



London Ambulance Service
NHS Trust



WORKFORCE DISABILITY EQUALITY STANDARD REPORT



A MESSAGE FROM OUR CEO

In this year's WDES report for the London Ambulance Service, we reaffirm our unwavering commitment to promoting equality, diversity, and inclusion within our organization. As we assess the current landscape, we recognise the importance of addressing workforce representation to ensure that our team reflects the diverse communities we serve. While we acknowledge areas requiring attention, it is encouraging to note the strides we have taken toward tackling discrimination and promoting inclusivity. This report underscores our dedication to fostering an inclusive environment where every member of our workforce feels valued and empowered to contribute their unique perspectives. Through collaborative efforts and ongoing initiatives, we strive to build a workforce that mirrors the richness of our city and upholds our mission to provide exceptional care to all.

Over the last year, we have achieved the following in line with our action plan:

- An EDI Committee has been created, reporting directly to the Trust Board to monitor progress against our EDI objectives
- We have reviewed the Trust's EDI training packages to ensure they are fit for purpose and have relaunched them.
- We have introduced a tailored and comprehensive "Inclusive Leadership" training covering the signature traits of Inclusive Leadership. This programme suits complex health and social care services.
- We have successfully rolled out our "Tackling Discrimination and Promoting Inclusivity" training across the Trust for all our staff.

This report provides an overview of our performance against the indicators and our plan over the next 12 months.

I would like to thank Fareeha Usman, EDI Business Partner, for compiling this report and action plan for the Trust.



Daniel Elkeles
London Ambulance Service
NHS Trust

[**LETS GET STARTED**](#)



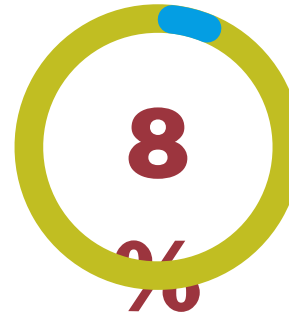
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KEY FINDINGS

Metrics 1-3 and 10 are a snapshot of our workforce data from 31 March 2023, while Metrics 4-9 are taken from the NHS Staff Survey, conducted in Autumn 2022.



1. Staff Representation

8% of our workforce has identified themselves as disabled.



2. Shortlisting

Non-disabled applicants are

1.20X



more likely to be appointed from shortlisting.

3. Disciplinary

Fewer than 10 disabled

<10



colleagues entered the formal capability process.

4a)i. Bullying from public

60%



of disabled colleagues reported experiencing harassment, bullying or abuse from the public.

ii. From managers

21%



of disabled colleagues reported experiencing harassment, bullying or abuse from managers.

iii. From staff

23%



of disabled colleagues reported experiencing harassment, bullying or abuse from colleagues.

4b. Bullying reported

41%



of disabled colleagues reported experiencing bullying, harassment or abuse.

5. Progression

41%



of disabled colleagues believe the Trust provides equal opportunities for promotion.

6. Presenteeism

36%



of disabled colleagues feel pressured to come to work when not feeling well enough.

7. Feeling valued

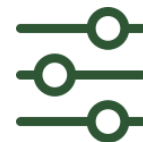
20%



of disabled colleagues feel valued by the organisation.

8. Reasonable Adjustments

58%



of disabled colleagues say reasonable adjustments were made.

9. Staff engagement

The 0-10 staff engagement score for disabled colleagues is

5.3



10. Trust Board

0%



Composition of our Trust Board (voting membership).



COMPARISON

Metrics 1-3 and 10 are a snapshot of our workforce data from 31 March 2023, while Metrics 4-9 are taken from the NHS Staff Survey, conducted in Autumn 2022.

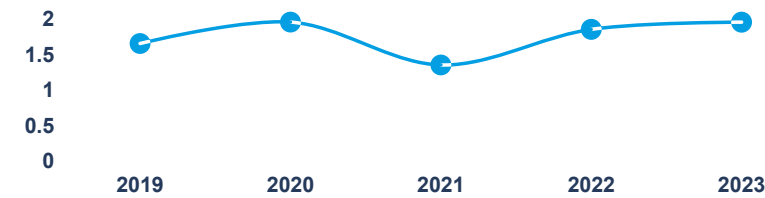


1. Staff Representation

of our workforce has identified themselves as disabled.

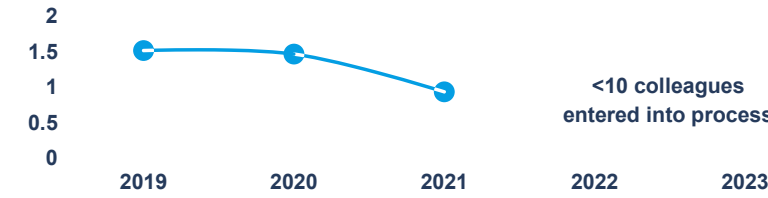


2. Shortlisting



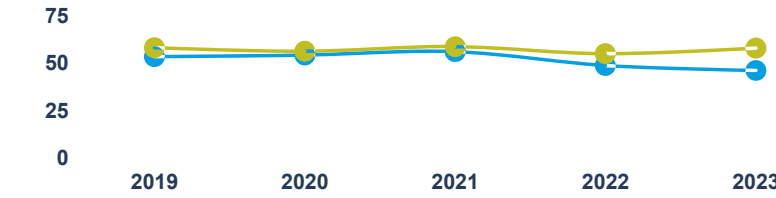
Difference:
Last Year 2022 : **1.25x** This year 2023 : **1.20 x**

3. Disciplinary



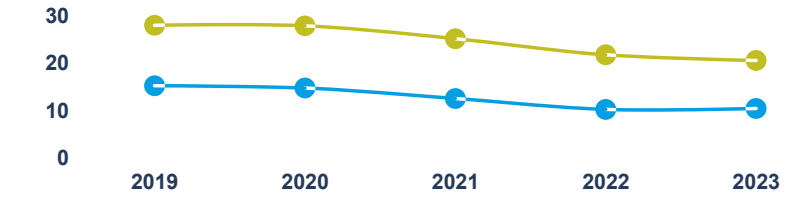
Difference:
Last Year 2022 : **<10** This year 2023 : **<10**

4a)i. Bullying from public



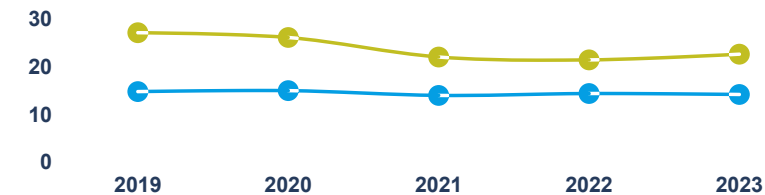
Difference:
Last Year 2022 : **6.3%** This year 2023 : **11.8%**

ii. From managers



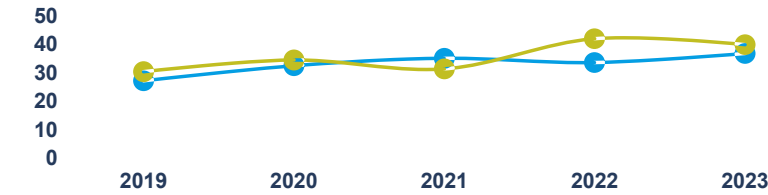
Difference:
Last Year 2022 : **11.5%** This year 2023 : **10.1%**

iii. From staff



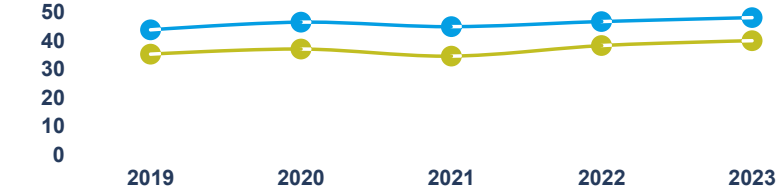
Difference:
Last Year 2022 : **7.1%** This year 2023 : **8.5%**

4b. Bullying reported



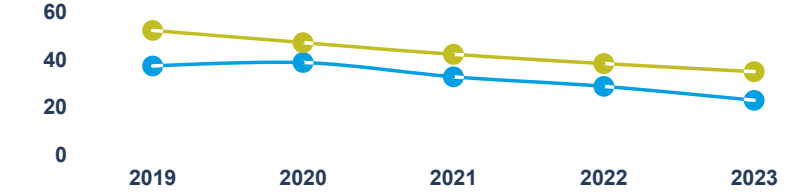
Difference:
Last Year 2022 : **8.4%** This year 2023 : **3.1%**

5. Progression



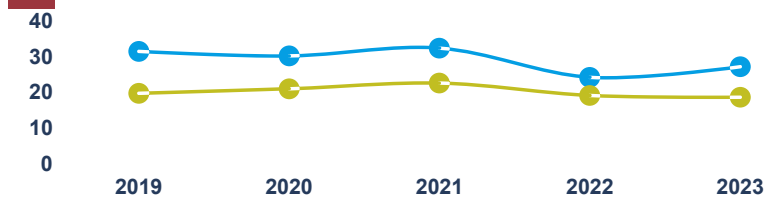
Difference:
Last Year 2022 : **8.4%** This year 2023 : **8.1%**

6. Presenteeism



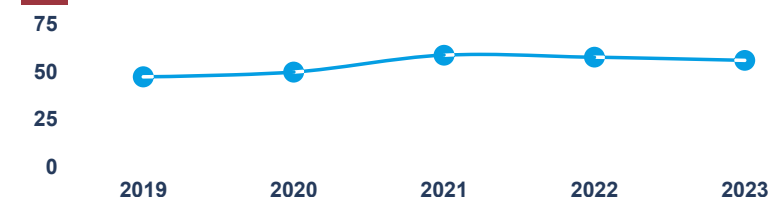
Difference:
Last Year 2022 : **9.6%** This year 2023 : **12.1%**

7. Feeling valued



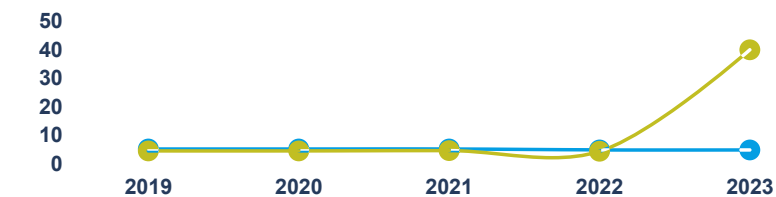
Difference:
Last Year 2022 : **5.1%** This year 2023 : **8.6%**

8. Reasonable Adjustments



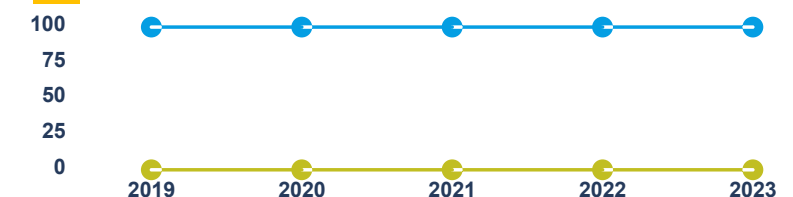
Difference:
Last Year 2022 : **59.2%** This year 2023 : **57.5%**

9. Staff engagement



Difference:
Last Year 2022 : **0.5%** This year 2023 : **0.6%**

10. Trust Board



Difference:
Last Year 2022 : **0%** This year 2023 : **0%**



“

The EnAbleD staff network is committed to amplifying the voices of disabled staff in the London Ambulance service. Our aim is to remove barriers and foster a culture of genuine understanding of the lived experiences of staff with disabilities. The network aspires to be a dedicated platform for disabled employees to share their experiences, insight and challenges to break down the invisible walls that often isolate individuals with disabilities. By working in collaboration with the EDI Team and across the Trust, the network raises awareness about the unique needs and abilities of disabled staff, nurturing an environment where their voices are heard and actively sought after. It's not just a support system. It's a catalyst for change that moves the organisation towards a future where inclusivity isn't just a buzzword but a lived reality.

CHAIR – ENABLED NETWORK



INTRODUCTION

This WDES report highlights the progress we have made as an organisation. Whilst clearly showing the journey we are making to become an inclusive employer, there is a long way to go. This report reflects our ongoing commitment to fostering a diverse, inclusive, and equitable workforce within our esteemed organisation.

At London Ambulance Service, our journey towards equality, diversity and inclusion is woven into the fabric of our trust values - **Care, Respect and Teamwork**. Our Trust has embarked on a transformative journey to meet the expectations of our workforce. Through strategic insights, innovative initiatives, and a collaborative approach, we have witnessed a profound shift in embracing diversity and cultivating an environment where every individual's unique strengths and perspectives are celebrated.

The following report and WDES Action Plan will give you an account of our progress, challenges, and aspirations. In the following pages, we invite you to explore our profound commitment and the tangible outcomes we have set for us to achieve. This emerges from our collective efforts to create an ambulance service that is not only responsive to the diverse needs of our community but is also an inspiring model for others to emulate.

As we navigate the intricate landscape of equality and inclusion, we acknowledge that progress requires more than just numbers and metrics. It hinges on our ability to listen, empathize, and act upon the insights provided by WDES data. By translating these insights into meaningful action plans, we empower ourselves to create real change for our workforce and the communities we serve. We are embracing the transformative power of diversity through collaboration, dialogue, and a deep commitment to learning.

We recognise that achieving true equality necessitates ongoing assessment, thoughtful strategies, and transparent reporting – elements at this report's heart. In order to improve the experience of people with disabilities, we need to encourage more disabled staff to share that they have a long-term condition or disability so that we can appreciate the numbers and track our progress via a number of parameters.

We sincerely appreciate all our colleagues, stakeholders, partners, and team members who have contributed to the creation of this report. As we look ahead to the future, it is clear that our steadfast dedication to EDI is a beacon guiding us towards a more inclusive and compassionate world.

Together, let us delve into the contents of this report with an open heart and a resolute determination to embrace the diversity that enriches our organisation and the communities we serve. By doing so, we are not just embracing a report – we are embracing the essence of equality and the boundless potential it holds.

Thank you for embarking on this journey of discovery and transformation with us.



OVERVIEW

PURPOSE

NHS Trusts are required to produce and publish their WDES report annually. The purpose of the WDES is to ensure that NHS organisations review their data against the ten indicators outlined in the WDES, produce an action plan to close any gaps in the workplace experience between disabled and non-disabled staff, as well as improving the representation of disabled staff at the Board level of the organisation.

The WDES report and associated action plan form one part of our EDI plan in line with the LAS Strategy. It is a key component of our workforce EDI work, setting our direction in achieving good practice disability equality across all areas of the employee lifecycle and ensuring our staff have access to career opportunities, development and progression and receive inclusive and fair treatment in the workplace.

This report gives an overview of the Workforce Disability Equality Standard and the ten metrics we report against. It shows and briefly analyses the WDES data against each metric and explores trends internally with last year's data comparators against other Ambulance Trusts. It shows progress against these standards during 2022-2023 and identifies the key priorities for 2023-2024.

METHODOLOGY

The WDES requires NHS trusts to self-assess against ten workplace experience and opportunity indicators.

- Metrics 1, 2, 3, and 10 data is taken from LAS's people information systems.
- What disabled staff tell us from the relevant questions in a staff engagement survey for metrics 4, 5, 6, 7, 8 and 9.

Short definitions of the ten WDES indicators are presented in this report.

SCOPE

The WDES data included in this report has been obtained from:

- Electronic Staff Records.
- Human Resource team records.
- Organisational Development records.
- NHS Staff Survey.

Based on a snapshot of data each year, the report highlights current practice and shows key areas for improvement and progress within the organisation against key indicators of workforce equality for staff with a disability. It enables benchmarking across similar NHS providers and evidence how we meet our duties set out in

the Public Sector Equality Duty and the standards required in the Department of Work & Pensions Level 2 Disability Confident scheme.

CONTEXT

We use the WDES data to develop and publish an action plan, which, together with a year-on-year comparison, enable us to demonstrate progress against the indicators of disability equality, whilst building better understanding of the experiences of disabled staff and supporting positive change.

DEFINITIONS

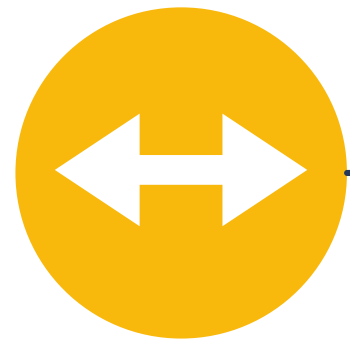
The 2022 WDES technical guidance acknowledges that one of the challenges in monitoring workforce disability within the NHS is that the definitions of disability used within the NHS Electronic Staff Record (ESR), NHS Staff Survey and NHS Jobs are not the same.

These definitions also vary when compared to the legal definition of disability, as set out in the Equality Act 2010. Work is ongoing to align definitions of disability with the Equality Act's definition and set up cross-system, agreed disability questions.

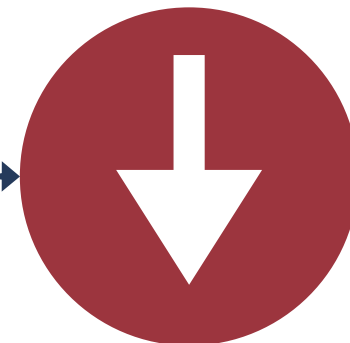
The social model of disability and the concept of 'Disability as an Asset', which are advocated by disabled people and disability rights organisations, underpin the WDES.



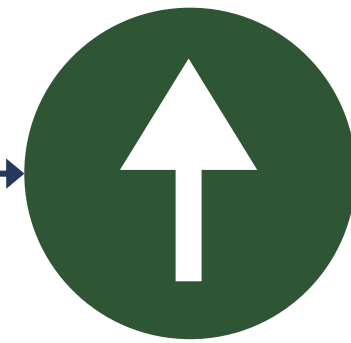
DIRECTION OF TRAVEL



Consistent



Deterioration



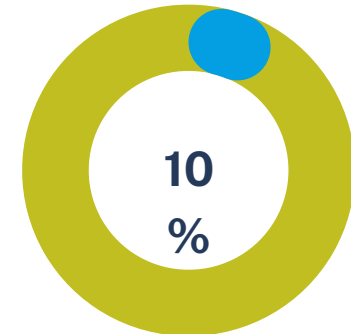
Improvement

KEY



Metrics 1-3 and 10 are a snapshot of our workforce data from 31 March 2023, while Metrics 4-9 are taken from the NHS Staff Survey, conducted in Autumn 2022.

DIFFERENCE
The difference in Metrics 4-7 and 9 is presented in a pie chart. The key for Non-disabled and Disabled staff remains the same.



EXAMPLE

3 KEY QUESTIONS EXPLORED IN THIS REPORT

• What is the data telling us?



• How do we compare with last year?



• What are we planning to do?

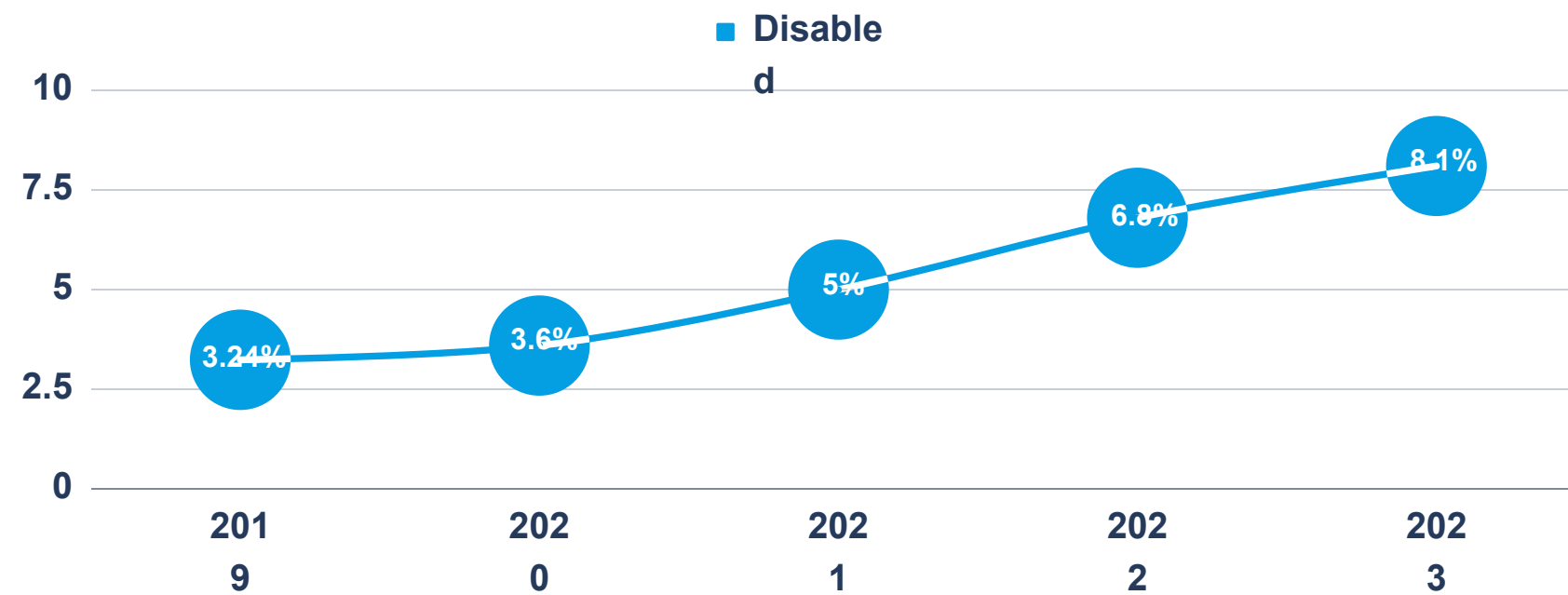


INDICATOR 1



Percentage of staff in each of the AfC (Agenda for Change) bands 1-9 and VSM (including executive board members) compared with the percentage of staff in the overall workforce.

PROPORTION OF WORKFORCE IDENTIFIED AS DISABLED (%)



| | 2021 | 2022 | 2023 |
|--------------|-------|-------|-------|
| Non-disabled | 64.1% | 67.9% | 66.2% |
| Disabled | 5% | 6.8% | 8.1% |

The data indicates the key findings for the current year compared to the previous year:

Staff Representation:

This year, the proportion of disabled staff has slightly increased, rising from **6.8% to 8.1%**. In clinical roles, disabled staff amount to **7.9%**, compared to **73.3%** of non-disabled staff. In non-clinical roles, disabled staff represent **8.6%**, while non-disabled staff amount to **47.8%**.

Non-disabled staff currently comprise **66.2%** of the workforce, down from **67.9%** in the previous year.

These findings highlight both progress and areas where further efforts can be made to enhance diversity and data completeness within the organization. Continued focus on diversity and data accuracy will enable us to create a more inclusive and informed work environment.

As we move forward, it is imperative that we maintain our commitment to fostering a diverse and inclusive workplace while also striving for greater accuracy and completeness in our data reporting.



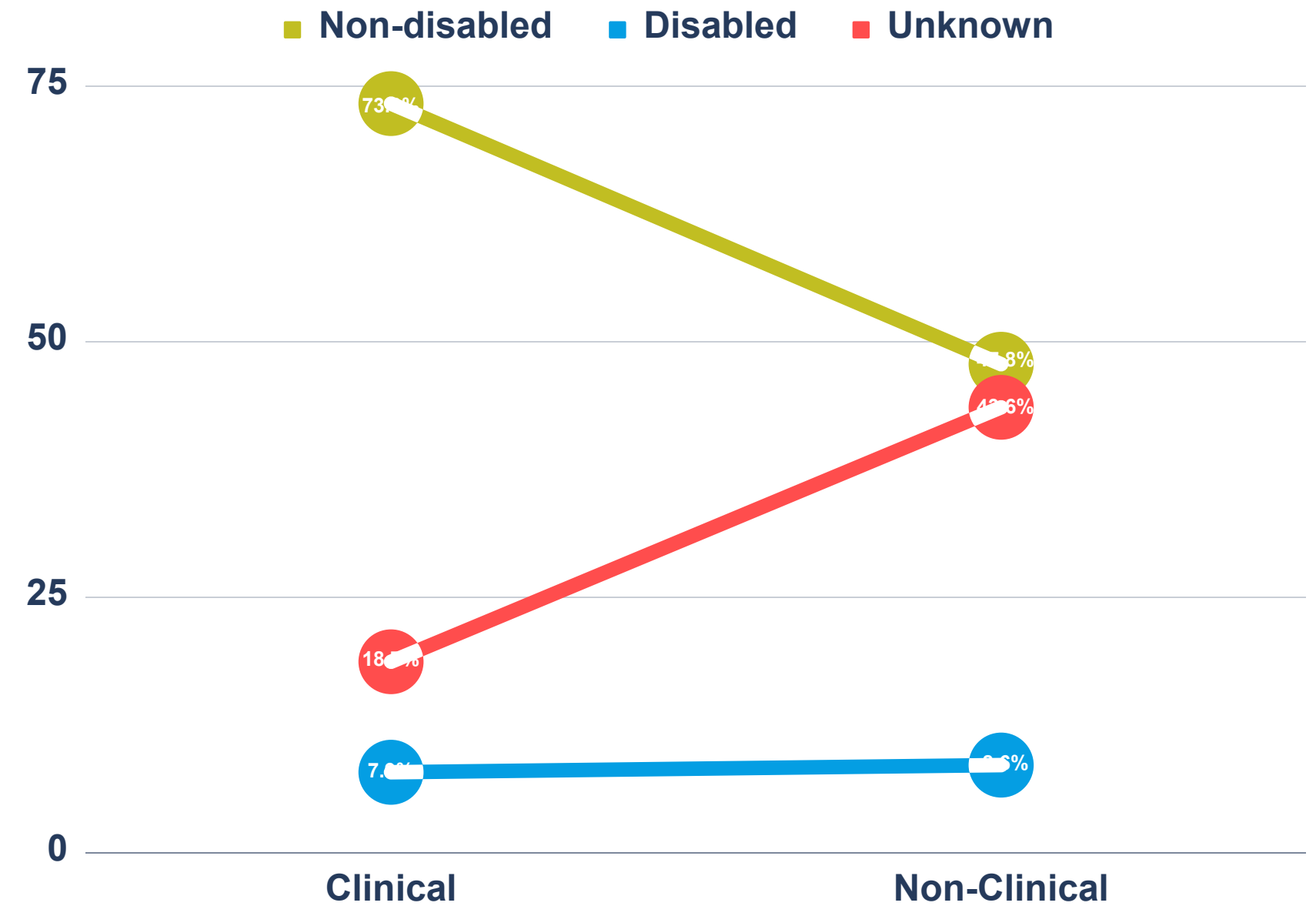
DATA COMPLETENESS – ESR (%)

The data completeness rate has seen a marginal improvement, increasing from 74.1% to 75%.



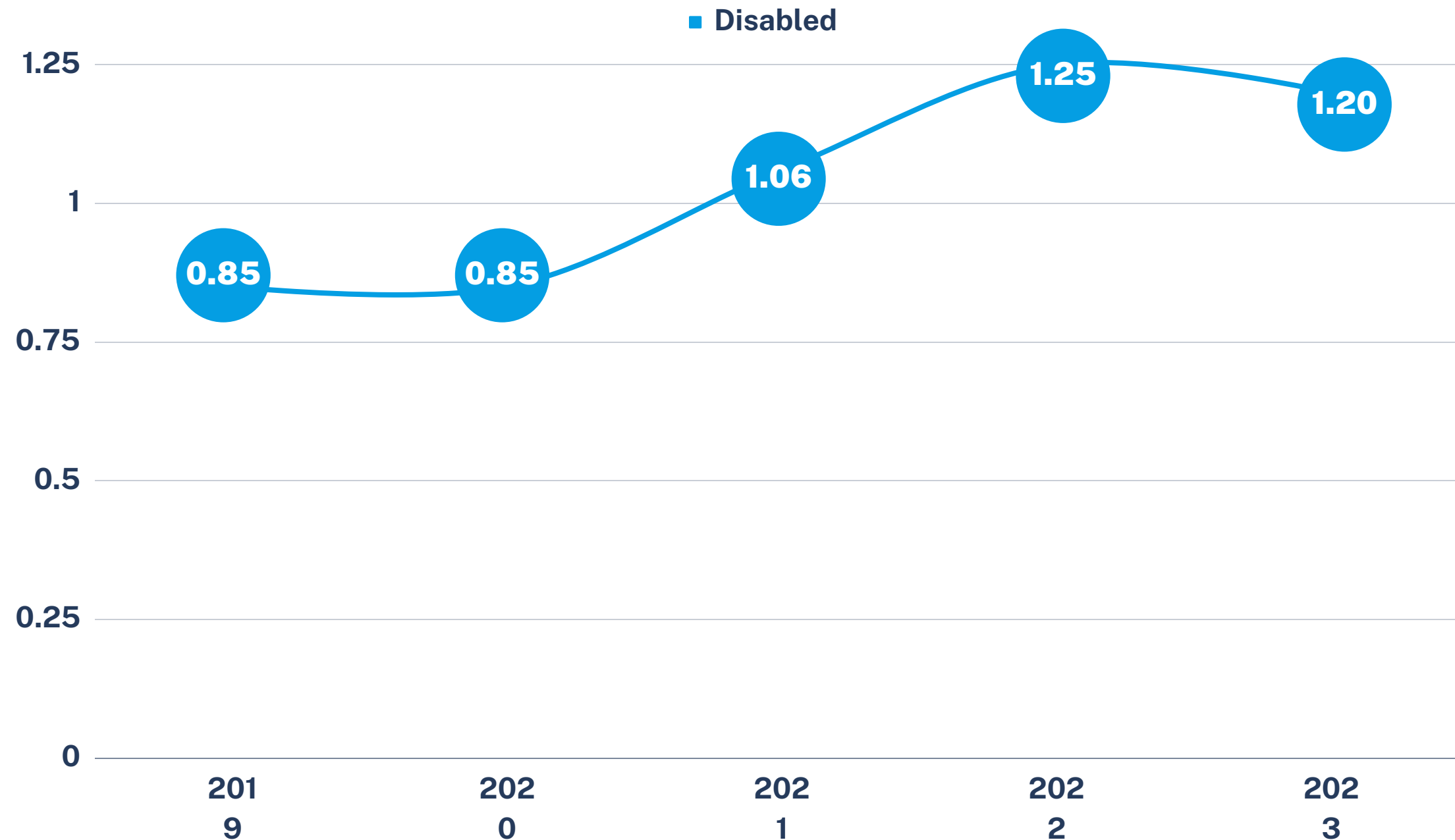
CLINICAL AND NON-CLINICAL WORKFORCE (%)

Disabled colleagues comprise only 7.9% of our clinical workforce, compared to 8.6% of those in non-clinical roles.



INDICATOR 2

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



A figure below 1:00 indicates that Disabled staff are more likely than Non-disabled staff to be appointed from shortlisting.



This year, the data indicates that the relative likelihood of disabled staff is **1.20 times** more likely to be appointed than non-disabled staff. This shows a slight improvement compared to the previous year when it was **1.25 times**.

While there has been a positive shift in the appointment likelihood for disabled staff, there is room for further progress in ensuring equal opportunities for all.

This data suggests that efforts to improve equality in appointment opportunities for disabled staff have shown some positive results, but ongoing efforts should continue to bridge this gap further and promote inclusivity in the workplace.

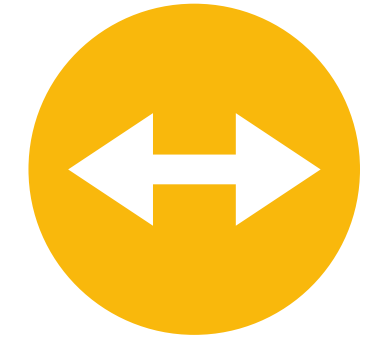
Implementing the De-bias Recruitment and Selection toolkit, best practice and evidence-based approach backed by granular data insights is one of our key priorities in monitoring this tracker this year.



INDICATOR 3

Relative likelihood of Disabled staff entering the formal capability process compared to non-disabled staff

A figure above 1:00 indicates that Disabled staff are more likely than Non-disabled staff to enter the formal capability process.



In 2021, the relative likelihood of disabled staff entering the formal capability process was 0.98 times. However, fewer than ten colleagues entered this process in 2022 and 2023. This metric has remained consistent and difficult to ascertain due to the low number of cases.

This metric only applies to capability on the grounds of **performance**, not ill health.

Given the limited number of cases in the formal capability process, it is challenging to draw significant conclusions about changes in this metric. It's essential to continue monitoring and assessing this data over time to make more informed assessments about the inclusion and support of disabled staff in the capability process.



STAFF EXPERIENCE

Indicator 4a) i:

Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months.



Indicator 4a)ii:

Percentage of staff experiencing harassment, bullying or abuse from managers in the last 12 months.

Indicator 4a)iii:

Percentage of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months

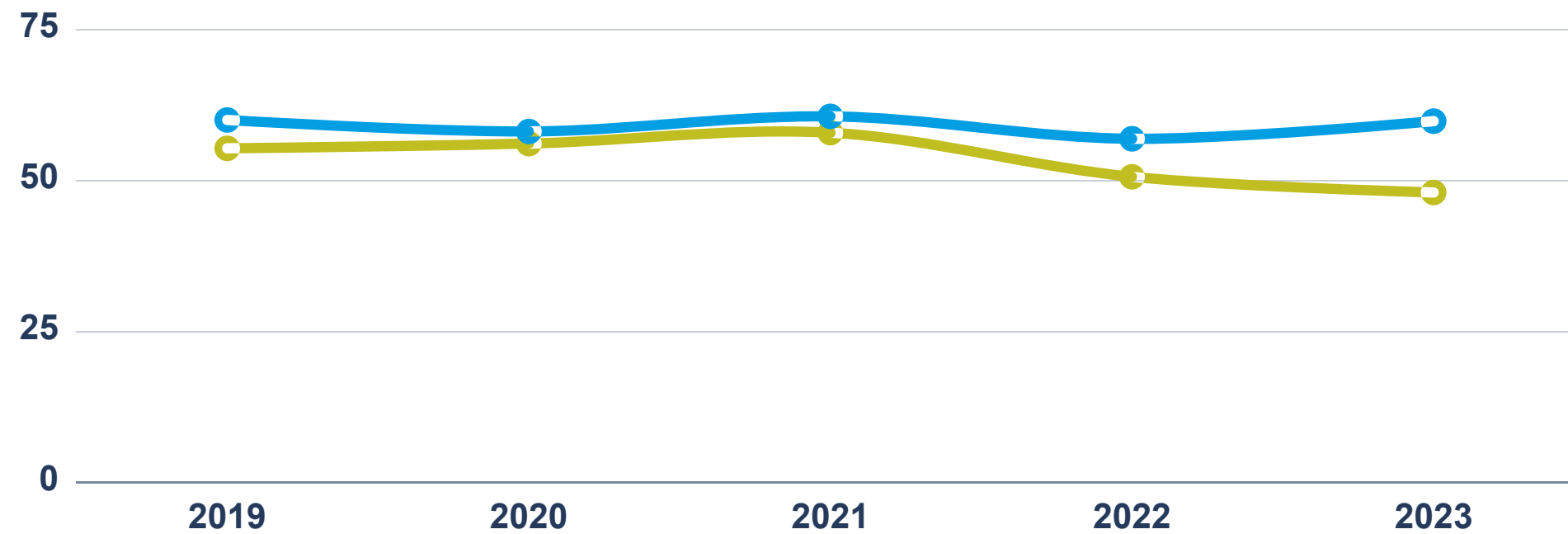
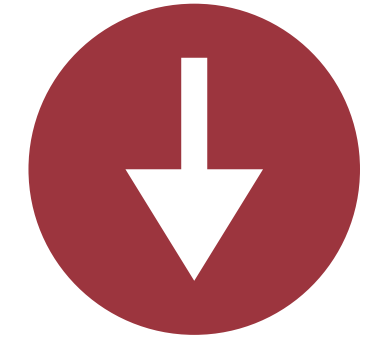
Indicator 4b)

% 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



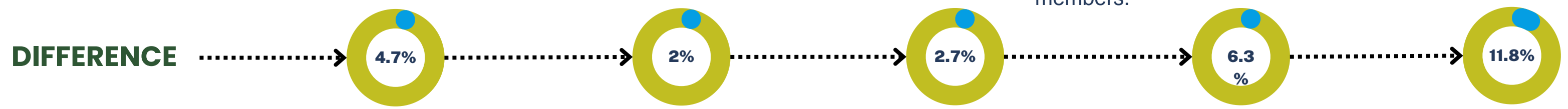
INDICATOR 4 a)i)

Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months.



59.8% of disabled staff members have reported experiencing harassment, bullying, or abuse from patients, relatives, or the public in the last 12 months. Comparatively, the percentage of non-disabled staff members facing similar issues is **48%**. This shows that disabled staff members are more likely to experience such mistreatment than their non-disabled counterparts.

Additionally, the percentage has slightly increased compared to the previous year from **56.9%**. Continuous efforts are necessary to create a safer and more respectful environment for all staff members.

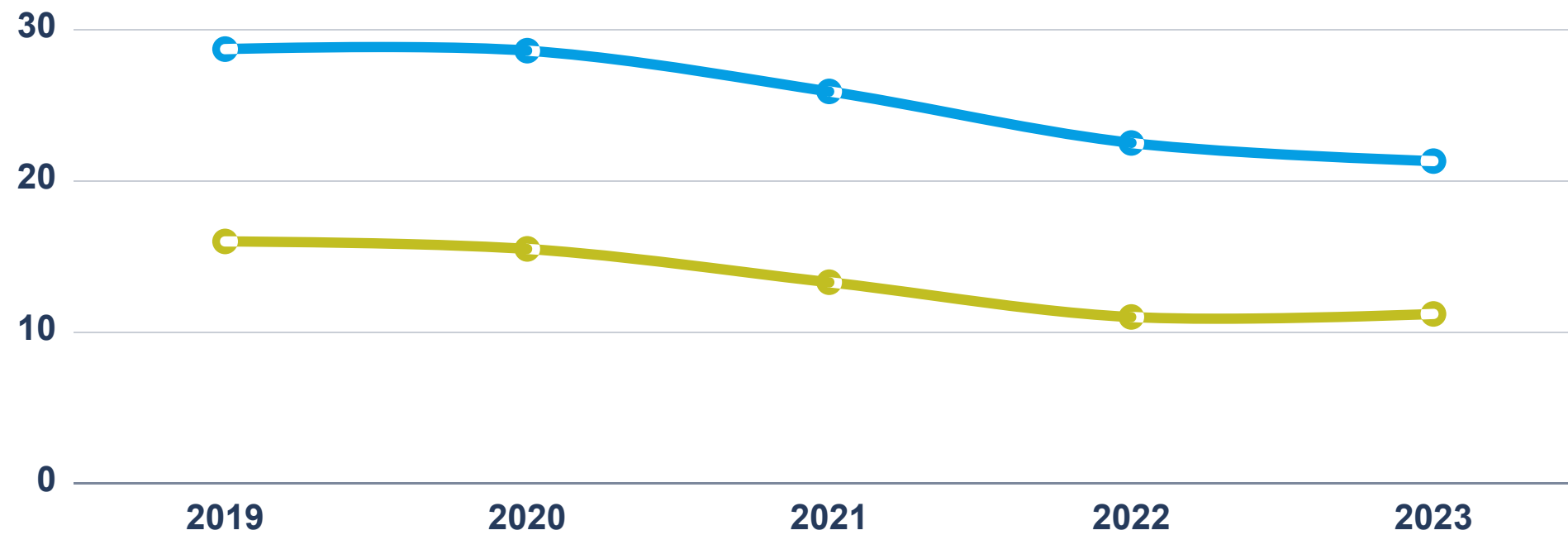


| | 2019 | 2020 | 2021 | 2022 | 2023 |
|--------------------|-------|-------|-------|-------|-------|
| Non-Disabled Staff | 55.3% | 56.1% | 57.9% | 50.6% | 48.0% |
| Disabled staff | 60% | 58.1% | 60.6% | 56.9% | 59.8% |

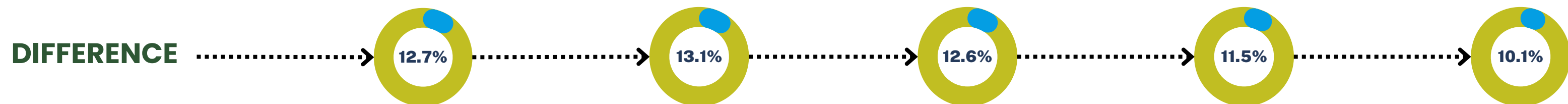


INDICATOR 4 a)ii)

Percentage of staff experiencing harassment, bullying or abuse from managers in the last 12 months.



The data indicates that **21.3%** of disabled staff members have reported experiencing harassment, bullying, or abuse from their managers in the last 12 months. Comparatively, the percentage of non-disabled staff members facing similar mistreatment from managers is lower at **11.2%**. It is worth noting that there has been a slight decrease in the percentage of disabled staff members facing harassment, bullying, or abuse from managers compared to the previous year, which was **22.5%**. Our priority is to address workplace behaviour to ensure a respectful and inclusive environment for all staff members.

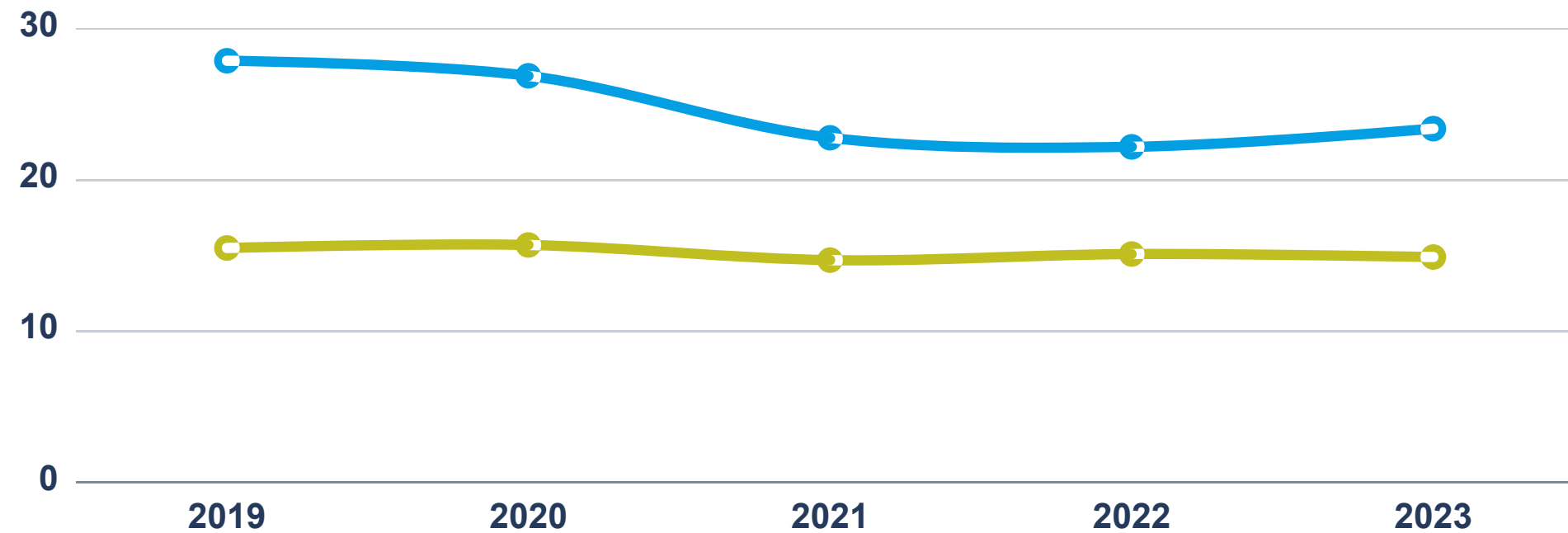
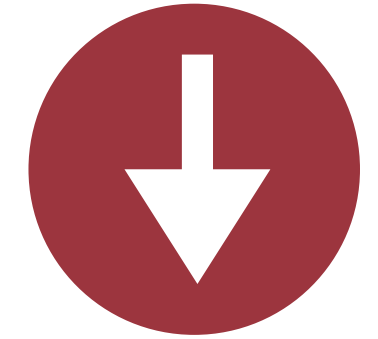


| | 2019 | 2020 | 2021 | 2022 | 2023 |
|--------------------|-------|-------|-------|-------|-------|
| Non-Disabled Staff | 16% | 15.5% | 13.3% | 11% | 11.2% |
| Disabled Staff | 28.7% | 28.6% | 25.9% | 22.5% | 21.3% |

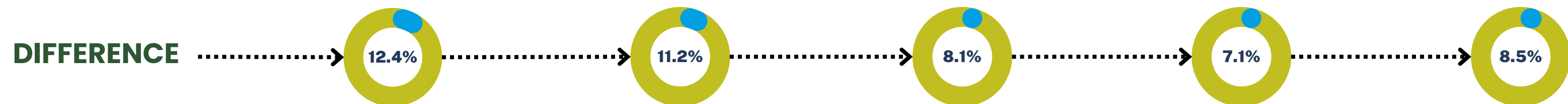


INDICATOR 4 a)iii)

Percentage of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months.



This year, the percentage of disabled staff experiencing harassment, bullying, or abuse from colleagues is **23.4%**, up from **22.2%** in the previous year. In contrast, non-disabled staff reported a percentage of **14.9%**, slightly lower than the **15.1%** reported in the previous year. There has been an increase in the percentage of disabled staff reporting these incidents. Non-disabled staff, on the other hand, have seen a slight decrease in these incidents. These findings underscore the importance of maintaining a safe and respectful workplace for all employees to promote a psychologically safe working space for everyone.

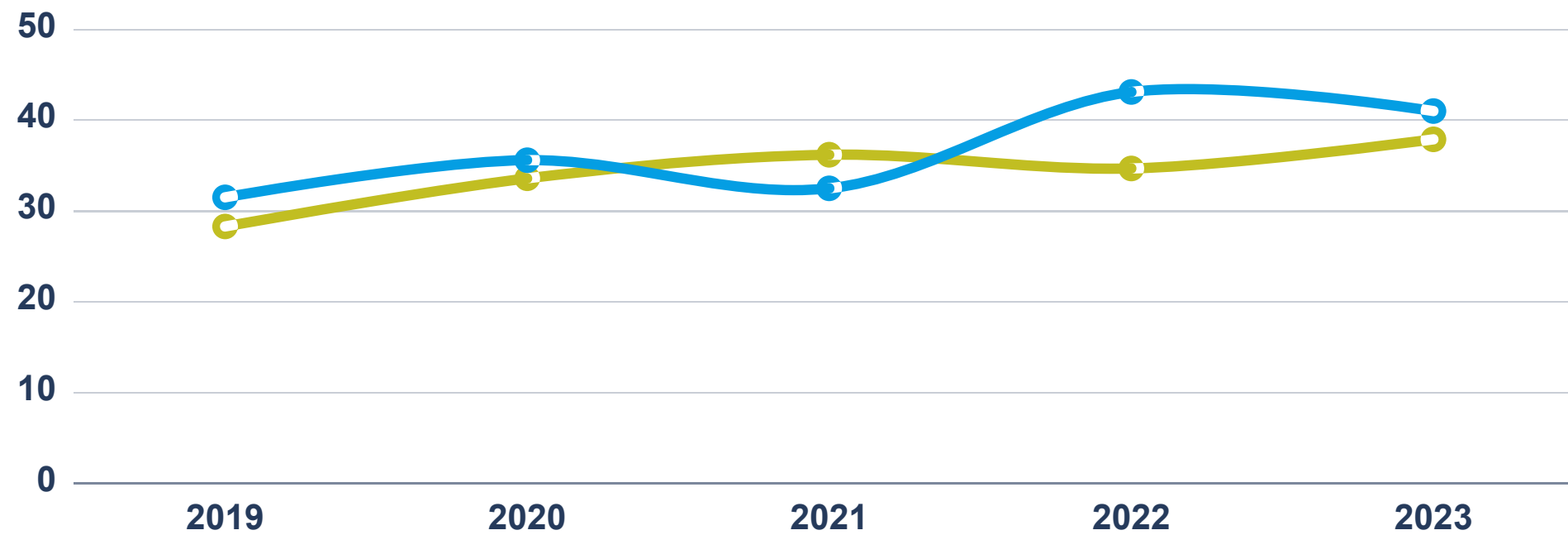
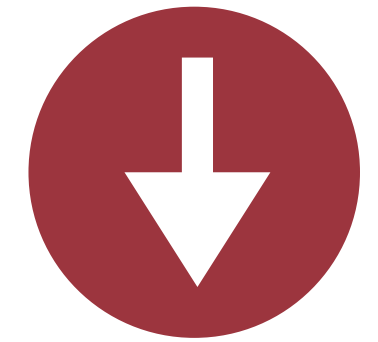


| | 2019 | 2020 | 2021 | 2022 | 2023 |
|--------------------|-------|-------|-------|-------|-------|
| Non-Disabled Staff | 15.5% | 15.7% | 14.7% | 15.1% | 14.9% |
| Disabled Staff | 27.9% | 26.9% | 22.8% | 22.2% | 23.4% |



INDICATOR 4 b

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



The data shows that while reporting amongst non-disabled staff has slightly increased from 34.7% to 37.9%, for disabled staff this has **slight decreased from 43.1% to 41%**.

While declining rates may initially appear to be a positive, we in fact would hope to see these figures rising for both disabled and non-disabled staff. This tells the Trust that, while non-disabled staff feel more confident in reporting experiences of bullying, **disabled staff have experienced a decline in confidence**, despite 2022 seeing a substantial rise in reporting to the year before.

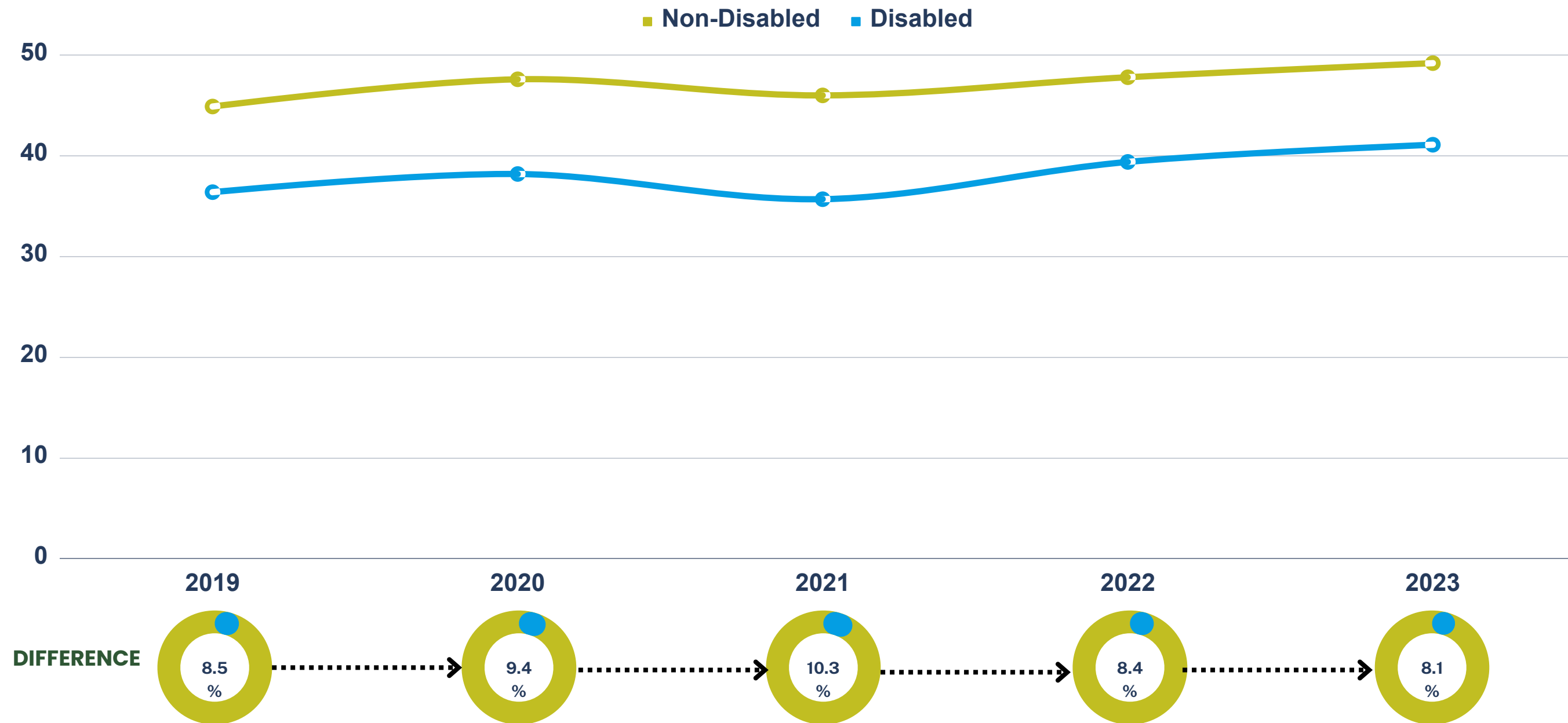


| | 2019 | 2020 | 2021 | 2022 | 2023 |
|--------------------|-------|-------|-------|-------|-------|
| Non-Disabled Staff | 28.3% | 33.6% | 36.2% | 34.7% | 37.9% |
| Disabled Staff | 31.5% | 35.6% | 32.5% | 43.1% | 41% |



INDICATOR 5

Percentage of staff believing that the Trust provides equal opportunities for career progression and promotion.



This year, **41.1%** of disabled staff believe that the trust provides equal opportunities for career progression and promotion, which is a **slight increase** from **39.4%** in the previous year. Non-disabled staff have a higher percentage, with **49.2%** perceiving equal opportunities, up from **47.8%** in the previous year.

While there has been an improvement in the perception of equal opportunities among both disabled and non-disabled staff, there is still a gap in perception between the two groups. Non-disabled staff consistently report a higher confidence level in the trust's provision of equal career progression and promotion opportunities.

Addressing this perception gap is essential for fostering an inclusive and equitable workplace where all employees can thrive.



This year, **36.3%** of disabled staff reported feeling pressured to come to work even when they didn't feel well enough to perform their duties. This reflects a **slight improvement** from the **39.7%** reported in the previous year. Among non-disabled staff, the percentage has decreased to **24.2%** from **30.1%** in the previous year.

There has been a positive trend in reducing the perception of feeling pressured to work despite not feeling well among both disabled and non-disabled staff. The improvement is more significant among non-disabled staff, with a noticeable decrease in this perception.

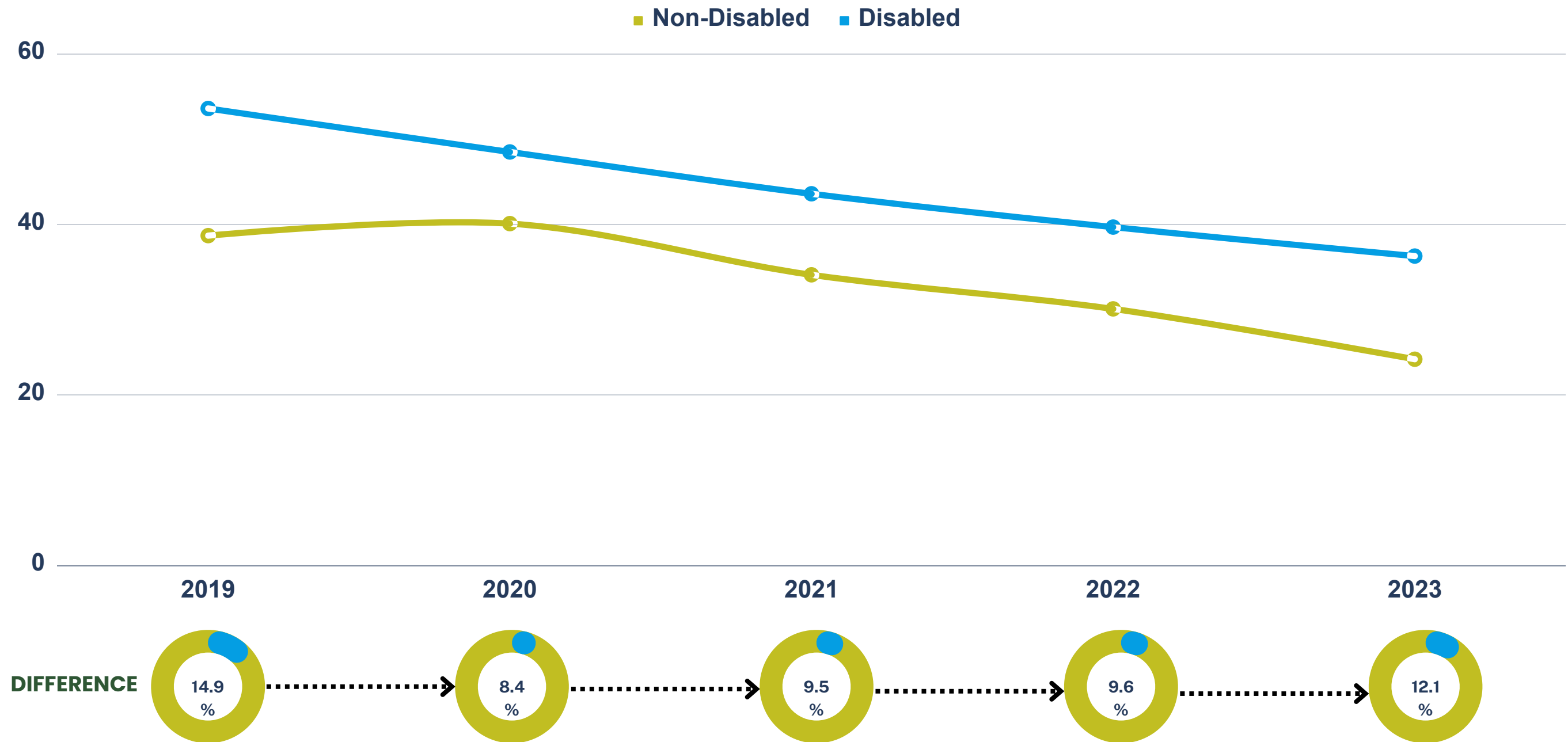
These findings suggest that efforts to **promote a healthier work-life balance** and a more supportive work environment have a positive impact. However, there is still room for further improvement to ensure that all staff feel comfortable prioritizing their health when necessary.

Focusing on employee well-being and support is crucial to sustain and build upon these positive trends.



INDICATOR 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.

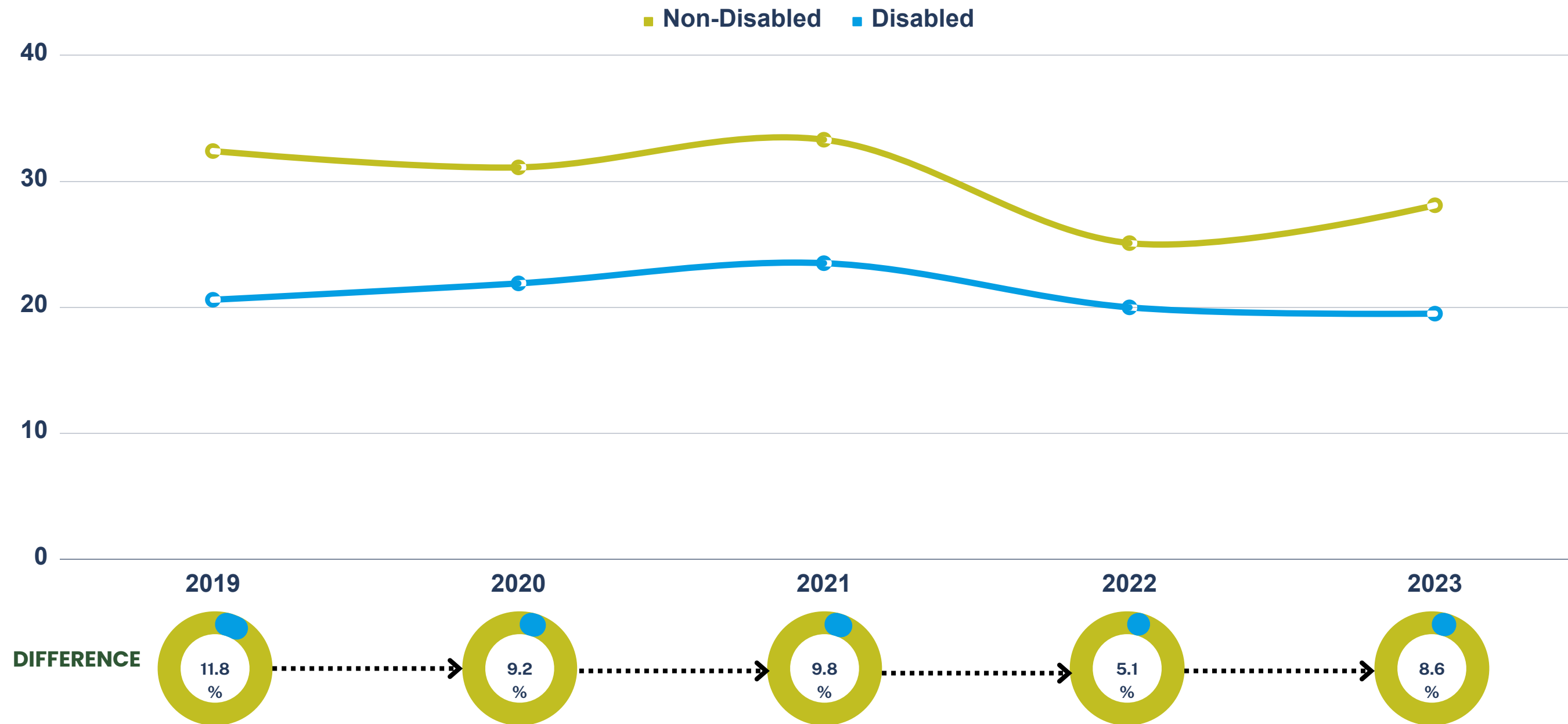
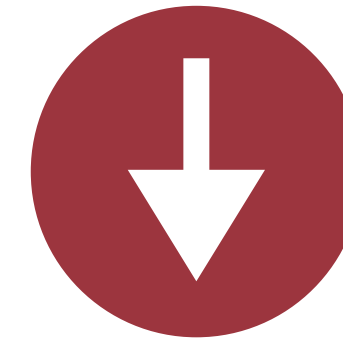


Although difference is greater, the % for disabled staff has improved



INDICATOR 7

Percentage of staff saying that they are satisfied with the extent to which their organisation values their work.



This year, **19.5%** of disabled staff report satisfaction with how LAS values their work, representing a **slight decrease** from the **20%** reported in the previous year. In contrast, non-disabled staff have a higher satisfaction rate, with a percentage of **28.1%** this year, compared to **27.9%** in the previous year.

The **difference in satisfaction levels** between disabled and non-disabled staff increased from **5.1%** to **8.6%** this year.

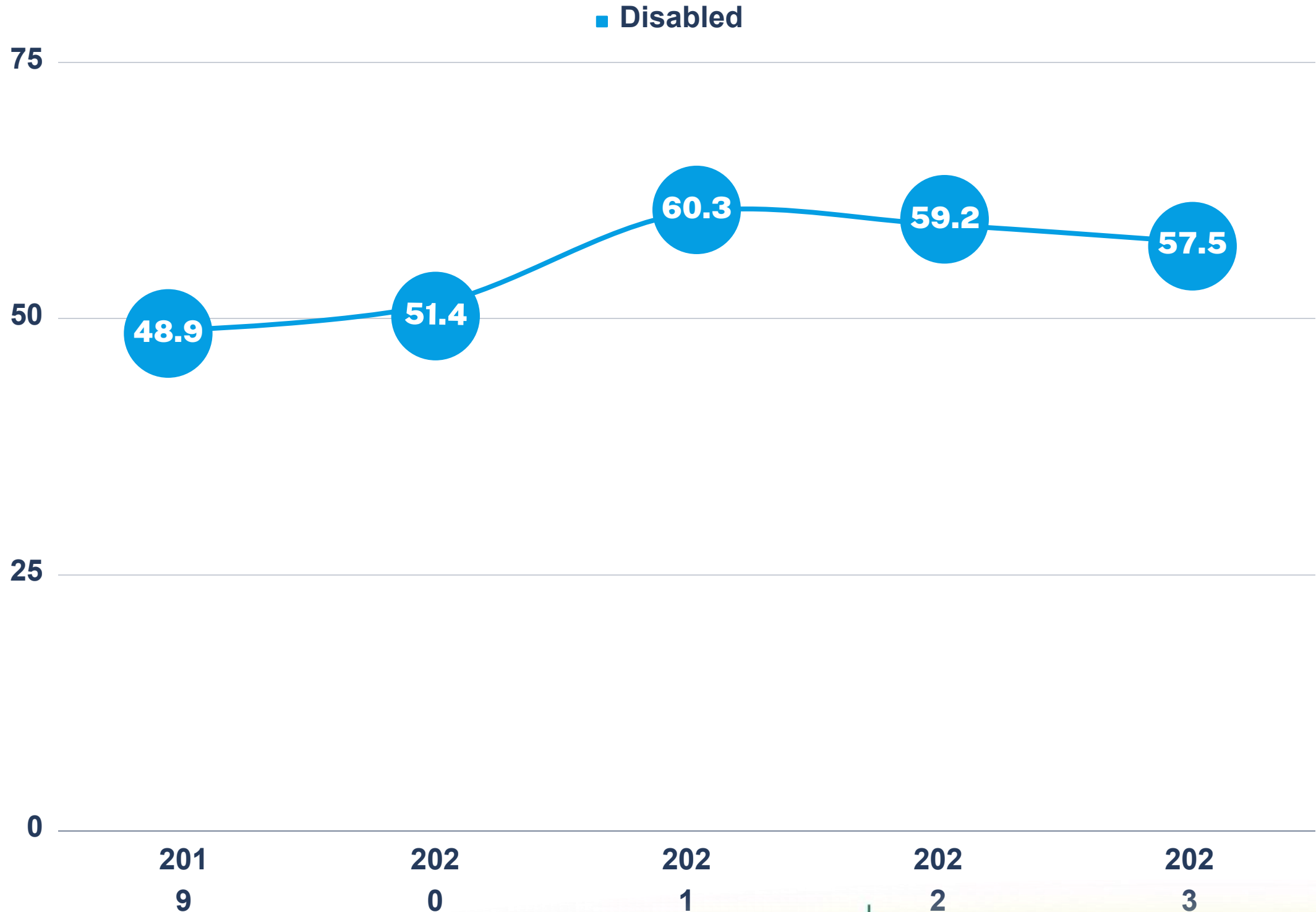
These trends indicate that while there is a general trend towards increased satisfaction with how the organisation values work, there remains a disparity between disabled and non-disabled staff. Addressing this difference and working to ensure that all employees feel valued and appreciated for their contributions is crucial to promoting an inclusive and equitable workplace.

Continued efforts to bridge this satisfaction gap are prioritised in our action plan to enhance workplace satisfaction.

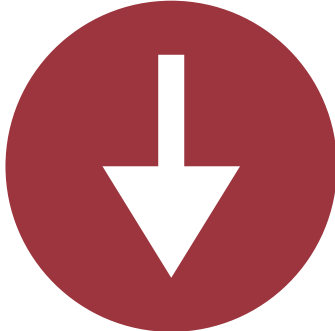


INDICATOR 8

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



The wording for this question has changed in the 2022 survey replacing 'adequate adjustment' to 'reasonable adjustment'



This year, **57.5%** of disabled colleagues feel that LAS has made adequate adjustments to enable them to carry out their work. This represents a slight decrease from the **59.2%** reported in the previous year and a more noticeable decline from **60.3%** in the year before that.

There has been a gradual decline in the perception among disabled colleagues that their employer is making adequate adjustments to support them in their work.

This key trend suggests that there may be a need for increased focus on providing and maintaining adequate or reasonable adjustments to support disabled colleagues effectively. Ensuring that all employees have the necessary accommodations to perform their roles can contribute to a more inclusive and supportive work environment.

Addressing this trend and actively seeking feedback from disabled colleagues to improve adjustments can help reverse the decline and ensure a more inclusive workplace for everyone. This is to follow with a robust Reasonable Adjustments Framework within the Trust.

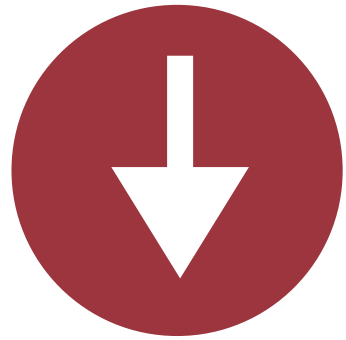


The score for staff engagement this year for disabled staff is **5.3**, which is a **slight decrease** from **5.4** in the previous year and a more significant decline from **5.7** in 2021. Interestingly, non-disabled staff have maintained a score of **5.9** for both this year and the previous year.

There has been a consistent decline in the staff engagement score for disabled staff over the past two years. The overall difference in engagement scores between disabled and non-disabled staff has increased slightly from **0.5** to **0.6** this year.

This trend highlights the importance of addressing and improving the engagement and satisfaction levels of disabled staff within the organisation.

Efforts to reverse the declining trend in disabled staff engagement is a priority for us to promote a more equitable and engaged workforce.



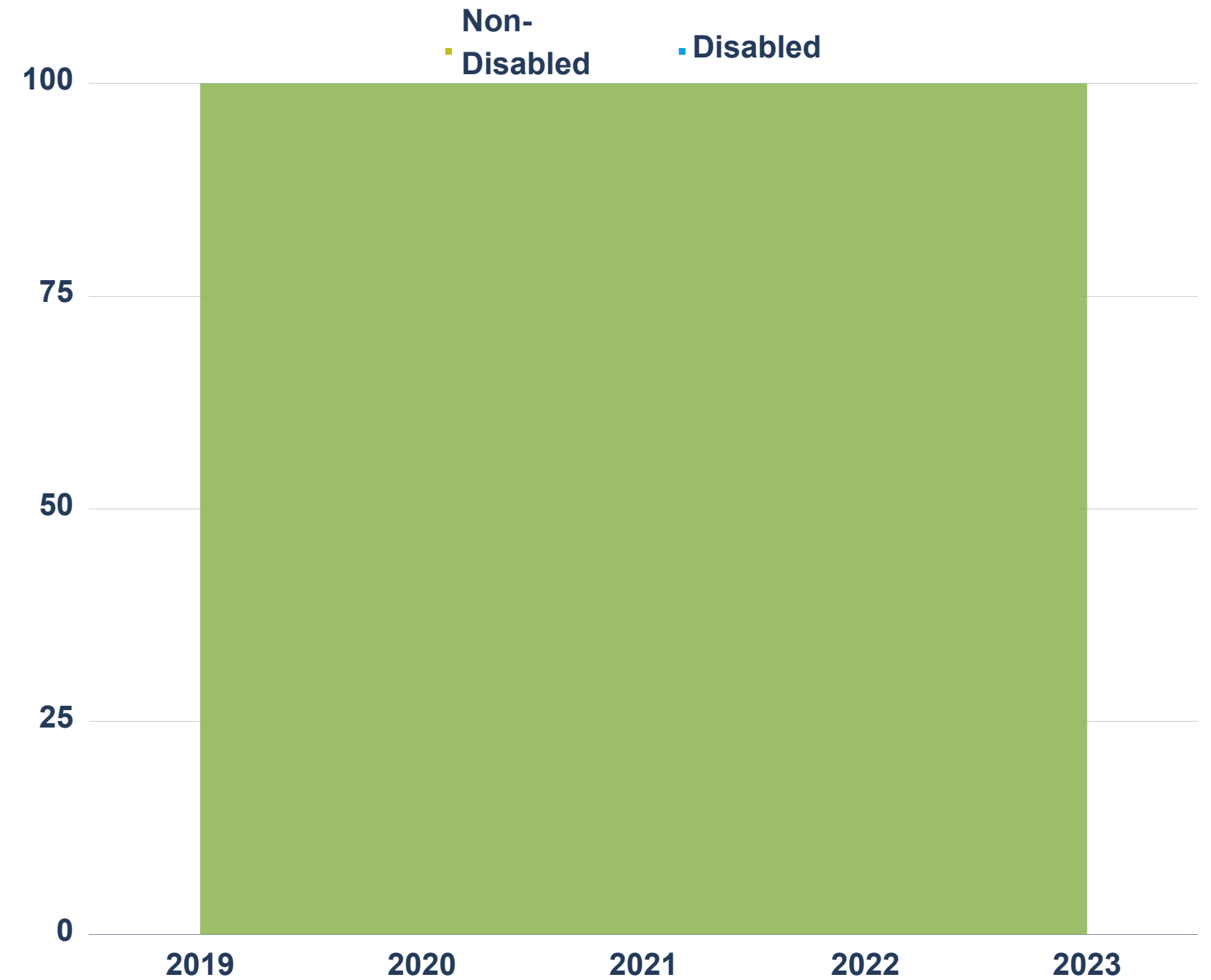
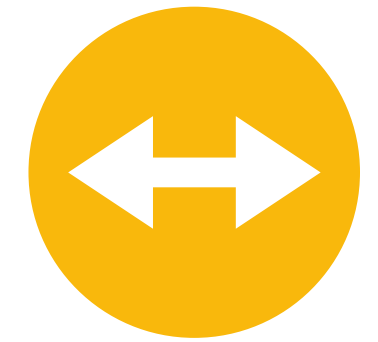
INDICATOR 9

The staff engagement score (out of 10) for Disabled staff, compared to non-disabled staff and the overall engagement score for the organisation.



INDICATOR 9

Percentage difference between the Organisation's Board voting membership and its overall workforce.



The data indicates that there is no representation of disabled individuals on the organization's board voting membership. This percentage has remained unchanged for the past five years. The data shows a consistent lack of disabled representation on the Trust's board voting membership over the past five years.

This trend highlights the need for increased efforts to promote diversity and inclusion at the board level of the organization. Ensuring that disabled individuals are represented in leadership positions can contribute to more informed decision-making and a more inclusive culture.



CONCLUSION

This report shows progress from the past year, highlights current practice, and shows key areas for improvement within the organisation against several key indicators of workforce equality for staff with disabilities.

Compared to our **2022 WDES Report**, we have made some improvements against the following indicators in **2023**:

- **Indicator 1 – Overall representation of disabled staff in the workforce**
- **Indicator 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.**

Against all other indicators, our data shows slight improvement; however, the following indicators have deteriorated:

- **Indicator 4a: i) - Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months.**
- **Indicator 4a: iii) - Percentage of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months.**
- **Indicator 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**
- **Indicator 7 - Percentage of staff saying that they are satisfied with the extent to which their organisation values their work.**
- **Indicator 8 for the provision of adequate adjustments, and Indicator 9 for the staff engagement score.**

The results of our WDES data show a need for a more collective and concerted effort to eradicate differences between disabled and non-disabled colleagues. The results underline the disparity experienced by our disabled colleagues, so the need to grow our networks and influencers for positive change continues.

This year, we have begun to champion a range of training and engagement initiatives across LAS, which simultaneously raise the organisation's awareness of the biases and inequalities whilst increasing staff confidence to tackle discrimination and promote inclusion across all our systems and processes.

It is our hope that 2023-2024 will be viewed as a pivotal year for demonstrating that we can make significant progress in disability equality at LAS.

Based on the analysis of our WDES metrics, our action plan has been revised with tangible targets and outcomes.

In conclusion, while progress has been made in various aspects of disability equality within the workforce, clear areas require attention and improvement. Ensuring equal opportunities, addressing perceptions, and promoting diversity and inclusion at all levels remain our essential goals. Continued monitoring, action, and support are necessary to advance disability equality standards within the organisation.

NEXT STEPS

The WDES Action Plan has been reviewed and updated in collaboration with the **EnAbled staff network**. The network has identified the following priorities, some of which are carried over from the 2022 plans. The work will be supported by the P&C Directorate, Clinical Education and EDI team and monitored through the WDES task and finish group, EDI Implementation Group and EDI Board committee.

The Workforce Disability Equality Standard (WDES) objectives and actions are presented under the following thematic areas:

- **Workforce Representation, Recruitment & Retention**
- **Leadership Learning & Development**
- **Staff Experience (Inclusion & Belonging)**

The priorities of the plan include:

- Improving the representation of our workforce to create a more equitable and inclusive workforce
- Continued focus on ensuring our recruitment and selection processes are inclusive
- Promote ESR self-service to encourage staff and increase declaration rate across the Trust
- Tackle bullying, harassment and abuse against staff and create a culture of civility and respect

THANK YOU



For further information and or request in
an alternative format, please contact:
londamb.edimailbox@nhs.net





London Ambulance Service
NHS Trust



WORKFORCE DISABILITY EQUALITY ACTION PLAN

Available separately

