

Freedom of Information (Scotland) Act 2002 – Review Response	
Reference	FOI/00127 – REVIEW
Response Date	29 December 2025
Information Requested	<p>The Board’s answer to question 12 does not make sense.</p> <p>In answer to the question - In addition to the above, can you please explain why the Board has not gathered, used and published data sets similar to the above on the workforce in pursuit of the Public Sector Equality Duty? – the Board answered:</p> <p><i>The specific equality duties require each listed authority to take steps to gather information on the composition of the authority’s employees and information on the recruitment, development and retention of people as employees of the authority with respect to, in each year, the number and relevant protected characteristics of such people. I can confirm that NHS 24 publishes information in accordance with these duties as part of our Workforce Equality Monitoring Report, which can be found on our website - NHS-24-Workforce-Equality-Monitoring-Report-2025.pdf.</i></p> <p>Having read through the Board’s workforce equality monitoring report, I was unable to find any data sets on the length of service of staff or the length of service of staff leaving at any particular time.</p> <p>I would invite the Board to review the answer provided to question 12.</p>
Response	<p>Thank you for your request regarding a review of the information provided dated 08 December 2025 made in pursuant to the Freedom of Information (Scotland) Act 2002 (FOISA) we are now able to respond.</p> <p>The Equality and Human Rights Commission guidance - Employee information and the Public Sector Equality Duty A guide for public authorities in Scotland – states:</p> <p>“The specific duties require each listed authority to take steps to gather information on the composition of the authority’s employees (if any) and information on the recruitment, development and retention of people as employees of the authority with respect to, in each year, the number and relevant protected characteristics of such people.”</p> <p>As per our previous response, we can confirm that the data published by NHS 24 meets these requirements. The retention of staff is reported based on the composition of our workforce across each protected characteristic group year on year. Additionally, a breakdown of staff who leave the organisation is reported across each protected characteristic group, also with annual comparison data. An example of this for the protected characteristic of age, is copied below from our last Workforce Equality Monitoring Report.</p>

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Only information within the red lines to be published.

Age

Staff in post

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

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

Recruitment

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

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

Leavers

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

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

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

Decision Notice

Having reviewed your original request, our original response to that request, and the points raised in your email of 08 December 2025, the panel confirms that the original response should be upheld without modification.

The data you requested in relation to length of service does provide some additional insights into our workforce; however, it is not required to be published in order for a public body to evidence that it has met its specific equality duties. The Equality and Human Rights Commission welcome feedback on their guidance and they can be contacted via email at scotland@equalityhumanrights.com, should you have any questions with regards to what is expected from a public body when publishing workforce data.

NHS 24 would however advise that you are welcome to submit a fresh freedom of information request if you require any additional information, other than that which you have already requested. This can be sent via email to:

NHS24.FOI@nhs24.scot.nhs.uk.