



Mainstreaming Equalities and Equality Outcomes Report



April 2021



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Foreword

NHS National Services Scotland (NSS) aims to be a leading organisation for promoting equality, diversity, human rights and inclusion within our workplace and in the wider NHSScotland. NSS has a vision for equality and diversity which goes beyond establishing policy and processes to achieve change. We will monitor our progress towards meeting our equality objectives as part of our interaction with our donors, customers and suppliers to:

- Work towards eliminating unfair treatment and discrimination through a wide range of human resource policies and procedures. This applies to areas of recruitment, training, learning and development and career progression as well as monitoring the adherence to equality and diversity in everything we deliver
- Recognise that our staff have rights as employees to work in a safe and bullying and harassment free workplace
- Support our staff to recognise that they have individual and collective responsibility to value and respect each other's contributions
- Promote an environment where standards of conduct are of the highest level and to ensure that no one is harassed, bullied or victimised
- Take clear and decisive action if discrimination occurs
- Carry out equality and socio economic impact assessments on the services we deliver

We are committed to ensuring that all our services are accessible to everyone by removing real and perceived barriers. It means that we will deliver services that will meet the needs of donors, patients and service users.

Excellent equality and diversity practice means that everybody is treated with dignity and respect leading to improved outcomes for all.



Introduction

NHS National Services Scotland (NSS) provides national infrastructure services and solutions which are integral to the delivery of health and care services in Scotland – locally, regionally and nationally.

Our vision

“We want the people of Scotland to have the best possible health and care service in the world. We know we can play an important role in making this a reality for them.”

In order to successfully deliver this vision, we have reviewed and updated our strategy.

The NSS Strategy 2019-2024 is available to download or view online.

Over the next five years we will support the change that is needed across health and care, while also reforming our services so they remain integral to the ongoing success of NHSScotland and the wider health and care landscape.

Our priorities

Our stakeholders have told us where they need us to prioritise our efforts for the next five years:

- Enabling health and care transformation with new services
- Underpinning NHSScotland with excellent services
- Assisting other organisations involved in health and care

By connecting with partners and stakeholders in other public bodies, we can use our national position to ensure our services, solutions and programmes of work are aligned to, coordinated with, and enable regional and local activities. This will help ensure we are supporting transformation throughout the health and care system.

The key to delivering this strategy is to have a workforce that is highly skilled and staff who feel valued and are treated with dignity and respect. We want to ensure that NSS remains a great place to work and is an organisation where diversity and differences are celebrated and values based leadership is the norm.

Overview of our response to the COVID-19 pandemic

As a national NHS board operating at the heart of NHSScotland, we've been well placed to support the response to the coronavirus (COVID-19) pandemic across a wide range of areas.

We've rapidly scaled up or adapted our services to meet Scotland's needs, including:

- significantly growing our national distribution network to deliver PPE and other essential supplies to Scotland's health and social care sector
- working in partnership to strengthen Scotland's supply chain resilience, increasing the volume of supplies being manufactured in Scotland and the amount being supplied from abroad
- providing specialist advice, knowledge and expertise to support partnership efforts to rapidly increase testing capacity for COVID-19
- conducting clinical trials to research whether plasma from donors who have recovered from COVID-19, known as 'convalescent plasma', is an effective treatment for COVID-19
- ensuring that blood, tissues and cells are available when patients need them, right across the country
- managing the temporary pause of Scotland's national health screening programmes and coordinating the work to restart screening safely
- providing digital solutions to support NHSScotland and beyond – from online portals to request PPE to rolling out Microsoft Teams to all Scotland's health boards
- building the NHS Louisa Jordan and ensuring it was ready to meet the country's needs, as part of a collaborative effort across NHSScotland

We will continue with our efforts to support the response to the COVID-19 pandemic.



Section one: NSS Equality Outcomes for 2021-2025

The impact of the COVID-19 pandemic on the NHS in Scotland is already well documented and the additional demands that the pandemic has placed on staff has placed challenges on the work necessary to engage meaningfully to shape the new equality outcomes for 2021-2025.

The NSS equality outcomes are informed by the emerging evidence and data available from national driven work and NSS level driven work which, for example, includes the outputs from the equality impact assessment work and from the imatter results related to staff experience.

The NHS Equality Lead network for Scotland works collaboratively to share good practice and work collaboratively where possible to improve the outcomes for Scotland's people.

The NSS Equality Outcome plan provides NSS staff and the services we provide with an overarching framework within which the various service areas can contribute to mainstreaming equalities.

The agreed Equality Outcomes will demonstrate how NSS will progress with the General Duty set out in the Public Sector Equality Duty of the Equality Act 2010.

What is an Equality Outcome?

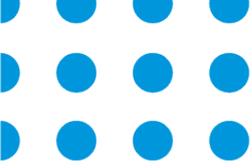
An equality outcome is a result which an authority aims to achieve in order to further one or more of the three needs of the general equality duty, to eliminate discrimination, advance equality of opportunity and foster good relations.

By focusing on outcomes rather than objectives, this specific duty aims to achieve practical improvements for those who experience discrimination and disadvantage. In practice therefore, it is helpful to think of equality outcomes as results intended to achieve specific and identifiable improvements in people's life chances.

It is important not to confuse equality outcomes with *outputs*. Outputs describe actions, what an organisation or service produces or delivers, for example running training events. The measurement for this type of output might be the number of people attending the event. Outcomes, on the other hand, are the changes that result for individuals or communities as a consequence of the action you have taken for example changes and benefits from shifts in decision making or social and environmental conditions.

For example:

- People better recognise hate crimes and incidents and feel confident reporting them (Police Scotland, 2013)
- Ministerial public appointments are more diverse reflecting broadly the general population by 2017 (Scottish Government, 2013)

- 
- The college community is at least representative of the local community and offers a model of good practice in the promotion of opportunities for individuals with protected characteristics (Scottish Borders College, 2013)
 - The council has a reduced level of gender based occupational segregation (West Lothian Council, 2013)
 - Improve access to the Scottish National Blood Transfusion Service (SNBTS) donor services for Deaf BSL users, Deaf-blind, Deafened and Hard of Hearing people. Participation will improve through: access to service information, communication, new technology and person centred, safe and effective services (NHS NSS, 2013)¹

The following is the agreed high level NSS Equality Outcomes for 2021-2025.

Equality Outcome 1

To improve the health and wellbeing of staff which will include activities for:

- mental health
- finance and poverty
- gender based violence
- flexible working
- carers
- access to resources
- reasonable adjustment passport

Equality Outcome 2

To improve the experience of NSS Staff before, during and after the case management process to include specific measures for disabled staff (neurodiversity) and BAME staff.

Equality Outcome 3

To develop a BAME staff network to inform policy and practice and improve experience of BAME staff.

Equality Outcome 4

To implement different ways to deliver equality and inclusion training as new ways of working are implemented for NSS staff.

Equality Outcome 5

To develop a framework to build resource, funding and resilience for all NSS staff networks.

¹ [Web link - Equality and human rights commission: Equality Outcomes Self-assessment Tool for Public Authorities in Scotland](#)

Equality Outcome 6

To increase the number of staff who provide their equality data to inform equal pay, the pay gap and staff experience of their career and experience in NSS related to their protected characteristics.

Equality Outcome 7

To implement the National equality strategies and actions plans to address disability inequality and race inequality.

How we will work to progress and achieve these outcomes is explained in Appendix:
1



Quality Improvement

We continue to adopt the logic model to develop the NSS Equality Outcomes and, in essence, is a series of steps. The logic model approach supports the development of:

1. Short term outcomes the we **expect** see
2. Intermediate outcomes that we **want** to see which will often be developed on several factors, for example effective partnerships
3. Long term outcomes that we **hope** to see, which are both ambitious and aspirational. Fulfilment of these depend on a number of factors - some of which NSS will have direct influence over and some which may be beyond our control.

Reporting Progress

NSS is required to identify a set of short term to medium term equality outcomes, each of which should meet at least one aim of the General Public Sector Equality Duty (PSED).² Although each individual outcome need not cover all protected characteristics, the full set of outcomes should encompass all characteristics. NSS has linked the Equality Outcome plan reporting to the existing public performance reporting systems including the NSS Annual Report.

Measuring and Monitoring Change

NSS will measure and monitor change through the existing NSS mechanisms and systems such as:

- NSS Annual Report
- Equality and Fairer Scotland Duty Impact Assessment Process
- Strategy Review
- Participation Standard and our Voice
- Service Redesign, Reviews and National Planning
- Staff Governance Standards and the Great Place to Work Action Plan
- Local Delivery Plan
- Service and Business Plans

The Duty to publish Equality Outcomes and report on progress

We measure the impact of national services and programmes on health and equality.

Through continued health, financial and equality & fairer Scotland duty impact assessments we will measure the difference we make to people's health.

² [Web link - Equality and human rights commission: General Duty FAQs \(for GB\)](#)

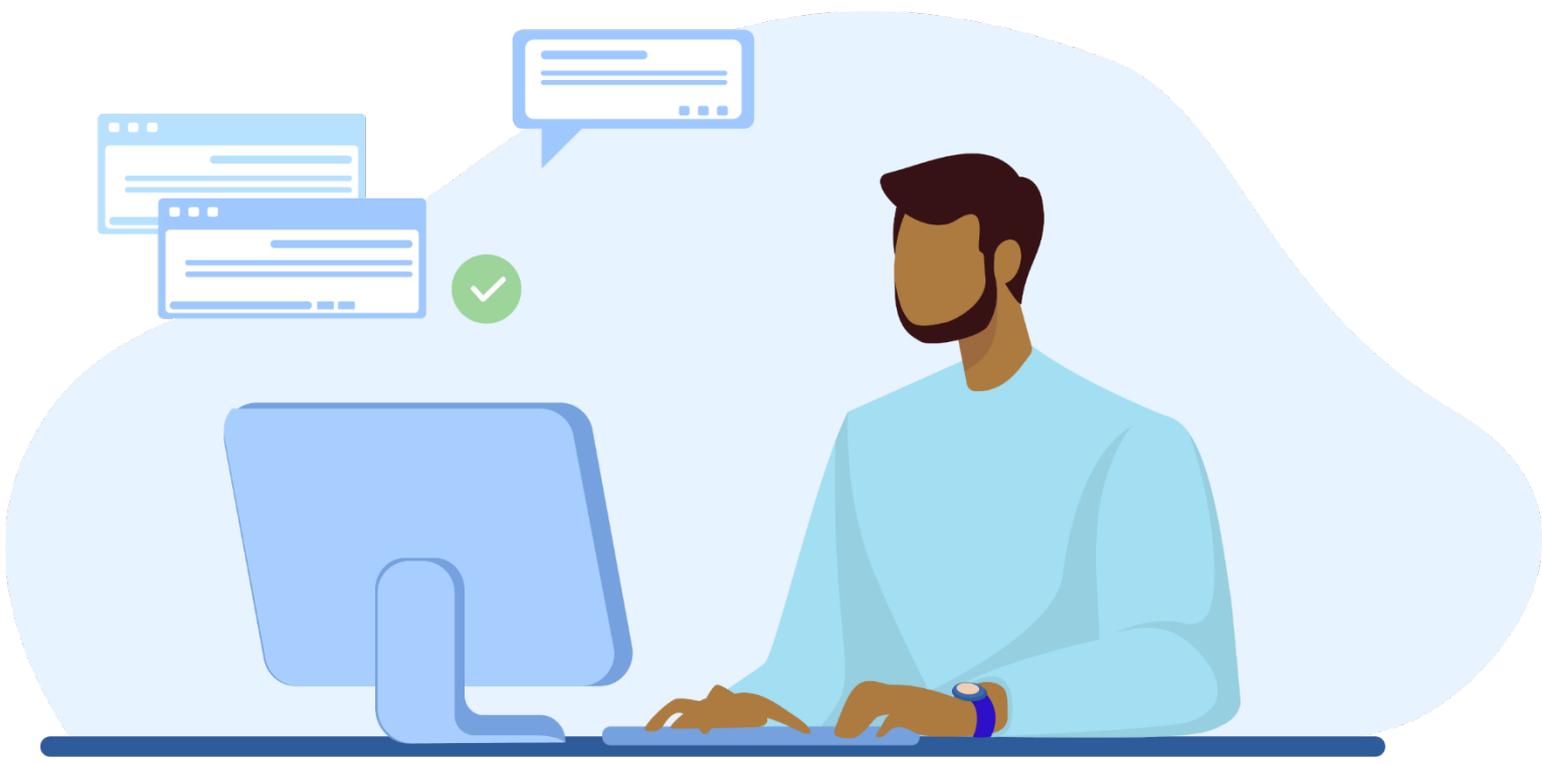
NSS continues to work collaboratively with NSS SBUs, Directorates and our donors, customers, stakeholders, contractors and the wider public to achieve the agreed equality outcomes set out.

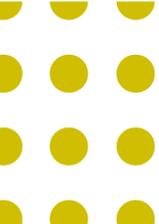
The NSS Equality and Diversity steering group oversees the progress achieved against the NSS Equality Outcome plan. The NSS Equality Outcome plan is supported by an equality action plan. Both plans are closely monitored by the NSS Partnership Forum, Staff Governance Committee and the Executive Management Team.

Our Commitment

The NSS Equality Outcome plan set out NSS' four-year commitment to:

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





Section two: Report on progress Equality Outcomes 2017-2021

High level themes for the 2017-2021 NSS Equality Outcomes.

1. Staff experience related to the protected characteristics
2. Access to learning and development opportunities
3. Recruitment
4. Improved communication and continued collaborative working between our blood donation services and men who have sex with men
5. Improved accessibility of our web estate
6. Working to improve accessibility of healthcare premises
7. Improving the health of Transgender people
8. Improving the public information on breast screening services in Scotland

Update on progress with the 2017-2021 Equality Outcomes

1. Staff experience related to the protected characteristics

Disability: Reasonable Adjustment Passport

Following the feedback received from disabled staff in NSS and work with the NSS Ability staff network a reasonable adjustment passport was developed.

The aim of the reasonable adjustment passport was to improve the experience of staff and to support both staff and line managers with the management of an individuals agreed reasonable adjustments in the workplace.

A series of sessions were held with staff to develop the passport which is a tool owned by the individual to record their reasonable adjustments. A guide for staff was developed to support the implementation of the passport and to raise awareness and knowledge of all staff of the importance of implementing reasonable adjustments in the workplace.

Feedback from staff adopting the passport has so far been very positive.

Disability: Therapet and managing stress for NSS staff

The Therapet Service

Given the abundance of evidence to support pet therapy³, the Therapet Service was established in 1988 by Canine Concern Scotland Trust (CCST) which is a Scottish Charity. The Therapet Service is entirely voluntary and involves registered dogs, and their owners, visiting hospitals, hospices, residential care and nursing homes, special

³ [Web link - THERAPET: PAWS FOR THOUGHT! An Overview of a Scottish Pet Visiting Service](#)

needs schools and other institutions on a regular basis to provide pet therapy and bring friendship and companionship to everyone they encounter.

The NSS staff network held “Paws for stress” sessions for staff in collaboration with the Therapet Charity which is managed by the Canine Concern Scotland trust in Scotland. This included protected space for staff to have time to reflect on their own stress and how to manage this as well as the opportunity to engage with the Therapet canines. The sessions were well received and oversubscribed.

The planned activity for rollout to NSS sites in 2020 was suspended due to the COVID-19 pandemic. Future work is planned and will be adapted to align with the new ways of working.

Mental Health: Walk in my shoes

Led by a member of the NSS staff ability staff network with lived experience, walk in my shoes sessions has reached over 300 staff providing a safe space to share lived experience of mental health. This originally started with face to face sessions across the NSS sites and moved to a virtual space during the COVID-19 pandemic. Our healthy working lives team have now developed a similar model to try and embed this virtual approach across NSS as part of a wider health and wellbeing strategy for NSS.

Stress and Mental Health: development of the wellbeing hub for staff

Along with a number of national initiatives NSS has developed a wide range of wellbeing resources for staff which include coaching for wellbeing and a wellbeing hub on MS Teams.

Business Disability Forum: sharing good practice

NSS is a member of the Business Disability Forum sharing the good practice across NSS to embed inclusive working practices for our disabled staff. The BDF worked collaboratively with NSS and presented at the NSS senior management forum a 2-day event which is aimed at the senior managers across NSS.



LGBT+: Informing UK wide research

The NSS LGBT+ staff network took part in a UK wide study led by the University of York. The aim of the study was to determine how successful LGBT+ staff networks in improving the experience of LGBT+ people in the workplace.

The results of the study have been now released as [an executive summary](#). This includes a number of recommendations for organisations and for staff networks.

LGBT+: LGBT History Month

The staff network continues to engage with LGBT History month each year which is an opportunity to raise awareness of LGBT equality and to demonstrate the commitment to LGBT equality in NSS. The activities have included:

- Flying the Rainbow flag at NSS sites
- Cascading the Rainbow lanyard across the NSS sites
- Collaborative working with the Waverly Trust to hold sessions on HIV awareness
- LGBT staff interviewed and podcasts telling their stories of their experience

LGBT+: Launch of the Transgender Guide

Following feedback from staff and work with the Scottish Transgender Alliance (STA) and Stonewall Scotland a Transgender Guide was developed and launched.

This work was started by a member of NSS staff who wanted to improve the experience of Trans staff and their families. The Transgender Guide is a great tribute to them. This guidance outlines how anyone who identifies as transgender, whether new to NSS or already employed by NSS, can expect to be treated as one of our employees. It gives guidance to line managers, human resource teams and all staff around the law and outlines our specific legal responsibilities to ensure that we do not breach the Equality Act 2010. It also aims to provide practical support and signposting to other sources of information and support.

The guide is available on the NSS intranet pages for staff to access.

[Transgender Guide](#)

2. Access to learning and development opportunities

The Staff Governance Standard for NHS Scotland requires all NHS organisations to prioritise the personal health and well-being of staff and patients in the delivery of services. To ensure the provision of a continuously improving, safe and person centred working environment, all employees should undertake statutory and mandatory training appropriate to their role on entry to their Board and at regular intervals during their career.

Staff who have not had access to IT equipment in work time previously have been provided with opportunities to access the various learning centres and IT equipment to enable completion of their mandatory online learning.

Learning and development colleagues have worked with the individual NSS strategic business units to understand the diversity of the workforce and delivered learning and development to staff to meet those needs. For example; working with staff at our Canderside warehouse on their nightshift to individual coaching and mentoring.

3. Recruitment

Youth Employment

The Scottish Government Youth Employment Strategy is focused on an “all government and all Scotland approach” to supporting young people into the workforce. The strategy states that the National Health Service is a major employer in Scotland who offers a wide range of job and work experience opportunities. It encourages all “NHS Boards to offer apprenticeship opportunities to young people and to identify work experience opportunities for young people within the health service.

NSS recognises the challenges of the current economic climate and understand that young people are facing difficulty securing employment. NSS is committed to delivering a Youth Employment Strategy that will equip young people with the work experience, knowledge and skills to support them pursuing a promising career in the NHS.

We have a number of initiatives in place such as Modern Apprenticeships, student placement’s and work experience. We are also considering new initiatives to target Graduates and Graduate Apprenticeships.

To read about one person’s journey starting in NSS onto great things at NHS Lothian please go to [Career Stories](#)

Recruitment: Disabled Graduate Scheme for professional career in the NHS

We continue to engage with the Scottish Government and the Glasgow Centre for Inclusive Living (GCIL) to secure opportunities in NSS for disabled graduates.

The NHS Professional Careers Programme is at the [Glasgow Centre for Inclusive Living \(GCIL\) Equality Academy](#).

The Glasgow Centre for Inclusive Living (GCIL) is a user-led organisation, run by disabled people for disabled people. They believe that barriers in society disable people, rather than individual impairments.

The Professional Careers Programme is a 2-year salaried [employment opportunity for disabled graduates](#). NHSScotland is a partner organisation, hosting placements for graduates on the programme. Graduates will have a professional-level role and could work in any of the NHSScotland Boards.

NSS has successfully recruited disabled graduates through this scheme and this has led to permanent positions for people via our recruitment processes.

Future Nurse Project: #FutureNurse - harnessing our future talent, one uniform at a time

FutureNurse is a new and innovative project which began in November 2018 in NHS Lothian and NHS Grampian. The initiative is now being rolled out to all Health Boards in NHSScotland. Aimed at younger children, it will address common stereotypes in nursing, by widening current perceptions and tackling gender imbalance.

NSS engaged with the project in 2019 and is committed to the project following the return to normal working practices after the COVID-19 pandemic.

For further information and links to a short video demonstrating how this projects works in practice go to [Future Nurses](#)

4. Improved communication and continued collaborative working between our blood donation services and men who have sex with men

During 2020, the FAIR (For the Assessment of Individualised Risk) group assessed the feasibility of developing an individual risk based approach to donor selection to minimise the transmission of transfusion transmitted infections (TTI's) due to sexual risk factors.

The outputs were reviewed by the Advisory Committee on the Safety of Blood, Tissues and Organs (SaBTO) in October 2020 and were accepted by Ministers and the report published on 14 December. The UK Blood services have now been asked to implement these recommendations by the summer of 2021.

The Donor Selection Guidelines in relation to sexual risks associated with TTI's have been viewed as contentious particularly in relation to the exclusion of men who have sex with men (MSM) and sex with a partner from areas where HIV has high levels of prevalence (Sub Saharan Africa). The MSM exclusion has been viewed as discriminatory and outdated and there has been extensive campaigns to change this population risk based criteria to more individual risk based donor selection.

The Scottish National Blood Transfusion Service (SNBTS) have contributed to the work undertaken by the FAIR and to the development of the donor selection guidelines that will be required to underpin the implementation of the FAIR recommendations.

SNBTS are now working proactively to implement these recommendations. The delivery of these changes require a fundamental change in the rationale for assessing donor risk that will affect all blood donors and requires the use of more explicit questions on recent sexual behaviour.

We have initiated the Project steering group with multidisciplinary input and with stakeholder participation from the Waverley Trust and the Scottish Equalities network.

In addition, we, have sought advice from experts in Sexual Health to advise on how best to take care of donors and how we can support our staff in implementing these changes.

The implementation of Fair will be underpinned by:

- An effective and cohesive communication strategy
- Research and engagement with Donors and staff to test and evaluate the proposed approach
- Improved ability for donors to assess their own risk using
- Improved and expanded 'Can I Donate?' Quiz on Scotblood.co.uk
- The ability to access confidential telephone assessment of risk in those most likely to be affected via the Donor Web Portal
- All systems and processes are being designed to support the confidential assessment of risk associate with sexual behaviours in a safe and secure setting to deliver excellence in care

For further information on this work and to access a copy of the Fair Report go to [ScotBlood Fair Report](#)



5. Improved accessibility of our web estate

The NSS web transformation team have been working to decommission the NSS web estate and have progressed with meeting the UK Government web accessibility standards. ⁴

The work has included an assessment of the accessibility challenges and an audit to determine any unnecessary burden on resources and agree the planned programme of work for the whole NSS web estate.

The developments mean that our public facing information is in Plain English and the features of our website are accessible.

We continue to work with third party organisations including the Royal National Institute for the Blind (RNIB) and DeafScotland to engage in user testing to look at continued improvements to our web estate.

6. Working to improve accessibility of healthcare premises

Health Facilities Scotland is a division of National Services Scotland and provides operational guidance to NHSScotland bodies on a range of healthcare facilities topics.

We deliver and co-ordinate effective advice and support in relation to national facilities, decontamination and equipping and technical matters which support and improve health and well-being services.

We work closely with the Scottish Government and NHSScotland Health Boards to establish professional and technical standards and best practices.

Design quality effects the safety, wellbeing and sustainability of our health and care facilities. Design directly impacts our users, staff and service outcomes. NSS Health Facilities Scotland (HFS) provide NHS Boards and their supply chains with support and advice to optimise the design of their facilities. Our NSS team has access to:

- Architects
- Building services engineers
- Clinicians
- Decontamination
- Energy managers
- Facility managers
- Fire advisors
- Infection prevention control team
- Landscape architects
- Safety advisors
- Surveyors
- Sustainability advisors

⁴ [Web link - GOV.UK: Understanding accessibility requirements for public sector bodies](#)

Through NHSScotland Design Assessment Process (NDAP), our team support NHS Boards to match design standards to their key investment aims, objectives and expectations. We also demonstrate delivery via independent and self-assessments.

NDAP supports continuous improvement by sharing design standards and learning from similar projects. This approach helps us build upon the best of what has gone before. NDAP provides support in partnership with Scottish Government and Architecture & Design Scotland.

Find out more about Health Facilities Scotland's [services](#)

7. Improving the health of Transgender people

The National Gender Identity Clinical Network for Scotland

NSS is responsible for the National Gender Identity Clinical Network for Scotland (NGICNS). The network was established in 2014, to bring together primary care, patient and third sector representation with the country's four gender identity clinics (GICs) and other gender identity specialists to help introduce the Gender Reassignment Protocol across Scotland, and to improve access to, and the quality of, gender identity services.

Further details on the work of the network can be found in the Annual Report 2019-2020 [Annual Report 2019-2020](#) and the mid-year report for 2020-2021 [Midyear report 2020-2021](#)

NSS Nurse Engagement Event

The Equality Network for Scotland worked with us to deliver a programme of activity for all our nurses in the NSS on Trans inclusion. The aim of the event was to raise awareness of Trans equality and provided guidance and resources to our staff. The event was well received and our thanks goes out to the Equality Network for working with us and sharing their knowledge and expertise on this area of equality.

8. Improving the public information on breast screening services in Scotland

Following a programme of engagement with Public Health Scotland, NSS, NHS boards and people offered screening, or experience of screening, developments have been made to the public information on breast screening in Scotland.

Breast screening leaflets

Public Health Scotland has produced leaflets about breast screening in Scotland.

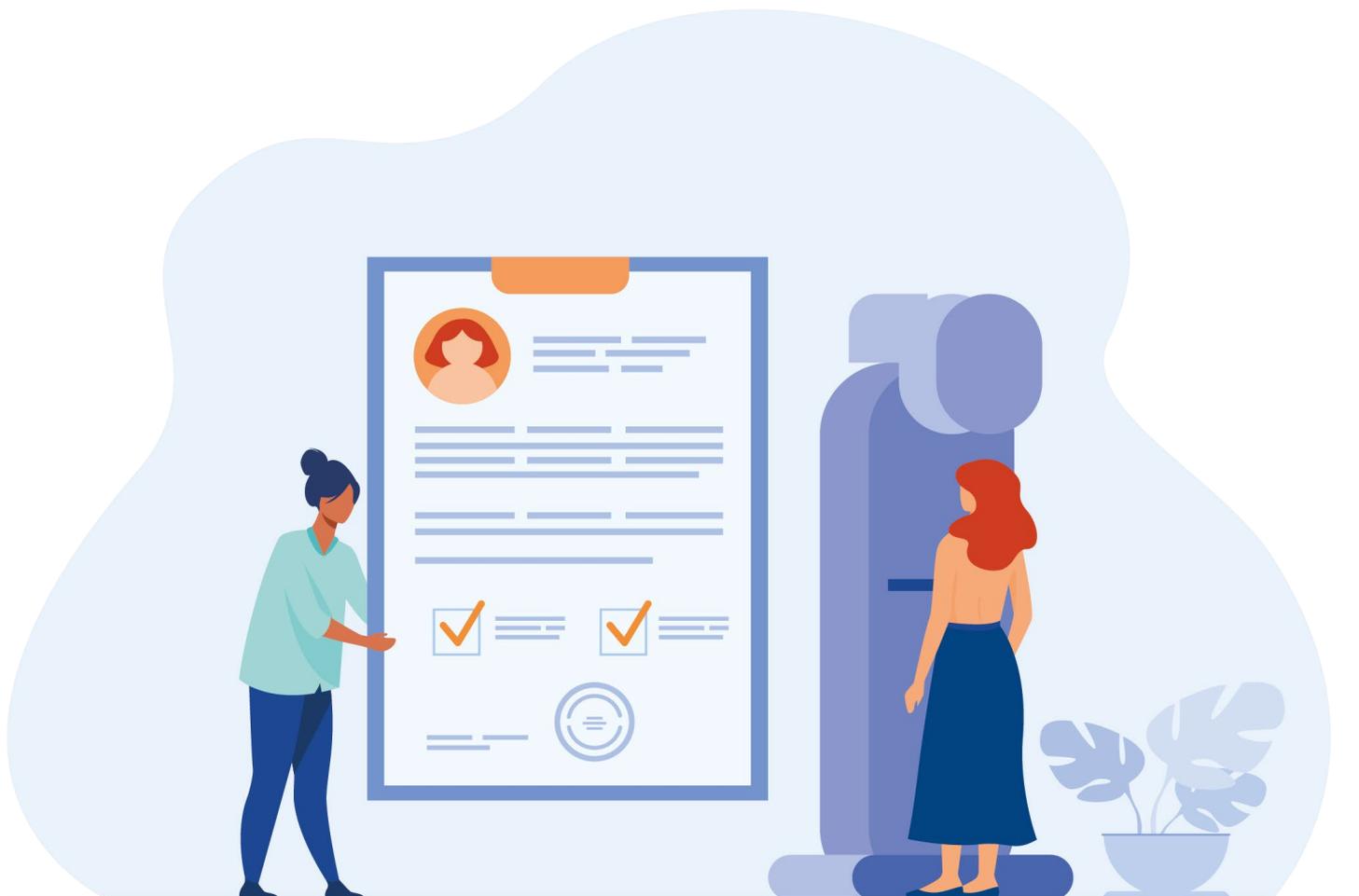
They explain:

- why screening is offered and what happens if the test shows changes needing investigation

- about your breast screening appointment during coronavirus

The leaflets are also available in alternative languages, Easy Read, British Sign Language (BSL) and audio format.

[Accessible Formats](#) and [BSL Version](#)



Section three: Mainstreaming Equality

What do we mean by Mainstreaming?

Mainstreaming equality simply means integrating the general equality duty into the day-to-day working of an organisation. It is for the organisation themselves to determine how best to mainstream equality in their day-to-day functions. The specific equality duties require a listed public authority to publish a report on the progress it has made to make the equality duty integral to the exercise of its functions to better perform that duty. ⁵

Our population and who we are impacting on- Scotland's population

Between 2015 and 2017, Scotland's population grew. Scotland's estimated population in 2017 was at its highest ever recorded, at over 5.4 million, an increase of 0.4% over the previous year. The growth in population was largely driven by migration – both internal migration from other parts of the UK, and from overseas (National Records of Scotland, 2018).

Scotland's growing population is also ageing. Between 2007 and 2017, the total population increased by 6%. However, there was a 23% increase in the 65–74 age group, a 16% increase in the 75 and above age group, and a 10% increase in the 45–64 age group. In contrast, there were small decreases in all of the younger age groups.

This reflects the ageing population and falling birth rate trends of the last 10 years (National Records of Scotland, 2018). There is limited data and evidence collected on the experiences of the lesbian, gay, bisexual and transgender (LGBT) population. In 2016, 2.2% of adults identified their sexual orientation as LGB or Other (Scottish Government, 2018b). In 2016, 24% of people had a long-term limiting physical or mental health condition that limits daily activity.¹ Older people aged 65 and above were more likely to suffer a long-term limiting health condition compared with those without such a condition (38.5% compared with 17.0% respectively) (Scottish Government, 2018b).

⁵ [Web link - Equality and human rights commission: Public sector equality duty FAQs](#)

Mainstreaming Equality NSS

Equality and Fairer Scotland Impact Assessment Review

We have carried out a review of the NSS approach to the equality and fairer Scotland duty impact assessment. This was following engagement with staff in NSS SBUs to seek their feedback on their experience of the process and guidance available.

User testing was carried out on the new tools and guidance to ensure that these were as accessible as possible. The review is complete and a new revised process and guidance for staff is now available.

Several presentations have been made to the NSS SBUs to raise knowledge and awareness of the new tools available. Webinars are planned to reach as many NSS staff as possible.

Activity

There has been a lot of equality and fairer Scotland duty impact assessment work since the last report on progress with our mainstreaming equality.

We have worked collaboratively with a range of stakeholders to carry out impact assessments in the following areas:

- National Near Me programme
- Test and Protect deliverables
- Vaccination Management System (scheduling tool)
- Protect Scotland App
- Protect Scotland check in check out
- Medical Equipment national database
- Whistleblowing Standards – implementation into NSS
- Review of Radiology services in Scotland
- Non Invasive Prenatal Testing in Scotland (still in progress)

For further information and to view the impact assessments go to [NSS Equality and Diversity](#) Monitoring our impact.

National Procurement

We provide procurement, logistics and distribution services across the health and social care sector. Our portfolio covers all goods and services needed, from pharmaceuticals to clinical consumables, healthcare equipment to support services. We work collaboratively with teams across NHSScotland to develop and maintain a dynamic and forward thinking supply base to support patient care. We extract value, drive sustainability and support economic growth through our supply solutions and partnerships.

Working in partnership - Accelerating Technology Enabled Care during COVID-19

[Near Me](#) is a free and confidential web-based technology from Attend Anywhere that helps health and social care providers offer video consulting to people. Appointments can take place from home or wherever is convenient, via a device for making video calls like a smartphone and an internet connection is required.

Prior to COVID-19, all Health Boards in Scotland had commenced work to scale up the use of Near Me. This was still in the early stages of implementation and largely focussed on outpatient services. In 2019, there were around 9,000 Near Me consultations held across Scotland.

In March 2020, in response to COVID-19, Near Me was identified as beneficial to supporting physical distancing, reducing the spread of infection and helping support access to health and care services.

NSS National Procurement working with Scottish Government Technology Enabled Care (TEC) and NSS Digital and Security (DAS), negotiated an extension to the contract to allow an accelerated rollout of the solution to all services within each NHS Scotland health board.

Since early March, use of Near Me has increased significantly with up to 17,000 Near Me consultations occurring each week across Scotland. Use of Near Me has primarily been in general practice, outpatient services, community services, care homes and the third sector.

On the back of this, and in recognition of the multitude of benefits the platforms offers e.g. helping waiting times, or accessibility for people who are in some of Scotland's more remote locations, a [vision](#) for the Near Me programme has now been developed with the aim to have all health and care consultations provided by Near Me wherever it is clinically appropriate. The vision has been endorsed by the Cabinet Secretary and Scottish Government. For the remainder of the year, focus will be on implementing the vision, particularly in the social care setting.

Workforce Policies

NSS ensures that NHS Once for Scotland Workforce Policies and PIN Policies are in place to support our requirement in accordance with the Staff Governance Standard, this includes the Recruitment and Selection Policy.

In addition, the organisational goals and strategy have been developed with specific reference to a positive staff experience, within a sustainable workforce via the NSS Great Place to Work plan.

The plan has specific targets for the organisation to deliver relating to the NSS Corporate Responsibility, which includes increase in (i) youth employment and (ii) increased employment of people with disabilities.

Progress against these targets is monitored by the NSS Board, the NSS Staff Governance Committee and the Executive Management Team (EMT) and is reported through the NSS Partnership Forum. The NSS Workforce Strategy includes our Organisational Learning and Development Strategy with an operation plan of delivery in place.

The Learning and Development Plan is available to all NSS staff and ensure equity of access. The NSS (dis)Ability Group continues to support all staff with a disability and the LGBT+ Group also support staff as appropriate across the wider organisation to share best practice, influence outcomes and provide support.

These groups are both self-organised and have an EMT member as a sponsor to promote our approach to inclusion throughout NSS.

Scottish National Blood Transfusion Service (Blood, Tissues and Cells)

At the Scottish National Blood Transfusion Service, we stand against inequality and injustice. The fact is, by giving blood, as a donor you're doing your bit to stand with us. There are a number of blood disorders which disproportionately affect Black patients in this country, and as an organisation, we work hard to provide them with the blood transfusions they need - we just don't talk about it much. So we thought it was time to change that. We have updated our website with the following information.

Sickle cell disorder and thalassemia

Sickle cell and thalassaemia are serious inherited blood disorders that are passed on from parents to children. They affect haemoglobin, the part of the blood that carries oxygen around the body. People who have these conditions need specialist care throughout their lives.

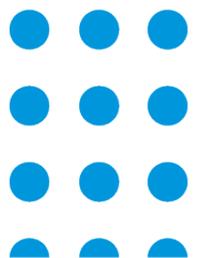
You're more likely to carry the altered haemoglobin genes if your ancestors came from places where malaria has been common, including:

- Africa
- South, East and South East Asia
- the Caribbean
- the Middle East
- South America
- the Mediterranean

Sickle cell disorder

Sickle cell disease affects people in different ways. Some people:

- experience attacks of severe pain,
- have serious, life-threatening infections or strokes at a young age,



- are anaemic (which means that their blood has difficulty carrying oxygen).

People with sickle cell disease usually need medicines and vaccinations throughout their lives to keep them well. Find out more about [sickle cell disorder](#)

Thalassemia

People with thalassaemia:

- can be very anaemic,
- may need regular blood transfusions and
- may need injections and medicines throughout their lives.

Find out more about [thalassemia](#)

The role of SNBTS in helping with these conditions

SNBTS is involved in managing the treatment of haemoglobin disorder patients

Some sickle cell disease patients' treatments are best managed through regular blood transfusions, which replace the red cells in their body with those of a disease-free donor. Throughout Scotland, our patient services teams carry out these treatments in their Clinical Apheresis Units. The Aberdeen, Edinburgh and Glasgow teams also carry out emergency red cell exchanges for acutely unwell sickle cell disease patients.

Our laboratory teams also carry out red cell gene testing to allow us to provide blood for haemoglobin disorders in patients in Scotland. We are also working with our counterparts in the English blood transfusion service (NHSBT) to share information on patients with known haemoglobin disorders that later move to Scotland.

We're working with haemoglobin disorder clinicians

Throughout the Covid-19 outbreak, we have been in active discussions with other clinical organisations to work how the pandemic has changed the transfusion needs of haemoglobin disorder patients in Scotland. Our shared aim is to reduce hospital visits while maintaining safe and effective transfusion support.

Find out more about how [our colleagues around Scotland look after haemoglobin disorder patients](#).

Commissioning specialist services

We currently commission more than 85 national designated specialist services on behalf of Scottish Government and NHSScotland's boards.

Specialist services provide support to patients living with a rare condition or who have highly specialist needs. We work to maximise available resources, ensuring that patients have access to high-quality services and standards of care that can be measured against appropriate standards.



However rare the condition, we strive to create fair and effective care pathways that offer the best support to patients.

Each designated service is subject to strict governance and performance reviews. We do this by:

- developing service agreements with provider boards, detailing the service specification, performance and quality standards, finance and activity expectations
- conducting regular meeting between clinicians and managers to continually review auditing processes, measure clinical outcomes and identify service improvements
- performing an annual cycle of performance reviews to discuss audit, clinical outcomes and service improvements

View all of [our specialist services](#).

Our workforce matters

iMatter is a survey tool that has been designed with staff in NHSScotland to help individuals, teams and Health Boards understand and improve staff experience.

Staff experience is a term used to describe the extent to which employees feel motivated, supported and cared for at work and is reflected in levels of engagement, motivation and productivity. The iMatter tool gives staff the chance to feedback, influence, change and improve their experiences in the workplace.

iMatter is a great way to improve your experience at work.

The number of our staff completing is very positive.

- 76% of our staff completed imatter in 2017 which was the same % for 2018
- This increased to 89% in 2019



- In 2020 this reduced to 65% which can be attributed to staff deployment to COVID-19 related work

Our report was overall encouraging.

[NSS imatter overview 2020](#)

iMatter Case Study – National Services Division and inclusion

Colleagues in National Specialist and Screening Directorate (NSD) used feedback from iMatter to kick start a programme of sharing sessions designed to improve awareness of activity across NSD and NSS.

The NSD Sharing Exchange – which is open to all NSD staff - has run since 2018. Operating on a quarterly basis, it gives colleagues the opportunity to hear from speakers from NSD, NSS and external organisations. This could be an update on a current service, project or topic, screening programme or network, or lessons learned from projects.

The Service Improvement Programme Manager, NSD has been involved in organising and running the Sharing Exchange, said: “Everyone’s working lives can be extremely busy – understandably, we all focus on the job at hand and juggling all of our daily tasks and priorities.

“Because of all of the demands, we end up having limited time to understand what’s going on elsewhere in NSD and across the rest of the wider business – and gaining that understanding can actually be really useful for us in our day to day roles. Sharing information helps everyone gain a wider perspective - enabling us see the bigger picture, both internally and externally.”

“The session usually begins with an overview about what’s happening across NSD from one of our Directors, which is followed by presentations from colleagues in NSD and also other areas of NSS. For example, at a sharing session in November, we had a presentation from public health, and an external speaker talking about the challenges faced by deaf people with mental health issues.

“We ensure that all of the presentations are in plain English, so they’re accessible for everyone, and we book space at Gyle, Meridian and Dundee with video-conferencing (VC) facilities *so as many people as possible can join. Although we have been having some VC issues, we’re now looking at replacing this with WebEx for a smoother experience.”

They added: “We’re about to carry out an evaluation of the feedback from the sessions to date – but so far it’s been positive. Our service is growing so it’s really

important that we have this dedicated time for people to connect – it helps us see how colleagues from different, seemingly unconnected.”

*this example of use of space in NSS buildings was before the COVID-19 pandemic. Staff will be equipped to work at home and access these sessions via MS Teams.

Once for Scotland – Policy development

NHSScotland Workforce Policies are single, standardised policies to be used consistently and seamlessly across the NHS in Scotland. They outline our core values and provide clear guidance on process and procedure. ⁶

Principles and values of Once for Scotland

The Once for Scotland Workforce Policies ensure all employees and workers are treated in a non-discriminatory, fair and consistent way.

These policies are person-centred and should be applied using the NHSScotland values of:

- care and compassion
- dignity and respect
- openness, honesty and responsibility
- quality and teamwork
- There are a number of key principles which underpin these policies and must be applied:
- Right to be represented

Equality and diversity

Policies should be applied with a view to eliminating unlawful discrimination, harassment, victimisation and less favorable treatment. They should be applied fairly and consistently to any employee or worker regardless of:

- protected characteristics (age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership or pregnancy and maternity)
- personal characteristics such as trans identities including non-binary, weight, social status
- offender status
- membership or non-membership of a trade union
- contractual status - part-time or fixed-term

⁶ [Web link - NHS Scotland: Workforce policies](#)

Early intervention and application of these policies will encourage good relations and advance equality of opportunity.

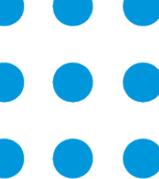
All employees are supported to ensure they are aware of the workforce policies and can access these when required. Support is made available to assist employees to understand and actively participate when necessary. It is recognised that some employees, may at times, have difficulty expressing themselves verbally or on paper. For example, those whose first language is not English or those with literacy issues may need additional support to access or participate fully and equitably in workforce policy processes.

Consideration is given to communications with employees who may have additional needs, and where these impact on their ability to understand or express themselves. For example, learning difficulties, physical disabilities, or mental health issues.

These employees are encouraged to seek assistance from their manager, a work colleague, a trade union, a professional organisation representative, or a representative from the HR department. Where required, an interpreter or translator should be provided and advocates should be allowed to support the employee, to ensure they are able to fully engage in any process.

The Once for Scotland programme of work is currently in phase1. Further policies will be made available during the later phases of the programme.

For further details [Once For Scotland](#)



Section four: Equality Outcomes NHS National Services Scotland

Our Objectives

1. We will **enable** health and care transformation with new services
2. We will **underpin** NHSScotland with excellent services
3. We will **assist** other organisations involved in health and care

1. Equality Outcome – All protected characteristics

To improve the health and wellbeing of staff

Situation

There is evidence and data emerging that the impact of the COVID-19 pandemic has and will continue to have a differential impact on the NHS workforce in Scotland. NSS is engaging with staff to agree future ways of working and be Future Ready. This engagement will consider the impact (positive) and (negative) on staff with equality protected characteristics.

Activities

This will be a collaborative approach between all the SBUs, staff, JTUs, NSS equality and diversity steering group, NSS staff equality networks. The activities will link with the NSS great place to work plan and the NSS health and wellbeing plan. The data from the Future Ready staff survey will inform the activities required to meet this equality outcome.

Mental health and wellbeing:

The learning from the pilot of the new health and wellbeing hub will inform the activities, particularly any learning about the accessibility of the virtual hub and the themes emerging related to staff and their health and wellbeing.

Work with the National Mental Health Oversight group to influence the national approach to implement strategies into NSS and wider

Financial wellbeing and poverty:

The resources for staff will be made available more widely and be made available in Plain English and in formats that are accessible to staff.

Each SBU will develop SBU level activity to linked to their actions for the great place to work plan.

Reasonable adjustment passport:

Review the implementation of the reasonable adjustment passport to understand the impact and benefits to staff.

Gender Based Violence (GBV):

Review the NSS GBV policy to update the policy and supporting guidance for staff.

Outputs

Reduced work absenteeism. Improved performance at work. Reduced staff turnover. Remove the stigma of gender based violence. To provide a confidential and supportive contacts in NSS. Improved use of the appropriate policy when supporting a member of staff in the workplace. Recognition that survivors of gender based violence may have attendance problems and

performance issues at work due to the impact of their personal circumstances.

Equality Outcomes

Improvements to infrastructure and consistent approach in NSS providing equity of access.

Improved working environment for staff.

Staff will be able to access the right resources at the right time.

General Duty

Eliminate unlawful discrimination and advance equality of opportunity

Foster good relations between different groups

2. Equality Outcome

To improve the experience of NSS Staff before, during and after the case management process to include specific measures for disabled staff (neurodiversity) and Black and minority ethnic staff (BAME)

Situation

The NSS Staff equality networks along with other staff engagement and feedback mechanisms have provided feedback on the experience of disabled staff and BAME staff with the formal case management process. This includes the communication of process; accessibility of formal paperwork; understanding scheduling of formal meetings and interviews on recognised religious days and/or festivals.

Activities

Work with the staff equality networks, employee relation team, Joint trade unions and SBU HR business partners to scope the current policy and practice for the formal case management; this will include a full equality impact assessment with focus groups with staff from a range of roles and responsibilities across the organisation.

The outcome of the focus groups and equality impact assessment will be reviewed, with the findings published and presented to the NSS Executive Management Team, NSS Partnership Forum, NSS Staff Governance Committee. Any recommendations identified will be implemented.

Outputs

Policy and process will be more accessible e.g. building in time for appropriate planning

A more flexible approach to rescheduling formal meetings within the requirements of the policy timescales making reasonable adjustments where necessary e.g. scheduling at a time to avoid prayer times, fasting or carer responsibilities

Equality Outcomes

Disabled staff and BAME staff will have an improved experience of the case management process.

General Duty

Eliminate unlawful discrimination and advance equality of opportunity

Foster good relations between different groups

3. Equality Outcome

To develop a BAME staff network to inform policy and practice and improve experience of BAME staff.

Situation

The Scottish Government implemented Scotland's Race Equality Framework sets out the Government's approach to promoting race equality and tackling racism and inequality between 2016 and 2030 and was published on 21 March 2016.

Developing BAME staff networks is one mechanism recognised to feed staff experience into policy development.

Activities

Planned staff engagement with BAME staff to scope the appetite for a BAME staff network in NSS.

Work with the national race equality lead to share good and promising practice to influence approaches in NSS and wider across NHSS.

Continue to work with third sector race equality organisations to inform our work and our equality impact assessments.

Continue to work with NHS staff networks to share good practice, resources and approaches.

Outputs

Established BAME staff network with protected funding.

NSS wide activities to ensure equity of access.

Shared staff network activity with NHSS boards.

Equality Outcomes

Minority ethnic people have equal, fair and proportionate access to employment and representation at all levels, grades and occupation types in Scotland's workforce and experience fewer labour market, workplace and income inequalities.

General Duty

Eliminate unlawful discrimination and advance equality of opportunity

Foster good relations between different groups

4. Equality Outcome

To implement different ways to deliver equality and inclusion training as new ways of working are implemented for NSS staff.

Situation

The COVID-19 pandemic has meant that organisations across Scotland have had to implement different ways of working for a lot of their staff. NSS at the beginning of the pandemic responded quickly and provided the IT infrastructure to enable staff who could work at home to work at home. As the Scottish Government announced the route map out of lockdown NSS has implemented a Future Ready programme of work. This will mean that NSS will not return fully to the working model pre COVID-19.

NSS is committed to promoting equality and diversity as Future Ready is implemented. This includes delivering mandatory and statutory training, as well as wider learning opportunities to continue professional development.

Activities

Increase webinar activity with subjects to include:

Unconscious Bias

How to carry out equality impact assessments

How to implement the reasonable adjustment passport

Race Equality

Gender Based Violence

Outputs

Staff will have an improved knowledge and awareness of equality and inclusion and what this means in the workplace.

Equality Outcomes

Everyone has the opportunity to learn in an inclusive environment without disadvantage

General Duty

Eliminate unlawful discrimination and advance equality of opportunity

Foster good relations between different groups

5. Equality Outcome

To develop a framework to build resource, funding and resilience for all NSS staff networks.

Situation

Please see linked activity, outputs and outcomes with Equality Outcome 3 these will apply to the

Carers network

Veterans network

Disability network

LGBT+ network

All the networks are not at the same levels of establishment and the equality outcome plan sets out to ensure that all staff networks have the same levels of resources, funding and resilience.

Activities

Please link to equality outcome 3

Outputs

Please link to equality outcome 3

Equality Outcomes

Please link to equality outcome 3

General Duty

Foster good relations between different groups

Eliminate unlawful discrimination and promote equality of opportunity

6. Equality Outcome

To increase the number of staff who provide their equality data to inform equal pay, the pay gap, mainstream reporting and staff experience of their career and experience in NSS related to their protected characteristics.

Situation

Although staff disclosing their equality data is improving the numbers are still relatively low for the areas related to disability, sexual orientation, Trans, race and ethnicity.

Staff are relatively comfortable with age, and sex.

Activities

Identify current gaps in equality workforce data.

Communication plan to demonstrate the benefits of equality monitoring related to workplace experience reinforcing data protection and safe handling of personal information.

Work collaboratively with the NHSScotland Equality lead network and Scottish Local authority equality network to share good practice and hold shared learning events.

Work collaboratively with equality organisations to build resources and shared learning for improving equality monitoring.

Outputs

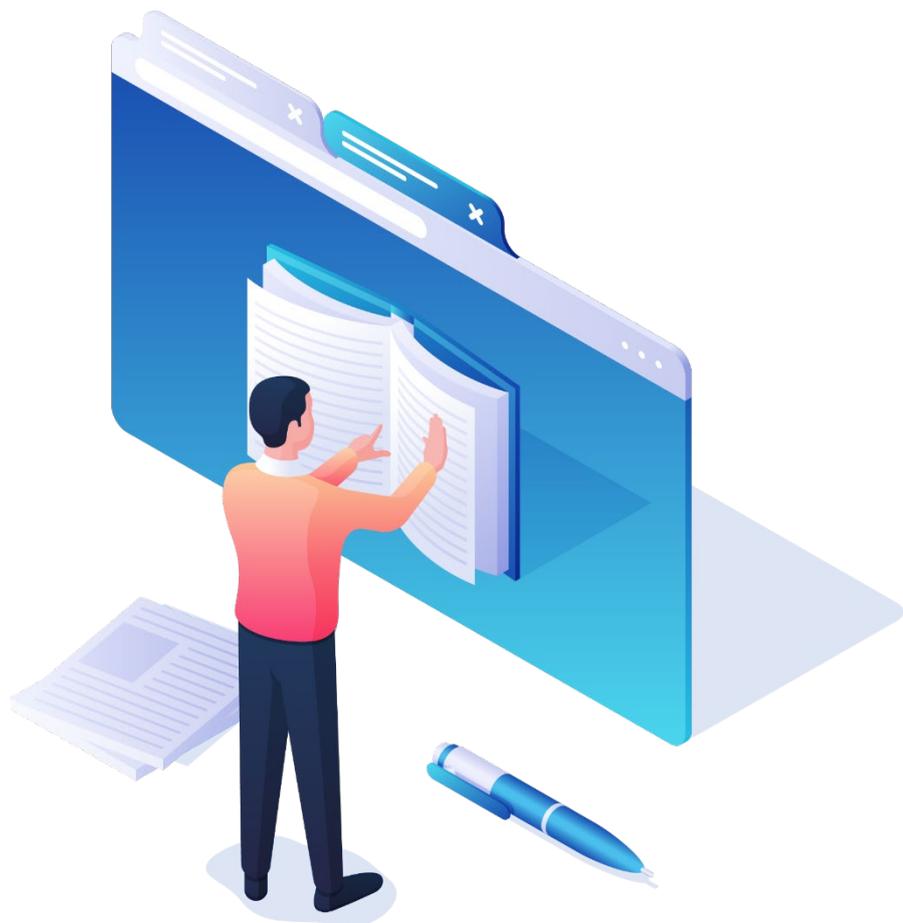
Communication Plan implemented

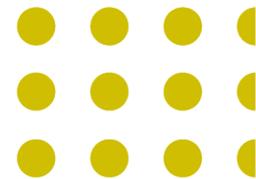
Case studies published to show benefits of equality monitoring and the difference it can make

Increased numbers of staff disclosing equality data

Equality Outcomes

Improved equality monitoring will tackle inequality and discrimination





Workforce Equality Data 31st December 2020

Introduction

NSS has gathered the equality information in line with the Data Protection Act 1998 and in line with the General Data Protection Regulations 2018.

NSS will adopt the principles to ensure the information is:

- used fairly and lawfully
- used for limited, specifically stated purpose
- used in a way that is appropriate, relevant and not excessive
- accurate
- kept for no longer than is necessary
- handled according to peoples' data protection rights
- kept safe and secure

Due to the sensitive nature of the equality information and where low numbers are reported we have protected the information that is 5 or less.

The Equality Act 2010 Public Sector Duty (PSED) requires NSS to ask their staff information in relation to their protected characteristics. Staff are not legally required to answer or provide the equality information.

This report shows those staff who declined to disclose the equality information.

The NSS Pay Gap Report and NSS Equal Pay Statement have been published separately.

This report provides an overview of our workforce equality and diversity data as of 31 December 2020. The number of our workforce was 3,221. Due to the demands of the Covid-19 pandemic it has not been possible to run comparisons from the 2017 reports. This work will be carried out in 2021-22 and a further report published to demonstrate any changes in the demographics of our workforce.

It covers:

- age
- disability
- gender reassignment
- marriage or civil partnership status
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

Our workforce data forms part of the equality information that we use to help us meet our duty to eliminate discrimination and harassment, promote equality of opportunities and foster good relations between different groups within our workforce.

NSS monitors and publishes staff diversity data in order to:

- check how representative we are compared to the diversity of the UK population;
- examine and review the effectiveness and impact of our employment policies and processes, including identifying areas where these appear to have a disproportionate impact on certain groups of staff;
- show ‘due regard’ to the Public Sector Equality Duty, which is a legal requirement under the Equality Act 2010.

This information is based on data from Payroll and eESS effective from 31st December 2020.

Sex profile

Male / Female split

Total Females = 1,995 (61.94%)

Total Males = 1,226 (38.06%)

Total employees = 3,221

Age Profile

Age group	Females	Males	Total
Under 20	*	*	*
20 - 24	48	29	77
25 - 29	147	78	225
30 - 34	155	106	261
35 - 39	218	136	354
40 - 44	222	141	363
45 - 49	288	186	474
50 – 54	354	251	605
55 - 59	340	179	519
60 - 64	175	84	259
65+	45	35	80

Sexual orientation

Sexual grouping	Females	Males	Total
Bisexual	18	15	33
Gay	*	*	37
Heterosexual	1,200	798	1,998
Lesbian	17	0	17
Other	*	*	7
No response / Prefer not to say	754	375	1,129

Disability

Disability disclosed	Females	Males	Total
Yes	87	48	135
No	1,792	1,131	2,923
No response / Prefer not to say	47	116	163

Ethnicity of Workforce

Ethnic group	Females	Males	Total
African (includes African other)	5	7	12
Bangladeshi	*	*	*
Chinese	*	*	9
Indian	16	8	24
Asian – other	*	*	9
Pakistani	10	13	23
Caribbean (includes Caribbean other)	5	4	9
Mixed background	13	7	20
Arab	*	*	*
Other Ethnic Group	*	*	7
White – Gypsy Traveller	*	*	*
White Irish	16	9	25
White Other	70	41	111

Ethnic group	Females	Males	Total
White British	166	99	265
White Polish	13	8	21
White Scottish	1,501	934	2,435
No response / prefer not to say	161	83	244

Religion

Religion	Females	Males	Total
Buddhist	5	6	11
Christian	0	0	0
Christian Other	113	60	173
Church of Scotland	281	191	472
Hindu	9	5	14
Jewish	*	*	6
Muslim	15	9	24
No religion	619	402	1,021
Other	15	14	29
Roman Catholic	173	135	308
Sikh	6	*	8
No response / Prefer not to say	756	399	1,155

Job Family breakdown

Job Family	Females	Males	Total
Administrative Services	1,306	760	2,066
Allied Health Professionals	0	0	0
Healthcare Sciences	268	134	402
Nursing and Midwifery	288	44	332
Other Therapeutic	1	4	5
Personal and Social Care	*	*	*
Support Services	96	256	352

Job Family	Females	Males	Total
Senior Managers	7	13	20
Medical and Dental	27	15	42

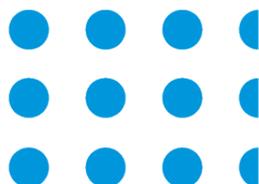
Part time / full time breakdown

	Part time	Full time	Total
Females	737	1,258	1,995
Males	100	1,126	1,226
Total	837	2,384	3,221

Pay band / Grade breakdown

Grade	Female	Male	Total
AfC 2	62	29	91
AfC 3	465	358	823
AfC 4	223	81	304
AfC 5	375	143	518
AfC 6	277	124	401
AfC 7	298	206	504
AfC 8a	133	117	250
AfC 8b	47	68	115
AfC 8c	67	44	111
AfC 8d	13	25	38
AfC 9	*	*	*
Senior Managers	7	13	20
Medical and Dental	27	15	42

Note: Further analysis and work will be carried out to understand any potential vertical and horizontal differentials. At time of reporting this analysis was not available.



Workforce Equality Data – Recruitment and Leavers data 1st January 2019- 31st December 2020.

Recruitment data

Age

Age Group	Total
< 20 Years	29
> 60 Years	*
21-25 Years	16
26-30 Years	14
31-40 Years	18
41-50 Years	8
51-59 Years	*
Prefer not to say	31218
Total	31308

Ethnicity

Ethnic Group	Total
Any Mixed Background	445
Any other Asian Background	447
Any other Black Background	215
Any other ethnic background	159
Any other White Background	2901
Asian, Asian Scottish, Asian British - Bangladeshi	131
Asian, Asian Scottish, Asian British - Chinese	141
Asian, Asian Scottish, Asian British - Indian	648
Asian, Asian Scottish, Asian British - Pakistani	489
Black, Black Scottish, Black British - African	761
Black, Black Scottish, Black British - Caribbean	62
Gypsy Traveller	*
Prefer not to say	7281
White - Irish	314
White - Other British	2709
White - Scottish	14604
Total	31308

Sex

Gender	Total
Female	14695
In another way	211
Male	10489

Gender	Total
Prefer not to say	5913
Total	31308

Religion, Faith and Belief

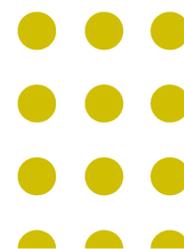
Religion	
Buddhism	99
Christianity (other)	2223
Church of Scotland (Christianity)	2993
Hinduism	420
Islam	918
Judaism	45
No Religion (none)	12988
Other faith/belief	316
Prefer not to say	8375
Roman Catholic (Christianity)	2850
Sikhism	81
Total	31308

Sexual Orientation

Sexual Orientation	Total
Bi-Sexual	680
Gay/Lesbian	1020
Heterosexual/Straight	21325
Other	128
Prefer not to say	8155
Total	31308

Medical Conditions Disclosed

Medical Conditions In 12 Months	Total
No	22923
Prefer not to say	6769
Yes	1616
Total	31308



Shortlisted and Interviewed

Age

Age Group	Total
Prefer not to say	10484
Total	10484

Ethnicity

Ethnic Group	
Any Mixed Background	141
Any other Asian Background	138
Any other Black Background	49
Any other ethnic background	67
Any other White Background	1081
Asian, Asian Scottish, Asian British - Bangladeshi	37
Asian, Asian Scottish, Asian British - Chinese	50
Asian, Asian Scottish, Asian British - Indian	179
Asian, Asian Scottish, Asian British - Pakistani	155
Black, Black Scottish, Black British - African	233
Black, Black Scottish, Black British - Caribbean	19
Prefer not to say	199
White - Irish	119
White - Other British	1300
White - Scottish	6717
Total	10484

Sex

Female	6756
In another way	86
Male	3606
Prefer not to say	36
Total	10484

Medical Conditions Disclosed

Medical Conditions In 12 Months	
No	9701
Prefer not to say	23

Medical Conditions In 12 Months	
Yes	760
Total	10484

Religion

Religion	
Buddhism	43
Christianity (other)	850
Church of Scotland (Christianity)	1475
Hinduism	105
Islam	256
Judaism	19
No Religion (none)	5640
Other faith/belief	111
Prefer not to say	795
Roman Catholic (Christianity)	1153
Sikhism	37
Total	10484

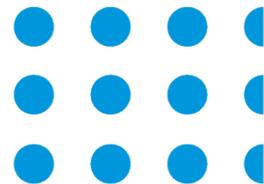
Sexual Orientation

Sexual Orientation	
Bi-Sexual	233
Gay/Lesbian	450
Heterosexual/Straight	9138
Other	52
Prefer not to say	611
Total	10484

NSS Leavers

Age

Age Group	Total
20 - 24	44
25 - 29	114
30 - 34	141
35 - 39	152
40 - 44	163
45 - 49	152
50 - 54	167
55 - 59	134

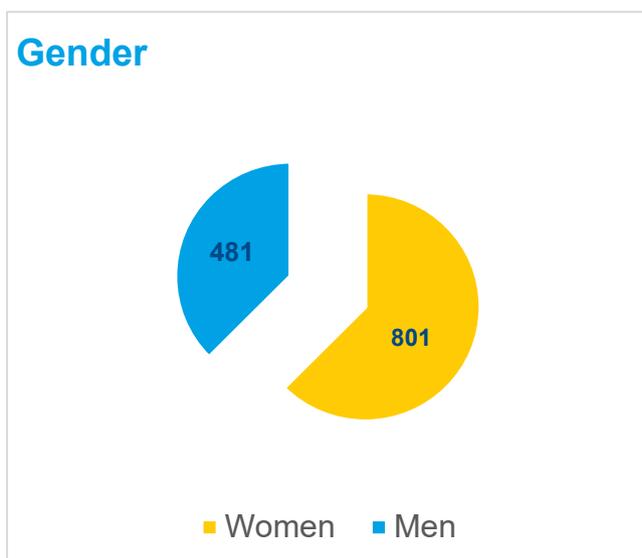


Age Group	Total
60 - 64	138
65 +	72
Under 20	5
Total	1282

Ethnicity

Ethnic Group	Total
African - African, African Scottish or African British	8
African - Other	*
Asian - Bangladeshi, Bangladeshi Scottish or Bangladeshi British	*
Asian - Chinese, Chinese Scottish or Chinese British	6
Asian - Indian, Indian Scottish or Indian British	10
Asian - Other	6
Asian - Pakistani, Pakistani Scottish or Pakistani British	9
Caribbean or Black - Other	*
Don't Know	107
Mixed or Multiple Ethnic Group	16
Other Ethnic Group - Arab, Arab Scottish or Arab British	*
Other Ethnic Group - Other	*
Prefer not to say	13
White - Gypsy Traveller	*
White - Irish	13
White - Other	63
White - Other British	141
White - Polish	*
White - Scottish	876
Total	1282

Sex



Gender Reassignment

Gender Reassignment	Total
Don't Know	437
No	840
Prefer not to say	5
Yes	0
Total	1282

Medical Conditions Disclosed

Medical Conditions In 12 Months	Total
Don't Know	67
No	1144
Prefer not to say	13
Yes	58
Total	1282

Religion, Faith and Belief

Religion	
Buddhist	*
Christian - Other	82
Church of Scotland	147
Don't Know	404
Hindu	7
Jewish	*
Muslim	15
No Religion	447
Other	12
Prefer not to say	53
Roman Catholic	108
Sikh	*
Total	1282

Sexual Orientation

Sexual Orientation	Total
Bisexual	12
Don't Know	393
Gay	16
Heterosexual	799

Sexual Orientation	Total
Lesbian	10
Other	*
Prefer not to say	50
Total	1282

NSS New Starts

Ethnicity

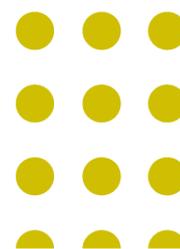
Ethnic Group	
African - African, African Scottish or African British	5
Asian - Bangladeshi, Bangladeshi Scottish or Bangladeshi British	*
Asian - Chinese, Chinese Scottish or Chinese British	*
Asian - Indian, Indian Scottish or Indian British	7
Asian - Other	4
Asian - Pakistani, Pakistani Scottish or Pakistani British	15
Caribbean or Black - Black, Black Scottish or Black British	13
Caribbean or Black - Caribbean, Caribbean Scottish or Caribbean British	*
Caribbean or Black - Other	*
Don't Know	*
Mixed or Multiple Ethnic Group	17
Other Ethnic Group - Other	5
Prefer not to say	234
White - Irish	9
White - Other	65
White - Other British	130
White - Polish	*
White - Scottish	668
Total	1184

Sex

Gender	Total
Female	784
Male	400
Total	1184

Medical Conditions Disclosed

Medical Conditions In 12 Months	
Don't Know	*
No	911



Medical Conditions In 12 Months	
Prefer not to say	194
Yes	77
Total	1184

Religion, Faith or Belief

Religion	
Buddhist	*
Christian - Other	74
Church of Scotland	152
Don't Know	9
Hindu	*
Jewish	*
Muslim	18
No Religion	534
Other	16
Prefer not to say	265
Roman Catholic	105
Sikh	5
Total	1184

Sexual Orientation

Sexual Orientation	
Bisexual	27
Don't Know	9
Gay	30
Heterosexual	871
Lesbian	15
Other	*
Prefer not to say	228
Total	1184

Public Appointments Scotland- Appointments: summary

The Scottish Government wants public appointments to be reflective of Scottish society. ⁷

What does the data tell us?

- Women apply at a rate lower than their population rate, but when they do apply they do well and are more likely to be appointed than men.
- For people whose sexual orientation is not heterosexual the rate of appointment compared to the rate of applications fluctuated: it was lower in 2019 and higher in 2018. If we look back further, the rate of appointment has been higher than or the same as the rate of application.
- For people who are 49 and under, the rate of appointment in 2019 and 2018 was lower than the rate of application. If we look back further, it has fluctuated and was sometimes higher and sometimes lower.
- For disabled people and for people who are from a black or ethnic minority background, the rate of appointment was lower than the rate of application in 2019 and 2018. If we look back further the rate of appointment has been almost consistently lower than the rate of application for both groups.

Further details can be found on the Scottish Government Public Appointment website [Public Appointments Equality and Diversity](#)

NSS Board Reporting period for the gender representation on public boards Scotland Act 2018

The recent recruitment to the NSS Board as of the 18th March 2021.

NSS has recruited 2 new non-executive board members, the number of applications from women was 22 which was 45% of all applications received. 1 out of the 2 appointments was made to a woman.

⁷ [Web link - Scottish Government: Public appointments - data: 2018 and 2019](#)

Section five: Appendix 2 References

1. [UK-Strategy-for-Financial-Wellbeing-2020-2030-Money-and-Pensions-Service.pdf](#)
2. [Race | One Scotland](#)
3. [Race equality framework for Scotland 2016 to 2030 - gov.scot \(www.gov.scot\)](#)
4. [Scottish government: Equality evidence](#)
5. [Scottish government: Scottish Social Attitudes Survey 2019: attitudes to violence against women](#)
6. [Scottish government: Collecting equality data](#)
7. [The Equality Act 2010 \(Specific Duties\) \(Scotland\) Regulations 2012](#)
8. [Embracing Equality, Diversity and Human Rights in NHSScotland Pin Policy](#)
9. [Disabled people - gov.scot \(www.gov.scot\)](#)
10. [Equality and rights - gov.scot \(www.gov.scot\)](#)
11. [Scottish government: Public appointments - data: 2018 and 2019](#)