

## East London NHS Foundation Trust: Workplace Equality Index 2020 Feedback

Congratulations on taking part in Stonewall's 2020 Workplace Equality Index. As an employer that has taken the time to participate, 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 plan your year ahead to drive forward LGBT inclusion in your workplace.

### What this report contains

This report is specific to your organisation. It gives you the following information:-

- Your overall score
- Your overall rank, and rank within the health and social care sector
- Your performance on key questions for bi and trans staff
- Your scores in the ten sections of your submission
- A short qualitative summary of your performance in each section
- Comparison data for different groups of entrants:-
  - All entrants
  - Entrants in the health and social care sector
  - Top 100
  - Top 100 threshold: those ranked one hundred to eighty-five, typical of organisations newly entering the Top 100

Additional information will be provided to you on the staff feedback questionnaire that you sent to your employees:-

- How your employees responded to key questions about LGBT equality
- How employees of similar organisations in the health and social care sector and your region responded

### 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 go through the 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

- Total score: 84
- Rank: 202nd
  
- Health and social care sector rank: 24th
- Health and social care sector entrants: 64
  
- Bi inclusion score: 62%
- Trans inclusion score: 11%

#### Quick facts

- Over 500 organisations took part
- 109 820 people responded to the Staff Feedback Questionnaire
  
- The average Top 100 score is 137.5
- The average Top 100 Bi Inclusion Score is 67%
- The average Top 100 Trans Inclusion Score is 60%

## Summary and overview

The below table gives you a summary of how you scored across the ten sections of the Workplace Equality Index.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Health and social care	Top 100	Top 100 Threshold Entrants
1 Policies and benefits	1.5	15	12	10.5	13.5		6.5	5.5	10.5	10.5
2 The employee lifecycle	10	27	26.5	16.5	17		10	10	17.5	15
3 LGBT employee network group	15	22	22	7	7		9.5	8.5	17	14.5
4 Allies and role models	9	22	21	12	13		7.5	7	14.5	13
5 Senior leadership	9	17	15.5	6.5	8		6	5	12.5	11
6 Monitoring	8	21	14	6	13		6	7.5	10.5	8.5
7 Procurement	2	17	7	5	15		4	3.5	10.5	8.5
8 Community engagement	12	20	20	8	8		9	7.5	15.5	13.5
9 Clients, customers and service users	1	17	17	16	16		6	6	12.5	9.5
10 Additional work	2	2	2	0	0		0.5	0.5	1	1
Staff feedback questionnaire	14.5	20	n/a		5.5		10.5	9	16	16

- **Your score** – the number of points allocated based on the answers and evidence provided
- **Total marks** – the number of points available in that section
- **Marks claimed** – the number of marks that your organisation claimed in the submission<sup>†</sup>
- **Marks claimed, not awarded** – the difference between marks claimed and your score
- **Marks available, not awarded** – the difference between marks available and your score
- **Averages** – mean averages of the scores awarded to...
  - **All entrants** – all organisations, over 500, who entered the Workplace Equality Index 2020
  - **Health and social care sector** – all organisations which entered in the health and social care sector
  - **Top 100** – all organisations which ranked in the Top 100 employers
  - **Top 100 Threshold** – all organisations which ranked between 100 and 85, the typical score of an organisation that is newly entering the Top 100

<sup>†</sup> If this number is less than your score this shows that the evidence you submitted is worth more points than you claimed

<sup>†</sup> Referred to in previous reports as 'self-score'

## Section 1: 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.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Health and social care	Top 100	Top 100 Threshold
1 Policies and benefits	1.5	15	12	10.5	13.5		6.5	5.5	10.5	10.5

### Feedback from your marker

It is great to see that an audit is in place to review the Trust's policies; it would be good to see this scheduled as a regular occurrence in future years.

In order to award for explicit bans on discrimination, bullying and harassment based on sexual orientation and gender identity, we require a clear statement setting out a zero tolerance approach, and explicit examples of what homophobic, biphobic and transphobic incidents may look like. The Stonewall 'Inclusive Policy Toolkit' can support with this.

We were unable to award for the policies provided under 1.3; we are looking here for policies to use gender neutral language and include explicit statements of inclusion. Stonewall can review these policies for you as part of your membership.

We would advise developing a Transitioning at Work policy; the Stonewall 'Creating a Transitioning at Work Policy' resource can support with this. The policy should include guidance for employees, line managers and HR. It should set out the Trust's commitment non-binary staff and provide information on language, terminology and different trans identities, as well as providing guidance on facilities and dress code.

### Your notes

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### Stonewall opportunities

**Best practice guides** are available to you, as a Stonewall Diversity Champion for free. Talk to your account manager about how to best use these resources.

**Open programmes** are available for up to three people from East London NHS Foundation Trust to attend. Trans allies is available in [London on the 28<sup>th</sup> of April](#) and in [Liverpool on the 25<sup>th</sup> of June](#). Open Programmes are available as part of the Scotland Empowerment Week from [18<sup>th</sup> to 22<sup>nd</sup> May in Scotland and the north-east of England](#).

## 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.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Health and safety	Top 100	Top 100 Threshold
<b>2 The employee lifecycle</b>	10	27	26.5	16.5	17		10	10	17.5	15

### Feedback from your marker

It is good to see the Trust actively recruiting LGBT talent. We would recommend updating the diversity statement to include 'gender identity and expression'. It is good that information about the network is included in induction; next steps would be to include a senior statement of support and information about inclusive policies.

On recruitment training, we are looking for training that covers both sexual orientation and trans identities. We could not award for the all-staff training as the completion rate provided was for a module on reducing bias and discrimination, which did not cover the topics outlined.

It is great that steps have been taken to ensure non-binary staff can have their identities recognised on internal systems. The organisation has sent some excellent all-staff communications.

It is good to see that the organisation has communicated career development opportunities to LGBT staff. Next steps would be to communicate specifically to LGBT staff about your in-house Leadership Development Programmes.

We are looking for a proactive, systematic prompt to ask about LGBT issues in the exit process, for example asking about protected characteristics as part of a standardised form/survey/interview structure. Similarly, we are looking for something structured in the appraisal process.

### Your notes

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### Stonewall opportunities

**London Workplace Conference** is on the 3<sup>rd</sup> of April. [Tickets are available](#) for £349+VAT (or at our early bird rate of £309+VAT until the 21<sup>st</sup> Feb) for public-sector organisations.

**Cymru Workplace Conference** is on the 14<sup>th</sup> of February. [Tickets are available](#) for £110+VAT for public-sector organisations. Tickets can be bought on a buy-three-get-one-free basis.

**Global dial-in tickets** for London Workplace Conference [are available](#) for £50 (or three for £120), with discounts available to Global Diversity Champions.

**Workplace Allies** is an empowerment programme which [can be booked](#) to be run in-house for up to 36 delegates from East London NHS Foundation Trust.

**Stonewall Workshops** are available, on topics such as bi inclusion, trans inclusion, allyship, and leadership. Email [conference@stonewall.org.uk](mailto:conference@stonewall.org.uk).

## 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.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Health and social care	Top 100	Top 100 Threshold
3 LGBT employee network group	15	22	22	7	7		9.5	8.5	17	14.5

### Feedback from your marker

The network has an inclusive Terms of Reference and annual objectives have been set. The network offers confidential support and has been consulted on internal and external policies and priorities. We would like to see clearer explanation of how the network supports staff to report bullying and harassment; we are looking for a publicised offer of support.

The network has undertaken a range of activities over the last year. Next steps would be to run awareness raising events around lesbian, gay, bi and trans equality. We would also like to see more detail on the network's involvement in the mentoring/coaching programme, even if that is simply promoting the scheme.

It's great to see the network has held campaigns/initiatives/seminars/events around a range of diversity strands; we were unsure of the LGBT link to the work around women and low income communities.

There is some good work underway to ensure the network is as diverse as possible. We recommend introducing a trans rep and evaluating the network's activity in order to remove barriers.

Some excellent additional work was detailed, including the activities in Bedfordshire and Luton, Black Pride, the work on the paediatric training curriculum and the course at the Recovery College.

### Your notes

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### Stonewall opportunities

**Workplace Allies, Workplace Trans Allies and Workplace Role Models** are empowerment programmes which [can be booked](#) to be run in-house for up to 36 delegates from East London NHS Foundation Trust.

**LGBT Network Group Masterclass** is available in June in Birmingham (email [conference@stonewall.org.uk](mailto:conference@stonewall.org.uk) to reserve your place) and on [24<sup>th</sup> of April in Scotland](#).

## 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.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Health and safety	Top 100	Top 100 Threshold
4 Allies and role models	9	22	21	12	13		7.5	7	14.5	13

### Feedback from your marker

The Trust has a formal allies programme and supports allies to visibly signal their support to LGBT communities. There have been internal sessions held to support allies; in future the content should be reviewed to ensure that it covers discrimination to LGBT people, which is important to be sure that allies understand.

It is good that allies have participated in network group activities, helped to organise a lesbian, gay and bi awareness event and supported other Trusts to launch ally schemes. Next steps would be for allies to organise a trans equality awareness raising event, and recruit and coach/mentor other allies.

We would need further detail in order to award for the Trans Allies programme described, although it looks very promising. It would be good to discuss whether this training is open to the whole organisation and whether the work is already underway.

In 4.6 we are looking for training, programmes and/or resources to support people to become visible role models. Stonewall can support here.

On the questions about profiles we are looking for communications profiling individuals to be shared with the organisation (rather than through social media); we have awarded for some of the personal stories shared under 4.2C.

### Your notes

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### Stonewall opportunities

**Inclusive Future Leaders** is a tailored programme designed to form part of a graduate or management training programme, which [can be booked](#) in-house at East London NHS Foundation Trust.

**Workplace programmes** including [LGBT Role Models](#), [Allies](#) and [Trans Allies](#). They are available as open programmes for up to three people or the programmes can be booked to be run in-house for up to 36 delegates from East London NHS Foundation Trust. Open Programmes are available as part of the Scotland Empowerment Week from [18<sup>th</sup> to 22<sup>nd</sup> May in Scotland and the north-east of England](#).

**Inclusive Leadership** is a newly developed programme which will be made available from May, email [empowerment@stonewall.org.uk](mailto:empowerment@stonewall.org.uk) for more information.



## 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

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Health and	Top 100	Top 100 Threshold
5 Senior leadership	9	17	15.5	6.5	8		6	5	12.5	11

### Feedback from your marker

It is great to see the Trust supporting board and senior management level staff to understand LGBT issues through reverse mentoring. Senior leaders have also been supported through attending the Stonewall Workplace Conference and internal trainings. We would like to see specific communications to board level staff promoting LGBT specific conferences and seminars. Stonewall's guides on engaging senior leaders can support here.

Staff at board level have undertaken a range of activities to show support for LGBT inclusion. The next steps here would be for board staff to: communicate a strong message on trans inclusion, speak at an external LGBT event and review/approve an LGBT action plan.

Senior management staff have also undertaken activities to show support, however some of the individuals mentioned in this question (5.4) were also referred to at board level (5.2). It is important to ensure a spread of support and activity at both board and senior management levels. The next steps for senior management staff would be to: communicate strong messages on LGB and trans equality, meet regularly with the network group, review top line monitoring reports and actions, engage with the board to discuss LGBT equality and to mentor or coach other senior leaders.

### Your notes

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### Stonewall opportunities

**LGBT Leadership** is an empowerment programme for LGBT leaders. Our [next open programme](#) is in London 15<sup>th</sup> to 17<sup>th</sup> of July, and can be [booked to be run](#) in-house for East London NHS Foundation Trust.

**Inclusive Leadership** is a newly developed programme which will be made available from May, email [empowerment@stonewall.org.uk](mailto:empowerment@stonewall.org.uk) for more information.

## Section 6: Monitoring

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

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Health and social care	Top 100	Top 100 Threshold
<b>6 Monitoring</b>	8	21	14	6	13		6	7.5	10.5	8.5

### Feedback from your marker

Monitoring is vital for understanding lesbian, gay, bi and trans (LGBT) employees and their needs. Monitoring gender identity and sexual orientation data gives a broad overview of who's working for an organisation and how satisfied they are.

It is great that the Trust is monitoring sexual orientation; monitoring of trans identities should now also be introduced as a priority. Stonewall resources can support with this.

The declaration rates for sexual orientation are good and we would be keen to work with you to build on this further.

It is good to see that the organisation monitors the success of LGB people through the recruitment process. Next steps are to monitor trans applicants success too.

The sexual orientation analysis of the staff satisfaction survey is excellent and offers important insights. The next step would be to introduce comparison of trans employees' experiences to cis employees' experiences.

We recommend starting to monitor and analyse the spread of LGBT people at different pay grades and/or levels.

### Your notes

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### Stonewall opportunities

**Best practice guides** are available to you, as a Stonewall Diversity Champion for free. Talk to your account manager about how to best use these resources.

**London Workplace Conference** includes a session on monitoring. It is held on the 3<sup>rd</sup> of April. [Tickets are available](#) for £349+VAT (or at our early bird rate of £309+VAT until the 21st Feb) for public-sector organisations.



## 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.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Health and social care	Top 100	Top 100 Threshold
7 Procurement	2	17	7	5	15		4	3.5	10.5	8.5

### Feedback from your marker

The financial leverage that organisations exercise with suppliers can be used to advance LGBT equality. It is excellent that the procurement team have been trained; however we are looking for training that addresses LGBT inclusion in relation to procuring services.

Further information is required as to the process for scrutinising potential suppliers' trainings - for example how suppliers are asked for their policies, and what processes are in place to assess them. It is good that the Trust asks whether suppliers have an Equal Opportunities policy; next steps would be to ensure that the policies explicitly ban discrimination, bullying and harassment. This is an important step to ensure that the Trust is working with suppliers that share your values, and to ensure a good experience for LGBT staff and service users.

We recommend introducing steps to hold suppliers to account, once contracts have been awarded. Introducing a standard agenda item on diversity and inclusion issues in contract management meetings can be a good first step. The Trust can also gather and analyse feedback on the services provided from LGBT people, and consider how best to begin collaborating with suppliers. It's great to see that some supplier staff already access the network.

### Your notes

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### Stonewall opportunities

**Best practice guides** are available to you, as a Stonewall Diversity Champion for free. Talk to your account manager about how to best use these resources.

**London Workplace Conference** includes a session on procurement. It is held on the 3<sup>rd</sup> of April. [Tickets are available](#) for £349+VAT (or at our early bird rate of £309+VAT until the 21st Feb) for public-sector organisations.

## 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.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Health and social care	Top 100	Top 100 Threshold
8 Community engagement	12	20	20	8	8		9	7.5	15.5	13.5

### Feedback from your marker

There is some good work detailed in this section. It is great that the Trust has used social media to show support for LGBT equality, however we are looking here for posts from the organisation's main accounts. It is great to see the Trust supporting Opening Doors; the Rainbow Memory Cafe sounds like a fantastic partnership. It is also great that the Trust has campaigned against hate crime through online activity and by displaying Stonewall posters on wards and across community sites. Next steps would be to identify meaningful ways for the Trust to sponsor or support trans community groups and LGB and trans community events.

It is great to see the Trust collaborating with other organisations in your sector through the sessions with the Recovery College. The partnership with Derman and the work around LGBT awareness and suicide prevention is also excellent to see. Well done.

### Your notes

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### Stonewall opportunities

Your Stonewall account manager can advise on how to maximise your impact with community engagement.

**London Workplace Conference** includes a session on community engagement. It is on the 3<sup>rd</sup> of April. [Tickets are available](#) for £349+VAT (or at our early bird rate of £309+VAT until the 21st Feb) for public-sector organisations.

## Section 9: Clients, customers and service users

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

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Health and safety	Top 100	Top 100 Threshold
9 Clients, customers and service users	1	17	17	16	16		6	6	12.5	9.5

### Feedback from your marker

It's good that an assessment of training needs of staff has been undertaken, and that the need to routinely collect sexual orientation and gender identity data has been identified. Collecting data more systematically will allow for analysis of whether LGBT people are accessing services and how satisfied they are in comparison to non-LGBT service users.

We would like to see a systematic mapping of the touchpoints for LGBT service users. We would also encourage undertaking a structured consultation with LGBT service users, involving people with all LGBT identities. The Stonewall service delivery resources can help with this.

It is good to see the LGBT inclusion training being offered to staff (the second set of slides); this is of a very high quality. We were unsure about the completion rates of this training and would be keen to see it rolled out further, with completion rates monitored across the Trust. The induction slides (the first set of slides) provided do not fully address bias and discrimination towards service users.

We would also like to see an active, explicit communication/promotion about the Trust's services being inclusive, beyond the static web page. This could include a poster campaign, for example.

### Your notes

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### Stonewall opportunities

**London Workplace Conference** is on the 3<sup>rd</sup> of April. [Tickets are available](#) for £349+VAT (or at our early bird rate of £309+VAT until the 21st Feb) for public-sector organisations.

**Cymru Workplace Conference** is on the 14<sup>th</sup> of February. [Tickets are available](#) for £110+VAT for public-sector organisations. Tickets can be bought on a buy-three-get-one-free basis.

## Section 10: Additional work

This section gives outstanding employers an opportunity to share best practice not already awarded elsewhere in the submission.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Health and social care	Top 100	Top 100 Threshold
10 Additional work	2	2	2	0	0		0.5	0.5	1	1

### Feedback from your marker

It is great that the Trust has put gender neutral toilets in place in each of the directorates, and that 200 LGBT colleagues and partners attended the Annual Conference.

### Your notes

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### Stonewall opportunities

Many organisations have innovative ideas for LGBT inclusion. The Stonewall Empowerment Team can work with you to design bespoke and tailored events, workshops, webinars and programmes. Email [empowerment@stonewall.org.uk](mailto:empowerment@stonewall.org.uk) to discuss your ideas.

## Staff Feedback Questionnaire

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.

Section	Your score	Total marks	Marks available not awarded	Averages	All entrants	Health and safety	Top 100	Top 100 Threshold
Staff feedback questionnaire	14.5	20	5.5		10.5	9	16	16

### Stonewall opportunities

**Stonewall Workplace Conferences** have expert workshops and unique networking opportunities. This gives you the holistic tool to deal with the diverse and varied issues that your LGBT staff and their allies face. London Conference is on the 3<sup>rd</sup> of April. [Tickets are available](#) for £349+VAT (or at our early bird rate of £309+VAT until the 21st Feb) for public-sector organisations. Cymru Conference is on the 14<sup>th</sup> of February. [Tickets are available](#) for £110+VAT for public-sector organisations. Tickets can be bought on a buy-three-get-one-free basis.

## Your priorities

This is a space for you, in collaboration with your account manager, to set objectives for the year ahead.

Your Priorities	What would success look like in a year?	What is a six-month milestone?	What resources or senior buy-in do you need?	What specific steps can be taken to achieve it?
<b><i>E.g., improve the working environment for bi employees</i></b>	<i>E.g., increase by 50% the number of bi employees who are comfortable to disclose to colleagues</i>	<i>E.g., three intranet campaigns raising awareness of bi issues with clear opposition to biphobic discrimination</i>	<i>E.g., agreement from internal communications and agreement from the Head of D&amp;I</i>	<i>Organise meetings with the Heads of Internal Communications &amp; D&amp;I Write copy for the first intranet post</i>
<b>Priority one:</b>				
<b>Priority two:</b>				
<b>Priority three:</b>				