Workforce Disability Equality Standard

1 Purpose

1.1 To provide a summary of the new Disability NHS equality standard, our current position and the work occurring to make the Trust more inclusive for staff with disabilities.

2 Recommendations

2.1 The board is asked to approve the action plan at Appendix 1 of this report.

3 Introduction

3.1 The Workforce Disability Equality Standard (WDES) are a set of specific measures that compare the experiences of disabled and non-disabled staff. From August of this year, all Trusts will be measured against the following indicators on an annual basis and will be required to publish their results on their websites and on the national NHS England database:

Workforce metrics

1. Percentage of disabled clinical and non-clinical staff in Agenda for Change paybands, medical staff and very senior staff in comparison to the percentage of staff in the overall workforce.

2. Relative likelihood of disabled staff compared to non-disabled staff being appointed across all posts.

3. Relative likelihood of disabled staff compared to non-disabled staff entering the formal capability process (as measured by entry in the formal disciplinary procedure).

Staff Survey metrics

4. (a) Percentage of disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse from:

   (i) Patients, relatives or members of the public
   (ii) Managers
   (iii) Other colleagues

   (b) Percentage of disabled staff compared to non-disabled staff saying that the last time they experienced harassment, bullying or abuse they or a colleague reported it.

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 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 adjustments to enable them to carry out their work.

9. (a) The staff engagement score for disabled staff, compared to non-disabled staff and the overall engagement staff for the organisation.

(b) Action taken by the Trust to facilitate the voices of Disabled staff in the organisation being heard.

10. Percentage difference between the organisation’s Board voting membership and its organisation’s overall workforce disaggregated:

   - By voting membership of the Board.
   - By executive membership of the Board.

3.2 **Our position**

3.2.1 All Trusts receive a prepopulated spreadsheet, from information that is centrally held in ESR and are required to validate their entries. According to the information that is available, our position in this first year is favourable. A strong note of caution is given, as this measure is based upon information held within our ESR records. These records need to be up to date and accurate for us to be able to rely upon the information within our submission, shown at Appendix 2, as a true record of staff experience. Going forward we will work on ensuring that these records are accurate.

3.2.2 According to our submission, we have a positive score for indicator 2, the relative likelihood of disabled staff compared to non-disabled staff being appointed across all posts. A figure below 1:00 indicates that disabled staff are more likely than non-disabled staff to be appointed from shortlisting. We scored **0.84**. We did not have a score for indicator 3, the other workforce indicator that records the likelihood of disabled staff entering a formal capability process in comparison to non-disabled staff. According to our records, no disabled staff were taken through a formal capability process in the reporting year. This could be due to a low number of staff actually declaring their disabled status on our ESR and ER records. We will highlight the action being taken to encourage staff to become comfortable sharing their disability status us in the following paragraphs.

3.2.3 I have benchmarked our scores for indicators 4-9 (our staff survey metrix) against other comparable Trusts in Table A below. Green represents the best performance across London, amber represents the second best performance and red represents the worst performance.

<table>
<thead>
<tr>
<th>Key: WRES performance in London for mental health Trusts across all of the indicators</th>
<th>Worst performance</th>
<th>Second best performance</th>
<th>Best performance</th>
</tr>
</thead>
</table>

---

---
## Comparable Trusts in London

<table>
<thead>
<tr>
<th>Metric</th>
<th>Description</th>
<th>Barnet, Enfield &amp; Haringey</th>
<th>Camden &amp; Islington</th>
<th>Central North West London</th>
<th>East London Foundation Trust</th>
<th>North East London Trust</th>
<th>Oxleas</th>
<th>West London NHS Trust</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 (a)</td>
<td>% of disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse from patients/ managers/ Other colleagues</td>
<td>22.6%</td>
<td>19.8%</td>
<td>22.3%</td>
<td>18.4%</td>
<td>15.8%</td>
<td>20.2%</td>
<td>18.9%</td>
</tr>
<tr>
<td>4 (b)</td>
<td>% of disabled staff compared to non-disabled staff saying that the last time they experienced harassment, bullying or abuse, they or a colleague reported it</td>
<td>59.1%</td>
<td>49.3%</td>
<td>48.8%</td>
<td>54.3%</td>
<td>54.8%</td>
<td>61.5%</td>
<td>63%</td>
</tr>
<tr>
<td>5</td>
<td>% of disabled staff believing the trust provides equal opportunities for career progression or promotion</td>
<td>67.4%</td>
<td>72%</td>
<td>72.2%</td>
<td>74.3%</td>
<td>78.7%</td>
<td>71.3%</td>
<td>74%</td>
</tr>
<tr>
<td>6</td>
<td>% of disabled staff compared to non-disabled staff that felt pressure from their manager to come to work, despite not feeling well enough to perform their duties</td>
<td>28.2%</td>
<td>30.9%</td>
<td>31.1%</td>
<td>19%</td>
<td>27.2%</td>
<td>22.9%</td>
<td>25.7%</td>
</tr>
<tr>
<td>7</td>
<td>% of disabled staff comparing to non-disabled staff saying that they are satisfied with the extent to which their organisation values their work</td>
<td>41.9%</td>
<td>36%</td>
<td>34.2%</td>
<td>46.2%</td>
<td>39.8%</td>
<td>41.2%</td>
<td>43.5%</td>
</tr>
<tr>
<td>8</td>
<td>% disabled staff saying that their employer has made adequate adjustments to enable them to carry out their work</td>
<td>72.2%</td>
<td>78.2%</td>
<td>66%</td>
<td>74.2%</td>
<td>71.5%</td>
<td>71.7%</td>
<td>76.4%</td>
</tr>
<tr>
<td>9</td>
<td>The staff engagement score for disabled staff, compared to non-disabled staff and the overall engagement staff for the organisation</td>
<td>6.8</td>
<td>6.8</td>
<td>6.6</td>
<td>7.0</td>
<td>6.7</td>
<td>6.7</td>
<td>6.8</td>
</tr>
</tbody>
</table>
3.2.3 We had the **second best performance** for London across the majority of indicators, namely:

- Metrix 4 (b) Percentage of disabled staff compared to non-disabled staff saying that the last time they experienced harassment, bullying or abuse they or a colleague reported it;
- Metrix 5 Percentage of disabled staff compared to non-disabled staff believing that the Trust provides equal opportunities for career progression or promotion.
- Metrix 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.
- Metrix 8 Percentage of disabled staff saying that their employer has made adequate adjustments to enable them to carry out their work.

and

- Metrix 9 The staff engagement score for disabled staff, compared to non-disabled staff and staff engagement for the organisation.

3.2.4 **Actions taken to address the WDES**

Our focus in the first year following the implementation of the WDES is to:

- Raise awareness of the WDES and the actions being taken to make the Trust more inclusive;
- Highlight the support available within the Trust for staff living with disabilities.
- Encourage staff living with disabilities to share their stories with us to tackle stigma that is often associated with having a disability.

3.2.5 Our aim is to make our Trust accessible and to create an environment where staff are comfortable and confident in sharing their disability status. Our WDES action plan is available at Appendix 1.

3.2.6 Our commitment to raise awareness of this aspect of our equalities agenda is demonstrated in the willingness of our Director of Communications to adopt a performance objective in relation to this area of work.

3.2.7 We became members of the Business Disability Forum this year, this enables us to have access to a host of resources to support our managers in making reasonable adjustments. Membership also enables us to access emerging best practice and the following benefits:

- Access to a 9am-5pm telephone **Advice Service**.
- A Relationship Manager to help make full use of our Business Disability Forum membership.
- Online access to a **Disability standard self-assessment** management tool.
• Department for Work and Pensions’ “Disability Confident” level three validation, plus best practice advice and a one-hour consultative phone call with recommendations.
• 28 briefing papers and line manager, awareness guides and discounted access to all content resources.
• A programme of training and events and networking event that is free or discounted as part of membership,
• Disability-Smart Awards ceremony and Technology Taskforce events; and other discounted professional development courses and half-day seminars.
• Mental health e-guidance module on our intranet, plus discounted access to modules two and three.
• Advice on our annual workforce survey, including advice on the questions used and a review of the language.
• Monthly communications newsletter, Technology Taskforce newsletter and a Legal update.
• Networking: 1-2-1 connections events via our social media channels (Facebook, Twitter, etc.).
• Use of the logo for our job adverts, website and intranet. Branding and sponsorship opportunities across our websites, communication channels, publications and social media.
• Signposting to other specialist services, including site audits, e-learning, web development, consumer research and mystery shopping.
• Unlimited access to the Member Hub offering resources that include information sheets, toolkits and case studies to support us in creating a disability-smart organisation.

3.2.8 We are also now Disability Confident, this takes the place of the Two-Tick Disability scheme, which amongst other things, requires us to interview disabled candidates that meet the minimum requirement of a person specification.

3.2.9 We also have a Disability Forum (staff network), in partnership with Staff side. It is still in its infancy. It aims to provide peer support for our staff living with a disability, as well as to provide us with an opportunity to learn from their experience and to provide a forum to help us think about the impact of our practices and an opportunity to alter practice to become more inclusive.

3.2.10 We will be changing the name of our staff network, to distinguish it from the Business Disability Forum, and will use this opportunity to revamp the network and identify leads to represent different aspects of disability, (e.g staff with a lived experience, muscular skeletal, learning disability, neuro diversity, sensory impairments). We believe that this will make it easier for staff to identify with the wide range of conditions that exist.

3.2.11 Work is underway to launch all of this work in November, via our blog and to commence a communications campaign for the year, highlighting these efforts.
Conclusion

4.0 As previously stated it's great to see that we compare favourably with other comparable Trusts in London, according to their staff survey scores. We hope that our continuing efforts to keep our ESR records up to date and accurate will mean that we will continue to have positive scores for our workforce metrix. A central feature of this work will be our campaign to raise awareness of the work that is occurring, and staff beginning to feel comfortable sharing their stories without fear of negative repercussions.

7 Recommendation(s)
Approve the action plan at Appendix 1.

Maggie Morgan- Valentine
Head of Diversity
September 2019
## DISABILITY ACTION PLAN

<table>
<thead>
<tr>
<th>Aim</th>
<th>Action</th>
<th>Action Owner</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Raise awareness on the importance of sharing disability status</strong></td>
<td>Provide case studies; mini video clips of staff living with disabilities on our Exchange pages to encourage staff to feel comfortable disclosing their disability experience.</td>
<td>Maggie Morgan-Valentine</td>
<td>By end of September</td>
</tr>
<tr>
<td>Highlight benefits of Business Disability Forum, including; member benefits, advice line for managers, benefits hub, etc</td>
<td>Maggie Morgan-Valentine</td>
<td>November</td>
<td></td>
</tr>
<tr>
<td>Contact Communications Department to add logo’s to Website.</td>
<td>Maggie Morgan-Valentine</td>
<td>End of September</td>
<td></td>
</tr>
<tr>
<td>Survey Monkey questionnaire or Focus Groups</td>
<td>Julie Menia</td>
<td>End of September</td>
<td></td>
</tr>
<tr>
<td><strong>Raise awareness and Publish our membership with Business Disability Forum (BDF)</strong></td>
<td>Display our membership certificate to Business Disability Forum in THQ reception</td>
<td>Julie Menia</td>
<td>End of July</td>
</tr>
<tr>
<td>Ensure use of BDF &amp; Disability Committed logo’s on recruitment pages / paperwork.</td>
<td>Julie Menia</td>
<td>End of September</td>
<td></td>
</tr>
</tbody>
</table>
| **Disability access and facilities** | **Contact Estates and Facilities Department for their most recent accessibility audit.**  
Obtain Estates representative for the Equality & Diversity Steering Group | **Maggie Morgan-Valentine** | **End of July** |
|---|---|---|---|
| **Revamp Disability Staff Network** | **Change name and identify leads for different conditions.** | **Khaled Kiswani**  
**Maggie Morgan-Valentine** | **October** |
Appendix 2 - Disability Submission

Response ID ANON-VQQ5-M7BU-8
Submitted to Workforce Disability Equality Standard (WDES) online reporting form
Submitted on 2019-07-26 11:50:45

Trust information

1 Name of organisation:
   Name of organisation::
   West London NHS Trust

2 Date of report:
   Month/year::
   July 2019

3 Name and title of the Board lead for the Workforce Disability Equality Standard:
   Name and title of Board lead for the Workforce Disability Equality Standard::
   Tom Hayhoe (Chair)

4 Name and contact details of the lead compiling this report:
   Name and contact details of lead compiling this report:
   Maggie Morgan - Valentine
   Head of Diversity
   Margaret.morgan-valentine@westlondon.nhs.uk

5 Does your organisation participate in any programmes or initiatives that are focused on disability equality and inclusion?
   Yes
   If yes, please provide details::
   Business Disability Forum
   Disability Confident

Trust information

6 Name and contact details of the commissioner(s) this report will be sent to:
   Name and contact details of commissioner(s) this report will be sent to:
   annabel.crowe@nhs.net (Hounslow);
   beverleymcdonald@nhs.net (Hammersmith & Fulham);
   AttleeC@ealing.gov.uk (Ealing)

7 Unique URL link, or existing web page, on which the WDES Metrics data and associated Action Plan will be published:
   Unique URL link, or existing web page, on which the WDES Metrics data and associated Action Plan will be published::
8 Date of Board meeting at which organisation's WDES Metrics data and action plan were, or will be, ratified:
Date of Board meeting at which organisation's WDES Metrics data and action plan were, or will be, ratified::
September 2019

9 Total number of staff employed within the organisation on 31 March 2019:
Total number of staff employed within the organisation on 31 March 2019:
3431
% Disabled staff::
4.5%
% Non-disabled staff::
83.4%
% Unknown/Null::
7.5%
% Other::
4.5%
% Prefer not to say::

Data quality
10 Did your organisation undertake the NHS Staff Survey in the past year?
Yes
Sample staff survey

11 Give the total number and % of responses to the NHS Staff Survey in your organisation:
Give the total number and % of responses to the NHS Staff Survey in your organisation::
58%

12 Give the total number and % of Disabled staff responses to the NHS Staff Survey in your organisation:
Give the total number and % of Disabled staff responses to the NHS Staff Survey in your organisation::
15.6%
(1810)

13 Do your staff have access to the ESR self-service portal?
Yes

Metric 1 - Workforce representation

14 Please describe any challenges that your organisation has experienced in reporting data for this Metric:
Please describe any challenges that your organisation has experienced in reporting data for this Metric::
None

15 Have any steps been taken in the last 12 months within your organisation to improve the declaration rate for disability status on ESR?
No
16 Please share any examples of interventions that have increased declaration rates at your organisation:
   Please share any examples of interventions that have increased declaration rates at your organisation:
   Metric 2 - Shortlisting

17 Please describe any challenges that your organisation has experienced in reporting data for this Metric:
   Please describe any challenges that your organisation has experienced in reporting data for this Metric:
   None

18 Has your organisation signed up to the Disability Confident Scheme?
   Yes
   Level 1 - Committed

19 Does your organisation use a Guaranteed Interview Scheme?
   Yes
   Metric 3 - Capability

20 Did your organisation submit data for Metric 3 this year?
   Yes
   If yes, please describe any challenges that your organisation has experienced in reporting data for this Metric:
   None
   If no, please explain why you did not submit data for this year:

21 Is capability on the grounds of ill health and capability on the grounds of performance managed by different policies in your organisation?
   Yes
   If yes, please state the policies:
   C30 Capability Policy
   D4 Disciplinary Policy

22 What are your views about including capability on the grounds of ill health and performance as two parts of a future Metric?
   What are your views about including capability on the grounds of ill health and performance as two parts of a future Metric?:
   Will probably make it easier for us to record accurately
   Metric 4 - Harassment, bullying and abuse

23 Are there any issues with the data for this Metric?
   Are there any issues with the data for this Metric?:
   None

24 Has your organisation compared Staff Survey results against other datasets that may be held, e.g. bullying and harassment advisers, Freedom to Speak Up guardians, grievances, etc.
   No
   If yes, please provide further details on what comparison your organisation has undertaken:
25 Please summarise any actions taken to reduce harassment, bullying and abuse in relation to Disabled staff:

Please summarise any actions taken to reduce harassment, bullying and abuse in relation to disabled staff:

- Joined the Business Disability Forum
- Disability Confident

Metric 5 - Career promotion and progression

26 Are there any issues with the data for this Metric?
Are there any issues with the data for this Metric?:

27 Does your organisation provide any targeted career development opportunities for Disabled staff?
If yes, please provide further details:

Metric 6 - Presenteeism

28 Are there any issues with the data for this Metric?
Are there any issues with the data for this Metric?:
No

29 Does your organisation provide any targeted actions to reduce presenteeism i.e. feeling pressured to come to work when not feeling well?
If yes, please provide further details:

Metric 7 - Staff satisfaction

30 Are there any issues with the data for this Metric?
Are there any issues with the data for this Metric?:
No

31 Does your organisation provide any targeted actions to increase the workplace satisfaction of Disabled staff?
If yes, please provide further details:

Metric 8 - Reasonable adjustments

32 Are there any issues with the data for this Metric?
Are there any issues with the data for this Metric?: None

33 Does your organisation have a reasonable adjustments policy?
If yes, please provide further details:

Metric 8 - Reasonable adjustments

34 Are costs for reasonable adjustments met through centralised or local budgets?
Local
35 Has your organisation taken action to improve the reasonable adjustments process?
Yes
If yes, please provide further details::
By implementing a policy D19, that is written to support staff and line managers in making reasonable adjustments. It has a clear process that includes a comprehensive form that guides managers and staff through the discussion that is to be had when considering reasonable adjustments and listing a range of support options that are available. We also recently joined the Business Disability Forum that has an advice line to support managers in making reasonable adjustments.

Metric 9 - Disabled staff engagement
36 Are there any issues with the data (9a) or evidence (9b) for this Metric?
No
If yes, please provide details::

37 Does your organisation have a Disabled Staff Network (or similar)?
Yes
Not Answered
If you answered yes to the above, please give details of the expected timescale::

Metric 10 - Board representation
38 Please describe any challenges that your organisation has experienced in collecting and reporting data for this Metric:
Please describe any challenges that your organisation has experienced in collecting and reporting data for this Metric:: None

39 Does your Board have a champion for disability equality?
Yes
If yes, with their permission, please provide name and position of the Board/Executive champion/sponsor::
Trust Chair
Tom Hayhoe