

**North West Ambulance Service - Workforce Disability Equality Standard Data as at 31st
March 2021**

For publication Autumn 2021

Metric 1 – Workforce information

	Percentage of disabled staff		
	2019	2020	2021
Non clinical staff – Cluster Bands 1 - 4	5%	4.7%	6.7%
Non clinical staff – Cluster Bands 5-7	2%	3.5%	5.8%
Non clinical staff – Cluster Bands 8a-8b	3%	0%	0.0%
Non clinical staff – Cluster Bands 8c-9 and VSM	3%	2.6%	5.1%
Clinical staff – Cluster Bands 1-4	3%	3.65%	4.5%
Clinical staff – Cluster Bands 5-7	4%	4.05%	4.5%
Clinical staff – Cluster Bands 8a-8b	2%	3.70%	5.2%
Clinical staff – Cluster Bands 8c-9 and VSM	8%	7.69%	13.3%

Metric 2 – Recruitment

Likelihood of **1.39** (compared with 1.1 for 2020 & 1.0 for 2019).

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. A figure of 1.0 reflects well on the fairness of current recruitment processes.

Metric 3 – Formal Performance Process

Likelihood is **2.71** (compared with 5.52 for 2020)

This metric was voluntary and not reported by NWAS in 2019. As for recruitment, a figure of 1.0 is desired as this would indicate staff with disclosed disabilities are no more or less likely to enter into a formal capability process with the Trust than staff without disclosed disabilities. Only the Performance policy is used by NWAS to calculate this figure, in line with the technical guidance; it does not include sickness capability processes.

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 first question in this metric relates to the % of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or other members of the public in the last 12 months.

	2018/19 survey score	2019/20 survey score	2020/21 survey score
Non-disabled	45.8%	45%	42%
Disabled	52.0%	56%	47%

The second question relates to the % of staff experiencing harassment, bullying or abuse from managers in the last 12 months.

	2018/19 survey score	2019/20 survey score	2020/21 survey score
Non-disabled	13.2%	12%	15%
Disabled	25.8%	23%	22%

The third question relates to the % of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months.

	2018/19 survey score	2019/20 survey score	2020/21 survey score
Non-disabled	15.6%	15%	15%
Disabled	26.5%	27%	23%

The final question which forms part of Metric 4 relates to the % 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.

	2018/19 survey score	2019/20 survey score	2020/21 survey score
--	-----------------------------	-----------------------------	-----------------------------

Non-disabled	38.3%	44%	43%
Disabled	40.1%	49%	49%

Metric 5 – Equal opportunities for career progression

The data from this metric also comes from the staff survey. It showed that 65% of disabled staff felt that the organisation provided equal opportunities for career progression compared with 77% of non-disabled staff feeling that there were equal opportunities.

	2018/19 survey score	2019/20 survey score	2020/21 survey score
Non-disabled	76.5%	77%	77%
Disabled	61.4%	65%	66%

Metric 6 – Attending work

The staff survey question relating to this metric asks about staff feeling under pressure to come into work from their manager when they don't feel well enough to perform their duties.

	2018/19 survey score	2019/20 survey score	2020/21 survey score
Non-disabled	32.6%	31%	29%
Disabled	45.3%	44%	39%

Metric 7 – Feeling Valued

This question asks about staff feeling satisfied with the extent to which the organisation values their work. The data showed that 29% staff with a disability felt satisfied with the extent to which the organisation values their work; this compares to 35% of non-disabled staff.

	2018/19 survey score	2019/20 survey score	2020/21 survey score
Non-disabled	36.7%	40%	35%
Disabled	25.3%	29%	29%

Metric 8 – Reasonable Adjustments

This question asks staff with a disability to advise whether the organisation has made adequate adjustments to enable them to carry out their work.

	2018/19 survey score	2019/20 survey score	2020/21 survey score
Disabled	60.3%	58%	71%

Metric 9 – Staff engagement

This metric provides an engagement score, calculated from 9 specific questions from the staff survey. There remains a gap between the engagement score for staff with and without disabilities in staff survey responses, but the gap has narrowed according to these results.

Engagement score:

	2018/19 survey score	2019/20 survey score	2020/21 survey score
Non-disabled	6.4	6.4	6.4
Disabled	5.7	5.8	6

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 again shows an overall underrepresentation of disabled people on the Board, voting membership and executive membership when compared with the overall workforce (-4%). This is due to no Board members having declared a disability which has been recorded on ESR; there are 5 of the 12 Board members who have not advised of their disability status.

NWAS narrative in response to Metric 9 is as follows:

NWAS has held several Disability Forums to hear the voice of disabled staff. There have been different guest speakers to explain the experiences of having different conditions and how these can affect staff in the workplace. Proactive work has included the development of a Procurement Flowchart in response to queries about difficulties in understanding the process of purchasing equipment as part of a reasonable adjustment. The achievements of the first 12 months of the Disability Forum are available on the intranet. The Freedom to Speak Up lead has attended and spoken at a session.