



Defence Medical
Welfare Service
Supporting
the frontline

Fair Work First Commitment

DMWS are committed to tackling inequality in employment, skills and pay in the contract workforce. Our staff are our greatest asset, and we take seriously our part in reducing workforce inequalities to advance equality and deliver social value through training and better employment opportunities for all. **We are proud to commit to Fair Work First, a Scottish Government scheme which asks employers to commit to adopting the following criteria.**

Appropriate channels for effective voice

DMWS ensure channels for effective voice for all staff members to have their views heard. This includes:

- Regular 1:1 reviews – line managers check in regularly with their staff members to ensure individuals are managing well and to identify any issues which can be supported with and resolved
- Co-design and creation of services through Welfare Insight sessions
- Quarterly All Staff calls to share information and an open question and answer section
- Yearly Employee Feedback Questionnaire – our Professional Standards Manager presents the data and comparisons from the previous year to the Senior Leadership Team for review and discussion. Action points are discussed at Operational meetings and results shared with all staff.
- Yearly Training Needs Analysis survey – our Head of Business Infrastructure conducts yearly reviews of training interests as well as existing skills and expertise within our team which may be linked to professional development needs or aspirations. These are collated and reviewed to assist with personal development training opportunities.

Investment in workforce development

We work with staff to understand their career aims and objectives. DMWS staff are all highly trained and supported with their career ambitions. They are supported to receive a Level 3 Foundation for Welfare Professionals. We also offer a dynamic Continued Professional Development (CPD) programme to support our staff to become Subject Matters Experts in areas including Dementia, Mental Health, Transgender, Complex Trauma, Oncology and Life Limiting Diagnosis, Death and Bereavement, Children and Young People, Safeguarding, and Suicide.

All DMWS staff have a structured development path which is tailored to their role, with yearly career discussions to identify their own ambitions and training needs. This is done via an Appraisal system which identifies the individual's specific requirements, opportunity for personal development, promotion and ensure the right support is in place.

Where possible, we offer progression opportunities from within the organisation as well as we work collaboratively with other military charities and local organisations; this includes secondments for



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DMWS staff in order for them to develop their skills and experience in line with the career discussions reviewed at Appraisal

In addition to being a valued ERS Gold Employer, we are committed to developing our people seeking to offer promotion within the organisation. DMWS has a clear path of progression to enable staff progression and development. We have many examples of how we have developed our people, facilitated promotion or developing them to take up enhanced roles with other military charities.

DMWS also seek to employ staff with lived experience (over 70% of our workforce has an Armed Forces connection); often this group of individuals experience inequalities during their service or as a family member of a serving personnel. For example, a partner of a serving member of the AF may have frequent job changes because of frequent moves due to postings - we automatically offer ex-serving or family members an interview. We explore the reasons for frequent job changes and the individuals' skill set to ensure we employ the best applicant for the job and not discriminate those that have had to move frequently whilst supporting their serving partner.

No use of zero hours contracts

DMWS do not use zero hours contracts. All our staff have employment contracts to ensure employees retain employment rights and feel secure and protected in their roles.

As a caring organisation, we prioritise the mental health and wellbeing of our staff. Our wellbeing activities are an inherent part of doing business as usual, not an extra or a distraction, they fit into a coherent whole, with a clear ethos, purpose and commitment behind it. Staff benefit from internal training courses, external support services and awareness-raising activities. This ensures we maintain our staff's capacity to provide high quality support services. Staff are supported through a number of internal and external channels including regular wellbeing checks, external professional supervision, peer support, and access to a 24/7 Employee Assistance Programme.

Action to tackle the gender pay gap and create a more diverse and inclusive workplace.

We are committed to tackling inequality in pay in the contract workforce. Our staff are our greatest asset, and we take seriously our part in reducing workforce inequalities to deliver social value and advance equality through training and better employment opportunities for all.

DMWS conducts annual salary surveys to ensure alignment to the market on a regular basis. This process informs any pay reviews that take place within the organisation and decisions around remuneration and benefits.

Flexible working



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DMWS offer flexible working patterns to be supportive of our staff's home commitments and potential life challenges. We also support compassionate leave where required.

Payment of the real Living Wage

DMWS pay the Living Wage and above for all staff of all grades and maintain regular consideration through our Board of Trustee remuneration committee, with the Senior Leadership Team and HR Specialists to ensure there is parity.

Signed by:

Name:

Role: DMWS Workers' Representative

Date: