Progress Made

The outcome of the 2014/15 Customer Satisfaction survey is detailed in the table below. The very positive outcome across the protected characteristics is welcomed, however, this has to be viewed in the context of the relatively small sample size.

Work will be undertaken in 2015 to redesign our equalities monitoring form in an effort to improve the return rate.

Description	2014/15
% of disabled people who rate DAB-VJB as professional, courteous and helpful	100%
% of Females who rate DAB-VJB as professional, courteous and helpful	100%
% of Males who rate DAB-VJB as professional, courteous and helpful	100%
% of People aged 50+ who rate DAB-VJB as professional, courteous and helpful	100%
% of people under 30 who rate DAB-VJB as professional, courteous and helpful	100%
% of BME people who rate DAB-VJB as professional, courteous and helpful	100%
% of LGB people who rate DAB-VJB as professional, courteous and helpful	100%
% of Heterosexual people who rate DAB-VJB as professional, courteous and helpful	99.5%
% of people from minority religions who rate DAB-VJB as professional, courteous and helpful	100%
% of Christians who rate DAB-VJB as professional, courteous and helpful	99.3%
% of those with no religious belief who rate DAB-VJB as professional, courteous and helpful	100%

Given the recent changes to Electoral Registration, the 2017 Revaluation and possible changes to the Council Tax system this outcome will be invaluable in measuring how well we are providing our services to all within the community we serve.

A large print version or a translation of this document into other languages can be provided.

Gabhaidh tionndadh anns a' chlà mhòr no eadar-theangachadh den sgrìobhainn seo ann an cànanan eile toirt seachad. Cuiribh fios gun chosgais gu: 0800 980 0471

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0800 980 0471

اس دستاویز کو بڑے حروف کی چھپائی میں یا دوسری زبانوں میں اس کا ترجمہ فراہم کیا جاسکتا ہے۔ برائے مہربانی 0800 980 0471 پر مفت فون کریں۔

यह दस्तावेज़ बड़े अक्षरों की छपाई और आपकी भाषा में उपलब्ध कराई जा सकती है। कृपया इस नंबर पर मुफ्त फ़ोन करें: 0800 980 0471

ਇਹ ਦਸਤਾਵੇਜ਼ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਵੀ, ਜਾਂ ਇਹਦਾ ਤਰਜਮਾ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਵੀ ਦਿੱਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਇਹ ਲੈਣ ਲਈ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਮੁਫਤ ਫੋਨ ਕਰੋ - 0800 980 0471