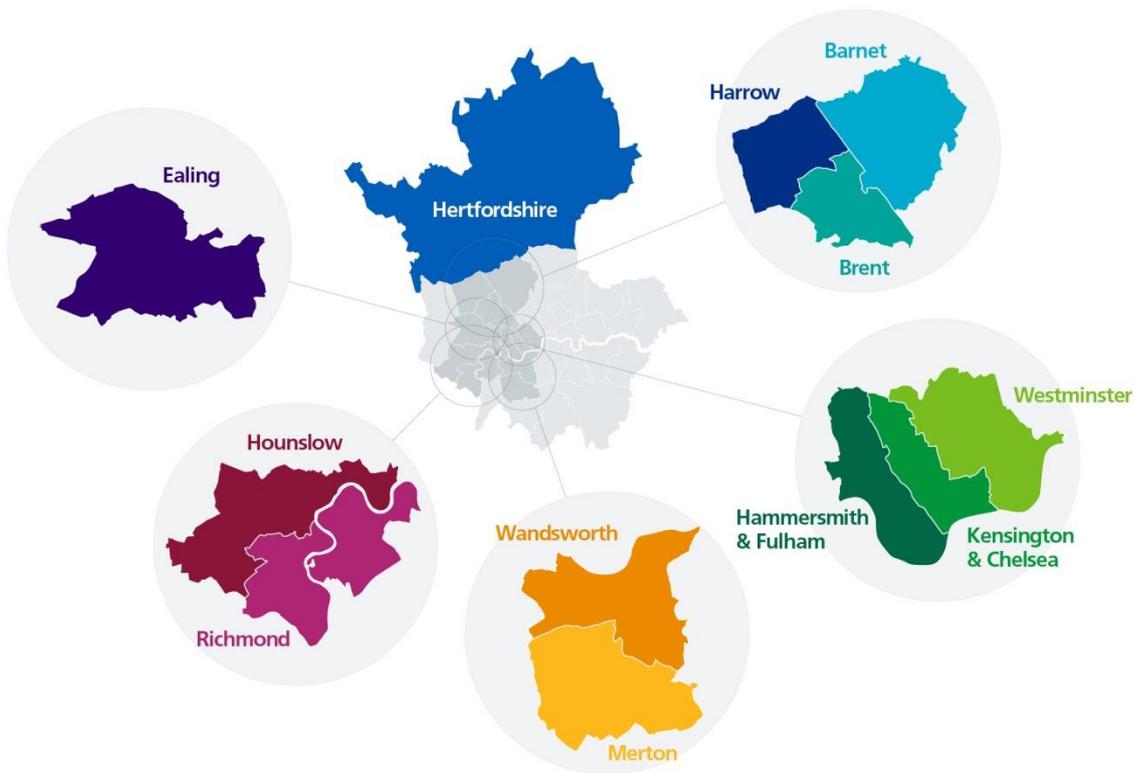


## Workforce Disability Equality Standard Report 2019/20



September 2020

## **Introduction:**

The National Workforce Disability Equality Standard (WDES) is a benchmarking framework, made up of 10 metrics that will help healthcare providers compare experiences of Disabled and Non-Disabled staff. The purpose of the framework is to develop an evidence-based action plan that would measure progress on disability equality year on year. The standard was developed following a study by Middlesex and Bedfordshire Universities into the experiences of Disabled staff within the NHS workforce. The standard was introduced in 2019 as a pilot and is effective from 2020 onwards.

The WDES will help Trusts have a better understanding of the experiences of Disabled staff, support positive change and build an inclusive environment for people working in the NHS.

The WDES is mandated through the NHS Standard Contract and is restricted to NHS Trusts and Foundation Trusts for the first two years of implementation. Like the WRES, it will identify good practice and compare performances regionally and by Trust type.

As this is the second year of the WDES, a comparison with the previous year and benchmark median is possible in the staff survey metrics of the framework.

Note: whilst similar to the WRES Metrics, the WDES Metrics are slightly different in what they measure and how they calculate the metric.

### **Metric 1: Percentage of staff in each AfC Bands 1-9 and Medical and VSM grades compared with overall workforce**

The data for this metric is drawn from the Electronic Staff Records as at March 31<sup>st</sup> 2020. As Table 1 shows, overall 3.77% of staff in the Trust declared a disability, 65.54% declared they were not Disabled (overall declaration rate: 67.66%) and for 30.69%, their disability status is unknown or undeclared.

The national Workforce Disability Equality Standard Report 2019 found that in the Agenda for Change (AfC) pay band clusters, declaration rates decreased from Band 8a with increasing seniority. The highest proportion (3.7%) of Disabled staff was observed in pay bands 1 to 4. The lowest proportion (2.2%) was reported in the cluster containing pay bands 8c to 9 and very senior managers. No trend in the 'unknown' rates was observed across pay bands. Approximately a quarter of staff in each cluster had not declared their disability status.

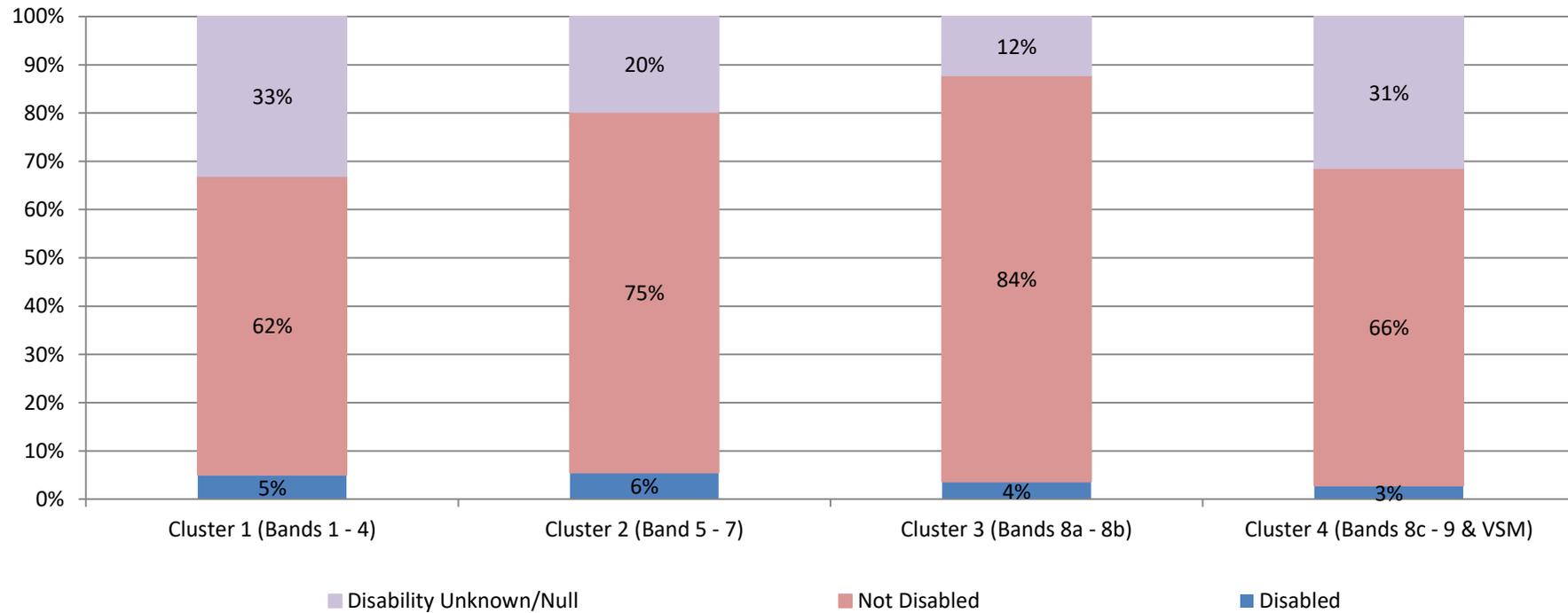
Whilst this is not the pattern in CLCH, the data in the table below shows that the proportion of undefined responses is high among medical and dental staff.

Metric 1 analyses the workforce by Non-clinical and Clinical staff (including medical and dental) and, within each of those by clusters, of Agenda for Change and Medical / Dental grades and VSM grades. Table 1 overleaf shows the categories and the verified data submitted by Central London Community Healthcare NHS Trust (CLCH).

Table 1: WDES Metric 1: Percentage of staff in AfC pay bands or medical and dental subgroups and Very Senior Managers (including Executive Board members) compared with the percentage of staff in the overall workforce.		31st MARCH 2020						
		DISABLED		NON-DISABLED		DISABILITY UNKNOWN OR NULL		OVERALL STAFF
		Total Disabled	% Disabled / ratio	Total Not Disabled	% Not Disabled / ratio	Total Unknown or Null	% Unknown or Null / ratio	Total
MEASURE		Verified data	Verified data	Verified data	Verified data	Verified data	Verified data	Verified data
1a) Non Clinical Staff								
Cluster 1 (Bands 1 - 4)	Total	24	5.05%	294	61.89%	157	33.05%	475
Cluster 2 (Band 5 - 7)	Total	9	5.56%	121	74.69%	32	19.75%	162
Cluster 3 (Bands 8a - 8b)	Total	3	3.66%	69	84.15%	10	12.20%	82
Cluster 4 (Bands 8c - 9 & VSM)	Total	2	2.86%	46	65.71%	22	31.43%	70
1b) Clinical Staff								
Cluster 1 (Bands 1 - 4)	Total	16	2.11%	495	65.13%	249	32.76%	760
Cluster 2 (Band 5 - 7)	Total	85	4.02%	1357	64.22%	671	31.76%	2113
Cluster 3 (Bands 8a - 8b)	Total	7	3.17%	167	75.57%	47	21.27%	221
Cluster 4 (Bands 8c - 9 & VSM)	Total	0	0.00%	17	70.83%	7	29.17%	24
Cluster 5 (Medical & Dental Staff, Consultants)	Total	0	0.00%	3	37.50%	5	62.50%	8
Cluster 6 (Medical & Dental Staff, Non-Consultants career grade)	Total	3	8.11%	21	56.76%	13	35.14%	37
Cluster 7 (Medical & Dental Staff, Medical and dental trainee grades)	Total	0	0.00%	0	0.00%	0	0.00%	0

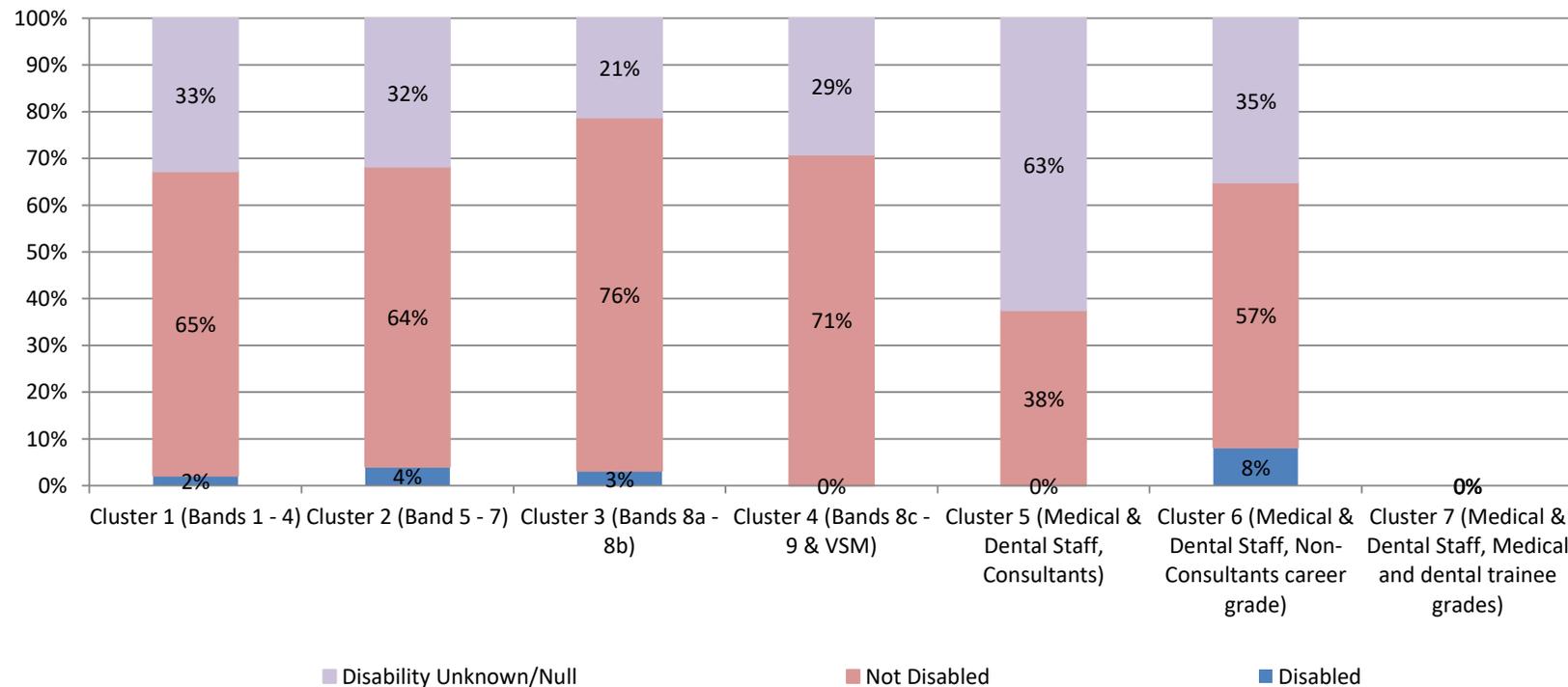
The information in Table 1 is illustrated in the two charts overleaf, with their supporting tables.

Chart showing the percentage of non-clinical staff by WDES clustering that are disabled, not disabled or disability is unknown / null%



1a) Non Clinical Staff	Disabled	Not Disabled	Disability Unknown/Null
Cluster 1 (Bands 1 - 4)	5%	62%	33%
Cluster 2 (Band 5 - 7)	6%	75%	20%
Cluster 3 (Bands 8a - 8b)	4%	84%	12%
Cluster 4 (Bands 8c - 9 & VSM)	3%	66%	31%

Chart showing the percentage of clinical staff by WDES clustering that are disabled, not disabled or disability is unknown / null



1b) Clinical Staff

	Disabled	Not Disabled	Disability Unknown/Null
Cluster 1 (Bands 1 - 4)	2%	65%	33%
Cluster 2 (Band 5 - 7)	4%	64%	32%
Cluster 3 (Bands 8a - 8b)	3%	76%	21%
Cluster 4 (Bands 8c - 9 & VSM)	0%	71%	29%
Cluster 5 (Medical & Dental Staff, Consultants)	0%	38%	63%
Cluster 6 (Medical & Dental Staff, Non-Consultants career grade)	8%	57%	35%
Cluster 7 (Medical & Dental Staff, Medical and dental trainee grades)	0%	0%	0%

**Metric 2: Relative likelihood of Disabled staff compared to Non-Disabled staff being appointed from shortlisting across all posts.**

The data drawn from ESR shows that Non-Disabled staff were 1.04 times more likely to be appointed when compared with Disabled staff. This is an improvement from last year, when the relative likelihood of non-disabled staff being appointed from shortlisting was 1.23 times compared with disabled staff.

**Table 2: Relative Likelihood of Disabled staff being appointed from shortlisting, March 31<sup>st</sup> 2020**

	12 months to 31.03.20	
	Disabled	Not Disabled
Shortlisted (row A)	205	3217
Appointed (row B)	32	521
Row C = Row B divided by Row A	0.1561	0.1620
Comparative Ratio = Row C Not Disabled divided by Row C for Disability	1.04	

**Metric 3: Relative likelihood of Disabled staff compared to Non-Disabled staff entering the formal capability process, measured by entry into the formal capability procedure**

According to the employee relations data over the past 2 years, 1 Disabled staff had entered the formal capability processes and 6 without a disability, as shown in Table 3 below. The data suggests that the relative likelihood of disabled staff entering the formal capability process was 2.91 times that of non-disabled staff.

**Table 3: Relative likelihood of Disabled staff entering formal capability processes compared with Non-Disabled staff**

Relative likelihood of Disabled staff compared to Non-Disabled staff entering the formal capability process, measured by entry into the formal capability procedure	24 months to 31.03.20	
	Disabled	Not Disabled
Staff in formal Capability	1	6
Staff in Trust Population	149	2598
Comparative Ratio	0.0067	0.0023
Comparative Ratio of Disabled Staff being in formal capability against Non-Disabled Staff	2.91	
*The data given is only of those who have declared their disability status.		

Disabled staff are nearly 3 times more likely to be taken through the formal capability processes compared with Non-disabled staff.

The following six metrics (overleaf) are taken from the NHS Staff Survey 2019. This is the second year this data is being gathered for the three points below under Metric 4. The analysis includes comparisons with the previous two years and benchmarks medians where available to help identify trends. All data have been rounded off to the nearest decimal place in keeping the national data submission protocol.

#### Metric 4 - Bullying harassment and abuse

Metric 4 measures staff experience of bullying harassment and abuse (part a) and where they have had that experience, the extent to which it has been reported (part b).

**Part a) is broken down into the percentage of Disabled staff experiencing bullying, harassment or abuse from the following groups, as compared to Non-Disabled staff:**

- i) Patients/Service users, their relatives or other members of the public
- ii) Managers
- iii) Other colleagues

**Part b) looks at the percentage of Disabled staff respondents compared to Non-Disabled staff respondents saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it.**

The results are set out in the table overleaf.

Table 4: Metric 4		NSS 2019			
		DISABLED		NON-DISABLED	
		Total Disabled	% Disabled / ratio	Total Not Disabled	% Not Disabled / ratio
	MEASURE	Verified data	Verified data	Verified data	Verified data
% of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or other members of the public in the last 12 months	Number of Respondents/%	218	38%	1183	27%
% of staff experiencing harassment, bullying or abuse from managers in the last 12 months	Number of Respondents/%	219	21%	1179	14%
% of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months	Number of Respondents/%	213	28%	1157	18%
% of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it in the last 12 months	Number of Respondents/%	112	56%	418	57%

**(i) Harassment, bullying or abuse from managers** 21% of disabled staff said they experienced bullying, harassment or abuse from their managers in 2019, a 1% improvement from the previous year (22%). In comparison 14% of non-disabled staff experienced abuse from managers in 2019, upwards by 2% from 2018. For both scores the Trust fared worse than the Community Trust benchmark median in 2019 for disabled and non-disabled staff – which was 15% and 8% respectively. The experience gap between disabled and non-disabled staff in 2019 was 7%.

**(ii) Harassment, bullying or abuse from colleagues:** 28% of disabled staff experienced harassment or abuse from colleagues in 2019, compared with 24% in 2018 – worse by 4%. In comparison 18% non-disabled staff experienced harassment in 2019, compared with 15% in 2018 (3% worse). For both scores, the Trust fared worse than the Community Trust benchmark median of 22% and 12% respectively.

(iii) **Harassment, bullying or abuse from patients, service users or relatives:** 38% of disabled staff experienced harassment or abuse from service users or relatives, 3% higher than 2018 (35%). In comparison 27% of non-disabled staff experienced harassment from patients in 2019 compared with 25% in 2018 (a 2% increase). For both scores, the Trust fared worse than the Community Trust median of 30% and 22% respectively.

**Metric 4 (b): Reporting harassment, bullying or abuse:** in 2019, 56% of disabled staff reported harassment or bullying that occurred in the last 12 months, compared with 49% in 2018. This is 7% higher than last year and (better than) the Community Trust median of 55% for disabled staff. In contrast 57% of non-disabled staff reported abuse in 2019, 2% higher than 2018 (when it was 55%). The data shows comparable rates of reporting for disabled and non-disabled staff. For this indicator, a higher score is better as it demonstrates greater confidence in staff.

**Metric 5 Percentage of Disabled staff compared to Non-Disabled staff believing that the Trust provides equal opportunities for career progression or promotion.**

Table 5: Metric 5		NSS 2019			
		DISABLED		NON-DISABLED	
		Total Disabled	% Disabled / ratio	Total Not Disabled	% Not Disabled / ratio
	MEASURE	Verified data	Verified data	Verified data	Verified data
% of staff believing that the Trust provides equal opportunities for career progression or promotion.	Number of Respondents/%	114	66%	758	78%

The Table above shows **that in 2019**, 66% of disabled staff believed the organisation offered equal opportunities for career progression, a 6 per cent drop compared with 2018 (72%). In comparison in 2019, 78% of non-disabled staff said the organisation offered equal opportunities for career progression, similar to 2018 (78%). The benchmark average was 85% and 91% for disabled and non-disabled staff respectively – highlighting the significant experience gap (a 19% difference) for disabled staff in the Trust when compared with the Community Trust median.

## Metric 6: Experiencing pressure from your manager to attend work when unwell

Table 6: Metric 6		NSS 2019			
		DISABLED		NON-DISABLED	
		Total Disabled	% Disabled / ratio	Total Not Disabled	% Not Disabled / ratio
% of staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.	Number of Respondents/%	163	27%	663	17%

The Table above shows 27% of disabled staff experienced pressure to attend work when unwell in 2019, compared with 31% in 2018 – showing a 4% improvement. This compares well with the Community Trust median of 26%. In contrast, 17% of non-disabled staff felt the pressure to come to work while unwell in 2019, compared with 19% in 2018 (a 2% improvement).

## 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.

Table 7 Metric 7		NSS 2019			
		DISABLED		NON-DISABLED	
		Total Disabled	% Disabled / ratio	Total Not Disabled	% Not Disabled / ratio
% staff saying that they are satisfied with the extent to which their organisation values their work.	Number of Respondents/%	217	40%	1185	50%

The Table above shows that 40% of disabled staff were satisfied with the the extent to which the organisation valued their work in 2019, a 6% improvement from 2018 when it was 34%. This is also comparable with the Community Trust median of 42%. In comparison, 50% of non-disabled staff were satisfied with the extent to which the organisation valued their work in 2019, compared with 47% in 2018; a 2% improvement. The gap between the proportion of disabled and non-disabled staff feeling satisfied has narrowed from 13 % in 2018, to 10% in 2019, with both groups seeing an improvement in the proportion of staff satisfied.

## Metric 8: Percentage of Disabled staff saying that their employer has made adequate adjustment(s) to enable them to carry out their work

.Table 8 Metric 8		NSS 2019	
		DISABLED	
		Total Disabled	% Disabled / ratio
% of disabled staff saying that their employer has made adequate adjustment(s) to enable them to carry out their work.	Number of Respondents/%	128	73%

The Table above shows 73% of disabled staff said the organisation had made reasonable adjustments for them in 2019, compared with 66% in 2018 – a 7% improvement. This is 4% lower or worse than the benchmark average (77%).

**Metric 9 (a): The staff engagement scores for Disabled staff, compared to Non-Disabled staff and the overall engagement score for the organisation.**

Table 9 Metric 9a		NSS 2019			
		DISABLED		NON-DISABLED	
		Total Disabled	Score	Total Not Disabled	Score
The staff engagement score for Disabled staff, compared to non-disabled staff and the overall engagement score for the organisation.	Number of Respondents/%	220	6.8	1197	7.1

The engagement score for disabled staff in 2019 was 6.8, which is marginally higher than last year's score of 6.6 and comparable with the benchmark score of 6.9. The engagement score for non-disabled staff was 7.1 and the benchmark score for this group was 7.4.

**Metric 9(b) Has your Trust taken action to facilitate the voices of Disabled staff in your organisation to be heard? Yes or No.**

Yes, the Trust has taken action to facilitate the voices of Disabled staff in our organisation being heard. It facilitates the Disability and Wellness Network (DAWN), which plays an important role in advocating for disabled staff and is well attended. The network meets bi-monthly and organises an annual conference.

**Metric 10: Percentage difference between the organisation's Board voting membership and its organisation's overall workforce, disaggregated:**

- By Voting membership of the Board was -4%
- By Executive membership of the Board was -4%

Table 10 Metric 10		DISABLED	NON-DISABLED	Unknown or Null
Difference (Total Board minus Overall workforce)	Auto calc.	0% - 4% (-4%)	69% - 66% (3%)	31% - 31% (0%)
Difference (Voting membership of Board minus Overall Workforce)	Auto calc.	0% - 4% (-4%)	73% - 66% (7%)	27% - 31% (-3%)
Difference (Executive membership minus Overall Workforce)	Auto calc	0% - 4% (-4%)	71% - 66% (6%)	29% - 31% (-2%)

No members of the Board have declared a disability, hence the calculation for Disabled staff is Zero minus the percentage of disabled staff in the overall workforce, which is 4% this year.

The percentage of board members who have declared they are non-disabled is 69%, 73% and 71% for all, voting and executive directors respectively. Non-disabled staff make-up 66% of the workforce, hence the calculation for non-disabled staff shown is 3%, 78% and 6%.

The percentage of board members who have not declared or for whom their status is unknown is 31%, 27% and 29% for all, voting and executive directors respectively. 31% of staff have not declared or their status is unknown, hence the calculation for unknown staff is 0%, -3% and -2%.

### **Summary results of WDES 2019/20 – findings and initials conclusions:**

On reviewing the WDES dataset for 2019/20, it is evident that:

- Metric 1 – More needs to be done to support disability disclosure in order to get an accurate analysis of the workforce. The proportion of undefined responses continues to be high across all pay grades.
- Metric 2: The relative likelihood of non-disabled staff being appointed as compared with disabled staff has improved from 2019 – from 1.23 times to 1.04 times, showing greater parity in outcomes for both groups (1 denotes equity between non-disabled and disabled staff).
- Metric 3: Disabled staff were found to be close to 3 times more likely to enter formal capability processes when compared with non-disabled staff – this is a worrying Metric, even though the actual numbers entering formal capability processes are very low.
- Metric 4 (a) – Harassment and bullying faced by disabled staff, especially from colleagues and patients and service users was high compared with last year and the benchmark median. This is an area of concern which needs to be addressed.
- Metric 4 (b): Reporting of harassment and bullying in 2019 (56%) showed a marked improvement compared with 2018, when it was 49% – demonstrating a 7% increase in confidence to report.
- Metric 5: The proportion of disabled staff believing the organisation offers equal opportunity for career progression (66%) had dropped by 6% compared with last year (72%) and was also worse than the perception of non-disabled staff and the benchmark median for disabled staff (78% and 85% respectively).
- Metric 6: The proportion of disabled staff feeling pressured to come to work when unwell (27%) had improved from last year (31%) - showing a 4% improvement. This compares well with the benchmark median of 26%.
- Metric 7: The proportion of disabled staff (40%) stating they were satisfied with the extent to which the organisation valued their work in 2019 was a 6% improvement from 2018 (34%) and compares well with the benchmark median of 42%. In comparison, 50% of non-disabled staff were satisfied with the extent to which the organisation valued their work in 2019, 3% higher than the 2018 score of 47%. The gap between the proportions of disabled versus non-disabled staff saying they are satisfied has narrowed from 13% in 2018 to 10% in 2019, with both groups seeing a higher proportion satisfied.
- Metric 8: The proportion of disabled staff stating the organisation had made reasonable adjustments for them in 2019 (73%) had improved compared with 2018 (66%) by 7%. This is 4% lower or worse than the benchmark average (77%).
- Metric 9: The engagement score for disabled staff in 2019 was 6.8, which is marginally higher than last year's score of 6.6 and comparable with the benchmark score of 6.9. It is however lower than the engagement score for non-disabled staff (7.1).

- Metric 10: Metric 10: Percentage difference between the organisation's Board voting membership and its organisation's overall workforce, disaggregated:
  - By Voting membership of the Board was -4% one percent more than last year
  - By Executive membership of the Board was -4% one per cent more than last year

### **Workforce Disability Equality Standard Action Plan for 2020/21:**

Based on the key WDES results 2019/20, improvements have been noted for disabled staff when compared with 2018/19 against the following indicators:

- Metric 2: Relative likelihood of non-disabled staff being appointed from shortlisting as compared to disabled staff
- Metric 4 (b): Reporting harassment, bullying or abuse:
- Metric 6: Experiencing pressure from managers to attend work when unwell
- 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.
- Metric 8: Percentage of Disabled staff saying that their employer has made adequate adjustment(s) to enable them to carry out their work
- Metric 9 (a): The staff engagement scores for Disabled staff

The following areas have been found to be of particular concern:

- Metric 4 (a) Harassment and abuse faced by disabled staff from colleagues and service users.
- Metric 5: Disabled staff perceptions related to career progression

The WDES Action Plan for 2020-21 will continue with the action plan for 2019, which has been agreed with the Disability and Wellness Network, which includes members of the staff side. It will, in addition, focus on promoting career progression and addressing bullying and harassment. The action plan will focus on the following:

- Improving disability declaration rates, by reducing undefined declarations by 6% - through user-friendly guidance on updating personal information on ESR.
- Encouraging disabled staff to feel confident to discuss their disabilities openly and advocate for colleagues through participation in the Disability Champions Programme scheduled to commence in September 2020.
- Promoting Disability Confidence training for managers – which includes an understanding the Equality Act, the Social Model of Disability and supporting reasonable adjustments. Four training sessions have been scheduled between August and December. The first session took place in August and was attended by 12 managers.
- Promoting the visibility and influence of the Disability and Wellness Network through regular meetings and an annual conference.
- Ensuring disabled staff are supported in their career plans through regular supervision and appraisals.
- Encouraging greater reporting of harassment and bullying and a programme of work on promoting respect at work.

**For detail see Appendix 1**

## APPENDIX 1- WDES action plan 2020/21

Metric	Objective	Action/s	Timescales	Lead/s	Why
1.	Encourage greater disability disclosure and reduce undefined declaration by 6%.	Publish and promote guidance and video on updating information on ESR through Disability Champions.	September 2020- January 2021	D&I Lead	To support an accurate profiling of the workforce in terms of disability.
2.	Encouraging disabled staff to feel confident to discuss their disabilities openly and advocate for colleagues.	Develop a peer support network within DAWN through the Disability Champions Programme.	September 2020- January 2021	D&I Lead with Disability Rights UK /	To promote leadership and peer support skills among disabled staff.
3.	Promoting Disability Confidence among managers.	Provide 4 sessions of Disability Confidence Training for managers.	August- December 2020	D&I Lead with Disability Rights UK	Develop a better understanding of the social model of disability, equality legislation and support reasonable adjustments.
4.	Ensure disabled staff are supported in their career plans through regular supervision and appraisals.	Updating of appraisal system to include reasonable adjustments, personal development plans and health and well-being.	September – December 2020	Head of OD and Culture	Ensure all staff have opportunity to have career conversations with managers.
5.	Continuing to report bullying and harassment and develop a culture of respect.	Providing disabled staff greater confidence to report through Datix and participation in networks, forums and shared governance councils. Monitoring of bullying and harassment complaints through Equality Group	Monthly, starting November 2020	Equality Group	Improve experience of Disabled staff.