



Equality Outcomes 2017 to 2021

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Equality Outcomes 2017 to 2021 – our approach

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, as amended, requires NHS 24 to publish equality outcomes. Our equality outcomes specify a result that we aim to achieve in order to further one or more of the needs of the general equality duty, which are to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it, and
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

To help inform our equality outcomes, NHS 24 gathered and considered relevant evidence. Evidence was obtained through:

- Engagement with third sector organisations that represent the interests of people with the relevant protected characteristics
- An analysis of reports published by the Scottish Government, third sector organisations that represent the interests of people with the relevant protected characteristics, public bodies and other organisations
- An analysis of our workforce data
- An analysis of our public involvement data
- Staff engagement, and the
- Public Partnership Forum

In order to maximise our evidence base and to help reduce the burden on third sector organisations, we worked in partnership with the seven other Special NHS Boards to collate relevant evidence.

The Equality Outcomes, which we have set, primarily relate to the relevant protected characteristics of race, sexual orientation, gender re-assignment, age and disability. Activities extend to religion and belief and sex.

We have not included the relevant protected characteristics of pregnancy and maternity and marriage and civil partnerships in our Equality Outcomes. Actions relating to these protected characteristics are being achieved through mainstreaming activities.

Equality Outcome One

Increase the number of minority ethnic people employed within NHS 24 to better represent the diverse population of Scotland.

General Duty:

- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it, and
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Protected Characteristic: Race

Evidence:

The Scottish Government's Race Equality Framework for Scotland 2016 to 2030 states that Scottish public bodies have very low proportions of minority ethnic staff in comparison to national and local demographic profiles. The Framework highlights that in order to achieve a representative workforce, the majority of Scotland's public bodies will need to invest additional effort – including tackling discrimination and looking at opportunities to take positive action.¹

An analysis of NHS 24's Equality Mainstreaming report shows that there is a lower conversation rate from application to short listing and appointment stages for minority ethnic people applying to work for NHS 24.

NHS 24's Equality Mainstreaming report shows that there is an under-representation of minority ethnic staff within the workforce.

Activity Number One:

Review the recruitment process and remove barriers that might prevent minority ethnic people from successfully applying to work with NHS 24.

Make sure that the hiring managers and external recruitment agency staff are trained to current standards in recruitment best practice. This should include understanding and recognising all relevant forms of discrimination, including bias.

Make sure that applicant's applying for management posts or for positions within the Recruitment Team and other relevant posts should be able to demonstrate appropriate competencies in relation to equality and diversity at the application stage and at interview.

Measure

Record the number of hiring managers who have been trained to current standards in recruitment best practice.

¹ Race Equality Framework for Scotland 2016-2030

Record the actions taken to quality assure external recruitment agency staff's competency in equality and diversity.

Record the number of occasions competencies in relation to equality and diversity are included at application stage and at interview for managers or for positions within the Recruitment Team and other relevant posts.

Activity Number Two:

Promote inclusion in the workplace.

Deliver, and review, face-to-face race equality development sessions across the organisation.

Communicate with staff to raise awareness of race equality within the workplace.

Refresh the information relating to race equality within the Participation and Equalities section of the staff intranet.

Measure:

Record the number of Board members who have received development on race equality.

Record the number of staff members who have received development on race equality.

Evaluate the effectiveness of the race equality training.

Record the number of related articles published within the staff magazine.

Record the number of related articles published within the News and Events section of the staff intranet.

Analyse the number of staff who have raised a grievance reported by race.

Analyse the number of staff who have raised a dignity at work issue reported by race.

Activity Number Three:

Take positive action to improve the competency pass rates of minority ethnic applicants.

Work with minority ethnic communities to help them better understand the recruitment process, including improving their ability to undertake competency based tests.

Include a message in job adverts stating that NHS 24 particularly welcome interest/applications from people from a minority ethnic background.

Measure:

Improved competency pass rates of minority ethnic applicants in comparison to the current pass rate.

Monitor the number of jobs advertised using minority ethnic specific publications/websites/organisations.

Analysis of the workforce data relating to job applicants shows an increased number of applications from minority ethnic people.

Activity Number Four:

With the support of a national organisation whose aim is to build the capacity and sustainability of the minority ethnic voluntary sector and its communities:

- Inform minority ethnic young people of Modern Apprenticeships opportunities available within NHS 24.
- Inform minority ethnic people of work experience opportunities available within NHS 24.
- Inform minority ethnic people of opportunities to join NHS 24's Public Partnership Forum.

Measure:

Record the number of minority ethnic young people applying for and being successful for Modern Apprenticeships.

Record the number of minority ethnic people applying for and being successful for work experience opportunities.

Record the number of minority ethnic people applying for and joining the Public Partnership Forum.

Equality Outcome Two

NHS 24 is more responsive to the needs of lesbian, gay, bisexual and transgender staff.

General Duty:

- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it, and
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Protected Characteristic: Gender Reassignment and Sexual Orientation

Evidence:

Research² shows that a quarter of lesbian, gay and bisexual health and social care staff in Scotland have experienced bullying or poor treatment from colleagues in the last five years, as a result of their sexual orientation. The same research shows that nine per cent of health and social care staff are aware of colleagues experiencing discrimination or poor treatment because they are transgender.

A review of NHS 24's policies has identified a requirement for additional support for transgender employees.

Over fifty-five per cent of NHS 24 staff members have not declared their sexual orientation to us.

YouGov polling for Stonewall revealed that one in five people admitted to making offensive remarks about lesbian, gay, bisexual and transgender people in the last year. In one month alone, 30 per cent of people heard offensive remarks about lesbian, gay, bisexual and transgender people, but 63 per cent did not do anything about it.

Activity Number One:

Introduce and publish a transgender employee's protocol and guide.

Regularly review the transgender employees' protocol and guide.

Measure:

The publication of a transgender employee's protocol and guide in partnership with staff side.

The application of effective governance is applied to the introduction of a transgender employee's protocol and guide.

² Stonewall's "Unhealthy Attitudes Scotland Report"

The number of reviews of the transgender employees' protocol and guide that take place.

Activity Number Two:

Raise staff members' awareness of how NHS 24 uses equality monitoring data.

Encourage staff to review and update their sensitive personal data in relation to sexual orientation.

Analyse equality monitoring data of staff members who identify as lesbian, gay, bisexual and transgender.

Take all necessary steps to improve opportunities for staff members who identify as lesbian, gay, bisexual and transgender, across all job families and grades.

Measure:

Staff awareness campaign on how NHS 24 uses equality monitoring data.

Increased disclosure by staff of their sensitive personal data in relation to sexual orientation.

Analysis of workforce data.

Activity Number Three:

Engage with staff to raise awareness of lesbian, gay, bisexual and transgender culture.

Measures:

Promote lesbian, gay, bisexual and transgender awareness days.

The number of gender identity awareness raising events held for staff.

The number of sexual orientation awareness raising events held for staff.

Activity Number Four:

Challenge social exclusion, discrimination and prejudice.

Promotion of the Stonewall Scotland No Bystanders Campaign.

Measure:

The number of staff members who sign up to the Stonewall Scotland No Bystanders Campaign.

Analyse the number of lesbian, gay, bisexual and transgender staff who have raised a grievance.

Analyse the number of lesbian, gay, bisexual and transgender staff who have raised a dignity at work issue.

Equality Outcome Three

Equality Outcome: Increase the number of young people in the Public Partnership Forum.

General Duty:

- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.

Protected Characteristics: Age, Religion and Belief, Race, Sex, Sexual Orientation, and Gender Reassignment.

Evidence:

NHS 24's Corporate Strategy acknowledges that we have a strong Public Partnership Forum made up of volunteers from the public who help shape our services, and their ongoing commitment and contribution is extremely valuable.

The Corporate Strategy commits to significantly improving our stakeholder engagement to ensure our services match stakeholder needs.

The Public Partnership Forum carried out a self-assessment, which identified the need for more young people to be involved.

The Public Partnership Forum meetings are currently held at times when younger people are in education or employment.

Activity:

Extend the membership of the Public Partnership Forum to include the involvement of younger people.

Hold meetings of the Public Partnership Forum at a time that is convenient to younger people.

Make sure that people of all ages can help shape our services.

Make sure that younger people from diverse backgrounds are provided with opportunities to get involved.

Measures:

The number of younger people who take part in our Public Partnership Forum.

The diversity of the extended Public Partnership Forum.

Assess annually the contribution that the Public Partnership Forum makes to shaping our service.

Equality Outcome Four

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

General Duty:

- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Protected Characteristic: Race

Evidence:

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

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

Activity:

Carry out a review of the language translation function, to include:

- The procurement arrangements
- The client relationship
- The patient journey
- The governance arrangements
- The promotion of the availability of the function across communities
- Increase staff's awareness of the function

Assess feedback received from people accessing the service who have used the language translation service.

Measures:

Changes to the procurement arrangements.

The number of review meetings held with the language translation function provider and the actions that arise.

Feedback received from people accessing the service who have used the language translation service and how this is used to make changes.

Annual reporting to the appropriate governance committees.

Community engagement.

Staff engagement.

Increased use of the language translation function.

Equality Outcome Five

Improve older and disabled people's access to NHS 24's unscheduled care service.

General Duty:

- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.

Protected Characteristics: Age and Disability

Evidence:

NHS 24 uses an interactive voice recording 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.

Activities:

Review feedback on the interactive voice recording function received by the Patient Affairs Team.

Capture real-time experience of patients, and those contacting the service on their behalf, using the interactive voice recording function.

Review the in-hours and out-of-hours feedback received in relation to the interactive voice recording function.

Involve the Public Partnership Forum in the interactive voice recording function review process.

Make changes to the interactive voice recording function in line with feedback received.

Measures:

Feedback received by the Patient Affairs Team.

Real-time feedback received.

Public Partnership Forum's feedback.

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