

NHS 24 BOARD MEETING		31 AUGUST 2023 ITEM NO. 12.6 FOR ASSURANCE	
NHS 24 BOARD EQUALITY, INCLUSION AND RIGHTS GROUP (EIRG): UPDATE			
Executive Sponsor:	Dr Laura Ryan, Medical Director		
Lead Officer/Author:	Arlene Campbell, Head of Stakeholder Engagement & Insights		
Action Required	NHS 24 Board is asked to note for assurance: <ul style="list-style-type: none"> • The updated arrangements in convening the Board Equality, Inclusion and Rights Group and associated Terms of Reference (Appendix 1) • The proposed benchmarking approach in order to measure improvement progress. 		
Key Points for this Committee to consider	<ul style="list-style-type: none"> • As a listed authority in Scotland, NHS 24 is required to meet certain equality & diversity related duties. This requirement is included as part of the Public Sector Equality Duty (PSED) in Scotland. • NHS 24 Board has approved the establishment of the Equalities, Inclusion and Rights Group (EIRG) as a specific, timebound group of the NHS 24 Board itself to oversee a programme of improvement • An updated Terms of Reference for this Group is presented in Appendix 1 		
Governance process	This paper follows on from the previous options paper presented to NHS 24 Board in March 2023		
Strategic alignment and link to overarching NHS Scotland priorities and strategies	Equalities and human rights underpin all NHS 24 key strategic priorities and objectives, and this work supports the achievement of a person and user centred workforce and services.		
Key Risks	There are no identified risks in progressing this work. The associated risks in not, would be those relating to potentially diminished governance and quality.		
Financial Implications	All activity should be achieved within business as usual. It is recognised that there is a significant programme of work set out in this area and the SPRA process will identify specific capacity challenges and requirements in relation to the work required.		
Equality and Diversity	The overarching objective in pledging a dedicated focus to this area of work is to strengthen the organisational commitment to all aspects of equality and human rights.		

1. RECOMMENDATION

NHS 24 Board is asked to note for assurance:

- The updated arrangements in convening the Board Equality, Inclusion and Rights Group and associated Terms of Reference (Appendix 1)
- The proposed benchmarking approach in order to measure improvement progress.

2. TIMING

The decision to convene the Equality, Inclusion and Rights Group was taken at the March meeting of NHS 24 Board. First meeting is scheduled 29 August 2023

3. BACKGROUND

3.1 Following a series of equality focused discussions, the Board Equality and Human Rights Short Life Working Group presented its final output and recommendations report to NHS 24 Board, March 2023.

3.2 The Board agreed that a refreshed forum be convened to oversee a programme of recommended areas of improvement. The Equality, Inclusion and Rights Group (EIRG) has been established with authority of the NHS 24 Board on a time-limited basis for an initial period of 2 years and will report directly to the Board

Update

3.3 Discussions have been ongoing with members of the original SLWG, Board and EMT. Chair responsibilities are now agreed, with Dr Laura Ryan, Medical Director appointed as Chair of the Equality, Inclusion and Rights Group, whilst Steph Phillips remains Executive Lead for the equalities and public involvement portfolio.

3.4 A refreshed Terms of Reference for the Group has been developed (Appendix 1) setting out the clear oversight role of the Group across a specific programme of equality focused improvement activities, with the role of individual Board Committees unchanged, and continuing to take forward work for their areas.

3.5 Membership includes a public partner(s), representing the views of the Public Partnership Forum and Youth Forum and enabling meaningful involvement.

3.6 The SLWG had set out within its report, a number of areas where dedicated improvement activity would enhance and strengthen mainstreaming and a sustained focussed approach to equality, inclusion, and rights across NHS 24. The

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EIRG will advance and oversee a workplan of improvement activity aligned with these areas.

3.7 Critical first tasks for the EIRG will include:

- Benchmarking and setting the standards expected to be achieved across the organisation in relation to the identified areas for improvement.
- Setting clear improvement activities with distributed responsibilities across the organisation
- Identifying clear metrics in order that we can measure if our improvement work is successful.

3.8 The first report will be presented to the Board in Q4 23/24.

4. **ENGAGEMENT**

4.1 This paper builds on the report to NHS 24 Board in March this year. Discussions have continued with members of the original SLWG, Board and EMT in refreshing the Terms of Reference for the new Group and arrangements for a first meeting, planned 29 August 2023.

5. **FINANCIAL IMPLICATIONS**

All improvement activity should be achieved within business as usual. Any activities that were beyond that would require EMT approval. It is recognised that there is a significant programme of work set out in this area and the SPRA process will identify specific capacity challenges and requirements in relation to the work required.

TERMS OF REFERENCE

NHS 24 BOARD EQUALITY, INCLUSION AND RIGHTS GROUP (EIRG)

1. PURPOSE OF GROUP

- 1.1 The EIRG will be responsible for monitoring compliance with the Board's responsibilities in line with the organisation's legal duties.
- 1.2 It will identify and recommend improvement opportunities, enabling full potential in this key area, so NHS 24 can deliver best practice and flourish in its delivery of equality, inclusion, and human rights.
- 1.3 The group will have a clear oversight role across this specific improvement programme, with the role of individual Board Committees unchanged and continuing to take forward work for their areas.

2. GOVERNANCE AND REPORTING

- 2.1 The EIRG has been established with authority of the NHS 24 Board on a time-limited basis for an initial **period of 2 years** and will report directly to the Board. The first report will be presented to the Board in Q4 23/24
- 2.2 A formal review and report of the group's outputs will be undertaken in the last quarter of the 2-year period, to establish if improvement outcomes have been achieved and sustained. The formal evaluation report will be presented to the Board at the end of the 2nd year.

3. MEMBERSHIP

- 3.1 Membership consisting Non-Executive Directors, Executive Directors with associated remit and delegated senior managers with the knowledge and expertise to steer debate, decision making and oversight.
 - Executive Director - *Executive Medical Director (Chair)*
 - Non-Executive Director (s) x2 nominated *by Board*
 - Director of Transformation, Strategy, Planning and Performance (Executive Lead: equality and public involvement portfolio)
 - Director of Nursing and Care (Executive Lead: clinical governance)
 - Director of Workforce (Executive Lead: staff governance)
 - Employee Director
 - Head of Stakeholder Engagement and Insight
 - Participation and Equalities Manager
 - Service Delivery Senior Representative
 - Public Partnership Forum Representative * *representing the views of PPF/Youth Forum*
- 3.2 Attendees will be co-opted where relevant to the agenda, to provide subject matter expertise.
- 3.3 Members can nominate a deputy to attend meetings in their absence, providing that the nominated deputy has relevant knowledge, accountability, and responsibility to take decisions and provide expert input.
- 3.4 Membership will be reviewed annually.

4. CONDUCT OF BUSINESS

4.1 Quorum

Meetings will be considered quorate when a minimum of one Non-Executive Director and two Executive members are in attendance.

4.2 Frequency of Meetings

The EIRG will normally meet twice a year. Additional meetings may be arranged at the discretion of the Chair.

4.3 Declarations of Interest

Declarations of Interest will be a standing agenda item.

5 SPECIFIC DUTIES

- Provide a cross directorate forum to facilitate debate and a dedicated focus on the equality, inclusion, and rights.
- Advise upon and oversee a programme of improvement including a set of key objectives to deliver against the entire equality, inclusion, and rights portfolio
- Increase awareness of and confidence in the Non-Executive and Executive Teams to provide greater levels of assurance to the Board that the organisation is meeting the General Equality Duty, and associated legislation
- Strengthen distributed ownership and responsibility across the organisation in meeting the General Equality Duty, and associated legislation
- Foster greater levels of awareness and understanding at all levels across the organisation creating a positive culture of equality, inclusion, and rights.
- Evidence consistency of approach and meaningful assessment of equalities considerations embedded into our strategic, business, and operational plans.
- Ensure that equalities and inclusive design principles are consistently embedded in the commissioning, design and development of NHS 24 services, products, and tools.

5.2 Take account of and respond to the predicted updates to the current Public Sector Equality Duty expected to be in place by 2025.

6. REVIEW OF TERMS OF REFERENCE

Terms of reference to be reviewed after 12 months.

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Author/ Responsible Executive Lead	Executive Medical Director
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