

NHSBT Workforce Disability Equality Standard (WDES)

**Report Summary
and Action Plan 2022**

Foreword

As part of our commitment to Equality, Diversity and Inclusion (EDI) we are pleased to present our Workforce Disability Equality Standard (WDES) Report 2022 for NHS Blood and Transplant (NHSBT).

We are committed to working closely with our Disability and Wellbeing Network (DAWN) and Neurodiversity Network to drive inclusion at NHSBT for disabled people, people with health conditions and carers. Our new workplace adjustments policy, championed by the DAWN network will soon be launched.

Following our previous staff survey, Our Voice, in 2022, engagement for colleagues with a disability became one of our three organisational priorities. Disabled colleagues had low engagement scores compared to other groups. We have been working with the staff networks to address survey feedback to drive meaningful progress and ensure colleagues feel valued and heard, as we work towards being an intentionally inclusive organisation. We hope to see the impact of this activity in our next survey, taking place in April 2023.

In order to improve the experience of people with disabilities, we need to encourage more disabled colleagues to share that they have a long-term condition or disability so that we can track progress. With our Count Me In campaign we have started to see an increase in colleagues sharing data about protected characteristics. With more staff comfortable self-identifying we can begin to understand how diverse our workforce is. Having this data gives us the opportunity to create meaningful change.

The statistics show that we still have work to do, especially in continuing the improvement seen in the relative likelihood of disabled colleagues being recruited into the organisation compared to non-disabled.

Inclusion and diversity are at the heart of our People plan. We want to create an organisational culture where our people feel seen, heard and safe and where colleagues are supported to achieve their full potential.

We would like to thank everyone involved in producing this Workforce Disability Equality Standard Report.

Interim CEO:

Wendy Clark



Chair:

Peter Wyman



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Executive Summary

This report, based on a snapshot of data from 31st March 2022 highlights current NHSBT practice with regard to the experience of disabled staff and shows key areas for improvement and progress within the organisation. Launched in 2019 aiming to improve the workplace and career experiences of disabled colleagues in the NHS, all NHS providers complete this annual report.

In order to improve the experience of people with disabilities, we need to encourage more disabled staff to share that they have a long-term condition or disability so that we can appreciate the numbers and track our progress via a number of parameters. Whilst we have an increase in disabled staff, we note that there is a higher number of disabled staff in the lower pay bands where there is also a higher amount who choose not to share their disability status.

It is important to continue the improvement seen in the relative likelihood of disabled staff being recruited into the organisation compared to non-disabled. However, engagement survey results for disabled employees show a need for improved opportunities for career development, better experience of feeling valued, greater access to workplace adjustments and amplification of the disability and neurodiversity networks' profile. Disabled staff had low engagement scores compared to other groups, and this spread across 14 of the 15 engagement drivers. Our learning is that they can feel overlooked. Our strategy is to maintain an open dialogue with our disabled staff, improve access to adjustments and increase access to development opportunities. Implementation of our plans to respond and act appropriately will be the building blocks to ensure progress is meaningful, staff members feel valued, and this community has increased voice and visibility as we work towards successful workplace inclusion.

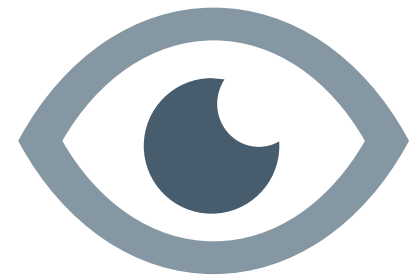
The report gives a brief analysis of the WDES data against each metric and explores trends internally although there is limited data from last year for comparison purposes against other NHS Trusts. The report shows progress against these standards this year and identifies the key priorities for 2023.

Monitoring and Evaluation

The action plan will be monitored by NHSBT's Equality, Diversity and Inclusion Council on a bi-monthly basis, and through the D&I Programme Board once to check data and ensure the action plan and report reflects the evidence gathered, and again to ensure the agreed action plan is progressing.



Key Findings



+2.7%

Metric 1

On 31 March 2022, **5.04%** (284) of staff working in NHSBT had shared on ESR that they had a disability. This is an increase of 2.7% since 2021.

x1.36

Metric 2

Non-disabled applicants were **1.36** times more likely to be appointed from shortlisting compared to disabled applicants. This is better than 2021 when the figure was **1.66** times more likely.

x1.0

Metric 3

The relative likelihood of a disabled person being in a formal capability proceeding is no more than non-disabled staff. There was one disabled and one non-disabled staff member involved in this process. There were 5 people whose disability status was unspecified on ESR.

18%

Metric 4ai

18% disabled staff reported experience of harassment, bullying or abuse from patients, donors, relatives or the public in the last 12 months. This compares to **13%** of non-disabled staff.

37%

Metric 5

37% disabled staff believe that NHSBT provides equal opportunity for career progression and promotion. This compares to 45% of non-disabled staff.

14%

Metric 6

14% disabled staff felt under pressure to come to work despite not feeling well enough to perform their duties. This is compared to **11%** of non-disabled staff.

27%

Metric 7

27% disabled staff were satisfied with the extent to which the organisation values their work, whilst **33%** for non-disabled staff (taking only 'promoter' survey responses). The joint promoter plus passive response was 59%.

41%

Metric 8

41% disabled staff believe NHSBT provides adequate adjustments to enable them to carry out their work if they need them.

7.1

Metric 9

7.1 out of 10 is the engagement score for disabled staff compared to 7.5 for non-disabled staff.

0

Metric 10

None of the 11 voting board members report having a disability in ESR. There are 8 (72.7%) board members whose disability status is unknown.

NHSBT WDES Indicators – 2022 Summary

Data of findings by metric and by previous years' data

WDES Indicator			NHSBT			NHS National
			2020	2021	2022	2021
1.	Percent of Disabled staff	Overall	2.3%	3.33%	5.04%	3.7%
		VSM	No data	11.1%	7.1%	3.7%
2.	Relative likelihood of disabled applicants being appointed from shortlisting across all posts compared to non-disabled applicants (A figure below 1.00 indicates Disabled staff are more likely than non-disabled staff to be appointed from shortlisting.)		1.27	1.66	1.36	1.11
3.	Relative likelihood of disabled staff entering the formal capability process compared to non-disabled staff. (A figure above 1.00 indicates Disabled staff are more likely than non-disabled staff to enter the formal capability process)		No data	0	1.00 (this means no discrimination)	1.94
4.a	Percent of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months	Disabled			18%	28.9%
		Non-disabled	No data	No data	13%	25.9%

WDES Indicator			NHSBT			NHS National
			2020	2021	2022	2021
4.b	Percent of staff experiencing harassment, bullying or abuse from staff in the last 12 months	Disabled			15%	28.8%
		Non-disabled			13%	23.2%
5.	Percent of staff believing NHSBT provides equal opportunities for career progression or promotion ("I see a path." in Our Survey Growth theme)	Disabled			37%	78.4%
		Non-disabled			45%	85%
6.	I feel valued and included for the work that I do	Disabled			27%	39.4%
		Non-disabled			33%	50.7%
7.	Percent of staff personally experiencing discrimination at work from a manager / team leader / colleague	Disabled			15%	16.7%
		Non-disabled			7%	6.2%
8.	I felt pressured to come to work by my manager even if I am not feeling well enough to perform my duties	Disabled			14%	31.1%
		Non-disabled			11%	22.9%
9.	Percent of staff saying their employer has made enough adjustments to enable them to carry out their work	Disabled			41%	76.6%
		Non-disabled			37%	not collected
10.	Percent of Disabled voting board membership		No data	0%	0.0%	4.7%

Conclusion and Next Steps

This report shows some progress on last year. It highlights some interventions are making an impact and there have been real improvements within the organisation against key indicators of workforce equality for disabled staff.

Improvements to sharing self-identification data.

While there is an increase in staff sharing if they have a disability, 83.63% have not answered either way, and there is under-representation at Board level, among medical staff, and at the lower pay bands.

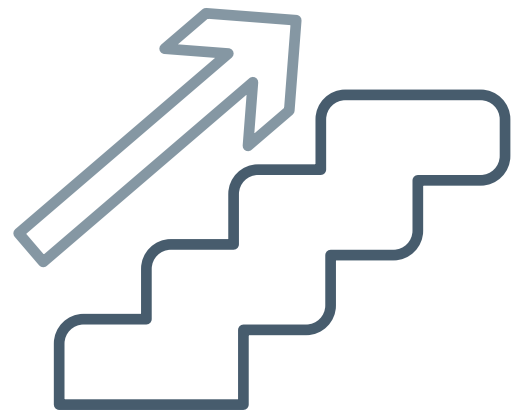
Improvements to recruitment and employee life-cycle experience.

Disabled applicants are less likely to be appointed from shortlisting, are more likely to report experiencing harassment or bullying whether from the public or from fellow staff or managers. Fewer disabled staff believe that NHSBT provides them with equal opportunities for career progression and promotion when compared with non-disabled staff.

A higher number of disabled staff report feeling pressure to come into work despite not feeling well enough to carry out their duties. Disabled staff are less likely to feel their work is valued by NHSBT and are significantly less likely to be able to access reasonable adjustments they want.

To ensure NHSBT better understands and equips itself to tackle workplace inequalities that are experienced by our disabled staff, we will continue to engage with stakeholders to examine policies, training, and review provisions that affect them. We also ensure that we work in collaboration with our disabled staff to ensure we're fully meeting the requirements of the Disability Confident Scheme.

Analysis of our WDES metrics shows that for disabled staff to thrive at NHSBT we need to recognise them as a community that empowers and enriches our workforce. Evidence from the [Our Voice survey](#) shows they can feel overlooked. Maintaining an open dialogue with our disabled staff, responding and acting appropriately are the building blocks to ensure progress is meaningful, and staff members feel valued and this community has increased voice and visibility as we work towards workplace equality and inclusion.



Workforce Disability Equality Standard Action Plan 2022/2023

Links to: –	Objective	Action	Responsible	Time scale
Metric 1 – Workforce numbers percent of staff who record having a disability or not. 5% with disability, 11.3% without.	Improve numbers of staff sharing disability status to 27% on ESR.	Launch 'Count Me In' campaign, with webinars, and a guide to update ESR information.	D&I Team	Jan 2023
Metric 2 – Recruitment. Relative likelihood of non-disabled staff being appointed from shortlisting x1.36.	Attract and boost applicants from candidates with disabilities.	Develop and implement an inclusive recruitment process and talent attraction strategy. Monitor panel member training compliance.	Recruitment	2023
Metric 3 – Capability process. Relative likelihood of disabled staff entering formal capability process x1.	Maintain even balance of staff entering formal capability process.	Undertake a deep dive into capability cases and process. Ensure we understood whether the process is fair and action we need to take.	D&I Team and HR Ops	On-going
Metric 4 – Harassment and bullying. 18% of disabled staff reported harassment or bullying from donors, patients or public last year (13% among non-disabled staff). 15% harassment or bullying from managers or colleagues (13% for non-disabled staff).	Reduce number of staff being bullied, harassed or abused by managers, colleagues, public or patients.	Develop and launch new L&D approach to disability awareness training.	Leadership Performance Culture team / D&I Team	2023
		Promote the use Freedom to Speak Up Guardian and champions.	Freedom to Speak Up Guardian	Ongoing
		Proactive promotion of campaign about zero tolerance of abuse and harassment of staff in public spaces.	Heads of Centre / Internal Comms	March 2023
Metric 5 – Equal opportunities. 37% of disabled staff say NHSBT has equal opportunity to progress career.	Improve disabled peoples' access to learning and development progression, and promotion for all.	Embed D&I career conversations module across all directorates.	D&I team	September 2023

Links to: –	Objective	Action	Responsible	Time scale
Metric 6 – Presenteeism . More disabled staff felt pressured to be at work despite not feeling well enough to perform duties.	Reduce staff experiencing pressure to come to work when ill.	Line manager conversations about NHSBT’s HWB offer and wellbeing coupled with training on Attendance policy and Annual Leave policy.	AD Wellbeing and Governance	Throughout 23/24
		Training on Attendance policy and Reasonable Adjustments policy.	D&I Team	
Metric 7 – Valued . 27% of disabled staff satisfied with extent to which NHSBT values their work.	Improve experience of disabled staff to feel valued.	Following the implementation of this plan ensure we monitor the satisfaction levels of disabled staff via the our voice survey.	Leadership Performance Culture team / D&I Team	April 2023
Metric 7 Valued .	Maintain status of Disability Confident Scheme (Level 2).	Review that we are fully meeting the requirements of the Disability Confident Scheme (Level 2).	Health and Wellbeing Team	Sept 2023
		Keep up the standards required to remain at Level 2 and address any gaps.	D&I team	
Metric 8 – Reasonable adjustments . 41% of disabled staff believe NHSBT provides adequate adjustments to enable them to carry out their work if they need them.	Increase the number of staff acquiring workplace adjustments if they need them.	Reasonable adjustments policy in place and trained out.	Health and Wellbeing Team and D&I Team	Q1 2023/24
		Digitalise adjustments metrics by capturing in ServiceNow.	D&I Team	
Metric 8 Reasonable adjustments continued.	Increase staff experiencing easier access to internal information.	Internal webpages and communications to meet best practice accessibility standards.	Internal Comm D&I Team	March 2023
Metric 9 – Engagement . 7.1 out of 10 engagement score for disabled staff compared to 7.5 for non-disabled staff.	Improve colleague engagement and feelings of inclusion .	Develop communication plan to amplify profile of DAWN and Neuro-diversity networks and D&I’s disability awareness initiatives .	PCPs Internal Comms D&I Team	June 2023
Metric 10 – Board representation . None of 11 voting board members report having disability in ESR. 8 (72.7%) board members have disability unknown status .	Every Board member to set the example and update their disability status .	Ensure we have all board members D&I characteristics are captured in ESR.	Company Secretary	March 2023

Appendix

Metric		NHSBT # and / or % disabled	All NHS data disabled	NHSBT # and / or % non disabled	All NHS data non-disabled	NHSBT # or % unknown	NHSBT Total
1	Number of disabled staff in workforce.	(284) 5.04%	3.7%	(639) 11.33%		(4,717) 83.63	(5,640)
2	Number of shortlisted applicants Apr 21-Mar 22.	471		6244		201	6,916
	Number of hires appointed from shortlisting Apr 21 – Mar 22 (NHSBT relative likelihood in Total column).	78	RL 1.11	1,405		30	1.36
3	Average number of staff entering formal capability process over last 2 years.	0.5 Relative Likelihood (RL)	RL 1.94	0.5		2.5	3.5
4b	Disabled staff who faced harassment, bullying or abuse at work & reported.	13%		9%			
4ai	Disabled staff who faced harassment, bullying or abuse at work from public.	18%	31.9%	13%	25.5%		
4aii, iii	Disabled staff who faced harassment, bullying or abuse at work from manager] or colleagues.	15%	25.6%	13%	16.7%		
5	Staff believe NHSBT provides equal opportunity for career progression or promotion.	37%	78.4%	45%	85%		
6	Staff say they have felt pressure from manager to come to work, despite not feeling well enough to perform their duties.	14%	31.1%	11%	22.9%		

Metric		NHSBT # and / or % disabled	All NHS data disabled	NHSBT # and / or % non disabled	All NHS data non-disabled	NHSBT # or % unknown	NHSBT Total
7	Staff say they are satisfied by extent to which NHSBT values their work.	27%	39.4%	33%	50.7%		
8	Disabled staff say NHSBT made adequate adjustment(s) to enable them to do their work.	41%	76.6%	37%			
9a	Staff engagement score of disabled staff compared to non-disabled staff and the overall engagement score for organisation.	7.1	6.68	7.5	7.15		7.5 NHSBT overall
10	Percent difference in (reported) disabled status between Board (voting members) and overall workforce, disaggregated: <ul style="list-style-type: none"> • By voting members. • By Exec members at 31.3.22. 						
	Total Board members	6.25%	3.7%	25%	72.5%	88.75	
	– of which voting board members.	0%	3.6%	27.27%	72.3%	72.73	
	– of which non-voting board members.	20%	3.9%	20%	73.5%	60%	
	– of which exec members.	11.11%	3.8%	33.33%	75.6%	55.56	
	– of which non-exec members.	0%	3.6%	14.29%	69.6%	85.71	
	Difference total board to overall workforce.	1%		14%		– 15%	
	Difference between voting members / total workforce.	– 5%		16%		– 11%	
Difference between exec members / total workforce.	6%		22%		– 28%		

Please contact Fahim.Ahmed@nhsbt.nhs.uk if you require this document in an alternative format.