



Equality Mainstreaming Report – 2019 update.

If you would like us to consider producing this report in a different format please phone us on 0800 22 44 88. If you have a textphone dial 18001 0800 22 44 88.

We have chosen to primarily present information on the diversity workforce data in tables. By adopting this method of reporting, we believe we can present the information in a consistent and accessible manner.

We have followed good practice guidance, which protects the identity of individual staff in groups totalling less than 10¹. This has in some cases led us to anonymise totals to protect the identification of staff.

If you wish further information on the contents of this report or wish to find out more information then please contact our Participation and Equalities Manager:

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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).

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Foreword and how the workforce diversity data is used

As NHS 24's designated director for participation and equalities, I am pleased to present the Equality Mainstreaming Report, which includes information on our employees, reported by their relevant protected characteristics and pay gap information.

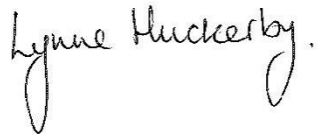
The workforce diversity data within this report will be used by NHS 24 to:

- 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
- provide indicators as to where positive action may be required, to address underrepresented equality groups within the workforce
- establish the need for new actions on the equality mainstreaming action plan
- measure performance and progress towards equality and diversity goals

The report, and the information provided within, is intended to support the strategic development of our organisation, including:

- The steps being taken to ensure continuous quality, safe and effective patient care
- Information on the diversity of our workforce and how this is used to create capacity, capability and confidence in our people and teams, and
- Improving our stakeholder engagement to make sure that our services match our stakeholder needs.

I trust that you will find the information contained within this report useful.

A handwritten signature in black ink that reads "Lynne Huckerby". The signature is written in a cursive style with a period at the end.

Lynne Huckerby

Service Development Directorate

NHS 24

April 2019

About NHS 24

NHS 24 is the national provider of digital and telephone based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online.

We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

Our Services

111

NHS 24 is best known for providing care and advice when GP surgeries and pharmacies are closed. People across Scotland can call NHS 24 using the free phone number 111. This gives people access to help and advice if they cannot wait until their GP surgery reopens.

NHS 24 works in close partnership with all Health Boards, in particular the Scottish Ambulance Service with whom we are co-located in a number of centres to provide essential services to patients in need of urgent advice and care during the out-of-hours period when their GP surgery is closed. We also work in partnership through national collaboration with integrated joint boards and third sector organisations to deliver services to the public.

Health Information and Support Services

NHS 24 provides access to evidence based health information and support through a range of different services including:

- NHS inform
- Care Information Scotland
- National Smoking cessation service Quit Your Way.

People can get the help they need via a range of different delivery channels such as the internet, using Webchat and over the telephone.

NHS 24 offers online content supporting a range of services including health and care information provision through NHS inform. This incorporates a range of health topics including common symptoms, relevant self-help guides and information on clinical conditions, tests and treatments.

These services help people self-manage their health and wellbeing with tools such as Info for Me which allows visitors to the NHS inform website to save the information that is relevant to them to support their health or manage a long-term condition.

NHS inform also hosts a Self Help Guide and a National Services Directory to signpost to other relevant services.

Scheduled Care Services

The Cancer Treatment Helpline allows patients undergoing treatment to self-refer for triage and if appropriate onward referral into local cancer services.

The Musculoskeletal (MSK) service is a telephone advice and triage service for people suffering problems such as back pain.

Scottish Emergency Dental Service

This service delivers advice and support on dental health and dental services to the people of Scotland during the out-of-hours period. Patients who contact NHS 24 with dental symptoms are assessed by Dental Nurses, the Scottish Emergency Dental Service (SEDS) booking Hub then direct the patient to the relevant dental care pathway.

Breathing Space

Breathing Space is a confidential phone and web based service for people in Scotland experiencing low mood, depression or anxiety. Breathing Space offers a listening and signposting service for people experiencing low mood, depression or anxiety about issues such as family and relationship difficulties. The service aims to

give people support to help improve their present situation and so prevent the development of more serious problems. Breathing Space also has an important role in helping the partners, friends and family members of people experiencing difficulties associated with depression.

NHS Living Life

NHS Living Life is an NHS 24 telephone service offering Cognitive Behavioural Therapy (CBT) and Guided Self-help (GSH) using a CBT approach. Cognitive Behavioural Therapy is an evidence based approach to help treat a wide range of emotional and physical health conditions in adults, young people and children. CBT looks at how an individual thinks about a situation and how this affects the way they may behave. It highlights how an individual's actions may affect how they think and feel. The therapist and client work together in changing the client's behaviours, or their thinking patterns, or both of these.

Mainstreaming - the legal framework

We thought it would be useful to provide some information on the legal framework.

The General Equality Duty as set out in Section 149 of the Equality Act 2010

The general equality duty requires NHS 24, in the exercise of its functions, to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations between people who share a relevant protected characteristic and those who do not.

This duty covers the following protected characteristics: age, disability, gender, gender re-assignment, pregnancy and maternity, race, religion or belief and sexual orientation. This duty also covers marriage and civil partnership, with regard to eliminating unlawful discrimination.

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 (as amended)

In keeping with the requirements of the above regulations, this report contains:

- A mainstreaming report;
- Annual employee information together with details of the progress made in gathering and using the information to better meet the duty;
- A report on progress made towards achieving equality outcomes published in 2017; and
- Updated pay gap information.

Participation and Equalities

The NHS 24 Structure

Clinical Governance Committee

The Clinical Governance Committee comprises of members of the NHS 24 Board, members of the Executive Team, the Public Partnership Forum and staff side representation. Other members of staff who perform work related to participation and equalities also attend meetings of the Clinical Governance Committee.

The purpose of the Clinical Governance Committee includes providing assurance to the Board that appropriate structures and processes are in place to address issues of diversity and equality, human rights, and the governance requirements of Patient Focus Public Involvement (PFPI).

The Executive Team

The Executive Team achieve visible leadership on participation and equalities through a number of activities. Participation and equalities is reflected in corporate reporting, and work continues to embed the Fairer Scotland Duty across all corporate functions.

Public Partnership Forum

The NHS 24 Public Partnership Forum comprises of patients, carers, representatives of voluntary organisations and other interested members of the public and members of staff.

The NHS 24 Public Partnership Forum meets five times a year to discuss business updates or projects that members of the forum are involved in. The forum holds one further meeting each year to self assess its effectiveness and to develop an action plan for the forthcoming year.

Members of the NHS 24 Public Partnership Forum are actively involved in projects and other NHS 24 business. The membership of the forum continues to diversify to ensure that its membership is representative of the people in Scotland and to avoid less favourable treatment for particular groups.

In 2018, we established a Youth Forum.

Participation and Equalities Team

The NHS 24 Participation and Equalities Team are responsible for the day-to-day management of participation, equalities and human rights. This includes working within the framework set out by associated legislation and NHSScotland standards.

The NHS 24 Participation and Equalities Team more generally facilitate equality impact assessments, and work with voluntary organisations and partner Health Boards to meet and maintain participation and equalities standards and co-ordinate the NHS 24 Public Partnership Forum.

Training

Staff Training

NHS 24 recognises the importance of learning and development and provides its entire staff with equality and diversity training as part of their induction programme.

Additionally all NHS 24 members of staff have access to the following participation and equalities focussed eLearning training modules:

- Deaf awareness
- Dignity at work
- Equality and diversity awareness in NHS 24
- Gender Based Violence (provide by NHS National Education Scotland)
- Patient Focus and Public Involvement awareness
- Raising awareness of Gypsy/Traveller communities
- Dementia awareness
- Learning disabilities
- Public protection
- Mental health awareness.

Public Protection

Our Public Protection Team's role includes supporting NHS 24 staff with their public protection practice. This includes:

- Developing and delivering training for all frontline staff, including at induction
- Developing policies and processes intended to safeguard children and vulnerable adults who come into contact with NHS 24
- Engagement with external partners, to promote collaborative working practices.
- Monitoring and reviewing of child and adult protection referrals.

NHS 24 produces a quarterly Public Protection Newsletter intended to apprise staff of current trends and developments.

During the financial year 2016 to 2017, our staff raised 1,552 child concerns and 1,715 adult concerns. Both of these figures include concerns relating to gender based violence.

During the financial year 2017 to 2018, our staff raised 1,305 child concerns and 1,808 adult concerns. Both of these figures include concerns relating to gender based violence.

Community Engagement and Equality Outcomes Progress Report

NHS Lothian's Minority Ethnic Health Inclusion Service (MEHIS)

We work in collaboration with NHS Lothian's Minority Ethnic Health Inclusion Service (MEHIS), which provides a multi lingual link worker / advocacy service, tackling health inequalities and promoting best practice in health service provision, policy and planning

In November 2017, NHS 24 and MEHIS worked together to improve NHS 24 services for minority ethnic communities, refugees and asylum seekers who live in Scotland.

The aim of the event was to allow a wide range of health professionals and community groups, working directly with minority ethnic communities, to advise NHS 24 on what the organisation could be doing, to improve accessibility. As NHS 24 is an integral part of NHS service provision, many of the opportunities to improve access to our services also apply to NHS services in general.

Method

Over 60 people interested in equality for minority ethnic people attended the event. This included health professionals, representatives from voluntary sector organisations, community groups and individuals who are all based in the Lothian area.

Questions

It was important to both MEHIS and NHS 24 that the event provided attendees with sufficient time to discuss and feedback on important issues. This was to allow NHS 24 to listen, learn and most importantly, act on the advice given from the invaluable expertise present in the room on the day.

We deliberately chose questions, which were open ended and challenging. The aim was to stimulate lively discussion around the tables. This offered NHS 24 an opportunity to critically reflect on current practices and begin to set aims for progress in the future.

Participants were asked:

- How and where do minority ethnic communities access health services?
- What barriers do minority ethnic communities have in accessing health services, including NHS 24 services?
- How can we work together to raise awareness within minority ethnic communities of the services provided by NHS 24?
- How can we work together to improve access to NHS 24 services for minority ethnic communities?

A number of barriers to healthcare were identified:

- Lack of knowledge of the healthcare system
- Lack of awareness of interpreter services
- Lack of diversity within the workforce
- Accessibility of information
- Cultural considerations, including relationships with family members
- Staff's cultural awareness and sensitivity.

As a result of the engagement NHS 24 was asked to raise awareness of its services through:

- Improved advertising, including providing more translated information
- Increased partnership working, including with third sector organisations
- Improved engagement, creating trusting relationships.

NHS 24 was also asked to:

- Further diversify its workforce
- Improve access to the language translation function
- Provide wider access through improved technology, including diversifying communication channels.

Our response

Our work with MEHIS has provided us with opportunities to engage with diverse communities in the Lothian area, including meeting and talking with older Chinese people and carer's of older Chinese people.

We are continuing to increase the amount of translated information available and are working to improve access to our services when using the language translation function.

We are progressing with the increase in digital channels to improve the range of access to services offered to the public. Increasing use of web chat across our health and care information services has demonstrated the demand that exists. We are currently testing web chat within our Breathing Space service, and exploring the potential to deliver this channel through our clinical 111 service.

There is also the potential to explore the further development of an NHS 24 app to support self-management and enable users' digital access across our services through one route. It's early days in the scoping of this work and engagement with a range of groups, including in partnership with MEHIS, will be part of the discovery phase of this project.

Improving the Care Pathway for People Suffering from Mental Illness, Mental Distress and Poor Mental Wellbeing

Over the past 18 months NHS 24, along with colleagues from across Health and Social Care partnerships, Police Scotland and the Scottish Ambulance Service, have been collaborating to support the realisation of Action 14 and Action 15 – Mental Health Strategy (Scotland) 2017-2027.

The overarching aim of the collaboration is to improve the care pathway for people suffering from mental illness / mental distress and poor mental well-being. The workstream is being undertaken utilising quality improvement methodology and will be delivered within the proposed NHS 24 Mental Health Hub “test and learn” environment.

NHS 24 have engaged with a number of partners to better understand the staff skill mix required to develop a compassion based first response service to support people suffering from mental illness / mental distress and poor mental well-being.

Through the use of a holistic, psychosocial compassionate response we would hope that as well as providing a direct unscheduled care first response service to the public, this staff team will support the reduction in deployment of frontline Police Scotland and Scottish Ambulance Service resources to manage patients in mental distress/ suffering from poor mental health or mental well-being.

To date, NHS 24 has recruited 20 new frontline staff to support the realisation of phase one of the project, with these staff taking up post during February and March 2019.

It is important to highlight that active recruitment is ongoing, and staff numbers will continue to increase across all skill sets as the test of change progresses.

Corporate Parenting

NHS 24, as a corporate parent, has a responsibility to care experienced and **looked after** children and young people to make sure they feel in control of their lives and are able to overcome the barriers they face.

There are currently over 15, 000 young people in care in Scotland. Since 2014, Who Cares? Scotland has made sure that care leavers have a family to be part of on Christmas day by hosting a 'Care Family Christmas'.

In the lead up to Christmas in 2017, our Cardonald HQ staff raised £600 for the charity Who Cares? Scotland. The money was to help to provide care experienced young people with a dinner on Christmas Day.

Following a request from Who Cares? Scotland, a staff member took part in their promotional film about corporate parenting. This film is now used to increase understanding among other Corporate Parents about the extent of issues faced by care experienced young people and how they can get more involved.

In March 2018, one of our staff, accompanied by a Scottish Health Council Local Officer, visited the Young Radicals, a group of Care Experienced young people who

meet at Who Cares? Scotland's Glasgow office, to have their say on the care system. The aim of this session was to raise awareness of the services offered by NHS 24 and to find out what matters to Care Experienced young people.

The young people were asked, 'What matters to you?' and scribed their responses and discussions. The young people were asked how they wished their answers to be presented to NHS 24 staff and they replied, "In our own words."

Following from this engagement, a poster was created titled 'Ten Top Tips to use when speaking to a Care Experienced Young Person'. This poster was shared with staff via the 'Hot Topics' email. This is a weekly message that goes out to all frontline staff and contains key information.

The poster was added to NHS 24's Knowledge Lab, an online database of information to support continuing professional development. NHS 24's Knowledge Management Facilitator also shared the poster more widely through social media. In addition, the poster was printed and displayed across centres and uploaded to the staff intranet.

The Participation and Equalities Team fed this activity back to the Young Radicals group via Who Cares? Scotland's Corporate Training and Education Officer. The young people responded very positively to the poster and expressed their satisfaction with it.

Brenda Wilson, Deputy Director of Nursing & Care, NHS 24, said:

"As an organisation, it is important we provide safe, effective and person-centred care to the people of Scotland. As a Corporate Parent, we have particular responsibilities in respect of our Care Experienced young people. The work we have been carrying out with Who Cares? Scotland has allowed us to meet with the Young Radicals, a group of Care Experienced young people in Glasgow, and listen to what matters to them. We were delighted by the way in which the young people readily engaged with us, offering their views and experiences. This allowed us to raise awareness of the issues Care Experienced young people may face across our organisation, in the form of a poster."

Equality Outcomes – progress report

Equality Outcome (interim report): Increase the number of young people in the Public Partnership Forum.

Situation

NHS 24 set itself a target of increasing its young person inclusion throughout the organisation's services.

Staff members were tasked with two major projects – setting up NHS 24's first Youth Forum and raising awareness of the issues experienced by looked-after children, young people and care leavers.

As a corporate parent, NHS 24 is responsible for working with others to meet the needs of looked- after young people.

What did we do?

As described above, we began by volunteering to help at Who Cares? Scotland, a third sector organisation for care-experienced young people to learn about the issues these young people may face.

Building on the momentum created through this project, staff then embarked on creating NHS 24's first Youth Forum. This was achieved through raised awareness of this new forum in the first instance with a range of youth groups through social media channels and in June 2018, we delivered the first Youth Forum event.

What happened as a result?

In June 2018, NHS 24 staff delivered the first of NHS 24's Youth Forum events. A total of 13 young people, aged 16-26 attended. Those taking part in the Youth Forum were from a diverse range of backgrounds and some had caring responsibilities.

People from as far away as Aberdeen, Fife and the Lothian's travelled to the event, which was held in the Scottish Youth Theatre, Glasgow.

The event's two key themes of **What does the NHS mean to young people?** And **What will the NHS look like in the future?** sparked some good debate.

A range of actions were also created, including:

- A closed Facebook group
- A hashtag (#YoungVoices24) to follow on Instagram and Twitter
- Creation of sub groups in local areas
- Connections to local MSPs
- Quarterly meetings held in different regions
- Young people lead the meetings
- Possibility of annual youth conference
- Online surveys and polls.

Evaluation of what young people thought of this first event highlighted:

- Good engaging activities held on the day
- Everyone given the chance to speak
- Really Informative
- Longer session would be more beneficial
- Bigger audience / more opinions
- Increase social media usage to enable more people to share ideas.

Following this event, a number of our Youth Forum members have gone on to take part in a range of organisational meetings to help improve the way NHS 24 develops and delivers its services. These include:

- Membership of the NHS 24 Service Transformation Programme Board
- Taking part in interview panels when appointing staff to senior roles within NHS 24
- Attending Board meetings as an observer
- Participating in Public Partnership Forum meetings
- Attending a private and a public meeting with the Minister for Health as part of the Scottish Government's Annual Review of Health Board's

- Participating in 'Art of the Possible' workshops to explore the opportunities through new technologies
- Continue to participate in Youth Forum meetings, with a focus on mental health, including writing a poem.

Listen, Without Labelling – a poem written by members of the NHS 24 Youth Forum

Cause my health is important to me
Let me tell you how I feel
Because everyone needs someone
To listen to me, I need you to hear me, see me and be heard
Ask me, support me, new me!
My best days are yet to come
I am me, you are you, we may be misunderstood but we can understand
Say the right thing
It's important to have a listening ear!
We need voice even if we can't speak
Ask me
My life IS worth living.

By Amy Gibson, Kirsty McColl, Lucyanne Reid, Kim MacFarlane, Abbey Cameron.

Equality Outcome (interim report): Improve access to the NHS 24 language translation function for people whose first or preferred language is not English.

Situation

People across Scotland can call NHS 24 using the freephone number 111. This gives people access to the help and advice they need when it cannot wait until their GP surgery reopens.

NHS 24 reviewed the uptake of its language translation function. The review highlighted areas for improvement. These included raising awareness within communities of the function, the patient experience when using the language translation function and the governance arrangements of the function.

What did we do?

- Worked with NHS Lothian's Minority Ethnic Health Inclusion Service (MEHIS) to establish links within ethnic minority communities
- Worked within communities to raise awareness of the language translation function
- Engaged with staff to dispel myths about the cost of accessing the language translation function
- Worked with our suppliers to discuss new approaches to our client relationship
- Encouraged greater reporting by staff through the adverse incidents process
- Extended the diversity of the Public Partnership Forum.

What happened as a result?

- Increased staff awareness of the language translations function
- Engagement with ethnic minority communities has shown us the challenges some people can face when trying to navigate the interactive voice response prior to accessing the language translation function
- Identifying a test of change.

Equality Outcome (interim report): Improve older and disabled people's access to NHS 24's unscheduled care service.

Situation

NHS 24 uses an interactive voice response function to manage the volume and types of calls to the 111 unscheduled care service. This is achieved by offering patients, and those contacting the service on their behalf, a menu of options directing their call appropriately. It provides efficiency for NHS 24 in terms of utilising resources.

Whilst the majority of people contacting the service are able to navigate the options that are built into the interactive voice recording function, feedback received indicates that for older people and disabled people, the options can be confusing and connection to the service difficult to achieve.

What did we do?

- Made changes to the content of the 'in-hours' interactive voice response function
- Made improvements to the quality and tone of the recording
- Introduced clearer interactive voice response messaging to keep the public informed
- Planning for improved access for people suffering from mental illness, mental distress and poor mental wellbeing
- Made representation to the Scottish Government to consider a centralised communication hub.

What happened as a result?

- Significant reduction of negative feedback received in relation to the interactive voice response function during the 'in-hours' period
- Planned improvements to the interactive voice response function during the out-of-hours period

- Introduced improvements to the interactive voice response function for people experiencing mental illness, mental distress and poor mental wellbeing.

Board Composition

The Board membership at 30 September 2017 was composite of:

Chair – Female

Chief Executive – Female

Non-Executive Members – three female, five male

Executive Members- three female.

The gender of Board Members by percentage is provided as 61.53% female and 38.46% male.

The Board membership at 30 September 2018 was composite of:

Chair – Female

Chief Executive – Female

Non-Executive Members – two female, five male

Executive Members- two female, one male.

The gender of Board Members by percentage is provided as 50% female and 50% male.

Equalities Profiling – Staff

NHS 24 offers a round the clock service for the people of Scotland. Our 111 service is provided out-of-hours between 6pm and 8am Monday to Friday and from 6pm on Friday evening to 8am on Monday morning.

NHS 24's members of staff are provided with options for flexible working. The majority of our members of staff work part time suiting the individual staff needs and organisational requirements.

NHS 24 offers a range of contracted hours. Less than full time working hours coupled with out-of-hours working can be appealing to people with certain protected characteristics or those with caring responsibilities.

Just over 81% of staff members are women. Nursing is the second largest job family within NHS 24. All posts within this category require a professional qualification in nursing. The nursing profession is currently identified as demonstrating occupational segregation, with the majority of nurses being women.

NHS 24's nursing gender profile is influenced by this acute occupational segregation and anyone wishing to apply to work with NHS 24 in this job family requires to have a minimum standard of experience. A professional registration in nursing is essential and is only obtained through higher level study within an academic institute, which is outwith the control or influence of NHS 24.

More than 15% of NHS 24's members of staff have identified themselves as having a disability and 178 of these staff worked part time hours representing over 11% of the workforce.

NHS 24 acknowledges the gaps that still exist in its staff identifying themselves by the protected characteristics of religion and belief and sexual orientation. Action is being taken to encourage staff to record and update information on their protected characteristics on the HR system used by NHS 24.

Analysis by protected characteristic

We have used the * sign, which protects the identity of individual staff in groups totalling less than 10². This has in some cases led us to anonymise totals to protect the identification of staff.

Age

Recruitment

The total number of people who applied to join our organisation, including those shortlisted for interview, and appointments made, reported by age is as follows:

Table: Recruitment by Age 2016 to 2017

Recruitment by Age	16 to 24	25 to 34	35 to 49	50 and over	Not Declared	Total
Total Applications	279	633	651	370	119	2052
Shortlisted	175	396	418	252	55	1296
Appointed	58	164	142	81	11	456
Conversion %	20.79%	25.91%	21.81%	21.89%	9.24%	22.22%

Table: Recruitment by Age 2017 to 2018

Recruitment by Age	16 to 24	25 to 34	35 to 49	50 and over	Not Declared	Total
Total Applications	171	441	513	269	196	1,590
Shortlisted	92	241	317	181	67	898
Appointed	47	105	119	69	10	350
Conversion %	27.49%	23.81%	23.20%	25.65%	5.10%	22.01%

Staff in Post and Number of Part Time Employees

For the purpose of reporting employment information by the protected characteristic of age, we had 1,557 staff in post at 30 September 2017. This decreased to 1521

²² Equality and Human Rights Commission (Scotland) publication titled – Evidence and the public sector equality duty: a guide for public authorities (Scotland).

staff in post at 30 September 2018. These figures do not include staff employed from agencies or seconded to NHS 24. Non Executive Directors are also excluded.

Table: Staff in Post and Number of Part Time Employees 2016 - 2017

Staff in Post	Full-Time	Full-Time	Part-Time	Part-Time	Total
Age	Women	Men	Women	Men	Total
16 to 24	16	2	37	9	64
25 to 34	55	37	220	50	362
35 to 49	116	61	407	52	636
50 to 59	94	36	240	33	403
60 +	12	7	64	9	92
Total	293	143	968	153	1557
Percentage	18.81%	9.18%	62.17%	9.82%	100%

Table: Staff in Post and Number of Part Time Employees 2017- 2018

Staff in Post	Full-Time	Full-Time	Part-Time	Part-Time	Total
Age	Women	Men	Women	Men	Total
16 to 24	11	0	35	14	60
25 to 34	43	24	192	45	304
35 to 49	115	55	418	55	643
50 to 59	97	43	235	33	408
60 +	13	8	74	11	106
Total	279	130	954	158	1521
Percentage	18.34%	8.34%	62.72%	10.38%	100%

Learning and Development

The total number of staff who attended and or completed training reported by age is as follows:

Table: Learning and Development 2016 to 2017

Age	Internal Training	External Training	E-learning	Total
16 to 24	61	0	39	100
25 to 34	301	7	157	465
35 to 49	515	30	299	844
50 to 59	331	21	207	559
60 +	67	2	45	114
Total	1275	60	747	2082

Table: Learning and Development 2017 to 2018

Age	Internal Training	External Training	E-learning	Total
16 to 24	43	1	56	100
25 to 34	142	5	263	410
35 to 49	332	30	526	888
50 to 59	214	20	330	564
60 +	41	4	89	134
Total	772	60	1264	2096

Bursary

The total number of staff who applied for and who received a bursary reported by age is as follows:

Table: Bursary by Age 2016 to 2017

Age	Applied	Approved
16 to 24	0	0
25 to 34	2	2
35 to 49	9	7
50 to 59	0	0
60 +	0	0
Total	11	11

Table: Bursary by Age 2017 to 2018

Age	Applied	Approved
16 to 24	0	0
25 to 34	1	0
35 to 49	6	5
50 to 59	0	0
60 +	0	0
Total	7	6

Performance Reviews

The total number of staff with a performance review recorded in e-KSF, the NHSScotland performance management system, reported by age is as follows:

Table: Performance Reviews by Age 2016 to 2017

Age	2016 to 2017
16 to 24	5
25 to 34	92
35 to 49	179
50 to 60	121
60 +	28
Total	425

Following a change to a new appraisal system the figures are not fully available for the period 2017 to 2018.

Disciplinary Procedure

The total number of members of staff who have been the subject of disciplinary procedures reported by age is as follows:

Table: Disciplinary Procedure by Age 2016 to 2017

Age	2016 to 2017
16 to 24	0
25 to 49	*
50 and over	*
Total	8

Table: Disciplinary Procedure by Age 2017 to 2018

Age	2017 to 2018
16 to 24	*
25 to 49	*
50 and over	*
Total	4

Grievance Procedure

The total number of members of staff who raised a grievance reported by age is as follows:

Table: Grievance Procedure by Age 2016 to 2017

Age	2016 to 2017
16 to 24	0
25 to 49	*
50 and over	*
Total	16

Table: Grievance Procedure by Age 2017 to 2018

Age	2017 to 2018
16 to 24	*
25 to 49	10
50 and over	*
Total	18

Dignity at Work Procedure

The total number of members of staff who raised a dignity at work complaint reported by age is as follows:

Table: Dignity at Work Procedure by Age 2016 to 2017

Age	2016 to 2017
16 to 24	0
25 to 49	*
50 and over	*
Total	3

Table: Dignity at Work Procedure by Age 2017 to 2018

Age	2017 to 2018
16 to 24	0
25 to 49	*
50 and over	*
Total	5

Capability Procedure

The total number of members of staff who were the subject of a capability procedure reported by age is as follows:

Table: Capability Procedure by Age 2016 to 2017

Age	2016 to 2017
16 to 24	0
25 to 49	*
50 and over	*
Total	3

Table: Capability Procedure by Age 2017 to 2018

Age	2017 to 2018
16 to 24	*
25 to 49	*
50 and over	0
Total	2

Leavers

In line with NHSScotland, NHS 24 currently operates a no compulsory redundancy scheme. The total number of staff who left the organisation reported by age is as follows:

Table: Leavers by Age 2016 to 2017

Age	2016 to 2017
16 to 24	16
25 to 34	49
35 to 49	62
50 to 59	50
60+	21
Total	198

Table: Leavers by Age 2017 to 2018

Age	2017 to 2018
16 to 24	18
25 to 34	58
35 to 49	82
50 to 59	53
60+	22
Total	233

Disability

Recruitment

The total number of people who applied to join our organisation, including those shortlisted for interview, and appointments made, reported by disability is as follows:

Table: Recruitment by Disability 2016 to 2017

Recruitment 2016 to 2017	Disabled	Non - Disabled	Prefer Not To Answer	Not Declared	Total
Total Applications	149	1781	44	78	2052
Shortlisted	98	1134	28	36	1296
Appointed	30	404	12	10	456
Conversion %	20.13%	22.68%	27.27%	12.82%	22.22%

Table: Recruitment by Disability 2017 to 2018

Recruitment 2017 to 2018	Disabled	Non - Disabled	Prefer Not To Answer	Not Declared	Total
Total Applications	102	1,298	20	170	1,590
Shortlisted	67	751	15	65	898
Appointed	29	292	8	21	350
Conversion %	28.43%	22.50%	40.00%	12.35%	22.01%

Staff in Post and Number of Part Time Employees

For the purpose of reporting employment information by the protected characteristic of disability, we had 1557 staff in post at 30 September 2017. This decreased to 1521 staff in post at 30 September 2018. These figures do not include staff employed from agencies or seconded to NHS 24. Non Executive Directors are also excluded.

Table: Staff in Post Reported by Disability 2016- 2017

Disability	Full-Time Women	Full-Time Men	Part-Time Women	Part-Time Men	Total
Disabled	44	17	164	22	247
Not Disabled	249	126	804	131	1310
Total	293	143	968	153	1557

Table: Staff in Post Reported by Disability 2017- 2018

Disability	Full-Time Women	Full-Time Men	Part-Time Women	Part-Time Men	Total
Disabled	38	16	155	23	232
Not Declared	10	2	23	4	39
Not Disabled	231	112	775	131	1249
Prefer not to say	0	0	1	0	1
Total	279	130	954	158	1521

The total number of staff in post as a percentage of the overall staff in post is as follows:

Table: Staff in Post Reported by Disability 2016- 2017 by Percentage

Disability	Full-Time Women	Full-Time Men	Part-Time Women	Part-Time Men	Total
Disabled	2.82%	1.09%	10.53%	1.41%	15.85%
Not Disabled	15.99%	8.09%	51.63%	8.41%	84.12%
Total	293	143	968	153	1557

Table: Staff in Post Reported by Disability 2017- 2018 by Percentage

Disability	Full-Time Women	Full-Time Men	Part-Time Women	Part-Time Men	Total
Disabled	2.49%	1.05%	10.19%	1.51%	15.24%
Not Declared	0.65%	0.13%	1.51%	0.26%	2.56%
Not Disabled	15.18%	7.36%	50.95%	8.61%	82.11%
Prefer not to say	N/A	N/A	0.06%	N/A	0.06%
Total	279	130	954	158	1521

Learning and Development

The total number of staff who attended and or completed training reported by disability is as follows:

Table: Learning and Development 2016 to 2017

Disability	Internal Training	External Training	E-learning	Total
Disabled	184	10	130	324
Non - Disabled	1091	50	607	1748
Total	1275	60	737	2072

Table: Learning and Development 2017 to 2018

Disability	Internal Training	External Training	E-learning	Total
Disabled	110	*	203	*
Non - Disabled	634	55	1025	1714
No data held	27	*	35	62
Prefer not to say	1	0	1	2
Total	772	60	1264	2096

Bursary

The total number of staff who applied for and who received a bursary reported by disability is as follows:

Table:

2016 to 2017		
Disability	Applied	Approved
Disabled	1	-
Non - Disabled	10	9
Total	11	9

Table:

2017 to 2018		
Disability	Applied	Approved
Disabled	-	-
Non - Disabled	7	6
Total	7	6

Performance Reviews

The total number of staff with a performance review recorded in e-KSF, the NHSScotland performance management system, between 1 October 2016 and 30 September 2017 reported by disability is as follows:

Table:

Disability	2016 to 2017
Disabled	63
Non - Disabled	362
Total	425

Following a change to a new appraisal system the figures are not fully available for the period 2017 to 2018.

Disciplinary Procedure

The total number of members of staff who have been the subject of disciplinary procedures reported by disability is as follows:

Table:

Disability	2016 to 2017
Disabled	*
Non - Disabled	5
Total	*

Table:

Disability	2017 to 2018
Disabled	*
Non - Disabled	3
Total	*

Grievance Procedure

The total number of members of staff who raised a grievance reported by disability is as follows:

Table:

Disability	2016 to 2017
Disabled	*
Non - Disabled	10
Total	*

Table:

Disability	2017 to 2018
Disabled	*
Non - Disabled	11
Data not held	*
Total	18

Dignity at Work Procedure

The total number of members of staff who raised a dignity at work complaint reported by disability is as follows:

Table:

Disability	2016 to 2017
Disabled	*
Non - Disabled	*
Total	3

Table:

Disability	2017 to 2018
Disabled	-
Non - Disabled	5
Total	5

Capability Procedure

The total number of members of staff who were the subject of a capability procedure reported by disability is as follows:

Table:

Disability	2016 to 2017
Disabled	*
Non - Disabled	*
Total	3

Table:

Disability	2017 to 2018
Disabled	*
Non - Disabled	*
Total	2

Leavers

In line with NHSScotland, NHS 24 currently operates a no compulsory redundancy scheme. The total number of staff who left the organisation reported by disability is as follows:

Table:

Disability	2016 to 2017
Non- Disabled	171
Disabled	27
Total	198

Table:

Disability	2017 to 2018
Non - Disabled	200
Disabled	33
Total	233

Disability Leave

Members of staff who were on sick leave related to their disability are as follows:

01.10.2016 – 30.09.2017

87 staff had disability leave within this date range. This totalled 160 instances of leave. All of the 87 staff returned to work following their absence.

01.10.2017 – 30.09.2018

87 staff had disability leave within this date range. This totalled 172 instances of leave. All of the 87 staff returned to work following their absence.

Gender

Recruitment

The total number of people who applied to join our organisation, including those shortlisted for interview, and appointments made, reported by gender is as follows:

Table:

Recruitment by Gender 2016 to 2017				
	Women	Men	Not Declared	Total
Total Applications	1437	553	62	2052
Shortlisted	939	331	26	1296
Appointed	352	96	8	456
Conversion %	24.50%	17.36%	12.90%	22.22%

Table:

Recruitment by Gender 2017 to 2018				
	Women	Men	Not Declared	Total
Total Applications	1088	334	168	1,590
Shortlisted	638	197	63	898
Appointed	267	65	18	350
Conversion %	24.54%	19.46%	10.71%	22.01%

Staff in Post and Number of Part Time Employees

For the purpose of reporting employment information by the protected characteristic of gender, we had 1557 staff in post at 30 September 2017. This decreased to 1521 staff in post at 30 September 2018. These figures do not include staff employed from agencies or seconded to NHS 24. Non Executive Directors are also excluded.

Table:

Gender	2016 to 2017	
	Full Time	Part time
Women	293	968
Men	143	153
Total	436	1121

Table:

Gender	2017 to 2018	
	Full Time	Part time
Women	279	954
Men	130	158
Total	409	1112

The total number of staff in post as a percentage of the overall staff in post is as follows:

Table:

Gender	By Percentage	
	2016 to 2017	
	Full Time	Part time
Women	18.81%	62.17%
Men	9.18%	9.8%
Total	436	1121

Table:

Gender	By Percentage	
	2017 to 2018	
	Full Time	Part time
Women	18.43%	62.72%
Men	8.54%	10.38%
Total	409	1112

Learning and Development

The total number of staff who attended and or completed training reported by gender is as follows:

Table:

Learning and Development 2016 to 2017				
Gender	Internal training	External Training	E-learning	Total
Women	1029	44	617	1690
Men	246	16	120	382
Total	1275	60	737	2072

Table:

Learning and Development 2017 to 2018				
Gender	Internal training	External Training	E-learning	Total
Women	622	44	1050	1716
Men	150	16	214	380
Total	772	60	1264	-

Bursary

The total number of staff who applied for and who received a bursary reported by gender is as follows:

Table:

Gender	2016 to 2017	
	Applied	Approved
Women	9	8
Men	2	1
Total	11	9

Table:

Gender	2017 to 2018	
	Applied	Approved
Women	7	6
Men	-	-
Total	7	6

Performance Reviews

The total number of staff with a performance review recorded in e-KSF, the NHSScotland performance management system, between 1 October 2016 and 30 September 2017 reported by gender is as follows:

Table:

Gender	2016 to 2017
Women	350
Men	75
Total	425

Following a change to a new appraisal system the figures are not fully available for the period 2017 to 2018.

Disciplinary Procedure

The total number of members of staff who have been the subject of disciplinary procedures reported by gender is as follows:

Table:

Gender	2016 to 2017
Women	4
Men	4
Total	8

Table:

Gender	2017 to 2018
Women	-
Men	4
Total	4

Grievance Procedure

The total number of members of staff who raised a grievance reported by gender is as follows:

Table:

Gender	2016 to 2017
Women	13
Men	3
Total	16

Table:

Gender	2017 to 2018
Women	12
Men	6
Total	18

Dignity at Work Procedure

The total number of members of staff who were raised a dignity at work complaint reported by gender is as follows:

Table:

Gender	2016 to 2017
Women	3
Men	-
Total	3

Table:

Gender	2017 to 2018
Women	4
Men	1
Total	5

Capability Procedure

The total number of members of staff who were the subject of a capability procedure reported by gender is as follows:

Table:

Gender	2016 to 2017
Women	1
Men	2
Total	3

Table:

Gender	2017 to 2018
Women	1
Men	1
Total	2

Leavers

In line with NHSScotland, NHS 24 currently operates a no compulsory redundancy scheme. The total number of staff who left the organisation reported by gender is as follows:

Table:

Gender	2016 to 2017
Women	160
Men	38
Total	198

Table:

Gender	2017 to 2018
Women	194
Men	39
Total	233

Race

Recruitment

The total number of people who applied to join our organisation, including those shortlisted for interview, and appointments made, reported by race is as follows:

Table:

Recruitment by Race 2016 to 2017				
	Total Applications	Shortlisted	Appointed	Conversion %
Black - African	11	6	2	18.18%
Black – Any Other	12	3	-	-
Black - Caribbean	8	2	-	-
Asian - Indian	19	9	3	15.79%
Asian - Bangladeshi	3	-	-	-
Asian - Chinese	1	1	-	-
Asian – Pakistani	31	22	4	12.90%
Asian - Other	10	3	1	10.00%
Mixed – Any Mixed Background	13	8	1	7.69%
Not Declared	61	23	6	9.84%
Other Ethnic Group	2	3	-	-
White - Irish	36	18	7	19.44%
White - Other	59	27	5	8.47%
White – Other British	115	76	26	22.61%
White – Scottish	1655	1084	398	24.05%
Prefer Not To Answer	11	7	2	18.18%
Total	2047	1292	455	22.23%

Table:

Recruitment by Race 2017 to 2018				
	Total Applications	Shortlisted	Appointed	Conversion %
Black - African	16	10	3	18.75%
Black – Any Other	7	3	-	-
Black - Caribbean	4	2	-	-
Asian - Indian	18	9	1	5.56%
Asian - Chinese	4	-	-	-
Asian – Pakistani	21	11	4	19.05%
Asian - Other	3	1	-	-
Mixed – Any Mixed Background	12	9	7	58.33%
Not Declared	165	63	19	11.52%
Other Ethnic Group	2	2	1	50%
White - Irish	17	10	2	11.76%
White - Other	35	12	4	11.43%
White – Other British	84	54	22	26.19%
White – Scottish	1195	709	286	23.93%
Prefer Not To Answer	7	3	1	14.29%
Total	1590	898	350	22.01%

Staff in Post and Number of Part Time Employees

For the purpose of reporting employment information by the protected characteristic of race, we had 1557 staff in post at 30 September 2017. This decreased to 1521 staff in post at 30 September 2018. These figures do not include staff employed from agencies or seconded to NHS 24. Non Executive Directors are also excluded.

Table:

Race	2016 to 2017				
	Full-Time		Part-Time		Total
	Women	Men	Women	Men	
Asian – Pakistani	*	*	*	*	11
Not Declared	1	1	5	2	9
Prefer Not To Answer	35	17	177	16	245
White - Irish	*	*	*	*	14
White - Other	*	*	*	*	11
White – Other British	77	41	130	20	268
White - Scottish	172	78	623	107	980
Total	293	143	968	153	1557

- Less than ten members of staff who were employed by NHS 24 during this period identified themselves from each of the following ethnic groups between 1 October 2016 and 30 September 2017: African/African Scottish or African; Asian – Indian, Indian Scottish or Indian; Mixed or Multiple Ethnic Group; Other Ethnic Group – Arab; White – Polish.

Table:

Race	2017 to 2018				
	Full-Time		Part-Time		Total
	Women	Men	Women	Men	
Asian – Pakistani	*	*	*	*	11
Not Declared	1	1	6	2	10
Prefer Not To Answer	34	16	154	16	220
White - Irish	*	*	*	*	11
White - Other	*	*	*	-	10
White – Other British	68	40	122	18	248
White - Scottish	165	67	639	116	987
Total	279	130	954	158	1521

- Less than ten members of staff who were employed by NHS 24 during this period identified themselves from each of the following ethnic groups between

1 October 2017 and 30 September 2018: African/African Scottish or African; Asian Bangladeshi, Bangladeshi Scottish or Bangladeshi British; Asian – Indian, Indian Scottish or Indian; Mixed or Multiple Ethnic Group; Other Ethnic Group – Arab; Other Ethnic Group – Other; White – Polish.

The total number of staff in post as a percentage of the overall staff in post is as follows:

Table:

Race	2016 to 2017				Total
	Full-Time		Part-Time		
	Women	Men	Women	Men	
Asian – Pakistani	*	*	*	*	0.7%
Not Declared	0.06%	0.06%	0.32%	0.12%	0.57%
Prefer Not To Answer	2.24%	1.09%	11.36%	1.02%	15.73%
White - Irish	*	*	*	*	0.89%
White - Other	*	*	*	*	0.7%
White – Other British	4.94%	2.63%	8.34%	1.28%	17.21%
White - Scottish	11.04%	5.08%	40.01%	6.87%	62.94%
Total	293	143	968	153	1557

- Less than ten members of staff who were employed by NHS 24 during this period identified themselves from each of the following ethnic groups between 1 October 2016 and 30 September 2017: African/African Scottish or African; Asian – Indian, Indian Scottish or Indian; Mixed or Multiple Ethnic Group; Other Ethnic Group – Arab; White – Polish.

Table:

Race	2017 to 2018				Total
	Full-Time		Part-Time		
	Women	Men	Women	Men	
Asian – Pakistani	*	*	*	*	0.72%
Not Declared	0.06%	0.06%	0.39%	0.13%	0.65%
Prefer Not To Answer	2.23%	1.05%	10.12%	1.05%	14.46%
White - Irish	*	*	*	*	0.72%
White - Other	*	*	*	*	0.65%

White – Other British	4.47%	2.62%	8.02%	1.18%	16.3%
White - Scottish	10.84%	4.4%	42.01%	7.62%	64.89%
Total	279	130	954	158	1521

- Less than ten members of staff who were employed by NHS 24 during this period identified themselves from each of the following ethnic groups between 1 October 2017 and 30 September 2018: African/African Scottish or African; Asian Bangladeshi, Bangladeshi Scottish or Bangladeshi British; Asian – Indian, Indian Scottish or Indian; Mixed or Multiple Ethnic Group; Other Ethnic Group – Arab; Other Ethnic Group – Other; White – Polish.

Learning and Development

The total number of staff who attended and or completed training reported by race is as follows:

Table:

Learning and Development 2016 to 2017				
Race	Internal Training	External Training	E-learning	Total
Asian – Indian, Indian Scottish or British	*	-	*	11
Asian – Pakistani, Scottish or British	*	-	*	13
Prefer Not To Answer	184	9	139	332
White – Irish	9	-	7	16
White - Other	10	1	3	14
White - Other British	224	16	122	362
White - Scottish	816	33	451	1300
Total	1275	60	737	

- Less than ten members of staff who attended and or completed training identified themselves from each of the following ethnic groups: African/African Scottish or African; Mixed or Multiple Ethnic Group; Other Ethnic Group/Arab; Other Ethnic Group/Other; White – Polish.

Table:

Learning and Development 2017 to 2018				
Race	Internal Training	External Training	E-learning	Total
Asian – Pakistani, Scottish or British	*	-	*	10
Not Declared	8	-	9	17
Prefer Not To Answer	101	8	182	291
White – Irish	*	*	*	18
White - Other	*	*	*	16
White - Other British	129	16	193	338
White - Scottish	506	34	834	1374
Total	772	60	1264	

- Less than ten members of staff who attended and or completed training identified themselves from each of the following ethnic groups: African – African Scottish or British; Asian – Bangladeshi, Scottish or British; Asian – Indian, Indian Scottish or British; Mixed or Multiple Ethnic Group; Other Ethnic Group – Arab; Other Ethnic Group – Other; White - Polis

Bursary

The total number of staff who applied for and who received a bursary reported by race is as follows:

Table:

2016 to 2017		
Race	Applied	Approved
Prefer Not To Answer	1	1
White - Irish	*	*
White – Other British	*	*
White - Scottish	8	6
Total	11	9

Table:

2017 to 2018		
Race	Applied	Approved
Prefer Not To Answer	2	2
White - Irish	*	*
White - Scottish	*	*
Total	7	6

Performance Reviews

The total number of staff with a performance review recorded in e-KSF, the NHSScotland performance management system, between 1 October 2016 and 30 September 2017 reported by race is as follows:

Table:

Race	2016 to 2017
Not Declared	2
Prefer Not To Answer	97
White – Other British	62
White - Scottish	256
Total ³	425

- Less than ten members of staff who identified themselves from each of the following ethnic groups had a performance review recorded in e-KSF between 1 October 2016 and 30 September 2017: African/African Scottish or African; Pakistani/Asian Pakistani; Mixed or Multiple Ethnic Group; White Irish; White Other.

Following a change to a new appraisal system the figures are not fully available for the period 2017 to 2018.

Disciplinary Procedure

The total number of members of staff who have been the subject of disciplinary procedures reported by race is as follows:

Table:

Race	2016 to 2017
White - Scottish	6
Prefer Not To Answer	2
Total	8

³ This total includes all members of staff who completed a performance review

Table:

Race	2017 to 2018
White - Scottish	3
White – Other British	1
Total	4

Grievance Procedure

The total number of members of staff who raised a grievance reported by race is as follows:

Table:

Race	2016 to 2017
White - Scottish	11
White – Irish	*
White – Other British	3
Prefer Not To Answer	*
Total	16

Table:

Race	2017 to 2018
White - Scottish	*
White – Irish	*
Asian – Pakistani, Scottish or British	*
Total	18

Dignity at Work Procedure

The total number of members of staff who raised a dignity at work complaint reported by race is as follows:

Table:

Race	2016 to 2017
Prefer Not To Answer	1
Data Not Held	1
White - Scottish	1
Total	3

Table:

Race	2017 to 2018
White – Other British	*
Prefer Not To Answer	*
White - Scottish	2
African – African Scottish or African British	*
Total	5

Capability Procedure

The total number of members of staff who were supported through a capability procedure reported by race is as follows:

Table:

Race	2016 to 2017
White – Scottish	2
Prefer Not To Answer	1
Total	3

Table:

Race	2017 to 2018
White – Scottish	2
Total	2

Leavers

In line with NHSScotland, NHS 24 currently operates a no compulsory redundancy scheme. The total number of staff who left the organisation reported by race is as follows:

Table:

Race	2016 to 2017
Asian - Pakistan	2
Mixed or Multiple Ethnic Group	1
Not Declared	4
Prefer Not To Answer	27

White – Irish	2
White - Other	3
White – Other British	28
White - Scottish	131
Total	198

Table:

Race	2017 to 2018
Asian – Indian, Indian Scottish or British	1
Asian – Pakistan, Pakistani Scottish or Pakistani British	1
Prefer Not To Answer	26
White – Irish	4
White - Other	6
White – Other British	32
White - Scottish	163
Total	233

Religion and Belief

Recruitment

The total number of people who applied to join our organisation, including those shortlisted for interview and appointments made, reported by religion or belief is as follows:

Table:

Recruitment by Religion or Belief 2016 to 2017				
	Total Applications	Shortlisted	Appointed	Conversion %
Buddhism	13	7	2	15.38%
Christianity (other)	101	57	19	18.81%
Church of Scotland	338	244	89	26.33%
Hinduism	9	2	-	-
Islam	35	21	4	11.43%
Judaism	3	2	-	-
No Religion	1001	637	238	23.78%
Not Declared	73	28	8	10.96%
Roman Catholic	369	220	68	18.43%
Sikhism	6	5	3	50.00%
Other Faith/Belief	14	8	2	14.28%
Prefer Not To Answer	85	60	22	25.88%
Total	2047	1291	455	22.22%

Table:

Recruitment by Religion or Belief 2017 to 2018				
	Total Applications	Shortlisted	Appointed	Conversion %
Buddhism	4	1	-	-
Christianity (other)	73	41	13	17.81%
Church of Scotland	234	147	56	23.93%
Hinduism	8	4	-	-
Islam	19	9	3	15.79%
Judaism	1	-	-	-
No Religion	721	451	194	26.91%
Not Declared	184	73	23	12.50%
Roman Catholic	260	124	49	18.89%
Sikhism	1	-	-	-
Other Faith/Belief	18	10	5	27.78%
Prefer Not To Answer	67	38	7	10.45%
Total	1590	898	350	22.01%

Staff in Post and Number of Part Time Employees

For the purpose of reporting employment information by the protected characteristic of religion and belief, we had 1557 staff in post at 30 September 2017. This decreased to 1521 staff in post at 30 September 2018. These figures do not include staff employed from agencies or seconded to NHS 24. Non Executive Directors are also excluded.

Table:

Religion or Belief 2016 to 2017					
	Full Time		Part time		Total
	Women	Men	Women	Men	
Buddhist	-	*	-	*	*
Church of Scotland	36	20	171	22	249
Christian - Other	7	3	23	2	35
Islam	*	-	*	*	*
Hinduism	*	-	-	*	*
No Religion	52	27	132	43	254
Not Declared	140	71	475	60	746
Other	4	1	2	-	7
Prefer Not To Answer	12	6	35	3	56
Roman Catholic	40	13	123	17	193
Sikhism	-	*	*	*	*
Total	293	143	968	153	1557

Table:

Religion or Belief 2017 to 2018					
	Full Time		Part time		Total
	Women	Men	Women	Men	
Buddhist	-	*	*	*	*
Church of Scotland	41	14	178	31	264
Christian - Other	5	1	27	5	38
Islam	*	*	*	*	11
Hinduism	*	-	-	-	*
No Religion	47	25	152	44	268
Not Declared	132	69	432	56	689
Other	2	1	5	-	8
Prefer Not To Answer	6	3	36	3	48
Roman Catholic	44	14	116	14	188
Sikhism	-	*	*	*	*
Total	279	130	954	158	1521

The total number of staff in post as a percentage of the overall staff in post is as follows:

Table:

Religion or Belief 2016 to 2017					
	Full Time		Part time		Total
	Women	Men	Women	Men	
Buddhist	-	*	-	*	*
Church of Scotland	2.31%	1.28%	10.98%	1.41%	15.98%
Christian - Other	0.44%	0.19%	1.47%	0.12%	2.22%
Islam	*	-	*	*	*
Hinduism	*	-	-	*	*
No Religion	3.33%	1.73%	8.47%	2.76%	16.29%
Not Declared	8.99%	4.56%	30.5%	3.85%	47.9%
Other	0.25%	0.06%	0.12%	-	0.43%
Prefer Not To Answer	0.77%	0.38%	2.24%	0.19%	3.58%
Roman Catholic	2.56%	0.83%	7.89%	1.09%	12.37%
Sikhism	-	*	*	*	*
Total	293	143	968	153	99.82%

Table:

Religion or Belief 2017 to 2018					
	Full Time		Part time		Total
	Women	Men	Women	Men	
Buddhist	-	*	*	*	*
Church of Scotland	2.69%	0.92%	11.70%	2.03%	17.34%
Christian - Other	0.32%	0.06%	1.77%	0.32%	0.96%
Islam	*	*	*	*	0.7%
Hinduism	*	-	-	-	*
No Religion	3.09%	1.64%	9.99%	2.89%	17.61%
Not Declared	8.67%	4.53%	28.4%	3.68%	45.28%
Other	0.13%	0.06%	0.32%	-	0.51%
Prefer Not To Answer	0.39%	0.19%	2.36%	0.19%	3.13%
Roman Catholic	2.89%	0.92%	7.62%	0.92%	12.35%
Sikhism	-	*	*	*	*
Total	279	130	954	158	98.3%

Learning and Development

The total number of staff who attended and or completed training reported by religion or belief is as follows:

Table:

Learning and Development 2016 to 2017				
Religion and Belief	Internal Training	External Training	E-learning	Total
Buddhist	*	-	-	*
Church of Scotland	211	6	125	342
Christian - other	27	1	16	44
Hinduism	*	-	*	*
Islam	*	-	*	*
Not Declared	581	36	358	975
No Religion	222	7	111	340
Other	7	-	6	13
Prefer not to answer	46	3	26	75
Roman Catholic	167	7	87	261
Sikhism	*	-	*	*
Total	1275	60	737	-

Table:

Learning and Development 2017 to 2018				
Religion and Belief	Internal Training	External Training	E-learning	Total
Buddhist	*	-	*	*
Church of Scotland	151	5	232	388
Christian - other	19	-	35	54
Hinduism	-	-	*	*
Islam	*	-	*	12
Not Declared	311	30	546	887
No Religion	149	11	228	388
Other	-	1	7	8
Prefer not to answer	28	1	41	70
Roman Catholic	102	12	159	273
Sikhism	*	-	*	*
Total	772	60	1264	-

Bursary

The total number of staff who applied for and who received a bursary reported by religion and belief is as follows:

Table:

2016 to 2017		
Religion and Belief	Applied	Approved
Church Of Scotland	3	2
Not Declared	3	2
No Religion	3	3
Roman Catholic	2	2
Total	11	9

Table:

2017 to 2018		
Religion and Belief	Applied	Approved
Church Of Scotland	1	1
Not Declared	3	3
No Religion	1	-
Roman Catholic	2	2
Total	-	-

Performance Reviews

The total number of staff with a performance review recorded in e-KSF, the NHSScotland performance management system, between 1 October 2016 and 30 September 2017 reported by religion or belief is as follows:

Table:

Religion or Belief	2016 to 2017
Buddhist	*
Church of Scotland	61
Christian Other	9
Islam	*
Not Declared	237
No Religion	53
Other	1
Prefer Not To Answer	16
Roman Catholic	46
Total ⁴	425

Following a change to a new appraisal system the figures are not fully available for the period 2017 to 2018.

Disciplinary Procedure

The total number of members of staff who have been the subject of disciplinary procedures reported by religion and belief is as follows:

Table:

Religion or Belief	2016 to 2017
Roman Catholic	2
Data Not Held	4
No Religion	2
Total	8

Table:

Religion or Belief	2017 to 2018
Roman Catholic	1
Data Not Held	1
No Religion	2
Total	4

⁴ This total includes all members of staff who completed a performance review

Grievance Procedure

The total number of members of staff who raised a grievance between reported by religion and belief is as follows:

Table:

Religion or Belief	2016 to 2017
Church of Scotland	3
Not Declared	9
No Religion	2
Roman Catholic	2
Total	16

Table:

Religion or Belief	2017 to 2018
Church of Scotland	1
Islam	*
Not Declared	*
No Religion	4
Prefer Not To Answer	2
Roman Catholic	4
Total	18

Dignity at Work Procedure

The total number of members of staff who raised a dignity at work complaint reported by religion and belief is as follows:

Table:

Religion or Belief	2016 to 2017
Not Declared	3
Total	3

Table:

Religion or Belief	2017 to 2018
Church of Scotland	1
Not Declared	3
Other	1
Total	5

Capability Procedure

The total number of members of staff who were the subject of a capability procedure reported by religion or belief is as follows:

Table:

Religion or Belief	2016 to 2017
Not Declared	1
No Religion	1
Roman Catholic	1
Total	3

Table:

Religion or Belief	2017 to 2018
Not Declared	1
Roman Catholic	1
Total	2

Leavers

In line with NHSScotland, NHS 24 currently operates a no compulsory redundancy scheme. The total number of staff who left the organisation between reported by religion or belief is as follows:

Table:

Religion or Belief	2016 to 2017
Christian - Other	4
Church of Scotland	38
Islam	2
Not Declared	73
No Religion	45
Other	1
Prefer Not To Answer	6
Roman Catholic	29
Total	198

Table:

Religion or Belief	2017 to 2018
Christian - Other	8
Church of Scotland	46
Islam	1
Not Declared	78
No Religion	57
Other	1
Prefer Not To Answer	6
Roman Catholic	34
Hinduism	1
Sikhism	1
Total	233

Sexual Orientation

Recruitment

The total number of people who applied to join our organisation, including those shortlisted for interview, and appointments made, reported by sexual orientation is as follows:

Table:

Recruitment by Sexual Orientation 2016 to 2017				
	Total Applications	Shortlisted	Appointed	Conversion %
Bi-sexual	25	15	5	20.00%
Gay	61	46	12	19.67%
Heterosexual	1784	1124	400	22.42%
Lesbian	36	27	13	36.11%
Not Declared	84	39	11	13.10%
Other	4	2	2	50.00%
Prefer Not To Answer	58	43	13	22.41%
Total	2052	1296	456	22.22%

Table:

Recruitment by Sexual Orientation 2017 to 2018				
	Total Applications	Shortlisted	Appointed	Conversion %
Bi-sexual	17	12	5	29.41%
Gay	42	26	6	14.29%
Heterosexual	1264	741	307	24.29%
Lesbian	10	5	3	30.00%
Not Declared	197	80	22	11.17%
Other	3	1	-	-
Prefer Not To Answer	57	33	7	12.28%
Total	1590	898	350	22.01%

Staff in Post and Number of Part Time Employees

For the purpose of reporting employment information by the protected characteristic of sexual orientation, we had 1557 staff in post at 30 September 2017. This

decreased to 1521 staff in post at 30 September 2018. These figures do not include staff employed from agencies or seconded to NHS 24. Non Executive Directors are also excluded.

Table:

Sexual Orientation 2016 to 2017					
	Full Time		Part Time		Total
	Women	Men	Women	Men	
Bi-Sexual	-	-	*	*	10
Gay	*	11	-	*	20
Heterosexual	140	55	453	81	729
Lesbian	*	-	*	-	13
Not Declared	145	74	487	61	767
Other	-	-	1	1	2
Prefer Not to Answer	1	3	12	-	16
Total	293	143	968	153	1557

Table:

Sexual Orientation 2017 to 2018					
	Full Time		Part Time		Total
	Women	Men	Women	Men	
Bi-Sexual	*	-	10	*	13
Gay	*	*	-	13	18
Heterosexual	133	54	491	87	765
Lesbian	*	-	*	-	13
Not Declared	137	71	433	56	697
Other	-	-	1	-	1
Prefer Not to Answer	1	2	11	-	14
Total	279	130	954	158	1521

The total number of staff in post as a percentage of the overall staff in post is as follows:

Table:

Sexual Orientation 2016 to 2017					
	Full Time		Part Time		Total
	Women	Men	Women	Men	
Bi-Sexual	-	-	*	*	0.63%
Gay	*	0.57%	-	*	1.47%
Heterosexual	7.38%	2.89%	31.89%	5.48%	47.65%
Lesbian	*	-	*	-	0.68%
Not Declared	7.64%	3.90%	32.68%	4.11%	48.33%
Other	-	-	0.05%	0.05%	0.10%
Prefer Not to Answer	0.05%	0.15%	0.84%	0.05%	1.10%
Total	15.44%	7.53%	66.36%	10.64%	-

Table:

Sexual Orientation 2017 to 2018					
	Full Time		Part Time		Total
	Women	Men	Women	Men	
Bi-Sexual	*	-	0.65%	*	0.85%
Gay	*	*	-	0.85%	1.18%
Heterosexual	8.74%	3.55%	32.28%	5.71%	50.29%
Lesbian	*	-	*	-	0.85%
Not Declared	9%	4.66%	28.46%	3.68%	45.82%
Other	-	-	0.06%	-	0.06%
Prefer Not to Answer	0.06%	0.13%	0.72%	-	0.92%
Total	279	130	954	158	1521

Learning and Development

The total number of staff who attended and or completed training reported by sexual orientation is as follows:

Table:

Learning and Development 2016 to 2017				
Sexual Orientation	Internal Training	External Training	E-learning	Total
Bi-Sexual	*	-	*	13
Gay	*	-	*	24
Heterosexual	621	23	345	989
Lesbian	11	*	*	16
Not Declared	602	36	366	1004
Other	2	-	-	2
Prefer Not To Answer	13	-	11	24
Total	1275	60	737	

Table:

Learning and Development 2017 to 2018				
Sexual Orientation	Internal Training	External Training	E-learning	Total
Bi-Sexual	*	-	*	18
Gay	10	-	18	28
Heterosexual	428	23	658	1109
Lesbian	*	*	*	17
Not Declared	312	36	553	901
Other	1	-	1	2
Prefer Not To Answer	7	-	14	21
Total	772	60	1264	-

Bursary

The total number of staff who applied for and who received a bursary reported by sexual orientation is as follows:

Table:

Sexual Orientation	2016 to 2017	
	Applied	Approved
Bi-sexual	*	*
Gay	*	-
Heterosexual	6	6
Not Declared	*	*
Total	11	9

Sexual Orientation	2017 to 2018	
	Applied	Approved
Heterosexual	4	4
Not Declared	3	2
Total	7	6

Performance Reviews

The total number of staff with a performance review recorded in e-KSF, the NHSScotland performance management system, between 1 October 2016 and 30 September 2017 reported by sexual orientation is as follows:

Table:

Sexual Orientation	2016 to 2017
Bi-sexual	*
Gay	*
Heterosexual	168
Lesbian	*
Not Declared	241
Prefer Not To Answer	*
Total ⁵	425

Following a change to a new appraisal system the figures are not fully available for the period 2017 to 2018.

⁵ This total includes all members of staff who completed a performance review

Disciplinary Procedure

The total number of members of staff who have been the subject of disciplinary procedures reported by sexual orientation is as follows:

Table:

Sexual Orientation	2016 to 2017
Not Declared	4
Heterosexual	4
Total	8

Table:

Sexual Orientation	2017 to 2018
Not Declared	1
Heterosexual	3
Total	4

Grievance Procedure

The total number of members of staff who raised a grievance reported sexual orientation is as follows:

Table:

Sexual Orientation	2016 to 2017
Not Declared	9
Heterosexual	6
Prefer Not To Answer	1
Total	16

Table:

Sexual Orientation	2017 to 2018
Not Declared	6
Heterosexual	11
Lesbian	1
Total	18

Dignity at Work Procedure

The total number of members of staff who raised a dignity at work complaint reported by sexual orientation is as follows:

Table:

Sexual Orientation	2016 to 2017
Not Declared	3
Total	3

Table:

Sexual Orientation	2017 to 2018
Heterosexual	2
Not Declared	3
Total	5

Capability Procedure

The total number of members of staff who were the subject of a capability procedure reported by sexual orientation is as follows:

Table:

Sexual Orientation	2016 to 2017
Heterosexual	1
Not Declared	1
Prefer not to answer	1
Total	3

Table:

Sexual Orientation	2017 to 2018
Heterosexual	1
Not Declared	1
Total	2

Leavers

In line with NHSScotland, NHS 24 currently operates a no compulsory redundancy scheme. The total number of staff who left the organisation reported by sexual orientation is as follows:

Table:

Sexual Orientation	2016 to 2017
Bi-Sexual	3
Gay	3
Heterosexual	110
Lesbian	2
Not Declared	73
Other	2
Prefer Not To Answer	5
Total	198

Table:

Sexual Orientation	2017 to 2018
Bi-Sexual	2
Gay	5
Heterosexual	140
Lesbian	4
Not Declared	79
Prefer Not To Answer	3
Total	233

Pregnancy and Maternity

Maternity Leave

Members of staff who were on maternity leave and who returned to work following maternity leave is as follows:

01.10.2016 – 30.09.2017

34 women started their maternity leave.

38 women finished their maternity leave and of these 37 returned to work and 1 did not return to work.

Of the 37 women that returned to work, 10 (27%) reduced their hours within 6 months of returning. It should be noted that out of the 37 women that returned, 31 (83%) already worked part time hours (this includes anyone working less than 37.5 hours).

This means that 5 out of the 6 women that returned from maternity leave that previously worked full time hours have now all reduced their hours since returning within 6 months.

01.10.2017 – 30.09.2018

40 women started their maternity leave.

33 women finished their maternity leave and of these 31 returned to work and 2 did not return to work.

Of the 31 women that returned to work, 9 (24%) reduced their hours within 6 months of returning. It should be noted that out of the 31 women that returned, 26 (83%) already worked part time hours (this includes anyone working less than 37.5 hours).

This means that 4 out of the 5 women that returned from maternity leave that previously worked full time hours have now all reduced their hours since returning within 6 months.

Employee Relations

No pregnant members of staff or those on maternity leave were the subject of disciplinary, grievance, capability or dignity at work procedures.

Gender Reassignment

Table:

Recruitment by Gender Reassignment 2016 to 2017					
The question asked at application is as follows: Have you undergone, are you undergoing or do you intend to undergo gender reassignment?					
	Yes	No	Prefer Not To Answer	Not Declared	Total
Total Applications	9	1142	27	874	2052
Shortlisted	7	848	21	420	1296
Appointed	*	326	*	117	456
Conversion %	*	28.55%	*	13.39%	22.22%

Table:

Recruitment by Gender Reassignment 2017 to 2018					
The question asked at application is as follows: Have you undergone, are you undergoing or do you intend to undergo gender reassignment?					
	Yes	No	Prefer Not To Answer	Not Declared	Total
Total Applications	3	558	6	1023	1590
Shortlisted	3	392	6	497	898
Appointed	*	193	*	147	350
Conversion %	*	34.59%	*	14.37%	22.01%

Staff in Post and Number of Part Time Employees

For the purpose of reporting employment information by the protected characteristic of gender reassignment, we had 1557 staff in post at 30 September 2017. This decreased to 1521 staff in post at 30 September 2018. These figures do not include staff employed from agencies or seconded to NHS 24. Non Executive Directors are also excluded.

Table:

Gender Reassignment 2016 to 2017					
	Full Time		Part time		Total
	Women	Men	Women	Men	
Declined To Comment	3	1	4	1	9
Not Declared	144	72	467	59	742
Not Transgender	146	69	497	93	805
Prefer Not To Say	-	1	-	-	1
Total	293	143	968	153	1557

Table:

Gender Reassignment 2017 to 2018					
	Full Time		Part time		Total
	Women	Men	Women	Men	
Declined To Comment	109	53	441	87	690
Not Declared	170	77	508	69	824
Prefer Not To Say	-	-	*	2	*
Yes	-	-	*	-	*
Total	279	130	954	158	-

Learning and Development

The total number of staff who attended and or completed training reported by gender reassignment is as follows:

Table:

Learning and Development 2016 to 2017				
Gender Reassignment	Internal Training	External Training	E-learning	Total
Declined to Comment	9	-	4	13
Not Declared	577	36	355	968
Not Transgender	688	24	377	1089
Prefer Not To Answer	1	-	1	2
Total	1275	60	737	-

Table:

Learning and Development 2017 to 2018				
Gender Reassignment	Internal Training	External Training	E-learning	Total
Declined to Comment	-	-		-
Not Declared	410	38	661	1109
Not Transgender	360	22	596	978
Prefer Not To Answer	*	-	*	*
Transgender	*	-	*	*
Total	772	60	1264	-

Bursary

The total number of staff who applied for and who received a bursary reported by gender reassignment is as follows:

Table:

2016 to 2017		
Gender Reassignment	Applied	Approved
Not Transgender	7	6
Not Declared	4	3
Total	11	9

Table:

2017 to 2018		
Gender Reassignment	Applied	Approved
Not Transgender	4	3
Not Declared	3	3
Total	7	6

Performance Reviews

The total number of staff with a performance review recorded in e-KSF, the NHSScotland performance management system, between 1 October 2016 and 30 September 2017 reported by gender reassignment is as follows:

Table:

Gender Reassignment	2016 to 2017
Declined To Comment	3
Not Declared	234
Not Transgender	187
Prefer Not To Answer	1
Total	425

Following a change to a new appraisal system the figures are not fully available for the period 2017 to 2018.

Employee Relations

Members of staff who were the subject of disciplinary, grievance, capability or dignity at work procedures did not declare gender re-assignment as a relevant protected characteristic.

Leavers

In line with NHSScotland, NHS 24 currently operates a no compulsory redundancy scheme. The total number of staff who left the organisation reported by gender reassignment is as follows:

Table:

Gender Reassignment	2016 to 2017
Declined To comment	3
Not Transgender	129
Not Declared	65
Prefer Not To Say	1
Total	198

Table:

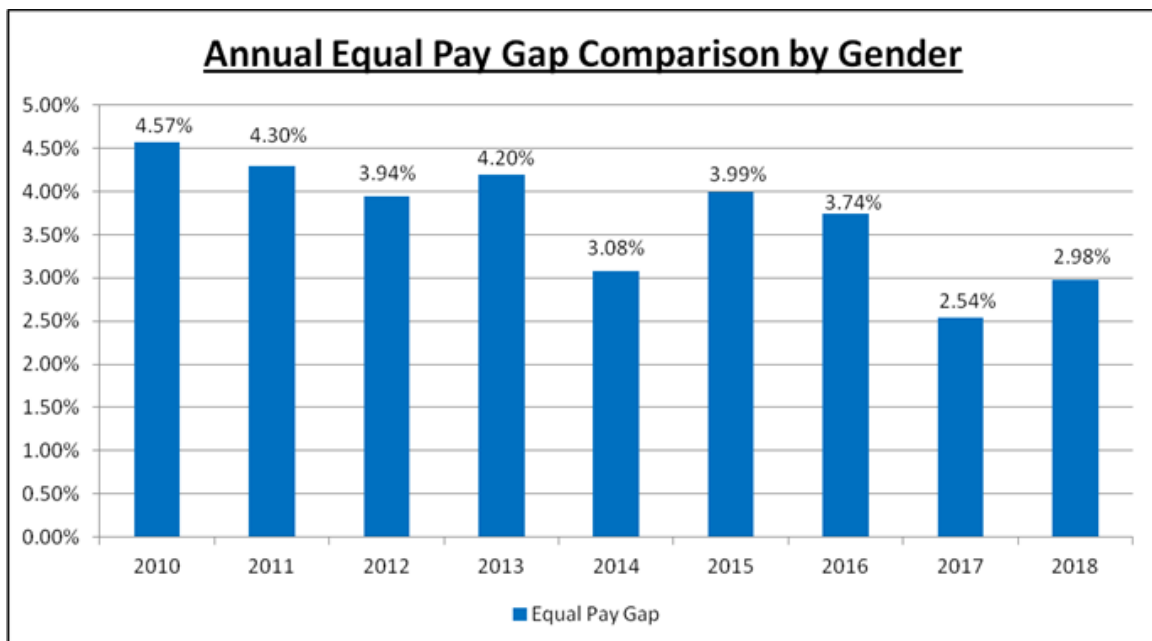
Gender Reassignment	2017 to 2018
Declined To comment	104
Not Transgender	127
Prefer Not To Say	2
Total	233

Equal Pay

Annual equal pay gap comparison by gender

In 2017, NHS 24's annual equal pay gap comparison by gender was 2.54% in favour of men. This was based on an analysis of payroll information as at 30 September 2017.

In 2018, NHS 24's annual equal pay gap comparison by gender was 2.98% in favour of men. This was based on an analysis of payroll information as at 30 September 2018.



Total average hourly rate comparison

In 2017, NHS 24's total average hourly rate comparison was £13.75 for women and £14.11 for men.

In 2018, NHS 24's total average hourly rate comparison was £14.24 for women and £14.68 for men.

Annual equal pay gap comparison by persons who fall into a minority racial group and persons who do not, based on an analysis of payroll information as at 30 September for each year.

In 2017, NHS 24's annual equal pay gap comparison by persons who fall into a minority racial group and persons who do not, was 0.73% in favour of white people. This was based on an analysis of payroll information as at 30 September 2017.

In 2018, NHS 24's annual equal pay gap comparison by persons who fall into a minority racial group and persons who do not, was 4.42% in favour of persons who fall into a minority racial group. This was based on an analysis of payroll information as at 30 September 2018.

Table:

	White	Black/Ethnic Minority	Difference	% Difference
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%

Total average hourly rate comparison

In 2017, NHS 24's total average hourly rate comparison was £13.29 for white people and £13.19 for persons who fall into a minority racial group.

In 2018, NHS 24's total average hourly rate comparison was £14.61 for persons who fall into a minority racial group and £14.00 for white people.

Annual equal pay gap comparison by persons who are disabled and persons who are not, based on an analysis of payroll information as at 30 September for each year.

In 2017, NHS 24's annual equal pay gap comparison by who are disabled and persons who are not was 5.2% in favour of disabled people. This was based on an analysis of payroll information as at 30 September 2017.

In 2018, NHS 24's annual equal pay gap comparison by who are disabled and persons who are not was 3.12% in favour of disabled people. This was based on an analysis of payroll information as at 30 September 2018.

Table:

	Disabled	Not disabled	Difference	% Difference
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%

Total average hourly rate comparison

In 2017, NHS 24's total average hourly rate comparison was £14.27 for disabled people and £13.57 for persons who are not disabled.

In 2018, NHS 24's total average hourly rate comparison was £14.72 for disabled people and £14.27 for persons who are not disabled.

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

The difference between men and women's pay has increased slightly during 2017 and 2018 and has shown a general consistency between 2010 and 2018.

The difference between people who fall into a minority racial group and persons who do not has fluctuated over the period 2016 to 2018.

The difference between people who persons who are disabled and persons who are not has shown a general consistency between 2016 and 2018.

The difference between:

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

for the periods 2016 and 2018 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 wish further information on the contents of this report or wish to find out more information then please contact our Participation and Equalities Manager:

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If you would like us to consider producing this report in a different format please phone us on 0800 22 44 88. If you have a textphone dial 18001 0800 22 44 88.