Shropshire Community Health **NHS**

NHS Trust

NHS Workforce Disability Equality Standard Annual Report 2023-24

Context – Background to WDES and Disability

The Workforce Disability Equality Standard (WDES) was introduced into the NHS in 2019. The report is based on a snapshot of data from 31 March each year.   The purpose of its implementation is to improve the experiences of disabled people working in, or seeking employment within the NHS. The mandated evidence based metrics help an organisation understand more about the experiences of it's staff.

The WDES report compares data between disabled and non-disabled staff in order to identify inequalities within the workplace. The inequalities are then reviewed to inform our WDES action plan which aims to address these inequalities.

What is disability?

The Equality Act 2010 defines a disabled person as:

> *"someone who has a mental or physical impairment that has a substantial and long-term adverse effect on the person's ability to carry out normal day-to-day activities"*

WDES metrics report

Detailed below is Shropshire Community Health Trusts WDES data which was submitted in August 2024 covering the period 1 April 2023 - 31 March 2024. The information below is provided in the template from NHS Employers.

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).

Pay band	Clinical staff						Non-clinical staff					
	No of not-disabled colleagues	%	No of disabled colleagues	%	Disability unknown/not stated		No of not-disabled colleagues	%	No of disabled colleagues	%	Disability *unknown/not stated	
Band 2	113	88.28%	1	0.78%	14	10.94%	138	79.3%	13	7.5%	23	13.2
Band 3	136	90.67%	2	1.33%	12	8%	84	84.8%	5	5.1%	10	10.1
Band 4	98	78.40%	6	4.80%	21	16.80%	33	71.7%	3	6.5%	10	21.7
Band 5	227	87.64%	13	5.02%	19	7.34%	37	77.1%	1	2.1%	10	20.8
Band 6	322	84.96%	22	5.80%	35	9.23%	27	77.1%	0	0%	8	22.9
Band 7	149	80.11%	8	4.30%	29	15.59%	19	86.4%	1	4.5%	2	9.1
Band 8A	29	93.55%	0	0%	2	6.45%	18	81.8%	1	4.5	3	13.6
Band 8B	4	100%	0	0%	0	0%	14	100%	0	0%	0	0
Band 8C	5	83.33%	0	0%	1	16.67%	4	80%	0	0%	1	20
Band 8D	0	0%	1	100%	0	0%	3	100%	0	0%	0	0
Band 9	0	0%	0	0%	0	0%	3	100%	0	0%	0	0
VSM	2	100%	0	0%	0	0%	3	100%	0	0%	0	0
Other	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
Consultant	6	100%	0	0%	0	0%	0	0%	0	0%	0	0
Non-consultant career grade	19	73.08%	0	0	7	26.92%	0	0%	0	0%	0	0
M&D Trainee grade	1	100%	0	0	0	0%	0	0%	0	0%	0	0
TOTAL	**1111**	**85.20%**	**53**	**4.06%**	**140**	**10.74%**	**383**	**80.80%**	**24**	**5.06%**	**67**	**14.14%**

Disability unknown refers to staff who have indicated that they prefer not to say and staff who have not responded to the whether they are disabled in ESR

Summary by Pay Band grouping

	Non-Clinical Staff						Clinical Staff					
	No. of Disabled staff	%	No. of non disabled	%	Unknown	%	No. of Disabled staff	%	No. of non disabled	%	Unknown	%
Cluster 1 Bands 1-4	21	6.6%	255	79.9%	43	13.5%	9	2.2%	347	86.1%	47	11.7%
Cluster 2 Band 5-7	2	1.9%	83	79%	20	19%	43	5.2%	698	84.7%	83	10.1%
Cluster 3 band 8a and 8b	1	2.8%	32	88.9%	3	8.3%	0	0%	33	94.3%	2	5.7%
Cluster 4 Band 8c & VSM	0	0%	13	92.9%	1	7.1%	1	11.2%	7	77.8%	1	11.1%

Workforce demographics

The total number of substantive staff employed within Shropshire Community Health Trust:

	2024		2023		
	Headcount	%	Headcount	%	Difference
Disabled	77	4.33	71	4.22	+0.11%
Not Disabled	1494	84.03	1368	81.33	+2.7%
Unknown	207	11.64	243	14.45	-2.81
	1778		1682		

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)

WDES Indicator 2		
Relative likelihood of staff being appointed from shortlisting across all posts. 1st April 2023 – 31st March 2024 (Disabled compared to Non-disabled)		
	Non-disabled	Disabled
Number of shortlisted applicants	1019	112
Number appointed from shortlisting	179	11
Relative likelihood of appointment from shortlisting	0.098	0.176
Relative likelihood of disabled staff being appointed from shortlisting compared to non-disabled staff		1.788

The above data shows that non-disabled applicants are 1.788 times more likely to be appointed from shortlisting compared to disabled applicants. This has decreased from 2.34 times more likely in 2022/23. Work will continue in 2024/25 to further improve this likelihood which can be seen in the improvement plan.

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.
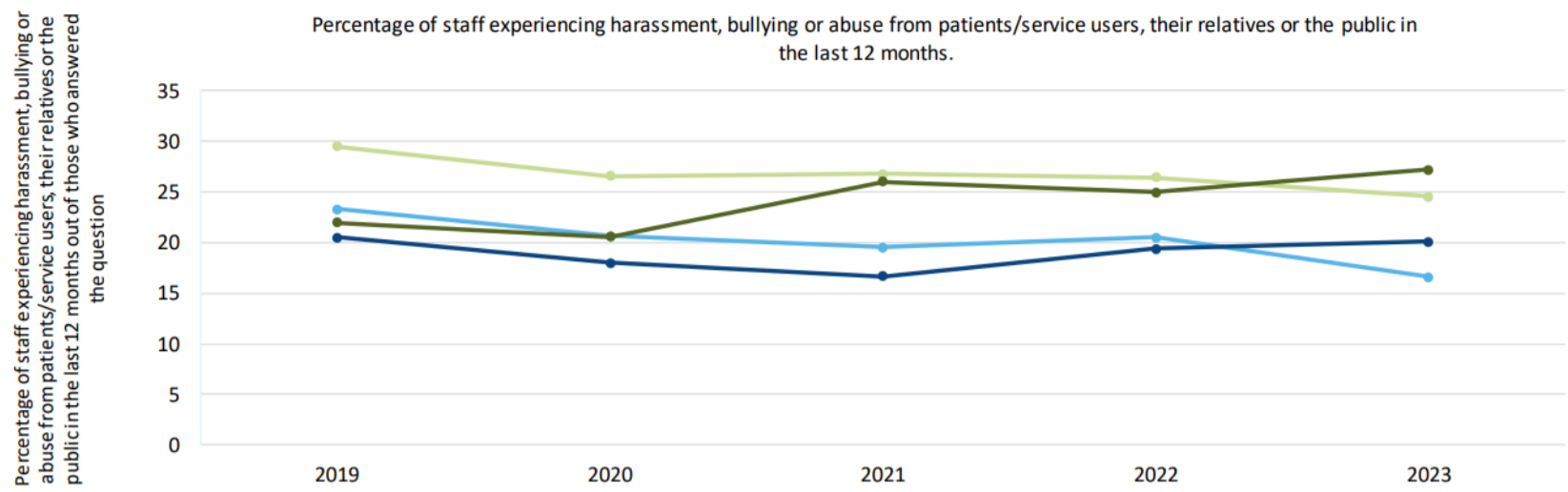
(Data source: Trust's HR data)

WDES Indicator 3		
Relative likelihood of Disabled staff compared to Non – Disabled staff entering the formal capability process, as measured by entry into the capability procedure.		
This metric is based on data from a two-year rolling average.		
	Disabled	**Non-Disabled**
Relative Likelihood of Disabled staff entering the formal capability process compared to Non-Disabled staff (*These are auto calculations undertaken within the Excel Spreadsheet provided to us by the National WDES team*)	19.40	

This data shows that disabled staff are 19.40 times more likely to enter into a formal capability process compared to non-disabled staff. The likelihood score has increased from 2023 when it was 0. It is worth noting that with such small numbers of capability cases and a disabled workforce of 4.33% it is likely that a small number of cases can result in a negatively ranked score on this indicator. However, we are continuing to monitor this and will be refreshing our Maintaining High Standards of Performance Policy (Capability).

Metric 4 – Percentage of Disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse.

**(Data source: Question 13, NHS Staff Survey)**

Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or the public in the last 12 months.

	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	22.01%	20.57%	26.02%	25.00%	27.21%
Staff without a LTC or illness: Your org	20.55%	18.03%	16.67%	19.42%	20.08%
Staff with a LTC or illness: Average	29.52%	26.60%	26.81%	26.46%	24.59%
Staff without a LTC or illness: Average	23.32%	20.67%	19.53%	20.51%	16.64%
Staff with a LTC or illness: Responses	159	175	196	184	229
Staff without a LTC or illness: Responses	696	649	672	582	585

The % of staff with a Long Term Condition (LTC) or illness experiencing harassment, bullying or abuse from patients/service users, their relatives or the public has increased in the last 12 months from 25% to 27.21%. This has also increased for staff without a LTC or illness from 19.42% to 20.08%. We will launch the work without fear campaign and ensure staff are encouraged to raise incidents.
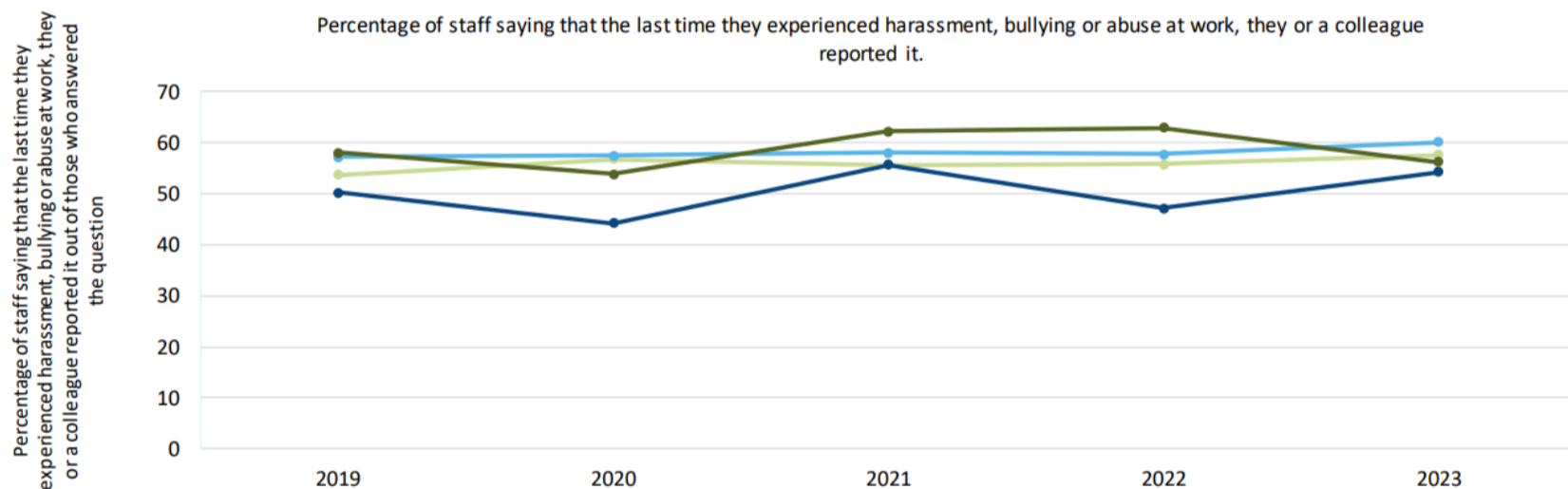
Percentage of staff experiencing harassment, bullying or abuse from managers in the last 12 months.
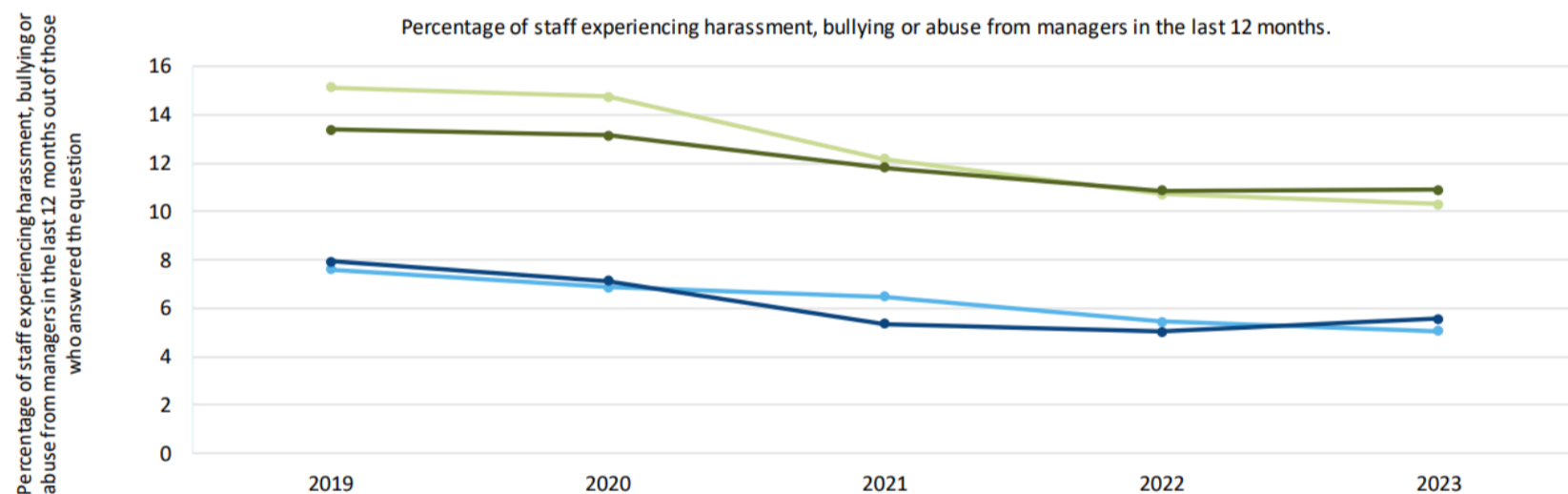
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	13.38%	13.14%	11.79%	10.87%	10.90%
Staff without a LTC or illness: Your org	7.93%	7.12%	5.37%	5.02%	5.57%
Staff with a LTC or illness: Average	15.12%	14.75%	12.17%	10.71%	10.28%
Staff without a LTC or illness: Average	7.59%	6.85%	6.49%	5.45%	5.05%
Staff with a LTC or illness: Responses	157	175	195	184	229
Staff without a LTC or illness: Responses	694	646	671	578	574

The % of staff with a Long Term Condition (LTC) or illness experiencing harassment, bullying or abuse from managers has remained relatively static in the last 12 months; in 2022 this was 10.87% and in 2023 this is 10.90%.   This is the same as staff without a LTC or illness which was 5.02% in 2022 and 5.57% in 2023. We will continue to deliver our Dignity at Work workshops, raise awareness of our Dignity at Work Policy and our Freedom to Speak up Guardians.

Percentage of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months.
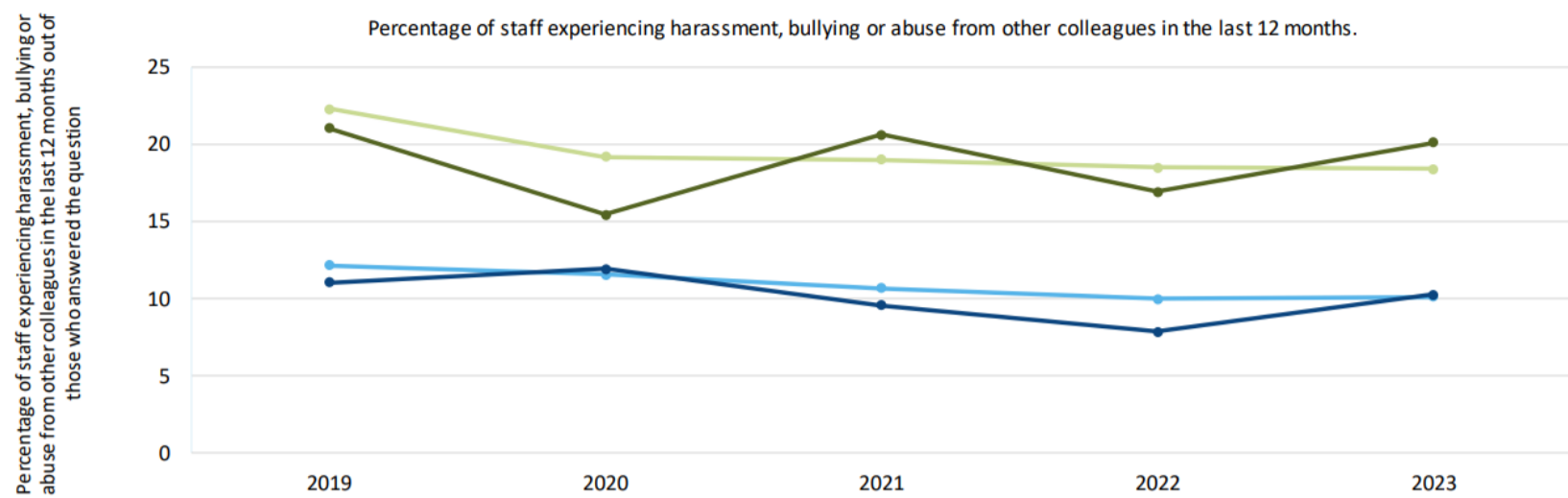
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	21.02%	15.43%	20.62%	16.94%	20.10%
Staff without a LTC or illness: Your org	11.06%	11.92%	9.58%	7.84%	10.26%
Staff with a LTC or illness: Average	22.31%	19.19%	19.00%	18.49%	18.43%
Staff without a LTC or illness: Average	12.15%	11.56%	10.69%	10.01%	10.10%
Staff with a LTC or illness: Responses	157	175	194	183	225
Staff without a LTC or illness: Responses	696	646	668	574	575

The % of staff with a Long Term Condition (LTC) or illness experiencing harassment, bullying or abuse from colleagues in the last 12 months has increased from 16.94% to 20.10%. This has also increased for staff without a LTC or illness from 7.84% to 10.26%. We will continue to roll out our Civility & Respect programme and we will be developing a booklet to support the programme.

Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it.

	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	58.06%	53.85%	62.32%	62.90%	56.27%
Staff without a LTC or illness: Your org	50.29%	44.17%	55.63%	47.20%	54.23%
Staff with a LTC or illness: Average	53.69%	56.81%	55.68%	55.80%	57.63%
Staff without a LTC or illness: Average	57.19%	57.46%	58.08%	57.82%	60.10%
Staff with a LTC or illness: Responses	62	52	69	62	89
Staff without a LTC or illness: Responses	175	163	160	125	133

The % of staff with a LTC or illness saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it has decreased from 62.90% to 56.27%. This has increased for staff without a LTC; 47.20% to 54.23%. we will continue to raise awareness of our Freedom to Speak Up Guardian and our staff networks to ensure staff are aware of how concerns can be raised.
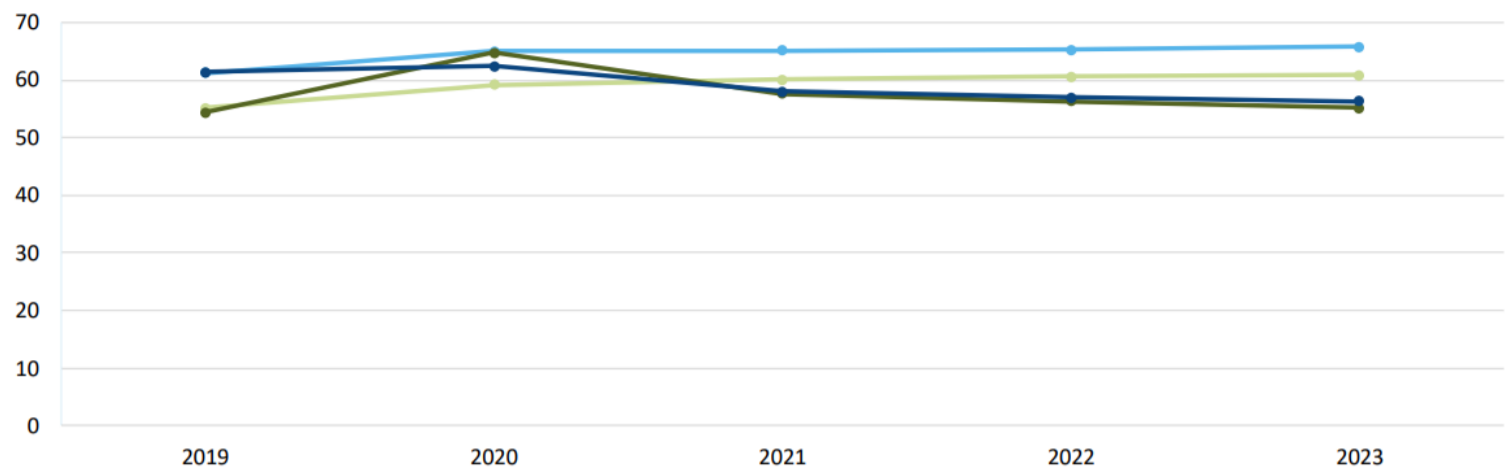
Metrics 5 – 8

(Data source: Questions 14, 11, 5, 28b, NHS Staff Survey)

Metric 5 – Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion

Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.
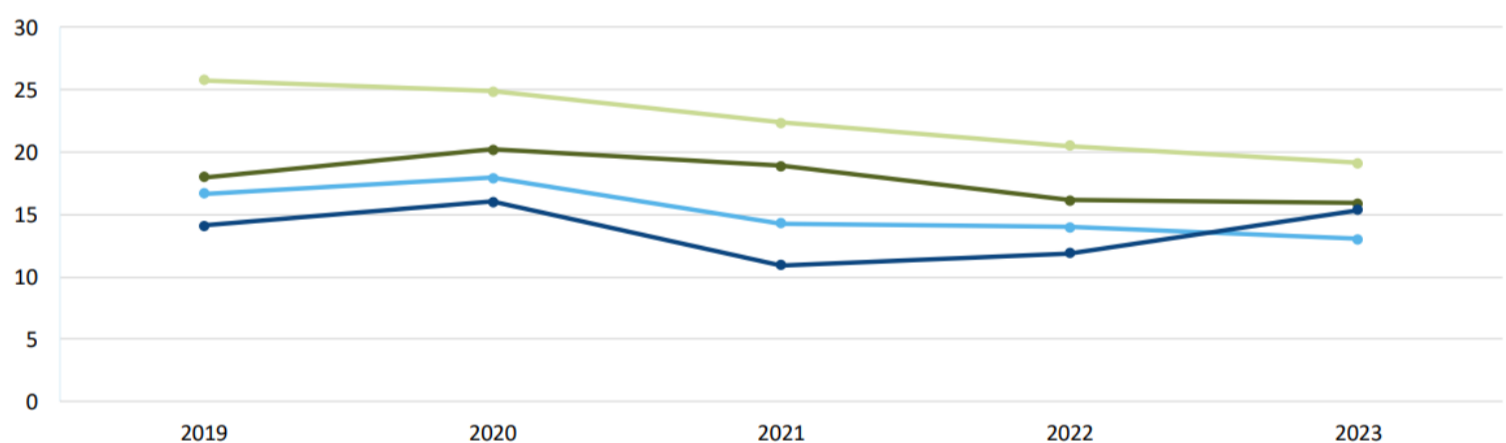
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	54.43%	64.77%	57.56%	56.35%	55.22%
Staff without a LTC or illness: Your org	61.38%	62.45%	58.01%	56.97%	56.32%
Staff with a LTC or illness: Average	55.17%	59.15%	60.09%	60.54%	60.85%
Staff without a LTC or illness: Average	61.24%	65.01%	65.12%	65.22%	65.75%
Staff with a LTC or illness: Responses	158	176	205	181	230
Staff without a LTC or illness: Responses	694	687	693	581	593

The % of staff with a LTC or illness who believe that we provide equal opportunities for career progression or promotion has slightly decreased from 56.35% to 55.22%. We are currently working in collaboration with Shrewsbury and Telford Hospitals and they are offering their leadership courses to our staff and we are currently exploring launching scope for growth conversations.

Metric 6 – Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties

Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.

	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	18.02%	20.19%	18.90%	16.13%	15.92%
Staff without a LTC or illness: Your org	14.12%	16.03%	10.94%	11.91%	15.35%
Staff with a LTC or illness: Average	25.76%	24.86%	22.35%	20.51%	19.16%
Staff without a LTC or illness: Average	16.67%	17.95%	14.27%	13.97%	13.06%
Staff with a LTC or illness: Responses	111	104	127	124	157
Staff without a LTC or illness: Responses	354	287	329	277	254

The % of staff with a LTC or illness who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties has slightly decreased from 16.13% to 15.92%. We will continue to work on our Health and Wellbeing offer for staff which includes rolling out Wellbeing conversations training.

Metric 7 – Percentage of staff satisfied with the extent to which their organisation values their work

Percentage of staff satisfied with the extent to which their organisation values their work.
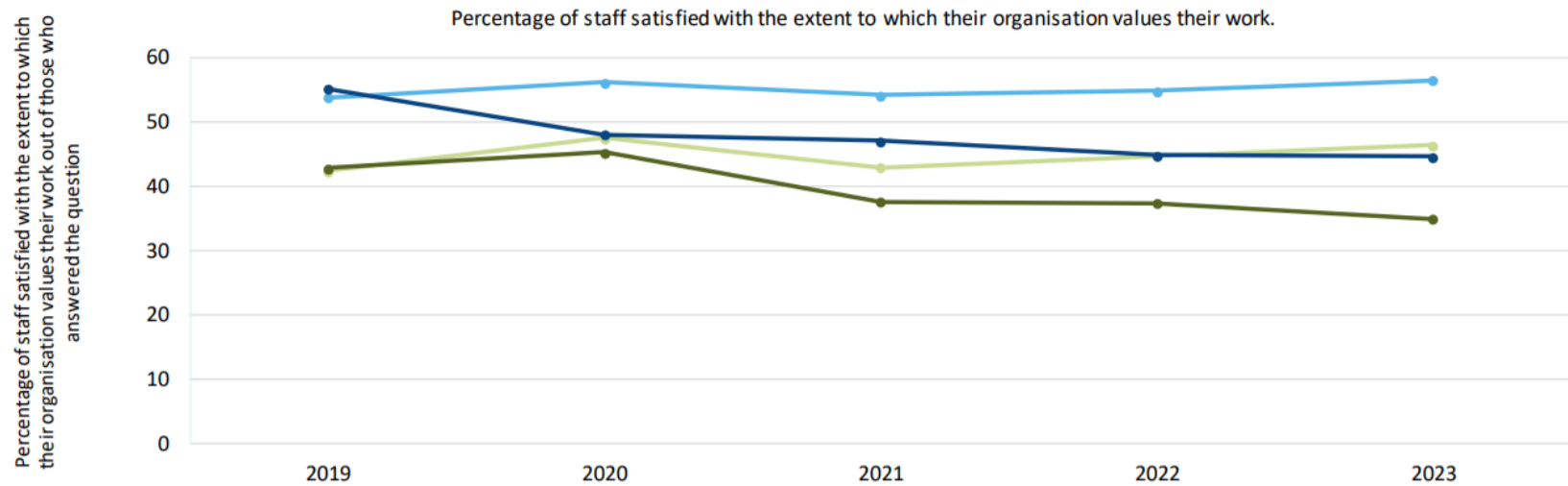
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	42.77%	45.25%	37.56%	37.36%	34.93%
Staff without a LTC or illness: Your org	55.11%	48.05%	47.00%	44.85%	44.56%
Staff with a LTC or illness: Average	42.35%	47.49%	42.95%	44.69%	46.35%
Staff without a LTC or illness: Average	53.76%	56.14%	54.16%	54.77%	56.49%
Staff with a LTC or illness: Responses	159	179	205	182	229
Staff without a LTC or illness: Responses	695	693	700	582	597

The % of staff with a LTC or illness satisfied with the extent to which their organisation values their work has decreased from 37.36% to 34.93%. This has remained relatively static for staff without a LTC or illness from 44.85% to 44.56%. we have launched our appreciation station with thank you cards and other cards to acknowledge events and we are reviewing our reward and recognition offer with the plan to launch additional events in 2024/25.

Metric 8 – Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment (s) to enable them to carry out their work

Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.
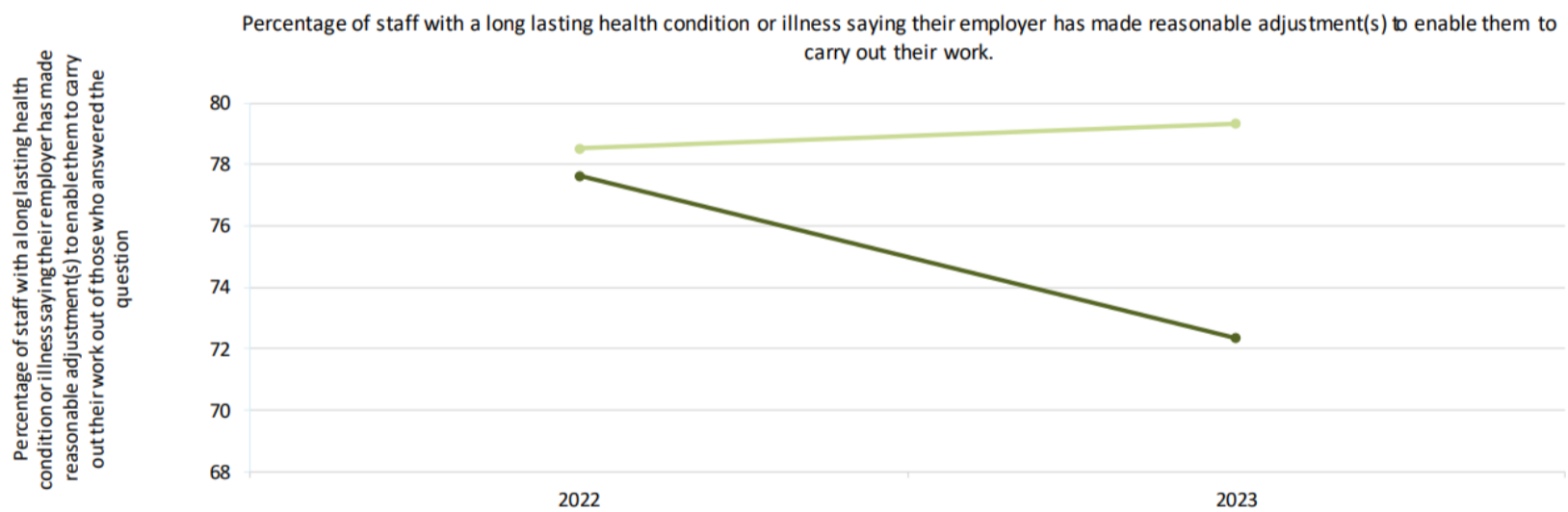
	2022	2023
Staff with a LTC or illness: Your org	77.66%	72.34%
Staff with a LTC or illness: Average	78.54%	79.34%
Staff with a LTC or illness: Responses	94	141

The % of staff with a long lasting health condition or illness saying that we have made reasonable adjustment (s) to enable them to carry out their work has decreased from 77.66% to 72.34%. We have launched reasonable adjustment guidelines and we are currently looking at how we ensure awareness is raised around access to work and the process of ordering equipment etc is made as simple as possible for staff and managers.

Metric 9 – Staff Engagement Score

Staff engagement score (0-10)
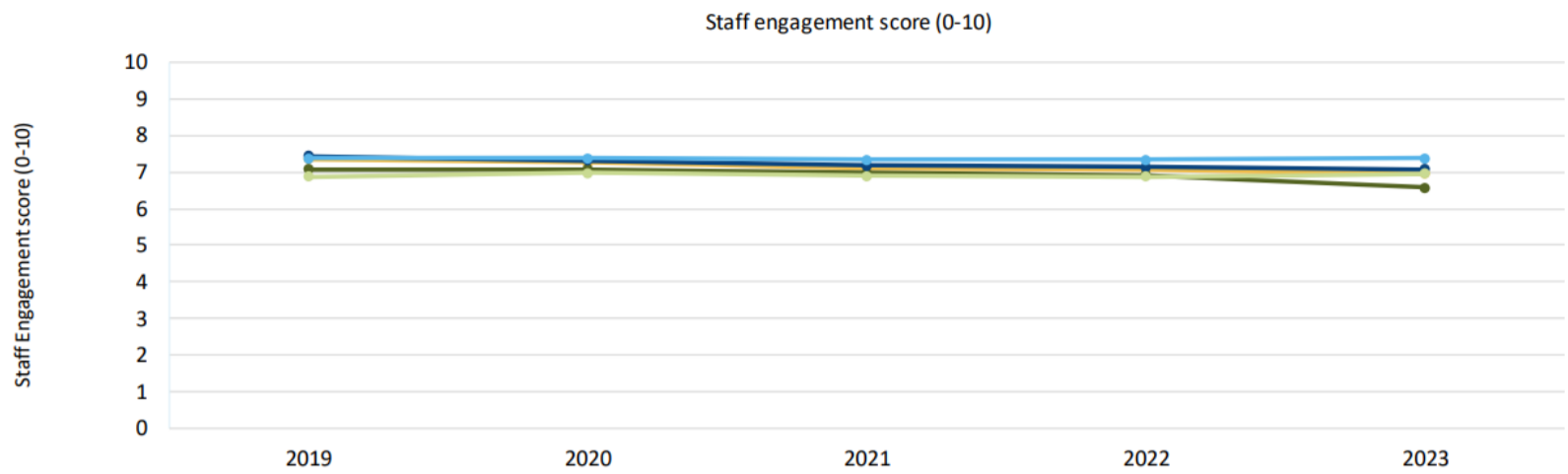
	2019	2020	2021	2022	2023
Organisation average	7.36	7.25	7.10	7.07	6.95
Staff with a LTC or illness: Your org	7.08	7.08	6.98	6.92	6.58
Staff without a LTC or illness: Your org	7.44	7.32	7.17	7.13	7.08
Staff with a LTC or illness: Average	6.88	6.97	6.89	6.88	6.95
Staff without a LTC or illness: Average	7.37	7.37	7.34	7.34	7.39
Staff with a LTC or illness: Responses	159	179	206	183	230
Staff without a LTC or illness: Responses	697	693	700	585	599

Overall our staff engagement score has been slowly declining since 2019. We will continue to work with staff and our networks focusing on how we create opportunities for our networks to connect together.

Metric 10 – Percentage difference between the organisation's board voting membership and its organisation's overall workforce

(Data source: NHS ESR and/or trust's local data)

Metric 10 Percentage difference between the organisation's board voting membership and its organisation's overall workforce, disaggregated: • by voting and non-voting membership of the board • by executive and non-exec membership of the board.			
	Non-disabled	**Disabled**	**Unknown**
Executive Directors	100%	0%	0%
Non-Executive Director	83.33%	0%	16.67%
Voting membership	90%	0%	10%
Difference (Voting membership – Overall Workforce)	6%	-4%	-2%
Difference – Executive Directors compared to overall workforce	**16%**	-4%	-12%

This data shows that our board profile is not representative of our disabled workforce. We are continually reviewing our recruitment processes with actions identified in our improvement plan.

WDES improvement plan 2024/25

Workforce Disability Equality Standard (WDES): Improvement Plan 2024 – 2025

Having considered our 2023/24 data, it is acknowledged that further work is required to all of our indicators to improve the experience for our disabled staff.

This improvement plan has been developed with the aim of bringing about positive change across the Trust.

WDES Indicator	Objective	Action	Lead	Timescale	Status
WDES Indicators 1, 2, 5 & 10	Ensure our recruitment and selection processes are inclusive and fair and target under representation and lack of diversity	Review and update the Safer Recruitment Policy, training and associated documentation with a focus on reducing bias in recruitment and selection, ensuring our processes are inclusive and fair Ensure recruitment campaigns target under-represented groups and improve representation in recruitment campaign materials	Head of Resourcing	March 2025	
WDES Indicators 1, 2 & 5	Support staff with a LTC or illness to have pathways that support and encourage staff to develop and enhance their careers	Continue to work in collaboration with Shrewsbury and Telford Hospital to offer places on their Leadership Programme targeting disability network members Work with the Disability Network to understand development needs and how their careers can be supported Publicise positive staff stories around career and development opportunities Explore implementing 'scope for growth' conversations	Head of People Services Head of People Services Head of People Services OD Business Partner	Ongoing and in place March 2025 March 2025 February 2025	

WDES Indicator	Objective	Action	Lead	Timescale	Status
WDES Indicator 3, 6, 8	Ensure resources and support are in place to create an environment where disabled staff can thrive	Revamp our Maintaining High Standards of Performance Policy with the support of our Disability Staff Network	People Business Partner	March 2025	
		Develop guidance to support the Access to Work process to ensure there are clear processes for approval	People Business Partner	December 2024	
		Continue to roll out Wellbeing Conversations training	Head of People Services	In place and ongoing July 2025	
		Explore implementing a HWB/Health Passport	People Business Partner	March 2025	
WDES Indicators 4	Create an environment that eliminates the conditions in which bullying, discrimination, harassment and physical violence at work	Continue to roll out the civility & respect training programme	OD Business Partner	In place and ongoing	
		Review our Dignity at Work Policy and Grievance Policy to ensure they are supportive of individuals raising concerns involving individuals who have been through the process	People Business Partner	March 2025	
		Review our staff survey results in relation to bullying and harassment raising awareness of Freedom to Speak up, Dignity at Work and Civility and Respect programme	Head of People Services	December 2024	
		Develop a Civility & Respect booklet to support the Civility and Respect programme	Head of People Services	January 2025	
		Launch the 'Work without fear campaign'	Head of People Services	February 2025	

WDES Indicator	Objective	Action	Lead	Timescale	Status
WDES Indicator 7	Create an environment where disabled staff feel valued, rewarded and recognised for the work that they do	Refresh our reward and recognition offer	People Promise Manager / Head of People Services	January 2025	
		Continue to raise awareness of the Trust's Appreciation Station	People Business Partner	Ongoing	
		Undertake a Health and Wellbeing survey. Review the results and create a health and wellbeing plan on a page	HWB Lead	December 2024	
WDES Indicators ALL	Raise awareness of equality, diversity and inclusion and embed in everything we do	Refresh a Trust Wide EDI strategy with a refreshed set of objectives	Head of People Services	June 2025	
		Develop a programme of events to mark dates in the equality, diversity and inclusion calendar e.g. Disability History month	Head of People Services	December 2024	
		Develop a robust communications and marketing plan for the networks	Head of People Services	December 2024	
		Create channels for networks to connect together	Head of People Services	March 2025	