



South Central Ambulance Service **NHS**  
NHS Foundation Trust

## **NHS Workforce Disability Equality Standard (WDES)**

Annual Report 2021

South Central Ambulance NHS Foundation Trust

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# 1 Introduction

The Workforce Disability Equality Standards (WDES) was introduced in 2019 and is designed to improve the experiences of Disabled and those with Long Term health Conditions (LTC) people working in or seeking employment within the NHS. This mandated collection of evidence-based metrics helps an organisation understand more about the experiences of its staff. There are 10 workforce Metrics (see Table 1, below) which compare the data and responses for both Disabled and non-disabled staff.

The WDES report compares data between Disabled and non-Disabled staff in order to identify disparities and barriers in the workplace. These findings inform the organisation's WDES Action Plan, which aims to directly address inequalities faced by Disabled members of staff.

This report identifies progress, areas for improvement and outlines actions in the coming year to enable South Central Ambulance Service (SCAS) improve outcomes for our Disabled staff and those with Long Term Health Condition against the ten NHS WDES metrics.

The data for the WDES return has been sourced from the SCAS's Electronic Staff Records (ESR) as disability data is routinely gathered on a 'voluntary self-reporting' basis from staff. Staff declaration of disability is therefore important in enabling South Central Ambulance Service (SCAS) to present a true and accurate picture of disability in the organisation.

Table 1

<b>Metric 1</b>	% Disabled staff in AfC pay-bands (or medical and dental subgroups and VSMS) compared with the percentage of staff in the overall workforce (for both clinical and non-clinical groups)
<b>Metric 2</b>	Relative likelihood of non-disabled staff compared to Disabled staff being appointed from shortlisting across all posts
<b>Metric 3</b>	Relative likelihood of Disabled staff compared to non-disabled staff entering the formal capability process, as measured by entry into the formal capability procedure
<b>Metric 4</b>	Staff Survey Q13: % Disabled staff compared to non-disabled staff: a) experiencing harassment, bullying or abuse from different groups b) saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it
<b>Metric 5</b>	Staff Survey Q14: % Disabled staff compared to non-disabled staff believing that the Trust provides equal opportunities for career progression or promotion
<b>Metric 6</b>	Staff Survey Q11: % 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
<b>Metric 7</b>	Staff Survey Q5: % Disabled staff compared to non-disabled staff saying that they are satisfied with the extent to which their organisation values their work
<b>Metric 8</b>	Staff Survey Q28b: % Disabled staff saying that their employer has made adequate adjustment(s) to enable them to carry out their work
<b>Metric 9</b>	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?
<b>Metric 10</b>	% difference between the organisation's Board voting membership and its organisation's overall workforce

## 2 Executive summary

A summary of the data and major points.

### **Metric 1 Disabled staffing across the bands**

In 2021 (as of 31st March) there were 4,551 staff of which 5.4% declared a disability and 81.8% of staff declared that they had no disability.

- There is a total of 12.9% of staff whose disability status is unknown
- 5.6% of non-clinical staff declared a disability and 4.9% of clinical staff declared a disability
- The highest percentage of those who declared a disability were in non-clinical bands 8a & 8b at 9.6%. The highest percentage in clinical roles were in bands 5 to 7 at 5%.
- For clinical staff no one that had declared a disability from band 8a. For non-clinical staff no one declared a disability from band 8b.

### **Metric 2 Appointment of Shortlisted Disabled applicants**

- The relative likelihood of non-disabled staff compared to Disabled staff being appointed from shortlisting across all posts is 0.95. In comparison to the previous year the figure for this metric was 1.13. A figure below 1.00 indicates that Disabled candidates are more likely to be appointed from shortlisting.

### **Metric 3 Likelihood of Disabled staff entering the formal capability process**

- Relative likelihood of Disabled staff entering the formal capability process compared to non-disabled staff is 0.58. In comparison to the previous year the figure for this metric was 1.99. A figure above '1' indicates that Disabled staff members are more likely than non-disabled staff to enter the formal capability process.

#### **Metric 4 Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public, managers and colleagues**

Metrics 4 to 9a relate to the 2020 NHS Staff Survey

- The percentage of disabled staff experiencing harassment, bullying or abuse from patients, relatives or the public for during the 2020 National Staff Survey (NSS) was 44.7% a drop of 4.5% from the previous year. This compares with the experiences of staff without a disability which was at 44.1%, a drop of 1.5% from the previous year. The comparable Ambulance Trusts average for disabled staff was 47.5%.
- The percentage of disabled staff experiencing harassment, bullying or abuse from managers for NSS 2020 was 17.7%, a drop of 1.8% from the previous year. This compares with the experiences of staff without a disability which was at 10.6%, a drop of 0.9% from the previous year. The comparable Ambulance Trusts average for disabled staff was 22.1%.
- The percentage of disabled staff experiencing harassment, bullying or abuse from other colleagues for NSS 2020 was 21.3%, a drop of 1.6% from the previous year. This compares with the experiences of staff without a disability which was at 14.7%, a drop of 2.4% from the previous year. The comparable Ambulance Trusts average for disabled staff was 23.1%.
- The percentage of disabled staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it for NSS 2020 was 50%, a drop of 3.8% from the previous year. This compares with the experiences of staff without a disability which was at 45.6%, a drop of 0.9% from the previous year. The comparable Ambulance Trusts average for disabled staff was 46.2%.

#### **Metric 5 Percentage of staff believing that Trust provides equal opportunities for career progression or promotion**

- The percentage of disabled staff who believe that their organisation provides equal opportunities for career progression or promotion for NSS 2020 was 78%, an increase of 1.4% from the previous year. This compares with the experiences of staff without a disability which was at 86.3%, an increase of 1.3% from the previous year. The comparable Ambulance Trusts average for disabled staff was 66.5%.

**Metric 6 Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties**

- The percentage of disabled staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties for 2020 was 34.9%, an increase of 0.9% from the previous year. This compares with the experiences of staff without a disability which was at 24.4%, a drop of 2.1% from the previous year. The comparable Ambulance Trusts average for disabled staff was 38.3%.

**Metric 7 Percentage of staff satisfied with the extent to which their organisation values their work**

- The Percentage of disabled staff satisfied with the extent to which their organisation values their work for NSS 2020 was 36.3%, an increase of 2.9% from the previous year. This compares with the experiences of staff without a disability which was at 42.9%, an increase of 3.6% from the previous year. The comparable Ambulance Trusts average for disabled staff was 29.1%.

**Metric 8 Percentage of staff with a long-lasting health condition or illness saying their employer has made adequate adjustment(s) to enable them to carry out their work**

- Percentage of disabled staff with a long-lasting health condition/illness saying their employer has made adequate adjustment(s) to enable them to carry out their work for NSS 2020 was 70.4%, an increase of 1.3% from the previous year. The comparable Ambulance Trusts average for disabled staff was 68.5%.

**Metric 9 Staff engagement score for Disabled staff compared with non-disabled staff (0-10)**

- The Staff engagement score for Disabled staff compared with non-disabled staff for NSS 2020 was 6.2 this represented a 0.1 point increase from the previous year. In comparison, the score for staff without a disability was scored at 6.7, an increase of 0.2 points from the previous year. The overall organisational average for NSS 2020 was 6.6, a 0.2 point increase from the previous year. The comparable Ambulance Trusts average score for disabled staff was 6.1

### **Metric 10 Disabled (voting) board membership**

At SCAS all Board members have voting rights. No Board members have disclosed a disability and around a third of the Board are recorded as 'unknown' to have a disability.

### 3 WDES progress in 2020/2021

Some of our plan has been frustrated due to the pandemic and our response to it. We have been 'high alert' measured by the Resource Escalation Action Plan (REAP) which has meant that capacity is substantially reduced, and priorities have been changed.

The metrics we had the greatest amount of difficulty in progressing have been with regards to:

- Increasing the disabled staff representation at the lower and higher clinical staff bands, there is good representation in the middle bands.
- We have a high proportion of staff whose disability status is unknown (this also includes our Board)
- We continue to have low reporting rates regarding harassment, bullying or abuse at work.
- Our NSS 2020 results would suggest we also have a degree of 'presenteeism' amongst our disabled staff

However, we have made progress and are doing better than the comparable Ambulance Trusts on most metrics. Additionally, we have and continue to make progress on:

- We have successfully completed the self-assessment around 2 themes that are required to be a Level 2 Disability Confident Employer. These are, '*getting the right people for your business*' and '*keeping and developing your people*'
- A 'safety check' is conducted to make sure that shortlisting has been completed appropriately. The recruitment policy has been reviewed and updated regularly and goes out to full consultation to all staff for comment
- The appropriate use of the COVID-19 Risk register of the workforce to help identify staff with disabilities and enable shielding or appropriate re-allocation of duties for our Disabled and other clinically vulnerable staff
- Use of 'Purple space', the professional development hub for disability network leaders
- Involved with the National Ambulance Disability Network
- Use of our internal staff matter bulletin "Staff Matters" where The Disability Staff Network published information
- We are encouraging more flexible working and home-working



## 4 Conclusion and next steps

The action and interventions identified in this report are both behavioural and structural and form part of a significant culture change programme which takes time, energy, and leadership. Nevertheless, the report indicates that although we have a long way to go in implementing and embedding the plan, we are making steady progress. We have scored better than the average of comparable Ambulance Trusts

Nevertheless, the Pandemic and this (WDES) report has also given us the opportunity to self-reflect and go beyond 'business as usual'. We will be delivering our Action plan (Appendix 2) and will include ongoing reviews of actions mentioned in this report.

### Next steps

Over the next twelve months, we will focus on the following key actions:

- The planning and rolling out of the TIVIAN staff feedback tool
- Work towards obtaining level 3 Disability Confident leader status
- To improve disability (and other staff) declaration rates on ESR
- Develop a 'Disability in Employment' policy to define a pathway/flowchart and provide specific guidance on reasonable adjustments
- Inclusion champions to sit on recruitment panels for senior roles
- Implement Active Bystander Programme and allies training
- Work with key stakeholders to Implement Operation Cavell
- Training a number staff as mental health first aiders
- Launch our Wellbeing Champions (due December 2021)
- Develop our approach to flexible & remote working
- Create Board Champions that are aligned to the Protected Characteristic and be ambassadors for the Staff Networks

## Appendix 1 WDES metrics report

Detailed below is the organisation's WDES data which was submitted in August 2020 covering the period 1st April 2020 to 31<sup>st</sup> March 2021

**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.

(Data source: ESR).

### 1a. Non-clinical workforce

Non-clinical summary by pay band grouping									
	Disabled Headcount	Disabled Percent		Non-disabled Headcount	Non-disabled Percent		Disability Unknown Headcount	Disability Unknown Percent	Total Headcount
AfC Bands 1 (and under), 1, 2, 3 and 4	150	5.8 %		2140	82.8 %		295	11.4 %	2585
AfC Bands 5, 6 and 7	18	4.4 %		335	81.5 %		58	14.1 %	411
AfC Bands 8a and 8b	5	9.6 %		34	65.4 %		13	25 %	52
AfC Bands 8c, 8d, 9 and VSM	0	0 %		28	68.3 %		13	31.7 %	41

## 1b. Clinical workforce

Clinical summary by pay band grouping								
	Disabled Headcount	Disabled Percent	Non-disabled Headcount	Non-disabled Percent	Disability Unknown Headcount	Disability Unknown Percent	Total Headcount	
AfC Bands 1 (and under), 1, 2, 3 and 4	0	%	0	%	0	%	0	
AfC Bands 5, 6 and 7	70	5 %	1139	81.1 %	195	13.9 %	1404	
AfC Bands 8a and 8b	2	4.2 %	37	77.1 %	9	18.8 %	48	
AfC Bands 8c, 8d, 9 and VSM	0	0 %	8	80 %	2	20 %	10	

## Metric 2 – Relative likelihood of Disabled staff compared to non-disabled staff being appointed from shortlisting across all posts

(Data source: Trust's recruitment data)

	Disabled	Non-disabled	Disability Unknown
Number of shortlisted applicants	324 *	3812 *	77 *
Number appointed from shortlisting	91 *	1022 *	21 *
Likelihood of shortlisting/appointed	0.28	0.27	0.27
Relative likelihood of non-disabled staff compared to Disabled staff being appointed from shortlisting across all posts			0.95

## Metric 3 – Relative likelihood of Disabled staff compared to non-disabled staff entering the formal capability process, as measured by entry into the formal capability procedure.

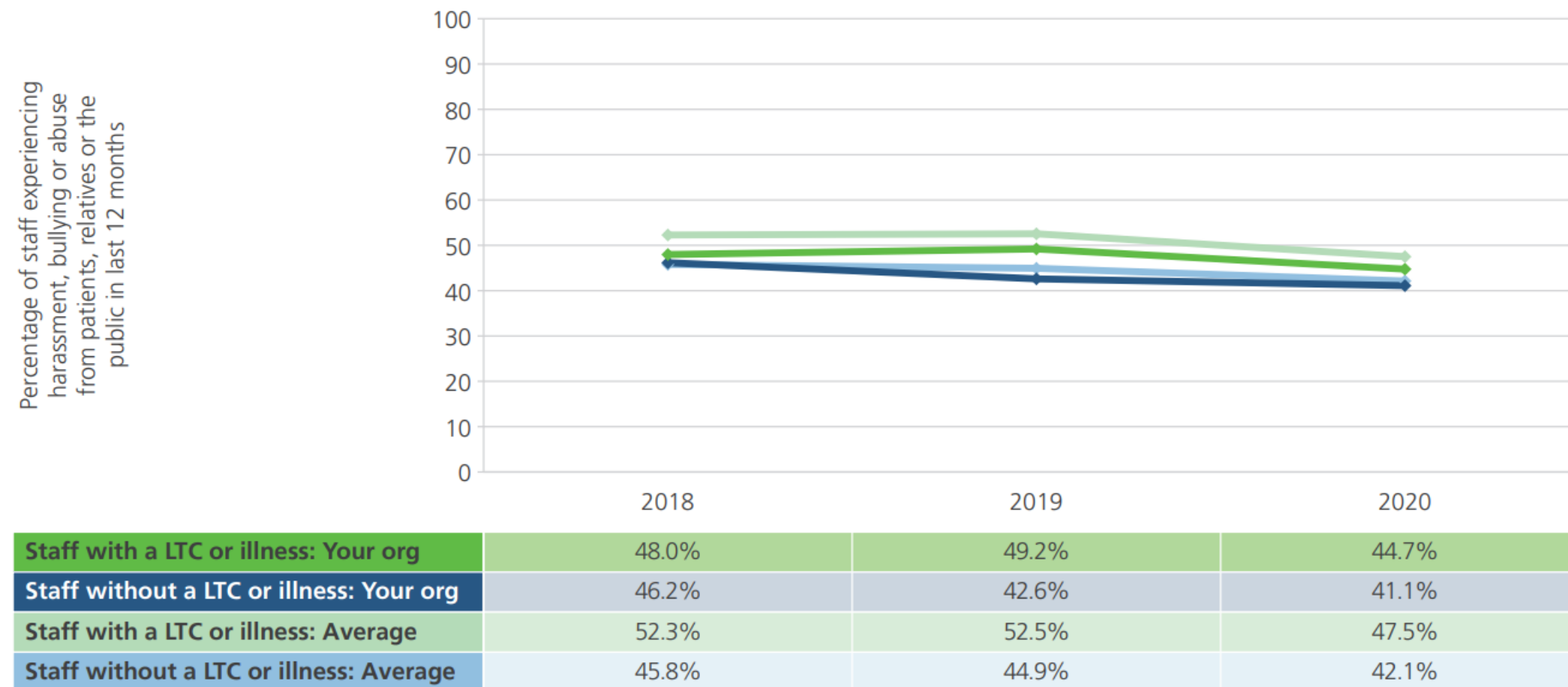
(Data source: Trust's HR data)

	Disabled	Non-disabled	Disability Unknown
Number of staff in workforce	245	3721	585
Number of staff entering the formal capability process	3 *	78 *	15 *
Likelihood of staff entering the formal capability process	0.01	0.02	0.03
Relative likelihood of Disabled staff entering the formal capability process compared to non-disabled staff			0.58

#### Metric 4 – Percentage of Disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse.

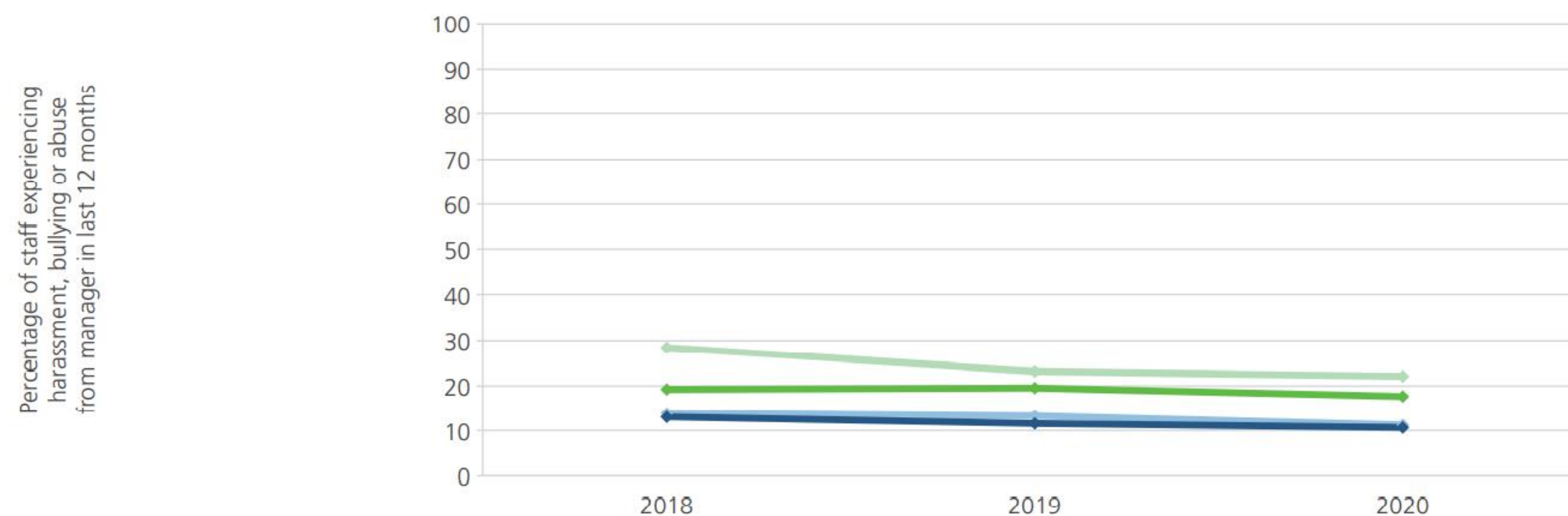
(Data source: NHS Staff Survey)

Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months



(Data source: NHS Staff Survey)

Percentage of staff experiencing harassment, bullying or abuse from manager in last 12 months



Staff with a LTC or illness: Your org	19.2%	19.5%	17.7%
Staff without a LTC or illness: Your org	13.0%	11.5%	10.6%
Staff with a LTC or illness: Average	28.4%	23.2%	22.1%
Staff without a LTC or illness: Average	13.8%	13.3%	11.2%

Staff with a LTC or illness: Responses

416

558

628

Staff without a LTC or illness: Responses

1,620

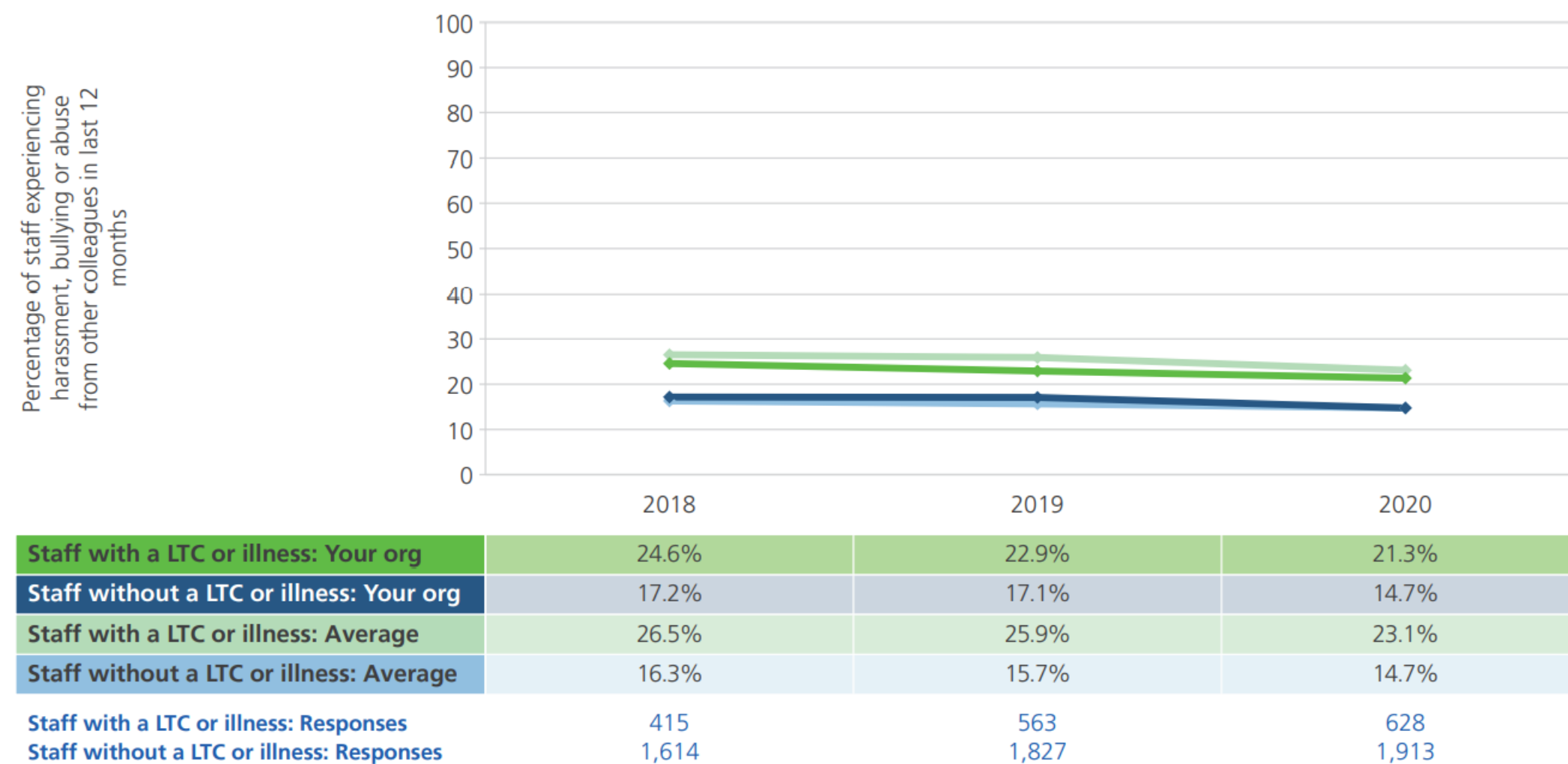
1,828

1,909

Average calculated as the median for the benchmark group

(Data source: NHS Staff Survey)

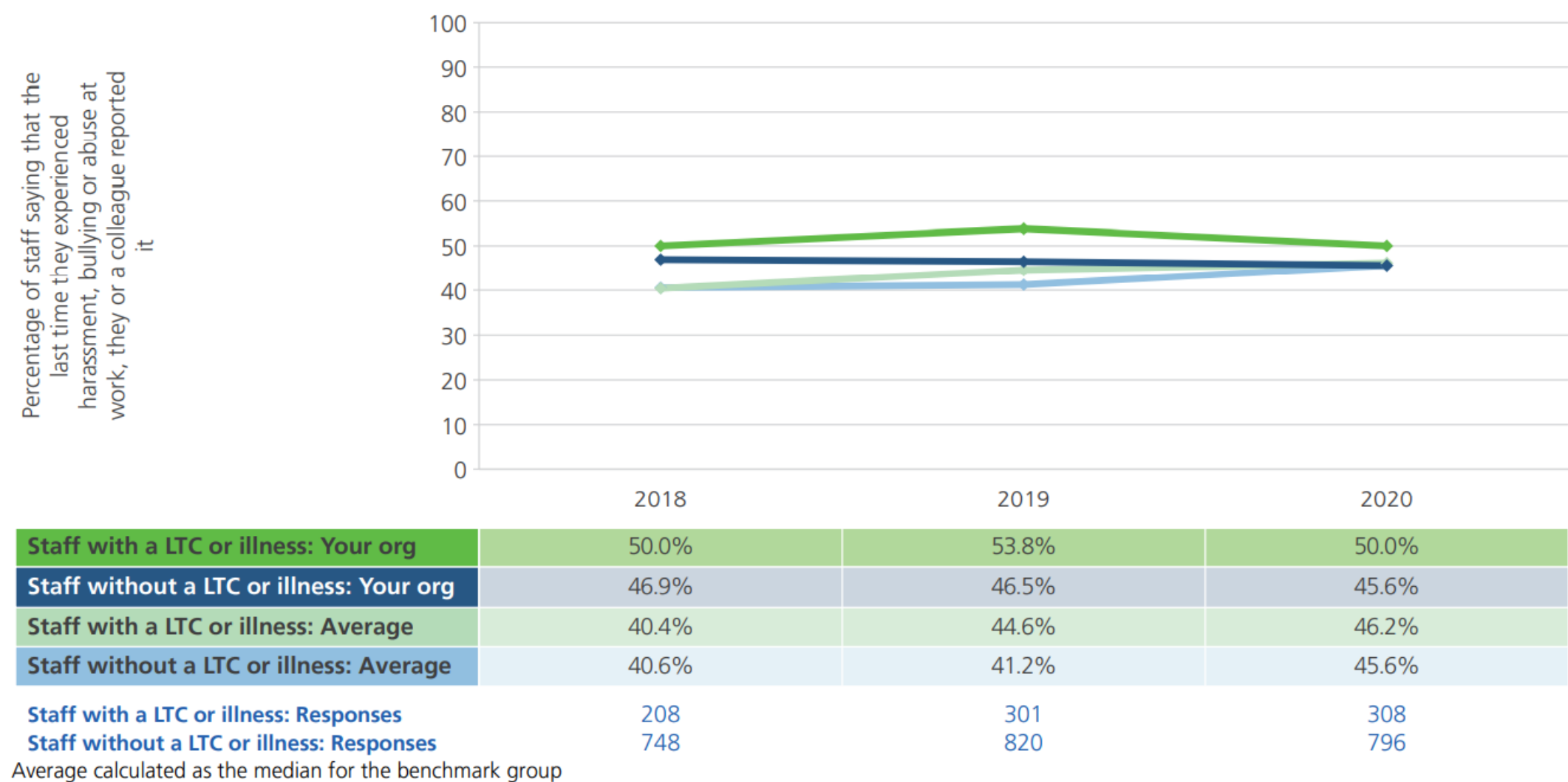
Percentage of staff experiencing harassment, bullying or abuse from other colleagues in last 12 months



Average calculated as the median for the benchmark group

(Data source: NHS Staff Survey)

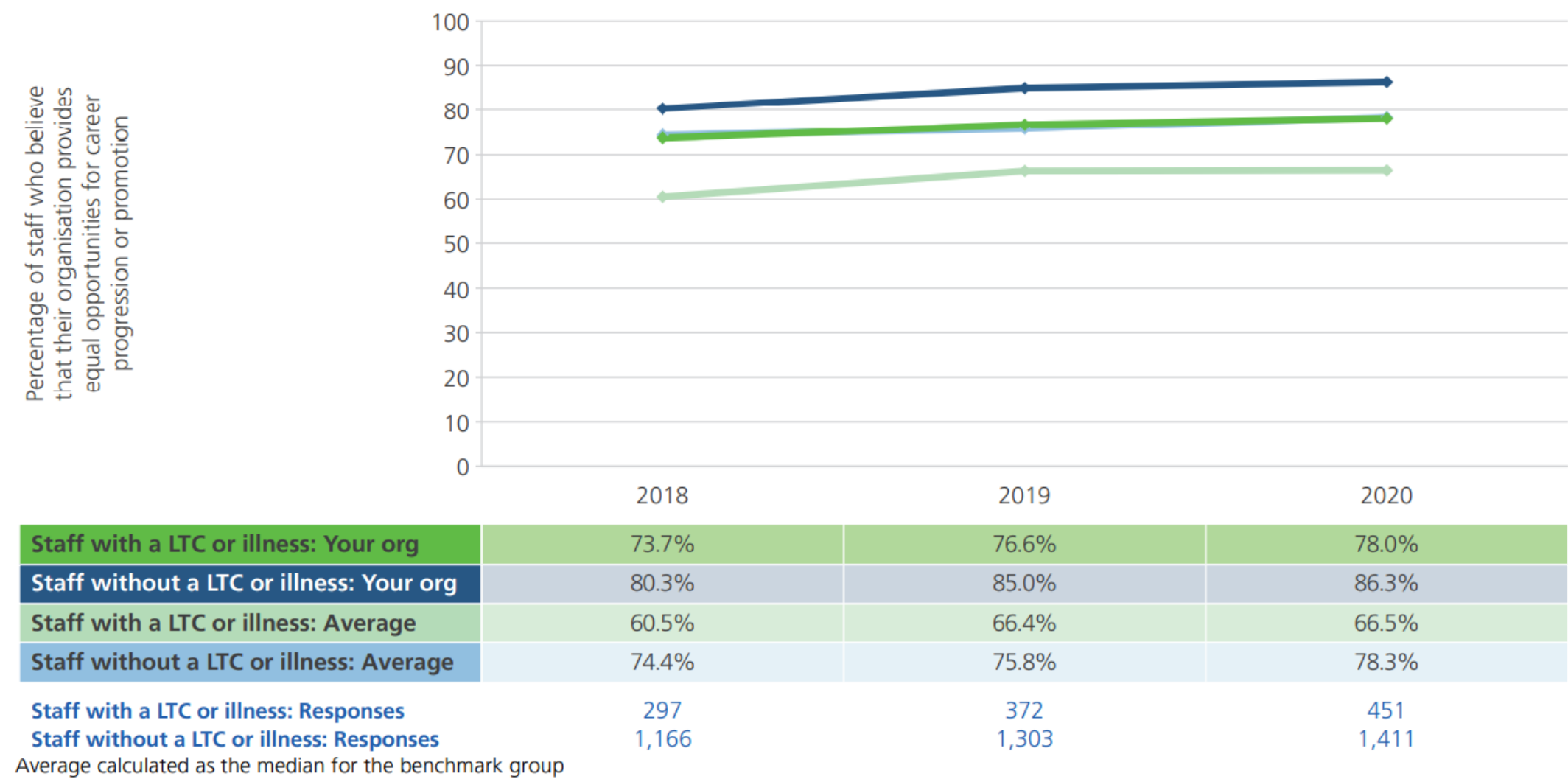
Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it





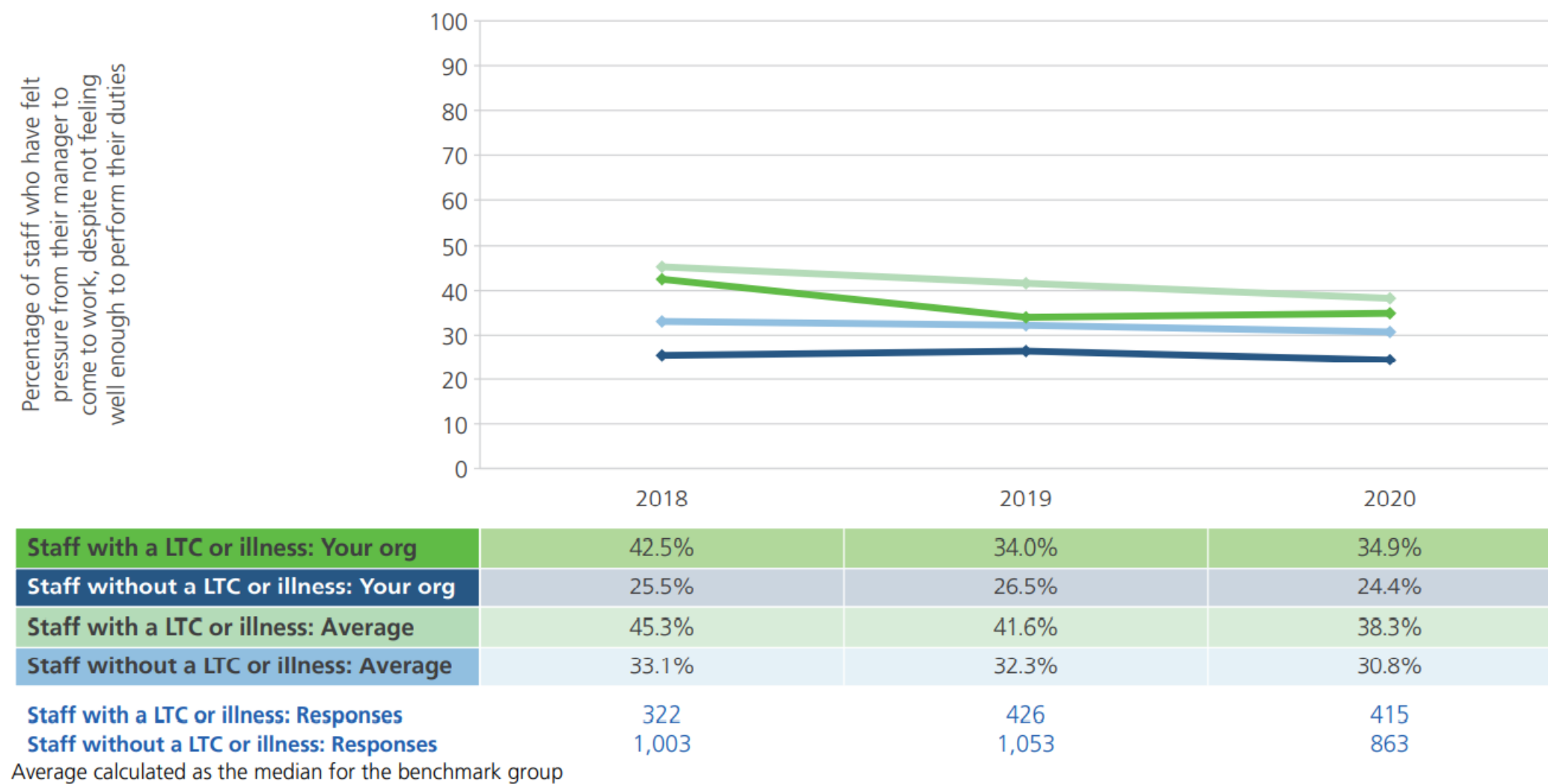
Metric 5 - Percentage of Disabled staff compared to non-disabled staff believing that the trust provides equal opportunities for career progression or promotion.

(Data source: NHS Staff Survey)



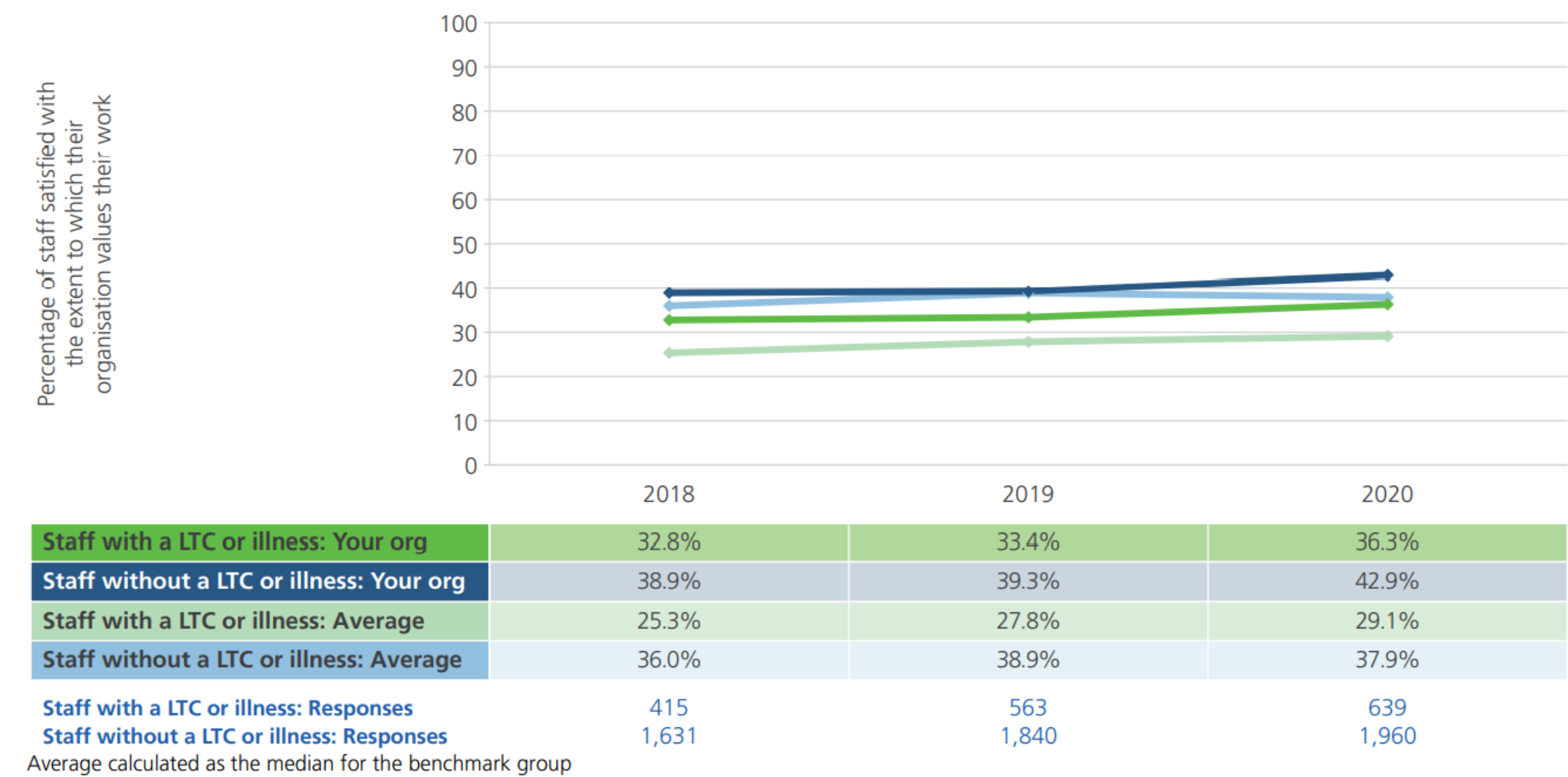
**Metric 6 - Percentage of Disabled staff compared to non-disabled staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties**

(Data source: NHS Staff Survey)



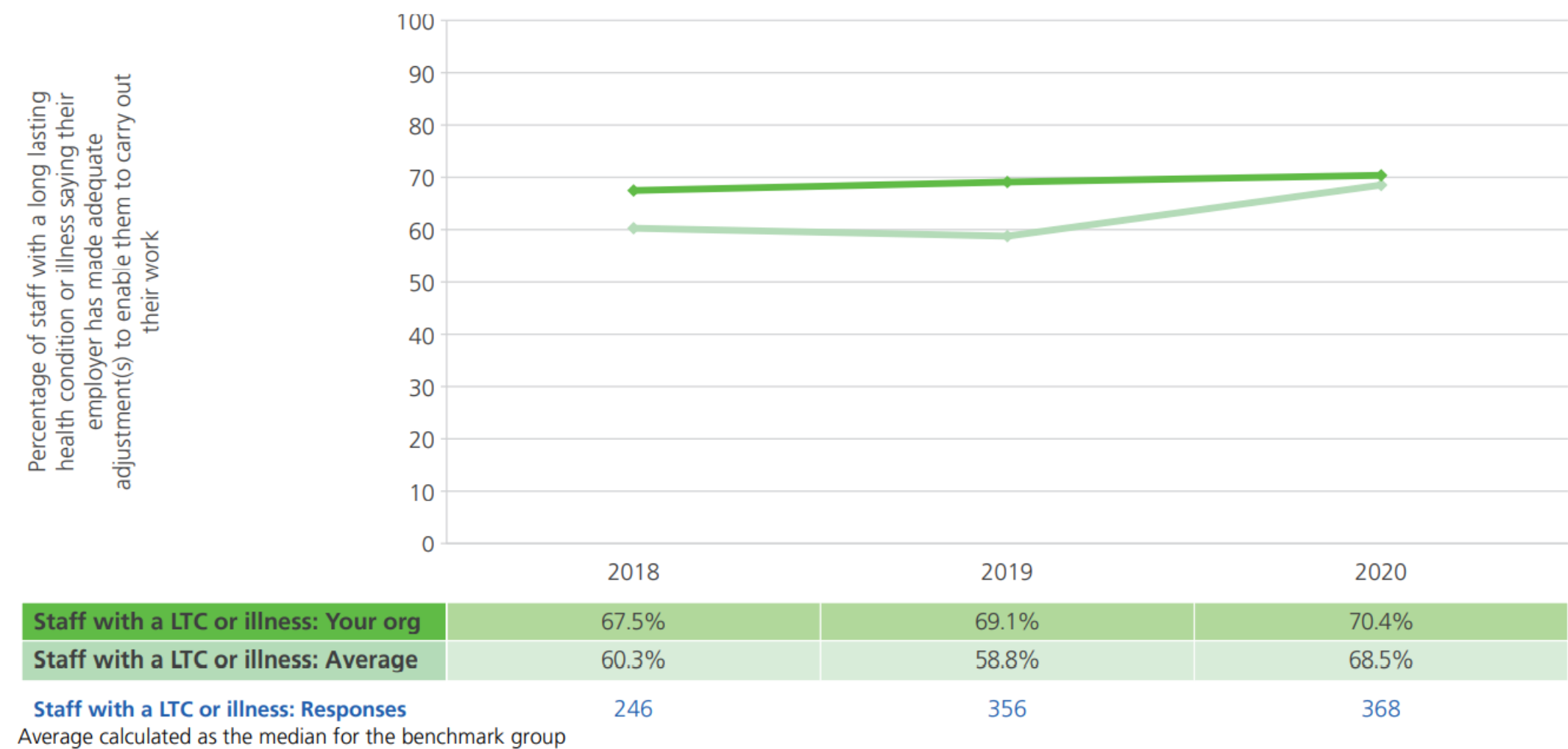
Metric 7 - Percentage of Disabled staff compared to non-disabled staff saying that they are satisfied with the extent to which their organisation values their work.

(Data source: NHS Staff Survey)



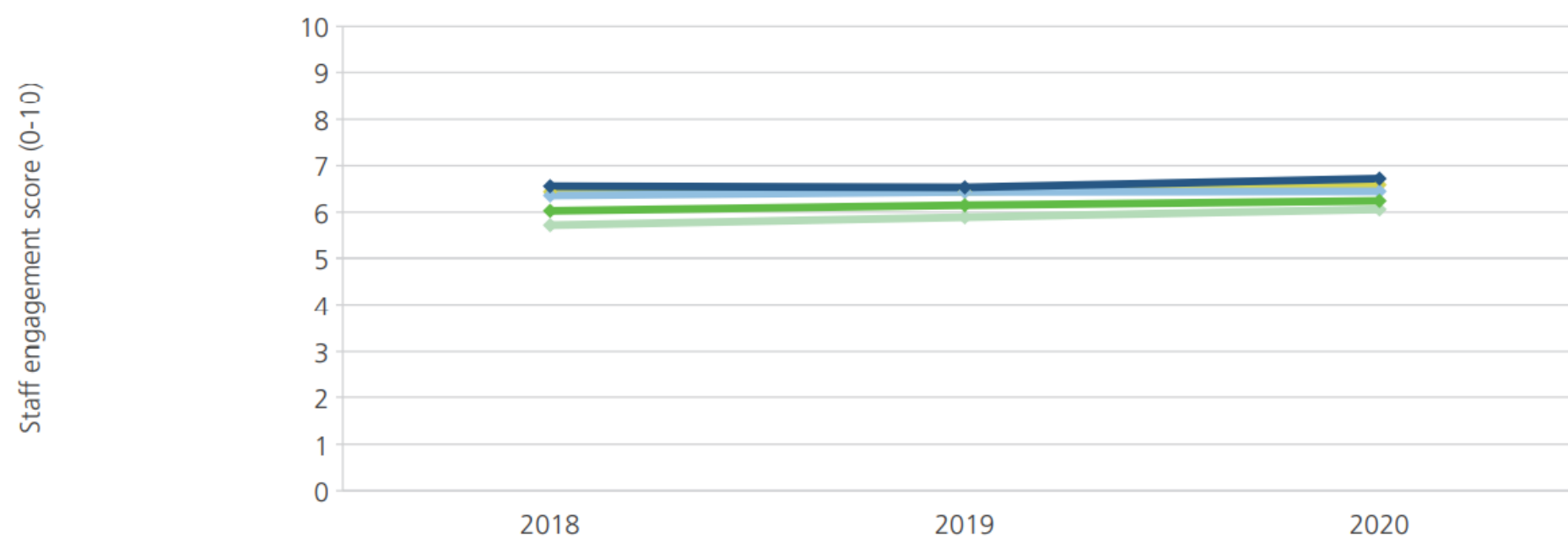
Metric 8 - Percentage of Disabled staff saying that their employer has made adequate adjustment(s) to enable them to carry out their work

(Data source: NHS Staff Survey)



## Metric 9 – Disabled staff engagement

(Data source: NHS Staff Survey)



Organisation average	2018	2019	2020
Staff with a LTC or illness: Your org	6.0	6.1	6.2
Staff without a LTC or illness: Your org	6.6	6.5	6.7
Staff with a LTC or illness: Average	5.7	5.9	6.1
Staff without a LTC or illness: Average	6.4	6.4	6.4

Organisation Responses	2,149	2,472	2,701
Staff with a LTC or illness: Responses	420	565	641
Staff without a LTC or illness: Responses	1,638	1,844	1,963

Average calculated as the median for the benchmark group

## Metric 10 – Percentage difference between the organisation’s board voting membership and its organisation’s overall workforce

(Data source: NHS ESR and/or trust’s local data)

	Disabled	Non-disabled	Disability Unknown
<b>Executive Board Member - % by Disability</b>	0 %	100 %	0 %
<b>Non-Executive Board Member - % by Disability</b>	0 %	37.5 %	62.5 %
<b>Overall workforce - % by Disability</b>	5.38 %	81.76 %	12.85 %
<b>Difference % (Total Board - Overall workforce)</b>	-5.38 %	-15.09 %	20.48 %
<b>Difference % (Voting membership - Overall Workforce)</b>	-5.38 %	-15.09 %	20.48 %
<b>Difference % (Executive membership - Overall Workforce)</b>	-5.38 %	18.24 %	-12.85 %

## APPENDIX 2 - WDES action plan 2021/22

Metric	Objective	Action/s	Timescales	Lead/s	Why	NHS People Plan Themes	EDS Goals
1	To improve disability declaration rates	Launch a campaign to increase the number of staff updating personal details through ESR self-service portal	From Nov-'21 – March '22	HR leads Communications	5.4% of staff declared a disability  12.9% of staff whose disability status is unknown	Growing for the future	Goal 3: A representative and supported workforce
2	To ensure equitable number of disabled candidates to be successfully recruited	Work towards obtaining level 3 Disability Confident leader status	To be developed Nov-'21 – Oct '22	HR Leads	Disabled staff being appointed from shortlisting across all posts is 0.95. In comparison to the previous year the figure for this metric was 1.13. A figure below 1.00 indicates that Disabled candidates are more likely to be appointed from shortlisting.	Growing for the future  Looking After Our People	Goal 3: A representative and supported workforce
		Inclusion champions to sit on recruitment panels for senior roles with monitoring to take learning from feedback from panels	To be developed Oct-'21 – March '22	Head of Equality			
		Mandate recruitment and selection training (incorporating unconscious bias) for all those involved in recruitment and selection including new managers.	To be developed Oct-'21 – March '22	HR Leads			
3	To monitor the number disabled staff in the capability process	Monitor disabled staff in the disciplinary process	On-going	HR Leads	Disabled staff entering the formal capability process compared to non-disabled staff is 0.58. In comparison to the previous year the figure for this metric was 1.99. A figure above '1' indicates that Disabled staff members are more likely than non-disabled staff to enter the formal capability process.	Looking After Our People  Belonging in the NHS	Goal 3: A representative and supported workforce Goal 4: Inclusive leadership
4	To improve the way staff report harassment, bullying or abuse at work	Implement Active Bystander Programme to address inappropriate and unacceptable behaviours and support an inclusive culture	To be developed Feb '22 – March '22	HR Leads OD Leads and Communication	Disabled staff saying that the last time they experienced harassment, bullying or abuse at	After Our People	

		Implement Operation Cavell to publicise zero tolerance of bullying and harassment and abuse from patients and the public	To be developed Oct '21	Head of EDI Brendan Harvey	work, they or a colleague reported it was 50%, a drop of 3.8% from the previous year.	Belonging in the NHS	Goal 3: A representative and supported workforce
		Work with Freedom to speak up guardian to develop a targeted approach and support mechanism for disabled staff	To be developed Nov '21	Head of EDI Freedom to speak up guardian			
		Enhance the Trust's approach to reporting of bullying, harassment and abuse at work by ensuring that processes are transparent, and set out the key routes to reporting incidents including options for anonymous reporting	To be developed Nov- '21 – Feb '22	HR Leads OD Leads and Communication			
5	To maintain in providing equal opportunities	Work towards obtaining level 3 Disability Confident leader status	To be developed Nov- '21 – Oct '22	HR Leads	Disabled staff who believe that their organisation provides equal opportunities for career progression or promotion for 2020 was 78%, an increase of 1.4% from the previous year. This compares with the experiences of staff without a disability which was at 86.3%,	Looking After Our People  Belonging in the NHS	
6	To reduce disabled staff 'presenteeism'	Flexible working options are available to all staff, consistent with the needs of patients, and the way that people lead their lives	To be developed Feb '22 – March '22	HR Leads OD Leads and Communication	The percentage of disabled staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties for 2020 was 34.9%, an increase of 0.9% from the previous year. This compares with the experiences of staff without a disability which was	Looking After Our People  Belonging in the NHS	Goal 3: A representative and supported workforce
		Managers to discuss and recognise signs of work-related stress through appraisals	From Dec '21	All Trust wide managers			



		Wellbeing strategy to emphasise physical, mental, and financial wellbeing factors.	From Dec '21	HR leads and Well-being leads	at 24.4%, a drop of 2.1% from the previous year.		
		Training a number staff as mental health first aiders, who can be on hand to support and provide advice to employees.	From Dec '21	HR leads Well-being leads Communications			
7	To improve disabled staff satisfaction rates and their work	All appraisers to promote appraisal and career management training to support disabled staff careers	From Dec '21	All Trust wide managers  HR & Communications Teams	Disabled staff satisfied with the extent to which their organisation values their work for 2020 was 36.3%, an increase of 2.9% from the previous year.	Looking After Our People	Goal 3: A representative and supported workforce
		Rolling out of the TIVIAN staff feedback tool	From Nov '21	All Trust wide managers  HR & Communications Teams		Belonging in the NHS	Goal 4: Inclusive leadership
8	To embed our responsibility to making reasonable adjustment	Develop a 'Disability in Employment' policy to define a pathway/flowchart and provide specific guidance on reasonable adjustments	To be developed Oct '21 – March '22	HR Leads  OD Leads and Communications	Disabled staff with a long-lasting health condition/illness saying their employer has made adequate adjustment(s) to enable them to carry out their work for 2020 was 70.4%, an increase of 1.3% from the previous year.	Looking After Our People  Belonging in the NHS	Goal 3: A representative and supported workforce
9	To better engage with Disabled staff	Create Board Champions that are aligned to the Protected Characteristic and be ambassadors for the Staff Networks	To be developed Dec '21 – January '22	Trust Board	Staff engagement score for Disabled staff compared with non-disabled staff for 2020 was 6.2 this represented a 0.1 point increase from the previous year. In comparison, the score for staff without a disability was scored at 6.7, an increase of 0.2 points from the previous year.	Looking After Our People  Belonging in the NHS	Goal 3: A representative and supported workforce  Goal 4: Inclusive leadership

10	Promote Board diversity	Create Board Champions that are aligned to the Protected Characteristic and be ambassadors for the Staff Networks	To be developed Dec '21 – January '22	Trust Board	No Board members disclosed a disability and around a third of the Board are 'unknown' to have a disability.	Looking After Our People	Goal 3: A representative and supported workforce
		Ensure that Board provide information for monitoring and reporting purposes (e.g. ethnicity, disability)	To be completed by Dec '21	Trust Board		Belonging in the NHS	
						Growing for the future	Goal 4: Inclusive leadership