**Workforce Disability Equality Standard (WDES) Report 2024**

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# Introduction

This report sets out the performance and approach to NHS Shropshire, Telford and Wrekin (STW ICB) Workforce Disability Equality Standard (WDES) for 2024.

The WDES is an equality reporting requirement introduced by NHS England. The aim of the WDES is for NHS organisations to review the experiences and outcomes of disabled and non-disabled staff. The WDES helps organisations to review their workforce across ten metrics and to produce an action plan to improve workplace experiences of disabled staff.

The WDES also places an obligation on NHS organisations to improve disabled representation at Board and senior level.

The WDES applies to NHS organisations including service providers, commissioners, and independent organisations through the NHS Standard Contract. The WDES is not mandated for Integrated Care Boards, however, STW ICB is committed to collecting and analysing WDES data as good practice and to gain valuable insight into staff experiences and outcomes.

It is important to note that while WDES data provides a valuable overview of workforce demographics and broad experiences, it does not tell us about the context behind the data. It is recommended that organisations use the WDES data to explore lived experiences of staff to gain more understanding of STW ICB’s diverse workforce.

Completing the WDES is an important part in better understanding experiences of staff living with disabilities and will support STW ICB in creating cultures of belonging and trust that will improve staff retention, support diverse recruitment and provide sustainable careers.

Key NHS strategic documents such as the NHS People Plan, the NHS Long Term Plan, and the NHS Equality, Diversity and Inclusion Improvement Plan refer to the WDES as a reporting tool that supports NHS organisations to address prejudice and discrimination that exists through behaviour, policies, practices and cultures against certain groups and individuals across the NHS workforce.

### Reporting Period

Our WDES report provides an overview of STW ICB’s WDES data from the 31 March 2024.

## Definitions

Definitions of disability differ across NHS systems. For example, the NHS Electronic Staff Record (ESR) System and the NHS National Staff Survey define disability in different ways. These definitions also vary when compared to the legal definition of disability, as set out in the Equality Act 2010.

In this report, workforce data that has been collected from ESR that details staff members who have (or have not) stated that they live with a disability, long-term illness, or health condition. STW ICB acknowledges that staff may not disclose their disability status on ESR, and therefore workforce data should be viewed with caution as it may not capture a fully representative picture.

STW ICB recognises that differences in how different systems define disability may cause confusion in this report and may impact upon the level of clarity that an organisation can report upon via the WDES. The data sources for each WDES metric are provided in Appendix A.

## WDES Data Sources

The information presented in this report is taken from the following sources:

* Electronic Staff Record (ESR) as of 31 March 2024.
* NHS Job / TRAC recruitment data 01 April – 31 March 2024.
* Formal capability process information supplied by STW ICB Peoples Team: 01 April 2023 – 31 March 2024.
* NHS National Staff Survey results for STW ICB: 2023.
* Please note: STW ICB did not partake in the NHS National Staff Survey 2022 so no comparison can be made against the data for 2023.

## WDES Reporting Metrics

While completion of the WDES is not mandatory for ICB’s, to fully support the implementation of the WDES, STW ICB fully supports the principles and purpose of the WDES and commits to:

* Our reporting period for the WDES is 2023-2024.
* Collect data of our workforce
* Conduct data analysis
* Produce a WDES report
* Publish our WDES report and action plan

There are ten WDES metrics that NHS organisations are required to report on annually\*.

|  |  |
| --- | --- |
| WDES Metric | Description |
| Metric 1 | Percentage of staff in Agenda for Change (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.  The WDES technical guidance states that Metric 1 data should be presented as grouped by pay band into seven clusters:  Cluster 1: AfC Bands - Under 1, 1, 2, 3 and 4  Cluster 2: AfC Bands - 5, 6 and 7  Cluster 3: AfC Bands - 8a and 8b  Cluster 4: AfC Bands - 8c, 8d, 9 and VSM (see note below)  Cluster 5: Medical and Dental staff, consultants  Cluster 6: Medical and Dental staff, non-consultant career grade  Cluster 7: Medical and Dental staff, trainee grades |
| Metric 2 | Relative likelihood of disabled staff compared to non-disabled staff being appointed from shortlisting across all posts. |
| 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. |
| Metric 4 | Percentage of disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse from:  a) Patients/service users, their relatives or other members of the public  b) Managers  c) Other colleagues  d) 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. |
| Metric 5 | Percentage of disabled staff compared to non-disabled staff believing that the organisation provides equal opportunities for career progression or promotion. |
| 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. |
| 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. |
| Metric 8\*\* | Percentage of disabled staff saying that their employer has made reasonable adjustment(s) to enable them to carry out their work. |
| Metric 9 | 1. The staff engagement score for disabled staff, compared to non-disabled staff.  * Please note: this part of the metric is now solely a comparison between the engagement score for disabled staff and non-disabled staff.  1. Have you taken action to facilitate the voices of disabled staff in your organisation to be heard (Yes or No)?  * Please note: if the response to part b) is yes, please provide at least one practical example of current action being taken in the relevant section of the organisation’s annual report.   If no, please include what action is planned to address this gap in the annual report. |
| Metric 10 | Percentage difference between the organisation’s Board voting membership and its organisation’s overall workforce, disaggregated:   * By voting and non-voting membership of the Board. * By Executive and non-exec membership of the board. |

\* Data should be broken down by disabled and non-disabled staff  
\*\* Metric 8 should be reported broken down by disabled staff only

## 

## WDES 2024 Key Findings\*

Disabled staff are 1.32% more likely to be appointed than non-disabled staff, this is a slight decline from 2023 of **0.11%**

**7.03%** of STW ICB employees declared a disability on ESR this is an **improvement of** **2.13%** from 2023

**89.14%** of STW ICB employees declared their disability status on ESR, this is a minor decline from 2023 by **0.03%**

33.33% of Board members have not declared their disability status this data is **similar** to 2023.

**23.53%** of disabled staff have **felt pressure from their managers to come to work** despite not feeling well enough, this is a **difference of 11.41% to non-disabled staff**

Disabled staff were **15.03% more likely** to have experienced harassment, bullying or abuse from colleagues in the last 12 months and reported it than non-disabled staff

STW ICB’s WDES action plan has been developed in collaboration with STW ICB colleagues. Colleagues shared feedback and ideas for work that the organisation should carry out over the following year to consolidate and improve upon this year’s WDES data findings, and the following recommended actions were produced.

\* A detailed breakdown and analysis of WDES 2024 data can be found in Appendix 1 of this

report.

## WDES Action Plan

|  |  |  |  |
| --- | --- | --- | --- |
| **WDES Metric** | **Action** | **Timescale** | **Responsibility** |
| **Metric 1:** Workforce Representation | STW ICB to continue to promote self-reporting of disability status and other protected characteristic data via the NHS ESR | Ongoing throughout 2025/2026 | Peoples Services / Communications |
| **Metric 1:** Workforce Representation | Board members to receive updates on declaration data of staff equality self-reporting from ESR | 31 March 2026 | EDI Lead |
| **Metric 2:** Relative likelihood of disabled staff compared to non-disabled staff being appointed from shortlisting across all posts | Consult with STW ICB Staff Forum to review the guidance / training for recruiting managers.  Recruitment panels to be diverse, when recruiting to Bands 8c and above, panels should include staff with a disability where possible. | 31 March 2026 | EDI Lead / Peoples Services |
| **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. | To continue to monitor this metric annually through the WDES. | Annually | EDI / Peoples Services |
| **Metric 4** **a, 4b, 4c and 4d:** Relating to bullying, harassment, or abuse in the last 12 months | To continue with STW ICB staff listening events to provide a safe environment for staff with a disability to share stories/lived experiences. Senior Leadership Team to be informed of any themes arising from staff stories.  Promote Freedom to Speak Up Champions within the organisation. | 31 March 2026 | EDI / People Services/ Communications |
| **Indicator 5:** Staff whobelieve that the ICB provides equal opportunities for career progression and promotion | Talent Management – implement a process to support career progression of staff disability or long-term condition.  Recruitment panels to be diverse, when recruiting, panels should include staff who have a disability where possible.  To undertake the NHS National Staff Survey each year so that comparisons can be made. | 31 March 2026 | EDI Lead / People Services / Line Managers |
| **Metric 6:** Staff who felt pressure from their manager to come to work, despite not feeling well enough | Health and Wellbeing to be built into appraisal and supervision meetings. Supportive tools to be put in place to support attendance in managing long term and short-sickness absence.  To undertake the NHS National Staff Survey annually so that comparisons can be made. | 31 March 2026 | EDI Lead / People Services / Line Managers |
| **Metric 7:** Staff who are satisfied with the extent to which their organisation values their work | Implement and maintain a programme to support managers to have regular and effective health and wellbeing conversations during staff supervision and appraisal meetings.  To undertake the NHS National Staff Survey each year so that comparisons can be made. | 31 March 2026 | EDI Lead / Peoples Services/ Line Managers |
| **Metric 8:** Staff whose employer has made adequate reasonable adjustments | A review of the workplace reasonable adjustments process and guidance to be undertaken and embedded into the STW ICB policies and practices.  To undertake the NHS National Staff Survey each year so that comparisons can be made. | 31 March 2026 | Peoples Services / Line Managers / Communications |
| **Metric 9a:** Engagement Score for disabled staff  **Metric 9b:** Have you taken action to facilitate the voices of disabled staff in your organisation to be heard (Yes or No? | Continue to resource and support the STW ICB Staff Forum to enable it to run effectively to support staff of all protected characteristics and support the organisation to deliver on its Public Sector Equality Duties and the equality related mandated requirements.  To undertake the NHS National Staff Survey each year so that comparisons can be made. | 31 March 2026 | EDI Lead and Senior Leaders |
| **Metric 10:** The difference between the organisation’s Board voting membership, its executive membership and the organisation’s overall workforce | Board members to lead in reviewing and updating their equality information on ESR as 33.33% of the Board members have not declared their disability status.  The ICB have no Board members who have declared having a disability.  Appoint an EDI board champion to advocate for staff representing all protected characteristics. | 30 June 2025 | EDI Lead and Board Members |

The WDES action will be monitored throughout the year and progress with be captured in STW ICB’s WDES Action Plan and the 2025 WDES report.

## Conclusion

Our WDES report provides an overview of STW ICB’s WDES data for 2023-2024. We are working to create an inclusive and positive environment for our workforce, and our WDES reporting data shows sections of our workforce population feel comfortable in reporting their disability status. However, we are aware there is more work to do to support our colleagues in updating their disability staff on the ESR system.

We also acknowledge that there is work to be done to better understand and address experiences of disabled staff, and there are actions that we can take to make our staff feel more included and able to thrive.

## Appendix A: STW ICB WDES Data Set 2024 and Analysis

#### **Metric 1: Percentage of staff Agenda for Change (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.**

|  |  |  |
| --- | --- | --- |
|  | **2023** | **2024** |
| **Number of staff employed within the organisation** | 286 | 313 |
| **Proportion of staff self-reporting their disability status (%)** | 89.17% | 89.14% |
| **Proportion of disabled staff (%)** | 4.90% | 7.03% |

The total number of staff employed by STW ICB has increased in comparison with the previous WDES reporting year by 27 members of staff.

The proportion of staff that self-report their disability status on ESR has marginally decreased over the past year by 0.03%.

The proportion of disabled staff working at STW ICB has increased over the past year by 2.13%.

**Bar chart showing breakdown of staff by Agenda for Change (AfC) clusters for STW ICB Non-Clinical Staff**

The breakdown of STW ICB Non-Clinical staff by AfC Clusters highlights that Cluster 4 has the highest number of staff that live with a long-term condition or disability. The proportion of staff decreases in the lower Clusters 1 and 2, however caution should be applied when viewing the data, particularly for Cluster 3 and Cluster 4 as a higher percentage of staff have not disclosed their disability status.

**Bar chart showing breakdown of staff by Agenda for Change (AfC) clusters for STW ICB Clinical Staff**

The breakdown of STW ICB Clinical staff by AfC clusters highlights that Cluster 2 has the highest and the only number of staff that live with a long-term condition or disability. Cluster 2 has a percentage of 4.10% of staff who have not disclosed whether they have a disability.

**Bar chart showing disability staff of staff within each AfC pay band**

A breakdown of the STW ICB Non-Clinical workforce by NHS AfC pay band shows that 86.3% of staff have declared their disability status on ESR. However, it is challenging to understand the population of staff living with a disability across the organisation, as there are significant gaps in data, particularly in pay Band 6, Band 8b, Band 8d and VSM. There are no staff at Band 9 with a disability.

**Bar chart showing disability status of staff within each AfC pay band**

A breakdown of the STW ICB Clinical workforce by NHS AfC pay band shows that 96.6% of staff have declared their disability status on ESR. There are no disabled clinical staff in any of the bands apart from band 6.

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

|  |  |  |  |
| --- | --- | --- | --- |
| **2024** | **Disabled Staff** | **Non-disabled Staff** | **Undisclosed** |
| **Shortlisted** | 20 | 245 | 12 |
| **Appointed** | 4 | 65 | 7 |
| **Relative likelihood of being appointed** | 0.20% | 0.26% | 0.58% |
| **Relative likelihood of disabled staff being appointed compared to non-disabled staff** | **Disabled staff are 1.32% more likely to be appointed than non-disabled staff** | | |

WDES reporting data shows that the relative likelihood of disabled candidates being appointed from shortlisting to non-disabled candidates, is that disabled candidates were 1.32% more like to be appointed in 2024.

#### **Metric 3: Relative likelihood of disabled staff entering the formal disciplinary compared to that of non-disabled staff**

|  |  |  |  |
| --- | --- | --- | --- |
| **2024** | **Disabled** | **Non-disabled** | **Undisclosed** |
| **Percentage of staff in workforce** | 7.03% | 82.11% | 10.86% |
| **Percentage of staff under formal disciplinary** | 0.00% | 0.00% | 0.00% |
| **Likelihood of entering disciplinary process** | 0.00% | 0.00% | 0.00% |
| **Relative likelihood of disabled staff entering formal disciplinary process compared to non-disabled staff** | **0.00%** | | |

The STW ICB do not currently have any staff members under formal disciplinary, the likelihood of disabled staff entering the process compared to non-disabled staff is currently zero.

**Staff Survey Data 2023**

The NHS National Staff survey for STW ICB in 2023 was completed by 176 members (63%) of staff this equals 63% of staff. There is no staff survey data available for 2022, therefore a comparison cannot be made between 2023 and the previous year.

#### **Metric 4a: Percentage of disabled staff compared to non-disabled staff experiencing**

#### **harassment, bullying or abuse from patient, relatives, or members of the public in the last 12 months**

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **ICB Disabled** | **ICB Non-Disabled** | **ICB Difference** |
| 2023 Staff Survey | 22.92% | 9.92% | **13%** |
| 2022 Staff Survey | No data | No data | **No data** |

At STW ICB 22.92% of disabled staff have experienced bullying, harassment, or abuse from patients/ relatives according to the NHS National Staff Survey in 2023 we cannot provide a comparison as there is no data for 2022.

#### **Metric 4b: Staff experiencing bullying, harassment, or abuse from managers in the last 12 months**

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **ICB Disabled** | **ICB Non-Disabled** | **ICB Difference** |
| 2023 Staff Survey | 16.67% | 9.92% | **6.75%** |
| 2022 Staff Survey | No data | No data | **No data** |

The proportion of individuals experiencing bullying, harassment, or abuse from managers in the last 12 months is 6.75% higher for disabled staff than non-disabled staff.

#### **Metric 4c: Staff experiencing bullying, harassment, or abuse from colleagues in the last 12 months.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **ICB Disabled** | **ICB Non-Disabled** | **ICB Difference** |
| 2023 Staff Survey | 16.67% | 8.20% | **8.47%** |
| 2022 Staff Survey | No data | No data | **No data** |

The proportion of individuals experiencing bullying, harassment, or abuse from staff in the last 12 months is higher for disabled members of staff than non-disabled members of staff, with the difference of 8.47

#### **Metric 4d: 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**

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **ICB Disabled** | **ICB Non-Disabled** | **ICB Difference** |
| 2023 Staff Survey | 47.03% | 32.00% | **15.03%** |
| 2022 Staff Survey | No data | No data | **No data** |

The proportion of individuals who reported bullying, harassment, or abuse in the last 12 months are significantly high for disabled members of staff and non-disabled members of staff, which is concerning, with the figure for disabled staff being 47.03% and non-disabled staff being 32.00% this is a difference of 15.03%

#### **Metric 5: Staff who believe that the ICB provides equal opportunities for career progression and promotion**

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **ICB Disabled** | **ICB Non-Disabled** | **ICB Difference** |
| 2023 Staff Survey | 42.86% | 42.62% | **0.24%** |
| 2022 Staff Survey | No data | No data | **No data** |

42.86% of disabled employees feel STW ICB provides equal opportunities for career progression or promotion compared to 42.62% of non-disabled employees. This difference of 0.24% is marginal.

#### **Metric 6: Staff who felt pressure from their manager to come to work, despite not feeling well enough**

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **ICB Disabled** | **ICB Non-Disabled** | **ICB Difference** |
| 2023 Staff Survey | 23.53% | 12.12% | **11.41%** |
| 2022 Staff Survey | No data | No data | **No data** |

The data is showing there are more disabled staff that felt pressure from their manager to come to work despite not feeling well enough is 11.41% higher than non-disabled staff.

#### **Metric 7: Staff who are satisfied with the extent to which their organisation values their work**

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **ICB Disabled** | **ICB Non-Disabled** | **ICB Difference** |
| 2023 Staff Survey | 24.00% | 33.87% | **9.87%** |
| 2022 Staff Survey | No data | No data | **No data** |

The proportions of individuals reporting feeling satisfied with the extent the ICB values their work are 9.87% higher for non-disabled staff than disabled staff.

#### 

#### **Metric 8: Staff whose employer has made adequate reasonable adjustment(s)**

|  |  |
| --- | --- |
| **Year** | **ICB Disabled Staff** |
| 2023 Staff Survey | 68.75% |
| 2022 Staff Survey | No data |

The above figure illustrates that a large proportion of disabled staff are satisfied with the reasonable adjustments they have received, however this data should be viewed with caution as there were 32 members of staff who responded to this metric and the ICB have 22 members of staff who have declared as having a disability.

#### **Metric 9a: Engagement score for disabled staff, compared to non-disabled staff**

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **ICB Disabled** | **ICB Non-Disabled** | **ICB Difference** |
| 2023 Staff Survey | 5.94% | 6.27% | **0.33%** |
| 2022 Staff Survey |  |  |  |

The staff engagement score is a composite score, calculated using responses to nine individual questions in the NHS staff survey that are based on different aspects of job satisfaction, including enthusiasm for their role, and being able to make improvements happen in their department or team.

Staff engagement score with a disability is 5.94% that is lower than the staff engagement score without a disability of 6.27% this is a difference of 0.33%.

#### **Metric 9b - Staff Engagement - Have you taken action to facilitate the voices of disabled staff in your organisation to be heard (Yes or No)?**

In adopting and implementing the WDES, STW ICB engage with staff, to ensure that staff with disability feel valued, included, and respected for the outstanding contribution they make. Staff with disability involvement is a fundamental part of the whole approach that underpins the WDES. It is important that staff with a disability are fully involved in the WDES implementation.

A range of communication options are regularly viewed by our staff via the following methods:

* Social media
* Regular staff briefings (Virtual)
* Regular Staff forum meetings
* Regular team meetings
* Pulse Survey
* Annual NHS National Staff Survey Result
* Email communications to all staff

#### **Metric 10: The difference between the organisation’s Board voting membership, its executive membership, and the organisation’s overall workforce**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Year** | **Disability Status** | | | | | | |
| **2024** | **Yes** | **Yes %** | **No** | **No %** | **Not stated** | **Not stated %** | **Total** |
| Total number of Board members | 0 | 0.00% | 12 | 66.67% | 6 | 33.33% | **18** |
| of which: *total number of voting Board members* | 0 | 0.00% | 12 | 66.67% | 6 | 33.33% | **18** |
| Total number of non-voting Board members | 0 | 0.00% | 6 | 100.0% | 0 | 0.00% | **6** |
| of which: *total number of Executive Board members* | 0 | 0.00% | 6 | 100.0% | 0 | 0.00% | **6** |
| Non-Executive Board Members | 0 | 0.00% | 6 | 50.00% | 6 | 50.00% | **12** |
| Overall workforce |  |  |  |  |  |  |  |
| Difference between total Board membership and overall workforce | **-7% disabled** | | **-15% non-disabled** | | **Overall difference = 22%** | | |

The table above illustrates that there is a disparity between Board membership and the overall workforce for disabled members of staff compared to non-disabled members of staff, however, these figures also show that overall representation of disabled staff across the workforce is low, and disabled representation at Board level is at zero. There is a high percentage of the Board who have not declared their disability status which is concerning.

The ICB currently has low rates of declaration at Board level, 33.33% of the Board have not declared their disability status, including 50% of Executive Board members.