

NHS Workforce Disability Equality Standard (WDES)

A guide to writing your trust's
WDES annual report



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1 Introduction

The Workforce Disability Equality Standard (WDES) was launched in 2019 and aims to improve the workplace and career experiences of Disabled colleagues in the NHS. This guide has been designed to help NHS trusts and foundation trusts develop their WDES annual report. Reports must be published on trust websites by 30 October 2020.

The WDES annual report should include the trust's WDES metrics data and action plan, which are both mandated requirements of the WDES. This template is intended to support the publishing process, but individual trusts may use their own template if they prefer.

2 WDES data reporting and publishing – 2020 timetable

The mandated timetable that trusts must work towards in data reporting and publishing in 2020 is set out below. A copy of the trust's WDES annual report should be sent to the local clinical commissioning group (CCG).

Whilst the WDES only applies to trusts in 2019 and 2020, we would encourage any NHS organisation that wishes to further workplace disability equality to adopt the WDES and also produce metrics data and action plans.

Timetable	
6 July – 31 August 2020	Period in which trusts must complete and submit their WDES metrics data spreadsheet through the Strategic Data Collection Service (SDCS) and complete the WDES online reporting form (available at https://www.engage.england.nhs.uk/survey/fadd196/)
31 October 2020	Deadline by which trusts must publish, on their website, their WDES annual report (i.e. metrics data and action plan). The data and action plan must be ratified by the trust's Board before being published.



3 Report structure

As you will be publishing your report on your trust's website it is essential that the report is easy to navigate and understand for anyone who may decide to review the document in the future.

The report should be transparent, provide clarity and be concise in messaging.

As a minimum the report should include:

1 Introduction

An explanation of the purpose of the WDES and the importance of the report.

2 Executive summary

A summary of the major points, conclusions, and recommendations. It needs to be short as it is a general overview of the report. Some people will read the summary and only skim the report, make sure you include all the relevant information.

It would be best to write this last so that you can include everything, even the points that might be added at the last minute.

3 WDES progress in 2019/20

Information about the steps you took as an organisation to support workforce disability and improve staff disability data. This may include, for example:

- Disabled staff network
- accessibility
- reasonable adjustments
- recruitment
- improving your data
- training and development.

4 Conclusion

Those reading the report may choose to focus on the summary and conclusion. Avoid the use of jargon and be succinct in summarising the key messages.

Appendix 1 – WDES metrics report – 2019/20

The data submitted by the trust for the 2019 and 2020 WDES data collections.

Appendix 2 – WDES action plan 2020/21

Details of the key objectives, actions that must take priority, timescales and names of those responsible.



4 Publication and communication

Once your report and action plan have been created and branded with your organisation's logo they will need to be signed off by your trust board and also disabled staff network, if you have one.

It is really important that you develop a communications plan detailing all of your audiences, the key messages that need to be delivered, communications channels and timescales.

Make sure you link the report to the wider diversity and inclusion vision of your organisation and identify how it will contribute to the wider workforce vision, strategy, and goals.

Accessibility

It is important to anticipate the accessibility needs of those who will be reading your WDES annual report, as it is likely to include Disabled people - some of whom will be potential job applicants.

Make sure the document is fully accessible and available in alternative formats suitable for your audience. This may include easy-read versions, Braille, paper copies and audio. Consideration should be given to the font size and type face, colour contrasting, imagery and screen reader accessibility.

Further guidance can be found below:

- [Access to Work Easy Read Guide](#)
- [Accessible Information Standard](#)
- [Change People – Guide to Easy Read](#)
- [Worldwide Web Consortium Web Accessibility Initiative](#)

Tips

- ✓ Make sure the document is fully accessible and available in alternative formats suitable for your target audience.
- ✓ Reference the report in other internal communications including your staff newsletters, intranet site, staff briefings, CEO blog etc, to ensure maximum dissemination.
- ✓ Reference the report in external communications. For example, press releases, articles in local newspapers, recruitment adverts and professional magazines. This will help demonstrate your commitment to employing more Disabled people and that you value Disabled staff.
- ✓ Promote the report through your social media accounts.



- ✓ Organise short, informal sessions - maybe during lunch periods where people can meet to discuss the report.
- ✓ Enhance your communications by asking Disabled staff to write blogs or record vlogs to share their lived experience of working within your organisation.
- ✓ Don't see the trust's WDES annual report as the only time when the Board should discuss disability. Think about making disability equality - and equality and inclusion more broadly - a more regular item on the Board's agenda. Also think about arranging Board development sessions that focus on disability equality.



5 Example template for WDES metrics data

This section provides an example of how the trust should report its metrics data for publishing. Use the accompanying template document to help you develop your WDES annual report (metrics data and action plan). To complete the template you will need access to the data submitted by the trust for the 2019 and 2020 WDES data collections. Please contact the WDES Implementation Team if you require any assistance (england.wdes@nhs.net).

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)

- The data provided should be a snapshot of the workforce as at 31 March 2020.
- For the 2019 figures, please detail the data that was submitted through the 2019 WDES data collection.
- For the 2020 figures, please detail the data that was submitted through the WDES metrics data spreadsheet.
- 'Unknown/null' staff are those who have not responded to the disability monitoring question, or have indicated that they prefer not to say, on ESR.
- To promote good data confidentiality practice, we recommend that the trust only publishes % figures.

1a. Non-clinical workforce

	Disabled staff in 2019	Disabled staff in 2020	Disabled staff in 2019/2020	Non-disabled staff in 2019	Non-disabled staff in 2020	Non-disabled staff in 2019/2020	Unknown/null staff in 2019	Unknown/null staff in 2020	Unknown/null staff in 2019/2020
	Percentage (%)	Percentage (%)	% points difference (+/-)	Percentage (%)	Percentage (%)	% points difference (+/-)	Percentage (%)	Percentage (%)	% points difference (+/-)
Cluster 1 (Bands 1 - 4)	3%	3.2%	+0.2	74.2%	74.1%	-0.1	22.8%	22.7%	-0.1
Cluster 2 (Band 5 - 7)	2.6%	2.7%	+0.1	75.5%	75.3%	-0.2	21.9%	22%	+0.1
Cluster 3 (Bands 8a - 8b)	2.2%	2.5%	+0.3	76.0%	75.8%	-0.2	21.8%	21.7%	-0.1
Cluster 4 (Bands 8c – 9 & VSM)	1.6%	1.6%	No change	79.8%	79.7%	-0.1	18.6%	18.7%	+0.1

1b. Clinical workforce

	Disabled staff in 2019	Disabled staff in 2020	Disabled staff in 2019/2020	Non-disabled staff in 2019	Non-disabled staff in 2020	Non-disabled staff in 2019/2020	Unknown/null staff in 2019	Unknown/null staff in 2020	Unknown/null staff in 2019/2020
	Percentage (%)	Percentage (%)	% points difference (+/-)	Percentage (%)	Percentage (%)	% points difference (+/-)	Percentage (%)	Percentage (%)	% points difference (+/-)
Cluster 1 (Bands 1 - 4)	2.5%	2.8%	+0.3	74.6%	74.4%	-0.2	22.8%	22.7%	-0.1
Cluster 2 (Band 5 - 7)	2.9%	2.9%	No change	75.6%	75.7%	+0.1	21.9%	22%	+0.1
Cluster 3 (Bands 8a - 8b)	1.9%	1.8%	-0.1	75.5%	75.8%	+0.3	21.8%	21.7%	-0.1
Cluster 4 (Bands 8c – 9 & VSM)	1.5%	1.6%	+0.1	78.8%	79.7%	+0.9	18.6%	18.7%	+0.1
Cluster 5 (Medical and Dental staff, Consultants)	1.2%	1.0%	-0.2	79.0%	78.6%	-0.4	19.8%	20.4%	+0.6
Cluster 6 (Medical and Dental staff, non-consultant career grade)	1.0%	1.1%	+0.1	77.4%	77.6%	+0.2	21.6%	21.3%	-0.3
Cluster 7 (Medical and Dental staff, Medical and Dental trainee grades)	1.2%	1.2%	No change	79.6%	79.5%	-0.1	19.2%	19.3%	+0.1



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

(Data source: Trust’s recruitment data)

Guidance notes:

- a) This refers to both external and internal posts employed by the trust.
- b) A figure below 1.00 indicates that Disabled staff are more likely than non-disabled staff to be appointed from shortlisting.
- c) The greater the number, the larger the inequality in shortlisting.
- d) The relative likelihood figure for 2020 is an automated calculation available through the WDES metrics data spreadsheet.
- e) The 2019 figure is that which was reported by the trust in the 2019 WDES data collection.
- f) The difference in the relative likelihood score should also be provided to highlight any improvements that may have happened in last 12 months.

	Relative likelihood in 2019	Relative likelihood in 2020	Relative likelihood difference (+-)
Relative likelihood of non-disabled staff being appointed from shortlisting compared to Disabled staff	1.10	1.06	-0.04

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)

Guidance notes:

- a) This metric is now mandated (it was voluntary in 2019).
- b) A figure above 1.00 indicates that Disabled staff are more likely than non-disabled staff to enter the formal capability process (on grounds of performance).
- c) This metric is based on data from a two-year rolling average of the current year and the previous year.
- d) The relative likelihood figure for 2019/20 is an automated calculation available through the WDES metrics data spreadsheet.
- e) If the trust voluntary submitted data for this metric last year, that figure should be entered in the ‘Relative likelihood in 2018/19’ box.
- f) The difference in relative likelihood scores should also be entered (except those trusts that did not report data in 2019).

	Relative likelihood in 2018/19	Relative likelihood in 2019/20	Relative likelihood difference (+-)
Relative likelihood of Disabled staff entering formal capability process compared to non-disabled staff	1.20	1.18	-0.02

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

(Data source: Question 13, NHS Staff Survey)

Guidance notes:

- a) NHS Staff Survey data is available at www.nhsstaffsurveyresults.com
- b) The 2018 NHS Staff Survey columns relate to the figures that were pre-populated in the WDES metrics data spreadsheet sent to your trust as part of the 2019 WDES data collection.
- c) The 2019 NHS Staff Survey columns relate to the trust's data from the 2019 NHS Staff Survey.

	Disabled staff responses to 2018 NHS Staff Survey	Non-disabled staff responses to 2018 NHS Staff Survey	% points difference (+/-) between Disabled staff and non-disabled staff responses 2018	Disabled staff responses to 2019 NHS Staff Survey	Non-disabled staff responses to 2019 NHS Staff Survey	% points difference (+/-) between Disabled staff and non-disabled staff responses 2019
	Percentage (%)	Percentage (%)		Percentage (%)	Percentage (%)	
4a) Staff experiencing harassment, bullying or abuse from patients/ service users, their relatives or other members of the public in the last 12 months	33.5%	24.6%	+8.9	32.5%	24.6%	+7.9
4b) Staff experiencing harassment, bullying or abuse from managers in the last 12 months	20.5%	18.5%	+2.0	20.0%	18.6%	+1.4
4c) Staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months	25.4%	21.3%	+4.1	24.7%	21.2%	+3.5
4d) Staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it in the last 12 months	45.0%	44.8%	-0.2	45.6%	49.3%	+3.7



Metrics 5 – 8

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

Guidance notes:

- a) Please read the notes as per Metric 4.
- b) Metric 8 only relates to responses from Disabled staff.

	Disabled staff responses to 2018 NHS Staff Survey	Non-disabled staff responses to 2018 NHS Staff Survey	% points difference (+/-) between Disabled staff and non-disabled staff responses 2018	Disabled staff responses to 2019 NHS Staff Survey	Non-disabled staff responses to 2019 NHS Staff Survey	% points difference (+/-) between Disabled staff and non-disabled staff responses 2019
	Percentage (%)	Percentage (%)		Percentage (%)	Percentage (%)	
Metric 5 - Percentage of Disabled staff compared to non-disabled staff believing that the trust provides equal opportunities for career progression or promotion.	75.3%	82.7%	-7.4	75.9%	83.7%	-7.8
Metric 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.	32.5%	23.5%	+10.0	32.0%	23.5%	+9.5
Metric 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.	36.6%	48.0%	-11.4	37.8%	48.2%	-10.4
Metric 8 - Percentage of Disabled staff saying that their employer has made adequate adjustment(s) to enable them to carry out their work.	78.4%	N/A	N/A	79.5%	N/A	N/A

Metric 9 – Disabled staff engagement

(Data source: NHS Staff Survey)

Guidance notes:

- a) Please read the notes as per Metric 4.
- b) The staff engagement score is based on the responses to nine (9) NHS Staff Survey questions.
- c) Refer to the WDES Technical Guidance for further information on these questions.
- d) A score of ten (10) is the maximum score possible.

	Disabled staff engagement score for 2018 NHS Staff Survey	Non-disabled staff engagement score for 2018 NHS Staff Survey	Difference (+/-) between Disabled staff and non-disabled staff engagement scores 2018	Disabled staff engagement score for 2019 NHS Staff Survey	Non-disabled staff engagement score for 2019 NHS Staff Survey	Difference (+/-) between Disabled staff and non-disabled staff engagement scores 2019
a) The staff engagement score for Disabled staff, compared to non-disabled staff.	6.68	7.80	-1.12	7.04	7.96	-0.92

b) Has your trust taken action to facilitate the voices of Disabled staff in your organisation to be heard? (Yes) or (No)

Please provide at least one practical example of action taken in the last 12 months to engage with Disabled staff.

Example 1: Disabled colleagues are actively involved in a working group that has been established to review the trust's WDES metrics data and lead on the WDES action plan.

Example 2: The Disabled Staff Network led a workshop to build the Board's understanding of the lived experience of Disabled colleagues and the latest evidence to support better practice

Example 3: Disabled colleagues have been involved in a review of the trust's recruitment policies and practices.

Example 4: An engagement event was held involving Disabled colleagues where it was demonstrated that a proposed action(s) was likely work based on evidence.



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)

Guidance notes:

- Please use the data available to the trust to complete the table below. This data may be available through ESR (if used within the trust) or within a local HR system.
- The trust’s HR director will be able to confirm the best data source to use.
- For the % points difference columns, please include data on total percentage of Board known to be disabled, the % of Disabled staff in overall workforce in the trust, and the points difference between these two figures.

	Disabled Board members in 2019	Non-disabled Board members in 2019	Board members with disability status unknown in 2019	% points difference (+/-) between Disabled Board members and Disabled staff in overall workforce	Disabled Board members in 2020	Non-disabled Board members in 2020	Board members with disability status unknown in 2020	% points difference (+/-) Between Disabled and non-disabled Board members in 2020
	Percentage (%)	Percentage (%)	Percentage (%)		Percentage (%)	Percentage (%)		
Percentage difference between the organisation’s Board voting membership and its organisation’s overall workforce, disaggregated by Exec/non-exec and Voting/non-voting.	Exec = 1.0% Non-Exec = 2.0% Voting = 0.00% Non-Voting = 4.0%	Exec = 85.0% Non-Exec = 98.0% Voting = 90% Non-Voting = 80%	Exec = 14.0% Non-Exec = 0.0% Voting = 10% Non-Voting = 16.0%	Total Board = 2.0% Overall workforce = 4.0% Difference = 2 percentage points	Exec = 1.0% Non-Exec = 2.0% Voting = 1.0% Non-Voting = 5.0%	Exec = 85.0% Non-Exec = 98.0% Voting = 89.0% Non-Voting = 79.0%	Exec = 14.0% Non-Exec = 0.0% Voting = 10.0% Non-Voting = 16.0%	Total Board = 3.0% Overall workforce = 4.5% Difference = 1.5 percentage points

6 WDES action plan 2020-21

Guidance notes:

- This table provides an example of a completed WDES action plan, the actions highlighted are based on examples taken from action plans that were produced by trusts in 2019.
- Although the plan provides examples for each of the WDES 10 metrics, there is no requirement for the trust to produce actions for every metric.
- Local actions should be developed where the biggest inequalities exist between the experiences of Disabled and non-disabled staff.
- Disabled staff should be actively engaged in developing and delivering actions within the plan.
- Objectives should be **SMART – Specific – Measurable – Achievable – Realistic – Time-bound**.

Metric	Objective	Action/s	Timescale	Lead/s	Why
1	Increase the number of staff declaring their disability status via the ESR from 3.5% to at least 5.0%.	<ul style="list-style-type: none"> Work with the Disabled staff network to develop a communications campaign highlighting the benefits of declaring. Hold an engagement session with colleagues to explore any challenges that they may have encountered in using ESR. 	To be completed by March.	HR director Equality lead Communications lead Disabled staff network chair	Necessary to improve the data quality
2	Reduce the inequality in recruitment shortlisting from 1.06 to 1.00.	<ul style="list-style-type: none"> Make information available to potential job applicants about the trust's commitment to inclusive recruitment and that we welcome applications from Disabled applicants. Review training offer provided to recruiting managers and panels. Disabled staff to be appropriately trained to participate on recruitment panels. Undertake quarterly review of recruitment activity and present analysis to senior leaders and the Disabled staff network for feedback. 	To be delivered between January and June.	HR director Recruitment lead Equality lead Communications lead Disabled staff network chair	To improve career progression prospects for Disabled staff (see action 5 below)
3	Reduce the relative likelihood of Disabled colleagues entering the capability process (on the grounds of performance) from 1.18 to 1.00.	<ul style="list-style-type: none"> Review cases of Disabled staff currently in performance management. Hold engagement meeting with Disabled staff, networks and trade union partners to explore how any bias in the performance management system can be removed. Develop and deliver any actions agreed at engagement meeting. Reporting progress to partners and senior leadership team. 	To be completed by January.	HR director Equality lead	To increase the confidence of staff entering into the capability process that they will be treated fairly
4	Reduce the incidence of Disabled colleagues experiencing harassment, bullying and abuse from patients and the public (currently stands at 32.5%)	<ul style="list-style-type: none"> Develop case studies for use in management training to help build understanding of action they can take to help reduce incidents. Hold workshops to explore what further work can be done to build an inclusive, compassionate and culturally sensitive workplace that supports a zero tolerance policy of harassment, bullying and abuse. As part of culture change programme develop a Respect for People framework, in partnership with the Disabled staff network and other key partners. 	To be completed by May.	Organisational development lead Equality lead	Part of the overall organisational goal to create an inclusive culture

5	Reduce inequality in career progress opportunities (between Disabled and non-disabled colleagues) from 7.8 to 5.0 percentage points.	<ul style="list-style-type: none"> • Monitor selection processes for acting up and secondment positions to identify any potential adverse impact on Disabled staff. • Review appraisal paperwork of Disabled staff who have been in same post or pay band level for three years to evaluate whether they have had opportunities for career development. • Develop talent management programme that will support Disabled colleagues to progress up seniority – helping organisation to ensure that the workforce is more representative at middle to senior levels. 	To be completed by May.	HR director OD lead	See action 2 above
6	Reduce level of presenteeism experienced by Disabled staff from 32% to at least 26%.	<ul style="list-style-type: none"> • Review of Attendance Management Policy in line with feedback from focus group and introduction of Disability Equality and Disability Leave Policy. • Review Working from Home policy to ensure that it is fully supportive of those colleagues who wish to work from home. • Develop a disability leave policy in partnership with Disabled staff network. 	To be developed between October and April.	HR director Disabled staff network chair	Create a healthier workplace for staff and improve wellbeing for all
7	Increase percentage of Disabled staff satisfaction rate from 37.8% to at least 42.8%.	<ul style="list-style-type: none"> • Establish a task and finish group, with Disabled staff and other key partners, to explore issues and identify interventions to improve the satisfaction rate. • Develop a series of training sessions for middle managers to explore their responsibility in relation to workplace disability equality: what they should be doing about it and how they can set expectations for leadership. • Work with Disabled staff network to produce a staff stories book highlighting staff who are positive about working in the trust and feel valued. 	To be completed by June.	OD lead Disabled staff network chair	See action 4 above
8	Increase percentage (from 79.5% to at least 82.5%) of Disabled staff that feel that their request/s for reasonable adjustments have been adequately managed.	<ul style="list-style-type: none"> • Review and develop a more supportive and effective approach to the management of requests for reasonable adjustments. • Develop guidance for line managers on how to arrange reasonable adjustments for their staff. • Adopt the reasonable adjustments passport created by NHS Employers. 	To be completed by June.		See action 6 above
9	Reduce gap in staff engagement scores from -0.92 to at least -0.50.	<ul style="list-style-type: none"> • Hold workshop session with Disabled staff network to explore the data and develop actions to reduce the gap in staff engagement scores. • Develop an engagement plan that will provide opportunities for all staff to provide input into development of Respect for People framework (targeting all staff recognises that there are some Disabled colleagues who have not yet declared their disability/long-term condition). 	To be developed between November and March.	OD lead Disabled staff network chair	Create a culture and environment where Disabled staff feel able to speak up and have a voice

10	Reduce the gap between Board representation and overall representation of Disabled staff in the workforce from 1.5 percentage points to at least 1.0.	<ul style="list-style-type: none"> • Ensure the process for appointment of non-executive directors encourages diverse applicants, including those who identify as Disabled. • In partnership with the Disabled staff network organise a board development about the WDES and the inequalities experienced by Disabled staff. • Share recruitment information through recognised diverse organisations and recruitment agencies. • As a demonstration of trust commitment to 'Nothing about us without us' and inclusion, develop reverse mentoring programme, providing opportunity for Disabled staff network members to have mentoring relationship with Board members. From hearing insights and lived experiences, Board members will be better informed in making decisions that benefit all staff and patients. 	To be completed by May.	HR director Disabled staff network chair	To demonstrate visible leadership in this area at senior levels
Note: Explain how Disabled staff have been involved in developing and delivering the actions.					
Consultation has been undertaken with the Disabled staff network and members, reviewing the metrics data, developing objectives, and designing the actions set out in this action plan.					