



Lanarkshire Valuation Joint Board

Equality Reporting

Employee Information Annual Report and
Mainstreaming Equalities Progress Report

30 April 2015

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1. Introduction

LVJB's Equality and Diversity policy commits that everyone has the right to be treated with dignity and respect. This does not simply mean treating everybody the same as clearly we are all different and do have different needs. What it is about is being fair and providing equality of opportunity to everyone. This includes our employees.

We are committed to ensuring that employment opportunities are accessible and receptive to the values and the diversity of needs within the community. We shall aim to prevent - as well as eliminate - any form of discrimination that occurs in the workplace and ensure that all employees receive the appropriate training and development.

The Annual report provides, for each protected characteristic, information on the composition of LVJB's workforce, the recruitment, development and retention of employees and the steps taken to better perform the equality duty.

The protected characteristics are:

- age,
- disability,
- gender,
- gender reassignment,
- marriage and civil partnership (eliminating unlawful discrimination in employment)
- pregnancy and maternity
- race,
- religion and belief
- sexual orientation.

The report covers the period April 2014 to 31 March 2015.

The Equality Outcomes report provides information on what we have done so far to achieve the objectives set and what we have still to do and covers the period April 2013 to 31 March 2015.

Gary Bennett
Assessor and Electoral Registration Officer

2. Our Mission and Vision

Mission

As an independent Local Government organisation, Lanarkshire Valuation Joint Board's mission is to deliver equitable, customer focussed, professional valuation and electoral services to all stakeholders.

Vision

Our vision is to deliver quality, efficient services to all service users, ensuring completeness and accuracy in the work which we undertake.

In order that we fulfil our Mission and achieve our Vision we will:-

- Ensure that our services are delivered in accordance with all statutory requirements
- Plan service development and delivery in accordance with the principles of efficient government and continuous improvement
- Undertake customer care surveys to assist us in improving our service delivery
- Recognise our employees as both stakeholders and our most important asset
- Take individual and collective responsibility for the services provided by LVJB
- Encourage innovation and recognise achievement within the organisation
- Monitor and report performance levels to stakeholders
- Integrate Equalities issues into all aspects of our service provision
- Build on our achievements to date

3. About Lanarkshire Valuation Joint Board (LVJB)

Lanarkshire 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 valuation authorities of North and South Lanarkshire Councils. With the agreement of the two Councils, the Board also has responsibility for the Electoral Registration function for Lanarkshire.

The Board comprises of 16 elected local Councillors who are appointed by the constituent Councils with each Council nominating 8 members.

Who We Are and What We Do

Detailed information is available on our website www.lanarkshire-vjb.gov.uk under site map, downloads, LVJB information "Who We Are".

4. Our Equal Opportunities Policy and Strategy

LVJB's policy on equal opportunities sets out its responsibilities and commitments with regard to promoting equality and diversity and combating discrimination. It covers LVJB's role both as an employer and service provider.

The policy's objectives contain the following broad commitment:

'We are committed to achieving equal opportunities in all our activities and responsibilities. This means ensuring that services, facilities and employment opportunities are accessible and receptive to the values and the diversity of needs within the community.

In meeting this commitment, we shall aim to prevent - as well as eliminate - any form of discrimination that occurs in the workplace, in service delivery or within the community. We also aim to provide good quality services which users (and potential users) can access freely without prejudice, discrimination and / or harassment.'

'Equal Opportunities' means the prevention, elimination or regulation of discrimination between persons on the grounds of sex or marital status, or racial grounds, or on grounds of disability, age, sexual orientation, language or social origin, or of other personal attributes, including beliefs or opinions such as religious beliefs or political opinions.

Summary of Policy Objectives

Legal Requirements

We will comply with legal requirements and other relevant documentation such as codes of practice and good practice guidelines.

We will comply with the Equality Act 2010 general duty of public authorities to pay due regard to the need to eliminate discrimination, harassment and victimisation; advance equality of opportunity; and foster good relations across the range of protect characteristics: Age, Disability, Gender, Gender Reassignment, Marriage and Civil partnership, Pregnancy and Maternity, Race, Religion or Belief and Sexual Orientation. We will comply with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.

Best Value

We will incorporate equality matters into Best Value strategies that comprise three main aspects: Sound Governance, Performance Measuring and Monitoring and Continuous Improvement.

Policy and Procedures

We will integrate equality considerations into all mainstream Joint Board activities, at both policy and procedural levels, to avoid the marginalisation of equal opportunities.

Employment

We will aim to ensure that the workplace is free from any discrimination or harassment, and all incidents of discrimination or harassment will be tackled promptly. To assist in achieving this aim, equal opportunity standards will be integrated into employee Job Profiles as core elements of job competency.

Service Accessibility

We will assess the extent to which public services are accessible, including the assessment of premises, facilities and methods of providing information. Appropriate remedial actions will be taken, wherever practical, to make services accessible.

Contractors

We will encourage contractors and suppliers of goods and services to adhere to this Policy; such contractors and suppliers will be requested to provide details of their equal opportunities policies as part of the agreement of the contractual process.

Monitoring

We will develop a variety of means to assess the effectiveness of Equal Opportunities Policy in practice; this will include monitoring of "double discrimination," for example, where discrimination occurs on more than one ground. All equal opportunities information which is monitored will be reported to LVJB's management team.

Communications and Publicity

We will ensure that all Joint Board communications promote images that reflect the full diversity of cultural needs and aspirations of North and South Lanarkshire communities. We shall also promote both staff and public awareness of Equal Opportunities issues through participation in publicity campaigns and the production of a range of publicity/information materials.

Employee Development

We will ensure that all employees receive appropriate equal opportunities training; such training will be incorporated into a broad range of training methods such as Induction, as well as both general and specific training courses.

Complaints

We will deal timeously with all complaints concerning equal opportunities and ensure that such complaints are addressed; complaints will be regularly monitored by number, type and outcome.

Policy Review

We will review the Equal Opportunities Policy on a regular basis and carry out a formal review annually. Principles of participation will apply to this process to ensure that staff, citizens and communities are consulted in this review. This review will assess how effectively the objectives of Policy are being implemented into practice

5. Our Equality Duties

The general and specific equalities duties are summarised below.

The Public Sector Equality Duty

The Equality Act 2010

- Section 149 of the Equality Act 2010 (the public sector equality duty-known as the general equality duty)
- The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012

The Equality Act replaces the previous public sector equality duties, the Race Equality Duty introduced in 2002, the Disability Equality Duty (2006) and the Gender Equality Duty (2007)

Public Sector Equality Duty (General Equality Duty)

The public sector general equality duty came into force on 5 April 2011. In summary, those subject to the equality duty must, in the exercise of their functions, have due regard to the need to:

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

Foster good relations Tackle prejudice/promote understanding

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012

Lanarkshire Valuation Joint Board is required annually to gather and use employee information to better perform the equality duty. The information must include the composition of our workforce and the recruitment, development and retention of employees.

Specific Employment Duty

- gather and use employee information
- publish gender pay gap information
- publish statements on equal pay

Monitoring under the Employment Duty is undertaken by LVJB however as LVJB has less than 100 employees it will not publish all of this information as there may be a risk that individuals could be identified by the data. The requirement to publish gender pay gap information and statement on equal pay only applies to public sector organisation with over 150 employees.

6. What we have done so far in Employment

- Put in place non-discriminatory recruitment practices.
- Committed to the Double Tick ✓✓ standard of guaranteeing interviews to those that consider themselves disabled if their skills meet the essential criteria of a job.
- Provided all newly recruited employees with a comprehensive induction programme clearly defining the terms and conditions under which they are being employed and making them aware of their rights and responsibilities under the Equality and Diversity Policy.
- SLC incorporated equality and diversity issues as part of core learning and development programmes – to which LVJB employees at all levels have access.
- Implemented a “Dignity at Work Policy”, which was developed in conjunction with SLC and the trade unions.
- Incorporated equality and diversity considerations into our “Employee Code of Conduct”.
- Introduced the promotion of equality and diversity as a core competence for all employees and measured performance through an annual Performance Development Review process and 6 month interim review.
- Implemented family friendly policies allowing employees to help achieve a work life balance.
- Ensured that there are effective support mechanisms in place for disabled employees in LVJB and take account of disability related illnesses when dealing with maximising absence
- Encourage attendance by LVJB employees to the employee networks of: Disability Matters, Ethnicity Matters, Caring Matters and LGBT Matters

7. Equal Pay

Job Evaluation

The Equality Act 2010 defines a job evaluation scheme as a study undertaken to evaluate the jobs being done 'in terms of the demands made on a person by reference to factors such as effort, skill and decision making'.

LVJB adopted South Lanarkshire Council's Competence Initiative Grading Scheme which includes a job evaluation undertaken by trained evaluators which involves making assessments about the relative nature and content of the jobs. This factor evaluation of jobs is used to determine the rate of the job and published for employees to view on the SLC intranet site.

LVJB job grades operate on the basis of broad bands. Where an employee is placed within the grade depends on the employee's personal competence assessed using the Performance and Development Review process.

Equal Pay Claims: No claims for equal pay have been made to LVJB.

Job families

LVJB has job families which is a broad grouping of posts that are related either by similarity of tasks performed or transferability of knowledge and skills from one occupation to another. By using job families, these posts link into the Competence Initiative process whereby career progression can be identified both within and out-with the broad band. Job families will identify career paths, promotion opportunities, career enhancement opportunities and new opportunities for development.

Performance and Development Review (PDR) Process

The annual and six monthly interim PDR process facilitate communication between the employee and their line manager, allowing for discussion of performance, assessment of competence, training requirements and career development. The process also provides managers with a framework to follow when setting individual key work objectives and the link to job families ensures they have agreed competencies for managing team and individual performance.

Progression Guidelines

The LVJB grades operate within broad bands for example grade 1 has 4 levels each reflecting difference in tasks undertaken. Following job evaluation which determines the grade for the job, individual placing within the grade is dependent upon the employees' personal competence, tasks undertaken and business need.

Living Wage

Over the last four years LVJB implemented measures to ensure relevant employees have benefited from the Living Wage and in addition received a minimum of £250 per annum (pro rata) for those earning less than £21,000 (pro rata). As at 1 April 2015 26 employees benefited from the living wage increase (80.77% of which were women).

8. Employee Information

LVJB gathers and uses information on the composition of its workforce, recruitment, development and retention of employees to better perform the general equality duty.

In October 2012 an employee verification exercise to capture relevant monitoring information across all the protected characteristics was carried out.

The information is used to ensure that LVJB has fair and open recruitment practices, that employees are given fair access to learning and development and promotion opportunities.

Workforce Profile as at 1 April 2015 by Age, Disability, Gender, Ethnic Group is detailed in the tables below.

a) Percentage of Employees by Age Band as at 1 April 2015

Age Band	Percentage
Under 21	5.71%
21-29	17.14%
30-39	20.00%
40-49	31.43%
50-59	21.43%
60-65	4.29%
over 65	0%

b) Percentage of Employees by Gender as at 1 April 2015

Gender	Percentage
Female	52.86%
Male	47.14%

c) Percentage of Employees by Grade and Gender as at 1 April 2015

Grade	Female	Male
Grade 1	20.00%	2.86%
Grade 2	20.00%	7.14%
Grade 3	8.57%	24.29%
Grade 4	4.29%	5.71%
Grade 5	0.00%	5.71%
Executive Director	0.00%	1.43%
Total	52.86%	47.14%

Disability and ethnic group are excluded due to the employees being less than 100 and the possibility of identifying individual's sensitive personal data.

d) Percentage of Employees by Category as at 1 April 2015

Employee Category	Female	Male
Clerical/Administration	32.86%	5.71%
Management	1.43%	4.29%
Senior Management	0%	4.29%
Valuation	18.57%	32.86%
	52.86%	47.14%

The percentage of males employed within the clerical/administration category of employees is lower and the percentage of females is lower in the valuation category. LVJB participates in the “Delivering a Fairer Future” initiative by South Lanarkshire Council to encourage recruitment into non-traditional roles for men and women.

e) Percentage of Employees by Ethnic Group as at 1 April 2015
(2011 census categories)

Ethnic Group	% all
White	
Scottish	88.57%
Other British	10.00%
Irish	1.43%
Gypsy Traveller	0%
Polish	0%
Other White	0%
Mixed or Multiple Ethnic Group	
Any Mixed or multiple ethnic groups	0%
Asian, Asian Scottish or Asian British	
Pakistani, Pakistani Scottish or Pakistani British	0%
Indian, Indian Scottish or Indian British	0%
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0%
Chinese, Chinese Scottish or Chinese British	0%
Other Asian	0%
African	
African, African Scottish or African British	0%
Other African	0%
Caribbean or Black	
Caribbean, Caribbean Scottish or Caribbean British	0%
Black, Black Scottish or Black British	0%
Other Caribbean or Black	0%
Other ethnic group	
Arab, Arab Scottish or Arab British	0%
Other ethnic group	0%
Not Disclosed	
Not Disclosed	0%
	100.00%

f) Percentage of Employees by Full/Part Time as at 1 April 2015

Gender	Full Time	Part Time
Female	37.15%	15.71%
Male	47.14%	0%
Total	84.29%	15.71%

g) Percentage of Employees by Disability as at 1 April 2015

Disabled	Not Disabled	Not Declared
2.86%	42.86%	54.29%

h) Returning to work after pregnancy

For the period April 2014 to April 2015 100% of females on maternity leave returned to work.

9. Recruitment, Development and Retention

a) Access to Training (development)

Throughout the LVJB's Personal Development and Review process all employees are given access to learning and development opportunities.

Monitoring of All Training Courses Attended 1 April 2014 to 31 March 2015

Male	46.75%
Female	53.25%
Disabled	1.18%
Not Disclosed	60.95%
Not Disabled	37.87%
White-Scottish	88.17%
White-Other	11.83%
Asian, Asian Scottish or Asian British	0.00%
Under 21	4.14%
21-29 years	20.12%
30-39 years	18.34%
40-49 years	31.36%
50-59 years	23.08%
60-65 years	2.96%
over 65 years	0.00%

(All LVJB employees received training for the period 1 April 2014 to 31 March 2015).

b) Recruitment and Retention monitoring

Equal Opportunity Monitoring forms are issued to all applicants for vacancies within LVJB. Returns are analysed to identify any areas of disadvantage to those who share a relevant protected characteristic. Voluntary exit interviews are offered to employees leaving LVJB and results analysed.

Recruitment Monitoring: Analysis of Gender, Disability, Ethnicity and Age for the period 1 April 2014 to 31 March 2015

Applicants	Applied	Interviewed	Appointed
Male	153	14	3
Female	379	26	8
Disabled	32	4	1
Aged over 50 years	58	4	1
Aged under 50 year	475	36	10
Black/Ethnic Minority	12	0	0
White	519	39	11
Total Monitoring Forms Completed/ Interviewed/Appointed	533	40	11

10. Outcomes and Involvement Plan 2013 to 2017

At the heart of producing our mainstreaming equality report has been involvement of those who both deliver our services and those who use them. In line with the above key principles, the following are outcomes that have been developed in partnership with employees, representative groups and members of the public. By setting out to achieve these aims LVJB to offer equal access to the services we provide to the community.

1. Provide Equal Access to the Electoral Registration Process
2. Social Inclusion/Deprivation: Impact on Credit Rating through Non Registration
3. Provide Equal Access to the Valuation Appeal Process
4. Provide Equal Access to Absent Voting Methods
5. Monitor Customer Satisfaction on all service areas by the protected characteristics

The following Plan covers the four year period from 2013 to 2017. A report on what we have done so far at 1st April 2015 is included on page 21.

1. Provide Equal Access to the Electoral Registration Process

Qualitative Evidence suggests that certain sub groups of individuals are less likely to be registered to vote			
Situation/Problem	Activities/Outputs	Equality Outcomes	General Duty
<p>a) Under registration of Young People and Students (aged 17-24)</p>	<p>Targeted public awareness on how to register to vote within schools/youth groups (including LGBT Youth Scotland) in North/South Lanarkshire area.</p> <p>Liaise with North Lanarkshire Council (NLC) and South Lanarkshire Council (SLC) to arrange for the issue of voter registration forms and appropriate correspondence to 16/17 year olds.</p> <p>Continue to publicise and provide alternative methods of confirming registration such as telephone, text and web.</p>	<p>Increased registration amongst 17-24 year olds (of all characteristics)</p> <p>Young people are more actively engaged in local decision making</p> <p>Increased registration of 16/17 year olds (attainers)</p> <p>Improve access to continued registration</p>	<p>Eliminate, Advance and Foster Advance equality of opportunity</p>
<p>Inequality Problem Estimates suggest that only 20% gypsy traveller children of secondary age attend school. To increase the number of 16/17 year olds added to the Electoral Register we target attainer lists provided by NLC/SLC. Evidence suggests that only 20% of gypsy traveller 16/17 will be picked up.</p>	<p>Action: arrange a site visit by LVJB staff or awareness mailing to provide information on registration process and impact of non registration. (liaise with SLC Partnership Meeting)</p>	<p>Equality Outcome: improve registration of young gypsy travellers (check sites to establish response rates)</p>	<p>Foster Good Relations</p>

Situation/Problem	Activities/Outputs	Equality Outcomes	General Duty
<p>b) Under registration of black and minority ethnic people(BME), EU nationals and Commonwealth Citizens</p>	<p>Provide information in guidance notes on who is eligible to vote and face to face service via personal canvass and telephone interpreting.</p> <p>Establish baseline data from 2011 Census data for Gender and BME to identify gaps in registration for households without registered electors that are believed to be occupied.</p> <p>Raise awareness via BME employee forum/BME Groups to advise of registration process and translation service availability.</p> <p>Consult with the Registrar on the provision of voter registration forms in connection with individuals participating in the Citizenship Ceremony.</p>	<p>Increased registration in areas where under registration may occur.</p>	<p>Eliminate, Advance and Foster Advance equality of opportunity</p>

Situation/Problem	Activities/Outputs	Equality Outcomes	General Duty
<p>c) Under registration of People with learning Difficulties (low literacy)/People with physical disabilities</p>	<p>Liaise with Resources within North Lanarkshire Council and South Lanarkshire Council on the provision of information to confirm registration of their relevant client groups.</p> <p>Registering to vote: Provide face to face service via personal canvass and raise awareness of assistance available in completing the registration forms through guidance notes.</p> <p>Absent vote: raise awareness of waiver available for those unable to sign the form.</p> <p>Offer Personal canvass for vulnerable groups who expressed preference for face to face registration – Voter Registration Forms available at South Lanarkshire Q and A offices and North Lanarkshire Libraries.</p>	<p>Increased registration in areas where under registration may occur.</p>	<p>Eliminate, Advance and Foster Advance equality of opportunity</p>

Situation/Problem	Activities/Outputs	Equality Outcomes	General Duty
<p>d) Under registration of Residents of houses of Multiple Occupancy (students, care homes, hostels)</p>	<p>Liaise with relevant Resources within North Lanarkshire Council and South Lanarkshire Council on the provision of information to confirm registration of their client groups. Where the individual is not registered consider appropriate action to achieve registration.</p> <p>Liaise with relevant Resources within North Lanarkshire Council and South Lanarkshire Council on the provision of information to homeless/special needs units in the community.</p> <p>Offer Personal canvass for vulnerable groups who expressed preference for face to face registration – Voter Registration Forms available at South Lanarkshire Q and A offices and North Lanarkshire Libraries.</p>	<p>Increased registration</p>	<p>Eliminate, Advance and Foster Advance equality of opportunity</p>

2. Social Inclusion/Deprivation: Impact on Credit Rating through Non Registration

Situation/Problem	Activities/Outputs	Equality Outcomes	General Duty
<p>Potential for lower registration rates in deprived areas of NLC/SLC resulting in impact on obtaining credit as the register is used by the Credit Reference Agencies</p>	<p>Compare Multi Member ward Areas with Households that have No Registered Electors to deprived areas within NLC/SLC – (refer to SLC Performance management and community planning pages (Improve) report on “Deprived Areas in South Lanarkshire”. Target areas with a personal canvass/registration campaign.</p>	<p>Increased registration in areas where under registration may occur.</p>	<p>Eliminate, Advance and Foster Advance equality of opportunity</p>

3. Provide Equal Access to the Valuation Appeal Process

Situation/Problem	Activities/Outputs	Equality Outcomes	General Duty
<p>Potential for BME Community to be unaware of the appeals process/right of appeal and possible language barriers.</p>	<p>Publicise provision of interpreting service for individual ratepayers/council tax payers when discussing appeal/use of language line telephone interpreting to overcome any language barriers – survey/office visits.</p>	<p>Improve knowledge</p>	<p>Eliminate, Advance and Foster Foster Good Relations</p>

4. Provide Equal Access to Absent Voting Methods/EHMF Indicator

Article 29 of the UN Convention on the Rights of persons with Disabilities on participation in political and public life			
Electoral Administration Act 2006 and associated legislation contain measures aimed to make the voting process more accessible for disabled electors.			
Situation/Problem	Activities/Outputs	Equality Outcomes	General Duty
<p>The uptake of voting by post or proxy amongst persons with disabilities is unknown.</p>	<p>Information on and documents about the electoral process are continued to be made available in other languages and formats</p> <p>Electors with a disability may choose to vote by post as an alternative to voting in a polling station. The law allows an Electoral Registration Officer (ERO) to dispense with the requirement for postal vote applicants to provide a signature if the applicant is unable to do so due to a disability.</p>	<p>Improve participation, influence and voice.</p>	<p>Eliminate, Advance and Foster Advance equality of opportunity</p>
<p>Absent Voting levels amongst electors unable to attend at a polling station due to age related issues, childcare or caring responsibilities may be lower than other Electoral Registration Officers (EROs).</p>	<p>Analysis of postal voting across all the strands to compare to census data and benchmark postal vote uptake across other ERO offices.</p> <p>Issue sample monitoring questionnaires along with postal vote applications to establish baseline data for comparison to census (establish uptake based on population)</p>	<p>Improve participation, influence and voice.</p>	<p>Advance equality of opportunity</p>

5. Monitor Customer Satisfaction on all service areas by the protected characteristics

Situation/Problem	Activities/Outputs	Equality Outcomes	General Duty
<p>Insufficient data on all of the protected characteristics to monitor customer satisfaction of the Electoral Registration, Non Domestic and Council Tax Valuation Service from all of the groups</p>	<p>Increase volume of random sampling of service uptake across all of the protected characteristics to improve evidence base and analyse the data to identify any inequality.</p> <p>Improve equalities monitoring of complaints/satisfaction levels.</p>	<p>Longer term improved service provision.</p>	<p>Eliminate, Advance and Foster Eliminate unlawful discrimination</p>

Statistical Data and Reports used for evidence gathering:

1. Electoral Commission: Understanding Electoral Registration: the extent and nature of non-registration in Britain.
2. Population Data: National Records of Scotland estimates of population of NLC/SLC and Scotland by Age group 2011.
3. Census 2011: available in Scotland commencing March 2013.
4. South Lanarkshire Council Performance management and community planning pages (Improve) report on “Deprived Areas in South Lanarkshire” (2009 Scottish Index on Multiple Deprivation). Scottish Government: Scottish Index of Multiple Deprivation 2012 local authority summary for North and South Lanarkshire Council areas.
5. GFK Under-Registered Groups & Individual Electoral Registration – a qualitative study exploring the barriers and levels to electoral registration amongst groups that have traditionally been under-registered.

11. The 2015 Equality Outcomes Report what we have done so far:

Outcome 1 - Provide Equal Access to the Electoral Registration Process:

a) Under registration of Young People and Students (aged 17-24)

- Provided alternative methods of registering to vote through the use of the on-line registration via the UK government website www.gov.uk/register-to-vote.
- Provided telephone assistance to electors to guide them through the registration process and offered the option to complete their registration for them over the telephone.
- Published the availability of the UK government on-line registration service on our website and in voter registration forms issued.
- In conjunction with Glasgow City Council Electoral Registration Officer we placed a TV advert during canvass periods 2013 and 2014 to encourage registration of all eligible electors.
- Placed an advert on registering to vote within the South Lanarkshire Council Reporter which was distributed annually to all households within the area.
- In promoting electoral participation we purchased a bespoke Electoral Registration video from Connect Creative Video to advertise and encourage registration to vote. This video was distributed to North and South Lanarkshire Council Education Resource.
- In March 2014 we participated in the Scottish Youth Parliament elections, in conjunction with South Lanarkshire Council, providing assistance and helping young people to vote in schools while providing information about registering to vote and the referendum. Attended the results evening for the North Lanarkshire Council youth parliament elections to provide advice and guidance to young people on voter registration.
- Incorporated information on how to register to vote in the school pack "Promoting Democracy" produced by South Lanarkshire Council. This information was also sent to North Lanarkshire Council for distribution.
- Placed an advert about registering to vote in the South Lanarkshire Leisure Services Community Sports brochure which was distributed to sport and leisure facilities throughout South Lanarkshire Council area to encourage all eligible electors to register to vote.
- Set up an awareness activity at the University of Scotland and South Lanarkshire College on National Voter Registration Day on 5 February 2013 and to local schools in February 2015, to encourage registration of young people.
- To maximise the registration of 16 and 17 year olds, during the 2013 annual canvass, for the Scottish Independence Referendum we obtained information from educational establishments throughout North Lanarkshire and South

Lanarkshire. Issued a young voter registration form and reminder to every household in North Lanarkshire and South Lanarkshire. Conducted a personal canvass and carried out a follow up canvass with the issue of a letter and registration form to 3,089 young voter households.

- Invested additional resources in a Targeted Canvass of households in July 2014 to young voters who had not responded to the issue of voter registration forms, subsequent reminders or follow up canvass.
- In August 2014 a further awareness campaign was undertaken by providing young voter registration forms and guidance notes to the Returning Officer of North and South Lanarkshire Council for distribution throughout schools. Arrangements were made for collection of the forms from all schools throughout Lanarkshire.
- As a result of the work undertaken during the 2013 annual canvass along with the targeted public awareness campaigns 12,473 electorate aged 16, 17 and 18 year olds were registered on the Scottish Parliamentary Register at 18 September 2014.
- There was a 10.25% increase in the number of Attainers from the published Local Government Register of 1 December 2012 to the published Local Government Register of 10 March 2014.
- There was a minimal decrease of 0.71% in the number of Attainers from the published Local Government Register of 10 March 2014 to the published Local Government Register of 27 February 2015 demonstrating that the increase in registration rates from previous years has been maintained.

Areas requiring further action

- Further work has to be undertaken to raise awareness amongst the traveller community on the process to register to vote as evidence suggests that where gypsy traveller children do successfully transfer to secondary school their attendance is unlikely to continue beyond the age of 14.

b) Under registration of black and minority people (BME), EU nationals and Commonwealth Citizens

- Continued to provide the option of interpreting and translation services.
- A personal canvass was carried out in 2013 and 2014 to households where electors did not respond to voter registration forms. The canvassers carried language translation booklets covering languages of commonwealth countries, British overseas territories and European Union Member states.
- Currently the electoral register has 1.84% of Electors within North Lanarkshire area that are non British nationality and 1.56% of Electors within South Lanarkshire that are non British nationality. According to the 2011 Scotland

Census Profile: overall 7% of the population of Scotland was born outside the UK with both North and South Lanarkshire areas having just over 2%. The population figures will include those under the eligible age to vote and will therefore be higher. The comparison demonstrates that our registration rates are similar to the population figures.

Areas requiring further action

- To consult with Registrar over the provision of Voter Registration Forms at citizenship ceremonies.
- To improve the production of statistical reports on our Electoral Service IT Systems ensuring relevant statistical data is available to conduct analysis by nationality for comparison to census data.

c) Under registration of People with learning Difficulties/Physical Disabilities

- Personal canvass was carried out for non responding households enabling face to face assistance in completing the annual canvass voter registration forms.
- The 2013 and 2014 annual canvass of Establishments such as Care Homes was dealt with by a dedicated team to ensure return of forms and offer of assistance in completing the forms either by telephone or visits to the homes.
- Provided alternative methods of voting through the use of on-line registration via the UK government website www.gov.uk/register-to-vote. This information is published on our website and on all voter registration forms issued.
- Provided telephone assistance to electors to guide them through the registration process and offer the option to complete their registration for them over the telephone.
- The number of electors voting by post increased from 51,395 on the 10 March 2014 to 63,291 on the 27 February 2015 which is a 23.15% increase.
- Provided a link on our website to the accessible Electoral Commission website www.aboutmyvote.co.uk and the accessible UK government website www.gov.uk for electors to use to register to vote.

d) Under registration of Residents of houses of Multiple Occupancy

- Provided alternative methods of registering to vote through the use of on-line registration via the UK government website www.gov.uk/register-to-vote. This information is published on our website and on all voter registration forms issued.
- The 2013 and 2014 annual canvass of Establishments such as Care Homes was dealt with by a dedicated team to ensure return of forms and offer of assistance in completing the forms either by telephone or visits to the homes.

Outcome 2 - Social Inclusion/Deprivation: Impact upon Credit Rating through Non Registration

- In October 2013 a personal canvass was conducted of 28,115 households with no registered electors which included 8,142 households that were classified as social rented households (28.95%). The overall response rate was 6,816 24.24%.

Outcome 3 - Provide Equal Access to the Valuation Appeal Process

- Provided the facility for translation and interpreting services for use at the valuation appeal court on request.

Outcome 4 - Provide Equal Access to Absent Voting Methods/EHMF Indicator

- Translation and interpreting services available on request.
- The number of electors voting by post increased from 51,395 on the 10 March 2014 to 63,291 on the 27 February 2015 which is a 23.15% increase. Of the 15 Electoral Registration Officers in Scotland Lanarkshire had the second largest increase. The overall increase in Scotland was 15.2%.
- On December 2013 there were 917 absent vote signature waivers which increased to 1,093 in September 2014. This represents an increase of 19.9% on the number of electors making use of the signature waiver option. This demonstrates that more electors are aware of and using this option ensuring their continued participation in the electoral process.

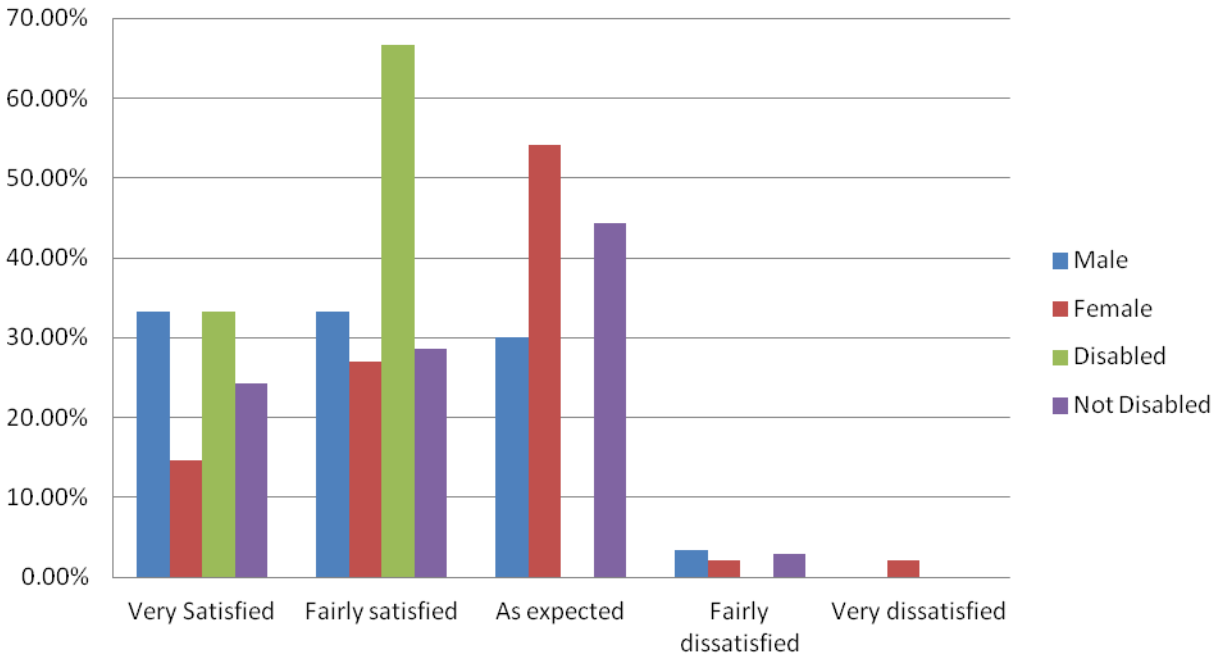
Areas requiring further action

- Further analysis is required on each of the equality strands to compare to census data.
- Sampling questionnaires are to be issued along with postal vote applications to establish baseline data for comparison to census and establish uptake based on population.

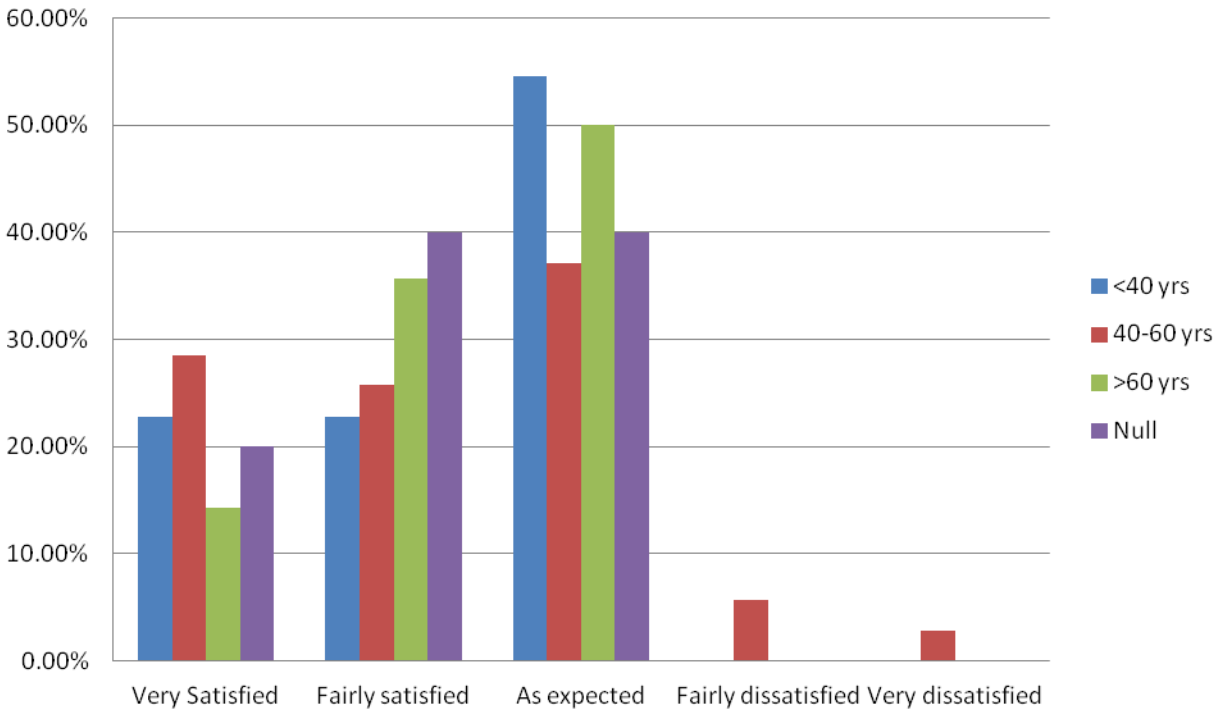
Outcome 5 - Monitor Customer Satisfaction on all service areas by the protected characteristics

- Customer care questionnaires and complaints were monitored for the protected characteristics and no issues relating to equality were received during 2013 and 2014.
- Customer satisfaction levels by gender/disability and age are contained in the tables below. Returns on other characteristics were too low to include within published data.

Customer Satisfaction by Gender/Disability July to December 2014



Customer Satisfaction by Age July to December 2014



Statistical data:

- Electoral Registration Officer 2013 annual canvass outcomes report to the Lanarkshire Valuation Joint Board which is available under the guide to information on our website www.lanarkshire-vjb.gov.uk
- Electoral Statistics are available on the following link:
www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/electoral-statistics
- Census profile data by non UK born:
www.migrationobservatory.ox.ac.uk/sites/files/migobs/Scotland%20census%20profile.pdf
- https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/181669/DFE-RR043.pdf