



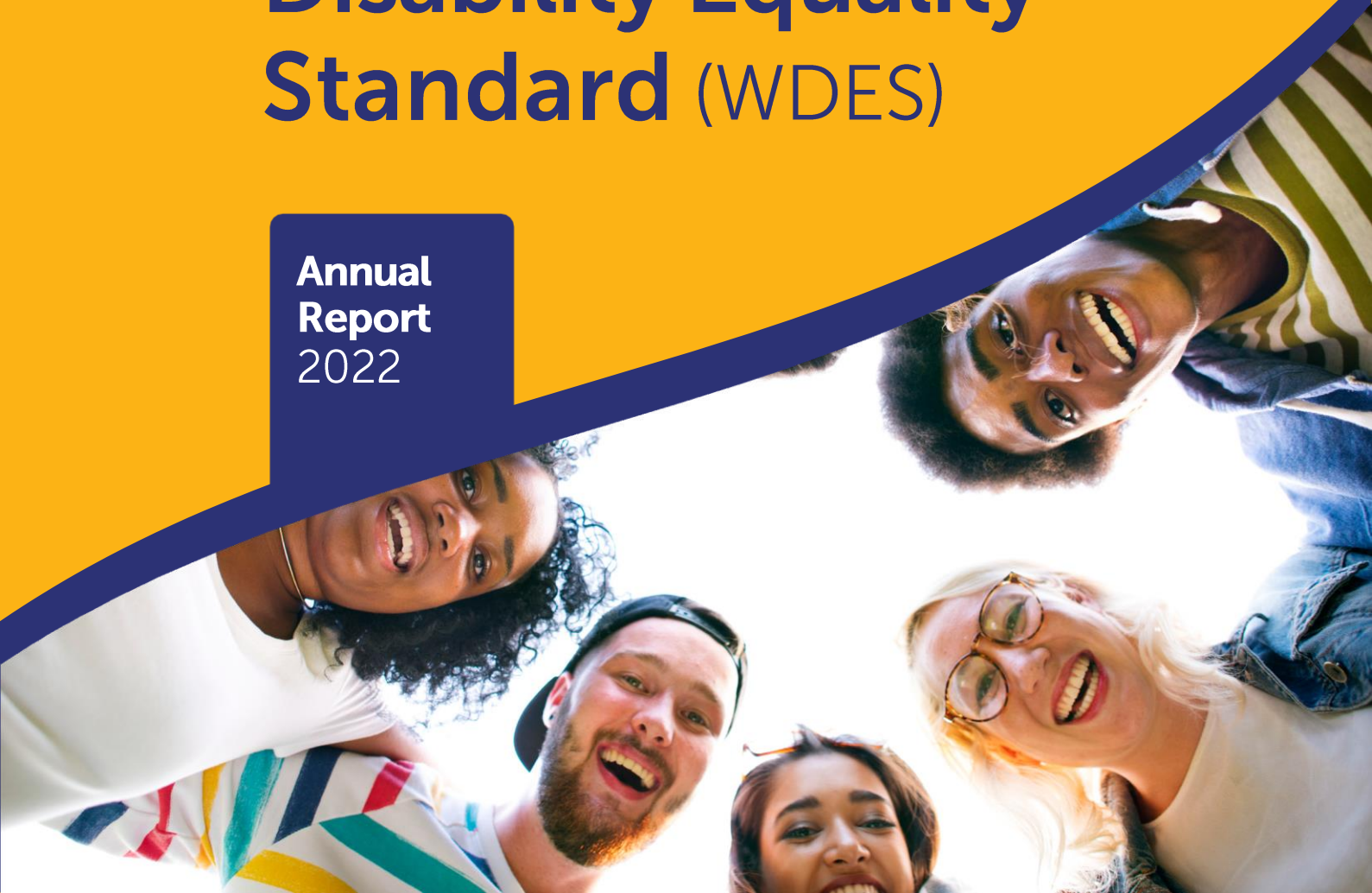
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The Shrewsbury and
Telford Hospital
NHS Trust

NHS Workforce Disability Equality Standard (WDES)

Annual
Report
2022





Introduction

The WDES (Workforce Disability Equality Standard) 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 Shrewsbury and Telford NHS Trust (SaTH) data returns submitted from the Trust ESR (Electronic Staff Record), data in March 2022 and from the 2021 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 2021-22.

The WDES demonstrates our progress and 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.



Executive summary

We are committed to continue developing our Equality, Diversity and Inclusion, (EDI) work programme and have seen a positive impact with new investment into the team since May 2022. We recognise that there is much more to do, and we have a clear focus on creating a real sense of belonging and trust for our people and patients cross the Trust by improving engagement and awareness.

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

Our workforce demographic continues to change and we will continue to work towards improving our staff engagement, so our people share more information about a disability, seen or hidden, or any health condition with the confidence they will be supported. 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.



Summary of our progress against WDES Metrics 2021/22

Metric 1 Workforce Representation 3.5%

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 3.5% of our workforce have shared the details about their disability with us, an increase of 0.5% since 2020/21

Metric 1 Percentage of staff in AfC (Agenda for Change) 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	WDES Band Name	Disabled	Non Disabl ed	Unknown	Total	Disabled %	Non Disabled %
Non-Clinical	Under Band 1	0	2	0	2	0%	100%
	Band 1	2	5	10	17	11.8%	29.4%
	Band 2	23	488	84	595	3.9%	82%
	Band 3	9	286	28	323	2.8%	88.5%
	Band 4	10	251	41	302	3.3%	83.1%
	Band 5	10	149	17	176	5.7%	84.7%
	Band 6	2	86	17	105	1.9%	81.9%
	Band 7	4	66	10	80	5%	82.5%
	Band 8a	4	60	7	71	5.6%	84.5%
	Band 8b	1	29	2	32	3.1%	90.6%
	Band 8c	0	21	1	22	0%	95.5%
	Band 8d	0	7	1	8	0%	87.5%
	Band 9	1	4	1	6	16.7%	66.7%
	VSM	0	13	0	13	0%	100%
Non-Clinical Total		66	1467	219	1752	3.8%	83.7%
Clinical Staff	Under Band 1	1	2	0	3	33.3%	66.7%
	Band 1	0	0	0	0	0%	100%
	Band 2	51	995	119	1165	4.4%	85.4%
	Band 3	17	337	38	392	4.3%	86%
	Band 4	3	156	14	173	1.7%	90.2%
	Band 5	49	1078	62	1189	4.1%	90.7%
	Band 6	32	817	133	982	3.3%	83.2%
	Band 7	12	421	72	505	2.4%	83.4%
	Band 8a	3	113	15	131	2.3%	86.3%
	Band 8b	1	40	9	50	2%	80%
	Band 8c	0	12	1	13	0%	92.3%
	Band 8d	0	1	1	2	0%	50%
	Band 9	0	2	1	3	0%	66.7%
	VSM	0	3	0	3	0%	100%
	Medical & Dental Staff, Consultants	0	254	36	290	0%	87.6%
	Medical & Dental Staff, Non-Consultants career grade	5	198	10	213	2.3%	93%
	Medical & Dental Staff, Medical and dental trainee grades	6	116	89	211	2.8%	55%
Clinical Total		169	3977	465	4611	3.7%	86.3%
Total Medical and Dental		11	568	135	714	1.5%	79.6%
Total Clinical and Non-Clinical		246	6012	819	7077	3.5%	85%



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

Our latest data shows that non-Disabled staff, are now 1.30 times more likely to be shortlisted compared to disabled applicants. This has increased from 1.17 in 2020/21. We will continue to work towards improving this metric, in collaboration with our SaTHEDI Advocates Group, Head of ED&I and Recruitment teams for both medical and non-medical staff.

We continue to offer Safer Recruitment training for all appointing managers, which incorporates raising awareness in relation to unconscious bias. As part of the workshops, we also discuss the Disability Confident scheme and our commitment to offering an interview to disabled people that meet the minimum criteria for the role and reasonable adjustments.

While a continuous process we plan to further review all recruitment processes to ensure that we are fully inclusive and accessible, with a keen focus on attraction.

In 2021 we commenced our cultural ambassador programme, training was undertaken by several staff, with the intention to support recruitment and selection including selection panels for senior level roles. This did not progress as we planned due to service pressures related to the Pandemic however it will be progressed to embed during 2022/23.

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	445	6183	301
Number of appointed from shortlisting	118	2137	208
Likelihood of shortlisting/appointed	0.27	0.35	0.69

Relative likelihood of non-disabled staff compared to Disabled staff being appointed from shortlisting across all posts	1.30
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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

We continue to see a decrease in the likelihood of disabled staff entering a formal capability process compared to non-disabled staff. Having recorded 1.95 for 2020 and 1.45 in 2021, it has dropped to 1.22 for this years' report.

As a Trust, we engage closely with disabled staff, seeking advice from Occupational Health and exploring every alternative opportunity before reaching any formal decisions. The guidance and tools we have in supporting the health and well-being of staff is extensive. We have also worked hard to embed a 'Just Culture' and continue to learn to improve staff experience and how we learn from incidents.

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	246	6012	819
Average number of staff entering the formal capability process for any reason	15.5	322.5	116.5
Of these, how many are on the grounds of ill health only?	15	312.5	114.5
Likelihood of staff entering the formal capability process	0.002033	0.001663	0.002442

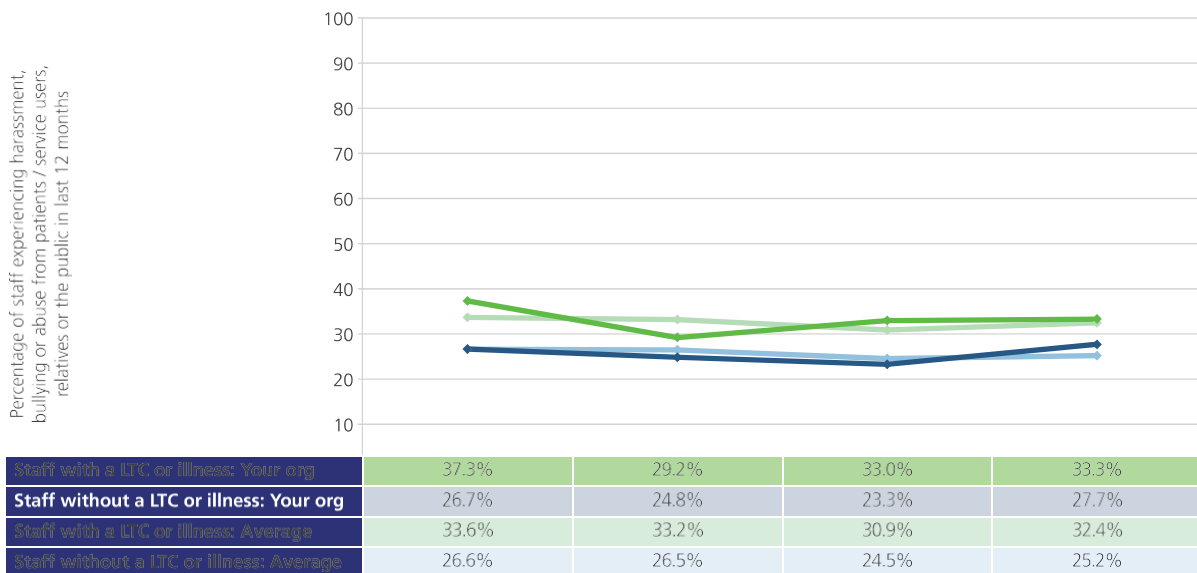
Relative likelihood of Disabled staff entering the formal capability process compared to non-disabled staff	1.222489
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+ Staff Survey Findings Metric 4 – 9

Please note, metrics 4 to 9 are sourced from the NHS Staff Survey. We have identified some data errors in respect of the 2020/21 data reported, this is amended in the data shared below.

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2021 NHS Staff Survey Results > WDES > Percentage of staff experiencing harassment, bullying or abuse from patients / service users, relatives or the public in last 12 months



Staff with a LTC or illness: Responses	461	469	531	664
Staff without a LTC or illness: Responses	2,052	1,917	2,119	2,260

Average calculated as the median for the benchmark group

The percentage of staff with a LTC or illness experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months has increased from 33.0% to 33.3%. This has also increased for staff without a LTC or illness and remains a key concern for us.

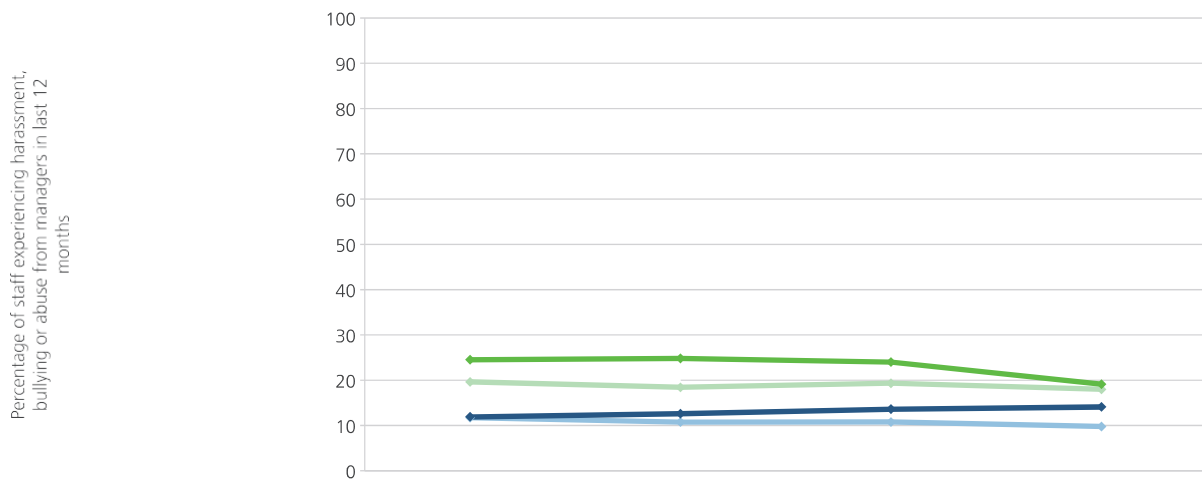
At SaTH, we do not tolerate any form of discrimination or harassment from colleagues, patients or the public and will ensure that our staff feel confident and have appropriate support to report any issues. We have also invested in our 'Freedom to Speak Up' support, and we have seen an increase in staff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

The source is the NHS Staff Survey Coordination centre and the reason for number of responses change is colleagues can choose to skip questions and are not required to complete all questions to progress through to the next one.



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2021 NHS Staff Survey Results > WDES > Percentage of staff experiencing harassment, bullying or abuse from managers in last 12 months



	2018	2019	2020	2021
Staff with a LTC or illness: Your org	24.6%	24.8%	24.0%	19.1%
Staff without a LTC or illness: Your org	11.9%	12.6%	13.6%	14.1%
Staff with a LTC or illness: Average	19.6%	18.4%	19.3%	18.0%
Staff without a LTC or illness: Average	11.7%	10.8%	10.8%	9.8%

Staff with a LTC or illness: Responses

Staff without a LTC or illness: Responses

452

2,037

467

1,909

524

2,108

658

2,252

Average calculated as the median for the benchmark group

The percentage of staff with a LTC or illness experiencing harassment, bullying or abuse from their line Manager in last 12 months has decreased from 24.0% to 19.1%

We have provided additional Equality, Diversity and Inclusion, training through working with the ICS (Integrated Care System). These workshops have provided a 'safe space' for staff to learn, share and self-reflect, 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."

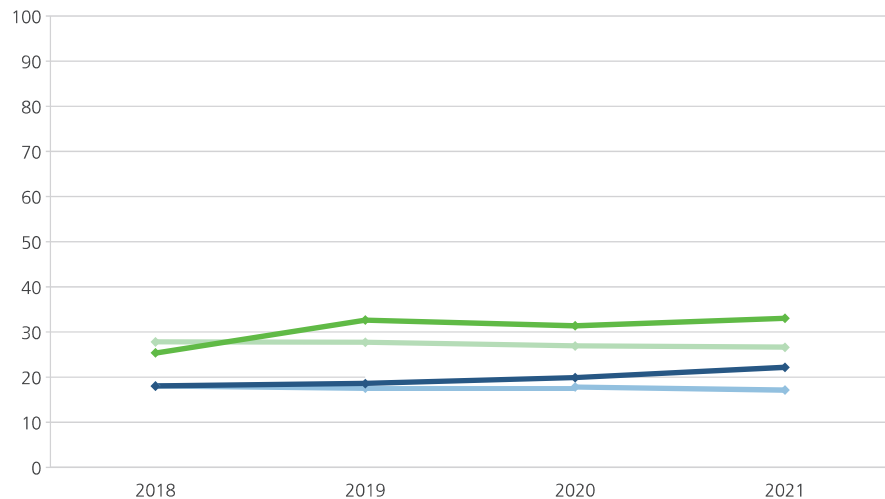


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2021 NHS Staff Survey Results > WDES > Percentage of staff experiencing harassment, bullying or abuse from other colleagues in last 12 months



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



	2018	2019	2020	2021
Staff with a LTC or illness: Your org	25.3%	32.6%	31.4%	33.0%
Staff without a LTC or illness: Your org	18.0%	18.6%	19.9%	22.2%
Staff with a LTC or illness: Average	27.8%	27.7%	26.9%	26.6%
Staff without a LTC or illness: Average	18.0%	17.5%	17.8%	17.1%

Staff with a LTC or illness: Responses 454 469 523 654
 Staff without a LTC or illness: Responses 2,021 1,901 2,092 2,239

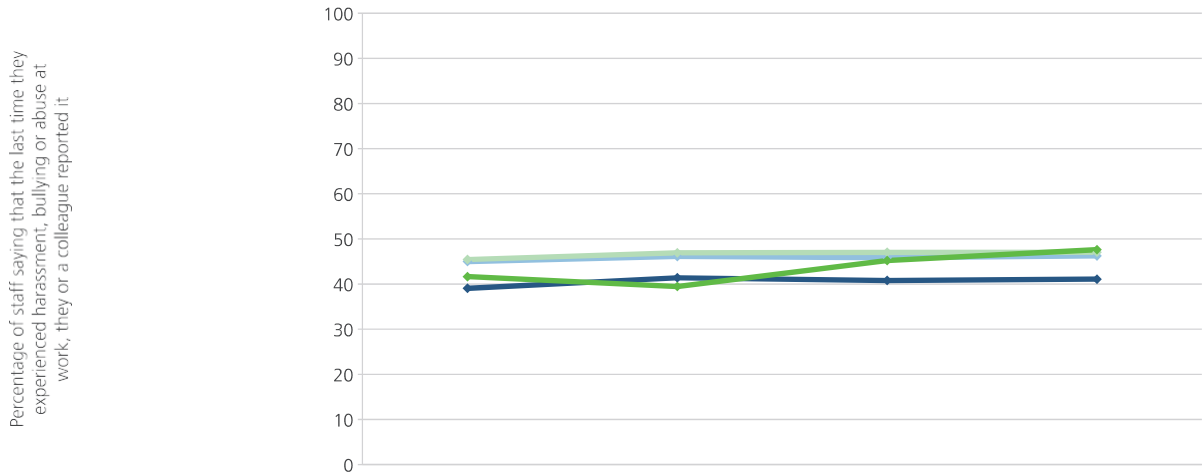
Average calculated as the median for the benchmark group

The percentage of staff with LTC or illness experiencing harassment, bullying or abuse from their colleague in last 12 months has increased from 31.4% to 33.0%. We have launched our Civility Respect and Inclusion programme which includes four key building blocks to improve culture and how it feels to work at SaTH. This includes improvements to how we report and share, how concerns are managed, strengthening support to managers to tackle with inappropriate behaviour and improving our education offer in conjunction with our Integrated Care Board (ICB).



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2021 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



	2018	2019	2020	2021
Staff with a LTC or illness: Responses	209	241	259	311
Staff without a LTC or illness: Responses	638	643	746	828

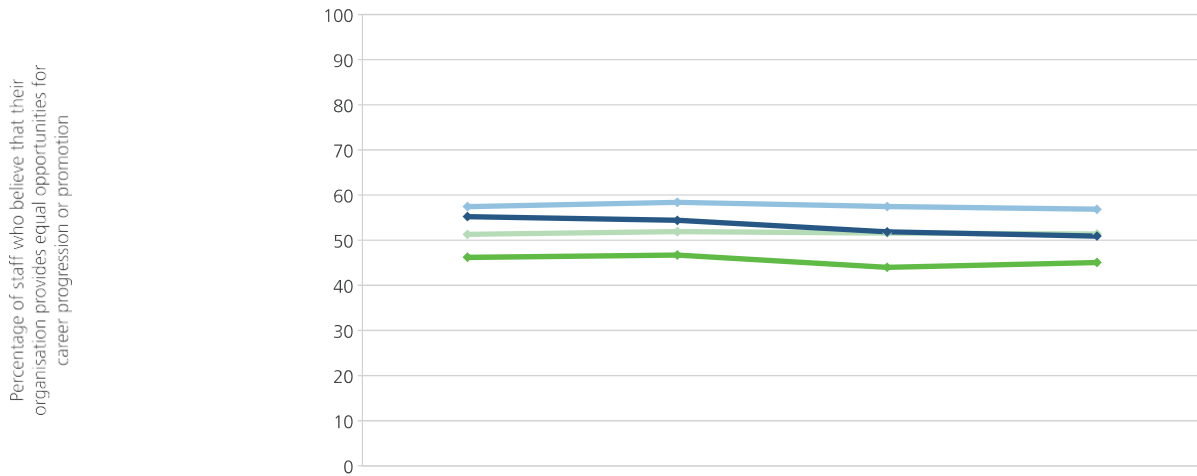
Average calculated as the median for the benchmark group

The percentage of staff with a LTC or illness saying that the last time they faced harassment, bullying or abuse, that they or a colleague reported it has increased from 45.2% to 47.6%. We have invested in promoting through FTSU and our campaigns to encourage people to share experiences so while this is encouraging, we recognised the work must continue to build and maintain trust.



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2021 NHS Staff Survey Results > WDES > Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion



	2018	2019	2020	2021
Staff with a LTC or illness: Responses	463	473	534	661
Staff without a LTC or illness: Responses	2,047	1,924	2,130	2,264

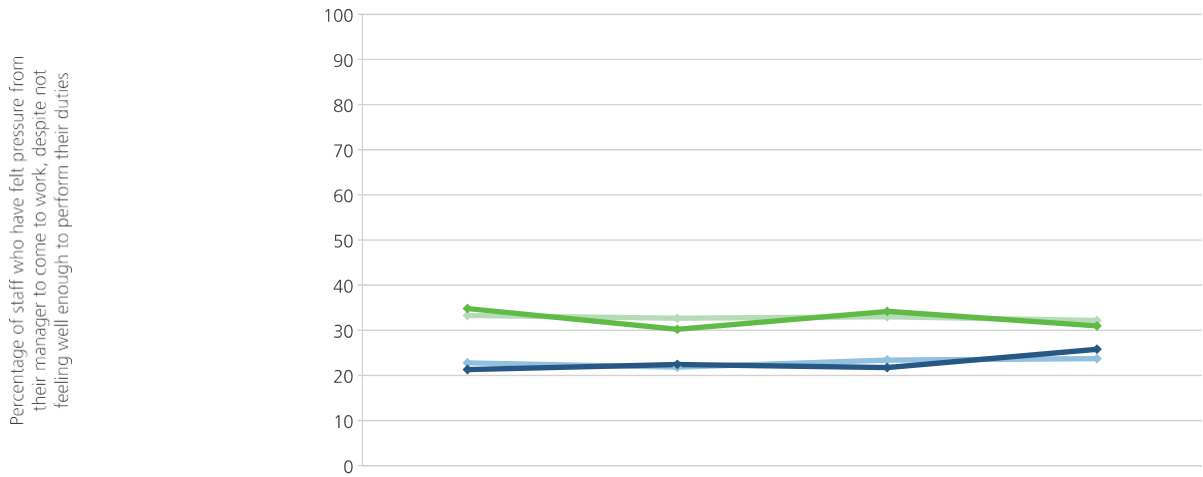
Average calculated as the median for the benchmark group

The percentage of staff with a LTC or illness who believe their organisation offers equal opportunities for career progression and promotion has increased from 44.0% to 45.1%. We have launched our leadership development programmes and throughout 2022 have continued to improve this offer. It is positive to see this increasing and we will continue to ensure our programmes are inclusive and accessible for all and to support progression for all.



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2021 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



	2018	2019	2020	2021
Staff with a LTC or illness: Your org	34.8%	30.2%	34.2%	31.0%
Staff without a LTC or illness: Your org	21.3%	22.4%	21.8%	25.8%
Staff with a LTC or illness: Average	33.3%	32.7%	33.0%	32.2%
Staff without a LTC or illness: Average	22.8%	21.8%	23.4%	23.7%
Staff with a LTC or illness: Responses	359	354	392	481
Staff without a LTC or illness: Responses	1,149	1,029	956	1,243

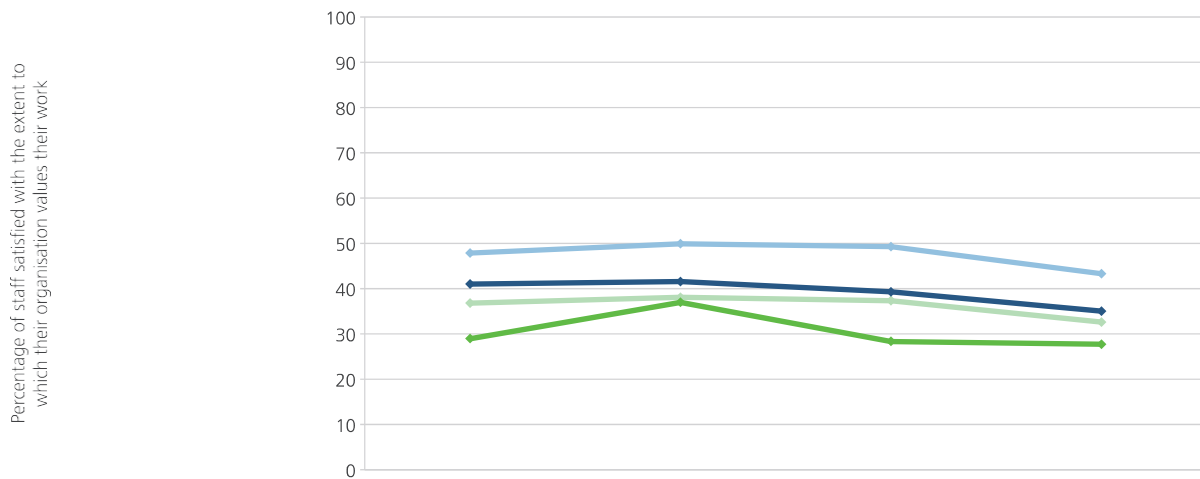
Average calculated as the median for the benchmark group

The percentage of staff with LTC or illness who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties has decreased from to 34.2% to 31.0% This is encouraging although we note for other staff this has increased. It has been a difficult period for the NHS since 2020 but this has enabled us to focus much more on health and wellbeing, this work will continue and in particular psychological support for our people is a top priority.



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2021 NHS Staff Survey Results > WDES > Percentage of staff satisfied with the extent to which their organisation values their work



	2018	2019	2020	2021
Staff with a LTC or illness: Responses	466	473	529	667
Staff without a LTC or illness: Responses	2,040	1,924	2,121	2,274

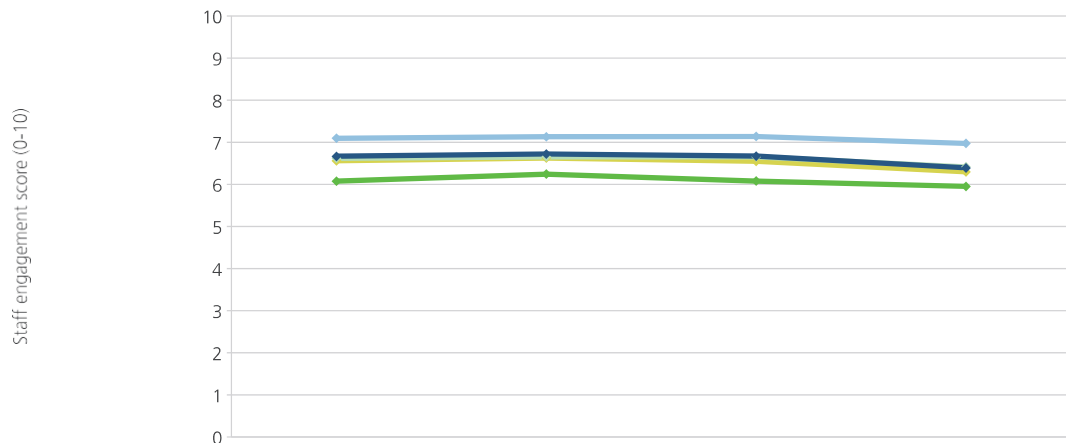
Average calculated as the median for the benchmark group

The percentage of staff satisfied with the extent to which their organisation values their work decreased from 28.4% to 27.7%. It is notable this has decreased across every domain and is likely impacted by the Pandemic and political influences alongside organisational level cultures. Improving the staff experience for all staff at SaTH remains a key priority and alongside the leadership development programmes we have been delivering throughout 2021/22 we are shortly launching our management competencies which will mutually support how staff feel valued and how we meet basic needs through good management and leadership.



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2021 NHS Staff Survey Results > WDES > Staff engagement score (0-10)



	2018	2019	2020	2021
Organisation average	6.6	6.6	6.5	6.3
Staff with a LTC or illness: Your org	6.1	6.2	6.1	6.0
Staff without a LTC or illness: Your org	6.7	6.7	6.7	6.4
Staff with a LTC or illness: Average	6.6	6.7	6.7	6.4
Staff without a LTC or illness: Average	7.1	7.1	7.1	7.0

Organisation Responses	2,556	2,437	2,701	3,007
Staff with a LTC or illness: Responses	467	476	533	669
Staff without a LTC or illness: Responses	2,056	1,930	2,135	2,283

Average calculated as the median for the benchmark group

The percentage of staff with a LTC or illness engagement score has reduced from 6.1 to 6.0 which is noticeably lower than staff without LTC or illness at 6.4. Our staff network, Disability, Ability, Wellbeing Network (DAWN) continues to 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. With the added investment into our EDI team during 2022, staff networks is another area we want to further strengthen and ensure people are heard and involved in decisions / changes.



Metric 10 Trust Board data

We have reported again that our Board data shows no disability against all members.

Summary WDES and Staff Survey metrics

Areas we have seen improvements for staff with LTC or illness

- More staff declaring their LTC or illness
- Increase in people being shortlisted
- Reduction in staff with LTC or illness entering formal processes
- Reduction in staff reporting harassment, bullying or abuse from their line manager
- Increase in staff reporting harassment, bullying or abuse
- Slight increase in staff who believe the organisation offers equal opportunities for career progression
- Reduction in staff feeling pressure to attend work despite not feeling well enough to perform duties

Areas for more focus and improvement for staff with LTC or illness

- Staff experiencing harassment, bullying or abuse from patients, relatives, the public and or colleagues
- Staff feeling valued by the organisation
- Adequate reasonable adjustments being made for our staff
- Levels of engagement with our staff
- Representation in senior and board level appointments



Progress against WDES action plan 2020/21

Progress against our 2021 actions: WDES Action Plan 2021-2022

Objective	Intention	Responsibility / Action	By	Update
To increase staff voice and engagement from key staff groups	Dedicated staff network time will enable our Chair to develop and communicate a detailed programme of work, Increased membership and engagement leading to higher staff survey satisfaction and EDI scores	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.	Dec 2021 – Feb 22	We have an established staff network with an annual EDI plan of events and celebrations. There is a clear commitment from the Trust Board to support protected time for network chairs, its members, and associated activities.
Visible leadership and engagement from Trust Board Champion	6 monthly briefing to Trust Board by Network Chair and Exec Champion	Trust Board to select Disability Champion to support the Network and provide Exec support	Dec 2021	We have an executive sponsor at Board level who provides support for our DAWN staff network. In addition a senior medical leader chairs the EDI performance group to ensure progress.

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Objective	Intention	Responsibility / Action	By	Update
Improve from 3% to 6% of staff and Trust Board who have shared information about long term health conditions/ Disability	Improve 2022 data from 3% to 6%	Business Intelligence Lead/ ESR Team to work with Heads of EDI and Communications Team on dedicated messaging	March 2022	Our data shows an increase from 3% to 3.5% of staff sharing their disability.
Progress to Level 2 of Disability Confident Scheme, to improve the experiences of applicants with a disability or long-term health condition	Increase representation and confidence	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 an end-to-end review of recruitment process	April 2022	Our data shows an increase from 3% to 3.5% of staff sharing their disability.
To improve understanding and awareness of Neurodiversity and Hidden Disabilities, creating a more inclusive and responsive organisation	Take up of training to be monitored by ODU and progressed. Increased percentage of staff who believe the organisations offers equal opportunities for career progression and promotion.	Head of Educational Projects to develop/ commission Statutory and Mandatory Training for all staff to raise levels of understanding	April 2022	We have recently launched a new EDI training offer in conjunction with our ICB. More education and awareness is required.

Conclusion

The WDES data and staff survey has enabled us to review our progress against our WDES action plan 2020/21 and alignment to our EDI strategy and Equality Objectives. While we can see clear areas of improvement we also accept and recognise there is more to do. We have used the data to identify clear focus areas moving into 2022 and beyond which are aligned to the Trusts Equality Objectives (Appendix 1).

During 2022 we have seen more investment into the EDI team and this has seen an increase in staff engaging with our network.

We have also improved our governance processes internally which we will continue to embed throughout 2022.

In line with our People Strategy, People Promise and Trust Values, we will continue to partner with and listen to our staff. We want to enable our staff to be the best they can be at work by encouraging communication and action to demonstrate that their voices count.



Appendix One - WDES Action Plan 2022/23

Action	Measure	Review	Responsible Officer	EDS 2 alignment
Continue to support our staff network to develop; review the purpose and align with executive mentoring to ensure our people are supported to speak up and feel heard	Staff Survey	Annually	People & OD Director	A represented and supported workforce
Engender a culture where staff feel a real sense of belonging and allyship. Review HWB, reward and recognition workstreams to ensure we support education and inclusive programmes	Staff Survey Retention rates	Bi Annually	People & OD Director	Inclusive Leadership
Culturally enrich our organisation by reflecting the diverse communities we serve- Improve disability representation across all roles including band 7 and above	WDES Metrics	Bi Annually	People & OD Director	Improve patient access and experience
Review and evaluate our inclusive leadership development and set direction for talent management to embed the approach and increase representation at band 7 and above	WDES metric	Bi annual	People & OD Director	Inclusive Leadership
Continue to develop our Trust board and senior leadership as EDI Champions/ Embed and support our leaders to achieve the Senior leader objectives and targets on EDI, including board members	Staff Survey	Annually	People & OD Director	Inclusive Leadership