

# **Equality and Diversity Impact Assessment**

**Draft Report on findings from an Impact  
Assessment of the Rota Review Process**

**January 2018**

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## 1. NHS 24's Equality and Diversity Impact Assessments

If you would like us to consider producing this report in a different format, please contact us by:

Phone: 0800 22 44 88

Email: [enquiries@nhs24.scot.nhs.uk](mailto:enquiries@nhs24.scot.nhs.uk)

You can also download this document in text from our website:

[nhs24.scot](http://nhs24.scot)

NHS 24 has a legal duty to show due regard to the elimination of discrimination, the advancement of equality of opportunity and to foster good relations between people who share a protected characteristic and those who do not. The relevant protected characteristics are:

- ☐ age
- ☐ disability
- ☐ gender reassignment
- ☐ pregnancy and maternity
- ☐ race
- ☐ religion and belief
- ☐ sex
- ☐ sexual orientation
- ☐ marriage and civil partnership (relates to the elimination of discrimination only)

Equality and Diversity Impact Assessments consider the impact that changes to our services, policies or functions will have on people with the relevant protected characteristics.

The recommendations made in this report seek to improve equality of access and to help meet the specific needs of people with the relevant protected characteristics, where possible.

It is appropriate to highlight that the impact assessment also considers if the function has the potential to impact on an individual's human rights.

Members of the public are invited to take part in the consultation to help inform the NHS 24 Equality and Diversity Impact Assessment recommendations.

This report is a summary of the process used to undertake the impact assessment. It includes the minimum background information on the particular policy, service or function being assessed. If after reading this summary report you would find it helpful to have access to additional information, please contact:

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# **Rota Review Process – An Equality and Diversity Impact Assessment**

## **2. An Introduction to NHS 24**

NHS 24 is Scotland's national telehealth and telecare organisation. In recent years, NHS 24, as an integral part of the NHS in Scotland, has continued to develop, provide, and facilitate an expanding range of multichannel, person-centred, safe and effective telehealth and telecare services for patients, carers and members of the public across Scotland.

For example:

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

NHS 24 works in close partnership with all Health Boards, including the Scottish Ambulance Service, to provide essential services to patients in need of advice and care during the out-of-hours period when their GP surgery is closed.

NHS 24 employs a range of staff including call handlers, nurse advisors, pharmacists, mental health advisors, dental nurses and advisors within Breathing Space.

NHS 24 provides access to trusted health information and support through a range of different services, including NHS inform, Care Information Scotland, and Quit Your Way Scotland. These services are available to the public via different delivery channels, including online and the telephone.

## **3. Aim/Purpose of the Rota Review Process**

The Rota Review Process comes under the management responsibility of the Interim Director of Operations.

The aim of the Rota Review Process is to allow frontline staff, to request a change to their shift pattern i.e. a move to a different shift pattern or a change in working hours. This process applies to all front line staff.

All front line staff, who meet the criteria, are entitled to apply for a change under the rota review process.

This process is designed for the use of front line staff within Unscheduled Care who are seeking a long term or permanent change to their hours of work, shift pattern, or base location. Applications will be considered under the following conditions:

- ☐ The applicant meets NHS 24's 'Flexible Working Policy' criteria, namely:
  - They have been continuously employed by NHS 24 for at least 26 weeks at the date of application

- They are not an agency worker
- They have not made another application involving a change to their hours of work or their shift pattern during the previous 52 weeks

(Note: it may be appropriate for an applicant to request reconsideration of a previously refused application in circumstances where the work environment can now sustain the requested change).

OR:

- ☐ The applicant has a disability, as defined by the Equality Act 2010, and requires a reasonable adjustment to their hours of work, shift pattern or base location to support their employment at NHS 24.

OR:

- ☐ The applicant wishes to take advantage of an opportunity currently being advertised internally within NHS 24.

Within Unscheduled Care, all requests made by staff to amend their working hours and/or eight week working pattern are submitted to the Rota Review Group for consideration and review. Below is a summary of the volume of requests made to the Rota Review Group and the number, which the group have approved:

Year	Total Applications	Total Approved	% approved
2014	207	157	75%
2015	220	175	79.5%
2016	155	130	83.8%

Approximately 59.04% of Call Handlers' have their own bespoke rota and 94.0% of Nurses. The unscheduled care workforce overall has 69.15% of its staff working an individual rota.

Twelve per cent of the Call Handler workforce is full time with 88% part time. 7.6% of Nurses are full time with 92.4% being part time. 10.8% of the unscheduled care workforce is full time with 89.2% being part time.

## 4. Assessment of Impact

Based on the data and information available, consideration was given to the following:

1. Who is intended to benefit from the Rota Review Process and in what way
2. How people have been involved in the development of the Rota Review Process
3. What outcomes are intended from the Rota Review Process

4. If the Rota Review Process would have an adverse impact on a person because of their protected characteristics
5. If the Rota Review Process would have an adverse impact on an individual's human rights.

Recommendations intended to take account of these considerations are contained within section five.

## **5. Recommendations for Changes to the Rota Review Process**

In order to meet the general equality duty and comply with the obligations of the Human Rights Act, the following recommendations should be implemented:

1. All staff involved in the processing of change requests received from staff members relating to their shift patterns, including requests for a move to a different shift pattern or a change in working hours, should be provided with tailored equality and diversity training.
2. Following implementation of an adjustment to a staff member's shift pattern, Line Managers should ensure that the review process is met within the timeframe as set out in the Rota Review Group Process to find out whether these adjustments are still required by the staff member and are sustainable for the organisation.
3. NHS 24's responsibility to provide reasonable adjustments to disabled staff extends beyond changes to shift patterns. To support staff, and where it is necessary and proportionate to do so, Line Managers should regularly consult with the person concerned to discuss what additional reasonable adjustments may be required. Any necessary adjustments should be implemented as soon as is possible. It may also be necessary for the line manager to make more than one adjustment.
4. The scope and eligibility of the Rota Review Process should be updated to take account of the protection that may be afforded to staff members on the grounds of their association (including caring responsibilities) with a disabled person.
5. Change requests received from staff members relating to their shift patterns, including requests for a move to a different shift pattern or a change in working hours, should be included within annual equality monitoring reporting, broken down by relevant protected characteristics. This should include the number of applications received, the number of applications approved and the number of reviews undertaken.
6. The organisation, in partnership with the Staffside and each relevant individual staff member, should consider conducting a review of the adjustments to shift patterns previously agreed. This review would be intended to help ensure that wherever possible, the adjustments continue to meet the needs of each staff member, and continue to be sustainable for NHS 24 to meet patient and service needs.

It is not believed the changes recommended in this section will create any new, adverse, impacts in relation to a persons relevant protected characteristics.

## **6. Consultation**

It is considered appropriate to allow for a two-month consultation period. This will include NHS 24 staff, other NHSScotland Health Boards, and a range of Third Sector Organisations in Scotland representing the views and experiences of people with the relevant protected characteristics. This will be done by providing consultees with a copy of these draft findings, and guidance on how to frame a response. The draft findings will also be posted on the Equality and Diversity section of the NHS 24 web site and flagged as available for comment. The Participation and Equalities Team will also be available to meet with any people or organisations who want to discuss the draft findings before submitting any comments.

## **7. Monitoring and Review**

Arrangements for monitoring and reviewing the impact, planned and unplanned, of the Rota Review Process will be put in place following, and taking account of, what we learn from our consultation on these draft findings.

We will publish a revised version of this report that incorporates feedback and our responses to the consultation, as well as our plans for monitoring and reviewing arrangements. This will be published and distributed to all originally consulted, as well as being available on our web site.

Signed	Stephanie Phillips
Designation	Interim Director of Operations
Date	05 January 2018



## **Annex A**

### **Who carried out the impact assessment**

The impact assessment of the Rota Review Process was carried out by Pauline Docherty, Head of Employee Relations, Colin Keys, Staff Side Representative and Caroline English, Participation and Equalities Coordinator of NHS 24. Davie Morrison, the NHS 24 Participation and Equalities Manager also took part and facilitated this session.