



*Dunbartonshire and Argyll & Bute  
Valuation Joint Board*

## **Public Sector Equality Duty**

**Revised November 2014**

## **Foreword**

The Equalities Act 2010 provides 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.

The November 2014 revision is to take into account replacement Equalities Outcomes. These outcomes were formed working in partnership with the Equalities and Human Rights Commission.

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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 Equal Pay Act 1970 is replicated with only a few amendments. The long term objective for all organisations is to try to achieve equality in working contracts for women and men, and the Board is committed to this.

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.

These conditions are unenforceable

The Act encourages employers to publish pay scale information but this is only applies to public bodies with over 150 employees. Statistics are produced annually detailing the staff pay grades.

## **3.0 Positive Action**

Prior to the 2010 Act 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 consider employing a person because of their protected characteristic(s) from a number of equally qualified candidates with other similar comparative merits.

The new legislation allows employers to 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. The Equalities Outcomes below detail the activities which will be employed to achieve those outcomes.

## **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 requires 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.

## **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.

## **8.0 Access to the Board's premises and Information**

Assessments were made of the Board's premises some years ago and accesses were 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 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**

**9.1** 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.

**9.2** 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.

**9.3** 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.

**9.4** Annual provision 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 2012-13

## 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. 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.

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.

- Identify our gender pay gap.
- 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.

Data for our workforce has been drawn both from an Excel database for previous years and from an access database developed in 2013 to cover present and future years. 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 31st December 2012 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 40 to 59 age group which make up 61% of staff. 20% of employees are aged 30 to 39 and 14% are 20 to 29. Just 5% are over 59.

#### Applications for Employment by Age

- The Board advertised no permanent posts in the 12 months to 31<sup>st</sup> December 2012

#### Grievance by Age

- There were no recorded grievances in 2012

#### Training and Age

- This was not monitored in 2012 but will be in 2013 to include ongoing and completed training by age band

<b>Age Range</b>	<b>Number of Staff</b>
16 -17	0
18 -21	0
22 – 30	11
31 – 40	14
41 – 50	22
51 – 60	15
61 – 65	2
66 – 70	0
71+	0
Do not wish to declare	0

## Analysis by Protected Characteristic

### Carer Responsibility

#### Profile of Workforce

- 9% of the staff have caring responsibilities while 88% have none. The remainder did not wish to declare

#### Applications for Employment by Carer Responsibility

- The Board advertised no permanent posts in the 12 months to 31<sup>st</sup> December 2012

#### Grievance by Carer Responsibility

- There were no recorded grievances in 2012

#### Training and Carer Responsibility

- This was not monitored in 2012 but will be in 2013 to include ongoing and completed training by carer responsibility.

<b>Carer Responsibility</b>	<b>Number of Staff</b>
No	56
Yes	6
Do not wish to declare	2

## Analysis by Protected Characteristic

### Disability

#### Disability Profile of Workforce

- 5% of employees have stated that they are disabled. 94% do not have a disability. The remainder did not wish to declare. This data suggests that disabled employees are underrepresented in our workforce as information from the Scottish Government shows that nearly one in five people of working age (1 million, or 19%) in Scotland are disabled<sup>1</sup>.

#### Job Applications by Disability

- The Board advertised no permanent posts in the 12 months to 31<sup>st</sup> December 2012

#### Disability and Grievance

- There were no recorded grievances in 2012

#### Training Completed and Disability

- In 2012, 70% of all training requests made by disabled staff, and 61% of able bodied requests, were completed.

#### Representation of disabled persons at senior management level.

- The management team of five includes one disabled person

<b>Disability</b>	<b>Number of Staff</b>
No	60
Yes	3
Do not wish to declare	1

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

## Analysis by Protected Characteristic

### Gender Reassignment

#### Workforce Profile by Gender Reassignment

- None of the workforce are protected under the characteristic of gender reassignment. 1 member of staff did not wish to declare

#### Applications for Employment

- The Board advertised no permanent posts in the 12 months to 31<sup>st</sup> December 2012

#### Gender Reassignment and Grievance

- There were no recorded grievances in 2012

#### Training Completed and Gender Reassignment

- As none of the workforce are protected under the characteristic of gender reassignment no statistics are available.

<b>Gender Reassignment</b>	<b>Number of Staff</b>
No	63
Yes	0
Do not wish to declare	1

## Analysis by Protected Characteristic

### Marital Status & Civil Partnership

#### Workforce Profile by Marital/ Civil Partnership Status

- 56% of the Board's employees are married. 31% have never been married or registered in a same sex partnership. 9% are divorced, and 2% are married and separated. The remainder chose not to declare.

#### Applications for Employment

- The Board advertised no permanent posts in the 12 months to 31<sup>st</sup> December 2012

#### Marital Status, Civil Partnership and Grievance

- There were no recorded grievances in 2012

#### Marital Status, Civil Partnership and Training

- This was not monitored in 2012 but will be in 2013 to include ongoing and completed training by marriage and civil partnership.

<b>Marriage and Civil Partnership</b>	<b>Number of Staff</b>
Divorced	6
Formerly in same sex partnership which is now legally dissolved	0
In registered same sex civil partnership	0
Married	36
Never married or registered in same sex partnership	20
Separated but married	1
Separated but still in same sex civil partnership	0
Surviving partner from same sex civil partnership	0
Widowed	0
Do not wish to declare	1

## Analysis by Protected Characteristic

### Pregnancy and Maternity

#### Return to Work of Women on Maternity Leave

- All women returned to work from maternity leave in 2012.

<b>Staff Pregnant</b>	<b>Maternity under 26 weeks</b>
1	0

## Analysis by Protected Characteristic

### Race

#### Racial Profile of Workforce

- 98% of staff are British, English, Northern Irish or Scottish. The remainder chose not to declare.

#### Applicants for Employment by Ethnicity

- The Board advertised no permanent posts in the 12 months to 31<sup>st</sup> December 2012

#### Grievance by Ethnicity

- There were no recorded grievances in 2012

#### Attendance at Training and Ethnicity

- As all members of staff are white and British there are no statistics available here.

<b>Race</b>	<b>Collective Group</b>	<b>Number of Staff</b>
British, English, NI, Scottish	White	63
Do not wish to declare		1

## Analysis by Protected Characteristic

### Religion and Belief

#### Profile of Workforce

- 77% of staff are Christians. 16% have no religion. 2% are of another, not declared, religion. The remainder chose not to declare.

#### Applicants for Employment Religious Belief

- The Board advertised no permanent posts in the 12 months to 31<sup>st</sup> December 2012

#### Grievance by Religious Belief

- There were no recorded grievances in 2012

#### Attendance at Training Religious Belief

- This was not monitored in 2012 but will be in 2013 to include ongoing and completed training by religious belief.

<b>Religion and Belief</b>	<b>Number of Staff</b>
Buddhist	0
Christian	49
Hindu	0
Jewish	0
Muslim	0
No Religion	10
Other	1
Sikh	0
Do not wish to declare	4

## Analysis by Protected Characteristic

### Sex

#### Gender Profile of Workforce

- The Board's workforce is predominantly female, with 63% of employees being female and 37% male. This reflects 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.<sup>2</sup>
- Further available statistics show-

	Argyll and Bute Council	East Dunbartonshire Council	West Dunbartonshire Council	All Scottish Valuation Boards
Males	29%	27%	35%	50%
Females	71%	73%	65%	50%

- Within the Board, 41 per cent of female employees are part-time, compared to 16 per cent of male employees who work part time.

#### Job applications by gender

- The Board advertised no permanent posts in the 12 months to 31<sup>st</sup> December 2012

#### Starters and Leavers by Gender

- There were no starters in 2012
- The one leaver was female

#### Grievances by Gender

- There were no recorded grievances in 2012

#### Disciplinary Proceedings by Gender

- There were no disciplinary proceedings in 2012

#### Training completed by Gender

- In 2012, 64% of all training requests by females and 57% of male requests were completed.

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<sup>2</sup> <http://www.scotland.gov.uk/Topics/Statistics/Browse/Labour-Market/PublicSectorEmployment/PSEwebtables> 2102

Representation of males and females at senior management level.

- The management team consists of four males and one female

<b>Gender</b>	<b>Number of Staff</b>
Female	39
Male	24
Do not wish to declare	1

## Analysis by Protected Characteristic

### Sexual Orientation

#### Workforce profile by Sexual Orientation

- 98 % of the staff are heterosexual straight. The remainder chose not to declare. It may be that none of the workforce are protected under the characteristic of gender sexual orientation.

#### Applicants for Employment by Sexual Orientation

- The Board advertised no permanent posts in the 12 months to 31<sup>st</sup> December 2012

#### Grievance by Ethnicity

- There were no recorded grievances in 2012

#### Attendance at Training and Ethnicity

- As none of the workforce are protected under the characteristic of gender sexual orientation there are no statistics available here.

<b>Sexual Orientation</b>	<b>Number of Staff</b>
Bisexual	0
Gay or Lesbian	0
Heterosexual straight	63
Other	0
Do not wish to declare	1

## Equality Outcomes

### Equalities Outcome 1:

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

#### Context

Having undertaken our staff survey the data suggests 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.

Having undertaken our staff survey and 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	Bi annual	Bi 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	Bi annual	Bi 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.

## 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 reported in detail across all the current protected characteristics. Information arising out of a more detailed analysis of customer satisfaction 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.



**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 ਫ਼ੋਨ ਕਰੋ - 0800 980 0471