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The Shrewsbury and
Telford Hospital
NHS Trust

NHS Workforce Disability Equality Standard (WDES)

ANNUAL REPORT 2021

Introduction

The WDES is a set of ten specific measures (metrics) which enables NHS organisations to compare the workplace and career experiences of Disabled and non-disabled staff. NHS trusts use the metrics data to develop and publish an action plan. Year on year comparison enables Trusts to demonstrate progress against the indicators of disability equality.

This report is produced from the SaTH data returns submitted from the Trust ESR data in March 2021 and from the 2020 Staff Survey. It is produced in a nationally mandated format as submitted to NHS England and covers data and reported experience from the financial year 2020-21.

The WDES demonstrates our clear commitment in developing SaTH to be an exemplar employer and in supporting the UK Government's aims of increasing the number of Disabled people in employment.

Attached to this report as appendices, is data and on-line report we have submitted.

Executive summary

We are committed to developing our Equality, Diversity and Inclusion, (EDI) work programme and have seen a positive impact of introducing a dedicated EDI Lead role into the Trust since March 2020. We recognise that there has been much to do, and we have a clear focus on embedding EDI across the Trust by improving our staff engagement, confidence and trust.

Our EDI Strategy outlines our Equality Objectives and priorities and has enabled the Trust to develop a robust work programme.

We want SaTH to be a workplace where staff feel a sense of belonging and feel able to bring their whole self to work, without fear or feeling unsafe or unsupported. This is in line with our People Strategy and the NHS People Plan. Our commitment to a 'Just Culture', will ensure a better and more positive experience for our patients and public.

We have introduced Unconscious Bias Workshops for all staff to attend. These workshops have provided a 'safe space' for staff to learn, share and self-reflect, in order to gain a better understanding of personal bias's and how to ensure that they do not impact colleagues and patients. Greater self-awareness will enable staff to ensure they are role modelling the SaTH values and behaviours – **"Partnering, Ambitious, Caring, and Trusted."**

At SaTH, we do not tolerate any form of discrimination or harassment from colleagues, patients or the public and will ensure that our staff feel confident and have appropriate support to report any issues. We have also invested in our 'Freedom to Speak Up' support, and we have seen an increase in staff raising their concerns and a more robust response from management to address these.

We have established our staff network, Disability, Ability, Wellbeing Network (DAWN) and will work with members to increase engagement and participation and to also provide a place for staff to share, learn and influence our EDI work programme.

It is reassuring to see that our workforce demographic is changing. We appreciate that sharing information about a disability, seen or hidden, or any health condition can be difficult but we want to encourage more staff to do so. As a responsible employer, we want to support and enable our staff to be the best they can be at work and have a great work experience.

We are encouraged to see that in the last staff survey 20% of staff shared that they have a long term health condition or illness.

Summary of our progress against WDES Metrics 2021

Metric 1 Workforce Representation 3%

Our workforce demographic is changing. We appreciate that sharing information about a disability, seen or hidden, or any health condition can be difficult but we want to encourage more staff to do so. As a responsible employer, we want to support and enable our staff to be the best they can be at work. **Currently 3% of our workforce have shared their details about their disability with us.**

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

We are working to improve on this metric, which shows that Non-Disabled staff are now, 1.17 time more likely to be shortlisted compared to Disabled applicants.

Our recruitment manager is undertaking a review of our recruitment process from the perspective of individuals who have long-term health conditions/disabilities that impact on their recruitment process. We have engaged with applicants who have shared their experiences with us, on how we can improve our TRAC recruitment process to improve accessibility.

We have engaged with the SaTH EDI Advocates Group, which are representatives of our communities to support attaining Level 2 of the Disability Confident Scheme.

We have rolled out our revised Safer Recruitment training for all recruitment managers and this includes Unconscious Bias awareness. We have launched our Cultural Ambassadors programme, where our trained Ambassadors will be supporting with recruitment and selection, including sitting on selection panels for Band 8 and above.

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

This is only the second year we have collected this data and we have seen an improvement on this metric from 1.95 to 1.45.

We have strengthened our guidance and training for managers and supervisors and our support for staff. Our HR Business Partners are now working more closely with Divisions and are able to provide better support and information.

Summary of our progress against WDES Metrics 2021 Cont.

- Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months has **decreased from 29.2% to 23.3%**
- Percentage of staff experiencing harassment, bullying or abuse from their line Manager in last 12 months has **increased from 12.6% to 13.6%**
- Percentage of staff that the last time they faced harassment, bullying or abuse, that they or a colleague reported it has **decreased from 41.4% to 40.8%**
- Percentage of staff experiencing harassment, bullying or abuse from their colleague in last 12 months has **increased 18.6% to 19.9%**
- Percentage of staff who believe the organisations offers equal opportunities for career progression and promotion has **decreased from 85.4% to 81%**
- Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties has **decreased from to 22.4% 21.8%**
- Percentage of staff satisfied with the extent to which their organisation values their work decreased **from 49.6% to 39.3%**
- Percentage of staff with a long lasting health condition or illness saying their employer has made adequate adjustment to enable them to carry out their work has **increased from 70.1% to 72%**

Metric 10 Trust Board data

We have reported again that our Board data shows no disability against all members. We have actively sought this data from our Board members and will be working with our Board to review this.

Progress against our 2020 actions:

WDES Action Plan 2020-2021

Objective	Intention	Responsibility	By
Develop the new staff with Disabilities staff network and seek Chair/Co-Chair from within the network. Ensure members feel supported and encouraged to participate. Develop a robust communications and marketing plan for the networks and highlight that not all disabilities are visible.	To increase staff voice and engagement from key staff groups	Equality Diversity & Inclusion Lead	Dec 2020
Conduct confidential survey and Listening Events of Staff with Disabilities in conjunction (FTSU) Guardians.	To increase staff voice and engagement from key staff groups and understand the harassment and bullying figures	Equality Diversity & Inclusion Lead & FTSU Lead	Feb 2021
Embed the new 'Health Passport' and ensure provide guidance for managers	To improve understand and awareness, creating	Head of Employee Relations	Apr 2021
Campaign to raise awareness of Hidden Disabilities: Workforce messages and displays Training for staff	To increase awareness and be more supportive of colleagues	Equality, Diversity & Inclusion Lead & Communications Lead	Dec 2020
Statutory and Mandatory Training to be developed to support staff who have Special Educational Needs	To improve understanding and awareness, creating a more inclusive organisation	Head of Workforce Transformation and OD and Workforce Equality Lead	Apr 2021
To review Level 1 of the Disability Confident Scheme and draft action plan with new Network, to move to Level 2	Demonstrate commitment to inclusive workplace and supporting our workforce	Head of Recruitment & Equality Diversity & Inclusion Lead	Aug 2020
Review Implement Diversity elements of Leadership Academy and Manager Training	To ensure our managers and Leaders are skilled and trained in diversity management	Head of Workforce Transformation and OD and Workforce Equality Lead	Apr 2021

The 2 purple actions have not been completed due to capacity of the ODU and Communications team, during the pandemic, when resources and work has been targeted on addressing Covid-19 requirements. These actions will be carried forward.

During 2020 and 2021, we have established our new Disability, Ability, Wellbeing Network (DAWN), and have been encouraging all staff to engage and support the network. The importance of 'Allyship' is a key message of this network.

Our HR Business Partners and wider HR teams are supporting managers to ensure the Heath passport is being fully adopted and that where necessary, sensitive conversations concerning reasonable adjustments are taking place.

Our 'Making A Difference' - Cultural Assessment platform has really helped with engagement and identifying the challenges and barriers faced by our staff, which in turn has enabled targeted intervention, support and guidance.

Conclusion and next steps

Having a dedicated lead has allowed us to identify key priorities and make some genuine progress at SaTH, our new staff network being a great example.

During Covid-19 pandemic, our staff have had to adopt new ways of working, meeting and delivering our services and the health and wellbeing of our staff is at the fore front of our minds. We are very conscious that staff have been feeling vulnerable, unsettled and concerned for themselves, their family and friends. Staff engagement is a priority and communicating clearly and in ensuring messages are accessible for all staff has been a real focus.

Working with our staff, and in line with our new People Strategy, we have developed a new behaviours framework linked to our new vision and values. We will continue to listen to our staff and address the issues concerning bullying and harassment and review our recruitment selection processes to identify and implement improvements.

We have launched our Health Passport as part of our Wellbeing agenda and will be monitoring feedback from staff and managers to understand if there any additional actions to ensure staff feel supported and continue to have the adjustments they need to enable them to carry out their duties

The draft action plan (Appendix 2), has been developed in partnership with our network. Upon approval, the progress and performance will be measured and monitored via our Operational People Group, chaired by our Director of People and OD

Appendix 1 WDES metrics report

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).

Clinical/ Non-Clinical	WRES Band Name	Disabled	Non Disabled	Unknown	Grand Total	% Disabled	Non % Disabled
Non-Clinical	Band 1	2	9	13	24	8%	38%
	Band 2	18	481	3%	594	3%	81%
	Band 3	9	263	3%	304	3%	87%
	Band 4	7	266	3%	327	2%	81%
	Band 5	7	123	3%	149	5%	83%
	Band 6	3	71	3%	90	3%	79%
	Band 7	2	73	3%	89	2%	82%
	Band 8a	2	49	3%	58	3%	84%
	Band 8b	1	25	3%	28	4%	89%
	Band 8c		15	3%	16	0%	94%
	Band 8d		9	3%	10	0%	90%
	Band 9	1	3	3%	5	20%	60%
	VSM		19	3%	19	0%	100%
Non-Clinical Total		52	1406	255	1713	3%	82%
Clinical	Band 1	0	0		0	0%	0%
	Band 2	39	1008	132	1179	3%	85%
	Band 3	14	274	53	341	4%	80%
	Band 4	4	148	14	166	2%	89%
	Band 5	46	990	89	1125	4%	88%
	Band 6	28	780	150	958	3%	81%
	Band 7	7	411	86	504	1%	82%
	Band 8a	2	105	19	126	2%	83%
	Band 8b		31	9	40	0%	78%
	Band 8c		12	2	14	0%	86%
	Band 8d		2	1	3	0%	67%
	Band 9		2	1	3	0%	67%
	VSM		2		2	0%	100%
	Medical & Dental Staff, Consultants		250	37	287	0%	87%
	Medical & Dental Staff, Non-Consultants career grade	3	180	6	189	2%	95%
	Medical & Dental Staff, Medical and dental trainee grades	4	154	37	195	2%	79%
Clinical Total		147	4349	636	5132	3%	85%
Grand Total		199	5755	891	6845	3%	84%

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	232	4331	262
Number of appointed from shortlisting	54	1177	166
Likelihood of shortlisting/appointed	0.23	0.27	0.63

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

1.17

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. This metric applies to capability on the grounds of performance and not ill health

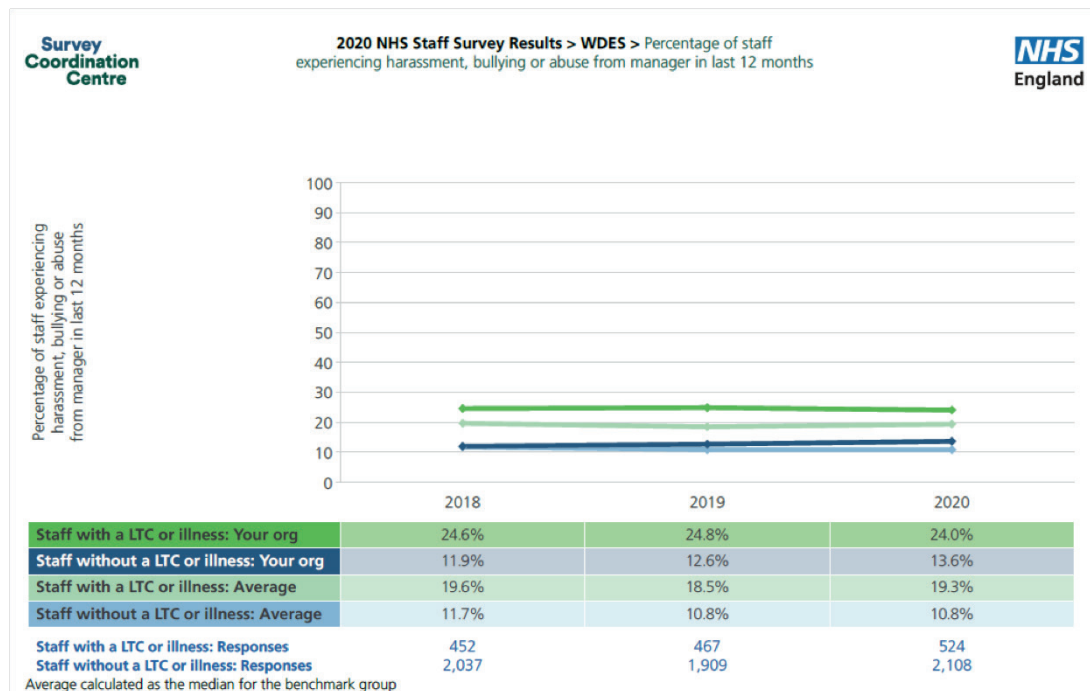
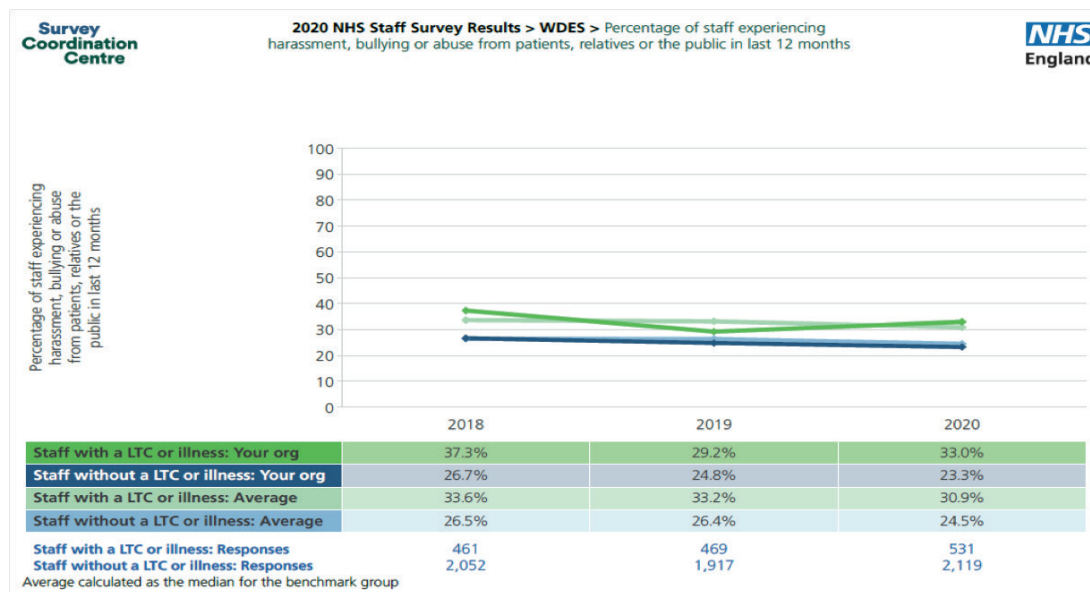
Data source: Trust's HR data

	Disabled	Non-disabled	Disability Unknown
Number of staff in workforce	199	5755	891
Number of staff entering the formal capability process	0.5	10	0.5
Likelihood of staff entering the formal capability process	0.00	0.00	0.00

Relative likelihood of Disabled staff entering the formal capability process compared to non-disabled staff

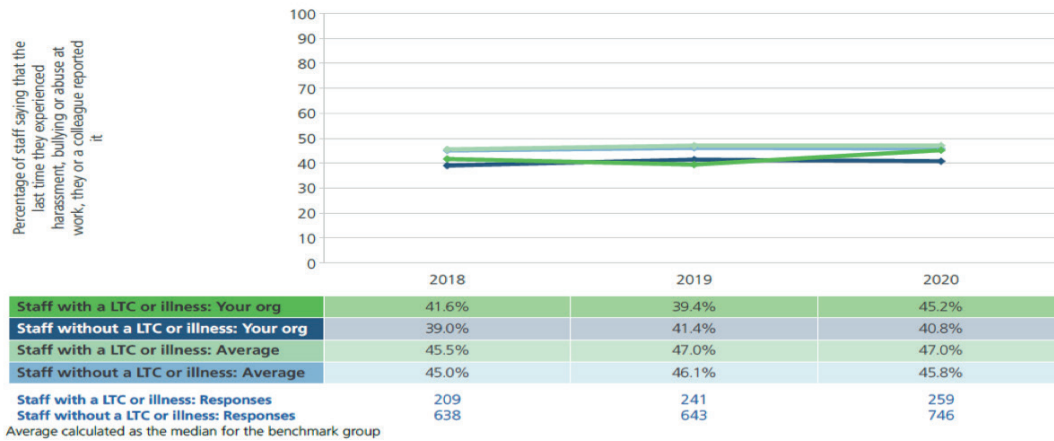
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Please note, metrics 4 to 9 are sourced from the NHS Staff Survey.



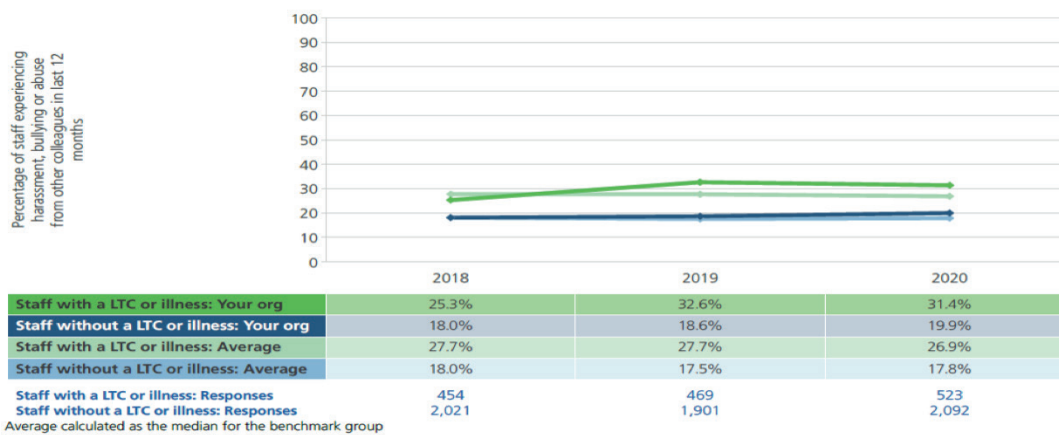
**Survey
Coordination
Centre**

2020 NHS Staff Survey Results > WDES > Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it



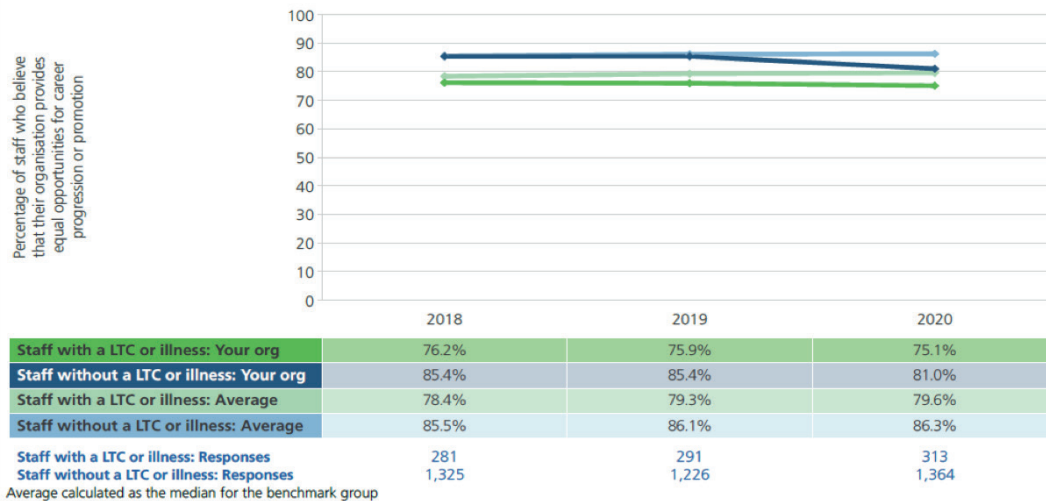
**Survey
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2020 NHS Staff Survey Results > WDES > Percentage of staff experiencing harassment, bullying or abuse from other colleagues in last 12 months



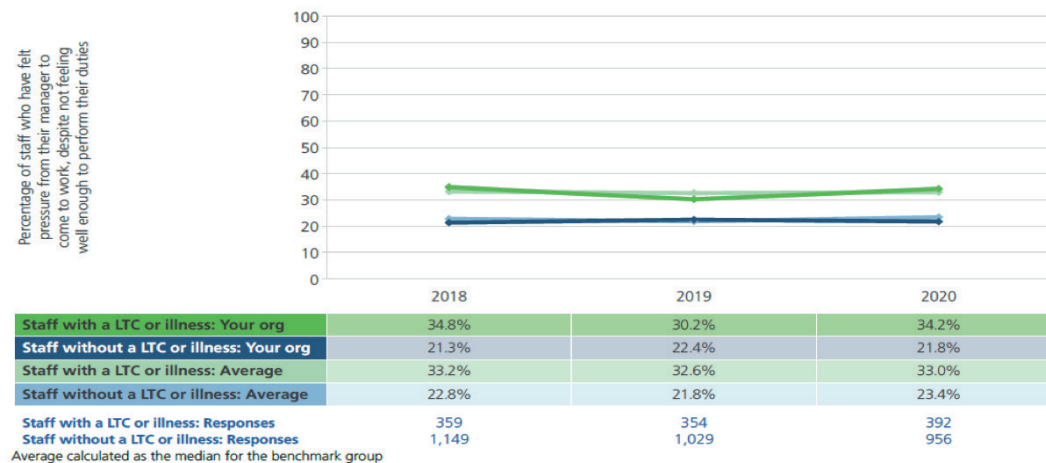
**Survey
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2020 NHS Staff Survey Results > WDES > Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion



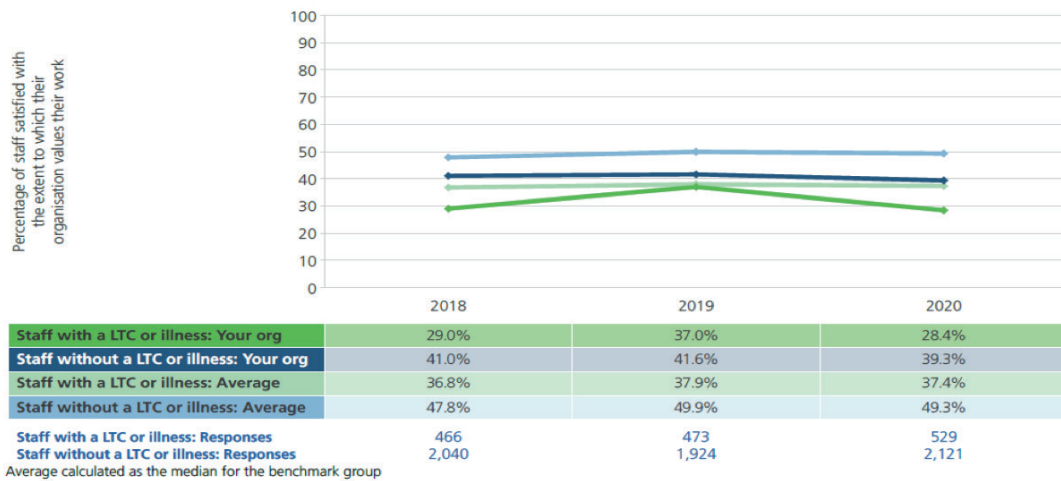
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2020 NHS Staff Survey Results > WDES > Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties



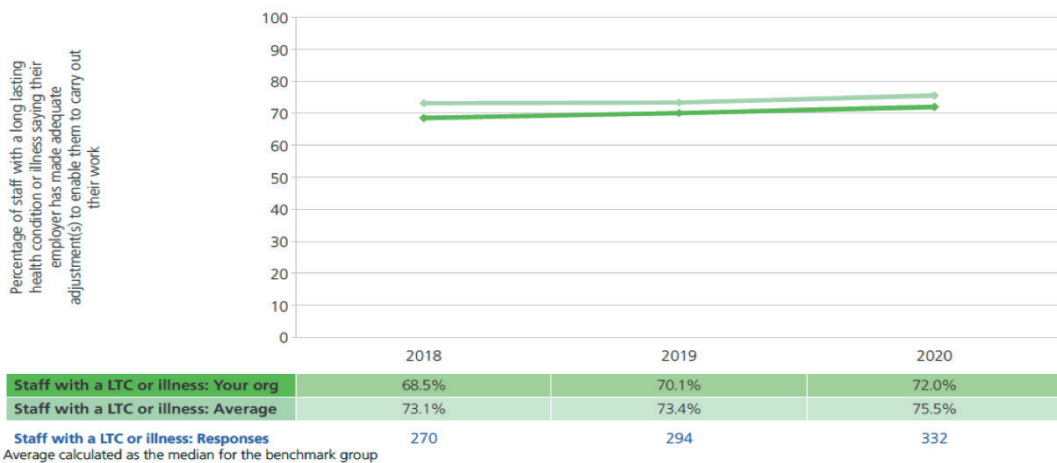
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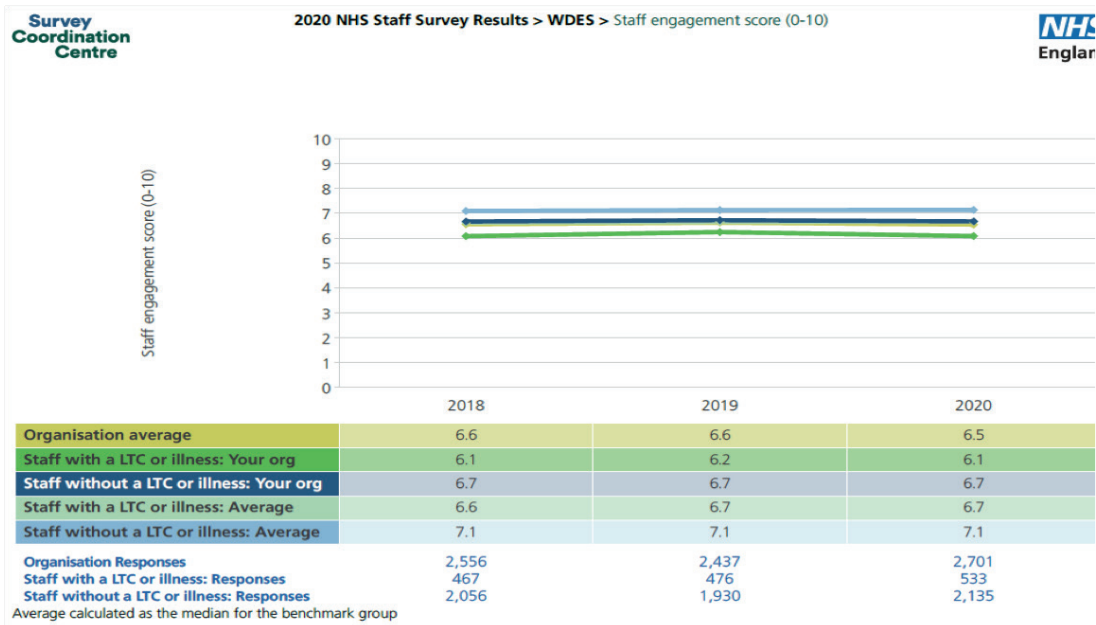
**2020 NHS Staff Survey Results > WDES > Percentage of staff
satisfied with the extent to which their organisation values their work**



**Survey
Coordination
Centre**

2020 NHS Staff Survey Results > WDES > 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





APPENDIX 2 WDES action plan 2020/21

WDES Action Plan 2020-2021

Outcome	Responsibility/Action	Measure	By
To increase staff voice and engagement from key staff groups	Director of People to agree protected time for Chair and budget to support the network to thrive Communications team to work with Network Chair and develop a robust communications and marketing plan and encourage Active Allies.	Dedicated staff network time will enable to Chair to develop and communicate a detailed programme of work Increased membership and engagement leading to higher staff survey satisfaction EDI scores	Nov 2022
Visible leadership and engagement from Trust Board Champion	Trust Board to select Disability Champion to support the Network and provide Exec support	6 monthly briefing to Trust Board by Network Chair and Exec Champion	Dec 2021
Improve from 3% to 6 % of staff and Trust Board who have shared information about long term health conditions/Disability	Business Intelligence Lead/ESR Team to work with Hd EDI and Communications Team on dedicated messaging	Improve 2022 data from 3% to 6%	March 2022
Progress to Level 2 of Disability Confident Scheme, to improve the experiences of applicants with a disability or long term health condition	Head of Recruitment/Resourcing & On-Boarding to develop action plan using the national template to progress to level 2 and plan to move to level 3 in 2023. To include, working with DAWN to undertake and end to end review of recruitment process	Increase representation and confidence	April 2022
To improve understanding and awareness of Neurodiversity and Hidden Disabilities, creating a more inclusive and responsive organisation	Head of Educational Projects to develop/commission Statutory and Mandatory Training for all staff to raise levels of understanding	Take up of training to be monitored by ODU and progressed Increased % of staff who believe the organisations offers equal opportunities for career progression and promotion from 81% to 85%	April 2022