



## WORKFORCE DISABILITY EQUALITY STANDARD (WDES): METRICS REPORT & ACTION PLAN 2019/20

**Name of organisation:** Yeovil District Hospital NHSFT

**Date of completing this report:** August-September 2020

**Name, job title and e-mail address of the lead(s) compiling this report:**

- Debbie Matthewson, Associate Director of Education and Development, EDI Lead ([Debbie.matthewson@ydh.nhs.uk](mailto:Debbie.matthewson@ydh.nhs.uk))
- Emma Symonds, ED&I Advisor ([Emma.Symonds@ydh.nhs.uk](mailto:Emma.Symonds@ydh.nhs.uk))

**Name and e-mail address of the commissioner(s) that the trust' 2020 WDES annual report (metrics data and action plan) will be sent to:**

- Lee Reed, Equality & Quality Officer Somerset Clinical Commissioning Group

**Unique URL link or existing web page on which the trust' 2020 WDES annual report (metrics data and action plan) will be published:**

<https://yeovilhospital.co.uk/about-us/equality-and-diversity/>

**Date of board meeting at which the trust's 2020 WDES annual report (metrics data and action plan) were, or will be, ratified:**

- BAME & Staff Minorities Network Executive Steering Group 9.9.20
- Workforce Committee: 23.9.2020 (on behalf of the Trust Board)

### ABOUT THE TRUST

**Does your trust participate in any programmes or initiatives that are focused on disability equality and inclusion? If yes, please provide examples:**

- We are a Disability Confident Employer and we run a guaranteed interview scheme.
- We participate in the full annual NHS Staff Survey, and continually achieve a high level of staff responses.
- We have been an NHS Employers' Equality & Inclusion Partner since 2018, and are now an Alumni member Trust.
- We are members of the NHS Employers' Disability Forum
- We have a Staff Minorities Network which welcomes staff from all characteristic groups.
- In liaison with regional public and private sector colleagues we support development of a Somerset-wide Disability Forum, in addition to/ or as an alternative to a local Disability Network.

### Data Source

- All data is calculated from the 2019 Staff Survey responses and ESR (as at 31 March 2020) and the TRAC recruitment system.
- Due to the anonymity of the staff survey, it is often difficult to correlate between formal reports (e.g. incident reports) and anonymised staff survey responses. The data extracted from the staff survey is therefore not comparable; nor is it up to date. The survey questions do not ask participants to elaborate on or explain the reason for their response. Nor are participants asked if they have raised the issue through the Trust's formal reporting processes.



**Did your trust's 2020 data for WDES Metric 1 include any of the following groups of staff? 1) Bank staff, 2) Agency staff, 3) Apprentices 4) Subsidiary group staff.**

- Our data includes Apprentices, but Agency staff (who are not on ESR) and the other 2 groups are excluded.
- All 2019 data has been reviewed and adjusted to exclude staff employed by Simply Serve Ltd (SSL; a subsidiary company of the Trust), thus ensuring they are comparable. The percentage differences are minimal, with the removal of these figures. SSL staff will continue to be excluded from future submissions to ensure consistency.

**Do your staff have access to the ESR self-service portal?** Yes.

**Total numbers of staff:** At the time of this report we employ 2,159 staff, of which 1,829 (84.7%) have disclosed whether they are or are not disabled: 2.5% (55) disabled / 82% (1774) non-disabled. A total of 15% (330) have not disclosed this information, preferring to indicate "unknown/ null". This reflects a small improvement since the rates reported in 2018-19 (2.3% disabled and 82.7% not disabled).

**Please share any examples of actions taken in the last 12 months to increase the disability declaration rates in your trust**

- Although staff have access to self-service ESR, they may not always update their personal data (their circumstances may change during the course of their employment). All staff are encouraged to do so during Induction and Mandatory training EDI discussions. It is recognised that some individuals with a disability may not consider themselves disabled, but rather "differently enabled". Discussions are therefore ongoing around the use of alternative terminology within hospital systems, providing other terminology options which may feel more appropriate for some.

**What level of Disability Confident accreditation does your trust currently hold? (Level 1, 2 or 3):** Level 2 Employer.

**Does your trust use the Guaranteed Interview Scheme?** Yes.

**Please share any examples of actions that the trust has taken in the past 12 months to improve the recruitment of Disabled staff.**

- We have engaged with Job Centre Plus (JCP) to advertise our vacancies, and attended a JCP open day to promote YDH as an employer in the area.
- We now link in with [Proud 2 Care](#), a government funded body in Social Care as they launch their programme to attract people into the caring profession.

**Did your trust experience any issues with providing the data for Metric 3, which was voluntary last year and mandatory this year? If yes, please provide details.**

- We are able to provide this data and are confident that employees with or without a disability are not treated differently. To ensure this continues to be the case, the Staff Minorities Network liaise closely with HR and EDI to review the reasons for staff entering the process: if found to be due to a disclosed disability or to other external factors, the validity of the process is challenged to ensure that the individual has had fair access to support.

**Please summarise any actions taken since your trust' 2018-19 WDES action plan was published to reduce harassment, bullying and abuse in relation to Disabled staff**

- Staff are encouraged to use the formal incident reporting procedure in all instances where they feel such negative action or behaviour has been present. The use of the Trust's EDI Lead, Freedom to Speak up Guardians or BAME and Staff Minorities Network are also encouraged if individuals do not wish to make a report.
- The Staff Minorities Network take an active role in reviewing all incident reports with the EDI team which relate to harassment, bullying and abuse.



- Consideration is ongoing into whether specific personal data, such as disability, can be a mandatory requirement on all formal incident reports as this may help to correlate the anonymised staff survey data with local formal data. However, there is concern that requesting such data may discourage the completion of incident reports.
- Conflict Resolution training is arranged for staff where specific difficulties/ incidents regarding abuse from patients or visitors is raised. In addition, Conflict Resolution modules are included within our Leadership Development Programme (LDP) to assist managers within areas where high percentages of incidents may have been identified from the staff survey responses.
- A Management Induction programme for those new in post, or existing managers who require additional support, includes how to support staff, e.g. reasonable adjustments.

**Does your trust provide any targeted career development opportunities for Disabled staff? If yes, or planned, please provide examples.**

- Career progression is available to all staff and discussions are ongoing between the Academy, HR and the Staff Network to explore the implementation of formal career pathways for all staff.
- If an individual is unable to carry out their role due to a change in their ability, the Academy supports them to identify suitable/ relevant courses/ re-training opportunities if desired.

**Has your trust planned any targeted actions to reduce presenteeism? If yes, or planned, please provide examples**

- No. However, we have a varied Health & Wellbeing programme for all staff, as well as the Freedom to Speak up Guardians, ED&I team and Staff Minorities Network if individuals wish to raise concerns.

**Has your trust planned any targeted actions to increase the workplace satisfaction of Disabled staff? If yes, or planned, please provide examples**

- Local ED&I Induction post-recruitment is being explored to identify needs and adjustments early, ensuring that any such requirements are met quickly.
- We have a significant Health and Wellbeing plan which targets and supports all staff and particular focusses on employees with a disability. These include:
- Rapid access to our outpatient physiotherapy services.
- A carers support group to help those who support disabled family/ friends
- Provision of mental health first aiders
- Increased provisions for workplace assessments

**Does your trust have a reasonable adjustments policy? Yes.**

**Are costs for reasonable adjustments met through centralised or local budgets within the trust? Yes – local budgets.**

**Please summarise any actions taken in the last 12 months to improve the reasonable adjustments process?**

- Reasonable adjustments are included within the Disability in the Workplace section of our HR Policy Manual.
- A separate element of the policy outlined all elements of reasonable adjustments agreed, allowing all involved to fully understand those in place and when they are to be reviewed.

**Does your trust have a Disabled Staff Network (or similar)? If no, does your trust plan to establish a Disabled Staff Network (or similar) in the next 12 months?**

- We have a Staff Minorities Network which welcomes staff from all characteristic groups.



- In liaison with regional public and private sector colleagues we support development of a Somerset-wide Disability Forum, in addition to/ or as an alternative to a local Disability Network.

**Was your trust's 2019/20 WDES action plan co-developed with Disabled staff? If yes, please provide details on how Disabled staff were involved.**

- Our plan is compiled with our Staff Minorities Network on behalf of staff.

**Please describe any challenges that your organisation has experienced in collecting and reporting data for this metric.** None experienced.

**Name and job title of the Board lead for the Workforce Disability Equality Standard:** Shelagh Meldrum, Chief Nurse, Director of People and Deputy Chief Executive.

**Please summarise any actions taken in the last 12 months to improve Board representation**

- Yeovil District Hospital continues to ensure compliance with the Equalities Act and the recruitment and selection policy ensures that full and fair consideration is given to applications for employment made by disabled persons, having regard to their particular aptitudes and abilities. Such policies apply to those who become disabled persons during the year requiring the provision of tailored measures ensure that the needs to the disabled employees are met. Every effort is made to treat people equally and kindly, and provisions are made for reasonable adjustments where required. We also actively encourage people with disabilities to apply for roles within the hospital, including on the Board of Directors as and when these may arise.

**Are there plans for your trust to merge with another trust in the next 12 months?** No.

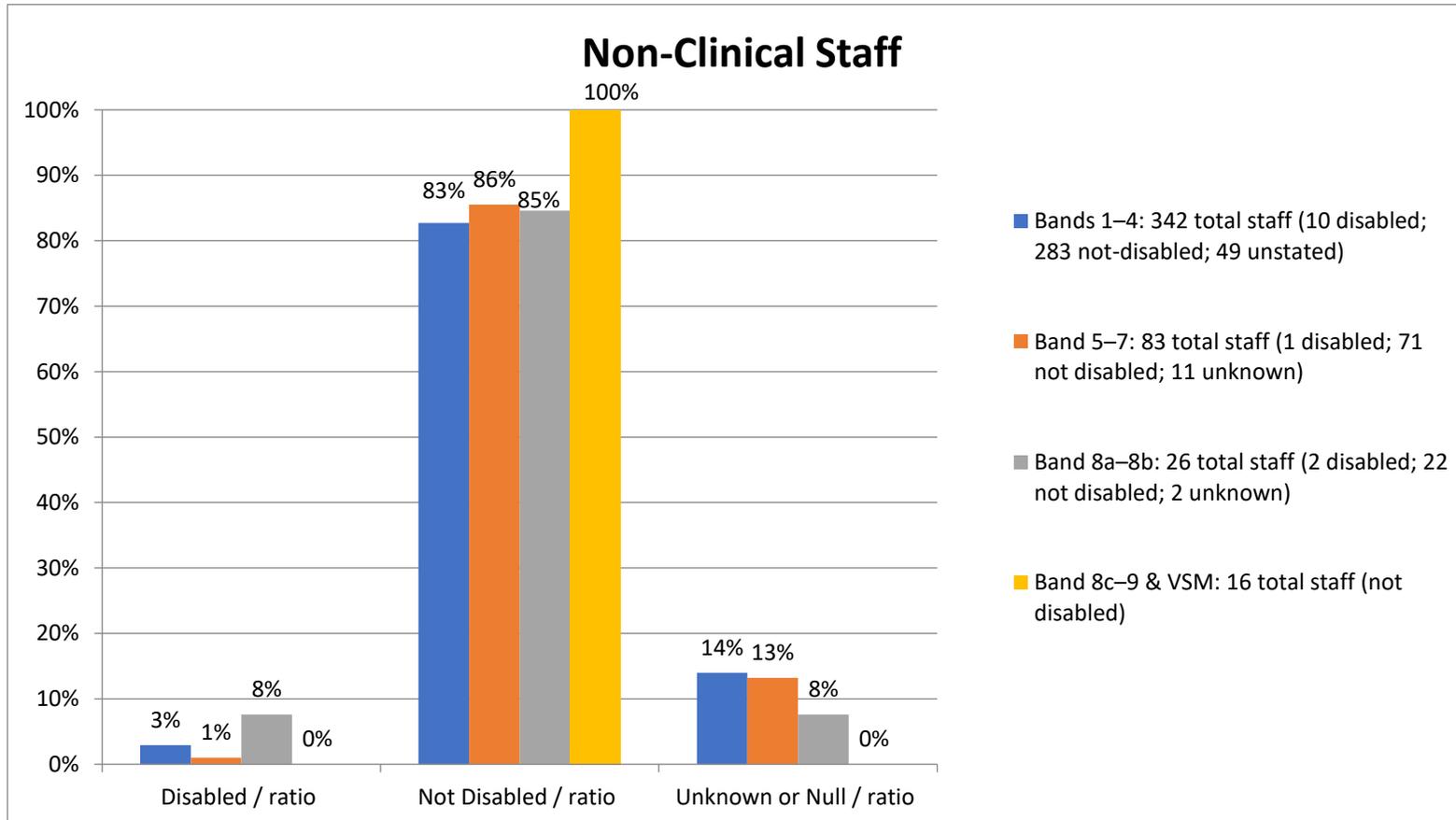
**Do you have any further comments about the WDES data collection 2020?**

- The provision of pre-validated data would bring the WDES in line with the WRES data collection system.
- The requirement for an online submission, data submission and a narrative report and action plan seems inconsistent with the WRES process which is more streamlined.
- Perhaps a single Workforce Equality Standard with appendices for each characteristic would be more achievable for Trusts in the long-term.



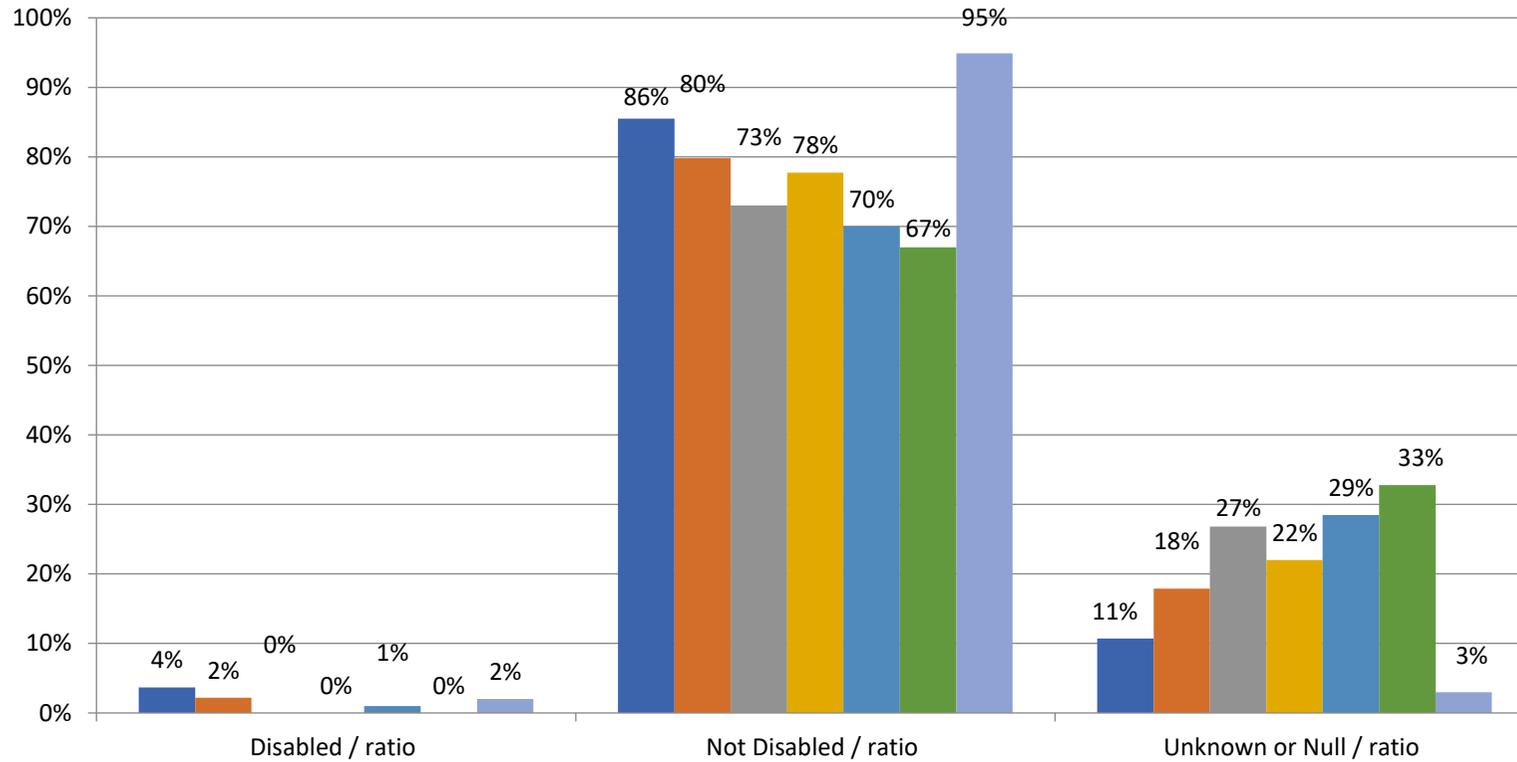
## METRICS REPORT

1. Percentage of staff in AfC pay bands or medical and dental subgroups and very senior managers (incl. Executive Board members) compared with the percentage of staff in the overall workforce (*ESR data*)





### Clinical Staff



- Bands 1-4: 597 total staff (22 disabled; 511 not disabled; 64 unknown)
- Band 5-7: 775 total staff (17 disabled; 619 not disabled; 139 unknown)
- Band 8a-8b: 41 total staff (30 not disabled; 11 unknown)
- Bands 8c-9 & VSM: 9 total staff (7 not disabled; 2 unknown)
- Medical & Dental Staff, Consultants: 98 total staff (1 disabled; 69 not disabled; 28 unknown)
- Medical & Dental Staff, Non-Consultants career grade: 64 total (43 not disabled; 21 unknown)
- Medical & Dental Staff, Medical and dental trainee grades: 99 total staff (2 disabled; 94 not disabled; 3 unknown)



**Metric 2: Relative likelihood of Disabled staff compared to non-disabled staff being appointed from shortlisting across all posts (external and internal posts). (ESR Data)**

<i>Data source: ESR and TRAC</i>	<b>Total Disabled</b>	<b>% Disabled / ratio</b>	<b>Total Not Disabled</b>	<b>Unknown/ Null</b>	<b>Notes</b>
Number of shortlisted applicants	32		707	220	
Number appointed from shortlisting	8		198	101	
Relative likelihood of shortlisting/appointed	0.25		0.28	0.46	
Relative likelihood of Disabled staff being appointed from shortlisting compared to Non-Disabled staff (auto-calculated)		1.12			Note: A figure below 1:00 indicates that Disabled staff are more likely than Non-Disabled staff to be appointed from shortlisting.
The Trust offers a Guaranteed Interview Scheme for disabled candidates who meet all of the essential criteria for a post.					

**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. (ESR Data)**

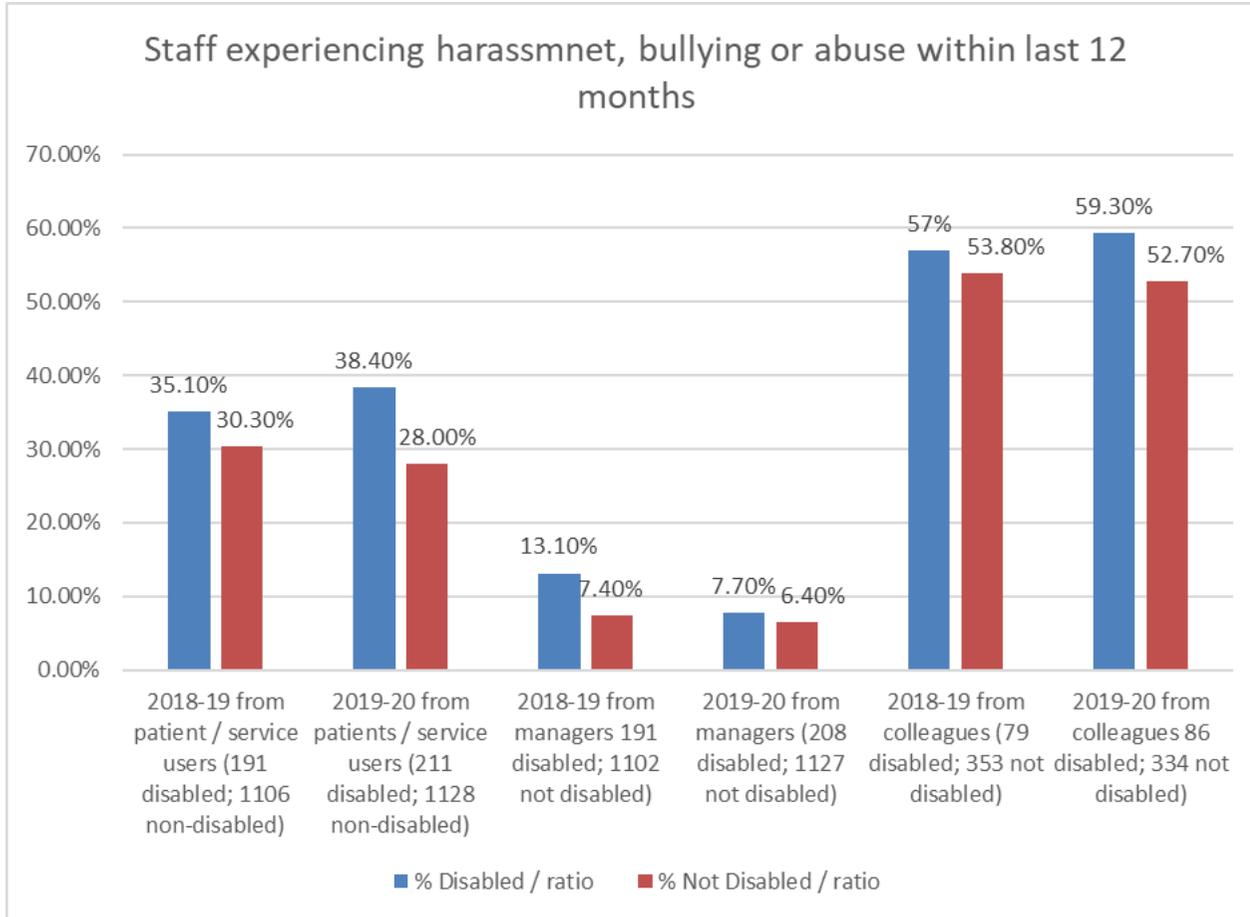
<i>Data source: ESR</i>	<b>Total Disabled</b>	<b>% Disabled / ratio</b>	<b>Total Not Disabled</b>	<b>Unknown/ Null</b>	<b>Notes</b>
Number of staff in workforce	55		1774	330	
Number of staff entering the formal capability process	3		18	2	
Likelihood of staff entering the formal capability process (auto-calculated)	0.05		0.01	0.01	
Relative likelihood of Disabled staff entering the formal capability process compared to Non-Disabled staff (auto-calculated; based on data from a 2-year rolling average of current and previous year, 2018/19 and 2019/20)		5.38			Note: A figure above 1:00 indicates that Disabled staff are more likely than Non-Disabled staff to enter the formal capability process.

If the reason for individuals entering the capability process is due to a disclosed disability, the validity of that reason is reviewed to ensure the individual has been given fair access to all support available.



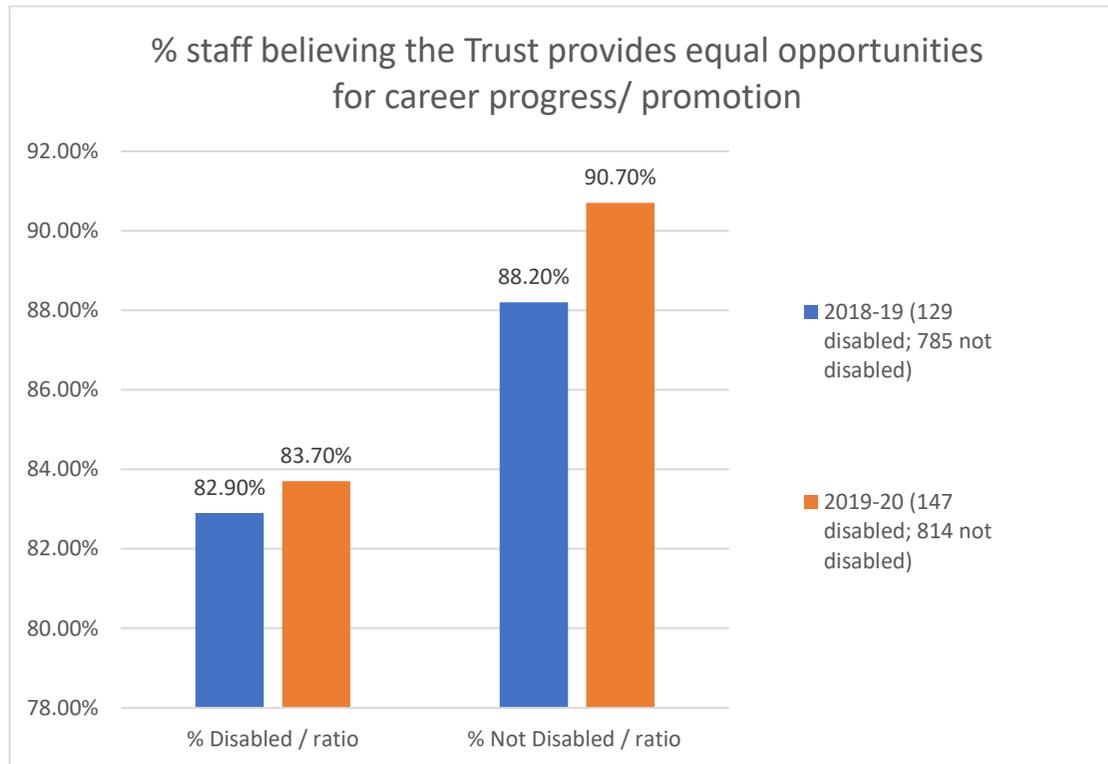
**Metric 4:**

- a) Percentage of Disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse from Patients/service users, their relatives or other members of the public; Managers and/ or Other colleagues
- 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. The data for this Metric should be a snapshot as at 31 March 2020 (Staff survey 2019)



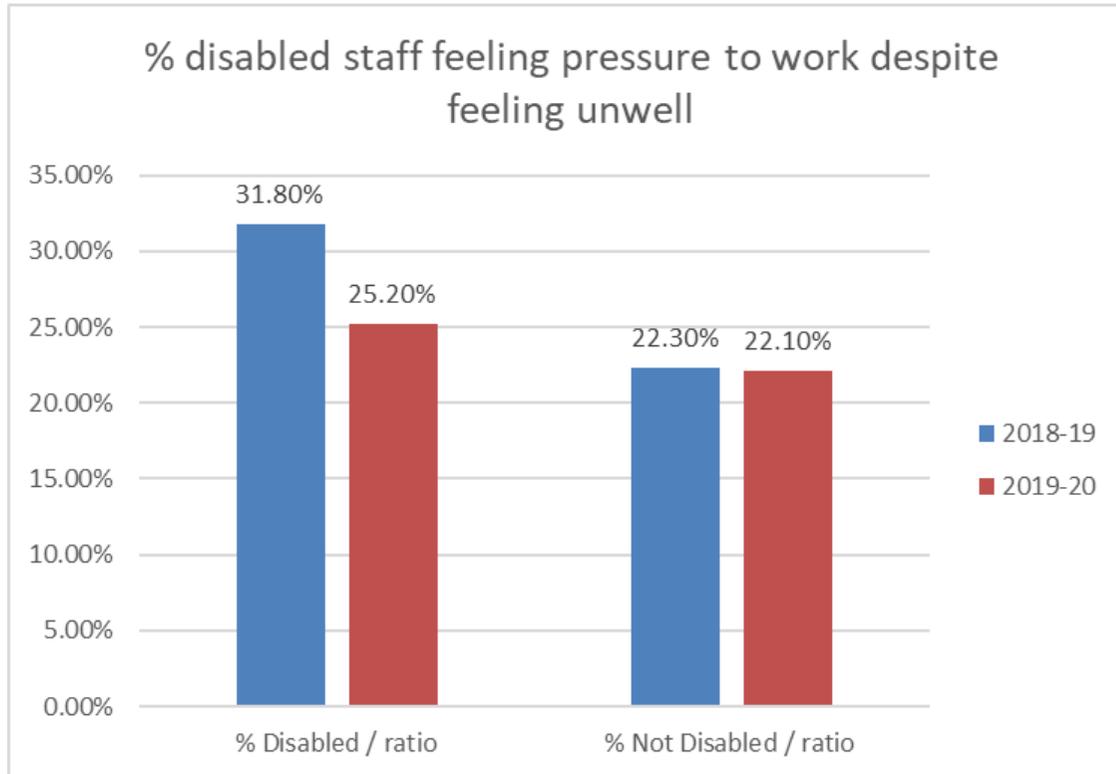


**Metric 5: Percentage of Disabled staff compared to non-disabled staff believing that the Trust provides equal opportunities for career progression or promotion. (Staff survey 2019)**



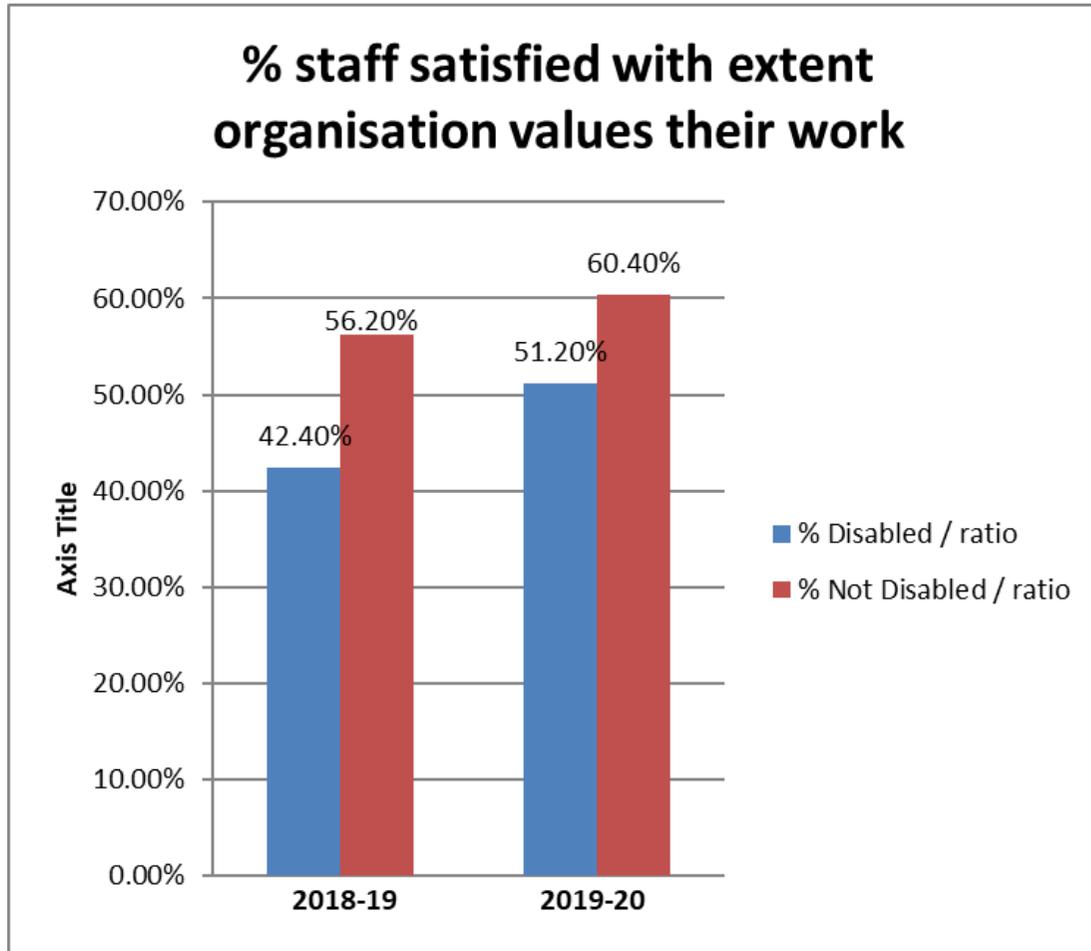


**Metric 6:** Percentage of Disabled staff compared to non-disabled staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties. (Staff survey 2019)



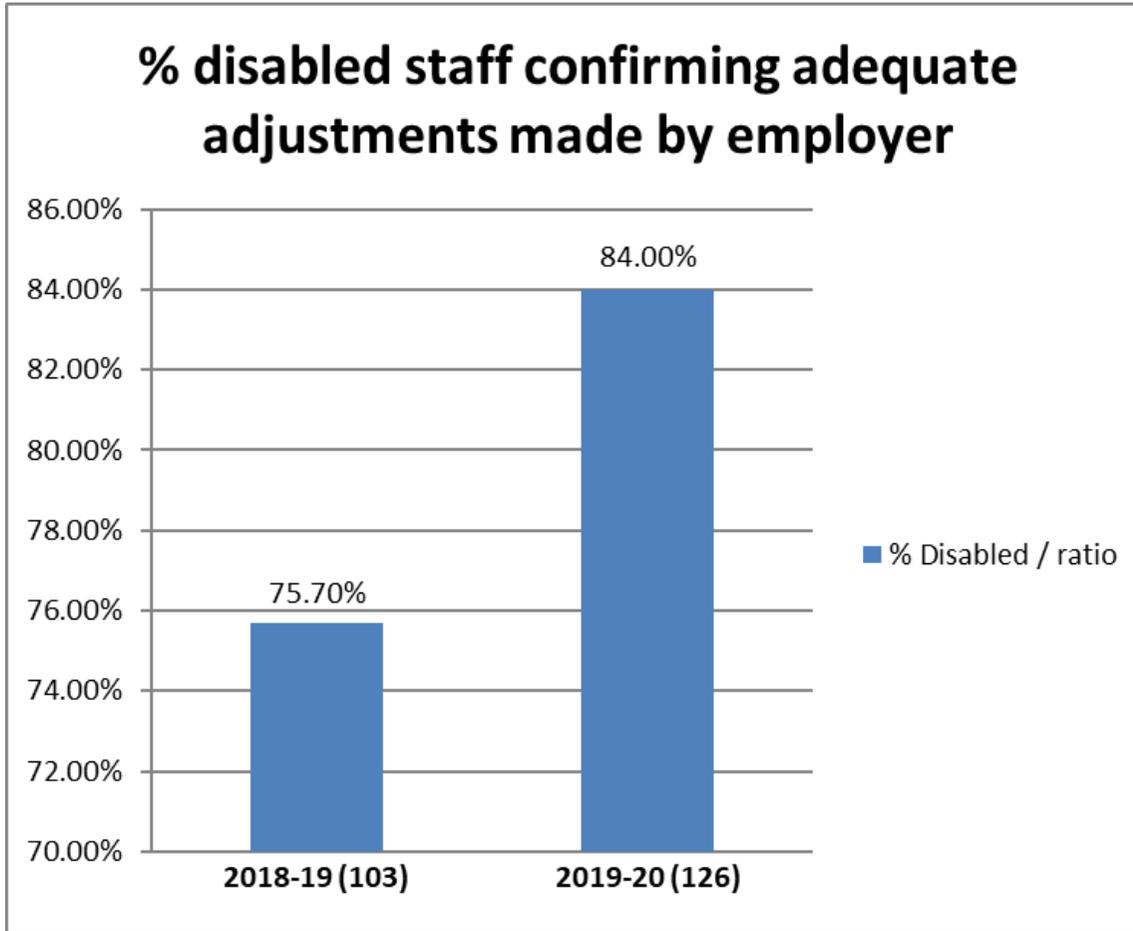


**Metric 7:** Percentage of Disabled staff compared to non-disabled staff saying that they are satisfied with the extent to which their organisation values their work. (Staff survey 2019)





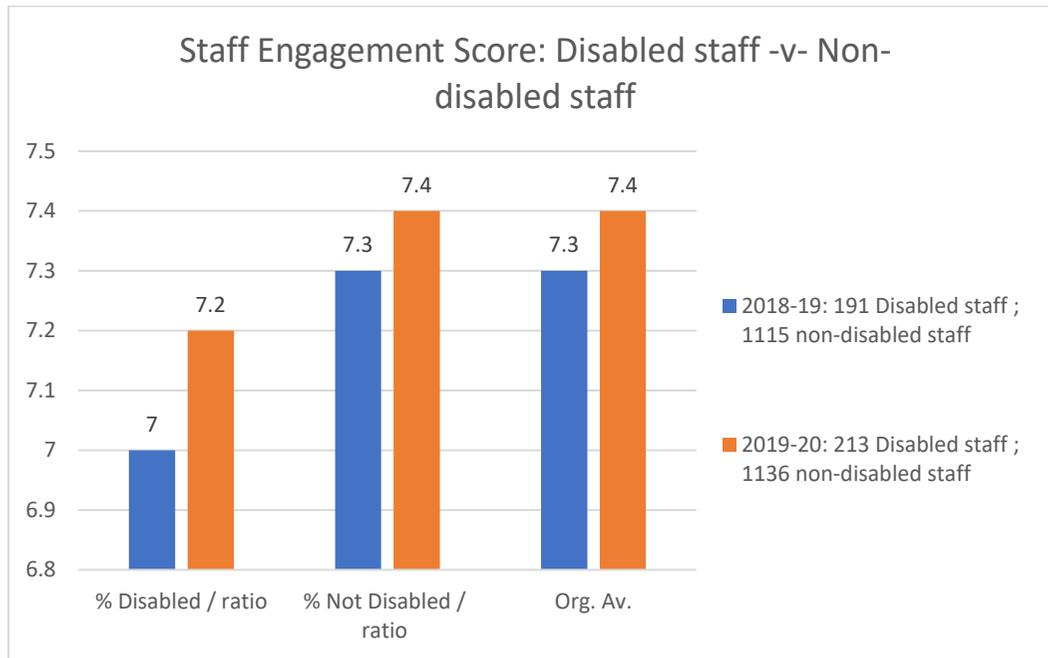
**Metric 8:** Percentage of Disabled staff saying that their employer has made adequate adjustment(s) to enable them to carry out their work. (Staff survey 2019)





**Metric 9:**

a) **The staff engagement score for Disabled staff, compared to non-disabled staff and the overall engagement score for the organisation.**



b) **Has your Trust taken action to facilitate the voices of Disabled staff in your organisation to be heard? Yes.**

- The Trust recognises that individuals may not consider themselves to have a notable disability, but may prefer to identify as “differently enabled”, e.g. living with a hearing loss. Disclosure/ sharing this information is voluntary but staff are encouraged to disclose (via mandatory ED&I training; Trust induction etc.) so that reasonable adjustments can be made, if required.
- A Staff Minorities Network is open to all staff regardless of a specific protected characteristic. Lead members meet with the Chief Executive and Board colleagues on a regular basis and can actively inform system and policy change and process improvement. There has not been an appetite for a specific Disability Network, but this may change as the Minorities Network develops.
- Somerset District and County Councils, and Public Sector organisations including this Trust, have discussed the creation of a South West region Disability Network; this continues to be considered.
- Other avenues for discussion and consultation include the Trust’s Freedom to Speak up Guardians, ED&I team, HR advisors, H&S advisor, monthly E&D Clinics and ED&I Advisory Group representatives.



**Metric 10:** Percentage difference between the organisation's Board voting membership and its organisation's overall workforce, disaggregated by voting membership and executive voting membership.

<i>Data Source: ESR</i>	Total Disabled	Total Non-Disabled	Unknown/Null
Total Board members	0	11	1
<i>of which: Voting Board members</i>	0	10	0
<i>Non-Voting Board members</i>	0	1	1
Total Board members	0	12	0
<i>of which: Exec Board members</i>	0	5	1
<i>Non-Executive Board members</i>	0	6	0
Number of staff in overall workforce	55	1774	330
Total Board members - % by Disability	0	92%	8%
Voting Board Member - % by Disability	0	100%	
Non-Voting Board Member - % by Disability	0	50%	50%
Executive Board Member - % by Disability	0	83%	17%
Non-Executive Board Member - % by Disability	0	100%	
Overall workforce - % by Disability	3%	82%	15%
Difference (Total Board - Overall workforce )	-3%	9%	-7%
Difference (Voting membership - Overall Workforce)	-3%	18%	-15%
Difference (Executive membership - Overall Workforce)	-3%	1%	1%



**WDES Action Plan 2019-20**

<b>WDES Metric</b>	<b>Actions completed from previous year</b>	<b>Actions planned / ongoing</b>	<b>Review date</b>
<b>1: Workforce representation</b>	The importance of ensuring ESR data is up to date is emphasised at various times, e.g. in mandatory E&D training, through periodic poster campaigns and via the Trust's ConnectBulletin.	During Covid-19 a letter of support was sent to all staff providing information on the support available. It also included encouragement to staff to share and update ESR accordingly.	
	The Trust considers how staff who have disclosed a disability can be supported, without compromising their privacy.	Ongoing, as this is dependent upon increased self-disclosure by staff.	Ongoing
	The Trust wished to remain up to date with ED&I terminology and language and explored alternative terms for disability, such as "differently enabled", and whether changes could be made to local disclosure/ sharing requests. Discussion around correct terminology/ language was discussed with appropriate external bodies, e.g. NHS Employers, Compass Disability Charity. Also, how such changes would affect the future collation of data for WDES (which used traditional terminology) would be required.	The provision of additional terminology options within ESR, such as "Differently Enabled", may be explored further to increase staff disclosure. Such discussions to continue to be mentioned at Mandatory E&D.	
<b>3: Capability</b>	If the reason for individuals entering the capability process is due to a disclosed disability, the validity of that reason is reviewed to ensure the individual has been given fair access to all support available.		Ongoing
<b>4: Harassment Bullying and Abuse</b>	Ensure incidents are reported through the formal process by sharing system information with staff. In the event that an individual does not wish to make a report formal, ensure the information can be discussed with the ED&I team.		Ongoing
		Consider formal reporting process and specifically, personal data fields, to see whether protected characteristics such as disability can be mandatory for completion. This may help to correlate the	



WDES Metric	Actions completed from previous year	Actions planned / ongoing	Review date
		anonymised staff survey data with local formal data.	
	Assist with incident report reviews to help identify potential themes, liaising with Clinical Governance and managers as appropriate.		Ongoing
	Provide additional Conflict Resolution training for staff where specific difficulties/incidents regarding abuse from patients or visitors is raised		Ongoing
	Create a new Management Induction programme for those new in post, or existing managers who require additional support, which will include how to support staff, e.g. reasonable adjustments.		Ongoing
	We will target Conflict Resolution modules within our Leadership Development Programme (LDP) to managers within areas where high percentages of incidents may have been identified from the staff survey responses.		Ongoing
<b>5: Career promotion and progression</b>	Career development is available to all staff. Funds can be applied for from the central training budget and the application form may be revised to include protected characteristic disclosure by applicants such as disability to assist with future monitoring, unless updated via ESR self-service.	All external training funded by the trust and attended by staff are added to ESR records by the Academy, so the funding application does not need to request self-disclosure of disability.	Ongoing
	Information around promotion processes within international nurse recruitment packs had been discussed, to provide clarity for those who may have been in more senior positions prior to their arrival. However, the implementation of the nurse transfer window has increased the scope for movement, development of skills and promotion opportunities.		Ongoing
<b>8: Reasonable adjustments</b>	Local ED&I Induction post-recruitment to identify needs and adjustments to ensure requirements are met quickly.		Ongoing



WDES Metric	Actions completed from previous year	Actions planned / ongoing	Review date
	Reasonable adjustments are included within the Disability in the Workplace section of our HR Policy Manual.	Specific reasonable adjustments guidelines to be published separately to ensure they are easily accessible to staff and managers.	
<b>10: Board representation</b>	A programme of "Reverse Mentoring" involving Executive Board members and other staff groups implemented, with the aim of improving representation on the voting Board.	Improved diversity on Board interview panels to include, for example, female, BAME or disabled panellists.	Ongoing