



## **WORKFORCE DISABILITY EQUALITY STANDARD (WDES) ACTION PLAN 2019/20**

### **Introduction**

Yorkshire Ambulance Service NHS Trust is committed to meeting the requirements of the Workforce Disability Equality Standard for NHS Trusts' and this is our first publication against this standard.

Yorkshire Ambulance Service submitted the Trust's workforce data, for disabled and non-disabled staff, to the national WDES team on 1 August 2019 as per our contractual requirements.

As a result of collecting evidence to support our WDES submission, we have identified gaps in our data alongside some areas for improvement from the National Staff Survey (undertaken in October 2018). Therefore the action plan below sets out our primary work to address these areas for improvement gaps.

The Trust's Disability Support Network (DSN) has been instrumental in the development of this action plan which has been grouped into five themes to reflect the WDES return and the Trust's People Strategy.

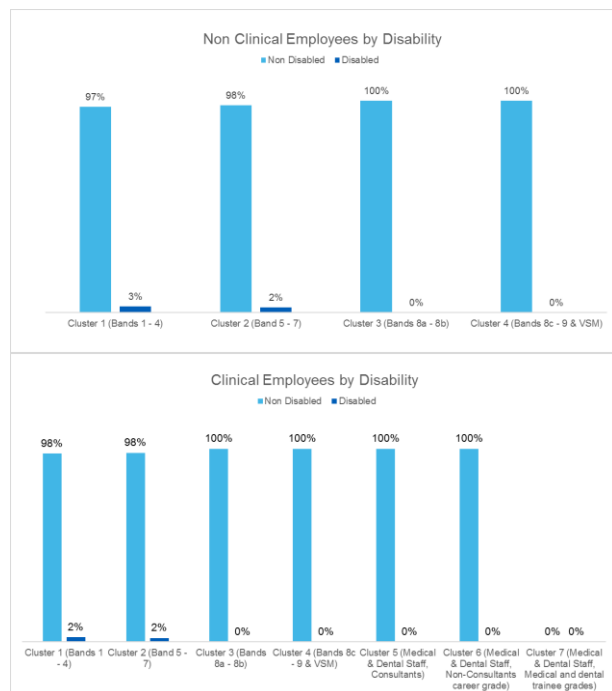
- Culture and Leadership
- Recruitment, Retention and Resourcing
- Employee Voice
- Health and Wellbeing
- Education and Learning

### **Monitoring and Evaluation**

The action plan will be monitored by the Diversity and Inclusion Strategy Group (DISG) and Strategic Workforce Group on a quarterly basis, and through the Trust Management Group and Board for end of year assessment and evaluation. The Disability Support Network will adopt this action plan as their work programme in supporting the actions going forward.

## WORKFORCE DISABILITY EQUALITY STANDARD: OUR RESULTS

1. **Percentage of staff in AfC pay bands or medical and dental subgroups and very senior managers (VSM) (including executive board members) compared with the percentage of staff in the overall workforce.**



2. **Relative likelihood of disabled staff compared to non-disabled staff being appointed from shortlisting across all posts:**

Disabled: 6.5%    Not Disabled: 90.4%

**Appointed from shortlisting:**

Disabled: 4.4%    Not Disabled: 88.6%

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 is voluntary in the first year)**

Not reported.

- 4a. **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  
Disabled: 47.5%    Not Disabled: 37%
- Managers  
Disabled: 20.2%    Not Disabled: 11.7%
- Other colleagues  
Disabled: 29.2%    Not Disabled: 14.7%

- 4b. **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.**

Disabled: 37%    Not Disabled: 40.5%

5. **Percentage of disabled staff compared to non-disabled staff believing that the Trust provides equal opportunities for career progression or promotion.**

Disabled: 59.6%    Not Disabled: 76.7%

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.**

Disabled: 44.9%    Not Disabled: 28.0%

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.**

Disabled: 26.7%    Not Disabled: 36.3%

8. **Percentage of disabled staff saying that their employer has made adequate adjustment(s) to enable them to carry out their work.**

Disabled: 62.2%

- 9a. **The staff engagement score for disabled staff, compared to non-disabled staff and the overall engagement score for the organisation.**

Disabled: 5.8%    Not Disabled: 6.6%

- 9b. **Has your Trust taken action to facilitate the voices of disabled staff in your organisation to be heard? Yes**

10. **Percentage difference between the organisation's board voting membership and its organisation's overall workforce, disaggregated:**

% Board of members with disability	8%	% Voting Board members with disability	10%
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## Workforce Disability Equality Standard: Summary Action Plan 2019/2020

	WDES Objective	YAS Action	Further Details
<b>1.0</b>	<b>Leadership and Culture</b>		
1.1	Staff will work in an environment free from bullying, harassment and discrimination	Design and plan with a 'Say Yes to Respect' Campaign to promote	3
1.2	Ensure disability diversity balance on decision making forums	Consider the roles staff from protected groups hold on decision making boards and consider opportunities to chair/deputy chair.	4
<b>2.0</b>	<b>Recruitment, Retention and Resourcing</b>		
2.1	Ensure that recruitment and selection practices are inclusive for disabled staff and prospective applicants	Analysis of recruitment and selection data and use improvement methodologies in R&S processes	4
2.2	To hold comprehensive and accurate workforce data on all protected characteristics for all staff	Monitor and understand workforce data in relation to protected characteristics of all our staff	5
<b>3.0</b>	<b>Employee Voice</b>		
3.1	All disabled staff have confidence in declaring their disability on ESR	Develop a campaign to improve confidence in disability declaration with the Disability Support Network	6
3.2	Examine issues facing disabled staff and improve working experience	DSN and cultural ambassadors will provide a conduit for staff to the Employee Voice Network	6
<b>4.0</b>	<b>Health and Wellbeing</b>		
4.1	To ensure that the Health and Wellbeing Services meet the needs of disabled staff	All health and wellbeing services and policies to be Equality Impact Assessed to ensure that they meet the needs of disabled staff	6
<b>5.0</b>	<b>Education and Learning</b>		
5.1	To have strategies to equip and support disabled staff to progress in YAS	Equality Impact Assessments are completed for training and programmes are reviewed for inclusivity	7

## Workforce Disability Equality Standard – Action Plan 2019/20

No	Objective	Specific action	Lead	Timeline	WDES 2018/2019 submission	Indicators of improvement	Progress																
<b>1.0</b>	<b>Leadership and Culture</b>																						
<b>1.1</b>	<b>Staff work in an environment free from bullying, harassment and discrimination</b>	Develop a culture of dignity and respect for all staff through the “Say Yes to Respect” campaign.	Head of D&I	March 2020	<p>National staff survey for % of disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse from:</p> <p>Patients/service users, relatives or public:</p> <table border="1"> <tr> <td>Disabled</td> <td>Non-disabled</td> </tr> <tr> <td>47.5%</td> <td>37%</td> </tr> </table> <p>Managers:</p> <table border="1"> <tr> <td>Disabled</td> <td>Non-disabled</td> </tr> <tr> <td>20.2%</td> <td>11.7%</td> </tr> </table> <p>Other colleagues</p> <table border="1"> <tr> <td>Disabled</td> <td>Non-disabled</td> </tr> <tr> <td>29.2%</td> <td>14.7%</td> </tr> </table> <p>% 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> <table border="1"> <tr> <td>Disabled</td> <td>Non-disabled</td> </tr> <tr> <td>37%</td> <td>40.5%</td> </tr> </table>	Disabled	Non-disabled	47.5%	37%	Disabled	Non-disabled	20.2%	11.7%	Disabled	Non-disabled	29.2%	14.7%	Disabled	Non-disabled	37%	40.5%	<p>Fewer cases of conflict going through formal processes</p> <p>Fewer complaints of bullying and harassment</p> <p>Staff are aware of the Mediation Service and feel comfortable accessing it</p> <p>Disabled staff feel confident about reporting incidences of bullying and harassment</p>	<p>The new Dignity and Respect Policy was approved in 2019.</p> <p>A dedicated Task and Finish Group has met to develop ‘Say Yes to Respect’ Campaign to ensure Professional Behaviours in the Workplace. Campaign to commence October – December 2019</p>
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No	Objective	Specific action	Lead	Timeline	WDES 2018/2019 submission	Indicators of improvement	Progress								
1.2	Ensure disability diversity balance on decision making forums	Consider the roles staff from protected groups hold on decision making boards and consider opportunities to chair/deputy chair.	Associate Director of Corporate Affairs	August 2020	<p>% difference between the Trust's board and the workforce in terms of disability</p> <table border="1"> <tr> <td>% Board of members with disability</td> <td>8%</td> </tr> <tr> <td>% Voting Board members with disability</td> <td>10%</td> </tr> <tr> <td>% Trust's declared disability</td> <td>3%</td> </tr> </table>	% Board of members with disability	8%	% Voting Board members with disability	10%	% Trust's declared disability	3%	<p>Decisions do not impact negatively on disabled people</p> <p>Decisions take into account the needs of disabled people</p>			
% Board of members with disability	8%														
% Voting Board members with disability	10%														
% Trust's declared disability	3%														
<b>2.0 Recruitment, Retention and Resourcing</b>															
2.1	Ensure that recruitment and selection practices are inclusive for all disabled staff and prospective applicants	<ul style="list-style-type: none"> <li>Analyse recruitment data to explore drop-out rates by roles and service areas</li> <li>Identify reasons and trends for drop outs</li> <li>Implement improvement (including candidate reach and direct feedback)</li> </ul> <p>Review and analyse inclusivity of recruitment materials (including where adverts are placed.</p> <p>Consider positive action schemes to encourage a greater number of disabled applicants.</p>	<p>Recruitment Manager/ Head of D&amp;I</p> <p>Recruitment Manager</p> <p>Leadership &amp; OD/ Head of D&amp;I</p>	<p>March 2020</p> <p>March 2020</p> <p>March 2020</p>	<p>The relative likelihood of disabled staff compared to non-disabled staff being appointed from shortlisting across all posts (internal &amp; external)</p> <p>Applied</p> <table border="1"> <tr> <td>Disabled</td> <td>Non-disabled</td> </tr> <tr> <td>6.5%</td> <td>90.4%</td> </tr> </table> <p>Shortlisted</p> <table border="1"> <tr> <td>Disabled</td> <td>Non-disabled</td> </tr> <tr> <td>4.4%</td> <td>88.6%</td> </tr> </table>	Disabled	Non-disabled	6.5%	90.4%	Disabled	Non-disabled	4.4%	88.6%	<p>The Trust meets criteria against the Disability Confident Scheme (DSC)</p> <p>All selection panels are adequately trained on diversity and inclusion and unconscious bias.</p> <p>R&amp;S panels have diversity representation,</p> <p>Recruitment literature carries an inclusive statement and DCS/guaranteed interview commitment</p>	<p>YAS is currently at level two of the Disability Confident Scheme</p> <p>Disability Passport scheme is under-development</p>
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No	Objective	Specific action	Lead	Timeline	WDES 2018/2019 submission	Indicators of improvement	Progress		
2.2	To hold comprehensive workforce data on all protected characteristics for staff	<p>Strategic Workforce Group (SWG) to monitor the workforce data in relation to:</p> <ul style="list-style-type: none"> <li>• Attraction, Applications/ Shortlisting/ Recruitment</li> <li>• Promotion/career progression/ secondment</li> <li>• Pay and reward</li> <li>• Flexible working</li> <li>• Employee relations case work</li> <li>• Access to training &amp; development</li> <li>• Staff satisfaction</li> <li>• Leavers/turnover</li> </ul> <p>Monitor the make-up of the Trust's workforce in relation to all protected characteristics via the annual Equality and Diversity Report and to complete mandated reports to NHS England</p>	<p>Director of Workforce and OD</p> <p>Head of Diversity and Inclusion (D&amp;I)</p>	<p>March 2020</p> <p>March 2020</p>	<p>Currently only 3% of staff (March 2019) have recorded their disability on ESR v 15% on the anonymous NSS. Non-clinical and clinical staff-cluster bands 1-4 and 5-7 more likely to disclose. Non-disclosure rate for any staff bands 8a – 9 and VSM.</p> <p>% of disabled staff saying that their employer has made adequate adjustment(s) to enable them to carry out their work</p> <table border="1"> <tr> <td>Disabled</td> </tr> <tr> <td>62.2%</td> </tr> </table>	Disabled	62.2%	<p>The following mandated and published work programmes benefit from equality monitoring data</p> <ul style="list-style-type: none"> <li>• Workplace Disability Equality Scheme (WDES)</li> <li>• Workplace Race Equality Scheme (WRES),</li> <li>• Equality &amp; Diversity System 2 (EDS2)</li> <li>• Gender pay gap report</li> <li>• YAS workforce is representing the community we serve.</li> </ul>	<p>Standard reporting templates developed and standard reports published annually (with quarterly updates to in place).</p>
Disabled									
62.2%									

No	Objective	Specific action	Lead	Timeline	WDES 2018/2019 submission	Indicators of improvement	Progress				
<b>3.0 Employee Voice</b>											
3.1	All disabled staff have confidence in declaring their disability on ESR	Develop a communication campaign so that staff feel confident about self-recording their disability on ESR.  HR will respond to any member of staff who declares their disability, as a result of the self-declaration campaign, to discuss and assess the need for reasonable adjustments, where appropriate.	Head of D&/ Corporate Comms	Oct 2019	Currently only 3% of staff (March 2019) have recorded their disability on ESR v 15% on NSS.  % of disabled staff saying that their employer has made adequate adjustment(s) to enable them to carry out their work  <table border="1"> <tr> <td>Disabled</td> </tr> <tr> <td>62.2%</td> </tr> </table>	Disabled	62.2%	The Trust has accurate records of all protected characteristics	Communication campaign currently in progress  Disability Passport under-development		
Disabled											
62.2%											
3.2	Examine issues facing disabled staff and improve working experience	Launch and embed the Cultural Ambassador Network to act as key conduits in raising the profile of disability equality	Disability Support Network Head of D&I	Ongoing	% of disabled staff compared to non-disabled staff saying they felt under pressure from their manager to come to work, despite not feeling well enough to perform their duties.  <table border="1"> <tr> <td>Disabled</td> <td>Non-disabled</td> </tr> <tr> <td>44.9%</td> <td>28%</td> </tr> </table>	Disabled	Non-disabled	44.9%	28%	Disabled staff across YAS feel engaged and listened to through various engagement mechanisms.	The Disability Support Network is in place and effectively influencing disability equality at key decision making forums including the "Say Yes to Respect Campaign"
Disabled	Non-disabled										
44.9%	28%										
<b>4.0 Health and Wellbeing</b>											
4.1	To ensure that the Health and Wellbeing Services reflects the needs of disabled staff	Undertake an Equality Impact Assessment on the Health and Wellbeing Services and ensure that the needs of disabled staff	Head of Health & Wellbeing	March 2020	% of disabled staff compared to non-disabled staff saying that they are satisfied with the extent to which their organisation	Disabled staff feel their physical, mental and psychological needs are met	EIA for the Trust's Occupational Health Services is complete.  Health and				







No	Objective	Specific action	Lead	Timeline	WDES 2018/2019 submission	Indicators of improvement	Progress
		guidance for Dyslexia and hidden/unhidden disabilities					produced in draft format