

July 2024
WDES Report



East and North
Hertfordshire
NHS Trust

Workforce Disability Equality Standard (WDES) Report 2024



1. Introduction

In 2019 NHS England, with its partners, prioritised its commitment to tackling discrimination and the Workforce Disability Equality Standard (WDES) came into force. It contains 10 metrics to compare the experiences of Disabled and non-Disabled staff, which is then used to implement action plans. The Trust is required to submit the data set using the national format.

In 2023/24 we identified several high priority areas for improvement as part of our ED&I objectives designed to drive positive change towards equity and inclusion underpinned by strategic priorities from the People Directorate as well as the Trust mission, strategic themes, and vision for 2030 this report updates our progress on these priorities.

2. WDES Metrics and context

The 10 metrics of the WDES are set out here for clarity and context of the report:

1. Percentage of Disabled staff in the Workforce
2. Relative likelihood of non-disabled staff compared to disabled staff being appointed from shortlisting across all posts.
3. Relative likelihood of disabled staff compared to non-disabled staff entering the formal capability process on the grounds of performance
4. (Relates to Q14a-d in the NHS Staff Survey) Questions are related to staff with Long Term Conditions (LTC): Percentage of Disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse
5. (Relates to Q15 in the NHS Staff Survey) Questions are related to staff with Long Term Conditions (LTC): Percentage of Disabled staff compared to non-disabled staff believing that the Trust provides equal opportunities for career progression or promotion.
6. (Relates to Q11e in the NHS Staff Survey) Questions are related to staff with Long Term Conditions (LTC): Percentage of Disabled staff compared to non-disabled staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.
7. (Relates to Q4b in the NHS Staff Survey): Percentage of Disabled staff compared to non-disabled staff saying that they are satisfied with the extent to which their organisation values their work.
8. (Relates to Q30b in the NHS Staff Survey); Questions are related to staff with Long Term Conditions (LTC): Percentage of Disabled staff saying that their employer has made reasonable adjustment(s) to enable them to carry out their work.
9. (Relates to the staff engagement theme of the NHS Staff Survey, made up from Q2a, Q2b, Q2c, Q3c, Q3d, Q3f, Q23a, Q23c and Q23d in the NHS Staff Survey); Questions are related to staff with Long Term Conditions (LTC), the staff engagement score for Disabled staff, compared to non-disabled staff.
10. The percentage of the board's membership who have declared a disability

3. WDES Metrics and performance

During 2023 work has continued and our performance overall in our WDES metrics requires continued focus to generate further improvement. We are seeing the benefit from our refreshed staff network ENH Able and this has hosted a range of big conversations with external speakers and explored different challenges for staff with a range of disabilities, alongside this in March 2024 our EDI strategy 2024 – 2026 was published.

The WDES metrics data below shows our performance since 2021/22. For the latest data set we have seen steady improvements around metrics 5, 6, and 7 this has been instigated in part by a focus from ENH Able to highlight via network meetings and trust communication channels support available to staff and line managers around reasonable adjustments, our Employee Assistance Programme and NHSEI work around ESR declaration.

East & North Herts (ENHT) WDES Data						
Workforce Disability Equality Standard (WDES) Indicators		ENHT	ENHT	ENHT	ENHT WDES Progress in comparison to last year	National WDES 2022/23
		2021/2022	2022/2023	2023/2024		
Metric 1 - % of Disabled staff in the workforce	Cluster 1: AFC Bands under 1, 1, 2, 3, and 4	Non-Clinical = 4.0% Clinical = 3.0%	Non-Clinical = 4.8% Clinical = 3.2%	Non-Clinical = 5.5% Clinical = 3.7%	Improvement	4.9%
	Cluster 2: AFC Bands 5, 6 and 7	Non-Clinical = 4.1% Clinical = 2.0%	Non-Clinical = 4.9% Clinical = 2.8%	Non-Clinical = 4.9% Clinical = 3.2%	Improvement	
	Cluster 3: AFC Bands 8a and 8b	Non-Clinical = 2.2% Clinical = 1.0%	Non-Clinical = 3.0% Clinical = 1.9%	Non-Clinical = 5.7% Clinical = 1.8%	Improvement for non-clinical Clinical requires improvement	
	Cluster 4: AFC Bands 8c, 8d, 9 and VSM	Non-Clinical = 0% Clinical = 0%	Non-Clinical = 1.4% Clinical = 3.0%	Non-Clinical = 7.4% Clinical = 3.2%	Improvement	
	Cluster 5: Medical and Dental staff, consultants	Non-Clinical = n/a Clinical = 0%	Non-Clinical = n/a Clinical = 0.25%	Non-Clinical = n/a Clinical = 0.9%	Improvement	
	Cluster 6: Medical and Dental staff, non-consultant career grades	Non-Clinical = n/a Clinical = 0.48%	Non-Clinical = n/a Clinical = 1.52%	Non-Clinical = n/a Clinical = 3.5%	Improvement	
	Cluster 7: Medical and Dental staff, trainee grades	Non-Clinical = n/a Clinical = 1.46%	Non-Clinical = n/a Clinical = 0.75%	Non-Clinical = n/a Clinical = 1.4%	N.B: The EoE Deanery is responsible for recruitment and placement of doctors in training.	
Metric 2- Relative likelihood of non-disabled staff compared to disabled staff being appointed from shortlisting across all post.		1.6	1.23	1.26	Requires Improvement	0.99
Metric 3- Relative likelihood of non-disabled staff compared to disabled staff entering the formal capability process on the grounds of performance.		0	0	0	No Change	2.17

Metric 1 demonstrates our continued work is showing positive progress in our workforce representation. The most progress has happened for bands 8a and above in the non-clinical roles. In part, this is due to increased confidence to share protected characteristics and combination of our approaches on inclusive recruitment, we continue to use inclusive language and encourage people with protected characteristics to work with ENHT. Further work is required across bands 5, 6 and 7, where there is stagnation and in clinical roles at bands 8A and 8B where there is a slight decline in representation.

The table below shows the national data taken from the 2023 staff survey benchmark average, we indicated last year that metric 4 (relating to staff experiencing bullying and harassment in the workplace) required further work. This year we are beginning to see improvement, the work that has contributed

to this includes; values teams charters continuing to be implemented; refreshed people policies; encouraging staff to speak up; some historical issues being managed to conclusion as well as an increased support available through FTSU and ambassadors, and the staff network supporting raising awareness of differences.

Whilst we have improved in each of the elements in metric 4, we remain above the national WDES average, and our ambition is to match the national benchmark whilst aiming to continuously improve our work environment for all at ENHT. We will continue our work on creating a workplace that is psychologically safe, that enables individuals to be themselves and flourish in work.

		East & North Herts (ENHT) WDES Data				
Workforce Disability Equality Standard (WDES) Indicators		ENHT	ENHT	ENHT	ENHT WDES Progress in comparison to last year	National WDES 2022/23
		2021/2022	2022/2023	2023/2024		
Metric 4 (Relates to Q14a-d in the NHS Staff Survey) Questions are related to staff with Long Term Conditions (LTC) Percentage of Disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse from: Percentage of Disabled staff saying they or a colleague reported the harassment/bullying or abuse.	Patients/Service users, their relatives or other members of the public	With LTC = 38.4% Without LTC = 30.5%	With LTC = 39% Without LTC = 30.4%	With LTC = 33.61% Without LTC = 25.11%	Improvement	33.2%
	Managers	With LTC = 21.6% Without LTC = 12.9%	With LTC = 22.3% Without LTC = 12.3%	With LTC = 17.08% Without LTC = 10.78%	Improvement	16.1%
	Other colleagues	With LTC = 32.4% Without LTC = 19.8%	With LTC = 32.6% Without LTC = 20.5%	With LTC = 26.6% Without LTC = 18.9%	Improvement	24.8%
	Percentage of Disabled staff saying they or a colleague reported the harassment/bullying or abuse.	With LTC = 47.2% Without LTC = 46.0%	With LTC = 49.7% Without LTC = 47.1%	With LTC = 50.2% Without LTC = 49.1%	Improvement	51.3%
Metric 5 (Relates to Q15 in the NHS Staff Survey) Questions are related to staff with Long Term Conditions (LTC) Percentage of Disabled staff compared to non-disabled staff believing that the Trust provides equal opportunities for career progression or promotion.		With LTC = 42.1% Without LTC = 55.6%	With LTC = 46.7% Without LTC = 54.3%	With LTC = 46.9% Without LTC = 54.6%	Requires Improvement	52.1%

Metric 5 above is stable and reflects our inclusive recruitment practices of anonymised and positive action is taking effect, we now need to bring in other initiatives for continued significant improvement and further action to be above average for ENHT to meet the national WDES survey

In metric 6 below we have achieved the national average that staff with a long-term condition do not feel pressured to come to work when they are not feeling well enough and we are seeing an increase in requests and confirmation of a variety of different flexible working patterns, which all contribute to this improvement.

	East & North Herts (ENHT) WDES Data					
Workforce Disability Equality Standard (WDES) Indicators		ENHT	ENHT	ENHT	ENHT WDES Progress in comparison to last year	National WDES 2022/23
		2021/2022	2022/2023	2023/2024		
<p>Metric 6 (Relates to Q11e in the NHS Staff Survey) Questions are related to staff with Long Term Conditions (LTC)</p> <p>Percentage of Disabled staff compared to non-disabled staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.</p>		<p>With LTC = 38.2%</p> <p>Without LTC = 26.2%</p>	<p>With LTC = 33.2%</p> <p>Without LTC = 22.3%</p>	<p>With LTC = 27.7%</p> <p>Without LTC = 21.2%</p>	Improvement	27.7%
<p>Metric 7 (Relates to Q4b in the NHS Staff Survey)</p> <p>Percentage of Disabled staff compared to non-disabled staff saying that they are satisfied with the extent to which their organisation values their work.</p>		<p>With LTC = 31.7%</p> <p>Without LTC = 45.7%</p>	<p>With LTC = 28.3%</p> <p>Without LTC = 43.0%</p>	<p>With LTC = 32.0%</p> <p>Without LTC = 44.8%</p>	Improvement	35.2%
<p>Metric 8 (Relates to Q30b in the NHS Staff Survey) Questions are related to staff with Long Term Conditions (LTC)</p> <p>Percentage of Disabled staff saying that their employer has made reasonable adjustment(s) to enable them to carry out their work.</p>		-	71.7%	73.7%	Improvement	73.4%

Metric 7 shows a significant improvement, whilst still below the national average, The Trust is making great strides to ensure everyone counts, which is our underlying message in our EDI strategy approved by the Trust board in March 2024 and now available on the Trust website.

In relation to metric 8 above we are continuing to encourage on-going two-way conversations utilising our person-centred annual Grow Together Review and the regular one to one conversations covering 'what matters to me' discussions and honesty about health and long-term conditions. We will continue this in the coming year with the development of clearer guidance on how access to work can support with adjustments in the workplace, this is also reflective in metric 10, where specific focus at senior board level around feeling safe and able to declare characteristics has improved this measure for ENHT.

The table below shows metric 9 has moved positively upwards and reflects ongoing work related to metric 4, 6 and 8 above. Metric 10 has opportunity to improve with vacancies arising at Board level and plans to introduce a shadow board in 2024.

East & North Herts (ENHT) WDES Data						
Workforce Disability Equality Standard (WDES) Indicators		ENHT	ENHT	ENHT	ENHT WDES Progress in comparison to last year	National WDES 2022/23
		2021/2022	2022/2023	2023/2024		
Metric 9a (Relates to the staff engagement theme of the NHS Staff Survey, made up from Q2a, Q2b, Q2c, Q3c, Q3d, Q3f, Q23a, Q23c and Q23d in the NHS Staff Survey) Questions are related to staff with Long Term Conditions (LTC) The staff engagement score for Disabled staff, compared to non-disabled staff.		With LTC = 6.26 Without LTC = 6.98	With LTC = 6.26 Without LTC = 6.84	With LTC = 6.40 Without LTC = 6.91	Improvement	6.4
Metric 10 - The percentage of the board's membership who have declared a disability	Voting Membership of the Board	0%	0%	27%	Improvement	5.6%
	Non-Voting Membership of the Board	0%	0%	0%		6.1%
	Executive Membership of the Board	0%	0%	11%		5.4%
	Non-Exec Membership of the Board	0%	0%	29%		6.0%

The action plan from 2022/23 mapped against the WDES and with updates are listed below:

Update on WDES action plan 2022/23

Objective	Actions	Metrics	Updates in July 2023	RAG rating	Update June 2024
<p>Career progression for staff with disabilities</p> <p>To support the progression of staff with disabilities to ensure representation across the whole workforce and achieve year on year increase in percentage number of staff with disabilities progressing within agenda for change bands.</p>	<p>ICS Inclusive Career Development Programme for BME and Disabled members of staff – first cohort Sep 2022 and continues</p> <p>‘Share your story’ / Case studies of disabled members of staff with across different grades/professions and publicised widely</p>	<p>WDES 1 Percentage of staff in AFC pay bands or medical and dental subgroups and very senior managers (including Executive Board members) compared with percentage of staff in the overall workforce</p> <p>WDES 5 Percentage of Disabled staff compared to non-disabled staff believing that their organisation provides equal opportunities for career progression or promotion.</p>	<p>As, part of deaf awareness week we shared staff stories of disabled staff and what support is available via the leadership forum.</p> <p>A wider, regular rhythm of stories in trust news or on the Knowledge Centre</p>	<p>Green</p> <p>Green</p>	<p>As part of Learning at Work Week, there was a focus on staff sharing their experiences via an online webinar of the ICDP, this was recorded for wider sharing and for those unable to attend on the day.</p> <p>We, are still promoting and recruiting colleagues to join this programme. New cohorts are advertised via our Trust News and through discussions with team leaders to support and encourage uptake from their team members that could benefit from this.</p>
	<p>Develop Career Development Programme with focus on disabled members of staff linking with Talent Management and Grow Together conversations - WDES Innovation funding application</p>		<p>Via the 2022 staff survey the score on this metric has been improved from 42.1% to 46.7%.</p> <p>However, despite having staff on initial cohorts the promotion of the programmes due to review of internal capacity has slowed progress.</p>	<p>Green</p> <p>Green – Amber</p>	<p>Increase in promotion via Trust Comms and Learning at Work Week has led to more uptake in the programme. There is more structured career development support/talent pool for alumni from HWEICS to move to senior AfC banding.</p>

	Embed Quality Improvement methodology with aim of driving improvement.		More work needs to be done in promoting inclusive career development programme for staff in the system between bands 2/4 and bands 5/7		
<p>Reasonable Adjustments</p> <p>To achieve year on year increase in percentage of Disabled staff saying that their employer has made adequate adjustment(s) to enable them to carry out their work.</p>	<p>Review the process, how the fund is accessed and the marketing of the scheme to build awareness and utilisation. Share summary take-up report with Equality & Inclusion committee. Targeting staff that may need reasonable adjustment fund support e.g., cohort of staff who were Shielding. Engage with relevant stakeholders and discuss implementation of training such as Public Sector Equality Duty. Creating an ambition to become Disability Confident Leader by 2023- ensuring initiative such as Project Search and other schemes are being embedded in our organisation when appropriately.</p>	<p>WDES 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</p> <p>WDES 6 Percentage of Disabled staff compared to non-disabled staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.</p> <p>WDES 8 Percentage of Disabled staff saying that their employer has made adequate adjustment(s) to enable them to carry out their work</p>	<p>The wider work around the reasonable adjustment passport has stalled due to network chair leaving, will be recommenced in August 2023.</p> <p>Project Search is planned for 2024 September start. Exec sponsor is Lucy Davies and there is a core working group linked in with ICS work.</p> <p>Next step is for Project Search to update on the education partner and for expression of interest forms to be sent out to teams to host a placement.</p>	<p>Amber – Green</p> <p>Green</p> <p>Amber – Green</p> <p>Green</p> <p>Amber – Green</p>	<p>Promotion via the network of our new EAP (Employee Assistance Programme) and trust reasonable adjustment support as part of ENH Able’s regular rhythm.</p> <p>Discussions around reasonable adjustments passport and induction support for line managers re-started and looped into trust line management competencies training.</p> <p>ENH Able network has 1:1 meeting with colleagues factored in to support personal discussions and awareness of members and line managers. This is a response to what the ENH Able Members requested.</p>

		<p>WDES 9 The staff engagement score for Disabled staff, compared to non-disabled staff and the overall engagement score for the organisation.</p>	<p>We are also waiting on a new EDI Lead to ensure the process is all running smoothly on the ground.</p> <p>The score around reasonable adjustments from the staff survey is slightly below the national acute average</p> <p>Engagement score has stayed the same compared to last year.</p>	<p>Amber</p>	<p>Provider is now North Herts College we have 2 Interns starting in September and they will be based at our Hertford County Hospital site undertaking Porterage and Reception/front of house (FOH) admin work, respectively. Plan is to increase awareness for all and provide reassurance of our transparency in our recruitment process and promoting of another avenue to raise concerns in a safe way.</p>
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<p>Culture Change</p> <p>To secure an increase in the number of Staff reporting disability on ESR and narrowing the gap in their reported experience of working at ENHT compared to all staff by third quarter of year 2023 (measured by staff survey & ESR Data))</p>	<p>Disability Equality Awareness Training to be incorporated into Recruitment & Selection training for hiring Managers</p> <p>Understand impact of COVID-19 on disabled members of staff by working Wellbeing team to guide our actions/response.</p> <p>To drive the quality of the inclusive recruitment and selection process</p> <p>To complete the review of recruitment & selection process with 3 priority areas identified as follows:</p> <ul style="list-style-type: none"> a) Train more Inclusion Ambassadors. b) Recruitment & Selection Training for hiring managers. c) Advertising job opportunities to the wider communities d) assurance on Reasonable adjustment and Guarantee interview scheme 	<p>*WDES 1</p> <p>WDES 2 Relative likelihood of non-Disabled staff compared to Disabled staff being appointed from shortlisting across all posts.</p> <p>*WDES 9</p>	<p>There has been an increase in FSTU representation and wider work in the system around making the interview process more inclusive for applicants, with a slight change in our wording on Trac to be in line with the system.</p> <p>More work needs to be done around disability equality awareness training and reviewing the guaranteed interview scheme</p>	<p>Green</p> <p>Amber – Green</p>	<p>Skill booster training programmes for staff and improved representation in Freedom to Speak Up (FTSU) champions and Inclusion Ambassadors (IA)</p>
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	<p>Health, wellbeing, and diversity conversations into the appraisal process to empower and support staff.</p> <p>Continued support for staff returning from long term sickness</p> <p>Launch 'Ability Not Disability' campaign and start with teams taking part in education about matters that affects disabled members of staff</p> <p>Celebrating Difference Events such as Day of Persons with a Disability</p>	<p>WDES 7 Percentage of Disabled staff compared to non-disabled staff saying that they are satisfied with the extent to which their organisation values their work</p> <p>*WDES 9</p>	<p>Via staff survey this metric has decreased by 3%</p> <p>Ability not disability campaign to be scoped and launched.</p> <p>Stalls for disability history month and international day of disabled people.</p>	<p>Amber</p> <p>Red</p> <p>Green</p>	<p>Campaign yet to launch and will be scoped with the new co-chairs and ENH Able as part of network performance indicators and through Grow Together conversation to empower and support colleagues. During 2024/5 to also learn from other organisations with higher ESR disability declaration rates.</p> <p>However, have looped in with NHSEI regional ESR campaign.</p> <p>Month-long events for disability History month and a regular rhythm of network events on topics like ESR declaration.</p>
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<p>Dignity at Work</p> <p>The experience of bullying, harassment, and abuse within the workplace.</p>	<p>Reviewing relevant work-related Policies (Dignity at work, Disciplinary, Reasonable adjustment)</p> <p>Finalise and Launch the Use of Disability Passport embedded/recorded by Health at Work Team Process and ESR by December 2022.</p>	<p>*WDES 4</p> <p>a) Percentage of Disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse from:</p> <ul style="list-style-type: none"> i. Patients/service users, their relatives, or other members of the public ii. Managers iii. Other colleagues <p>b) Percentage of Disabled staff compared to non-disabled staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it.</p>	<p>Increase via staff survey in staff reporting bullying or harassment and very slight increase in the instances of bullying and harassment</p>	<p>Amber – Green</p>	<p>Improved FTSU champion representation.</p>
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<p>Inclusive Recruitment Practice</p> <p>Ensuring fairness in recruitment and selection process with attention given to employee life cycle.</p>	<p>Continuing to strengthen governance of the Equality and Inclusion process with a focus on strengthening our leadership narrative, embedding delivery within sites and corporate functions, and setting aspirational and achievable annual goals that we can strive to achieve.</p> <p>Disabled Members of Staff Network Chair and ED&I team continue to link and presenting on Staff Experience Groups & People Committee</p> <p>Working with Regional and National teams on new initiatives and opportunities for key areas that we aspire to develop.</p>	<p>*WDES 1</p> <p>*WDES 2</p> <p>*WDES 5</p> <p>WDES 10 Percentage difference between the organisation's Board voting membership and its organisation's overall workforce, disaggregated</p> <ul style="list-style-type: none"> By voting membership of the Board <p>By Executive membership of the Board.</p>	<p>We have seen green shoots with executive backing for project search and work around the ICS career development programme</p> <p>We now have new co-chairs in place and are looking to create a mission statement for the network and action plans by Sept/October 2023.</p>	<p>Green</p> <p>Green</p>	<p>New exec sponsor for the network, Internship programme ready to go ahead for September 24 and improved declaration at exec and board level.</p> <p>New regular rhythm of events in place and networks on pager for next year started.</p>
<p>Equitable representation in entering Capability process</p> <p>To enable proportionate representation of Disabled staff compared to non-disabled staff entering the formal capability process.</p>	<p>Targeting staff who may need Reasonable Adjustments Fund support</p> <p>Deep dive into data to identify any themes relating to poorer experiences and outcomes for disabled members of staff.</p> <p>A review related policies and procedures through</p>	<p>*WDES 3</p>	<p>This work is a priority to scope and commence before end of 2023/24 fiscal year</p>	<p>Amber</p>	<p>Discussions around reasonable adjustments passport and induction support for line managers re-started and looped into trust line management competencies training</p>

	Equality, Diversity & Inclusion lens to include the lived experiences of disabled members of staff.				
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4. **Recommendations**

ENHT continues with an honest evaluation of its WDES, and the small and sustained improvements due to focus on actions that count will continue to deliver and be evaluated in collaboration with the wider Healthy Culture team, people partners and EHN Able staff network continuing to improve staff engagement and experience of staff with disabilities.