



Equality Mainstreaming Progress and Workforce Data Summary Report - 2023

April 2023

1. Introduction

NHS 24's Equality Mainstreaming Progress Report 2023 and the Equality Mainstreaming Report 2023 - Workforce Data Update have been published to help demonstrate how NHS 24 has met its duties as a public authority in relation to the general equality duty and the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 (as amended).

2. Mainstreaming equality

NHS 24 has established a governance structure, processes, and a team of staff to support the mainstreaming of equality across the organisation.

3. Procurement

NHS 24 ensures due regard is given as to whether award criteria and conditions relating to the performance of a relevant agreement should include considerations to better perform the general duty.

During the procurement of new office premises, NHS 24 worked with Disability Equality Scotland to undertake access audits of each of its main centres. Action plans for improvement were initiated and all relevant actions are being implemented.

4. Fairer Scotland Duty

NHS 24 continues to appropriately consider the socio-economic impact of strategic decisions. For example, when new premises were required to accommodate an expanding workforce, a Fairer Scotland Duty Impact Assessment was carried out. The socio-economic impact of relocating and establishing new office premises was built into the Business Case Benefits Criteria, with a particular emphasis on considering the location of these offices in relation to addressing poverty, aligned to information obtained from the Scottish Index of Multiple Deprivation. The decision as to where our new premises would be located was therefore suitably informed by the potential socio-economic impact.

5. Staff training

Ensuring staff are appropriately trained and understand the importance of equality and diversity related issues remains a priority for NHS 24. All staff receive equality and diversity training as part of their induction programme, and a suite of related e-learning modules are available to staff in addition to the mandatory modules. Additionally, in 2022, NHS 24 introduced a Management Essential Programme, which includes a module on equality, diversity, and inclusion specifically for people managers.

6. NHS 24's Reasonable and Workplace Adjustment Policy

In 2022, NHS 24 introduced a new Reasonable and Workplace Adjustment Policy. Though the requirement to consider reasonable adjustments has been a legal duty that every employer and service provider has been subject to for many years, the introduction of this policy is intended to make it easier for both staff and managers to have positive conversations about reasonable adjustments. Additionally, during the policy consultation, it was suggested that NHS 24 should extend the policy to include staff who are not disabled. The policy therefore allows any member of staff who feels that they may require a workplace adjustment to help them overcome any disadvantage at work to make a request.

7. Disability Confident

In 2022, we successfully gained re-accreditation to use the UK Government's Disability Confident logo in our job adverts. The Disability Confident scheme is designed to help employers recruit and retain disabled people, helping to remove barriers to their participation.

8. Equality Outcomes

NHS 24 continues to make progress toward the equality outcomes set in 2021 that seek to:

- Improve the diversity of NHS 24's workforce, focussing on improving the representation of minority ethnic people
- Improve the experience, awareness of and access to NHS 24 services for disabled people.
- Improve the experience, awareness of and access to NHS 24's mental health services for young people

9. Equality and Diversity Impact Assessments (EDIAs)

NHS 24 continues to assess and review policies and practices, appropriately considering whether any action is required to help NHS 24 better perform the general equality duty. Completed Equality and Diversity Impact Assessments are published on nhs24.scot.

10. Community Engagement and Volunteering

NHS 24 continues to seek the views of stakeholders when designing, developing, and improving services. Engagement with diverse community groups that have differing life experiences is always a priority. Equality and Diversity Impact

Assessments can often help determine which groups of people should be a priority to engage with. For example, when developing the NHS 24 Strategy, consideration was given as to which groups of people might experience the greatest inequalities and seeking their views through community engagement was prioritised.

NHS 24 continues to support volunteering through the NHS 24 Public Partnership Forum and the NHS 24 Youth Forum. These volunteer groups help to influence our work by sharing their views and experiences.

11. Equal Pay

In 2022, our annual pay gap comparison by:

- sex was 3.50% in favour of men
- race was 3.14% in favour of staff from any white ethnic group
- disability was 7.27% in favour of disabled staff

12. Workforce Data

NHS 24 is committed to being an inclusive employer that supports people to thrive at work. To achieve this, we seek to ensure that we employ people who reflect the values of our organisation. It is important that we recruit and retain a workforce that is committed to working together to understand and meet the needs of the diverse Scottish population.

We seek to ensure that no barriers exist for people wishing to apply to work with us. Where an analysis of our workforce data has shown that certain groups of people are under-represented within our organisation, we have taken positive action to encourage applications from these groups. This helps us to attract applications from the widest talent pool available and supports our aim to employ a workforce that reflects the diversity of the population.

We have summarised some of the key findings from the Equality Mainstreaming Report 2023 - Workforce Data Update below:

- NHS 24 employed a total of 2336 staff during the period 1 October 2020 to 30 September 2021. This decreased slightly to a total of 2329 staff during the period 1 October 2021 to 30 September 2022.
- There has been a slight increase in the percentage of male staff (just over 22% of the workforce) since the last reporting period.
- Across both years, just over 55% of our staff were aged 25 to 49, with the majority aged 35 to 49 (35.40%).
- There has been a gradual, but significant, decrease in the percentage of staff who identify themselves as disabled. In 2018, 14.38% of staff identified as being disabled, however this decreased to 9.40% in 2022.

- Over 94% of the workforce identifies as either British or Scottish. Less than 3% of the workforce identifies as a different nationality, and we do not hold nationality data for just over 2.8% of the workforce.
- Overall, the success rate for applicants in non-white, minority ethnic categories, continues to be disproportionately low. In 2021/22, the combined average success rate for all white categories was 13.84%. In the same year, the combined average success rate for all non-white, minority ethnic categories, was 6.40%.

13. Next steps

All the information and evidence reported by NHS 24 within the equality mainstreaming reports will be used to help:

- examine how policies and processes are working, and help to identify areas where improvements could be made
- provide an evidence base, which will inform equality and diversity impact assessments
- inform the development of new equality outcomes in 2025
- 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 an equality mainstreaming action plan
- measure performance and progress towards equality and diversity goals

Contact NHS 24

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