



Ayrshire Valuation Joint Board

Public Sector Equality Duty 2021-25

April 2021

Contents

	<u>PAGE</u>
1.0 Introduction	3
2.0 Duty to Report on Mainstreaming the Equality Duty	5
3.0 Duty to Report Progress 2017 - 2021	6
4.0 Duty to Publish Equality Outcomes	38
5.0 Duty to Assess and Review Policies and Practices	45
6.0 Duty to Gather and Use Employee Information	46
7.0 Duty to Use Information on The Protected Characteristics of Members	92
8.0 Duty to Publish Gender Pay Gap Information	93
9.0 Duty to Publish Statements on Equal Pay	94
10.0 Duty to Consider Award Criteria and Conditions in Relation to Public Procurement	95
11.0 Duty to Publish in A Manner That Is Accessible	96

APPENDIX 1 – Ayrshire Equalities Outcomes – Consultation 2020 -: Analysis

1.0 Introduction

The Equality Act became law in October 2010. It replaced a number of individual pieces of legislation and combined them into a single Act. It resulted in everyone being equally protected under the law from discrimination, harassment and victimisation.

The Equality Act 2010 set out nine protected characteristics which are:

- **Age**
- **Disability**
- **Gender Reassignment**
- **Marriage and Civil Partnership**
- **Pregnancy and Maternity**
- **Race**
- **Religion or Belief**
- **Sex**
- **Sexual Orientation**

Section 149 of the Act also imposes a duty on public authorities, when exercising public functions, to have due regard to the following general duties;

- ***Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act***
- ***Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it***
- ***Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.***

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 came into force during May 2012, the purpose of which was to help public bodies in their performance of the general equality duty.

The requirements of the Specific Duties that are relevant to Ayrshire Valuation Joint Board are as follows;

- ***Duty to report progress on mainstreaming the equality duty***
- ***Duty to publish equality outcomes and report progress***
- ***Duty to assess and review policies and practices***
- ***Duty to gather and use employment information***
- ***Duty to publish gender pay gap information***
- ***Duty to publish statements on equal pay, etc.***
- ***Duty to consider award criteria and conditions in relation to public procurement***
- ***Duty to publish in a manner that is accessible***
- ***Duty to consider other matters***

Ayrshire Valuation Joint Board published its first Equality Duty Report in April 2013 and followed that up with an updated report during April 2015.

The 'AVJB Public Sector Equality Duty 2017-2021' was published in April 2017 and followed that up with an updated report during 2019.

In accordance with Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, a new four year reporting cycle begins in April 2021, this report confirms how we intend to adopt and embrace the principles of the Equality Act 2010 and the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.

2.0 Duty To Report On Mainstreaming The Equality Duty

Ayrshire Valuation Joint Board remains committed to mainstreaming the Equality Duty. There are many examples of activities undertaken on a daily basis that demonstrate this commitment, they are summarised below.

- **Top Down Involvement by all staff**
- **Our Recruitment and Selection policies**
- **AVJB internal Equality Group**
- **Our Service Plan**
- **Staff Training Opportunities**
(For more information see under 'Duty to Gather and Use Employee Information')
- **Access to Information Published by the Board**
- **Availability of Translation & Interpretation Services**
- **Active Involvement with the Ayrshire Equality Partnership**
- **Part of the South Ayrshire Council Equalities Champions Network**
- **Training and Work Experience Offered to Young People in Ayrshire**
- **Adoption of Updated SPSO Formal Complaints Procedure**
(Updated to specifically deal with stakeholders with a disability)
- **Stakeholder Engagement**
- **Equal Pay Policy**
- **Annual Staff Appraisals**

3.0 Duty to Report Progress 2017-2021

Prior to setting Equality Outcomes for the period 2021–2025, it is appropriate to review progress of the Equality Outcomes AVJB set for the period 2017–2021.

In 2017 Ayrshire Valuation Joint Board worked collaboratively with nine other public bodies in Ayrshire to set four high level Shared Equality Outcomes. We also set three Equality Outcomes that were unique to Ayrshire Valuation Joint Board.

The Shared Equality Outcomes that were agreed in 2017 were as follows;

- 1. In Ayrshire, people experience safe and inclusive communities**
- 2. In Ayrshire, people have equal opportunities to access and shape our public services**
- 3. In Ayrshire, people have opportunities to fulfil their potential throughout life**
- 4. In Ayrshire, public bodies will be inclusive and diverse employers**

The Equality Outcomes unique to Ayrshire Valuation Joint Board that were set in 2017 were as follows;

- 1. Our workforce is representative of the population of Ayrshire**
- 2. Improved access to our premises**
- 3. Improved access to Registration for marginalised and difficult to reach groups**

Using similar reporting templates to previous Progress Reports the following is a review of our activities that generally covers the period 2017-2021 but with a particular emphasis on the period since we last reported progress, namely 2019-2021.

Equality Outcome 1.1a: In Ayrshire people experience safe and inclusive communities

What we set out to do:

To ensure people across Ayrshire experience safe and inclusive communities. We aimed to increase awareness of hate crime and avenues for reporting including third party reporting centres.

Output – Increased awareness of hate crime

Action – Raise staff awareness to better identify hate crime

Measurement – Number of staff trained

Output – Increased awareness of hate crime

Action – Work with partners to raise awareness of hate crime

Measurement – Number of crimes reported and detected

Output – Increased use of third party reporting

Action – Increase the awareness of third party reporting

Measurement – Increased third party reporting using a variety of media tools and promotion materials

What we did:

The partners recognised that hate crime continues to rise for particular groups within our community, however, under-reporting of such crimes remains an area which requires more focus. Awareness of what constitutes a hate crime required to be made clear for people as well as alternative ways of doing so.

Building on the awareness raising work undertaken in 2017 and 2018 of what a hate crime is and ways to report, the partners held awareness raising sessions across the various partners sites to further raise awareness and also start the conversation. Five events were held from 21 to 25 October 2019, and were facilitated by Police Scotland officers involved in addressing hate crime. The events were promoted across all partner organisations using internal communication channels as well as social media mechanisms. The events were well attended and feedback was extremely positive.

Given the positive feedback on these events, the partners embarked upon hosting a Conference for staff in October 2020. However, as a consequence of Covid-19, the conference had to be postponed. The partners decided that the digital world offered many opportunities and therefore ran a week of webinars from 19 to 23 October 2020 with guest speakers including an introductory welcome from Police Scotland's Chief Superintendent Faroque Hussain.

The Hate Crime webinars proved very successful with over 200 people registering to attend over the week.

As outlined in our 2019 report, we have devised a quarterly report to help us understand the levels of hate crime across Ayrshire. The report outlines where there is an increase in hate crimes for particular groups as well as offering opportunities to identify any areas where more work could be targeted. The group continues to scrutinise this report to ensure appropriate work can be taken forward.

What difference did we make?

It was anticipated that the increase in awareness raising around Hate Crime would result in a rise in the reporting of hate crimes before seeing a reduction. This appears to be the case; however, over the period since commencing this work figures provided by Police Scotland shows a reduction from 2017 to 2020.

The evidence shows the following statistics of hate crime incidents being reported

Year	Incidents Reported
2017	276
2018	323
2019	335
2020 to date	229

In 2017, race was the highest and this trend continues. To support the reduction in racist hate crime, the partners have supported and promoted diversity days. More recently the partners celebrated Black History Month via a social media campaign exploring the A to Z of black history in relation to language, key figures and events.

What we will do now/future work?

As outlined previously the partners had planned to host a Conference for staff as, as well as providing awareness of Hate Crime, the opportunity for networking and sharing information is provided. Whilst the online webinars were successful, the partners have agreed, when the opportunity is presented again, to host the face to face Conference to allow further learning and networking.

The partners will continue to work jointly, in conjunction with colleagues from Police Scotland to monitor the quarterly report provided and seek to implement any initiatives required to reduce hate crime incidents.

The partners will also continue to support and promote diversity days, and running further social media campaigns in relation to language, key figures and events.

Unfortunately circumstances prevented the opportunity to develop an online eLearning module to better support staff understanding and therefore we will take this forward and roll out to staff. At the same time the partners will continue to work together to promote what Hate Crime is to our local communities and where third party reporting centres are located.

Case study

Mr C was out for a casual walk on Christmas day while his wife was preparing herself to go to family for Christmas dinner. Both Mr and Mrs C have a learning disability and are well known in their village. Mr C stopped when he heard someone shouting there was no one else around and knew with the words that were being said this man was speaking to him. The man had targeted him before using derogatory and hurtful words like spaz and mingo. Mr C began to walk a bit quicker to get away.

All of a sudden Mr C was thrown to the ground and badly beaten. Various neighbours came to assist and he was taken to hospital with multiple injuries. Some may say Mr C was in the wrong place at the wrong time, however Mr C believes it was a hate crime as the words were hurtful and been said by this person before. The incident was reported to the police.

Mr C had the help of a group he attended and his Local Area Co-ordinator facilitated. Mr C spoke about his story and we made it into a drama as a lot of people within the group had experienced Hate Crime in various ways. This helped Mr C to begin to feel safe again within his community.



Equality Outcome 1.1.b: In Ayrshire people experience safe and inclusive communities

What we set out to do:

To ensure people across Ayrshire experience safe and inclusive communities, we aimed to implement the 'Keep Safe' initiative across partner agencies in Ayrshire. We endeavoured to do this through staff training and briefing sessions to raise awareness and through conducting an audit of existing places with a view to increasing the number of establishments registered for the initiative.

Output – Implementation of the 'Keep Safe' initiative across partner agencies in Ayrshire

Action – Deliver partner training as appropriate

Measurement – Number of training courses / briefing session delivered and Number of staff trained

Output – Implementation of the 'Keep Safe' initiative across partner agencies in Ayrshire

Action – Conduct a baseline audit of 'Keep Safe' places

Measurement – Audit of 'Keep Safe' places

Output – Implementation of the 'Keep Safe' initiative across partner agencies in Ayrshire

Action – Support the development of the 'Keep Safe' initiative in Ayrshire

Measurement – Increase in the number of establishments registered for 'Keep Safe'

What we did:

People who are vulnerable because of learning disabilities, physical disabilities, sensory impairment or mental health problems have the right to feel safe when they are out in the community. Unfortunately some people can become targets for bullying and harassment and can feel intimidated, scared and frightened to go out.

The Keep Safe initiative works with a network of businesses such as shops, libraries and cafes who have agreed to make their premises a 'Keep Safe' place for people to go if they feel frightened, distressed or are the victim of crime when out in the community. These premises have been approved by Police Scotland and the staff within these establishments receive training as do staff within organisations and people who use the service

People who wish to take part in the initiative are issued with a contact card which will contain details of the person's name, any health concerns, any communication needs and helpful contact details for friends or family.

There is also a free phone app which maps out all Keep Safe places across Scotland. This app allows users to map out their route in advance and supports independence when going out.

As a starting point for this action, the partners conducted an audit of the number of establishments across the whole of Ayrshire in early 2018 and there was only one establishment in North Ayrshire.

What difference did we make?

Following the audit, the partners worked to increase the number of Keep Safe establishments across Ayrshire. When we reported in 2019, there were 46 Keep Safe premises across Ayrshire. These sites had been approved and are registered on the 'I Am Me' website which keeps a register of all approved Keep Safe establishments.

Since then, the partners have continued to work with organisations and have further increased the number of establishments registered on the website and app. As a result of Covid-19, a few establishments are closed to the public however the number of registered places has risen to 70. At the time of writing this report the breakdown of establishments across the 3 local authority areas is 35 in East Ayrshire, 14 in North Ayrshire and 21 in South Ayrshire.

As part of increasing the number of establishments registered for this initiative, a large number of staff have also required to undergo training to ensure staff working in the establishments can fulfill the potential of the initiative.

Whilst many people may not use the Keep Safe places, the most important benefit of having these in place is that it reassures people and gives them the confidence to lead an independent and fulfilling life.

What we will do now/future work?

In 2019, we reported that contact had been made between lead for Keep Safe in East Ayrshire and the Lead Partnership Head of Service for Primary Care and Out of Hours Community Response with a view to rolling this initiative out within primary care settings. Unfortunately due to staffing changes and the impact of Covid-19, this piece of work did not progress. However, the partners plan to support roll-out in primary care settings that express an interest in due course. The partners will also continue to progress identification of further locations for Keep Safe places through engagement with Learning Disability service users and other relevant groups to help identify suitable locations out with statutory buildings. Ideally, Keep Safe places will be established in local business or leisure venues where people would normally visit.

The partners will continue to promote the initiative across their respective organisations and local communities to ensure people are aware of the initiative, where to go, how to get involved and importantly the benefits it can provide to vulnerable individuals.

Case study

The Things Tae Dae Social hub have been involved with the keep safe initiative since it started in East Ayrshire. All members are Keep Safe ambassadors and were fully involved with getting the local shops to be part of the initiative.

We put together a drama called The Greatest Showman to tell the story of why people need a safe place to go, if in need of assistance. The drama highlighted the feeling of empowerment and independence of individuals who now have the confidence to go out on their own where previously they would not. The members of the Things Tae Dae Social Hub were fully involved in the scripts of the scenarios they were acting out, mostly based on their own experiences.

We had the help of East Ayrshire Leisure pulling the drama together and staff were fantastic at bringing individual's out of their comfort zone.



Equality Outcome 1.2: In Ayrshire people experience safe and inclusive communities

What we set out to do:

Prevent is one of the four elements of CONTEST, the UK Governments counter terrorism strategy. The Counter Terrorism and Security Act (2015) places a duty on a number of specified authorities to have “due regard to the need to prevent people from being drawn into terrorism” The partners agreed to implement certain actions to support this work including raising staff awareness to better identify radicalisation and also increase awareness of the reporting procedures.

Outputs – People are aware of prevent.

Action – Raise staff awareness to better identify radicalisation

Measurement – Number of staff trained

Output – Established reporting protocols in place

Action – Increase awareness of reporting procedure

Measure – Published briefings and leaflets in all key areas

What we did:

The e-learning package continues to be promoted to staff. An additional 590 staff completed the e-learning from our 2019 report taking the total number of staff to 4,502.

The all staff Prevent briefing was revised and circulated in October 2018. This allows a clear and consistent message around Prevent to be disseminated across the whole of Ayrshire. Each partner organisation distributes these briefings using their own internal processes. Within NHS Ayrshire & Arran, this is circulated via daily digest and available on Athena. We also encourage this to be highlighted at the daily huddles and team meetings.

There was a Multiagency Ayrshire wide Prevent Workshop hosted by East Ayrshire Council on 9 November 2018 with a table top Prevent Professionals Committee meeting.

A Prevent presentation was also delivered to NHS Board members at the Board workshop on the 11 November 2019.

What difference did we make?

We have raised awareness of Prevent and our responsibility to safeguard vulnerable individuals for being radicalised; in doing so staff have started asking more questions and discussing their concerns.

We are complying with the duties placed upon us as a named specified authority within the Counter Terrorism and Security Act, 2015. Staff are more aware of Prevent and the need to safeguard against radicalisation and the routes for reporting any concerns.

What we will do now/future work?

We will continue to provide on line training, publish briefings and keep staff abreast of any changes in line with the Prevent strategy. We will continue to meet as a multiagency partnership and share intelligence.

Case study

Whilst we do not have any specific case studies to report, we are confident that staff awareness is greatly improved based on a shared understanding of the threat, risk and vulnerability in the area and the safeguarding of individuals. Therefore, should a situation arise we are confident that relevant staff would recognise vulnerability and be in a position to notice, check and share concerns about those at risk appropriately.

Equality Outcome 2.1.a: In Ayrshire, people have equal opportunity to access and shape our public services

What we set out to do:

Through the Ayrshire Equality Partnership (AEP) the intention was to establish a database of all marginalised and under-represented groups in Ayrshire.

This was to ensure that there was an evidence base of consultation for all our communities in Ayrshire to ensure that the needs of our service users and their views are taken into account in relation to the design and delivery of services.

It was also essential to ensure that processes were developed and in place which would welcome, encourage and support marginalised and under-represented groups to inform decision-making.

Output

- The experiences of marginalised or under-represented groups continue to inform decision-making.

Action

- Through the partnership establish a database of all marginalised and under-represented groups in Ayrshire.
- Ensure processes are in place which welcome, encourage and support marginalised and under-represented groups to inform decision-making.

Measurement

- A list of marginalised and under-represented groups to be developed and maintained.
- Evidence inclusion of marginalised or under-represented groups in decision-making.

What we did:

The AEP created a database which is available to AEP members through the AEP K-Hub group. This list is updated by members as and when required. The list consists of a number of diverse and marginalised groups, and covers groups from race, religion, sexual orientation etc.

It is anticipated that this list will be organic and amended as new groups are established, and others close.

However, the onset on COVID-19 has dramatically changed the landscape of involving, engaging and consulting with our communities. Lockdown restriction have dramatically changed the way we deliver services, and many people are now working from home. To ensure that we are all safe and that we all follow social distancing rules has we have cancelled all face to face engagement. However, we have had to be dynamic and creative in how we engage with our communities.

Robust communications and community engagement have been central to the COVID-19 emergency response. A powerful and consistent approach to communications has been maintained across a number of channels, based around our 'caring, kind and connected' values, which has ensured that communities are well-informed and fully engaged in our collective response. Local resilience networks have been the focus for community-led activity and volunteering, to support the most vulnerable in our communities. In supporting these networks, we have recognised that people, families and communities of place, interest and identity are the experts in their own lives and in what will best support them to be healthy and well. Our experience of innovative practice in collaboration and engagement gives an opportunity to further strengthen this approach as we look ahead to the future.

We have adopted alternative communication tools to engage with marginalised groups, whether through FaceTime, texts, Zoom, phone calls, Near Me/Attend Anywhere etc., to ensure that we can connect with our communities with what matters to them through these challenging times.

The long term impact COVID-19 on our communities is of primary concern, particularly the impact on employment, household incomes, poverty, and physical and mental health, all of which could exacerbate already existing inequalities. Where new and better ways of doing things have been developed in our immediate response to COVID-19, we will want to make sure that these can continue and that all those who have been affected including individuals, families, communities and local businesses, are fully engaged

A core aspect of our Engagement is to hear from equality groups and from those who have experienced a disproportionate impact as a result of COVID-19 including shielding people, people experiencing social isolation and loneliness, people in recovery, care experienced young people and carers. Targeted engagement work is also underway with our BAME, gypsy traveller and refugee communities to ensure that they also have a voice.

This process ensures that we are involving our marginalised groups in relation to how we deliver our services through this pandemic and beyond.

What difference did we make?

The database will give AEP members the opportunity to involve and engage marginalised groups. However, the pandemic has seen a rise in the levels of engagement with communities, groups and individuals who previously have not engaged directly with partners. We have been able to provide support, information or just be there to listen as people and communities have adjusted to a new way of living.

This has allowed us to tailor specific support to the needs of people and to link them to other services that can provide the support they need. We have supported communities in very different ways to ensure that people are aware of the lockdown restrictions, how to keep safe, and how to access services during the pandemic.

For example, in relation to the two Islamic Centres in East Ayrshire, contact on a monthly basis takes place to offer help and support as required. With regards to our refugees families, weekly phone calls take place to ensure that families understand the changing lockdown restrictions and to offer support. We have provided translated information where appropriate and we have kept all groups up to date with the changes in service delivery and also asked for their opinions on how we can do better.

For BSL users we have translated information into BSL and placed videos on our websites so that people understand how to access services, and information in relation to keeping safe. In East Ayrshire, the Corporate Officer (Equality and Diversity) has kept in contact with the chair of the Ayrshire Deaf Club to ensure that members feel supported, and any issues identified can be resolved.

Our Local Area co-ordinators have been supporting adults with learning disabilities, some of whom have been given tablets to access zoom meetings and stay connected when face to face groups have been cancelled.

What we will do now

The pandemic has forced us to work in different ways. However, this has allowed AEP members to be creative in the way that we engage with marginalised groups.

We will continue to keep these connections, and work with our marginalised groups to support them to have a voice in our organisations.

Case study

Over the past few months we have seen an overwhelming response from our communities to the current crisis. This has been demonstrated through increased levels of community activity, a huge increase in volunteering and mutual aid, and a renewed sense of community cohesion.

“The local organisations including the council have done an exceptional job during the pandemic at a very unique and difficult time”.

Our community conversations are supporting us to reach out and hear from the groups and individuals that have been impacted most by the crisis to share their experience and hopes for the future.

“People got involved in their community and stepped up and did their best to help, people that would not normally get involved and it was great to see”.

A series of facilitated conversations have also been held with local resilience networks and community groups and an online survey, running in parallel, is allowing those unable to join a local conversation to also share their views.

“Communities have demonstrated great resilience in providing support to the many residents affected immediately by the lockdown”.

Key messages from the conversations have highlighted the importance of strong community connections and improved communication and joint working between the Council, partners and communities. Local groups now expect the partnership arrangements and joint working that developed during the emergency response to be sustained and for local people to have a stronger say in the decisions that affect their community.

Equality Outcome 2.1.b: In Ayrshire, people have an equal opportunity to access and shape our public services

What we set out to do:

The partners set out to explore a joint approach for the commissioning of translation, interpretation and communication support (TICS) services. It was agreed from the outset that this process would also include British Sign Language.

Output

- The experiences of marginalised or under-represented groups continue to inform decision-making.

Action

- Explore joint approach for the commissioning of translation, interpretation and communication support (TICS) services.

Measurement

- TICS usage. Increased customer satisfaction.

What we did:

The endeavour to jointly commission a single and effective Translation, Interpretation and Communication Service has proved to be much more complex than originally anticipated. Through regular meetings and discussions, the Ayrshire Equality Partnership have discovered the various layers and regulations that need to be understood in order to effectively undertake this action. In addition to individual organisation policies and protocols, we also had to consider the various national frameworks and guidance established by National bodies.

Service for Community Languages

In the early stages, partners undertook a process of gathering and collating information from all organisations involved in relation to access, spend, quality of service and languages used, and mapping national contracts that could be accessed by public bodies, for example, the Scottish Government contract.

Over the past 18 months, the partners have engaged with procurement officers in each organisation for advice and guidance on pursuing joint commissioning of services. This has involved a review of existing Commissioning Frameworks to assess value and the possibility of joint bids. In addition, work has also been undertaken in contacting service providers to establish service costs out with national frameworks.

One promising prospect was a commissioning framework put forward by the Scottish Government for Translation and Commissioning Services to be used by the NHS. On review, the rates for the framework were agreed to be favourable and would likely lead to a reduction in overall costs compared to current provisions. Unfortunately, after clarity was sought, this framework was only available to NHS services. As such, this excluded the remaining partners. This option was pursued by NHS Ayrshire and Arran.

The remaining partners considered continuing to pursue a joint framework, however, advice from Procurement Officers suggested it would continue to be complex. Nevertheless, in the continued endeavour of partnership working, it has been agreed to pursue a local agreement with service providers to research the value individually pursuing a better contract than that available through national frameworks. While the intention is for this to be a solo venture, it is expected that the framework and learning from this exercise can be shared with partners to pursue their own bespoke commissioning arrangements.

British Sign Language

Unlike community languages, all partners are able to jointly procure for services for the translation of British Sign Language. Partners produced a joint BSL Interpreting Services Specification form that will go out to tender. The specification is in its final stages of completion (as at October 2020), with only final comments and clarification around GDPR required.

What difference did we make?

Work is still progressing to finalise agreement and implement new commissioning frameworks.

However it is anticipated that this service will ensure that there is consistency of approach across Ayrshire for all translation and interpretation requests.

It will not only present a best value approach, but also an efficient process for our communities across Ayrshire in relation to accessing a professional and robust translation and interpretation service which is inclusive. Provision of clear and comprehensive communication will have a positive impact on the outcomes for all of our service users. Work towards achieving this outcome is ongoing.

What we will do now/future work?

Following key learning, work continues to find an optimal solution to ensure access to translation services is equitable across all organisations of the Ayrshire Equality Partnership.

Going forward, NHS Ayrshire and Arran will pursue their procurement of Translation Services through the established Government Framework for Community Languages.

On behalf of the other partners, representatives from local authorities are currently pursuing a bespoke commissioning agreement with service providers. This has involved looking at existing contracts, forecasting potential use and entering negotiations with service providers.

Recommendations from North Ayrshire Council procurement service provided in September 2020, indicated an individual, authority based 'Quick Quote' procurement exercise would be the most efficient model going forward. This approach means annual spend on translation services is below that required for more formal and complex procurement processes. While joint procurement is still a possibility with partners, this increases the maximum spend and makes it more likely that a quick quote would not be possible.

A final meeting with local authority-based partners will now be organised to consider the recommendations and agree forward action on procurement.

Equality Outcome 2.2: In Ayrshire, people have equal opportunity to access and shape our public services

What we set out to do:

In 2016, the Ayrshire LGBT+ Development Group held three locality-based Trans events across Ayrshire. Local community engagement identified there is a lack of gender identity support within Ayrshire. In addition, it was highlighted that there were issues related to gender specific services which have adversely impacted the experience of accessing our services by those identifying as transgender.

Output

- Trans people are not discriminated against when accessing our services.

Action

- Ensure our public buildings and services are accessible and welcoming for Trans people.

Measurement

- Feedback from the Trans community. Increased customer satisfaction.

What we did:

We continue to explore different avenue to ensure that Trans people are not discriminated against when accessing our services. Employee training in relation to trans specific issues continues to be made available to employees and training experiences are shared across the partners. E-learning modules in relation to Trans specific training is also available and again this training is shared across the partners. Training employees allows staff to understand the issues Trans people face on a daily basis and to ensure that when they do access our services and building, our staff have the knowledge and understating to treat Trans people with dignity and respect.

A few of the partners have developed, or are in the process of developing, policies to support Trans employees in the workplace and again this practice is being shared across the partners to ensure that Trans employees are supported across the partner organisations and feel welcome and respected in the organisation.

Hate Crime Awareness Week seminars hosted by Police Scotland were organised by the Ayrshire Equality Partnership across Ayrshire in 2019 to raise awareness and highlight the issues faced by people who are victims of Hate Crime including Trans people.

Initially in 2020, a Hate Crime Awareness Conference was planned, however, due to COVID-19, the Ayrshire Equality Partnership revised plans and planned a series of five webinars covering the different aspects of Hate Crime. This included the development of a webinar from Dr Stephanie McKendry, Head of Access, Equality and Inclusion, University of Strathclyde in relation to the experiences of trans and gender diverse learners and staff in colleges and universities: moving from evidence to action.

The presentation focused on:

- The wider context for gender diverse people
- Experiences in FE and HE
- The TransEDU Project
- COVID-19/ remote delivery
- What works

As the attendees were from across the public sector and beyond, the webinar was broadened to cover the diverse representation of those attending, and explored the issues facing Trans people in education and communities, and how we, as organisations, can make Trans people feel welcome when accessing our buildings and services.

The Ayrshire LGBT+ Education Network, which is led by Ayrshire College and East Ayrshire Council, aims to engage with education practitioners across Ayrshire in sharing innovative ways to engage in LGBT educational and share best practice. The Ayrshire LGBT+ Education Network has members across the partners including health, LGBT Youth Scotland, The Terrance Higgins Trust, young people etc.

In the academic year Sept 2019 - June 2020, the Ayrshire LGBT+ Network offered 10, one-hour themed Network Meets, including a dedicated trans-focused session. As always, the Meets were open to anyone seeking to improve their professional practice especially those who have a direct working link to the experiences of LGBT+ children, young people and adults learning in Ayrshire. However, as a result of COVID-19, all planned Meets from March 2020 onwards were suspended. Trans and gender diverse experiences in any education setting remains a core element of the Network. All Network Meets prior to COVID-19 thus sought to ensure these experiences, and voices, were included and highlighted. The most attended Meet was on LGBT+ and domestic abuse (and wider examples of GBV) and this included discussions on potential trans vulnerabilities and experiences in this context. For the first time, also, a Meet was held in a Primary school, Kilmaurs Primary, in East Ayrshire, in which the school lead the session by sharing excellent practice in how they are embedding LGBT+ inclusion.

The Network aims to return, online, for academic year Sept 2020-June 2021 and will re-focus by offering 3, 1 hour to 1 hour and 30mins Meets. Themes identified so far include:

- Mental health and wellbeing and LGBT+ experiences (with a COVID-19 insight) delivered by Karen Lees, NHS Ayrshire and Arran, with support from Kerry Riddle, LGBT Youth Scotland
- Domestic abuse and LGBT+ experiences co-delivered by staff from NHS Ayrshire and Arran.

This education and learning is invaluable for our staff, giving them the knowledge and skills to engage with Trans people with confidence.

What difference did we make?

We will continue to explore different avenues to ensure that Trans people are not discriminated against when accessing our buildings and services. Employee training is essential as our front line staff are first point of contact we need to ensure that they have the knowledge and understanding to make Trans people feel at ease when accessing our services.

A few of the partners have developed or are in the process of developing policies to support Trans employees in the workplace, and again this practice is being shared across the partners to ensure that Trans employees are supported across the partner organisations.

Equality Outcome 3.1.a: In Ayrshire, people have opportunities to fulfil their potential throughout life

What we set out to do:

National data evidenced that less than 2% of all Modern Apprenticeships in Scotland are taken by Black and Minority Ethnic (BME) Communities although they form around 4% of the target population. Therefore the partners set out to improve the uptake of Modern Apprenticeships by those from a BME background and also work in internal and external stakeholders to support this. This specific group matched those identified by Skills Development Scotland (SDS).

Output – Increase the number of modern apprenticeships who are BME.

Action – Conduct an audit of modern apprenticeships by protected characteristics.

Measurement – Baseline number of BME modern apprenticeships in Ayrshire

Output – Increase the number of modern apprenticeships who are BME

Action – Work with internal and external stakeholders to promote uptake across protected characteristic groups.

Measurement – Increase BME modern apprentices

What we did:

Individual partners continue to work in partnership with Skills Development Scotland, employers and others in targeting under-represented groups. Much of the focus has been on people with disabilities or care experienced young people, which is reflected in local demographics. However, although the population group is small, recognition is growing regarding the need to focus on those from the Black and Minority Ethnic Community.

During 2019/20, North Ayrshire Council introduced a pilot work experience programme and although the main aim for this was focussed around care experienced and disabled candidates, the scheme takes a flexible approach, welcoming a young Syrian Refugee onto the programme.

The work experience programme ran for 4 weeks and successful candidates would then move onto a full modern apprenticeship, this included the young person from Syria.

North Ayrshire Council's Supported Employment programme, which supports people with both physical and learning difficulties into employment, realised that they had no applications or notes of interest from people with a BME background.

Following this the team commission a new poster showing a young black person in a wheelchair.

What difference did we make?

Although it is too early to tell if this will have an impact on encouraging anyone with a disability from the BME community to apply, it is an attempt to raise awareness that the service is there for everyone.

What we will do now/future work?

Partners through the shared equality outcomes 2017-2021 have committed to tackle under-representation from the BME communities in modern apprenticeship uptake. This commitment remains unchanged. However we are aware of what the data and evidence shows in terms of uptake of MA's by BME individuals and we will continue to explore other opportunities.

Equality Outcome 3.1.b: In Ayrshire, people have opportunities to fulfil their potential throughout life

What we set out to do:

National data evidenced that less than 0.5% of all Modern Apprenticeship placements are taken by someone with a declared disability. Around 8% of the target population (16-24) is disabled. Therefore, the partners set out to improve the uptake of modern apprenticeships for those identifying as having a disability and also work with internal and external stakeholders to support this.

Output – Increase the number of modern apprentices who have a disability

Action – Conduct an audit of modern apprenticeships by protected characteristics

Measurement – Baseline number of modern apprentices in Ayrshire

Output – Increase the number of modern apprentices who have a disability

Action – Work with internal and external stakeholders to promote uptake across protected characteristic groups

Measurement – Increase in modern apprentices who have a disability

What we did:

Individual partners continue to work in partnership with Skills Development Scotland, employers and others in targeting under-represented groups. Much of the focus has been on people with disabilities or care experienced young people, which is reflected in local demographics. However, although the population group is small, recognition is growing regarding the need to focus on those from the Black and Minority Ethnic Community.

All locality areas in 2018/19, according to SDS information, were relatively similar in percentage uptake of those MA's with a declared disability.

An example includes, during 2019/20, North Ayrshire introduced a pilot work experience programme and although the main aim for this was focussed around care experienced and disabled candidates, the scheme takes a flexible approach, welcoming a young Syrian Refugee onto the programme.

What difference did we make?

Although it is too early to tell if our actions are having an impact and as a result more work is required in this shared outcome.

What we will do now/future work?

We will continue to engage with internal and external partners to understand what barriers, if any, exist that may be underpinning the current low uptake of disabled individuals in modern apprenticeships.

Equality Outcome 3.2: In Ayrshire, people have opportunities to fulfil their potential throughout life

What we set out to do:

Evidence for Scotland indicates that men dominate in construction and skilled trades and women are over-represented in secretarial and caring occupations.

Output – Increased number of people in non-traditional gender roles including modern apprenticeships.

Action – Conduct an audit of existing modern apprenticeship roles by gender

Measurement – baseline number of modern apprenticeship roles by sex in Ayrshire.

Output – Increased number of people in non-traditional gender roles including modern apprenticeships.

Action – Work with internal and external stakeholders to promote uptake across protected characteristic groups.

Measurement – Increase in non-traditional roles by both sexes.

What we did:

Individual partners continue to work in partnership with Skills Development Scotland, employers and others in targeting under-represented groups.

What difference did we make?

According to Skills Development Scotland, in 2018/19 the proportion of MA starts who identify as female across Ayrshire is as follows;

East Ayrshire – 32%

North Ayrshire – 34%

South Ayrshire – 40%

This is to be compared to 38% for all MA starts across Scotland.

This presents a mixed picture but what is apparent is that further work in this area is required.

What we will do now/future work?

We will continue to engage with internal and external partners to understand what the economic and social factors that are leading to gender segregation in the uptake of certain roles and in particular to modern apprenticeships

Equality Outcome 4.1.a: In Ayrshire public bodies will be inclusive and diverse employers

What we set out to do:

Employment is also one of the most strongly evidenced determinants of health, the World Health Organisation (WHO) notes that 'unemployment puts health at risk' and 'unemployment has a direct bearing on the physical and mental health and even life expectancy for unemployed people and their families.'

There is also recognition that some recruitment practices can be a barrier to employment for particular groups.

Outputs - Public bodies have a diverse workforce reflective of the population

Actions - Use alternative opportunities for advertising posts

Measurements - More diverse applications for posts within the public sector

What we did:

Each of the partners have continued to promote their respective organisations as an employer of choice by providing employability programmes, especially for unemployed young people, whilst continuing to guarantee an interview to candidates who have a disability and who meet the minimum criteria for the post.

Partners are also continuing to explore how best to utilise Employers recognise the significance of social media as a recruitment platform particularly for engaging with younger candidates.

For example, the Supported Employment Team within North Ayrshire run the 'Equal' programme that is designed to support people with physical disability, long-term health conditions, Autism, Asperger's or a Learning Disability to progress towards and sustain employment.

One of the innovative programmes the team are working on is the SeeMeCV. To complement the paper/electronic traditional CV, the team have been working with the Ayrshire Film Company to help train individuals to produce their own video CV that can be shared with employers as part of their application process. This will show them engaged in hobbies, volunteering or work scenarios and can also include recorded references and testimonials from managers, teachers, supervisors or lecturers. This approach provided an opportunity to get a more rounded picture of a potential employee that helps to bring this person to life, more so than they may be able to express on paper.

What difference did we make?

Managers and recruitment staff are more aware of the benefits of providing opportunities to under-represented groups including young people, disabled, LGBT. Having a more diverse workforce will allow services to be designed and delivered with service users at the core.

What we will do now/future work?

We will continue to look at alternative and innovative ways of attracting new colleagues.

We will consider positive recruitment practices in an effort to develop a more diverse workforce.

We will continue to work in collaboration with DWP in order to offer equal employment opportunities to all members of our community.

Equality Outcome 4.1b: In Ayrshire public bodies will be inclusive and diverse employers

What we set out to do:

Employment is also one of the most strongly evidenced determinants of health, the World Health Organisation (WHO) notes that 'unemployment puts health at risk' and 'unemployment has a direct bearing on the physical and mental health and even life expectancy for unemployed people and their families.'

There is also recognition that some recruitment practices can be a barrier to employment for particular groups.

Outputs - Public bodies have a diverse workforce reflective of the population

Actions - Achieve and maintain Level 2 of the Disability Confident Scheme

Progress work to Level 3 of the Disability Confident Scheme

Measurements - Level 2 award achieved and maintained.

Level 3 award achieved.

What we did:

Each of the partners have continued to promote their respective organisations as an employer of choice by providing employability programmes, especially for unemployed young people, whilst continuing to guarantee an interview to candidates who have a disability and who meet the minimum criteria for the post.

We also continue to support staff who become disabled to remain in employment.

As per our previous report our baseline data of all Partners' activities with respect to the Disability Confident Scheme has revealed that all Partners have reached Level 2. In the interim period some of the partners have been working towards achieving level 3 of the Scheme.

Some examples of the work undertaken since we last reported is as follows;

Following their achievement in re-accreditation at Level 2 of the Disability Confident Scheme, North Ayrshire Council started preparing their submission for Level 3 of the Disability Confident Scheme and aimed to submit this by September 2020. However, due to the Coronavirus Pandemic this has been delayed. As result, they are exploring options of completing a digital submission to obtain level 3. In order, to achieve Level 3 of the scheme their Supported Employment Team have been liaising with the HR Team and COSLA in the potential introduction of the SeeMeCV to all applicants in the recruitment process.

What difference did we make?

All Partners have continued to provide opportunities for staff to remain at work following a change to their health. These activities include workstation assessments, phased return to work, amended work patterns, flexible working, possibility of re-deployment, completion of risk assessments etc.

Managers and personnel colleagues are committed to supporting staff to remain at work following a change to their health. We have provided training to these staff which has given them a greater understanding of the issues faced and potential solutions to support staff to remain in work.

What we will do now/future work?

We will report to Partners the final outcome of the information gathering exercise on the Disability Confident Scheme, recruitment and training.

We will collectively support all Partners in their attempts to progress to Level 3 of the Disability Confident Scheme.

North Ayrshire Council are working towards completing their Level 3 - Leader Validation Template and aim to secure Level 3 of the scheme through digital submission together with their template and supporting evidence. When achieved they will share their experience and assist partner organisations wherever possible.

As part of our Level 3 submissions, all Partners will need to demonstrate that they have policies, procedures and practices in place to ensure there are no barriers for individuals gaining employment with that Partner organisation and that they are proactively seeking to retain and develop their employees. Again, Partners will work together to ensure that the necessary policies, procedures, practices etc. are in place and are effective.

All Partners will continue to look at alternative methods of attracting a wide range and diverse pool of applicants for available posts.

Case Study

North Ayrshire re-achieved Level 2 of the Disability Confident scheme and are exploring the feasibility of advancing to level 3.

Level 2 of the Disability Confident Scheme currently supports applicants in their journey in securing employment within North Ayrshire Council. They are committed to actively looking to attract and recruit disabled individuals, providing a full inclusive and accessible recruitment process and continuing to support and develop their employees within their employment through our Employee Journey, Time to Talk and Disability Forum.

Equality Outcome 4.2: In Ayrshire public bodies will be inclusive and diverse employers

What we set out to do:

We recognised that a better educated and more skilful workforce could lead to an increase in employment opportunities and therefore the conditions to realise their full economic potential.

Employment is also one of the most strongly evidenced determinants of health, the World Health Organisation (WHO) notes that 'unemployment puts health at risk' and 'unemployment has a direct bearing on the physical and mental health and even life expectancy for unemployed people and their families.'

Outputs - A better educated workforce to support equality inclusiveness

Actions - Partners working together to develop and provide a range of training and awareness sessions around Equality and Diversity issues

Measurements - The number of training programmes developed. The number of training programmes delivered. The number of staff trained.

What we did:

An audit of all partners' Equality and Diversity training resources, is now an ongoing task with Partners sharing the availability of training resources at each meeting of the Ayrshire Equality Partnership.

Where possible, and where a record of the training type and numbers involved, are available these have been compiled and summarised below, see the section 'What Did We Do'. This shows the type of training, how it was delivered and the numbers involved. The figures in brackets show the equivalent training statistics for the period 2017 to 2019. Total training delivered is also shown in bold below. Again it is worthwhile explaining that not all Partners will have access to records of all training delivered over the past four years, particularly since March 2020, when most staff were working remotely from home.

The figures below show that a wide range of training has been delivered both face to face and remotely via different e-learning platforms. In the period 2019- 2021 a total of at least **7,556** training sessions have been delivered by Partner organisations. This is comparable to the period 2017 – 2019 when 5,333 training sessions were delivered. Accordingly, a total of **12,899** training sessions have been provided by Partner organisations since 2017. What is also noticeable is the substantial expansion of e-learning training over the period 2019 to 2021.

What is also worth highlighting is the rapid expansion of training in areas such as Gender Based Violence, BSL, Informed Practice on Dementia, Equality Impact Assessment, Deaf and Sight Loss Awareness, Awareness of Gypsy Traveller Communities, Challenging Anti-Muslim Prejudice, Learning Disabilities, and Cultural Awareness.

The Partners have identified that differing IT platforms and copyright issues can in some instances act as a barrier to the free and open exchange of training resources. Nevertheless, where possible training resources are being shared between the Partners.

All Partners are reviewing their training resources on a regular basis in an effort to improve diversity and inclusiveness. Some examples of the activities already undertaken and currently underway include;

North Ayrshire Council carried out a refresh and relaunch of their online Equality and Diversity training programme during the early part of 2020; this led to a completion rate of 627 employees in the first 9 months of 2020 compared to the whole of 2019. BSL awareness was also introduced during 2020 and a revamp of the online Equality Impact Assessment training is underway.

What difference did we make?

The audit of available training and training already delivered is ongoing. From the information available an indication of the training courses already delivered is as follows;

Face to Face

Equality & Diversity New Employee Induction – 56 (1480) : **total 1,536**

Equality Impact Assessment – (110) : **total 110**

Unconscious Bias – 60 ; **total 60**

Delivering an accessible venue – 24 (30) ; **total 54**

Gender based violence – 310 (165) : **total 475**

Sensory Impairment – 8 (6) : **total 14**

Corporate Induction – 125 : **total 125**

Introduction to BSL – 10 : **total 10**

Promoting Excellence – Informed Practice (Dementia) – 1246 : **total 1246**

e-learning

Equality & Diversity (Mandatory) – 3,505 (3,583) : **total 7,088**

Equality Impact Assessment – 82 : **total 82**

LGBT Awareness – 28 (194) : **total 222**

Deaf Awareness – 241 (35) : **total 276**

Sight Loss Awareness – 236 (20) : **total 256**

BSL – (205) : **total 205**

Raising Awareness of Gypsy Traveller Communities – 529 : **total 529**

Promoting Excellence – Informed Practice (Dementia) – 292 : **total 292**

Challenging Anti-Muslim Prejudice – 78 : **total 78**

Introduction to Learning Disability – 242 : **total 242**

Forced Marriage – 50 : **total 50**

Cultural Awareness Module 1 – 102 : **total 102**

Myths of Immigration – 37 : **total 37**

What we will do now/future work?

We will continue to review training resources held by all Partners and consider if these can be shared and/or delivered in conjunction with other Partners.

Case Studies

The following are just a few examples of where training materials have been openly and freely shared amongst the Partners.

The South Ayrshire Health and Social Care Partnership made face to face training available to all Partners in the form of a Racial Equality Workshop. This comprised training on the work that had been undertaken in conjunction with CEMVO Scotland on developing models of collaborative working between mainstream and race equality sectors for a more inclusive approach to health and social care implementation.

South Ayrshire Council shared training on '*Community Vulnerability Measures and Information Resources*'.

Community Justice Ayrshire shared two training toolkits with all Partners. They comprised '*Let's just talkabout justice: A Community Conversation*' and '*The Ripple Effect: A victim awareness toolkit*'

The North Ayrshire Health and Social Care Partnership shared training on '*Face Covering Exemptions – Not Everyone Can Wear One*' and a Scottish Government training module on '*The Impact of COVID-19 on Equality Groups*'

AVJB Equality Outcome 1:

Our workforce is representative of the population of Ayrshire

What we set out to do:

We recognised that it may be possible to deliver comprehensive, balanced and equitable services to the entire population of Ayrshire if our staff, who are delivering those services, understood the needs, and comprised a reasonable representation, of those customers.

Outputs – Our staff understand and provide appropriate services to all stakeholders.

Actions – Undertake a mapping exercise to identify the gaps.

Measurements – Baseline of age and diversity of workforce and compare this to the age and diversity of the population of Ayrshire.

What we did:

Having a relatively small workforce, the mapping of those individuals is an on-going and relatively straightforward exercise- see the following chapter on Workforce Monitoring.

The NRS mid 2019 population statistics suggest that in the population of Ayrshire comprises 52% female and 48% male. This compares with Ayrshire Valuation Joint Board's employee make-up of 62% female and 38% male.

Work is on-going to allow a comparison of our workforce age profile with the age profile of the population of Ayrshire. Currently our workforce analysis considers the following age groups 16-17, 18-21, 22-30, 31-40, 41-50, 51-60, 61-65, 66-70 and 71+. The NRS mid-year population estimates uses the following age groups – 0-15, 16-24, 25-44, 45-64, 65-74 and 75+. Moving forward we will undertake a fresh analysis of the age profile of our workforce that is more in line with the available NRS data.

The NRS Population Survey, July 2019 to August 2020 indicates that for Scotland as a whole 7.6% of the population are identified as 'non-British Nationals'. In each of the three Ayrshire Council areas the corresponding figures are much lower. Using NRS's mid-2016 Population Estimates and Census 2011 data that just under 3% of the population of Ayrshire were born outwith the UK. This compares with Ayrshire Valuation Joint Board's 45 employees who all identify as either British or Scottish.

What difference did we make?

We now have a better understanding of the make-up of our employees, however, this is an on-going exercise where it is hoped that any differences will be materialised in the near future.

What we will do now/future work?

We will continue to undertake an analysis of the population of Ayrshire and our stakeholders. A comparison between the composition of our workforce and the population of Ayrshire will be undertaken to identify any gaps and ultimately with a view to addressing those gaps. To begin with we will look at the age profile of our workforce and try to attract younger members of staff to work for us. We also recognise that we have an imbalance between male and female members of staff and will look to address this in the future.

We also recognise that all of our staff are either white British or white Scottish. To be truly representative of the population we serve, we need to develop a more diverse workforce.

AVJB Equality Outcome 2:

Improved access to our premises

What we set out to do:

We recognised that due to the physical layout of our premises access for disabled members of the public could be conspicuous and difficult.

Outputs – Improved accessibility for our disabled customers.

Actions – Improve website information, signage, direction information and ensure that access to our building for disabled customers is more functional and welcoming.

Measurements – Record the number of disabled visitors and thereafter measure satisfaction levels surrounding accessibility.

What we did:

As reported previously, since setting this Outcome a decision has been taken to partially vacate our premises and to downsize the accommodation we occupy. This will result in extensive alterations to our premises leading to having one public entrance. However, this project is currently 'on-hold'. The delay in this project is partially as a result of the Coronavirus pandemic but also as a result of a review of our future office space requirements.

Prior to the project being put on-hold, we had incorporated a new public and disabled entrance at the rear of our building. We had made specific provision for improved lighting, signage and a very clear separation of pedestrian and wheelchair users from vehicular traffic.

Our new Public Counter area made specific provision for disabled visitors and wheel chair users e.g. lowered public counter, table chairs, access to disabled toilet facilities etc.

What difference did we make?

Unfortunately limited progress has been achieved in this specific outcome due to delayed plans and the Coronavirus pandemic. However, we expect this situation to improve as our office returns to some normality and a final decision on our future office accommodation is made.

What we will do now/future work?

When our office re-opens to the public, we will continue to monitor the number of disabled visitors to our premises. Part of that monitoring exercise will include attempts to establish whether access to our building are adequate, appropriate and how they can be improved.

When a final decision is made on our future office requirements, availability and access for all will be at the heart of our plans.

AVJB Equality Outcome 3:

Improved access to Registration for marginalised and difficult to reach groups

What we set out to do:

We recognised that there is an under representation of people from certain groups registering to vote.

Outputs – Improved accessibility to Electoral Registers.

Actions – We will attempt to map all marginalised and hard to reach groups. Once these groups have been identified we will undertake direct engagement with them either on our own and/or in conjunction with partners also involved in the democratic process.

Measurements – Establish baseline of hard to reach groups we currently engage with, identify additional hard to reach groups and measure and monitor existing key baseline figures from the Electoral Register for issues such as location, age, property tenure etc.

What we did:

As indicated in Shared Equality Outcome 2.1.a. above, the mapping of marginalised and hard to reach groups in Ayrshire is an extremely difficult task. The Ayrshire Equality Partnership have now completed the first phase of mapping marginalised and hard to reach groups in Ayrshire. A database of those groups is now available.

What difference did we make?

Identifying some marginalised and hard to reach groups has allowed us to target resources to address a particular need. For example our work with a local Church's lunch club which allows some homeless people to be registered to vote continues. Similarly our work with hostels for the homeless continues. We are also in regular contact with local nursing homes which assists with the electoral registration processes for our more senior residents.

More recently we have undertaken a substantial amount of work to ensure that prisoners who are entitled to vote are properly and efficiently registered to vote.

We have also seen a targeted campaign to highlight 'Foreign Nationals' living in Scotland that now have the right to register to vote in certain elections (see later).

What we will do now/future work?

We will continue to attempt to identify marginalised and hard to reach groups and in conjunction with local partners and the Electoral Commission, engage with those groups wherever possible.

Case studies

As indicated previously, we have undertaken a targeted campaign to highlight 'Foreign Nationals' living in Scotland who have the right to register to vote. We included a leaflet in the issue of our Canvass Forms which outlined their right to vote and the process for registration. As a result of these efforts, in Ayrshire, we now have over 3,100 Foreign Nationals registered to vote which includes 2,200 previously registered Europeans, resulting in an increase of over 900 Foreign Nationals now having the right to vote.

In conjunction with one of our partner Councils we continue to discreetly and securely identify a number of properties now occupied by re-settled refugees. By identifying those properties and by maintaining a dialogue with our partners, we can avoid issuing numerous Forms and Questionnaires. In addition we can avoid a formal visit to the property by an Electoral Registration Canvasser as a result of a non-return of a Form. By avoiding the unnecessary issue of certain Forms and Questionnaires and by dispensing with the need to visit the property AVJB can save in time and resources and the occupants avoid any concerns or unease.

4.0 Duty to Publish Equality Outcomes

4.1 Background

When setting equality outcomes for the period 2021-25 a number of public bodies in Ayrshire again agreed to develop high level shared equality outcomes.

The ten public bodies who have agreed to work collaboratively and in partnership in an effort to develop shared equality outcomes are;

- ***NHS Ayrshire & Arran***
- ***East Ayrshire Council***
- ***North Ayrshire Council***
- ***South Ayrshire Council***
- ***East Ayrshire Health and Social Care Partnership***
- ***North Ayrshire Health and Social Care Partnership***
- ***South Ayrshire Health and Social Care Partnership***
- ***Ayrshire College***
- ***Community Justice Ayrshire***
- ***Ayrshire Valuation Joint Board***

This joint approach resulted in four Shared Equality Outcomes being set in 2017 with all partners then working together to deliver positive outcomes for those four high-level Shared Equality Outcomes.

4.2 Setting Equality Outcomes 2021 to 2025

With a view to setting equality outcomes in April 2021 for the following four year period to 2025, the partners commenced a review of our existing shared equality outcomes in late 2019. After detailed discussions and a public consultation exercise (see Section 4.3 below) it was agreed that the partners would continue to work towards achieving those high level Shared Equality Outcomes in the period 2021 to 2025.

The effect that the COVID-19 pandemic is having on all aspects of our daily lives is well known and unprecedented. This fact also had a major influence on the decision to recognise that work was still required on our existing high level Shared Equality Outcomes. It is, of course, noted that a review of our Outcomes is required during 2023.

It should, however, be noted that whilst the Partners have agreed to carry forward our existing Shared Equality Outcomes, these are very much high level, aspirational Outcomes. On this occasion each of the Partners will set their own unique and specific Outputs, Actions, Measurements, etc.

This approach will be beneficial to all Partners including Ayrshire Valuation Joint Board who will be able to focus on Equality Outcomes that are proportionate and relevant to the Joint Board.

It is recognised that a small organisation such as Ayrshire Valuation Joint Board can have limited impact on issues such as Hate Crime, expansion of the 'Keep Safe' initiative, availability of Modern Apprenticeships to disabled and BAME members of our community.

Accordingly, Ayrshire Valuation Joint Board will work collaboratively with the nine other Partners to achieve the jointly agreed four high level Shared Equality Outcomes but undertake actions to achieve those outcomes that are unique to the Board.

See Section 4.4 'Equality Outcomes 2021 – 2025' for more detail.

4.3 Public Consultation Exercise

In addition to the discussions that were ongoing within the Partner organisations and between the Partners, it was agreed that an online public consultation exercise would be undertaken during the period October to December 2020. Given current COVID-19 restrictions this was seen as the most effective way to engage with our stakeholders in an effort to test the relevance and effectiveness of our existing Shared Outcomes and to set new Equality Outcomes.

A total of 128 responses were received from people across Ayrshire. A copy of the 'Output of Consultation' can be seen in **Appendix 1**.

This substantial and detailed consultation exercise concluded that, whilst there is room for improvement in our existing Shared Equality Outcomes, nevertheless, there is still work to be done and as a consequence there is merit in carrying these forward into the next reporting cycle (see **Appendix 1** for more information).

4.4 Equality Outcomes 2021 – 2025

The table below summarises the Shared Equality Outcomes that we will adopt for the period 2021 to 2025. It also highlights the actions that we will take over the next four years to achieve positive results in delivering these Outcomes.

Whilst it is recognised that the Shared Equality Outcomes are very high level and aspirational, the actions and outputs that sit below these are unique to Ayrshire Valuation Joint Board and are intended to be proportionate and relevant to the size, functions and service delivery of Ayrshire Valuation Joint Board.

High level Shared Outcome		In Ayrshire people experience safe and inclusive communities					
Links to National Outcomes		We have tackled the significant inequalities in Scottish Society We have improved the life chances for children, young people and families at risk We live our lives safe from crime, disorder and danger We have strong, resilient and supportive communities where people take responsibility of their own actions and how they affect others					
Equality Outcome 1		All AVJB staff have a better understanding of Hate Crime and the impact it has on our communities and people in Ayrshire feel more able and confident in reporting Hate Crimes					
Context		Outputs	Actions	Measurement	Protected Characteristics	General Duty	Lead Officer and Timescale
1.1	<p>Hate Crime continues to have a significant effect on a number of individuals and groups in Ayrshire</p> <p>Racial, sexual orientation and religious hate crimes are commonly reported crimes in Ayrshire.</p> <p>A number of initiatives, including 'Keep Safe' and the Prevent Strategy are helping to address these issues. Together with partners we aim to raise awareness of Hate Crime and the work that is ongoing to address these issues</p>	<p>Increase people's awareness of hate crime</p> <p>Increase staff awareness of Hate Crime</p> <p>Increased use of third party reporting</p> <p>Promote and publicise the 'Keep Safe' initiative across Partner agencies in Ayrshire</p> <p>Increase staff awareness of Prevent</p>	<p>Raise staff awareness to better identify hate crime</p> <p>Work with partners to raise awareness of hate crime</p> <p>Increase the awareness of third party reporting</p> <p>Deliver training to all staff on the Keep Safe initiative</p> <p>Support the development of the 'Keep Safe' initiative in Ayrshire</p> <p>Deliver training to all staff on Prevent</p> <p>Raise staff awareness to better identify radicalisation</p> <p>Increase awareness of reporting procedures</p>	<p>Increased number of staff trained on Hate Crime</p> <p>Increased third party reporting using a variety of media tools and promotion materials</p> <p>Number of training courses/briefing sessions delivered</p> <p>Continue collaborative work with Partners in Ayrshire</p> <p>Increase in the number of establishments registered for 'Keep Safe'</p> <p>Number of training courses/briefing sessions delivered</p> <p>Number of staff trained</p> <p>Continue collaborative work with Partners in Ayrshire</p>	All	<p>Eliminate Discrimination</p> <p>Advance Equality of Opportunity</p> <p>Foster Good Relations</p>	<p>Head of Valuation Services</p> <p>March 2025</p> <p>(subject to review 2023)</p>

High Level Shared Equality Outcome 2		In Ayrshire people have equal opportunities to access and shape our public services					
National Outcomes		We have tackled the significant inequalities in Scottish society We live in well-designed, sustainable places where we are able to access the amenities and services we need Our public services are high quality, continually improving, efficient and responsive to local people's needs					
Equality Outcome 2		Improve access to all services delivered by AVJB for marginalised and difficult to reach groups					
Context		Outputs	Actions	Measurement	Protected Characteristics	General Duty	Lead Officer and Timescale
2.1	<p>There is an under-representation of people from certain groups engaging and using the services provided by AVJB</p> <p>Consultation and engagement with under-represented groups should, with particular reference to our Electoral Registration service, improve public participation in the registration process</p>	<p>Expanded and improved engagement with marginalised or under-represented groups in Ayrshire</p> <p>Marginalised and under-represented groups in Ayrshire have the opportunity to contribute to the decision-making process</p>	<p>Using previous mapping exercises identify and engage with under-represented and marginalised groups in Ayrshire.</p> <p>Ensure processes are in place which welcome, encourage and support marginalised and under-represented groups to engage with AVJB</p> <p>Improved information on our website on the registration process and indeed all services provided by AVJB</p> <p>Continue to explore with Partners a joint approach to the commissioning of translation, interpretation and communication support (TICS) services</p>	<p>Increase in the number of young people registering to vote</p> <p>Increase in the number of people registering to vote in areas where under-registration is known</p> <p>Increase in the number of Foreign Nationals registering to vote</p> <p>Increase in the number of people from the BAME community registering to vote</p> <p>Increase in the number of stakeholders accessing our TICS</p> <p>Increased customer satisfaction from under-represented and marginalised groups</p>	All	<p>Eliminate Discrimination</p> <p>Advance Equality of Opportunity</p> <p>Foster Good Relations</p>	<p>Head of Valuation Services</p> <p>March 2025</p> <p>(subject to review 2023)</p>
					Race and Disability		

2.2	Our disabled access is conspicuous and to the rear of our building. It is also accessed through a shared car park	Improved accessibility for our disabled customers Ensure our public buildings and services are accessible and welcoming	Ingather baseline data of the number of disabled visitors and their experience of visiting our building Engage with disabled visitors in an effort to quantify customer satisfaction	Increased number of disabled visitors to our building Increased customer satisfaction overall and with particular reference to disabled visitors to our building	Disability	Eliminate Discrimination Advance Equality of Opportunity Foster Good Relations	Head of Valuation Services March 2025 (subject to review 2023)
-----	---	--	---	---	------------	--	--

High Level Shared Equality Outcome 3		In Ayrshire people have opportunities to fulfil their potential throughout life					
National Outcomes		We realise our full economic potential with more and better employment opportunities for our people We are better educated, more skilled and more successful, renowned for our research and innovation Our young people are successful learners, confident individuals, effective contributors and responsible citizens Our children have the best start in life and are ready to succeed We live longer, healthier lives					
Equality Outcome 3		Young people have a greater representation within our workforce Gender segregation within our Clerical/Administration Team is improved					
Context		Outputs	Actions	Measurement	Protected Characteristics	General Duty	Lead Officer and Timescale
3.1	<p>Although not unusual for a public body, our workforce in general has an imbalance between males and females. (62% female and 38% male)</p> <p>In addition, 68% of our staff are over 50 years of age and less than 7% are under 21</p> <p>Within our Clerical/Admin Team 80% of staff are female and 20% are male</p>	<p>Increase the number of young people working for AVJB</p> <p>Have a Clerical/Admin Team that is more gender balanced</p>	<p>Establish a baseline measurement in age and gender based roles for all staff</p> <p>Review recruitment practices</p> <p>Promote AVJB as an employer of choice for more young people</p> <p>Consider alternative recruitment practices that encourage more males to work in our Clerical/Admin Team</p>	<p>More young people work for AVJB</p> <p>A more gender balanced Clerical/Admin Team is developed and maintained</p>	Age, sex	Advance Equality of Opportunity	<p>Head of Valuation Services</p> <p>March 2025</p> <p>(subject to review 2023)</p>

High Level Shared Equality Outcome 4		In Ayrshire public bodies will be inclusive and diverse employers					
Link to National Outcomes		We realise our full economic potential with more and better employment opportunities for our people We are better educated, more skilled and more successful, renowned for our research and innovation					
Equality Outcome 4		Our workforce is representative of the population of Ayrshire					
Context		Outputs	Actions	Measurement	Protected Characteristics	General Duty	Lead Officer and Timescale
4.1	Public bodies such as AVJB should have a diverse workforce reflective of the local population Our staff is not a true representation of the stakeholders they serve	All staff will have a better understanding of the stakeholders we serve A better educated and trained workforce to support equality inclusiveness	Use alternative opportunities for advertising posts Undertake a review of recruitment practices Provide a range of training and awareness sessions for all staff around Equality and Diversity issues	More diverse applications for posts within AVJB A more diverse workforce The number of training programmes delivered The number of staff trained	All	Eliminate Discrimination Advance Equality of Opportunity Foster Good Relations	Head of Valuation Services March 2025 (subject to review 2023)

5.0 Duty to Assess and Review Policies and Practices

The Board continues to implement many measures and actions the purpose of which is to create an inclusive working environment.

Some of those measures include the following:

- Equality and diversity issues remain a standing item on the agenda of the Assessor's Corporate Governance Forum and Management Team meetings.
- Minutes of the Assessor's Management Team meetings, which include equality issues, are made available to all staff.
- The Head of Valuation Services is part of the South Ayrshire Council Equality Champions Network.
- We support the work of, and are active members of, the Ayrshire Equalities Partnership (AEP). All equality issues and initiatives that are generated from being a member of AEP are cascaded to all staff. For example, we were actively involved in AEP's celebration of Black History Month during October 2020.
- We have an internal AVJB Equalities Working Group who promote and raise the awareness of all equality issues to all staff.
- The Assessor and Head of Valuation Services are members of the Scottish Assessors' Association Governance Committee where equalities is a standing item on the Agenda of that meeting.
- All relevant and appropriate issues are reported to Elected Members at their regular Board meetings.
- We continue to ensure equality is incorporated into all procurement activities.
- We have introduced a range of Policies, Procedures, Strategies, Guidance Notes etc. which promote equality at work, foster a positive working environment, eliminate unlawful discrimination, harassment and victimisation.
- All staff have easy access to our equality and diversity policies via our SharePoint intranet site and our website. All policies, procedures, guidance documents etc. are reviewed on a regular basis.
- Where appropriate, all strategies, projects, developments are impact assessed for equality issues. They are then stored in one central location where all staff have access to them. An initial Equality Scoping exercise is undertaken and if there are any positive or negative equality impacts identified then a full Equality Impact Assessment is undertaken.

6.0 Duty to Gather and Use Employee Information

The guidance from the Equality and Human Rights Commission '*Employee information and the Public Sector Equality Duty – A guide for public authorities*' recommends that public bodies work towards gathering and using information disaggregated by protected characteristics on the following:

- ***Recruitment and promotion.***
- ***Numbers of part-time and full-time staff.***
- ***Pay and remuneration.***
- ***Training and development.***
- ***Return to work of women on maternity leave.***
- ***Return to work of disabled employees following sick leave relating to their disability.***
- ***Appraisals***
- ***Grievances (including about harassment).***
- ***Disciplinary action (including for harassment).***
- ***Dismissals and other reasons for leaving.***

Where it is feasible, and where information exists, this report will again attempt to consider each of the above key areas by specific reference to the protected characteristic.

We are aware that we are a small organisation and that publishing such detailed and sensitive information could lead to the identification of a member of staff and therefore a possible breach in Data Protection legislation. Where this is a possibility we will not publish this information but will identify those instances and explain why we are not publishing the relevant information.

Reporting categories on recruitment and selection are drawn from our internal sources and the National Recruitment Portal (myjobscotland) where categories have been agreed nationally across all local authorities.

Data for our workforce has been drawn in part from South Ayrshire Council's Oracle HR reporting tool and from our Staff Equalities Monitoring Questionnaire which was issued, returned and analysed during January 2021.

The workforce data used in the following analysis is current as at 31st December 2020.

The Board currently has a total of 45 members of staff which is adjusted to a full time equivalent of 42.99 when flexible working practices are taken into account.

A Staff Equalities Monitoring Questionnaire was issued to all 45 members of staff which resulted in 41 (91%) Questionnaires being returned. Four members of staff chose not to return a Questionnaire.

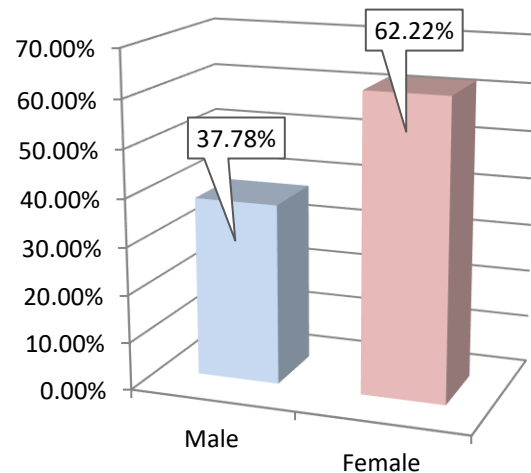
The following tables and charts summarise the outcome of our equalities monitoring exercise and are based on either South Ayrshire Council's Oracle HR reporting tool which will include 45 employees, or our own Staff Equalities Questionnaire which was returned by 41 members of staff.

6.1.0 WORKFORCE

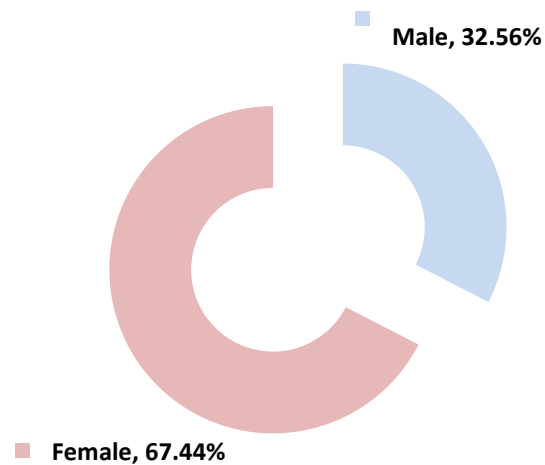
6.1.1 Profile of Workforce by Gender

WORKFORCE BY GENDER PROFILE														
2021					2019					2017				
Workforce Total	Male		Female		Workforce Total	Male		Female		Workforce Total %	Male		Female	
	No	%	No	%		No	No	%	No		No	No	%	No
45	17	37.78%	28	62.22%	43	14	32.56%	29	67.44%	48	16	33.33%	32	66.67%

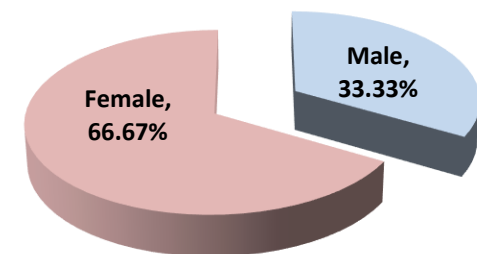
Workforce by Gender Profile 2021



Workforce by Gender Profile 2019



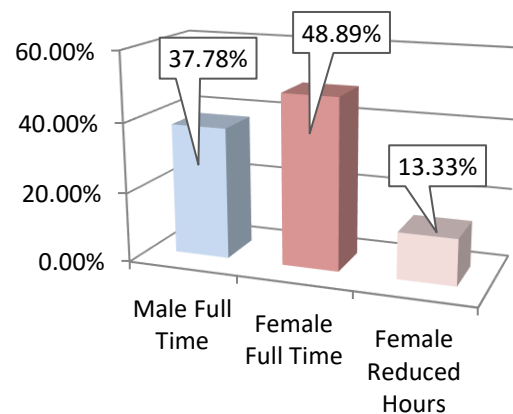
Workforce by Gender Profile 2017



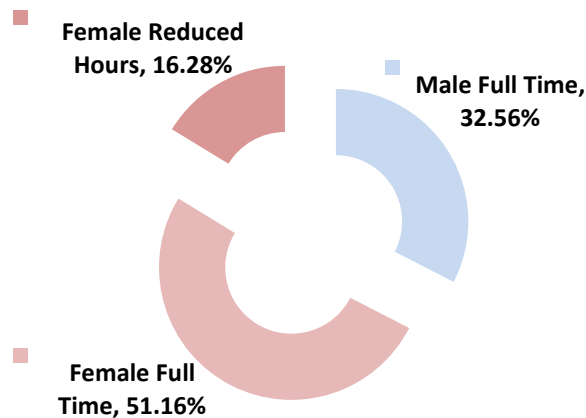
6.1.2 Profile of Workforce by Work Pattern

WORKFORCE BY WORK PATTERN PROFILE												
	2021				2019				2017			
Work Pattern	Male		Female		Male		Female		Male		Female	
	No	%	No	%	No	%	No	%	No	%	No	%
Full Time	17	37.78%	22	48.89%	14	32.56%	22	51.16%	16	33.33%	25	52.08%
Reduced Hours			6	13.33%			7	16.28%			7	14.58%

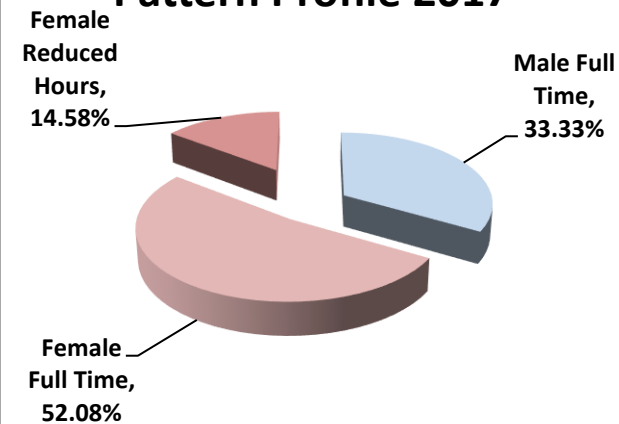
Workforce by Work Pattern Profile 2021



Workforce by Work Pattern Profile 2019



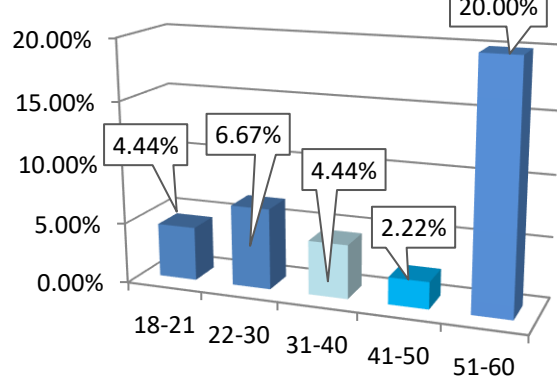
Workforce by Work Pattern Profile 2017



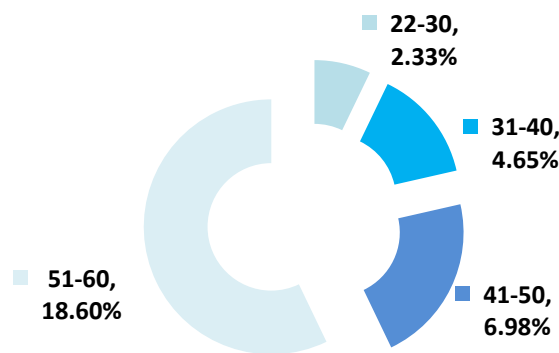
6.1.3 Profile of Workforce by Age

WORKFORCE BY AGE PROFILE												
	2021				2019				2017			
Age Group	Male		Female		Male		Female		Male		Female	
	No	%	No	%	No	%	No	%	No	%	No	%
16-17											1	2.08%
18-21	2	4.44%	1	2.22%			1	2.33%				
22-30	3	6.67%	1	2.22%	1	2.33%			1	2.08%	1	2.08%
31-40	2	4.44%	2	4.44%	2	4.65%	3	6.98%	1	2.08%	3	6.25%
41-50	1	2.22%	6	13.33%	3	6.98%	6	13.95%	8	16.67%	10	20.83%
51-60	9	20.00%	17	37.78%	8	18.60%	17	39.53%	6	12.50%	16	33.33%
61-65			1	2.22%			2	4.65%			1	2.08%
66-70												
71+												

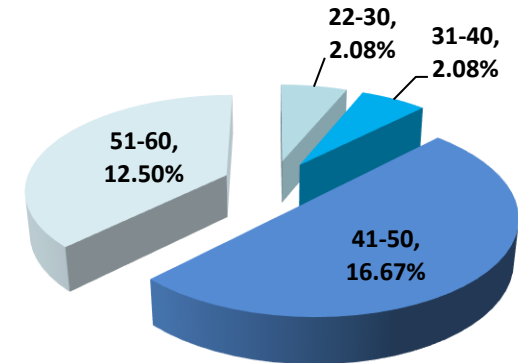
**Workforce by Age Profile
Male 2021**



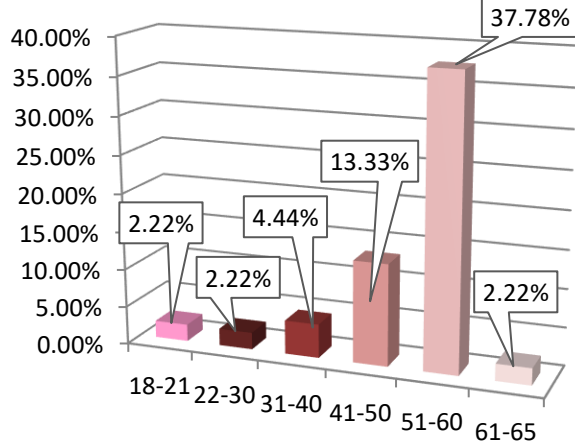
**Workforce by Age Profile
Male 2019**



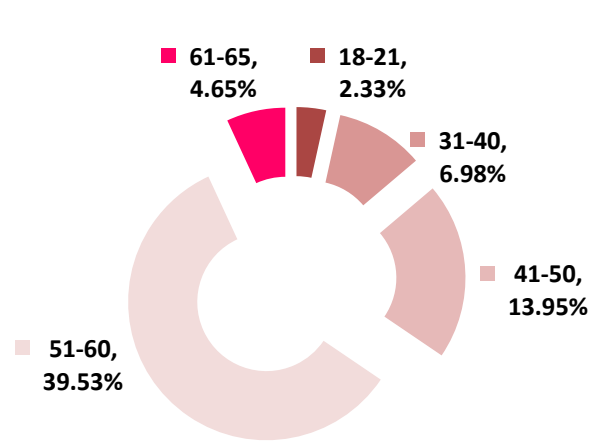
**Workforce by Age Profile
Male 2017**



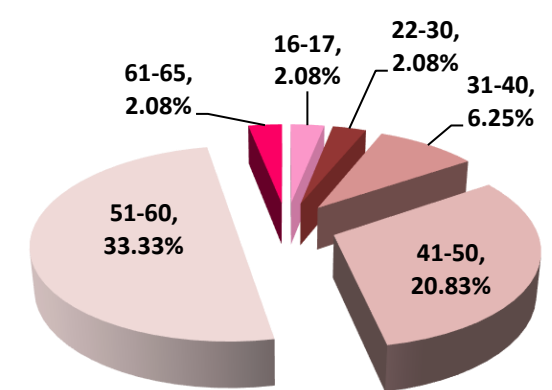
**Workforce by Age Profile
Female 2021**



**Workforce by Age Profile
Female 2019**

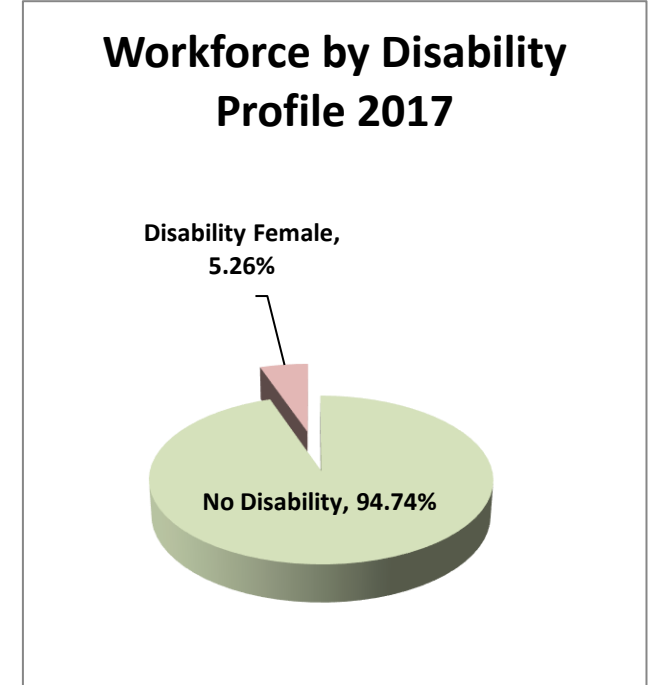
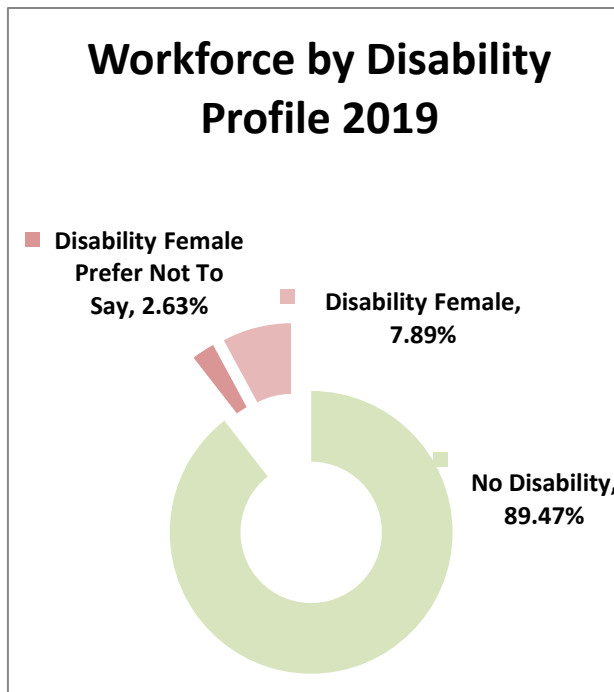
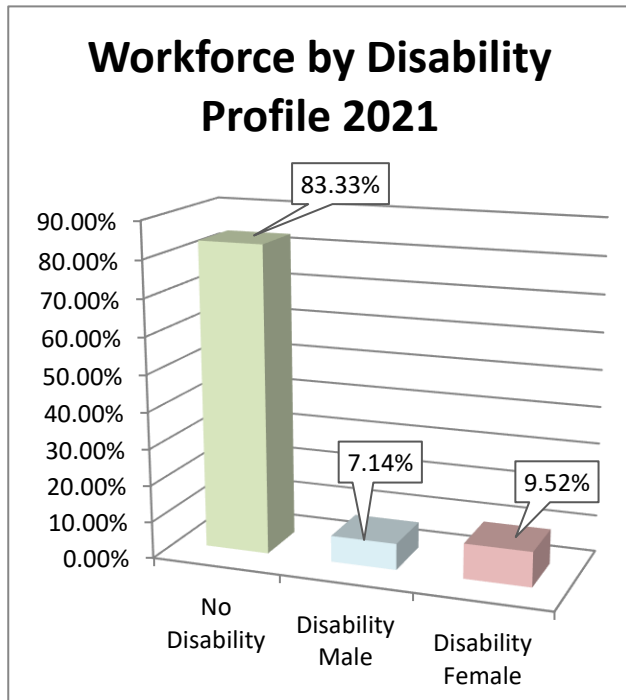


**Workforce by Age Profile
Female 2017**



6.1.4 Profile of Workforce by Disability

WORKFORCE BY DISABILITY PROFILE												
	2021				2019				2017			
Identified as	Male		Female		Male		Female		Male		Female	
	No	%	No	%	No	%	No	%	No	%	No	%
Having a Disability	3	7.14%	4	9.52%			3	7.89%			2	5.26%
Prefer Not to Say							1	2.63%				



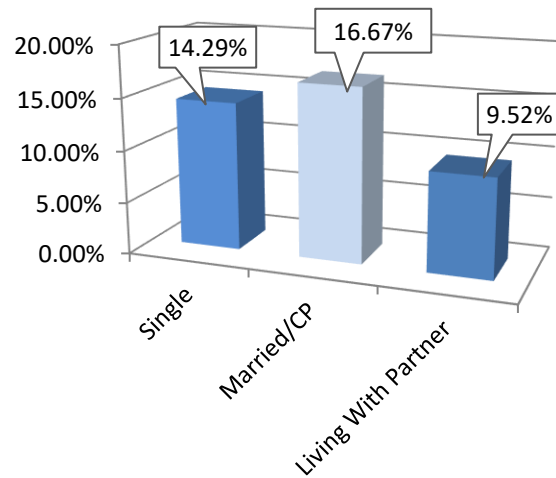
6.1.5 Profile by Gender Re-Assignment

WORKFORCE BY GENDER RE-ASSIGNMENT PROFILE												
	2021				2019				2017			
Identified as	Male		Female		Male		Female		Male		Female	
	No	%	No	%	No	%	No	%	No	%	No	%
Re-Assignment	0	0%	0	0%	0	0%	0	0%				
Prefer Not to Say												
<u>No Information Available.</u>												

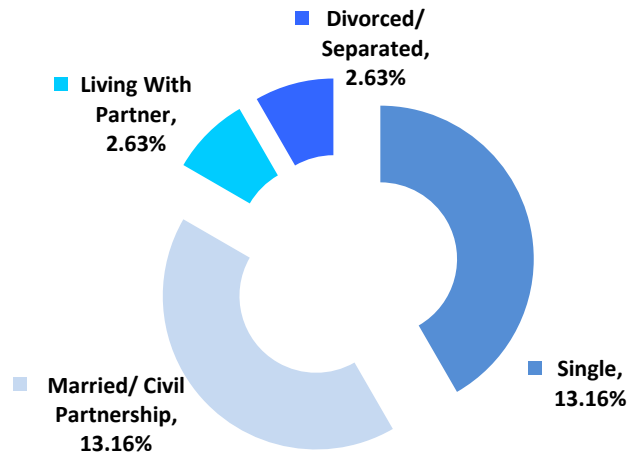
6.1.6 Profile of Workforce by Marriage and Civil Partnership

WORKFORCE BY MARRIAGE AND CIVIL PARTNERSHIP PROFILE												
	2021				2019				2017			
Identified as	Male		Female		Male		Female		Male		Female	
	No	%	No	%	No	%	No	%	No	%	No	%
Single	6	14.29%	3	7.14%	5	13.16%	5	13.16%	4	10.53%	2	5.26%
Married/Civil Partnership	7	16.67%	13	30.95%	5	13.16%	15	39.47%	6	15.79%	17	44.74%
Widowed												
Living with Partner	4	9.52%	2	4.76%	1	2.63%			1	2.63%	1	2.63%
Divorced/Separated			6	14.29%	1	2.63%	6	15.79%	1	2.63%	6	15.79%
Prefer Not to Say			1	2.38%								

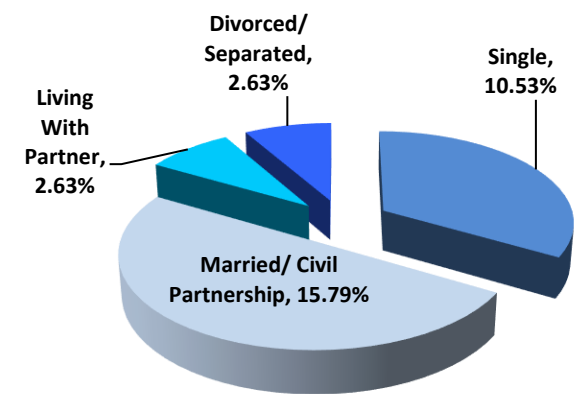
Workforce by Marriage and Civil Partnership Profile Male 2021



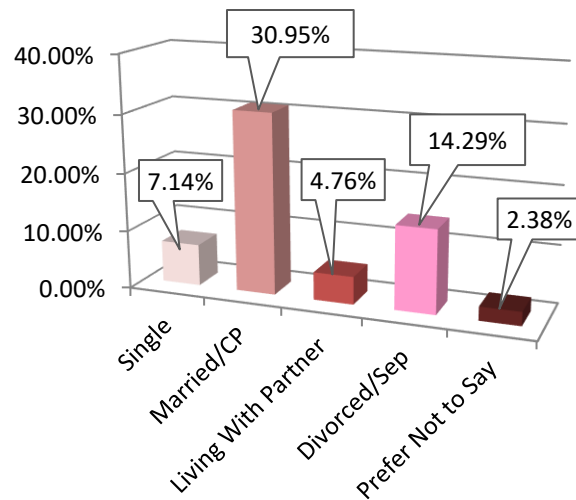
Workforce by Marriage and Civil Partnership Profile Male 2019



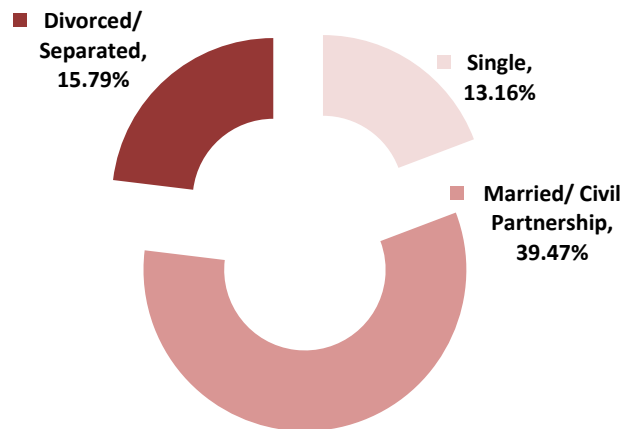
Workforce by Marriage and Civil Partnership Profile Male 2017



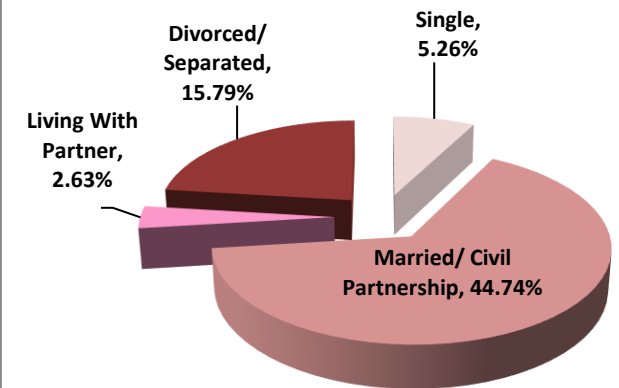
Workforce by Marriage and Civil Partnership Profile Female 2021



Workforce by Marriage and Civil Partnership Profile Female 2019



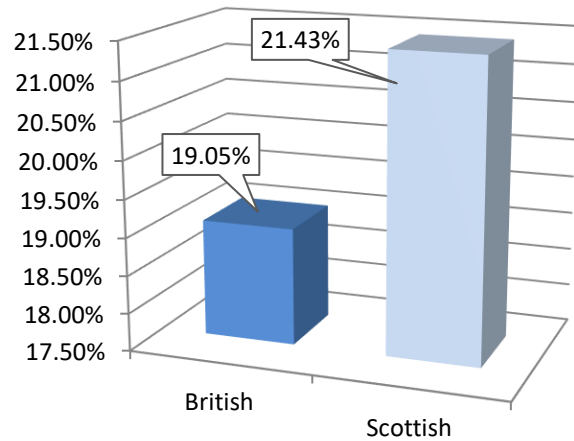
Workforce by Marriage and Civil Partnership Profile Female 2017



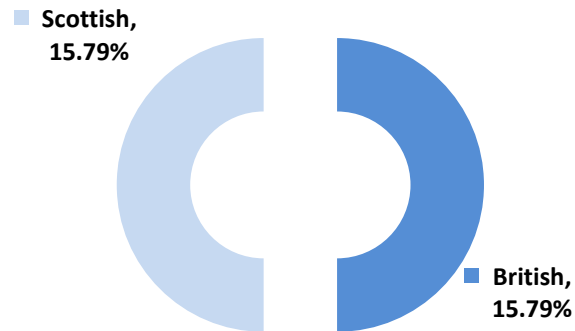
6.1.7 Profile of Workforce by National Identity and Ethnic Group

WORKFORCE BY NATIONAL IDENTITY PROFILE												
	2021				2019				2017			
Identified as	Male		Female		Male		Female		Male		Female	
	No	%	No	%	No	%	No	%	No	%	No	%
British	8	19.05%	10	23.81%	6	15.79%	7	18.42%	4	10.53%	15	39.47%
Scottish	9	21.43%	15	35.71%	6	15.79%	16	42.11%	8	21.05%	11	28.95%
English							1	2.63%				
Welsh												
Northern Irish							1	2.63%				
Other												
Prefer Not to Say							1	2.63%				

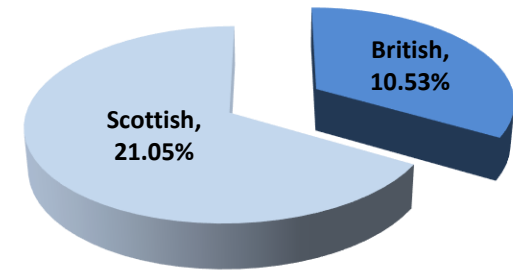
**Workforce by National Identity
Profile Male 2021**



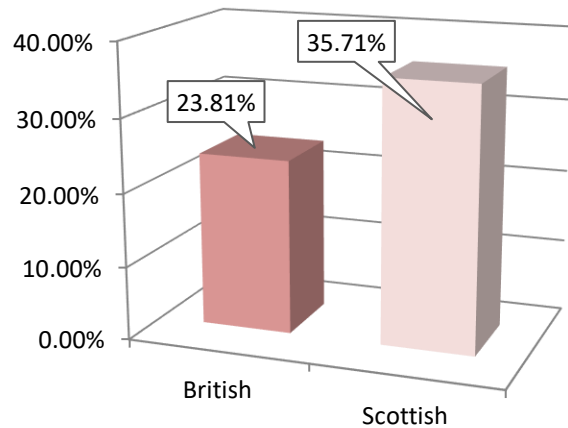
**Workforce by National Identity
Profile Male 2019**



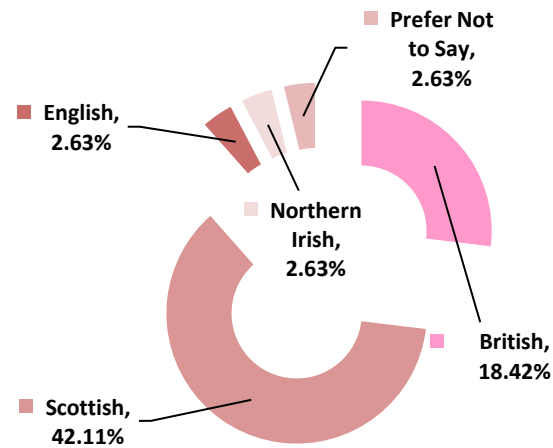
**Workforce by National Identity
Profile Male 2017**



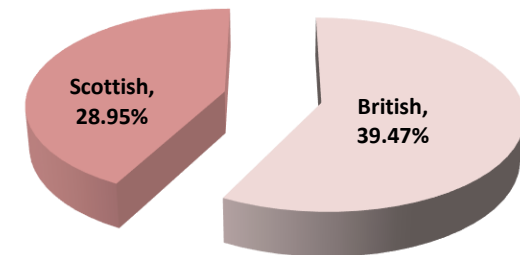
**Workforce by National Identity
Profile Female 2021**



**Workforce by National Identity
Profile Female 2019**

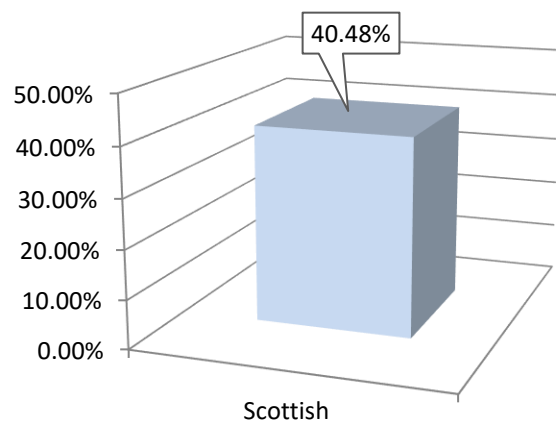


**Workforce by National Identity
Profile Female 2017**

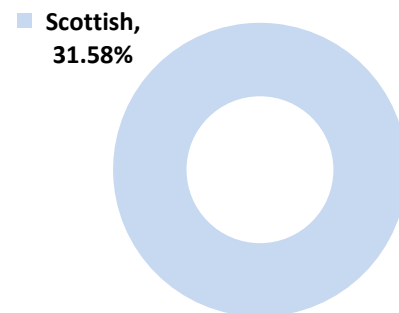


WORKFORCE BY ETHNIC GROUP PROFILE													
		2021				2019				2017			
Identified as		Male		Female		Male		Female		Male		Female	
		No	%	No	%	No	%	No	%	No	%	No	%
White	Scottish	17	40.48%	22	52.38%	12	31.58%	21	55.26%	12	31.58%	23	60.53%
	Other British			3	7.14%			4	10.53%			3	7.89%
	Irish												
	Gypsy/Traveller												
	Polish												
	Other white ethnic group												
Mixed or Multiple Ethnic Group	Any mixed or multiple ethnic groups												
Asian, Asian Scottish Or Asian British	Pakistani, Pakistani Scottish or Pakistani British												
	Indian, Indian Scottish or Indian British												
	Bangladeshi, Bangladeshi Scottish or Bangladeshi British												
	Chinese, Chinese Scottish or Chinese British												
	Other												
African	African, African Scottish, African British												
	Other												
Caribbean Or Black	Caribbean, Caribbean Scottish or Caribbean British												
	Black, Black Scottish or Black British												
	Other												
Other Ethnic Group	Arab, Arab Scottish or Arab British												
	Other												
Prefer Not to Say								1	2.63%				

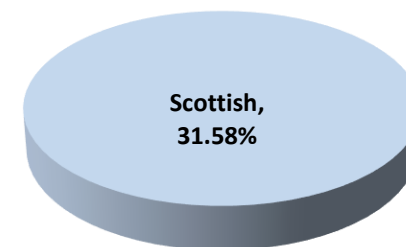
**Workforce by Ethnic Group
Profile Male 2021**



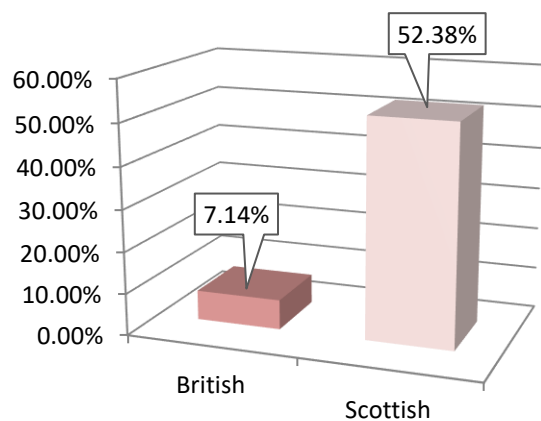
**Workforce by Ethnic Group
Profile Male 2019**



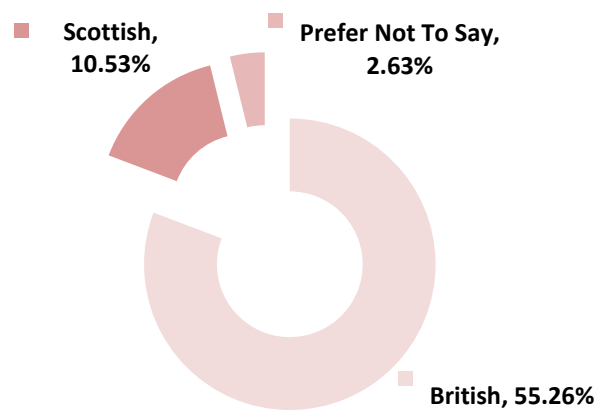
**Workforce by Ethnic Group
Profile Male 2017**



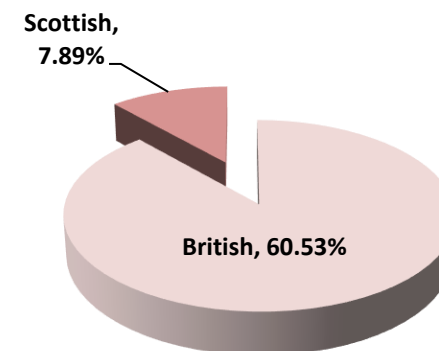
**Workforce by Ethnic Group
Profile Female 2021**



**Workforce by Ethnic Group
Profile Female 2019**



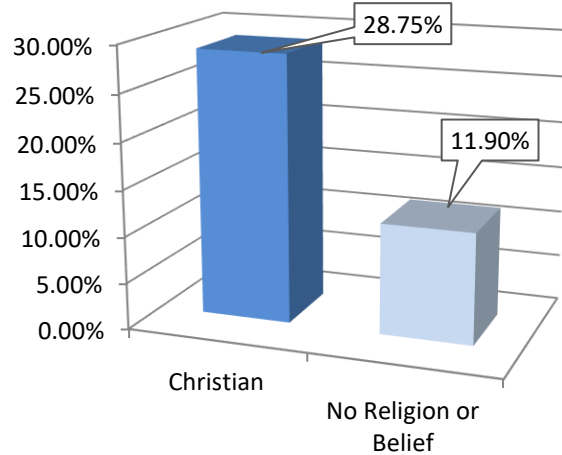
**Workforce by Ethnic Group
Profile Female 2017**



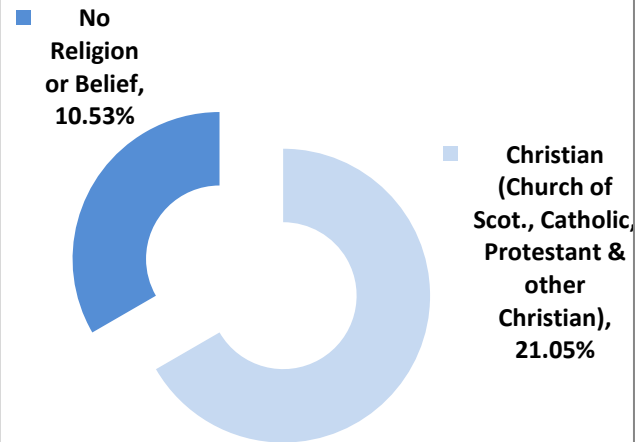
6.1.8 Profile of Workforce by Religion or Belief

WORKFORCE BY REIGION OR BELIEF PROFILE												
	2021				2019				2017			
Identified as	Male		Female		Male		Female		Male		Female	
	No	%	No	%	No	%	No	%	No	%	No	%
Buddhist												
Christian (including Church of Scotland, Catholic, Protestant and all other Christian Denominations)	12	28.57%	18	42.86%	8	21.05%	18	47.37%	9	23.68%	22	57.89%
Hindu												
Jewish												
Muslim												
No Religion or Belief	5	11.90%	6	14.29%	4	10.53%	6	15.79%	2	5.26%	3	7.89%
Sikh												
Pagan												
Other Religion or Belief												
Prefer Not to Say			1	2.38%			2	5.26%	1	2.63%	1	2.63%
Unknown												

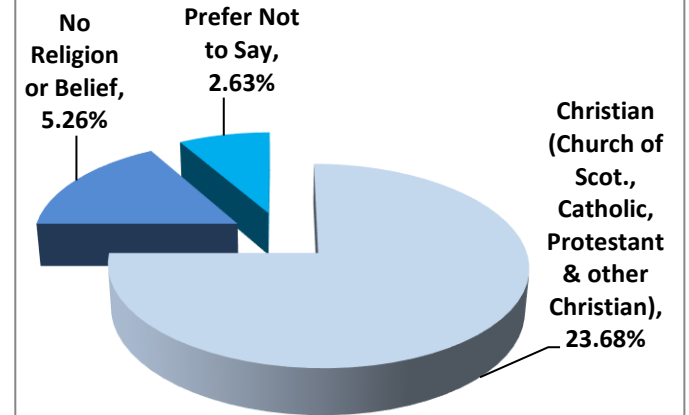
**Workforce by Religion or Belief
Profile Male 2021**



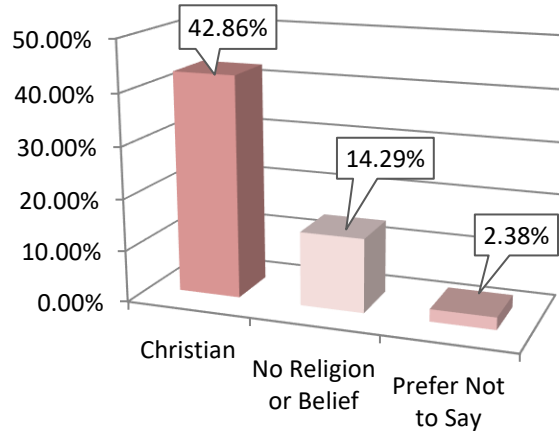
**Workforce by Religion or Belief
Profile Male 2019**



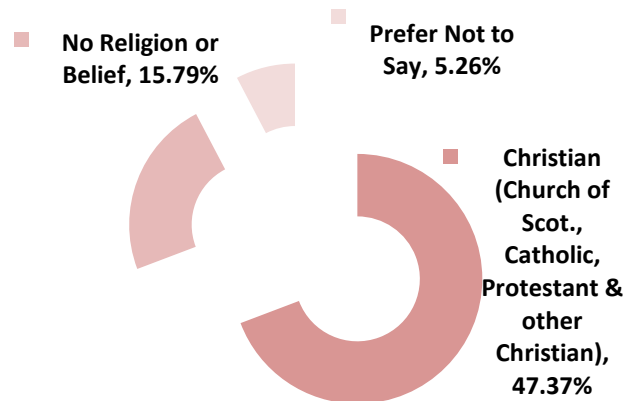
**Workforce by Religion or Belief
Profile Male 2017**



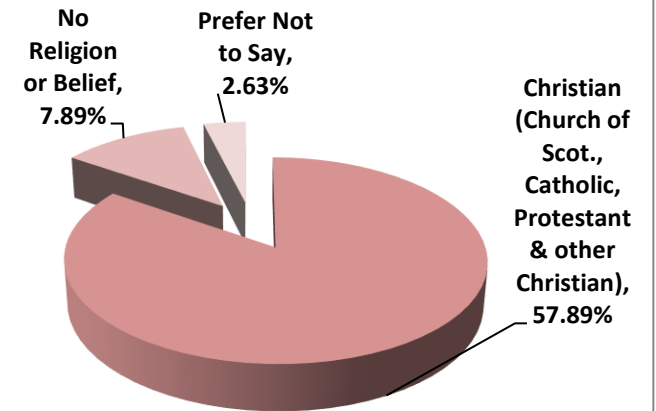
**Workforce by Religion or Belief
Profile Female 2021**



**Workforce by Religion or Belief
Profile Female 2019**



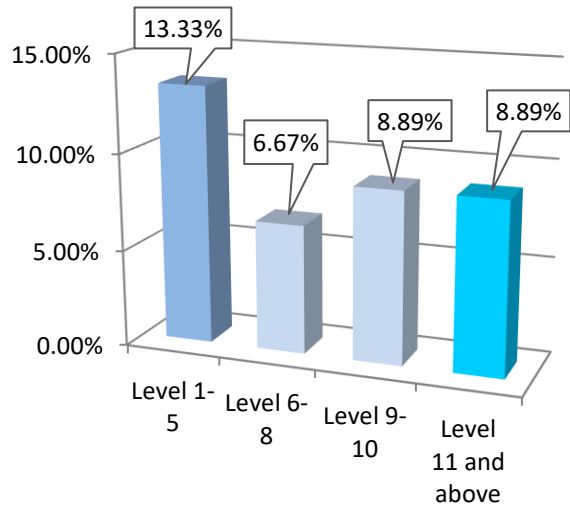
**Workforce by Religion or Belief
Profile Female 2017**



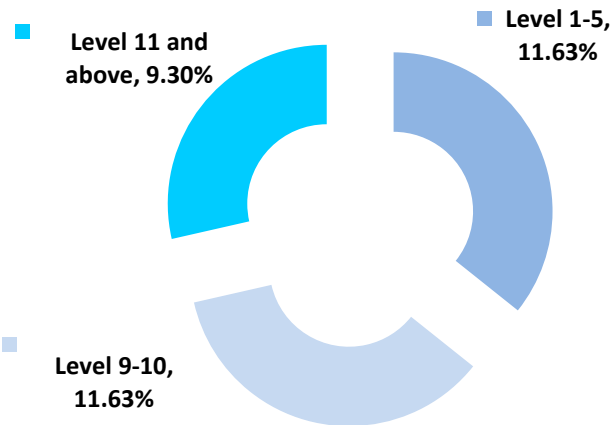
6.1.9 Profile of Workforce by Occupational Segregation by Pay Level

WORKFORCE BY OCCUPATIONAL SEGREGATION BY PAY LEVEL PROFILE												
	2021				2019				2017			
Pay Level	Male		Female		Male		Female		Male		Female	
	No	%	No	%	No	%	No	%	No	%	No	%
Level 1-5	6	13.33%	9	20.00%	5	11.63%	12	27.91%	4	8.33%	13	27.08%
Level 6-8	3	6.67%	9	20.00%			7	16.28%			8	16.67%
Level 9-10	4	8.89%	2	4.44%	5	11.63%	2	4.65%	7	14.58%	4	8.33%
Level 11 and above	4	8.89%	8	17.78%	4	9.30%	8	18.60%	5	10.42%	7	14.58%

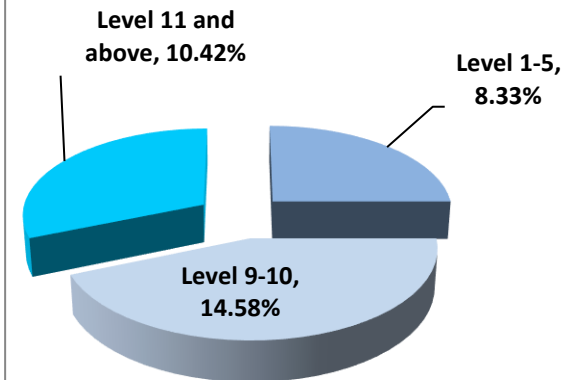
**Workforce Occupational Segregation
by Pay Level Profile Male 2021**



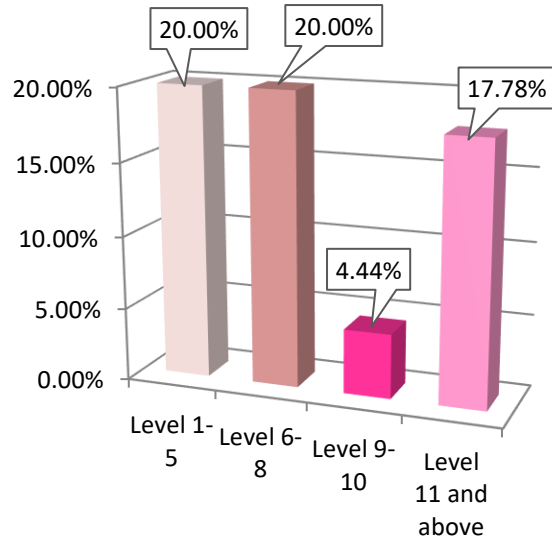
**Workforce Occupational Segregation
by Pay Level Profile Male 2019**



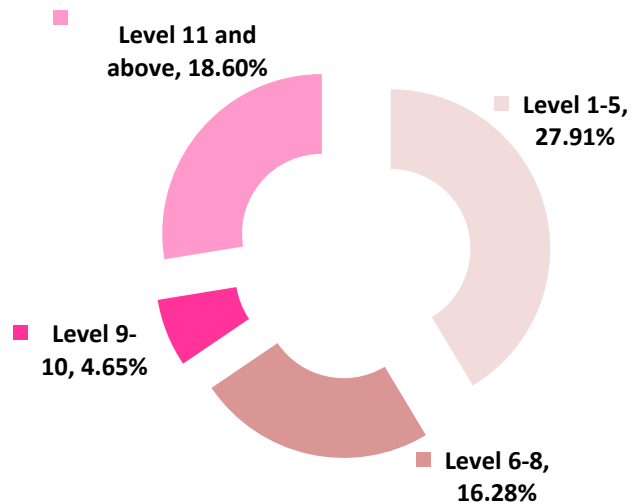
**Workforce Occupational Segregation by Pay Level Profile
Male 2017**



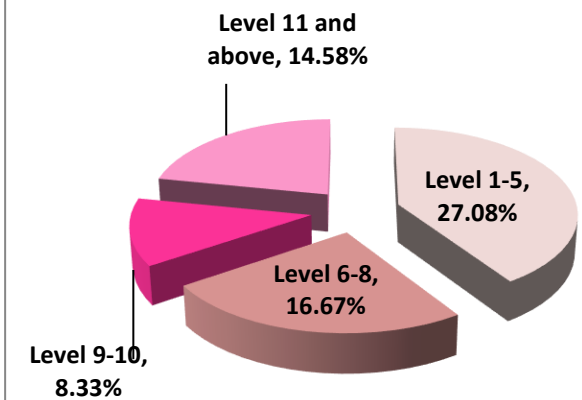
**Workforce Occupational Segregation
by Pay Level Profile Female 2021**



**Workforce Occupational Segregation
by Pay Level Profile Female 2019**



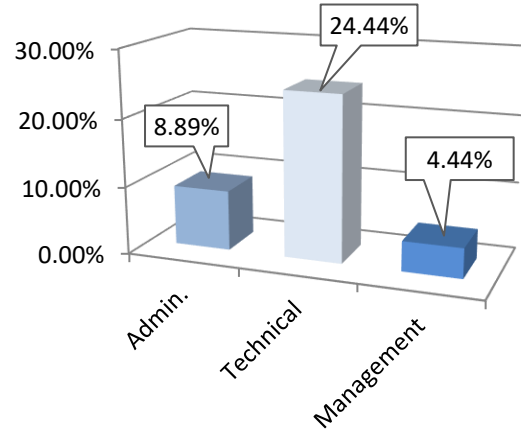
**Workforce Occupational Segregation by Pay Level Profile
Female 2017**



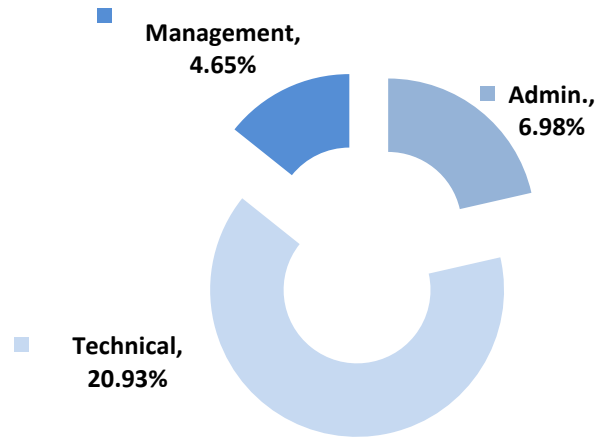
6.1.10 Profile of Workforce by Section and Gender

WORKFORCE BY SECTION AND GENDER PROFILE																		
	2021						2019						2017					
Section	All Staff		Male		Female		All Staff		Male		Female		All Staff		Male		Female	
	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%
Admin.	20	44.44%	4	8.89%	16	35.56%	20	46.51%	3	6.98%	17	39.53%	24	50.00%	3	6.25%	21	43.75%
Technical	22	48.89%	11	24.44%	11	24.44%	20	46.51%	9	20.93%	11	25.58%	21	43.75%	11	22.92%	10	20.83%
Management	3	6.67%	2	4.44%	1	2.22%	3	6.98%	2	4.65%	1	2.33%	3	6.25%	2	4.17%	1	2.08%

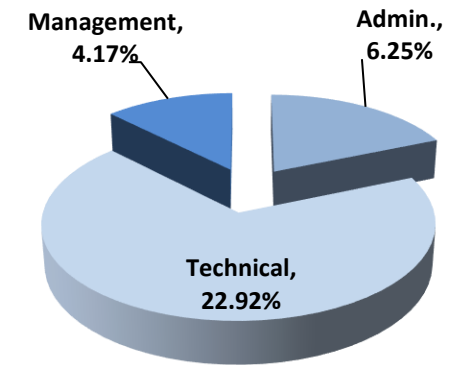
**Workforce by Section Profile
Male 2021**



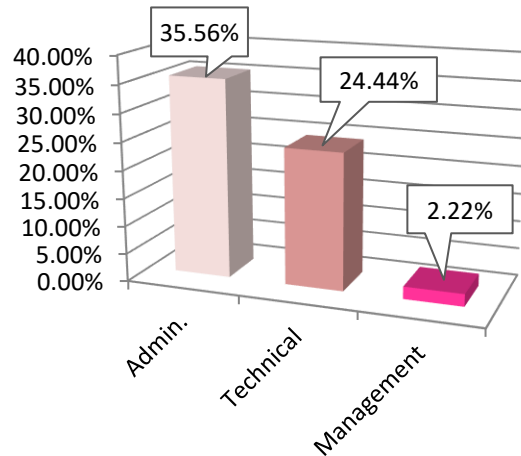
**Workforce by Section Profile
Male 2019**



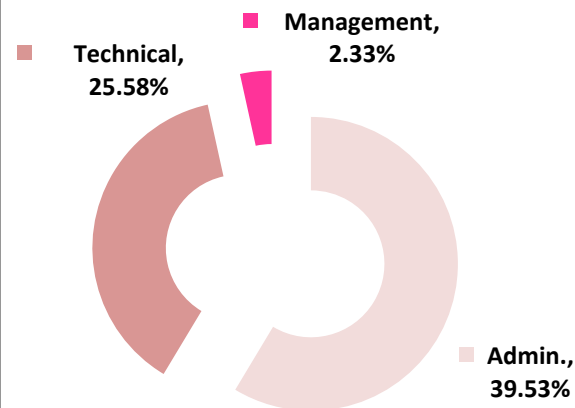
**Workforce by Section Profile
Male 2017**



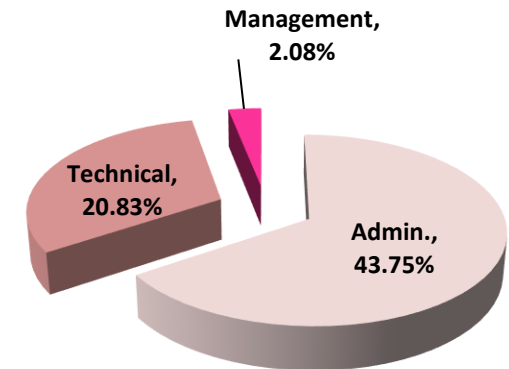
**Workforce by Section Profile
Female 2021**



**Workforce by Section Profile
Female 2019**



**Workforce by Section Profile
Female 2017**

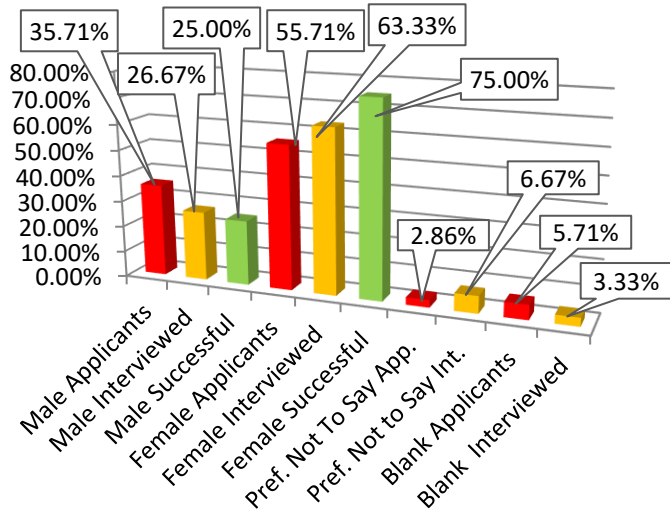


6.2.0 RECRUITMENT & PROMOTION INFORMATION

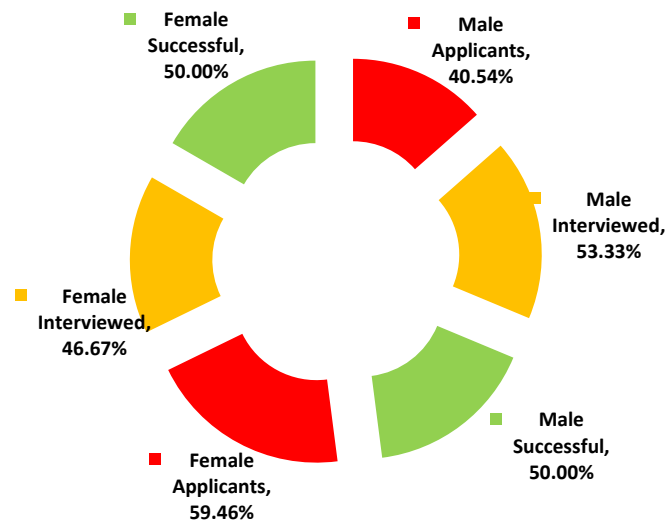
6.2.1 Profile of Recruitment by Gender

RECRUITMENT BY GENDER PROFILE									
	2021			2019			2017		
Identified As	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants
Male	35.71%	26.67%	25.00%	40.54%	53.33%	50.00%	50.82%	47.06%	31.25%
Female	55.71%	63.33%	75.00%	59.46%	46.67%	50.00%	47.54%	52.94%	68.75%
Prefer Not to Say	2.86%	6.67%							
Blanks	5.71%	3.33%					1.64%		
Unknown									

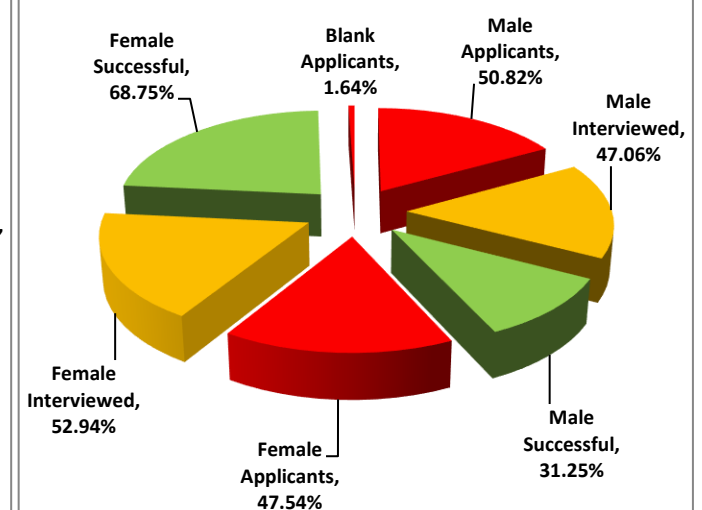
Recruitment by Gender Profile 2021



Recruitment by Gender Profile 2019



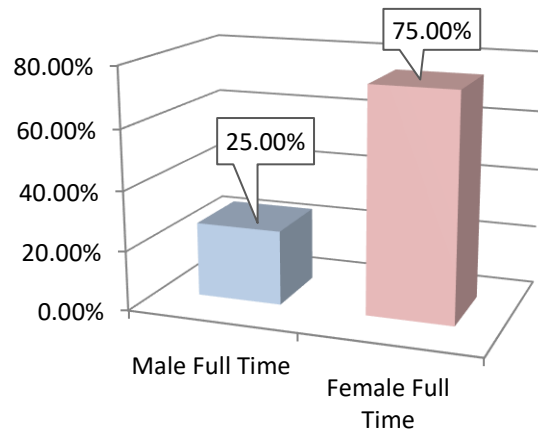
Recruitment by Gender Profile 2017



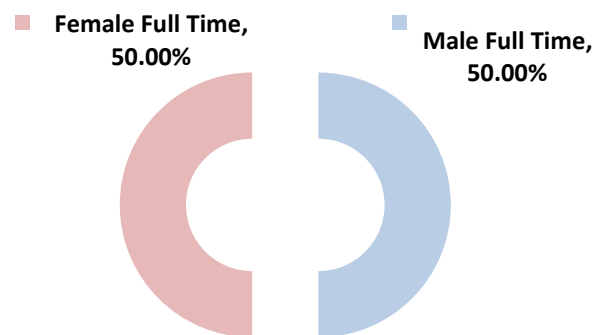
6.2.2 Profile of Recruitment by Work Pattern

RECRUITMENT BY WORK PATTERN PROFILE						
	2021		2019		2017	
Work Pattern	Male	Female	Male	Female	Male	Female
Full Time	25.00%	75.00%	50.00%	50.00%	31.25%	68.75%
Reduced Hours						

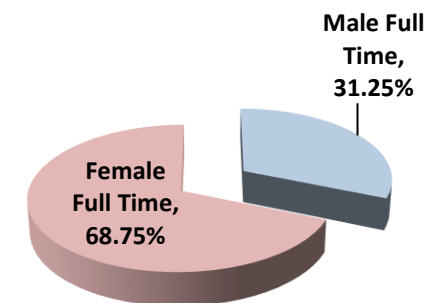
Recruitment by Work Pattern Profile 2021



Recruitment by Work Pattern Profile 2019



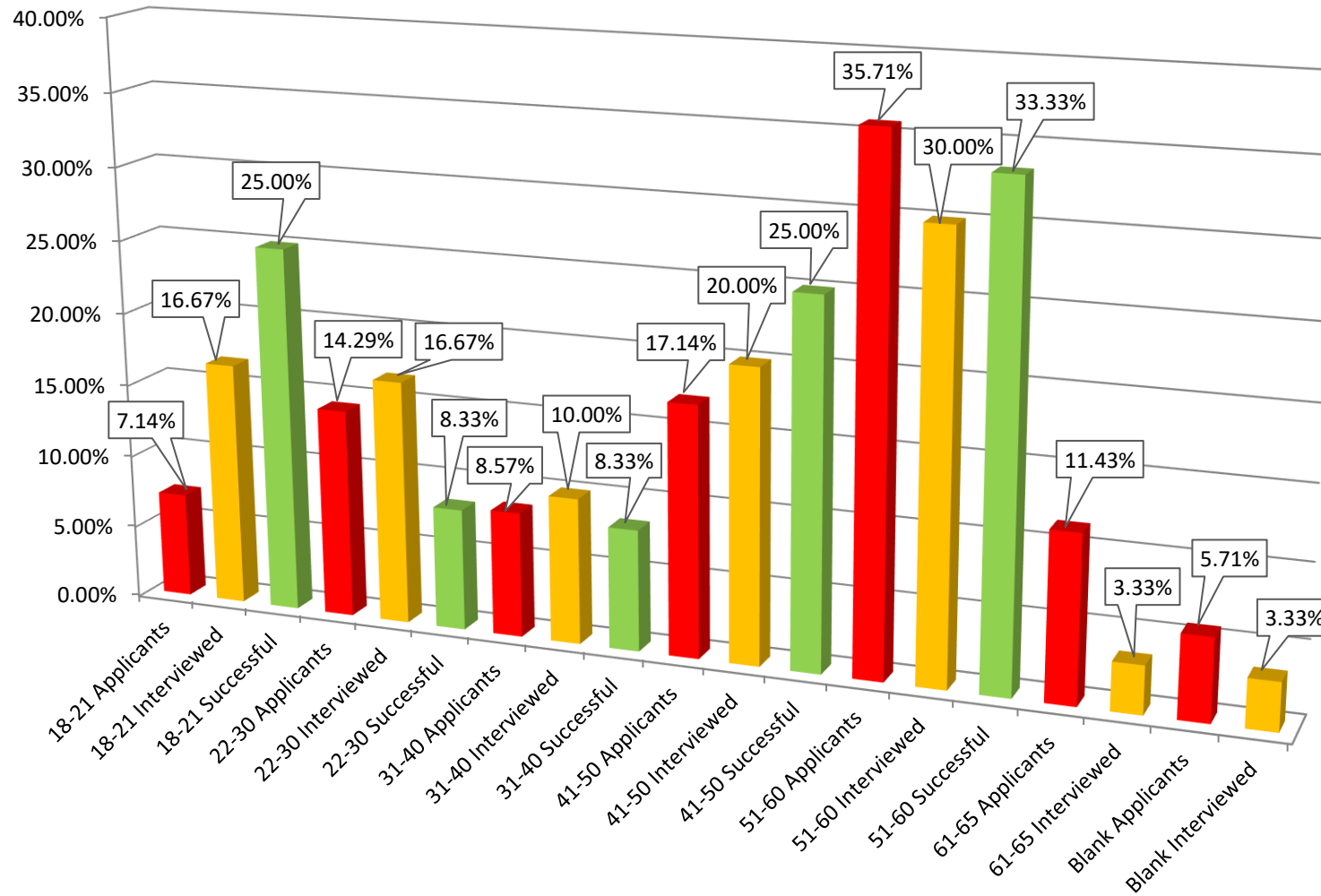
Recruitment by Work Pattern Profile 2017



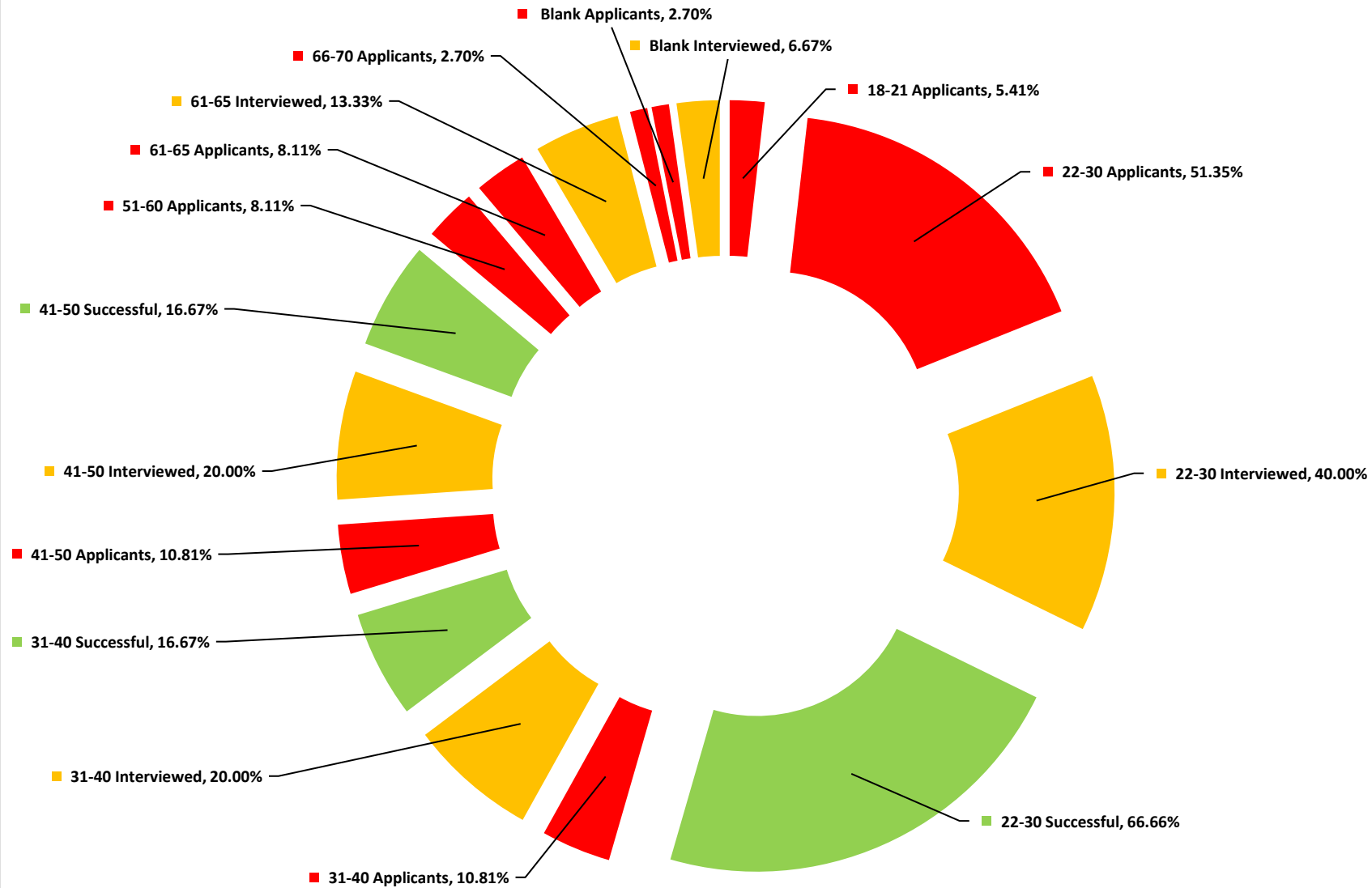
6.2.3 Profile of Recruitment by Age

RECRUITMENT BY AGE PROFILE									
	2021			2019			2017		
Age	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants
16-17									
18-21	7.14%	16.67%	25.00%	5.41%			8.20%	9.80%	6.25%
22-30	14.29%	16.67%	8.33%	51.35%	40.00%	66.66%	18.03%	15.69%	12.50%
31-40	8.57%	10.00%	8.33%	10.81%	20.00%	16.67%	13.11%	15.69%	12.50%
41-50	17.14%	20.00%	25.00%	10.81%	20.00%	16.67%	13.11%	15.69%	12.50%
51-60	35.71%	30.00%	33.33%	8.11%			28.69%	31.37%	43.75%
61-65	11.43%	3.33%		8.11%	13.33%		11.48%	7.84%	12.50%
66-70				2.70%			1.64%		
71+									
Blanks	5.71%	3.33%		2.70%	6.67%		5.74%	3.92%	

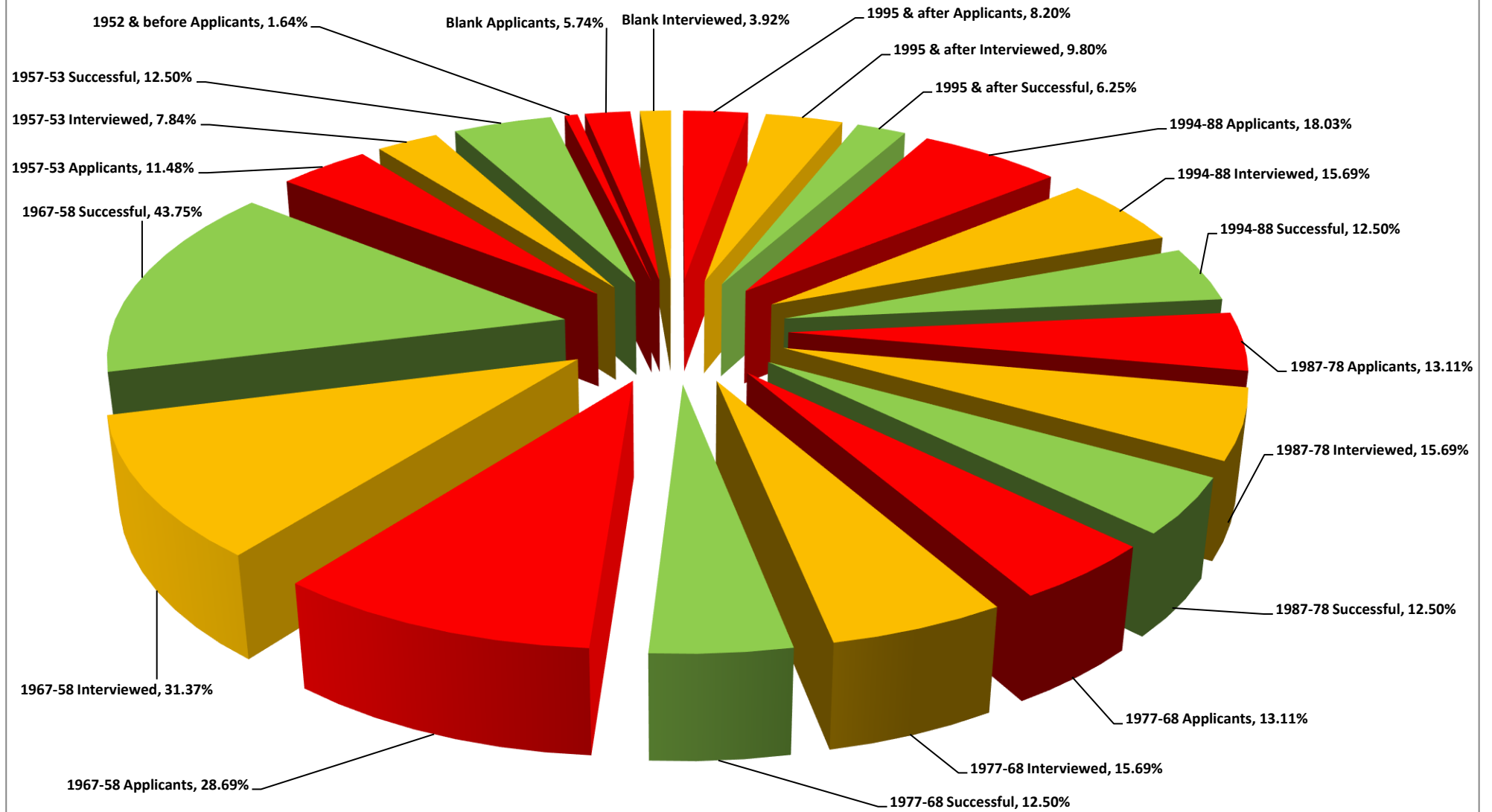
Recruitment by Age Profile 2021



Recruitment by Age Profile 2019

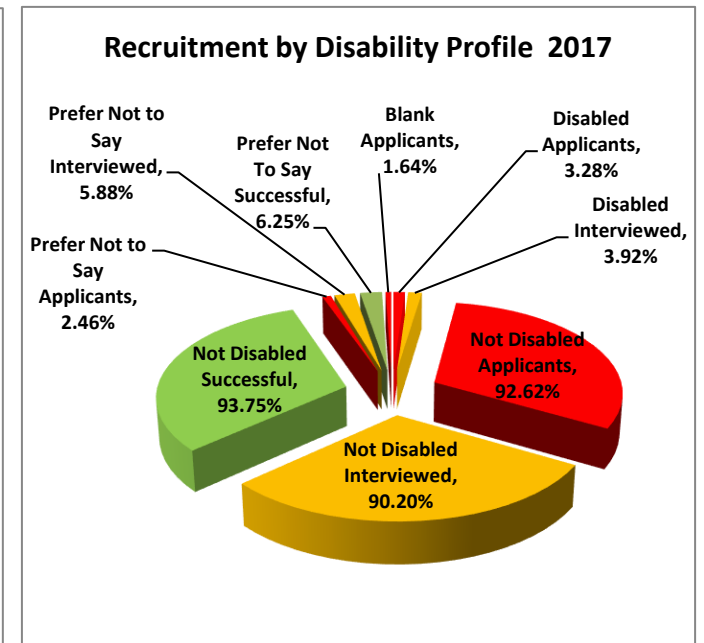
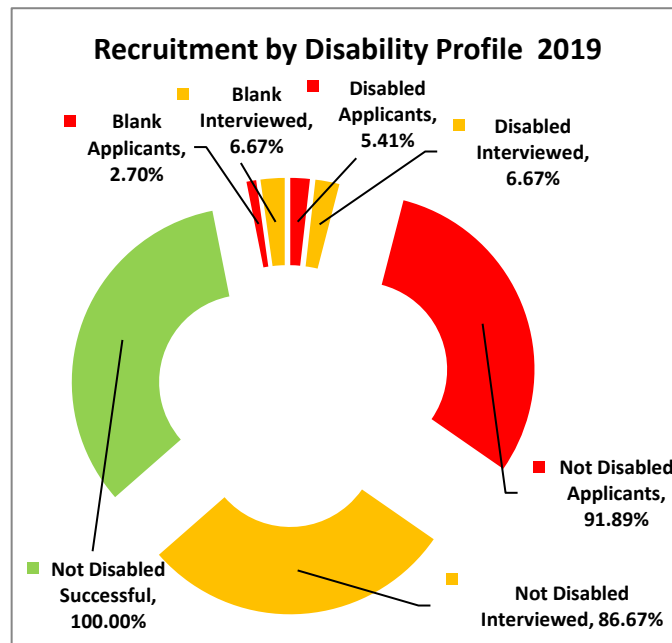


Recruitment by Year of Birth Profile 2017



6.2.4 Profile of Recruitment by Disability

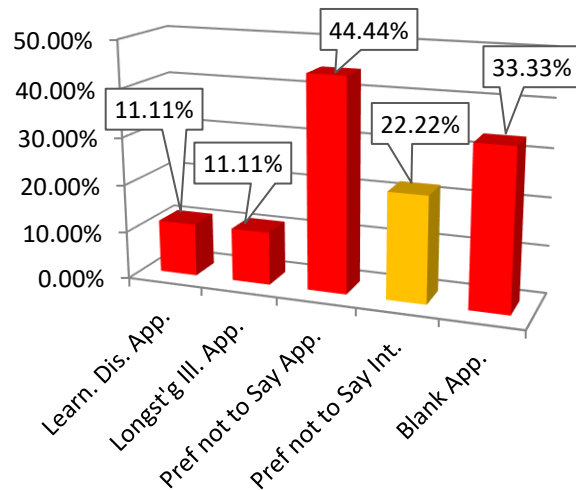
RECRUITMENT BY DISABILITY PROFILE									
	2021			2019			2017		
Disability	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants
Disabled	5.71%			5.41%	6.67%		3.28%	3.92%	
Not disabled	87.14%	93.33%	100%	97.89%	86.67%	100%	92.62%	90.20%	100%
Prefer Not to Say	2.86%	6.67%					2.46%	5.88%	
Blanks	4.29%			2.70%	6.67%		1.64%		



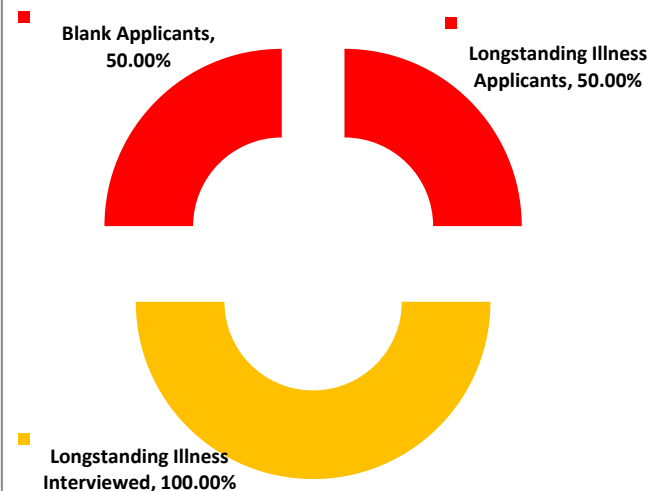
RECRUITMENT BY DISABILITY IMPAIRMENT PROFILE

	2021			2019			2017		
Disability Impairment	Percentage of Total Disabled Applications	Percentage of Total Disabled Selected for Interview	Percentage of Total Disabled Successful Applicants	Percentage of Total Disabled Applications	Percentage of Total Disabled Selected for Interview	Percentage of Total Disabled Successful Applicants	Percentage of Disabled Total Applications	Percentage of Total Disabled Selected for Interview	Percentage of Total Disabled Successful Applicants
Learning Disability	11.11%						25.00%	50.00%	
Longstanding Illness	11.11%			50%	100%		25.00%		
Mental Health Condition									
Physical Impairment							25.00%		
Sensory Impairment							25.00%	50.00%	
Other									
Prefer Not to Say	44.44%	22.22%%							
Unknown									
Blanks	33.33%			50%					

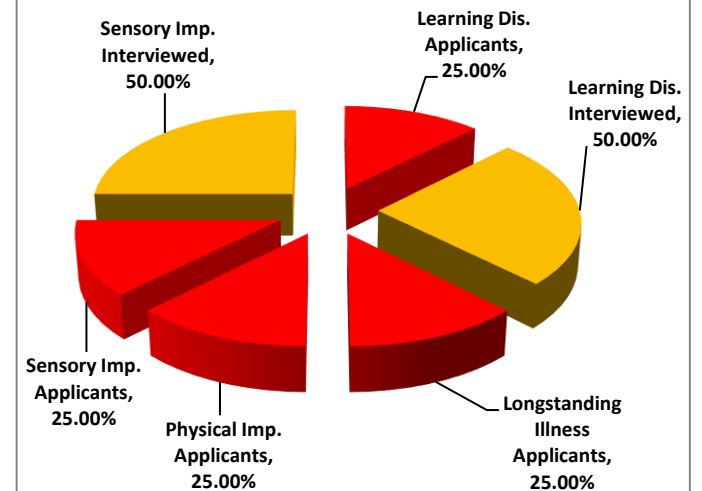
Recruitment by Disability Impairment Profile 2021



Recruitment by Disability Impairment Profile 2019

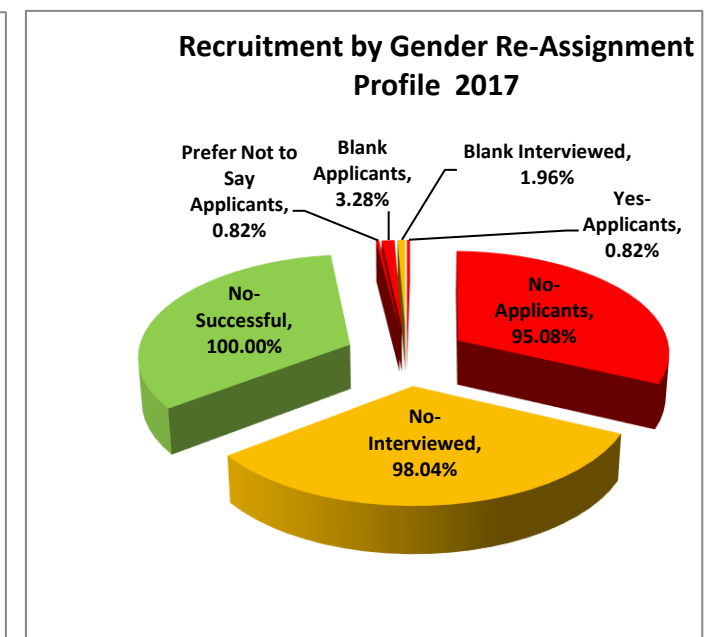
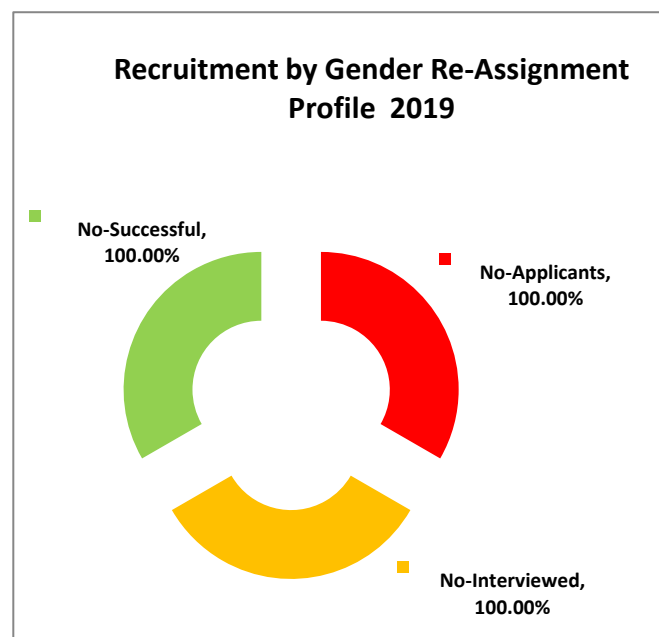
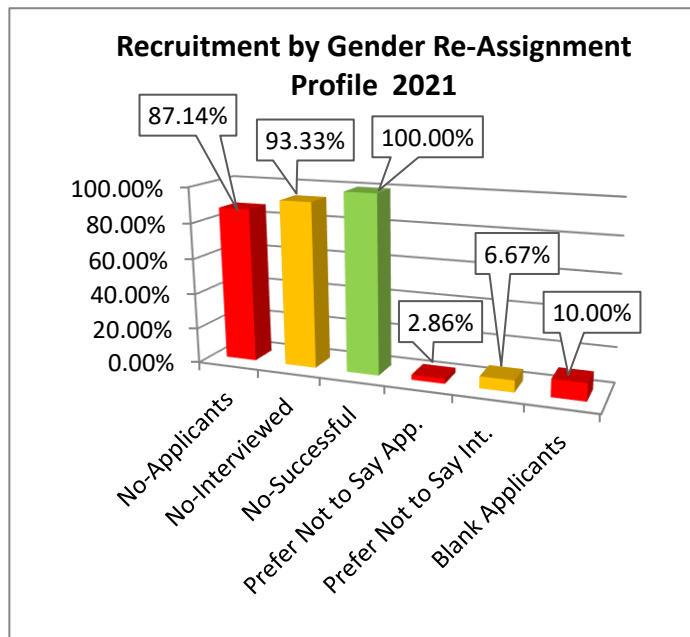


Recruitment by Disability Impairment Profile 2017



6.2.5 Profile of Recruitment by Gender Re-Assignment

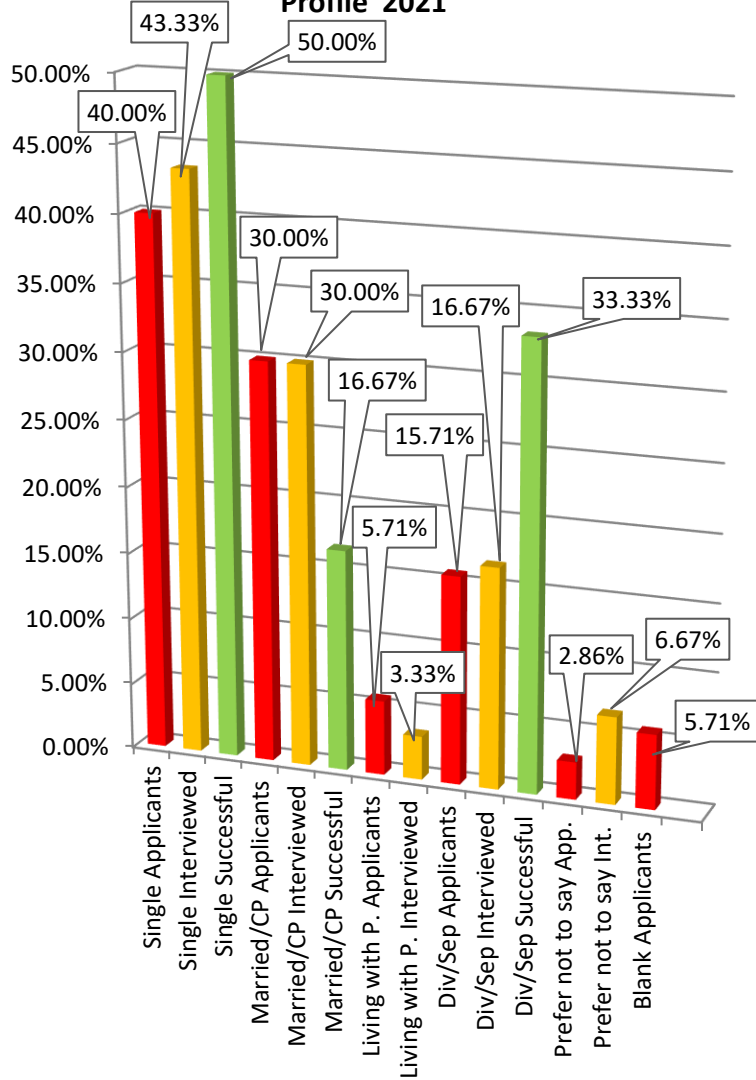
RECRUITMENT BY GENDER RE-ASSIGNMENT PROFILE									
	2021			2019			2017		
Identified As	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants
Yes							0.82%		
No	87.14%	93.33%	100%	100%	100%	100%	95.08%	98.04%	100%
Prefer Not to Say	2.86%	6.67%					0.82%		
Blanks	10.00%						3.28%	1.96%	
Unknown									



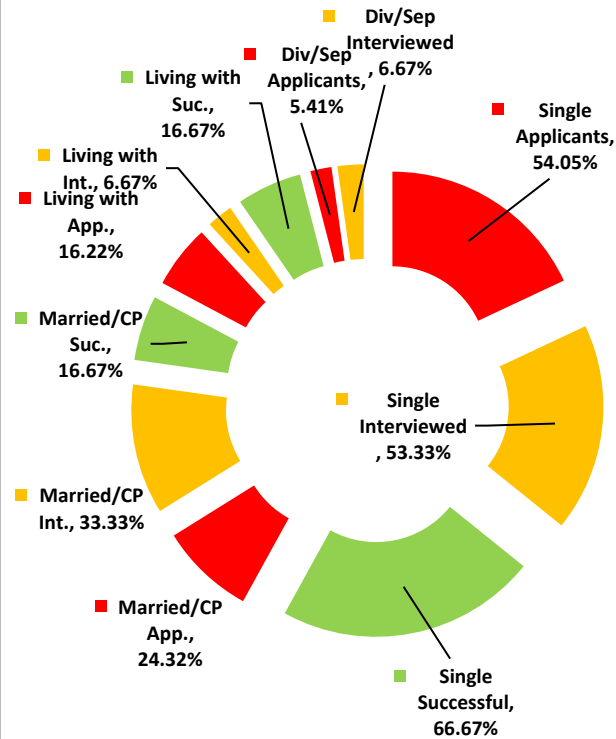
6.2.6 Profile of Recruitment by Marriage and Civil Partnership

RECRUITMENT BY MARRIAGE AND CIVIL PARTNERSHIP PROFILE									
	2021			2019			2017		
Identified As	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants
Single	40.00%	43.33%	50.00%	54.05%	53.33%	66.67%	39.34%	39.22%	31.25%
Married/Civil Partnership	30.00%	30.00%	16.67%	24.32%	33.33%	16.67%	37.70%	41.18%	43.75%
Widowed							0.82%		
Living with Partner	5.71%	3.33%		16.22%	6.67%	16.67%	7.38%	3.92%	
Divorced/Separated	15.71%	16.67%	33.33%	5.41%	6.67%		12.30%	15.69%	25.00%
Prefer Not to Say	2.86%	6.67%					0.82%		
Unknown									
Blanks	5.71%						1.64%		

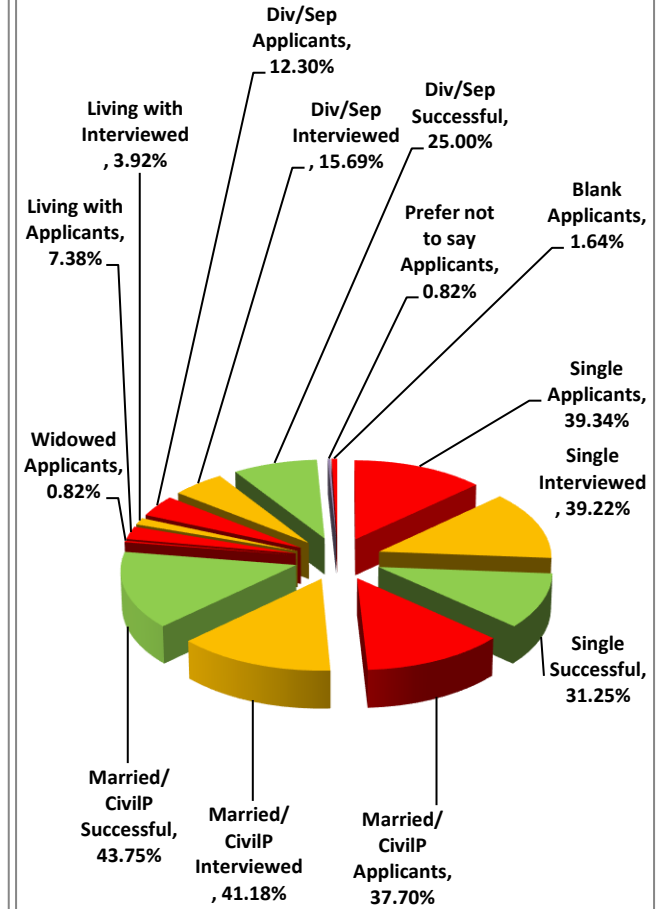
Recruitment by Marriage and Civil Partnership Profile 2021



Recruitment by Marriage and Civil Partnership Profile 2019

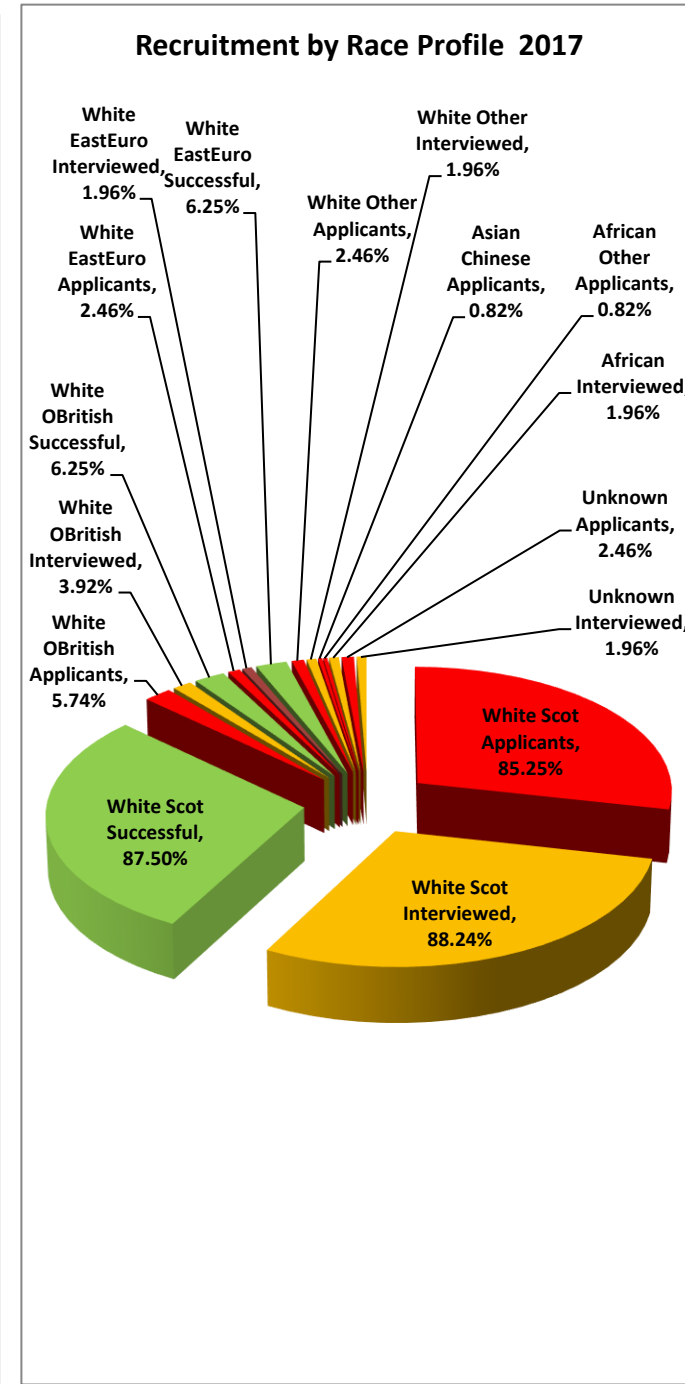
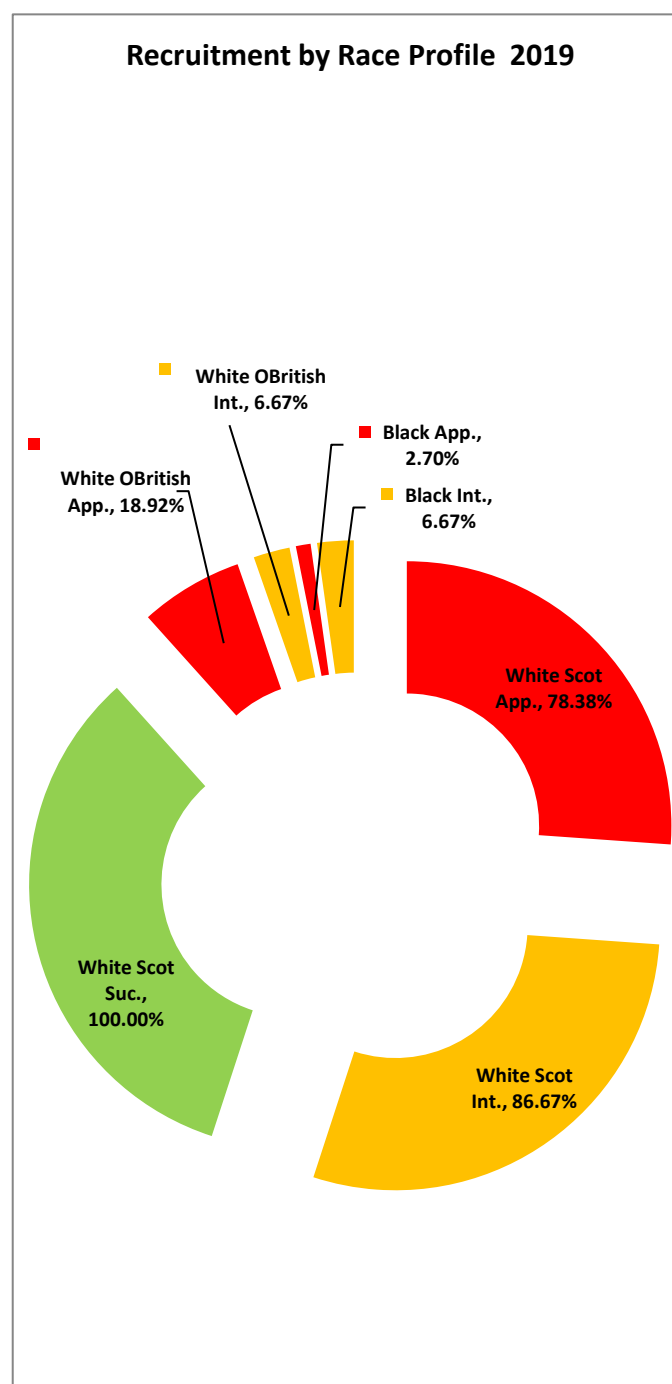
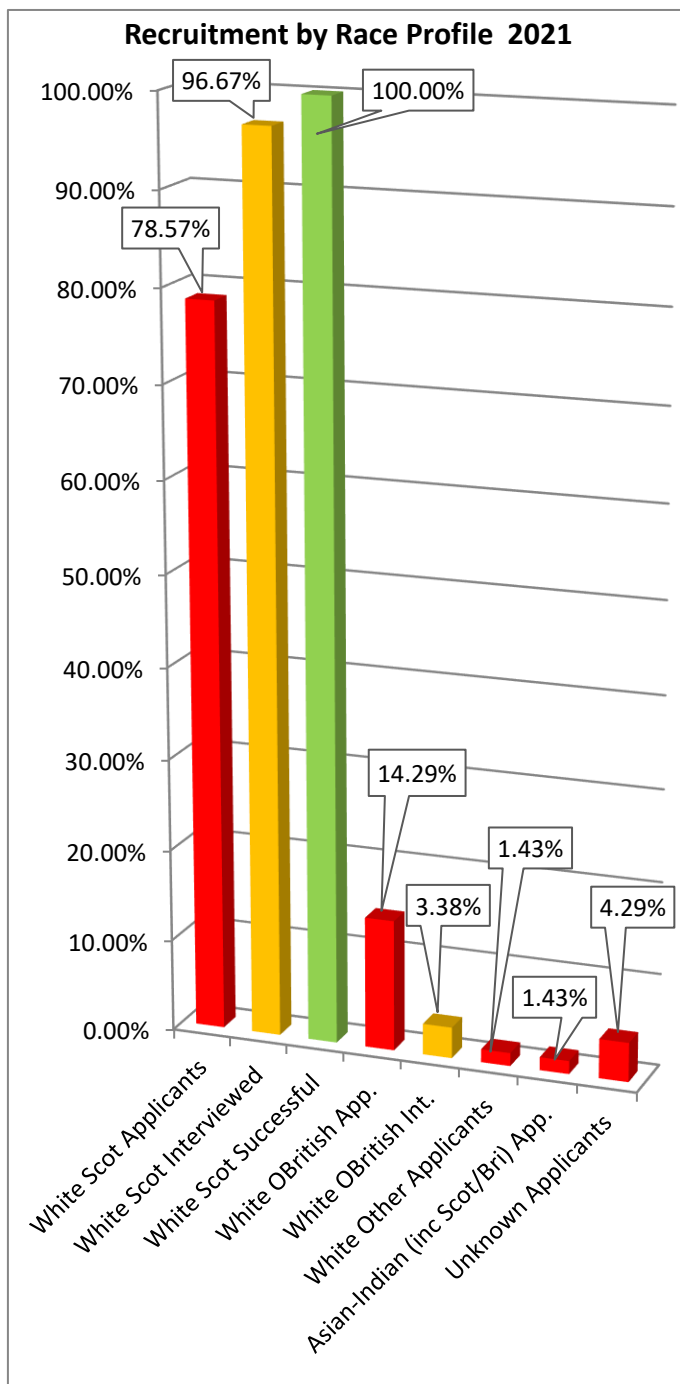


Recruitment by Marriage and Civil Partnership Profile 2017



6.2.7 Profile of Recruitment by Race

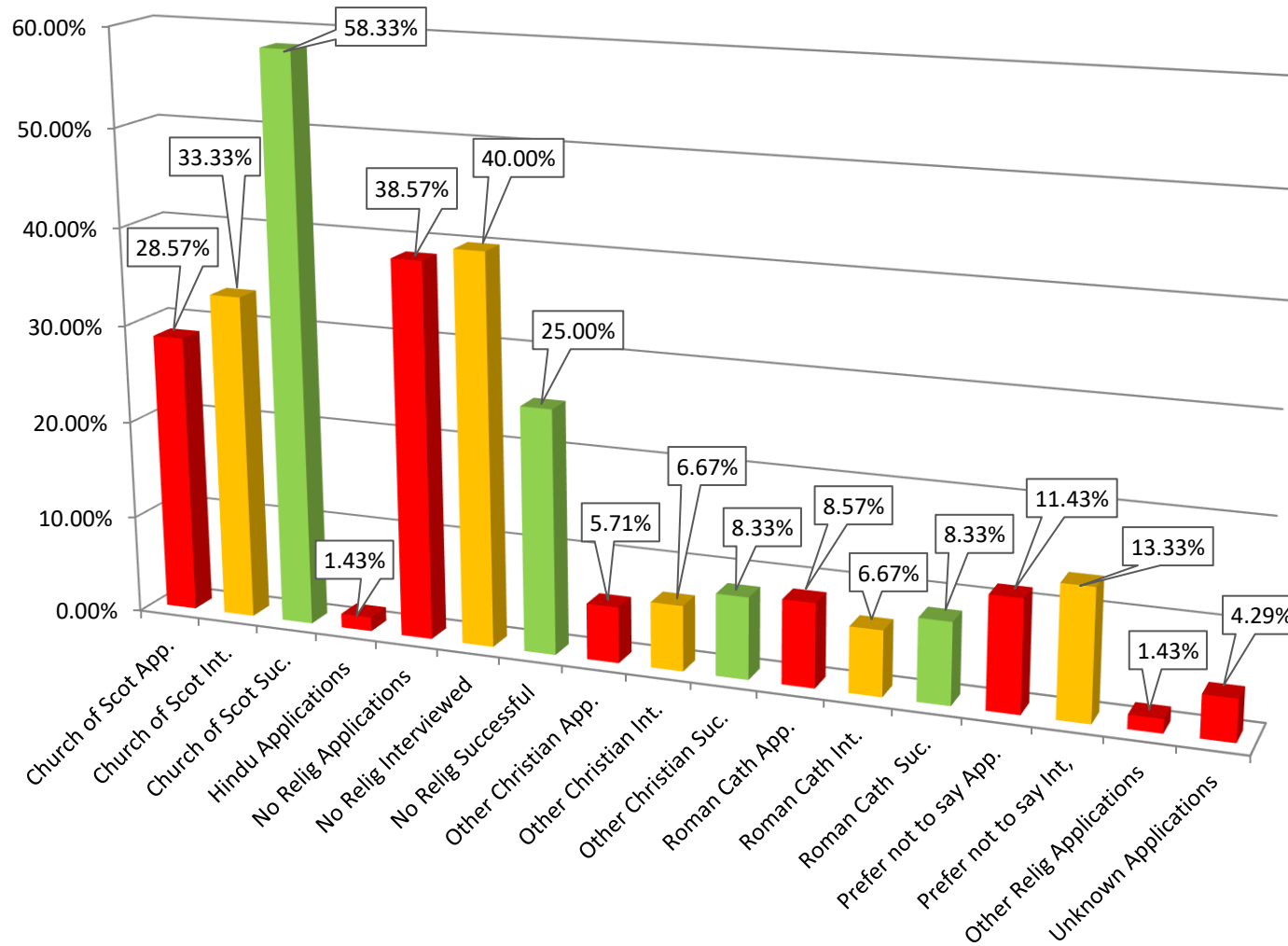
RECRUITMENT BY RACE PROFILE									
	2021			2019			2017		
Identified As	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants
White-Scottish	78.57%	96.67%	100%	78.38%	86.67%	100%	85.25%	88.24%	87.50%
White-other British	14.29%	3.33%		18.92%	6.67%		5.74%	3.92%	6.25%
White-Irish									
White-Polish									
White-Gypsy/Traveller									
White – Eastern European							2.46%	1.96%	6.25%
White – Other white ethnic group	1.43%						2.46%	1.96%	
Mixed or multiple									
Asian – Pakistani (inc Scottish/British)									
Asian-Indian (inc Scottish/British)	1.43%								
Asian-Bangladeshi (inc Scottish/British)									
Asian-Chinese (inc Scottish/British)							0.82%		
Asian – other (inc Scottish/British)									
African (inc Scottish/British)									
African-other							0.82%	1.96%	
Caribbean (inc Scottish/British)									
Black (inc Scottish/British)				2.70%	6.67%				
Caribbean or Black (other)									
Other-Arab (inc Scottish/British)									
Other									
Prefer Not to Say									
Unknown	4.29%						2.46%	1.96%	



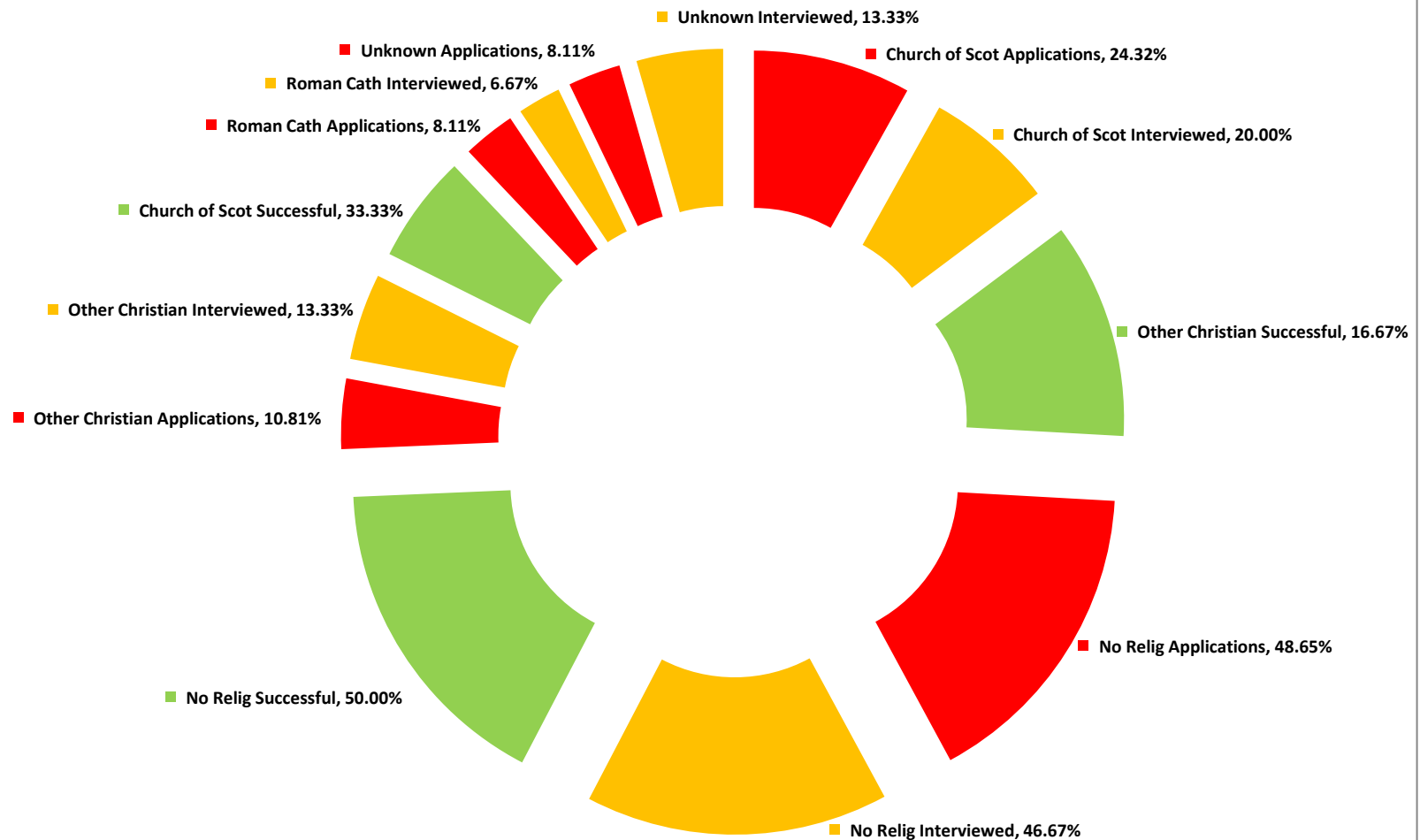
6.2.8 Profile of Recruitment by Religion or Belief

RECRUITMENT BY RELIGION OR BELIEF PROFILE									
	2021			2019			2017		
Identified As	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants
Buddhist									
Church of Scotland	28.57%	33.33%	58.33%	24.32%	20.00%	33.33%	38.52%	52.94%	68.75%
Hindu	1.43%								
Humanist							0.82%	1.96%	
Jewish									
Muslim									
None	38.57%	40.00%	25.00%	48.65%	46.67%	50.00%	31.97%	23.53%	12.50%
Other Christian	5.71%	6.67%	8.33%	10.81%	13.33%	16.67%	5.74%	1.96%	
Sikh									
Pagan							0.82%		
Roman Catholic	8.57%	6.67%	8.33%	8.11%	6.67%		14.75%	13.73%	6.25%
Prefer Not to Say	11.43%	13.33%					2.46%	1.96%	6.25%
Other Religion or Belief	1.43%						1.64%	3.92%	6.25%
Unknown	4.29%			8.11%	13.33%		3.28%		

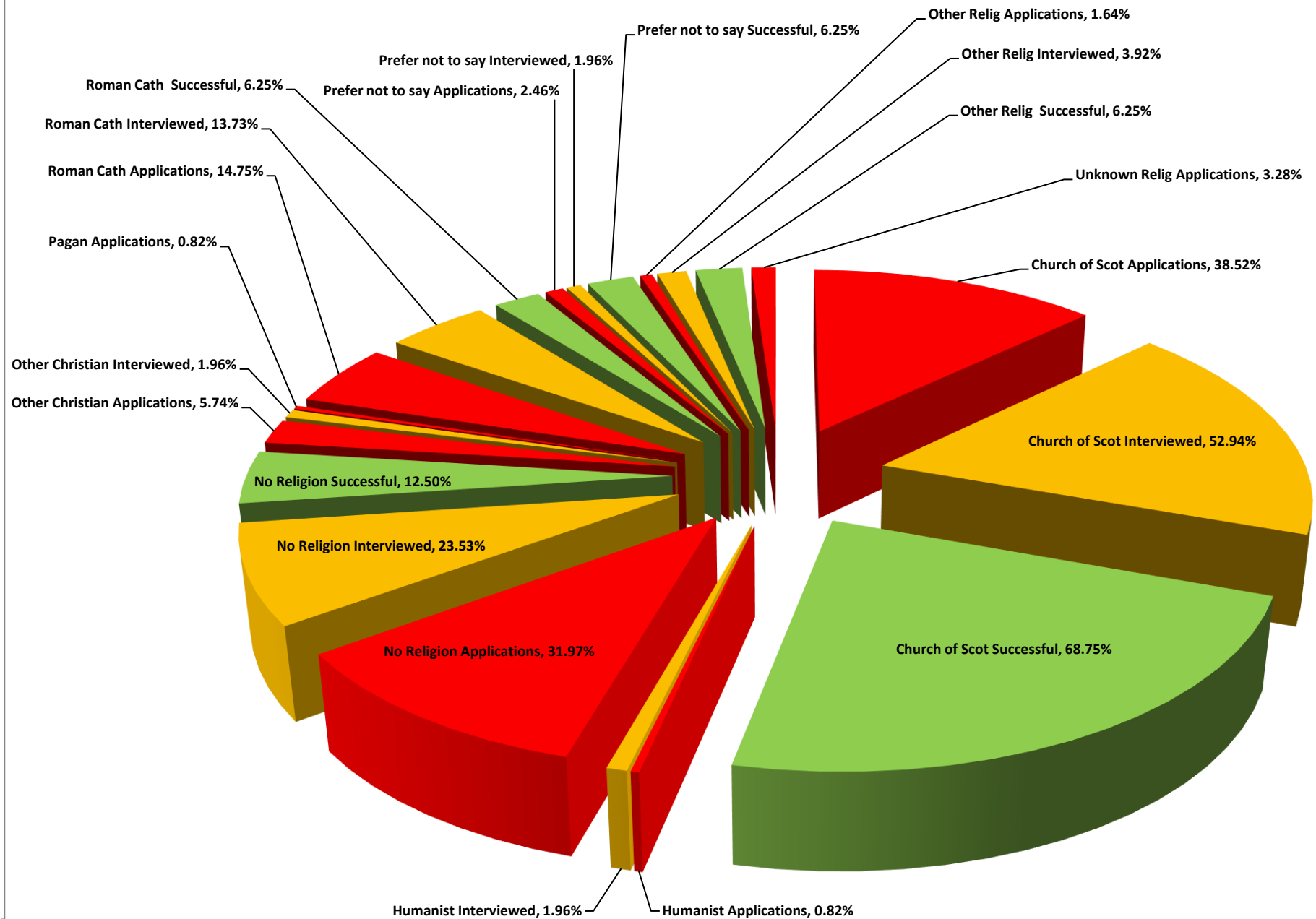
Recruitment by Religion or Belief Profile 2021



Recruitment by Religion or Belief Profile 2019

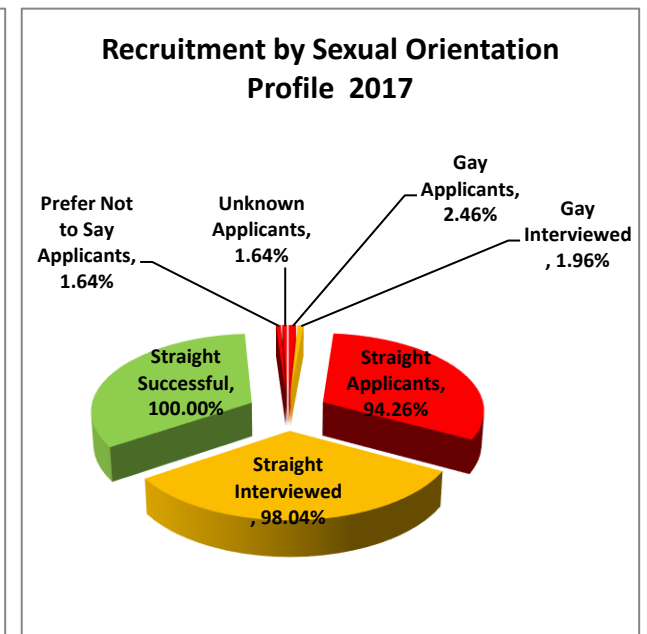
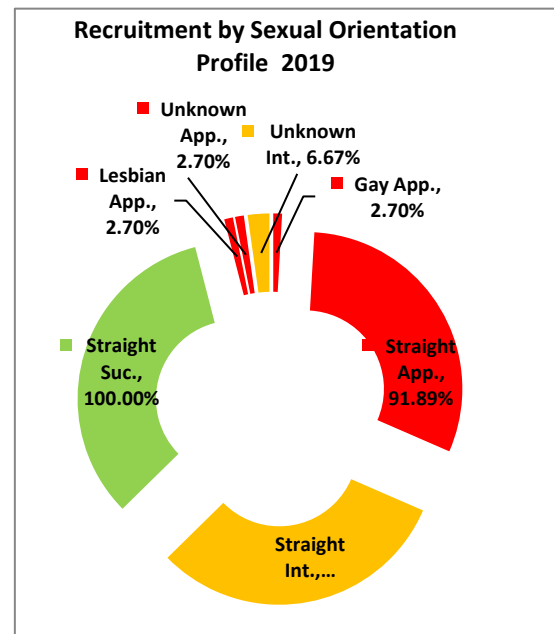
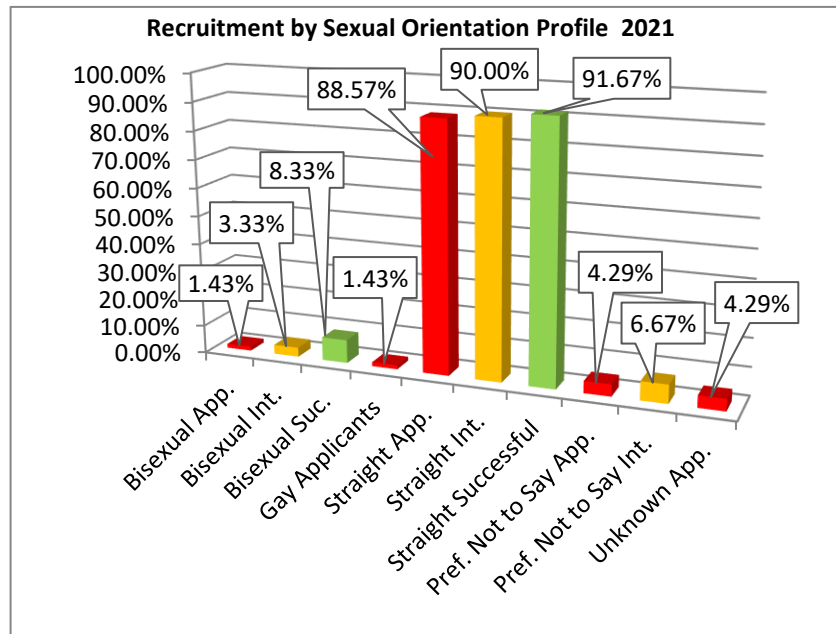


Recruitment by Religion or Belief Profile 2017



6.2.9 Profile of Recruitment by Sexual Orientation

RECRUITMENT BY SEXUAL ORIENTATION PROFILE									
	2021			2019			2017		
Identified As	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants	Percentage of Total Applications	Percentage of Total Selected for Interview	Percentage of Total Successful Applicants
Bisexual	1.43%	3.33%	8.33%						
Gay	1.43%			2.70%			2.46%	1.96%	
Straight	88.57%	90.00%	91.67%	91.89%	93.33%	100%	94.26%	98.04%	100%
Lesbian				2.70%					
Prefer Not to Say	4.29%	6.67%					1.64%		
Other									
Unknown	4.29%			2.70%	6.67%		1.64%		

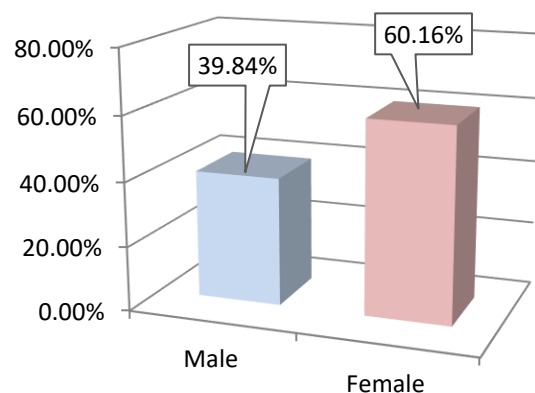


6.3.0 TRAINING

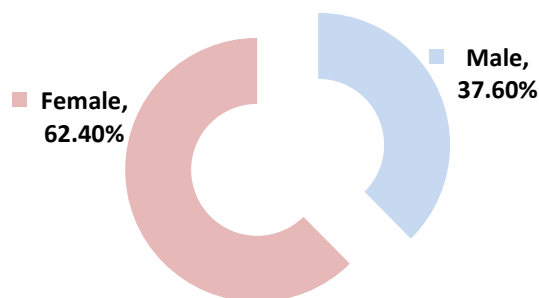
6.3.1 Profile of Workforce Training by Gender

WORKFORCE TRAINING ATTENDANCE BY GENDER PROFILE												
	2021				2019				2017			
Gender	Total Staff		No of Courses Attended		Total Staff		No of Courses Attended		Total Staff		No of Courses Attended	
	No	%	No	%	No	%	No	%	No	%	No	%
Male	17	37.78%	255	39.84%	14	32.56%	385	37.60%	16	33.33%	164	40.29%
Female	28	62.22%	385	60.16%	29	67.44%	639	62.40%	32	66.67%	243	59.71%

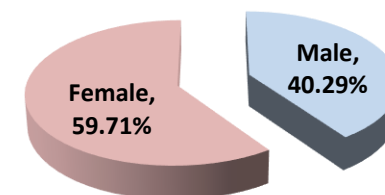
Workforce Training by Gender Profile 2021



Workforce Training by Gender Profile 2019



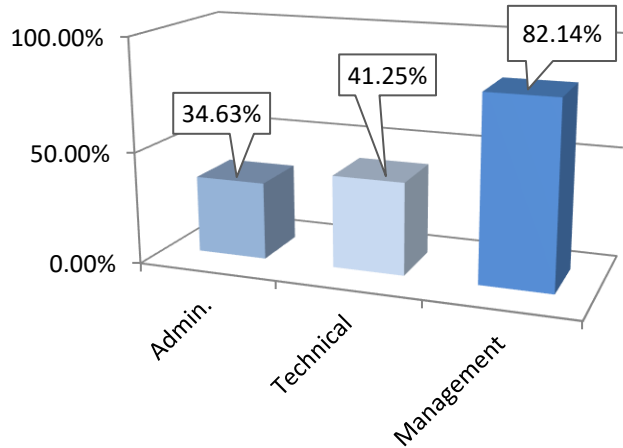
Workforce Training by Gender Profile 2017



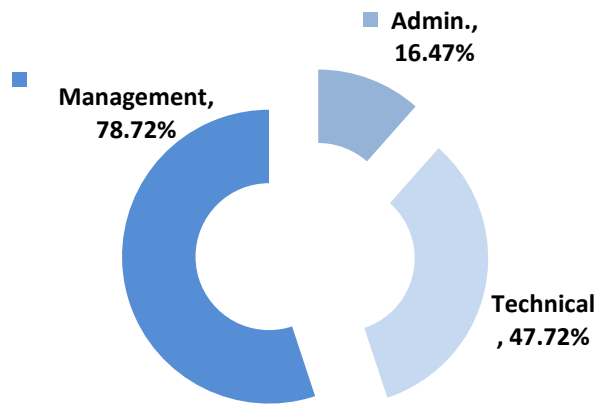
6.3.2 Profile of Workforce Training by Section

WORKFORCE TRAINING ATTENDANCE BY SECTION PROFILE																		
	2021						2019						2017					
Section	Total Staff	No of Courses Attended	Male As % of No of Courses Attended (Section)		Female As % of No of Courses Attended (Section)		Total Staff	No of Courses Attended	Male As % of No of Courses Attended (Section)		Female As % of No of Courses Attended (Section)		Total Staff	No of Courses Attended	Male As % of No of Courses Attended (Section)		Female As % of No of Courses Attended (Section)	
	No	No	No	%	No	%	No	No	No	%	No	%	No	No	No	%	No	%
Admin.	20	309	107	34.63%	202	65.37%	20	425	60	14.12%	365	83.88%	24	145	16	11.03%	129	88.97%
Technical	22	303	125	41.25%	178	58.75%	20	505	241	47.72%	264	52.28%	21	229	125	54.59%	104	45.41%
Management	3	28	23	82.14%	5	17.86%	3	94	74	78.72%	20	21.28%	3	33	23	69.70%	10	30.30%

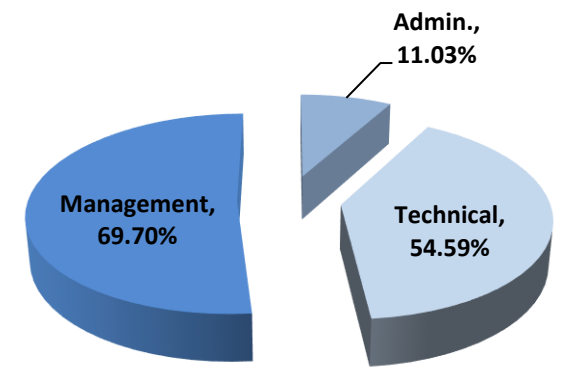
**Workforce Training Attendance by
Section Profile Male 2021**



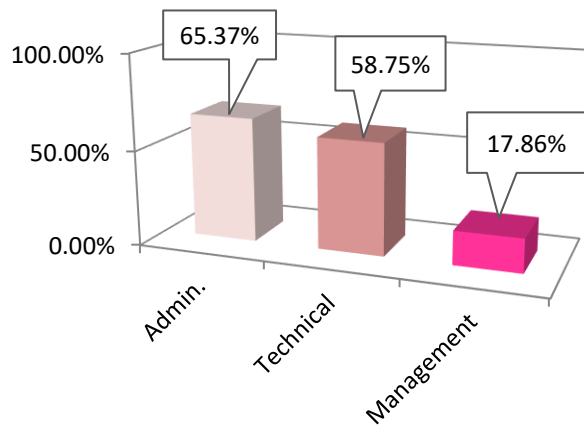
**Workforce Training
Attendance by Section Profile
Male 2019**



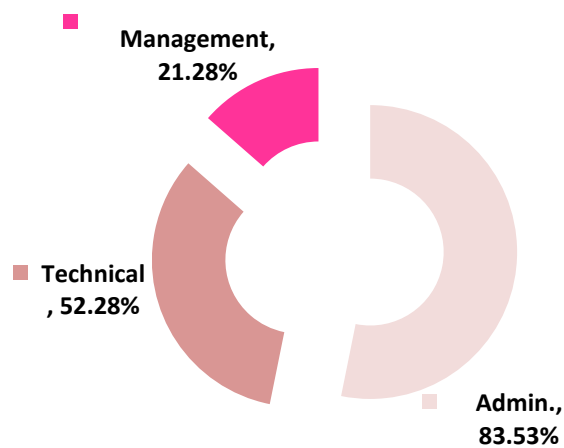
**Workforce Training Attendance by
Section Profile Male 2017**



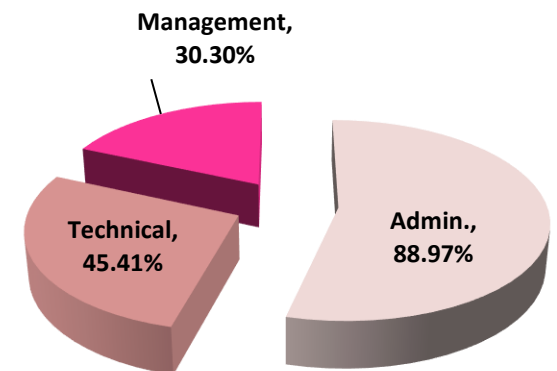
**Workforce Training Attendance by
Section Profile Female 2021**



**Workforce Training Attendance
by Section Profile Female 2019**



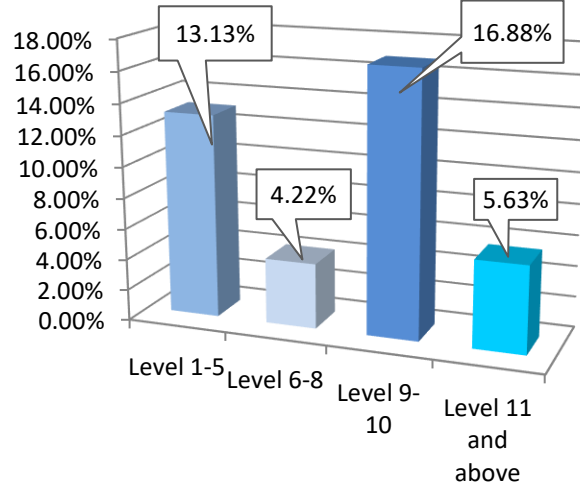
**Workforce Training Attendance by
Section Profile Female 2017**



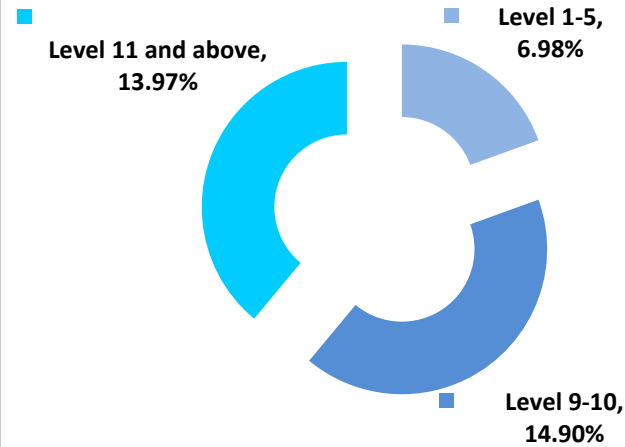
6.3.3 Profile of Workforce Training by Grade

WORKFORCE TRAINING ATTENDANCE BY PAY LEVEL PROFILE																		
	2021						2019						2017					
Pay Level	Male			Female			Male			Female			Male			Female		
	Total Staff	No of Courses Attended <small>As % of Total No of Courses Attended</small>		Total Staff	No of Courses Attended <small>As % of Total No of Courses Attended</small>		Total Staff	No of Courses Attended <small>As % of Total No of Courses Attended</small>		Total Staff	No of Courses Attended <small>As % of Total No of Courses Attended</small>		Total Staff	No of Courses Attended <small>As % of Total No of Courses Attended</small>		Total Staff	No of Courses Attended <small>As % of Total No of Courses Attended</small>	
	No	No	%	No	No	%	No	No	%	No	No	%	No	No	%	No	No	%
Level 1-5	6	84	13.13%	9	104	16.25%	5	75	7.32%	12	171	16.69%	4	18	4.42%	13	53	13.02%
Level 6-8	3	27	4.22%	9	128	20.00%				7	153	14.94%				8	59	14.50%
Level 9-10	4	108	16.88%	2	33	5.16%	5	160	15.63%	2	136	13.28%	7	86	21.13%	4	54	13.27%
Level 11 and above	4	36	5.63%	8	120	18.75%	4	150	14.65%	8	179	17.48%	5	60	14.74%	7	77	18.92%

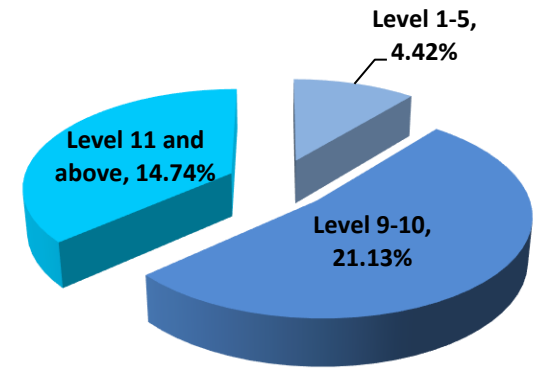
Workforce Training Attendance By Pay Level Profile Male 2021



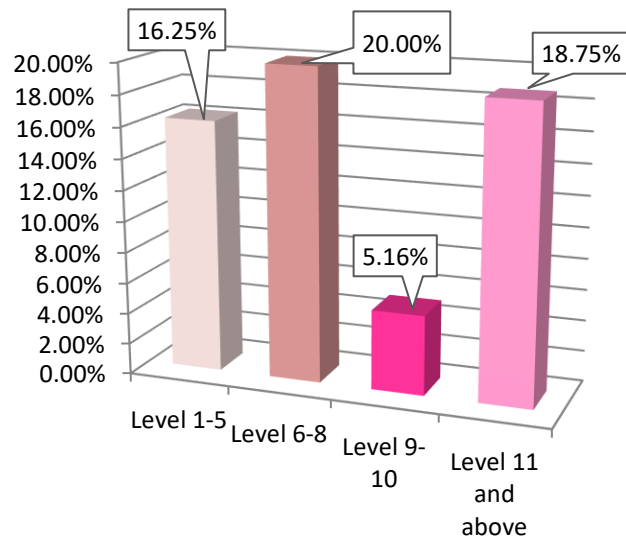
Workforce Training Attendance By Pay Level Profile Male 2019



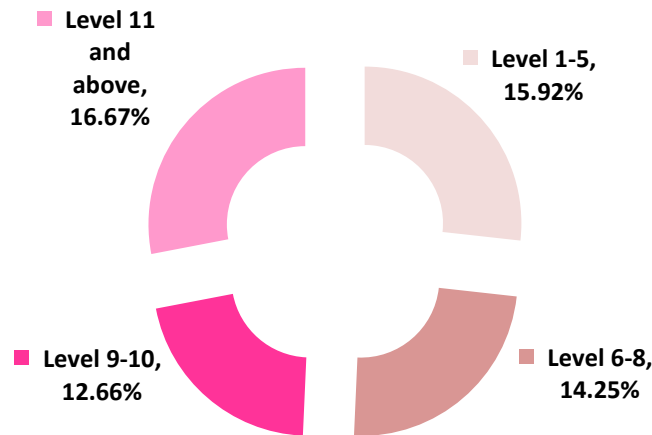
Workforce Training Attendance By Pay Level Profile Male 2017



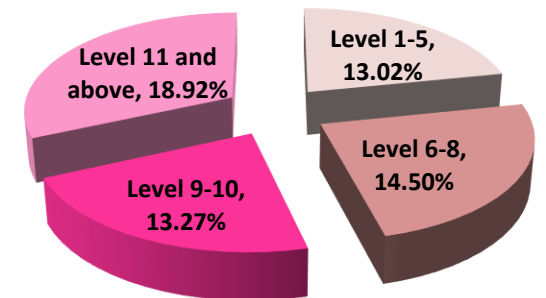
Workforce Training Attendance by Pay Level Profile Female 2021



Workforce Training Attendance by Pay Level Profile Female 2019



Workforce Training Attendance by Pay Level Profile Female 2017

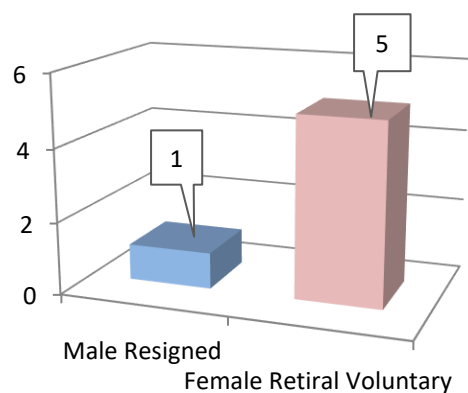


6.4.0 WORKFORCE LEAVERS

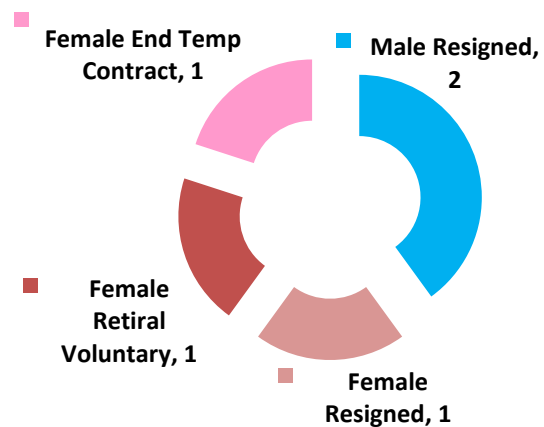
6.4.1 Profile of Workforce Leavers by Reason and Gender

WORKFORCE LEAVERS BY REASON AND GENDER PROFILE						
	2021		2019		2017	
Reason for Leaving	Male	Female	Male	Female	Male	Female
Deceased						
Dismissal						1
End of Contract						
End of Temp Contract				1		
Resigned	1		2	1	3	2
Retiral - Efficiency						
Retiral - Ill Health						
Retiral - Option		5				
Retiral - Voluntary				1	1	1
Voluntary Severance						
Unknown						

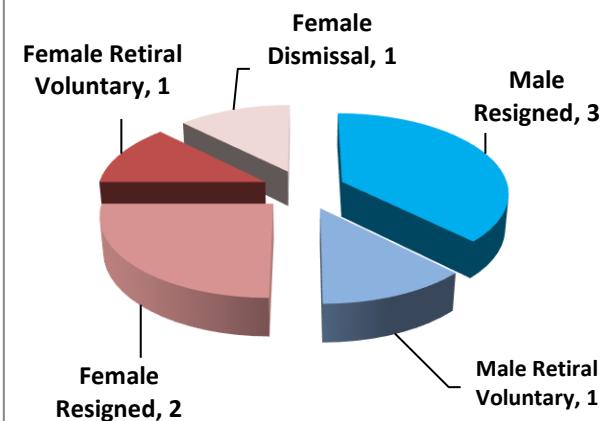
Workforce Leavers by Reason and Gender Profile 2021



Workforce Leavers by Reason and Gender Profile 2019



Workforce Leavers by Reason and Gender Profile 2017



6.5 Grievance

Since 2019 there have been no grievance issues by any member of staff. Despite this it is recognised that this is an important area that could have equalities issues. Accordingly, workforce grievance issues will continue to be monitored closely.

6.6 Disciplinary

Since 2019 there have been no disciplinary issues dealt with by the Board. Despite this it is recognised that this is an important area that could have equalities issues. Accordingly, workforce disciplinary issues will continue to be monitored closely.

6.7 Respect at Work

Since 2019 there have been no issues raised in connection with the Board's Equality at Work Policy. Despite this it is recognised that this is also an important area that could have equalities issues. Accordingly, Respect at Work issues will continue to be monitored closely.

6.8 Return to Work of Women on Maternity Leave

Since 2019 there have been no members of staff returning to work following maternity leave. However, in accordance with our existing Policy and Procedure - "*Family Leave Policy*" this important issue will continue to be monitored closely and reported on accordingly.

6.9 Return to Work of Disabled Employees Following Sick Leave Relating to their Disability

It is recognised that this is an important area that has equality implications. Where an employee has returned to work following a period of sick leave relating to their disability we have followed the advice given our specialist Occupational Health Advisers and in accordance with the many Policies and Procedures we have in place, including Maximising Attendance at Work, Flexible Working Policy, Special Leave Policy, Promoting Positive Mental Health in the Workplace etc. We will continue to closely monitor this important area and any appropriate reporting and consequential action taken.

6.10 Workforce Analysis Some Key Issues

Undertaking this analysis has highlighted the fact that a number of issues that were identified in previous Equality Duty Reports still remain, they include;

- *There continues to be an imbalance between men (38%) and women (62%) in the composition of our workforce. However, the imbalance noted in previous years is reducing. We aim to continue this trend.*
- *We continue to have very few young people working for us. However, the number of 18-21 year old male members of staff has increased to 4.44%, whereas the number of younger female members of staff has remained around 2.22%. Although a slight reduction from 2019, 60% of our workforce is in excess of 50 years old.*
- *It is interesting, and possibly encouraging, to note that more members of staff (7 or 16.66%) are now prepared to declare that they have a disability.*
- *We are not a particularly diverse workforce. Of those who responded, 43% identify as British, 57% Scottish. No member of staff identified as having any other national identity.*
- *All of our workforce identify as either being White/Scottish (93%) or White/Other British (7%). This represents an increase from 87% in 2019 of those identifying as White/Scottish.*
- *71% (previously 68%) of our workforce identify their religion as Christian and 26% (previously 26%) have no religion or belief.*
- *40% of our female members of staff work in lower paid jobs, Pay Levels 1 – 8, whereas 20% of our male members of staff work in Pay Levels 1 – 8. However, it is interesting to note that 18% of our female members of staff work in higher paid jobs, Level 11 and above, whereas, 9% of male members of staff work in higher paid jobs.*
- *There is a disproportionate number of female members of staff (36%) who work in our Admin section. The equivalent male members of staff in our Admin section is 9%.*
- *It is encouraging to note that our Technical section has an exact gender balance of 24% of both male and female members of staff.*
- *There are three members of the Management Team, therefore, achieving a gender balance is impossible.*
- *Since 2019 recruitment by gender has been heavily in favour of women (75%).*
- *In the past two years 92% of successful job applicant's sexual orientation has been straight and 8% bisexual.*

- ***All successful job applicants in the past two years have not had a disability.***
- ***All successful job applicants in the past two years have been White/Scottish.***
- ***62% (previously 67%) of training has been undertaken by our female members of staff.***

As reported previously, we recognise that with such a relatively small sample of 45 can produce extremes and therefore skew the true picture. Nevertheless it has been a worthwhile exercise to undertake which has highlighted those areas where further work is required.

7.0 Duty to Use Information on the Protected Characteristics of Members

Under the terms of Regulation 6A of The Equality Act 2010 (Specific Duties) (Scotland) Amendment Regulations 2016, Scottish Ministers are required to gather information on the relevant protected characteristics of members of certain listed public authorities and thereafter provide that information to the listed authority.

Regulation 6A defines a “relevant listed authority” as;

“...any listed authority the members of which, or the board of management of which, include or includes at least one appointed member, but none of the following is a “relevant listed authority” –

- (a) The Scottish Ministers;***
- (b) A council;***
- (c) A joint board;***
- (d) A licensing board;***
- (e) An education authority;***
- (f) An individual holder of a public office”.***

Accordingly, it is our interpretation that Ayrshire Valuation Joint Board, being a “joint board” is not subject to Regulation 6A of The Equality Act 2010 (Specific Duties) (Scotland) Amendment Regulations 2016, and is therefore not subject to the duty to use information on the protected characteristics of members.

8.0 Duty to Publish Gender Pay Gap Information

Regulation 7 (1) of The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, states the following;

“A listed authority must publish information on the percentage difference among its employees between men’s average hourly pay (excluding overtime) and women’s average hourly pay (excluding overtime).”

8.1 Gender Pay Gap Information

An analysis of pay rates for males employed by the Board reveals that the average hourly pay rate, as at 31st December 2020, was **£18.85**.

An analysis of pay rates for females employed by the Board reveals that the average hourly pay rate, as at 31st December 2020, was **£17.87**.

The percentage difference between men’s average hourly pay and women’s average hourly pay – the gender pay gap – as at 31st December 2020 was **5.19%**.

In 2019 the equivalent figure was 17% and in the 2017 the equivalent figure was 19%.

The above analysis shows a slight improvement in the gender pay gap between 2017 and 2019 with a substantial improvement between 2019 and 2021.

From 2021, Ayrshire Valuation Joint Board is now required to report on Pay Gap information with respect to race and disability.

8.2 Race Pay Gap Information

All Ayrshire Valuation Joint Board employees have identified as being Scottish or Other British, it is therefore not possible to publish pay gap information on race.

8.3 Disability Pay Gap Information

An analysis of pay rates for employees with a disability reveals that the average hourly pay rate, as at 31st December 2020, was **£17.94**.

An analysis of pay rates for employees without a disability reveals that the average hourly pay rate, as at 31st December 2020, was **£15.73**.

The percentage difference between employees with a disability and those without a disability, as at 31st December 2020, was **14.05%** in favour of those employees with a disability.

9.0 Duty to Publish Statements on Equal Pay

In July 2010 the Board implemented the national single status agreement for Local Authority Employees in Scotland. All jobs were, and continue to be, evaluated to ensure that there is no gender bias. The re-evaluation in 2010 was undertaken using the COSLA job evaluation model and, prior to implementation, an independent consultant was engaged to undertake an equality impact assessment of the outcomes. Following detailed analysis, the consultant confirmed that the proposed outcomes were technically robust and non-discriminatory and suitable for implementation by the Board.

In conjunction with re-evaluating all posts the Board introduced a revised pay structure and package of terms and conditions of employment. Again, the pay structure and package of terms and conditions was endorsed by the consultant as non-discriminatory in terms of their proposed application. This continues to be the case and has not changed.

During March 2016, the Board introduced a revised set of Terms & Conditions of Employment which were impact assessed prior to being introduced.

In terms of equal pay, our approved Terms & Conditions state the following;

***“The Scottish Council’s Job Evaluation Scheme, as endorsed by the Scottish Joint Council for Local Government Employees in 2000 and amended in 2002 is formally used as the mechanism for the evaluation of jobs with the exception of chief officers.*”**

The job evaluation scheme is used to evaluate all Board jobs in terms of 13 factors, and will be applied in a fair and non-discriminatory way that complies with equal pay legislation and associated Codes of Practice. Once evaluated, posts are assimilated to the Board’s pay and grading model.”

In terms of a ‘minimum wage’ or ‘living wage’ our approved Terms & Conditions of Employment also state the following;

“A Living Wage, to be agreed annually, will be applied to certain posts within the Board to ensure a minimum hourly rate for the job. This will be paid as a supplement to hourly rates that are below the agreed level.”

10.0 Duty to Consider Award Criteria and Conditions in Relation to Public Procurement

Regulation 9 of the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, imposes a duty on public bodies when considering award criteria and conditions in relation to public procurement, to have due regard to whether the award criteria should include considerations which will help it meet its Equality Duty. Any such award criteria should be related to and proportionate to the subject matter of the proposed agreement.

Currently the Board enters into very few procurement contracts directly. Contracts of any substance are normally procured on behalf of the Board by South Ayrshire Council and are subject to their procurement procedures in accordance with the Public Contracts (Scotland) Regulations 2012. Any contracts that the Board does enter into directly are generally small in terms of the service procured and the monetary value of that service. Notwithstanding, the Board will have due regard to whether the award criteria should include considerations to enable us to better perform the Equality duty. By having due regard to the above, the Board can satisfy its requirements under Regulation 9 of the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.

11.0 Duty to Publish in a Manner That Is Accessible

Regulation 10 of The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, requires a listed authority to;

“ . . .publish under regulations 3, 4, 7 and 8 in a manner that makes the information published accessible to the public”

The primary means of making this report accessible to the public is via our website (www.ayrshire-vjb.gov.uk).

In addition, a hard copy version of this report, and previous Equality Duty Reports, are available for inspection at our public counter at 9 Wellington Square, Ayr, KA7 1HL.

Alternative language versions can also be made available on request.

Similarly, copies of this report in alternative formats, including large print, audio, Braille, can be made available by contacting us at;

In writing - Head of Valuation Services and Assistant ERO
 Ayrshire Valuation Joint Board
 9 Wellington Square
 Ayr
 KA7 1HL

Telephone - 01292 612221

e-mail - assessor@ayrshire-vjb.gov.uk



Ayrshire Equality Outcomes

Consultation 2020: Analysis

Contents

Introduction	2
Method	2
Duration	2
Responses	2
Section 1 – Do you think these (Equality) outcomes are still relevant to take forward	3
Section 2: In Ayrshire, people experience safe and inclusive communities	4
Q2. Response by theme	4
Q3. Response by Theme	6
Section 3: In Ayrshire people have equal opportunities to access and shape our public services	8
Q4. Response by theme	8
Q5. Response by theme	10
Section 4: In Ayrshire people have opportunities to fulfil their potential throughout life	12
Q6. Response by theme	12
Q7. Response by theme	14
Section 5: In Ayrshire public bodies will be inclusive and diverse employers	16
Q8. Response by theme	16
Q9. Response by theme	18
Impact by protected characteristic	20
Age	20
Race.....	21
Sexual Orientation	22
Gender Reassignment.....	22
Pregnancy & Maternity.....	23
Religion or belief	23
Disability.....	23
Annex a	25

Introduction

To support the development of a new Equality Outcome's plan to be published by April 2021, the Ayrshire Equality Outcome Partners undertook a consultation exercise during October and November 2020. This paper shall provide an overview of the responses received.

The consultation focussed on gathering opinion on the existing 4 Equality Outcomes, shared across Ayrshire. They are, that in Ayrshire:

- people experience safe and inclusive communities
- people have equal opportunities to access and shape our public services
- people have opportunities to fulfil their potential throughout life
- public bodies will be inclusive and diverse employers

Method

Due to restrictions in place as a result of the Covid-19 pandemic, members of the Ayrshire Equality Partnership (AEP) recognised the challenge in place for effective engagement. Physical events and traditional engagement methods were simply not possible.

The method adopted focussed on an online survey created using the Microsoft Forms software. The question set was designed and agreed by AEP members. In all, it contained 10 questions relating directly to Equality Outcomes, plus an additional 'about you' section asking people for relevant demographic information.

The questions in relation to Equality Outcomes took both an asset and deficit approach, in that we asked respondents to reflect on positive things they have experienced as well as any negatives. In analysing responses, we took a thematic approach in which we aimed to group responses by a recurring theme.

Duration

The consultation ran for a total of five weeks from 13th October 2020 until 18th November 2020

Responses

In total **128** responses were received from people across Ayrshire. An overview of all responses, broken down by broad demographics and protected characteristics can be found in appendix a.

A summary of responses are as follows. Of the 128 responses:

- 53 came from East Ayrshire, 44 from North Ayrshire and 24 from South Ayrshire. A further 2 were from people outside Ayrshire with 5 choosing to not respond.
- 65% of respondents were female, 26% were male. The remaining 9% preferred not to say. Further, 93% of respondents reported to be the same sex as assigned at birth. 7% preferred not to answer
- 64% of respondents were aged between 41 and 64.
- 19% of respondents confirmed they had a disability
- 90% of respondents identified as White or Scottish, 4% identified as BAME or Mixed, 5% preferred not to say
- 41% of respondents identified as Christian, 35% had no religion or belief, 17% preferred not to say. Only 6% of respondents identified with other religions (Jewish, Muslim, Pagan, Spiritual)
- 80% of respondents identified as Heterosexual, 13% preferred not to say. The remaining 7% were made up of people who identified as Gay, Lesbian, Bisexual or other.
- 8% of respondents were pregnant or had given birth in the last 26 weeks. 7% of respondents are currently on maternity or paternity leave.

Section 1 – Do you think these (Equality) outcomes are still relevant to take forward

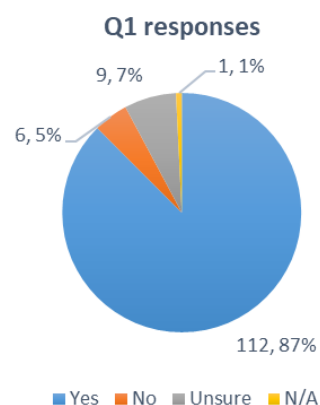
Q1. Do you think these (Equality) outcomes are still relevant to take forward?

This question was asked to help us identify if the equality outcomes we adopted in 2017 are still relevant to progress to our next plan.

As is evidenced from the chart opposite, of the 128 responses received, most respondents - 87% (112) - agreed that the Equality Outcomes are still relevant to take forward.

7% (9) of respondents were unsure in their response. In some instances, responders indicated they agreed with some of the outcomes, but not all.

5% (6) of those who responded disagreed with the outcomes and a further 1% (1) provided no response.



Summary of Comments

The majority of comments are positive however, state that there is room for improvement, the outcomes should be looked at in depth and that the outcomes should be continuously reviewed. Some of the suggestions are as follows:

- *I think our Councils make every effort to take on new ideas and support fair outcomes.we are all firefighting - sticking plasters when radical surgery is required.*
- *They are more important than ever since the corona pandemic has exposed greater suffering among disadvantaged people than in the rest of our community.*
- *Extremely relevant especially their right to have opportunities to fulfil their potential throughout life and having equal opportunities to access and shape our public services*
- *Yes, they are more important than ever since the corona pandemic has exposed greater suffering among disadvantaged people than in the rest of our community.*

There may be scope to make the Outcomes more meaningful; as one comment suggests:

- *instead of equal opportunities to access & shape public services, I'd prefer to see something about the actual outcomes as a result of that access. Similar for No. 3 having an opportunity isn't the same as a meaningful outcome.*

There were not many comments in relation those who said the outcomes were not relevant, one commented that they were meaningless waffle.

Section 2: In Ayrshire, people experience safe and inclusive communities

This section asked people to reflect on the above outcome. Two questions were asked to gather both positive and negative experiences.

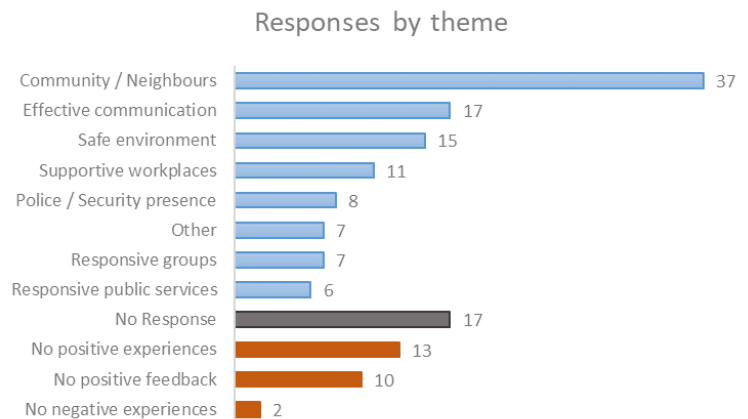
Q2. Please share any positive experiences you may have had which has made you feel more safe and included in Ayrshire.

Of the 128 responses received, 111 provided a response to this question.

A 'No response' was provided by 17 respondents.

Some responses were mapped against more than one theme. In total, 133 mappings were generated (150 including no responses).

The output of the themed analysis can be seen in the chart opposite.



Q2. Response by theme

The key themes, as identified in the chart above are summarised below. Please note, that only themes that account for more than 10% of responses are included.

Community / Neighbours

A number of responses received related to a positive sense of 'Community or neighbours'. In total 37 (29%) responses were mapped to this theme.

Against this theme respondents identified the positive aspects they have experienced in their local communities, such as having friendly neighbours, supportive community groups and even supportive local businesses. A few statements also reflected how this sense of community has become more apparent during the lockdown period.

Below is an example of some of the statements received:

- *Acts of kindness from others during these difficult times with people looking out for neighbours and vulnerable people.*
- *Local volunteering schemes during the pandemic show that, on the whole, there is goodwill in our community to lend a helping hand to people in need. - e.g. via foodbanks; collection of prescriptions for vulnerable people.*
- *I have good neighbours, as a local community I feel we look out for each other*

Conclusion

People feel safe in when they are part of a strong supportive community.

Effective Communication

17 (13%) responses indicated the value in good communication locally. Responses here included the ability of people to access information, the range of communication options provided by local groups, organisations and public bodies and also the opportunity for people to contribute to local consultations and surveys. Some responses also referenced good communication between public services.

Below is an example of some of the statements received:

- *Positive social media by all equality partners, councils, police*
- *Lots of opportunities to participate in surveys and discussion groups.*
- *Regular and informative emails keeping me up to date regarding whats going on in Ayrshire*
- *Communication and collaborative working between individual specialists and different Dept's within the HSCP, providers and families that know and view the person as a whole person with unique characters and values.*

Conclusion

Effective communication will help people feel more informed and valued.

Safe Environment

15 (12%) responses suggested that people live in neighbourhoods that they regard as safe places to be. Responses include reference to safe streets, the availability of Keep Safe places and current adherence to Covid-19 safety protocols.

Below is an example of some of the statements received:

- *well-lit streets and folks generally being respectful of others while I'm out in town/neighbourhood*
- *I like the Keep Safe places as I know that these are safe places to go if anyone needs support*
- *you are not allowed to enter any place without face covering and social distancing and use sanitising product*

Conclusion

Creating safe and supportive community environments contributes to the wellbeing for local people.

Negative Responses

In some instances, people could not respond with any positive experiences.

10 (8%) responses provided not positive feedback, that is to say they responded with comments such as; "None".

13 (10%) of responses stated that they could not identify any positive examples, with some responses stating that there were none. For example:

- *I haven't had any positive experiences.*
- *Can't think of any. The streets are littered and mugging and drug misuse are everywhere.*
- *I Cannot Think Of Any Positive Changes In My Area In The Past 4 Years*

Other comments

In addition to the above, responses also reflected favourably on a number of other area. These include:

- **Supportive workplaces:** *In my workplace in always feel safe and valuable.*
- **Police/ Security Presence:** *Police have a strong presence in my local area*
- **Responsive groups:** *Local voluntary agencies are supportive where others find us hard to reach.*
- *Z1 youth group for example*

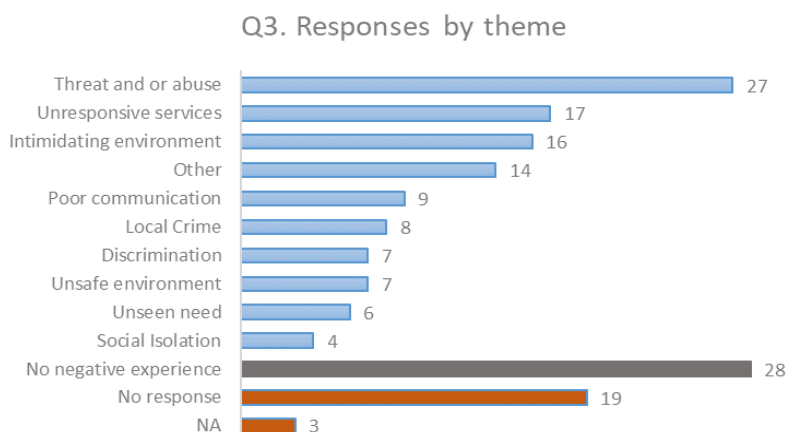
Q3. Please give us examples of anything that has happened that made you feel unsafe and/or excluded.

Of the 128 responses received, 106 provided a response to this question.

A 'No response' was provided by 22 respondents.

Some responses were mapped against more than one theme. In total, 143 mappings were generated (165 including no responses).

The output of the themed analysis can be seen in the chart opposite.



Q3. Response by Theme

No negative experience

Most of the responses to this question were mapped under the 'No negative experience' theme. 28 (22%) responses, indicated that they could not provide any examples of anything has happened that made them feel unsafe or excluded.

Threat and/or Abuse

27 (21%) of responses indicated that they have faced some form of threat or abuse in the past. Responses range from verbal abuse, being harassed while out in the community, discrimination or being intimidated by individuals or groups and online abuse. In many these instances, it has been expressed that no action has been taken by any authority to address the issues

Below is an example of some of the statements received:

- *Being harrassed at bus stops or walking home during the afternoon/night.*
- *Acts of verbal abuse and vandalism in some parts of Ayrshire from youths.*
- *Going to the top of my street and a big man standing in front of my wheelchair ,stopping me going anywhere and demanding money. I dot know what was wrong with him . But it scared me.*
- *My partner once reported a hate crime that happened to him in Irvine Town Centre to the police and was basically told they could not do anything, surely this is not the way forward, they keep banging on that this will not be tolerated, yet when it does get reported nothing is done, then they wonder why people don't bother reporting these issues, we need these crimes to be taken more seriously, they do not realise the impact these things can have on someone's life.*

Conclusion

Many local people still experience threat and abuse from many areas in there community. There is also a sense that there is little that can be done to address it.

Unresponsive service

17 (13%) of responses indicated a frustration with services being unresponsive to local need. This includes responses where people have had no response to a concerns they have raised, poor access to local services' perception of poor services in rural areas or where people feel local areas are being ignored.

Below is an example of some of the statements received:

- *often 3rd sector agencies advertise they cover pan Ayrshire but often if you are from a rural area they wont come (Barnardos/ womens aid)*
- *My experiences of the GP and community mental health services is that they are unwilling to offer support for those suffering badly with mental health issues.*
- *Not being given adequate access to GP surgery, not open enough, got worse over past few years. Not enough police presence to deal with anti social behaviour, for example illegal activity, like drugs.*
- *My area has very high crime at the moment, people have been moved in to the area from elsewhere and there are lots of break ins of cars and houses. This puts me on edge. Other people in the community have contacted local councillors and the likes but nothing is being done. These crimes are happening on a daily basis.*

Conclusion

Services must respond quickly and effectively to concerns raised and seek to actively address existing issues in local communities.

Intimidating environment

16 (13%) of responses indicated that some areas feel unsafe. These responses include a blend of unwelcoming environments (poor lighting/ boarded up buildings) and perceived anti-social behaviour (groups of youths hanging around).

Below is an example of some of the statements received:

- *It's quite intimidating going into shops in Bellfield, due to addicts hanging around outside waiting for methadone at pharmacy.*
- *Kilmarnock town centre is unsafe as there are too many people loitering*
- *Number of teenagers that like to hang out outside Tesco in the evening is also intimidating/unsafe.*
- *Dog attack. Car keyed outside home. Drugs being sold from cars and properties. litter and dog waste. Seagulls attacking also. Boarded up properties and burnt out property make area undesirable*

Conclusion

Work must be done to make all areas in Ayrshire safe and welcoming spaces.

Other comments

In addition to the above, responses also reflected unfavourably on a number of other areas. These include:

- **Poor communication:** *The polarisation of social media is unhelpful as we are more in the digital age.*
- **Local Crime:** *Sometimes gangs of youths hanging around the play park adjacent to my home, can be intimidating. There has also been an increase in attempted burglaries in the area.*
- **Discrimination:** *still a massive stigma around substance use. Many people and services are not all that kind to people with substance use problems*

Section 3: In Ayrshire people have equal opportunities to access and shape our public services

This section asked people to reflect on the above outcome. Two questions were asked to gather both positive and negative experiences.

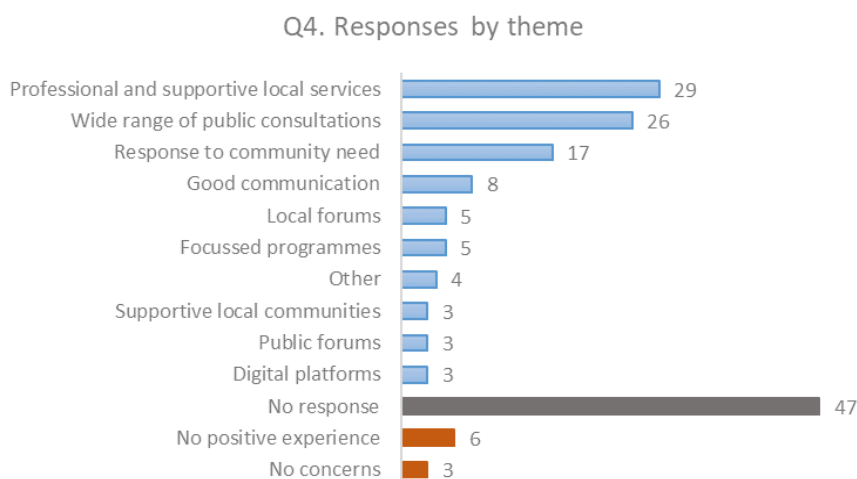
Q4. Please share any positive experiences you may have had which has made you feel safer and more included in Ayrshire.

Of the 128 responses received, 81 provided a response to this question.

A 'No response' was provided by 47 respondents.

Some responses were mapped against more than one theme. In total, 112 mappings were generated (159 including no responses).

The output of the themed analysis can be seen in the chart opposite.



Q4. Response by theme

The key themes, as identified in the chart above are summarised below. Please note, that only themes that account for more than 10% of responses are included.

Professional and Supportive local services

29 (23%) of responses indicated a satisfaction of the local services supporting Ayrshire. This includes good local bus routes, appreciation for local refuse collection and experience of helpful and supportive staff.

Some examples of responses received are:

- Local bus routes are available, local convenience shops are also available. These are services which have worked well to support the communities. And myself during this year - local shops more than public transport.
- Local pharmacies saves trips into town - more accessible for communities.
- There are many public services that provide an excellent relationship with member of the public and perform fantastic services.
- statutory addiction services (or public services) have been excellent - very welcoming and very helpful in promoting recovery

Conclusion

There is a high level of support and respect for local services.

Wide range of public Consultations

26 (20%) of responses indicated that there were a number of opportunities to be involved in local decision making. This included various consultations and surveys and various forms of community engagement

Some examples of responses received are:

- *Various consultations by the Council, NHS A&A, ADP and HSCP to both the public and staff. This was especially positive during lockdown e.g. providing free school meals etc to vulnerable families.*
- *Consultations from local authority on decisions effecting local areas eg town centre planning.*
- *The annual budget setting consultation process, and the participatory budget meetings have enabled local decision making.*
- *The three councils do well when they actively engage with communities. Unfortunately, too often they are viewed as "the enemy" by said communities.*

Conclusion

Many people are aware of attempts made by local services to actively engage and appear keen to be involved.

Response to community need

17 (13%) of responses highlighted that local public sector bodies are good at responding to local need. This has included lots of reference to the recent response to Covid-19 pandemic, and also highlighting the output of plans following public consultations and service responses to individual need.

Some examples of responses received are:

- *I have been involved with nac in a lot of discussions in my local community regarding food poverty*
- *The locality planning forums have started to develop and drive the solutions to issues.*
- *Elderly parents have been supported through lockdown via food parcels whilst shielding. Haven't experienced anything personally but there are initiatives out there offering support.*
- *The local hubs in North Ayrshire have been of great benefit - all agencies working together to ensure people have access to food, medicine and advice on money matters*

Conclusion

Many people feel that mechanisms are in place for local bodies to effectively respond to identified local need.

Negative responses

6 (5%) of responses were received with the respondent suggesting poor local services. Some comments provided where:

- *No positive comment to provide.*
- *Didn't need support. I have always found Council hr to be slow and quite frankly useless. Better off being direct*
- *Always feel decisions are made before consultations and often made on stats which are not helpful to rural communities.*

Other comments

In addition to the above, responses also reflected unfavourably on a number of other These include:

- **Good communication:** *Partnership working information sharing is improving*
- **Local Forums:** *The locality planning forums have started to develop and drive the solutions to issues.*
- **Focussed Programmes:** *SIMD1 and 2 areas have more opportunity due to the supports in place and communication highlighting opportunities from local authority representatives*

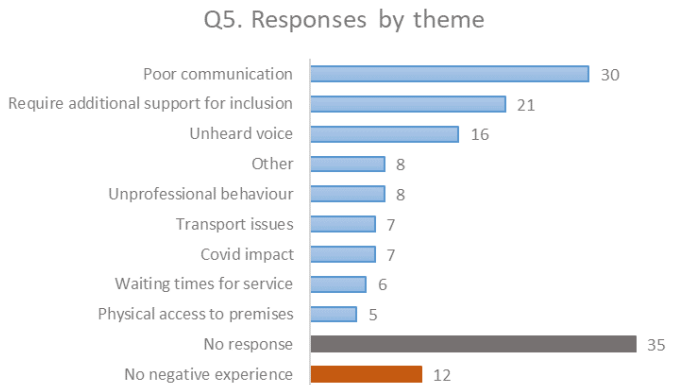
Q5. What concerns do you have, or barriers have you faced when trying to access local services or being involved in local decision-making?

Of the 128 responses received, 93 provided a response to this question.

A 'No response' was provided by 35 respondents.

Some responses were mapped against more than one theme. In total, 120 mappings were generated (155 including no responses).

The output of the themed analysis can be seen in the chart opposite.



Q5. Response by theme

The key themes, as identified in the chart above are summarised below. Please note, that only themes that account for more than 10% of responses are included.

Poor Communication

30 (23%) of responses indicated that local public bodies have poor communication. Responses range from accessible formats, limited promotion of public events, poor response from services and limited knowledge of available local services.

Some examples of responses received are:

- *Meetings and opportunities to be involved are not always well publicised at grass roots levels*
- *Aware of not all Council templates, letters and forms accessible or clearly written, or have a standard comment that they are available in other languages, Braille etc.*
- *It is concerning that decisions appear to be made at local Council meetings with councillors with these decisions then appearing the local newspaper or Social Media. There appears very little advertising of such meetings and therefore the public has no input.*
- *Communication. Sometimes you get an email or see something online, but mostly there is no consistent ie monthly update on things that impact you or you could engage in.*

Conclusion

Opportunities for engagement should be more widely publicised. Communication across the board could be improved with special consideration taken to ensure information is accessible by all.

Require additional support for inclusion

21 (16%) of responses were from individuals who identified as requiring further support to help them effectively access local services or engage in local decisions making. This is reference to people with physical disabilities and sensory impairments. Responses also reflect on the lack of physical meetings at present, suggesting more innovative ways of working are required. Suggestion was also made of low skill levels in the community

Some examples of responses received are:

- *I am disabled and cannot do big crowds of people. That effects where I go and what I do*
- *Services are relatively scarce in East Ayrshire and I personally do not feel that they are well set up to support those with hearing or vision impairments or from different backgrounds and cultures.*
- *We require to ensure effective digital access, particularly for the most vulnerable and isolated in our communities.*

- *Difficulty in having public meetings due to COVID. Costs of including signers/translaters at public meetings are considered prohibitive.*
- *I am not great with computers and little confidence with technology. I probably put up my own barriers*

Conclusion

Ensure provision is made to those members of our communities who require additional support to access services and local events. Consider range of local community learning opportunities.

Unheard voice

16 (13%) of responses reflect a concern that often the voices and concerns of the community go unheard.

Some comments provided include:

- *Ensuring views are captured are representative of all the community including those people who are seldom heard.*
- *My Community Council experience has confirmed my suspicions that we are not valued, listened to or encouraged by NAC.*
- *Generally, I feel the system is opaque - I feel I have no ability to be involved.*

Conclusion

More needs to be done to improve the voice and involvement of local people and employees.

Other comments

In addition to the above, responses also reflected unfavourably on a number of other These include:

Unprofessional behaviour: *Indifference from public authority employees*

Transport issues: *Transport is a major barrier for people who don't live in the bigger towns.*

Covid Impact: *Most people are experiencing barriers accessing local services most due to Covid.*

Waiting times for service: *I needed a commode as I could not get upstairs alone at the end of last year. It didn't come for a few days because of certain days to deliver to each area, it meant I could not be left alone for a few days*

Section 4: In Ayrshire people have opportunities to fulfil their potential throughout life

This section asked people to reflect on the above outcome. Two questions were asked to gather both positive and negative experiences.

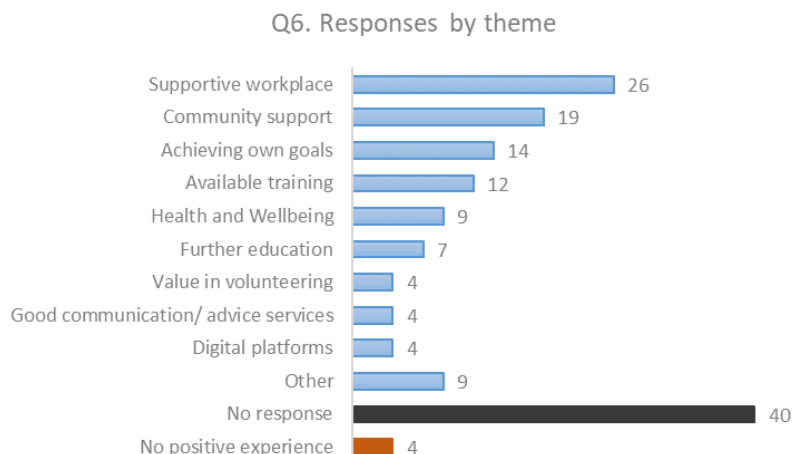
Q6. Please share any positive experiences or achievements you have made in pursuing your goals/ambitions.

the 128 responses received, 88 provided a response to this question.

A 'No response' was provided by 44 respondents.

Some responses were mapped against more than one theme. In total, 112 mappings were generated (152 including no responses).

The output of the themed analysis can be seen in the chart opposite.



Q6. Response by theme

The key themes, as identified in the chart above are summarised below. Please note, that only themes that account for more than 10% of responses are included.

Supportive workplace

26 (20%) of responses to this question reflected on the support and opportunity they have received from their workplace. Comments include opportunities for on the job training, supportive and friendly colleagues, and demonstrating pride in the work they do.

Some examples of responses received are:

- *I am doing my social work training and my employer allows me to take unpaid leave to allow me to achieve my career goal.*
- *I feel very lucky to work for EAC and I am proud of the work they do around engaging communities and furthering inclusion*
- *I have had positive opportunities to fulfil my potential both as a former employee with an Ayrshire local authority and as a member of my community*
- *Within my Service in the Council we are encouraged to undertake additional courses and achieve.*

Conclusion

A supportive workplace that looks after and offers opportunities to its employees is of great value to both the individual and the employer.

Community Support

19 (15%) of respondents indicated that the support they received in their local community was of great value in terms of them pursuing their personal goals. In many cases, people reflect on the value of social interaction, some reflect on the various activity groups and support programmes available to them.

Some examples of responses received are:

- *In normal times I have good access to societies and other groups which keep my brain active and let me feel connected to our community. It has been a great loss that these groups have not been able to meet during the pandemic. I look forward to resuming these activities as soon as possible.*
- *There are opportunities across sectors and the Community Link workers have really helped.*
- *I don't feel this applies to my personal life however there are more projects in place to enable people to achieve their aspirations. This may be by finding work, volunteering, or making life style choices. We have used a life-coaching approach which has been really successful and is totally person centred.*
- *I was engaged with The Ayrshire Community Trust who helped me during a period of unemployment. They were excellent.*

Conclusion

Support and opportunities available through community groups and third/independent sector organisations can provide a valued focus for local people to participate on local learning and volunteering activities.

Achieving own goals

14 (11%) of responses indicated that many local people had already achieved many of their personal goals. Many indicated a level of life satisfaction, working in their chosen field and being able to buy their own home.

Some examples of responses received are:

- *I feel myself and my husband have achieved big goals like buying our own house and upgrading it. I don't feel there are any barriers.*
- *I have had success as a trade union representative and have assisted my husband in becoming self employed, I help him daily in his business*
- *My dream job.*
- *I work in music, in recent years I have achieved several accolades, some supported by different music organisations such as MOBO.*

Conclusion

People have different aspirations and life goals. Many people have been able to succeed facing few barriers. Also, job and life satisfaction appear more important than financial gain.

No positive experience

4 (3%) of respondents indicated that they had not had any positive experiences when pursuing their goals or ambitions.

Other comments

In addition to the above, responses also reflected favourably on a number of other areas which people have indicated have supported them. These include:

Available training: *Being able to access online learning.*

Health and Wellbeing: *Joining a gym*

Further Education: *I went to college age 40*

Value in volunteering: *I have started volunteering again! Yea! After bringing up my children and being too pushed for time to commit properly I have managed to start doing some hours every Saturday in my local community*

Q7. What concerns do you have, or barriers have you faced that prevent you from working towards your goals/ambitions

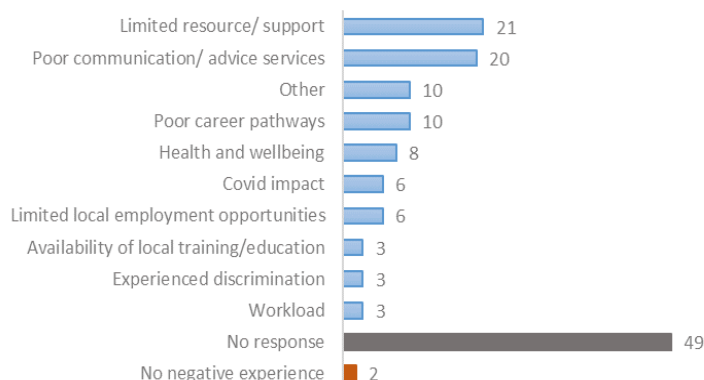
Of the 128 responses received, 79 provided a response to this question.

A 'No response' was provided by 49 respondents.

Some responses were mapped against more than one theme. In total, 92 mappings were generated (141 including no responses).

The output of the themed analysis can be seen in the chart opposite.

Q7. Responses by theme



Q7. Response by theme

The key themes, as identified in the chart above are summarised below.

Limited resource / support

21 (16%) respondents indicated a lack of resources or support as a barrier to them progressing in their goals. Comments referenced a lack of available support services, financial concerns, limited local venues or poor funding opportunities.

Some comments received include:

- *mainly training venue's closed at present and not all clients are comfortable doing training courses on line*
- *More recently I feel my employer is less inclined to to support me professionally.*
- *In Ayrshire, there seems to be no support or opportunity for arts.*
- *I would like to study at university however I would be unable to afford to give up my job and I am not sure of what funding would be available to help with this.*
- *No meaningful programme of evening or weekend education*
- *Funding to find the right provider that shall support me to be more able and require less services in the future*

Conclusion

People recognise the many barriers they face in achieving their personal goals to be one of access to resources and funding.

Poor communication/ advice services

20 (16%) indicated that a frustration with the communication of information or general advice services. In relation to employment opportunities, people reflect that promotional information is either too late or unclear. There was also comments that indicated people did always know where to go for help or advice. Further, people suggested a frustration when trying to communicate with support services (GP/ Council / Local services)

Some comments received include:

- *Not knowing where to look or who to go to for help*
- *No knowing what opportunities are out there. Information is patchy and some of it is so hard to find. Wish it was consistent and covered everyone.*
- *trying to get through on phone ie doctors/council dept and then having to listen to Long Information Broadcast before getting to push button section required to deal with enquiry*

- *Rely on others to say when jobs are advertised, whether they are internal (mostly) or not, progression within my career can be limited in EA due to management structures, jobs seem to be withheld until the last minute.*

Conclusion

Services must endeavour to communicate clearly and effectively. Advice pathways should be widely shared and accessible by all.

Poor career pathways

10 (8%) indicated a frustration of accessing employment opportunities and/or progressing in their careers.

Comments here also reflected on lack of available job opportunities, highlighting that people often have to leave the area for work.

Some comments received include:

- *Unfortunately since leaving HM Forces, it has become clear that the same encouragement and support I enjoyed during my military career is not available in civilian life. There is very little to no career development, and most positions are considered jobs for life, especially within the Council.*
- *Access to suitable employment opportunities are difficult in Ayrshire.*
- *Lack of permanent teaching vacancies in EAC. HR also provide conflicting information regarding contracts. The few vacancies advertised are always much later than neighbouring authorities. Many local people want to work for the council and give back to education and the community.*
- *I moved from Ayrshire to get my further Education and have spent the majority of my working life having to commute to Glasgow due to limited work and career opportunities in Ayrshire. I don't believe Ayrshire does enough to attract bigger companies to invest in the area and create job opportunities.*

Conclusion

Local employment opportunities must improve. Also, public bodies should consider identifying and supporting clear 'career pathways' for employees that clearly demonstrate how an individual can progress in their career.

Other comments

In addition to the above, responses also reflected unfavourably on a number of other areas. These include:

Health and wellbeing: *lack of understanding of my mental health and learning needs*

Covid Impact: The impact of Covid and the ability to speak to clinicians face to face about my health.

Limited local employment opportunities: *Rural area, not enough good jobs. To achieve goals most people need to travel to the cities which prevents people achieving their goals, especially if they have other commitments, like family, childcare, everything is much harder to achieve, most need a car as public transport is extremely poor.*

Section 5: In Ayrshire public bodies will be inclusive and diverse employers

This section asked people to reflect on the above outcome. Two questions were asked to gather both positive and negative experiences.

Q8. Please share any positive experiences you may have had in working with a public organisation in Ayrshire.

Of the 128 responses received, 81 provided a response to this question.

A 'No response' was provided by 47 respondents.

Some responses were mapped against more than one theme. In total, 116 mappings were generated (163 including no responses).

The output of the themed analysis can be seen in the chart opposite.

Q8. Responses by theme



Q8. Response by theme

The key themes, as identified in the chart above are summarised below. Please note, that only themes with more than 10 responses are included.

Supportive workplaces

40 (31%) of responses indicated that public organisations in Ayrshire are supportive places to work. Responses include reference to training opportunities, good colleagues and caring management.

Some comments received include:

- *All my experiences working with public organisations have been good as everyone I have come across are working towards the same goals.*
- *I have always found my employer to be supportive and my hard work has been rewarded by gaining job promotions over the years.*
- *My current public sector employer has been supportive in the past year but I worked for a previous local authority and I lost my job because I was unable to cope and they were equipped/prepared to offer appropriate support.*
- *Any courses I require that are work related, I can apply for.*

Conclusion

People appreciate and recognise employers who create supportive environments.

Valued people

16 (13%) of responses indicated feeling valued as employees of local public bodies. This is reflected in comments suggesting people feel included and part of the team as well as the clear message that their wellbeing is a priority for management.

Some comments received include:

- *Although the job I applied for was taken, they saw potential in me and put me forward for another role which I secured.*
- *I feel EAC is very inclusive. I have worked with a young lady with learning disabilities for years and I have seen her confidence grow and she has picked up great new skills.*

- *Good work ethic; Feel valued as an employee*
- *I feel the local authority is an inclusive place to work.*

Conclusion

Local public bodies contribute to people feeling valued in their working life.

Community Engagement

12 (9%) of responses reflected positively on the engagement activity public bodies have with local communities. People recognise the positive impact community-based initiatives have on local communities.

Some comments received include:

- *Good support from vibrant communities, schools and opportunities for all.*
- *i work for east ayrshire council and they are doing a great job supporting communities and clients*
- *Community always grateful for any help on offer and thankful*
- *I work for North Ayrshire Council and I am proud of our inclusive approach to not only recruitment but to the involvement of the local communities at all levels.*
- *I was well impressed by the Council's carers who supported my mother in her later years. All of them formed a good relationship with her and showed genuine interest in what she had to say, as well as caring for her personal needs.*

Conclusion

People recognise the positive impact public bodies have on the people and communities of Ayrshire.

No positive responses

6 (5%) of comments received indicated people had no positive responses to make. Comments here range from people being overlooked for their hard work, feeling unsupported in the workplace and dissatisfaction with the pay structure.

Other comments

In addition to the above, responses also reflected favourably on a number of other areas which people have highlighted. These include:

Recognising diversity: *Good to see positive statements about different groups and celebrating key dates.*

Trying to improve/adapting to change: *Working in the same position for number of years, the council have had positive change in last few years and are constantly trying to change, modernise and better itself for the future.*

Inclusive recruitment process: *Local Authority has introduced a very inclusive recruitment process. Interviews having support from a BSL interpreter, phone/zoom meetings, access to various free training - online, virtual or face to face (prior covid)*

Q9. What concerns did you have, or barriers have you faced when applying for or working for a public organisation in Ayrshire.

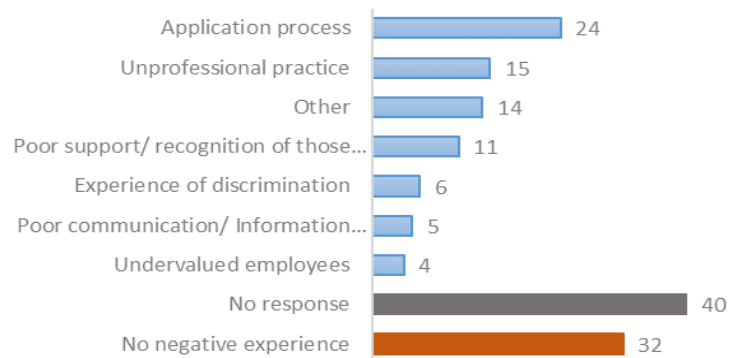
Of the 128 responses received, 88 provided a response to this question.

A 'No response' was provided by 40 respondents.

Some responses were mapped against more than one theme. In total, 111 mappings were generated (151 including no responses).

The output of the themed analysis can be seen in the chart opposite.

Q9. Responses by theme



Q9. Response by theme

The key themes, as identified in the chart above are summarised below. Please note, that only themes that account for 10 or more responses are included.

No Negative experience

32 (25%) of responses indicated that they could not identify any negative experiences of working with Public Bodies in Ayrshire.

Application process

24 (19%) of responses indicated a frustration with the application process to public bodies. Comments referenced complex application forms, poor websites. There is also concern that in some cases, the application process is a tick box exercise as employers have already identified preferred candidates.

Some comments received include:

- *Application process can be difficult if you don't know that it is better to complete responses to questions on a Word document first and to cut & paste to the application. If not very difficult for some people to navigate*
- *applying for a job that knew was not going to get as we were told who was getting the job prior to interview, this concerned me and have never applied for anymore this is mainly due to being happy at what do and do not actually look for other jobs*
- *Having applied for numerous positions with public organisations it is clear that previous experiences, skills and knowledge have little effect on your application. Most positions are already filled and the Council is simply going through the motions with their recruitment policy.*
- *The application process can be challenging for some and often closed off to externals.*

Conclusion

Online application processes are often not user friendly. Consideration should also be given to the transparency around job interviews. Should candidates know if they are interviewing against an internal candidate?

Unprofessional practice

15 (12%) of responses indicated having experience some form of unprofessional behaviour when engaging with a public sector employer. Some feedback from employees suggest poor management and workplace etiquette. Comments include rigid and strict policies, unqualified staff, increasing workloads, management mis-interpreting policy, and inflexible working arrangements.

Some comments received include:

- *Recently (last 5 or so years) I have felt as though my employer is more interested in squeezing everything out of me, by over committing workloads, setting unrealistic deadlines (eg. frequently told via email "need this tomorrow") and failing to recognise work completed. I often feel trampled on!*
- *Barrier - promotion opportunities not open to all. Seems like only people in the cliques get promoted. The jobs or promotions process doesn't seem fair or equal.*
- *Some managers attempt to enforce their version of policy which differs from the official version at times, largely because they do not seem to comprehend it*
- *Useless middle management who actually think they are competent*
- *The council. It's almost as simple as that. I believe most people have a role and think doing the bare minimum keeps it. They don't go over and above. They don't need innovate and they don't take risks.*

Conclusion

Many responses indicate people are sceptical of the fairness in public bodies, particularly in relation to job application and promotion opportunities. In addition, there is concern that public bodies have many unqualified staff members.

Poor support/ recognition of those with protected characteristics

11 (9%) suggest that employers are poor at identifying and supporting people with protected characteristics. Many comments have indicated that a unique characteristic people have has acted as a barrier to them in the workplace.

Some comments received include:

- *Whilst I am grateful to have secure employment, especially in the current climate, the experience of being the lonely black figure has significantly impacted on my mental health over the years.*
- *My disability is invisible so I am often overlooked or dismissed.*
- *As I said before. I'm dyslexia. The main barriers I have are my own doing*
- *Being male and not working in certain offices*
- *There is age bias which limits promotion.*

Conclusion

Employers must do more to recognise and support those with protected characteristics. Service must not assume that all is well at all times.

Other comments

In addition to the above, responses also reflected unfavourably on a number of other areas which people have indicated have caused them concern. These include:

- **Experience of discrimination:** *Perception that there may be an anti-catholic culture at times, in relation to attitudes of some personnel I have met.*
- **Poor communication / information sharing:** *HR cannot provide accurate information. Lack of vacancies which are advertised in June (very late for teaching). Continued culture of 'who you know'*
- **Undervalued employees:** *jobs in NAC are low paid for what they expect you to do. Managers sit on their massive salaries and delegate all their work to the low paid people. It's shocking.*

Impact by protected characteristic

This section will offer a summary of comments made by people who identified with a recognised protected characteristic. As detailed in the demographic summary, the majority of responses are mostly from groups that are generally 'over-represented' (e.g. White, Heterosexual, Adult age).

Further, as the largest proportion of responses were from local females, no specific section will be provided below for the protected characteristic of Sex.

Age

Young People

10 responses came from young people aged 12 to 16.

9 of those responding agreed the outcomes were still relevant to take forward.

Outcome 1: In Ayrshire people experience safe and inclusive communities

When asked to share positive experiences of the outcome 7 did not provide a response. 1 individual commented that Police, pleasant people and clean streets had a positive impact. 1 other referenced a liking for local shops.

When asked for concerns, 4 people did not respond. To others had felt threatened or intimidated in their local community, an other was aware of local violent crime and another indicated feeling unsafe due to attacking seagulls.

Outcome 2: In Ayrshire people have equal opportunity to access and shape our public services

4 responses were received against the positive aspect of this outcome. Comments reflected local professional services and inspiring/supportive individuals.

In terms of negative experiences or concerns, 1 comment identified a concern that their physical and mental health could be a barrier to participation.

Outcome 3: In Ayrshire people have opportunities to fulfil their potential through life

2 individuals provided a positive response, reflecting on support received in school and having confidence after passing a test.

A further 2 individuals reflect concerns around Covid pandemic and appropriate support not being in place in schools.

Outcome 4: In Ayrshire public bodies will be inclusive and diverse employers

Overall, there was no response to this question from this age group.

Older People (65+)

6 responses came from people in this age group.

2 of those responding agreed with the outcomes to take forward. 1 did not respond. The remaining 3 were categorised as unsure as the responses did not give a clear indication of answer.

Outcome 1: In Ayrshire people experience safe and inclusive communities

5 respondents in this age group provided a response to the positive aspect of this outcome. It was highlighted that local policing, volunteering schemes and friendly neighbourhoods were cited as things that made them feel safe and included.

In terms of negatives, 4 people provided a response. Concerns were expressed, such as areas considered 'affluent' are often over looked for additional support, concern over lack of services due to Covid outbreak, concern over information being shared effectively among the deaf community and concern over local drug use.

Outcome 2: In Ayrshire people have equal opportunity to access and shape our public services

3 people provided a positive response under this outcome. Comments include being engaged by local services during the pandemic and highlighting the many opportunities for community engagement.

5 people responded to the negative aspect of the outcome. Some comments suggested communities are ignored by authorities, difficulty in contacting authorities, limited information on opportunities to engage and concern over translation and interpretation (BSL)

Outcome 3: In Ayrshire people have opportunities to fulfil their potential through life

3 people responded to the positive aspect of this outcome. Comments highlighted, accessing online learning, engaging in social groups within the community and supporting others with translation and communication.

Only 1 person responded to the negative side of the outcome, highlighting that age discrimination still exists, highlighting that older people are experienced and able to effectively contribute.

Outcome 4: In Ayrshire public bodies will be inclusive and diverse employers

2 people responded positively under this outcome. Comments included appreciation for local services they and their family have received

1 negative comment was received were an individual used to work with a local council but felt unsupported.

Race

5 responses came from people who identified as either; Black/African/Caribbean/Black British, Asian/Asian British or Mixed or Multiple Ethnic group.

4 of the respondents agreed with the outcomes to take forward, with 1 suggesting it is 'meaningless waffle'.

Outcome 1: In Ayrshire people experience safe and inclusive communities

4 responded to the positive experiences, highlighting friendly communities and supportive colleagues. One comment suggested that while nothing negative has happened, they also have not felt particularly included.

In terms of unsafe or excluded experiences, 3 people confirmed to receiving verbal racial abuse. Another person highlighted people had shouted at them but did not state if this was racially motivated.

Outcome 2: In Ayrshire people have equal opportunity to access and shape our public services

2 people responded with a positive experience under this outcome, both suggesting positive support from public service staff.

2 responses came in relation to barriers. It was highlighted that people from BME communities will not purposely go out of there way to access opportunities were they will not feel welcome.

Outcome 3: In Ayrshire people have opportunities to fulfil their potential through life

2 people responded with positive experiences, one highlighted a successful career in music and other was supported by someone who encouraged them.

In terms of barriers or challenges, 3 responses were received, one highlighting they have limited there ambition due to feeling their 'face does no fit'. Another commented that there appears to a lot of good intention on paper, but little action. One commented that locally there is little opportunity or funding for the arts.

Outcome 4: In Ayrshire public bodies will be inclusive and diverse employers

2 people confirmed working for or with a public body. One comment highlighted the positive community support available for local initiatives, particularly at times of need. The other comment suggested it was positive the person was still employment.

2 comments were received in relation to barriers and challenges. One comment highlighted that it is difficult being the only black person in the workplace and has had a negative impact on them. The other expressed frustration over local council's slow reaction to support communities and the local arts scene.

Sexual Orientation

6 people who responded to the survey identified as Gay, Gay Woman/Lesbian, Bisexual or Other

All agreed the outcomes are still relevant

Outcome 1: In Ayrshire people experience safe and inclusive communities

In relation to positive experiences, 3 people provided responses. One reflected on a decrease in homophobic comments they experience in the workplace. Others commented on Pandemic measures in local places and reflected on friendly neighbours.

4 people responded highlighting concerns. One individual has been subject to abuse in the workplace, another has been subject to bullying at school with little support from authorities. Others reflected on abusive people and local crime.

Outcome 2: In Ayrshire people have equal opportunity to access and shape our public services

4 people responded to the positive aspect of this question. People reflected positively on support through the pandemic and on local support services (NHS and Transport).

In terms of challenges, 3 responses were received. Comments indicating that public bodies are slow to act when providing support, difficulty in accessing/contacting local services and personal conditions as barriers to participation.

Outcome 3: In Ayrshire people have opportunities to fulfil their potential through life

3 people responded positively under this outcome, highlighting access to digital learning, providing support to others during lockdown and workplace achievements.

5 people identified barriers they perceived. These include, not being aware of available training/learning, poor managers who do not value staff, lockdown and poor support in local schools.

Outcome 4: In Ayrshire public bodies will be inclusive and diverse employers

2 people provided a positive response against this outcome. Comments included, workplaces supporting your health and wellbeing, support to local communities

1 person highlighted negative experiences they had, that related to a manager taking credit for work they had done, leaving them feeling undervalued.

Gender Reassignment

In response to the 'Please tell us your sex' question, no body identified as Tran-sexual, Trans-gender, Non-Binary or in any other way. 12 people responded to this question as 'Prefer not to say'.

In addition, we asked people to if they were the same sex as they were assigned at birth. To this 9 people responded with 'Prefer not to say'.

As such, we are unable to identify if any comments received were from the Trans community. On review of the comments on those who preferred not to say, there was no mention of any Trans issues.

Pregnancy & Maternity

Nobody who responded to the survey confirmed of they were pregnant or had recently given birth, or if they were currently on maternity or paternity leave. When asked these questions, 10 people responded with 'prefer not to say'.

No comments from these 10 responses indicated any issues in relation to Pregnancy and Maternity.

Religion or belief

8 people who responded to the survey identified their religion other than Christian or No belief. Respondents identified as Jewish, Buddhist, Spiritual, Pagan and Muslim.

All agreed the outcomes are still relevant

No comments from these 8 responses indicated any issues in relation to Religion or Belief.

Disability

24 people who responded identified as having some form of disability.

20 agreed that the outcomes as still relevant. 2 disagreed. 1 was unsure and a further comment referred to additional supports required.

Outcome 1: In Ayrshire people experience safe and inclusive communities

In terms of positive responses, people reflected on some of the good things in there communities, such as the value of Keep Safe spaces, friendly communities and access to local hobby or support groups. People also reflected on their local environment as a positive (small villages for example). Mention was also made to the local authority checking up on vulnerable people during lockdown and the ability to access local consultations.

In relation to negative responses, some individuals reported being intimidated by people in their own communities. It is also suggested that transport work (where roads may be closed) can adversely impact people with a disability as finding alternative transport can be challenging.

Responses also referred to no action following hate crime.

Reference was also made to Deaf people's understanding of the pandemic. Communication with the Deaf community could be better.

Outcome 2: In Ayrshire people have equal opportunity to access and shape our public services

In terms of positive responses, people reflected positively on the support they have received from local public services. This included, support with Anti-social behaviour, reporting local faults, excellent local health services, and public bodies willingness to engage with local people.

In terms of challenges, many people reflected on personal barriers to engagement, for example social anxieties, physical disabilities or poor digital access. Others reflected on being nervous using local transport due to infrastructure.

Physical mobility was raised as an issue as well as disability friendly buildings.

Also, respondents felt the public bodies could communicate better, especially during crisis periods.

Outcome 3: In Ayrshire people have opportunities to fulfil their potential through life

In terms of positive responses, people shared a range of aspects that they considered positive. Some people reflected on support and advice they received to improve their health and wellbeing. Others mentioned access to

local community groups and services as a positive experience. Others highlighted accessing further education and securing employment.

Likewise, people with a disability also recognised a number of challenges, including; not knowing where to turn to for advice, reduced support services particularly throughout the pandemic period, and digital barriers.

A number of people also referenced their personal conditions as barriers. Some responses indicated that people felt anxious about revealing their conditions, with others indicating that potential employers do not make the effort to understand and support people's unique needs. We need to listen more.

Outcome 4: In Ayrshire public bodies will be inclusive and diverse employers

In terms of positive responses, many people responded positively with their experiences of working with a local public sector organisation. Comments suggested people perceived public bodies to be positive places to work, with supportive colleagues and practices. Some comments reflected the feeling of being included and being part of an organisation that helped people locally. Others suggested that public bodies are diverse places to work (age and sex mix) and in some cases experience competent management.

In terms of barriers or challenges, again people see their own disabilities as a barrier. In some cases that is an anxiety over their condition, or concern that potential employers will not understand the condition and not provide adequate support.

Other concerns include application processes, with various concerns, including complex application systems and unfair recruitment process appear to benefit only select few candidates. Others expressed concern over more and more services moving on-line.

AYRSHIRE EQUALITY OUTCOMES CONSULTATION

Demographic Dashboard

	Value	%
Total Responses	128	100
Sub-total	128	100%

