

# Equality Impact Assessment

## Section 1: Project overview

Project title: <a href="#">Learning for career success website</a>	
NES Directorate or department: Workforce / Widening Access	Version: Final
Date report completed: 24/6/24	

### Introduction

Equality Impact Assessment is a process that helps us to consider how our work will meet the 3 parts of the Public Sector Equality Duty. It is an important way to mainstream equality into our work at NES and to help us:

- Take effective action on equality.
- Develop better policy, technology, education and learning and workforce planning solutions for health, social care and a wide range of our partners, stakeholders, and employees.
- Demonstrate how we have considered equality in making our decisions.

The primary focus of this website is for those working within the support workforce in early career or entry level roles to help them with identifying a career pathway. The website provides the ability to explore options to develop their current job, find inspiration from others or learn about other careers within the NHS. It strengthens our approach and commitment to ensuring that the Support Workforce can access information and opportunities for development within these roles around work-based qualifications to support learning and ongoing career aspirations.

The intention of the website is to assist Estates, Facilities, Business and Administration users in developing a learning and/or career pathway. Evidence indicated a current, accessible information data gap in accessing qualification and career information in line with resources more readily available for clinical staff.

The website supports the [National Workforce Strategy for Health and Social Care in Scotland](#) which highlights our statutory objective to meet the changing demands on Health and Social Care and our workforce through the five pillars of the workforce journey, facilitating a *“Sustainable, skilled workforce with attractive career choices and fair work where all are respected and valued for the work they do.”*



We anticipate the website will address and improve access to the design of career pathways for those working in Estates & Facilities and Business & Administration job family roles in health and care and ensure alignment with our research and evaluation recommendations around work-based learning and career development for the support workforce.

## Background

In 2015 the revision of education pathways for those within support workforce roles was agreed and actions were put in place to encourage use through funding for a small number of projects to focus on the implementation and sustainable use of education pathways. Several pilot projects amongst participating boards between 2015-2017 identified areas of success alongside development required in line with our continuous improvement process.

The education pathways provided information about relevant accredited qualifications which could support people working in the Estates & Facilities and Business & Administration job families showing qualifications, which members of staff could use to support their learning and career development.

In addition, they supported:

- Personal and career development through Personal Development Planning and Review (PDPR)
- Workforce planning and development.
- Succession planning
- Selection of apprenticeship frameworks

## Aims

Having reviewed and considered feedback from users, the 2017 education pathways have been updated with other elements to support career development included, e.g., Recognition of Prior Learning (RPL) career stories and a more accessible qualifications finder.

The aim of the resource is to provide readily available, accurate information and links to qualifications that will meet the career aspirations of the support workforce, whilst providing guidance on an inspiring, positive, and inclusive work experience. The website is complimentary to the NHS Careers website with linked information on job profiles and opportunities and we have provided additional resource links e.g., through the Support Workforce Hub within the website FAQ section which enables users to utilise leadership and management support through a variety of learning zones.

## Evidence

*“In considering the future development of non-clinical HCSWs, careful consideration should be given as to how they can access learning that leads to qualifications, where appropriate and where they wish to.”*

Learning Needs Analysis (LNA) for non-clinical Healthcare Support Workers for NHS Education for Scotland (Ekosgen – September 2021, Recommendation 6 – A qualified workforce)

Since 2020, NES has carried out research into the learning needs of the support workforce which has highlighted the need to consider the evolving work environment within health and care. Support Workforce roles demand that staff are adaptable, flexible, and open to change whilst also being suitably qualified and/or experienced. To address these needs and ensure the continuing success of this workforce, we need to look for innovative, timely and financially viable methods to support, develop, encourage, and make staff feel valued.

By addressing these learning needs and widening access to career development/progression resources and opportunities, we can empower this workforce to harness their existing knowledge, skills, and experience.

## Assessment

The website is aligned with other NHS Education for Scotland websites and is fully accessible in line with [government legislation](#).

We took consideration of this further by including:

- ReachDeck has been added to take account of accessibility – Reachdeck is an accessibility tool that allows users of the site to support their experience. The tool gives access to the use of screen readers, screen masks and simplification of page layouts and has been included to support individuals with learning disabilities/difficulties and disability such as Dyslexia, visual impairment etc.
- A qualification request form is available, should a qualification of interest be identified which is not currently contained within the site.
- Information on an inclusive workplace and links to resources on Dyslexia awareness Neurodiversity at work and the standard place tool
- Access to funding links to provide equity of opportunity.

## Next steps

The Equality Impact Assessment has informed the following actions:

- Ongoing gathering of feedback from users to inform future development needs required to evidence efficacy of the resource.
- Marketing and communication of the resource through a variety of sources e.g., NHS Careers website, Estates & Facilities expert groups, social media channels
- Collaborative working with Digital partners to ensure collection and review of analytics to inform user needs.
- Partnership working with NHS Board job families to create dedicated case studies highlighting career pathways which are clear, accessible, and supportive of career aspirations and development.

## Sign-off

Director: Janice Gibson  
Date: 26th June 2024