

Workforce

Equality Monitoring

Report

Including Equal
Pay Statement

April 2025

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If you prefer, you can also email us your request at **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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Introduction

This report is published to support NHS 24 to meet the requirements set out in the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, which note that public authorities must gather, use and publish employee data and pay gap information.

NHS 24 uses the information from this report to help us better understand how diverse our workforce is and to help us to identify any areas of improvement based on evidence of need.

We are not simply committed to meeting our equality duties, we instead want to create a workplace where everyone feels valued, respected, included and able to achieve their own personal career aspirations.

In 2023, we published our values and behaviours framework which set out our expectations for staff working at all levels of the organisation to be responsible for treating each other in a consistently fair way.

We want to be an inclusive employer of choice, and we will continue to take positive steps to advance equality and tackle discrimination.

The data reported relates to the period 1 October 2022 to 30 September 2024. This date range has been used to allow time to collate, review, present and analyse the data for publication in April 2025.

The 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, which are 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, Diversity and Inclusion Workforce Workplan
- 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 not included some data within the graphs and tables. This is to help protect the identity of members of staff within demographic groups totalling less than ten. Where data has not been included in a graph or table this has been noted alongside the relevant protected characteristic information excluded. In some instances, percentages within the data tables may total slightly more or less than 100% as percentages have been rounded up to two decimal points.

It is not compulsory for staff to provide their equality monitoring information. We have reported the number of staff who have declined to disclose their equality monitoring information.

The recruitment data reported shows the percentage split across each relevant protected characteristic grouping at each stage of the application process. As with staff in post, it is not compulsory for applicants to provide their equality monitoring information, therefore the amount of information available for each protected characteristic group will differ.

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.

Scotland's Census 2022 uses the term, 'Minority ethnic group' to refer to all ethnic groups other than White Scottish or White British. This includes some ethnic groups that were in the White category on the census form such as Irish, Polish, Gypsy/Traveller, Roma and Showman/Showwoman.

The 'Other white' category sits at 2.92% of the population and is the largest minority ethnic group. Around three out of four people in this group had European heritage – they either wrote in 'European' or wrote in a European country to define their ethnic background.

Scotland's Census 2022 shows that 12.9% of people in Scotland had a minority ethnic background, which is an increase from 8.2% in 2011.

Within this report, our workforce data includes staff and applicants who identify their ethnic origin as White - Other separately to those staff who we have included within our minority ethnic staff figures. However, within our equal pay data we have included tables that show the composition of our workforce as reported by the protected characteristic of race, both including White – Other within our minority ethnic figures and excluding it.

Over the past three years, NHS 24 has taken positive steps to improve the experience of our staff. This has included: Creating two new roles, a Wellbeing and People Manager and a Culture Change Manager.

- The delivery of a Management Essentials Programme
- The implementation of refreshed NHSScotland Once for Scotland policies and guidance
- The delivery of leadership programmes for senior managers
- A refreshed approach and promotion of our Confidential Contacts
- An ongoing commitment to promote our Whistleblowing Champion

These activities have seen an increased confidence in staff to raise issues that concern them, as well as an increased level of confidence in managers to address issues that they identify or become aware of. This is reflected in the overall numbers reported in relation to disciplinaries, grievances, dignity at work and capability procedures.

Summary - Staff in post

STAFF

2476 staff were employed during the period 1 October 2023 to 30 September 2024.

STAFF

2121 staff were employed on 30 September 2024.

AGE

Just over 59% of staff are aged 25 to 49. The age profile of our workforce is similar to previous years.

DISABILITY

10.61% of staff identify as disabled, which is a 1.14% increase from the previous year.

RELIGION OR BELIEF

The profile of the workforce remains similar to previous years. There has been an increase in the percentage of people who identify as Muslim, going from 1.48% to 2.12%. 21.12% of staff have chosen not to disclose their religion or belief.

TRANS

0.19% of staff identify as trans, which is a 0.01% decrease from the previous year. 21.69% of staff have chosen not to disclose their gender identity.

SEX

77.18% of staff identify as female and 22.82% identify as male. This is similar to previous years.

RACE

7.31% of staff identify as minority ethnic, which is a 1.39% increase from the previous year and a 4.16% increase from 2021/22

PREGNANCY AND MATERNITY

42 staff started their maternity leave and 34 finished their maternity leave.

SEXUAL ORIENTATION

71.43% of staff identify as heterosexual. 7.3% of staff identify as LGBT+. 21.12% of staff have chosen not to disclose their sexual orientation.

Summary - Recruitment

AGE

People aged 25 to 39 were most likely to apply and subsequently be successful, with 66.67% of applicants appointed being from this age range.

DISABILITY

The percentage of disabled applicants who were successfully appointed (13.83%) exceeded the percentage of disabled people who applied (9.75%).

RELIGION OR BELIEF

34.17% of applicants identified as having no religion or belief, with 51.31% of those appointed coming from this category.

TRANS

0.68% of applicants identified as trans. 1.02% of people successfully appointed identified as trans.

RACE

47.07% of applicants identified as being from a minority ethnic group. 17.59% of people appointed were from a minority ethnic group. 75.58% of people appointed identified as being from a white – British group. 17.59% of people appointed were from a minority ethnic group. 75.58% of people appointed identified as being from a white – British group.

SEX

62 % of applicants identify as female, and 75.44% of people appointed are female.

SEXUAL ORIENTATION

The success rate of lesbian, gay or bisexual applicants is higher (by 0.73%) than the percentage split at the application stage.

Summary - Leavers

AGE

The two age groups with the largest number of leavers were 35 to 49 (34.17%) and 25 to 34 (28.06%). This is consistent with the previous year.

DISABILITY

7.87% of leavers identified as disabled which is a decrease from the previous year (9.14%).

RELIGION OR BELIEF

The percentage split of leavers reflects the staff in post percentages, with a less than a 1% variation across most categories.

TRANS

0.56% of leavers identified as trans.

RACE

The percentage of leavers that identify as being from a minority ethnic group (12.36%) exceeds the percentage split of minority ethnic staff in post (7.31%).

SEX

78.43% of leavers are female. The leavers split reported by sex reflects the staff in post percentage split.

SEXUAL ORIENTATION

The percentage of leavers (76.40%) who identify as heterosexual exceeds the staff in post (71.43%) percentage by 4.97%.

Overview

- 2121 staff were employed on 30 September 2024.
- Just over 77% of staff identify as female.
- 36.30% of staff are aged 35 to 49, which is the largest age group.
- 10.61% of staff identified as being disabled, which is a 1.14% increase from the previous year.
- Our annual pay gap comparison by sex was 2.49% in favour of men, which is a 0.03% reduction from the previous year.
- Our annual pay gap comparison by race was 12.82% in favour of any White – British ethnic group, in comparison to those who identify as being from a minority ethnic group.
- 7.31% of the workforce identified as being from an ethnic minority group, which is a 1.39% increase from the previous year.
- 7.30% of staff identified as either lesbian, gay or bisexual, which is an increase of 0.14% from the previous year.
- 0.19% of staff identified as trans, which is a 0.01% decrease from the previous year.
- 34 staff completed a period of maternity leave.

Workforce data reported by the protected characteristics

This section of the report illustrates the composition of NHS 24's workforce, recruitment, retention, learning and development, and employee relations, broken down by the protected characteristics.

Age

Staff in post

	16 to 24	25 to 34	35 to 49	50 to 59	60 +
2023/24	8.96%	22.77%	36.30%	22.16%	9.81%
2022/23	8.98%	22.45%	35.96%	23.04%	9.57%
2021/22	8.16%	23.27%	35.51%	23.44%	9.62%

The age profile of our workforce remains similar to the previous year, with a 0.88% decrease in the percentage of staff employed in the 50 to 59 age range being the largest change.

Recruitment

	Applied	Not eligible	Not shortlisted	Shortlisted	Not appointed	Appointed
16-24	12.04%	9.26%	11.12%	15.11%	12.45%	18.57%
25-34	37.96%	44.44%	39.33%	33.13%	36.39%	28.89%
35-49	37.78%	37.65%	38.07%	36.92%	36.26%	37.78%
50-59	10.17%	8.64%	9.57%	12.15%	12.21%	12.06%
60+	2.05%	0%	1.91%	2.69%	2.69%	2.70%

The table shows that applicants aged 35 to 49 were most likely to apply and subsequently be successfully appointed. Applicants aged 25 to 34 were less likely to be successful when comparing the percentage of applicants to the percentage of people appointed. The percentage of applicants aged 16 to 24 who were appointed exceeded the percentage that applied by 6.53%.

Leavers

	16 to 24	25 to 34	35 to 49	50 to 59	60 +
2023/24	12.50%	28.06%	34.17%	13.89%	11.39%
2022/23	9%	29%	34%	17%	11%
2021/22	13.44%	29.37%	27.64%	18.04%	11.52%

The percentage of leavers in the age 16 to 24 and 25 to 34 categories exceeds the percentage of staff in post in these categories by 3.54% and 5.29% respectively. This is offset by the percentage of leavers in the age 50 to 59 category which is 8.27% less than the staff in post figure.

Though 37.78% of staff appointed were aged 35 to 49, the highest percentage of leavers, at 34.17%, were also in this age group. This is a 2.13% difference from the staff in post figure of 36.30% of the workforce being aged 35 to 49.

Learning, development and appraisal

	e-learning	Classroom	External Training	Bursary	Appraisal
16 to 24	95.79%	0%	0%	0%	100%
25 to 34	95.65%	3.31%	0.62%	0.62%	100%
35 to 49	95.71%	9.74%	1.56%	1.04%	100%
50 to 59	96.60%	8.30%	0.85%	0.64%	100%
60+	97.12%	6.25%	0.48%	0.48%	100%
Total	2037	143	20	15	2121

Disciplinary procedure

	2021/22 Disciplinary	2022/23 Disciplinary	2023/24 Disciplinary
16 to 24	<10	<10	<10
25 to 34	<10	18	<10
35 to 49	<10	10	<10
50 to 59	<10	<10	<10
60+	<10	<10	<10
Total	21	38	11

Grievance procedure

	2021/22 Grievance	2022/23 Grievance	2023/24 Grievance
16 to 24	<10	<10	<10
25 to 34	<10	<10	<10
35 to 49	<10	<10	<10
50 to 59	<10	<10	<10
60+	<10	<10	<10
Total	10	14	16

Dignity at Work procedure

	2021/22 Dignity at Work	2022/23 Dignity at Work	2023/24 Dignity at Work
16 to 24	<10	<10	<10
25 to 34	<10	<10	<10
35 to 49	<10	<10	<10
50 to 59	<10	<10	<10
60+	<10	<10	<10
Total	2	5	8

Capability procedure

	2021/22 Capability	2022/23 Capability	2023/24 Capability
16 to 24	<10	<10	<10
25 to 34	<10	<10	<10
35 to 49	<10	<10	<10
50 to 59	<10	<10	<10
60+	<10	<10	<10
Total	6	16	10

Disability

Staff in post

	Disabled	Non-Disabled	Prefer Not to Say	Not Recorded
2023/24	10.61%	86.09%	1.79%	1.51%
2022/23	9.47%	86.73%	2.12%	1.68%
2021/22	9.40%	86.00%	2.40%	2.20%

The percentage of staff that identify as being disabled has increased by 1.14% from the previous year. The percentage of staff who have chosen not to share their information has decreased by 0.50%.

Recruitment

	Applied	Not eligible	Not shortlisted	Shortlisted	Not appointed	Appointed
Disabled	9.75%	7.98%	8.92%	12.57%	11.62%	13.83%
Non-Disabled	90.25%	92.02%	91.08%	87.43%	88.38%	86.17%

The percentage of disabled applicants who were successfully appointed exceeds the percentage of people who applied (4.08% difference).

Leavers

	Disabled	Non-Disabled	Prefer Not to Say	Not Recorded
2023/24	7.87%	87.64%	2.81%	4.49%
2022/23	9.14%	85.03%	2.79%	3.05%
2021/22	8.06%	85.60%	3.65%	2.69%

The percentage of leavers who identified as disabled is 2.74% lower than the percentage of disabled staff in post.

Learning, development and appraisal

	e-learning	Classroom	External Training	Bursary	Appraisal
Disabled	96.44%	7.11%	1.78%	0%	100%
Non-Disabled	96%	6.68%	0.88%	0.77%	100%
Prefer not to say	92.11%	7.89%	0%	2.63%	100%
Not recorded	100%	6.25%	0%	0%	100%
Total	2037	143	20	15	2121

Disciplinary procedure

	2021/22 Disciplinary	2022/23 Disciplinary	2023/24 Disciplinary
Disabled	<10	<10	<10
Non-Disabled	<10	30	10
Prefer not to say	<10	<10	<10
Data not held	<10	<10	<10
Total	21	38	11

Grievance procedure

	2021/22 Grievance	2022/23 Grievance	2023/24 Grievance
Disabled	<10	<10	<10
Non-Disabled	<10	<10	13
Prefer not to say	<10	<10	<10
Data not held	<10	<10	<10
Total	10	14	16

Dignity at Work procedure

	2021/22 Dignity at Work	2022/23 Dignity at Work	2023/24 Dignity at Work
Disabled	<10	<10	<10
Non-Disabled	<10	<10	<10
Prefer not to say	<10	<10	<10
Data not held	<10	<10	<10
Total	2	5	8

Capability procedure

	2021/22 Capability	2022/23 Capability	2023/24 Capability
Disabled	<10	<10	<10
Non-Disabled	<10	<10	<10
Prefer not to say	<10	<10	<10
Data not held	<10	<10	<10
Total	6	16	10

Trans (Gender Reassignment)

Staff in post

	Not Trans	Trans	Prefer Not to Say	Not Recorded
2023/24	78.12%	0.19%	2.83%	18.86%
2022/23	76.52%	0.20%	3.01%	20.28%
2021/22	72.61%	0.13%	3.52%	23.74%

The percentage of staff who identify as trans has decreased by 0.01% from the previous year. The percentage of staff who have chosen not to disclose this information has decreased, though this remains one of the protected characteristic groups that staff are less likely to share information about.

Recruitment

	Applied	Not eligible	Not shortlisted	Shortlisted	Not appointed	Appointed
Not Trans	97.63%	97.87%	97.70%	97.38%	97.70%	96.95%
Trans	0.68%	0.53%	0.72%	0.56%	0.22%	1.02%
Prefer not to say	1.69%	1.60%	1.58%	2.06%	2.08%	2.03%

The percentage of trans applicants who were successfully appointed exceeds the percentage of applicants who applied (0.34% difference).

Leavers

	Not Trans	Trans	Prefer Not to Say	Not recorded
2023/24	86.24%	0.56%	2.53%	10.67%
2022/23	80.20%	0.00%	2.28%	17.51%
2021/22	80.62%	0.19%	3.68%	15.50%

0.56% of leavers identified as trans. This is reflected in the 0.01% reduction of the percentage of staff in post who identify as trans.

Learning, development and appraisals

	e-learning	Classroom	External Training	Bursary	Appraisal
Trans	100%	0%	0%	0%	100%
Not Trans	95.84%	5.79%	0.91%	0.72%	100%
Prefer not to say	98.33%	10%	0%	0%	100%
Not recorded	96.50%	10.25%	1.25%	0.75%	100%
Total	2037	143	20	15	2121

Disciplinary procedure

	2021/22 Disciplinary	2022/23 Disciplinary	2023/24 Disciplinary
Trans	<10	<10	<10
Not Trans	<10	26	<10
Prefer not to say	<10	<10	<10
Not recorded	<10	<10	<10
Total	21	38	11

Grievance procedure

	2021/22 Grievance	2022/23 Grievance	2023/24 Grievance
Trans	<10	<10	0
Not Trans	<10	<10	10
Prefer not to say	<10	<10	<10
Not recorded	<10	<10	<10
Total	10	14	16

Dignity at Work procedure

	2021/22 Dignity at Work	2022/23 Dignity at Work	2023/24 Dignity at Work
Trans	<10	0	0
Not Trans	<10	3	<10
Prefer not to say	<10	0	<10
Not recorded	<10	2	<10
Total	2	5	8

Capability procedure

	2021/22 Capability	2022/23 Capability	2023/24 Capability
Trans	<10	<10	0
Not Trans	<10	<10	10
Prefer not to say	<10	<10	0
Not recorded	<10	<10	0
Total	6	16	10

Pregnancy and Maternity

In 2023/24:

- 42 staff started their maternity leave
- 34 staff finished their maternity leave
- 6 staff left by the end of their maternity leave
- 3 staff returned on reduced working hours

In 2022/23:

- 29 staff started their maternity leave
- 39 staff finished their maternity leave
- 6 staff left by the end of their maternity leave
- 10 staff returned on reduced working hours

In 2021/22:

- 41 staff started their maternity leave
- 45 staff finished their maternity leave
- 11 staff left by the end of their maternity leave
- 9 staff returned on reduced working hours

Employee relations

No pregnant members of staff, or those on maternity leave, were noted as being the subject of disciplinary, grievance, capability or dignity at work procedures during the reporting periods 2021/22, 2022/23 and 2023/24.

Race

Staff in post

To help ensure staff members personal and sensitive data is not shared, we have reported staff who identify as being from a minority ethnic group under one heading. It is important to note that we still collect and use individual data for each ethnic group.

	Minority ethnic group	White - British	White - Other	Not recorded	Prefer not to say
2023/2024	7.31%	83.55%	2.64%	0.24%	6.27%
2022/2023	5.92%	84.65%	2.32%	0.20%	6.91%
2021/2022	3.15%	86.04%	2.48%	0.22%	8.11%

The percentage of minority ethnic staff employed by NHS 24 has increased over the past two years, rising from 3.15% to 7.31%.

Recruitment

	Applied	Not eligible	Not short-listed	Shortlisted	Not appointed	Appointed
Minority ethnic	47.07%	69.68%	51.82%	29.44%	38.38%	17.59%
Prefer not to say	1.58%	0%	1.64%	1.56%	1.75%	1.31%
White - British	46.53%	26.60%	42.12%	62.81%	53.18%	75.58%
White - Other	4.81%	3.72%	4.42%	6.19%	6.69%	5.52%

NHS 24 attracts a large number of applications from candidates who identify as being from a minority ethnic group. However, 69.68% of the ineligible applicants come from minority ethnic groups. This is often due to the applicant not having the right to work within the UK at the time of application.

Leavers

	Minority ethnic	Not recorded	White - British	White - Other
2023/24	12.36%	4.21%	79.49%	3.93%
2022/23	7.61%	4.57%	84.01%	3.81%
2021/22	4.60%	4.60%	88.67%	2.11%

The percentage of leavers that identify as being from a minority ethnic group has increased over the past couple of years. But it is important to note that the staff in post percentage has also increased year on year.

Learning and development

	e-learning	Classroom	External Train- ing	Bursary	Appraisal
Minority ethnic	93.55%	1.94%	0.00%	0.00%	100%
Not recorded	96.40%	0.79%	0.00%	0.72%	100%
White - British	96.39%	6.78%	1.07%	0.68%	100%
White - Other	91%	10.71%	1.79%	1.79%	100%
Total	2037	143	20	15	2121

Disciplinary procedure

	2023/24 Disciplinary	2022/23 Disciplinary	2021/22 Disciplinary
Minority ethnic	<10	<10	<10
Not recorded	<10	<10	<10
White - British	15	29	<10
White - Other	<10	<10	<10
Total	21	38	11

Grievance procedure

	2023/24 Grievance	2022/23 Grievance	2021/22 Grievance
Minority ethnic	<10	<10	<10
Not recorded	<10	<10	<10
White - British	<10	<10	<10
White - Other	<10	<10	<10
Total	16	14	10

Dignity at Work procedure

	2023/24 Dignity at Work	2022/23 Dignity at Work	2021/22 Dignity at Work
Minority ethnic	<10	<10	<10
Not recorded	<10	<10	<10
White - British	<10	<10	<10
White - Other	<10	<10	<10
Total	8	5	2

Capability procedure

	2023/24 Capability	2022/23 Capability	2021/22 Capability
Minority ethnic	<10	<10	<10
Not recorded	<10	<10	<10
White - British	<10	<10	<10
White - Other	<10	<10	<10
Total	10	16	6

Religion or belief

Staff in post

	Buddhist	Christian - Other	Church of Scotland	Not Recorded	Hindu	Muslim
2023/24	0.24%	5.75%	13.06%	19.28%	0.19%	2.12%
2022/23	0.20%	5.08%	13.57%	18.11%	0.15%	1.48%
2021/22	0.17%	4.68%	14.04%	21.04%	0.34%	0.69%

	No Religion	Other	Prefer not to say	Roman Catholic	Sikh
2023/24	38.33%	1.46%	4.9%	14.43%	0.24%
2022/23	39.17%	1.48%	5.13%	15.34%	0.30%
2021/22	37.66%	1.16%	4.89%	14.98%	0.34%

The profile of the workforce reported by religion or belief remains similar to previous years, with less than a 1% variation across all categories with the exception of Not Recorded, which increased by 1.17%. Religion or belief remains one of the protected characteristic groups that staff are less likely to share information about.

Recruitment

	Applied	Not eligible	Not shortlisted	Shortlisted	Not appointed	Appointed
Another Religion or Body	0.85%	1.06%	0.77%	1.06%	0.99%	1.16%
Buddhist	0.60%	1.06%	0.59%	0.56%	0.77%	0.29%
Church of Scotland	6.44%	3.72%	5.80%	8.75%	8.88%	8.58%
Hindu	5.65%	4.26%	6.97%	1.63%	2.08%	1.02%
Jewish	0.18%	0%	0.22%	0.06%	0.11%	0%
Muslim	7.37%	10.11%	7.82%	5.63%	5.48%	5.81%
None	34.17%	19.15%	31.56%	44.19%	38.82%	51.31%
Christian - Other	26.70%	45.21%	28.29%	19.50%	24.67%	12.65%
Pagan	0.04%	0%	0.04%	0.06%	0.11%	0%
Prefer not to say	5.28%	4.26%	5.11%	5.94%	5.37%	6.69%
Roman Catholic	12.11%	10.11%	12.18%	12.13%	12.17%	12.06%
Sikh	0.61%	1.06%	0.63%	0.50%	0.55%	0.44%

The largest percentage difference between application and appointment was for those who selected no religion. 34.17% of applicants identified as having no religion, with 51.31% of people appointed noting no religion. 26.7% of applicants identified as Christian – Other, but only 12.65% of those appointed were from this category. There is a smaller but still noteworthy difference in the success of applicants who identify their religion as Hinduism (5.65% of applicants, 1.02% of appointees) and Muslim (7.37% of applicants, 5.81% of appointees).

Leavers

	Another Religion or Body	Buddhist	Christian - Other	Church of Scotland	Hindu	Jewish	Muslim	No Religion	Not Recorded
2023/24	0.28%	0.28%	10.36%	8.12%	1.12%	0.00%	3.08%	42.30%	8.96%
2022/23	0.00%	0.25%	4.31%	11.17%	0.76%	0.25%	2.03%	43.40%	13.45%
2021/22	0.00%	0.00%	5.37%	14.01%	0.96%	0.00%	0.96%	42.99%	13.24%

	Other	Prefer not to say	Roman Catholic	Sikh
2023/24	2.24%	4.76%	18.21%	0.28%
2022/23	2.28%	6.85%	14.47%	0.76%
2021/22	1.15%	5.18%	15.93%	0.19%

The percentage split of leavers reflects the staff in post percentages, with a less than a 1% variation across the majority of categories. The largest difference between the staff in post percentages reported is in the Not Recorded category, where staff in post is recorded at 19.28%, in comparison to leavers at 8.96%.

Learning, development and appraisals

	e-learning	Classroom	External Training	Bursary	Appraisal
Another Religion or Body	100.00%	0.00%	50.00%	0.00%	100%
Buddhist	100.00%	20.00%	0.00%	0.93%	100%
Christian - Other	98.15%	3.70%	0.00%	0.00%	100%
Church of Scotland	96.75%	8.30%	0.72%	0.36%	100%
Hindu	100.00%	0.00%	0.00%	0.00%	100%
Muslim	86.67%	2.22%	0.00%	0.00%	100%
No Religion	96.06%	6.52%	1.23%	1.10%	100%
Not recorded	96.82%	9.29%	0.98%	0.49%	100%
Other	86.21%	0.00%	3.45%	0.00%	100%
Other - Christian	100.00%	0.00%	0.00%	0.00%	100%
Prefer not to say	98.08%	4.81%	0.00%	0.00%	100%
Roman Catholic	94.77%	5.88%	0.65%	0.65%	100%
Sikh	100.00%	0.00%	0.00%	0.00%	100%
Total	2037	143	20	15	2121

Disciplinary procedure

	2021/22 Disciplinary	2022/23 Disciplinary	2023/24 Disciplinary
Buddhist	0	<10	0
Christian - Other	<10	<10	0
Church of Scotland	0	<10	<10
Not recorded	<10	<10	<10
No Religion	<10	13	<10
Other	<10	0	0
Prefer not to say	0	<10	0
Roman Catholic	<10	<10	<10
Sikh	<10	0	0
Total	21	38	11

Grievance procedure

	2021/22 Grievance	2022/23 Grievance	2023/24 Grievance
Christian - Other	0	0	<10
Church of Scotland	<10	<10	<10
Not recorded	<10	<10	<10
No Religion	<10	<10	<10
Other	0	0	<10
Prefer not to say	0	0	<10
Roman Catholic	<10	<10	<10
Total	10	14	16

Dignity at Work procedure

	2021/22 Dignity at Work	2022/23 Dignity at Work	2023/24 Dignity at Work
Christian - Other	0	0	<10
Church of Scotland	<10	<10	<10
Not recorded	<10	<10	<10
No Religion	<10	<10	<10
Prefer not to say	0	0	<10
Roman Catholic	0	0	0
Total	2	5	8

Capability procedure

	2021/22 Capability	2022/23 Capability	2023/24 Capability
Christian - Other	<10	<10	<10
Church of Scotland	<10	<10	0
Not recorded	<10	0	0
Muslim	0	<10	0
Prefer not to say	0	<10	0
No Religion	<10	<10	<10
Other	0	0	<10
Roman Catholic	0	<10	<10
Total	6	16	10

Sex

Staff in post

	Female	Male
2023/24	77.18%	22.82%
2022/23	77.31%	22.69%
2021/22	77.54%	22.46%

NHS 24 staff continue to be predominantly female, with the split reported by sex being similar to previous years.

Recruitment

	Applied	Not eligible	Not shortlisted	Shortlisted	Not appointed	Appointed
Female	62%	59.57%	59.72%	70.88%	67.43%	75.44%
Male	36.79%	39.89%	39.5%	27.88%	31.36%	23.26%
Identify their sex in another way	1.21%	0.53%	1.23%	1.25%	1.21%	1.31%

Females are more likely to apply than males. Females are also significantly more likely to be appointed than males, with just over 75% of successful applicants identifying as female.

Leavers

	Female	Male
2023/24	78.43%	21.57%
2022/23	77.61%	22.39%
2021/22	76.78%	23.22%

The leavers split by reported by sex reflects the staff in post percentage split.

Learning, development and appraisals

	e-learning	Classroom	External Training	Bursary	Appraisal
Female	96.15%	6.85%	1.04%	0.55%	100%
Male	95.67%	6.39%	0.62%	1.24%	100%
Total	2037	143	20	15	2121

Disciplinary procedure

	2021/22 Disciplinary	2022/23 Disciplinary	2023/24 Disciplinary
Female	<10	22	<10
Male	*	16	<10
Total	21	38	11

Grievance procedure

	2021/22 Grievance	2022/23 Grievance	2023/24 Grievance
Female	<10	7	*
Male	<10	7	<10
Total	10	14	16

Dignity at Work procedure

	2021/22 Dignity at Work	2022/23 Dignity at Work	2023/24 Dignity at Work
Female	<10	1	<10
Male	<10	4	<10
Total	2	5	8

Capability procedure

	2021/22 Capability	2022/23 Capability	2023/24 Capability
Female	<10	10	<10
Male	<10	6	<10
Total	6	16	10

Sexual Orientation

Staff in post

	Bisexual	Not Recorded	Gay/ Lesbian	Heterosexual	Other	Prefer not to say
2023/24	3.39%	16.78%	3.91%	71.43%	0.14%	4.34%
2022/23	3.21%	18.99%	3.95%	69.46%	0.10%	4.29%
2021/22	2.53%	21.98%	3.60%	67.45%	0.17%	4.25%

The profile of our workforce reported by sexual orientation remains similar to the previous year. Sexual orientation remains a protected characteristic group with a high non-disclosure rate, with just over 20% of staff choosing not to share this information.

Recruitment

	Applied	Not eligible	Not shortlisted	Shortlisted	Not appointed	Appointed
Bisexual	4.07%	1.06%	4.08%	4.38%	4.06%	4.80%
Gay/Lesbian	3.51%	1.60%	3.49%	3.81%	3.18%	4.65%
Heterosexual	86.41%	89.89%	86.31%	86.31%	87.39%	84.88%
Other	0.73%	1.60%	0.83%	0.31%	0.22%	0.44%
Prefer not to say	5.28%	5.85%	5.29%	5.19%	5.15%	5.23%

The success rate of lesbian, gay or bisexual applicants is higher than the percentage split at the application stage, with a 1.87% increase combined across both categories.

Leavers

	Bisexual	Not recorded	Gay/Lesbian	Heterosexual	Other	Prefer not to say
2023/24	4.21%	8.71%	5.34%	76.40%	0.28%	5.06%
2022/23	3.55%	14.47%	2.79%	74.11%	0.25%	4.82%
2021/22	3.45%	13.63%	5.56%	72.36%	0.58%	4.41%

The percentage of leavers that identify as Gay/Lesbian exceeds the percentage of staff in post from this category by 1.43%. Similarly, the percentage of leavers that identify as bisexual exceeds (by 0.82%) the percentage of staff in post from this category.

Learning, development and appraisals

	e-learning	Classroom	External Training	Bursary	Appraisal
Bisexual	95.83%	1.39%	0%	1.39%	100%
Not Recorded	96.07%	11.24%	1.12%	0.56%	100%
Gay/Lesbian	97.59%	6.02%	0%	0%	100%
Heterosexual	96.04%	6.01%	1.06%	0.73%	100%
Other	66.67%	0%	0%	0%	100%
Prefer not to say	95.65%	6.52%	0%	1.09%	100%
Total	2037	143	20	15	2121

Disciplinary procedure

	2021/22 Disciplinary	2022/23 Disciplinary	2023/24 Disciplinary
Bisexual	<10	<10	0
Not recorded	<10	<10	<10
Gay/Lesbian	<10	<10	<10
Heterosexual	10	24	<10
Other	0	0	0
Prefer not to say	<10	<10	0
Total	21	38	11

Grievance procedure

	2021/22 Grievance	2022/23 Grievance	2023/24 Grievance
Bisexual	0	0	0
Not recorded	<10	<10	<10
Gay/Lesbian	0	<10	<10
Heterosexual	<10	<10	10
Other	0	0	0
Prefer not to say	0	0	<10
Total	10	14	16

Dignity at Work procedure

	2021/22 Dignity at Work	2022/23 Dignity at Work	2023/24 Dignity at Work
Bisexual	0	0	0
Not recorded	<10	<10	<10
Gay/Lesbian	0	0	<10
Heterosexual	<10	<10	0
Other	0	0	0
Prefer not to say	0	0	<10
Total	2	5	8

Capability procedure

	2021/22 Capability	2022/23 Capability	2023/24 Capability
Bisexual	0	<10	<10
Not recorded	1	0	<10
Gay/Lesbian	0	0	<10
Heterosexual	<10	13	<10
Other	0	0	0
Prefer not to say	0	<10	0
Total	6	16	10

NHS 24 Equal Pay Statement

National Context

Equal pay is a legal requirement. Women and men performing work of the same value must be paid at the same rate. In contrast, the Gender Pay Gap is a comparison of the average rate of pay for all female staff compared to the average rate of pay for all male staff, regardless of their role.

[Close the Gap](#) produces information on the gender pay gap in Scotland. The purpose of this is to outline and analyse the key trends in the gender pay gap across various measures to show how it has changed over time.

Recent data from the ONS's Annual Survey of Hours and Earnings (ASHE) indicates that both the median and mean gender pay gaps have decreased between 2022 and 2023 across all measures.

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 require listed authorities to publish information about the mean gender pay gap which is the percentage difference between men and women's average hourly pay (excluding overtime). The mean pay gaps have had a slightly larger reduction compared to median pay gaps, where falls have been more varied. The mean pay gaps have all seen significant decreases by around 4 percentage points, with the combined pay gap now sitting at 6.3%, the full-time gap at 3.5%, and the part-time at 22.1%.

Given that the mean pay gap is calculated from the basic hourly rates of all individual employees, it therefore includes the highest and lowest rates and provides an overall indication of the size of the pay gap. The median basic hourly rate, on the other hand, is calculated by taking the mid-point from a list of all employees' basic hourly rates of pay and provides a more accurate representation of the 'typical' difference in pay that is not skewed by the highest or lowest rates. It is possible however that the median pay gap can obscure pay differences that may be associated with gender, ethnicity or disability.

The gender pay gap is a key indicator of the inequalities and differences that still exist in men and women's working lives.

However, women are not all the same, and their experiences of the work are shaped by their different identities, and this contributes to the inequalities they may face. For example, disabled women and women from particular ethnic groups are more likely to be underemployed in terms of skills and face higher pay gaps.

There is a clear business case for organisations to consider gender equality key to enhancing profitability and corporate performance. Research data indicates that considering gender equality enabled organisations to:

- Recruit from the widest talent pool
- Improve staff retention
- Improve decision making and governance

National Terms and Conditions

NHS 24 employs staff on nationally negotiated and agreed NHS contracts of employment which includes provisions on pay, pay progression and terms and conditions of employment. These include NHS Agenda for Change (A4C) Contract and Terms & Conditions of employment, NHS Medical and Dental (including General Practitioners) and NHS Scotland Executive and Senior Managers contracts of employment.

NHS 24 recognises that in order to achieve equal pay for employees doing the same or broadly similar work, work rated as equivalent, or work of equal value, it should implement pay systems which are transparent, based on objective criteria and free from unlawful discrimination.

NHS Scotland is a Living Wage employer and, as such, the lowest available salary of £24,518 translates into an hourly rate of £12.71 per hour, which is above the Scottish Living Wage rate of £12.60 per hour.

Legislative Framework

The Equality Act 2010 protects people from unlawful discrimination and harassment in employment, when seeking employment, or when engaged in occupations or activities related to work. It also gives women and men a right to equal pay for equal work. It requires that women and men are paid on equally favourable terms where they are employed in 'like work', 'work related as equivalent' or 'work of equal value'.

In line with the Public Sector Equality Duty of the Equality Act 2010, NHS 24 objectives are to ensure we have due regards to the need to:

- Eliminate unfair, unjust or unlawful practices and other discrimination that impact on pay equality;
- Promote equality of opportunity and the principles of equal pay throughout the workforce; and
- Promote good relations between people sharing different protected characteristics in the implementation of equal pay

Staff Governance Standard

NHS Boards work within a Staff Governance Standard which is underpinned by statute. The Staff Governance Standard sets out what each NHS Scotland employer must achieve in order to continuously improve in relation to the fair and effective management of staff.

The Standard requires all NHS Boards to demonstrate that staff are:

- Well informed;
- Appropriately trained and developed;
- Involved in decisions;
- Treated fairly and consistently, with dignity and respect, in an environment where Diversity is valued; and
- Provided with a continuously improving and safe working environment, promoting the health and wellbeing of staff, patients and the wider community.

Delivering equal pay is integrally linked to the aims of the Staff Governance Standard.

Equal Pay Policy

This policy has been agreed in partnership and will be reviewed on a regular basis by the NHS 24 Area Partnership Forum and the Staff Governance Committee.

It is well recognised that the gender pay gap is caused by a range of societal and organisational factors which include:

- Occupational segregation
- A lack of quality part-time and flexible working opportunities
- The economic undervaluing of work which is stereotypically seen as female work such as care, retail, admin and cleaning
- Women's disproportionate responsibility for unpaid care
- Bias and a lack of transparency in recruitment, development and progression employment practices
- Workplace cultures
- Pay and grading systems

NHS 24 is committed to the principles of equality of opportunity in employment and believes that staff should receive equal pay for the same or broadly similar work, or work rated as equivalent and for work of equal value, regardless of their age, disability, ethnicity or race, gender reassignment, marital or civil partnership status, pregnancy and maternity, religion or belief, sex or sexual orientation.

NHS 24 understands that workers have a right to equal pay between women and men. In addition, the Equality Act 2010 (Specific Duties) (Scotland) Regulations require NHS 24 to take the following steps:

- Publish gender pay gap information by 30 April 2025, and every two years thereafter, using the specific calculation set out in the Regulations;
- Publish a statement on equal pay between men and women; people who are disabled and who are not; and people who fall into a minority racial group and who do not, to be updated every four years; and
- Publish information on occupational segregation among its employees, being the concentration of men and women; people who are disabled and who are not; and people who fall into a minority racial group and who do not, to be updated every four years.

NHS 24 also recognises underlying drivers of pay inequality, including occupational segregation, inequality of unpaid care between men and women, lack of flexible working opportunities, and traditional social attitudes. NHS 24 will take steps within its remit to address these factors in ways that achieve the aims of the NHS Scotland Staff Governance Standard and the Equality Duty.

Equal Pay Actions

It is good practice and reflects the values of NHS 24 that pay is awarded fairly and equitably.

We will:

- Review this policy, statement and action points with trade unions, staff networks and professional organisations as appropriate, every 2 years and provide a formal report within 4 years;
- Inform employees how pay practices work and how their own pay is determined;
- Provide training and guidance for managers and for those involved in making decisions about pay and benefits and grading decisions to ensure fair, non-discriminatory and consistent practice;
- Examine our existing and future pay practices for all our employees, including part-time workers, those on fixed term contracts or contracts of unspecified duration, and those on pregnancy, maternity or other authorised leave;
- Undertake regular monitoring of our practices in line with the requirements of the Equality Act 2010; including carrying out and using the results of equality impact assessments.
- Consider, and where appropriate, contribute to equal pay reviews in line with guidance to be developed in partnership with the workforce and Trade Union representatives.

Responsibility for implementing this policy is held by the NHS 24 Chief Executive with the Human Resources Director having lead responsibility for the delivery of the policy.

If a member of staff wishes to raise a concern at a formal level within NHS 24 relating to equal pay, the NHS Scotland Grievance Policy is available for their use.

Equal Pay data

The data reflects the position of the organisation as of 30 September 2024. At this time, we employed 2121 members of staff. Our pay gap reporting includes the average hourly pay of all staff. However, for the purposes of making comparisons more meaningful we have in some instances separated out bank staff, non-executive, executive, medical, consumer focus and secondments from the analysis. Where this data has not been included in a table, some percentages may total slightly less than 100%. Percentages have been rounded up to two decimal points.

Occupational segregation data

Occupational segregation is the concentration of staff based on their protected characteristics in different job roles at different pay bands.

Composition of the NHS 24 Workforce reported by sex

Female	Male
77.18%	22.82%

Percentage split at each pay band

Band	Female	Male
2	78.67%	21.33%
3	77.00%	23.00%
4	68.42%	31.58%
5	75.48%	24.52%
6	84.30%	15.70%
7	81.18%	18.82%
8a	56.25%	43.75%
8b	64.29%	35.71%
8c	72.22%	27.78%
8d	33.33%	66.67%
Senior Grades	52.38%	47.62%

Percentage of the total workforce employed at each pay band

Band	Female	Male
2	2.78%	0.75%
3	34.09%	10.18%
4	1.23%	0.57%
5	14.95%	4.86%
6	13.67%	2.55%
7	7.12%	1.65%
8a	0.85%	0.66%
8b	1.27%	0.71%
8c	0.61%	0.24%
8d	0.09%	0.19%
Senior Grades	0.52%	0.47%

Average hourly rate at each pay band

Band	Female	Male	Percentage difference
2	£13.22	£13.19	0.11%
3	£14.58	£14.53	0.17%
4	£15.81	£16.00	-0.60%
5	£18.57	£18.70	-0.35%
6	£23.19	£23.02	0.37%
7	£27.21	£27.28	-0.13%
8a	£32.03	£31.80	0.36%
8b	£37.46	£37.13	0.44%
8c	£44.89	£44.08	0.91%
8d	£52.70	£52.14	0.53%
Senior Grades	£55.06	£59.83	-4.15%

The differences in the average hourly pay between female staff and male staff across each pay band is predominantly due to length of service and the incremental salary point each member of staff has reached. This table shows that women on average earn more than men at the majority of pay bands. However, there remains a pay gap of 2.49% in favour of men, though this has reduced over the last 3 years.

Composition of the NHS 24 Workforce reported by disability

Disabled	Non-Disabled	Not disclosed	Prefer not to say
10.61%	86.09%	1.51%	1.79%

Percentage split at each pay band

Band	Disabled	Non-Disabled	Data not held
2	9.33%	86.67%	4.00%
3	9.69%	86.79%	3.51%
4	2.63%	97.37%	0.00%
5	10.48%	87.38%	2.14%
6	15.41%	80.81%	3.78%
7	10.75%	84.95%	4.30%
8a	9.38%	87.50%	3.13%
8b	14.29%	83.33%	2.38%
8c	0.00%	100.00%	0.00%
8d	0.00%	100.00%	0.00%
Senior Grades	0.00%	90.48%	9.52%

Percentage of the total workforce employed at each pay band

Band	Disabled	Non-Disabled	Data not held
2	0.33%	3.06%	0.14%
3	4.29%	38.43%	1.56%
4	0.05%	1.74%	0.00%
5	2.07%	17.30%	0.42%
6	2.50%	13.11%	0.61%
7	0.94%	7.45%	0.38%
8a	0.14%	1.32%	0.05%
8b	0.28%	1.65%	0.05%
8c	0.00%	0.85%	0.00%
8d	0.00%	0.28%	0.00%
Senior Grades	0.00%	0.90%	0.09%

Average hourly rate at each pay band

Band	Disabled	Non-Disabled	Data not held	Percentage difference between disabled and non-disabled staff
2	£13.09	£13.20	£13.87	-0.42%
3	£14.47	£14.57	£14.83	-0.34%
4	£16.42	£15.85	-	1.77%
5	£18.72	£18.62	£17.48	0.27%
6	£24.08	£23.02	£22.64	2.25%
7	£27.73	£27.17	£26.96	1.02%
8a	£31.99	£31.95	£31.16	0.06%
8b	£36.79	£37.45	£36.79	-0.89%
8c	-	£44.67	-	N/A
8d	-	£52.33	-	N/A
Senior Grades	-	£53.81	-	N/A

Composition of the NHS 24 Workforce reported by race

Minority ethnic not inc. white other	Minority ethnic	Non-minority ethnic	Not held	Prefer not to say
7.31%	9.95%	83.50%	0.24%	6.32%

Percentage split at each pay band

Band	Minority ethnic inc. white other	Minority ethnic not inc. white other	Non-minority ethnic	Data not held
2	11.76%	11.76%	74.12%	2.35%
3	11.54%	9.71%	74.81%	3.94%
4	2.56%	2.56%	87.18%	7.69%
5	6.68%	3.23%	83.87%	6.22%
6	6.42%	3.91%	78.77%	10.89%
7	7.58%	6.06%	77.27%	9.09%
8a	15.63%	0.00%	81.25%	3.13%
8b	2.38%	0.00%	83.33%	14.29%
8c	5.56%	0.00%	94.44%	0.00%
8d	0.00%	0.00%	83.33%	16.67%
Senior Grades	25.00%	12.50%	58.33%	4.17%

Percentage of the total workforce employed at each pay band

Band	Minority ethnic inc. white other	Minority ethnic not inc. white other	Non-minority ethnic	Data not held
2	0.47%	0.47%	2.97%	0.09%
3	5.66%	4.76%	36.68%	1.93%
4	0.05%	0.05%	1.60%	0.14%
5	1.37%	0.66%	17.16%	1.27%
6	1.08%	0.66%	13.30%	1.84%
7	0.71%	0.57%	7.21%	0.85%
8a	0.24%	0.00%	1.23%	0.05%
8b	0.05%	0.00%	1.65%	0.28%
8c	0.05%	0.00%	0.80%	0.00%
8d	0.00%	0.00%	0.24%	0.05%
Senior Grades	0.28%	0.14%	0.66%	0.05%

Average hourly rate at each pay band

Band	Minority ethnic inc. white other	Minority ethnic not inc. white other	Non-minority ethnic	Data not held	Percentage difference between non-minority ethnic staff and Minority ethnic inc. white other	Percentage difference between non-minority ethnic staff and Minority ethnic staff not inc. white other	Percentage difference between non-minority ethnic staff and staff whose data is not held
2	£13.21	£13.22	£13.21	£13.33	0.00%	0.04%	0.45%
3	£14.13	£14.10	£14.63	£14.76	-1.74%	-1.84%	0.44%
4	£16.42	£16.42	£15.80	£16.42	1.92%	1.92%	1.92%
5	£17.30	£17.35	£18.65	£19.32	-3.76%	-3.61%	1.76%
6	£22.70	£22.63	£23.02	£24.54	-0.70%	-0.85%	3.20%
7	£27.26	£27.25	£27.08	£28.37	0.33%	0.31%	2.33%
8a	£32.15	£0.00	£31.82	£33.64	0.52%	-	2.78%
8b	£39.36	£0.00	£37.37	£36.79	2.59%	-	-0.78%
8c	£46.58	£0.00	£44.55	£0.00	2.23%	-	-100.00%
8d	£0.00	£0.00	£52.03	£53.80	-	-	1.67%
Senior Grades	£58.42	£58.41	£58.23	£0.00	0.16%	0.15%	-

Equal Pay

Annual equal pay gap comparison by sex

To calculate the pay gap, we first determined the basic hourly rate of pay for each employee. We then used the following formula, recommended by Close the Gap, to calculate the percentage difference.

$$\frac{A-B}{A} \times 100$$

A = mean hourly rate of pay of male employees
B = mean hourly rate of pay of female employees

	Pay gap in favour of men
2023/24	2.49%
2022/23	2.52%
2021/22	3.55%
2020/21	5.14%

There has been a 0.03% decrease in the pay gap between men and women.

Annual equal pay gap comparison by disability

	Pay gap in favour of disabled staff
2023/24	2.45%
2022/23	6.88%
2021/22	7.27%
2020/21	6.37%

The pay gap between disabled and non-disabled people continues to be in favour of those staff who identify as disabled.

Annual equal pay gap comparison by race

	Race pay gap in favour of any White – British ethnic group
2023/24	12.82%
2022/23	9.59%
2021/22	1.45%
2020/21	7.01%

As the number of minority ethnic staff employed by NHS 24 has increased, so too has our pay gap in favour of staff who identify as being White – British. This is primarily due to the high concentration of minority ethnic staff employed at pay bands 5 and below, with a lower representation of minority ethnic staff at senior pay bands. NHS 24 has committed to addressing this gap as part of an Equality Outcome and as part of our Anti-Racism Action Plan.



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 call us via Relay UK or Contact Scotland BSL. If you prefer, you can also email us your request at 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.