



# Equality Mainstreaming Report 2021 - Workforce Data Update

April 2021

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If you wish further information on the contents of this report, please email us using the email address above.

We have followed good practice guidance, intended to protect the identity of individual staff in groups totalling fewer than ten<sup>1</sup>. In some cases, this has led us to anonymise totals.

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1 Equality and Human Rights Commission (Scotland) publication titled – Evidence and the public sector equality duty: a guide for public authorities (Scotland).  
<https://www.equalityhumanrights.com/en/publication-download/evidence-and-public-sector-equality-duty-guide-public-authorities>

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# 1. Introduction

## 1.1 Context

Mainstreaming is how we are integrating equality into the day to day working of our health board. This means taking equality into account when we exercise our functions in terms of our patients' experience, our staff experience; when we collaborate and engage with others; and when our staff, leaders and non-executive directors support mainstreaming. In other words, it is a component of all that we do.

Public authorities like NHS 24 are required to publish a mainstreaming report every two years. Published in April 2021, this report illustrates our progress in making the general duty integral in the exercise of our functions so as to better perform the general duty, since publishing our 2019 report.

Our aim is to embed equality in the structure, behaviour and culture of our service and to show how we are promoting equality through all that we do. We recognise how this approach will contribute to our continuous improvement and better performance. Diversity enriches our ability to share different perspectives and value difference, thus informing and enhancing our ability to deliver person-centred care.

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 (as amended) require NHS 24 to gather, publish and use our employee information. This report includes workforce data reported by the relevant protected characteristics and pay gap information.

## 1.2. Legislative framework

All health boards across Scotland, including NHS 24 are required to comply with the three aims of the Public Sector Equality Duty under the Equality Act 2010, and meet the requirements of the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 and Equality Act 2010 (Specific Duties) (Scotland) Amendment Regulations 2016.

The Equality Act 2010 cites nine 'Protected Characteristics': age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

Section 149 of the Equality Act 2010 imposes a duty on 'public authorities' and other bodies when exercising public functions (activities which form part of our purpose) to have due regard to the three needs of the Public Sector Equality Duty (the general duty) - that is to:

- eliminate discrimination, harassment and victimisation, and any other conduct that is prohibited under the act
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not

- foster good relations between people who share a protected characteristic and those who do not.

### 1.3 Specific Duties

In line with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 NHS 24 must report on the progress it has made towards integrating the public sector equality duty. The purpose of this report is to:

- share how we are mainstreaming our equality activity to meet the general duty
- share how we are using the specific duties to support our progress towards meeting the general duty
- provide a breakdown of the employee information we have gathered with details of how we are using this information to better perform the general duty.

### 1.4 Fairer Scotland Duty

In April 2018, the public sector duty regarding socio-economic inequalities, Section 1 of the Equality Act 2010, was implemented in Scotland as the 'Fairer Scotland Duty'. A key requirement of this duty is for public authorities to actively consider how they can reduce inequalities of outcome caused by socio-economic disadvantage in any strategic decision-making, and publish a written assessment showing how they have done this.

### 1.5 Progress Update

This report is produced every two years to help NHS 24 meet the requirements of the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 (as amended). We have summarised below progress against some of our key indicators:

- We had 1,593 staff in post at 30 September 2019. This increased to 1769 staff in post at 30 September 2020.
- Our workforce continues to predominantly be made up of women, with just over 79% of our staff identifying as a woman in 2020, and only 20.29% as a man.
- 71.04% of our staff work part-time. Of this percentage, 60.76% are women, the majority of whom are aged 25 to 59.
- 18.93% of our workforce are women who work full-time and 10% of our workforce are men who work full-time.
- The age profile of our staff significantly changed from 2018 to 2020. In 2018, 4.65% of our workforce were aged 16 to 24, this increased to 17.92% in 2020. The percentage of our workforce aged 35 to 49 decreased by 17.25%.



- There has been a gradual, but noticeable, decrease in the number of staff who identify themselves as disabled. In 2018, 14.38% of staff identified as being disabled, however this decreased to 12.27% in 2020.
- During the year 2019 to 2020, 23.81% of trans applicants were successful in their application to work with us, in comparison the success rate for non-trans applicants was 13.36%.
- 2.43% of our staff identify as being from a non-white minority ethnic group, with 54.76% of this group employed at either pay bands 2 or 3.
- During the year 2019 to 2020, 13.63% of successful applicants identified their sexual orientation as heterosexual/straight. Our workforce recruitment data suggests that lesbian (35.71%), gay (27.27%) and bisexual (17.09%) applicants were more likely to be appointed. However, the overall number of lesbian, gay and bisexual staff we employ remains relatively low: 4.35% of the workforce in 2020.
- In 2020, our annual pay gap comparison by sex was 2.55% in favour of men.

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## 2. Background to NHS 24 Workforce Data

### 2.1 Introduction

This report includes NHS 24 workforce data reported by the relevant protected characteristics and pay gap information, with the data relating to the period 1 October 2018 to 30 September 2020. This time period has been used by NHS 24 to allow time to collate, review, present and analyse the data for publication in April 2021. Throughout the report, reference to NHS 24 is made using the first person point of view.

NHS 24 has gathered the equality information in line with the Data Protection Act 1998 and in line with the General Data Protection Regulations 2018. The workforce diversity data within this report will be used by NHS 24 to:

- examine how policies and processes are working, and help to identify areas where improvements could be made
- provide an evidence base which will inform the equality and diversity impact assessment process
- inform the development of equality outcomes included within the Equality Mainstreaming Report
- provide indicators as to where positive action may be required to address underrepresented protected characteristic groups within the workforce
- establish the need for new actions in the equality mainstreaming action plan
- measure performance and progress towards equality and diversity goals.

Due to the sensitive nature of the equality information, we have either used a star symbol (\*) or omitted some data within the graphs/tables to help protect the identity of individual members of staff within demographic groups totalling fewer than ten. Where data has not been included in a graph/table, this has been noted, along with relevant protected characteristic information that was excluded. In these instances, percentages within the data tables may total slightly less than 100%. Percentages have been rounded up to two decimal points.

The Equality Act 2010 Public Sector Duty (PSED) requires public bodies to report on the diversity of their workforce however it is not compulsory for staff to answer or provide this information. We have reported the number of staff who have declined to disclose their equality monitoring information. The data has been gathered by analysing information from NHS HR systems and from the financial payroll system.

This report includes data relating to permanent and fixed-term staff only. It does not include staff recruited to seconded posts, temporary agency staff, self-employed contractors, or sessional staff providing specialist clinical or technical expertise. In line with NHS Scotland policy, NHS 24 operates a no compulsory redundancy scheme.

For the first time we have begun to include information on the nationality of our staff.

We have provided an analysis of what the data reported indicates and, where relevant we have identified steps that will be taken to help eliminate discrimination, advance equality of opportunity and foster good relations. Any actions arising from the report will be collated and used to inform our Equality Mainstreaming Action Plan.

## 2.2 Comparators

The report includes data collated across two years and highlights changes to our workforce over that period of time. Comparisons to workforce data previously reported are also referenced within this report.

Between 1 September and 2 October 2020, staff working within the 22 health boards and 30 Health and Social Care Partnerships (HSCPs) in Scotland were invited to take part in the [Everyone Matters Pulse Survey 2020](#) to better understand their wellbeing, and the steps required to maintain a healthy working environment. The survey received a 43% response rate across all health boards and HSCPs.

The results from this survey have been used as an external data comparator where there is a direct read across from our workforce data sets, and this analysis is noted in each relevant section of the report.

Scotland's 2021 census was not undertaken and plans are now underway to conduct this in 2022. References to the 2011 census are included within this report although it is acknowledged that this data may not truly reflect the diversity of the Scottish population today.

## 2.3 Board Diversity

The Equality Act 2010 (Specific Duties)(Scotland)Regulations 2012 (as amended) requires relevant listed authorities to use information on board members gathered by the Scottish Ministers. This is to help ensure that those appointed to public boards better reflect the diversity of the Scottish population.

The Equality and Human Rights Commission published guidance in October 2016 sets out that relevant listed authorities must publish:

- the number of men and women who have been board members of the authority during the period covered by the report
- how the information provided about the relevant protected characteristics of its board members has been used so far
- how the authority proposes to use the information provided in the future to promote greater diversity of board membership.

### 2.3.1 Key facts – public appointment rounds

Figures provided by the Scottish Government at 18 March 2021 show that since 29 May 2020, 430 women have applied for non-executive posts within public bodies in Scotland. The final number of women appointed has not been fully determined at the time of writing this report - this will be updated once the information becomes available. NHS 24 did not make any non-executive appointments to its board during this period. For further details visit <http://www.appointed-for-scotland.org/About-public-bodies/Diversity/>

### 2.3.2 NHS 24's Approach to Recruitment

- Promote opportunities to become a non-executive board member by advertising alongside other boards.
- Encourage applications from under-represented groups of people, including women.
- In 2021 NHS 24 intends to establish a mentoring programme for people interested in becoming board members.

### 2.3.3 NHS 24 Board Gender balance

30 September 2019	46.15% female and 53.84% male
30 September 2019	33.33% female and 66.66% male when comparing non-executive appointments only
30 September 2020	42.85% female and 57.14% male
30 September 2020	30% female and 70% male when comparing non-executive appointments only

## 2.4 Recruitment

NHS 24 had 1,593 staff in post at 30 September 2019. This increased to 1769 staff in post at 30 September 2020. These figures do not include staff employed through agencies or seconded to NHS 24. Non-executive directors are also excluded.

During the year 2018 to 2019 there were 1895 applications for employment, this rose to 5475 in the year 2019 to 2020. The majority of applicants were shortlisted in 2018/19. However, the large number of applications received in 2019/20 meant that we were not able to interview everyone that met the minimum criteria for the job. Applicants who disclosed that they were disabled and met the minimum criteria were always provided an interview as part of our Disability Confident guarantee.

Data is collated during the application process is recorded, and this informs our recruitment data. Data is then requested again upon appointment. This is recorded on e:ESS, and informs our workforce data. There can be inconsistencies between the data captured at these two points. Applicants who chose to disclose data during recruitment may decide not to share this again upon appointment or vice versa. Information in relation to performance

reviews and appraisals is taken from Turas, the NHS Scotland performance management system.

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### 3. Workforce Data: Protected Characteristics

This section of the report illustrates the shape of NHS 24’s workforce broken down by listed protected characteristics.

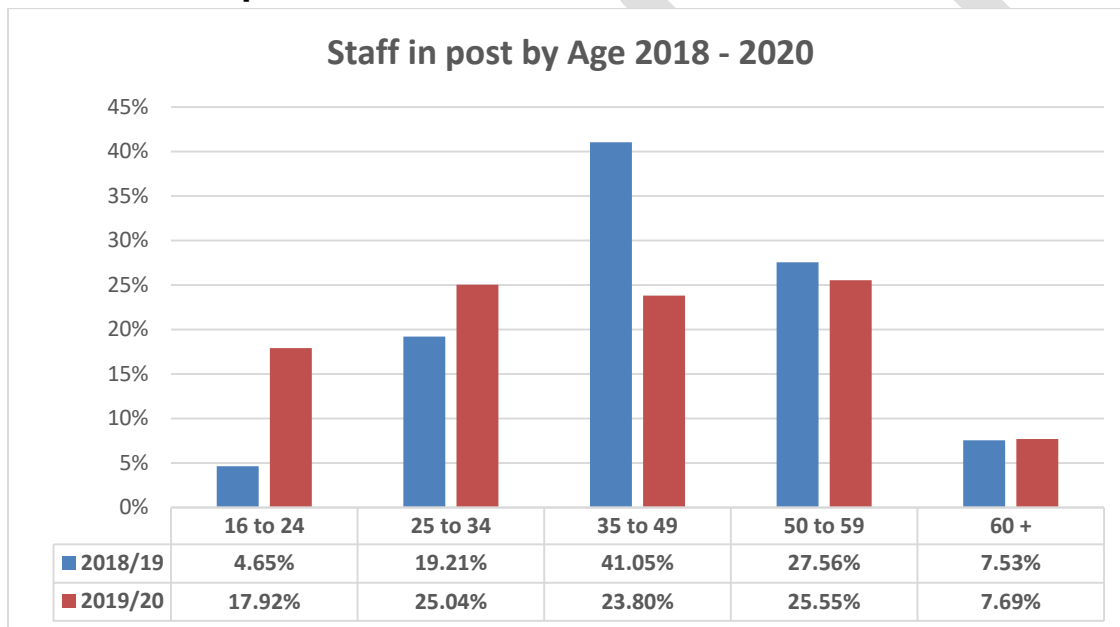
#### 3.1 Age

##### 3.1.1 Recruitment

Recruitment data being reviewed prior to final publication

##### Analysis of the recruitment data

##### 3.1.2 Staff in post



##### Analysis of staff in post

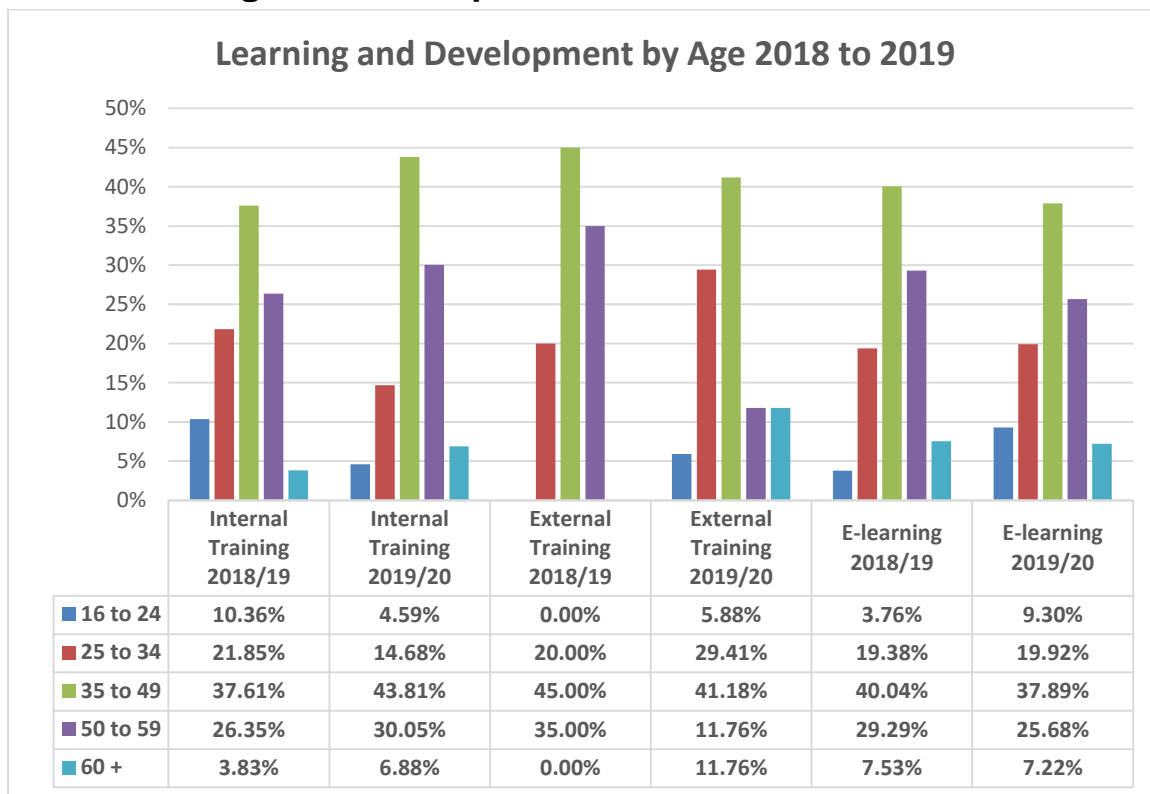
Just over 60% of our staff are women who work part-time, the majority of whom are aged 25 to 59. The number of part-time working staff aged 16 to 24 substantially increased during the year 2019 to 2020, further to mass recruitment campaigns. Around 75% of our staff are aged 25 to 59 with around 25% of our workforce employed within each age category within this range. Three Modern Apprentices were employed between 2018 and 2020.

When comparing our figures to census data, there is an overrepresentation of 25 to 34 year olds and an underrepresentation of 50 to 59 year olds within our workforce. *We will monitor this, however, this could be explained by some people opting to take early retirement and younger people seeking employment at the beginning of their careers.*

According to the results of the Everyone Matters Pulse Survey Report 2020, the age profile of NHS 24's workforce is broadly similar to that of other health and care providers in Scotland, with the underrepresentation of staff over 50 also reflected across other Boards and HSCPs.

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### 3.1.3 Learning and Development



#### Analysis

The data highlights that staff aged 35 to 49 are more likely to access training opportunities than staff in any other age group. Staff aged 60+ are the least likely group to access training, followed by staff aged 16 to 24. Training opportunities are available to all staff, regardless of their age and we will ensure that positive messages are sent to staff to encourage the uptake of training irrespective of age.

### 3.1.4 Bursary

#### Bursary Applications by Age 2018-2019

15 staff, including ten within the age range 35 to 49, applied for a bursary. Fewer than ten members of staff who applied for a bursary identified themselves from one of the following age groups: 25 to 34 and 50 to 59.

13 staff within the age ranges 25 to 34, 35 to 49 and 50 to 59 were successful in receiving bursary funding.

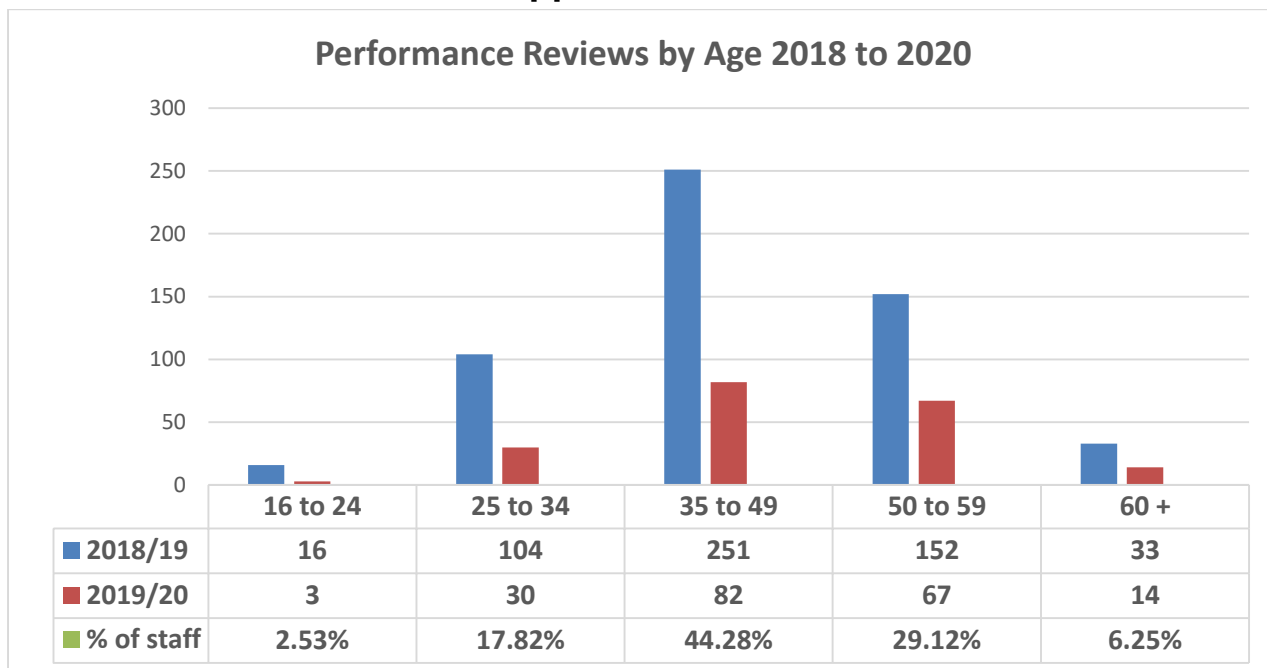
#### Bursary Applications by Age 2019-2020

14 staff applied for a bursary. Fewer than ten members of staff who applied for a bursary identified themselves from one of the following age groups: 25 to 34, 35 to 49 and 50 to 59.



13 staff, within the age ranges 25 to 34, 35 to 49 and 50 to 59 were successful in receiving bursary funding.

### 3.1.5 Performance Reviews/Appraisals



#### Analysis

Over the two year period reported, staff aged 35 to 49 are more likely to undergo a performance review. Staff aged 16 to 24 are least likely.

### 3.1.6 Disciplinary Procedure – by age

During 2018/19, 17 staff, including 11 within the age range 25 to 49, were the subject of disciplinary procedures. Fewer than ten members of staff who were the subject of disciplinary procedures were in one of the following age groups: 16 to 24 and 50 and over.

During 2019/20, 14 staff, including 10 within the age range 25 to 49, were the subject of disciplinary procedures. Fewer than ten members of staff who were the subject of disciplinary procedures were in one of the following age groups: 16 to 24 and 50 and over.

### 3.1.7 Grievance Procedure – by age

During 2018/19, 22 staff, including more than ten within the age range 25 to 49, raised a grievance reported between 1 October 2018 and 30 September 2019. Fewer than ten staff who raised a grievance were aged 50 and over.

During 2019/20, 34 staff, including more than ten within the age range of 25 to 49 and more than ten within the age range 50 and over, raised a grievance. Fewer than ten staff who raised a grievance during this time period were aged 16 to 24.

### 3.1.8 Dignity at Work Procedure – by age

During 2018/19, 13 staff, including more than ten within the age range 25 to 49, raised a dignity at work complaint. Fewer than ten staff who raised a grievance were aged 50 and over.

During 2019/20, five members of staff raised a dignity at work complaint. The majority of staff who raised a grievance were aged between 25 and 49 and less than ten staff who raised a grievance were aged between 50 and over.

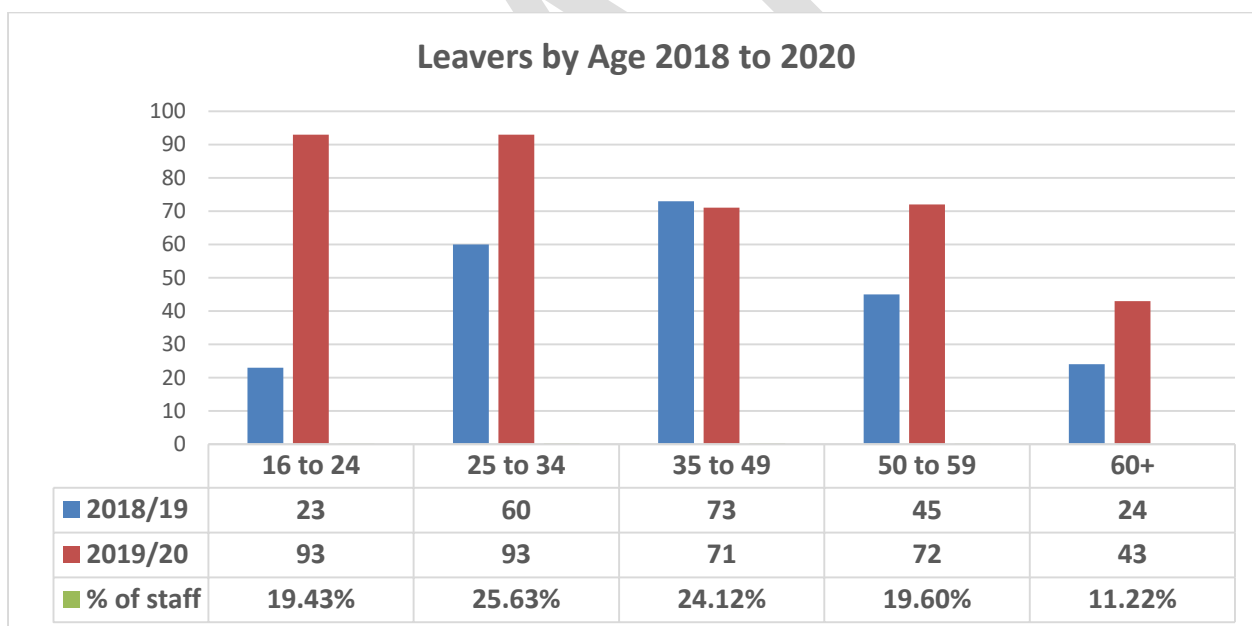
### 3.1.7 Capability Procedure – by age

During 2018/19, seven staff were the subject of a capability procedure. Staff who were the subject of this procedure were aged between 16 to 24, 25 to 49 or 50 and over.

During 2019/20, seven members of staff were the subject of a capability procedure. Staff who were the subject of this procedure were aged between 25 to 49 or 50 and over.

The data collated for 2018 to 2020 suggests that age is not a factor with regard to staff being more or less likely to be the subject of a capability procedure at work.

### 3.1.8 Leavers



The data highlights that just under 50% of leavers are aged 25 to 49. We are keen to better understand people’s reasons for leaving, and will consider appropriate action if any issues are identified.

## **3.2 Disability**

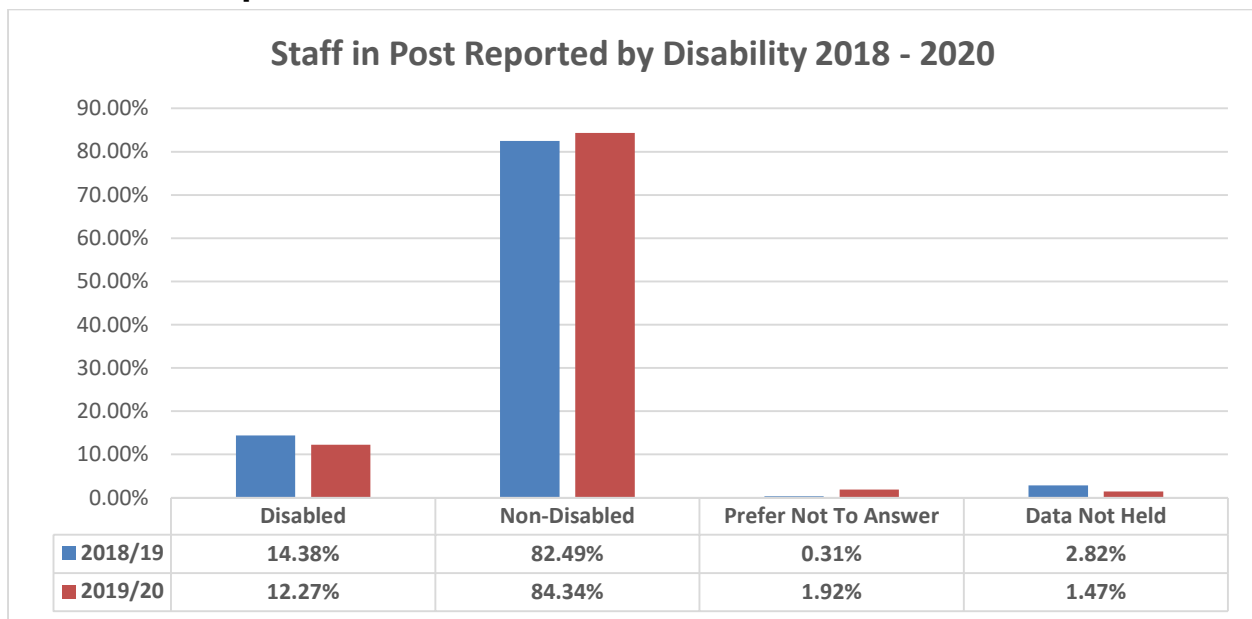
### **3.2.1 Recruitment**

Recruitment data being reviewed prior to final publication

#### **Analysis of the recruitment data**

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### 3.2.2 Staff in post



#### Analysis of staff in post

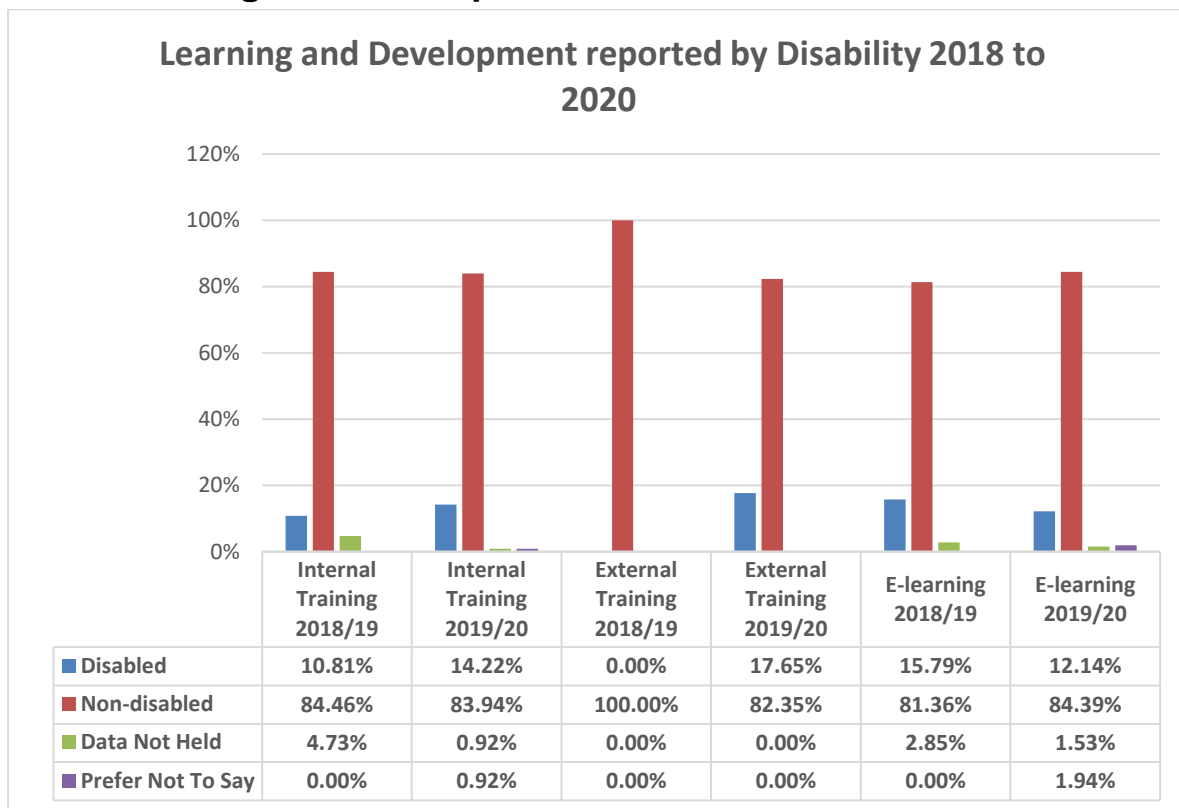
There has been a gradual, but noticeable, decrease in the number of staff who identify themselves as disabled.

We intend to work with a national not for profit disabled led membership organisation to identify a series of steps that we can take to improve employment opportunities for disabled people. This work is due to commence during 2021.

According to the data reported in the Everyone Matters Pulse Survey Report 2020, NHS 24 employs more disabled staff than any other health and social care provider in Scotland. More than 12% of NHS 24 staff identify themselves as disabled. The Pulse Survey results show that only 4% of those people that took part in the national survey identified themselves as disabled.

A review of the workforce data previously published by other health boards supports this, with NHS 24 being the only health board to have more than 10% of staff identifying themselves as disabled.

### 3.2.3 Learning and Development



#### Analysis

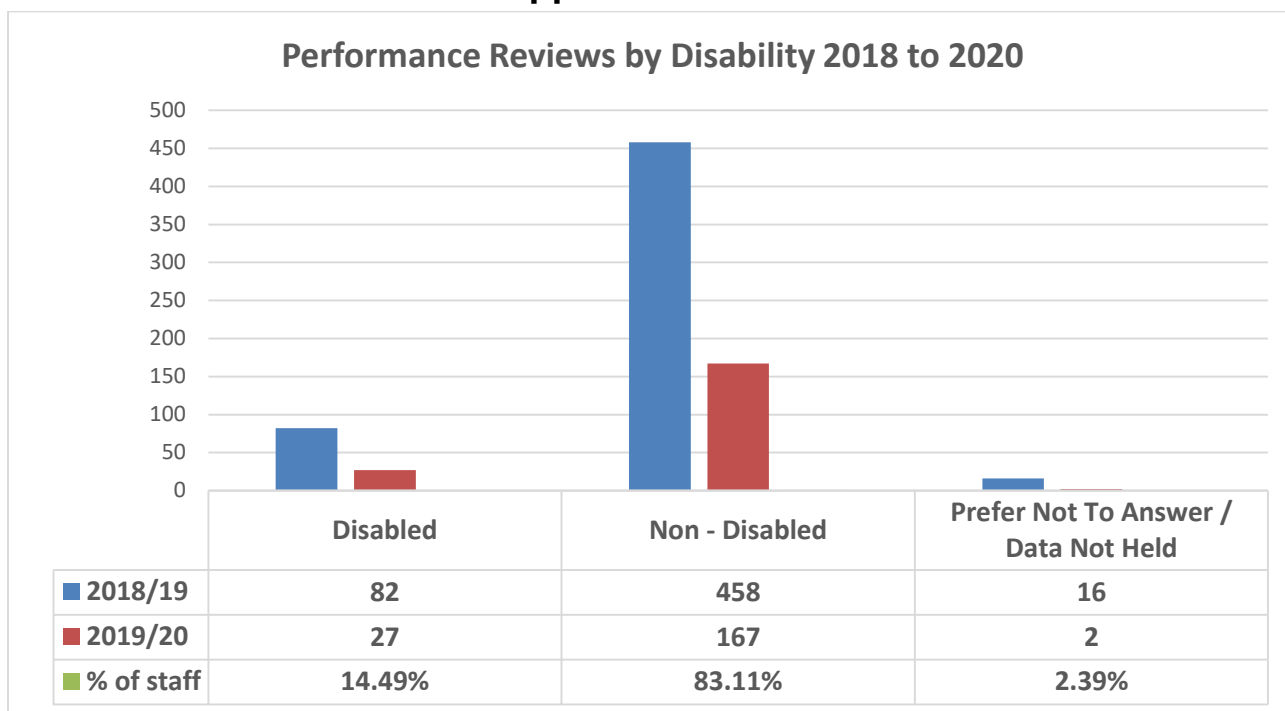
With the exception of external training in 2018/19, data shows that the number of disabled staff taking up training opportunities is largely commensurate with their overall percentage within the workforce. With regards to the external training in 2018/19, there was a very low number of staff who received external training. This is similar to the external training in 2019/20, though 17.65% of staff did identify as disabled.

### 3.2.4 Bursary Applications by Disability

During 2018/19, 15 staff applied for a bursary. Fewer than ten members of staff who applied for a bursary identified themselves as disabled. 13 staff were successful in receiving a bursary. All disabled applicants were successful.

During 2019/20, 14 staff applied for a bursary. Fewer than ten members of staff who applied for a bursary identified themselves as disabled. 13 staff were successful in receiving bursary funding. All disabled applicants were successful.

### 3.2.5 Performance Reviews/Appraisals



#### Analysis

The percentage split of performance reviews between non-disabled and disabled staff is largely reflective of the overall staff composition.

### 3.2.6 Disciplinary procedure reported by Disability

During 2018/19, 17 staff were the subject of disciplinary procedures. More than ten members of staff who were the subject of disciplinary procedures identified themselves as non-disabled, meaning fewer than ten members of staff identified themselves as disabled.

During 2019/20, 14 staff were the subject of disciplinary procedures. More than ten members of staff who were the subject of disciplinary procedures identified themselves as non-disabled, meaning fewer than 10 members of staff identified themselves as disabled.

### 3.2.7 Grievance Procedures raised reported by Disability

During 2018/19, 22 staff, including more than ten who identified themselves as non-disabled, raised a grievance. Fewer than ten members of staff who raised a grievance identified themselves as disabled.

During 2019/20, 34 staff, including more than ten who identified themselves as non-disabled, raised a grievance. Fewer than ten members of staff who raised a grievance identified themselves as disabled.

### 3.2.8 Dignity at Work reported by Disability

During 2018/19, 13 staff raised a dignity at work complaint. Fewer than ten members of staff who raised a dignity at work complaint were disabled. Slightly less than ten members of staff who raised a dignity at work complaint were non-disabled, and in one instance data was not held.

During 2019/20, five staff raised a dignity at work complaint. The majority of staff who raised a dignity at work complaint were non-disabled.

Analysis of the data collated for 2018 to 2020 does not indicate that disabled people are more likely to experience bullying or harassment at work in comparison to non-disabled people.

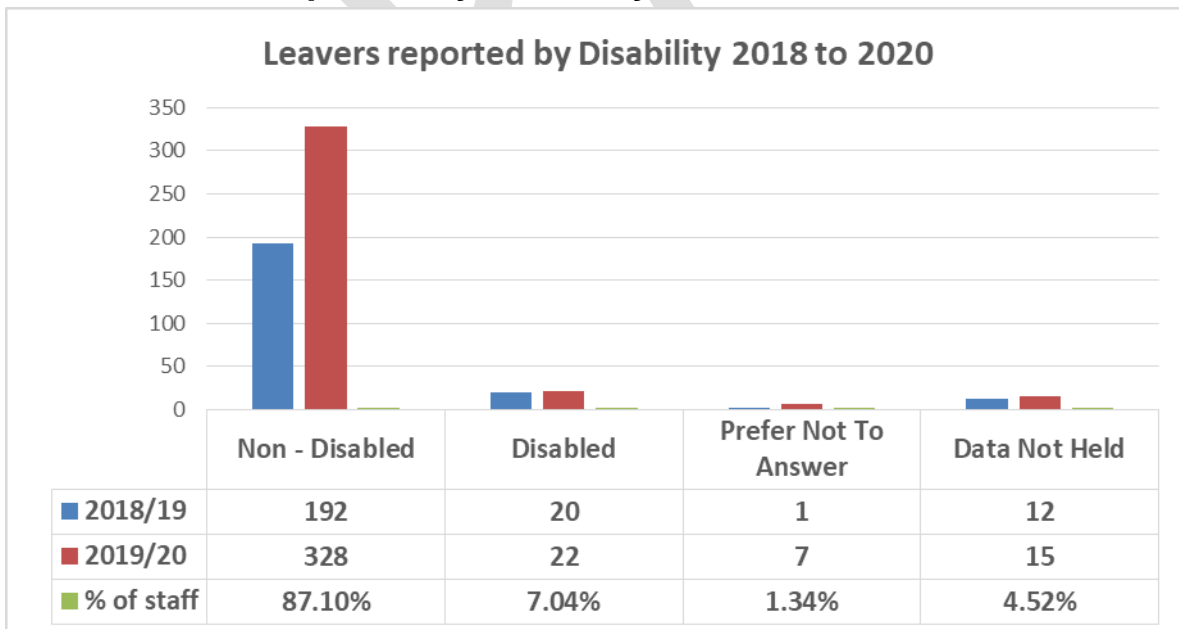
### 3.2.9 Capability procedure reported by Disability

During 2018/19, seven staff were the subject of a capability procedure. The majority of staff who were the subject of this procedure identified themselves as non-disabled.

During 2019/20, seven staff were the subject of a capability procedure. Staff who were the subject of this procedure identified themselves as either non-disabled or the data was not held.

Analysis of the data collated for 2018 to 2020 does not indicate that disabled people are more likely to be the subject of a capability procedure in comparison to non-disabled people.

### 3.2.10 Leavers reported by Disability



## **Analysis**

Only 7.04% of leavers during the period 2018/20 identified as disabled, in comparison to 34.67% of leavers who identified as non-disabled. However, it is important to note that the disability status of over 58% of leavers is unknown. As previously noted, we will seek to encourage improved reporting for this protected characteristic group.

## **3.3 Trans Status (Gender Reassignment)**

### **3.3.1 Recruitment**

NHS 24 uses the same application form as all NHS Scotland's health boards.

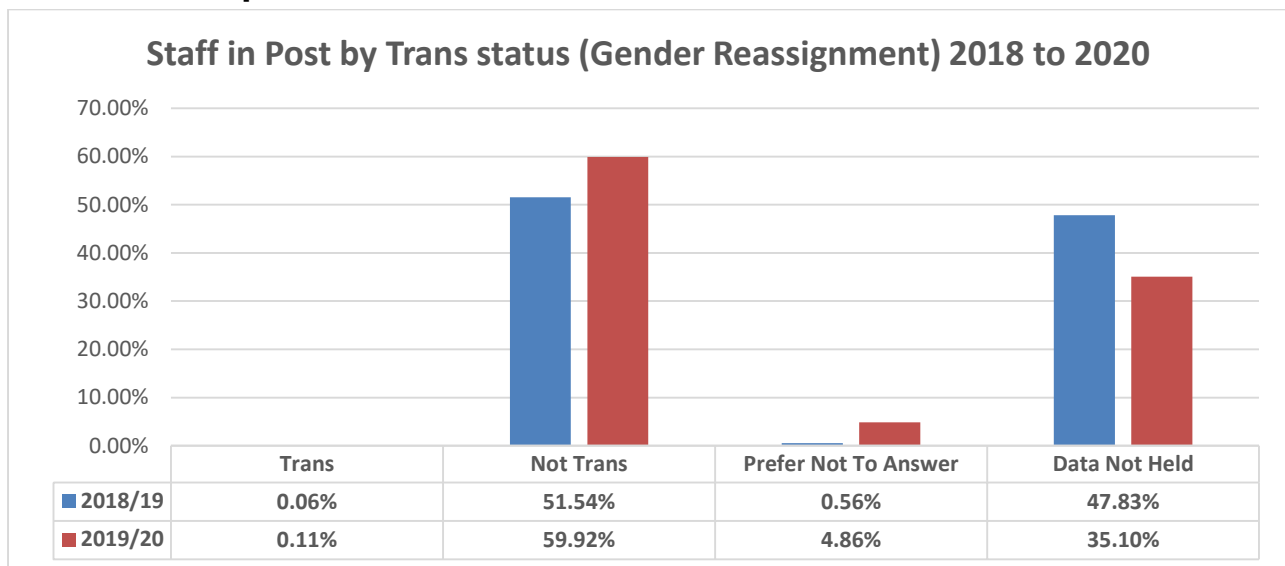
The question asked at application is as follows: 'Have you undergone, are you undergoing, or do you intend to undergo gender reassignment?' Though the question is asked in this way, we have chosen to refer to this protected characteristic group using the term 'Trans status', following guidance from leading organisations that support Trans equality.

We understand that not everyone who has undergone, is undergoing, or intends to undergo gender reassignment will agree with the use of this term but we are using what we consider to be the most appropriate and respectful terminology at this time.

- Recruitment data being reviewed prior to final publication

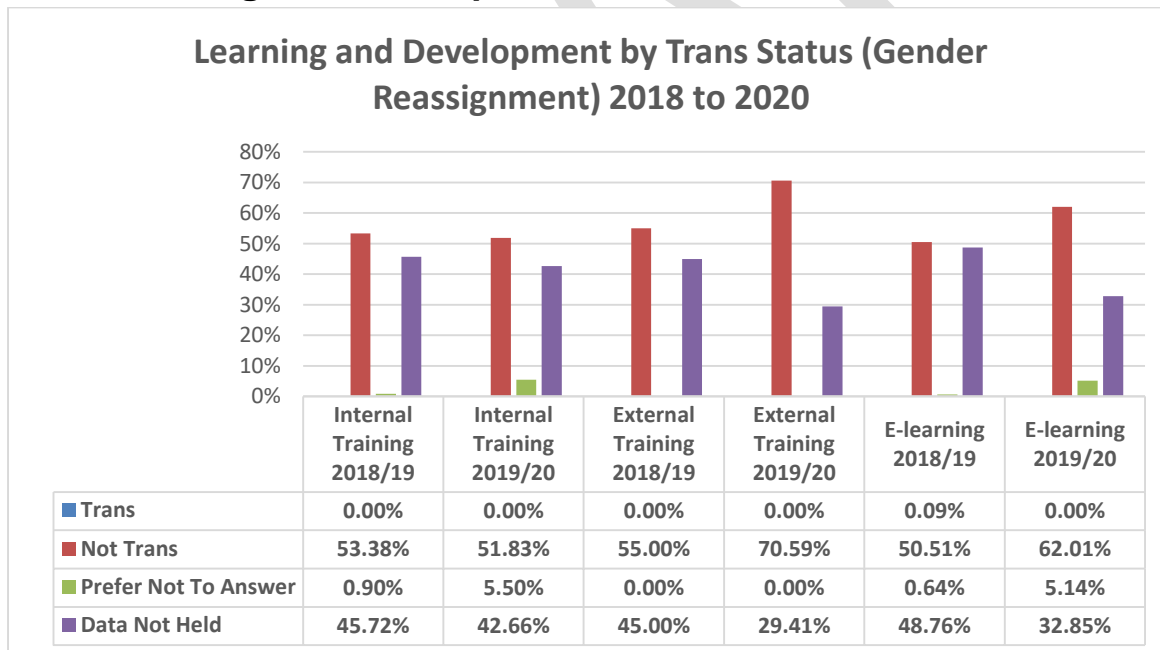


### 3.3.2 Staff in post



### Analysis of recruitment and staff in post

### 3.3.3 Learning and Development



### Analysis

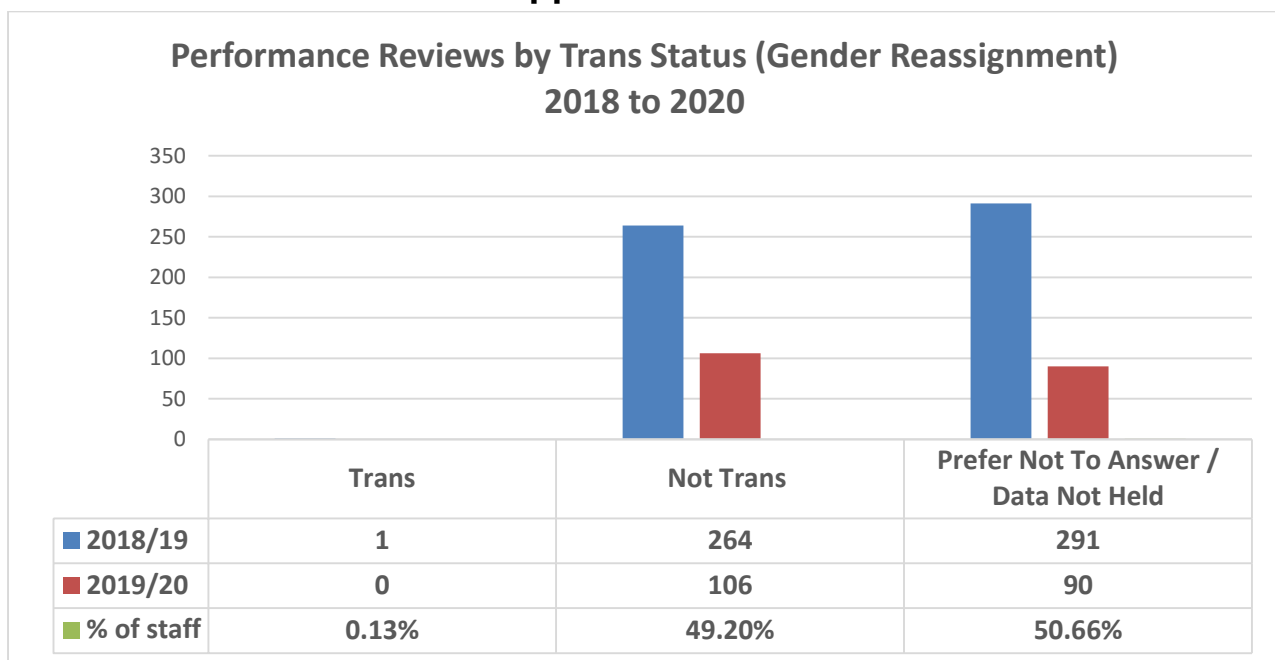
The data highlights that a very small number of staff who identify as trans access training opportunities. However, given the very low number of staff employed, this is not an unexpected figure. Actions to improve the recruitment of trans staff should lead to an improvement in the uptake of training by staff who identify as trans.

### 3.3.4 Bursary Applications by Trans Status (Gender Reassignment)

During 2018/19, 15 staff applied for a bursary, with 13 being successful. No staff who identified themselves as trans applied for, or received bursary funding.

During 2019/20, 14 staff applied for a bursary, with 13 being successful. No staff who identified themselves as trans applied for, or received bursary funding.

### 3.3.5 Performance Reviews/Appraisals



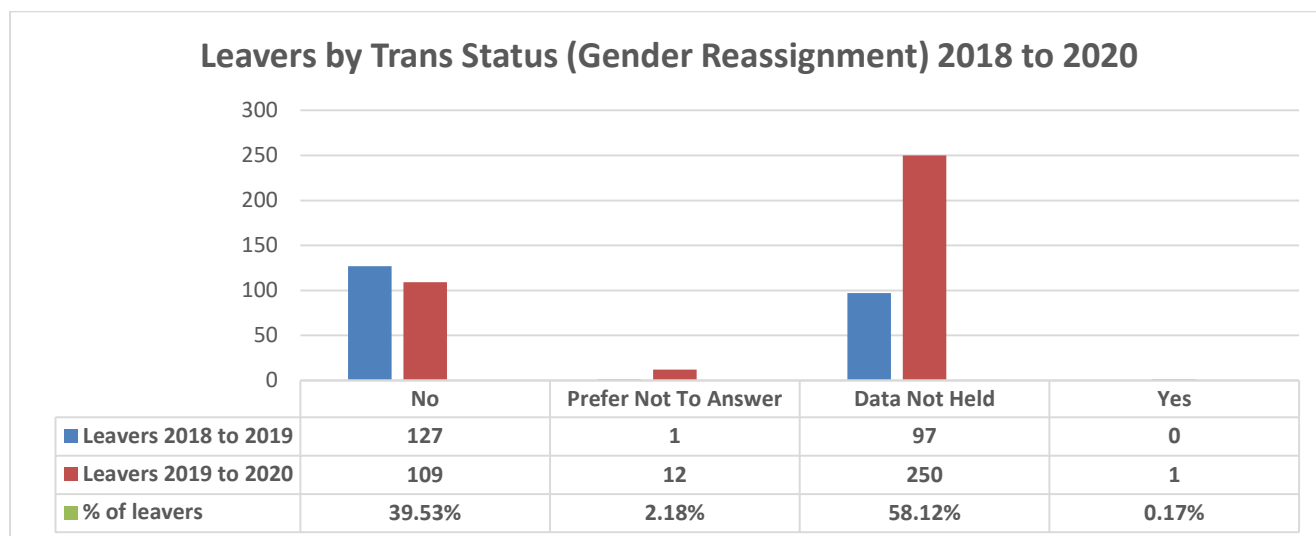
#### Analysis

As with the training data, the number of staff who identify as trans and have had a performance review is very low. However, this is again reflective of the number of trans staff we currently employ.

### 3.3.6 Employee Relations

No staff who were the subject of a disciplinary, grievance, capability or dignity at work procedure identified as trans during the reporting periods 2018/19 or 2019/20.

### 3.3.7 Leavers



#### Analysis

The number of trans staff who have left is very low but this is in line with the overall number of trans staff currently employed.

## **3.4 Pregnancy and Maternity**

### **3.4.1 Maternity Leave**

In 2018/19:

- 29 staff started their maternity leave
- 35 staff finished their maternity leave and of these, 33 returned to work, and two did not return to work
- an additional three left within six months of returning from maternity leave.

Of the 33 staff who returned to work, 19 (58%) reduced their hours within six months of returning. It should be noted that out of the 33 staff who returned, 22 (67%) already worked part time hours (this includes anyone working less than 37.5 hours). In addition, only one continued their full time hours.

In 2019/20:

- 36 staff started their maternity leave
- 29 staff finished their maternity leave and of these, 28 returned to work, and one did not return to work
- two staff left within six months of returning from maternity leave.

Of the 28 staff who returned to work, seven (25%) reduced their hours within six months of returning. It should be noted that out of the 28 staff who returned, 25 (89%) already worked part time hours (this includes anyone working less than 37.5 hours). In addition, out of the 28 staff who returned from maternity leave, only three continued their full time hours.

### **3.4.2 Employee Relations**

No member of staff pregnant or on maternity leave, was the subject of disciplinary, grievance, capability or dignity at work procedures during the reporting periods 2018 to 2019 and 2019 to 2020.

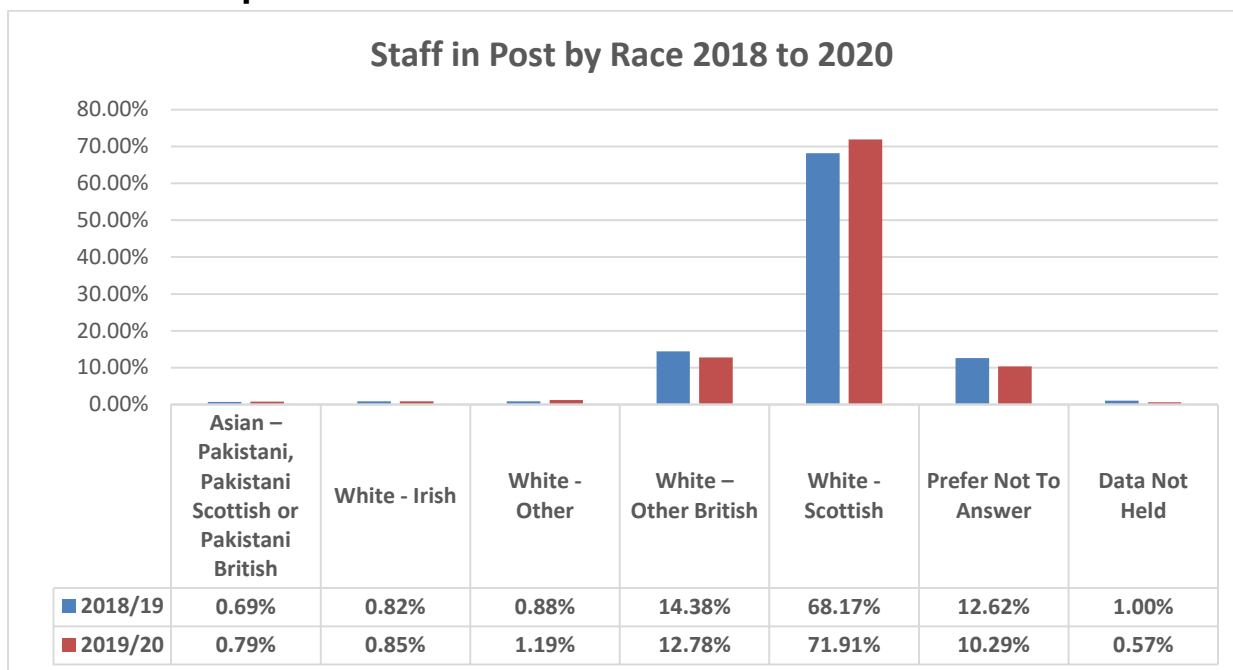
## **3.5 Race**

### **3.5.1 Recruitment**

Recruitment data being reviewed prior to final publication

## Analysis of the recruitment data

### 3.5.2 Staff in post



In addition to the data reported above, fewer than ten members of staff who were employed by NHS 24 between 1 October 2018 and 30 September 2019 identified themselves from one of the following ethnic groups: African/African Scottish or African British; Asian – Chinese, Chinese Scottish or Chinese British; Asian – Indian, Indian Scottish or Indian British; Mixed or Multiple Ethnic Group; Other Ethnic Group – Arab, Arab Scottish or Arab British; Other Ethnic Group – Other.

\*\* In addition to the data reported above, fewer than ten members of staff who were employed by NHS 24 between 1 October 2019 and 30 September 2020 identified themselves from one of the following ethnic groups: African/African Scottish or African British; Asian – Chinese, Chinese Scottish or Chinese British; Asian – Indian, Indian Scottish or Indian British; Mixed or Multiple Ethnic Group; Other Ethnic Group – Arab, Arab Scottish or Arab British; Other Ethnic Group – Other.

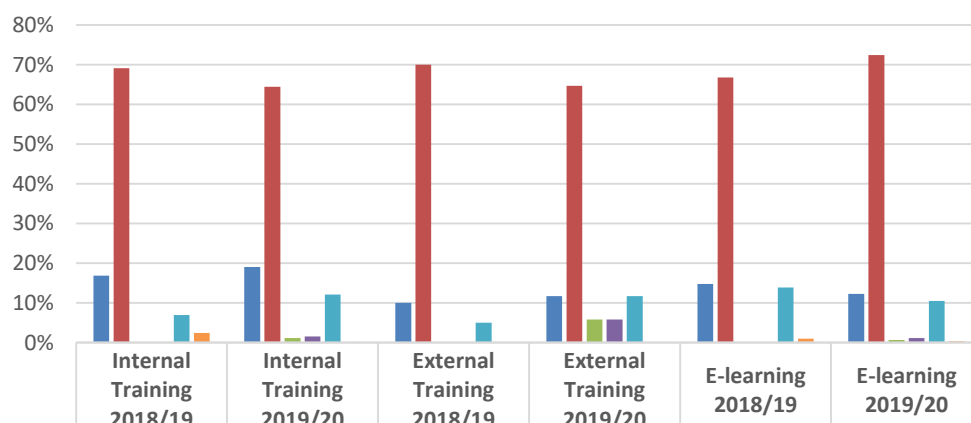
### Analysis of the staff in post data

The data suggests that people identifying as minority ethnic are underrepresented within the NHS 24 workforce. *As noted, NHS 24 has committed to setting an equality outcome intended to address this.*

The Everyone Matters Pulse Survey Report data shows that the minority ethnic diversity of our workforce is broadly similar to that of other health and social providers in Scotland.

### 3.5.3 Learning and Development

### Learning and Development 2018 to 2019



	Internal Training 2018/19	Internal Training 2019/20	External Training 2018/19	External Training 2019/20	E-learning 2018/19	E-learning 2019/20
White - Other British	16.89%	19.04%	10.00%	11.76%	14.78%	12.29%
White - Scottish	69.14%	64.45%	70.00%	64.71%	66.76%	72.43%
White - Irish	0.00%	1.15%	0.00%	5.88%	0.00%	0.69%
White - Other	0.00%	1.61%	0.00%	5.88%	0.00%	1.18%
Prefer Not To Answer	6.98%	12.16%	5.00%	11.76%	13.87%	10.56%
Data Not Held	2.48%	0.23%	0.00%	0.00%	1.01%	0.35%

\*In addition to the data reported for learning and development for 2018 to 2019, fewer than ten members of staff who attended and or completed training in each of the individual categories identified themselves from one of the following ethnic groups: African/African Scottish or African British; Mixed or Multiple Ethnic Group; Asian – Chinese, Chinese Scottish or Chinese British; Asian – Indian, Indian Scottish or Indian British; Asian – Pakistani, Pakistani Scottish or Pakistani British; White - Irish and White - Other.

\*\* In addition to the data reported for learning and development for 2019 to 2020, fewer than ten members of staff who attended and or completed training in each of the individual categories identified themselves from one of the following ethnic groups: African/African Scottish or African British; Asian – Chinese, Chinese Scottish or Chinese British; Asian – Indian, Indian Scottish or Indian British; Asian –Other, Asian – Pakistani, Mixed or Multiple Ethnic Group; Pakistani Scottish or Pakistani British; Other Ethnic Group – Arab, Arab Scottish or Arab British; Other Ethnic Group – Other.

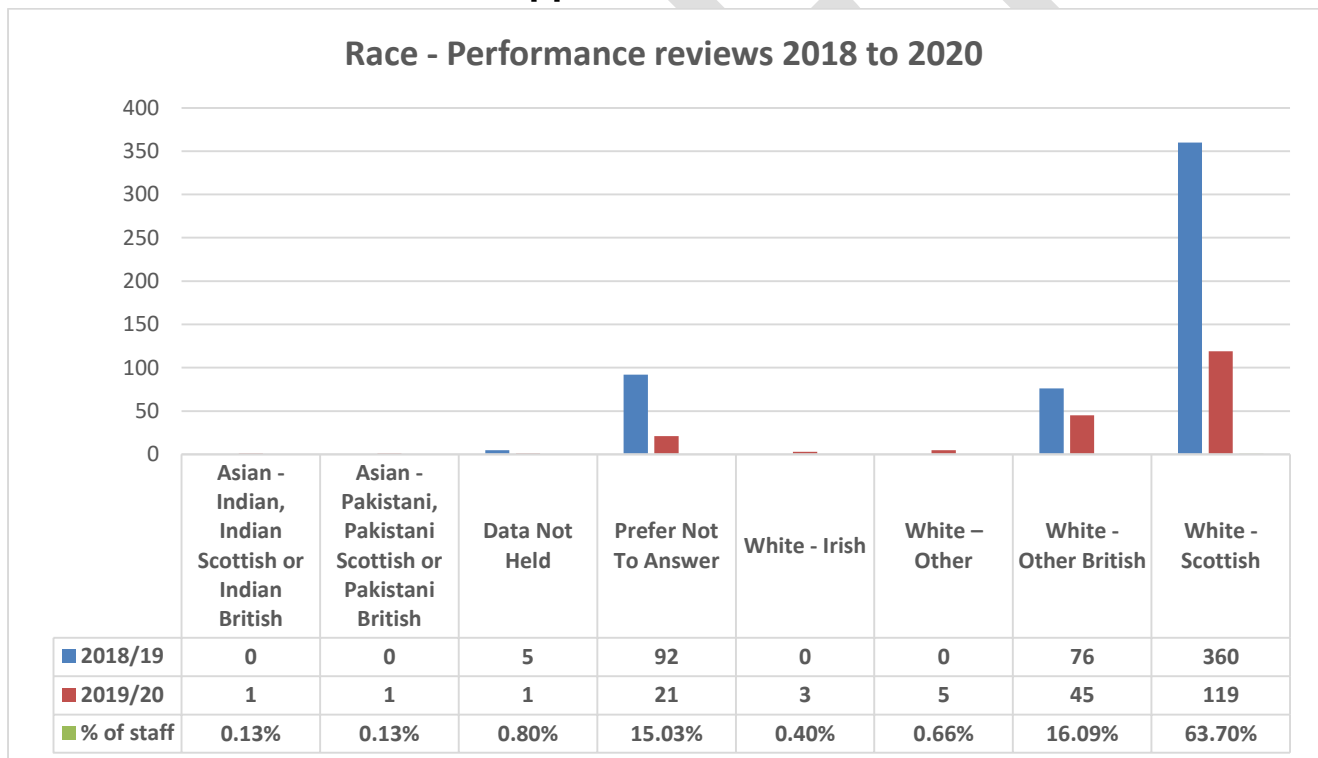
### 3.5.4 Bursary Applications

During 2018/19, 15 staff applied for a bursary and 13 staff were successful. Fewer than ten members of staff who applied for a bursary identified themselves from one of the following ethnic groups: African/African Scottish or African British; White Irish; White Other British; and White Scottish.

During 2019/20, 14 staff applied for a bursary. Fewer than ten members of staff who applied for a bursary identified themselves from one of the following ethnic groups: African - African, African Scottish or African British, White – Irish, White – Other British, White – Scottish.

13 staff were successful in receiving bursary funding, with at least one identifying themselves from one of the following ethnic groups: African - African, African Scottish or African British, White – Irish, White – Other British, White – Scottish.

### 3.5.5 Performance Reviews/Appraisals



Fewer than ten members of staff who identified themselves from one of the following ethnic groups had a performance review recorded in Turas between 1 October 2018 and 30 September 2019: African/African Scottish or African British; Asian – Chinese, Chinese Scottish or Chinese British; Asian – Indian, Indian Scottish or Indian British; Asian – Pakistani, Pakistani Scottish or Pakistani British; Mixed or Multiple Ethnic Group; Other Ethnic Group – Arab, Arab Scottish or Arab British; Other Ethnic group – Other; White - Irish; White - Other.



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### **3.5.6 Disciplinary Procedures**

During 2018/19, 17 staff, including 11 staff who identified themselves as White – Scottish were the subject of disciplinary procedures. Fewer than ten staff who were the subject of disciplinary procedures identified themselves as Asian – Indian, Indian Scottish, or Indian British, Asian – Indian, Indian Scottish, or Indian British, White – Irish and White – other British.

During 2019/20, 14 staff, including 11 staff who identified themselves as White – Scottish were the subject of disciplinary procedures. Fewer than ten members of staff who were the subject of disciplinary procedures identified themselves as Other Ethnic Group or White – other British.

### **3.5.7 Grievance Procedure by Race**

During 2018/19, 22 staff, including more than ten who identified themselves as White - Scottish, raised a grievance. Fewer than ten staff who raised a grievance identified themselves as Asian – Pakistani, Pakistani Scottish, or Pakistani British White – Other, or preferred not to answer.

During 2019/20, 34 staff, including more than ten who identified themselves as White - Scottish, raised a grievance. Fewer than ten members of staff who raised a grievance identified themselves as British White – Other. There were two instances where the data was not held.

### **3.5.8 Dignity at Work by Race**

During 2018/19, 13 staff raised a dignity at work complaint. Fewer than ten members of staff who raised a dignity at work complaint identified as being from a non-white minority ethnic group. Fewer than ten members of staff who raised a grievance were either White – Scottish or White - Other, and in one instance the member of staff preferred not to answer.

During 2019/20, five staff raised a dignity at work complaint. Staff who raised a dignity at work complaint were either White – Scottish or White – Other British, and in one instance the data was not held.

Analysis of the data over the period 2018 to 2020 suggests that a person's race is not a factor in staff being more or less likely to experience bullying or harassment at work.

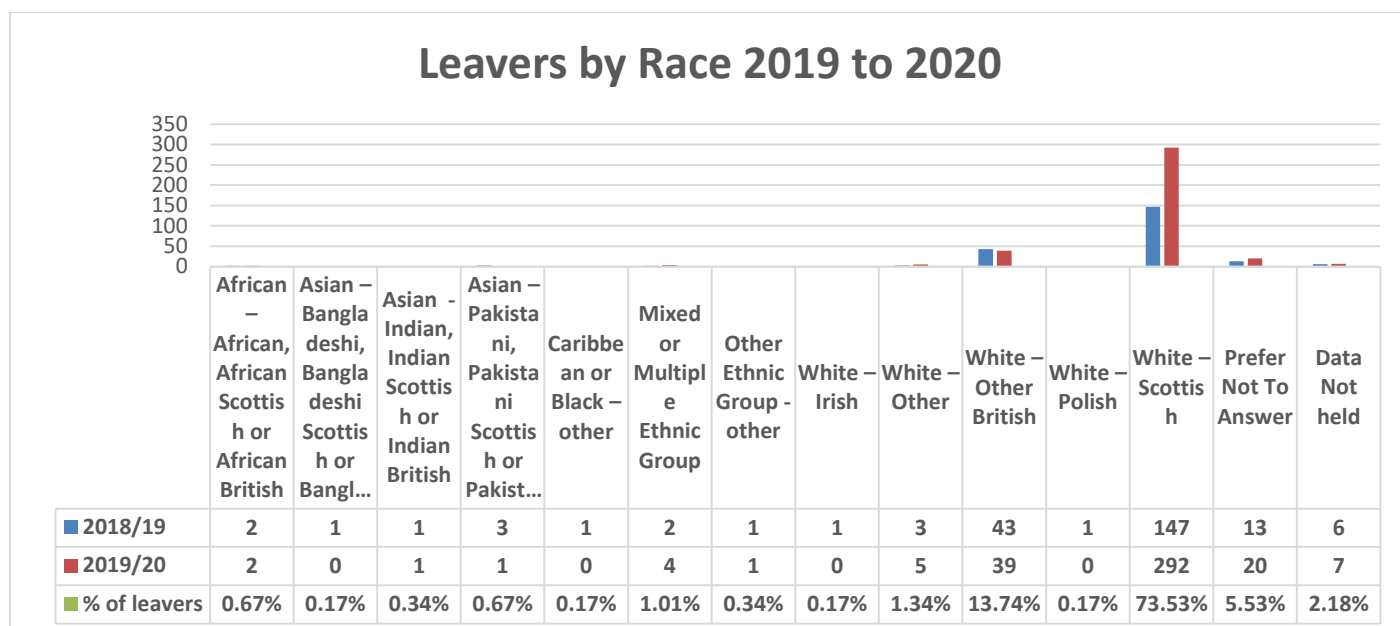
### **3.5.9 Capability Procedure**

During 2018/19, seven staff were the subject of a capability procedure. Staff who were the subject of this procedure identified their race as White Scottish or they preferred not to answer.

During 2019/20, seven members of staff were the subject of a capability procedure reported between 1 October 2019 and 30 September 2020. Staff who were the subject of this procedure identified their race as White Scottish or the data was not held.

Analysis of the data over the period 2018 to 2020 indicates that a person's race is not a factor in staff being more likely to be the subject of a capability procedure at work.

### 3.5.10 Leavers



### Analysis

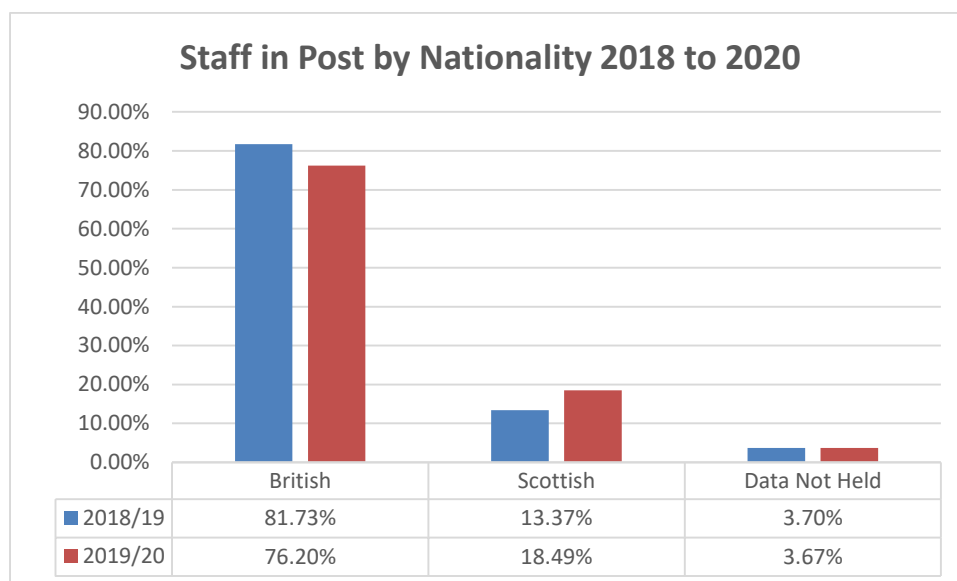
3.03% of leavers during the period 2018/20 identified as being from a non-white, minority ethnic background. This is slightly higher than the percentage of our workforce who identify as being from a non-white minority ethnic group, which is currently 2.43%. As previously noted NHS 24 has committed to setting an equality outcome intended to help improve the experience of minority ethnic staff.

## 3.6 Nationality

### 3.6.1 Recruitment

Recruitment data being reviewed prior to final publication

### 3.6.2 Staff in Post



\* In addition to the data reported for staff in post in the 2018/19 table, fewer than ten members of staff employed by NHS 24 between 1 October 2018 and 30 September 2019 identified themselves from one of the following nationalities: American, Belarusian, Bulgarian, Canadian, Dutch, French, German, Irish, Nigerian, Pakistani, Polish, Portuguese, South African, Welsh.

\*\* In addition to the data reported for staff in post in the 2019/20 table, fewer than ten members of staff employed by NHS 24 between 1 October 2019 and 30 September 2020 identified themselves from one of the following nationalities: American, Belarusian, Bulgarian, Canadian, Cypriot, Czech, Dutch, French, Gambian, German, Indian, Irish, Italian, Nigerian, Pakistani, Polish, Portuguese, South African, Welsh, Zambian.

### 3.6.3 Learning and Development by Nationality 2018 to 2019

Nationality	Internal Training	External Training	E-learning
British	326	13	909
Scottish	85	6	129
Data Not Held	24		40
<b>Total *</b>	<b>444</b>	<b>20</b>	<b>1089</b>

\*Fewer than ten members of staff who attended and or completed training in each of the individual categories identified themselves from one of the following nationalities: American, Bulgarian, Canadian, Dutch, French, German, Irish, Nigerian, Pakistani, Polish, Portuguese, South African.

Table: Learning and Development by Nationality 2019 to 2020

Nationality	Internal Training	External Training	E-learning
British	356	13	1101
Scottish	63	3	270
Data Not Held	12	-	46
<b>Total *</b>	<b>436</b>	<b>17</b>	<b>1441</b>

\*Fewer than ten members of staff who attended and / or completed training in each of the individual categories identified themselves from one of the following nationalities: American, Belarusian, Bulgarian, Canadian, Cypriot, Czech, Dutch, French, Gambian, Indian, Irish, Italian, Nigerian, Polish, Romanian, Welsh and Zambian.

### 3.6.4 Bursary Applications by Nationality

In 2018/19, 15 staff applied for a bursary. 11 staff identified themselves as British. Fewer than ten members of staff who applied for a bursary identified themselves as Scottish or data was not held. Of the 13 staff successful in receiving bursary funding, fewer than ten members of staff identified themselves from one of the following nationalities: British, Scottish. In more than one instance data was not held.

In 2019/20, 14 staff applied for a bursary. Ten staff identified themselves as British. Fewer than ten staff who applied for a bursary identified themselves as Scottish or data was not held. Of the 13 staff successful in receiving bursary funding, ten staff identified themselves as British. Fewer than ten members of staff successful in receiving bursary funding identified themselves as Scottish or data was not held.

### 3.6.5 Performance Reviews/Appraisals by Nationality

Nationality	2018/19 Completed	2019/20 Completed
British	473	158
Scottish	56	25
Data Not Held	23	9
<b>Total<sup>2</sup></b>	<b>556</b>	<b>196</b>

In 2018/19, fewer than ten staff who had a performance review recorded in Turas identified themselves from one of the following nationalities: American, Belarusian, Bulgarian,

<sup>2</sup> This total includes all members of staff who completed a performance review

Canadian, Dutch, French, German, Irish, Nigerian, Pakistani, Polish, Portuguese, South African, Welsh.

In 2019/20, fewer than ten members of staff who had a performance review recorded in Turas between 1 October 2018 and 30 September 2020 identified themselves from one of the following nationalities: Canadian, Cypriot, French, Polish.

### 3.6.6 Leavers

Table: Leavers by Nationality 2018 to 2019

Nationality	Leavers 2018 /19	Leavers 2019/20
British	152	257
Scottish	37	91
American	-	1
Canadian	1	
French	-	1
German	-	1
Irish	1	
Hungarian	-	1
New Zealander		1
Nigerian	1	1
Pakistani		1
Portuguese		1
South African		1
Data Not Held	32	15
<b>Total*</b>	<b>225</b>	<b>372</b>

## **3.7 Religion and Belief**

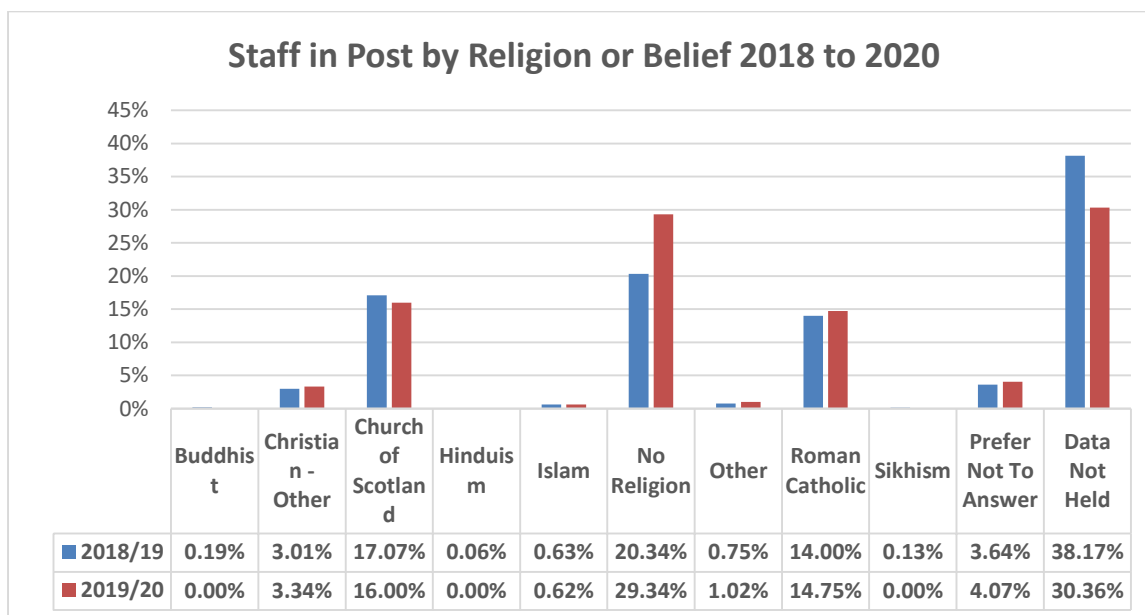
### **3.7.1 Recruitment**

Recruitment data being reviewed prior to final publication

#### **Analysis of the recruitment data**

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### 3.7.2 Staff in Post



\* Fewer than ten members of staff employed by NHS 24 between 1 October 2018 and 30 September 2019 identified themselves from one of the following religions or beliefs: Buddhist, Hinduism, Islam, Other, Sikhism.

\*\* Fewer than ten members of staff employed by NHS 24 between 1 October 2019 and 30 September 2020 identified themselves from one of the following religions or beliefs: Buddhist, Hindu, Sikh.

#### Analysis of the staff in post data

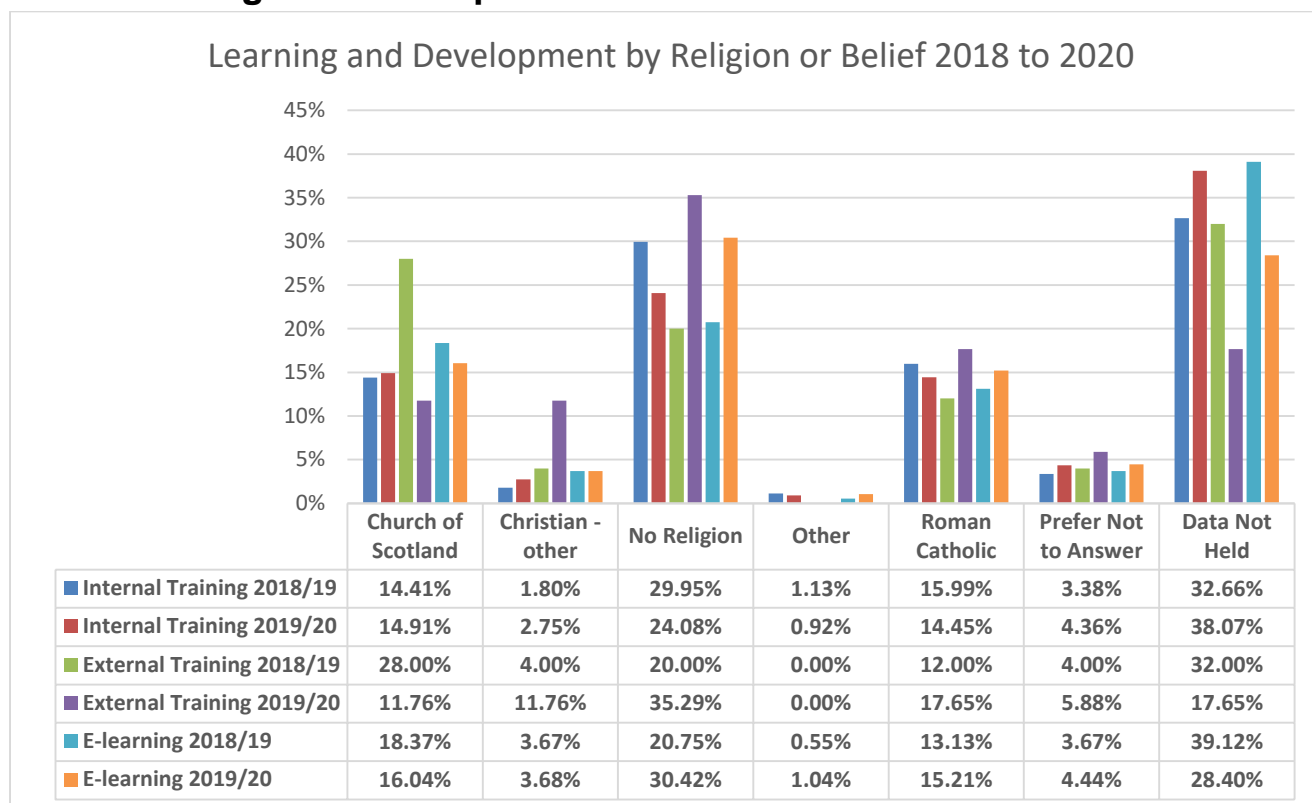
Analysis of the staff in post data for the years 2018/19 and 2019/20 indicates that a person's religion or belief may be a factor in them being less likely to work for NHS 24. As with recruitment, further analysis is required to determine if there is an issue and to identify what steps may be required to address this, and help ensure that NHS 24 meets its duties as set out in the general equality duty.

As previously noted, NHS 24 has set an equality outcome to advance equality of opportunity for minority ethnic people and consideration will be given as to the relationship that religion and belief has with race.

Using the Everyone Matters Pulse Survey Report 2020 as a comparator, NHS 24's workforce profile broken down by religion and belief is broadly similar to that of other health and social care providers in Scotland. We do not hold data on the religion or belief for over 30% of our staff and we are continuing to take steps to improve disclosure rates.



### 3.7.3 Learning and Development



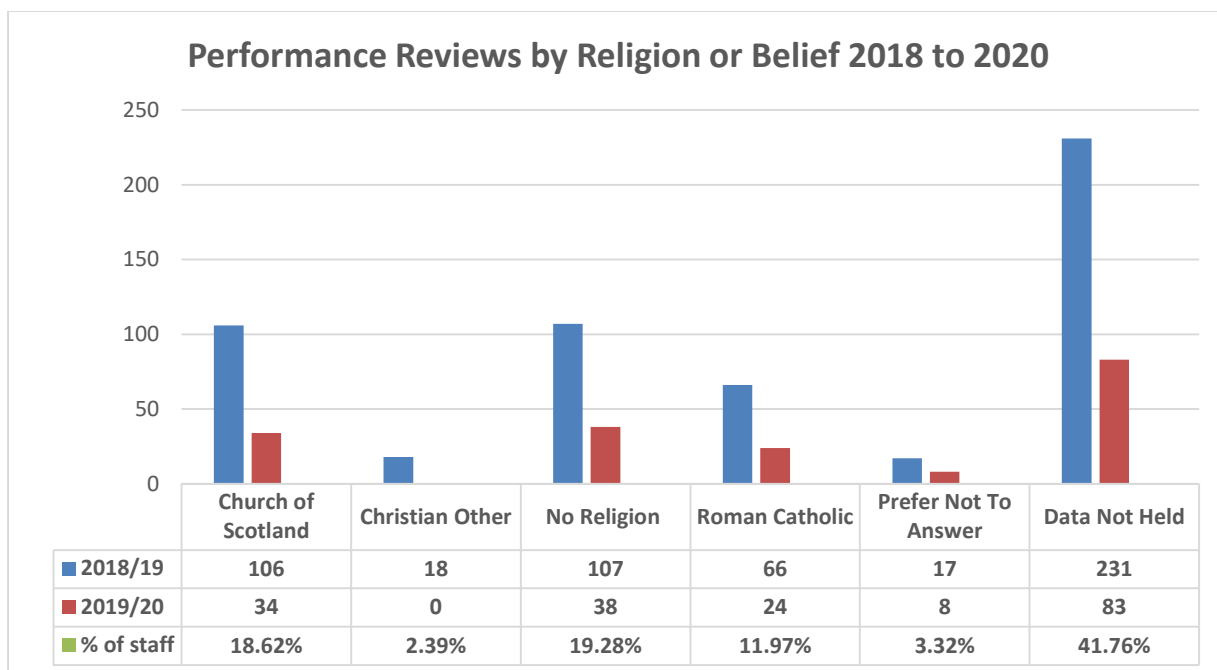
\*From 2018 to 2020, fewer than ten members of staff who attended and / or completed training in each of the individual categories identified themselves from one of the following religions or beliefs: Buddhist, Hinduism, Islam, Sikhism

### 3.7.4 Bursary by Religion or Belief

In 2018/19, 15 staff applied for a bursary. Fewer than ten staff who applied for a bursary identified themselves from one of the following religions or beliefs: Christian/Church of Scotland; No Religion; Other; Roman Catholic. In some instances data was not held. Of 13 staff who were successful in receiving a bursary, fewer than ten staff identified themselves from one of the following religions or beliefs: Christian/Church of Scotland; No Religion; Other; Roman Catholic.

In 2019/20, 14 staff applied for a bursary. Fewer than ten staff who applied for a bursary identified themselves from one of the following religions or beliefs: No Religion; Roman Catholic. In some instances data was not held or staff preferred not to say. Of 13 staff who were successful in receiving bursary funding, fewer than ten staff identified themselves from one of the following religions or beliefs: No Religion, Roman Catholic. In some instances data was not held.

### 3.7.5 Performance Reviews/Appraisals



Between 1 October 2018 and 30 September 2019, fewer than ten staff who had a performance review recorded in Turas identified their religion or belief as: Buddhist; Hindu; Islam; other; Sikh.

Between 1 October 2019 and 30 September 2020, fewer than ten staff who had a performance review recorded in Turas identified their religion or belief as: Christian, Islam, Other

### 3.7.6 Disciplinary Procedure by Religion or Belief

In 2018/19, 17 staff were the subject of disciplinary procedures. Fewer than ten staff who were the subject of disciplinary procedures identified their religion or belief as: Christian Other; Church of Scotland, Islam, Roman Catholic, Sikh, no religion. In some instances the data was not held.

In 2019/20, 14 staff were the subject of disciplinary. Fewer than ten members of staff who were the subject of disciplinary procedures identified their religion or belief as: Christian Other; Church of Scotland, Roman Catholic, no religion. In some instances the data was not held.

### 3.7.7 Grievance Procedure by Religion or Belief

In 2018/19, 22 staff raised a grievance. Fewer than ten staff who raised a grievance identified their religion or belief as Islam, no religion, Roman Catholic. In some instances the data was not held.

In 2019/20, 34 staff, including more than ten who identified their religion as Church of Scotland and more than ten who identified themselves as having no religion raised a

grievance. Fewer than ten members of staff who raised a grievance identified their religion or belief as Christian - Other or Roman Catholic. In some instances the data was not held.

### **3.7.8 Dignity at Work by Religion or Belief**

In 2018/19, 13 staff raised a dignity at work complaint. Fewer than ten staff who raised a grievance identified their religion and belief as Church of Scotland, Roman Catholic, no religion. In some instances the data was not held.

In 2019/20, five staff raised a dignity at work. Fewer than ten staff who raised a grievance identified their religion and belief as Church of Scotland, Roman Catholic, no religion. In some instances the data was not held.

Analysis of the data for 2018 to 2020 suggests that a person's religion or belief is not a factor in staff being more or less likely to experience bullying or harassment at work.

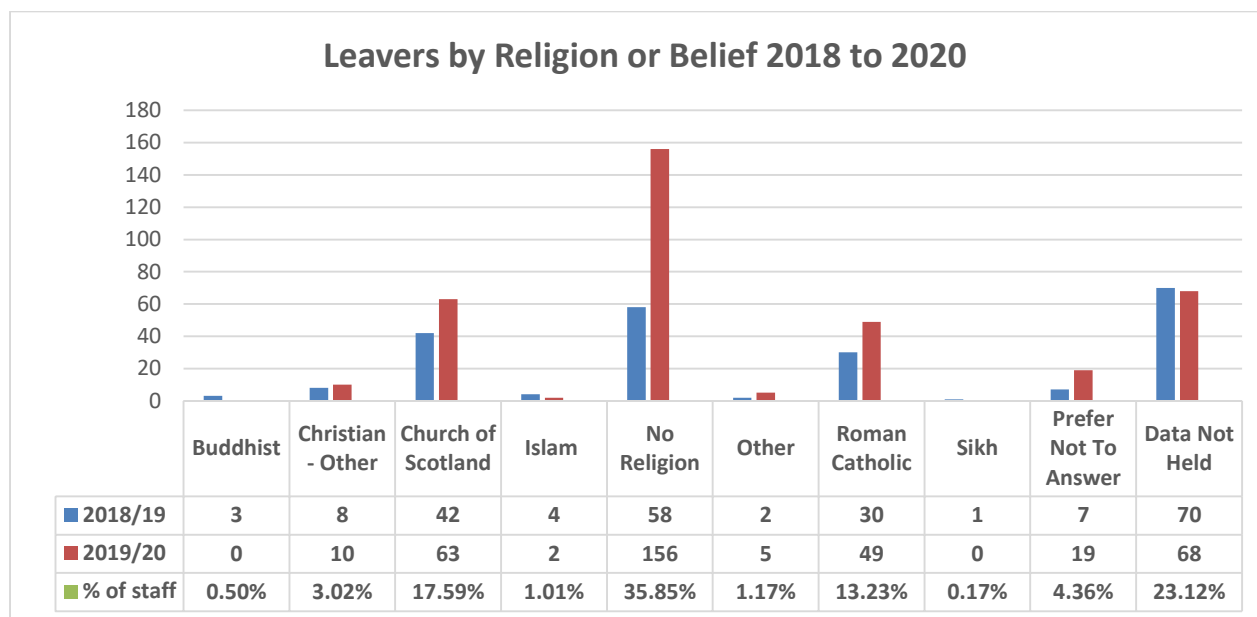
### **3.7.9 Capability Procedure by Religion or Belief**

In 2018/19, seven staff were the subject of a capability procedure. Staff who were the subject of this procedure identified their religion or belief as Church of Scotland, Roman Catholic, no religion. In some instances the data was not held.

In 2019/20, seven members of staff were the subject of a capability procedure. Staff who were the subject of this procedure identified their religion or belief as Christian – Other, Church of Scotland or Roman Catholic. In some instances the data was not held.

Analysis of the data for 2018 to 2020 suggests that a person's religion or belief is not a factor in staff being more or less likely to be the subject of a capability procedure at work.

### 3.7.10 Leavers



#### Analysis

The percentage split of leavers across each religion or belief is broadly similar to the staff in post split, with no unexpectedly high groups of leavers.

## **3.8 Sex**

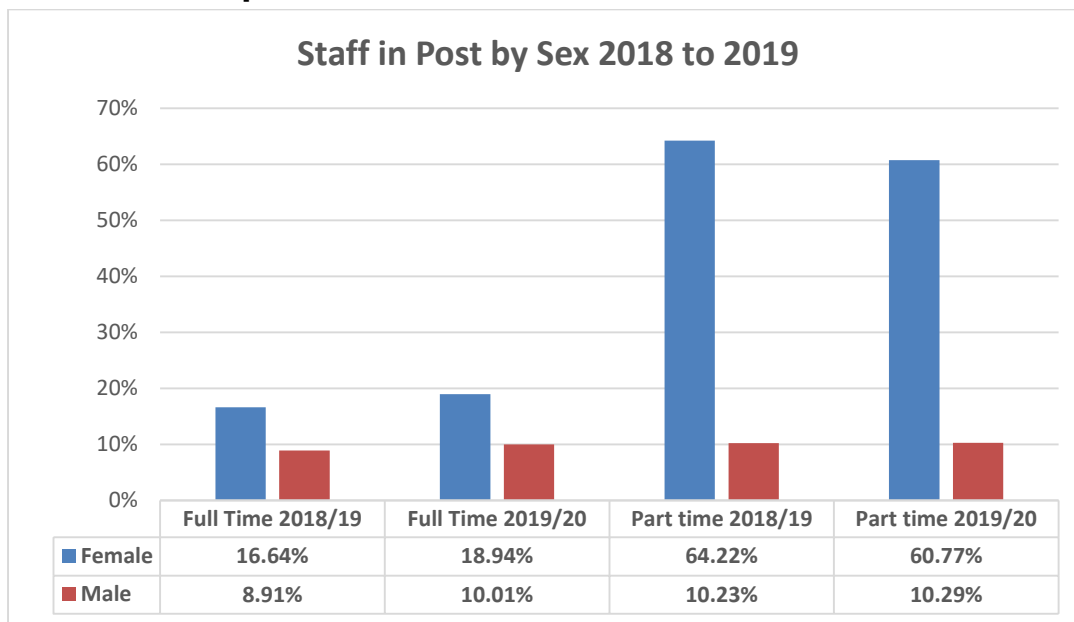
### **3.8.1 Recruitment**

Recruitment data being reviewed prior to final publication

#### **Analysis of the recruitment data**

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### 3.8.2 Staff in post

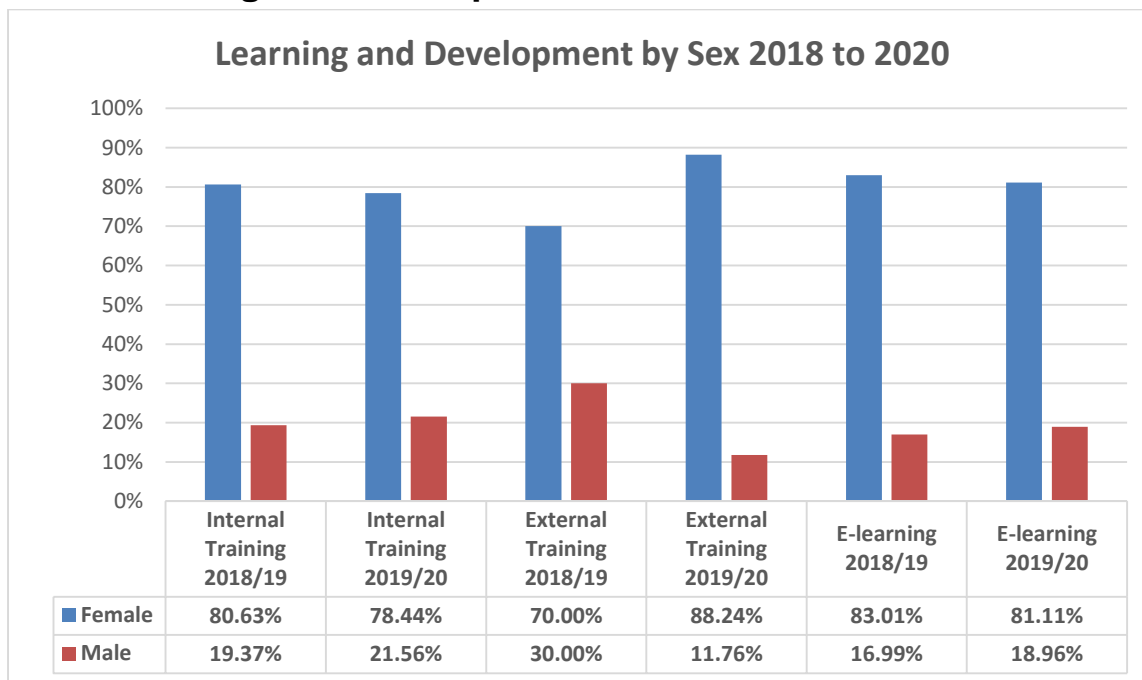


#### Analysis of the staff in post data

Our workforce continues to predominantly be made up of women, with just over 79% of our staff identifying as female in 2020. Nursing is the second largest job family within NHS 24, with all posts within this category requiring a professional qualification in nursing. Nursing is known to be a profession that experiences occupational segregation, with the majority of nurses being women. Additionally, it is widely known that women are still more likely to apply for and occupy jobs within administrative roles in the public sector bodies and the NHS.

The imbalance we have between women and men is broadly comparable to other health boards and achieving a gender balance across the NHS in Scotland remains a national challenge.

### 3.8.3 Learning and Development



#### Analysis

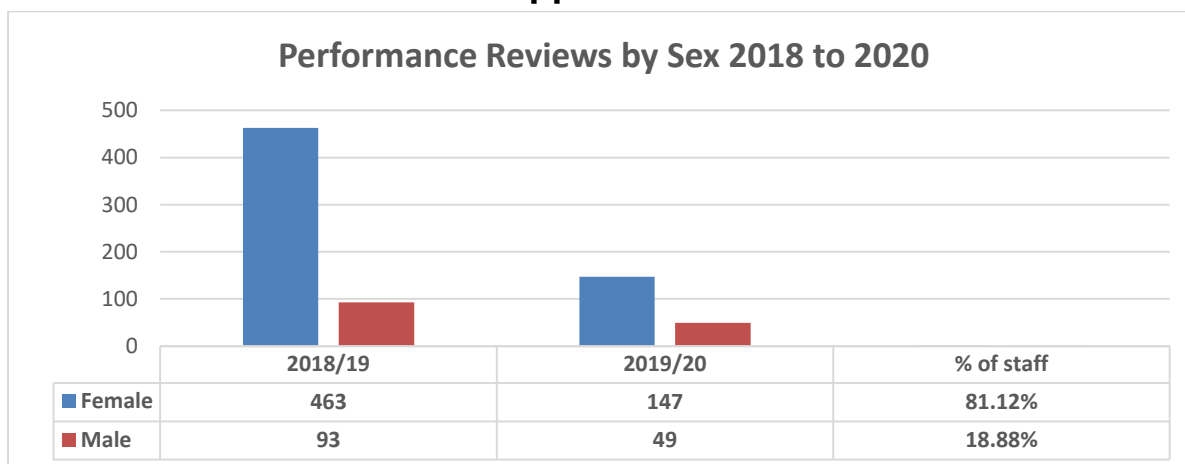
The percentage split of staff accessing training reported by sex is broadly similar to the staff in post split.

### 3.8.4 Bursary Applications by Sex

In 2018/19, 15 staff applied for a bursary. Fewer than ten staff who applied for a bursary identified themselves as male. Each application received from a male member of staff was successful. 13 staff were successful in receiving bursary funding.

In 2019/20, 14 staff applied for a bursary. Fewer than ten staff who applied for a bursary identified themselves as male. Each application received from a male member of staff was successful. 13 staff were successful in receiving bursary funding.

### 3.8.5 Performance Reviews/Appraisals



#### Analysis

The percentage split of staff undergoing a performance review reported by sex is broadly similar to the staff in post split.

### 3.8.6 Disciplinary Procedure by Sex

In 2018/19, 17 staff were the subject of disciplinary procedures. Fewer than ten staff who were the subject of disciplinary procedures identified themselves as male.

In 2019/20, 14 staff were the subject of disciplinary procedures. Fewer than ten staff who were the subject of disciplinary procedures identified themselves as female and fewer than ten staff who were the subject of disciplinary procedures identified themselves as male.

### 3.8.7 Grievance Procedure by Sex

In 2018/19, 22 staff raised a grievance. Fewer than ten staff who raised a grievance identified themselves as male, with the majority of grievances being raised by females.

In 2019/20, 34 staff raised a grievance. 22 staff who raised a grievance identified themselves as female and 12 identified themselves as male.

### 3.8.8 Dignity at Work by Sex

In 2018/19, 13 staff raised a dignity at work complaint. Ten or more complaints were raised by female staff, with fewer being raised by male staff.

In 2019/20, five staff raised a dignity at work complaint. The majority of complaints were raised by female staff.

Analysis of the data from 2018 to 2020 does not suggest that a person's sex is a factor in staff being more likely to experience bullying or harassment at work.

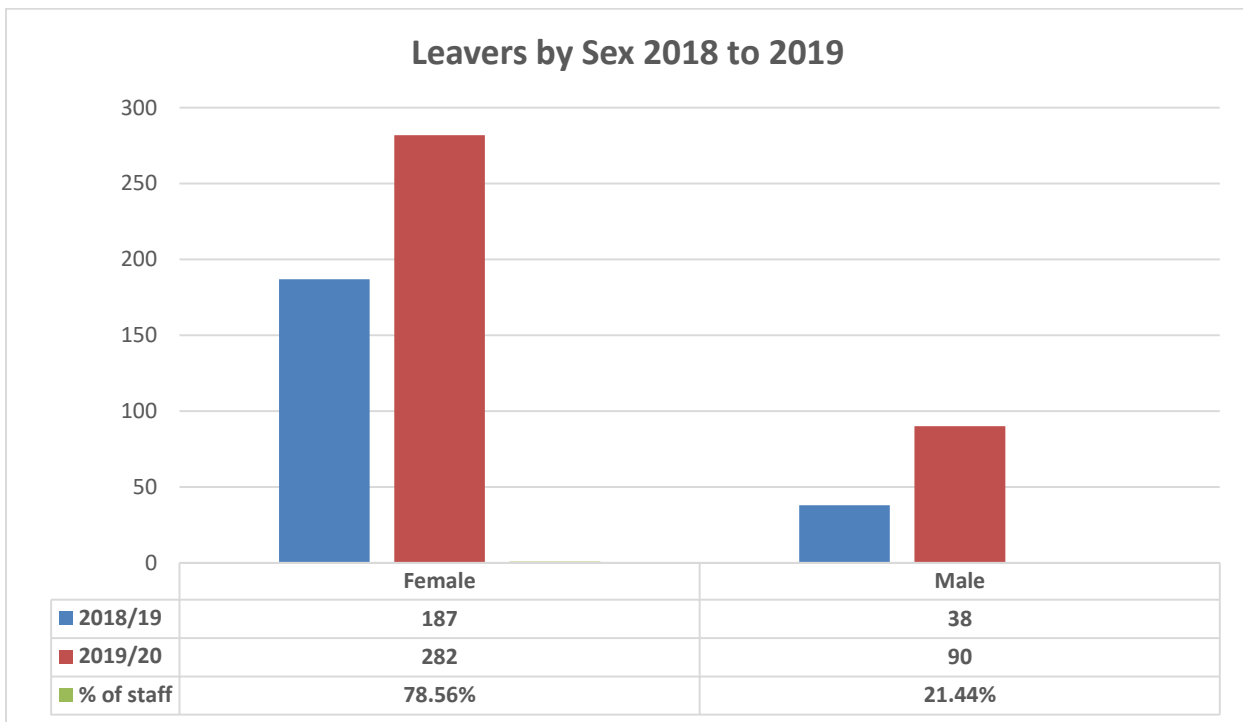
### 3.8.9 Capability Procedure by Sex



In 2018/19, seven staff were the subject of a capability procedure. Both male and female staff were the subject of a capability procedure.

In 2019/20, seven staff were the subject of a capability procedure. Both male and female staff were the subject of a capability procedure.

### 3.8.10 Leavers



#### Analysis

The percentage split of staff leaving NHS 24 as reported by sex is broadly similar to the staff in post split.

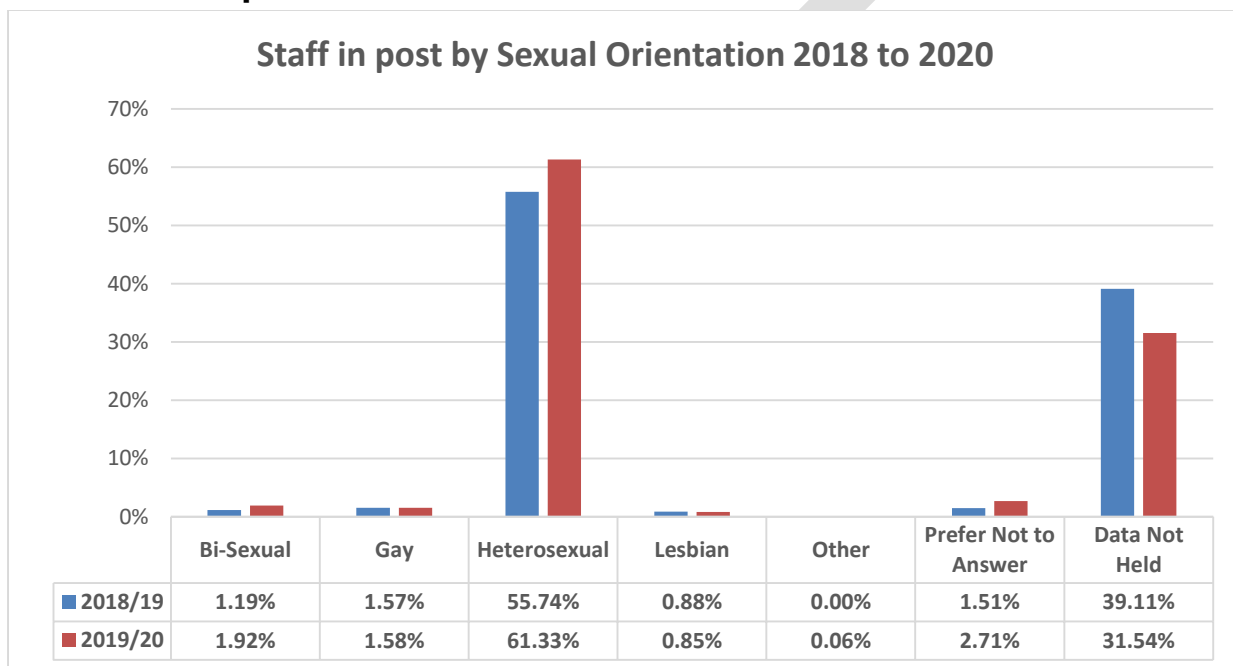
## 3.9 Sexual Orientation

### 3.9.1 Recruitment

Recruitment data being reviewed prior to final publication

#### Analysis of the recruitment data

### 3.9.2 Staff in post

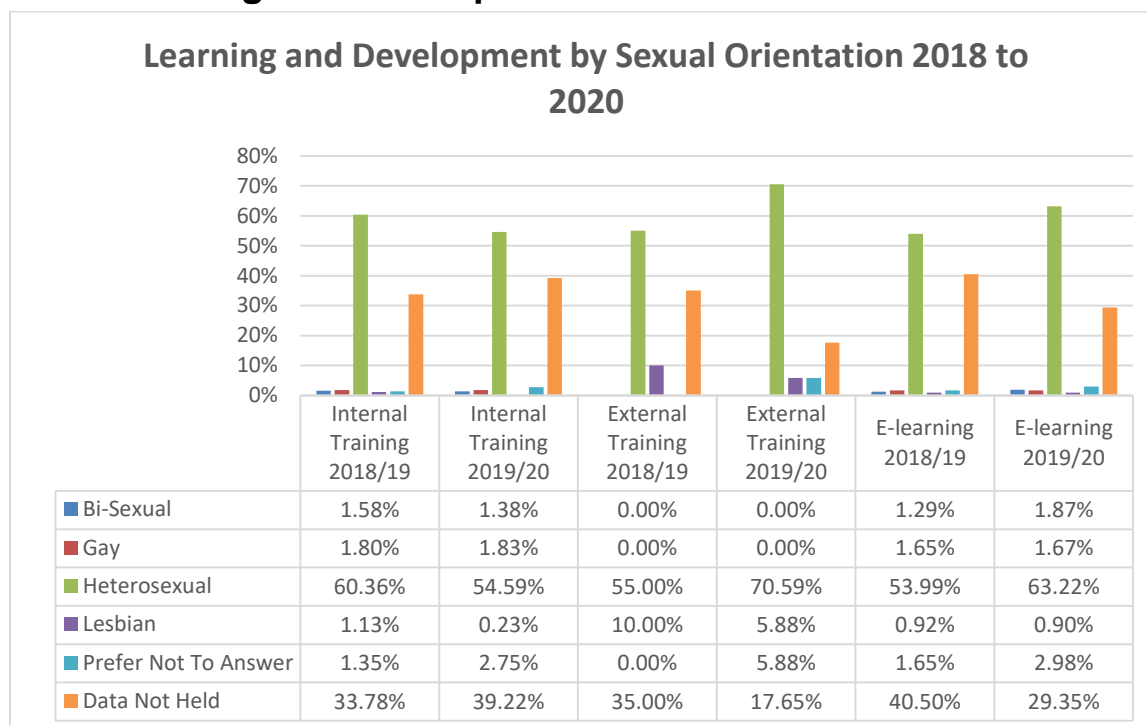


#### Analysis of the staff in post data

Though the recruitment data shows that lesbian, gay and bisexual (LGB) staff are more likely to be appointed, the overall number of LGB staff employed by NHS 24 is still relatively low. In 2020, 4.35% of staff identified as LGB. There is no comparable data in the 2011 Census Report for this protected characteristic group, however estimates for the LGB population vary between 6% to 10%, or more.

Using the Everyone Matters Pulse Survey Report 2020 as a compactor, our workforce is broadly similar to that of other health and social providers in Scotland. We do not hold data on the sexual orientation of just over 31% of our staff and we continue to take steps to improve this.

### 3.9.3 Learning and Development



#### Analysis

The percentage split of staff who have accessed training reported by sexual orientation is broadly similar to the staff in post split.

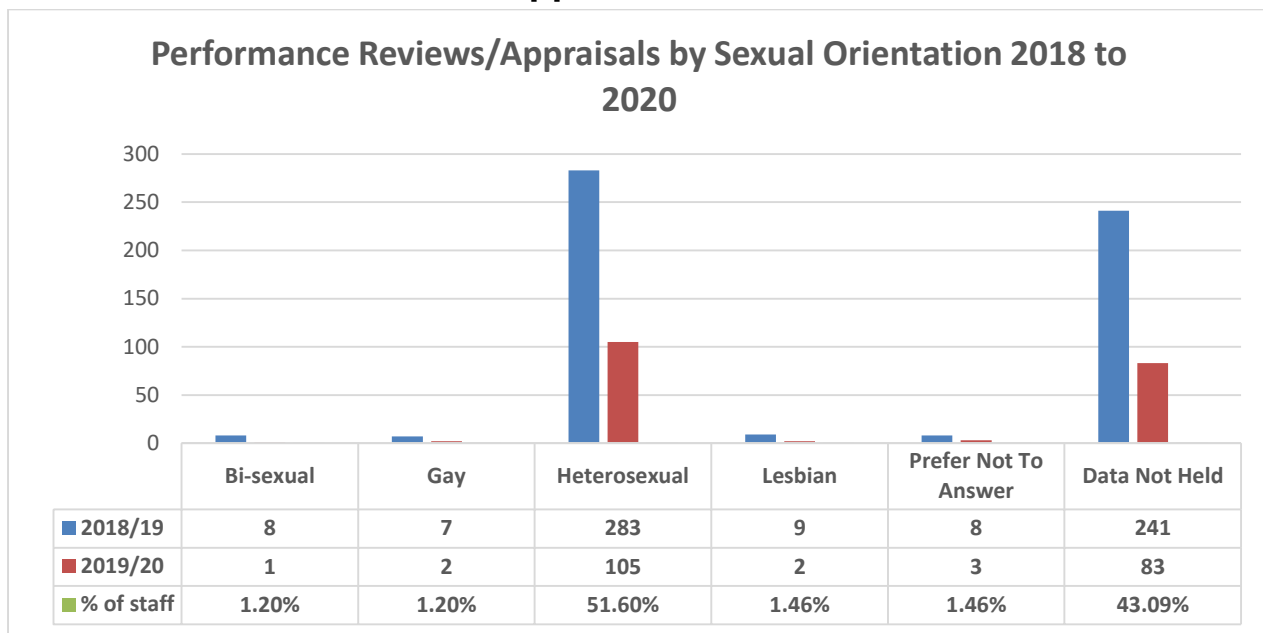
### 3.9.4 Bursary Applications by Sexual Orientation

Sexual Orientation	2018/19		2019/20	
	Applied	Approved	Applied	Approved
Heterosexual	6	5	7	6
Prefer Not To Answer	1	1	1	1
Data Not Held	8	7	6	6
<b>Total</b>	<b>15</b>	<b>13</b>	<b>14</b>	<b>13</b>

#### Analysis

No application for a bursary was received from staff who identify as LGB.

### 3.9.5 Performance Reviews/Appraisals



#### Analysis

The percentage split of staff who have undergone a performance review/appraisal reported by sexual orientation is broadly similar to that of the staff in post.

### 3.9.6 Disciplinary Procedure by Sexual Orientation 2018 to 2019

In 2018/19, 17 staff were the subject of disciplinary procedures. Ten staff who were the subject of disciplinary procedures identified themselves as heterosexual and in seven instances data was not held.

In 2019/20, 14 staff were the subject of disciplinary procedures. Fewer than ten staff who were the subject of disciplinary procedures identified themselves as heterosexual or gay and in some instances data was not held.

### 3.9.7 Grievance Procedure by Sexual Orientation 2018 to 2019

22 staff, including 14 staff who identified themselves as heterosexual raised a grievance. No staff who identified themselves as bisexual, gay or lesbian raised a grievance. Sexual orientation data was not held for eight staff who raised a grievance.

### 3.9.8 Grievance Procedure by Sexual Orientation 2019 to 2020

34 staff, including 21 staff who identified themselves as heterosexual raised a grievance. Fewer than ten staff who raised a grievance identified themselves as bisexual, gay or lesbian. There were also a number of instances where data on the sexual orientation of the staff member was not held.

### **3.9.9 Dignity at Work by Sexual Orientation**

In 2018/19, 13 members of staff raised a dignity at work complaint. Fewer than ten complaints were raised by members of staff who identified their sexual orientation as heterosexual, and in other instances the data was not held.

In 2019/20, five staff raised a dignity at work complaint. Fewer than 10 complaints were raised by staff who identified their sexual orientation as heterosexual, and in other instances the data was not held.

A review of the data for 2018 to 2020 suggests that a person's sexual orientation is not a factor in staff being more likely to experience bullying or harassment at work.

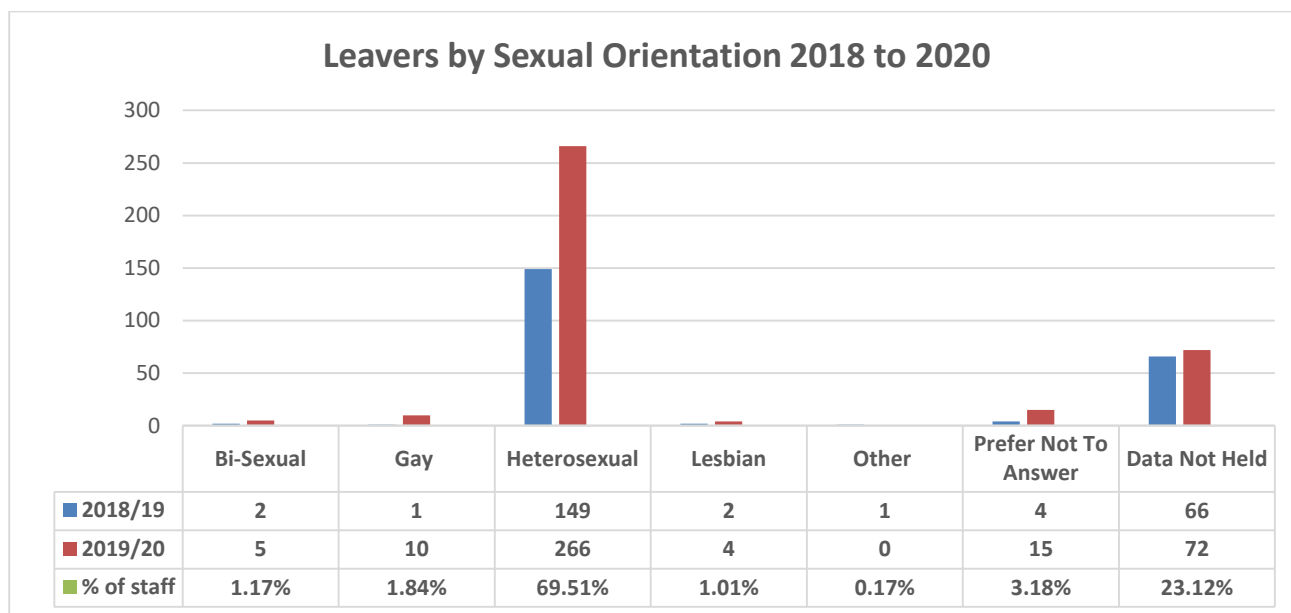
### **3.9.9 Capability Procedure by Sexual Orientation**

In 2018/19, seven staff were the subject of a capability procedure. Staff who were the subject of this procedure either identified their sexual orientation as heterosexual, or in some instances the data was not held.

In 2019/20, seven staff were the subject of a capability procedure. Staff who were the subject of this procedure either identified their sexual orientation as heterosexual, or in some instances the data was not held.

Analysis of the data for 2018 to 2020 suggests that a person's sexual orientation is not a factor in staff being more likely to be the subject of a capability procedure at work.

### 3.9.10 Leavers



#### Analysis

The percentage split of staff who have left reported by sexual orientation is broadly similar to the staff in post split. .

## 3.10 Contractual Hours

### 3.10.1 Employee Relations

Consideration was given to the experience of staff in part time and full time posts to establish if there was a consistency, in terms of staff experience.

There is no evidence to indicate that a person's contractual hours is a factor in staff being more likely to be involved in disciplinary, grievance, dignity at work or capability procedures at work.

### 3.10.2 Leavers

Table: Leavers by Contractual Hours 2019 to 2020

Contractual Hours	Leavers
Part Time	278
Full Time	94
Total	372

#### Analysis

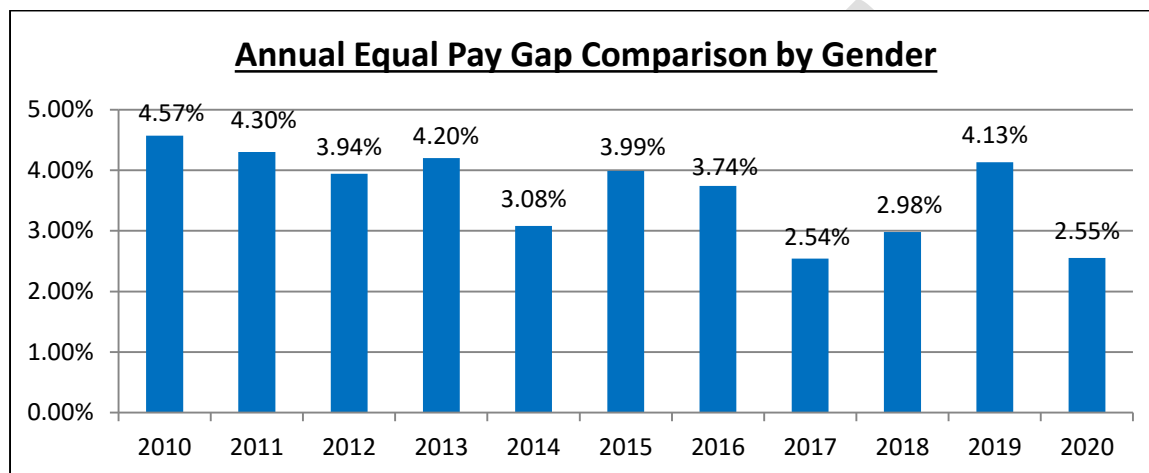
While we are keen to retain our staff, we understand that there will always be a certain level of attrition each year. Just over 71% of our workforce are part-time workers, and just over 74% of leavers are part-time workers. Though the percentage of leavers is slightly higher than that of staff in post, there is no indication that part-time working is a contributing factor to staff leaving.

## 4. Equal Pay

### 4.1 Annual equal pay gap comparison by gender

In 2019, our annual pay gap comparison by gender was 4.13% in favour of men. This was based on an analysis of the payroll information as at 30 September 2019.

In 2020, our annual pay gap comparison by gender was 2.55% in favour of men. This was based on an analysis of payroll information as at 30 September 2020.



#### 4.1.1 Total average hourly rate comparison

In 2019, NHS 24's total average hourly rate comparison was £14.71 for women and £15.35 for men.

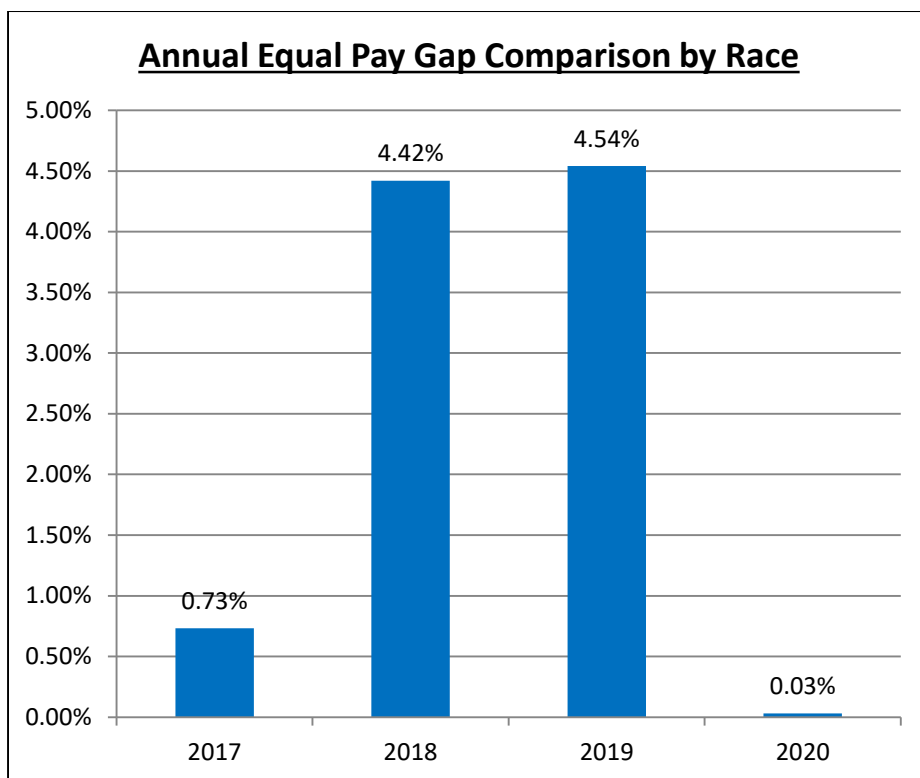
In 2020, NHS 24's total average hourly rate comparison was £15.04 for women and £15.44 for men.

### 4.2 Annual equal pay gap comparison by persons who fall into a minority ethnic group and persons who do not

In 2019, NHS 24's annual equal pay gap comparison by persons who fall into a minority ethnic group and persons who do not, was 4.54% in favour of minority ethnic staff. This was based on an analysis of payroll information as at 30 September 2019.

In 2020, NHS 24's annual equal pay gap comparison by persons who fall into a minority ethnic group and persons who do not, was 0.03% in favour of minority ethnic staff. This was based on an analysis of payroll information as at 30 September 2020.





	Any White category	Any Minority Ethnic category	Difference	% Difference
2020	£14.82	£14.83	-£0.01	-0.03%
2019	£14.55	£15.21	-£0.66	-4.54%
2018	£14.00	£14.61	-£0.62	-4.42%
2017	£13.29	£13.19	£0.10	0.73%
2016	£13.35	£13.58	-£0.23	-1.70%

#### 4.2.1 Total average hourly rate comparison

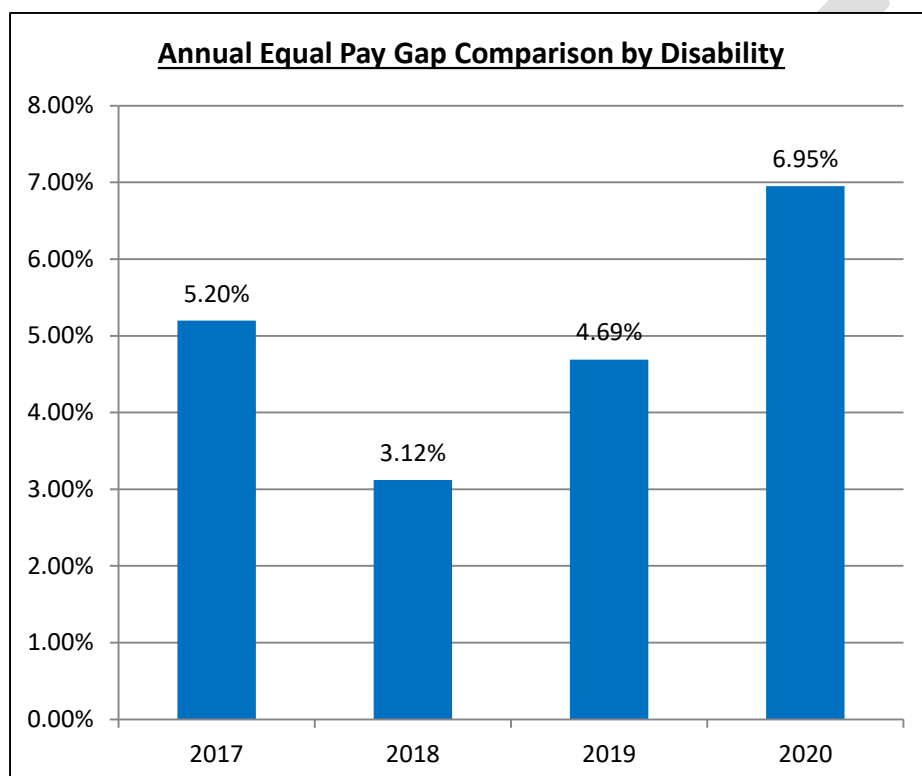
In 2019, NHS 24's total average hourly rate comparison was £14.55 for non-minority ethnic staff and £15.21 for minority ethnic staff. In 2019, 217 staff with an average hourly rate of £16.54 did not disclose their ethnic origin.

In 2020, NHS 24's total average hourly rate comparison was £14.82 for non-minority ethnic staff and £14.83 for minority ethnic staff. In 2020, 191 staff with an average hourly rate of £17.59 did not disclose their ethnic origin.

## 4.3 Annual equal pay gap comparison by persons who are disabled and persons who are not

In 2019, NHS 24's annual equal pay gap comparison by persons who are disabled and persons who are not was 4.69% in favour of disabled people. This was based on an analysis of payroll information as at 30 September 2019.

In 2020, NHS 24's annual equal pay gap comparison by persons who are disabled and persons who are not was 6.95% in favour of disabled people. This was based on an analysis of payroll information as at 30 September 2020.



	Disabled	Non-disabled	Difference	% Difference
2020	£16.04	£14.99	-1.04	6.95%
2019	£15.44	£14.75	-0.69	-4.69%
2018	£14.72	£14.27	-£0.45	-3.12%
2017	£14.27	£13.57	-£0.71	-5.20%
2016	£14.18	£13.66	-£0.52	-3.82%

### 4.3.1 Total average hourly rate comparison

In 2019, NHS 24's total average hourly rate comparison was £15.44 for disabled people and £14.75 for persons who are not disabled. In 2019, 49 staff with an average hourly rate of £14.35 did not disclose if they were disabled or not.

In 2020, NHS 24's total average hourly rate comparison was £16.04 for disabled people and £14.99 for persons who are not disabled. In 2020, 59 staff with an average hourly rate of £15.01 did not disclose if they were disabled or not.

#### **4.4 How NHS 24 is using this information to inform its policy on equal pay**

The difference between men and women's pay has fluctuated slightly during 2019 and 2020 and has shown a general consistency between 2010 and 2020.

The pay gap between people who fall into a minority ethnic group and persons who do not has fluctuated over the period 2016 to 2020 and is attributed to the low number of minority ethnic staff employed by NHS 24.

The pay gap between people who are disabled and people who are not has fluctuated between 2016 and 2018 and can be attributed to length of service.

The difference between:

- men and women's pay,
- people who fall into a minority ethnic group and persons who do not, and
- persons who are disabled and persons who are not

for the periods 2016, 2018 and 2020 informed a review of NHS 24's Equal Pay Statement. This was undertaken in partnership with the support of trade unions and professional organisations.

## Contact NHS 24

If you would like us to consider producing this report in a different format please contact us with details of your request. You can phone us on 0800 22 44 88 or if you have a textphone dial 18001 0800 22 44 88. If you prefer, you can also email us your request at [NHS24.engagementteam@nhs24.scot.nhs.uk](mailto:NHS24.engagementteam@nhs24.scot.nhs.uk).

If you wish further information on the contents of this report, please email us using the email address above.

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