



Workforce Disability Equality Standard

July 2024

Improving lives together

Workforce Disability Equality Standard

This report provides an annual overview of Cygnet's performance against the Workforce Disability Equality Standard (WDES). There is an ongoing inclusion action plan which accompanies this report for how Cygnet will progress this work over the period.

Cygnet Health Care

Name and title of the Board lead of the WDES

Jenny Gibson, Director of Human Resources

Name and contact details of the lead manager compiling this report

Kerry Matthews, Colleague Engagement and Wellbeing Lead (kerrymatthews@cygnethealth.co.uk)

Name of the commissioners this report has been sent to

NHS England (NW) – Paula Grange

Name and contact details of coordinating commissioner this report has been sent to

n/a

Unique URL link on which this report and associated action plan will be found

<https://www.cygnethealth.co.uk/help/legal/>

This report has been signed off by on behalf of the Board on (name and date)

Jenny Gibson, Director of Human Resources, 25th July 2024

Background

1. Background narrative

Any issues of completeness of data

We have been unable to answer:

- 'Metric 2' – Relative likelihood of staff being appointed from shortlisting across all posts - There have been 96,109 total applicants in the first two quarters of 2024, of which 2,422 of these were appointed. Due to the volume of applicants, and number of stages in the process whereby applicants drop out, it is difficult to report the specific disability status of those appointed
- 'Metric 3 – Relative likelihood of staff entering the formal capability process'. There are relatively few employees being formally managed through the capability process and these have not been recorded centrally. There is an action for this to be rectified going forward.

Any matters relating to the reliability of comparisons with previous year

None.

Are there any other factors or data which should be taken into consideration in assessing progress?

None.

2. Total numbers of employees

Employed within this organisation at the date of the report

10564 as per staff survey maximum responses (11263 as per report from Workday)

Background

3a. Self-reporting

Description	2024
Total employees who have disclosed they a disability	180
Total employees who have said they do not have a disability (*not disclosed)	11083*
Total employees who have not completed the section of their HR record or who have said they prefer not to say if they a disability	
Percentage of employees who have disclosed they a disability	1.6%

3b. Self-reporting

Have any steps been taken in the last reporting period to improve self-reporting by disability?

We have had previous campaigns to encourage staff to complete their HR record. Due to staff turnover, this process needs ongoing focus. New system - Workday, staff asked to update details as part of this

Are any steps planned during the current reporting period to improve the level of self-reporting of disability?

As above.

Background

4. Workforce data

What period does the organisation's workforce data relate to?

July 2023 to June 2024

Methodology

For each of the WDES indicators, the data has either been taken from Cygnet's HR system or from the results of the Staff Survey (2023 and 2024 for comparison). The information is then compared for employees who identify as having disability or not having a disability.

The Staff Survey ran between 19th February and 15th April 2024.

The breakdown of all the respondents to the Staff Survey were as follows:

- **5%** identified as having a disability
- **85%** did not identify as having a disability
- **10%** preferred not to say

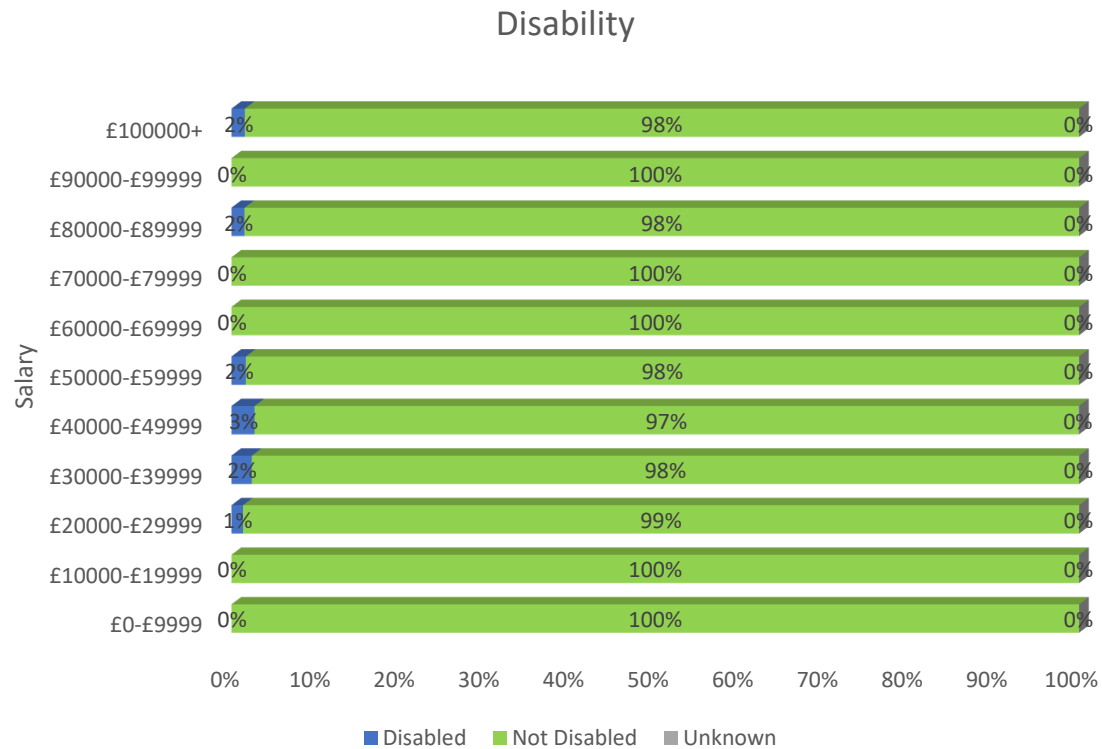
This remains the same as 2023.

Staffing data **excludes** bank staff. This has been the case in previous years and ensures reporting is consistent.

Each slide indicates where the data has originated.

Metric 1

Percentage of staff in each salary range compared to the percentage of staff in the overall workforce



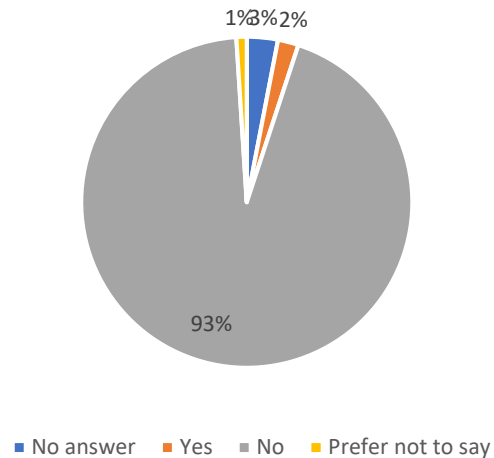
There was only 1 'undeclared' with the remaining either populated with a disability or being blank. Blank have been assumed as 'not disabled'.

Note: Pay data is taken from Workday.

Metric 2

Relative likelihood of staff being appointed from shortlisting across all posts

Do you consider yourself to have a disability?



The data is from our Applicant Tracking System – Harbour and runs from 1st January 2024 – 9th July 2024. There's no previous data held to compare this to.

Data shows total applicants split by disability.

There have been 96,109 total applicants in the first two quarters of 2024, of which 2,422 of these were appointed. Due to the volume of applicants, and number of stages in the process whereby applicants drop out, it is difficult to report the specific disability status of those appointed

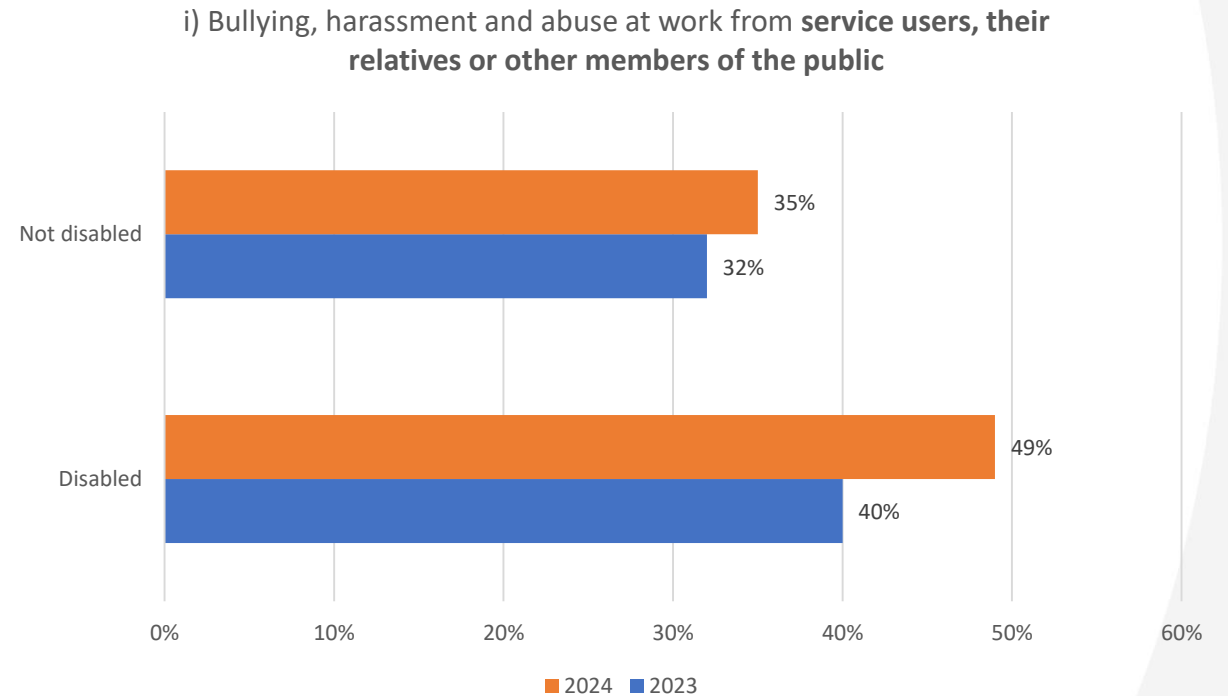
*Discussed with Resourcing Delivery Manager

Metric 4a

Percentage of staff experiencing harassment, bullying and abuse from i) service users, their families or other members of the public ii) managers, iii) other colleagues

The data is taken from the Staff Survey question “In the last 12 months, how many times have you personally experienced bullying, harassment and abuse at work”.

The data shows that across all areas our disabled employees experience more harassment, bullying and abuse than their non-disabled colleagues.

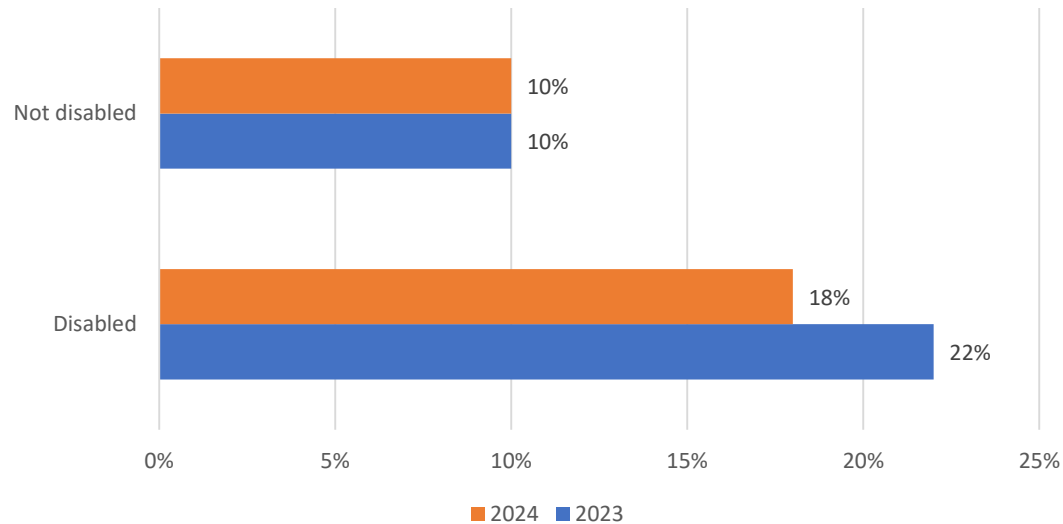


Note: Data is taken from the Staff Survey. Percentages includes the answers ‘1-2, 3-5, 6-10, more than 10 times’.

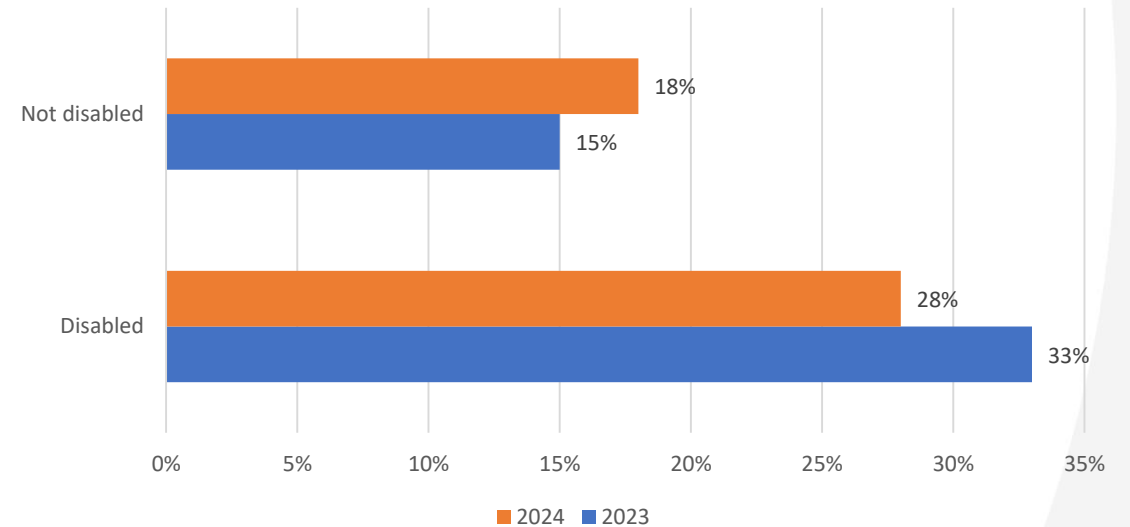
Metric 4a

Percentage of staff experiencing harassment, bullying and abuse from i) service users, their families or other members of the public ii) managers, iii) other colleagues

ii) Bullying, harassment and abuse at work from manager / team leaders



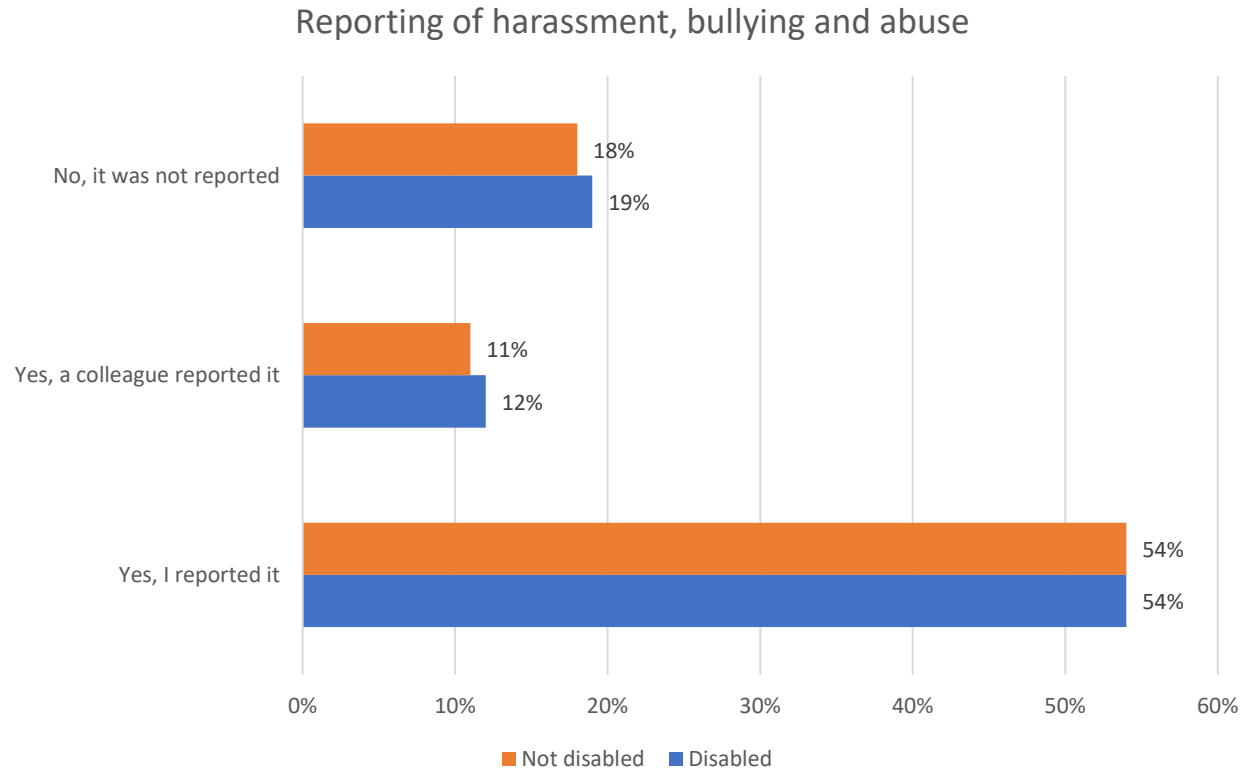
iii) Bullying, harassment and abuse at work from colleagues



Note: Data is taken from the Staff Survey. Percentages includes the answers '1-2, 3-5, 6-10, more than 10 times'.

Metric 4b

Percentage of staff saying that the last time they experienced harassment, bullying and abuse at work, they or a colleague reported it



The data is taken from the Staff Survey question “The last time you experienced bullying, harassment or abuse at work, did you or a colleague report it?”.

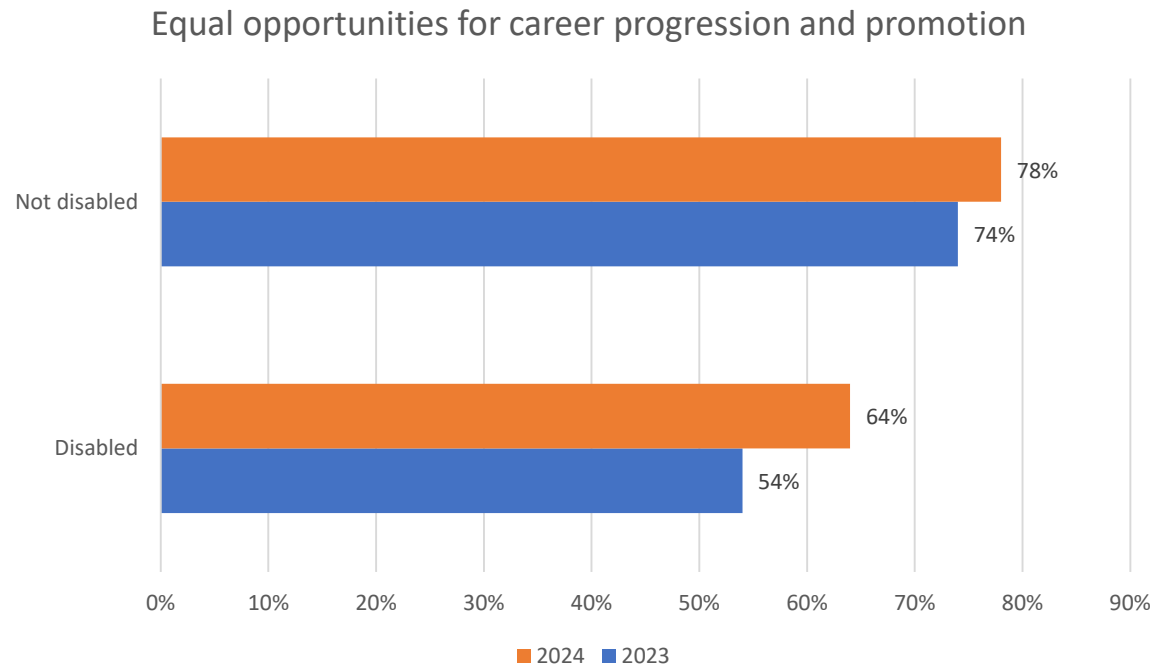
The data shows that about the same amount of disabled and non-disabled employees report bullying, harassment or abuse at work.

The statistics from last year were similar.

Note: Data is taken from the Staff Survey. Percentages includes the answers ‘Yes, I reported it’, ‘Yes, a colleague reported it’ or ‘No’.

Metric 5

Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion



The data is taken from the Staff Survey question “*Cygnnet provides equal opportunities for career progression and promotion*”.

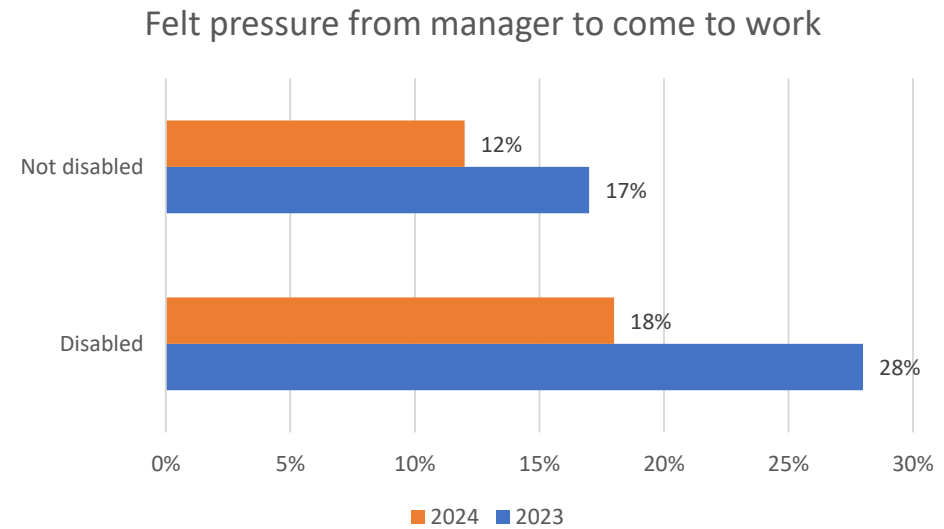
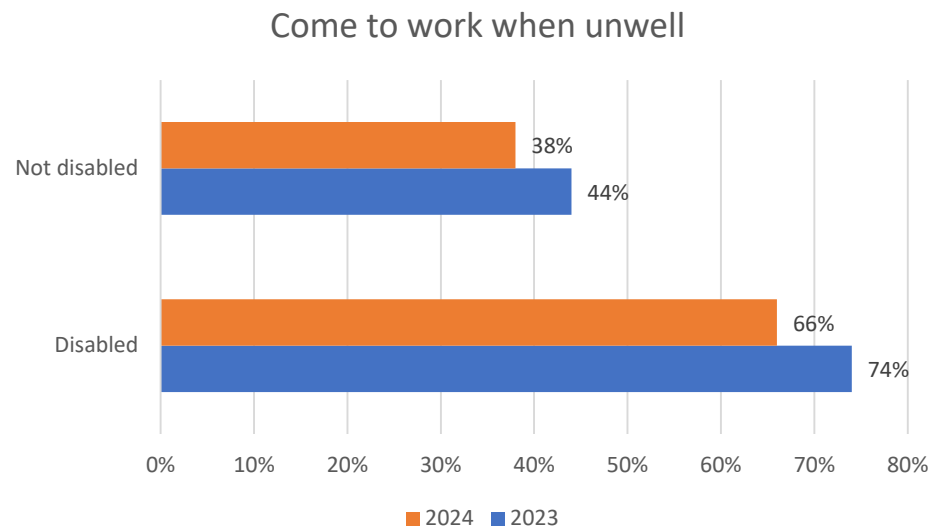
The data shows that our **non-disabled employees are 14% more likely** to believe they are provided with equal opportunities for career progression or promotion than their disabled colleagues. This had reduced from 20% in 2023

In addition, for disabled employees, this has **increased by 10%** from last year’s survey.

Note: Data is taken from the Staff Survey. Percentages includes the answers ‘agree’ or ‘strongly agree’.

Metric 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 (presenteeism)



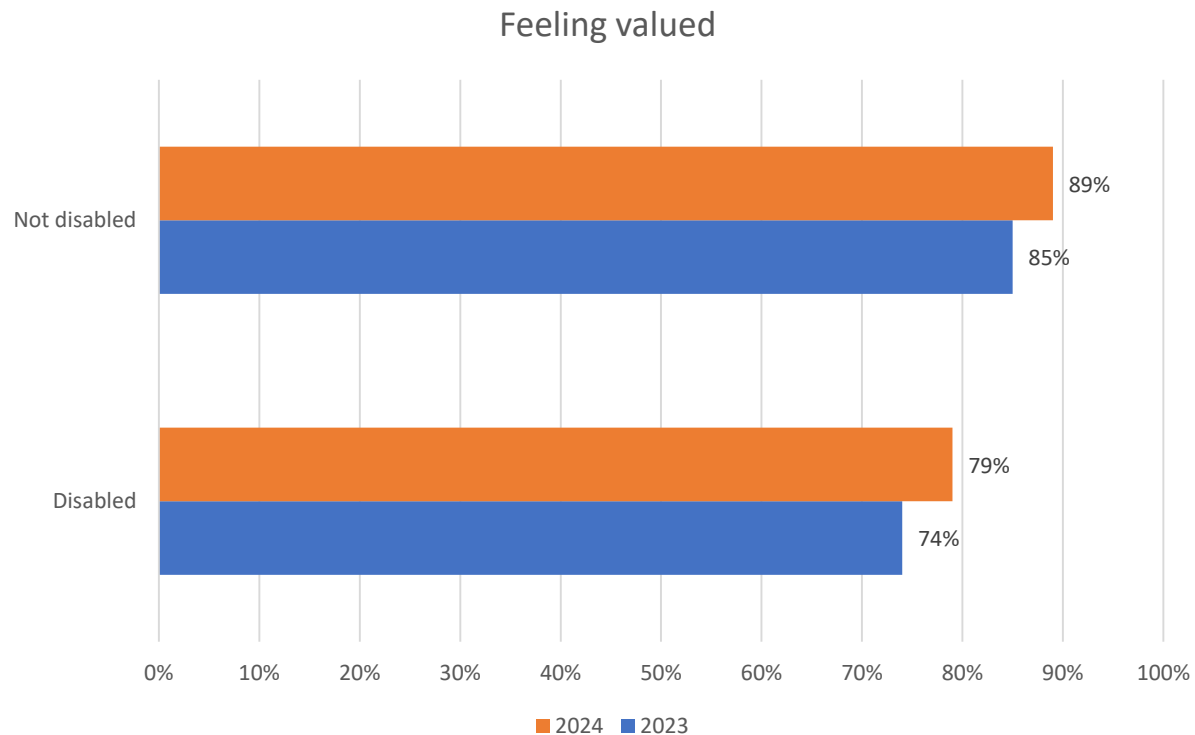
The data is taken from the Staff Survey question “In the last 3 months have you ever come to work despite not feeling well enough to perform your duties?”. Those who answered “Yes” were then directed to a follow up question, “Have you felt pressure from your manager to come to work?”.

The data shows that **2/3 of disabled employees have come to work when unwell** (an 8% decrease from the previous year and 28% more than their non-disabled colleagues), and that they feel more pressure from their managers to come to work.

Note: Data is taken from the Staff Survey. Percentages include the answer ‘Yes’.

Metric 7

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



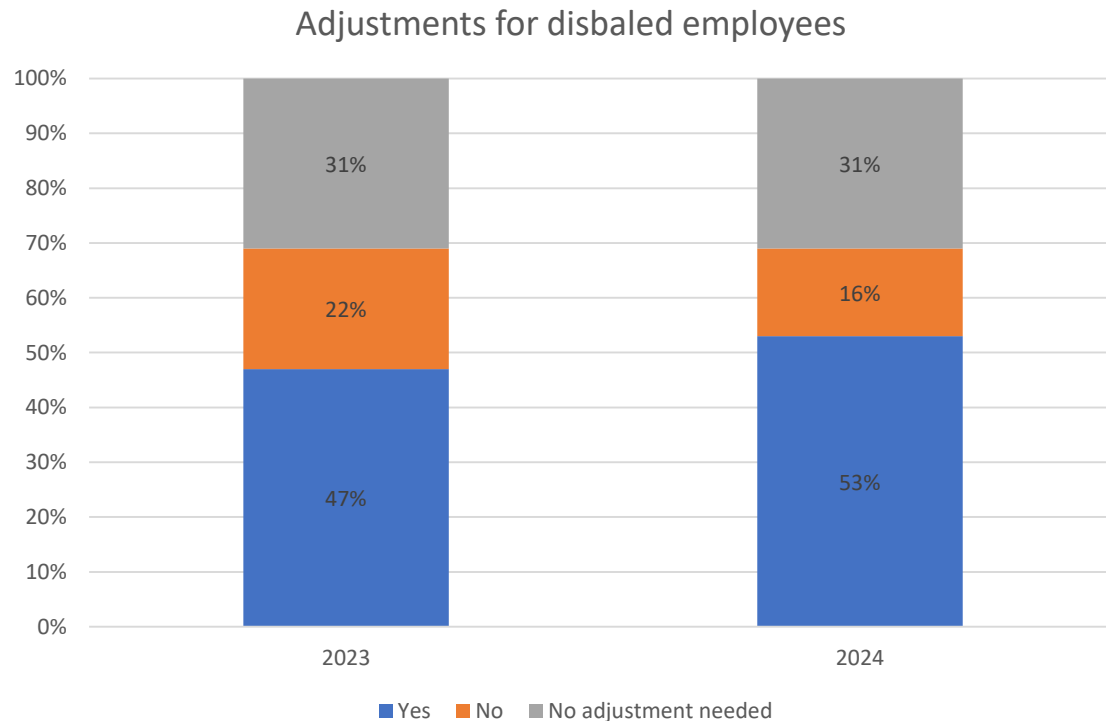
The data is taken from the Staff Survey question “My line manager values my work”.

The data shows that whilst over 3/4 of our disabled employees feel valued, they feel less valued than their non-disabled colleagues (10%).

Note: Data is taken from the Staff Survey. Percentages includes the answers ‘agree’ or ‘strongly agree’.

Metric 8

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



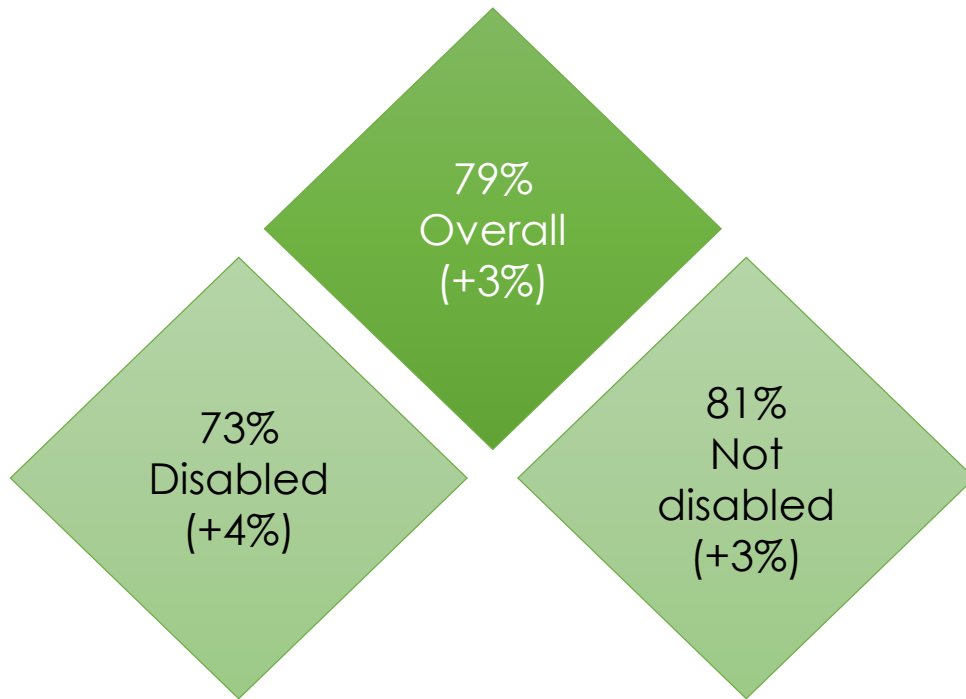
The data is taken from the Staff Survey question “Do you identify as having a disability?”. Those who answered “Yes” were then directed to a follow up question, “Has Cygnet made adequate adjustment(s) to enable you to carry out your work?”.

The data shows that 84% of disabled employees have either had adjustments made or do not require them but that 16% of disabled employees do not believe they are receiving the support they need to perform their role.

Note: Data is taken from the Staff Survey. Percentages includes the answer ‘Yes’, ‘No’ or ‘No adjustment required’.

Metric 9a

Staff engagement score



The engagement score is calculated based on the average sentiment of the following questions:

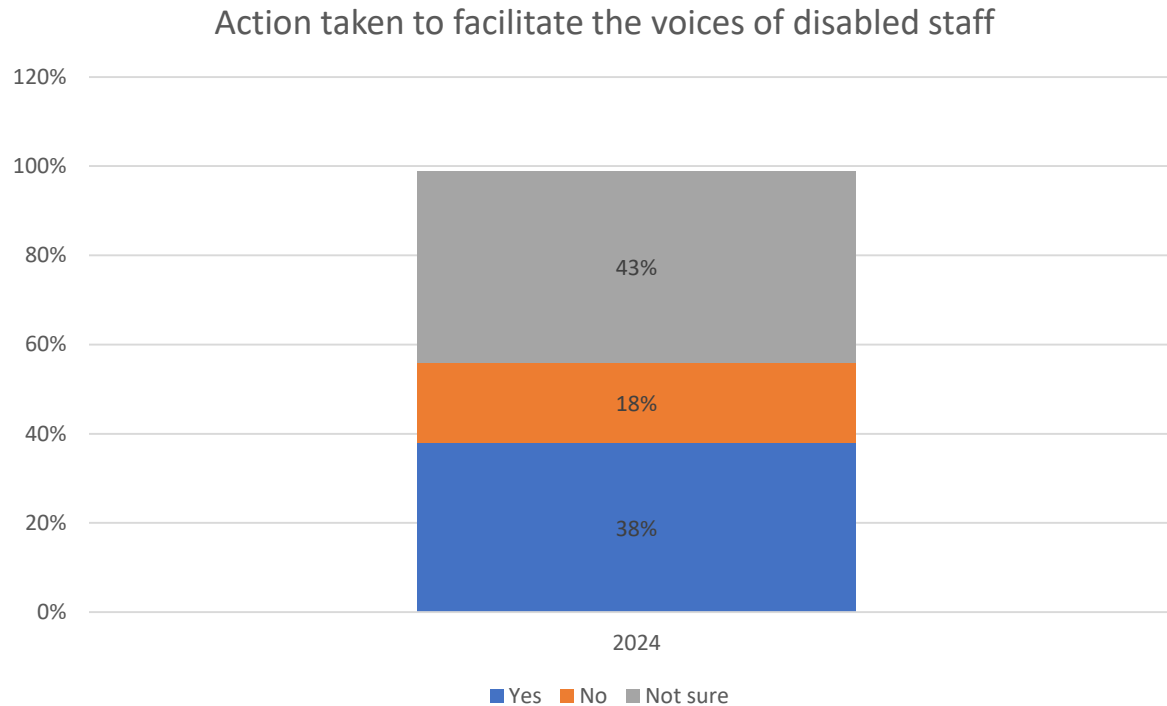
- Q1 "I enjoy working for Cygnet"
- Q2 "There is a feeling of team spirit in my unit/team"
- Q3 "I am given the opportunity to contribute my ideas"
- Q5 "I am proud to work for Cygnet"
- Q7 "My line manager values my work"
- Q18 "I would recommend Cygnet as a great place to work"

The data shows that **disabled employees are 8% less engaged** than non-disabled employees.

Note: number in brackets denotes change from 2023 survey results

Metric 9b

Action taken to facilitate the voices of disabled staff



The data is taken from the Staff Survey question “Do you identify as having a disability?”. Those who answered “Yes” were then directed to a follow up question, “Has Cygnet taken action to facilitate the voices of disabled staff to be heard?”

The data shows that only 38% of disabled employees feel that action has been taken to facilitate the voices of disabled staff, with 43% saying they were unsure.

It is worth noting that Cygnet's DisABILITY Network launched in 2023 and subsequently has just been renamed and relaunched in July 2024. This peer led network will seek to facilitate the voices of disabled staff.

Metric 10

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

None of the Executive and Non-executive board of directors self-identify as having a disability.

This compares to 1.61% of employees who say they have a disability on the HR system, and 5% who say they have a disability in the 2024 Staff Survey.