



London Ambulance Service
NHS Trust

Workforce Disability Equality Standard

LAS Report and Action Plan – 2024/25



We are the capital's emergency and urgent care responders



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Overview of the Workforce Disability Equality Standard

Purpose

NHS trusts are required to produce and publish their Workforce Disability Equality Standard (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 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.

Methodology

The WDES requires NHS trusts and ICBs to self-assess against 10 workplace experience and opportunity indicators. Four metrics are taken from workforce data and the remaining are based on the NHS staff survey.

Scope

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.

Definitions

The 2023 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.

Foreword

Creating an organisation where our disabled colleagues feel safe, supported and are able to thrive at work is of huge importance to us, and as a Trust we remain committed to this.

Understanding the experiences of our disabled workforce through the WDES is a crucial tool in our journey to address inequalities and it is encouraging to see the progress we have made:

- **Published Reasonable Adjustments policy and guidance, supported by a centralised hub and budget.**
- **Achieved Level 2 of the Disability Confident scheme to become a Disability Confident Employer.**
- **Fostered an environment where more colleagues feel able to report on incidents of harassment, bullying and abuse.**
- **Continued increase in staff members declaring a disability, though we must do more to ensure there is good representation at all levels of the Trust.**

I recognise that although the Trust has made progress in its journey to be a more inclusive employer, there is still work to be done, especially where indicators have deteriorated this year. LAS is committed to being a disability inclusive employer and I understand we need to continue to learn and grow to get it right for our disabled staff.

This year we will do more to ensure there are equal opportunities for our colleagues, that their reasonable adjustments are met in a timely and effective manner and our managers are equipped and enabled to make this happen.



The capital's emergency and urgent care responders.



Dr Fenella Wrigley

**Deputy Chief Executive,
Chief Medical Officer,
London Ambulance
Service NHS Trust**

Our strategic equality objectives

To achieve the work set out in the LAS strategy 2023-28, we have developed three EDI objectives which will contribute to the delivery of our vision and goals until 2028 and achieve the mission of “being an increasingly inclusive, well-led and highly skilled organisation people are proud to work for.”

The LAS strategy states:

“We aim to build a diverse organisation that values and celebrates difference, promotes equality and prioritises the wellbeing of our people. We will build a workforce that knows and reflects the people we serve. We will build an organisation where everyone can feel they belong, their voice is valued and there are opportunities for a career. Discrimination, bullying, harassment and racism have no place in our organisation and we will take a zero-tolerance approach to tackling this behaviour.”

To deliver the missions set out in the LAS strategy, we have developed three EDI objectives which will contribute to the delivery of our vision and goals until 2028:

OBJECTIVE 1

Foster proactively a diverse and open culture with an equitable working environment, including through staff training on discrimination and impactful staff networks.

OBJECTIVE 2

Make measurable improvement in attracting and retaining a workforce that represents London, reaching out to relevant communities and helping staff to build great careers.

OBJECTIVE 3

Generate clear leadership accountability for action based on good management data and staff feedback, including compliance with legislation and equality standards.



Our progress in 2024/25



The following report provides an overview of our progress, challenges and aspirations to improve the experiences of our disabled staff in LAS. Over the last year we have achieved the following that aligns with our plans and overarching objectives relating to WDES:

- **Continued implementation of the reasonable adjustments policy and guidance across the Trust, managed by the Reasonable Adjustments Hub and supported by a centralised budget.**
- **Inclusion of reasonable adjustments in mandatory training for ‘Tackling Discrimination and Promoting Inclusivity Phase 2’.**
- **Integration of the reasonable adjustments offer in workshops delivered to all staff, including senior and middle management.**
- **Monitoring progress of the reasonable adjustments workstream through a cross-Trust working group.**
- **Established a reasonable adjustments complex case panel, bringing together subject matter experts from the Trust to provide advice, guidance and resolution on complex cases.**
- **Achieved Level 2 of the Disability Confident scheme to become a Disability Confident Employer.**
- **Expanded the Cognassist offer to allow unlimited access to cognitive assessments for staff to better understand their learning style and provide access to training on neurodivergent conditions and how to be neuroinclusive.**
- **Continued close working with our EnAbleD staff network colleagues to better understand the needs of our disabled staff and how best to support them**

We recognise that achieving true equality requires ongoing assessment, thoughtful strategies and transparent reporting. In order to improve the experience of people with disabilities, we need to create an environment that encourages more disabled staff to speak up about their experiences and share that they have a long-term condition or disability so we can better understand representation in the Trust and help track our progress against indicators.

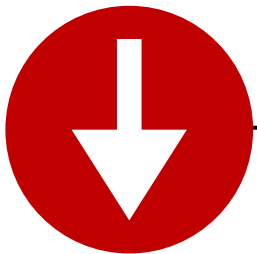


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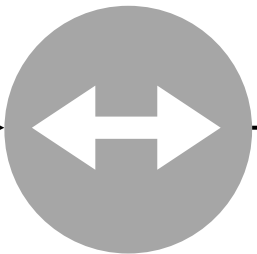


Understanding the findings

Direction of travel



Deterioration



No significant change



Improvement

Key



Metrics 1-3 and 10 are a snapshot of our workforce data from 31 March 2025, while Metrics 4-9 are taken from the NHS Staff Survey, conducted in Autumn 2024.

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.

3 key questions explored in this report

What is the data telling us?



How do we compare with previous years?



What are we planning to do?

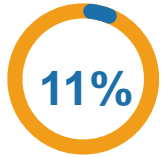


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Key findings

Metrics 1-3 and 10 are a snapshot of our **workforce data** from 31 March 2025, while Metrics 4-9 are taken from the **NHS Staff Survey**, conducted in Autumn 2024.

1. Staff Representation ↔



of our workforce has identified themselves as disabled

● Disabled
● Non-disabled

2. Shortlisting ↓

Non-disabled applicants are
1.30X
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 ↑

56.2%

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



4a. ii) From managers ↑

16.9%

of disabled colleagues experiencing harassment, bullying or abuse from managers



4a. iii) From staff ↔

22.4%

of disabled colleagues experiencing harassment, bullying or abuse from colleagues



4b. Bullying reported ↑

46.4%

of disabled colleagues reported experiencing harassment, bullying or abuse



5. Progression ↓

43.2%

of disabled colleagues believe the Trust provides equal opportunities for promotion



6. Presenteeism ↑

29.2%

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



7. Feeling valued ↓

22.1%

of disabled colleagues feel valued by the organisation



8. Reasonable Adjustments ↓

62.2%

of disabled colleagues say reasonable adjustments were made



9. Staff Engagement ↓

The 0-10 staff engagement score for disabled colleagues is

5.5



10. Trust Board ↔

0%

of our Trust Board (voting membership) are disabled



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Comparisons

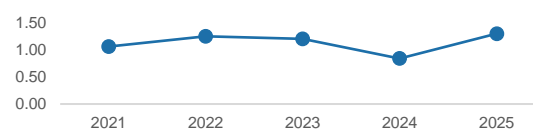
Metrics 1-3 and 10 are a snapshot of our **workforce data** from 31 March 2025, while Metrics 4-9 are taken from the **NHS Staff Survey**, conducted in Autumn 2024.

1. Staff Representation ↔



Last year (2023/24): 9.9% This year (2024/25): 10.7%

2. Shortlisting ↓



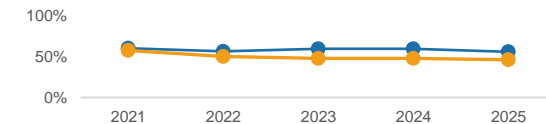
Last year (2023/24): 0.8 This year (2024/25): 1.3

3. Disciplinary ↔



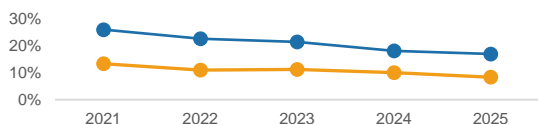
Last year (2023/24): <10 This year (2024/25): <10

4a. i) Bullying from public ↑



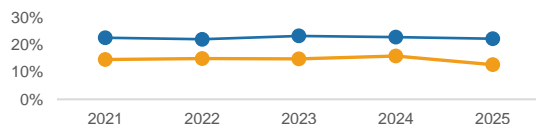
Last year (2023/24): 60.1% This year (2024/25): 56.2%

4a. ii) From managers ↑



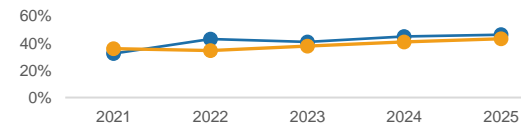
Last year (2023/24): 18.2% This year (2024/25): 16.9%

4a. iii) From staff ↔



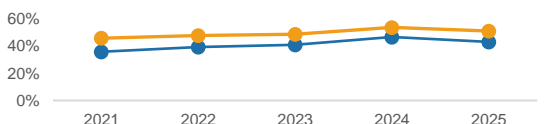
Last year (2023/24): 23.2% This year (2024/25): 22.4%

4b. Bullying reported ↑



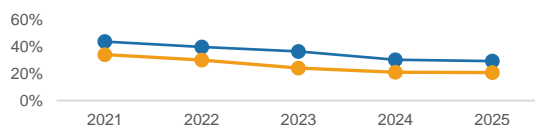
Last year (2023/24): 44.9% This year (2024/25): 46.4%

5. Progression ↓



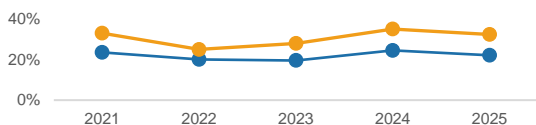
Last year (2023/24): 46.9% This year (2024/25): 43.2%

6. Presenteeism ↑



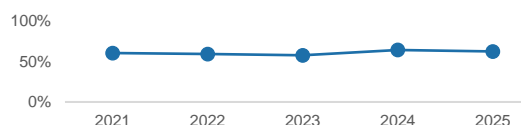
Last year (2023/24): 30.2% This year (2024/25): 29.2%

7. Feeling valued ↓



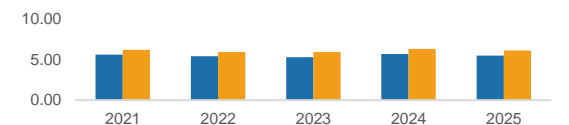
Last year (2023/24): 24.5% This year (2024/25): 22.1%

8. Reasonable Adjustments ↓



Last year (2023/24): 64.0% This year (2024/25): 62.2%

9. Staff Engagement ↓



Last year (2023/24): 5.7 This year (2024/25): 5.5

10. Trust Board ↔



Last year (2023/24): 0%

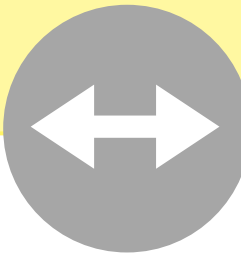
This year (2024/25): 0%



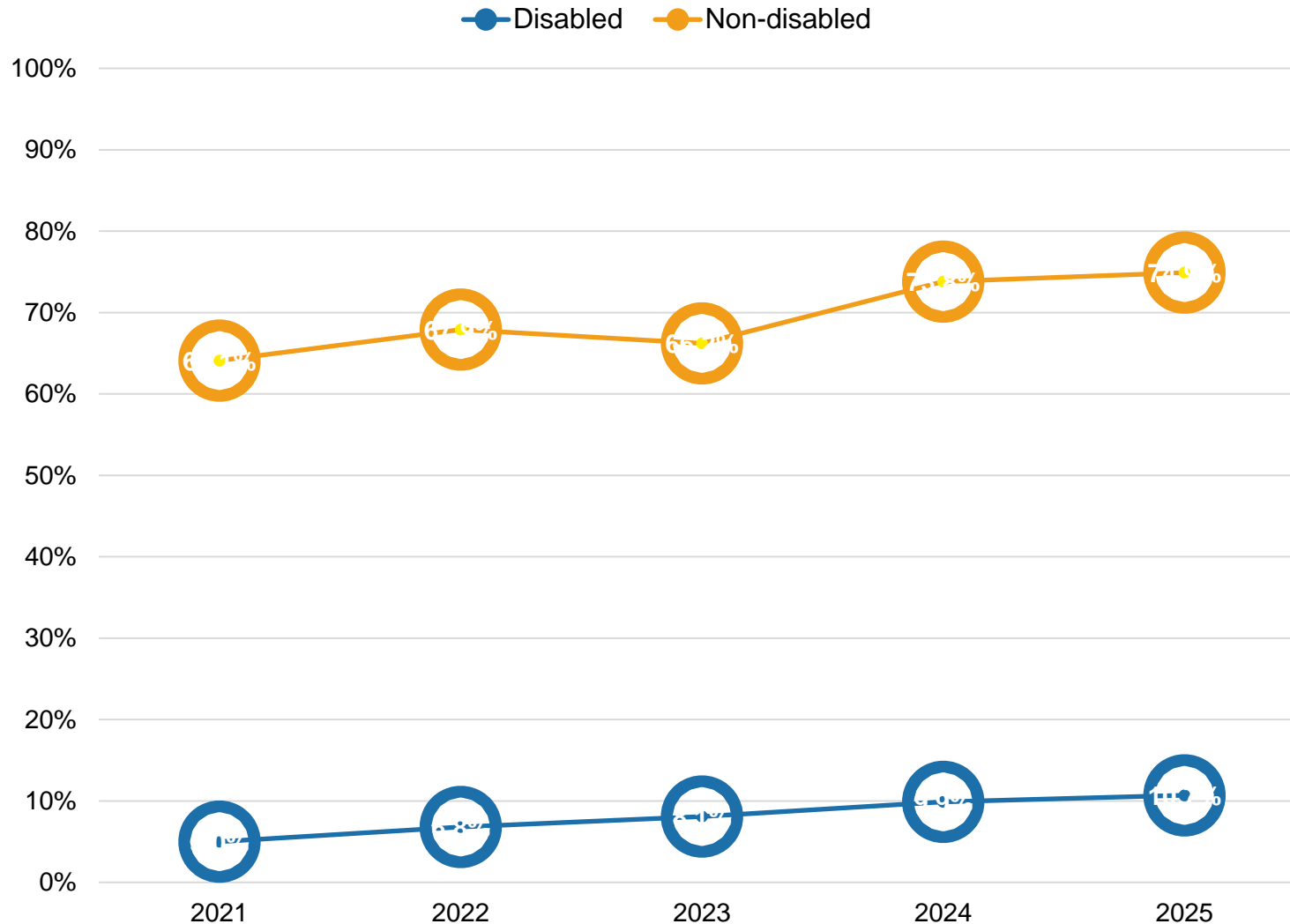
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Indicator 1

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 identifying as disabled (%)



This year, the **proportion of disabled staff has remained consistent**, though representation has slightly increased from 9.9% to 10.7%. **In clinical roles, disabled staff make up 10.9%**, compared to 77.8% of non-disabled staff. **In non-clinical roles, disabled staff represent 10.5%**, while non-disabled staff make up 66.9%. We have made **further improvements in completion of disability data fields, increasing to 89%** in comparison to 85% last year. This is a positive trend over the last few years, with increased representation over time.

These findings highlight both progress and areas where further efforts can be made to enhance diversity and data completeness within the organisation to create a more inclusive and informed work environment.

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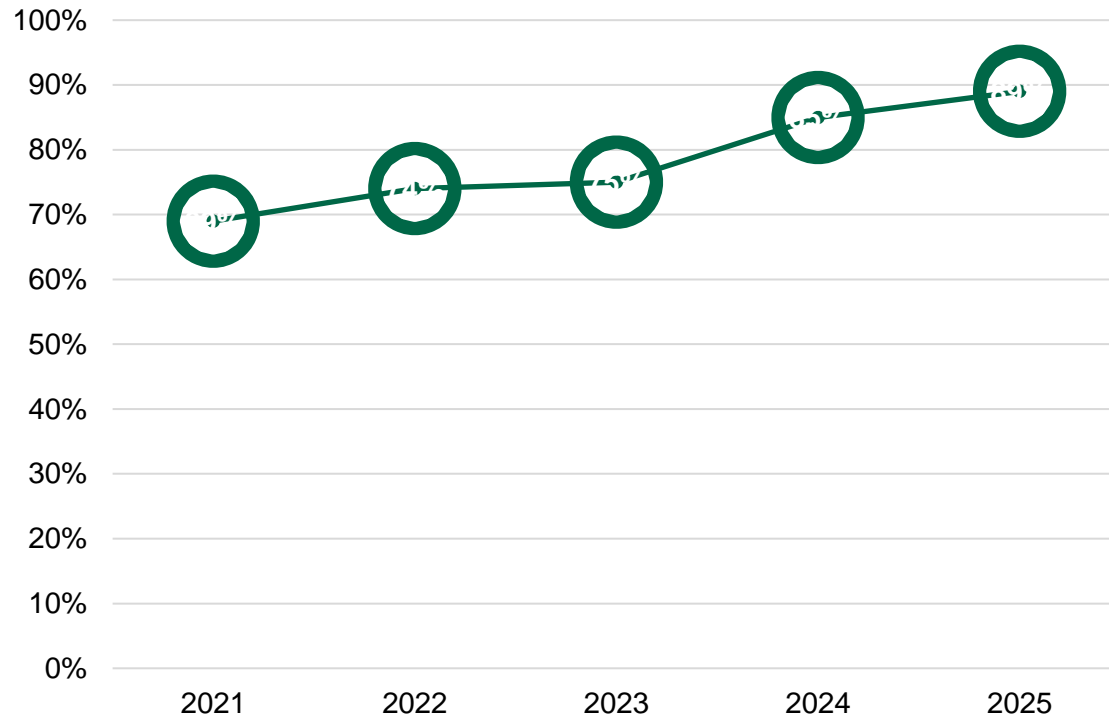
Indicator 1

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.



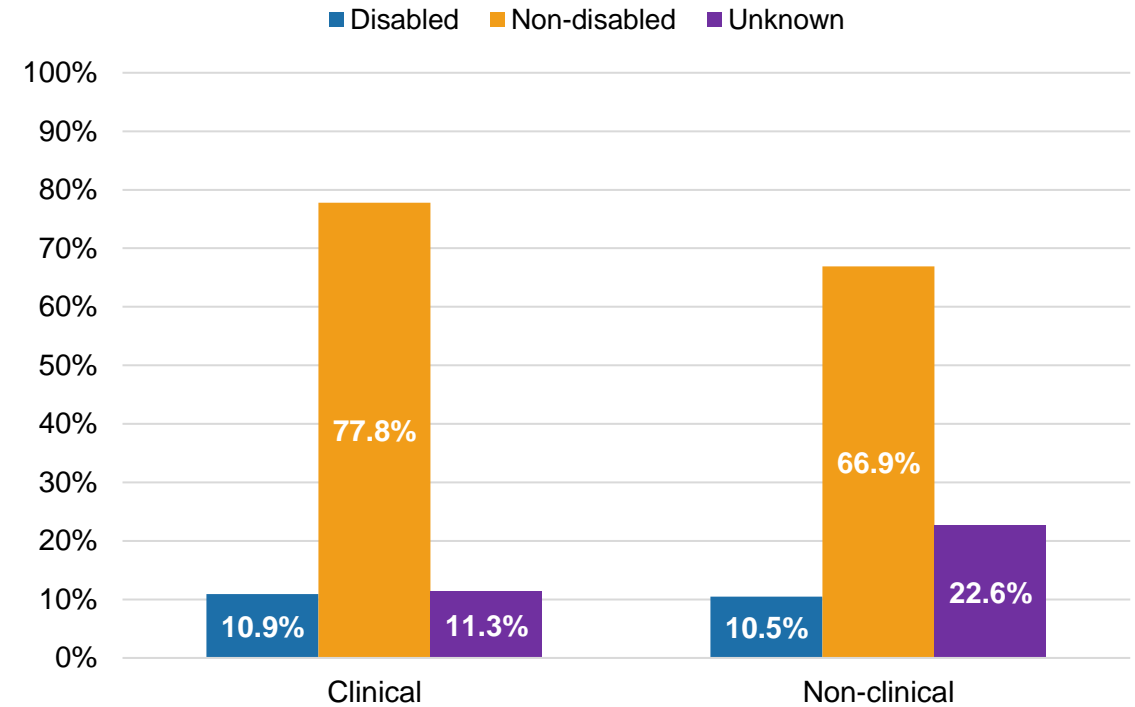
Data completeness – ESR (%)

The data completeness rate has seen a large improvement, increasing from **75%** to **85%**.



Clinical and non-clinical workforce (%)

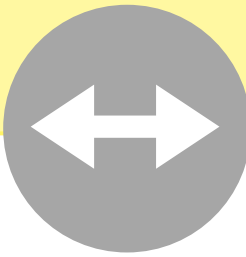
Disabled colleagues comprise **10.9% of our clinical workforce**, compared to **10.5% of those in non-clinical roles**.



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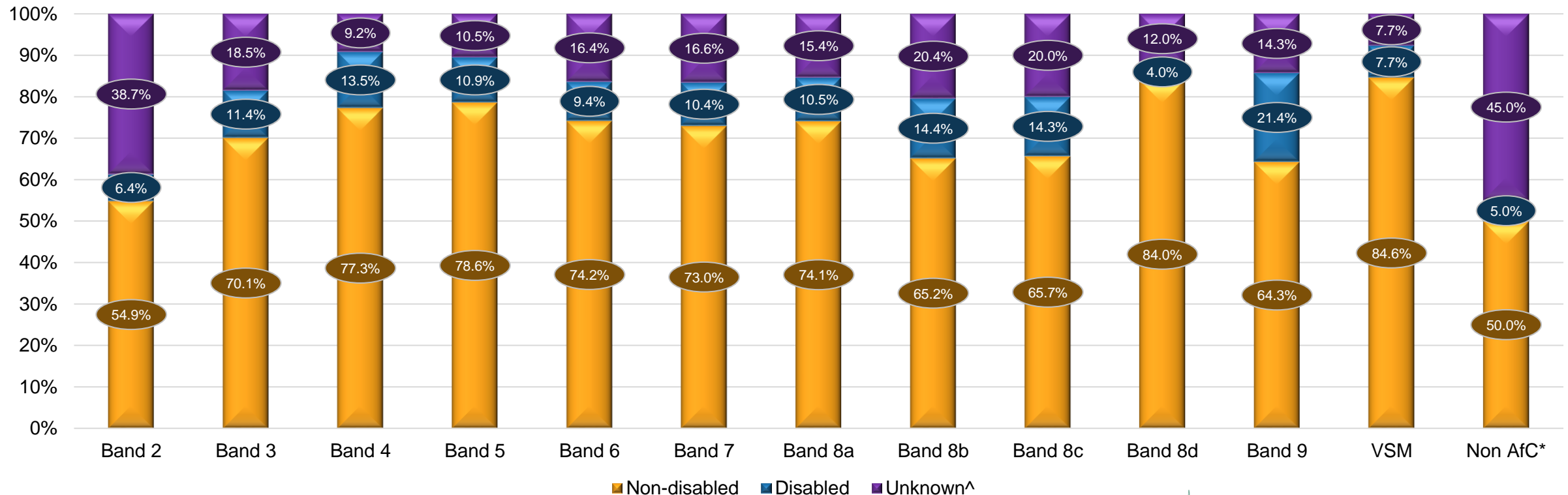
Indicator 1

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.



Disabled staff across the organisation

The data shows fairly consistent representation across all bands, however the percentage of disabled staff at Band 4, Band 5, Band 8b, Band 8c and Band 9 is higher than LAS overall. To note, those at VSM level represent a very small number of staff (15 people).



*Our non AfC staff includes over 400 people who prepare frontline vehicles for operational duties and are currently in the process of assimilating following TUPE

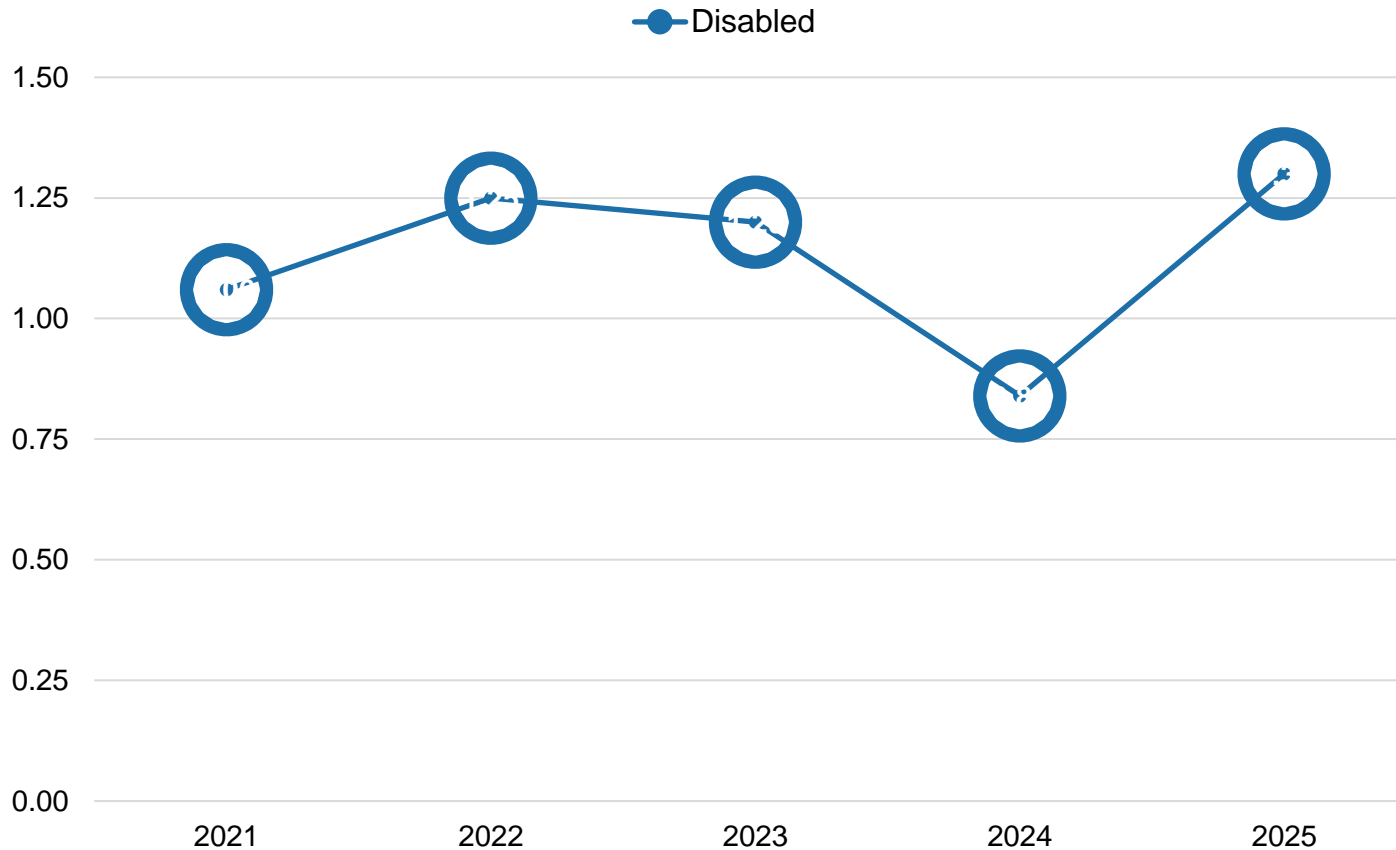
^Unknown data is mainly due to data completeness and tends to be lower for TUPE staff



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Indicator 2

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



This year, the data indicates that the **relative likelihood of non-disabled staff being appointed is 1.30 times more likely than disabled staff**. This shows a deterioration when compared to the previous year when it was 0.84 times and is a **negative change to the previous positive trend**, returning to similar levels seen in 2023 and 2022.

We will be looking further into the reasons as to why we have seen this shift as we have been increasing our efforts to debias our recruitment processes and promote inclusivity, such as ensuring reasonable adjustments at interview are available for candidates. We will continue to drive work that ensures equal opportunities for all, particularly targeting recruitment campaigns where the current workforce is not reflective of our population, and ensure there is fairness throughout our recruitment and selection processes.

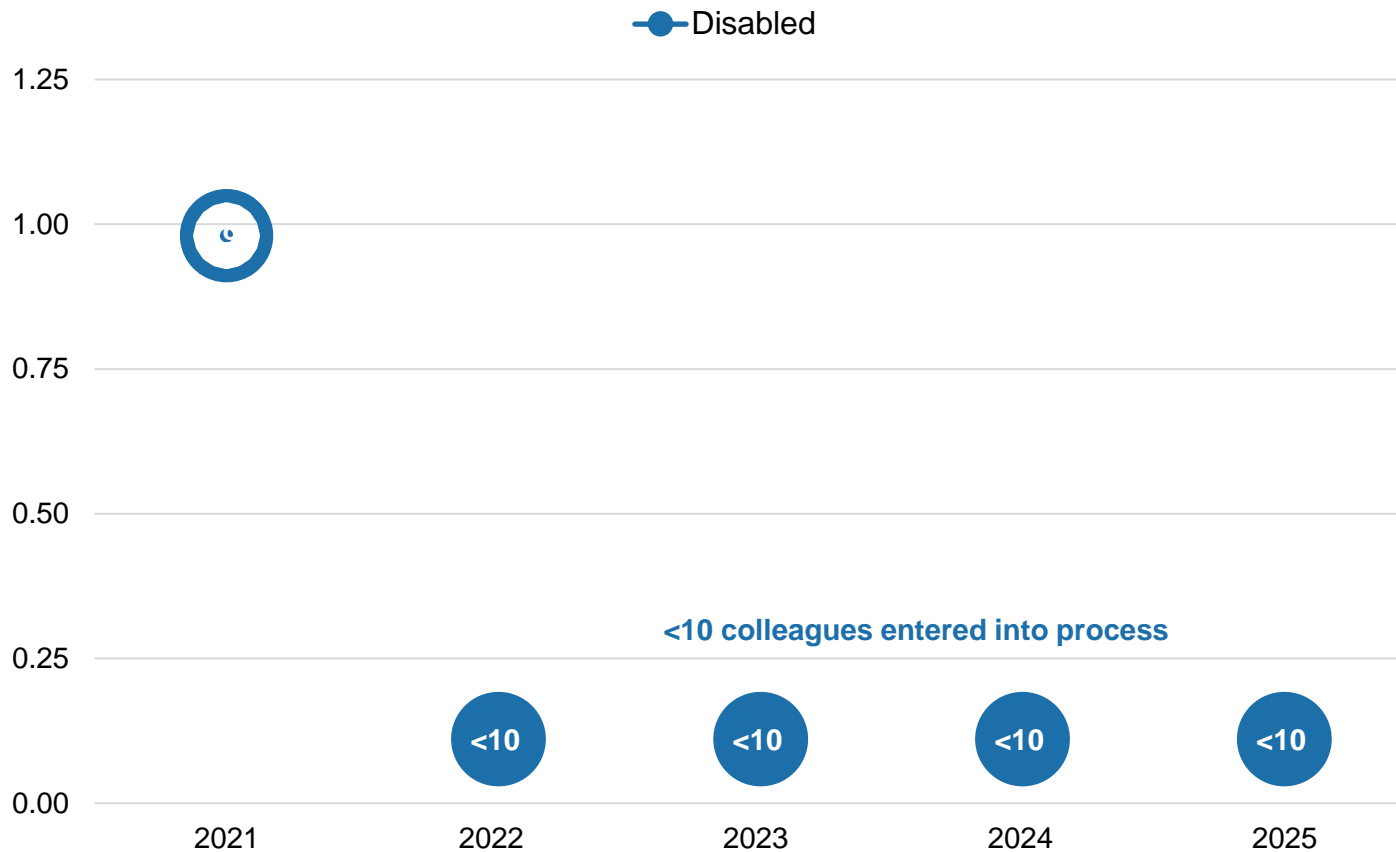
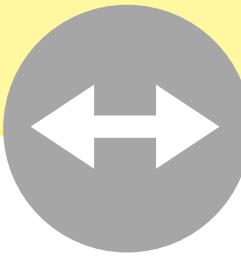
A figure below 1:00 indicates that disabled staff are more likely than non-disabled staff to be appointed from shortlisting.



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Indicator 3

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

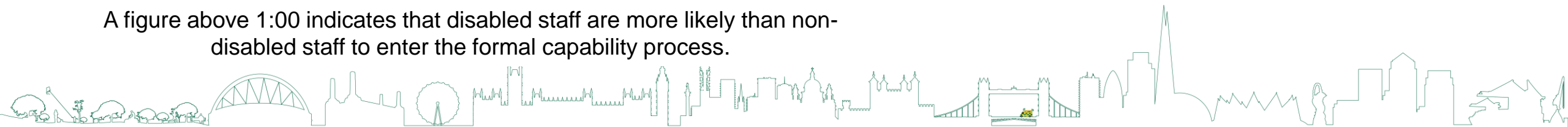


A figure above 1:00 indicates that disabled staff are more likely than non-disabled staff to enter the formal capability process.

In 2021, the relative likelihood of disabled staff entering the formal capability process was 0.98 times more likely than non-disabled staff. However, **fewer than ten colleagues entered this process** in the last four years. 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.

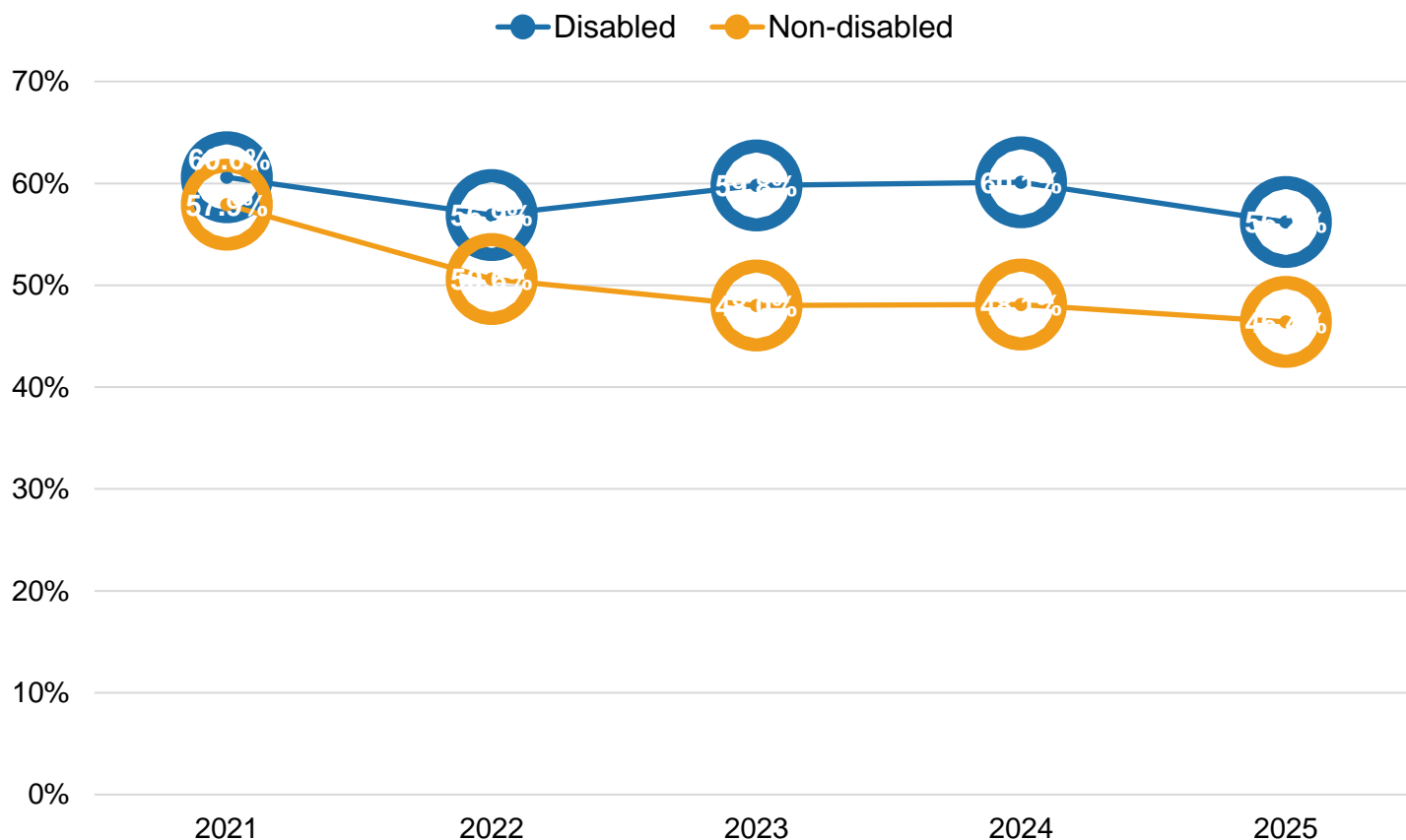
Given the limited number of cases in the formal capability process, it is challenging to draw significant conclusions about changes in this metric. It is essential to continue monitoring and assessing this data over time to make more informed assessments about the inclusion and support of disabled staff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



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Indicator 4a i)

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



56.2% 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 46.4%. This shows that **disabled staff members are more likely to experience such mistreatment than their non-disabled counterparts.** However, the percentage for disabled staff has **improved compared to the previous year** which was 60.1%.

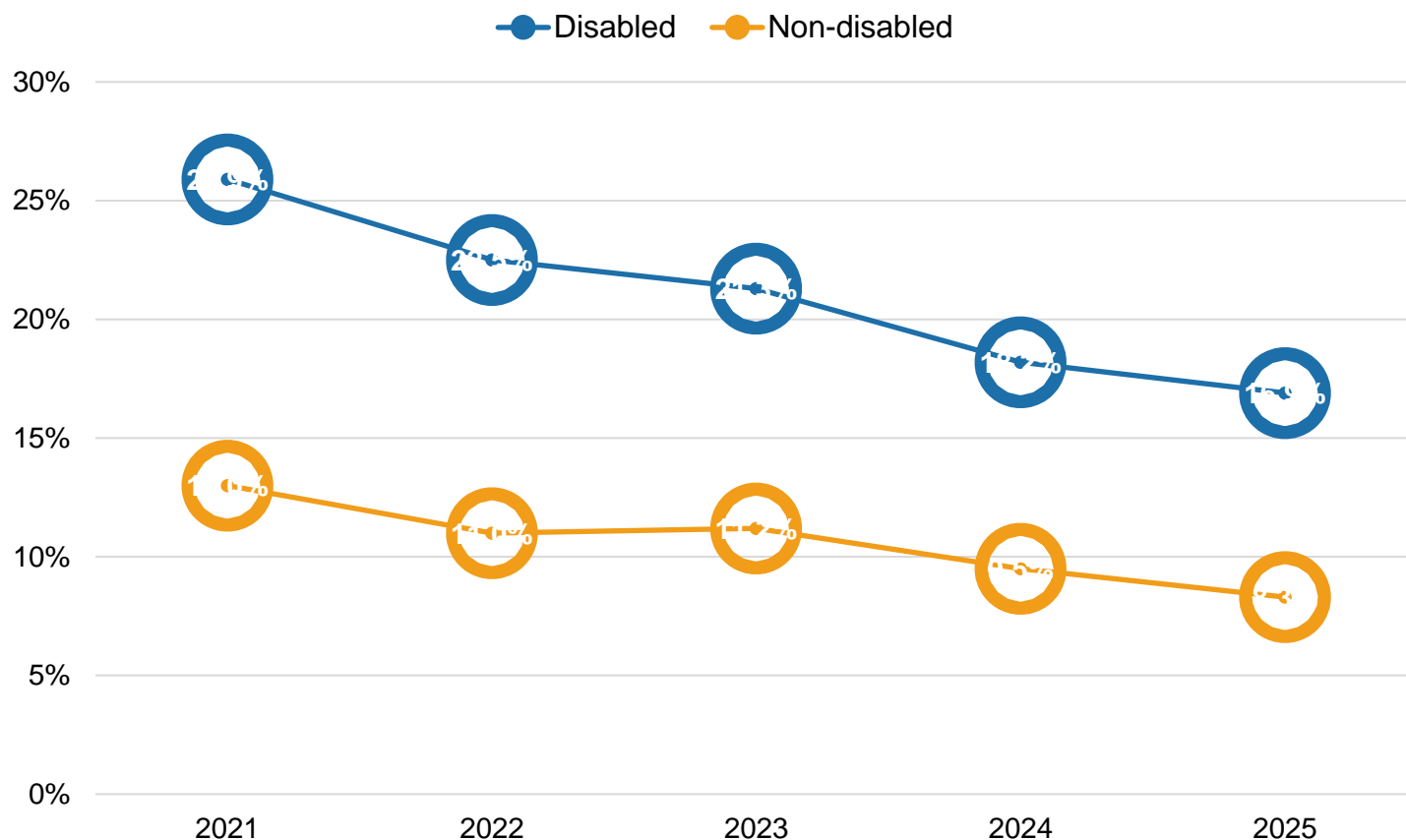
There has been a **varying trend over the last few years**, but has reduced overall over the last 5 years. Continuous efforts are necessary to create a safer and more respectful environment for all staff members, including the continuation of training on being an active bystander and tackling discrimination.



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Indicator 4a ii)

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



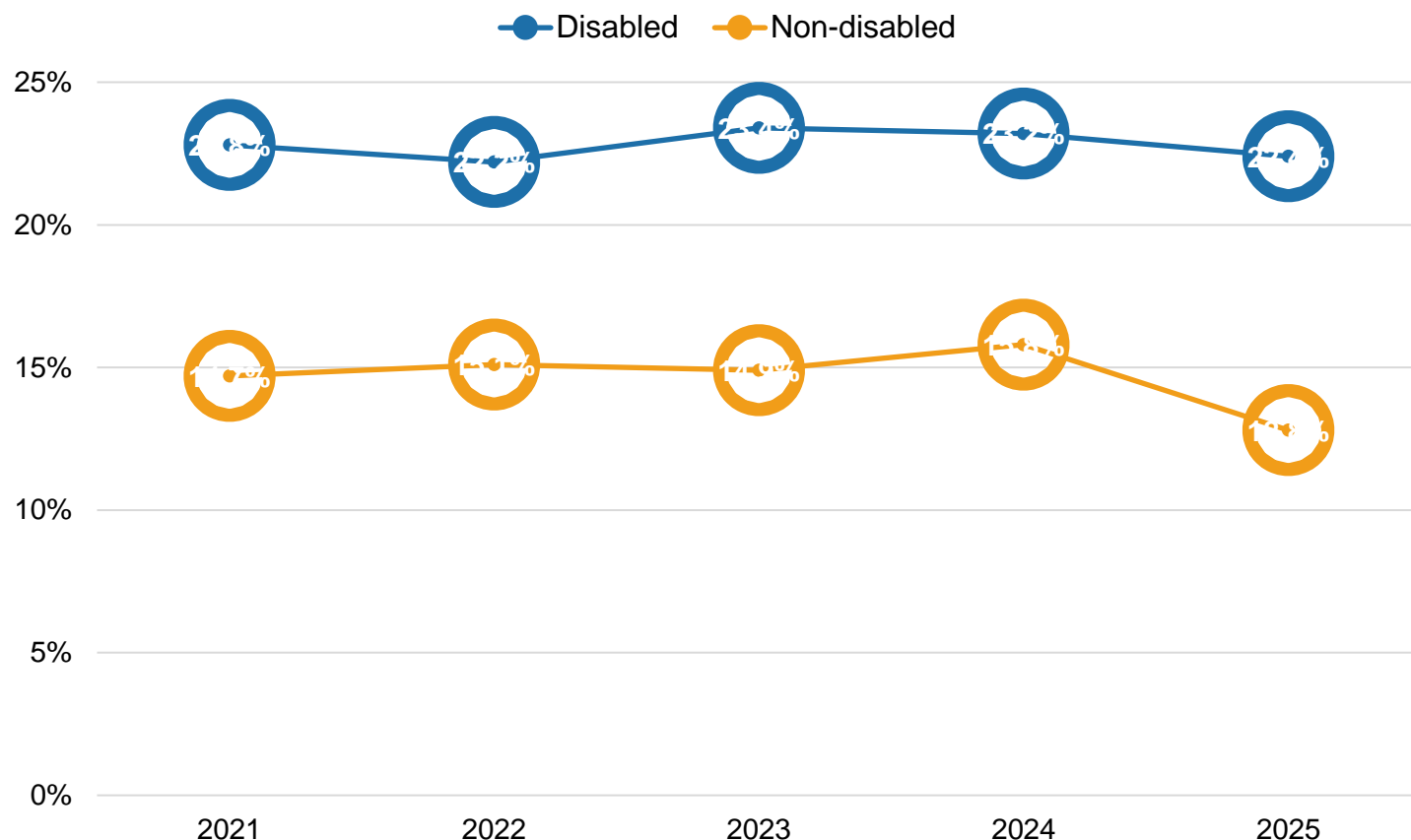
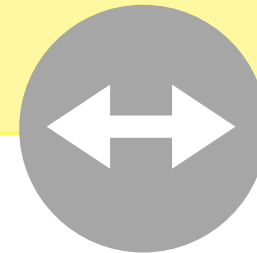
The data indicates that **16.9% of disabled staff members have reported experiencing harassment, bullying, or abuse from their managers** in the last 12 months. Comparatively, the percentage of non-disabled staff members facing similar mistreatment from managers is much lower at 8.3%. It is worth noting that there has been a **slight decrease** compared to the previous year, which was 21.3%. This is a **positive trend over the last few years**, where we have consistently improved our position. Our priority is to address workplace behaviour to ensure a respectful and inclusive environment for all staff members and reduce the disparities between disabled and non-disabled staff. This includes supporting staff to speak up and call out discrimination, in line with our anti-discrimination statement.



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Indicator 4a 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 22.4%**, a slight decrease to the previous year of 23.2%. In contrast, non-disabled staff reported a percentage of 12.8%, which is lower than the 15.8% reported in the previous year. **The percentage of disabled staff reporting these incidents has been consistent**, however non-disabled staff have begun to see a decrease.

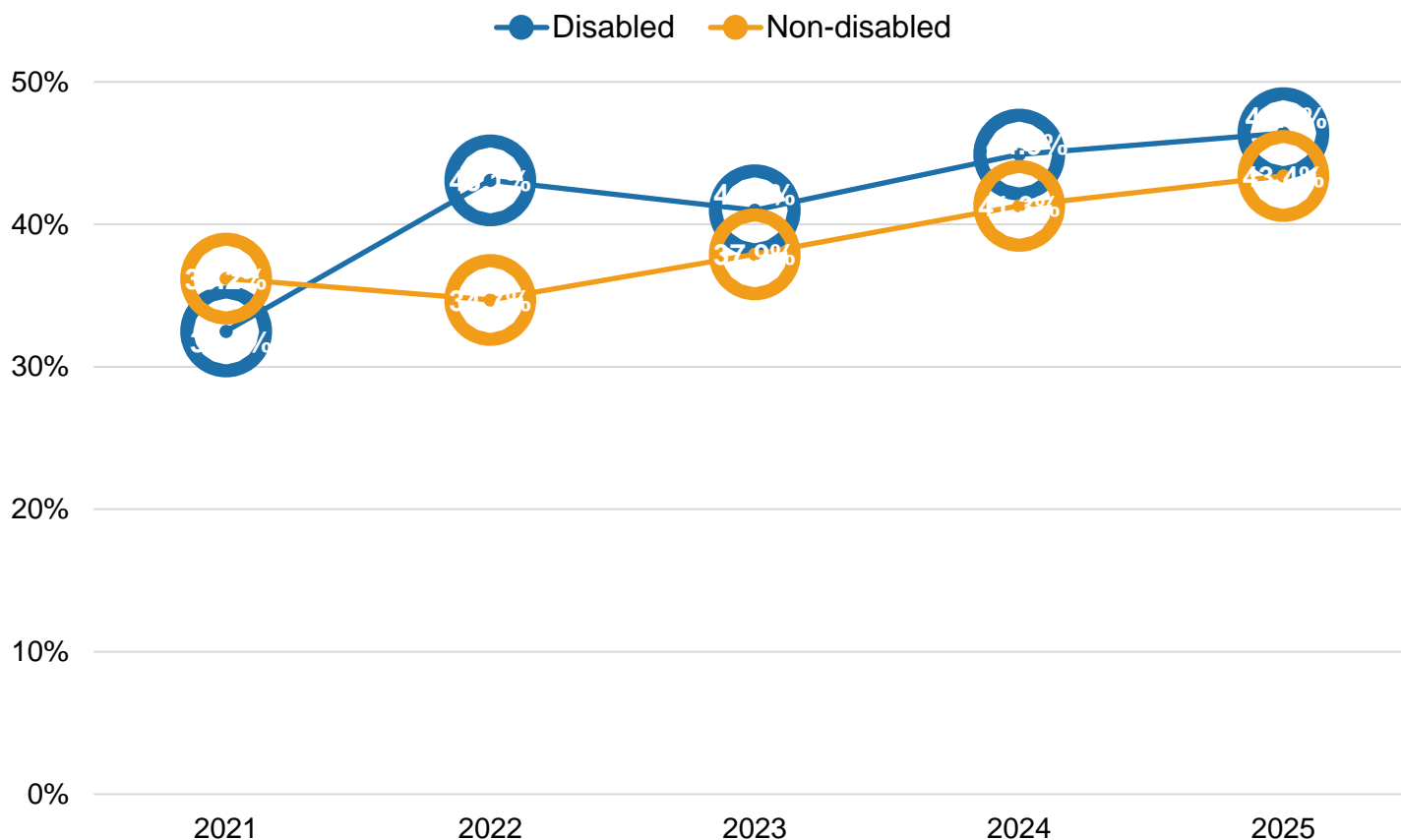
These findings underscore the importance of maintaining a safe and respectful workplace for all employees to promote a psychologically safe working space for everyone, particularly for our disabled staff. This includes supporting staff to speak up and call out discrimination, in line with our anti-discrimination statement.



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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



The data shows an **increase in the reported incidents of harassment, bullying, or abuse at work** by disabled colleagues compared to last year, which was 44.9%. There have also been improvements in non-disabled colleagues reporting these incidents, which is 43.4% compared to 41.3% last year. There has been a general **positive trend over the last few years**.

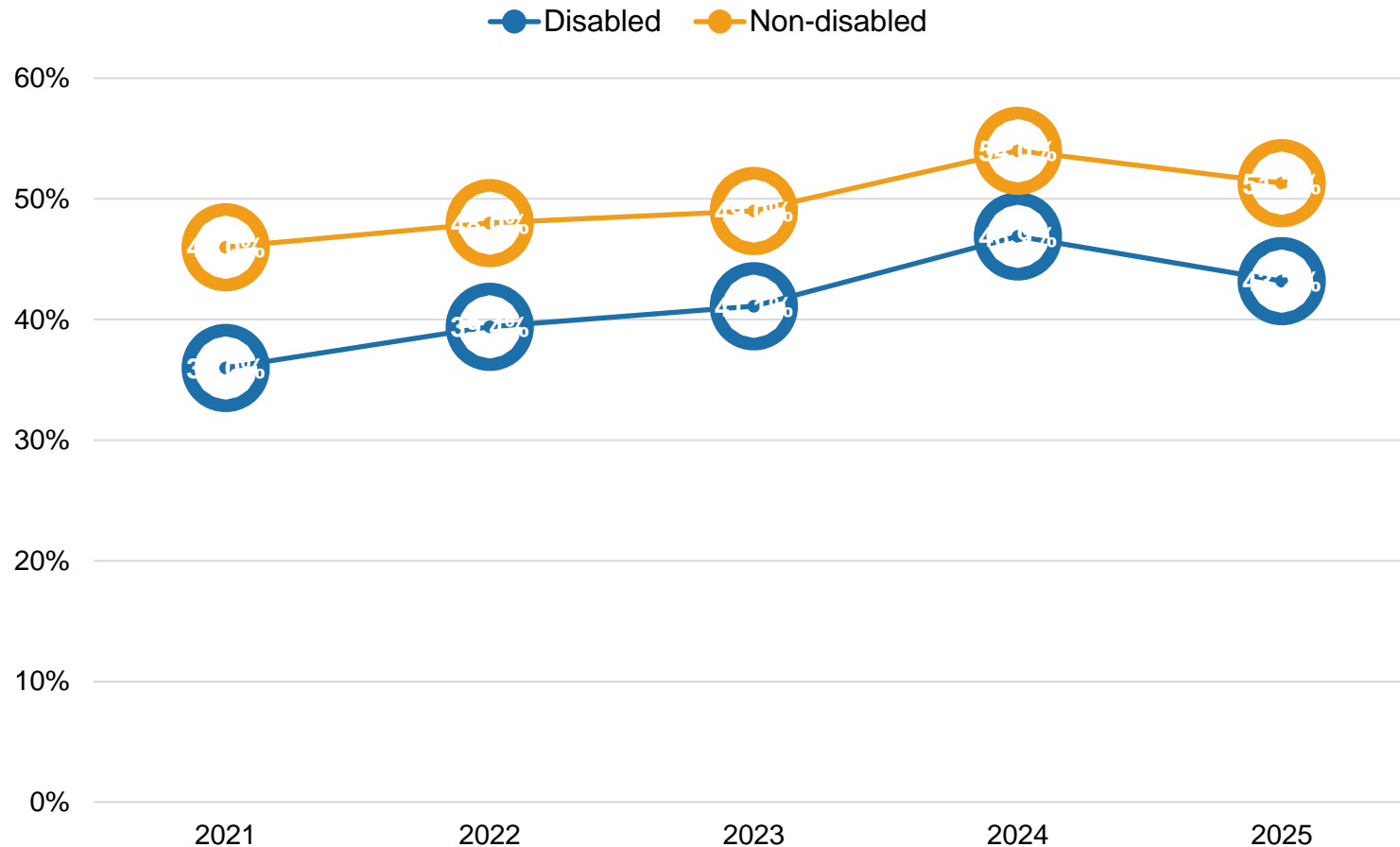
The trend suggests that **efforts to improve reporting of incidents of harassment, bullying or abuse have improved**. However, work must be done to support colleagues to make them feel comfortable in reporting incidents, ensuring a safe and supportive environment for all employees.



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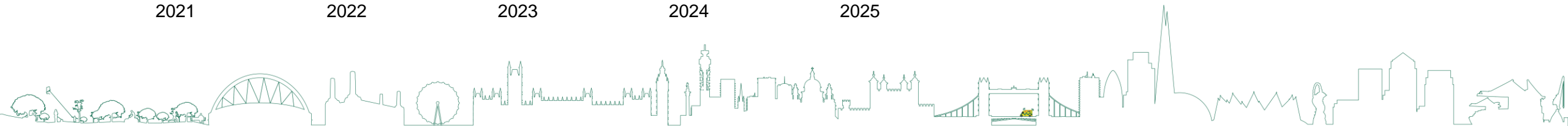
Indicator 5

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



This year, **43.2% of disabled staff believe that the trust provides equal opportunities for career progression and promotion**, which is a decrease from 46.9% in the previous year. Non-disabled staff have a higher percentage, with 51.3% perceiving equal opportunities, down from 54.0% in the previous year.

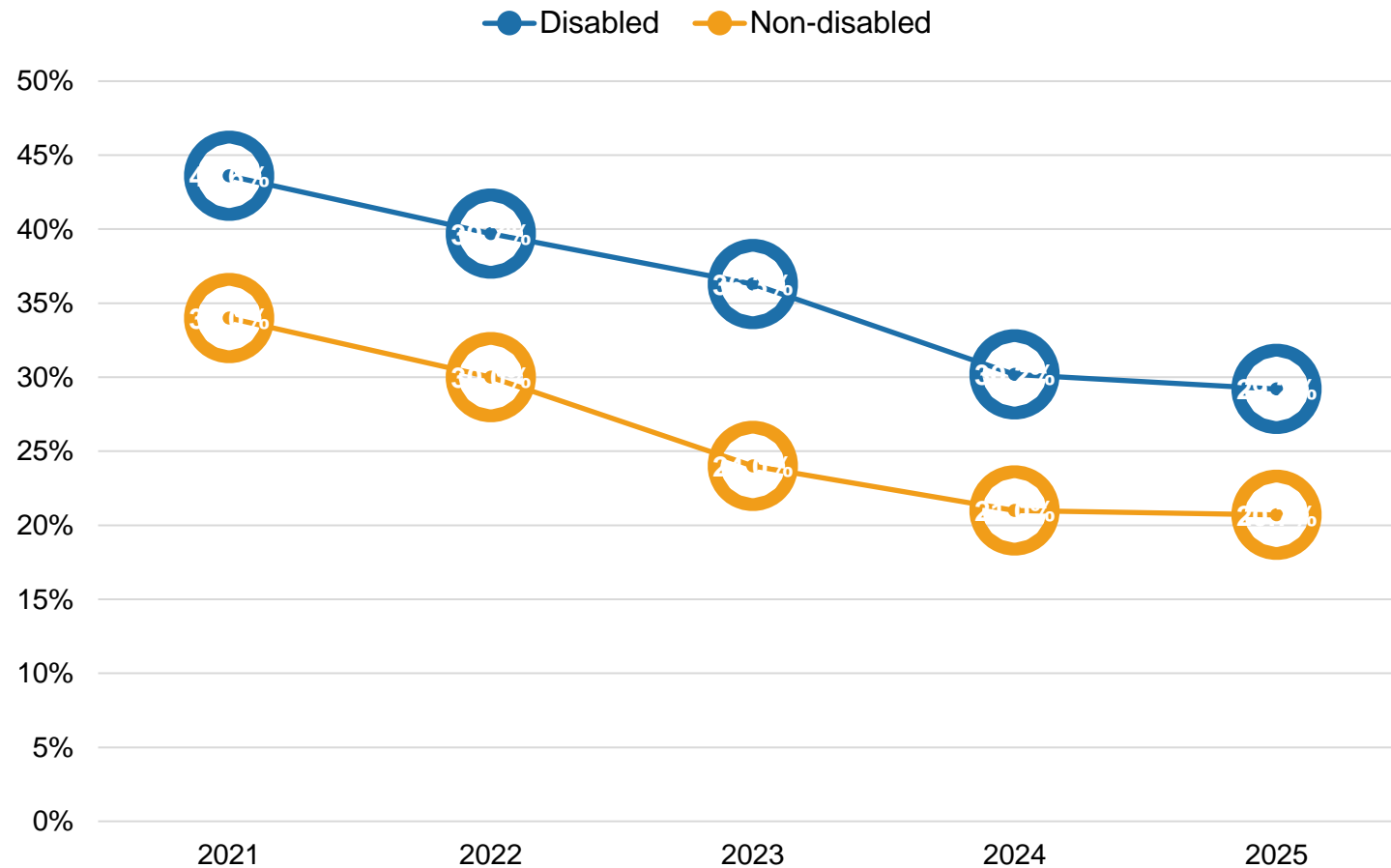
Although there has been a **deterioration in the perception of equal opportunities** among both disabled and non-disabled staff, there has been a general **positive trend over the last few years**. Additionally, there remains a gap in perception between disabled and non-disabled staff. Addressing this gap is essential for fostering an inclusive and equitable workplace where all employees can thrive.



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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.



This year, **29.2% of disabled staff reported feeling pressured to come to work even when they didn't feel well enough to perform their duties.** This reflects an **improved position to the 30.2% reported in the previous year.** There has been an overall **positive trend** in reducing the perception of feeling pressured to work despite not feeling well among both disabled and non-disabled staff.

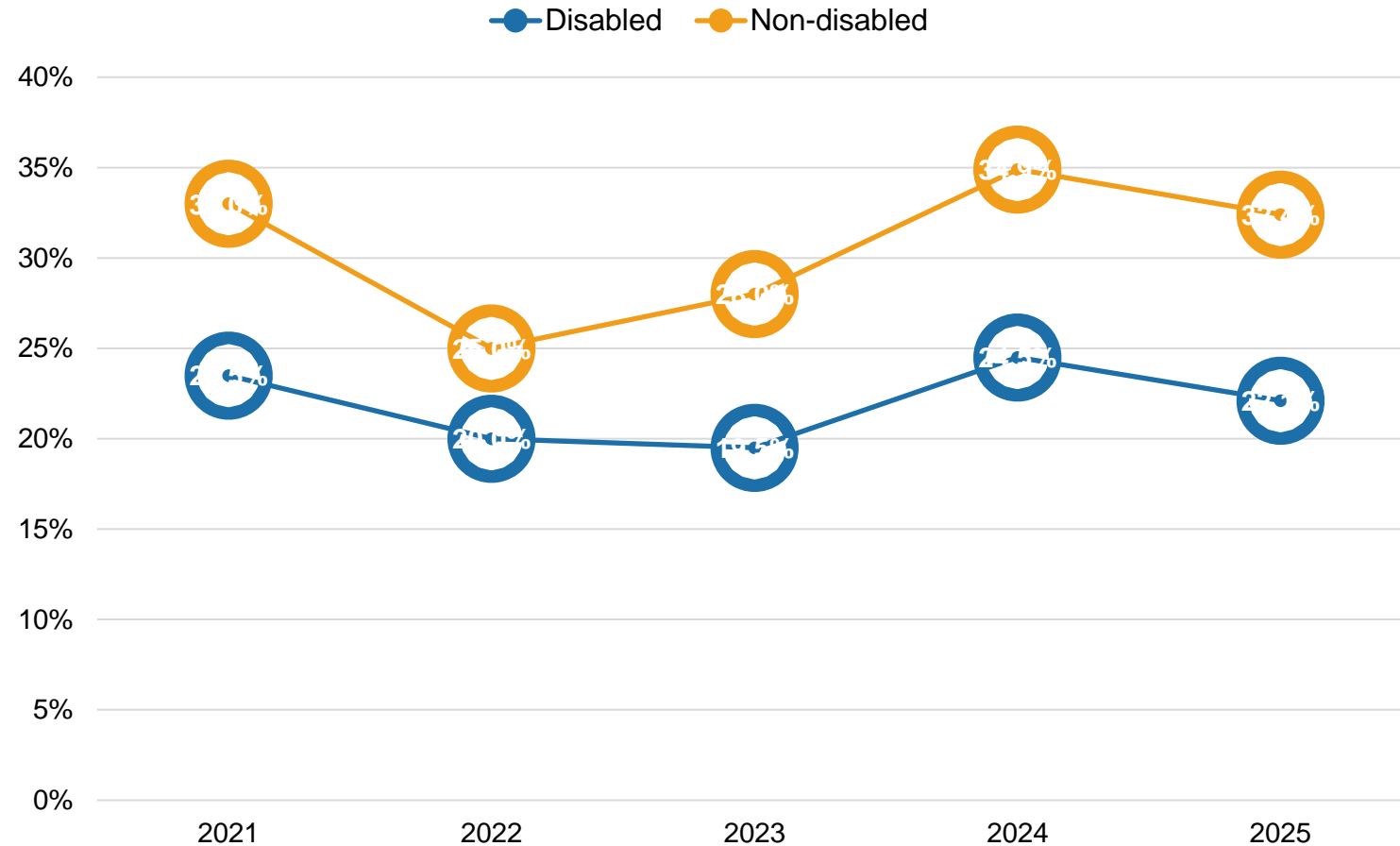
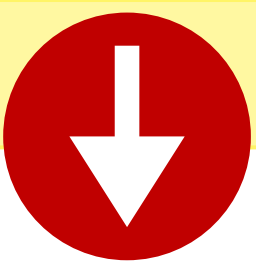
These findings suggest that efforts to promote a healthier work-life balance and a more supportive work environment have a positive impact. However, there is still room for further improvement and focusing on employee well-being and support is crucial to sustain and build upon these positive trends.



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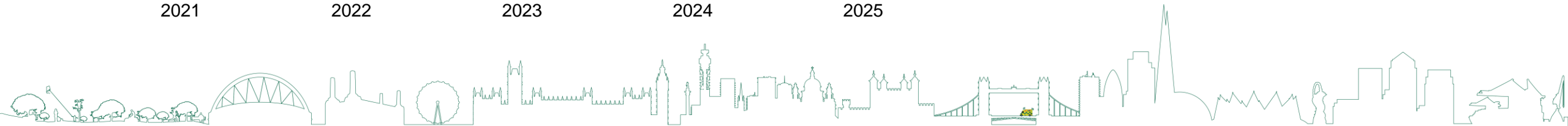
Indicator 7

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



This year, **22.1% of disabled staff reported satisfaction with how LAS values their work, representing a decrease from the 24.5% reported in the previous year.** Non-disabled staff have a higher satisfaction rate with a percentage of 32.4% this year but this has also decreased from 34.9% in the previous year.

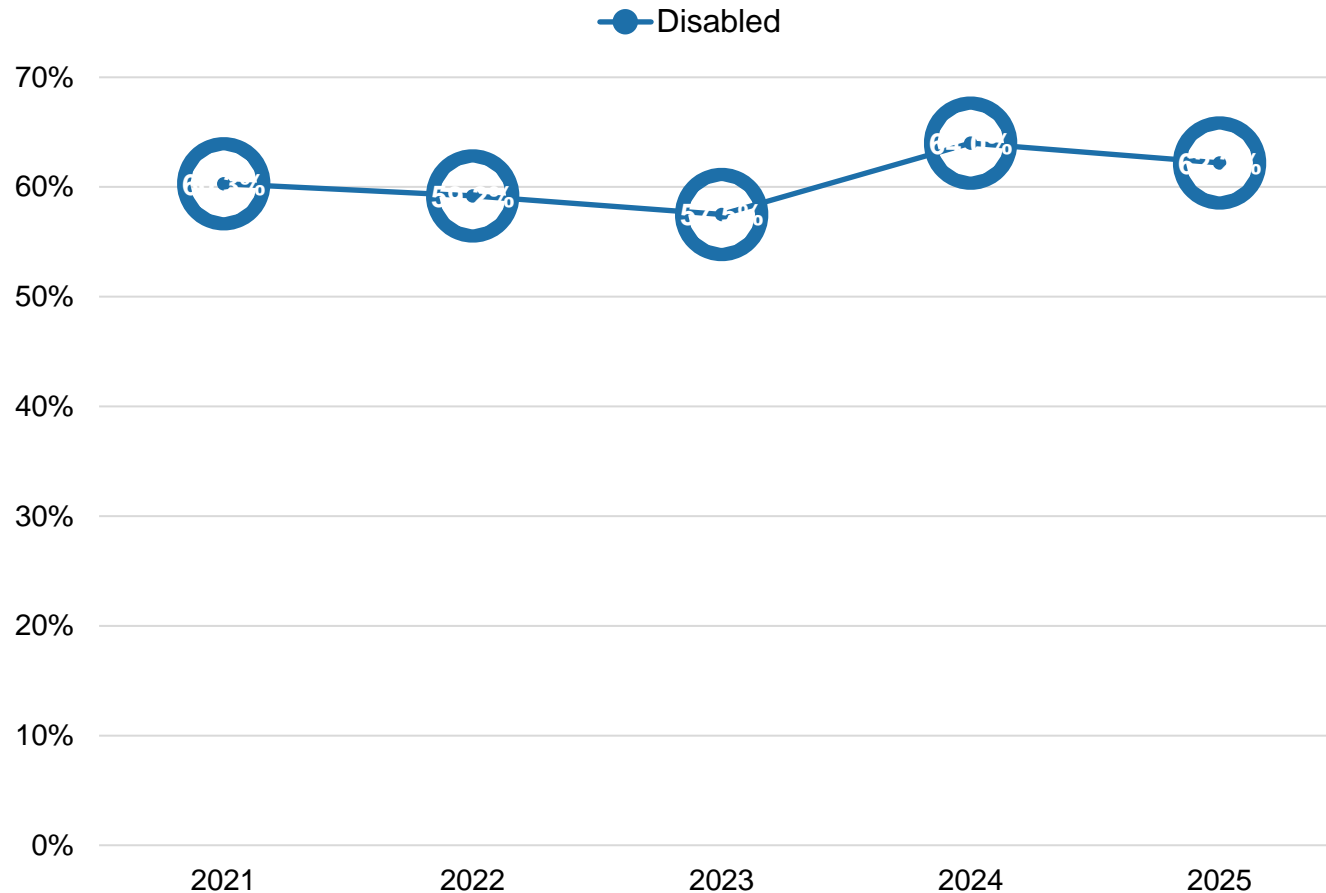
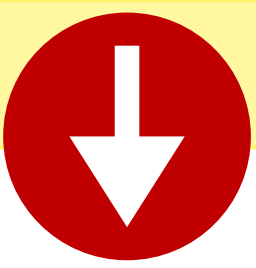
This shows a **varying trend towards satisfaction** with how the organisation values work from staff and there remains a disparity between disabled and non-disabled staff. Addressing this difference and working to ensure that all employees feel valued and appreciated for their contributions is crucial to promoting an inclusive and equitable workplace.



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Indicator 8

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



This year, **62.2% of colleagues who declared a disability feel that LAS has made reasonable adjustments to enable them to carry out their work.** This represents a slight decrease from the 64.0% reported in the previous year.

Although there is a decrease when compared to the previous year, this is still an improvement on previous years and suggests there remains **an overall positive trend over time.**

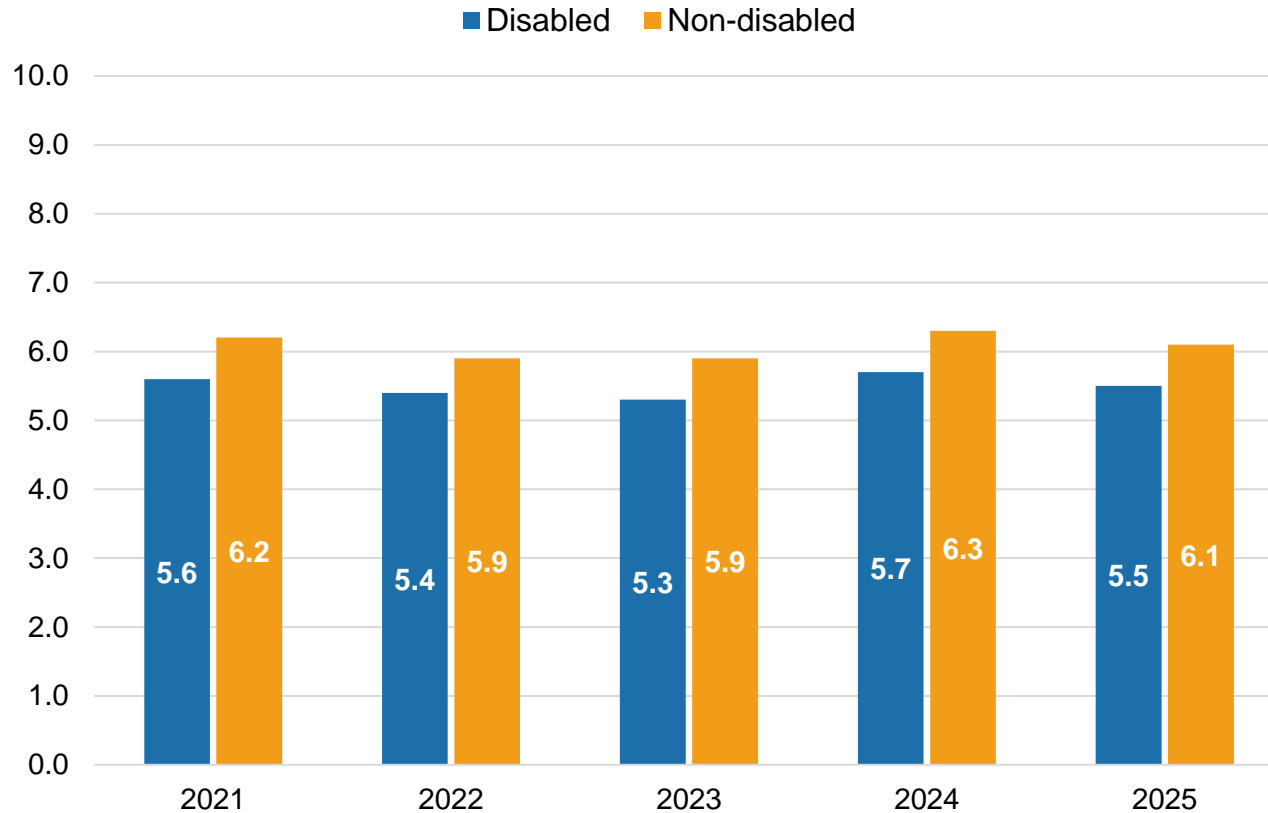
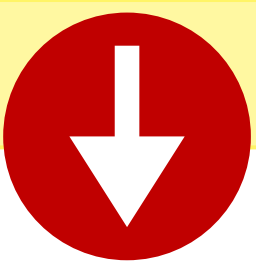
We are committed to the actions being made across the Trust to ensure staff have the necessary accommodations to perform their roles can contribute to a more inclusive and supportive work environment. As we continue to roll out the reasonable adjustments policy and guidance published in 2024, we will continue to actively seek feedback from disabled colleagues to improve adjustments. This will ensure a more inclusive workplace for everyone, as we recognise this data is not a full picture of the experiences of our staff.



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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.



The score for **staff engagement this year for disabled staff is 5.5** which is a slight decrease from 5.7 in the previous year. Non-disabled staff engagement scores have additionally decreased this year to 6.1, compared to 6.3 in the previous year.

There has been a **varying trend** in the staff engagement score for disabled staff. There also remain differences in engagement scores between disabled and non-disabled staff, though these differences have remained fairly similar over the last 5 years.

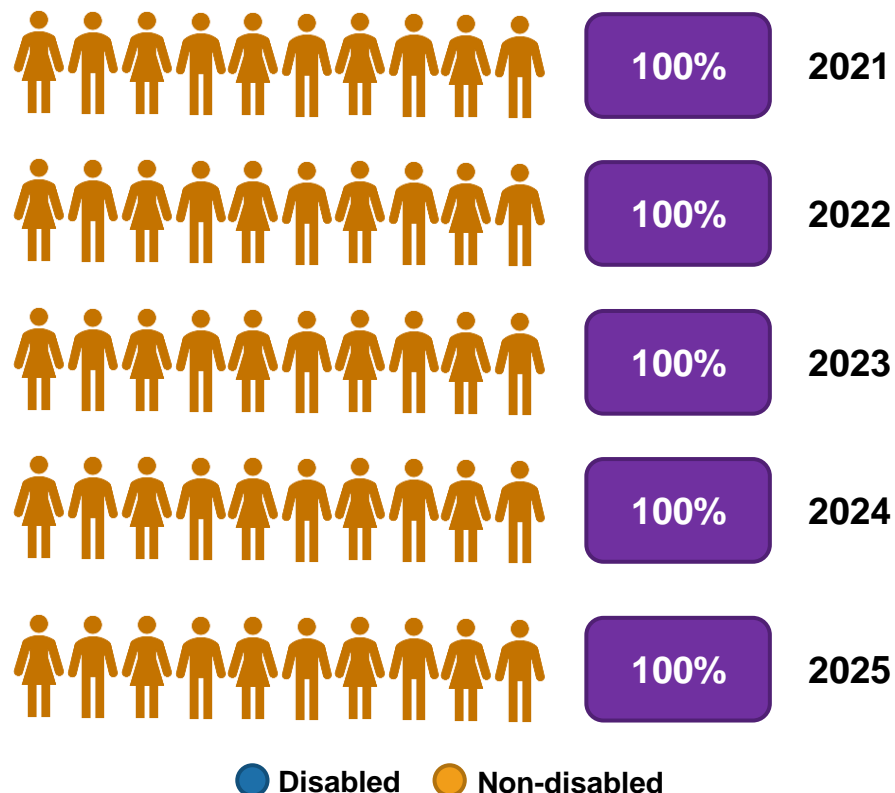
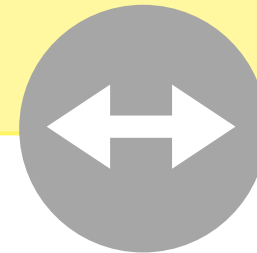
This score highlights the importance of addressing and improving the engagement and satisfaction levels of disabled staff within the Trust. We will continue to promote a more equitable and engaged workforce as a priority.



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Indicator 10

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 organisation'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 organisation and additionally ensure staff in leadership positions feel comfortable declaring their disability. Ensuring that disabled individuals are represented in leadership positions can contribute to more informed decision-making and a more inclusive culture.



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Summary and next steps

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.

We have made **good improvements against four of the WDES indicators** in 2024/25, however we have additionally seen a **deterioration in five indicators** and **no change in four indicators**. These results present a varied picture across the Trust and although some of the indicators reflect the efforts put in to improve the experience of disabled staff and eradicate disparities, there is a clear need to continue development and implementation of programmes for positive change.

This year, we have supported our staff and managers through training and engagement initiatives to help them better understand the needs of disabled staff and barriers they may face. We have helped staff to be more confident in tackling discrimination and promoting inclusion, whilst also educating on potential biases and how to address these. We additionally published our reasonable adjustments policy and guidance in 2024, making clear our commitment to an inclusive workplace environment to all staff.

In conclusion, we have seen some progress towards disability equality in LAS and ensuring **equal opportunities, addressing harassment, and promoting diversity and inclusion at all levels** remain our essential goals.

Next Steps

Oversight of the WDES will take place through the EDI sub-Board committee and cross-organisational working groups will ensure delivery through these key areas of focus:

- **Inclusive and unbiased recruitment and selection processes**
- **Good quality workforce data**
- **Increased diversity at Trust Board and ELG levels**
- **Managers equipped for meaningful and compassionate conversations**
- **Tackle, prevent and challenge bullying, harassment and abuse against staff**
- **Engagement with disabled staff**
- **Implementing reasonable adjustments and equipping managers to support staff**



Summary of WDES action plan

The WDES actions are presented below and align to our business plan objective for 2025-26: *“Improve the proportion of disabled colleagues who say in the NHS staff survey that reasonable adjustments were made and reduce the number of concerns raised on this topic”*

Desired outcome	Actions	WDES Indicator(s)
Continue focus on ensuring our recruitment and selection processes are inclusive and unbiased	<ul style="list-style-type: none">Ensure Independent Panel Member programme includes challenge for disability biasUse insights from Disability Pay Gap to understand disparities in representationImprove disability representation in targeted recruitment campaigns through talent management and development	1, 2 and 5
Improve the quality, collection and analysis of our workforce data on all protected characteristics for staff	<ul style="list-style-type: none">Create time in teams to access ESR to complete equality data in areas where gaps are greatest, for example through huddles or annual appraisals for Band 2 and non-AfC staff where completeness is lowestRe-run of ‘Safe to Say’ campaigns on regular basis	1 and 9
Increase the diversity balance, including disability, at Trust Board and ELG levels	<ul style="list-style-type: none">Explore barriers to progression in leadership roles for disabled staffEnsure completeness of equality monitoring form for Board members	1, 2, 5 and 10
Managers equipped with having meaningful and compassionate conversations	<ul style="list-style-type: none">Monitor data-driven localised action plans to drive improvement and accountability at team, department, directorate and executive levelsSupport managers to regularly review disability representation in Feedback and Focus Reviews to identify areas for improvementEnsure EDI training sessions are integral to leadership learning programmes	3, 6 and 7
Tackle, prevent and challenge bullying, harassment and abuse against staff and create a culture of civility and respect	<ul style="list-style-type: none">Socialise anti-discrimination statement through engagement events and trainingDeliver drop-in surgery sessions to give staff increased opportunities to speak up about discriminationSupport the use of body-worn video cameras to de-escalate incidents of violence and aggression towards staffConduct a deep dive with the EnAbleD network to understand why disabled staff are disproportionately affected by violence and aggression from the public	4a
Disabled staff are engaged in the EDI agenda and empowered to challenge inappropriate behaviours	<ul style="list-style-type: none">Work closely with EnAbleD network for lived experience insight, including promoting awareness, supporting positive action initiatives, influence policies and provide input into matters concerning disabilityWork closely with Freedom to Speak Up colleagues to support staff in speaking up and challenging inappropriate behaviours	4b and 9
Staff who require reasonable adjustments are supported to be at work and managers are equipped to support them	<ul style="list-style-type: none">Socialise neurodiversity toolkit for managers, alongside continued promotion of reasonable adjustments policy and guidanceContinue implementation of reasonable adjustments process for procuring necessary equipment and software for staffDevelop and deliver reasonable adjustments training to all managersReduce health inequalities for staff through health and wellbeing programme	6, 7 and 8

Closing remarks from the LAS EnAbleD network

The EnAbleD staff network remains 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, insights 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.

We recognise the progress demonstrated in this year's WDES report and the positive steps being taken to improve equality for our disabled staff. We also understand the work still needed to improve the experiences of our disabled staff and reduce the disparities between them and non-disabled staff.

We are pleased to work in collaboration with the EDI team to support positive actions to ensure disabled staff feel valued and appreciated within the organisation.





London Ambulance Service
NHS Trust

**Produced by the LAS Equality,
Diversity and Inclusion Team**

September 2025

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



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