University of East Anglia

EDC17D003

Title:	**Stonewall Workplace Equality Index - Update**
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Issue

To inform the Committee of next steps in respect of the Stonewall Workplace Equality Index.

Recommendation

The Committee is asked to note content for information and consider actions which may improve the experience of the University's LGBT+ population and in turn improve the University's position in the Index.

Resource Implications

None for the Committee to agree at this stage.

Risk Implications

Achievement within this framework forms part of the range of evidence which funding bodies such as RCUK may consider when agreeing future funding streams.

Equality and Diversity

The focus of this initiative is the pursuit of equality and best practice for staff in respect of sexual orientation.

Timing of decisions

n/a

Further Information

The first paper to the Committee about Stonewall's WEI was in November 2013 addressing the question of completing the framework (EDC13D004)

Background

The Stonewall Workplace Equality Index is a national framework, very widely adopted across a number of sectors including the Higher Education Sector as a means of progressing equality in the workplace for the LGBT+ community. Achievement within this framework has recently been linked to funding streams, principally with the RCUK making clear statements about the need to evidence progress in equality as part of funding applications/awards.

Stonewall publish their 'Top 100' Employers list, based on results from the Index, places in which are hotly contested by many blue chip organisations. The University aims to improve its own position (293/439) over time.

The Stonewall Workplace Equality Index 2017
Review of the Submission Process, Results and Next Steps

1. Background

Stonewall is the primary pressure group for Lesbian, Gay, Bisexual, and now trans, rights. It was established in 1989, initially by a small group of people, who wanted to create a professional lobbying group. At the time the main focus of its efforts was the repeal of Section 28 of the Local Government Act 1988. Since then, the group has become well established at national level through its campaigning and lobbying and worked closely with the government on drafts of the Equality Act 2010. Some major successes include helping achieve the equalisation of the age of consent, lifting the ban on LGB people serving in the military, securing legislation which allowed same-sex couples to adopt and the repeal of Section 28. More recently Stonewall has helped secure civil partnerships and then same-sex marriage, and ensured that the recent Equality Act protected lesbian, gay and bi people in terms of goods and services.

The Workplace Equality Index was established in 2004 and has become a nationally respected, cross-sector, annual benchmarking exercise. Taking a business-like stance Stonewall focus on what work is being done within organisations to ensure gay, lesbian, bi-sexual, and since 2014 trans staff, feel safe to be themselves at work. Research on stigma theory (Goffman 1963, Ragins, Singh and Cornwell 2007) supports the view that energy is diverted within the self when people are so stigmatized by society that they have to hide part of their personality. From an equality perspective a positive culture which ensures individuals feel accepted and safe at work regardless of sexual orientation is a fundamental human right and is also underpinned by UK legislation. From a business perspective, such diversion of energy means that an organisations productivity and creativity suffer if a proportion of their staff feel they cannot be fully authentic in the workplace and creates varied issues around employments issues such as absence, potential grievances and retention of good staff.

2. UEA Participation

UEA participated in the WEI for the first time in September 2016 (2017 Index) becoming one of 439 organisations which took part. Results were announced in January 2017 and the University was ranked 293 of 439. The Index is cross sector the highest scorer from the HE sector being Cardiff University, ranked at #23. The top five Universities are: Cardiff, Swansea, De Montfort, Manchester Metropolitan and the University of Manchester.   The Top 100 Employers are published each year and Stonewall have introduced 'Star Performer' status, for which an organisation has to rank within the Top Ten in three different years. The highest performing organisation is Lloyds Bank (last year it was MI5), with the other top five organisations being: Pinsent Masons, JP Morgan, Clifford Chance, MI5 and the National Assembly for Wales.

Questions for the Index change once every three years. The 2018 Index (submitted in September 2017) used different questions from last year but these will remain in place until the 2020 Index. The new questions introduced different areas to focus on and it is unlikely that UEA will improve its position this year. However, it does

provide a range of factors for which to consider action with the potential to improve our ranking in the 2019 and 2020 Indices.

The final part of the exercise is the running of a staff survey which was made available to all UEA staff in September/October 2017 and has been promoted via the weekly bulletin. The responses to this survey (which had approval by the Chair of the Ethics Committee) go direct to Stonewall. The University will receive a summary of responses as part of the feedback to the submission. Response last year was low and we have promoted the survey more often this year via the Portal.

All organisations taking part in the Index are encouraged to run the survey. Overall, across the UK 91,248 employees took part, 16,186 of whom identified as LGBT (17.7%).

At UEA 86 staff completed last year's survey, 32 (37%) identified as LGBT. The survey results are interesting (see Appendix 3) in the comparison between perceptions of non-LGBT staff against LGBT staff. Culturally, UEA achieved responses comparable to Top 100 Employers in all but the confidence in reporting bullying and/or harassment. We are aware that this has been a weaker area in the last five years but will be addressing this through the new Dignity and Respect policy and its links with Changing the Culture.

3. Current Content

The Index comprises ten sections, with 57 mandatory questions and opportunity for free-form comment in the tenth section. Current section titles are:

1. Policies and Benefits
2. The Employee Lifecycle
3. LGBT Employee Network Group
4. Allies and Role Models
5. Senior Leadership
6. Monitoring
7. Procurement
8. Community Engagement
9. Clients, Customers and Service Users
10. Any further work carried out to improve the working environment for LGBT+ Employees

The new questions were released on 15th June giving less than three months to complete the Index, broad evidence having been gathered in anticipation during the year. This year will be a tough round as there was little time to prepare for the new range of questions. However, immediately after submitting the WEI a gap analysis was carried out and is shown at Appendix 1.

The gap analysis looks at areas of strength and weakness and then identifies if any actions to improve our position can be taken within the next twelve or twenty four months. There are many simple actions which can create small benefits for LGBT staff quickly and which can be built into the work of the Equality and Diversity Office in the next two years. Some of these will create synergy with work on Athena SWAN and may also create connections in work with disabled and minority staff networks. Ideas will be shared with Staff Pride at their six weekly meetings and via Blackboard and will be implemented where relevant, useful and feasible.

4. Evidence

The Equality Office has begun gathering evidence for next year's index and will continue to do so throughout the year. The Index requires us to upload screenshots, training material used, policies and other evidence of actions undertaken. These are held in a file until the submission is prepared.

5. Evaluation Process and Results

The submission and accompanying evidence is evaluated by a Stonewall Area Representative (not our own). Submissions are marked twice and any disagreement between first and second round markers are examined in a one to one meeting with close reference to the guidance criteria.

In 2017 UEA ranked 42nd out of 56 HEIs. As a first attempt this was considered good with the University outperforming a number of other organisations who have been entering for some years. However, we clearly aim to improve our position. We may remain in a similar position in the next results as this is the first year of new questions however, we will implement as many actions as we reasonably can and aim for improved positions in the 2019 and 2020 WEIs.

Appendix 2 shows strengths and weaknesses identified at UEA through the feedback of our first submission in September 2016. These will be considered and incorporated where possible in any work undertaken as part of the Gap Analysis at Appendix 1.

6. Conclusion

The index is proving a thought provoking exercise. It encourages us to think more broadly about the support of LGBT+ colleagues and about how we embed this support into our usual activities.

Although it could be interpreted as a 'tick box exercise' there has to have been activity in order to present and upload evidence for Stonewall to consider and this exercise has been effective in highlighting areas in which we can improve. Many 'micro' actions can bring about change in a working culture (*Rowe, 1973*) and over time can have a positive impact on reputation, recruitment and retention. The Committee will be informed of progress against the action plan at the meeting on 27 February 2018.

Helen Murdoch
Head of Equality and Diversity
October 2017

KEY:	STRONG	PART DONE	WEAK

	INDEX Q.	ACTION	EXTENT COMPLETED	NEXT 12 MONTHS?	NEXT 24 MONTHS?	WHO INITIATES
SECTION 4	Q4.7	In the past year, have any visible LGBT role models at board level from the organisation been profiled?	W	?		
SECTION 4	Q4.8	In the past year, have any visible LGBT role models at Senior management level from the organisation been profiled?	W	?		
SECTION 6	Q6.7	What proportion of employees have disclosed their gender identity (non-trans and trans) through a HR system?	W	?		E&D/HR
SECTION 7	Q7.4	In the past year, how has the organisation engaged or collaborated with its suppliers? joint LGBT diversity and inclusion training Invite suppliers employees to take part in LGBT employee network group events Joint community outreach projects targeting LGBT people Share best practice and policy around LGBT inclusion None of the above	W	?		E&D/FPG
SECTION 1	Q1.6	In the past two years has the organisation communicated that its policies are LGBT inclusive to all employees	W	Y		E&D/ARM
SECTION 2	Q2.7	In the past year which of the following career development opportunities has the organisation specifically communicated to LGBT employees: General Leadership and development programme LGBT specific leadership/professional development programmes LGBT specific seminars and conferences (describe the programmes and how they are promoted to LGBT employees	W	Y		E&D

	INDEX Q.	ACTION	EXTENT COMPLETED	NEXT 12 MONTHS?	NEXT 24 MONTHS?	WHO INITIATES
SECTION 2	Q2.9	Does the organisation identify and act on any LGBT issues raised at exit interviews or on exit surveys? Describe the exit interview/survey process and how LGBT issues would be identified and raised. Describe how any issues raised would be acted on by the organisation.	W	Y		E&D/HR
SECTION 3	Q3.6	In the past year, what initiatives has the network group undertaken to ensure diverse membership? Implemented a formal mechanism or process to ensure bi and trans issues are covered and engaged with (for example, bi or trans reps) Promoted the LGBT employee network as being open to all employees and inclusive of LGBT people with multiple identities Reviewed and evaluated past and future activity to remove barriers to engagement from LGBT people with multiple identities	W	Y		E&D
SECTION 3	Q3.6	Has LGBT network group held campaigns, initiatives, seminars or events engaging with the following:ageBAMEDisabilityGenderLow income communitiesMental HealthReligion	W	Y		E&D
SECTION 4	Q4.1	Does the organisation have a formal programme or initiative to engage all non LGBT employees to become allies as part of the employee network group a separate allies network group through another initiative	W	Y		E&D

	INDEX Q.	ACTION	EXTENT COMPLETED	NEXT 12 MONTHS?	NEXT 24 MONTHS?	WHO INITIATES
SECTION 4	Q4.2	In the past year has the organisation held internal awareness raising sessions campaigns or initiatives specifically for allies covering: the importance of allies discrimination towards LGBT people personal stories from LGBT people Actions they can take to be effective allies	W	Y		E&D
SECTION 4	Q4.3	Does the organisation enable allies to visibly signal their commitment to LGBT equality, for example, e.g. email signatures, badges, lanyards, and mugs	W	Y		E&D
SECTION 4	Q4.5	Does the organisation support all non-trans employees (including lesbian, gay and bi employees) to become trans allies through training, programmes and/or resources?	W	Y		E&D
SECTION 4	Q4.9	In the last 18 months, has the organisation profiled visible role models from the following communities? Tick all that apply: Gay people or lesbians Bi People Binary trans people, (e.g. trans men and trans women) Non binary trans people (e.g. gender-fluid and gender queer people Older LGBT people Young LGBT people Disabled LGBT people BAME LGBT people LGBT people of faith LGBT people being open about their mental health and well-being challenges LGBT parents None of the above	W	Y		E&D

	INDEX Q.	ACTION	EXTENT COMPLETED	NEXT 12 MONTHS?	NEXT 24 MONTHS?	WHO INITIATES
SECTION 5	Q5.2	In the past year, which of the following activities have members of the board engaged in?Communicated a strong message on sexual orientation equalityCommunicated a strong message on trans equalityMet periodically with the LGBT employee network groupReviewed top line LGBT monitoring reports and actionsSpoken at an internal LGBT eventSpoken at an external LGBT eventEngaged with senior management to discuss LGBT equalityReviewed and/or approved an LGBT inclusion strategyAttended an external LGBT event, for example PrideOtherNone of the above	W	Y		E&D/ETP
SECTION 5	Q5.3	How does the organisation support senior management to understand the issues that affect LGBT people? Reverse mentoring opportunities for senior management level employees Promote LGBT specific conferences or seminars to senior management level employees Other None of the above	W	Y		E&D/ETP

	INDEX Q.	ACTION	EXTENT COMPLETED	NEXT 12 MONTHS?	NEXT 24 MONTHS?	WHO INITIATES
SECTION 5	Q5.4	In the past year, which of the following activities have senior management engaged in? Tick all that apply. Communicated a strong message on sexual orientation equality Communicated a strong message on trans equality Met periodically with the LGBT employee network group Reviewed top line LGBT monitoring reports and actions Spoken at an internal LGBT event Spoken at an external LGBT event Engaged with senior management to discuss LGBT equality Reviewed and/or approved an LGBT inclusion strategy Attended an external LGBT event, for example Pride Other None of the above				
		None of the above	W	Y		E&D/ETP
SECTION 6	Q6.3	Does the organisation monitor and analyse from application to appointment the success rate of LGBT applicants?	W	Y		HR/E&D
SECTION 6	Q6.4	Does the organisation monitor and analyse through a HR system, the spread of LGBT people at different pay grades and levels?	W	Y		HR/E&D
SECTION 7	Q7.2	Before awarding a contract does the organisation scrutinise the following in the tender process?Whether the potential supplier has a policy which explicitly bans discrimination/bullying and harassment based on sexual orientation or gender identity…supplier has equality training which is explicitly inclusive of sexual orientation and gender identityNone of the above	W	Y		E&D/FPG
SECTION 8	Q8.1	In the past year, has the organisation utilised its social media accounts and online presence to demonstrate its commitment to LGBT equality?	W	Y		E&D/ARM
SECTION 9	Q9.1	In the past three years has the organisation examined the service user journey to ensure there are no barriers to access for LGBT people?	W	Y		E&D/STS/ARM

INDEX Q.	ACTION	EXTENT COMPLETED	NEXT 12 MONTHS?	NEXT 24 MONTHS?	WHO INITIATES
SECTION 9 Q9.2	Does the organisation collect sexual orientation and gender identity monitoring information for service users to allow for the following analysis: Assess whether LGBT people are accessing your services Assess the satisfaction of your LGBT Service users in comparison with other groups None of the above	W	Y		E&D/STS/ARM
SECTION 1 Q1.1	Does the organisation have an audit process to ensure relevant policies are explicitly inclusive of same sex couples and use gender neutral language?	PD	Y		HR/E&D
SECTION 2 Q2.3	What information does the organisation supply to all new employees (external appointments) when being inducted into the organisation? Explicit message from senior leader on their commitment to LGBT inclusion Information on the LGBT employee network/allies programme or initiative Information on LGBT inclusive policies None of the above	PD	Y		CSED
SECTION 2 Q2.6	In the past year which of the following messages have appeared in internal communications to all employees? LGBT History Month, Pride, Spirit Day and/or IDAHOBIT Bi-Visibility Day and /or other bi specific events Transgender Day of Visibility, Transgender Day of Remembrance and/or Trans Pride Information about the LGBT Employee Network Group and allies activity None of the above	PD	Y		E&D/ARM

	INDEX Q.	ACTION	EXTENT COMPLETED	NEXT 12 MONTHS?	NEXT 24 MONTHS?	WHO INITIATES
SECTION 3	Q3.2	Does LGBT employee network group have clearly defined yearly objectives? List most recent objectives and progress towards achieving them	PD	Y		E&D
SECTION 3	Q3.3	Which of the following does the LGBT network group facilitate? Provide confidential support to all employees on LGBT issuesProvide support to enable employees to report homo, bi, transphobic bullying and harassmentconsulted on improving internal policies and practicesconsulted on business development, organisational priorities and/or organisation's broader work	PD	Y		E&D/HR
SECTION 3	Q3.4	In the past year, which of the following activities has the LGBT employee network group undertaken? Social networking event for members Sexual orientation awareness raising event Trans equality awareness raising event Collaborated with other LGBT network groups Collaborated with other internal network groups Mentoring or coaching programme Reverse mentoring programme Fundraised for an LGBT charity, community group or event None of the above	PD	Y		E&D
SECTION 3	Q3.7	Has the LGBT employee network group undertaken any additional work in the past year to advance LGBT equality in both your organisation and the wider community?	PD	Y		E&D
SECTION 5	Q5.1	How does the organisation support board level employees to understand the issues that affect LGBT people?	PD	Y	Y	E&D

Section	Q	Question			
SECTION 6	Q6.6	What proportion of employees have disclosed their sexual orientation (straight, lesbian, gay, bi and those who wish to use their own term) through a HR system?	PD	Y	E&D/HR
SECTION 8	Q8.2	Which of the following outreach activities has the organisation taken part in the last year? Tick all that apply: Sponsored or supported LGB community groups Sponsored or supported trans community groups Sponsored or supported LGB Community events Sponsored or supported trans community events Supported campaigns to tackle hate crime or homophobic, bi-phobic and transphobic bullying	PD	Y	E&D
SECTION 8	Q8.3	In the past year have you collaborated with other organisations in your region or sector on an initiative to promote LGBT equality in the wider community?	PD	Y	E&D
SECTION 9	Q9.3	Has the organisation consulted with LGBT service users in the past three years to tailor the services to their needs?	PD	Y	E&D
SECTION 9	Q9.4	What percentage of frontline employees have been trained on reducing bias and discrimination towards LGBT service users?	PD	Y	E&D
SECTION 9	Q9.5	In the past year, has the organisation communicated its services as being explicitly LGBT inclusive?	PD	Y	E&D /ARM
SECTION 10	Q10.1	Has the organisation done any further work in the past year to improve the working environment for LGBT staff?	PD	Y	E&D/HR
SECTION 2	Q2.1	When advertising for external appointments how does the organisation attract LGBT talent?	W	Y	HR/E&D
SECTION 2	Q2.8	Does the organisation proactively recognise contributions to the LGBT employee network group during employee performance appraisals? (doesn't have to be financial but should be systematic and applied to all performance appraisals not just those of network leads).	W	Y	E&D/HR

Section	Q	Question			
SECTION 3	Q3.5	In the past two years has the LGBT employee network held campaigns, initiatives, seminars or events engaging with the following diversity strands? age BAME Disability Gender Low income communities Mental Health Religion	W	Y	E&D
SECTION 4	Q4.4	In the past year which of the following have allies engaged in participated in LGBT network group activities Helped organise a sexual orientation equality awareness raising event Helped organise a trans equality awareness raising event Recruited other allies Coached or mentored other allies Other None of the above	W	Y	E&D
SECTION 6	Q6.2	Does the organisation gather data on employee gender identity, including trans and non-binary identities, on diversity monitoring forms and/or systems?	W	Y	E&D/BIU
SECTION 6	Q6.5	When running staff satisfaction surveys, does the organisation break down and analyse the satisfaction of LGBT employees?	W	Y	E&D/Survey Office
SECTION 7	Q7.3	Once a contract is awarded, how does the organisation hold the supplier to account? Include a broad diversity and inclusion slot in contract monitoring meetings inclusive of LGBT issues Monitor and analyse LGBT related feedback on supplier None of the above	W	Y	E&D/FPG
SECTION 8	Q8.4	Has your organisation done any further work in the past year to promote LGBT equality in the wider community?	W	Y	E&D/ARM
SECTION 2	Q2.2	What percentage of employees with recruitment responsibilities have been trained on reducing bias and discrimination towards LGBT people in the recruitment cycle? (scale given)	PD	Y	HR/E&D

SECTION 1	Q1.2	Does the organisation have a policy or policies which includes the following: Explicit ban on discrimination based on sexual orientation Explicit ban on discrimination based on gender identity and gender expression Explicit ban on bullying and harassment based on sexual orientation Explicit ban on bullying and harassment based gender identity and gender expression None of the above	STR
SECTION 1	Q1.3	Where the organisation has the following policies do they explicitly state they are applicable to same sex couples and use gender neutral language? Adoption policy Leave policy Maternity policy Paternity policy Shared parental leave policy None of the above	STR
SECTION 1	Q1.4	Does the organisation have a policy (or policies) which support employees who are transitioning? Does it cover: Work related guidance for an employee who is transitioning Work related guidance on the process for an employee to change their name and gender marker on workplace systems ...for HR staff on how to support an employee who is transitioning ...for managers on how to support an employee who is transitioning ...for employees on how to support a colleague who is transitioning None of the above	STR
SECTION 1	Q1.5	Does the organisation have a policy (or policies) in place to support all trans employees including people with non binary identities?	STR
SECTION 2	Q2.5	Describe how you estimate completion rates (of the training)	STR
SECTION 2	Q2.4	Does the organisation enable non-binary employees to have their identities recognised on workplace systems? E.g. to have a passcard with two forms of gender expression present.	STR

SECTION 2	Q2.5	Does the organisation provide all employee equality and diversity training which includes the following topics, explicitly covering LGBT people: organisation policy and legislation; language stereotypes and assumptions; challenging inappropriate behaviour; routes to reporting bullying and harassment.	STR
SECTION 3	Q3.1	Does the organisation have an LGBT employee network group for LGBT employees?Yes, with a defined role and terms of referenceNo but we have a formal agreement with an external network in our sector regionWe do not have an LGBT employee network group or a formal agreement with an external network in our sector/region	STR
SECTION 6	Q6.1	Does the organisation gather data on employee sexual orientation on diversity monitoring forms and /or systems?	STR
SECTION 7	Q7.1	Does the organisation train or give guidance to the person/team responsible for procurement around diversity and inclusion outcomes, inclusive of LGBT equality?	STR

Strengths and Weaknesses at UEA

Feedback from participation in the Stonewall WEI 2017 indicated areas to improve on as follows:

- **Strengths**
- Range of training – LGBT references in on line and face to face training sessions
- Active staff network group
- Some work done on procurement already
- Pilot training for Staff Pride group on Dignity and Respect already in place

- **Weaknesses**

- Training could be improved with information about how to challenge inappropriate behaviour and case study examples embedded, for example, considering bi-phobia or the 'double-glazed glass ceiling'.
- Avenues for reporting issues of harassment (beyond HR or Line Management) – there has been a gap in our provision but the new initiative should improve this for staff.
- Rewarding staff involved in the network, for example, recognising this at appraisal, recognising this as valuable in the context of their professional development, allowance of time for this activity rather than the meetings being a lunch time activity. This would also allow us to vary the times of the meetings so a wider group of staff could attend.
- Collaboration with external, regional groups, for example, connecting with counterparts at Aviva, and NUA is desirable.
- Induction could be more explicitly welcoming/inclusive of LGBT+ staff.
- Senior Management at the University could be more explicitly supportive of LGBT+ staff.
- Staff Counselling could be more explicitly inclusive of LGBT+ staff on the webpages and in provision.
- Recruitment of managers/those with responsibility for others, would be strengthened by actively scrutinising candidates' diversity and inclusion knowledge and achievements

- Wording in benefits policies could be more inclusive – this will be picked up over the coming year.
- Recognition of activity to support diversity (e.g. participation in the staff network group) in appraisals
- Inviting speakers on LGBT+ issues – will consider for the coming year.
- Visible role models/stories, including those with 'multiple identities', e.g. people who might be disabled and lesbian or gay or trans, or from a minority community, and lesbian, gay or trans.
- Being explicitly inclusive within our training brochures – we could include a positive action statement to encourage a range of minority groups to engage with leadership training and include LGBT+ statements within this. (HM/AG)
- More frequent promotion of the staff network and connected events

  For future consideration:
- 'Reverse mentoring' programme – had a variable response at the Stonewall Workplace Conference
- Whether we should have a formal allies programme – again, a variable range of views existed at the Stonewall Workplace Conference.
- Whether we can sponsor local or regional LGBT+ events or use specific avenues of recruitment
- Have explicit role model stories for staff and students to access