

These are the NRS equality outcomes which the Department considers will enable it to better perform the **general equality duty** meaning that in the exercise of our functions we will have due regard to the need to -

- (1) eliminate unlawful discrimination, harassment and victimisation and any other conduct that is prohibited by the Equality Act 2011
- (2) advance equality of opportunity between people who share a relevant protected characteristic and those who do not;
- (3) foster good relations between people who share a protected characteristic and those who do not.

Strategic Objective	Equality Outcome	General Duty	Action			Measure of Achievement
			Description	Lead	By When	
1. To preserve the nation's records in our care, ensuring that the security of the information they contain is maintained, and to promote the preservation of records held elsewhere.	Ensure the security of information within public records to prevent against accidental release of unsuitable information, particularly information relating to protected characteristics	1, 2 & 3	Working with clients to identify information which cannot be released because of Freedom of Information legislation or the Data Protection Act 1998, client managers ensure that this information is correctly labelled and stored, and that catalogue entries accurately reflect any restricted status.	Record Services	Ongoing	Record of Freedom of Information, Data Protection and File Access requests to be published in the NRS Annual Report & Accounts.
2. To promote improvements in the management of records including digital formats, by the public sector in Scotland in order to support good governance, accountability and efficient use of public resources.	To help people and bodies, who have records generated about them, benefit from improved records management practice, including improved retention and disposal practices.	1,2 &3	Work with NRS stakeholders to increase the number of public authorities complying with the Public Records (Scotland) Act 2011 (PRSA) each year, by ensuring the submission of a Records Management Plan (RMP) from named authorities.	Record Services	Work to commence in March 2013 and be assessed and reviewed annually.	To invite c.50 authorities per year to submit a Records Management Plan For Keeper's approval.

Strategic Objective	Equality Outcome	General Duty	Action			Measure of Achievement
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3. To produce statistics and gather and record historical and contemporary information about Scotland and its population.	People have the opportunity to be involved in the decisions around the future collection demographic information to meet the needs of all users.	1,2 & 3	Consultation with stakeholders and users of our data	Census & Demography	Ongoing	In order to baseline and monitor, consideration is being given to an annual survey which would assess how well people felt they had the opportunity to feed in their views.
	People are better informed about groups with protected characteristics.	1,2 &3	Consultation with stakeholders and users of our data	Census & Demography	Ongoing	In order to baseline and monitor, consideration is being given to an annual survey which would assess how well informed people felt based on our outputs.
	Customers can search and order historic records and extracts using a variety of methods that suit their personal circumstances.	1, 2 & 3.	The catalogue can be searched on the internet or customers can telephone for advice or visit in person.  Official Extracts can be ordered by phone, through the internet, telephone, fax, post or in person	Public Services.	Ongoing	Feedback from customers monitored.
	Faith, cultural and other groups needs are met by new death registration processes arising from implementation of the Certification of Death (Scotland) Act 2011	1, 2 & 3	Expedited review processes are made available to groups who need rapid funeral services	Registration	April 1, 2014	Positive feedback from stakeholder groups after go-live

3. To produce statistics and gather and record historical and contemporary information about Scotland and its population.	Accessible registration materials (including BSL translations) can be found on the revised NRS website	1 & 2	All materials are migrated promptly and highlighted as available	Registration	Summer 2013	Positive feedback from website users who need accessible materials
	Policies, processes and fees are equal for same and opposite sex couples following implementation of any potential Marriage and Civil Partnership Act (if current Bill passes)	1, 2 & 3	Fees and processes are not altered in light of the sexual make up of any couple	Registration	2015 (potential)	Positive feedback from equality stakeholders
	All registration electronic systems (both internal and external) are accessible and take into account the needs of users with protected characteristics	1 & 2	Systems are developed and designed with accessibility in mind	Registration	Ongoing	Positive feedback from internal and external system users
	Registration process and practises are accessible and take into account the needs of those with protected characteristics.	1, 2 & 3	1. Handbook re-design and editing project embeds accessibility at each stage, and tests with users.  2. Computerisation, multiple exam settings and training materials place accessibility at the centre of the user experience	Registration	Mid-2014  2015	Positive user testing.  Positive candidate feedback

3. To produce statistics and gather and record historical and contemporary information about Scotland and its population.	Policing of marriage celebrants is sensitive to protected characteristics and vulnerability including in relation to sham marriage ceremonies.	1 & 3	1. Partnership working positively balances even-handed treatment of all groups with protected characteristics with legitimate criminal activity disruption.	Registration	Ongoing	Positive feedback from partners
		2 & 3	2. The activities of all religious and (potential) belief marriage celebrants are overseen with equal attention and even-handedness	Registration	Ongoing	Positive feedback from authorised bodies, wider marriage stakeholders
	Ethnicity data is collected during the death registration process in a way which is sensitive to informants' needs and respects protected characteristics	2	Ethnicity data is collected on the basis of consent and respect for informants with protected characteristics.	Registration	Ongoing	Positive feedback from medical users of ethnicity data, wider stakeholders

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4. To promote and extend the use of our records, data, expertise and statistical information, raising awareness, understanding and enjoyment of Scotland past, present and future.	Schools in Scotland will have the opportunity to use the rich variety of the records we hold to support the Curriculum for Excellence.	1, 2 & 3.	Deliver an education programme that supports the Curriculum for Excellence.	Public Services.	By 31 March each year.	Positive feedback from evaluation of workshops.
	Customers are able to access our digitised records locally, which will reduce environmental pollution due to reduced travel. Local access is also more affordable and safer.	1, 2 & 3.	Enable access to our digitised records through the internet or at local family history centres operated by Local Authorities and managed by Local Registrars. Enable local access for Public Bodies with a business need to view our records.	Public Services.	Ongoing. Requests from Local Authorities and Public Bodies evaluated when received and actioned if deemed appropriate.	Network of local family history centres established around Scotland.  Public Bodies who have a business need are linked to the ScotlandsPeople network.  Feedback from customers monitored.
	Customers with physical disabilities are able to access our digitised records at the ScotlandsPeople Centre.	1, 2 & 3.	Install adapted access facilities and software that allow for disabled people, people with walking aids or who have poor eyesight or hearing to attend the Centre. Helpers given free access.	Public Services.	Ongoing	People with physical, sight and hearing disabilities are able to visit the ScotlandsPeople Centre. Helpers can accompany people with disabilities for free.  Feedback from customers monitored.

Strategic Objective	Equality Outcome	General Duty	Action			Measure of Achievement
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5. To improve the effectiveness and efficiency of our organisation	Our workforce is proportionally representative of equality communities and has the relevant skills, knowledge and experience.	1,2 & 3	Analysis of workforce data against the protected characteristics to identify areas for action.	Corporate Services	Quarterly each year	Publish analysis and detail action taken in NRS Annual Report & Accounts
			To provide employment and placement opportunities in line with the Youth Employment Strategy.	Corporate Services	Each Year	To provide: <ul style="list-style-type: none"> <li>• 10 School Work Experiences placements per annum</li> <li>• 4 Student Placements</li> <li>• 1 Modern Apprenticeship</li> </ul>
			Provide all staff with an equality and diversity learning tool.	Corporate Services	30 June 2013	Training to be rolled out to 100% of current staff and during induction week to all new entrants.
	To be an organisation that supports and respects the protected characteristics of our staff and those who use our services.	1, 2 & 3	Take forward and implement an Action Plan devised by staff focus groups, from the results of the annual Employee Survey.	Corporate Services	31 March each year	The results of the survey to have an engagement index score of not less than 70% and a response rate of not less than 75%.
			Ensure the public procurement duty is taken into consideration and included when planning and developing procurement strategies on contracts tendered.	Corporate Services	Ongoing	Increase opportunities for suppliers to tender for contracts. Tendering at least one contract a year with a supported factory or business.
			Analysis of Budget Bids against any protected characteristics to identify areas for action.	Corporate Services	By 31 March each year	Seek SMT sign-off, following a range of budget bilaterals to obtain compliance against all 3 duties, in addition to delivering a (balanced) budget. Branch Heads / Budget Managers assessed on a mandatory budget management objective (annual appraisal) – 5% of budget.