



*Dunbartonshire and Argyll & Bute
Valuation Joint Board*

Public Sector Equality Duty

April 2019

Foreword

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

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

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

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

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

This report includes information on the gender pay gap within the Board and an equal pay statement.

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1.0 Introduction

1.1 The Board.

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

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

1.2 Functions of the Assessor and Electoral Registration Officer

Electoral Registration - This service is responsible for the compilation and maintenance of the Electoral Register. The Electoral Register is used at all elections and referenda and only persons who appear on the Register can vote. Electoral Registration forms are issued every year to all properties that are residences. This service therefore reaches every member of the community who is aged 14 years or over. A statement is included with the forms stating that the forms can be made available in other languages or larger print.

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

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

1.3 Service Mission and Vision

“WHO WE ARE”

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

“WHAT WE DO”

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

“OUR AIMS”

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

COMMITMENTS

Within the constraints of the increasingly tight public finance regime, we are committed to:

- Consulting our stakeholders, and listening and responding to their views
- Valuing staff and providing them with opportunities to develop and contribute
- Reacting innovatively to change
- Encouraging innovation and recognising achievement within the organisation
- Treating all stakeholders, including staff, in a fair, consistent manner and in accordance with our Equalities Requirements.
- Striving for continuous improvement in all aspects of service delivery
- Ensuring that we are accessible and accountable to stakeholders
- Pro-actively planning workloads and deploying resources efficiently
- Using language which is easy to understand
- Working with our partners in the Scottish Assessors' Association to ensure transparency and Scotland-wide consistency of approach to service delivery

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

2.0 Equal Pay

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

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

3.0 Positive Action

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

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

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

4.0 Public Sector Duties

The Board's Equality Policy brings together the existing public sector equalities duties covering disability, gender and race under the single duty which includes age, gender reassignment, pregnancy and maternity, religion and belief, and sexual orientation.

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

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

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

5.0 Specific Equality Duties

In line with the requirements of The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 the Joint Board will comply with the following duties;

- To report progress on mainstreaming the Equality Duty.
- To publish equality outcomes and report progress.
- To Equality Impact Assess Policies and Practices.
- To gather and to use employee information.
- To consider award criteria in relation to public procurement.
- To publish required information in a manner which is accessible.
- To publish gender pay gap information.
- To publish statements on equal pay.

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

6.0 Monitoring

Reports will be prepared and presented to the management team annually to show staff statistics on the following:

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

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

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

7.0 Customer Consultation

In April 2018 in an attempt to make our Customer Consultation process more efficient we moved to an on-line questionnaire. Unfortunately the response rate was lower than before. During the latter half of 2018 we reinstated the previous postal form alongside the on-line questionnaire. The returns are analysed to allow an annual report on stakeholder opinions on the service provided. This customer consultation examines the returns across the protected characteristics and will continue to be used to identify where inequality exists in service provision or where positive actions are required in respect of any of the protected characteristics.

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

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

8.0 Access to the Board's premises and Information

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

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

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

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

9.0 Training

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

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

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

Our Core Training programme also includes an annual refresh of translation service Training.

10.0 Equality Impact Assessments

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

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

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

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

Workforce Monitoring Report for 2018/19

Introduction

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

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

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

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

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

We will use our workforce monitoring data to:

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

Legal Framework and EHRC Guidance

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

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

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

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

- Recruitment and promotion
- Numbers of part-time and full-time staff
- Pay and remuneration
- Training and development
- Return to work of women on maternity leave

- Return to work of disabled employees following sick leave relating to their disability
- Grievances (including about harassment)
- Disciplinary action (including for harassment)
- Dismissals and other reasons for leaving.

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

A series of information sessions were held with staff to ensure that they were fully aware of the significance of the information being requested. The information sessions were useful in sparking debate and discussion on many areas and information provided by Stonewall and the Equalities and Human Rights Commission was central to informing the debate. The data from our workforce used within this report was gathered during January and February 2019. Reporting categories for our workforce are age, carer responsibility, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, and sexual orientation.

Scope of Report

This report provides an overview of our workforce profile as at 31st March 2019 and is structured as follows:

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

Our Workforce profile is also split to show all staff, full time staff and part time staff.

Analysis by Protected Characteristic

Age

Age Profile of Workforce

- The largest percentage of our workforce is made up by employees in the 41 to 60 age group which make up 64% of staff. 18% of employees are aged 31 to 40 and 9% are 22 to 30. 9% are over 61.
- Our part time work force is spread throughout the age ranges.

Grievance by Age

- There have been no recorded grievances

Disciplinary Proceedings by Age

- There have been no disciplinary proceedings

Age Range	All Staff	Full Time	Part Time
16 -17	0%	0%	0%
18 -21	0%	0%	0%
22 – 30	9%	9%	9%
31 – 40	18%	18%	18%
41 – 50	24%	21%	36%
51 – 60	40%	47%	18%
61 – 65	7%	6%	9%
66 – 70	2%	0%	9%
71+	0%	0%	0%
Do not wish to declare	0%	0%	0%

Analysis by Protected Characteristic

Carer Responsibility

Profile of Workforce

- 7% of the staff have caring responsibilities while 93% have none.

Grievance by Carer Responsibility

- There have been no recorded grievances

Disciplinary Proceedings by Carer Responsibility

- There have been no disciplinary proceedings

Carer Responsibility	All Staff	Full Time	Part Time
No	93%	91%	100%
Yes	7%	9%	0%
Do not wish to declare	0%	0%	0%

Analysis by Protected Characteristic

Disability

Disability Profile of Workforce

- 18% of employees have stated that they have a disability. 80% do not have a disability. This data suggests that level of employees with a disability within our workforce is similar to the Scottish Working age population as a whole.

Declaration of disability is similar between full and part time staff.

Disability and Grievance

- There have been no recorded grievances

Disciplinary Proceedings

- There have been no disciplinary proceedings

Disability	All Staff	Full Time	Part Time
No	80%	79%	82%
Yes	18%	18%	18%
Do not wish to declare	2%	3%	0%

Analysis by Protected Characteristic

Gender Reassignment

Workforce Profile by Gender Reassignment

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

Gender Reassignment and Grievance

- There have been no recorded grievances

Disciplinary Proceedings by Gender Reassignment

- There have been no disciplinary proceedings

Gender Reassignment	All Staff	Full Time	Part Time
No	100%	100%	100%
Yes	0	0	0
Do not wish to declare	0	0	0

Analysis by Protected Characteristic

Marital Status & Civil Partnership

Workforce Profile by Marital/ Civil Partnership Status

- 62% of the Board's employees are married. 27% have never been married or registered in a same sex partnership. 7% are divorced, and 4% are married and separated.
- 73% of our part time workforce are married.

Marital Status, Civil Partnership and Grievance

- There have been no recorded grievances

Disciplinary Proceedings

- There have been no disciplinary proceedings

Marriage and Civil Partnership	All Staff	Full Time	Part Time
Divorced	7%	6%	9%
Formerly in same sex partnership which is now legally dissolved	0%	0%	0%
In registered same sex civil partnership	0%	0%	0%
Married	62%	59%	73%
Never married or registered in same sex partnership	27%	32%	9%
Separated but married	4%	3%	9%
Separated but still in same sex civil partnership	0%	0%	0%
Surviving partner from same sex civil partnership	0%	0%	0%
Widowed	0%	0%	0%
Do not wish to declare	0%	0%	0%

Analysis by Protected Characteristic

Pregnancy and Maternity

Return to Work of Women on Maternity Leave

- There were three members of staff on or returned from Maternity Leave during the period.

Staff Pregnant	Maternity under 26 weeks
0	0

Analysis by Protected Characteristic

Race

Racial Profile of Workforce

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

Grievance by Ethnicity

- There have been no recorded grievances

Disciplinary Proceedings by Ethnicity

- There have been no disciplinary proceedings

Race	Collective Group	All Staff	Full Time	Part Time
British, English, NI, Scottish	White	100%	100%	100%

Analysis by Protected Characteristic

Religion and Belief

Profile of Workforce

- 71% of staff declared as Christian, 29% have no religion.
- 82% of our part time workforce and 68% of our full time workforce are Christian

Grievance by Religious Belief

- There have been no recorded grievances

Disciplinary Proceedings by Religious Belief

- There have been no disciplinary proceedings

Religion and Belief	All Staff	Full Time	Part Time
Buddhist	0%	0%	0%
Christian	71%	68%	82%
Hindu	0%	0%	0%
Jewish	0%	0%	0%
Muslim	0%	0%	0%
No Religion	29%	32%	18%
Other	0%	0%	0%
Sikh	0%	0%	0%
Do not wish to declare	0%	0%	0%

Analysis by Protected Characteristic

Sex

Gender Profile of Workforce

- The Board's workforce is predominantly female, with 67% of employees being female and 33% male. However this is slightly closer to parity than the national position within local authorities, where 69.5% (141,000) of people in employment in Local Authorities in Scotland are female compared with 30.5% (62,000) being male.¹
- Our Part time workforce is predominantly female

Grievances by Gender

- There have been no recorded grievances

Disciplinary Proceedings by Gender

- There have been no disciplinary proceedings

Gender	All Staff	Full Time	Part Time
Female	67%	59%	91%
Male	33%	41%	9%

¹ http://www.scotland.gov.uk/Topics/Statistics/Browse/Labour-Market/PublicSectorEmployment/PSEwebtables_2102

Analysis by Protected Characteristic

Sexual Orientation

Workforce profile by Sexual Orientation

- 100% of the staff are heterosexual straight.

Grievance by Sexual Orientation

- There have been no recorded grievances

Disciplinary Proceedings by Sexual Orientation

- There have been no disciplinary proceedings

Sexual Orientation	All Staff	Full Time	Part Time
Bisexual	0	0	0
Gay or Lesbian	0	0	0
Heterosexual straight	100%	100%	100%
Other	0	0	0
Do not wish to declare	0	0	0

Recruitment Monitoring for 2018/19

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

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

During 2018/19 The Board advertised 3 posts. Due to the possibility of identifying individuals from this, no equality information will be published for the successful applicants other than that contained within our overall workforce monitoring.

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

Age Range	Percentage of Applicants
16 -17	3%
18 -21	10%
22 – 30	27%
31 – 40	17%
41 – 50	23%
51 – 60	17%
61 – 65	0%
66 – 70	0%
71+	0%
Do not wish to declare	3%

Carer Responsibility	Percentage of Applicants
No	70%
Yes	30%
Do not wish to declare	0%

Disability	Percentage of Applicants
No	90%
Yes	10%
Do not wish to declare	0%

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

Marriage and Civil Partnership	Percentage of Applicants
Divorced	0%
Living with Partner	7%
Married / Civil Partnership	33%
Single	57%
Separated	0%
Do not wish to declare	3%

Ethnicity	Percentage of Applicants
White British, English, NI, Scottish	83%
Asian Pakistani	0%
Asian Chinese	0%
Black African	0%
Other	10%
Do not wish to declare	7%

Religion and Belief	Percentage of Applicants
Buddhist	0%
Christian	33%
Muslim	3%
No Religion	53%
Humanist	0%
Do not wish to declare	10%

Gender	Percentage of Applicants
Female	80%
Male	17%
Do not wish to declare	3%

Sexual Orientation	Percentage of Applicants
Bisexual	0%
Gay or Lesbian	3%
Heterosexual straight	87%
Other	0%
Do not wish to declare	10%

Training

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

DABVJB has enhanced the focus for online training through the i-learn platform provided via West Dunbartonshire Council. These online training resources can be accessed by employees from either their place of work, from their computer at home or a range of mobile devices. The resource is available 24/7 which means that training is available at a time and place that suits employees with no need for an application or approval.

The Equalities Champion has also attended and participated in a number of events including some organised by The Scottish Government, The Equalities and Human Rights Commission and Close the Gap

Therefore training has been provided and planned across the workforce.

Staff Retention

All members of staff on leaving DABVJB are requested to complete an exit questionnaire including equalities questions. The responses in these questionnaires are considered. During 2018/19 two members of staff left the employment of the Board.

Due to the low numbers involved it would not be appropriate to publish the equalities data.

Pay Gap Reporting

The average hourly rates of pay for our staff as at 31st March 2019 are shown below:

Grouping	Mean Average Hourly Rate	Difference from All Male
All Female	£14.52	32.7%
All Male	£21.57	
Female Full Time	£15.34	28.9%
Male Full Time	£23.26	
Female Part Time	£13.07	39%
Male Part Time	£14.81	

Note: Part time is any employee with a working pattern averaging fewer than 35 hours per week

The gender pay gap is higher than the national average. This is due in part to the predominance of Chartered Surveyors within promoted posts. The Surveying Profession has traditionally been male dominated with only about 15% of RICS members being female. The Board now has 71% of valuer grade (Grade 8) staff female. Along with 75% of trainee valuers being female.

The table below shows the distribution by gender across the pay grades within DABVJB

Grade	Male	Female
Grade 1	100%	0%
Grade 3	7%	93%
Grade 4	33%	67%
Grade 5	0%	100%
Grade 6	54%	46%
Grade 7	50%	50%
Grade 8	29%	71%
Grade 9	67%	33%
Grade 10	0%	100%
Grade 11	100%	0%
CO Grade	100%	0%

Equal Pay Statement

Dunbartonshire and Argyll & Bute Valuation Joint Board (DABVJB) is committed to the principle of equal opportunities for all, in every aspect of employment.

As an employer DABVJB will continuously strive to treat all staff equally as individuals free from any prejudice or other bias and will take action to eliminate any form of discrimination it encounters.

As part of this principle all employees should receive equal pay for the same or broadly similar work, for work rated as equivalent, and for work of equal value.

With this in mind DABVJB will operate a pay and benefits system which is transparent, based on objective criteria, and free from bias.

In support of this commitment to equality in pay, DABVJB will:

- examine existing and future pay practices for all employees to ensure that they comply with best equal pay practice and most current legislation
- carry out regular monitoring of the impact of these practices
- inform employees of how these practices work and how their pay and benefits are arrived at
- provide training and guidance for those involved in making decisions about pay and benefits
- consult on all changes to pay policy with trade union representatives

Through these actions, DABVJB will aim to avoid unfair discrimination in its pay and benefits system and reward fairly the skills, knowledge and competences of all employees.

Equality Outcomes

In 2017 the Board approved the following Equalities outcomes, progress towards meeting them is detailed below:

Equalities Outcome 1:

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

Context

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

Similarly, nobody declared themselves to be LGB and being aware of the findings within the 2012 Scottish Household Survey where it was felt that underreporting of this protected characteristic was likely. DAB-VJB is committed to providing an environment where members of our staff can confidently declare their status.

How will we measure this?

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

*Baseline established from December 2012 staff survey

General Equality Duty

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

Progress Made

Description	Base line December 2012	2014/15	2015/16	2016/17	2017/18	2018/19
% of our workforce who have declared a disability	5%	23%	24%	19%	12%	18%
% of our workforce who have stated they are LGB	0%	0%	0%	0%	0%	0%

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

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

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

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

Progress

The progress made with the declaration of disability within the workforce is encouraging, with the most recent staff survey showing reversal of the dip in declarations that was experienced in 2017/18 however, further monitoring and reinforcing the message with our staff is vital to ensuring that this is imbedded within the organisation.

Whilst there have been no declarations by members of staff that are LGB the work that has been undertaken to increase confidence in the use of staff data is a positive step, as has the provision of information from groups such as Stonewall and the EHCR.

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Equality Outcome 2:

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

Context

Whilst DAB-VJB has consistently achieved high customer satisfaction rates this had not been analysed across all the current protected characteristics. We had no means of knowing if we were providing a consistent level of service throughout the community.

How will we measure this?

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

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

General Equality Duty

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

Progress Made

The outcomes of the last five Customer Satisfaction surveys are detailed in the table below. The very positive outcome across the protected characteristics is welcomed, however, this has to be viewed in the context of the relatively small sample size.

In 2018/19 The Customer Satisfaction process was changed from a paper based survey to an on line return, following a review during the year a paper based option was reinstated along with the on line return. The lower rating of returns from the BME community in 2016/17 and 2018/19 is of concern. These returns have been reviewed and there does not appear to be a pattern or common theme. Due to the low numbers involved the negative responses within the BME category amounted to one in each of the years. This will continue to be monitored to identify if any improvements in our service can be made.

Description	2014/15	2015/16	2016/17	2017/18	2018/19
% of all respondents who rate DAB-VJB as professional, courteous and helpful	99%	97%	97%	99%	94%
% of disabled people who rate DAB-VJB as professional, courteous and helpful	100%	85%	100%	100%	96%
% of Females who rate DAB-VJB as professional, courteous and helpful	100%	98%	97%	99%	97%
% of Males who rate DAB-VJB as professional, courteous and helpful	100%	95%	97%	99%	92%
% of People aged 50+ who rate DAB-VJB as professional, courteous and helpful	100%	96%	98%	98%	96%
% of people under 30 who rate DAB-VJB as professional, courteous and helpful	100%	94%	94%	100%	94%
% of BME people who rate DAB-VJB as professional, courteous and helpful	100%	100%	75%	100%	75%

% of LGB people who rate DAB-VJB as professional, courteous and helpful	100%	100%	100%	100%	100%
% of Heterosexual people who rate DAB-VJB as professional, courteous and helpful	99%	98%	98%	99%	96%
% of people from minority religions who rate DAB-VJB as professional, courteous and helpful	100%	100%	100%	100%	100%
% of Christians who rate DAB-VJB as professional, courteous and helpful	99%	98%	99%	98%	96%
% of those with no religious belief who rate DAB-VJB as professional, courteous and helpful	100%	96%	95%	100%	87%

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

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