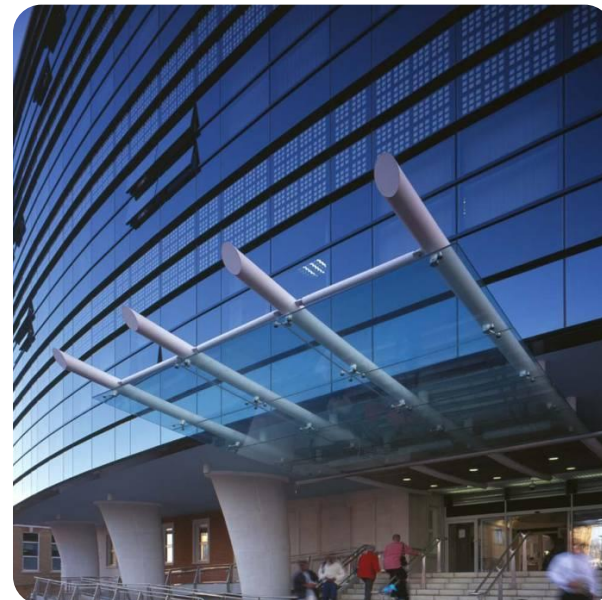


# Workforce Disability Equality Standard (WDES) 2023 / 2024

Prepared by:  
Steffan Gough - Equality, Diversity and Inclusion Lead



KING'S HEALTH PARTNERS

# Appendix D: WDES - Contents

Item	Slides
Introduction & contents	1-2
WDES metrics: summary	3
WDES Metrics London Comparison (Staff survey only)	4
WDES Metrics Cross Site Comparison (Staff survey only)	5-7
WDES metrics: performance & insights	8-17

# WDES Indicators Summary

	Indicator	2022/2023	2023/2024	Difference
1	Workforce representation	2.92%	3.27%	+0.35% Marginally Better
2	Relative likelihood of disabled applicants being appointed from shortlisting compared to non-disabled applicants	1.25	1.23	-0.02 Marginally Better
3	Relative likelihood of people with Disabilities entering the formal capability process compared to people without Disabilities	1.85	2.48	0.63 Worse
4a	Disabled staff experiencing harassment, bullying or abuse from patients.	40.7%	39.4%	+1.3% Better
4b	Disabled staff experiencing harassment, bullying or abuse from managers	23.5%	20.5%	+3% Better
4c	Disabled staff experiencing harassment, bullying or abuse from other colleagues	31.1%	29.8%	+1.3% Better
4d	Disabled staff reporting bullying & harassment incidents	47%	46.2%	+0.8% Marginally Worse
5	Disabled staff staff believing King's provides equal opportunities for career progression or promotion	44.3%	42.9%	-1.4% Worse
6	Disabled staff feeling pressure from their manager to come to work, despite not feeling well enough to perform their duties	35.3%	34.8%	-0.5% Marginally Better
7	Disabled staff satisfied with the extent to which their organisation values their work	29.2%	28.1%	-1.1% Worse
8	Disabled staff saying their employer has made adequate adjustments to enable them to carry out their work	61.1%	62.1%	1% Better
9	Staff engagement score for Disabled staff	6.2	6.1	-0.1 Marginally Worse
10	Percentage difference between King's voting board membership and it's overall workforce	3.75%	-3%	6.75% Worse

# Workforce Disability Equality Standard (WDES)

## Cross site comparison: 2023 Staff Survey results only

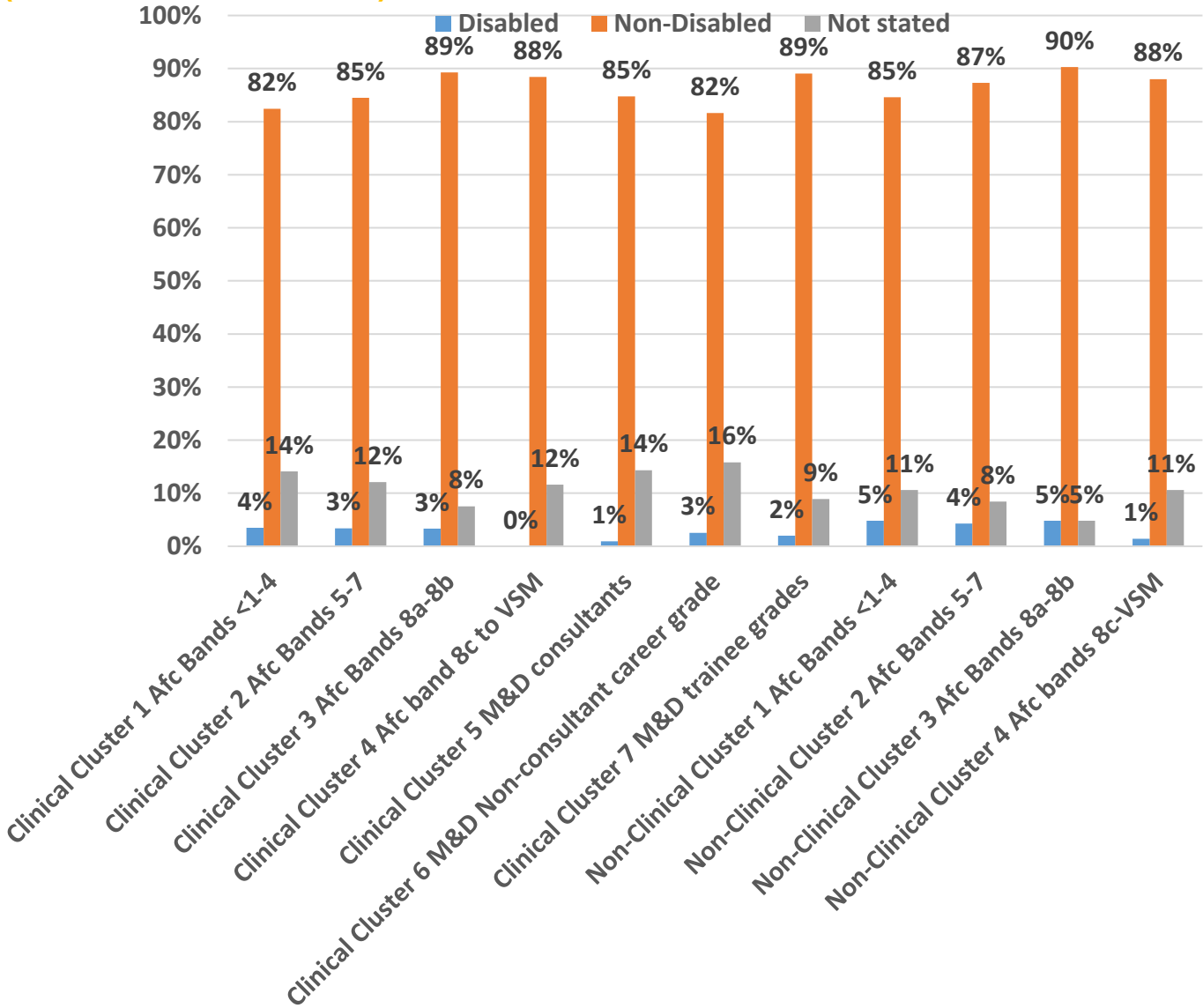
	Indicator	All sites	PRUH & S.S	Denmark Hill
4a	Disabled staff experiencing harassment, bullying or abuse from patients.	1.3% better	2.5% better	-3% worse
4b	Disabled staff experiencing harassment, bullying or abuse from managers	3% better	1.1% better	2.4% better
4c	Disabled staff experiencing harassment, bullying or abuse from other colleagues	1.3% better	1.1% better	0.9% marginally better
4d	Disabled staff reporting bullying & harassment incidents	0.8% marginally better	4.2% better	0.5% marginally better
5	Disabled staff believing King's provides equal opportunities for career progression or promotion	1.4% worse	1.9% worse	2.8% worse
6	Disabled staff feeling pressure from their manager to come to work, despite not feeling well enough to perform their duties	0.5% marginally better	4.5% better	3% worse
7	Disabled staff satisfied with the extent to which their organisation values their work	1.1% worse	0.8% marginally worse	2.6% worse
8	Disabled staff saying their employer has made adequate adjustments to enable them to carry out their work	1% better	-1.3% better	1.3% worse
9	Staff engagement score for Disabled staff	0.1 worse	0.14 worse	0.07 marginally worse

# WDES Indicators London Comparison (Staff Survey Results)

	Indicator	King's	London Average	Difference
<b>4a</b>	Disabled staff experiencing harassment, bullying or abuse from patients.	39.4%	29.8%	<b>9.6% Worse</b>
<b>4b</b>	Disabled staff experiencing harassment, bullying or abuse from managers	20.5%	15.3%	<b>5.2% Worse</b>
<b>4c</b>	Disabled staff experiencing harassment, bullying or abuse from other colleagues	29.8%	25.3%	<b>4.5% Worse</b>
<b>4d</b>	Disabled staff reporting bullying & harassment incidents	46.2%	50.6%	<b>4.4% Worse</b>
<b>5</b>	Disabled staff staff believing King's provides equal opportunities for career progression or promotion	42.9%	51.5%	<b>8.6% Worse</b>
<b>6</b>	Disabled staff feeling pressure from their manager to come to work, despite not feeling well enough to perform their duties	34.8%	28.6%	<b>6.2% Worse</b>
<b>7</b>	Disabled staff satisfied with the extent to which their organisation values their work	28.1%	35.7%	<b>7.6% Worse</b>
<b>8</b>	Disabled staff saying their employer has made adequate adjustments to enable them to carry out their work	62.1%	73.4%	<b>11.3% Worse</b>
<b>9</b>	Staff engagement score for Disabled staff	6.1	6.5	<b>0.4 Worse</b>

# WDES 1: Representation

Percentage of people with Disabilities by grade compared to the percentage of people without Disabilities in the overall workforce  
(MARGINALLY BETTER.)



### Data insights

Disability representation has **increased** by 0.35% overall, and specifically at :

- Clinical cluster 1 from 3% to 4%
- Non-clinical Cluster 2 from 3% to 4%
- Non-clinical Cluster 3 from 4% to 5%

Disability representation has **decreased** at:

- Clinical Cluster 4 from 1% to 0%
- Non-clinical Cluster 4 from 2% to 1%

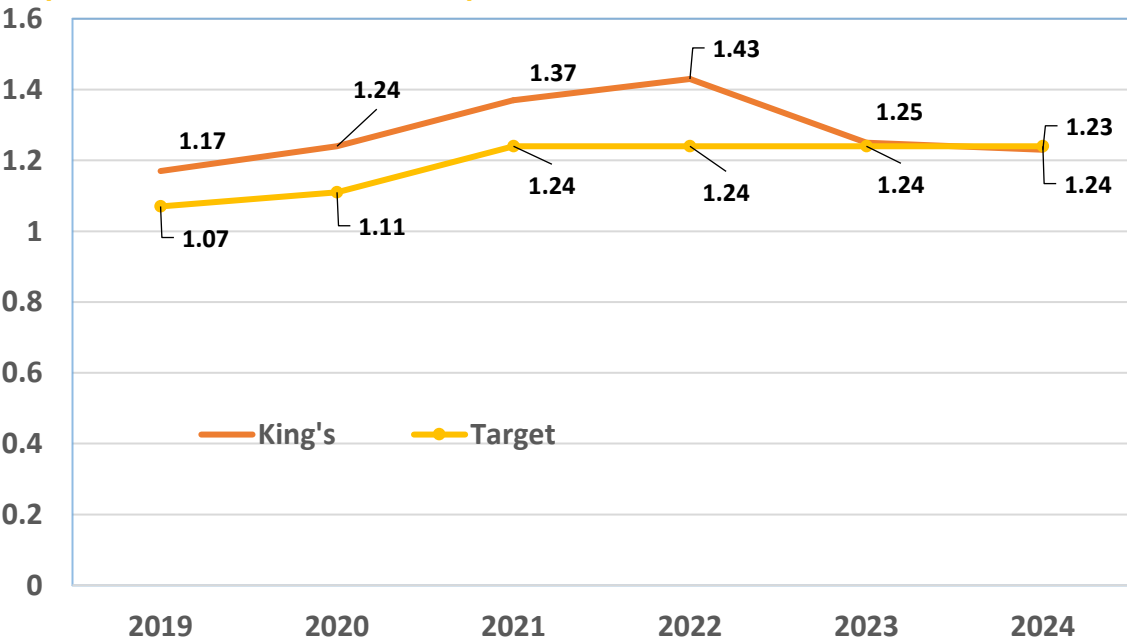
### Actions taken

- Socialised Workplace Adjustments Plan; a framework for disabled staff and their line managers to explore & embed adjustments.
- Coordinated activity and engagement for disability related inclusion events, including campaigns to share disability status.
- Promoted EDI Diversity Dashboard via EDI Care Group partnering
- Hosted Project Search, a supported internship programme for young adults aged 17-25 years with a learning disability and/ or autism for third year, with 18 interns across both Denmark Hill and PRUH sites.
- Launched the Calibre disability leadership programme and embedded disability status disclosure within the application process, incentivising staff to share their disability status on ESR.

Year	Disabled	Non-disabled	Not Stated
2023	2.92%	80.9%	16.2%
2024	3.27%	85.2%	11.52%
Variance	0.26%	1.04%	4.68%

# WDES Metric 2: Recruitment

Relative likelihood of applicants without Disabilities being appointed from shortlisting compared to Disabled applicants. (MARGINALLY BETTER.)



	Disabled staff	Non-Disabled staff	Not Stated	Grand Total
Shortlisted	563	10321	907	11,791
Appointed	76	1621	446	2143
Relative likelihood of appointment from shortlisting	13.5%	15.7%	49.2%	18.2%

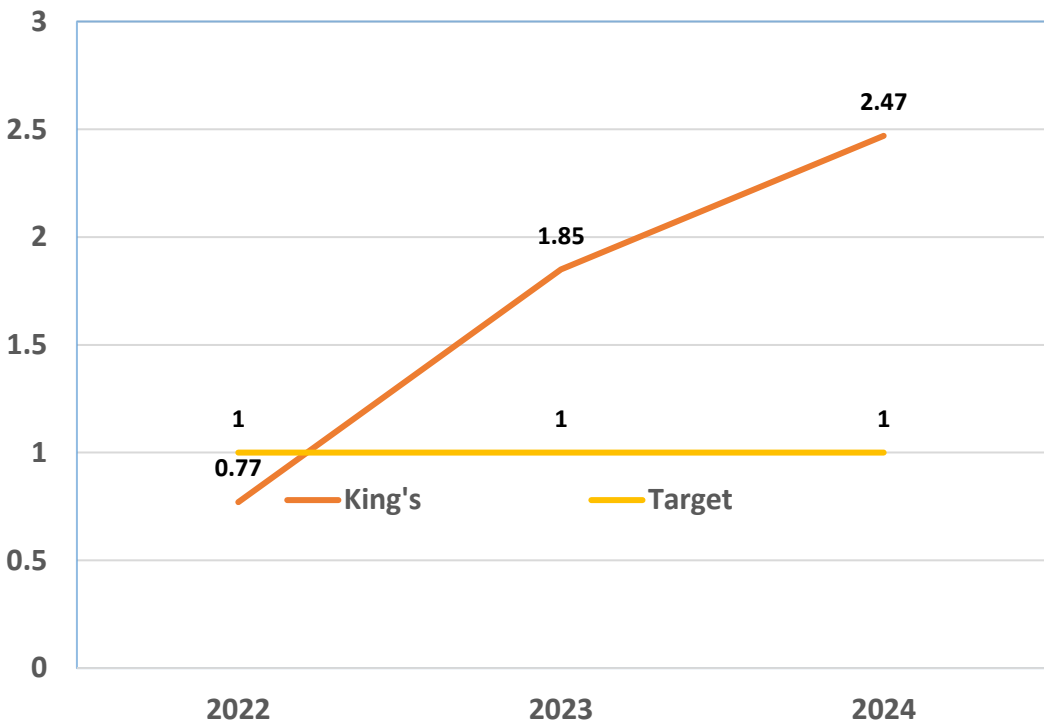
## Data insights

- We have improved by 0.02 in relation to this metric to 1.23, calculated from King's recruitment software Trac. We have achieved our previous target to reduce the likelihood below 1.24.
- The relative likelihood of appointment for Disabled applicants from shortlisting has increased by 1.5%.
- The likelihood of appointment of shortlisted applicants not sharing their disability status has reduced by 5.6% and may include disabled applicants.

## Actions taken

- Delivered inclusive recruitment training to more than 700 colleagues.
- Launched King's first Workplace Adjustment Policy (WAP) in September 2023, which embeds best practice disability inclusion within recruitment alongside resources such as a premises accessibility checker for in person interviews.
- Renewed partnership with Business Disability Forum (BDF), socialising BDF's knowledge hub, an online area for staff to access best practice disability related guidance, and advice service, advice and support provided by BDF subject matter experts on disability for HR Professionals and Line Managers.
- Reaccredited Disability Confident Level 2 employer. The disability confident badge is promoted King's job adverts and ensures all disabled applicants who meet the minimum criteria for the role are shortlisted.

Relative likelihood of people with Disabilities entering the formal capability process compared to people without Disabilities. (WORSE)



Average number of staff entering the formal capability process over the last 2 years	Disabled staff	Non-Disabled staff	Not Stated	Grand Total
	2	21	8.5	31.5

Data insights

Despite the overall worsening in likelihood for this metric, only 2 disabled staff entered the formal capability process across a two year average. This number continues to be very low.

- Number of Disabled staff has increased by 0.5 (over a two-year average).
- Disabled staff are 2.47 times more likely to enter the formal capability process. The likelihood continues to increase.
- The number of staff entering the capability process that have not stated their disability status remains over 3 times higher than disabled staff.

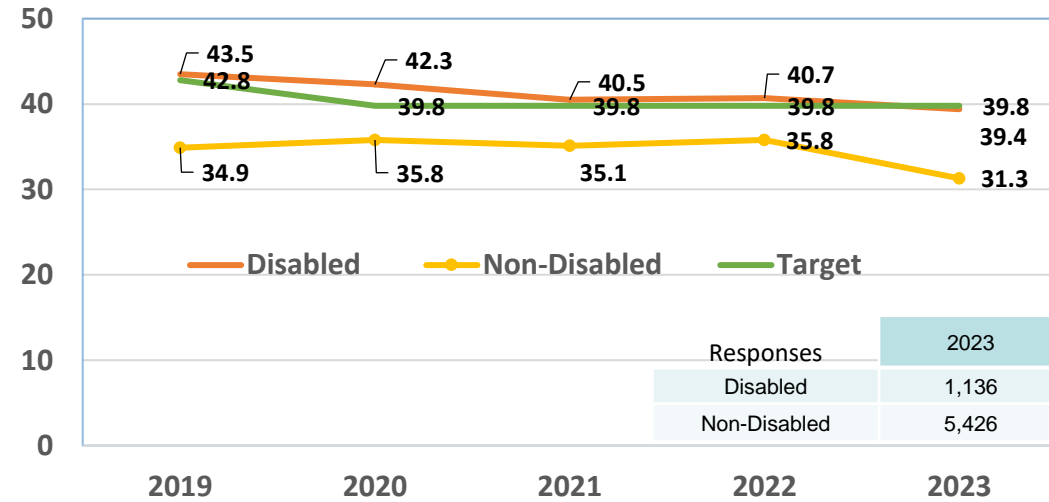
Actions taken

- Launched Workplace Adjustments Policy to embed a clear process and accountability for the implementation of adjustments for staff.
- Launched a monthly Workplace Adjustments training session, achieving over 120 sign ups in the first two months.
- Overhaul of the “Pre-Decision Checklist” a document which enables managers to carefully consider whether a disciplinary investigation is the right approach for the concern that has been raised. The new Checklist includes a specific section of Cultural Intelligence under the “mitigating circumstances” section.
- The Employee Relations team completing a full day bespoke Cultural Intelligence workshop.
- Sessions scheduled for 2024 to: (a) socialise the new Checklist and (b) equip staff with the skills to resolve issues informally.

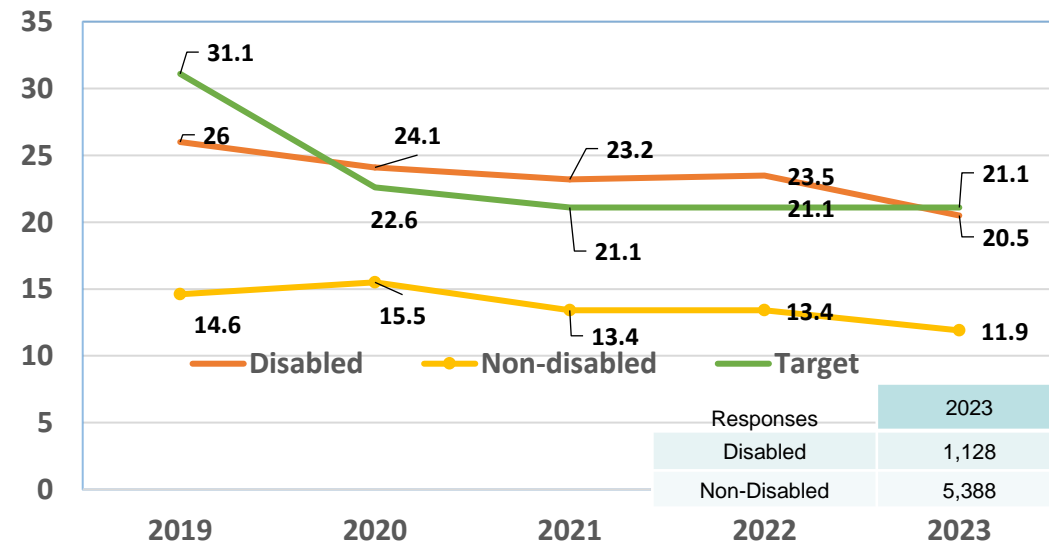


# WDES Metric's 4a,4b,4c,4d: Bullying and Harassment

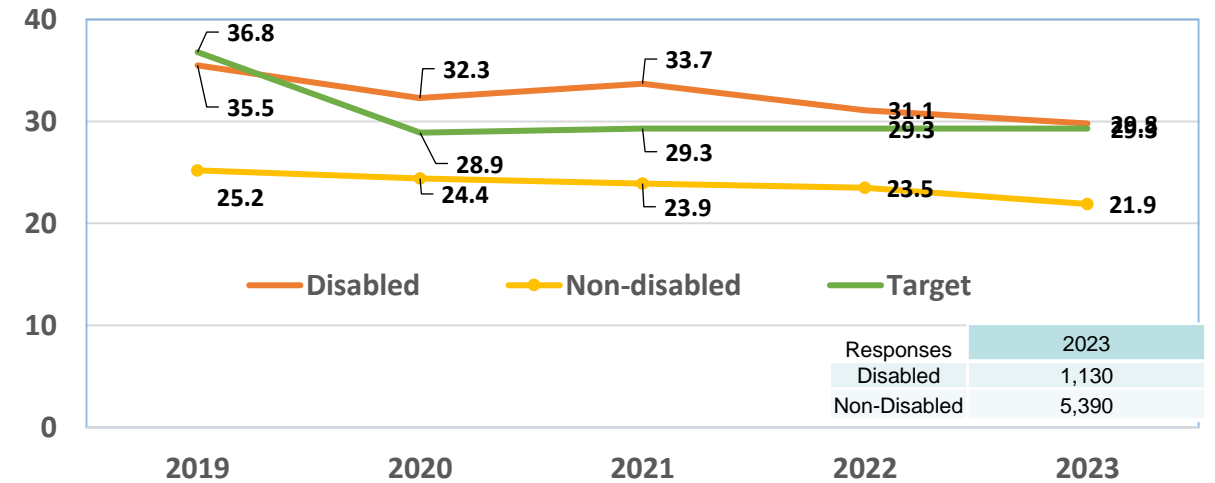
Percentage of Disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse from patients. . (BETTER)



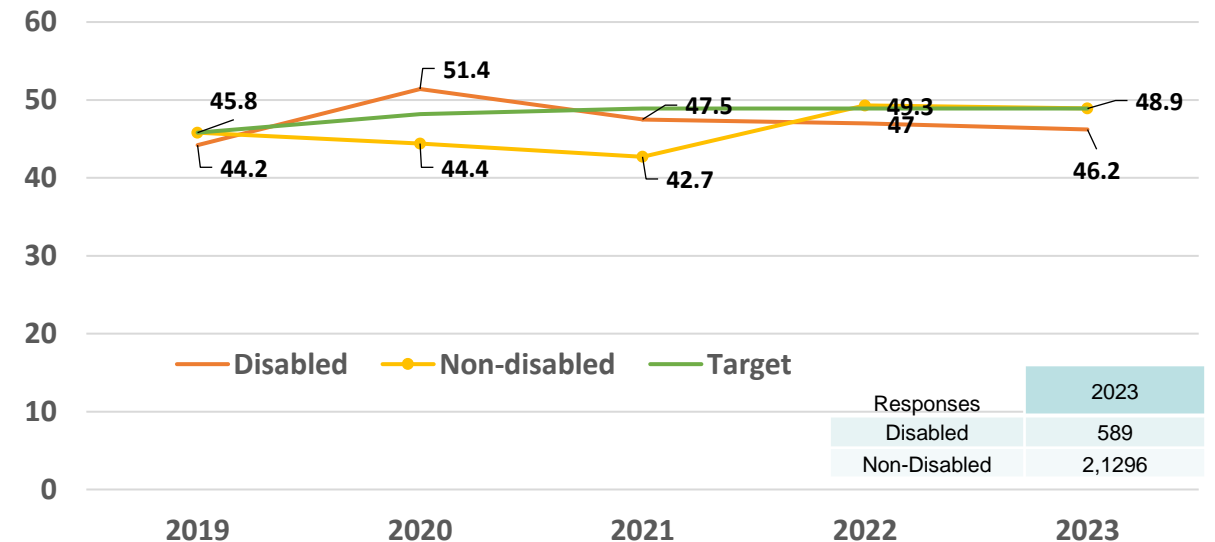
Percentage of Disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse from managers. (BETTER)



Percentage of Disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse from colleagues. (BETTER)



Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it. (MARGINALLY WORSE)



# WDES Metric's 4a, 4b, 4c, 4d: Bullying and Harassment

## Data insights

- **Improvement** across three out of four metrics
- Bullying and Harassment from managers (metric 4c) **improved** by 3%, surpassing the 2021 target of a 3% reduction to 21.1%. The disparity in experiences of B&H from managers between disabled and non-disabled respondents has reduced to 8.4%
- Metric 4a (Patients) has surpassed its 2021 target of 39.8%. However, the gap between disabled and non-disabled staff responses has increased to 8.5%
- Only 589 disabled staff responses to metric 4d; nearly half the response rate compared to each other metric 4 question.

## Actions taken

- Rolled out Active Bystander training. 1,550 members of staff have completed Active Bystander training, which equips and empowers staff to challenge inappropriate behaviour. 245 colleagues were trained in the last year and over 1770 since the training was launched in 2021
- Delivered a webinar during national anti-bullying week with an attendance of 150 people
- Launched specific guidance around managing hate-motivated incidents in new Supporting Positive Behaviour Policy
- Increased profile (and membership to nearly 300) of staff disability network as a safe space forum
- Continued to socialise skills boosters disability video based training sessions including Disability Confidence, Neurodiversity: an Introduction and Disabled Adventures in Customer Service.

## Anon

*'I have worked here for a long time, recently I gained a disability.'*

*"Whilst I found a role in the organization that I am able to carry out. The stares from [job titles removed] I get when walking around in uniform are significant.*

*"I have come to accept if I want to work at Kings I will be stared at.*

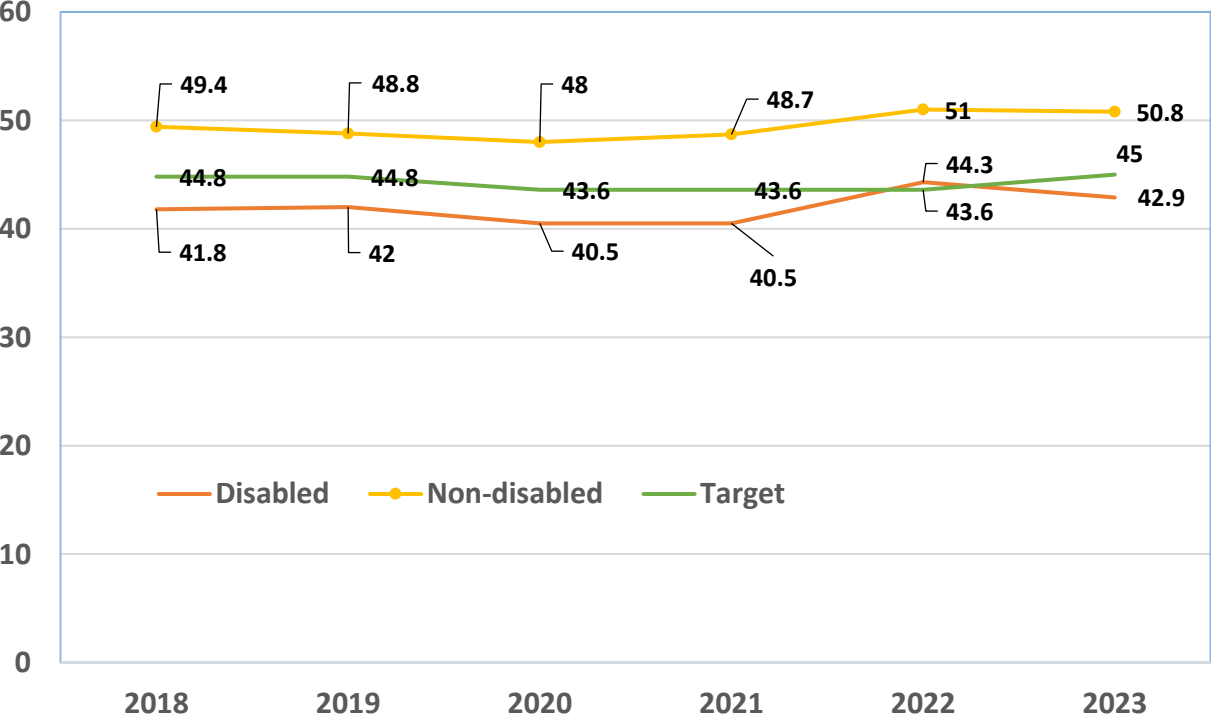
*"However, I feel as a culture, we are not used to seeing people with a disability wear a uniform, the stares make you feel like you shouldn't be there.*

*"I have learnt to stare back, but it was a difficult road to get there.'*

**Staff Survey, 2023**

# WDES Metric 5: Career Progression

Percentage of Disabled staff compared to non-disabled staff believing that the Trust provides equal opportunities for career progression and promotion. **(WORSE)**



Responses	2018	2019	2020	2021	2022	2023
Disabled	584	584	792	873	1,020	1,120
Non-Disabled	3,696	4,128	4,128	4,045	5,079	5,425

### Data insights

We have **worsened** in this Staff Survey 2022 related metric by 1.4%. Non-disabled staff results have marginally worsened by 0.2%. Both results contrast the minor improvements seen across the regional average.

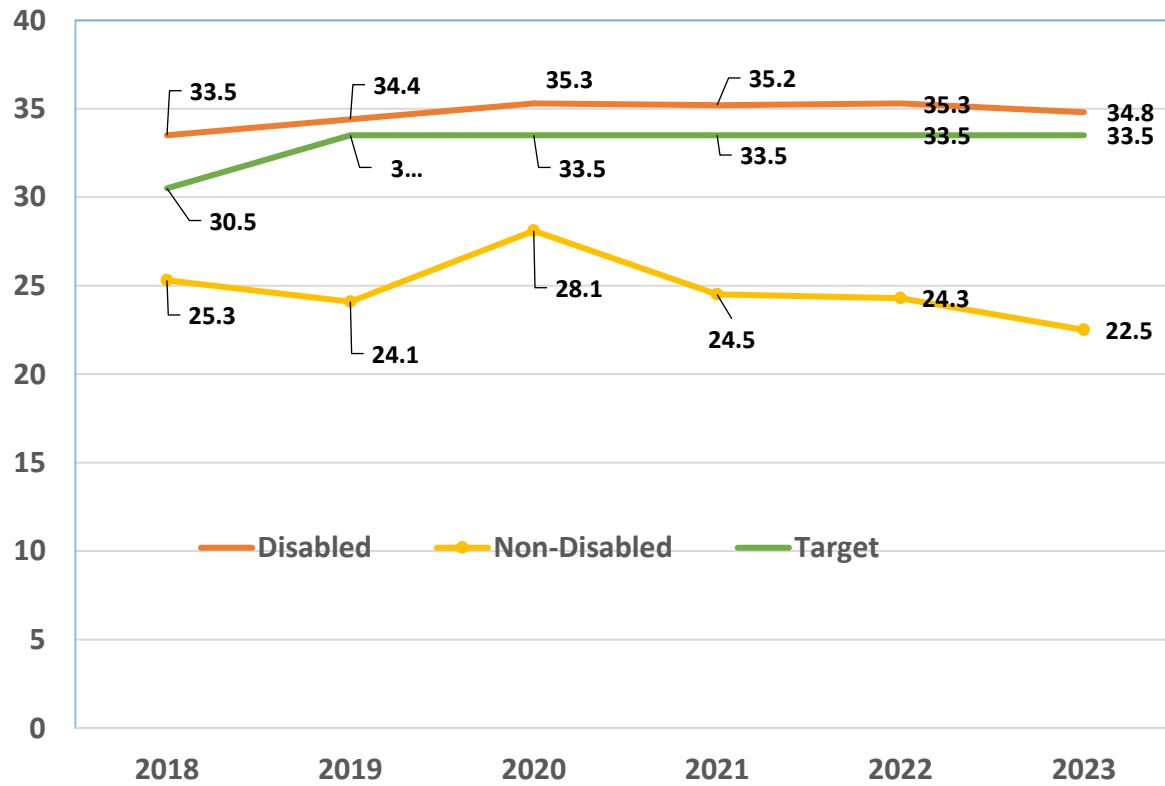
### Actions taken

- Hosted ‘Calibre’ a tailored disability leadership programme for disabled staff. 12 employees completed the programme, empowering and developing their confidence as disabled staff and their disability leadership skills. 50% of participants on the programme advanced their career through promotions or stretch opportunities within 2 months of completing the programme. This course ran from October through November 2023 concurrent to the staff survey window and would not have impacted these staff survey results.
- Engaged with care groups underperforming the most in relation to disability and career progression.

“Calibre has empowered me to be more myself at work and feel empowered to ask for the help I need. I find myself talking more positively about myself and my disability in and outside work and placing less blame on myself”. **(Staff member, 2024)**

# WDES 6: Presenteeism

**Percentage of Disabled staff compared to non-disabled staff saying they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties. (MARGINALLY BETTER)**



Responses	2019	2020	2021	2022	2023
Disabled	465	547	654	800	869
Non-Disabled	2,395	1,975	2,196	2,954	3,057

## Data insights

- We have marginally improved in this metric by 0.5%.
- The disparity in experiences between disabled and non-disabled respondents has increased and stands at 12.3.

## Actions taken

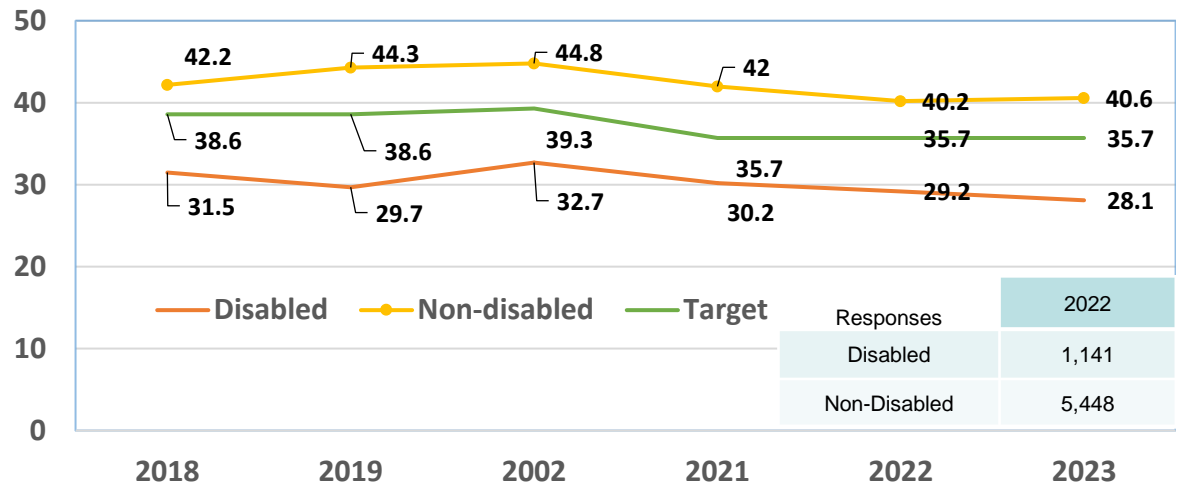
- Launched an EDI toolkit with disability related content via King's intranet.
- Socialised the Business Disability Forum membership offer and knowledge hub trust wide; a hub containing various toolkits and resources for all staff access.
- Delivered a webinar on supporting Neurodiversity in the Workplace during December 2023, in which 90 attendees heard from specialist Occupational Health Staff and the EDI team.
- In person wellbeing festivals launched to promote current wellbeing offer including the Workplace Adjustments Plan.

## Anon

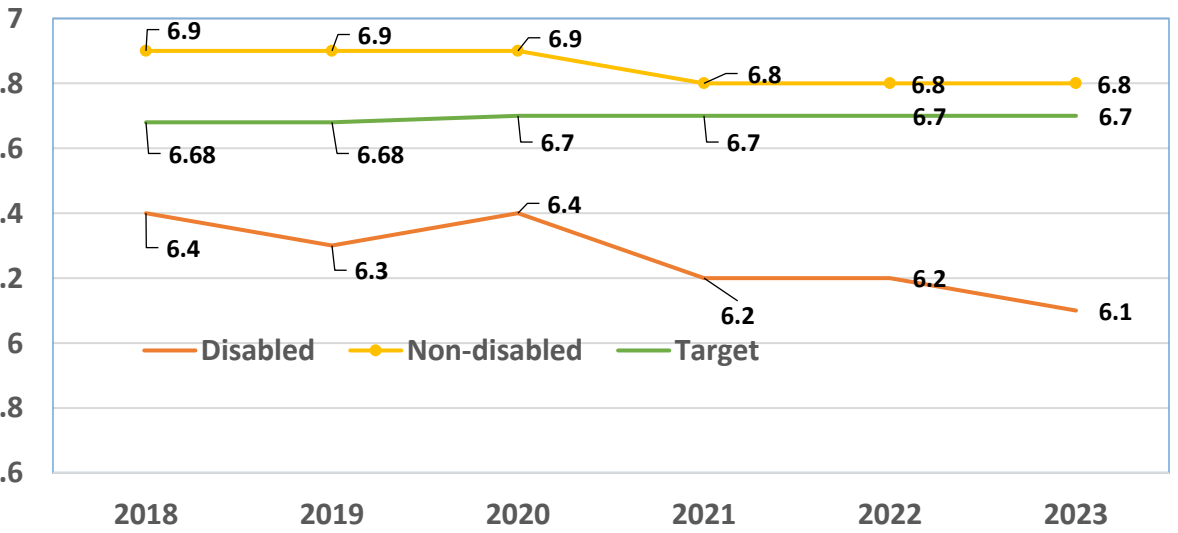
*"Organisation could make it easier to access occupational health with regard to long term health conditions, in order to maximize support and health/wellbeing of staff with long term health conditions. Difficult to obtain parking permit and making difficult financially to work at organisation and pay for private parking." (Staff Survey 2023)*

# WDES 7: Staff Satisfaction | WDES 9: Engagement

## 7. Percentage of Disabled staff compared to non-disabled staff saying they are satisfied with the extent to which their organisation values their work. (WORSE)



## 9. Staff engagement score for Disabled staff (MARGINALLY WORSE)



### Data insights

#### Metric 7

- Disabled respondent **worsening** of 1.1%, contrasting with non-disabled improvement of 0.4%.
- The disparity in experiences between disabled and non-disabled respondents has increased to 12.5%.

#### Metric 9

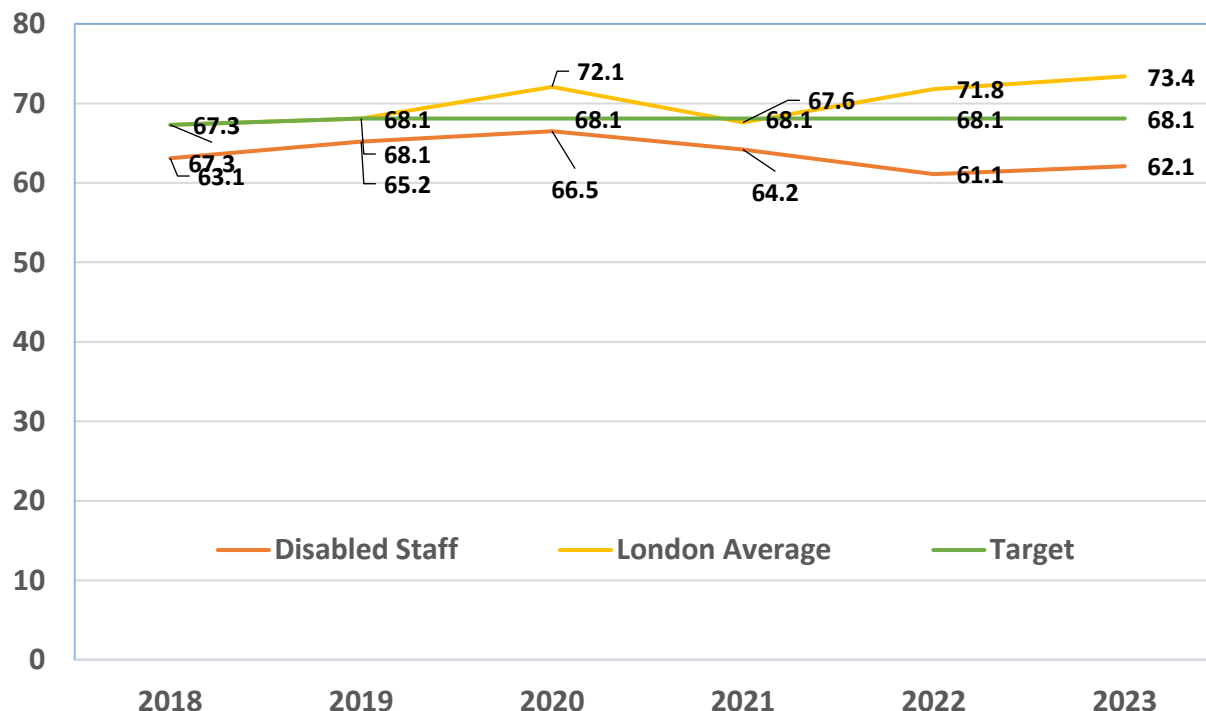
- We have **marginally worsened** by 0.1.
- 2023 Staff survey saw 115 more disabled staff responses than the previous year.

### Actions taken

- Supported King's Able Staff Disability network to achieve its objectives, grow membership and create a strong disability staff network steering group with defined roles and responsibilities:
  - 127 new members have joined the network (290 total membership)
  - 2 additional Co-Chair's alongside a re-elected third Chair
  - 2 new Executive sponsors established.
- Coordinated activity and engagement for 10 Disability related inclusion events between April 2023 and March 2024 including:
  - Celebrated UK Disability History Month 2023 & Neurodiversity Celebration Week 2024, which included bringing together internal and external disability specialists' for King's first 'Disability Fair' for Staff & Patients.
  - Celebrated King's Staff Networks with an in-person event in May 2024 attended by King's Executive, supported by a webinar spotlighting our staff networks with 98 staff attendance.
  - Inclusion Fair September 2023: More than 150 attendees in Denmark Hill Boardroom, which promoting staff networks, flagship EDI programmes and also included an Inclusive Recruitment training session
  - KingsAble presented at the People Committee and PRUH Site Exec

# WDES 8: Reasonable Adjustments

Percentage of Disabled staff saying their employer has made adequate adjustments to enable them to carry out their work. **(BETTER)**



Responses	2018	2019	2020	2021	2022	2023
Disabled	331	356	508	528	614	684

## Data insights

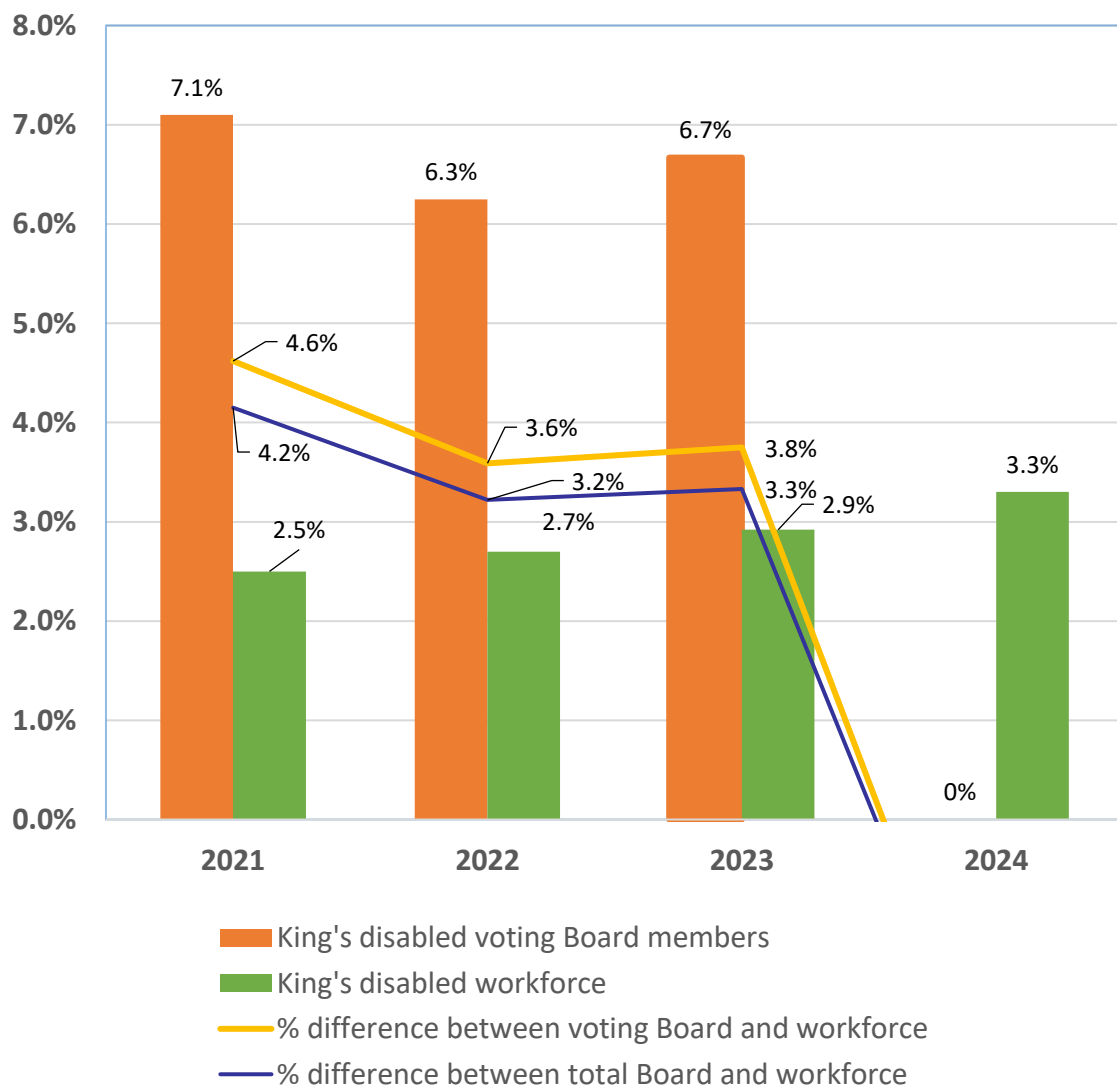
- We have improved in this staff survey related metric by 1%.
- The gap between the London average and King's percentage has increased to 11.3%

## Actions taken

- Socialised the Workplace Adjustments Plan (launched April 23), and launched WAP via a trustwide webinar, to embed clear process and accountability for the implementation of adjustments for staff with accompanying training session, achieving over 120 sign ups in the first two months.
- Engaged with lowest performing care groups in relation to reasonable adjustments.
- Continued to socialise skills boosters disability video based training sessions including Disability Confidence, Neurodiversity: an Introduction and Disabled Adventures in Customer Service.
- Socialised the Business Disability Forum Employee Advice service, a specialist advice line available to People Directorate Staff and managers requiring specific support for disability, accessibility and adjustment related issues.

# WDES Metric 10: Board Voting representation

Percentage difference between the organisation's board membership and its overall workforce (**WORSE**)



## Data insights

- Representation has decreased to 0% for the voting board and overall workforce.
- Percentage differences are now:
  - 3% difference between total board membership and overall disabled workforce;
  - 3% difference between voting board membership and overall disabled workforce;
  - 3% difference between Executive membership and overall disabled workforce.
- There has been a reduction in unknown disability status amongst board membership, which now sits at 13.3%.

## Actions taken

- Executives accessed specialist EDI coaching support.
- Executives encouraged to update ESR demographic status.
- Coordinated activity and engagement for Disability related inclusion events, including campaigns to share disability status and it's importance.
- Socialised the EDI diversity dashboard and continued to embed the EDI partnering offer amongst care groups.