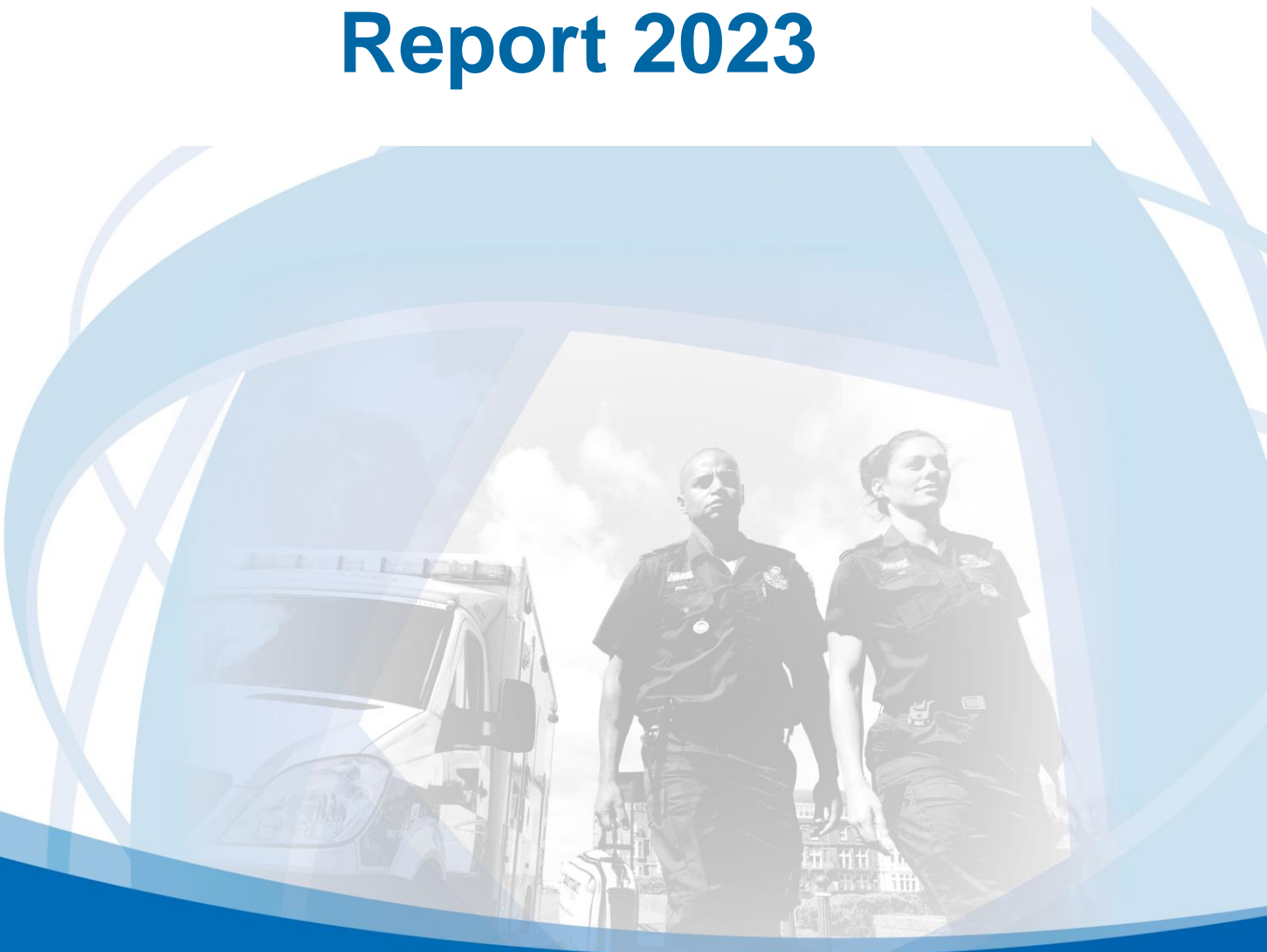




# Southeast Coast Ambulance Service

## Workforce Disability Equality Standards Report 2023



## **Foreword**

### **Simon Weldon – Chief Executive Officer**

I am honoured to introduce the Workforce Disability Equality Standard (WDES) report for SECAmb. Our organisational values centre on an unwavering commitment to equality, diversity, and inclusion. This report stands as evidence of our dedication to transparency, accountability, and continuous progress in shaping a workplace that values and supports individuals of all abilities.

The WDES report presented here comprehensively evaluates our journey in advancing disability equality within our organisation. It not only celebrates our achievements but also pinpoints areas where we must intensify our focus. This report is more than just a document; it serves as a roadmap for our future actions.

Within the pages of this report, you will find a detailed analysis of key metrics, encompassing recruitment, retention, career progression, and the experiences of our employees with disabilities. We are acutely aware that our journey towards disability equality is ongoing, and this report serves as a guiding star for our future endeavours. It reflects our resolve to create a workplace where every individual, regardless of their abilities, can fully realise their potential.

### **Ali Mohammed – Executive Director of HR and OD**

This report highlights the organisation's steadfast commitment to fostering equality and inclusivity. The report signifies a significant step towards creating an inclusive workplace that supports individuals of all abilities. Emphasizing the value of diversity and unique talents, the report provides a comprehensive evaluation of the organisation's progress in promoting disability equality. It celebrates achievements while identifying areas for improvement, reflecting a commitment to transparency and ongoing enhancement.

### **Liz Sharp – Independent Non-Executive Director**

It is a privilege to act as the Non-Executive sponsor for Enable, the staff network that provides a supportive networking environment for staff and volunteers. The network meets to discuss key challenges impacting upon them in the workplace, in relation to staff with disabilities and carers. It aims to make a distinctive and positive contribution to the workforce, where cultural diversity is celebrated. The network acts as an independent voice of reason, balance, and challenge to the organisation. With nearly a hundred members who are committed to creating a positive working environment for all staff, and to improve patient care for those who have disabilities and to derive the benefits of the Equality Act 2010.

## Introduction

This report features a summary of our Workforce Disability Equality Standard (WDES) for the organisation.

The WDES became a requirement for all NHS organisations from April 2015. This report will include data up to 31<sup>st</sup> March 2023. NHS England has now changed the reporting period to allow for more current and up to date data.

The WDES reporting is an annual requirement for all employers with over 250 staff and reports on several indicators. It aims to improve staff experience across these indicators which include access to career progression opportunities, application to appointment and workforce numbers for staff who have a disability or long-term health condition.

This report will show the data by year for SECAMB across the ten different indicators. Data highlighted is the Data Collection Framework WDES submission and from the NHS Staff Survey.



Indicator	Indicator description	Year on Year Trend		
		2022	2023	
Indicator 2	Relative likelihood of non-Disabled staff compared to Disabled staff being appointed from shortlisting across all posts	2022	2023	Decline
		0.91	1.18	
Indicator 3	Relative likelihood of Disabled staff entering the formal disciplinary process compared to non-Disabled staff	2022	2023	-
		-	-	
Indicator 4	a) Percentage of Disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse from: i. Patients/service users, their relatives or other members of the public ii. Managers iii. Other colleagues	2022	2023	
		63.0%	59.8%	Improvement
		26.7%	29.8%	Decline
	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	29.3%	27.7%	Improvement
		48.6%	47.3%	Decline
Indicator 5	Percentage of Disabled staff compared to non-Disabled staff believing that their organisation provides equal opportunities for career progression or promotion	2021	2022	Decline
		36.8%	32.0%	
Indicator 6	Percentage of Disabled staff compared to non-disabled staff saying that they have felt pressure from their manager to come into work, despite not feeling well enough to perform their duties	2021	2022	Decline
		37.5%	41.0%	
Indicator 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	2021	2022	-
		16.3%	16.3%	

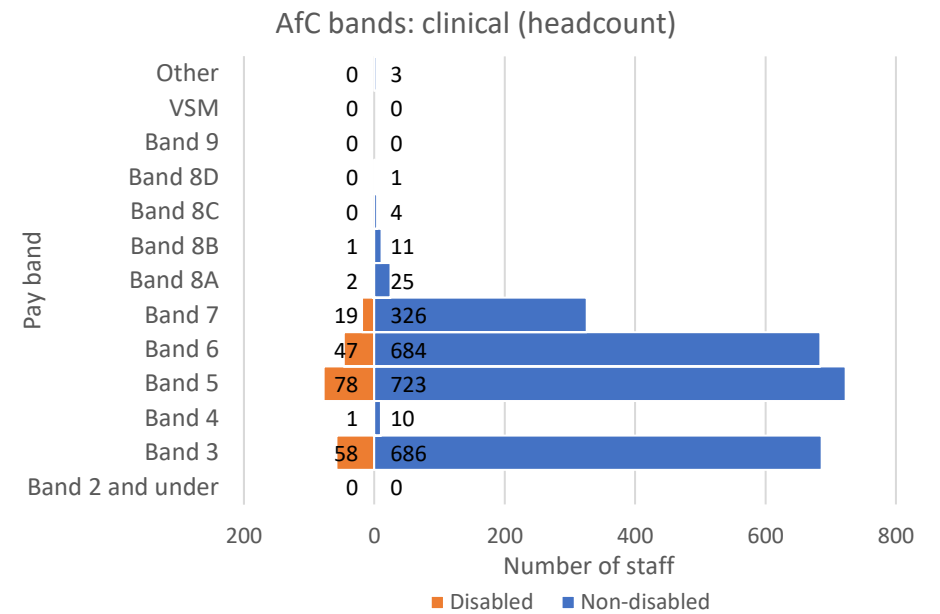
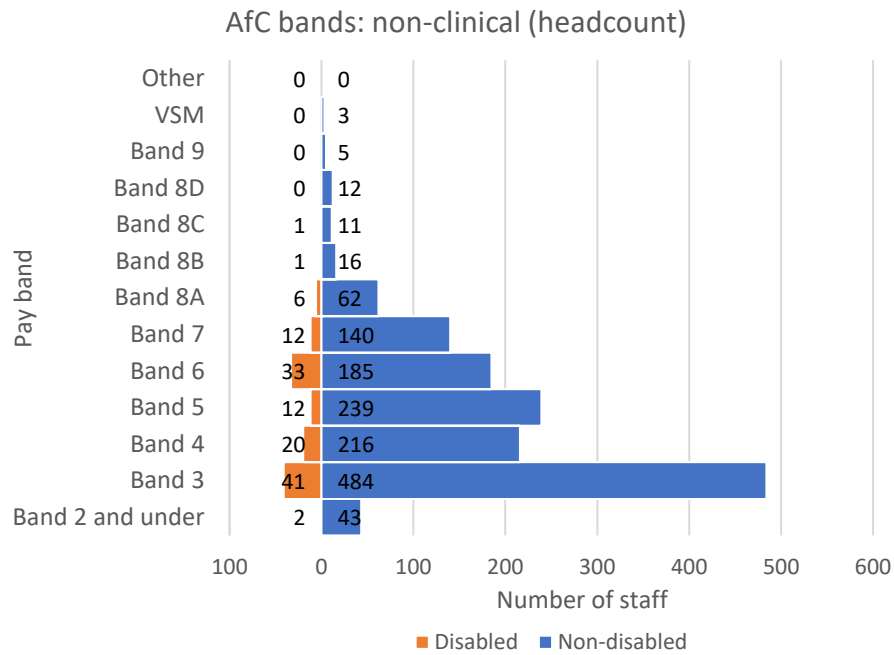
<b>Indicator 8</b>	Percentage of Disabled staff saying that their employer has made adequate adjustments to enable them to carry out their work	<b>2021</b>	<b>2022</b>	-
		-	60.6%	
<b>Indicator 9</b>	The staff engagement score for Disabled staff, compared to non-disabled staff and the overall engagement score for the organisation	<b>2021</b>	<b>2022</b>	<b>Decline</b>
		5.1	4.9	

### Indicator 1: Overall workforce headcount

	Measure	# Disabled	% Disabled	# Non-disabled	% Non-disabled	# Unknown/Nu II	% Unknown/Nu II	Total
<b>1a) Non Clinical Staff</b>								
Under Band 1	Headcount	0		0		0		0
Bands 1	Headcount	0		0		0		0
Bands 2	Headcount	2	4.4%	43	95.6%	0	0.0%	45
Bands 3	Headcount	41	7.5%	484	88.6%	21	3.8%	546
Bands 4	Headcount	20	7.9%	216	85.0%	18	7.1%	254
Bands 5	Headcount	12	4.3%	239	86.6%	25	9.1%	276
Bands 6	Headcount	33	13.9%	185	78.1%	19	8.0%	237
Bands 7	Headcount	12	7.3%	140	85.4%	12	7.3%	164
Bands 8a	Headcount	6	8.6%	62	88.6%	2	2.9%	70
Bands 8b	Headcount	1	5.6%	16	88.9%	1	5.6%	18
Bands 8c	Headcount	1	7.7%	11	84.6%	1	7.7%	13
Bands 8d	Headcount	0	0.0%	12	100.0%	0	0.0%	12
Bands 9	Headcount	0	0.0%	5	100.0%	0	0.0%	5
VSM	Headcount	0	0.0%	3	50.0%	3	50.0%	6
Other. Please specify in notes.	Headcount	0		0		0		0
Cluster 1: AfC Bands <1 to 4	Auto-Calculated	63	7.5%	743	87.9%	39	4.6%	845
Cluster 2: AfC bands 5 to 7	Auto-Calculated	57	8.4%	564	83.3%	56	8.3%	677
Cluster 3: AfC bands 8a and 8b	Auto-Calculated	7	8.0%	78	88.6%	3	3.4%	88
Cluster 4: AfC bands 8c to VSM	Auto-Calculated	1	2.8%	31	86.1%	4	11.1%	36
Total Non-Clinical	Auto-Calculated			1416		102		

1b) Clinical Staff								
Under Band 1	Headcount	0		0		0		0
Bands 1	Headcount	0		0		0		0
Bands 2	Headcount	0		0		0		0
Bands 3	Headcount	58	7.67%	686	90.74%	12	1.59%	756
Bands 4	Headcount	1	9.09%	10	90.91%	0	0.00%	11
Bands 5	Headcount	78	8.97%	723	83.10%	69	7.93%	870
Bands 6	Headcount	47	6.02%	684	87.58%	50	6.40%	781
Bands 7	Headcount	19	4.91%	326	84.24%	42	10.85%	387
Bands 8a	Headcount	2	6.67%	25	83.33%	3	10.00%	30
Bands 8b	Headcount	1	8.33%	11	91.67%	0	0.00%	12
Bands 8c	Headcount	0	0.00%	4	80.00%	1	20.00%	5
Bands 8d	Headcount	0	0.00%	1	100.00%	0	0.00%	1
Bands 9	Headcount	0		0		0		0
VSM	Headcount	0		0		0		0
Other. Please specify in notes.	Headcount	0	0.0%	3	100.0%	0	0.0%	3
Cluster 1: AfC Bands <1 to 4	Auto-Calculated	59	7.7%	696	90.7%	12	1.6%	767
Cluster 2: AfC bands 5 to 7	Auto-Calculated	144	7.1%	1733	85.0%	161	7.9%	2038
Cluster 3: AfC bands 8a and 8b	Auto-Calculated	3	7.1%	36	85.7%	3	7.1%	42
Cluster 4: AfC bands 8c to VSM	Auto-Calculated	0	0.0%	5	83.3%	1	16.7%	6
Total Clinical	Auto-Calculated	206	7.2%	2473	86.6%	177	6.2%	2856
Medical & Dental Staff, Consultants	Headcount							
Medical & Dental Staff, Non-Consultants career grade	Headcount							
Medical & Dental Staff, Medical and dental trainee grades	Headcount							
Total Medical and Dental	Auto-Calculated							
Number of staff in workforce	Auto-Calculated							

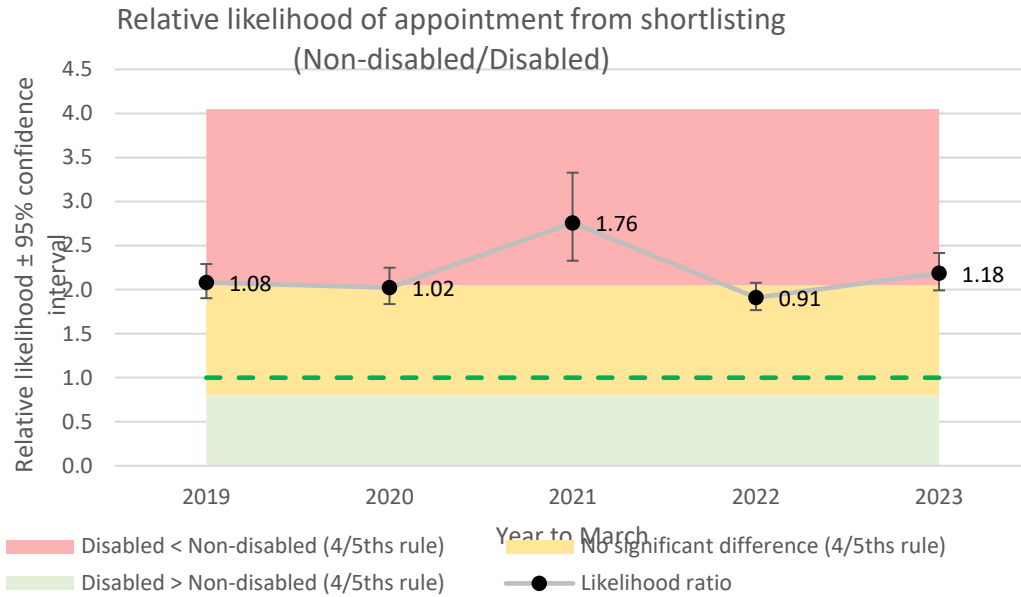
The Trust has a total of 334 colleagues that have declared a disability on their employee records. This is an increase on the previous year. On the National staff survey for the comparable year, we had 876 out of 2609 respondents declare a disability or long-term health condition. This indicates that there is a discrepancy between self-declaration which is anonymous compared to information that can be accessed by others. This could suggest concerns with psychological staff of our colleagues with disabilities and a preference for remaining anonymous.



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

	2020	2021	2022	2023
<b>Relative likelihood of Disabled staff compared to non-disabled staff being appointed from shortlisting across all posts. This refers to both external and internal posts.</b>	1.02	1.76	0.91	1.18





There was an improvement on this indicator between 2021 and 2022, but we've seen a decline between 2022 and 2023. As at 31<sup>st</sup> March 2023, non-disabled candidates were 1.18 times more likely to get appointed following shortlisting than disabled candidates.

Specifically, 921 out of 4848 non-disabled candidates were appointed from shortlisting (19.0% of non-disabled candidates) compared to 114 out of 711 disabled candidates (16.0% of Disabled candidates).

The organisation will be building better understanding in hiring managers around being a Disability confident employer and how this impacts recruitment practices.

### **Indicator 3: Relative likelihood of Disabled staff entering the formal disciplinary process compared to non-Disabled staff**

There was no requirement for this indicator last year, as the parameters of the reporting were under review. This year, the metric was based on a two year rolling average of the current and previous year. As a Trust, we only started recording ill health capability centrally from December 2022.

**Indicator 4:**

**a) Percentage of Disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse from:**

**i. Patients/service users, their relatives or other members of the public**

**ii. Managers**

**iii. Other colleagues**

		Managers					Other Colleagues					Patients / service users, their relatives, or other members of the public				
		2018	2019	2020	2021	2022	2018	2019	2020	2021	2022	2018	2019	2020	2021	2022
Staff with a long lasting health condition or illness	Organisatio..	33.2%	30.9%	26.8%	26.7%	29.8%	28.6%	28.1%	25.8%	29.3%	27.7%	53.8%	52.5%	56.6%	63.0%	59.8%
	Benchmark ..	28.4%	23.2%	22.1%	19.2%	21.1%	26.5%	25.9%	23.1%	23.9%	23.4%	52.3%	52.5%	47.5%	51.2%	50.2%
Staff without a long lasting health condition or illness	Organisatio..	20.2%	15.4%	16.6%	15.7%	17.3%	18.9%	16.8%	17.5%	16.7%	18.6%	47.0%	46.1%	48.4%	49.3%	51.2%
	Benchmark ..	13.8%	13.3%	11.2%	11.1%	10.1%	16.3%	15.7%	14.7%	15.3%	14.9%	45.8%	44.9%	42.1%	41.6%	40.4%

The results of 2022 show that there was an increase for staff with disabilities experiencing harassment, bullying and abuse from line managers. There was a reduction on the same indicator from other colleagues and patients / service users. Staff with a disability and long-term health condition have worse experiences than their counterparts across the board in terms of harassment, bullying and abuse.

**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**

		2018	2019	2020	2021	2022
Staff with a long lasting health condition or illness	Organisation result	37.5%	39.7%	45.1%	48.6%	47.3%
	Benchmark median	40.4%	44.6%	46.2%	46.4%	47.3%
Staff without a long lasting health condition or illness	Organisation result	37.8%	39.5%	40.7%	39.3%	41.1%
	Benchmark median	40.6%	41.2%	45.6%	45.3%	46.5%

There was a reduction in percentage of staff with a disability who reported experiencing harassment, bullying or abuse. This could be looked at as a positive, however, should remain as an area of focus for the organisation as it would suggest that there is a reduction in people speaking up.

**Indicator 5: Percentage of Disabled staff compared to non-Disabled staff believing that their organisation provides equal opportunities for career progression or promotion**

		2018	2019	2020	2021	2022
Staff with a long lasting health condition or illness	Organisation result	41.9%	39.0%	36.3%	36.8%	32.0%
	Benchmark median	41.8%	45.3%	45.3%	39.4%	42.3%
Staff without a long lasting health condition or illness	Organisation result	46.3%	45.7%	43.7%	40.7%	39.3%
	Benchmark median	49.3%	52.0%	52.0%	49.3%	51.3%

There was a reduction in the percentage of staff with a disability who believe that the Trust provides equal opportunities for career progression. There was also a reduction in this indicator for colleagues without a condition. This would suggest that more work needs to be done to show transparency in our career progression practices.

**Indicator 6: Percentage of Disabled staff compared to non-disabled staff saying that they have felt pressure from their manager to come into work, despite not feeling well enough to perform their duties**

		2018	2019	2020	2021	2022
Staff with a long lasting health condition or illness	Organisation result	42.7%	39.7%	36.3%	37.5%	41.0%
	Benchmark median	45.3%	41.6%	38.3%	39.2%	37.0%
Staff without a long lasting health condition or illness	Organisation result	33.1%	30.3%	30.2%	26.9%	26.4%
	Benchmark median	33.1%	32.3%	30.8%	29.3%	26.4%

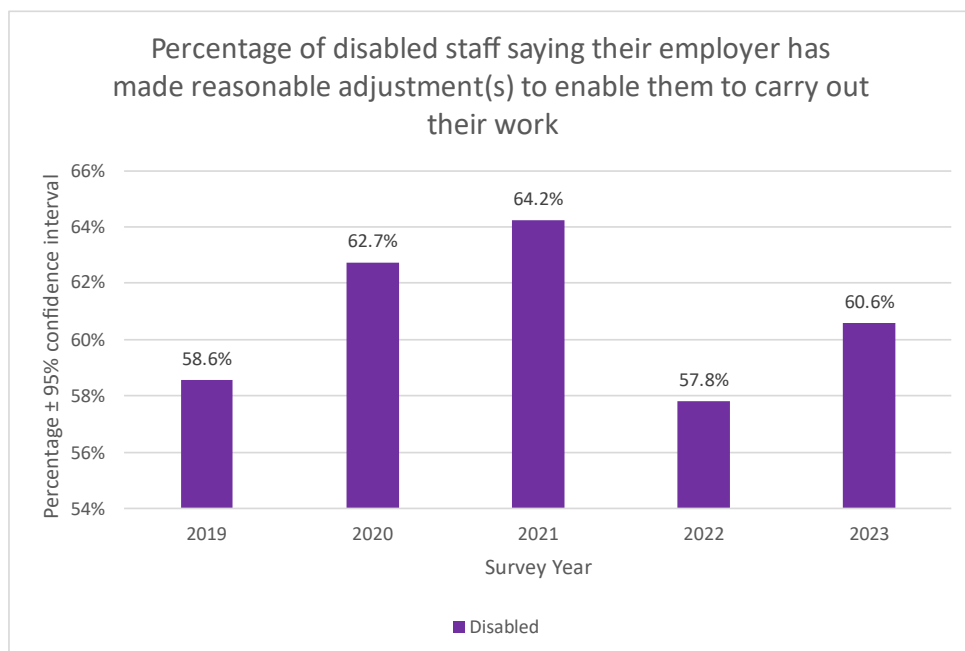
There was an increase in the percentage of staff who felt pressure to come into work from their line manager despite not feeling well enough to perform their duties. We conducted a deep dive analysis into this indicator via focus groups. The findings indicated that even though there were sporadic instances of colleagues feeling direct pressure from their line managers, there were more frequent instances of feeling pressure due to the policies of the organisation, for example the trigger system in the absence management policy. There were several colleagues who mentioned feeling the need to come back into work due to staff shortages and not having anyone to cover their work whilst they are off.

**Indicator 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**

		2018	2019	2020	2021	2022
Staff with a long lasting health condition or illness	Organisation result	20.8%	27.8%	22.6%	16.3%	16.3%
	Benchmark median	25.3%	27.8%	29.1%	20.8%	23.5%
Staff without a long lasting health condition or illness	Organisation result	30.3%	34.1%	31.6%	23.5%	23.5%
	Benchmark median	36.0%	38.9%	37.9%	29.3%	30.1%

There was no change between last year and this year for staff with disabilities feeling that they are satisfied with the extent to which their organisation values their work.

**Indicator 8: Percentage of staff with a long lasting health condition or illness who said their employer has made reasonable adjustments to enable them to carry out their work.**



60% of respondents with disabilities or long term health condition mentioned that their employer has made reasonable adjustments to enable to carry out their work. This was an improvement on the previous year. This will remain an area of focus for the organisation as the results suggest that we have nearly 40% of colleagues with conditions who didn't feel that adjustments were put in place to support them.

**Indicator 9: The staff engagement score for Disabled staff, compared to non-disabled staff and the overall engagement score for the organisation**

		2018	2019	2020	2021	2022
Staff with a long lasting health condition or illness	Organisation result	5.7	5.8	5.7	5.1	4.9
	Benchmark median	5.7	5.9	6.1	5.5	5.5
Staff without a long lasting health condition or illness	Organisation result	6.3	6.4	6.2	5.7	5.6
	Benchmark median	6.4	6.4	6.4	6.1	6.0

There was a slight decline in the staff engagement score for staff with disabilities.

**Indicator 10: Board member representation**

There are a total number of 14 Board members and there were no declarations of disabilities or long-term conditions.

## **Workplan for WDES for 2023 -2024**

Objective	Status	RAG rating
Establishing Executive and Non-executive sponsors for all staff networks	Most staff networks now have Executive and Non-executive sponsors	In progress
Reverse mentoring programme to be rolled out before the end of the financial year	Proposal currently in draft form	In progress
Focused work on improving the reasonable adjustments process	Process is currently under review	In progress