

Meeting of the BSW CCG Governing Body Meeting Report Summary Sheet

Report Title	Workforce Disabilities Equality Standard Report 2021				Agenda item	11		
Date of meeting	17 th March 2022							
Purpose	Approve	<input checked="" type="checkbox"/>	Discuss	<input type="checkbox"/>	Inform	<input checked="" type="checkbox"/>	Assure	<input type="checkbox"/>
Executive lead, contact for enquiries	Alison Kingscott and Sheridan Flavin, Interim BSW Executive Director for People and Organisational Development							
This report concerns	BSW CCG	<input checked="" type="checkbox"/>	BaNES locality	<input type="checkbox"/>	Swindon locality	<input type="checkbox"/>	Wiltshire locality	<input type="checkbox"/>
This report was reviewed by	Alison Kingscott and Sheridan Flavin, Interim Executive Directors for People and Organisational Development							

Executive summary	This paper outlines the CCG's performance against the Workforce Disability Equality Standard (WDES) and outlines a number of actions that can be taken over the coming 12 months to address issues identified by the data.
Equality Impact Assessment	N/A
Public and patient engagement	N/A
Recommendation(s)	<ol style="list-style-type: none"> 1. The Governing Body is asked to review and note the information contained within the BSW CCG WDES Report 2021. 2. The Governing Body is asked to provide approval for the formal publication of the BSW CCG WDES Report 2021. 3. Governing Body is asked to support, where necessary, with the implementation of the actions stated within the report.
Link to Board	Please indicate here if the report subject links back to the Board Assurance Framework or risks already noted upon the Corporate

Assurance Framework or High-level Risk(s)	<p>Risk Register, and list those it references.</p> <p>Please click this link to view the latest BAF and Risk Register - https://intranet.bswccg.nhs.uk/tools-and-resources/resource-library/governance</p> <p>5. Preparing to become a Strategic Commissioner in the context of the developing ICS - Workforce Elements:</p> <ul style="list-style-type: none"> - Develop and implement a People Strategy for BSW CCG - Drive colleague satisfaction and engagement 							
Risk (associated with the proposal / recommendation)	High		Medium		Low x		N/A	
Key risks	<p>Low representation of disabled colleagues.</p>							
Impact on quality	<p>A more inclusive and diverse workforce impacts positively on the quality of services provided</p>							
Impact on finance	<p>N/A</p>							
	<p>Finance sign-off: [insert name]</p>							
Conflicts of interest	<p>1. N/A</p>							
This report supports the delivery of the following CCG's strategic objectives:	<p><input type="checkbox"/> BSW approach to resetting the system</p> <p><input type="checkbox"/> Realising the benefits of merger</p> <p><input checked="" type="checkbox"/> Improving patient quality and safety</p> <p><input checked="" type="checkbox"/> Ensuring financial sustainability</p> <p><input checked="" type="checkbox"/> Preparing to become a strategic commissioner</p>							
This report supports the delivery of the following BSW System Priorities:	<p><input checked="" type="checkbox"/> Improving the Health and Wellbeing of Our Population</p> <p><input type="checkbox"/> Developing Sustainable Communities</p> <p><input type="checkbox"/> Sustainable Secondary Care Services</p> <p><input type="checkbox"/> Transforming Care Across BSW</p> <p><input type="checkbox"/> Creating Strong Networks of Health and Care Professionals to Deliver the NHS Long Term Plan and BSW's Operational Plan</p>							

BSW CCG NHS Workforce Disability Equality Standard Report 2021

March 2022



Executive Summary

This BSW CCG Workforce Disability Equality Standards (WDES) report and action plan 2021 details the WDES data that the CCG submitted for the WDES return for 2020/2021 to NHS England and Improvement. This report details the WDES workforce data and presents the information on the WDES indicators 1-10 as described below.

WDES Indicators

Data from ESR	
1	The 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.
2	Relative likelihood of non-disabled staff compared to Disabled staff being appointed from shortlisting across all posts.
3	Relative likelihood of Disabled staff entering the formal capability process compared to non-disabled staff.
Data from Staff Survey in 2020	
4a	Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives, or other members of the public in the last 12 months. Percentage of staff experiencing harassment, bullying or abuse from managers in the last 12 months. Percentage of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months.
4b	Percentage of 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.
5	Percentage of staff believing that their organisation provides equal opportunities for career progression or promotion.
6	Percentage of staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.
7	Percentage of staff saying that they are satisfied with the extent to which their organisation values their work.
8	Percentage of disabled staff saying that their employer has made adequate adjustment(s) to enable them to carry out their work.
9a	Staff engagement score for disabled staff.
9b	Has your organisation taken action to facilitate the voices of disabled staff in your organisation to be heard?
Data from ESR	
10.	Board membership.

One of the benefits of publishing this data annually is that NHS organisations can compare their progress from previous years – as this is our first WDES report we can only present the data in isolation. We recognise that for some metrics the percentages appear quite significant however the absolute numbers of staff that declared themselves disabled are in small numbers.

1. Introduction

The Workforce Disability Equality Standard (WDES) is a set of ten specific metrics that measure the workplace and career experience for disabled and non-disabled staff. The main purpose of the WDES is to enable organisations to better understand the

experiences of their disabled staff and to make positive changes for them and for new staff recruited in the future. We aim to provide equal access to the same career opportunities for all colleagues. For disabled colleagues this includes making reasonable adjustments and support wherever possible. One report and action plan (Appendix A) has been produced for the organisation to take forward.

2. Background

The Workforce Disability Equality Standard (WDES) aims to improve the workplace and career experiences of disabled colleagues in the NHS. It aims to:

- Help local and national NHS organisations (and other organisations providing NHS services) to review their data against the relevant indicators.
- To produce action plans to close the gaps in workplace experience between relevant groups of colleagues, and
- To improve Disabled people representation at the Board level of the organisation.

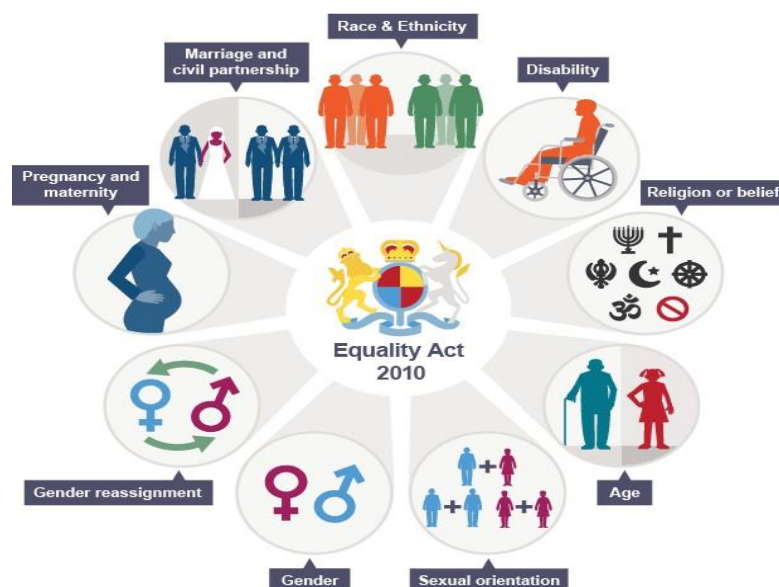
3. WDES 2021 data collection and new reporting framework

This is the first year that the BSW CCG has reported on the WDES data. This report provides a summary of the national data analysis and presents key findings, recommendations for continued focus and actions by the organisation. At a national level, the evidence clearly highlights disabled colleagues continue to experience inequalities within the workplace, when compared to their non-disabled colleagues. The analysis supports the continued need for all organisations to take robust action, in terms of monitoring and evaluation, to ensure that progress takes place and to embed the WDES into ongoing work programmes that continue to support positive change.

4. Responsibilities under the Public Sector Equality Duty

Under the Public Sector Equality Duty that was created under the Equality Act 2010 organisations must have due regard to the following: -

- To eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act,
- To advance equality of opportunity between people who share a protected characteristic and those who do not.
- To foster good relations between people who share a protected characteristic and those who do not.



The Act explains that advancing equality involves removing or minimising disadvantages suffered by people due to their protected characteristics and taking steps to meet the needs of people from protected groups where these are different from the needs of other people. As an employer the CCG must have “due regard” to the WDES. This means that BSW CCG uses the WDES data to help improve workplace experiences and representation at all levels for disabled colleagues.

5. BSW CCG’s position against WDES indicators

WDES Data Analysis

Some data (indicators 1-3, and indicator 10) is drawn from the Electronic Staff Record (ESR). It is important to note therefore that the numbers given reflect those colleagues that have chosen to disclose details through ESR. Some data (indicators 4-9) is taken from the national Staff Survey 2020. The data provided below is for the BSW CCG’s position against the WDES indicators based on a snapshot of the workforce on 31st March 2020 using ESR, and Staff Survey data from 2020.

Indicator 1:

Percentage of colleagues in each of the Agenda for Change (AfC) pay-bands or medical and dental subgroups and very senior managers (including Executive Board Members) compared with the percentage of colleagues in the overall workforce.

	Disabled		Non Disabled		Unknown		
NON CLINICAL STAFF	Headcount	(%)	Headcount	%	Headcount	%	TOTAL (Headcount by Band)
Bands 1 to 4	5	4.7%	96	90.6%	5	4.7%	106
Bands 5 to 7	5	5.9%	75	88.2%	5	5.9%	85
Bands 8A to 8B	1	1.9%	50	94.3%	2	3.8%	53
Bands 8C to 9 and VSM	1	2.0%	46	93.9%	2	4.1%	49
TOTAL	12		267		14		293
	Disabled		Non Disabled		Unknown		
CLINICAL STAFF	Headcount	(%)	Headcount	%	Headcount	%	TOTAL (Headcount by Band)
Bands 1 to 4	0	0.0%	2	100.0%	0	0.0%	2
Bands 5 to 7	3	6.0%	41	82.0%	6	12.0%	50
Bands 8A to 8B	1	4.0%	18	72.0%	6	24.0%	25
Bands 8C to 9 and VSM	0	0.0%	26	61.9%	16	38.1%	42
TOTAL	4		87		28		119

- Indicator 1 shows the proportion of disabled staff by pay band as a percentage of total headcount in that pay-band. We are required to distinguish between clinical and non-clinical staff.
- The total percentage of disabled staff in our workforce is 3.8% (4.09% for non-clinical and 3.36% for clinical).
- The disability status of 10.19% of staff on ESR is not known.

Indicator 2:

Relative likelihood of non-Disabled colleagues compared to Disabled colleagues being appointed from short listing across all posts.

- The relative likelihood of **non-disabled** colleagues compared to disabled colleagues being appointed from shortlisting across all posts is **0.61**. A figure below 1.0 indicates that disabled staff are more likely to be appointed from shortlisting.
- The number of shortlisted applicants that were disabled was 17, compared to 229 non-disabled applicants.
- The number of disabled candidates appointed was 4 compared to 33 non-disabled candidates.

Indicator 3:

Relative likelihood of disabled staff compared to non-Disabled colleagues entering the formal capability process, as measured by entry into the formal capability procedure.

	Disabled	Non-Disabled	Not stated
Number of colleagues in workforce	16	354	42
Number of colleagues entering the formal capability process	0	0	0
Likelihood of colleagues entering the formal capability process	0	0	0

- As no disabled staff entered the formal capability process, the relative likelihood compared to non-disabled staff is zero.

Indicator 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
Managers
Other colleagues**

- 21.6% of disabled staff experienced at least one incident of harassment, bullying or abuse from patients, relatives or the public in the last 12 months as opposed to 8.8% of non-disabled staff. The national average for CCGs is 11.4% and 8.7% respectively.
- 23.5% of disabled staff and 9.3% of non-disabled staff experienced harassment, bullying or abuse from a manager in the last 12 months. The national average for CCGs was 16.9% and 8.7% respectively.
- 25.5% of disabled staff and 9.9% of non-disabled staff have experienced at least one incident of harassment, bullying or abuse from a colleague in the last 12 months. The national average for CCGs was 18.0% and 9.1% respectively.

Indicator 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.

- 45.5% of disabled staff and 31.6% of non-disabled staff stated that they, or a colleague reported their last incident of harassment, bullying or abuse. The national average for CCGs is 45.5% and 43.2% respectively.

Indicator 5:

Percentage of disabled staff compared to non-disabled staff believing that their organisation provides equal opportunities for career progression or promotion.

- 75% of disabled staff believe that the organisation provides equal opportunities for career progression or promotion compared to 89.9% of non-disabled staff. The national average for CCGs is 81.8% and 87.0% respectively.

Indicator 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.

- 26.3% of disabled staff and 12.3% of non-disabled staff have felt pressure to come to work despite not feeling well enough. The national average for CCGs is 19.8% and 12.7% respectively.

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.

- 42.3% of disabled staff feel that the organisation values their work compared to 59.8% of non-disabled staff. The national average for CCGs is 49.4% and 59.8% respectively.

Indicator 8:

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

- 80.8% of disabled staff say that the organisation has made adequate adjustment(s) to enable them to carry out their work. The national average for CCGs is 85.8%.

Indicator 9a:

The staff engagement score for disabled staff compared to non-disabled staff

- The overall staff engagement score for the CCG is 7.0. For disabled staff the figure is 6.4 and for non-disabled staff 7.1. The national average for CCG staff is 6.9 for disabled staff and 7.3 for non-disabled staff.

Indicator 9b:

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

Yes or No?	Yes
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Indicator 10:

Percentage difference between the organisation's Board Membership and its overall workforce, disaggregated by:

- **Voting Membership of the Board**
- **Non-Voting membership**

	Disabled Colleagues	Non-Disabled Colleagues	Unknown	Total Overall
Total Board Members	1 (4%)	21 (81%)	4 (15%)	26
of which: Voting Board members	1 (5%)	15 (75%)	4 (20%)	20
of which: Non-Voting Board members	0 (0%)	6 (100%)	0 (0%)	6
Number of Colleagues in overall workforce	16 (4%)	354 (86%)	42 (10%)	412

6. Links to the People Plan and the BSW CCG People Strategy

The NHS People Plan details practical actions that employers and systems should take to make their organisations better places to work. These actions are also referenced in the BSW CCG People Strategy. It identified four key themes to deliver against the wider people agenda:

The NHS People Plan focuses on:

- Looking after our people – with quality health and wellbeing support for everyone.
- Belonging in the NHS – with a particular focus on the discrimination that some colleagues face.

- New ways of working and delivering care – capturing innovation, much of it led by our NHS people.
- Growing for the future – how we recruit, train and keep our people, and welcome back colleagues who want to return.

Achieving strong diversity and inclusion of disabled colleagues at BSW CCG will provide a significant benefit for our organisation:

- Our colleagues will feel included, engaged and supported and have greater personal resources and resilience to offer thorough and compassionate care
- Colleagues who are differently abled may offer enhanced empathy and support to patients due to their lived experience of disability
- Patients with disabilities may be more able to identify with and related to our disabled staff
- Stronger team performance by maximising our blend of skills, talents, knowledge and professional experience
- Stronger individual performance as enabling disabled colleagues to use their disability at work as advantage instead of a disadvantage.
- Improved retention of our colleagues, especially our disabled colleagues (including colleagues may have become disabled).
- A reduction in bullying, harassment, discrimination and other forms of exclusion by building greater understanding, appreciation and respect for people with disabilities.
- supporting our organisational journey towards adopting a more compassionate and inclusive culture.

7. Engagement

We know that employee engagement is important in a workplace, resulting in the right conditions for all employees of an organisation to give their best each day, committed to their organisation's goals and values, motivated to contribute to organisational success, with an enhanced sense of their own well-being. We will ensure that colleagues have all they need which will support them to look forward to working as part of the BSW CCG team, have a sense of their personal contribution and achievement and their impact on their team and the organisation.

This WDES report will focus on the actions detailed in the NHS People Plan that need to be taken in to account in relation to supporting disabled colleagues. A CCG WDES action plan has been developed, and work will continue to advance the WDES agenda. The golden thread running throughout the NHS People Plan is the need to continue “to look after each other and foster a culture of inclusion and belonging, as well as action to grow our workforce, train our people and work together differently to deliver patient care”. Risk assessments were carried out for all disabled colleagues within BSW CCG during the start of COVID 19 and colleagues supported as necessary.

8. Conclusion

The WDES report highlights key areas for BSW CCG to take action to improve the experiences for disabled colleagues and continue to build on areas where improvements have been made. While some of the answers involve small numbers of staff and big percentages, the data is still a useful indicator. Of more value will be the next report which will then demonstrate if there has been progress made or a deterioration in the experience

of disabled staff in our workforce when compared to the results in this report. This WDES report is valuable in enabling the CCG to better understand the experiences of their disabled colleagues and to support positive change for all existing colleagues by creating a more inclusive environment for disabled people working and seeking employment in the CCG. Equality, diversity and inclusion is at the forefront of the culture BSW CCG is trying to develop and foster whilst achieving the organisations vision of “working together to empower people to lead their best life”. One of the CCGs five values is inclusion, and it is highlighted that this is shown through colleagues continually ensuring their own behaviours support equality of opportunity and diversity.

A WDES action plan has been developed for BSW CCG to take forward and implement based on the data and is attached at Appendix A. Some work is already underway to achieve the actions detailed within the WDES action plan. In analysis of the above data, the CCG recognises the need to recruit and retain a workforce that more closely represents the local population, this along with several other actions aimed to reduce the gap in differences of representation and treatment, is reflected in the CCGs E&D action plan. Further actions are being developed to continue to improve the representation and inclusion of disabled colleagues at the CCG, and continue to create a more inclusive working environment, as well as better understand the experiences of disabled employees. We have further demonstrated our commitment to this within our People Strategy.

9. Next Steps

In line with the WDES guidance BSW CCG will publish their annual WDES report and action plan on their website. The CCG is committed to providing further opportunities for disabled colleagues and in continuing to improve the environment. The CCG is committed to ensuring a culture of inclusion and belonging that is continually fostered for all BSW CCG colleagues. The WDES action plan, CCG People Strategy, Model Employer, the WRES Report 2021, and the People Strategy will enable the CCG to achieve this.

APPENDIX A
WDES Action Plan January 2022 to December 2022



The following action plan will be implemented in line with BSW CCG values of caring, collaborative, inclusive, accountable and innovative and will be delivered alongside the CCG's Interim Equality and Diversity Strategy actions and the People Strategy actions.



Caring



Innovative



Inclusive



Accountable



Collaborative

Area of Focus	Action	Measure of Success	Link to other strategies/plans	Target completion date	Lead
To maintain the BSW CCG's commitment to being a "Disability Confident employer".	To ensure that effective training for managers is in place to support being a more inclusive and welcoming employer for people with disabilities. To work more closely with our diverse workforce to ensure that all CCG colleagues voices are heard.	To complete the Disability Confident Self-Assessment. Following the assessment further details to be reviewed regarding actions. To provide ongoing training opportunities for managers and colleagues to ensure that the culture is inclusive for disabled colleagues.	People Strategy. Dignity at Work Policy. Civility and Respect Toolkit.	Qtr 1 2022	CSU HR Director for People and OD/Head of People Programmes &OD
To look at recruiting a Disability Diversity Champion to lead the development of a colleagues' network.	To identify and recruit a Disability Diversity Champion to lead the development of a colleagues' network to support people who identify with a disability and improve engagement with this group. Promote membership of staff networks in the wider NHS system.	To support the Disability Diversity Champion to engage with similar colleagues' networks across BSW CCG to facilitate the development of the Disability Colleagues Network and to share best practice.	Interim Equality and Diversity Strategy.	Qtr 1 2022	Director for People and OD/Head of People Programmes &OD.
Career promotion and progression	Promoting all development opportunities widely and encouraging	Ensure all training and development opportunities are fully accessible. Risk assessments	The BSW CCG People Strategy.	August 2022	CSU HR Director for People

	applications from under-represented groups.	and Equality Impact Assessments completed for Job descriptions and change programmes, to ensure barriers and possible reasonable adjustments identified in advance.			and OD/Head of People Programmes &OD
Ensure we have effective recruitment processes to promote inclusion	<p>We need to fully identify where improvements could be made in our recruitment and selection processes, including ensuring that we have a single process for the organisation.</p> <p>We will ensure that interview panels have access to recruitment and selection training and consider whether this will be a mandatory requirement for interview panels.</p>	<p>The CCG continues to refine its recruitment arrangements to ensure equality of opportunity is provided to all applicants to the CCG.</p> <p>Mandatory recruitment training has been delivered to line managers.</p>	<p>The BSW CCG People Strategy.</p> <p>Interim Equality and Diversity Strategy.</p>	Qtr 1 2022	<p>CSU HR</p> <p>Director for People and OD/Head of People Programmes &OD</p>
Promote the zero-tolerance commitment to bullying and harassment	<p>Exec Team to publicise their commitment to the zero-tolerance approach to bullying and harassment.</p> <p>Training to be given to line managers on prevention of bullying and harassment and dealing with cases if and when they arise.</p> <p>Training & guidance to be given to managers on how to have difficult conversations.</p>	<p>Improved staff survey scores.</p> <p>Improved WDES & WRES scores.</p> <p>Reduction in formal employee relations activity.</p> <p>Increased engagement scores for staff with protected characteristics.</p>	<p>The BSW CCG People Strategy.</p> <p>Interim Equality and Diversity Strategy.</p>	Qtr 2 2022	<p>CSU HR</p> <p>Director for People and OD/Head of People Programmes &OD</p>

	Promotion of the Just & Learning Culture with appropriate training for managers.				
Create the environment and mechanisms that allow staff to feel confident that they can safely raise concerns.	Promote the roles of the Freedom to Speak Up Guardian/s, Colleague Partnership Forum & other routes open to staff to safely raise concerns.	Improved staff survey scores demonstrating confidence in reporting of issues. Improved WRES and WDES scores	The BSW CCG People Strategy. Interim Equality and Diversity Strategy.	Qtr 2 2022	CSU HR Director for People and OD/Head of People Programmes &OD
Commitment to the delivery of the 10 People Outcomes that have been agreed for the new ICS People Function with a particular emphasis on Outcome 4 (Valuing & Supporting Leadership at all levels).	Provide training for managers at all levels on Compassionate & Inclusive Leadership. Clarify and publicise the leadership behaviours that are expected of all who manage or supervise staff.	Leaders at every level live the behaviours and values set out in the People Promise and make strides so that this is the experience of work for all of their staff. Improved WDES & WRES scores. Improved staff survey outcomes.	NHS People Promise. The BSW CCG People Strategy. Interim Equality and Diversity Strategy.	Qtr 3 2022	CSU HR Director for People and OD/Head of People Programmes &OD