



**Lanarkshire Valuation Joint Board**  
**Equalities Report**  
**April 2025 – March 2029**

## **Introduction**

Lanarkshire Valuation Joint Board (LVJB) is committed to embracing and implementing the principles of the Equality Act 2010 and its associated regulations.

LVJB will provide electors, rate payers and council taxpayers of LVJB and its own staff a service provision, culture and working environment which is free from unlawful discrimination, harassment and victimisation, whilst advancing equality of opportunity and fostering good relations with all members of our community.

These are the broad aims of the Equality Act 2010, and the Board respects, adopts and upholds them. To confirm its commitment to these aims, this report demonstrates where LVJB has already taken steps to uphold these principles. It also details actions currently underway; to embed the Equality Act 2010 into the functions of LVJB. The Equality Outcomes detail steps LVJB intends to take in the future to further embrace the objects of the Equality Act 2010 to ensure our service delivery meets the needs of all sectors of the population we service. We will promote and work with others, to ensure that all our stakeholders and employees are treated fairly and equally.

The report covers the period April 2025 to March 2029, and is in 3 parts:

- Equalities Mainstreaming
- Workforce Planning
- Equalities Outcomes

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

With respect to the Equality Duty, the functions of Lanarkshire Valuation Joint Board are of a limited nature and are heavily prescribed by legislation.

Christine Maxwell  
Assessor and Electoral Registration Officer



**Lanarkshire Valuation Joint Board**  
**Part 1**  
**Mainstreaming the Equality Duty**

## **About Lanarkshire Valuation Joint Board (LVJB)**

Lanarkshire Valuation Joint Board was established as part of the 1996 reorganisation of local government in terms of The Valuation Joint Boards (Scotland) Order 1995 and is vested with the functions of the valuation authorities of North and South Lanarkshire Councils. With the agreement of the 2 Councils, the Board also has responsibility for the Electoral Registration function for Lanarkshire. The Board comprises of 16 elected representative members who are appointed by the constituent Councils with each Council nominating 8 members.

### **Who We Are and What We Do**

The Board has appointed an Assessor and Electoral Registration Officer (Assessor), who reports to the Board on the management of the service. The Clerk and Treasurer to the Board, together with the Assessor, provide the administrative, financial and organisational framework within which the Assessor and their staff operate.

The Assessor and ERO is responsible for 3 functions and services to the constituent authorities. These are:

- The compilation and maintenance of the Electoral Register
- The maintenance and annual publication of the Council Tax Valuation List
- The maintenance of the non-domestic Valuation Roll

### **Core Purpose**

To prepare, maintain and update an accurate Valuation Roll, Valuation List (Council Tax) & Electoral Register in accordance with all statutory requirements.

### **Vision**

Our vision is to deliver quality in the work which we undertake, provide efficient services to all service users, and ensure completeness and accuracy of the Electoral Register, Valuation Rolls and the Valuation (Council Tax) Lists. In order that we fulfil our Mission and achieve our Vision we will:

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

## **Equality Duties**

In 2010 the UK Parliament introduced a new Equality Act, which provides a legal framework which protects individuals from unfair treatment and promotes a fair and more equal society.

The public sector general equality duty, often referred to as the '3 needs' came into force on 5 April 2011. In summary, it requires public authorities, in the exercise of their functions, have due regard to the need to:

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

The meaning of the terminology foster good relations is to tackle prejudice and promote understanding.

The 9 protected characteristics the public sector duty covers are:

- Age
- Disability
- Gender Reassignment
- Pregnancy and Maternity
- Sex
- Sexual Orientation
- Race
- Religion or Belief

The first 'need' of the general Equality Duty is to have due regard to the need to eliminate discrimination, harassment and victimisation and other conduct prohibited by the Act. However, the second and third of the 'needs' only apply in relation to persons who share a protected characteristic.

To help meet the general duties within the Equality Act 2010, the Scottish Government introduced The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. The purpose of the specific duties in Scotland is to help, those local authorities listed in the regulations, in their performance of the general equality duty.

The Regulations requires those authorities listed in the Regulations, unless otherwise exempted, to comply with the following:

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

There are several equality related practices and procedures which demonstrate LVJB's commitment to mainstreaming Equality Duties. Although a small organisation with limited resources, LVJB has adopted several equality related practices and procedures which clearly demonstrate its commitment to mainstreaming the Equality Duties. How LVJB are mainstreaming the Equality Duties will now be considered in detail.

### **Top-Down Involvement**

A top-down approach has been adopted, and equality is a standing item on the agenda for discussion at the Assessor's Management Team meetings. Any issues relating to equality matters are discussed in full and thereafter information is disseminated through team briefings.

### **Equal pay**

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

### **Service Plan**

The Board has a 3-year Strategic Service Plan, of which equalities form an important part. The Plan is approved by the Board and annual updates to the plan are reported to the Board. The Plan is therefore under review and monitoring during the 3-year period. Any changes made are relayed by Line Managers to all staff via team briefings

### **Best Value**

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

## **Policy and Procedures**

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

## **Employment/Recruitment and Selection**

We will aim to ensure that the workplace is free from any discrimination or harassment, and all incidents of discrimination or harassment are tackled promptly.

We operate a policy ensuring recruitment and selection is undertaken within a framework which is fair, consistent and avoids discrimination whilst providing equal access to all jobs. This includes a commitment that any disabled applicant who satisfies the minimum requirements for the role will be invited to interview.

To assist in achieving this aim, equal opportunity standards are integrated into employee job profiles as core elements of job competency.

In addition, all staff leaving the service have an opportunity to complete an exit questionnaire, any equality issues highlighted are reported at the Management Team where appropriate.

## **Service Accessibility**

We will assess the extent to which public services are accessible, including the assessment of premises, facilities and methods of providing information. Our premises have been adapted for wheelchair accessibility, in addition there are specific car parking spaces reserved as disabled parking bays.

## **Contractors**

We will encourage contractors and suppliers of goods and services to adhere to this Policy.

## **Monitoring**

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

## **Communications and Publicity**

We will ensure that all Joint Board communications promote images that reflect the full diversity of cultural needs and aspirations of North and South Lanarkshire communities.

We shall also promote both staff and public awareness of Equal Opportunities issues through participation in publicity campaigns and the production of a range of publicity/information materials.

Our website includes a facility to recite the content.

We subscribe to an interpretation and translation service, which is available to all stakeholders who wish to use this service, access can be arranged by contacting any member of LVJB.

We ensure, where requested, several publications are available in hard copy.

### **Employee Development**

We will ensure that all employees receive appropriate equal opportunities training; such training will be incorporated into a broad range of training methods, as well as both general and specific training courses. Equal opportunity training has been built into the induction process.

### **Complaints**

LVJB has in place a provision whereby our service users may complain. We will deal timeously with all complaints. Complaints concerning equal opportunities are reported at the Management Team. All complaints are regularly monitored by number, type and outcome.

### **Policies and Procedures**

We will review the Equal Opportunities Policy on a regular basis. This review will assess how effectively the objectives of the policy are being implemented into practice. In addition, LVJB have a range of policies and procedures in place, and are regularly reviewed, many of which are aimed at eliminating discrimination and promoting equality, some of which are listed below:

- Adoption, Maternity, Paternity Policies
- Carers Passport
- Code of Conduct
- Complaints Procedure
- Customer Care Policy
- Dignity at Work
- Disciplinary Procedures
- Exit Questionnaires
- Flexible Working
- Grievance Procedures
- Health and Safety
- Maximising Attendance
- Menopause Policy
- Special Leave
- Stress at Work
- Unacceptable Actions

## **Equality and Human Rights Impact Assessment**

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

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

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

The impact assessment extends to monitoring the actual effects of a policy not just the written word. This means we can act if the policy is having or is likely to have a negative impact on any group or individual. Impact assessment is an ongoing process that LVJB is committed to using.

## **Our Equal Opportunities Policy and Strategy**

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

Equality of treatment is a fundamental right and LVJB has taken steps to ensure that a culture of equality is embedded in the organisation. All staff receive equalities training. In addition, our policy's objectives contain the following broad commitment:

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

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

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

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

### **Leadership**

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

### **Accessibility**

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

### **Service Delivery**

- Customer care questionnaires continue to include an equality profile of service users to analyse customer satisfaction levels.
- Provision of the facility to confirm registration using web, text and telephone during the annual electoral registration canvass.
- Conducting electoral registration personal canvass for non-responding households providing assistance in completing the registration forms.

- Provided training for managers and employees in Equality and Diversity issues to help them undertake impact assessment of policies.
- Required contractors and suppliers to provide details of their equal opportunities policies as part of the agreement of contract process.
- Improved our complaints system to make sure we deal with discrimination and report our progress to the Board regularly.

## **Employment**

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



**Lanarkshire Valuation Joint Board**  
**Part 2**  
**Workforce Monitoring**

## **Introduction**

LVJB is committed to providing a working environment that embraces equalities issues and values diversity and fosters a culture which is free from unlawful discrimination, harassment, victimisation or bullying. One of the tools LVJB uses to evaluate the effectiveness of our equality measures is to monitor the make-up of staff annually. By doing this, we are better able to identify any equality issues in employment and act if required. Monitoring also enables us to understand the impact of our policies and procedures on the teams and identify any trends or patterns.

As required by The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 LVJB has gathered information on the composition of its workforce and on the recruitment, development and retention of its employees with respect to their protected characteristics. In addition, LVJB to report on gender pay gap (every 2 years) and publish an equal pay statement (every 4 years). This information was last published in April 2023 and April 2021 and is available on our website [www.lanarkshire-vjb.gov.uk](http://www.lanarkshire-vjb.gov.uk). Monitoring under the Employment Duty is undertaken by LVJB. However, as LVJB has less than 100 employees it may not publish all the information if there is a risk that individuals could be identified by the data. The data from LVJB's workforce was taken from the first quarter in 2025.

## **Workforce Profile**

In October 2012 an employee verification exercise to capture relevant monitoring information across all the protected characteristics was carried out and this has continued each year. The information is used to ensure that LVJB has fair and open recruitment practices, that employees are given fair access to learning and development and promotion opportunities.

### **Profile of Workforce by Gender**

<b>Gender</b>	<b>Percentage</b>
Female	63.79%
Male	36.21%

### **Profile of Workforce by Age**

<b>Age Band</b>	<b>Percentage</b>
Under 21	1.72%
21-29	12.07%
30-39	20.69%
40-49	27.59%
50-59	31.03%
60-65	6.90%
over 65	0.00%

## Profile of Workforce by Ethnic Group

Ethnic Group		
<b>White</b>	White Scottish	91.38%
	Other White British	3.45%
	White Irish	1.72%
	White Gypsy/Traveller	0.00%
	White Polish	0.00%
	Other White	1.72%
<b>Mixed or Multiple Ethnic Group</b>	Mixed or Multiple Ethnic Groups	0.00%
<b>Asia</b>	Asian, Asian Scottish or Asian British: Pakistani, Pakistani Scottish or Pakistani British	0.00%
	Asian, Asian Scottish or Asian British: Indian, Indian Scottish or Indian British	0.00%
	Asian, Asian Scottish or Asian British: Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0.00%
	Asian, Asian Scottish or Asian British: Chinese, Chinese Scottish or Chinese British	0.00%
	Other Asian	1.72%
<b>African</b>	African: African, African Scottish or African British	0.00%
	African: Other African	0.00%
<b>Caribbean or Black</b>	Caribbean or Black: Caribbean, Caribbean Scottish or Caribbean British	0.00%
	Caribbean or Black: Black, Black Scottish or Black British	0.00%
	Caribbean or Black: Other Caribbean or Black	0.00%
<b>Other Ethnic</b>	Other ethnic groups: Arab, Arab Scottish or Arab British	0.00%
<b>Not Disclosed</b>		0.00%

**Profile of Workforce by Disability**

Disabled	Not Disabled	Not Declared
6.90%	39.65%	53.44%

**Profile of Workforce by Marriage and Civil Partnership**

Marital Status	Percentage
Married	50.00%
Divorced	6.90%
Single	32.76%
Domestic Partner/Living Together	5.17%
Prefer not to answer	5.17%

**Profile of Workforce by Occupation Segregation by Grade**

Grade	Female	Male
Grade 1	10.34%	8.62%
Grade 2	36.21%	13.80%
Grade 3	8.62%	1.72%
Grade 4	5.17%	8.62%
Grade 5	1.72%	3.45%
CO	1.72%	0.00%

**Profile of Workforce by Section and Gender**

Employee Category	Female	Male
Clerical/Administration	36.20%	8.62%
Valuation	20.69%	24.14%
Management	3.45%	3.45%
Senior Management	3.45%	0.00%

### Profile of Workforce by Age Band and Grade

Age Band	1	2	3	4	5	CO
under 21	1.72%	0.00%	0.00%	0.00%	0.00%	0.00%
21-29	1.72%	8.63%	1.72%	0.00%	0.00%	0.00%
30-39	6.90%	12.07%	1.72%	0.00%	0.00%	0.00%
40-49	3.45%	15.52%	3.45%	3.45%	1.72%	0.00%
50-59	6.90%	10.34%	3.45%	5.17%	3.45%	1.72%
60-65	0.00%	1.72%	0.00%	5.17%	0.00%	0.00%
over 65	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

### Profile of Workforce by Gender: Full/Part Time

Gender	Full Time	Part Time
Female	51.72%	12.07%
Male	34.48%	1.72%

### Profile of Workforce by Age: Full/Part Time

Age Band	Full Time	Part Time
under 21	1.72%	0.00%
21-29	12.07%	0.00%
30-39	17.24%	3.45%
40-49	20.69%	6.90%
50-59	27.59%	3.45%
60-65	5.17%	1.72%
over 65	0.00%	0.00%

### Summary Profile of Workforce

LVJB's workforce remains within the ages of 30 through to 59. The demographics of the workforce have changed when compared to the previous year, there is now a higher ratio of females to males. In relation to our part time work force, this is predominately female, a lower percentage of males choosing to work part time.

## Equal Pay Statement

In line with our commitment to achieve equal opportunities for all staff, LVJB supports the principle that all employees should receive equal pay for the same or like work or work rated as equivalent or of equal value. Employees are not discriminated against irrespective of their sex, age, race, disability, sexual orientation, gender reassignment, marriage/civil partnership, pregnancy, maternity, religion or belief. We will apply appropriate resources to achieving equal pay.

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

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

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

LVJB has job families which are broad groupings of posts that are related either by similarity of tasks performed or transferability of knowledge and skills from one occupation to another. By using job families, the posts link into the Competence Initiative process whereby career progression can be identified within and out-with the broad band.

Job families will identify career paths, promotion opportunities, career enhancement opportunities and new opportunities for development.

LVJB participates in the “Delivering a Fairer Future” initiative by South Lanarkshire Council to encourage recruitment into non-traditional roles for men and women.

### Equal Pay Policy Objectives:

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

### Equal Pay Policy Actions:

- Equality and Diversity will continue to be a standing item on the monthly management team agenda.
- LVJB’s Administration Manager will be responsible for conducting an equal pay audit and monitor pay regularly.
- Continue to participate in SLC’s “delivering a fairer future” initiative which is a positive action programme designed to ensure barriers to career progression are eliminated. The programme seeks, among other things, to encourage recruitment into non-traditional roles for men and women.

- Continue monitoring of training and development to ensure there is no bias towards gender, race or disability.
- Continue to monitor return to work of those on maternity leave.
- Equality and Diversity is a core required behaviour within the performance and development process and employees will continue to receive relevant equalities training.
- Continue to ensure flexible working is not a barrier to promotion or career development.
- Ensure where practicable there is a gender split on recruitment panels for all posts and provide training to managers on identifying and addressing gender bias.
- Continue to use the approved job evaluation scheme when reviewing the grade of existing posts or when establishing grades for new posts.

### **Performance and Development Review (PDR) Process**

The annual and 6 monthly interim PDR process facilitate communication between the employee and their line manager, allowing for discussion of performance, assessment of behaviours, competence, training requirements and career development. The process also provides managers with a framework to follow when setting individual key work objectives and the link to job families ensures they have agreed competencies for managing team and individual performance.

### **Progression Guidelines**

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

### **Living Wage**

LVJB over the last 5 years has implemented measures to ensure relevant employees have benefited from the Living Wage.

### **Gender Pay Gap Analysis**

Generally, the 3 main reasons for a gender pay gap within organisations are: occupational segregation, lack of flexible working and/or discrimination.

Occupational segregation can be described in two ways. Firstly, horizontal segregation describes the position where men and women are concentrated in particular types of occupation and secondly, vertical segregation which describes the concentration of men and women into different levels of work for example at the top or bottom pay grades in an organisation.

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

The audit at 1 April 2025 shows the average hourly rate of male employees remains higher at £22.02 compared to the female equivalent of £20.63. However, the pay gap has reduced from 12.83% to 6.31%.

### Pay Gap Analysis - All Employees

Year	Male	Female	Average Male	Average Female	Pay gap (%)
2024	24	33	£21.90	£19.09	12.83%
2025	21	37	£22.02	£20.63	6.31%

A full statistical analysis of gender pay gap using employees average hourly earnings rate by grade was undertaken, detailed below.

### Pay Gap Analysis - Excluding Grade 5 and above

Year	Male	Female	Average Male hourly rate	Average Female hourly rate	Pay gap (%)
2024	21	32	£18.11	£16.94	6.46%
2025	19	35	£20.34	£18.42	9.43%

### Pay Gap Analysis - Management Team

Year	Male	Female	Average Male	Average Female hourly	Pay gap (%)
2024	3	4	£48.04	£36.19	24.67%
2025	2	4	£37.97	£44.83	-18.07%

### Pay Gap Analysis - Valuation Team (excludes management team)

Year	Male	Female	Average Male hourly rate	Average Female hourly rate	Pay gap (%)
2024	15	10	£19.71	£17.69	10.25%
2025	14	12	£22.36	£18.82	15.83%

### Pay Gap Analysis - Administration Team (excludes management team)

Year	Male	Female	Average Male hourly rate	Average Female hourly rate	Pay gap (%)
2024	6	19	£14.15	£16.23	-14.70%
2025	5	21	£14.69	£17.04	-16.00%

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

### Pay Gap Analysis - All Employees by Grade

Year	Grade	Male	Female	Average Male hourly	Average Female hourly rate	Pay Gap (%)
2024	1	7	6	£12.99	£13.57	-4.46%
2024	2	8	17	£15.66	£16.33	-4.28%
2024	3	2	6	£20.98	£21.06	-0.38%
2024	4	4	2	£30.60	£28.39	7.22%
2024	5	2	2	£36.65	£44.00	-20.05%
2024	CO	1	0	£71.90	0	0.00%
2025	1	5	6	£13.85	£13.96	-0.79%
2025	2	8	21	£16.94	£17.19	-1.48%
2025	3	1	5	£*	£22.24	-3.33%
2025	4	5	3	£32.04	£29.67	7.39%
2025	5	2	1	£37.97	£44.90	-15.43%
2025	CO	0	1	£0	£73.28	0.00%

**Pay Gap Analysis – Valuation Team by Grade (excludes Management Team)**

Year	Grade	Male	Female	Average Male hourly rate	Average Female hourly rate	Pay Gap (%)
2024	1	3	1	£12.44	£*	-1.21%
2024	2	6	5	£15.66	£16.08	-2.68%
2024	3	2	4	£20.98	£20.98	0.00%
2024	4	4	0	£30.60	£0.00	0.00%
2024	5	0	0	£0.00	£0.00	0.00%
2024	CO	0	0	£0.00	£0.00	0.00%
2025	1	1	1	£*	£*	-5.15%
2025	2	7	7	£16.92	£17.08	-0.95%
2025	3	1	3	£*	£21.73	-1.06%
2025	4	5	1	£32.04	£*	-12.98%
2025	5	0	0	£0.00	£0.00	0.00%
2025	CO	0	0	£0.00	£0.00	0.00%

**Pay Gap Analysis – Administration Team by Grade (excludes Management Team)**

Year	Grade	Male	Female	Average Male hourly rate	Average Female hourly rate	Pay Gap (%)
2024	1	4	5	£13.39	£13.76	-2.76%
2024	2	2	12	£15.66	£16.43	-4.92%
2024	3	0	2	£0.00	£*	0.00%
2024	4	0	0	£0.00	£0.00	0.00%
2024	5	0	0	£0.00	£0.00	0.00%
2024	CO	0	0	£0.00	£0.00	0.00%
2025	1	4	5	£14.11	£14.05	0.43%
2025	2	1	14	£*	£17.25	-1.23%
2025	3	0	2	£0.00	£23.11	0.00%
2025	4	0	0	£0.00	£0.00	0.00%
2025	5	0	0	£0.00	£0.00	0.00%
2025	CO	0	0	£0.00	£0.00	0.00%

### Pay Gap Analysis – Management Team by Grade

Year	Grade	Male	Female	Average Male hourly rate	Average Female hourly rate	Pay Gap (%)
2024	1	0	0	£0.00	£0.00	0.00%
2024	2	0	0	£0.00	£0.00	0.00%
2024	3	0	0	£0.00	£0.00	0.00%
2024	4	0	2	£0.00	£28.39	0.00%
2024	5	2	2	£36.65	£44.00	-20.05%
2024	CO	1	0	£71.90	£0.00	0.00%
2025	1	0	0	£0.00	£0.00	0.00%
2025	2	0	0	£0.00	£0.00	0.00%
2025	3	0	0	£0.00	£0.00	0.00%
2025	4	0	2	£0.00	£30.57	0.00%
2025	5	2	1	£37.97	£44.90	-15.43%
2025	CO	1	0	£0	£73.28	0.00%

### Pay Gap Analysis - Analysis by Disability

Year	Non-Disabled (excludes not declared)	Declared Disabled	Average Non-Disabled hourly rate	Average Disabled hourly rate	Pay Gap (%)
2024	26	2	£20.52	£13.76	32.94%
2025	54	4	£20.98	£15.38	26.70%

### Pay Gap Analysis - Analysis by Ethnicity

Year	White	Minority Ethnic	Average White hourly rate	Average Minority hourly rate	Pay Gap (%)
2024	56	0	£20.39	£0.00	0.00%
2025	57	1	£21.16	£*	9.31%

## Occupational Segregation

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

### Occupational Segregation - by Gender, Ethnicity, Disability and Grade 2024

Grade	Female	Male	White	Minority Ethnic	Disabled	Non-Disabled (excludes not declared)
1	10.53%	12.28%	22.81%	0.00%	7.41%	11.11%
2	29.82%	14.04%	43.86%	0.00%	0.00%	51.85%
3	10.53%	23.51%	14.04%	0.00%	0.00%	18.53%
4	3.51%	7.01%	10.53%	0.00%	0.00%	3.70%
5	3.51%	23.51%	7.01%	0.00%	0.00%	3.70%
CO	0.00%	1.75%	1.75%	0.00%	0.00%	3.70%

A significant number of employees at 50.88% have chosen not to declare if they have a disability or not. This impacts upon the analysis of segregation of employees.

### Occupational Segregation - by Gender, Ethnicity, Disability and Grade 2025

Grade	Female	Male	White	Minority Ethnic	Disabled	Non-Disabled (excludes not declared)
1	10.34%	8.62%	18.97%	0.00%	3.44%	3.44%
2	36.22%	13.80%	48.28%	1.72%	7.41%	20.68%
3	8.62%	1.72%	10.35%	0.00%	0.00%	6.89%
4	5.17%	8.62%	13.79%	0.00%	0.00%	6.89%
5	1.72%	3.45%	5.17%	0.00%	0.00%	1.72%
CO	1.72%	0.00%	1.72%	0.00%	0.00%	0.00%

A significant number of employees at 53.44% have chosen not to declare if they have a disability or not. This impacts upon the analysis of segregation of employees.

### Occupational Segregation - by Service Area 2024

Grade	Admin		Valuation		Management	
	Female	Male	Female	Male	Female	Male
1	8.77%	7.01%	1.75%	5.29%	0.00%	0.00%
2	21.05%	3.51%	8.77%	10.53%	0.00%	0.00%
3	3.51%	0.00%	7.01%	3.51%	0.00%	0.00%
4	0.00%	0.00%	7.01%	0.00%	3.51%	0.00%
5	0.00%	0.00%	0.00%	0.00%	3.51%	3.51%
CO	0.00%	0.00%	0.00%	0.00%	0.00%	1.75%

### Occupational segregation - by Service Area 2025

Grade	Admin		Valuation		Management	
	Female	Male	Female	Male	Female	Male
1	8.62%	6.90%	1.72%	1.72%	0.00%	0.00%
2	24.14%	1.72%	12.08%	12.08%	0.00%	0.00%
3	3.45%	0.00%	5.17%	1.72%	0.00%	0.00%
4	0.00%	0.00%	1.72%	8.62%	3.45%	0.00%
5	0.00%	0.00%	0.00%	0.00%	1.72%	3.45%
CO	0.00%	0.00%	0.00%	0.00%	1.72%	0.00%

### Occupational Segregation - Part Time Employees by Grade and Gender

Grade	Female	Male
1	16.67%	0.00%
2	66.66%	0.00%
3	16.67%	0.00%
4	0.00%	0.00%

Grade	Female	Male
1	14.29%	0.00%
2	71.43%	0.00%
3	14.29%	0.00%
4	0.00%	14.29%

### Returning to work after pregnancy

For the period April 2024 to April 2025, one female has been on maternity leave.

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

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

### Grievance and Disciplinary

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

## **Recruitment, Development and Retention**

### **Access to Training**

Throughout LVJB's Personal Development and Review process all employees are given access to learning and development opportunities. Funding for training for all staff is a difficult issue. Nevertheless, LVJB does have an internal training team, and makes full use of Learn Online provided by South Lanarkshire Council. In addition, LVJB ensures relevant training is available in all 3 disciplines, and where necessary funding is available in relation to external courses and seminars.

### **Training Courses Attended 1 April 2024 to 31 March 2025**

Female	66.42%
Male	33.58%
Disabled	1.22%
Not Disclosed	58.39%
Not Disabled	40.39%
White-Scottish	88.78%
White-Irish	0.50%
White - Other	10.22%
Other Asian	0.50%
Under 21	0.24%
21-29 years	16.30%
30-39 years	13.14%
40-49 years	37.96%
50-59 years	25.30%
60-65 years	7.06%
over 65 years	0.00%

### **Recruitment and Retention monitoring**

LVJB advertises on 'MyJobScotland' which is the national jobs portal for all of Scotland's 32 councils. Equal Opportunity Monitoring forms are issued to all applicants; however, the applicant can prefer not to say. Please note disability information is required as LVJB has a commitment that any disabled applicant who satisfies the minimum requirements will be invited for interview. Returns are analysed, of both successful and unsuccessful applicants, to identify any potential areas of disadvantage to those who share a relevant protected characteristic.

Voluntary exit interviews are offered to employees leaving LVJB and results analysed.

**Recruitment Monitoring - by Gender, Disability, Ethnicity and Age for the period  
1 April 2024 to 31 March 2025**

	<b>Applied</b>	<b>Interviewed</b>	<b>Appointed</b>
Male	36.25%	36.06%	33.33%
Female	63.35%	62.29%	66.66%
Not Disclosed	0.40%	1.64%	0.00%
Disabled	6.37%	13.11%	0.00%
Not Disabled	92.83%	86.88%	100.00%
Not Disclosed	0.80%	0.00%	0.00%
Aged under 50 years	79.68%	80.33%	100.00%
Aged over 50 years	16.73%	18.03%	0.00%
Not Disclosed	3.59%	1.64%	0.00%
White Scottish, British, Irish, Gypsy/Traveller, Polish, Other	83.66%	85.25%	100.00%
Mixed or Multiple Ethnic Group	0.40%	0.00%	0.00%
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 Asian	6.37%	9.84%	0.00%
African: African, African Scottish or African British, Other African	4.78%	3.29%	0.00%
Caribbean or Black Caribbean, Caribbean Scottish, or Caribbean British or Black: Black Scottish or Black British Other Caribbean or Black	0.40%	0.00%	0.00%
Other Ethnic Other ethnic groups: Arab, Arab Scottish or Arab British	1.60%	0.40%	0.00%
Not Disclosed	2.39%	0.40%	0.00%

**Employees who left LVJB – by Gender, Disability, Ethnicity and Age for the period 1 April 2024 to 31 March 2025**

Female	14.29%
Male	85.71%
Disabled	0.00%
Not Disabled	100.00%
Not Disclosed	0.00%
Black/Ethnic Minority	0.00%
White	100.00%
Under 21	14.28%
21-29 years	42.86%
30-39 years	0.00%
40-49 years	0.00%
50-59 years	42.86%
60-65 years	0.00%
over 65 years	0.00%



**Lanarkshire Valuation Joint Board**  
**Part 3**  
**Equality Outcomes**

## **Background**

In 2021 LVJB adopted 5 Equality Outcomes, we continue to measure ourselves against these outcomes. An update on the progress that has been made in respect of these outcomes are detailed below.

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

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

## **Outcomes and involvements**

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

- Provide Equal Access to the Electoral Registration Process
- Social Inclusion/Deprivation: Impact on Credit Rating through Non - Registration
- Provide Equal Access to the Valuation Proposal Process
- Provide Equal Access to Absent Voting Methods
- Monitor Customer Satisfaction on all service areas by the protected characteristics

The initial Plan covers the 4-year period from 2025 to 2029, and progress will be reported in 2027.

## **Revised Equality Outcomes 2025 to 2029**

The following Equality Outcomes Plan, cover the 4-year period from April 2025 to April 2029. Progress will be reported to LVJB's Management Team annually and regularly monitored by the Administration Manager. These will remain static until fully reviewed in April 2029.

## 1. Provide Equal Access to the Electoral Registration Process

Qualitative evidence suggests that certain sub groups of individuals are less likely to be registered to vote.

Situation/Problem	Activities/Outputs	Equality Outcomes	General Duty
<p><b>a) Under registration of Young People and Students (aged 17-24).</b></p> <p><b>Inequality Problem</b> Estimates suggest that only 20% gypsy traveller children of secondary age attend school. To increase the number of 16/17 year olds added to the Electoral Register we target attainer lists provided by NLC/SLC. Evidence suggests that only 20% of gypsy traveller 16/17 year olds will be on the list.</p>	<p>Targeted public awareness on how to register to vote within schools/youth groups in both North and South Lanarkshire.</p> <p>Liaise with North Lanarkshire Council (NLC) and South Lanarkshire Council (SLC) to arrange for the issue of appropriate correspondence to 14-17 year olds.</p> <p>Continue to publicise and provide alternative methods of confirming registration such as telephone, text and web.</p> <p><b>Actions:</b> arrange a meeting with the liaison officers from both areas, and/or awareness mailing to provide information on registration process and impact of non-registration.</p> <p>Engage with NLC/SLC and the Electoral Commission and participate in Welcome to Your Vote Week.</p>	<p>Increased registration amongst 17-24 year olds (of all characteristics).</p> <p>Young people are more actively engaged in local decision making.</p> <p>Increased registration of 16/17 year olds (attainers) and 14/15 year olds.</p> <p>Improve access to continued registration.</p> <p><b>Equality Outcome:</b> improve registration of young gypsy travellers.</p>	<p><b>Eliminate, Advance and Foster</b> Advance equality of opportunity.</p> <p>Foster good relations.</p>

Situation/Problem	Activities/Outputs	Equality Outcomes	General Duty
<p><b>b) Under registration of black and minority ethnic people (BME), Foreign nationals and Commonwealth Citizens.</b></p>	<p>Provide information in guidance notes, on who is eligible to vote. Face to face service via personal canvass and telephone interpreting.</p> <p>Raise awareness via BME employee forum/BME Groups to advise of registration process and translation service availability.</p> <p>Individuals can register to vote on <a href="http://www.gov.uk/register-to-vote">www.gov.uk/register-to-vote</a></p> <p>Individual registration forms are available in alternative languages on request and on the Electoral Commission website.</p> <p>Liaise with contact at settlement programme and refugee representatives.</p>	<p>Increased registration in areas where under registration may occur.</p>	<p><b>Eliminate, Advance and Foster</b> Advance equality of opportunity.</p>

Situation/Problem	Activities/Outputs	Equality Outcomes	General Duty
<p><b>c) Under registration of people with learning difficulties, low literacy, people with physical disabilities.</b></p>	<p>Registering to vote: provide face to face service via personal canvass and raise awareness of assistance available in completing the registration forms through guidance notes.</p> <p>Absent vote: raise awareness of waiver available for those unable to sign the form.</p> <p>Offer a personal canvass for vulnerable groups who expressed preference for face-to-face registration.</p> <p>Working group to reach out to community groups as part of our public awareness strategy. Liaison with community officer dealing with adult literacy.</p> <p>LVJB website updated to include easy to read guidance published by Mencap. Links to Electoral Commission animated recording and BSL users.</p> <p>Individuals can register to vote on <a href="http://www.gov.uk/register-to-vote">www.gov.uk/register-to-vote</a>.</p>	<p>Increased registration in areas where under registration may occur.</p>	<p><b>Eliminate, Advance and Foster</b> Advance equality of opportunity.</p>

Situation/Problem	Activities/Outputs	Equality Outcomes	General Duty
<p><b>d) Under registration of residents in homes of multiple occupancy (students, care homes, hostels).</b></p>	<p>Liaise with relevant Resources within both North Lanarkshire Council and South Lanarkshire Council, on the provision of information to homeless/special needs units in the community.</p> <p>Dedicated team allocated to deal with establishment and conduct personal visits.</p> <p>Offer a personal canvass for vulnerable groups who expressed preference for face-to-face registration.</p> <p>Liaise with the Chaplin of the local Salvation Army.</p>	<p>Increased registration.</p>	<p><b>Eliminate, Advance and Foster</b> Advance equality of opportunity.</p>

## 2. Social Inclusion/Deprivation

Situation/Problem	Activities/Outputs	Equality Outcomes	General Duty
<p><b>Potential for lower registration rates in deprived areas.</b></p>	<p>Compare multi member ward areas with households that have “No Registered Electors” to deprived areas within NLC/SLC – (refer to SLC performance management and community planning pages (Improve) report on “Deprived Areas in South Lanarkshire”. Target areas with a personal canvass/registration campaign.</p>	<p>Increased registration in areas where under registration may occur.</p>	<p><b>Eliminate, Advance and Foster</b> Advance equality of opportunity.</p>

### 3. Provide Equal Access to the Valuation Proposal Process

Situation/Problem	Activities/Outputs	Equality Outcomes	General Duty
<p><b>Potential for BME Community to be unaware of the proposal process/right of proposals and possible language barriers.</b></p>	<p>Publicise provision of interpreting service for individual appellants when discussing proposals/use of language line telephone interpreting to overcome any language barriers such as when staff are out on survey or appellants visit the office.</p>	<p>Improve knowledge.</p>	<p><b>Eliminate, Advance and Foster</b> Foster Good Relations.</p>

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

**Article 29 of the UN Convention on the rights of persons with disabilities on participation in political and public life.**

**Electoral Administration Act 2006 and associated legislation contain measures aimed to make the voting process more accessible for disabled electors.**

Situation/Problem	Activities/Outputs	Equality Outcomes	General Duty
<p><b>The uptake of voting by post or proxy amongst persons with disabilities, unable to attend at a polling station due to age related issues, childcare or caring responsibilities is unknown.</b></p>	<p>Information on and documents about the electoral process are continued to be made available in other languages and formats.</p> <p>Electors with a disability may choose to vote by post as an alternative to voting in a polling station. The law allows an Electoral Registration Officer (ERO) to dispense with the requirement for postal vote applicants to provide a signature if the applicant is unable to do so due to a disability.</p> <p>LVJB website updated to include easy to read guidance published by Mencap. Links to Electoral Commission animated recording.</p>	<p>Improve participation, influence and voice.</p>	<p><b>Eliminate, Advance and Foster</b> Advance equality of opportunity.</p>

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

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

**Statistical Data and Reports used for evidence gathering:**

1. Electoral Commission: Understanding Electoral Registration: the extent and nature of non-registration in Britain.
2. Population Data: National Records of Scotland estimates of population of NLC/SLC and Scotland by Age group 2022.
3. Census 2022 data for Scotland.
4. GFK Under-Registered Groups & Individual Electoral Registration – a qualitative study exploring the barriers and levels to electoral registration amongst groups that have traditionally been under-registered.

## 2. The 2025 to 2029 Equality Outcomes Report

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

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

- Provided alternative methods of registering to vote through the use of the on-line registration via the UK government website [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote)
- Provided telephone assistance to electors to guide them through the registration process and offered the option to complete their registration for them over the telephone.
- Published the availability of the UK government on-line registration service on our website and in voter registration forms issued.
- Provided information on registering to vote posted on North Lanarkshire Council and South Lanarkshire Council social media accounts at the annual canvass in 2023 and 2024.
- Information was provided in 2023 to the University of the West of Scotland Hamilton Campus to promote participation and encourage registration to vote. Educational data was received in 2023 and 2024 to enable us to issue registration forms for the annual canvass.
- To maximise the registration of 16 and 17 year olds, during the 2023 and 2024 annual canvass, we obtained information from educational establishments throughout North Lanarkshire and South Lanarkshire to confirm registration details.
- The 2024 Local Government Register had 6,260 16/17 year olds registered and 2,310 Attainers and the 2023 Local Government Register had 6,596 16/17-year-olds and 2746 Attainers. The number of Attainers increased in North and South Lanarkshire from 2021 to 2022 but has since decreased.

#### b) Under Registration of Black and Minority People (BME), EU Nationals and Commonwealth Citizens

- Continued to provide the option of interpreting and translation services.
- A personal canvass was carried out in 2023 and 2024 to households where electors did not respond to voter registration forms. Forms are available on request in other formats and languages from the Electoral Commission.
- February 2025 electoral register has 12,183 (4.60%) of electors within North Lanarkshire area that are non-British nationality and 10,831 (4.13%) of electors within South Lanarkshire that are non-British nationality.
- According to the 2022 Scotland Census Profile: overall 9.8% of the population of Scotland was born outside the UK with both North and South Lanarkshire areas having 4.7%. The population figures will include those under the eligible age to vote and will therefore be higher.
- According to the NRS the population figures of 2022: 5.9% of the population of North and 4.5% of the population South Lanarkshire areas was born outside the UK. The comparison demonstrates that our registration rates are similar to the population figures and our percentage has continued to increase since 2023.

**c) Under Registration of People with Learning Difficulties/Physical Disabilities**

- Personal canvass was carried out for non-responding households enabling face to face assistance in completing the annual canvass voter registration forms.
- The 2023 and 2024 annual canvass of establishments such as care homes was dealt with by a dedicated team to ensure return of forms and offer of assistance in completing the forms either by telephone or visits to the homes. Regular contact is made with the care homes throughout the electoral year to register individuals and postal votes.
- Provided alternative methods of voting, through the use of on-line registration via the UK government website [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote). This information is published on our website and on all voter registration forms issued.
- Provided telephone assistance to electors to guide them through the registration process and offer the option to complete their registration for them over the telephone. Postal vote levels decreased to 89539 in February 2025 (from 933980 in Dec 2023) which is 17% of the number of registered electors.
- Provided a link on our website to the accessible Electoral Commission website [www.aboutmyvote.co.uk](http://www.aboutmyvote.co.uk) and the accessible UK government website [www.gov.uk](http://www.gov.uk) for electors to use to register to vote.
- Dedicated team deal with Carstairs Hospital to ensure individuals who qualify are registered to vote and able to apply for a postal or proxy vote.

**d) Under Registration of Residents of Houses of Multiple Occupancy**

- Provided alternative methods of registering to vote through the use of on-line registration via the UK government website [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote). This information is published on our website and on all voter registration forms issued.
- The 2023 and 2024 annual canvass of establishments such as care homes was dealt with by a dedicated team to ensure return of forms and offer of assistance in completing the forms either by telephone or visits to the homes.
- In April 2018 we provided information on the changes to Anonymous Voter Registration to Women's Aid Groups. On 1 December 2023, there were 10 anonymous electors registered to vote. On 1 February 2025 there were 17 anonymous electors registered to vote.

**Outcome 2 - Social Inclusion/Deprivation: Impact Upon Credit Rating Through Non-Registration**

- A personal canvass is conducted each year to households with no registered electors. Approximately 25% of these are social rented households. In addition, individual registration forms are issued where there is a change in tenant or occupier. In September 2023 and 2024 a personal canvass was conducted of 24,486 and 24,953 households with no registered electors.

### **Outcome 3 - Provide Equal Access to the Valuation Appeal Process**

- Provided the facility for translation and interpreting services for use at the Local Taxation Chamber and Upper Tier Tribunal on request.

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

- Translation and interpreting services available on request.
- The Postal vote levels decreased to 89,539 in December 2023 which is 17% of the number of registered electors.
- There is a dedicated team that visit residential establishments such as Care Homes and vulnerable groups to assist in completing absent vote applications and offer advice regarding signature waivers for those no longer able to sign forms.
- On 1 December 2023 there were 654 absent vote signature waivers. On 1 February 2025 there were 1031 absent vote signature waivers. The increase can be explained due to the Elections Act 2022 where electors required a separate application for devolved elections. This demonstrates that electors are aware of and using this option, ensuring their continued participation in the electoral process.

### **Outcome 5 - Monitor Customer Satisfaction on all Service Areas by the Protected Characteristics**

- Customer care questionnaires and complaints were monitored for the protected characteristics and no issues relating to equality were received during 2023/24 and 2024/25.

### **Statistical Data:**

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