

[REDACTED]
[REDACTED]

Date 13 October 2026
Your Ref FOI-2026-3493
Our Ref FOI-2026-3493

Enquiries to [REDACTED]
Email psd.foi@nhs.scot

Dear [REDACTED]

Freedom of Information Reference FOI-2026-3493

I refer to your Freedom of Information (Scotland) Act 2002 (FOISA) request that we received on 20 September 2026 requesting the following information:

I am writing to request recorded information under the Freedom of Information (Scotland) Act 2002 concerning the operation of the NHS Scotland Job Interview Guarantee / Disability Confident recruitment process and the use of Jobtrain by the former NHS National Services Scotland (NSS).

I understand that, from 1 April 2026, NHS National Services Scotland and NHS Education for Scotland came together to form Public Services Delivery Scotland (PSD Scotland). This request relates specifically to records held by PSD Scotland concerning its predecessor, NHS National Services Scotland, and not to former NES recruitment data.

A. Recruitment process and Jobtrain – position in August 2025

Please provide copies of recorded information that was in force or used by NHS National Services Scotland during August 2025 covering:

- 1. Any policy, procedure, staff guidance, training material or process map explaining how Jobtrain identifies or flags an applicant who has declared a disability and/or requested consideration under the Job Interview Guarantee/guaranteed interview arrangements, and how that status is handled during shortlisting.**
- 2. Any recorded procedure, control or check undertaken before shortlisting is finalised to ensure that a disabled/JIG applicant who meets all essential criteria is invited to interview, including any guidance identifying whether that check is undertaken by Recruitment, the hiring manager or the shortlisting panel.**
- 3. Any Jobtrain user guidance, blank or redacted screenshots, templates or instructions showing:**
 - how shortlisting scores and comments are recorded;**

Chair Mr Keith Redpath
Chief Executive Professor Karen Reid

- whether scores from different panel members can be compared, combined or averaged;
- whether Jobtrain displays a candidate score, ranking, matrix or other comparative shortlisting view; and
- how shortlisting outcomes/statuses are recorded.

I am seeking generic process/system information only and do not seek any candidate-level personal data.

B. Aggregate recruitment outcomes for former NHS National Services Scotland

Please provide the following aggregate recruitment figures separately for each of these four financial years:

- 1 April 2022 to 31 March 2023;
- 1 April 2023 to 31 March 2024;
- 1 April 2024 to 31 March 2025; and
- 1 April 2025 to 31 March 2026.

For each year, please provide, using the unit of measurement normally used in NSS recruitment monitoring (for example applications or applicants):

- total number of applications;
- number declaring a disability;
- number requesting the Job Interview Guarantee/guaranteed interview arrangement, if recorded separately;
- total number shortlisted/invited to interview;
- number of disabled applicants shortlisted/invited to interview;
- number of JIG/guaranteed-interview applicants shortlisted/invited to interview, if separately recorded;
- total number appointed; and
- number of disabled applicants appointed and, if separately recorded, the number of JIG/guaranteed-interview applicants appointed.

If these figures are routinely held by Agenda for Change band, I would also be grateful for the same figures for Bands 6 to 8 combined. If that additional breakdown is not readily held, please omit it rather than undertake new analysis.

I am seeking recorded information already held and do not ask PSD Scotland to create new statistical analysis. If the information is held in a different reporting format or period, please provide the closest existing breakdown and identify the basis on which it is reported.

Electronic copies are preferred.

After a search of our electronic and paper records, including those previously held by legacy organisations NSS and NES, I can confirm that PSD Scotland holds the following information:

A. Recruitment process and Jobtrain – position in August 2025

Please provide copies of recorded information that was in force or used by NHS National

Services Scotland during August 2025 covering:

1. Any policy, procedure, staff guidance, training material or process map explaining how Jobtrain identifies or flags an applicant who has declared a disability and/or requested consideration under the Job Interview Guarantee/guaranteed interview arrangements, and how that status is handled during shortlisting.

In August 2025, the Managers Guide to the Recruitment Process (now superseded) explained how Jobtrain identifies or flags an applicant who has declared a disability and/or requested consideration under the Job Interview Guarantee as follows:

“Any candidate who has indicated that they wish to be part of the Job Interview Guarantee (JIG) scheme, and has met the minimum shortlisting criteria, must be offered an interview.”.

The lead recruiter overseeing the post will identify applicants marked with a double tick in Jobtrain, indicating selection of the Interview Guarantee Scheme. They will check whether the hiring manager has recommended an interview. If not, the lead recruiter will review the shortlisting assessment form to confirm that the feedback clearly explains why the applicant did not meet the minimum shortlisting criteria.

2. Any recorded procedure, control or check undertaken before shortlisting is finalised to ensure that a disabled/JIG applicant who meets all essential criteria is invited to interview, including any guidance identifying whether that check is undertaken by Recruitment, the hiring manager or the shortlisting panel.

The lead recruiter overseeing the post will identify applicants marked with a double tick in Jobtrain, indicating selection of the Interview Guarantee Scheme. They will check whether the hiring manager has recommended an interview. If not, the lead recruiter will review the shortlisting assessment form to confirm that the feedback clearly explains why the applicant did not meet the minimum shortlisting criteria, however there is no recorded procedure that controls this part of the shortlisting process.

3. Any Jobtrain user guidance, blank or redacted screenshots, templates or instructions showing:

- how shortlisting scores and comments are recorded;
- whether scores from different panel members can be compared, combined or averaged;
- whether Jobtrain displays a candidate score, ranking, matrix or other comparative shortlisting view; and
- how shortlisting outcomes/statuses are recorded.

I am seeking generic process/system information only and do not seek any candidate-level personal data.

Jobtrain hiring manager standard operating procedure for undertaking shortlisting – detailed steps – [JTHMoo6 – Undertaking Shortlisting – NHS Scotland eESS and Recruitment systems](#)

Each panel member may complete an individual shortlist in Jobtrain, or, at the panel chair's discretion, the chair may complete a single shortlist on the panel's behalf. Where panel members complete separate shortlists, all scores are visible in Jobtrain.

Example screen shot taken from Jobtrain of a panel shortlisting overview where the chair of the panel completed the shortlisting for all panel members:

Panel shortlisting

Complete	Form	Submitted By	Status	Completed On	Score	View
	Panel Shortlisting Form		INCOMPLETE	20230306	5	View
			COMPLETE			View
			INCOMPLETE			View

Complete shortlisting form

Example screen shot taken from Jobtrain of a shortlisting form below:

Panel shortlisting

Panel Shortlisting Form

Candidate [REDACTED] Job [REDACTED]

1. Positive supporting evidence

Answer: Meets minimum requirements for shortlisting

2. If candidate is unsuccessful, please provide a robust explanation here

Answer: N/A

3. Application Assessment

☐ The candidate does not meet ANY of the Essential criteria (1)

☐ The candidate meets SOME of the Essential criteria ONLY (2)

☐ The candidate meets SOME of the Essential criteria and SOME of the DESIRABLE criteria (3)

☐ The candidate meets ALL of the Essential criteria and NONE of the DESIRABLE criteria (4)

☒ The candidate meets ALL of the Essential criteria and SOME of the DESIRABLE criteria (5)

☐ The candidate meets ALL of the Essential criteria and ALL of the DESIRABLE criteria (6)

Score : 5

Result 5

Exit

The above screenshots have been redacted under the [FOISA Section 38\(1\)\(b\) exemption for "Third party personal data"](#).

B. Aggregate recruitment outcomes for former NHS National Services Scotland

Please provide the following aggregate recruitment figures separately for each of these four financial years:

- 1 April 2022 to 31 March 2023;
- 1 April 2023 to 31 March 2024;
- 1 April 2024 to 31 March 2025; and
- 1 April 2025 to 31 March 2026.

For each year, please provide, using the unit of measurement normally used in NSS recruitment monitoring (for example applications or applicants):

- a. total number of applications;**
- b. number declaring a disability;**
- c. number requesting the Job Interview Guarantee/guaranteed interview arrangement, if recorded separately;**
- d. total number shortlisted/invited to interview;**
- e. number of disabled applicants shortlisted/invited to interview;**
- f. number of JIG/guaranteed-interview applicants shortlisted/invited to interview, if separately recorded;**
- g. total number appointed; and**
- h. number of disabled applicants appointed and, if separately recorded, the number of JIG/guaranteed-interview applicants appointed.**

If these figures are routinely held by Agenda for Change band, I would also be grateful for the same figures for Bands 6 to 8 combined. If that additional breakdown is not readily held, please omit it rather than undertake new analysis.

Please find the attached spreadsheet entitled "2026-3493 NSS Recruitment". Regarding points c and f, I have established that under [Section 17 of FOISA for "Information not held"](#) PSD Scotland does not hold the information that you have requested as this information is not recorded.

If you require any further information, please do not hesitate to contact me using the email address psd.foi@nhs.scot

If you are unhappy with any aspect of how we have dealt with your request, you can make representations to us asking us to review the handling of your request. Please write to the Associate Director Corporate Governance using the email address psd.foi@nhs.scot within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online Appeal form](#).

Yours sincerely,

