

NNUH Workforce Disability Equality Standard (WDES) Reporting 2025



Introduction

- Research and evidence suggest that less favourable treatment of disabled staff in the NHS, through poorer experience or opportunities, has significant impact on the efficient and effective running of the NHS and adversely impacts the quality of care received by all patients.
- The NHS Workforce Disability Equality Standard (WDES), introduced in 2019, seeks to prompt inquiry to better understand why it is that disabled staff receive poorer treatment than non-disabled staff in the workplace and to facilitate the closing of these gaps.
- Data has been directly compared to 2024 and 2025 data providing a clear picture on the indicators that the trust is performing well and those that require our focus in the year ahead.

Summary of Findings...

(Metrics 1 – 10)



Metric 1: Percentage of Disabled staff in each of the Agenda for Change (AfC) Bands 1-9 or Medical and Dental Subgroups and Very Senior Management (VSM) compared with the percentage of staff in the overall workforce

- 5.87% of colleagues have disclosed they have a disability and 61.79% of colleagues have disclosed that they do not have disability however 29% of colleagues disclosed they had a disability or long-term health condition within the 2024 NHS Staff Survey
- Since launching the Diversity, Inclusion and Belonging Strategy, we have committed to improving disability declaration status by working with local divisions and Diverse Ability network to find the barriers colleagues are facing and identify resolutions together.

Metric 2: Relative likelihood of staff being appointed from shortlisting across all posts.

	2024			2025		
	Disabled	Non-Disabled	Unknown	Disabled	Non-Disabled	Unknown
Number of shortlisted applicants	910	8,446	828	850	7,141	679
Number appointed from shortlisting	167	1,917	317	166	1,676	414
Relative likelihood of appointment from shortlisting	0.18%	0.23%	0.38%	0.19%	0.23%	0.60%
Relative likelihood of Non-Disabled staff being appointed from shortlisting compared to Disabled staff	1.24			 1.20		

Metric 3: Relative Likelihood of staff entering the formal capability process

	2024			2025		
	Disabled	Non-Disabled	Unknown	Disabled	Non-Disabled	Unknown
Average number of staff entering the formal capability process over the last 2 years	1.5	2	5	0.5	1	1.5
Likelihood of staff entering the formal capability process	0.00	0.00	0.00	0.00	0.00	0.00
Relative likelihood of Disabled staff entering the formal capability process compared to Non-Disabled staff	8.65				5.26	

- In December 2024, we launched our revised our Performance Improvement Policy which captures a more supportive and positive approach to manage performance concerns.
- The policy clarifies that it is expected most capability cases will be dealt with informally in the first instance and a supportive performance improvement action plan should be developed to enable the staff member to improve in the required areas over a specific period of time. This discussion would include the requirement to explore reasonable adjustments to support any individuals with a long term health condition to enable them to achieve the actions set out to improve their performance.
- We will continue to monitor this metric with the support of our disabilities and long term health conditions network and consider other actions to help address this metric in the future.

Metric 4: 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

	2024		2025	
	Disabled	Non-Disabled	Disabled	Non-Disabled
Patients	33.42%	25.54%	29.04%	23.62%
Managers	14.92%	11.0%	14.86%	9.0%
Other Colleagues	28.67%	19.42%	28.0%	19.54%

What is Metric 4 really telling us and how have we been addressing this in the last 12 months?

Our Vision
The best care
for every patient

NHS
Norfolk and Norwich
University Hospitals
NHS Foundation Trust

No Excuse for Abuse

Verbally or physically abusing staff
can result in withdrawal of treatment or even
prosecution including a fine or custodial sentence

serco

NORFOLK
CONSTABULARY
Our Priority is You

Our Values **P**eople focused **R**espect **I**ntegrity **E**ducation **E**xcellence

- In 2023, we launched our No Excuse for Abuse campaign as well as our withdrawal of patient care protocol. With such initiatives it is hoped more of our colleagues will report such behaviours via our Datix reporting system so that we can closely monitor and reflect on actions taken. We also promote our Freedom to Speak Up Service through our staff networks and health and wellbeing resources.
- Whilst our staff survey results are encouraging, having listened to staff feedback we recognise we still need to do more. As part of our People Promise plans we will expand our package of support through providing additional guidance on what to do where staff are faced with this situation as well as educational resources for patients to recognise that such behaviours are not tolerated.
- The Trust delivered active bystander training to specific teams who were identified as having issues with regards to experiences of bullying and harassment. With this training it is hoped colleagues can identify and challenge inappropriate behaviours as a victim of such behaviours or as a witness.
- Elements of this training such as a model to support staff to call out behaviours have now been embedded within other training packages for managers and staff.
- We are now reviewing our objectives for year 2 of the strategy and considering how we continue to improve this statistic across all teams with consideration of structure changes being introduced this year.

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

2024		2025	
Disabled	Non-Disabled	Disabled	Non-Disabled
47.69%	55.33%	46.81%	53.65%

Metric 6: Percentage of staff who have felt pressure from their manager to come to work despite not feeling well enough to perform duties

2024		2025	
Disabled	Non-Disabled	Disabled	Non-Disabled
28.28%	19.51%	29.7%	18.36%

- This statistic may have worsened for our disabled staff this year due to the number of pressures the Trust has had to face which is causing some uncertainty for our staff.
- We are really proud of our Attendance Policy which is a people focused approach to managing sickness and attendance. The policy adopts our 'Know Your Staff' principles; our compassionate and just approach to people management. We recognise that staff want to be at work and we celebrate this.
- We encourage colleagues to use the Health and Wellbeing Passport which allows them to form a bespoke approach based on their individual needs.

Metric 7: Percentage of staff satisfied with the extent to which their organisation valued their work

2024		2025	
Disabled	Non-Disabled	Disabled	Non-Disabled
28.62%	38.0%	27.72%	38.0%

2024 2025

76.42% 76.31%

Metric 8: Percentage of disabled staff who said their employer has made adequate adjustments to enable them to carry out their work

- These figures have remained almost the same as last year within our Trust and have consistently been above the NHS England average (73.4%) but fall slightly short of our WDES Action Plan target of 80%.
- We have created a 'Health and Wellbeing Passport' that staff can access at all stages of their journey with or without a disability or long-term health condition diagnosis and discuss a range of reasonable adjustment options, including informal adjustments, with their line manager.
- We are aware, however, that we need to improve the process of requesting formal reasonable adjustments through the Access to Work scheme in order to maintain our high numbers of staff who say they have been given adequate adjustments to enable them to carry out their work. To this end, we have been working to clarify the information available to staff and managers and streamline the procurement process for equipment adjustments.

Metric 9: Staff engagement score

2024		2025	
Disabled	Non-Disabled	Disabled	Non-Disabled
6.0	6.5	5.9	6.5

- The Trust has a Disabilities and Long-Term Health Conditions Staff Network which meets on a bi-monthly basis. Agenda items are suggested by members of the group and have supported actions such as updating our Health and wellbeing Passport template.
- We also have a Staff Council which looks at staff survey priority actions and longer-term improvement plan. Members are informed about progress, and are consulted on changes and – vitally - they engage with colleagues to ensure we receive representative feedback that we can use to shape our actions.

Metric 10: Percentage difference between the organisation’s Board voting membership and its overall workforce.

	2024			2025		
	Disabled	Non-Disabled	Unknown	Disabled	Non-Disabled	Unknown
Total Board Members	0	3	13	1	10	7
Difference (Total Board – Overall Workforce)	-5%	-38%	42%	0%	-6%	7%



Our hospital for all