

# East London NHS Foundation Trust WORKPLACE EQUALITY INDEX 2019: FEEDBACK REPORT

## East London NHS Foundation Trust Health and social care

Congratulations on taking part in Stonewall's 2019 Workplace Equality Index. Regardless of where you ranked, you've demonstrated commitment to your LGBT staff and the wider LGBT community. In this report, you will find feedback from Stonewall to help you action plan your year ahead and drive forward LGBT inclusion in your workplace.

### WHAT THIS REPORT CONTAINS

The report is specific to your organisation and tells you the following information:

- Your scores across the ten different sections of your submission
- A short qualitative summary on performance across sections
- Comparison data to the averages of 3 groups of entrants –
  - The overall average for all entrants
  - The sector average
  - The Top 100 average
- Your employee survey data on key indicators of inclusion

Additional information will also be supplied to you:

- Employee survey data across sector, the overall and Top 100 averages
- Overall analysis of trans employee survey data and trans inclusion practice

### HOW TO USE THIS REPORT

Your Stonewall Account Manager will organise a feedback meeting with you to talk through the strengths and weaknesses of your current LGBT inclusion work, best practice and give you tips for action planning in the future. During this meeting, the Account Manager may not go through the whole report, but touch on work that is most relevant to your organisation.

You should use this report, along with the verbal feedback from your Account Manager to make the short and long-term changes necessary to drive inclusion in your workplace.

#### SCORE AND RANK CARD

<b>Total score:</b>	82
<b>Rank 2019:</b>	185
<b>Sector rank:</b>	21
<b>Entrants in sector:</b>	54
<b>Trans inclusion work:</b>	21%

#### QUICK FACTS

- 445 organisations took part in the 2019 Index
- 20 different sectors were represented
- 132 is the average score for a Top 100 employer
- 92,418 employees took part in the employee feedback survey

## SUBMISSION SCORE SUMMARY AND OVERVIEW

The below table gives you a summary and overview of how you scored across the sections of your submission. These are then compared to three separate groups of entrants. See below the table for an explanation of the different columns.

Section		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
1	Policies and benefits	2	15	13	11	6.2	6.1	10.5
2	The employee lifecycle	9	27	18	26.5	10.3	10.8	17.9
3	LGBT employee network group	11.5	22	10.5	19.5	9.2	7.7	16.3
4	Allies and role models	8.5	22	13.5	15.5	7.1	5.9	13.4
5	Senior leadership	5	17	12	12	5.8	4.9	11.2
6	Monitoring	9	21	12	14	5.7	7.1	9.4
7	Procurement	2	17	15	4	4.1	3.0	10.0
8	Community engagement	8	20	12	14	9.2	9.4	15.7
9	Clients, customers and service users	6	17	11	15	6.0	6.3	11.6
10	Additional work	2	2	0	0			
	Employee feedback survey	19	20	1		9.5	7.9	15.1

- **Your score** – your scores across all sections and the employee feedback survey
- **Full marks** – the total amount of marks available across all sections and the employee feedback survey
- **Variance** – the difference between your score and the full marks available
- **Self-score** – the marks you claimed for in your submission across all sections
- **Comparisons to** –
  - The overall average for all the entrants by section
  - The sector average by section
  - The Top 100 average by section

**SECTION 1: EMPLOYEE POLICIES AND BENEFITS**

This section examines the policies and benefits the organisation has in place to support LGBT staff. The questions scrutinise the policy audit process, policy content and communication.

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
1	Policies and benefits	2	15	13	11	6.2	6.1	10.5

**SECTION NOTES:**

The audit process used for policies is good practice, especially as it includes consultation with the LGBT network. However, the family policies should be reviewed to ensure they use gender neutral language throughout and explicitly clarify access for partners regardless of gender - the Trust can either undertake this through a Stonewall review, or by using the Inclusive Policy Toolkit. The Trust should also develop a transitioning at work policy for all staff, which is explicitly inclusive of non-binary people. Stonewall can support the Trust with the development of this policy.

**WHAT YOUR EMPLOYEES SAY:**

**I know the process of reporting homophobic and biphobic bullying to my employer...**  
 78% of your LGB employees said yes

**If I was a victim of homophobic or biphobic bullying and harassment, I would feel confident in reporting it to my employer...**  
 88% of your LGB employees agreed

**NOTES:** use this space to make extra notes during your benchmarking meeting

**SECTION 2: THE EMPLOYEE LIFECYCLE**

This section examines the employee lifecycle within the organisation; from attraction and recruitment through to employee development. The questions scrutinise how you engage and support employees throughout their journey in your workplace.

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
2	The employee lifecycle	9	27	18	26.5	10.3	10.8	17.9

**SECTION NOTES:**

When looking to attract LGBT talent, the Trust's diversity statement should mention gender identity in addition to sexual orientation. The information given to applicants about the network is good - it can be improved by using 'bi' as an umbrella term and avoiding 'straight allies' as this erases the identities of straight trans people who are still LGBT. The training given to recruitment staff should be explicitly inclusive of gender identity and provide detail on how to recognize bias against LGBT applicants. It is good that the Trust provides new starters with information about the network group and that non-binary staff can have a gender neutral pronoun on ESR. The communications on Pride and LGBT History Month are also good practice. The appraisal system should have a formal process to ensure contributions to the LGBT network are recognized; similarly, the exit interview process needs to explicitly ensure that LGBT feedback is captured through diversity monitoring or specific questions. Gendered Intelligence training is good and should be rolled out across the Trust where possible. The all staff equality training should cover organisational policy and legislation, language, stereotypes, and routes to reporting bullying and harassment - all explicitly covering LGBT people.

**WHAT YOUR EMPLOYEES SAY:**

**I am aware that my organisation is a Stonewall Diversity Champion...**

78% of your LGBT employees said yes  
55% of your non-LGBT employees said yes

**As a result of the training, I understand trans identities...**

71% of your LGBT employees agreed  
67% of your non-LGBT employees agreed

**NOTES:** use this space to make extra notes during your benchmarking meeting

### SECTION 3: LGBT EMPLOYEE NETWORK GROUP

This section examines the activity of your LGBT employee network group. The questions scrutinise its function within the organisation.

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
3	LGBT employee network group	11.5	22	10.5	19.5	9.2	7.7	16.3

#### SECTION NOTES:

It is good practice that East London NHS Foundation Trust has an LGBT network group with measurable yearly goals. The Terms of Reference of the group could be clearer for new network members. The 'My LGBT Journey' course at the City and Hackney Recovery College, led by network members, is excellent practice. It is also good that the network is taking steps to diversify its membership and collaborates with other LGBT networks to promote the network as inclusive of people with multiple identities. The network clearly provides support to staff at the Trust - in regards to the network's other activities, please include more detail in future submissions to give dates and explain what the network's role in these initiatives is.

#### WHAT YOUR EMPLOYEES SAY:

**My organisation has an LGBT employee network group...**

100% of your LGBT employees said yes  
100% of your non-LGBT employees said yes

**Over the past year I have taken part in LGBT employee network group activities, events, initiatives or seminars...**

65% of your LGBT employees said yes  
43% of your non-LGBT employees said yes

**I am aware of the activities the LGBT employee network group undertakes...**

84% of your LGBT employees agreed  
75% of your non-LGBT employees agreed

**I would feel confident approaching my employer's LGBT employee network group for confidential support or advice...**

88% of your LGBT employees agreed  
82% of your non-LGBT employees agreed

**NOTES:** use this space to make extra notes during your benchmarking meeting

**SECTION 4: ALLIES AND ROLE MODELS**

This section examines the process of engaging allies and promoting role models. The questions scrutinise how the organisation empowers allies and role models and then the individual actions they take.

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
4	Allies and role models	8.5	22	13.5	15.5	7.1	5.9	13.4

**SECTION NOTES:**

It is good that the Trust has the structure of an allies programme in place, however, the Straight Allies Stonewall resource used to develop the communication and aims of the network is out of date and was used before our organisation was trans inclusive. The structure of the allies network is great, but I strongly recommend that the communications and resources of the network are updated to become explicitly bi and trans inclusive. It sounds like this work is already being undertaken, which is great - the Gendered Intelligence training is also good practice. The Trust clearly supports LGBT people to become role models and the LGBT History Month role model profiles are a strong initiative. The Trust can expand this further by profiling more role models from the region or sector.

**I understand why my employer is committed to LGBT equality...**

97% of your non-LGBT employees agreed

**I feel confident in supporting my LGBT colleagues...**

91% of your non-LGBT employees agreed

**NOTES:** use this space to make extra notes during your benchmarking meeting

**SECTION 5: SENIOR LEADERSHIP**

This section examines how the organisation engages senior leaders. The questions scrutinise how the organisation empowers senior leaders at different levels and the individual actions they take

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
5	Senior leadership	5	17	12	12	5.8	4.9	11.2

**SECTION NOTES:**

The LGBT network into the reverse mentoring scheme is good practice, as is the LGBT senior board champion. The Trust should also systematically promote LGBT conferences and events to board members. Board members are undertaking work to promote LGBT inclusion within the Trust, which is great; this can be built on further to ensure consistency. For future submissions, please include dates for the work undertaken by the board and more detail about their activities. The Trust can develop this work further by empowering senior leaders to understand the issues which may affect LGBT people at work.

**WHAT YOUR EMPLOYEES SAY:**

**Senior managers demonstrate visible commitment to lesbian, gay and bi equality...**

81% of your LGBT employees agreed  
67% of your non-LGBT employees agreed

**Senior managers demonstrate visible commitment to trans equality...**

68% of your LGBT employees agreed  
58% of your non-LGBT employees agreed

**NOTES:** use this space to make extra notes during your benchmarking meeting



**SECTION 6: MONITORING**

This section examines how the organisation monitors its employees. The questions scrutinise data collection methods, analysis and outcomes.

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
6	Monitoring	9	21	12	14	5.7	7.1	9.4

**SECTION NOTES:**

It is good practice that East London NHS Foundation Trust uses ESR to monitor the sexual orientation of staff and that survey responses are split out by sexual orientation to measure the satisfaction of LGB staff. ESR does not currently enable the trust to monitor gender identity, but it is good practice that LGBT job applicants are monitored from application to appointment. In future submissions, please include the gender identity monitoring questions which are asked here. The Trust can build on this work by encouraging all staff to complete their ESR monitoring information and by measuring the split of LGBT people at different pay grades and levels.

**WHAT YOUR EMPLOYEES SAY:**

**I understand why my employer monitors the sexual orientation of its employees...**  
 81% of your LGB employees agreed

**I would feel confident telling my employer my sexual orientation on a monitoring form...**  
 91% of your LGB employees agreed

**NOTES:** use this space to make extra notes during your benchmarking meeting

**SECTION 7: PROCUREMENT**

This section examines how the organisation affects change in its supply chain. The questions scrutinise the steps taken to ensure LGBT inclusive suppliers are procured and held to account.

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
7	Procurement	2	17	15	4	4.1	3.0	10.0

**SECTION NOTES:**

It is good practice that the Trust enables employees of suppliers to take part in LGBT network activity and the network itself. The tender process should explicitly ask to scrutinize the policies and training of potential suppliers to ensure they are LGBT inclusive and that a policy exists which bans discrimination on the grounds of sexual orientation and gender identity. Procurement staff should be given training on equality and diversity within the function, explicitly inclusive of LGBT equality. Alternatively, if it is not possible to provide this training then good practice resources or guides should be distributed to Procurement staff. The Trust can use this section of the Workplace Equality Index to develop Procurement focused work in LGBT inclusion further.

**NOTES:** use this space to make extra notes during your benchmarking meeting

**SECTION 8: COMMUNITY ENGAGEMENT**

This section examines the outreach activity of the organisation. The questions scrutinise how the organisation demonstrates its commitment to the wider community and the positive impact it has.

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
8	Community engagement	8	20	12	14	9.2	9.4	15.7

**SECTION NOTES:**

It is good practice that East London NHS Foundation Trust has supported the Rainbow Cafe project run by Opening Doors and marked IDAHoBiT with a twitter campaign. The Recovery College sessions are also a great initiative. The LGBT awareness and suicide prevention work sounds like it will be great practice, but as the impact of this work has not occurred yet we can't award - please include this in future submissions to the Workplace Equality Index. For all questions in this section, we need to know the dates of the Trust's community engagement work to ensure it is within the time limit. Similarly, the social media posts uploaded are good but we need to see that they have been shared by the Trust's main account in the screenshot evidence to award.

**NOTES:** use this space to make extra notes during your benchmarking meeting

**SECTION 9: CLIENTS, CUSTOMERS AND SERVICE USERS**

This section examines how the organisation engages with clients, customers, services users or partners.

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
9	Clients, customers and service users	6	17	11	15	6.0	6.3	11.6

**SECTION NOTES:**

The examination of the service user journey by a local LGBT lead in community services and A&E mental health teams is good practice - barriers were identified and mitigated for LGBT service users. This can be developed further to ensure the Trust is fully mapping the service user journey to remove any structural barriers. When considering how LGBT monitoring data is collected, please upload data in future submissions showing how this analysis is undertaken. The consultation with LGBT service users on the suicide prevention strategy is good practice and the training outcome of this is well described. Frontline staff at the Trust should have training on providing an LGBT inclusive service, specifically focused on service delivery. The equality statement should also be explicit in referencing gender identity as well as sexual orientation, or LGBT inclusion.

**NOTES:** use this space to make extra notes during your benchmarking meeting

## SECTION 10: ADDITIONAL WORK

Your score: 2   Full marks: 2   Self-score: 0

**NOTES:** use this space to make extra notes during your benchmarking meeting

### ADDITIONAL EMPLOYEE FEEDBACK SURVEY ANALYSIS

#### RESPONDENT PROFILE

**Total respondents: 77**

#### QUICK FACTS

92,418 employees took part in the employee feedback survey

If you did not receive over 10 LGBT responses, your LGBT survey data will be blank, as analysis will not have been carried out. Analysing numbers below this threshold risks outing individuals and is not reliable.

**DISCLOSING SEXUAL ORIENTATION:**

Would you feel comfortable disclosing your\* sexual orientation at work...

	All or some
To colleagues	56%
To managers/senior colleagues	69%
To customers/clients/service users	23%

\*Data represents LGB respondents

**BEING MYSELF IN THE WORKPLACE:**

I feel able to be myself in the workplace...

84% of your LGBT employees said yes

**CHALLENGING BEHAVIOUR**

I would feel confident challenging inappropriate behaviour or discrimination towards LGBT people in the workplace...

87% of your non-LGBT employees said yes

**PRIORITIES FOR THE YEAR AHEAD**

Use this space to identify your organisation’s top three LGBT-inclusion priorities for the year ahead, arising from the discussion. You may like to consider how you will work with Stonewall in order to achieve these.

Your Priorities	What would success look like in a year?	What steps will you take to achieve that success?
<i>Example: To engage senior champions in LGBT inclusion</i>	<i>Example: Improved score in section five of the Index, and improved responses to survey questions on senior leadership</i>	<i>Example: Three senior managers will attend a Stonewall Workplace Conference; allies training will be delivered to the board</i>
<b>Priority one:</b> <i>Write your priority here</i>		
<b>Priority two:</b> <i>Write your priority here</i>		
<b>Priority three:</b> <i>Write your priority here</i>		