

Workforce Disability Equality Standard (WDES) Findings and Actions

Trust Board 2021

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1. Introduction

The NHS Workforce Disability Equality Standard (WDES) is designed to improve workplace experience and career opportunities for Disabled people working, or seeking employment, in the National Health Service (NHS). The WDES follows the NHS Workforce Race Equality Standard (WRES) as a tool and an enabler of change. The WDES is a series of evidence-based metrics that will provide NHS organisations with a snapshot of the experiences of their Disabled staff in key areas. By providing comparative data between Disabled and non-disabled staff, this information can be used to understand where key differences lie; and will provide the basis for the development of action plans, enabling organisations to track progress on a year by year basis. The WDES is based on ten evidence-based Metrics which take effect from 1 April 2019. The majority of the data in this report is taken from the 2020/21 financial year with the notable exception of the staff survey responses, which were originally published in 2020 but gathered in the 2019. The WDES is mandated in the NHS Standard Contract to enable comparisons to be made between NHS trusts and the WDES metrics data is reported to NHS England via the completion of the WDES online reporting form. This data is also for publication on The Walton Centre Website: <https://www.thewaltoncentre.nhs.uk/175/equality-and-diversity.html>

The 2020/21 WDES metrics data have been reported to NHS England in line with the required schedule.

This report indicates the need for the Trust to refocus its efforts in terms of disability equality and in particular on renewing and strengthening our dialogue with Disabled staff at the Trust. The Trust remains close to the rather low national average for the overall NHS declaration rates for Disabled staff in NHS trusts, however, despite some encouraging figures on recruitment, this report shows the Trust has not made significant improvements to disability inequalities in the year to 31st March 2021 and some indicators show decreased results on the previous year. None of the data indicates that the Trust is in danger of experiencing serious issues in regard to disability equality in the near future, instead the picture presented by comparison with previous WRES reports is one of modest progress followed by modest setbacks. Another way of stating this would be to say that the disability equality performance trajectories are rather flat year on year. The Walton Centre is definitely not an outlier in this respect, but the Trust's commitment to disability equality is not yet being fully reflected in terms of the current data and outcomes for disabled staff.

There are 8.4 million people of working age (16-64) that reported they were Disabled in October-December 2020, which is (20%) of the working age population. <https://researchbriefings.files.parliament.uk/documents/CBP-7540/CBP-7540.pdf>

On the 31st March 2021 there were 1497 staff members employed within The Walton Centre. Of those, the proportion of staff recorded as Disabled on the Electronic Staff Records system (ESR) was 46 (3.1%) this compares with the 2019/20 figure for Disabled staff of 40, which was (2.72%) measured against the then total staff number of 1452. This shows that the number of Disabled staff at the Trust has increased by 6 while the total number of staff has risen by 55 in this reporting period. This indicates that (10%) of new staff recruited to the organisation in the year to 31st March 2021 were Disabled. Whilst this is a higher percentage than the (3.1%) figure for the whole workforce, recruitment alone is unlikely, in the short term, to significantly boost the percentage of Disabled staff for the whole organisation to anything near the figure of (20%), which is the working age population for Disabled people in the UK 2020. As context, under-declaration of disabilities in the current

workforce is a problem for the NHS in general and the Trust remains close to the average across NHS trusts for the declared rates of representation of Disabled people in the workforce. National WDES figures indicate an overall NHS figure of (3.6%) of non-clinical and (2.9%) of the clinical workforce (excluding medical and dental staff) had declared a disability through the NHS Electronic Staff Record. For medical and dental staff, (1.94%) of trainee grades, (1.2%) of non-consultants career grade and (0.8%) of consultants had declared a disability. (NHS Workforce Disability Equality Standard (WDES) Annual Report 2019) <https://www.england.nhs.uk/wp-content/uploads/2020/03/nhs-wdes-annual-report-2019.pdf>

2. Summary of key points

This report indicates the need for the Trust to refocus its efforts in terms of disability equality and in particular on renewing and strengthening our dialogue with Disabled staff at the Trust. The Trust remains close to the rather low national average for the overall NHS declaration rates for Disabled staff in NHS trusts, however, despite some encouraging figures on recruitment, this report shows the Trust has not made significant improvements to disability inequalities in the year to 31st March 2021 and some indicators show decreased results on the previous year. None of the data indicates that the Trust is in danger of experiencing serious issues in regard to disability equality in the near future, instead the picture presented by comparison with previous WRES reports is one of modest progress followed by modest setbacks. Another way of stating this would be to say that the disability equality performance trajectories are rather flat year on year. The Walton Centre is definitely not an outlier in this respect, but the Trust's commitment to disability equality is not yet being fully reflected in terms of the current data and outcomes for disabled staff.

Metric1)

The Walton Centre Workforce as at 31 March 2021: Total staff 1497, Disabled staff 46 (3.1%) Non-disabled staff 1169 (78.3%), Unknown 282(18.8%). Comparison National WDES figures indicate overall NHS Disabled staff figures of (3.6%) of non-clinical and (2.9%) of the clinical workforce (excluding medical and dental staff) had declared a disability through the NHS Electronic Staff Record. For medical and dental staff, (1.94%) of trainee grades, (1.2%) of non-consultants career grade and (0.8%) of consultants had declared a disability. The Trusts reported figures are the best data we have, but they are unlikely to accurately reflect the true numbers of Disabled staff, because we know from our conversations with staff on this subject that Disabled staff are often reluctant to share this information due to the general stigma in society around disability, and responses to the staff survey are often much higher than the declared numbers of Disabled staff at the Trust.

An indication of the where Disabled staff are in the Trust in relation to NHS pay grades:

- Of the 393 non-clinical staff, there are 9 Disabled staff, 2 of these staff are at NHS pay band 7+.
- Of the 871 Clinical staff, there are 33 Disabled staff, 24 of these staff are at pay bands 5-7 and 1 is at NHS pay band 7+.
- Of the 143 Medical staff, there are 4 Disabled staff, 1 of whom is on the Medical & Dental Staff, Non-Consultants career grade.

As a consequence the Trust incorporated information on this lack of disability diversity into Equality and Diversity Training for managers in 2020 and 2121.

Metric 2)

For the 2020/21 reporting period the number of Disabled candidates shortlisted was 66, the number appointed was 7. The likelihood of shortlisted disabled candidates being appointed was 0.11. The percentage of Disabled staff appointed from shortlisting (17%).

The number of Non-disabled candidates shortlisted was 1296 the number appointed was 211. The likelihood of shortlisted Non-disabled candidates being appointed was 0.16. The percentage of non-disabled staff appointed from shortlisting (16%).

The data shows that there was an insignificant difference in the percentage of Disabled and non-disabled staff being appointed from shortlisting.

Metric 3)

There were no disciplinaries of Disabled staff in the reporting period. It is not possible to form firm conclusions from this figure other than to observe that, with only 46 staff recorded as Disabled it is not surprising to have low figures for the number of disciplinaries involving those few Disabled staff. To have greater confidence in this metric the Trust will take steps to increase the numbers of staff recorded as Disabled on ESR.

Metric 4)

Staff Survey results

The NHS Staff Survey does not give a separate score for the overall Disability equality responses, instead the overall score is given in regard to equality, which combines both the Disability equality and race equality responses the following table provides that combined. This overall score is not required by the WDES, but for context in terms of the NHS Staff Survey data presented in this report, please note the following Equality Diversity and Inclusion score (0 -10), which shows the 2020 Walton Centre staff survey results as slightly above the average for participating trusts.

| | |
|-----------------------|-----|
| The best organisation | 9.5 |
| The Walton Centre FT | 9.3 |
| Average | 9.2 |
| Worst | 8.4 |
| Responses | 542 |

**Source: The Walton Centre NHS Foundation Trust
2020 NHS Staff Survey**

Summary Benchmark Report

<https://cms.nhsstaffsurveys.com/app/reports/2020/RET-summary-2020.pdf>

Disabled staff experienced higher levels of harassment, bullying or abuse than Non-disabled staff. This is the case for all the sources of the abuse asked about. The general levels of harassment, bullying or abuse have increased from all sources asked about except from patients. When harassment, bullying or abuse occurs, Disabled staff are slightly more likely to report harassment, bullying or abuse than none disabled staff:

- (4.1%) more Disabled staff than Non-disabled staff responded that they have experienced harassment, bullying or abuse from Patients/service users, their relatives or other members of the public.
- (3.4%) more Disabled staff than Non-disabled staff responded that they have experienced harassment, bullying or abuse from managers.
- (5.7%) more Disabled staff than Non-disabled staff responded that they have experienced harassment, bullying or abuse from other colleagues.
- (3.1%) more Disabled staff than Non-disabled staff responded that they have experienced harassment, bullying or abuse at work and had reported it. This latter figure is positive because the Trust encourages staff to report such incidents.

The Trust will introduce actions to better support Disabled staff who experienced harassment, bullying and explore ways to reduce the number of these incidents.

Metric 5)

Percentage of Disabled staff compared to Non-disabled staff believing that the Trust provides equal opportunities for career progression or promotion.

There has been close to a (10%) fall in the number of Disabled staff responding that they believe that the Trust provides equal opportunities for career progression or promotion. This figure is now at (81%). 63 Disabled staff responded. The previous year there were high numbers of both Disabled and Non-disabled staff saying they believe that the Trust provides equal opportunities for career progression or promotion and there was no significant percentage difference in their responses. The 2020 percentage difference in responses between Disabled and Non-disabled staff believing that the Trust provides equal opportunities for career progression or promotion was (7.2%) fewer for Disabled staff than for Non-disabled staff.

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.

This metric has seen a notable deterioration with a (15.6%) rise in the percentage of Disabled staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties. This compares with a (6.4%) increase in relation to Non-disabled staff saying the same. This indicates a general deterioration against this indicator which is more pronounced for Disabled staff. It must be noted that the relevant staff survey data was collected in 2019 which was before the period when Covid-19 could possibly influenced these responses. The Trust will engage more with staff to explore the causes more thoroughly.

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.

(45.5%) of the 99 Disabled staff that responded said that they are satisfied with the extent to which their organisation values their work. The 2020 percentage difference in staff saying that they are satisfied with the extent to which their organisation values their work is (13.8%) less positive responses from Disabled staff than Non-disabled staff. The 2019 figure was (10.1%) fewer positive responses from Disabled staff than Non-disabled staff.

This metric has deteriorated for both Disabled and Non-disabled staff, however the change has been worse in terms of responses from Disabled staff than from Non-disabled staff. In 2020 there were (6.2%) fewer Disabled staff saying that they are satisfied with the extent to which their organisation values their work. The figure for Non-disabled staff was (2.5%) fewer staff saying that they are satisfied with the extent to which their organisation values their work.

The Trust remains slightly above the benchmark metric in respect of Yes responses from both Disabled and Non-disabled staff in respect of this question.

Metric 8)

(70%) of the 50 Disabled staff who responded said Yes their employer has made adequate adjustment(s) to enable them to carry out their work. This percentage is lower than the previous year by (16.1%). These figures, however, require further exploration to establish their full significance. The (30%) of the 50 Disabled staff who did not respond Yes to this question may not have needed or requested a reasonable adjustment at all. The Trust can be assured that reasonable adjustments are made for staff whenever such needs are identified or Disabled staff request them via the Trust's Tailored Reasonable Adjustments Template. http://intranet/intranet_new/546/tailored-reasonable-adjustment-template.html

Metric 9a) The Total number of responses to the 2020 Walton Centre Staff Survey was 547, a response rate of 39%, which breaks down as 432 Non-disabled staff responses and 102 Disabled staff responses. The Staff engagement score for the Trust is 7.6 which is the same as the previous year.

Metric 9b) Yes – The Trust has taken action to facilitate the voices of Disabled staff. The Trust has set up a Staff disability Equality Group the Group, which has met 3 times.

Metric 10) There is now 1 Trust Board member recorded as Disabled. This is an improvement on previous WDES reporting when there were 0 Disabled Trust Board Members. One is much better than none but the Trust has further work to do if the Trust Board is to reflect the percentage of Disabled people in the UK workforce at some future date.

3. WDES Metrics and Findings

| | | |
|--|---|---|
| METRIC 1 | <p>Percentage of staff in 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. Organisations should undertake this calculation separately for non-clinical and for clinical staff.</p> <p>Cluster 1: AfC Band 1, 2, 3 and 4 Cluster 2: AfC Band 5, 6 and 7 Cluster 3: AfC Band 8a and 8b Cluster 4: AfC Band 8c, 8d, 9 and VSM (including Executive Board members) Cluster 5: Medical and Dental staff, Consultants Cluster 6: Medical and Dental staff, Non-consultant career grade Cluster 7: Medical and Dental staff, Medical and dental trainee grades</p> <p>Note: Definitions for these categories are based on Electronic Staff Record occupation codes with the exception of medical and dental staff, which are based upon grade codes.</p> | |
| Findings 2020/2021 | Narrative | Action |
| | There are relatively few staff recorded as Disabled by the Trust. Unfortunately, this is not surprising as it reflects the National picture across the NHS. | <p>Actions completed:</p> <ul style="list-style-type: none"> – The Trust now advertises all job vacancies online via https://disabilityjob.co.uk/ – A Disability themed |
| | There are 393 Non Clinical staff comprising: 9 Disabled staff, 316 Non-disabled staff and 68 Unknown. | |
| The number of Non-clinical Disabled staff has declined from 15 to 9. This is accounted for | | |

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| | <p>by the reduced numbers of Disabled staff in Cluster (Band 1 - 4) which has dropped from 13 to 7 in this period.</p> <ul style="list-style-type: none"> • There are 2 non-clinical Disabled staff above Cluster (Band 1 – 4) i.e.: 1 Disabled Staff member in Cluster (Band 5 - 7) and 1 Disabled Staff member in Cluster (Bands 8c - 9 & VSM) <p>There are 961 Clinical staff comprising: 33 Disabled staff, 739 Non-disabled staff and 189 Unknown. This is an increase of 10 Disabled Clinical staff in the reporting period.</p> <ul style="list-style-type: none"> • 8 of these Clinical Disabled staff are in Cluster (Bands 1 - 4) • 24 of these Clinical Disabled staff are in Cluster (Band 5 - 7) • 1 of these Clinical Disabled staff is in Cluster (Bands 8c - 9 & VSM) <p>There are 143 Medical staff comprising: 4 Disabled staff, 114 Non-disabled staff and 25 Unknown. This is an increase of 2 Disabled Medical staff in the reporting period.</p> <ul style="list-style-type: none"> • 3 (Medical & Dental Staff, Consultants) • 1 (Medical & Dental Staff, Non-Consultants career grade) <p>Data from the Trust and across the NHS suggests that a reasonable objective in relating to Metric 1 would be to increase ESR disability declaration levels. This step will help the organisation to identify to what extent the lower numbers of Disabled staff at higher pay Bands is a feature of the workforce demographic and to what extent it reflects a reluctance of staff at those higher pay Bands to declare a disability.</p> | <p>Berwick/engagement session was held on 6th July 2019. This session was used to introduce the WDES to staff and use this as a trigger for ongoing dialogue with Disabled and Non-disabled staff about how we view and value colleagues with Disabilities and different abilities.</p> <ul style="list-style-type: none"> – That meeting also relaunched disability networking at the Trust and has formed a group of Disabled staff and allies to champion Disability Equality at the Trust. – Signed up to NHS Employers Diversity and Inclusion Partners Programme Level 2 <p>30+ ED&I champions in pace with role descriptor</p> <ul style="list-style-type: none"> – The appointment of a full-time Equality and Inclusion Lead post at the Trust <p>Proposed further actions:</p> <ul style="list-style-type: none"> – Further exploration is needed to understand any barriers Disabled staff feel they face when applying for more senior positions or the reasons why they do not apply. – ED&I Strategy Refresh – consultation with Disabled staff |
|--|---|---|

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| | | <ul style="list-style-type: none"> – Continue to monitor this indicator. <p>Links to EDS2 and Trust</p> <p>Further proposed actions:</p> <ul style="list-style-type: none"> – The WDES/Disability Equality Working Group will work with the Trust's Equality and Inclusion Lead to develop further actions to increase the recording of Disabled people at all levels of the workforce. |
|--|--|---|

Tables showing the numbers and relative positions of Disabled staff and Non-Disabled staff at the Trust in relation to AfC pay Bands.

2021 Whole Workforce

| Total staff | Disabled | non-disabled | Unknown |
|-------------|--------------|-----------------|----------------|
| 1497 | 46 (3.1%) | 1169 (78.3%) | 282 (18.8%) |

1a) There are 393 Non Clinical staff comprising: 9 Disabled staff, 316 Non-disabled staff and 68 Unknown.

| | Disabled Staff | | non-disabled staff | | Total Unknown or Null | | All Non Clinical Staff |
|--------------------------------|----------------|-------------|--------------------|-------------|-----------------------|-------------|------------------------|
| | Totals | Percentages | Totals | Percentages | Totals | Percentages | Total |
| Cluster 1 (Bands 1 - 4) | 7 | 3% | 197 | 78% | 46 | 19% | 250 |
| Cluster 2 (Band 5 - 7) | 1 | 1.1% | 76 | 82.6% | 15 | 16.3% | 92 |
| Cluster 3 (Bands 8a - 8b) | 0 | 0% | 26 | 86% | 4 | 14% | 30 |
| Cluster 4 (Bands 8c - 9 & VSM) | 1 | 5% | 17 | 81% | 3 | 14 % | 21 |

1b) There are 961 Clinical staff comprising: 33 Disabled staff, 739 Non-disabled staff and 189 Unknown.

| | Disabled Staff | | non-disabled staff | | Total Unknown or Null | | All Staff |
|--------------------------------|----------------|-------------|--------------------|-------------|-----------------------|-------------|-----------|
| | Totals | Percentages | Totals | Percentages | Totals | Percentages | Total |
| Cluster 1 (Bands 1 - 4) | 8 | 3% | 226 | 73% | 72 | 24% | 306 |
| Cluster 2 (Band 5 - 7) | 24 | 5% | 439 | 77.0% | 102 | 18% | 565 |
| Cluster 3 (Bands 8a - 8b) | 0 | 0% | 68 | 84% | 13 | 16% | 81 |
| Cluster 4 (Bands 8c - 9 & VSM) | 1 | 11% | 6 | 66% | 2 | 23% | 9 |

There are 143 Medical staff comprising: 4 Disabled staff, 114 Non-disabled staff and 25 Unknown

| | Disabled Staff | | non-disabled staff | | Total Unknown or Null | | All Staff |
|---|----------------|-------------|--------------------|-------------|-----------------------|-------------|-----------|
| | Totals | Percentages | Totals | Percentages | Totals | Percentages | Total |
| Cluster 5 (Medical & Dental Staff, Consultants) | 3 | 3% | 83 | 78% | 20 | 19% | 106 |
| Cluster 6 (Medical & Dental Staff, Non-Consultants career grade) | 1 | 12.5% | 6 | 75% | 1 | 12.5% | 8 |
| Cluster 7 (Medical & Dental Staff, Medical and dental trainee grades) | 0 | 0% | 25 | 86% | 4 | 14% | 29 |

| | | |
|---|--|--|
| Metric 2 | Relative likelihood of Disabled staff compared to non-disabled staff being appointed from shortlisting across all posts is 1.54 | |
| Findings 2020/2021 | <p style="text-align: center;">Narrative</p> <p>The for the 2020/21 reporting period the number of Disabled candidates shortlisted was 66, the number appointed was 7. The likelihood of shortlisted disabled candidates being appointed was 0.11. The percentage of Disabled staff appointed from shortlisting (17%).</p> <p>The number of Non-disabled candidates shortlisted was 1296 the number appointed was 211. The likelihood of shortlisted Non-disabled candidates being appointed was 0.16. The percentage of Non-disabled staff appointed from shortlisting (16%).</p> <p>The data show that there was an insignificant difference in the percentage of Disabled and Non-disabled staff being appointed from shortlisting. This is positive data in that it shows that current recruitment is not discriminatory, however, fair recruitment will not significantly change the relatively low percentage figures Disabled staff in the short term.</p> | <p style="text-align: center;">Action</p> <p>Actions completed:</p> <ul style="list-style-type: none"> - The Trust is currently participating in the DWP Disability Confident employer scheme at Level 2, Disability Committed Employer. <p>Further proposed actions:</p> <ul style="list-style-type: none"> - Further explore the possibility of moving on to achieve Level 3 Disability Confident Leader. - Equality Review Recruitment Practices. |
| Metric 3 | <p>Relative likelihood of Disabled staff compared to non-disabled staff entering the formal capability process, as measured by entry into the formal capability procedure.</p> <p>Note: i) This Metric will be based on data from a two-year rolling average of the current year and the previous year. ii) This Metric is voluntary in year one.</p> | |
| Findings 2020/2021 | <p style="text-align: center;">Narrative</p> <p>In the period covered there was 1 Non-disabled staff that entered the formal capability process and 0 Disabled staff. This provides insufficient data to draw any useful equality conclusions about the formal capability process.</p> | <p style="text-align: center;">Action</p> <p>Actions completed:</p> <ul style="list-style-type: none"> - Disability monitoring systems are in place with regard to the capability process, as measured by entry into the formal capability procedure. <p>Further proposed actions:</p> <ul style="list-style-type: none"> - Monitoring based on this will continue. |
| <p>The NHS Staff Survey</p> <p>The NHS Staff Survey does not give a separate score for the overall Disability equality responses, instead the overall score is given in regard to equality, which combines both the Disability equality and race equality responses the following table provides that combined. This overall score is not required by the WDES, but for context in terms of the NHS Staff Survey data presented in this report, please note the following Equality Diversity</p> | | |

and Inclusion score (0 -10), which shows the 2020 Walton Centre staff survey results as slightly above the average for participating trusts.

| | |
|-----------------------|-----|
| The best organisation | 9.5 |
| The Walton Centre FT | 9.3 |
| Average | 9.2 |
| Worst | 8.4 |
| Responses | 542 |

Source: The Walton Centre NHS Foundation Trust

2020 NHS Staff Survey

Summary Benchmark Report

<https://cms.nhsstaffsurveys.com/app/reports/2020/RET-summary-2020.pdf>

The majority of WDES data is taken from the 2020/21 financial year with the notable exception of the National Staff Survey responses which were published in 2020, but gathered via the 2019 survey.

Metric 4 Staff Survey Q13 For each of the following four Staff Survey Metrics, compare the responses for both Disabled and Non-disabled staff. a) Percentage of Disabled staff compared to Non-disabled staff experiencing harassment, bullying or abuse from: i. Patients/service users, their relatives or other members of the public ii. Managers iii. Other colleagues b) 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.

A1) Percentage of Disabled staff compared to Non-disabled staff experiencing harassment, bullying or abuse from patients/service users.

| | 2018 | 2019 | 2020 |
|--------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| WCFT Disabled Staff | 36.4% 132 Disabled staff responded | 32.5% 120 Disabled staff responded | 25.7% 101 Disabled staff responded |
| WCFT Non-disabled Staff | 24.4% | 24.2% | 21.6% |
| Disabled Average benchmark group | 25.4% | 27.8% | 21.9% |
| Non-disabled Average benchmark group | 20.0% | 19.0% | 16.3% |

Average calculated as the median for the benchmark group of 14 Acute Specialist Trusts

A2) Percentage of Disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse from Managers.

| | 2018 | 2019 | 2020 |
|---------------------|--------------------------------------|--------------------------------------|---------------------------------------|
| WCFT Disabled Staff | 9.9% 131 Disabled staff responded | 5.9% 119 Disabled staff responded | 11.9% 101 Disabled staff responded |
| WCFT Non-disabled | 7.3% | 7.5% | 8.5% |

| | | | |
|--------------------------------------|-------|-------|-------|
| Staff | | | |
| Disabled Average benchmark group | 22.1% | 15.1% | 18.7% |
| Non-disabled benchmark group Average | 11.0% | 10.0% | 9.8% |

Average calculated as the median for the benchmark group of 14 Acute Specialist Trusts

A3) Percentage of Disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse from other Colleagues.

| | 2018 | 2019 | 2020 |
|--------------------------------------|--|--|--------------------------------------|
| WCFT Disabled Staff | 22.0% 132 Disabled staff responded | 15.1% 119 Disabled staff responded | 20.2% 99 Disabled staff responded |
| WCFT Non-disabled Staff | 14.7% | 13.4% | 14.5% |
| Disabled Average benchmark group | 30.5% | 27.3% | 25.4% |
| Non-disabled Average benchmark group | 16.4% | 16.6% | 16.6% |

Average calculated as the median for the benchmark group of 14 Acute Specialist Trusts

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

| | 2018 | 2019 | 2020 |
|--------------------------------------|---|---|--------------------------------------|
| WCFT Disabled Staff | 56.7% 60 Disabled staff responded | 52.2% 46 Disabled staff responded | 56.4% 39 Disabled staff responded |
| WCFT Non-disabled Staff | 53.0% | 50.7% | 53.3% |
| Disabled Average benchmark group | 54.8% | 53.4% | 49.3% |
| Non-disabled Average benchmark group | 46.9% | 47.7% | 48.4% |

Average calculated as the median for the benchmark group of 14 Acute Specialist Trusts

| Findings 2020/2021 | Narrative | Action |
|--------------------|--|---|
| | A1) Percentage of Disabled staff compared to Non-disabled staff experiencing harassment, bullying or abuse from Managers. | Actions completed: – General measures |

| | | |
|--|---|--|
| | <p>This metric has continued to show improvement for both Disabled and Non-disabled staff, however at (25.7%) the metric continues to show higher rates of such behaviour experienced by Disabled staff than for Non-disabled staff and the percentage of Disabled staff experiencing harassment, bullying or abuse from patients is also higher at the Trust than for the Average benchmark group.</p> <p>The 2020 percentage difference in responses between Disable and Non-disabled staff experiencing harassment, bullying or abuse from patients/service users is (4.1%) more for Disabled staff than for Non-disabled staff. The 2019 figure was (8.3%) more for Disabled staff than for Non-disabled staff. The gap has halved against a backdrop of fewer experiences of harassment for both disabled and Non-disabled staff.</p> <p>A2) Percentage of Disabled staff compared to Non-disabled staff experiencing harassment, bullying or abuse from Managers.</p> <p>This metric shows a marked deterioration. After some improved experience in the previous year's report this metric has risen again to (11.9%). In comparison the figure for non-disabled staff is fairly constant, showing a small rise to (8.5%). Both of these figures are better than the benchmark figures, which are considerably higher for the benchmarked Disabled staff at (18.7%).</p> <p>The 2020 percentage difference in responses between Disable and Non-disabled staff experiencing harassment, bullying or abuse from Managers is (3.4%) more for Disabled staff than for Non-disabled staff. The 2019 figure was (1.6%) fewer for Disabled staff than for Non-disabled staff. This shows a switch from Disabled staff experiencing slightly less harassment, bullying or abuse from Managers than Non-disabled staff in 2019 to Disabled staff experiencing more such behaviours from Managers than Non-disabled staff in 2020.</p> <p>A3) Percentage of Disabled staff compared to non-disabled staff experiencing harassment, bullying or abuse from Other Colleagues.</p> <p>After improving last year this metric has deteriorated for Disabled staff and now stands at (22.2%). Whilst this is lower than the benchmark score it is still higher than for Non-disabled staff at the Trust and the Non-disabled staff benchmark.</p> <p>The 2020 percentage difference in responses between Disable and Non-disabled staff experiencing harassment, bullying or abuse from Other Colleagues is (5.7%) more for Disabled staff than for Non-disabled staff. The 2019 figure was (1.7%) more for Disabled staff than for Non-disabled staff. The gap has widened in this period by (4%).</p> | <p>to counteract the various forms of bullying and harassment related to Metric 4 are in place e.g. the Bullying and Harassment policy and freedom to speak up Guardian and information.</p> <p>Further proposed actions:</p> <ul style="list-style-type: none"> - The Trust plans to explore with Disabled staff what extra steps can be taken to support disabled staff in this respect. The Staff Disability Equality Group will inform these further actions. The EDI Steering Group will implement these further actions. |
|--|---|--|

| | | |
|--|---|--|
| | <p>B) Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it.</p> <p>This metric has improved for both Disabled and Non-disabled staff. At (56.4%) this metric is better than the figure for Non-disabled staff and the benchmarks.</p> <p>The 2020 percentage difference in responses between Disable and Non-disabled of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it is (3.1%) more for Disabled staff than for Non-disabled staff. The 2019 figure was (1.5%) more for Disabled staff than for Non-disabled staff. The gap has widened slightly over the last year, but this is a positive change as the Trust wants more Disabled and Non-disabled staff to report harassment, bullying or abuse if it happens and reporting has increased for all staff in respect of this metric.</p> | |
|--|---|--|

| Metric 5 Staff Survey Q14 | Percentage of Disabled staff compared to Non-disabled staff believing that the Trust provides equal opportunities for career progression or promotion. | | |
|--|--|--------------------------------------|--|
| | 2018 | 2019 | 2020 |
| WCFT Disabled Staff | 90.1% 91 Disabled staff responded | 90.4% 83 Disabled staff responded | 81% 63 Disabled staff responded |
| WCFT Non-disabled Staff | 92.9% | 91.8% | 88.2% |
| Disabled Average benchmark group | 80.4% | 80.5% | 80.3% |
| Non-disabled Average benchmark group | 87.4% | 87.5% | 87.4% |
| Average calculated as the median for the benchmark group of 14 Acute Specialist Trusts | | | |
| Findings 2020/2021 | Narrative | | Action |
| | <p>This metric shows deterioration from previous years. There has been close to a 10% drop in the number of Disabled staff responding that they believe that the Trust provides equal opportunities for career progression or promotion. In 2020, of the 63 Disabled staff that responded, 51 (81%) agreed that the Trust provides equal opportunities for career progression or promotion and 12 (19%) disagreed. In 2019 there were 8 Disabled staff that responded No to this metric. This indicates that 4 more Disabled staff answered No to this question in 2020.</p> <p>The 2020 percentage difference in responses between Disable and Non-disabled</p> | | <p>Actions completed:</p> <p>(No specific disability targeted actions relating to this indicator have been implemented yet.)</p> <p>Further proposed actions: The staff WDES Disability Equality Working Group will consider the possibility of introducing a Disability</p> |

| | | | |
|--|---|---|---|
| | staff believing that the Trust provides equal opportunities for career progression or promotion is (7.2%) fewer for Disabled staff than for Non-disabled staff. The 2019 figure was (0.6%) fewer Disabled staff than for Non-disabled staff. This indicates that a gap has opened up in regard to this metric that has not been seen in previous years. | Reciprocal Mentoring Scheme to help Senior Leaders within the Trust to better understand the barriers Disabled staff perceive in their way regarding progressing their career and to help disabled staff to network within the organisation and learn more about the possibilities for advancement. | |
| Metric 6 Staff Survey Q11 | 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. | | |
| | 2018 | 2019 | 2020 |
| WCFT Disabled Staff | 29.8% 94 Disabled staff responded | 24.4% 78 Disabled staff responded | 40.0% 60 Disabled staff responded |
| WCFT Non-disabled Staff | 22.7% | 14.9% | 21.3% |
| Disabled Average benchmark group | 30.8% | 26.7% | 29.8% |
| Non-disabled Average benchmark group | 21.7% | 20.6% | 21.6% |
| Average calculated as the median for the benchmark group of 14 Acute Specialist Trusts | | | |
| Findings 2020/2021 | Narrative | | Action |
| | <p>This metric has seen a notable deterioration with a (15.6%) rise in the percentage of Disabled staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties. This compares with a (6.4%) increase in relation to Non-disabled staff saying the same. This indicates a general deterioration against this indicator which is more pronounced for Disabled staff. It must be noted that the relevant staff survey data was collected in 2019 which was before the period when Covid-19 could possibly influence these responses. The Trust will engage more with staff to explore the causes more thoroughly.</p> <p>The 2020 percentage difference in responses between Disable and 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 is (18.2%) more for Disabled staff than Non-disabled staff. The 2019 figure was (9.5%) more for</p> | | <p>Proposed actions:</p> <ul style="list-style-type: none"> - Include this information in Building Rapport training for managers 2021/22 - Use Walton Weekly to publicise the figures to managers and staff. - Provide information on what presentism is and why it is better to be off work and get better properly than to come to work when this hinders recovery. - Remind managers and staff that being off work in relation to a disability is not to be viewed and dealt with in the same |

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| | Disabled staff than Non-disabled staff. This is a near doubling of the gap between Disabled and Non-disabled staff perceptions in regard to this metric. | <p>way as standard sick leave.</p> <ul style="list-style-type: none"> – Give guidance on reasonable adjustments – Put this topic on the agenda for the WDES Disability Equality Working Group to identify actions to reduce incidents where disabled staff feel pressured to work when sick. | |
| Metric 7 Staff Survey Q5 | Percentage of Disabled staff compared to Non-disabled staff saying that they are satisfied with the extent to which their organisation values their work. | | |
| | 2018 | 2019 | 2020 |
| WCFT Disabled Staff | 50.8% 132 Disabled staff responded | 51.7% 120 Disabled staff responded | 45.5% 99 Disabled staff responded |
| WCFT Non-disabled Staff | 56.5% | 61.8% | 59.3% |
| Disabled Average benchmark group | 45.8% | 44.3% | 44.3% |
| Non-disabled Average benchmark group | 56.3% | 56.1% | 55.6% |
| Average calculated as the median for the benchmark group of 14 Acute Specialist Trusts | | | |
| Findings 2020/2021 | Narrative | | Action taken and planned including e.g. does the indicator link to EDS2 evidence and/or a corporate Equality Objective |
| | <p>This metric has deteriorated for both Disabled and Non-disabled staff, however the change has been worse in terms of responses from Disabled staff than from Non-disabled staff. In 2020 there were (6.2%) fewer Disabled staff saying that they are satisfied with the extent to which their organisation values their work. The figure for non-disabled staff was (2.5%) fewer staff saying that they are satisfied with the extent to which their organisation values their work. The Trust remains slightly above the benchmark metric in respect of positive responses from both Disabled and non-disabled staff in respect of this question.</p> <p>The 2020 percentage difference in staff saying that they are satisfied with the extent to which their organisation values their work is (13.8%) less positive responses from Disabled staff than Non-disabled staff. The 2019 figure was</p> | | <p>Actions completed:</p> <ul style="list-style-type: none"> – The Berwick session of 9 July 2019 commenced the conversations with Disabled staff that will help the Trust to identify specific disability targeted actions relating to this indicator. <p>Further proposed actions:</p> <ul style="list-style-type: none"> – This metric will be put on the agenda for the WDES Disability Equality Working Group. |

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| | (10.1%) fewer positive responses from Disabled staff than Non-disabled staff. The Trust needs to understand the details of why these figures are not so high for either Disabled or Non-disabled staff and what the cause of the (13.8%) difference in perception is and what more the organisation needs to do to show that we value our Disabled and Non-disabled staff. | <ul style="list-style-type: none"> – Work with staff to Celebrate Disability History Month raise awareness and foster a conversation about what it means to be Disabled. – Network with external Disability organisations to help to change the culture within the organisation to break down stigma about what it means to have a Disability. | |
| Metric 8 Staff Survey Q28b | (The following NHS Staff Survey Metric only includes the responses of Disabled staff.) Percentage of Disabled staff saying that their employer has made adequate adjustment(s) to enable them to carry out their work. | | |
| | 2018 | 2019 | 2020 |
| WCFT Disabled Staff | 80.0% 75 Disabled staff responded | 86.1% 72 Disabled staff responded | 70.0% 50 Disabled staff responded |
| Disabled Average benchmark group | 75.2% | 76.5% | 77.0% |
| Average calculated as the median for the benchmark group of 14 Acute Specialist Trusts | | | |
| | Narrative | Action | |
| Findings 2020/2021 | <p>(70%) of the 50 Disabled staff who responded said yes their employer has made adequate adjustment(s) to enable them to carry out their work. This percentage is lower than the previous year by (16.1%).</p> <p>These figures require further exploration to establish their full significance. The (30%) of the 50 of Disabled staff who did not respond yes to this question may not have needed or requested a reasonable adjustment at all.</p> <p>This metric has changed on the 2019 figure with yes responses from Disabled staff changing by (16.1%). There is no way of knowing from this question whether the fall in reported reasonable adjustments is because Disabled staff haven't requested so many or don't need them this year. It would be more informative to know the number of Disabled staff who feel that they have asked for a reasonable adjustment which has been ignored or rejected without the reasons being explained. This staff survey questions is set nationally.</p> | <p>Actions completed:</p> <ul style="list-style-type: none"> – Information on reasonable adjustments is given during induction training and information on them and how to access them is also made available via the staff intranet. <p>Further proposed actions:</p> <ul style="list-style-type: none"> – This Metric will be put on the agenda for the WDES Working Group. – Action will be taken to better determine if all disabled staff at the trust know | |

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| | The Trust can be assured that reasonable adjustments are made for staff whenever such needs are identified or Disabled staff request them via the Trust's Tailored Reasonable Adjustments Template. http://intranet/intranet_new/546/tailored-reasonable-adjustment-template.html | about reasonable adjustments and are getting them when requested. | |
| Metric 9 a) | NHS Staff Survey and the engagement of Disabled staff. For part a) of the following Metric, compare the staff engagement scores for Disabled, Non-disabled staff and the overall Trust's score. For part b) add evidence to the Trust's WDES Annual Report: The staff engagement score for Disabled staff, compared to Non-disabled staff and the overall engagement score for the organisation. b) Has your Trust taken action to facilitate the voices of Disabled staff in your organisation to be heard? (Yes) or (No) Note: For your Trust's response to b) If yes, please provide at least one practical example of current action being taken in the relevant section of your WDES annual report. If no, please include what action is planned to address this gap in your WDES annual report. Examples are listed in the WDES technical guidance. | | |
| | Staff engagement score (0-10) | | |
| | 2018 | 2019 | 2020 |
| WCFT Disabled Staff | 7.5 | 7.6 | 7.6 |
| WCFT Non-disabled Staff | 7.3 | 7.5 | 7.2 |
| Disabled Average benchmark group | 7.7 | 7.2 | 7.1 |
| Non-disabled Average benchmark group | 7.5 | 7.6 | 7.5 |
| Average calculated as the median for the benchmark group of 14 Acute Specialist Trusts | | | |
| WCFT Respondent Headcount staff respondents | 753 | 619 | 547 |
| WCFT Disabled staff respondents | 134 | 121 | 102 |
| WCFT Non-disabled staff respondents | 606 | 483 | 432 |
| Findings 2020/2021 | Narrative | | Action |
| | The Total number of responses to the 2020 Walton Centre Staff Survey was 547, a response rate of 39%, which breaks down as 432 Non-disabled staff responses and 102 | | Actions completed: |

| | | |
|--------------------|---|--|
| | <p>Disabled staff responses.</p> <p>The Staff engagement score for the Trust is 7.6 which is the same as the previous year.</p> <p>The engagement scores are auto-calculated on the WDES submission template.</p> <p>Following on from the original engagement activity for the WDES 2020 the Trust needs to take more action to facilitate the voices of Disabled staff to be heard.</p> | <p>– The Trust has started the process of engaging with Disabled staff to facilitate the hearing of a powerful Disabled staff voice. It is anticipated that this will help to close the 6.8% gap in declaration rates between Disabled staff recorded on ESR and the number of Disabled</p> <p>Further proposed actions:</p> <p>– Further work needs to be done to strengthen and grow the membership of the Staff Disability Equality Group.</p> |
| Metric 9 a) | b) Has your Trust taken action to facilitate the voices of Disabled staff in your organisation to be heard? (Yes) or (No) Note: For your Trust’s response to b) If yes, please provide at least one practical example of current action being taken in the relevant section of your WDES annual report. If no, please include what action is planned to address this gap in your WDES annual report. Examples are listed in the WDES technical guidance. | |
| | Yes – The Trust has taken action to facilitate the voices of Disabled staff. The Trust has set up a Staff disability Equality Group the Group, which has met 3 times. | |

| Metric 10 | Board representation Metric – For this Metric, compare the difference for Disabled and Non-disabled staff. Percentage difference between the organisation’s Board voting membership and its organisation’s overall workforce, disaggregated: • By voting membership of the Board. • By Executive membership of the Board | | | |
|---|---|--------------|--------------------|-------|
| | Disabled | Non-disabled | Disability unknown | Total |
| Total Board members | 1 | 9 | 3 | 13 |
| How many are voting members? | 9 | 9 | 3 | 13 |
| Number of non-voting members | 0 | 0 | 0 | 0 |
| Exec Board Members | 1 | 5 | 1 | 7 |
| Number of non-exec members | 0 | 4 | 2 | 6 |
| Number of staff in overall workforce | 46 | 1169 | 282 | 1497 |
| Total Board members - % by Disability | (7.96%) | (69.23%) | (23.80%) | |
| Voting Board members - % by Disability | (7.96%) | (69.23%) | (23.80%) | |
| Non-Voting Board Member - % by Disability | 0 | 0 | 0 | |
| Executive Board Member - % by Disability | (14.29%) | (71.29%) | (14.29%) | |
| Non-Executive Board Member - % by Disability | 0 | (66.67%) | (33.33%) | |
| Overall workforce - % by Disability | (3.7%) | (78.09) | (18.84%) | |
| Difference % (Total Board - Overall workforce) | (4.62%) | (-86%) | (4.24%) | |
| Difference % (Voting membership - Overall Workforce) | (4.62%) | (-86%) | (4.24%) | |
| Difference % (Executive membership - Overall Workforce) | (11.22%) | (-6.66%) | (-4.55%) | |

| Findings | Narrative | Actions |
|------------------|--|---|
| 2020/2021 | <p>The Trust Board has 1 member recorded as Disabled at the Trust. This is 1 more than in the previous reporting period. One is much better than none but the Trust has further work to do if the Trust Board is to reflect the percentage of Disabled people in the UK workforce at some future date.</p> <p>Total Board members - % by Disability (7.96%) Total overall workforce - % by Disability (3.1%) The percentage of Disabled Voting Board members is (4.86%) higher than the overall workforce.</p> <p>The Board has discussed the WDES and is informed on the reasons for Board members to declare if they have a disability. The disproportionately low representation of Disabled Board members and the will be taken into account during in the process of recruiting future Board members.</p> | <p>Actions completed:</p> <ul style="list-style-type: none"> - The Trust Board has appointed one of its members as Board Equality Lead in order to ensure that the Board provides adequate leadership regarding disability and other equality related matters. No other specific disability targeted actions relating to this indicator have been implemented yet. <p>Further proposed actions:</p> <p>The Board will take further positive actions to increase its disability make up when recruiting new Board members e.g. by advertising future Board recruitment opportunities at organisations that support Disabled people.</p> |

End of report.

For more information please contact:

Andrew Lynch, Equality and Inclusion Lead, HR Department, The Walton Centre NHS Foundation Trust, Sid Watkins Building, Lower Lane, Liverpool, L9 7BB

Email: Andrew.Lynch2@thewaltoncentre.nhs.uk

Telephone: 0151 556 3396

Appendix A - Equality Impact Assessment (EIA) Form

This section must be completed at the development stage i.e. before ratification or approval. For further support please refer to the EIA Guidance on the Equality and Diversity section of the Intranet.

| | |
|--|---|
| Par | |
| 1. Person(s) Responsible for Assessment: Andrew Lynch | 2. Contact Number: 0151 556 3396 |
| 3. Department(s): HR | 4. Date of Assessment: 25.08.21 |
| 5. Name of the policy/procedure being assessed: WDES Findings 2021 | |
| 6. Is the policy new or existing? <input checked="" type="radio"/> New <input type="radio"/> Existing | |
| 7. Who will be affected by the policy (<i>please tick all that apply</i>)? <input checked="" type="checkbox"/> Staff <input type="checkbox"/> Patients <input type="checkbox"/> Visitors <input type="checkbox"/> Public | |
| 8. How will these groups/key stakeholders be consulted with? N/A This document is the result of a consultation process. | |
| 9. What is the main purpose of the policy? This document sets out the findings of the Walton Centre Workforce Disability Equality Standards monitoring for 2019. | |
| 10. What are the benefits of the policy and how will these be measured? Improving disability equality and reducing discrimination in Trust processes and staff, patient and visitor behaviour. This will be measured through feedback, including but not limited to complaints, grievances and concerns raised. | |
| 11. Is the policy associated with any other policies, procedures, guidelines, projects or services? Yes, The Equality, Diversity and Inclusion 5 Year Vison. | |
| 12. What is the potential for discrimination or disproportionate treatment of any of the protected characteristics? None, these findings are intended to promote and support disability equality for all staff. | |

| Protected Characteristic | Positive Impact (benefit) | Negative (disadvantage or potential disadvantage) | No Impact | Reasons to support your decision and evidence sought | Mitigation / adjustments already put in place |
|------------------------------|---------------------------|---|-----------|---|---|
| Age | ✓ | | | Defines disability within the context of the Equality Act and discusses promotion of disability equality relating to all other protected characteristics. | |
| Sex | ✓ | | | Defines disability within the context of the Equality Act and discusses promotion of disability equality relating to all other protected characteristics. | |
| Race | ✓ | | | Defines disability within the context of the Equality Act and discusses promotion of disability equality relating to all other protected characteristics. | |
| Religion or Belief | ✓ | | | Defines disability within the context of the Equality Act and discusses promotion of disability equality relating to all other protected characteristics. | |
| Disability | ✓ | | | Defines disability within the context of the Equality Act and discusses promotion of disability equality relating to all other protected characteristics. | |
| Sexual Orientation | ✓ | | | Defines disability within the context of the Equality Act and discusses promotion of disability equality relating to all other protected characteristics. | |
| Pregnancy / maternity | ✓ | | | Defines disability within the context of the Equality Act and discusses promotion of disability equality relating to all other protected characteristics. | |
| Gender Reassignment | ✓ | | | Defines disability within the context of the Equality Act and discusses promotion of disability equality relating to all other protected characteristics. | |
| Marriage & Civil Partnership | ✓ | | | Defines disability within the context of the Equality Act and discusses promotion of disability equality relating to all other protected characteristics. | |
| Other | ✓ | | | Defines disability within the context of the Equality Act and discusses promotion of disability equality relating to all other protected characteristics. | |

If you have identified no negative impact for all please explain how you reached that decision and provide reference to any evidence (e.g. reviews undertaken, surveys, feedback, patient data etc.) **The purpose of this report is to set out how disability equality as defined within the context of the Equality Act will be promoted throughout the Trust and therefore there is likely to be a positive impact on other protected characteristic, as according to this definition anybody can become Disabled.**

13. Does the policy raise any issues in relation to Human Rights as set out in the Human Rights Act 1998? **This report supports a Human Rights based approach to supporting staff with disabilities.**

If you have identified negative impact for any of the above characteristics, and have not been able to identify any mitigation, you MUST complete Part 2, please see the full EIA document on the Equality and Diversity section of the Intranet and speak to Hannah Sumner, HR Manager or Clare Duckworth, Matron for further support.

| Action | Lead | Timescales | Review Date |
|--------|------|------------|-------------|
| N/A | N/A | N/A | N/A |
| | | | |

Declaration

I am satisfied this document/activity has been satisfactorily equality impact assessed and the outcome is:

No major change needed – EIA has not identified any potential for discrimination/adverse impact, or where it has this can be mitigated & all opportunities to promote equality have been taken



Adjust the policy – EIA has identified a need amend the policy in order to remove barriers or to better promote equality
You must ensure the policy has been amended before it can be ratified.

Adverse impact but continue with policy – EIA has identified an adverse impact but it is felt the policy cannot be amended.
You must complete Part 2 of the EIA before this policy can be ratified.

Stop and remove the policy – EIA has shown actual or potential unlawful discrimination and the policy has been removed

Name: Andrew Lynch

Date: 24.08.21

Signed: Andrew Lynch

Translation Service

This information can be translated on request or if preferred an interpreter can be arranged. For additional information regarding these services please contact The Walton centre on 0151 525 3611

Gellir gofyn am gael cyfieithiad o'r deunydd hwn neu gellir trefnu cyfieithydd ar y pryd os yw hynny'n well gennych. I wybod rhagor am y gwasanaethau hyn cysylltwch â chanolfan Walton ar 0151 525 3611.

هذه المعلومات يمكن أن تُترجم عند الطلب أو إذا فضل المترجم يمكن أن يُرتب للمعلومة الإضافية بخصوص هذه الخدمات من فضلك اتصل بالمركز ولتوّن على
0151 5253611

ئەم زانیاریە دەکریت وەرگێردریت کاتێک کە داواکریت یان ئەگەر بەباش زاندرە دەکریت
وەرگێرێک نامادە بکریت (پێک بخریت) ، بۆ زانیاری زیاتر دەربارەى ئەم خزمەتگوزاریانە تکایە
پەيوەندی بکە بە Walton Centre بە ژمارە تەلەفۆنى ۰۱۵۱۵۲۵۳۶۱۱ .

一经要求，可对此信息进行翻译，或者如果愿意的话，可以安排口译员。如需这些服务的额外信息，请联络Walton中心，电话是：0151 525 3611。