



Lanarkshire Valuation Joint Board

Mainstreaming Equalities Report

Equality Outcomes

2021 – 2025

Contents

- 1. Introduction**
- 2. Our Mission and Vision**
- 3. About Lanarkshire Valuation Joint Board (LVJB)**
- 4. Our Equal Opportunities Policy and Strategy**
- 5. North and South Lanarkshire Community**
- 6. Our Equality Duties**
- 7. Equalities and Human Rights Impact Assessment**
- 8. What have we done so far?**
- 9. Equal Pay Statement**
- 10. Pay Gap Analysis**
- 11. Occupational Segregation**
- 12. Employee Information (Workforce Profile)**
- 13. Recruitment, Development and Retention**
- 14. How we will achieve our objectives?**
- 15. Outcomes and Involvements**
- 16. 2017 to 2021 Equality Outcomes Report.**
- 17. Revised Equality Outcomes 2021 to 2025**

1. Introduction

Lanarkshire Valuation Joint Board (LVJB) has set itself the aim of ensuring that fairness is a priority for all of the work that it does.

The Mainstreaming Equalities Report is intended to set out how this can be achieved. It will help Lanarkshire Valuation Joint Board (LVJB) meet its legal equality duties of eliminating discrimination, harassment and victimisation, advancing equality of opportunity and fostering good relations.

The report sets out how LVJB will work with others to ensure that the needs of everyone are met when using a service and to eliminate discrimination and harassment and promote positive attitudes across the areas of:

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

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.

The report covers the period April 2021 to April 2025.

This report explains what LVJB is, what it does, the community it serves and how it will meet its commitments. It explains how LVJB will carry out equality and human rights impact assessments across all areas of its work and how it will be accountable to its employees and to those individuals who use its services.

Gary Bennett
Assessor and Electoral Registration Officer

2. Our Core Purpose and Vision

Core Purpose

To prepare, maintain and update an accurate Valuation Roll, Valuation List (Council Tax) & Electoral Register having regard to statutory requirements.

Vision

Our vision is to deliver quality in the work which we undertake, provide efficient services to all service users, and ensure completeness and accuracy of the Electoral Register, Valuation Rolls and the Valuation (Council Tax) Lists.

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 members 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 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 and in service delivery. 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 look to 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 protected 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 and the Equality Act 2010 (Specific Duties) (Scotland) Amendment Regulations 2016.

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.

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, as well as both general and specific training courses. Equal Opportunity Training has been built into the induction process.

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. This review will assess how effectively the objectives of Policy are being implemented into practice.

5. North and South Lanarkshire's Community

The following information sets out how the community of North and South Lanarkshire is made up. This information has been taken from the 2011 census and 2019 population estimates published by the National Records of Scotland.

a) Population Estimates 2019

Council Area	All people	Females	%	Males	%
North Lanarkshire	341,370	176,007	51.56	165,363	48.44
South Lanarkshire	320,530	165,497	51.63	155,033	48.37
Total	661,900	341,504	51.59	320,396	48.41

b) Population Estimates of 16 to 29 year olds

Council Area	Females Aged 16 to 29	Males Aged 16 to 29
North Lanarkshire	28,055	28,961
South Lanarkshire	24,499	25,128
Total	52,554	54,089

c) Population Estimates of those over 60

Council Area	Population	Females aged 60 and over	Males aged 60 and over
North Lanarkshire	341,370	44,125	36,081
South Lanarkshire	320,530	46,212	38,390
Total	661,900	90,337	74,471

23.5% are aged 60 and over in North Lanarkshire and 26.39% are aged 60 or over in South Lanarkshire.

d) Percentage of Population over 15 on the Electoral Register

Electoral Register	Population over 15 years old	Electorate	% of Population on the Register
North Lanarkshire	341,370	264,020	77.34
South Lanarkshire	320,530	256,514	80.03
Total	661,900	520,534	78.64

e) Register of Electors (including attainers) as at 1 December 2020

Electoral Register	Electors	Attainers (14/15 yr olds)	16/17 yr olds
North Lanarkshire	261,555	1,294	4,113
South Lanarkshire	255,404	1,350	3,862
	516,959	2,644	7,975

f) North Lanarkshire Population by Ethnic Group 2011 Census

Ethnic Group	Numbers	% all
White Scottish	313,356	92.79%
Other White British	7,892	2.34%
White Irish	4,394	1.30%
White Gypsy/Traveller	205	0.06%
White Polish	3,009	0.89%
Other White	1,823	0.54%
Mixed or Multiple Ethnic Groups	708	0.21%
Indian	997	0.30%
Pakistani	3,003	0.89%
Bangladeshi	42	0.01%
Chinese	898	0.27%
Other Asian	445	0.13%
African	523	0.15%
Caribbean or Black	171	0.05%
African Other	9	0.00%
Other ethnic groups	252	0.07%
	337,727	100.00%

g) South Lanarkshire Population by Ethnic Group 2011 Census

Ethnic Group	Numbers	% all
White Scottish	287,491	91.60%
Other White British	12,068	3.85%
White Irish	3,187	1.02%
White Gypsy/Traveller	203	0.06%
White Polish	1,140	0.36%
Other White	2,536	0.81%
Mixed or Multiple Ethnic Groups	779	0.25%
Indian	1,344	0.43%
Pakistani	2,117	0.67%
Bangladeshi	93	0.03%
Chinese	1,012	0.32%
Other Asian	590	0.19%
African	637	0.20%
Caribbean or Black	207	0.07%
African Other	27	0.01%
Other ethnic groups	399	0.13%
	313,830	100.00%

* National Records of Scotland: Scotland's Census Output Prospectus

Health and Caring 2011 Census

The 2011 Census shows the numbers of the local population with a limiting long term illness*.

h) North and South Lanarkshire Population with Limiting Long-Term Illness

Council Area	All people	With a limiting long-term illness	%	Without a limiting long-term illness	%
North Lanarkshire	337,727	72,191	21.38	265,536	78.62
South Lanarkshire	313,830	65,192	20.77	248,638	79.23
Total	651,557	137,383	21.08	514,174	78.92

*Limiting long-term illness covers any long-term illness, health problem or disability which limits daily activities or work a person can do, including problems that are due to old age.

6. Our Equality Duties

The general and specific equalities duties which underpin this report are summarised below. The intention of the outcomes we have developed is to ensure fairness across all of the protected characteristics of age, disability, gender, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation.

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.

The meaning of the terminology ***Foster good relations*** is to tackle *prejudice/promote understanding*.

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

The purpose of the specific duties is to help those local authorities listed in the Regulations in their performance of the general equality duty.

Lanarkshire Valuation Joint Board is required to produce and deliver a set of equality outcomes to comply with the Public Sector Equality Duty under Section 149 of the Equality Act 2010 and the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.

Specific Duties (Scotland)

- Report on mainstreaming the equality duty.
- Publish equality outcomes and report progress.
- Assess and review policies and practices.
- Consider award criteria and conditions in relation to public procurement.
- Publish in a manner that is accessible.

The Equality Act 2010 (Specific Duties) (Scotland) Amendment Regulations 2016

Lanarkshire Valuation Joint Board is required to report on gender pay gap (every 2 years) and publish an equal pay statement (every 4 years) as the threshold has been reduced to public sector organisations with over 20 employees from the previous 150 employees. This information was last published in April 2019 and April 2017 and is available on our website www.lanarkshire-vjb.gov.uk.

Specific Employment Duty

- Gather and use employee information.
- Publish gender pay gap information (every 2 years).
- Publish statements on equal pay (every 4 years).

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.

7. Equality and Human Rights Impact assessment

At the heart of our commitment to address issues relating to equality and diversity is the process of Equality and Human Rights impact assessment. As an organisation, LVJB wants all our employees to work together to deliver the best possible services. It's therefore essential that we test our policies and procedures to ensure they promote fairness and do not discriminate against any members of the public or employee.

Impact assessments ensure that we do not discriminate and that we take every opportunity to promote equality, diversity and good relations across all local communities. An impact assessment checks if a proposed policy is fit for purpose. It ensures that equality and human rights matters are properly considered as part of its development.

The impact assessment process anticipates what the effect will be when our proposed policy is put in place. It considers the effect on all communities and our employees, making sure that, as far as possible, any negative effects are minimised or eliminated and that we make the most of opportunities for promoting equality and diversity.

The impact assessment extends to monitoring the actual effects of a policy not just the written word. This means we can take action if the policy is having or is likely to have a negative impact on any group or individual.

Impact assessment is an ongoing process that LVJB is committed to using.

8. What have we done so far?

Through our previous Race, Disability, Gender and Single Equality Schemes we have already achieved many things that have made a difference to the way in which LVJB does its business and to the lives of those who live and work in our community. This work has continued and some of these achievements are shown below:

Leadership:

- Incorporated Equality and Diversity principles into our Service Plan.
- Ensured that all employees involved in interviewing are trained so that selection is made on an objective basis.
- Put policies and processes in place to ensure that the workplace is free from any discrimination or harassment.
- Participate in South Lanarkshire Council's (SLC) Corporate Equality and Diversity Working Group, with representation from LVJB and each SLC Resource and joint trades unions.
- Identified an Equality and Diversity champion at management level in LVJB to promote these issues within LVJB.
- LVJB has a named Diversity Liaison officer to look after all Equality and Diversity issues for individual employees and to act as a point of contact for advice and support to managers.
- Identified opportunities to ensure equality and diversity issues are promoted within the development of strategic plans.
- Ensured that front line employees understand statutory duties and are competent to deliver services in accordance with LVJB's equality and diversity commitments.
- Incorporated Equality and Diversity as a standing item on Management Team Meeting agendas.
- Incorporated a section on Equality and Diversity in all Joint Board committee reports to ensure that members are aware of the issues.

Accessibility

- Provided information in appropriate formats such as Braille, large print, audio tape, DVD and British Sign Language.
- Provided Interpretation, translation services including service provision standards.
- ReadSpeaker software is available on our website, making it more accessible.
- Availability of language line interpreting services.

Service Delivery

- Customer Care questionnaires continue to include an equality profile of service users to analyse customer satisfaction levels.

- Provision of the facility to confirm registration using web, text and telephone during the annual electoral registration canvass.
- Conducting electoral registration personal canvass for non responding households providing assistance in completing the registration forms.
- Provided training for managers and employees in Equality and Diversity issues to help them undertake impact assessment of policies.
- Required contractors and suppliers to provide details of their equal opportunities policies as part of the agreement of contract process.
- Improved our complaints system to make sure we deal with discrimination and report our progress to the Board regularly.

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 and to offer reasonable adjustments where appropriate.
- 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 continued application of the “Dignity at Work Policy”, which was developed in conjunction with SLC and the trade unions.
- Incorporated equality and diversity considerations into SLC’s “Employee Code of Conduct” as adopted by LVJB.
- Continue to include the promotion of equality and respecting diversity as a core behaviour for all employees and measure 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.

9. Equal Pay Statement (Gender, Race and Disability)

A listed authority is required to publish its statement on equal pay every four years, which must specify its policy on equal pay as regards women and men; people who are disabled and those who are not; and people who fall into a minority racial group and those who do not. It is also required to publish information on occupational segregation, which is the concentration in particular grades and in particular occupations of women and men; people who are disabled and those who are not; and people who fall into a minority racial group and those who do not.

The equal pay statement sets out our approach to pursuing equality in pay across all our employees.

We published our equal pay statement and pay gap information in April 2017. A copy is available on our website under www.lanarkshire-vjb.gov.uk/downloads/30/equality. Our pay gap information was published again in April 2019.

In line with our commitment to achieve equal opportunities for all staff, the organisation supports the principle that all employees should receive equal pay for the same or like work or work rated as equivalent or of equal value. We will apply appropriate resources to achieving equal pay.

Equal Pay Policy Objectives:

- We will identify any unfair, unjust or unlawful practices that impact upon pay and take appropriate remedial action.
- Ensure that pay arrangements remain free from bias.

Equal Pay Policy Actions:

- Equality and Diversity will continue to be a standing item on the monthly management team agenda.
- LVJB's Administration Manager will be responsible for conducting an equal pay audit and monitor pay regularly.
- Continue to participate in SLC's "delivering a fairer future" initiative which is a positive action programme designed to ensure barriers to career progression are eliminated. The programme seeks, among other things, to encourage recruitment into non traditional roles for men and women.
- Continue monitoring of training and development to ensure there is no bias towards gender, race or disability.
- Continue to monitor return to work of those on maternity leave.
- Equality and Diversity is a core required behaviour within the performance and development process and employees will continue to receive relevant equalities training.
- Continue to ensure flexible working is not a barrier to promotion or career development.
- Ensure where practicable there is a gender split on recruitment panels for all posts and provide training to managers on identifying and addressing gender bias.
- Continue to use the approved job evaluation scheme when reviewing the grade of existing posts or when establishing grades for new posts.

Generally, the three main reasons for a gender pay gap within organisations are: occupational segregation, lack of flexible working and/or discrimination. Occupational segregation can be described in two ways. Firstly, horizontal segregation describes the position where men and women are concentrated in particular types of occupation and secondly, vertical segregation which describes the concentration of men and women into different levels of work for example at the top or bottom pay grades in an organisation.

The gender pay gap audit at 1 April 2021 shows a pay gap of 28.04% with the average hourly rate of male employees £22.24 and the average hourly rate of female employees £16.00. Within the valuation service the pay gap is 3.68% and within clerical/administration the pay gap is -15.89%. Of the total number of employees within LVJB there are 25.00% male employees in valuation and 23.53% female employees in valuation. An analysis by grade within valuation shows there is not a pay gap greater than 0%.

The gender pay gap for the organisation of 28.04% can be explained by the fact that there are proportionately more female staff at lower pay grades within the clerical administration section of the organisation. The gender pay gap has decreased from the April 2019 figure of 33.74%.

A full statistical analysis of gender pay gaps using employees average hourly earnings rate by grade was undertaken and the details are available under section 10 gender pay gap analysis on page 17.

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.

Job families

LVJB has job families which are broad groupings 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, the posts link into the Competence Initiative process whereby career progression can be identified 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 behaviours, 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

LVJB over the last five years has implemented measures to ensure relevant employees have benefited from the Living Wage. In 2020 the minimum hourly rate was increased to £9.60.

10. Gender Pay Gap Analysis

Equal Pay audit: to identify any pay gaps a breakdown of hourly rate by grades has been analysed across the organisation. The information presented below outlines the full pay gap analysis.

The gender pay gap is calculated by dividing the average (mean) hourly earnings of female employees by the average (mean) hourly earnings of male employees, showing this as a percentage and subtracting the figure from 100 percent. A 0.00 percent figure would indicate that for a particular category, there is no gender pay gap. Where women have higher average (mean) hourly earnings than men, the data are shown as a minus figure.

a) All Employees pay gap analysis 2019

Male	Female	Average Male hourly rate	Average Female hourly rate	Pay gap (%)
23	43	£20.73	£13.74	33.72%

b) All Employees pay gap analysis 2021

Male	Female	Average Male hourly rate	Average Female hourly rate	Pay gap (%)
27	41	£22.24	£16.00	28.06%

c) Excluding Grade 5 and above pay gap analysis 2019

Male	Female	Average Male hourly rate	Average Female hourly rate	Pay gap (%)
19	43	£15.89	£13.74	13.53%

d) Excluding Grade 5 and above pay gap analysis 2021

Male	Female	Average Male hourly rate	Average Female hourly rate	Pay gap (%)
22	41	£17.51	£16.00	8.62%

e) Management Team pay gap analysis 2019

Male	Female	Average Male hourly rate	Average Female hourly rate	Pay gap (%)
6	2	£36.27	£23.62	34.88%

f) Management Team pay gap analysis 2021

Male	Female	Average Male hourly rate	Average Female hourly rate	Pay gap (%)
6	2	£39.90	£26.47	33.66%

g) Valuation Employees pay gap analysis (excludes management team) 2019

Male	Female	Average Male hourly rate	Average Female hourly rate	Pay gap (%)
14	18	£17.80	£14.35	19.38%

h) Valuation Employees pay gap analysis (excludes management team) 2021

Male	Female	Average Male hourly rate	Average Female hourly rate	Pay gap (%)
16	17	£18.44	£17.76	3.68%

l) Administration Employees pay gap analysis 2019**

Male	Female	Average Male hourly rate	Average Female hourly rate	Pay gap (%)
3	23	£10.20	£12.41	-21.67%

**excludes the management team.

j) Administration Employees pay gap analysis 2021**

Male	Female	Average Male hourly rate	Average Female hourly rate	Pay gap (%)
4	23	£11.96	£13.86	-15.89%

**excludes the management team.

k) All Employees pay gap analysis by Grade 2019

Grade	Male	Female	Average Male hourly rate	Average Female hourly rate	Pay Gap (%)
1	2	12	£9.85	£9.92	-0.71%
2	6	19	£12.49	£12.18	2.48%
3	7	8	£19.47	£17.76	8.78%
4	3	4	£23.67	£24.56	-3.76%
5	4	0	£33.73	£0.00	0%
CO	1	0	£60.58	£0.00	0%

*Employees salary at senior management level is currently published

l) All Employees pay gap analysis by Grade 2021

Grade	Male	Female	Average Male hourly rate	Average Female hourly rate	Pay Gap (%)
1	4	9	£10.54	£10.83	-2.75%
2	8	20	£13.72	£15.02	-9.48%
3	4	7	£19.10	£19.64	-2.83%
4	6	5	£26.14	£27.12	-3.74%
5	4	0	£37.48	£0.00	0.00%
CO	1	0	£65.20	£0.00	0.00%

*Employees salary at senior management level is currently published.

m) Valuation Employees pay gap analysis by grade 2019

Grade	Male	Female	Average Male hourly rate	Average Female hourly rate	Pay Gap (%)
1	0	3	£0.00	£9.46	0.00%
2	5	9	£12.80	£11.66	8.91%
3	7	4	£19.15	£18.49	3.43%
4	2	2	£24.44	£25.50	-4.34%
5	0	0	£0.00	£0.00	0%
CO	0	0	£0.00	£0.00	0%

n) Valuation Employees pay gap analysis by grade 2021

Grade	Male	Female	Average Male hourly rate	Average Female hourly rate	Pay Gap (%)
1	2	1	£10.60	£11.29	-6.51%
2	6	9	£13.89	£14.42	-3.82%
3	4	3	£19.10	£20.15	-5.50%
4	5	3	£26.51	£27.55	-3.92%
5	0	0	£0.00	£0.00	0.00%
CO	0	0	£0.00	£0.00	0.00%

Analysis by grade and valuation service area demonstrates there is a minus pay gap within grades 1 and 3, greater than minus 5%.

o) Administration Employees pay gap analysis by grade 2019

Grade	Male	Female	Average Male hourly rate	Average Female hourly rate	Pay Gap (%)
1	2	9	£9.85	£10.07	-2.23%
2	*	10	*	£12.66	-16.04%
3	0	4	£0.00	£17.04	0.00%
4	0	0	£0.00	£0.00	0.00%
5	0	0	£0.00	£0.00	0.00%
CO	0	0	£0.00	£0.00	0.00%

**is used where the numbers are low and may identify an individual.*

p) Administration Employees pay gap analysis by grade 2021

Grade	Male	Female	Average Male hourly rate	Average Female hourly rate	Pay Gap (%)
1	2	8	£10.49	£10.77	2.67%
2	2	11	£13.23	£14.15	-6.95%
3	0	4	£0.00	£19.26	0.00%
4	0	0	£0.00	£0.00	0.00%
5	0	0	£0.00	£0.00	0.00%
CO	0	0	£0.00	£0.00	0.00%

Analysis by grade and administration service area demonstrates there is a minus pay gap within grade 2, greater than minus 5%.

q) Management Team Employees pay gap analysis by grade 2019

Grade	Male	Female	Average Male hourly rate	Average Female hourly rate	Pay Gap (%)
1	0	0	£0.00	£0.00	0.00%
2	0	0	£0.00	£0.00	0.00%
3	0	0	£0.00	£0.00	0.00%
4	*	2	*	*	-6.73%
5	4	0	£33.73	£0.00	0.00%
CO	1	0	£60.58	£0.00	0.00%

**is used where an individual may be identified.*

r) Management Team Employees pay gap analysis by grade 2021

Grade	Male	Female	Average Male hourly rate	Average Female hourly rate	Pay Gap (%)
1	0	0	£0.00	£0.00	0.00%
2	0	0	£0.00	£0.00	0.00%
3	0	0	£0.00	£0.00	0.00%
4	1	2	*	*	-8.91%
5	4	0	£37.48	£0.00	0.00%
CO	1	0	£65.20	£0.00	0.00%

**is used where the numbers are low and may identify an individual. Employees salary at senior management level is currently published within the annual report.*

s) Employees pay gap analysis by Disability 2019

Non-Disabled (excludes not declared)	Declared Disabled	Average Non-Disabled hourly rate	Average Disabled hourly rate	Pay Gap (%)
29	3	£15.50	£12.64	18.45%

t) Employees pay gap analysis by Disability 2021

Non-Disabled (excludes not declared)	Declared Disabled	Average Non-Disabled hourly rate	Average Disabled hourly rate	Pay Gap (%)
36	3	£16.92	£13.51	20.14%

u) Employees pay gap analysis by Ethnicity 2019

White	Minority Ethnic	Average White hourly rate	Average Minority hourly rate	Pay Gap (%)
66	0	£16.49	£0.00	0.00%

v) Employees pay gap analysis by Ethnicity 2021

White	Minority Ethnic	Average White hourly rate	Average Minority hourly rate	Pay Gap (%)
65	0	£14.66	£0.00	0.00%

3 employees chose not to declare their ethnicity.

11. Occupational Segregation:

There are 33.82% females employed within the clerical admin section and 5.88% males. Within the valuation section there are 25.99% males and 23.53% females.

The tables below provide a breakdown of the key occupational areas and overall analysis by grade as a percentage of total staff.

a) Occupational segregation by gender, ethnicity and disabled by Grade 2019

Grade	Female	Male	White	Minority Ethnic	Disabled	Non Disabled (excludes not declared)
1	18.18%	3.03%	21.21%	0.00%	3.57%	10.71%
2	28.79%	9.09%	37.88%	0.00%	0.00%	53.57%
3	12.88%	10.61%	22.73%	0.00%	3.57%	14.29%
4	5.30%	4.54%	10.61%	0.00%	0.00%	7.14%
5	0.00%	6.06%	6.06%	0.00%	0.00%	7.14%
CO	0.00%	1.52%	1.52%	0.00%	0.00%	0.00%
Total	65.15%	34.85%	100.00%	0.00%	7.14%	92.86%

b) Occupational segregation by gender, ethnicity and disabled by Grade 2021

Grade	Female	Male	White	Minority Ethnic	Disabled	Non-Disabled (excludes not declared)
1	13.24%	5.88%	16.92%	0.00%	5.13%	20.51%
2	29.41%	11.78%	41.45%	0.00%	0.00%	46.15%
3	10.29%	5.88%	16.92%	0.00%	2.56%	7.69%
4	7.35%	8.82%	16.92%	0.00%	0.00%	12.82%
5	0.00%	5.88%	6.15%	0.00%	0.00%	5.13%
CO	0.00%	1.47%	1.54%	0.00%	0.00%	0.00%
Total	60.29%	39.71%	100.00%	0.00%	7.69%	92.31%

A significant number of employees at 42.65% have chosen not to declare if they have a disability or not. This impacts upon the analysis of segregation of employees.

c) Occupational segregation by Service Area 2019

Grade	Admin		Valuation		Management	
	Female	Male	Female	Male	Female	Male
1	13.64%	3.03%	4.55%	0.00%	0.00%	0.00%
2	15.15%	1.52%	13.63%	7.58%	0.00%	0.00%
3	6.06%	0.00%	6.06%	10.60%	0.00%	0.00%
4	0.00%	0.00%	3.03%	3.03%	3.03%	1.52%
5	0.00%	0.00%	0.00%	0.00%	0.00%	6.05%
CO	0.00%	0.00%	0.00%	0.00%	0.00%	1.52%
Total	34.85%	4.55%	27.27%	21.21%	3.03%	9.09%

d) Occupational segregation by Service Area 2021

Grade	Admin		Valuation		Management	
	Female	Male	Female	Male	Female	Male
1	11.76%	2.94%	1.47%	2.94%	0.00%	0.00%
2	16.18%	2.94%	13.24%	8.82%	0.00%	0.00%
3	5.88%	0.00%	4.41%	5.88%	0.00%	0.00%
4	0.00%	0.00%	4.41%	7.36%	2.94%	1.47%
5	0.00%	0.00%	0.00%	0.00%	0.00%	5.89%
CO	0.00%	0.00%	0.00%	0.00%	0.00%	1.47%
Total	33.82%	5.88%	23.53%	25.00%	2.94%	8.83%

e) Occupational segregation of Part Time Employees by Grade and Gender 2019

Grade	Female	Male
1	21.05%	0.00%
2	31.58%	0.00%
3	15.79%	10.53%
4	15.79%	5.26%
Total	84.21%	15.79%

f) Occupational segregation of Part Time Employees by Grade and Gender 2021

Grade	Female	Male
1	15.38%	0.00%
2	46.17%	0.00%
3	15.38%	7.69%
4	7.69%	7.69%
Total	84.62%	15.38%

The table above demonstrates that there is no barrier to females who are part time progressing to higher grade posts.

Joint Board Gender Composition: A number of authorities are required to publish the gender composition of their board members and report on current and planned work for board diversity. LVJB is not a listed authority under the Equality Act 2010 (Specific Duties) (Scotland) Amendment Regulations 2016 and therefore is not required to publish the data on board diversity.

12. Employee Information 2021 (workforce profile)

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 and this has continued each year. 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 2021 by Age, Disability, Gender, Ethnic Group is detailed in the tables below.

a) Percentage of Employees by Age Band as at 1 April 2021

Age Band	Percentage
Under 21	1.47%
21-29	13.23%
30-39	20.59%
40-49	20.59%
50-59	38.24%
60-65	5.88%
over 65	0.00%
Total	100.00%

b) Percentage of Employees by Age Band and Grade as at 1 April 2021

Age Band	1	2	3	4	5	CO	Total
under 21	1.47%	0.00%	0.00%	0.00%	0.00%	0.00%	1.47%
21-29	1.47%	10.29%	1.47%	0.00%	0.00%	0.00%	13.23%
30-39	7.36%	10.29%	1.47%	1.47%	0.00%	0.00%	20.59%
40-49	2.95%	10.29%	2.94%	2.94%	1.47%	0.00%	20.59%
50-59	5.88%	10.29%	5.88%	10.29%	4.43%	1.47%	38.24%
60-65	0.00%	0.00%	4.41%	1.47%	0.00%	0.00%	5.88%
over 65	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Total	19.13%	41.16%	16.17%	16.17%	5.90%	1.47%	100.00%

c) Percentage of Employees by Gender as at 1 April 2021

Gender	Percentage
Female	60.29%
Male	39.71%
Total	100.00%

d) Percentage of Employees by Grade and Gender as at 1 April 2021

Grade	Female	Male
Grade 1	13.24%	5.88%
Grade 2	29.41%	11.78%
Grade 3	10.29%	5.88%
Grade 4	7.35%	8.82%

Grade 5	0.00%	5.88%
CO	0.00%	1.47%
Total	60.29%	39.71%

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

e) Percentage of Employees by Category as at 1 April 2021

Employee Category	Female	Male
Clerical/Administration	33.82%	5.89%
Valuation	23.53%	25.00%
Management	2.94%	4.41%
Senior Management	0.00%	4.41%
Total	60.29%	39.71%

The percentage of males employed within the clerical/administration category of employees is lower and the percentage of females is slightly 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.

f) Percentage of Employees by Ethnic Group (2011 census categories)

Ethnic Group	% all
White	
Scottish	88.24%
Other British	4.41%
Irish	2.94%
Other White	0.00%
Mixed or Multiple Ethnic Group	Any Mixed or multiple ethnic groups
	0/00%
Asian, Asian Scottish or Asian British	Pakistani, Pakistani Scottish or British
	0.00%
	Indian, Indian Scottish or Indian British
	0.00%
	Bangladeshi, Bangladeshi Scottish or British
	0.00%
	Chinese, Chinese Scottish or British
	0.00%
	Other Asian
	0.00%
African	African, African Scottish or British or Other
	0.00%
Caribbean or Black	Caribbean, Caribbean Scottish or Caribbean British
	0.00%
	Black, Black Scottish or Black British
	0.00%
	Other Caribbean or Black
	0.00%
Other ethnic group	Arab, Arab Scottish or Arab British
	0.00%
Not Disclosed	Not Disclosed
	4.41%
	Total 100.00%

g) Percentage of Employees by Full/Part Time and Age as at 1 April 2021

Age Band	Full Time	Part Time	Total
under 21	1.47%	0.00%	1.47%
21-29	13.24%	0.00%	13.24%
30-39	14.71%	5.88%	20.59%
40-49	17.65%	2.94%	20.59%
50-59	33.81%	4.42%	38.23%
60-65	0.00%	5.88%	5.88%
Over 65	0.00%	0.00%	0.00%
Total	80.88%	19.12%	100.00%

h) Percentage of Employees by Full/Part Time by Gender as at 1 April 2021

Gender	Full Time	Part Time	Total
Female	44.12%	16.17%	60.29%
Male	36.76%	2.95%	39.71%
Total	80.88%	19.12%	100.00%

i) Percentage of Employees by Disability as at 21 April 2021

Disabled	Not Disabled	Not Declared	Total
4.41%	52.94%	42.65%	100.00%

j) Returning to work after pregnancy

For the period April 2020 to April 2021, 1 female is currently on maternity leave.

k) Returning to work of disabled employees after sick leave relating to their disability

Information is not disclosed for data protection purposes. However, disabled employees have been provided with all relevant supports, adaptations and reasonable adjustments to enable their continued employment.

l) Grievance and Disciplinary

Information is not disclosed for data protection purposes. Analysis of grievance and disciplinary does not point to any discriminatory practice.

13. Recruitment, Development and Retention

a) Access to Training (Development)

Throughout 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 2021 to 31 March 2021

Female	61.90%	26
Male	38.10%	16
Total	100.00%	42
Disabled	4.76%	2
Not Disclosed	35.71%	15
Not Disabled	59.53%	25
Total	100.00%	42
White-Scottish	92.86%	39
Not Disclosed	7.14%	3
Total	100.00%	42
Under 21	2.38%	1
21-29 years	14.29%	6
30-39 years	33.33%	14
40-49 years	19.05%	8
50-59 years	30.95%	13
60-65 years	0.00%	0
over 65 years	0.00%	0
Total	100.00%	42

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 2020 to 31 March 2021

Applicants	Applied	Interviewed	Appointed
Male			
Female			
Not Disclosed			
Total			
Disabled			
Not Disabled			
Not Disclosed			
Total			
Aged under 50 years			
Aged over 50 year			

Not Disclosed			
Total			

There was only 1 vacancy that arose in 2020/2021 and only 3 applicants applied, with one being appointed. Given the small numbers involved the equality data is not being disclosed as it would identify their personal information.

Retention Monitoring: Analysis of Exit Interviews by Gender, Disability, Ethnicity and Age for the period 1 April 2020 to 31 March 2021.

Female	
Male	
Total	
Disabled	
Not Disabled	
Not Disclosed	
Total	
Black/Ethnic Minority	
White	
Total	
Under 21	
21-29 years	
30-39 years	
40-49 years	
50-59 years	
60-65 years	
over 65 years	
Total	

There is no data to report on as no employees left the organisation in 2020/2021.

b) Recruitment and Retention monitoring continued

Reason For leaving

Career Development	
Caring Responsibilities	
Moving Outwith Area	
Not Disclosed	
Total	100.00%

There is no data to report on as no employees left the organisation in 2020/2021.

14. How we will achieve our objectives

The aim of mainstreaming equalities is to build on the achievements of our previous equality schemes and to provide new outcomes to which both employees and of LVJB and members of the community can be a part of. To do this we will focus our outcomes on the following key principles.

- **Accessing** – provide services in ways that mean everyone can and does have the right to use them.
- **Informing** – ensure that everyone has access to information, in a format that suits their needs, on LVJB services.
- **Involving** – talk to groups and individuals on a one to one basis and use views and opinions to inform decision making and shape service delivery.
- **Promoting** – ensure that individuals are treated equally and given the opportunity to have full access to services.

15. Outcomes and involvement

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 will 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 initial Plan covered the four year period from 2017 to 2021 and progress was reported on in 2019 together with annual mainstreaming reports in 2019 and 2020.

16. 2017 to 2021 Equality Outcomes Report:

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 Radio advert during the annual canvass periods 2017, 2018, 2019 and 2020 to encourage registration of all eligible electors.
- Placed an advert on registering to vote in the NHS Official Guide.
- Provided information on registering to vote posted on North Lanarkshire Council and South Lanarkshire Council twitter accounts at the annual canvass in 2017, 2018, 2019 and 2020.
- Provided information on the 2017, 2018, 2019 and 2020 annual canvass provided to the University of the West of Scotland Hamilton Campus to promote participation and encourage registration to vote.
- To maximise the registration of 16 and 17 year olds, during the 2017, 2018, 2019 and 2020 annual canvass, we obtained information from educational establishments throughout North Lanarkshire and South Lanarkshire to confirm registration details.
- The 2017 Local Government Register had 9,020 16/17 years olds registered and 1,793 Attainers and the 2018 Local Government Register had 8,092 16/17 year olds and 1,714 Attainers. The registration rates have remained similar from the 1 December 2016 with only a very minimal decrease of 0.32% for 16/17 year olds and 0.07% for Attainers. The number of Attainers has remained the same throughout Scotland as stated within the “Electoral Statistics for Scotland as at 1 December 2018” report by the National Records for Scotland. According to the same report the number of 16/17 year olds decreased by 6.2% on the previous year of 2017. The decrease for Lanarkshire from 2017 to 2018 was only 0.18% for 16/17 year olds and 0.01% for Attainers.

There was a significant decrease in Attainers on the 1 December 2019 Local Government Register to 220. This was due to an issue with the provision of data that was subsequently resolved, and the 2 March 2020 Local Government Register had 1,595 Attainers registered. The registration of Attainers increased to 2,644 on 1 December 2020 Local Government Register. The 2019 Local Government Register had 7,411 16/17 years olds registered and the 2020 Local Government Register had 7,975 16/17 years olds registered which is an increase of 7.61%.

- For the 2017, 2018, 2019 and 2020 Annual Canvass an information sheet on the registering to vote process, which included specific information on second homes and young people turning 16 years old, was provided to the Council’s Gypsy Traveller Liaison Officer to communicate with the Gypsy and Traveller community that the annual electoral canvass was underway to encourage registration.

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 2017, 2018 and 2019 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.
- The December 2018 electoral register has 2.48% of electors within North Lanarkshire area that are non-British nationality and 1.95% of electors within South Lanarkshire that are non-British nationality. This is an increase on the December 2017 register of 0.44% for North and 0.29% for South. 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 December 2019 electoral register has 2.56% of electors within North Lanarkshire area that are non-British nationality and 2.06% of electors within South Lanarkshire that are non-British nationality. The December 2020 electoral register has 2.68% of electors within North Lanarkshire area that are non-British nationality and 2.21% of electors within South Lanarkshire that are non-British nationality. According to the NRS the population figures of 2019: 2.91% of the population of both North and South Lanarkshire areas was born outside the UK. The comparison demonstrates that our registration rates are similar to the population figures and our percentage has continued to increase since 2017.
- In December 2017, the number of EU electors increased by 15.38% from the previous year and in December 2018 this increased by a further 7.48%. In December 2019, the number of EU electors increased by 5.91% from the previous year and in December 2020 the number of EU electors increased by 8.84%. In addition, there were 393 foreign nationals, eligible to vote following legislative changes within Scotland, added to the register.

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 2017, 2018, 2019 and 2020 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. Regular contact is made with the Care Homes throughout the electoral year to register individuals and postal votes.
- 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. Postal vote levels increased to 69,191 in December 2016 (from 63,291 in Feb 2015) which is 14% of the number of registered electors. The figure has remained at 14% for both 2017 and 2018, indicating there was no reduction in numbers following the initial increase. The postal levels in 2019 reduced slightly to 68,668 which is 13.65% of the number of registered electors and in 2020 the levels reduced to 66,878 which is 12.95% of the number of registered electors. Leading to the Scottish Parliament Election on the 6 May 2021, the postal vote levels increased to 72,430 on the 1 March 2020 which is 14.03% of the number of registered electors.
- 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.
- Dedicated team deal with Carstairs Hospital to ensure individuals who qualify are registered to vote and able to apply for a postal or proxy 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 2017, 2018, 2019 and 2020 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.
- In April 2018 we provided information on the changes to Anonymous Voter Registration to Women's Aid Groups. On 1 December 2020, there were 16 anonymous electors registered to vote.

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

- A personal canvass is conducted each year to households with no registered electors. Approximately 25% of these are social rented households. In addition, individual registration forms are issued where there is a change in tenant or occupier. In August 2017, 2018 and 2019 a personal canvass was conducted of 28,782, 31,266 and 22,551 households with no registered electors. The personal canvass was suspended in 2020 due to the coronavirus pandemic.

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 Postal vote levels increased to 69,191 in December 2016 which is 14% of the number of registered electors. The figure has remained at 14% for both 2017 and 2018, indicating there is no reduction in numbers following the initial increase. The postal levels in 2019 reduced slightly to 68,668 which is 13.65% of the number of registered electors and in 2020 the levels reduced to 66,878 which is 12.95% of the number of registered electors. Leading to the Scottish Parliament Election on the 6 May 2021, the postal vote levels increased to 72,430 on the 1 March 2020 which is 14.03% of the number of registered electors.
- There is a dedicated team that visit residential establishments such as Care Homes to assist in completing absent vote applications and offer advice regarding signature waivers for those no longer able to sign forms. The personal visit to residential establishments and Care Homes was suspended in 2020 due to the coronavirus pandemic. A telephone canvass was undertaken in place of that, to continue to offer assistance and advice.
- On 1 December 2018 there were 720 absent vote signature waivers. On 1 December 2019 there were 818 absent vote signature waivers and on 1 December 2020 there were 649 absent vote signature waivers. This demonstrates that electors are aware of and using this option, ensuring their continued participation in the electoral process.

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 2017 and 2018.
- The number of returns in respect of LVJB's customer satisfaction survey for the period 2019/20 was very low, not allowing for any meaningful analysis. There were no forms issued in 2020/21, as the customer satisfaction survey process is being reviewed with a view to increasing responses for the period 2021/22.

Statistical data:

- Electoral Statistics are available on the following link:
www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/electoral-statistics
- Census profile data: www.nrscotland.gov.uk/statistics-and-data

17. Revised Equality Outcomes 2021 to 2025

The following revised Equality Outcomes plan covers the four-year period from April 2021 to April 2025. Progress will be reported to LVJB's Management Team and regularly monitored by the Administration Manager.

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>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 year olds will be on the list.</p>	<p>Targeted public awareness on how to register to vote within schools/youth groups in North/South Lanarkshire area.</p> <p>Liaise with North Lanarkshire Council (NLC) and South Lanarkshire Council (SLC) to arrange for the issue of appropriate correspondence to 14-17 year olds.</p> <p>Continue to publicise and provide alternative methods of confirming registration such as telephone, text and web.</p> <p>Action: arrange a meeting with the NLC/SLC liaison officer or awareness mailing to provide information on registration process and impact of non-registration (liaise with SLC Partnership Meeting).</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) and 14/15 year olds.</p> <p>Improve access to continued registration.</p> <p>Equality Outcome: improve registration of young gypsy travellers.</p>	<p>Eliminate, Advance and Foster Advance equality of opportunity.</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>Raise awareness via BME employee forum/BME Groups to advise of registration process and translation service availability.</p> <p>Individuals can register to vote on www.gov.uk/register-to-vote</p> <p>Individual registration forms are available in alternative languages on request and on the Electoral Commission website.</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>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 a personal canvass for vulnerable groups who expressed preference for face to face registration.</p> <p>Individuals can register to vote on www.gov.uk/register-to-vote.</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 in homes 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 homeless/special needs units in the community.</p> <p>Dedicated team allocated to deal with establishment and conduct personal visits.</p> <p>Offer a personal canvass for vulnerable groups who expressed preference for face to face registration.</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 appellants when discussing appeal/use of language line telephone interpreting to overcome any language barriers such as when staff are out on survey or appellants visit the office.</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 vote uptake across other ERO offices.</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 data for Scotland.
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