



# **Report on Mainstreaming the Equality Duty in National Records of Scotland and Equality Outcomes.**

**July 2017**

## Foreword by Tim Ellis, Chief Executive



This report sets out how we are continuing to mainstream equality into the work of the National Records of Scotland and builds on our previously published equality outcomes. We have taken forward this work across the whole organisation, but in particular around our registration functions (where we have implemented legislative changes delivering significant equality improvements in terms of both marriage and death registration), and in developing appropriate questions for Scotland's Census 2021.

NRS continues to evolve and develop as an organisation, and we continue to make progress in developing a shared sense of purpose and vision for the organisation, emphasising equality and respect as one of our key values. As we take the next steps in that process - refining the way we work, strengthening our governance structures, and developing our leadership capacity – we will ensure that these values are at the heart of what we do and how we do it.

As I recognised in my last report, there is of course still much more to be done to ensure that these values are upheld and practised consistently across the organisation. As before, I am confident that the work outlined in this report will support and enhance that process and I look forward to being able to report further progress in the future.

A handwritten signature in black ink that reads "Tim Ellis". The signature is written in a cursive style.

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## 1. Introduction

This document describes the functions of National Records of Scotland (NRS) and reports on the progress that we have made in mainstreaming and promoting equality in all our functions. Following a similar format to the initial one in 2013, and its successor in 2015, this report provides information from all of the main business areas across NRS to demonstrate that in the exercise of our functions we have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct.
- 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 protected characteristic and those who do not.

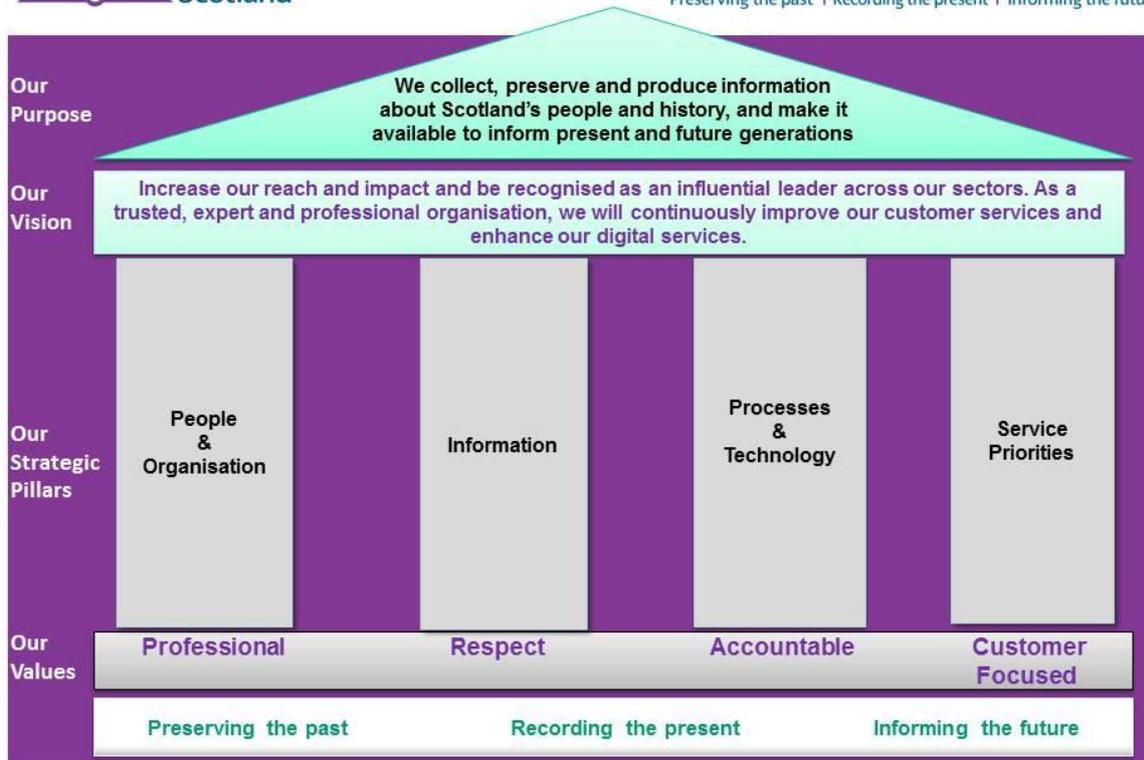
As NRS staff are employed on Scottish Government terms and conditions, gender pay gap information and a statement on equal pay and occupational segregation is included in the [Scottish Government Equalities Outcomes and Mainstreaming Report 2017](#).

This report also provides an updated set of NRS's Equality Outcomes at Annex A.

## 2. About us

The National Records of Scotland (NRS) is part of the devolved Scottish Administration. It is headed by a Chief Executive who encompasses the non-ministerial offices of Registrar General for Scotland (RG) and Keeper of the Records of Scotland (Keeper). The Registrar General for Scotland is responsible for the registration of births, marriages, civil partnerships, deaths, divorces, and adoptions. NRS also runs the census on behalf of the RG and uses census and other data to publish information about population and households. The Keeper is responsible for selecting, preserving and making available the national archives of Scotland, and administers the Public Records (Scotland) Act 2011.

As at 31 March 2017, we employed 377 permanent and 13 staff on a fixed term appointment (FTA) basis, a total of 390 people across 4 grade ranges, based in offices throughout Edinburgh and an office in Dumfries.



We have recently refreshed our strategy and vision, as set out above. However, our purpose remains:

*To collect and produce information about Scotland's people and history, and to make it available to inform present and future generations.*

We are clear that this purpose requires us to consider the needs of **ALL** of Scotland's people and to ensure that the history we record and celebrate is the history of **ALL** of Scotland and that it is accessible to **ALL**.

In carrying out this purpose, we have a set of core values which underlie all that we do: *professionalism, respect, accountability, customer focus*. Consideration of equality issues and compliance with the Public Sector Equality Duty are core to ensuring that we operate in accordance with these values. As part of our strategy refresh we are in the process of developing a 5 year business plan and as we develop that work we will be ensuring that equality considerations have been mainstreamed into commitments.

The following sections detail how we integrate equality into the work of our business areas and across our functions and the services that we provide.

### **3. Statistical Areas**

There are three main statistical areas across NRS: Census, Demographic Statistics and Data Resources.

The census has collected information about the population of Scotland every 10 years since 1801 (except in 1941 when no census was taken due to the Second World War). Census information is needed to help government develop policies and initiatives, for local authorities to plan services and to make effective use of resources that benefit the people of Scotland. Key users of census information include central and local government, academia and organisations undertaking research, the private, business and voluntary sectors and the general public. Detailed statistics from the census describe the characteristics of an area, such as how many men and women there are and their ages, ethnic group, education level and a broad range of other five characteristics. The statistics provide a rich and unique picture of Scotland's population by understanding the similarities and differences in the population's characteristics both locally and nationally.

NRS collects and publishes a wealth of information about the people of Scotland such as births, deaths, marriages, civil partnerships and migration. These statistics are used by the Scottish Government, local authorities and others to inform policies and also to help in planning; i.e. to determine the number of school spaces, houses and hospitals that may be required.

NRS is also involved in several programmes of work that cut across the statistical areas as well as providing support and services throughout NRS and to external partners. The common theme of these programmes is the aim to help maximise the use of data whilst protecting privacy. Some of these programmes are large scale data linkage projects, for example the Scottish Information and Linkage Centre (SILC), Scottish Longitudinal Study (SLS) and some specifically relate to protected characteristics :Scottish Health and Ethnicity Linkage Study (SHELS). Other programmes are concerned with data quality, geography and the administration of the National Health Service Central Register (NHSCR).

#### **3.1 2011 Census**

Following the 2011 Census, NRS has published over 400 standard tables, and a similar number of ad hoc tables (in special report and commissioned requests). Many of these tables relate to equality characteristics such as ethnic group, religion, country of birth, language and national identity and the tables relating to all of these topics have been downloaded by an extensive range of users. For example there have been more than 12,000 downloads of tables relating to ethnicity and/or religion.

We are very aware that the Census is a major source of detailed information on equality groups, especially at local level, and we continue to meet with stakeholders and data users to ensure that the data are well publicised. We have presented equality data at a huge range of events and have worked very hard to ensure that users understand the data and can use the insights they provide to ensure that their work is evidence based. In particular, we have supported Scottish Government and others in the production of evidence reports from the census covering, amongst other things, the characteristics of non EEC migrants, Gypsy/Travellers, health inequalities

and ethnicity and outcomes for people with learning disabilities. We look forward to supporting others in the production of further research and reports which make full use of this rich and unique resource and are developing secure processes to support academic and other researchers to access anonymised census data in their detailed research. Throughout all of this work we are keen to ensure that the outputs and products continue to meet users' needs and we are proactive in seeking feedback.

### **3.2 Scotland's 2021 Census**

Work has continued over the last two years to prepare for Scotland's 2021 Census with considerable effort devoted to the development of the draft topic and question set. We ran a formal consultation on the topics to be asked 8 October 2015 and 15 January 2016. During the consultation, we held a number of public events to explain the approach we are taking to inclusion of topics for 2021. Reports on these events can be found [here](#). We recognised that it was vital that the consultation reached a wide range of users, it was conducted using Citizen Space and was published on the Scotland's Census and on Scottish Government websites. It was also widely promoted between October 2015 and January 2016 using various channels, including:

- The Scotland's Census newsletter which has a distribution list of around 2,000 contacts. There were eight newsletters published in the duration of the consultation encouraging all interested parties to get involved.
- Updates via Scotstat in October, November and December 2015. ScotStat is a network for users and providers of Scottish Official Statistics and has a distribution list of over 2,000 contacts.
- Other means such as tweets from the @NatRecordsScot Twitter feed and updates to the 'Using Scotland's Census' Knowledge Hub site.
- In addition, a letter from the Registrar General was distributed to all of Scotland's Local Authority and Health Board Chief Executives, Members of the Scottish Parliament, Scottish Parliamentary Committees, Scotland's Members of the UK Parliament and Scotland's Members of the European Parliament, asking for their help and support both in responding to the consultation and in encouraging others to do so.

In total, 113 responses were received to the consultation; 91 of these were from organisations and 22 were from individuals and many of the responses related to equality. The results of the consultation were published in August 2016 and it was a first step towards understanding what information users will need; however the focus of the consultation was on information required at topic-level, not the detail of the questions that should be asked on the questionnaire.

Our conclusion was that all of the equality topics which were asked in 2011 (age, sex, disability, religion and ethnicity) should continue to be asked and that we would do more work to understand user needs around sexual orientation and on gender identity/transgender. We are now working alongside other census offices in the UK to research the public acceptability of adding questions on sexual orientation and

gender identity in the census. We have completed one set of testing and have more planned over the next year to be in a position to make a recommendation on inclusion of these topics for 2021 by autumn 2018. As part of this work we are meeting with groups representing LGBTI people to discuss the best way to collect the information that they need and to ensure that any proposed questions are acceptable and easy to complete.

In addition to the work around LGBTI questions, we have met, and continue to meet, with individuals and representatives from other equality groups. We held specific question consultation events around ethnicity, national identity, religion, language, health and disability. Information about and write ups from these events can be found on our website. These meetings have helped us understand where further developments might be needed and are guiding the development of our question testing plan covering the next year. We are committed to continuing to work with people from all equality groups in an open and transparent manner as we develop the recommended question set for 2021.

We have also carried out stakeholder events on our current output plans. These plans include making data available in a flexible table generator on our website which will enable users of the data to create their own tables and charts which would show detailed information on the particular equality group/s they are interested in.

We have begun extensive engagement with individuals and representatives of different equality groups as we develop our plans for enumeration and public assistance. Scotland's Census 2021 will be carried out predominately online; in order to ensure the highest possible completion rate from all groups, we need to understand potential barriers to completion and to ensure that effective mitigation is in place. For example, we are working to understand how best to support people with a range of impairments, people with translation needs and how to ensure that the support we offer is culturally appropriate. All of this work requires close cooperation with representatives from equality groups and our aim is to work with and through others to make the 2021 Census a success for all.

Overarching and guiding all of this is our Equality Impact Assessment for 2021. This is still at an early stage and we are working to collate the evidence we have gathered so far and to publish an initial draft of this by the end of 2017

### **3.3 Other demographic statistics**

Many of our regular published statistics are broken down by equality characteristics. For example we publish information about:

- births, including the numbers broken down by the mother's age, area of residence and country of birth, the father's age and country of birth, and the parents' marital status;
- stillbirths, including the numbers broken down by the mother's age and area of residence, the parents' marital status, and the cause of death
- infant deaths, including the numbers broken down by the infant's sex and the cause of death.

- deaths by age and sex
- same sex marriages
- household composition by age and sex
- life expectancy by age and sex

All of this information is published on NRS's website as well feeding into Scottish Government (SG) websites including regular updates to the SG's Equality Evidence Finder. We are continuing to develop new infographics and data visualisations to help improve the effectiveness of our dissemination and increase the reach and impact of statistics broken down by equality characteristics.

## Life expectancy at birth was lowest in the most deprived areas of Scotland

for people born around 2012



# More than half of babies were born outside of marriage/ civil partnership



51%

Outside marriage/  
civil partnership



49%

Inside marriage/  
civil partnership

In recent years, we have expanded the range of statistical information that is available on our website by adding several new web sections including deaths from certain causes, new tables on the numbers of births and deaths broken down in various ways, and extensive additional documentation and background information about the basis of our statistics.

Since the start of 2012, the person who registers a death is asked whether he/she is willing to provide the Registrar General with information about the ethnic group of the deceased for use only to produce statistics, to share with the NHS, and in research to help improve health services. We presented a summary of the results for January to June 2012 at an Ethnicity and Health Research Conference in Edinburgh in November 2012, and we now publish annual results on our website. In March 2017, we published background material on the collection of this information and an assessment of the quality of the data collected in the first three years, which concluded that they are not (at present) suitable for calculating reliable mortality rates for most ethnicities, and that there are some ways in which we may be able to improve the quality of future data.

The new material is available via <https://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/vital-events/deaths/deaths-background-information/ethnicity-of-the-deceased-person>. The sub-page with the report is <https://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/vital-events/deaths/deaths-background-information/ethnicity-of-the-deceased-person/the-quality-of-the-data/the-quality-of-the-data-for-2012-to-2014>.

Since the start of 2013, when any births are registered, registrars now ask for information which was previously obtained only when births to married couples were

registered. This allows us to produce more comprehensive and reliable statistics and data, for example as part of academic research into fertility.

Migration statistics published by NRS also enable users to consider equality issues in relation to understanding the number of migrants in each local area which is important in informing the integration, demand and delivery of services. For example, this might include consideration of the impact of migrants on housing requirements, health and social care services, school places, ethnic/language-specific services. Each year, we publish population counts by nationality and country of birth from the Annual Population Survey which provide estimates of the number of migrants in each council area. Also in April 2017, NRS published Demographic and Census profiles for each council area drawing on the latest migration data as well as Census 2011 data to show how many people born in the European Economic Area (EEA) live in each council area, their age profile and labour market characteristics.

### **3.4 Contribution to academic research/other work**

Much of our data is used by other parts of Government and by academics for research involving various equality groups. We send records of individual births, stillbirths and deaths to NHS Boards and the Information Services Division of NHS National Services Scotland, for administrative and analytical purposes. We have supplied extracts of relevant vital events data for use in many research projects, some of which have been running for many years - for example, the Childhood Cancer Study (Oxford University), the National Confidential Inquiry Into Suicide (Manchester University), and the National Programme on Substance Abuse Deaths (St George's Hospital, London University). Others are "occasional" or "one-off" studies, such as a study of Child Epilepsy (Royal College of Paediatrics and Child Health), the Infant Feeding Survey (which is conducted for the Health Departments) and the Palliative Care survey (which was conducted for Audit Scotland).

NRS is also involved in several programmes of work that cut across the statistical areas and to external partners. Some of these programmes are large scale data linkage projects, for example the Scottish Information and Linkage Collaboration (SILC), Scottish Longitudinal Study (SLS), and some specifically relate to protected characteristics, Scottish Health and Ethnicity Linkage Study (SHELS). The common theme of these programmes is the aim to help legally, ethically and securely maximise the use of data to further academic research and inform public policy making.

We recognise that the data used in these research programmes often refers to people in vulnerable or disadvantaged groups and we go to the maximum lengths possible to allow important research to take place that helps combat prejudice and identify disadvantage while protecting the privacy of individuals.

NRS engages regularly with analytical and policy colleagues across the Scottish Government to support equality mainstreaming, particularly in areas where the demographic data produced by NRS can play an important role in informing policy action. For example, we worked extensively with colleagues in the Demographic work sector of the British-Irish Council to consider the implications of population ageing. NRS contributed evidence and data visualisations to help increase

understanding around the changing demographic structures of the member administrations. This was then used in a strategic framing tool (the Rapid Reflection Model), and formed the basis of discussion at a Ministerial meeting in December 2016, focusing on the challenges and opportunities of population ageing.

#### **4. Records and Archives**

NRS selects records of permanent historical value, preserving and conserving those records, and cataloguing them so that they can be made available to the public. They include records proactively released by Scottish Government such as the papers of a Ministerial Committee on poverty and social inclusion. Scottish Cabinet records also contain information relating to all the protected characteristics.

NRS cataloguers work to create catalogues that reflect the information contained in the records of courts, corporate and private bodies that reflect the diversity of Scottish society and in turn relate to all the protected characteristics. By creating these catalogues we promote the use of the records both by internal and external stakeholders, for example the research community, the general public and our own outreach services. This encourages a greater understanding of those communities with protected characteristics.

NRS is an Accredited Archive Service under the UK archive accreditation scheme. This requires representatives from two outside bodies to examine our organisational health, our management of collections and the experiences of our stakeholders, before reporting back to a UK Panel. We received strong passes in all three areas, with much positive feedback, confirming that we are giving a good service to our many diverse audiences and stakeholders. Archive Accreditation must be applied for again every 6 years, and is reviewed at the three year mid-point. NRS is currently preparing for its three year review.

##### **4.1 Public Records (Scotland) Act 2011**

The Public Records (Scotland) Act 2011 was implemented on 1 January 2013. Under the Act, public authorities must submit records management plans for the Keeper's agreement, and once agreed, they must implement their agreed plans and keep them under review. As most plans are agreed subject to improvement activities, we are devoting more attention to the review aspects and to ensuring that agreed plans remain relevant. Private and voluntary organisations which deliver functions on behalf of public authorities are also involved as the records relating to the public functions they deliver must be managed in line with a commissioning authority's plan.

Previous work when preparing the Act, especially the Equalities Impact Assessment (EQIA) for the Bill, identified that better management of records leads to more effective information retrieval. The Act therefore has a particularly positive impact across those equality groups who are likely to have more records generated about them by public authorities. Examples include many vulnerable groups such as the elderly and the disabled and those receiving social care or young people who have been in the care system. Lesbian, gay, bisexual and transgender people, and people of different race, religion and belief also benefit from these improvements. It should

be emphasised that the policy is not about specifying what records should be created, rather about how the records which exist should be better managed.

In 2016-17, we reached a significant milestone when we issued our 200<sup>th</sup> invitation to an authority to submit a plan. In total we have agreed 148 plans and sent invitations to 207 authorities. We will therefore achieve our five year target to invite all of the 250 named authorities to submit a plan by 2018. However, many plans are agreed under improvement, so we have developed a new process for assessing improvement activities. Since 2013, we have run two national conferences about the Act and published four statutory annual reports which were submitted to Scottish Ministers and the Scottish Parliament. A fifth is due to be published in September 2017. These reported that excellent progress is being made and that the Act continues to promote positive change. The clear and reasonable objective of improvement over time encourages engagement, and facilitates collaboration and joint working. We have developed and strengthened close working relationships with authorities and, as a result, they continue to deliver robust records management plans under the Act.

We maintain an active outreach programme and we have conducted many surgery events about the Act. uch wider engagement helps us understand better the needs of all authorities and the citizens they represent. We also helped to support the Scottish Child Abuse Inquiry and its need to access vital information and records.

We continue to meet with individual authorities as required. These range of outreach activities to help foster improved communication across many different sectors for the benefit of all our communities. The Act therefore builds trust and helps promotes a new culture around record keeping, one which values public records and ensures that records created about people and the services they rely on remain authentic, accurate and true.

## **4.2 Post-Shaw Initiatives**

The recommendations of the Historical Abuse Systemic Review (*The Shaw Report*, 2007) included the need for the Scottish Government (SG) to hear the voices of former residents of residential schools and children's homes.

We continue to contribute to initiatives stemming directly from the findings of *The Shaw Report*. These include Reclaiming Lost Childhoods (RLC), a project designed to help care experienced individuals investigate and access information and records about their time in care. Also, Talking Care Scotland (TCS) a survivor-led oral history project which aims to collect the experiences of care experienced adults and make their memories and narratives available through the web. The Keeper is a trustee of TCS offering records and information advice and guidance and similarly contributes to the work of RLC.

In 2016 we engaged with a new post *Shaw* initiative. 'Back to the Future: creating and sustaining 'living archives' of children's homes in Scotland and Germany' is a project led by the School of Applied Social Science at Stirling University. In keeping with the aims of RLC, 'Back to the Future' seeks to assist current residents of care trace their records and develop an archive of their experiences there.

### **4.3 The Scottish Child Abuse Inquiry**

The Scottish Child Abuse Inquiry was set up on 1 October 2015. It is Scotland's first statutory national Inquiry into the abuse of children in care and is due to report within four years. Its overall aim and purpose is to raise public awareness of the abuse of those children during the period it covers. It provides an opportunity for public acknowledgement of their suffering and a forum for validation of their experience and testimony.<sup>1</sup>

The period covered by the Inquiry is within "living memory" of any person who suffered abuse. The definition of 'abuse' extends beyond the physical and the Inquiry will be entitled to consider other forms of abuse at its discretion. The Keeper is committed to assisting the work of the Inquiry.

In 2015 we prepared an initial list of potentially relevant record sources in NRS estimated at over 1,000 metres of government records alone. We met with the Inquiry team again in 2016 to take forward the Keeper's offer to host a meeting with public authority key contacts. It was agreed that this would help the Inquiry deliver advice and guidance to a large number of relevant authorities at the same time.

The event took place in March 2017. Interest in this event was understandably high and it attracted wide representation from a range of public bodies. The event helped authorities to understand better the terms of reference and their obligations to assist its investigations by locating and furnishing the Inquiry team with the records and information they need.

### **4.4 Government Records**

We continue to work with over 100 public bodies operating in Scotland to ensure that essential records of enduring value are identified and transferred into our care at the appropriate time. In 2016-17 over 11,700 catalogue entries were added to reflect these new additions.

A NRS Policy for the Selection of Government Records was updated this year and is due to be signed off shortly (<http://www.nrscotland.gov.uk/files//record-keeping/NRSGRBCollectpol.pdf>).

This policy emphasises the importance of government records as they 'record the origins of individual rights and obligations and provide accountability and transparency to the citizen. Collection of these records is expected to reflect changes in Scottish economic, political and cultural life, wider Scottish society, and the changing nature and structure of the Scottish Government itself.'

Broad themes for the collection of Government records are defined by the Selection Policy. The themes include:

The formulation and implementation of policy on domestic issues including:

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<sup>1</sup> <https://www.childabuseinquiry.scot/>

- civil and criminal law, legal rights, the administration of justice and penal policies
- social issues (education, child care, health, housing, policing and social policy)
- the environment and green issues
- cultural policy in the broadest sense, community development
- The interaction of these policies with individuals, communities, the Scottish nation and the physical and natural environment.

A policy of releasing historical information after 15 years was formalised by the introduction of Freedom of Information (Scotland) Act 2002 (Historical Periods) Order 2013, which came into force on 1 April 2014. The Order formally reduces the lifespan of several exemptions from 30 to 15 years, making more information available sooner to the public across all communities. Our main activity remains the proactive release of government information, in particular the release of meetings of the Scottish Cabinet papers every year. These have now been released to the year 2001. We held annual media preview events to publicise their release from which excellent coverage and wider publicity was obtained.

All of these measures ensure important Government records are transferred and made available in support of the NRS Public Sector Equality Duty. The records contain information relating to all of the protected characteristics and reflect the diversity of Scottish society. Access to them provides a wider understanding of different groups and communities throughout Scotland.

#### **4.5 Court and Legal Records**

The records created by the Scottish Courts and Tribunals Service (SCTS) contain information relating to all the protected characteristics. In the last full operating years since the update report of June 2015, NRS has taken in records from 16 sheriff courts, as well as large annual uplifts from the Courts of Session and Justiciary, and the Crown Office and Procurator Fiscals Service. Beginning in April 2017, NRS have been leading a project with SCTS to conduct a national audit of record keeping arrangements at all 39 Scottish Sheriff Courts. This project will ensure proper record keeping arrangements are instituted and maintained across the Sheriff Court network safeguarding the ability of the Criminal Justice system to serve the widest possible community effectively. Also in 2017, NRS and SCTS developed and launched a revised records retention schedule for Sheriff Courts to make certain the correct information relating to all the protected characteristics is collected, disposed of and preserved in accordance with the correct statutory and regulatory frameworks. All of our work in this area facilitates the safeguarding of the rights of people with protected characteristics.

#### **4.6 Private Records**

NRS collects and preserves a variety of records from private individuals and organisations, some of which deal with, or are created by, individuals with protected characteristics. NRS is also committed to preserving the history of a spectrum of minority communities. Since the last edition of this report, we have taken in more Children 1st records as well as some Quaker records. Records from the archive of

the Scottish Homosexual Rights Group were loaned to the 'Celebrate LGBT History in Cumbria' exhibition at Tullie House Museum and Art Gallery, Cumbria in 2017.

#### **4.7 National Register of Archives for Scotland (NRAS)**

NRAS continues its regime of five-yearly check-ups with owners of privately held Scottish archives. This strengthens our information gathering and knowledge of these archives, some of which will contain material on protected characteristics.

In 2015 NRS agreed with the Italian Consul General in Edinburgh to digitise the Census Registers of Italians living in Scotland in the 1930s with the main aim of making copies available to the public in the NRS while the originals would be returned to Italy. The issue of politically sensitive material in the Census was carefully considered. Examples from the Registers were highlighted in an exhibition later that year which was a great success with the Scots-Italian community.

#### **4.8 Digital Records**

In the future, as records become increasingly digital and digitally born, there will be both greater opportunities for access and engagement but also greater challenges in protecting the rights and privacy of individuals. All of these aspects are being actively addressed as part of our on-going Digital Preservation Programme. As a part of that programme, our new Digital Continuity service became operational in April 2017 and we are now beginning a phased and scheduled process of capturing a wide range of Scottish Government websites to ensure that their content remains as widely available as possible in perpetuity. These websites will themselves be acting to deliver diversity and equality outcomes and our capture and re-presentation of these will help to sustain those outcomes. The Commission on Parliamentary Reform; Education Scotland; Sport Scotland; Penrose Inquiry; Commission for Ethical Standards in Public Life in Scotland and Mental Welfare Commission Scotland web sites are of particular relevance in this respect.

Working collaboratively with Scottish local authorities, NRS is developing tailored products to enable them to better meet their digital record keeping requirements under the Public Records (Scotland) Act 2011. We are developing digital preservation guidance and a tool which will enable local authorities to compile a high quality estimate of the scale of their digital holdings. These products are empowering local authorities to embark on their digital preservation journey which in turn will support them in the long-term retention of digital archival records reflecting the lives of all citizens.

In terms of protecting the rights and privacy of individuals, in February 2017 we introduced a new takedown and reclosure policy. The policy outlines how records that are held, preserved, and made available in NRS may need to be closed to further public access. It is uncommon for an open record to be subsequently reclosed but there are legitimate circumstances where this may occur. Anyone can submit a request for takedown or reclosure of a record, which will be acted upon as a precaution immediately. All requests are reviewed by a reclosure panel within 30 working days to determine the final action. This enables us to respond promptly efficiently and proportionately to any concerns raised about records that should not

be accessed by the public or to any other concerns raised in respect of our online records and web sites.

## **5. Registration of Births, Deaths and Marriages**

NRS is responsible for a broad range of civil status records touching on key aspects of personal identity. This includes the registration of births, deaths and still-births, marriages and divorces, civil partnerships and their dissolution, gender recognition and adoptions. We are also responsible for the statutes relating to the legal preliminaries to marriage and civil partnership, and their solemnisation and registration, as well as processes and IT systems which enable the electronic capture and sharing of information.

During December 2014 and January 2015, we implemented all registration aspects of the Marriage and Civil Partnership (Scotland) Act 2014, including the introduction of an administrative route to changing existing Scottish civil partnerships to same sex marriages (December 2014), and the registration of same sex marriages in Scotland (from January 1, 2015). We continue to work with Scottish Government who lead on the development and future of marriage and civil partnership.

We implemented all registration aspects of the Certification of Death (Scotland) Act 2011, going live in May 2015 and including development of a robust mechanism to ensure people from Scotland's faith and cultural communities who need a swift burial of their loved ones are not adversely affected by the new system of scrutiny of medical certificates of cause of death. We engaged on wider equalities dimensions of the Act (such as potential fees in regard to the medical review service, which Scottish Ministers decided should not be applied) and continue to monitor the operation of registration processes, and their interaction with medical and funeral industry processes, since go-live in order to ensure the needs of those with protected characteristics are met.

We continue to collect ethnicity data during the death registration process for the purposes of improving medical research, and over the last two years undertook a complete revision of the medical certificate of cause of death, certificate of still-birth, certificate of registration of death and certificate of registration of still-birth to incorporate additional public (and other) health data in order to facilitate more accurate public health information and statistics, as well as improved monitoring of still-births. We continue to authorise marriage celebrants from both religious and belief bodies; work to disrupt sham marriage (particularly through Scottish implementation of a new Home Office data sharing scheme covering people wishing to marry in Scotland who are subject to immigration control); and embed the needs of those with a protected characteristic in our public-facing material, for instance through an exercise to upgrade BSL-versions of guidance leaflets on how to get married in Scotland.

As Registration touches the lives of Scottish people at key moments, which can be joyful but also present significant stress and challenge, it is doubly important that the needs of people with a protected characteristic are fully met, and we take pride in continuing to strive towards that goal.

## 6. Public Services

NRS has a statutory duty to make the indexes of the vital events like births, deaths and marriages and the open Scottish Census available to the Public upon payment of a fee agreed by the Scottish Parliament and to allow copies to be made of these events for a prescribed charge. We also have a variety of family history records that we make available to our customers through our various websites, or in our search rooms which can be viewed in digital format or by requesting the original documents.

NRS makes the vital events and a variety of digitised family history records available through its pay-per-view website at [www.scotlandspeople.gov.uk](http://www.scotlandspeople.gov.uk), search rooms at the ScotlandsPeople centre in Edinburgh, at local family history centres and to Public Bodies with a business need. The ScotlandsPeople website re-launched during September 2016 with improved search facilities, a more modern look and at this point we introduced a free index search. This change has resulted in a marked increase of activity for people searching our records. Our historical and legal search rooms also provide access to our archive records in both digital format and the original documents.

When designing our websites, we strive for compliance with display screen standards to ensure that people with limited vision can readily view the web pages. All NRS websites comply with level “AA” under Web Content Accessibility Guidelines (WCAG) 1 standards or have accessible alternatives under WCAG2.

Our revamped ScotlandsPeople website conforms to Level AA of the W3C Web Content Accessibility Guidance (WCAG) 2.0. We designed it to be compatible with recent versions of screen readers like Jaws, Zoomtext, Non Visual Desktop Access (NVDA), Voiceover, Window Eyes, Supernova screen readers and MAGic, which is a screen magnification and screen reading solution for certain computer users. This website was designed to be compatible with basic operating system screen magnifiers, speech recognition software like ‘Dragon Naturally Speaking’ and operating system speech packages.

Customers can order official certificates by a variety of methods. We simplified the process for ordering using our ScotlandsPeople website when we re-launched and customers can now order and pay online for certificates. Other channels such as telephone, email, post, fax or by visiting us in person are also available. They also have the option of visiting their local registrar.

NRS administers the Scottish Register of Tartans together with its website at [www.tartanregister.gov.uk](http://www.tartanregister.gov.uk) and maintains the Facebook web page. It is possible to search through the registered tartans for free and view each design.

NRS maintains both Facebook and Twitter web pages for ScotlandsPeople and their other websites, which allow customers to interact and post general queries. Over the past year there has been a marked increase in the number of followers.

Our search rooms in Edinburgh have disabled access, parking and facilities to assist people with mobility issues. For instance, we have some search places at tables that can be raised or lowered and there is specialist software available to magnify the images on the computer screens, which can be used in conjunction with specially

designed easy to view keyboards. Induction loops are available at our enquiry desks. We welcome helpers or guide dogs who may assist customers with special needs. We have regular search room user group meetings attended by representatives of our customers. Our staff strive to improve the customer experience by monitoring all new customers or customers with special needs and offering them extra help, if required or requested.

Where customers to the Historical Search Room require access to original documents we offer a remote ordering service to make journeys to General Register House as productive as possible. NRS have linked up local family history centres to the ScotlandsPeople suite of family history records. Full consultation with Local Authorities took place and so far centres have opened in Glasgow, Kilmarnock, Hawick, Inverness and Alva. Local centres offer local access to the records.

In the next few years, NRS will continue to increase the number of record sets that have been digitised and made available through its websites. More recently we released the 1930 valuation rolls, the Military Service Appeal Tribunal Records and around 30,000 additional historic church session records. The fully transcribed 1881 Scottish census is now available for free. We plan to release the 1935 valuation rolls during 2017. This means that more people can view our records online.

NRS have linked Public Bodies with a business need to the statutory records available on ScotlandsPeople. The NHS National Services Scotland is one example and staff at the Scottish Cancer Registration Unit use the access to create and validate family pedigrees, incorporating information and generations beyond the immediate knowledge of the informant. The results of the research can have a significant impact on the risk group a patient is assigned to with regards to possible future development of a familial cancer.

NRS offer copies of archive material for education services that support the Scottish curriculum and make available information on our Scottish Archive for Schools website. During 2017 we intend to review our provision for education and learning to offer a broad programme for learners of all ages.

## 7. NRS Staff and Employment

Our staff have Scottish Government (SG) terms and conditions and we follow the SG Equal Opportunities and Diversity Policy. NRS aims to ensure that each and every member of staff feels comfortable and valued, and free to contribute fully and to the best of their ability.

We treat everyone with dignity and respect and expect colleagues to do the same.

We are committed to ensuring that everyone should have equality of opportunity and work in an environment free from unfair discrimination and harassment, irrespective of irrelevant differences (some of which are protected by legislation).

This section details what we have done and what we are working on to achieve this.

### 7.1 NRS Staff

We use SG provided Management Information (MI) statistics to monitor our workforce against the protected characteristics and publish this information in our NRS Annual Report and Accounts.

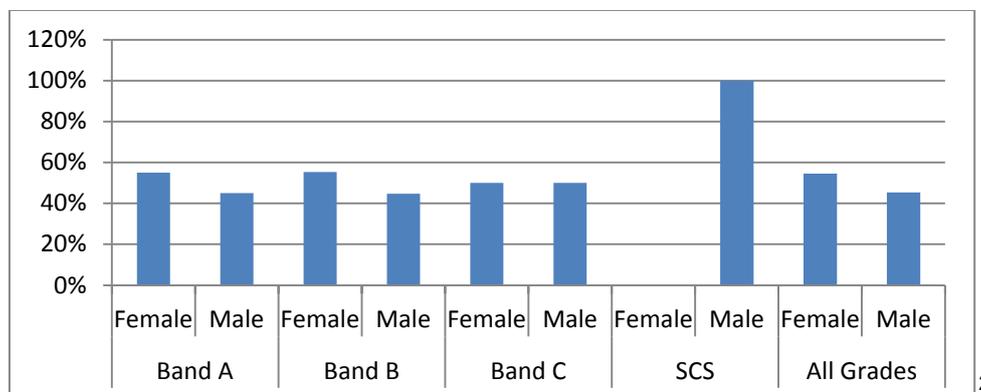
As at 31 March 2017, we employed 377 permanent and 13 staff on a fixed term appointment (FTA) basis, a total of 390 people across 4 grade ranges.

From MI statistics we are able to break this down further by gender and age.

#### 7.1.1 Gender

Of those staff who declared their gender, 55% were Female and 45% were Male. This is the same gender ratio of our staff at Band A (administrative support) and Band B (managers). However, at Band C (senior managers), NRS has a 50:50 gender balance.

**Headcount percentage of permanent and FTA staff by gender within pay range:**

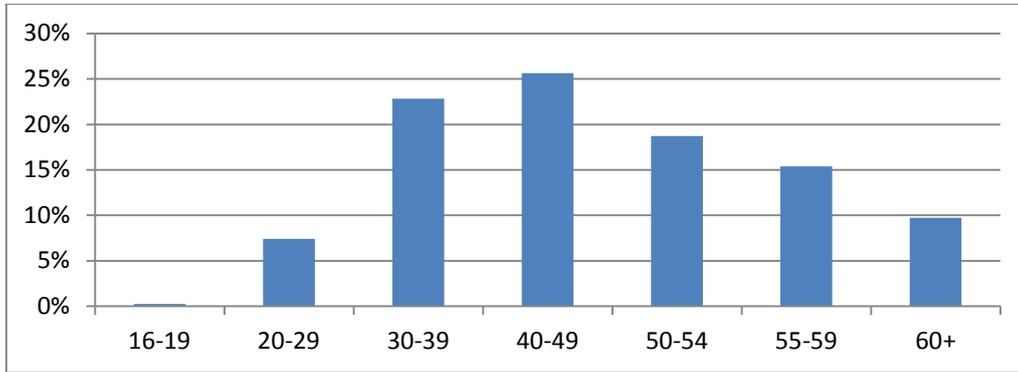


<sup>2</sup> Only one member of staff at SCS level.

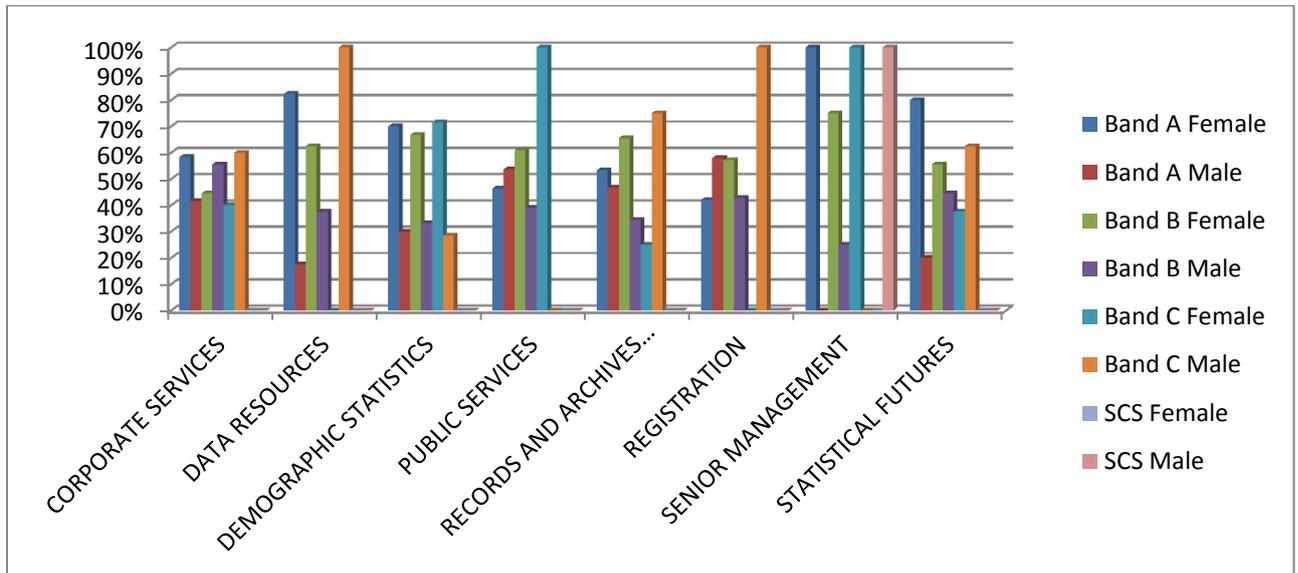
### 7.1.2 Age

The highest percentage of staff (27%) are in the 40-49 age range, with the lowest (0.3%) in the 16-19 age range.

Headcount percentage of permanent and FTA staff by age:



For succession planning and resource purposes, we also look at grade, age and gender across all of our business areas. This information is detailed in the table below.



These statistics have helped us to identify the need to provide opportunities including employment from people in the 16 – 19 and 20 – 29 age ranges (see paragraph 7.2)

### 7.1.3 Nationality and the EU Referendum

NRS values the contribution that EU nationals bring to our economy and society. EU nationals are an important part of Scotland's future, in terms of contributing to sustainable economic growth, mitigating the effects of demographic change and enriching our culture and communities.

Several networks in UK Government departments have been established to support EU nationals working in the UK Civil Service. These groups are aimed at sharing experiences and ideas, and resolving any potential challenges that may arise for staff members who are EU nationals as a result of the EU Referendum.

In this context, SG set up an EU Nationals Network, a forum for discussion and where staff can raise any specific ideas or concerns to SG as the employer.

NRS Diversity Monitoring Information confirms that 18 of our staff have self-declared to be EU Nationals. These staff and other staff, who may have an interest, have been encouraged to participate in the Network.

## **7.2 Recruitment**

As NRS recruits for permanent staff and the temporary staff required for the 2021 Census, we will continue with our aim to employ a diverse workforce that reflects the people of Scotland.

We provide a range of employment and talent programme opportunities for unemployed and student young people, particularly from the 16-19 and 20-29 age groups, who only account for 8% of our staff. These opportunities include:

### **Modern Apprentices**

Since 2015, we have employed four apprentices, who take part in this yearlong mentoring and support programme which leads to permanent employment. Two apprentices have completed the programme and are now in permanent employment.

During 2017, we will be recruiting for a number of archive attendant posts, with many of them being offered as apprenticeships.

### **Student Placements**

These are periods of employment taken up by university or college students, in order to gain practical work experience. These opportunities can last for a minimum of one week up to a maximum of one year. Since April 2016, we have provided nine student placement opportunities.

### **“Opening up Scotland’s Archives” Placements**

Supported by the Heritage Lottery Fund’s Skills for the Future Programme, *Opening Up Scotland’s Archives* is delivered by the Scottish Council on Archives in partnership with a range of host archive services. The three year initiative aims to create a more diverse workforce, by attracting new skills and people into archive services especially to work with communities, digital skills, social media and IT. The project offers new routes to working in the heritage sector and is aimed at people who may never have thought about a job in this area. NRS is currently hosting two trainees in the final year of the Programme, September 2016-October 2017.

## Graduate Development Programme

We participate in the Scottish Government's Programme which mixes career management with performance management to give participants:

- **experience** - through a diverse and challenging range of postings in the Scottish Government and wider public service
- **exposure** - working with a range of senior staff within the government and public sector, building relationships and forming strong networks
- **education** - a programme of education to help provide the knowledge, skills and self-awareness to build long term leadership capability.

During the next year, NRS is considering developing our own Programme to invest in and develop the skills needed for our future employees in a range of professions including; Statisticians, ICT and Digital.

### 7.3 Public Appointments

In Scotland, women are under-represented on public board membership. As part of the "Partnership for Change Pledge", launched in 2015, NRS committed to further the diversity of our Management Board, aiming to achieve a 50/50 gender balance by 2020. This was achieved in 2016 with the appointment of our new Non- Executive Directors.

### 7.4 Gender Pay Gap

NRS staff have SG terms and conditions which includes pay and remuneration. Information about our gender pay gap is contained as part of the "Scottish Government Equality Outcomes and Mainstreaming Report 2017" which can be found at: [www.gov.scot/Publications/2017/04/4384/15](http://www.gov.scot/Publications/2017/04/4384/15).

### 7.5 Living Wage

In 2015, NRS was accredited by the Poverty Alliance as being a Living Wage Employer. This officially recognised our on-going commitment to paying our staff at least the Living Wage. This commitment also extends to those who are assigned to us through temporary or contract staff frameworks.

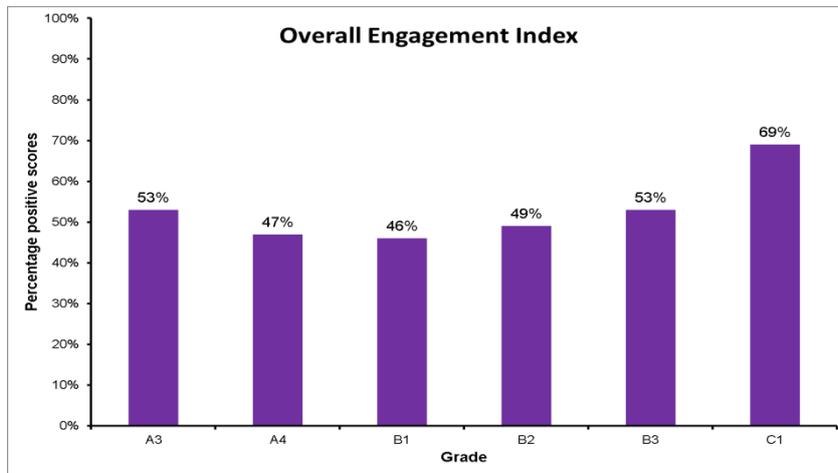
### 7.6 Employee Engagement

All NRS People, including permanent, temporary and contract staff are invited to participate in the annual Civil Service wide People Survey.

The People Survey measures staff engagement, that is, how **attached and proud** people feel to be part of NRS and how motivated and inspired they are to achieve NRS' objectives. In 2016, our engagement score increased by 6% to 53%

We are able to undertake some analysis of the results and continue to work with Cabinet Office in improving the range of reporting and analysis that we can do. The table below details the overall engagement index by grade and confirms that further

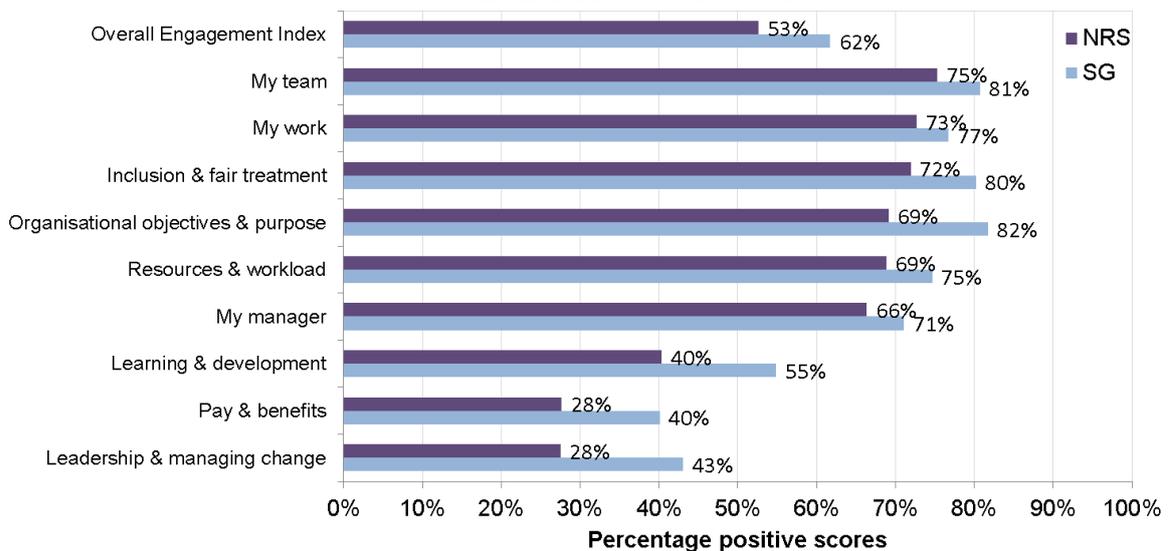
work needs to be done to improve the engagement of staff in our A4, B1 and B2 grades:



Staff responses to questions, ranging from strongly agree to strongly disagree, enabled us to assess how they feel across the 10 key drivers of engagement. Scores in some key drivers were lower than the SG, with whom we benchmark, but the gap narrowed over the year and, in one area "My Manager" the score of 66% was within 4% of the Civil Service High Performers.

The table below details the NRS percentage positive score in each of the key drivers benchmarked against SG.

**Chart 2: Percentage positive scores for each theme, NRS and Scottish Government**



We continue to work with the results of the survey to put in place improvements to policy, working processes and practises. This has included the appointment of an Organisational Development Manager who will work closely with business areas to focus on and work with the results from their areas.

A copy of our Survey results are available at: [www.nrscotland.gov.uk/about-us/corporate-information#engagement](http://www.nrscotland.gov.uk/about-us/corporate-information#engagement)

## **7.7 Learning & Development**

We acknowledge that whilst staff may have the necessary skills and experience, they may not have had the opportunity to have this recognised by way of a formal qualification. The NRS Lifelong Learning initiative encourages staff to undertake a formal qualification, up to degree level, for which partial funding is provided together with mentor support and guidance.

Since 2015, 3 Band A staff have been supported and attained the necessary entry level qualifications to apply for Band B Archivist posts.

## **7.8 Resilience and Wellbeing**

We are keen to build our staff's resilience and contribute to a more mentally healthy workplace. During 2016-17, we provided staff with opportunities to participate in a number of workshops including:

- Mental Health First Aid Training
- Trauma Training
- Resilience
- Mindfulness

## **7.9 Annual Performance Appraisal**

All staff are encouraged to set a Performance objective that embeds diversity into their day-to-day activities. Examples would be to:

- carry out an equality impact assessment on a policy or process
- consider and include diversity and equality issues during the implementation of a policy
- include relevant diversity group representatives on working group that reflects the Scottish population.
- take any appropriate diversity action in response to the People Survey
- be considerate of individual work patterns when organising team meetings and events to maximise participation .
- provide a placement opportunity for a member of an under-represented group during the reporting year.
- seek regular feedback on how effective your communications are with a diverse range of individuals and groups

## **8. NRS Budget Management**

### **8.1 Budget Process**

NRS wants to be confident that its financial decisions help deliver positive equality outcomes whilst ensuring our pounds and pence also contribute to greater equality. As a Non-Ministerial Department, NRS works closely with the Scottish Government (SG), utilising many of its financial systems and processes so to provide value for money to the taxpayer. NRS management negotiates with the SG when coming to budget decisions (e.g. at a Spending Review) where budget proposals are evaluated for their impact on equality groups. Through assessing the equality impact of proposals and related spending, the experiences of different groups can be actively taken into account and negative impacts can at best be avoided, or at least mitigated. This forms part of a wider approach to outcome-based policy making and the way we spend public funds is key to that.

NRS contributed to the SG's Equality Budget Statement and Draft Budget 2016-17, which can be found at <http://www.gov.scot/Publications/2015/12/3449>.

Equality considerations are built into the governance and structures of the NRS budget process and have now become an integral part of it. Recognising the needs and working practices of its customers and stakeholders have helped to improve systems.

### **8.2 Mainstreaming Equality in Other Processes**

Similar equality considerations are embedded within other processes, including:-

- Financial Reporting (e.g. Annual Accounts and Efficiency Savings);
- Workforce Planning
- Benchmarking
- Participation in Audit & Risk Committees and other SG & Public Bodies Forums

For each of these other processes, best practice is often sought or advice shared with colleagues from across SG or taken from exemplar professional bodies, prior to commissioning within NRS.

## **9. Procurement**

All of our standard and bespoke contractual terms and conditions contain specific clauses relating to the Equality Act 2010.

Where NRS Procurement receives a purchase request which fits the reserved contracts criteria, it is tendered through the Collaborative Supported Factories and Businesses Framework contract. The Framework is reserved for Supported Factories and Businesses as defined in regulation 7 of the Public Contracts (Scotland) Regulations 2012 (Article 19 of Directive 2004/18/EC). A supported factory/business is "an establishment where more than 50 per cent of the workers

are disabled persons who by reason of the nature or severity of their disability are unable to take up work in the open labour market”.

During 2014, we purchased replacement signage and workwear through that framework. During 2015-16, we also purchased office furniture using the reserved contracts functionality of Public Contracts Scotland procurement portal.

During 2015-2016 we developed a Community Benefits Contract Clause and supporting schedule. This is used for larger procurements and ensures that the suppliers have to provide, as part of their tender, a variety of payback initiatives that provide a means of achieving sustainability in public contracts. They include targeted recruitment and training, small business and social enterprise and supported business development and community engagement. The level of benefits is directly linked to the contract spend.

We ensure that the specific and general duties required under the ‘public procurement duty’ are considered on a case by case basis and implemented in the planning and development of the procurement strategy. Any award criteria and performance conditions which are included in the contract will be related to and proportionate to the subject matter of the contract to ensure consideration is given to the needs of and likely impact on all those affected by the contract. We included a number of requirements into our most recent retender of the Facilities Management contract which was awarded in July 2016, in particular this included payment of cleaning staff of the Poverty Alliance Living Wage.

In addition we are ensuring that we are kept abreast of any new developments and a member of the procurement team is also a member of the Scottish Government Supported Business working group. The group is currently looking into ways and means of increasing spend to Supported Businesses.

## 10. NRS Facilities and Estates

### Estates Review

We advised in the 2015 report that NRS undertook a comprehensive Estates Review in 2014, the purpose of which was to understand the degree to which NRS' current estate is fit-for purpose to deliver on our purpose and vision, and how it might be improved. The Review informed the development of NRS' future Estates Strategy, for which NRS set out the following strategic aims:

1. To meet current and future needs in terms of expansion, changing working practices and storage methods, achieving archival standards and operational efficiencies;
2. To support the creation of a cohesive, joined-up organisation, increasing opportunities for collaboration and interaction between staff and reducing the number of operational buildings;
3. To improve public accessibility and support the principle of 'customers first'; and
4. To measurably improve cost-effectiveness, sustainability and energy-efficiency.

As part of the review, we carried out an EQIA which considered the needs of NRS staff, customers and other key stakeholders, and the degree to which these are met within our current buildings, i.e. the variety of working patterns and workstation requirements for staff, the accessibility and location of our buildings, and the degree to which they support and enable access to our services.

In early 2015, following completion of the Review, we agreed our future Estates Strategy - that our long-term aim is to consolidate our estate around the current storage facility at Thomas Thomson House. At that stage, the strategy represented a "direction of travel" rather than a firm plan as it remains subject to funding. The strategy remains our long term ambition and we will continue to work to achieve that. In the short term we are focusing on developing a collaborative storage option to address our immediate archival storage requirements.

A copy of the Executive Summary of the Strategic Review of the NRS Estate can be found on our website at:

[www.nrscotland.gov.uk/files//about-us/executive-summary-strategic-review-of-nrs-estate.pdf](http://www.nrscotland.gov.uk/files//about-us/executive-summary-strategic-review-of-nrs-estate.pdf)

## 11. Further Information

11.1 Can be obtained from the NRS Corporate Development Branch who can be contacted at:

NRS Corporate Development Team

Ladywell House

Ladywell Road

Edinburgh

EH12 7TF

Email: [NRSCorporateDevelopment@scotland.gsi.gov.uk](mailto:NRSCorporateDevelopment@scotland.gsi.gov.uk)

Telephone: 0131 314 4685

## Annex A: Equality Outcomes - July 2017

These are the NRS equality outcomes which we consider will enable us to better perform the **general equality duty**. That means 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.

Some of these outcomes are new, reflecting the work that NRS will be undertaking over the course of the next 4 years, and some of these are a continuation of existing outcomes, where they are still felt to be valid. NRS is in the process of developing a 5 year business plan and part of that development work will be ensuring that equality considerations have been mainstreamed into commitments. We will therefore continue to monitor these outcomes over the next year and will add to them as necessary. In addition, we will be seeking feedback from stakeholders over the forthcoming months to ensure that what we are committing to achieving reflects their views and concerns.

Strategic Objective	Equality Outcome	General Duty	Action			Measure of Achievement	Position in July 2017
			Description	Lead	By When		
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 commenced in March 2013 and is assessed and reviewed annually.	To complete the initial invitation process by 2018.	We have met our target of averaging 50 invitations per year. By the end of March 2017, we had agreed 148 plans with 207 invitations sent out.
To produce statistics and gather and record historical and contemporary information about Scotland and its population.	People are better informed about the socio-demographic position of different groups in Scotland.	1,2 & 3	Consultation with stakeholders and users of our data to ensure that the question set that is developed for 2021 is fit for purpose and meets users' needs.	Census & Demography	Ongoing – draft question set for 2021 Census to be presented to Scottish Parliament by end 2018 with legislation on questions to be passed late 2019/early 2020.	Stakeholder feedback as part of the ongoing discussion around the question set in Census 2021.	In preparation for Scotland's 2021 Census, we have been engaging extensively with individuals and stakeholder groups to discuss the topics and questions to be asked. We plan to continue this work through the rest of 2017 and much of 2018 leading to a proposed question set by late 2018.  We will publish a first draft of our EQIA by end of 2017 and update it annually thereafter which will summarise the ongoing evidence and our resultant actions.

Strategic Objective	Equality Outcome	General Duty	Action			Measure of Achievement	Position in July 2017
			Description	Lead	By When		
To produce statistics and gather and record historical and contemporary information about Scotland and its population.	People are better informed about groups with protected characteristics as a result of our continued publishing of equality information from the 2011 census, our regular demographic statistics and our increased work with partners to use census information.	1,2 & 3	Continuing to promote use of equality related data.	Census & Demography	Ongoing	Continued high number of downloads of equality related tables from Census and demographic stats websites. Increase in output from other studies using equality related census information.	We have published a huge amount of information from the 2011 Census both in terms of standard outputs and also as commissioned requests and analytical reports. We will continue to increase the use of the census information, publish tables, and to work with others to increase analytical work based on the census. We will continue to develop the work we have done on ethnicity on death records and will explore new possibilities with our regular demographic statistics. We will also continue to work to allow restricted access to census information in secure settings and allow it to be linked where legal and ethical.
	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.	Public Services.	Ongoing	Feedback from customers monitored.	<p>NRS Public Services have continued to ensure that our service delivery model includes access to a wide variety of our records and services using a variety of channels. We have developed a National Records of Scotland Public Access to Archives Policy which describes how we make our archives publicly available using a variety of channels including onsite services, digital services, education and learning and in: partnership with other organisations:  <a href="http://www.nrscotland.gov.uk/files//research/NRSAccessPolicy.pdf">http://www.nrscotland.gov.uk/files//research/NRSAccessPolicy.pdf</a></p> <p>We re-launched our ScotlandsPeople website with improved design and functionality and now offer a free index search across all our indexed family history digitised records.</p> <p>Looking forward, we plan to roll out an internet version of ScotlandsPeople in our search rooms during 2017 to improve the customer experience by customers having access to the same search functionality and being able to access their accounts in the search rooms or at home.</p>

Strategic Objective	Equality Outcome	General Duty	Action			Measure of Achievement	Position in July 2017
			Description	Lead	By When		
To produce statistics and gather and record historical and contemporary information about Scotland and its population.	Faith, cultural and other groups' needs continue to be met by death registration processes flowing from the Certification of Death (Scotland) Act 2011.	1, 2 & 3	Advance Registration processes are made available – with registrar support - to groups who need rapid funeral services.	Registration	April 1, 2014	Positive feedback from stakeholder groups after go-live.	Since go-live of the new death certification system on May 13, 2015, the needs of faith and cultural communities for a swift burial are being met by the Advance Registration (AR) process, which once granted by the medical reviewer, allows registration of the death to proceed without delay while the review takes place. Over the last two years (since go-live, and the smooth operation of the death certification review service) numbers of Advance Registration requests have fallen, and almost all of the AR requests made, for whatever reason (compassionate, religious/belief or administrative), are granted, resulting in minimal distress to bereaved relatives. Generally, AR requests are only refused where the process of review has already taken place by the time of registration, and so are unnecessary. No AR requests on religious or belief grounds have been refused.
	Policing of authorised marriage celebrants is sensitive to protected characteristics and vulnerability, including in relation to sham marriage ceremonies.	1 & 3	Partnership working positively balances even-handed treatment of all groups with protected characteristics with legitimate criminal activity disruption.	Registration	Ongoing	Positive feedback from partners.	In delivering the Registration end of the new Home Office scheme governing those who wish to marry in Scotland who are subject to immigration control, we have striven to train registrars in ensuring informants are treated sensitively and in an even-handed manner, with particular attention to language, while enabling immigration enforcement to disrupt illegitimate activity. We have also overseen the authorisation of marriage celebrants within the new religious and belief category in an equal manner ensuring bodies' and celebrants' rights to opt-in or opt-out of solemnising same sex marriage are upheld.

Strategic Objective	Equality Outcome	General Duty	Action			Measure of Achievement	Position in July 2017
			Description	Lead	By When		
To produce statistics and gather and record historical and contemporary information about Scotland and its population.	Policing of authorised marriage celebrants is sensitive to protected characteristics and vulnerability, including in relation to sham marriage ceremonies.	2 & 3	The activities of all religious and belief marriage celebrants are overseen with equal attention and even-handedness, including equal protection from any compulsion to participate in same sex marriage on religious grounds.	Registration	Ongoing	Positive feedback from authorised bodies, wider marriage stakeholders.	In delivering the Registration end of the new Home Office scheme governing those who wish to marry in Scotland who are subject to immigration control, we have striven to train registrars in ensuring informants are treated sensitively and in an even-handed manner, with particular attention to language, while enabling immigration enforcement to disrupt illegitimate activity. We have also overseen the authorisation of marriage celebrants within the new religious and belief category in an equal manner ensuring bodies' and celebrants' rights to opt-in or opt-out of solemnising same sex marriage are upheld.
	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.	We continue to collect ethnicity data on a voluntary basis from informants. In addition, we are working with academic colleagues to improve the collection of ethnicity data by registrars.

Strategic Objective	Equality Outcome	General Duty	Action			Measure of Achievement	Position in July 2017
			Description	Lead	By When		
To produce statistics and gather and record historical and contemporary information about Scotland and its population.	We contribute to the development of new policy (and any downstream processes and structural changes) on gender recognition and the future of civil partnerships in a way which respects, and meets the needs, of those with a protected characteristic.	1	Citizens who are transgender, intersex or who identify as non-binary are able to engage with civil status registration processes in a way which respects their identity.	Engage with SG family law policy leads.	2017-18	Positive engagement with, and subsequent feedback from, equalities groups representing transgender/intersex/non-binary people on revised registration processes.	
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.	Provide access to records to support a programme that supports the Curriculum for Excellence.	Public Services	As requested by schools.	School are able to educate their pupils about the history of Scotland using our wealth of archive material.	We can provide a variety of education material that supports the Scottish curriculum. In addition to providing education material relating to our historical records we also put considerable effort into ensuring that the results of the 2011 Census were being used by teachers within Scotland.

Strategic Objective	Equality Outcome	General Duty	Action			Measure of Achievement	Position in July 2017
			Description	Lead	By When		
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.	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.	NRS have linked up local family history centres to the ScotlandsPeople suite of family history records. Full consultation with Local Authorities took place and so far centres have opened in Glasgow, Kilmarnock and Hawick, Inverness and Alva. We hope that this will be of particular help to older and disabled customers.
	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.	Our search rooms in Edinburgh have disabled access, parking and facilities, and there is specialist software available to magnify the images on the computer screens, which can be used in conjunction with specially designed easy to view keyboards. Induction loops are available at our enquiry desks. We welcome helpers or guide dogs who may assist customers with special needs.  We have quarterly search room user group meetings attended by representatives of our customers. Our staff strive to improve the customer experience by monitoring all new customers or customers with special needs and offering them extra help, if required or requested.
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.	Details are provided both in the mainstreaming part of this report and will also be published as part of our Annual Report and Accounts.

Strategic Objective	Equality Outcome	General Duty	Action			Measure of Achievement	Position in July 2017
			Description	Lead	By When		
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	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>• 9 Student Placements</li> <li>• 4 Modern Apprenticeships</li> </ul>	We have met all our targets in this area. Further details are provided in section 7.2 of the mainstreaming section of the report.
			Provide all staff with an equality and diversity learning tool.	Corporate Services	Ongoing	Training to be rolled out to 100% of current staff and during induction week to all new entrants.	This has been made available to all staff and is mandatory for all new starts.
	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 People 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%.	We have not achieved this. Details of our staff survey results are published on our <a href="#">website</a> . There is ongoing work across the organisation to address this and the issues raised in the staff survey. Further details are given in section 7.7 of the mainstreaming section of this report
			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.	During 2014, we purchased replacement signage and workwear through that framework. During 2015-16, we also purchased office furniture using the reserved contracts functionality of Public Contracts Scotland procurement portal.  During 2015-2016, we developed a Community Benefits Contract Clause and supporting schedule. This is used for larger procurements and ensures that the suppliers have to provide, as part of their tender, a variety of payback initiatives that provide a means of achieving sustainability in public contracts. They include targeted recruitment and training, small business and social enterprise and supported business development and community engagement. The level of benefits is directly linked to the contract spend.

Strategic Objective	Equality Outcome	General Duty	Action			Measure of Achievement	Position in July 2017
			Description	Lead	By When		
To improve the effectiveness and efficiency of our organisation	To be an organisation that supports and respects the protected characteristics of our staff and those who use our services.	1, 2 & 3	Analysis of Budget Bids against any protected characteristics to identify areas for action.	Corporate Services	By 31 March each year	Seek senior management sign-off, following a range of budget bi-laterals 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.	We have adopted a portfolio management approach across our organisation to ensure we approach our major programmes and projects in a consistent manner – including carrying out EQIAs. As we continue to improve our governance more generally, we will continue to embed mainstream equality thinking across all of our decision making groups.