

Workforce Disability Equality Standard

2020 data analysis report for NHS trusts
and foundation trusts

October 2021

NHS Workforce Disability Equality Standard (WDES)

2020 summarised data analysis report for NHS trusts and foundation trusts

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Foreword

Welcome to the Workforce Disability Equality Standard (WDES) Annual Report 2020. The WDES remains the only example in the UK where employers are mandated to report and publish data on the employment experiences of Disabled people.



This second report is based on the analysis from the NHS trust and foundation trusts 2019 and 2020 data returns and provides us with the first opportunity to compare year on year progress into the career and workplace experiences of NHS Disabled staff. It informs an evidence-based approach to removing the inequalities that are experienced by our Disabled staff, and Disabled people who aspire to work in the NHS.

The 2020 data analysed in this report was sourced before and during the early days of the COVID-19 pandemic. The COVID-19 pandemic has had a disproportionate impact on some communities, including colleagues with a disability or long-term condition. The findings in this report reflect the longer-term aim of improving Disabled staff experiences, which are even more urgent in the context of COVID-19.

Prerana Issar
NHS Chief People Officer

This contextual landscape means that the WDES will become ever more important as we look to move beyond the pandemic and move on to thinking about transforming the NHS; both as a provider of care, but also as a diverse employer with the largest workforce in the country. As we set out in the NHS People Plan, it is vital that we foster and grow a culture of inclusion and belonging.

We would like to thank all the trusts that worked to collect and report their metrics data. For a second consecutive year, we have achieved a 100% data collection. Given the challenges with which we have been presented during the last 12 months, that is a fantastic achievement. I would also like to commend the WDES Implementation Team for their sterling work in overseeing the data collection and in producing this report.

Introduction

The Workforce Disability Equality Standard (WDES) is mandated to all NHS trusts and foundation trusts in England through the NHS Standard Contract, and comprises 10 metrics (see Annex A).

In 2020, all trusts were mandated to complete and submit three WDES data returns:

- verification, completion and submission of metrics data on a pre-populated spreadsheet
- completion and submission of an online survey
- publication of a board ratified WDES annual report on the trust's external website, which includes the metrics data, evidence of engagement with Disabled staff and an action plan.

100% of trusts reported WDES quantitative metrics data, and all but one trust completed the WDES online qualitative survey.

This summary report provides a summary of the 2020 national data analysis and presents key findings, recommendations for continued focus and actions by trusts and regions.



Aims

The aims of this report are to:

- Compare the workplace and career experiences of NHS Disabled and non-disabled staff using data drawn from WDES reporting in 2020.
- Present high level findings and analysis of the WDES metrics data at a national level.
- Highlight trends in NHS staff survey data for the period 2015 to 2019 where data is available.
- Suggest actions that will improve the experiences of Disabled staff against each metric.
- Continue to raise awareness of disability equality within the NHS workforce and outline some of the challenges that Disabled staff collectively experience at work.



WDES: 2020 data analysis

key findings

| | | | | | |
|--|---|---|---|---|--|
| <p>3.5% of staff have declared a disability on the NHS Electronic Staff Record (ESR). This is up from 3.1% in 2019.</p> | <p>Non-disabled job applicants were 1.2 times more likely to be appointed from shortlisting.</p> | <p>Disabled staff were 1.54 times more likely to enter the formal performance management capability process.</p> | <p>26.3% of Disabled staff reported harassment, bullying or abuse, compared to 18.5% of non-disabled staff.</p> | <p>78.2% of Disabled staff believe they have equal opportunities for career progression. This has improved from 77.6% last year.</p> | <p>30.6% of Disabled staff stated they had experienced presenteeism. This compares to 21.2% of non-disabled staff. This has improved from 32.1% last year.</p> |
| <p>39.1% of Disabled staff said they felt valued, compared to 50.4% of non-disabled staff. This has improved from 37.3% last year.</p> | <p>26.2% of Disabled staff felt that their employer had not made adequate adjustments.</p> | <p>Disabled staff reported an engagement score of 6.64 compared to 7.13 for non-disabled staff.</p> | <p>92.8% of trusts reported they had taken steps to facilitate the voices of Disabled staff. This is up from 85% in 2019.</p> | <p>3% of board members have declared a disability. This is up from 2% in 2019. Two-thirds of trusts do not have any board members who have declared a disability.</p> | |

Table 1: WDES metrics based on ESR and HR/recruitment databases

| 2019* | | | 2020* |
|-------|---|--------------|-------|
| 1 | Workforce representation of Disabled staff. | Overall | 3.1% |
| | | 8c and above | 2.0% |
| 2 | Relative likelihood of non-disabled staff applicants being appointed from shortlisting across all posts compared to Disabled staff. | 1.18 | 1.20 |
| 3 | Relative likelihood of Disabled staff entering the performance management capability process compared to non-disabled staff.** | - | 1.54 |
| 9b | Percentage of trusts that facilitate the voices of Disabled staff to be heard within the organisation.*** | 85% | 92.8% |
| 10 | Board representation of Disabled members | 2.0% | 3.0% |

* The data for metrics 1, 2, 3, and 10 is a snapshot as at 31 March in these two years (2019 and 2020).

** No comparator for metric 3 is included, as this metric was voluntary in year 1 and only mandated in year 2.

*** Metric 9b data is as at the date the trust reported their data (July/Aug 2020).

Table 2: WDES metrics based on the NHS Staff Survey

| | | | 2015* | 2016* | 2017* | 2018* | 2019* |
|----|---|--------------|-------|-------|-------|-------|-------|
| 4 | Percentage of staff experiencing harassment, bullying or abuse in the last 12 months | Disabled | 26.7% | 26.1% | 26.0% | 26.6% | 26.3% |
| | | Non-disabled | 18.6% | 18.2% | 18.2% | 18.6% | 18.5% |
| 5 | Percentage of staff believing that trust provides equal opportunities for career progression or promotion | Disabled | 79.0% | 78.6% | 77.3% | 77.6% | 78.2% |
| | | Non-disabled | 87.0% | 86.6% | 85.6% | 85.4% | 85.2% |
| 6 | Percentage of staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties | Disabled | 36.3% | 33.5% | 33.0% | 32.0% | 30.6% |
| | | Non-disabled | 25.7% | 23.6% | 23.0% | 22.4% | 21.2% |
| 7 | Percentage of staff saying that they are satisfied with the extent to which their organisation values their work | Disabled | 33.2% | 35.0% | 34.8% | 37.3% | 39.1% |
| | | Non-disabled | 42.8% | 44.9% | 45.0% | 48.5% | 50.4% |
| 8 | Percentage of Disabled staff saying that their employer has made adequate adjustment(s) to enable them to carry out their work | Disabled | 73.3% | 74.1% | 73.8% | 73.3% | 73.8% |
| 9a | Staff engagement score (a composite based on several questions in the NHS Staff Survey) | Disabled | 6.56 | 6.63 | 6.59 | 6.61 | 6.64 |
| | | Non-disabled | 7.01 | 7.06 | 7.04 | 7.10 | 7.13 |

* NHS Staff Surveys are referenced by the year they were conducted, although their results are released early the following year (e.g. The 2019 NHS Staff Survey was undertaken in 2019 but the data was released in 2020). The 2020 WDES report was written using the 2019 NHS Staff Survey data. The 2020 NHS Staff Survey will be used in the 2021 WDES National Report.

Methodology

The WDES requires NHS trusts to report data against 10 metrics of workplace and career experience and opportunity.

Short definitions of the 10 WDES metrics are presented in this report. The detailed definition for each metric can be found in the [WDES technical guidance](#). This report presents data for all NHS trusts in England, against all ten WDES metrics, and presents summary comparisons against previous years.

Terminology

Throughout this report, we have used a capital 'D' when referring to Disabled staff. This is a conscious decision we have made to emphasise that barriers continue to exist for people with long-term conditions. The capital 'D' also shows that Disabled people have a shared identity and are part of a community that continues to fight for equality.

Data sources

WDES data for 2020 was collected through individual trust submissions via the [NHS Digital Strategic Data Collection Service](#) (SDCS). A return rate of 100% for trusts was achieved (as it was in 2019) for quantitative WDES data, and 99% for qualitative WDES data. This report also includes workforce data from the 2020 NHS Staff Survey (data collected in 2019). This data is published annually,

making it possible to monitor changes over time more accurately. Unless otherwise stated, data was taken from 2020 WDES national data collection.

Trusts also complete and submit responses to a qualitative survey. The survey asks a series of questions that help in the analysis of the WDES metrics data submissions. Reference to the survey findings are also included in this report.

Data analyses

For the purpose of data analyses and presentation, organisations have been grouped by the seven NHS geographical regions – East of England, London, Midlands, North East and Yorkshire, North West, South East and South West. Trend data analysis is limited to 2015 data due to the better quality and reliable data starting that year.

For metrics 2 and 3, statistical analyses are based on the “four-fifths” rule. If the relative likelihood of an outcome for one sub-group compared to another is less than 0.80 or higher than 1.25, then the process would be identified as having an adverse impact. Relatively likelihoods between 0.8 and 1.25 suggest there is no difference between the sub-group and the rest of the population – although this should not be interpreted as meaning that Disabled people do not experience inequalities.



WDES metric 1

Percentage of Disabled staff in each of the Agenda for Change (AfC) pay bands or medical / dental subgroups and very senior managers (including executive board members), compared with the percentage of staff in the overall workforce.

| Summary findings | 2019/20 comparison | Recommendations for action |
|--|--|---|
| <ul style="list-style-type: none">• 3.5% (45,081) of staff working for NHS trusts have declared themselves Disabled on ESR.• 18.7% of staff who responded to the NHS Staff Survey indicated they have a disability.• Medical and dental staff continue to have lower declaration rates than both non-clinical and clinical staff. Only 0.9% of consultants have declared a disability.• Declaration rates decrease as pay bands increase even though there are improvements in declaration rates for both non-clinical and clinical workforce.• At very senior managers (VSM) level, the proportion of Disabled staff has increased from 1.6% (48 staff) in 2019 to 2.8% (85 staff) in 2020.• There have been increases in declaration rates across all trust types. Acute trusts have the lowest rate at 3.0% (2.6% in 2019).• Disability declaration rates have improved in all regions, although there is still significant variation across the country. | <ul style="list-style-type: none">• The disability declaration rate in senior management positions at bands 8c and above rose from 2.0% in 2019 to 2.5% in 2020. All pay bands showed a similar increase.• More staff are now making a declaration on ESR, and the proportion of staff for whom their disability status is 'unknown' has reduced to 23.3% (26.5% in 2019).• The data suggests an increase in the number of Disabled staff in the NHS in 2020, compared to 2019. There has also been a greater increase in the non-disabled proportion, from 70.5% to 73.2%, suggesting increased recording of disability status. | <p>Local Review current disability declaration rates and agree actions to improve reporting rates, for example:</p> <ul style="list-style-type: none">• Run Disability awareness campaigns.• Publish and promote lived experience case studies.• Discuss disability or long-term conditions in health and wellbeing conversations.• Discuss the findings with Disabled staff networks. <p>Regions</p> <ul style="list-style-type: none">• Support and share good practice across trusts.• Identify and follow up on regional disparities. <p>National The WDES team funded two innovation awards in 2020 with programmes to increase disability declaration rates. The learning from these will be reflected in the WDES 2021 data report.</p> |

WDES metric 1

Key supportive data

| Year | Headcount | | | Percentages | | |
|------|-----------|--------------|---------|-------------|--------------|---------|
| | Disabled | Non-disabled | Unknown | Disabled | Non-disabled | Unknown |
| 2019 | 39,008 | 899,241 | 338,021 | 3.1% | 70.5% | 26.5% |
| 2020 | 45,096 | 960,909 | 300,655 | 3.5% | 73.5% | 23.0% |

Table 3: Staff in NHS trusts by Disability: 2019 – 2020

In 2020, the percentage of the workforce that had declared a disability was 3.5% (45,081). There were 6,008 more Disabled staff in 2020 compared to 2019. Over the same period, the number of non-disabled staff increased by 61,668. The level of staff whose disability status was 'Unknown' reduced by 37,366.

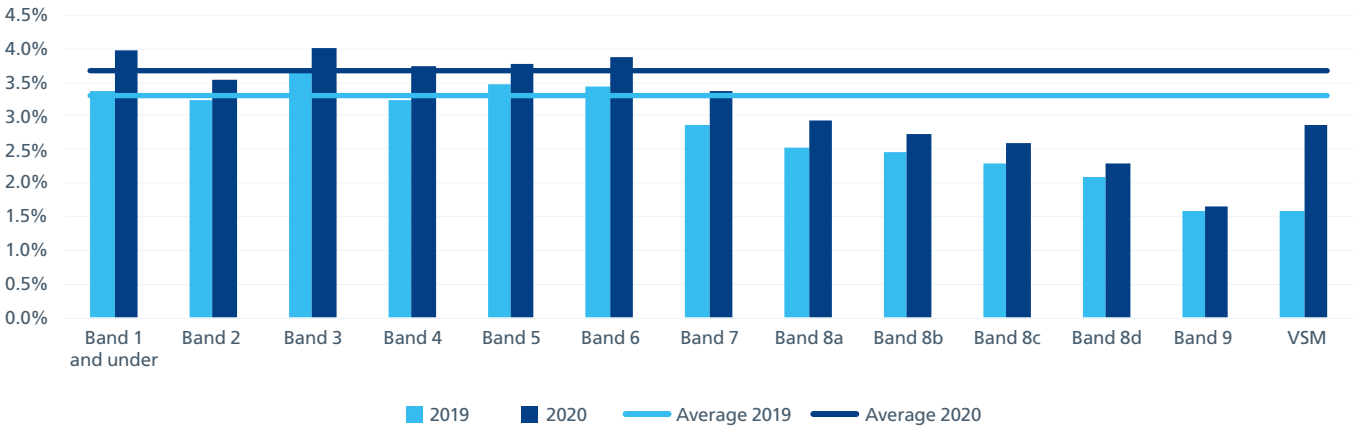


Figure 1: Percentage of Disabled staff by AfC pay band for all NHS trusts and foundation trusts: 2019 and 2020

The proportion of Disabled staff in the category of pay band 1 to band 6 is relatively constant at about the overall average value (3.5%). The majority of Disabled staff are in these pay bands. At pay bands 7 and above there is a reduction in representation, decreasing as seniority increases, with the exception of VSM pay bands.

At VSM level, the proportion of Disabled staff has increased from 1.6% (48 staff) in 2019 to 2.8% (85 staff) in 2020.

N.B. Medical and dental staff are not paid according to AfC bands, and so are not included in this graph.

WDES metric 2

Relative likelihood of non-disabled staff compared to Disabled staff being appointed from shortlisting across all posts.

| Summary findings | 2019/20 comparison | Recommendations for action |
|--|---|---|
| <ul style="list-style-type: none">• Non-disabled job applicants are 1.20 times more likely to be appointed from shortlisting compared to Disabled applicants.• Disabled applicants are significantly less likely to be appointed through shortlisting in acute trusts (1.29), which is unchanged from 2019.• Relative likelihood ratios show higher proportions of non-disabled applicants were appointed from shortlisting in all regions.• 95% of trusts are now accredited as Disability Confident. Trusts with Disability Confident Level 3 have a more positive relative likelihood of 1.10, compared to 1.36 in trusts that do not have accreditation.• 100% of trusts have introduced a Guaranteed Interview Scheme, which guarantees a Disabled applicant an interview when they meet the minimum requirements for the role. | <ul style="list-style-type: none">• The overall trend has not changed radically from 2019 (1.18) to 2020 (1.20).• Regionally, there is a mixed picture when the 2020 data is compared to 2019; the lowest level of disparity being in London (1.06). | <p>Local</p> <ul style="list-style-type: none">• Review recruitment data and the correlation with the Guaranteed Interview Scheme.• Review reasonable adjustments and accessibility throughout the recruitment process.• Review training and relevant policies for the inclusion of disability and reasonable adjustments.• Engage with Disabled staff networks on talent and career development opportunities.• Review the approach to job advertisements to ensure that local communities are aware of the opportunities. <p>Regions</p> <ul style="list-style-type: none">• Support and share good recruitment practice across trusts.• Identify and follow up on regional disparities. <p>National</p> <ul style="list-style-type: none">• NHS England and NHS Improvement are working with trusts and regions to overhaul recruitment processes, with a view to ensuring that all recruitment practices and processes are inclusive. |

WDES metric 2

Key supportive data

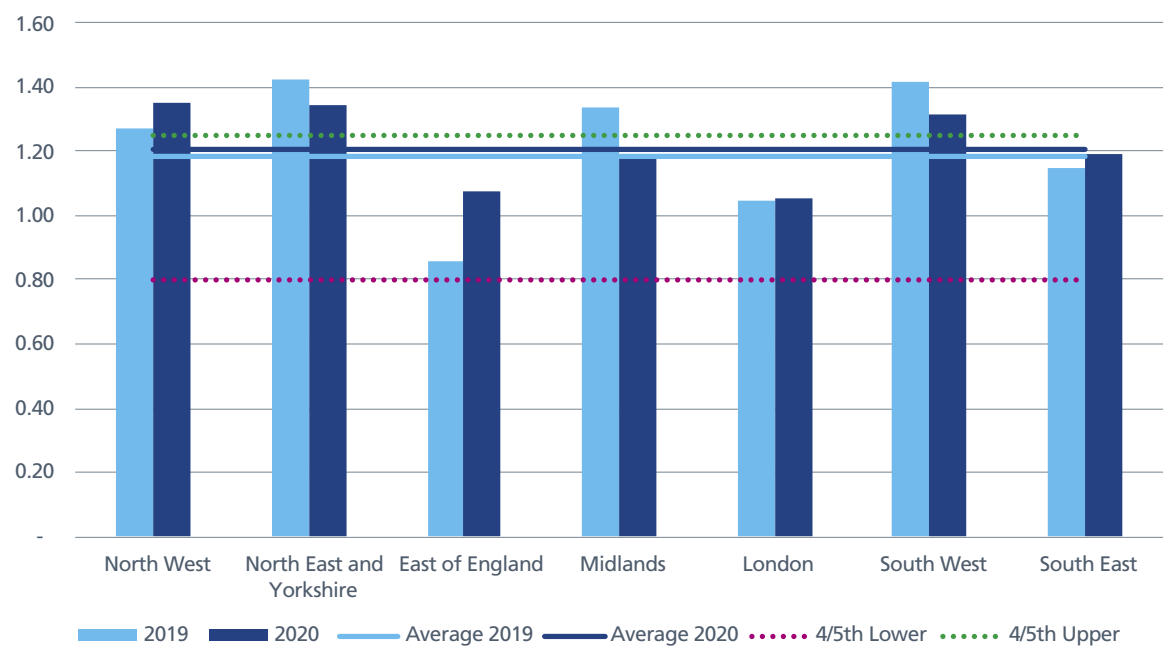


Figure 2: Relative likelihood of Disabled applicants being appointed from shortlisting compared to non-disabled applicants, by region: 2019 – 2020

The boundaries of the four-fifths rule* are shown, indicating only the North West, North East and Yorkshire and South West show any significant difference in recruitment rates.

*The four-fifths rule uses thresholds to determine whether practices have a notable adverse impact – see page 10 for further information

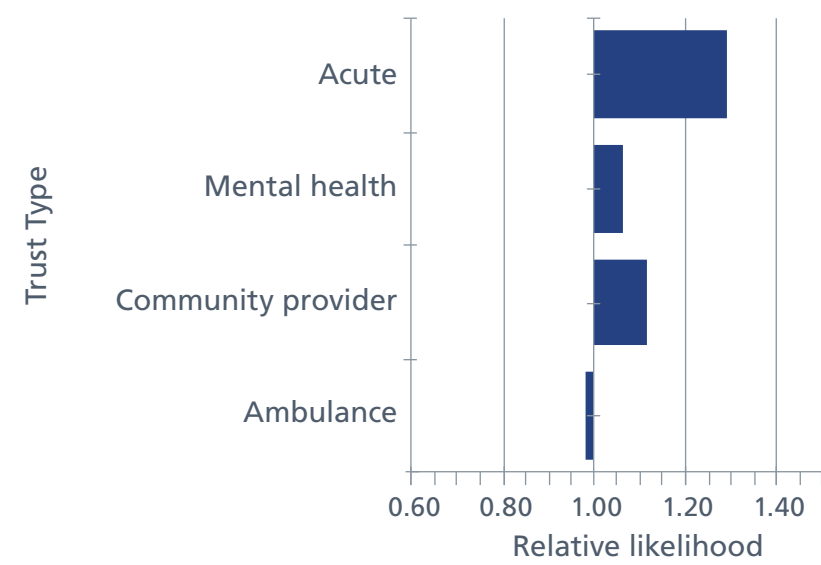


Figure 3: Relative likelihood of Disabled applicants being appointed from shortlisting compared to non-disabled applicants, by trust type: 2019 – 2020

The data shows that only acute trusts have a significant difference in recruitment rates.

WDES metric 3

Relative likelihood of Disabled staff compared to non-disabled staff entering the formal capability process*

Summary findings

- Disabled staff were 1.54 times more likely to enter the formal performance management capability process compared to non-disabled staff.
- All trust types have relative likelihoods that indicate that Disabled staff are more likely to enter capability processes. The highest likelihood ratio was 1.91 in ambulance trusts.
- The majority of regions have a relative likelihood over 1.25, suggesting that the experience of Disabled staff is worse than their non-disabled colleagues across the country. The South West has a likelihood ratio of 2.16.

2019/20 comparison

There is no direct comparison as this metric was voluntary in 2019 and became mandatory in 2020.

Recommendations for action

Local

- Engage with the Disabled staff network to review the data in more detail and identify any relationship with the organisation's reasonable adjustments policy.
- Review previous years data to understand any patterns or trends.
- Provide training on managing capability for line managers, which includes disability and reasonable adjustments.

Regions

- Support and share good practice across trusts.
- Identify and follow up on regional disparities.

WDES metric 3

Key supportive data

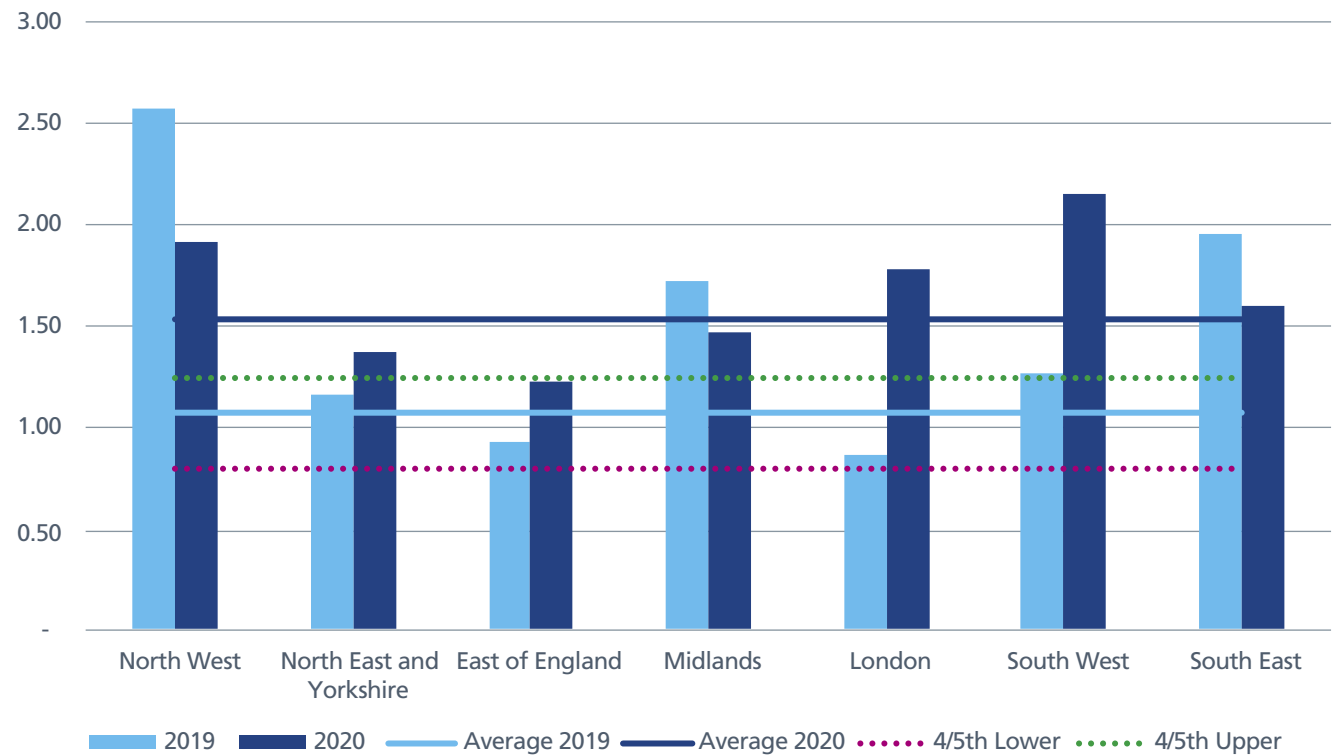


Figure 4: Relative likelihood of non-disabled staff entering the formal performance management capability process compared to Disabled staff by region: 2019 – 2020

The boundaries of the four-fifths rule* are shown, indicating all regions apart from East of England have a significant difference between the experiences of Disabled and non-disabled staff.

*The four-fifths rule uses thresholds to determine whether practices have a notable adverse impact – see page 10 for further information.

WDES metric 4

Percentage of Disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse

Summary findings

- In 2019, 26.3% of Disabled staff said that they had experienced harassment, bullying or abuse. This level has been consistent over time.
- There is a gap of 7.8 percentage points between Disabled and non-disabled staff experiencing any form of harassment, bullying or abuse.
- Slightly more Disabled staff than non-disabled staff stated that the harassment, bullying or abuse they had experienced had been reported (49.7% vs 48.5%).
- More than one in three Disabled staff in ambulance trusts reported harassment, bullying or abuse: this falls to one in four for all other trust types.

Five years comparison

- The reported levels of harassment, bullying or abuse of NHS staff has remained consistent over the last five years. This is true for both Disabled and non-disabled staff.

Recommendations for action

Local

- Adopt and use the [Civility and respect toolkit](#).
- Engage with Disabled staff networks to find out about their experiences and agree on actions.

Regions

- Support and share good practice across trusts.
- Identify and follow up on regional disparities.

National

- Work with stakeholders to improve staff experience of harassment, bullying and abuse in ambulance trusts.

“We are all linked in the chain that delivers outstanding care for our patients, strengthen relationships and see each other as people rather than labels, and value individual skills, roles and people.”

NHS foundation trust
WDES data submission

WDES metric 4

Key supportive data

| | Disabled | Non-disabled | Difference |
|------------|----------|--------------|------------|
| Public | 34.2% | 27.4% | 6.8% |
| Managers | 18.5% | 10.8% | 7.8% |
| Colleagues | 26.3% | 17.3% | 9.0% |

Table 4: Percentage of Disabled and non-disabled staff experiencing harassment, bullying or abuse in the last 12 months

In relative terms, when compared to non-disabled staff, Disabled staff experience harassment, bullying or abuse:

- 6.8 percentage points more from patients or the public
- 7.8 percentage points more from managers
- 9.0 percentage points more from other colleagues

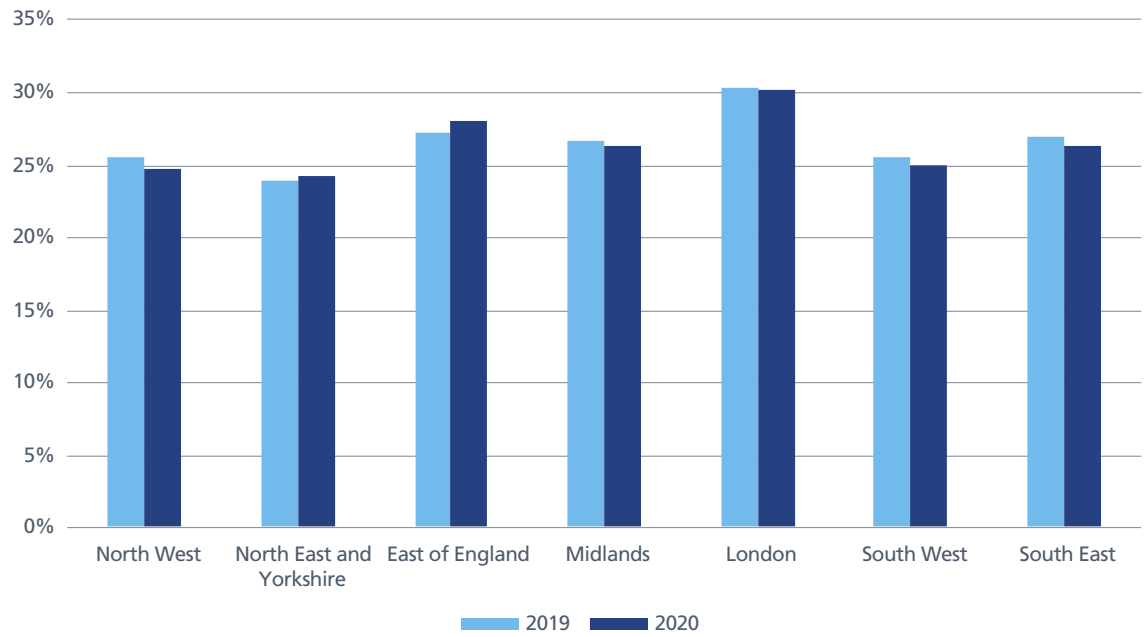


Figure 5: Percentage of Disabled staff experiencing harassment, bullying or abuse in last 12 months by region

London consistently has the highest levels of harassment, bullying or abuse. The North East and Yorkshire have the lowest.

WDES metric 5

Percentage of Disabled staff compared to non-disabled staff believing that the trust provides equal opportunities for career progression or promotion

Summary findings

- 78.2% of Disabled staff felt that their trust provided equal opportunities for career progression or promotion, compared to 85.2% of non-disabled staff.
- Trusts in the London region and ambulance trusts perform the worst for this metric; 68.5% and 64.3% of Disabled staff believe that they have equal opportunities for career progression or promotion.
- 81.2% of Disabled staff in trusts rated by Care Quality Commission (CQC) as 'Outstanding' felt they had equal opportunities for career progression. This reduced to 72.7% in 'Inadequate' rated trusts.
- 43% (2019: 24%) of trusts have introduced career development opportunities targeted specifically at Disabled staff.

Five years comparison

- The level of Disabled staff and non-disabled staff feeling that they have equal opportunities for career progression has slightly reduced over the past five years.
- However, the difference between Disabled and non-disabled has remained consistent during this period at around 7 percentage points.

Recommendations for action

Local

- Develop talent programmes that target Disabled staff.
- Review opportunities for internal promotion and career progression for Disabled staff.
- Ask leaders with visible and/or hidden/invisible disabilities if they are content to share their lived experience stories.

Regions

- Support and share good practice across trusts.
- Identify and follow up on regional disparities.

National

- Review and share learning from the 2020 WDES Innovation Fund.
- Fund further innovative work through the 2021 WDES Innovation Fund awards.
- Develop leadership and talent programmes to increase the percentages and raise the visibility of Disabled senior leaders.

“Through the talent framework there are plans to develop a bespoke positive action development programme for disabled staff to help support career development.”

NHS trust
WDES data submission

WDES metric 5

Key supportive data



Figure 6: Percentage of Disabled staff believing that the trust provides equal opportunities for career progression or promotion by region: 2019 – 2020

Most regions perform similarly for this metric, with between 78.2% to 81.4% of Disabled staff feeling that they have equal opportunities for career progression.

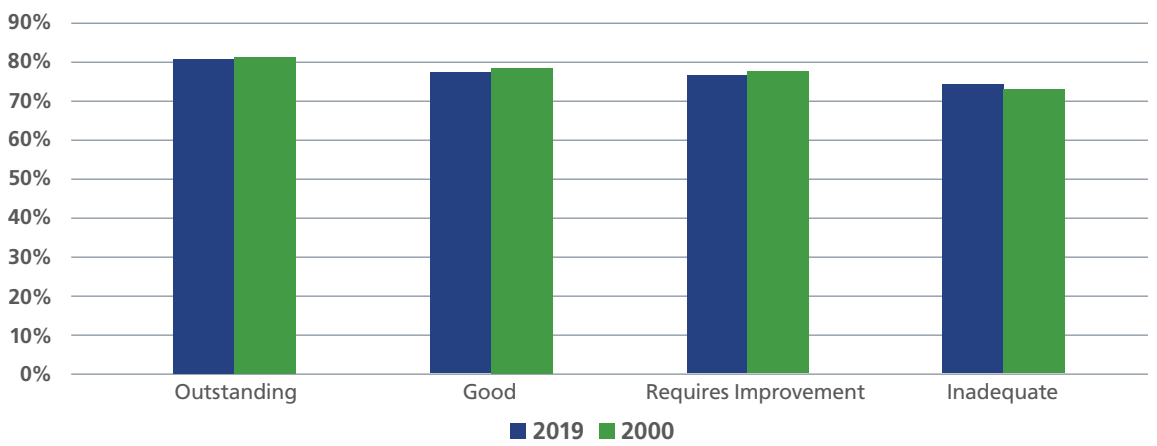


Figure 7: Percentage of Disabled staff believing that the trust provides equal opportunities for career progression or promotion by CQC Well-led rating: 2019 – 2020

The data suggests there is a correlation between how well a trust is led overall and how Disabled staff feel about their opportunities for career progression.

WDES metric 6

Percentage of Disabled staff compared to non-disabled staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties (presenteeism)

Summary findings

- 30.6% of Disabled staff stated they had experienced presenteeism. This compares to 21.2% of non-disabled staff.
- The overall level of presenteeism has reduced by 1.4 percentage points since 2018 for Disabled staff. The difference in levels of presenteeism between Disabled and non-disabled staff remains at 10 percentage points.
- Disabled staff were more likely to experience presenteeism across all trust types. The highest levels were within ambulance trusts (44.3%).
- Disabled staff were more likely to experience presenteeism within all regions, with higher levels in London (31.8%) and the Midlands (31.4%).
- 68% of trusts have taken direct action to reduce presenteeism.

Five years comparison

- The overall proportion of non-disabled staff experiencing presenteeism has reduced, from 28.0% in 2016 to 23.5% in 2019. For Disabled staff, the percentage has fallen from 36.3% to 30.6%.
- The gap between Disabled and non-disabled staff remains at around 10%. In relative terms, this means 44% more Disabled staff feel presenteeism than non-disabled colleagues.

Recommendations for action

Local

- Work with the Disabled staff network to introduce a Disability leave policy.
- Review flexible working policy and options for Disabled staff.

Regions

- Support and share good practice across trusts.
- Identify and follow up on regional disparities.

National

- Produce guidance on how to reduce any inequalities that may exist in the experiences between Disabled and non-disabled staff when requesting flexible working patterns.

“We piloted a new approach to absence management which we called the Paradigm Shift. This entailed sessions with staff around openness and honesty, flexibility around time off and more options for time off. This was to encourage staff to talk about how they were feeling etc. so we could appropriately support them.”

NHS trust
WDES data submission

WDES metric 6

Key supportive data

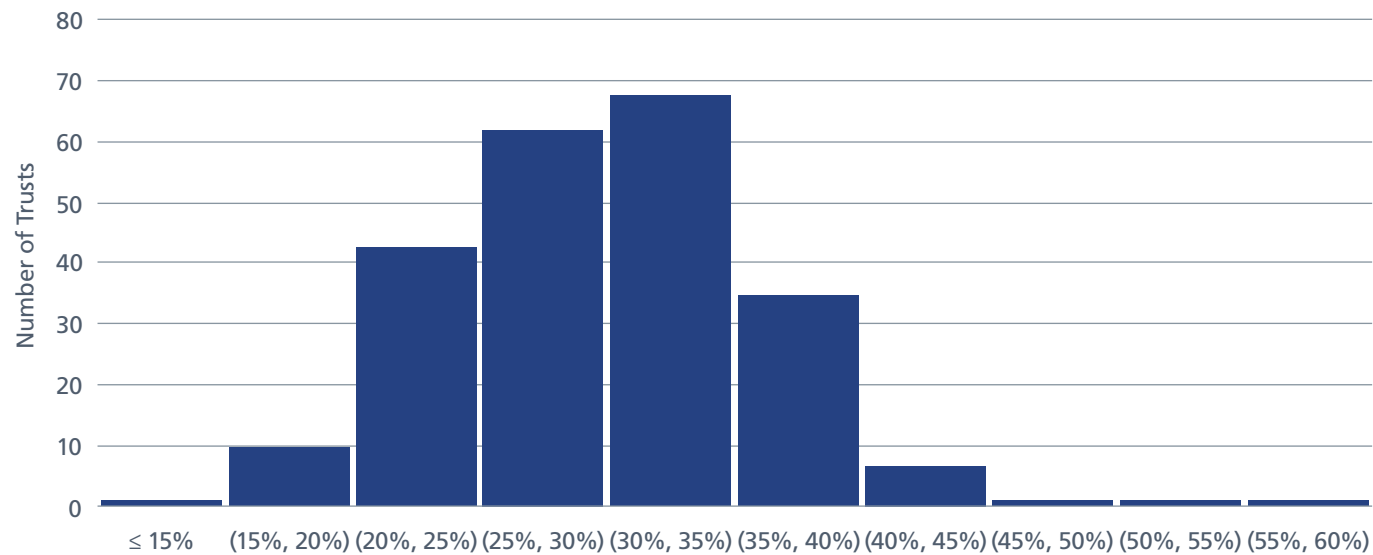


Figure 8: Percentage of Disabled staff reporting presenteeism in the last 12 months: 2019

Ten trusts have reported rates of presenteeism from Disabled staff of more than 40%. Seven of these are ambulance trusts.



WDES metric 7

Percentage of Disabled staff compared to non-disabled staff saying that they are satisfied with the extent to which their organisation values their work

Summary findings

- Disabled staff remain less likely to feel valued by their organisation (39.1%), which is 11.3 percentage points lower than that experienced by non-disabled staff.
- Just over a quarter (26.8%) of Disabled staff in ambulance trusts reported feeling valued for their contribution. This is nearly 12 percentage points lower than all other trust types.

Five years comparison

- Over five years, the proportion of staff feeling valued has risen steadily for both Disabled and non-disabled staff. However, the differential gap has widened during this period from 9.6 to 11.3 percentage points.

Recommendations for action

Local

- Review the link between this metric and other metrics and related data (e.g. exit, recruitment, career progression).
- Discuss with and support Disabled staff networks and sub-networks, include actions in WDES action planning.

Regions

- Support and share good practice across trusts.
- Identify and follow up on regional disparities.

National

- Deliver quarterly webinars - for Disabled staff network leads and chairs.

“We have created specific support initiatives for colleagues who may be vulnerable and are shielding at home i.e. a support pack containing helpful hints/tips/guides, staff psychological support helpline, group psychological support sessions, risk assessments with regular review, MS Teams to enable colleagues to connect whilst at home and a number of listening events to learn from the experience of those who have been at home (or at work) throughout.”

NHS trust
WDES data submission

WDES metric 7

Key supportive data

| | 2015 | 2016 | 2017 | 2018 | 2019 |
|--------------|-------|-------|-------|-------|-------|
| Disabled | 33.2% | 35.0% | 34.8% | 37.3% | 39.1% |
| Non-disabled | 42.8% | 44.9% | 45.0% | 48.5% | 50.4% |

Table 5: Percentage of staff who were satisfied with the extent to which their organisation valued their work: 2015 – 2019

Over the last five years, Disabled staff have been around 10 percentage points less likely to feel valued by their trust.

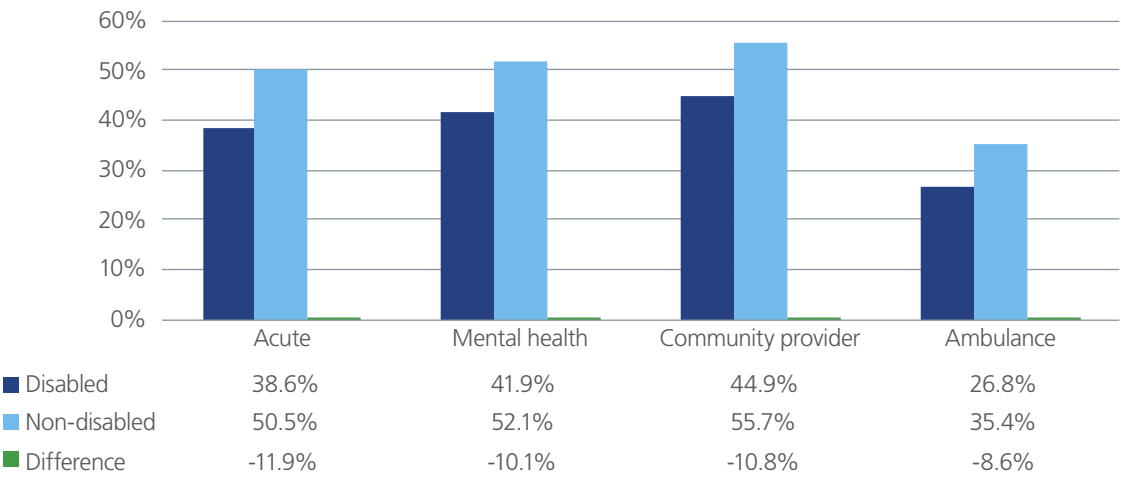


Figure 9: Percentage of staff who were satisfied with the extent to which their organisation valued their work (by trust type)

In 2019, just over a quarter (26.8%) of Disabled staff in ambulance trusts reported feeling valued for their contribution (a small improvement from 24% in 2018). This compared to 38.6% and upwards in other trust types.

WDES metric 8

Percentage of Disabled staff saying that their employer has made adequate adjustment(s) to enable them to carry out their work

Summary findings

- 73.8% of Disabled staff felt that their employer had made adequate adjustments. This compared to 72.4% in 2018.
- 60.3% of Disabled staff in ambulance trusts reported the trust had made workplace adjustments (57.2% in 2018).
- London had the lowest regional figures with 68.8% saying that their employer had made reasonable adjustments.
- 42% of trusts (2019: 44%) have not yet introduced a reasonable adjustments policy.
- Trusts regarded as 'Outstanding' in CQC ratings did better at managing requests for workplace adjustments (75.8%, compared to 70.2% in trusts rated as 'Inadequate').
- The performance of trusts with Disability Confident Level 3 accreditation was poorer than those with Level 1 or 2 accreditation, as well as those without accreditation.

Five years comparison

- The overall percentage of Disabled staff who agree their employer has made adequate adjustments has remained largely unchanged over the last five years.

Recommendations for action

Local

- Develop a Reasonable Adjustments policy with reasonable adjustments funded by a central budget rather than through local budgets.
- Review and share information about the trust's current process for managing reasonable adjustments and Access to Work requests.

Regions

- Support and share good practice across trusts.
- Identify and follow up on regional disparities.

National

- Workplace passport 'formats' are being reviewed and a nationwide format will be developed and shared in the coming months.
- A roundtable meeting will be held to identify how the Access to Work scheme operates within the NHS, and how improvements can be achieved.

"We have implemented a Health Passport that is designed to allow individuals to easily record information about a physical or mental health condition(s), any reasonable adjustments they may have in place and/or any challenges they might face in the workplace. It is a portable document that is live meaning it can be reviewed and adjusted if the employees needs or role changes within the organisation."

NHS trust
WDES data submission

WDES metric 8

Key supportive data

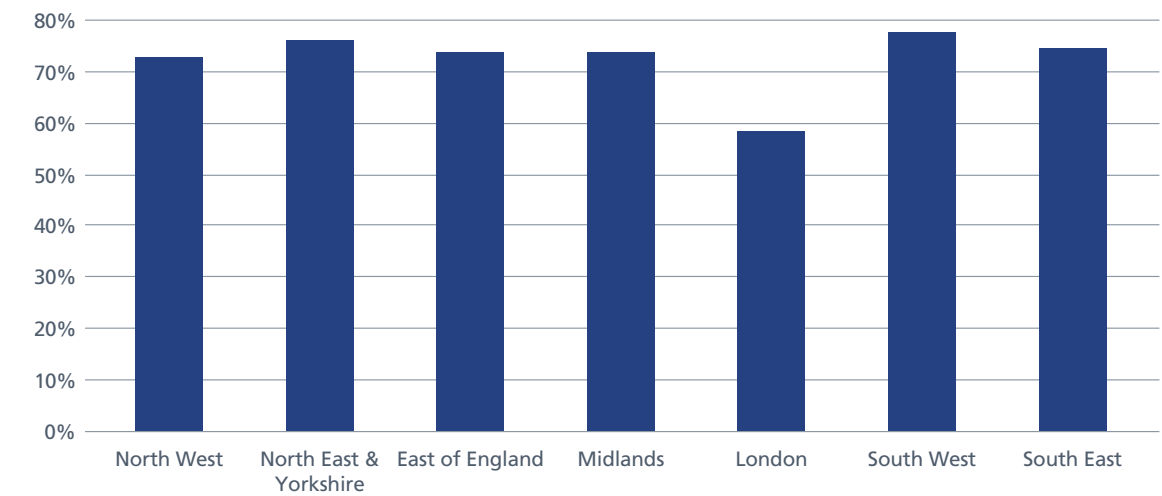


Figure 10: Percentage of Disabled staff saying that their employer has made adequate adjustment(s) to enable them to carry out their work (2019)

London region has the lowest percentage (68.6%) and South West region has the highest (77.7%).

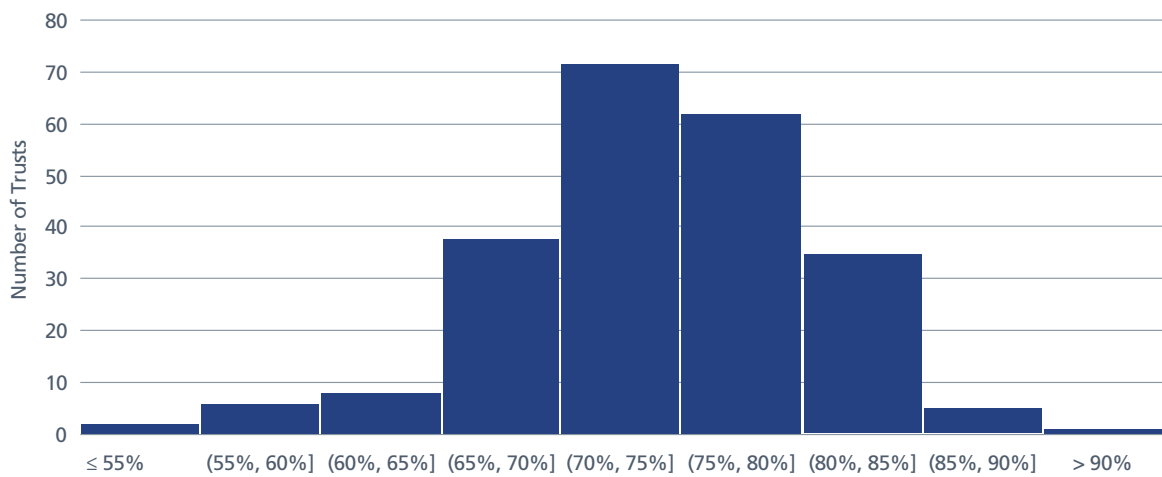


Figure 11: Number of trusts providing reasonable adjustments (2019)

In analysing the range, eight trusts scored less than 65%, whilst six trusts scored more than 85%.

WDES metric 9

9a) The staff engagement score for Disabled staff, compared to non-disabled staff

9b) Has your trust taken action to facilitate the voices of Disabled staff in your organisation to be heard?

Summary findings

Metric 9a

- Disabled staff reported an engagement score of 6.64 compared to 7.13 for non-disabled staff. Whilst this may seem a small difference, in the context of staff engagement scores this gap is significant.
- Ambulance trusts had lower engagement scores than other trust types (a score of 5.85).
- 77% of trusts have a Disabled staff network (or similar). A further 22% plan to create one in the next 12 months.
- 99.1% of trusts indicate that they have a board level champion for disability.
- 25% of trusts said that they did not involve Disabled staff in developing their WDES action plans.

Metric 9b

- 92.8% of trusts reported they had taken steps to facilitate the voices of Disabled staff to be heard. This is an improvement from 85% in 2019.

Year on year comparison

- The overall difference between Disabled and non-disabled staff engagement scores are relatively unchanged over five years.

Recommendations for action

Local

- Review governance arrangements for staff networks
- Consider safe spaces for staff with hidden/invisible disabilities.
- Strengthen the links between the board and the staff network.

Regions

- Organise pan trust/regional Disabled staff networks events.
- Support and share good practice across trusts.
- Identify and follow up on regional disparities.

National

- Support the development of effective Disabled staff networks through a governance checklist, the publication of guidance/ resources and webinars.
- Work with national networks to share good practice on specific disabilities.

WDES metric 9a

Key supportive data

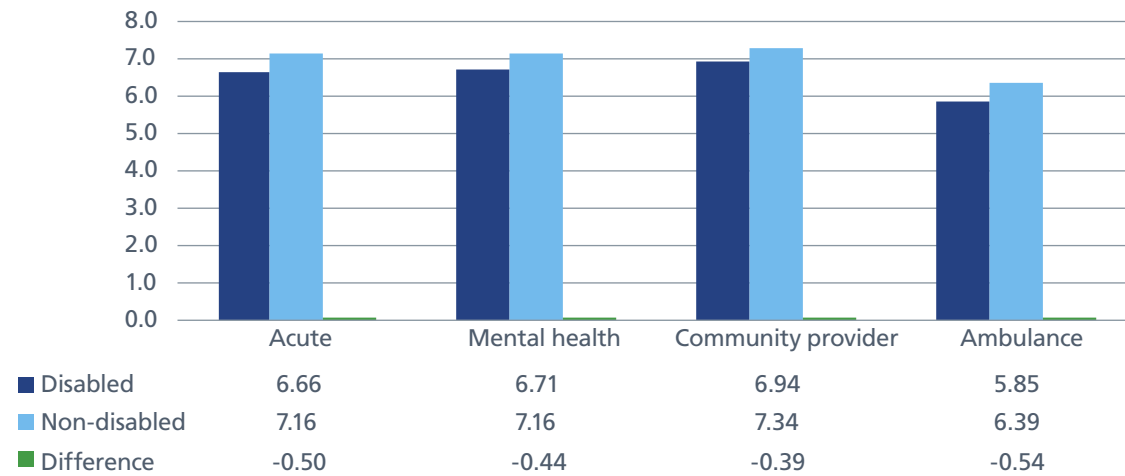


Figure 12: Staff engagement score (by trust type)

Ambulance trusts have both the lowest engagement score overall, and the largest gap between scores for Disabled and non-disabled staff. However, the score of 5.85 is a small improvement from the previous score of 5.72.



WDES metric 10

Percentage difference between an organisation’s board voting membership and its overall workforce

Summary findings

- Representation of Disabled people on boards increased from 2% in 2019 to 3% in 2020.
- There have been improvements in all trust types; community providers have improved from 1.9% to 6.4% (an increase of 4.5%).
- While Disabled people represent 3.5% of the overall workforce, they represent 3.0% of board members.
- Two-thirds of trusts do not have any Disabled board members, only 17 trusts have more than one.
- Each region has seen an increase in the representation of Disabled people on boards. East of England region has seen an improvement of 2.1 percentage points (0.8% in 2019 compared to 2.9% in 2020).

2019/20 comparison

- Disabled board representation has risen in the last year:
 - Overall membership up 1.0%
 - Voting membership up 0.7%
 - Non-voting membership up 2%
 - Executive membership up 1.7%
 - Non-executive membership up 0.3%

Recommendations for action

Local

- Review monitoring data for board members.
- Agree actions that the board can take that will support disability equality.
- Increase the visibility of Disabled senior leaders through the promotion of lived experience stories.
- Board Champion – define the role and develop strong links with the Disabled staff network.

Regions

- Support and share good practice across trusts.
- Identify and follow up on regional disparities.

National

- Work with Disabled Leaders and agree actions that will impact positively on Disabled staff.

“... senior appointments are considered by (a) committee, it is a key responsibility of members of this committee to challenge around the advertising and selection processes used to ensure that opportunities are open to all with a view to increasing representation.”

NHS trust
WDES data submission

WDES metric 10

Key supportive data

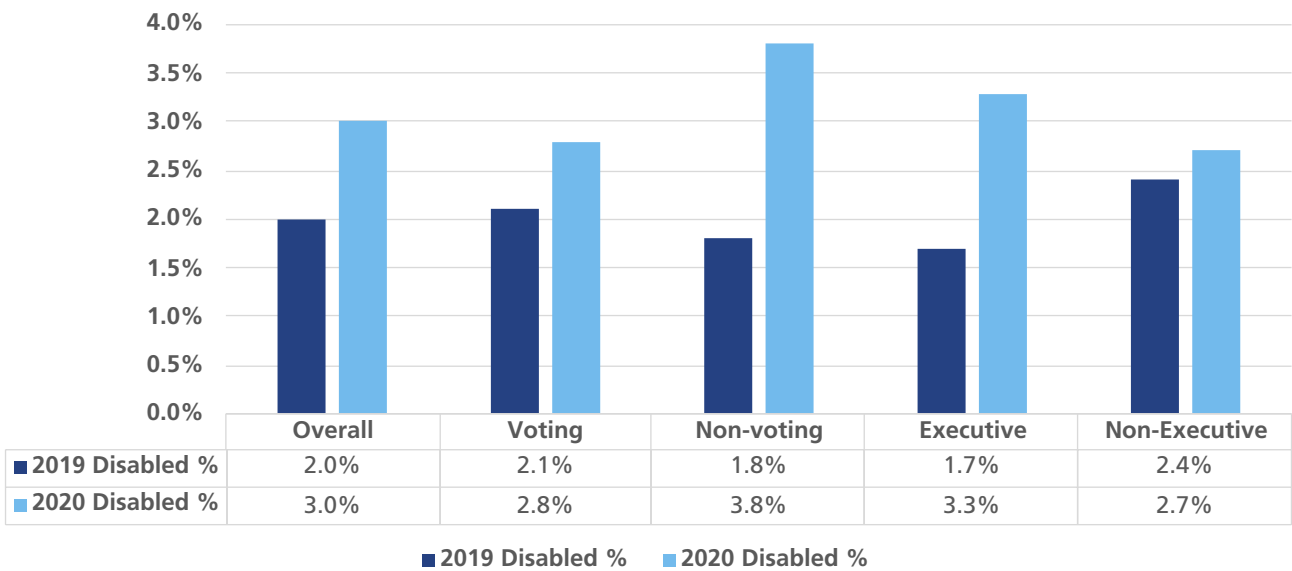


Figure 13: Percentage of Disabled board members by type of membership

Overall, there have been improvements in the percentage of Disabled staff in all types of board membership.

| | 2019 | 2020 |
|------------------------------------|--------------------|-------------|
| 0 Disabled board members | 76.7% (174 trusts) | 64.4% (143) |
| 1 Disabled board member | 19.8% (45) | 27.9% (62) |
| 2 Disabled board members | 2.6% (6) | 5.4% (12) |
| 3 Disabled board members | 0.9% (2) | 2.3% (5) |
| More than 3 Disabled board members | 0.0% | 0.0% |

Table 6: Percentage (number) of Disabled board members across NHS trusts: 2019 – 2020

There has been a decrease in the number and proportion of trusts with zero Disabled representation on the board. No trust has more than three Disabled board members.

WDES qualitative survey

In addition to collecting and reporting quantitative data for the WDES metrics, we also asked trusts to complete a WDES online survey that included a range of qualitative questions. The responses to these questions provide us with additional contextual understanding that enhances the quantitative metrics data, as well as offer an opportunity to identify good practice that can be shared. The findings from the survey are summarised here and may be of particular interest to colleagues working in equality, OD and HR teams. In 2020, 99% of trusts completed the survey with only one trust failing to do so.

Disabled staff networks

77% (2019: 63%) of trusts have a Disability Staff Network (or similar). A further 22% plan to create one in the next 12 months.

Guaranteed Interview Scheme

100% of trusts have a scheme that guarantees a Disabled applicant an interview when they meet the minimum requirements for the role.

Disability equality and inclusion programmes

93% of trusts (2019: 91%) declared they have a programme that supports embedding of disability equality and inclusion in the workplace.

Targeted career opportunities

43% (2019: 24%) of trusts have introduced career development opportunities targeted specifically at Disabled staff.

Disability Confident

95% of trusts have signed up to the '[Disability Confident](#)' employer scheme.

Disabled staff involvement in WDES action plans

Only 75% of trusts involved Disabled staff in developing their WDES action plans.

Annex A: The WDES metrics (2020)

| Workforce metrics (For each of the workforce metrics, compare the data for Disabled and non-disabled staff) | |
|---|---|
| 1 | Percentage of Disabled staff in each of the Agenda for Change (AfC) pay bands or medical / dental subgroups and very senior managers (including executive board members), compared with the percentage of staff in the overall workforce. |
| 2 | Relative likelihood of non-disabled staff compared to Disabled staff being appointed from shortlisting across all posts. |
| 3 | Relative likelihood of Disabled staff compared to non-disabled staff entering the formal capability process. |
| NHS Staff Survey metrics (For each of the four staff survey metrics, compare the outcomes of the responses for Disabled and non-disabled staff) | |
| 4 | Percentage of Disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse. |
| 5 | Percentage of Disabled staff compared to non-disabled staff believing that the trust provides equal opportunities for career progression or promotion. |
| 6 | Percentage of Disabled staff compared to non-disabled staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties. |
| 7 | Percentage of Disabled staff compared to non-disabled staff saying that they are satisfied with the extent to which their organisation values their work. |
| 8 | Percentage of Disabled staff saying that their employer has made adequate adjustment(s) to enable them to carry out their work. |
| 9 | a. The staff engagement score for Disabled staff, compared to non-disabled staff b. Has your trust taken action to facilitate the voices of Disabled staff in your organisation to be heard? |
| Board representation metric (For this metric, compare the difference for Disabled and non-disabled staff) | |
| 10 | Percentage difference between an organisation’s board voting membership and its overall workforce. |