



North West Ambulance Service NHS Trust - Annual Report on Workforce Disability Equality Standard – September 2019

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Workforce Disability Equality Standard Data as at 31st March 2019

Metric 1 – Workforce information

	Percentage of disabled staff
Non clinical staff – Cluster Bands 1 - 4	5%
Non clinical staff – Cluster Bands 5-7	2%
Non clinical staff – Cluster Bands 8a-8b	3%
Non clinical staff – Cluster Bands 8c-9 and VSM	3%
Clinical staff – Cluster Bands 1-4	3%
Clinical staff – Cluster Bands 5-7	4%
Clinical staff – Cluster Bands 8a-8b	2%
Clinical staff – Cluster Bands 8c-9 and VSM	8%

This metric takes its data from the national NHS HR system. The Trust recognises that there is current under-reporting as 16% of staff have not declared their status and the responses to our staff survey suggest a higher proportion of disabled staff.

Metric 2 – Recruitment

Likelihood of 1.0

This metric looks specifically at the likelihood of being appointed from shortlisting. The outcome is a figure of 1.0 and means that disabled candidates are no more or less likely to be appointed from shortlisting than candidates who have not declared a disability. This reflects well on the fairness of current recruitment processes.

Metric 3

Voluntary metric – not reported by NWAS this year.

Metric 4 – Staff Survey

This metric collates the data from four staff survey questions relating to bullying, harassment, abuse, discrimination and reporting such behaviours. The staff experience of disabled staff was worse on each factor than for non-disabled staff. The smallest difference was related to reporting incidents, with a 2% difference in experience. The largest gap was 13.2% of non-disabled staff experiencing harassment, abuse or bullying from managers compared with 25.8% of disabled staff.

Metric 5 – Equal opportunities for career progression

The data from this metric also comes from the staff survey. It showed that 61.4% of disabled staff felt that the organisation provided equal opportunities for career progression compared with 76.5% of non-disabled staff feeling that there were equal opportunities.

Metric 6 – Attending work

The staff survey question relating to this asks about staff feeling under pressure to come into work from their manager when they don't feel well enough to perform their duties. This pressure was felt by 32.6% of non-disabled staff compared with 45.3% of disabled staff.

Metric 7 – Feeling Valued

The data showed that 25.3% staff with a disability felt satisfied with the extent to which the organisation values their work; this compares to 36.7% of non-disabled staff.

Metric 8 – Reasonable Adjustments

There are 60.3% of staff with a disability who have advised that the organisation has made adequate adjustments to enable them to carry out their work.

Metric 9 – Staff engagement

This metric provides an engagement score, calculated from 9 specific questions from the staff survey. The engagement score for non-disabled staff within NWAS was 6.5 compared with 5.7 for disabled staff.

This metric also asks whether the organisation has taken action to facilitate the voices of disabled staff to be heard, to which NWAS has said 'Yes'.

Metric 10 – Board representation

The data shows an overall underrepresentation of disabled people on the Board, voting membership and executive membership when compared with the overall workforce. This is due to no Board members having declared a disability which has been recorded on ESR; there are 2 Board members who have not advised of their disabled status.

Additional Information – Metric 9 – Engagement Information

Disability was given a focus at one of the equality update sessions held in September 2018. These sessions are a chance to engage with staff from a range of diverse backgrounds to gather their views and keep them updated on the work being done around the equality and diversity agenda. Discussions at this event showed an appetite for a disability network or forum. North West Ambulance Service NHS Trust has sought to develop a clear route for the voice of disabled staff to be heard within the organisation and therefore the Disability Forum sessions have been brought in.

In January 2019, we held the first Disability Forum at Trust headquarters in Bolton. Staff, managers and trade union colleagues attended. It was an opportunity to hear what was and was not working well for disabled staff. The Forum was, and remains, open to everyone with an interest in disability in the workplace. Confidentiality, honesty and respect are key elements which enable the Trust to make progress.

Based on feedback from attendees, the second forum took place at a different venue and was held at the Estuary Point Site in Liverpool in April. A guest speaker attended to share information about Access to Work and the organisational staff survey results were shared with attendees, with consideration to the metrics of the WDES too.

A further forum was held in July 2019 in Preston and another is scheduled for October 2019 in Haydock.

We look forward to sharing the development of the Disability Forum in the next annual WDES report and the outputs from the workshops which have taken place as part of the sessions.

Further information about the work NWAS carries out towards establishing a more inclusive culture can be found on the annual Equality, Diversity and Inclusion report found on the Trust website.

North West Ambulance Service NHS Trust - Workforce Disability Equality Standard – Agreed Action Plan September 2019 for the period 2019-2020

Metric	Action	Lead stakeholder
1 – Workforce Information	<ul style="list-style-type: none"> - Continue data cleanse exercise - Promote self declaration on ESR 	<ul style="list-style-type: none"> - HR Hub - Corporate HR Team
2 – Recruitment	<ul style="list-style-type: none"> - Continue to promote NWAS as an inclusive employer 	<ul style="list-style-type: none"> - HR Hub and Recruiting Managers
3 – Capability	<ul style="list-style-type: none"> - Continue to support disabled and non-disabled staff through the performance and sickness policies through individualised bespoke management support. - Review the national information and guidance about this metric when published. 	<ul style="list-style-type: none"> - HR BP Team and Managers - HR BP Team
4 – Staff survey	<ul style="list-style-type: none"> - Bullying and Harassment working group to consider and progress this metric during action planning. - Seek feedback from the Disability Forum about the issues affecting disabled staff with regards to bullying and harassment. 	<ul style="list-style-type: none"> - B&H working group - Corporate HR
5 – Career progression	<ul style="list-style-type: none"> - Continuous revision of selection processes - Review of progression data 	<ul style="list-style-type: none"> - HR Hub and L&D - L&D Team
6 – Attending work	<ul style="list-style-type: none"> - Continuous review of management of sickness absence - Continuous review of Be Think Do and other programmes to ensure compassionate leadership is reflected in the training content 	<ul style="list-style-type: none"> - HR BP Team - L&D Team
7 – Feeling valued	<ul style="list-style-type: none"> - Continuous review of Be Think Do and other programmes to ensure recognition and valuing staff are key feature of the training content - Range of recognition schemes and initiatives available to managers 	<ul style="list-style-type: none"> - L&D Team - Communications Team

8 – Reasonable adjustments	<ul style="list-style-type: none"> - Promoting disability as an asset through Trustwide communications and events open to all - Reviewing support available to managers as individuals and as a group - Improving portability of reasonable adjustments for staff transferring within the organisation 	<ul style="list-style-type: none"> - Corporate HR Team - HR BP Team
9 – Staff engagement	<ul style="list-style-type: none"> - Disability Forum to be held quarterly 	<ul style="list-style-type: none"> - Corporate HR Team
10 – Board Representation	<ul style="list-style-type: none"> - All of the Board and Executive Team members will be asked to update all of their personal monitoring information and asked to discuss any concerns they may have about this directly with the Interim Director of OD or HR Advisor for Equality and Workforce. - Board Development session on Inclusion scheduled for December 2019 will include disability 	<ul style="list-style-type: none"> - Corporate Governance - Corporate HR Team