

STONEWALL WORKPLACE EQUALITY INDEX 2022

EMPLOYER FEEDBACK REPORT

**CUMBRIA, NORTHUMBERLAND,
TYNE AND WEAR NHS
FOUNDATION TRUST**

SUMMARY

Stonewall's Workplace Equality Index is about recognising the work that goes into creating LGBTQ+ inclusive workplaces in the UK. By ensuring all LGBTQ+ people feel safe and welcomed in the workplace, we can create an inclusive culture that allows everyone the freedom to be themselves without fear.

This report will guide you through your submission by detailing our feedback to each section of the criteria and ending with our findings from the Staff Feedback Questionnaire (if applicable). We'll highlight what you've done well and focus on improvements for the future.

We understand that the last two years have been a difficult time for everyone, especially as we adapt to new working practices, so we greatly appreciate the time you took to continue your inclusion journey and to complete your submission. We recognise the commitment it takes to put a submission together and you should feel incredibly proud of what you've achieved in a challenging year.

The Workplace Equality Index is an opportunity to measure, progress and celebrate the work you're doing to make your organisation a better place for LGBTQ+ employees. From new policies to Pride events, leadership briefings to updating your training - each small change can make a big difference to our communities.

We hear incredible stories every year of workplaces making real impact, transforming the environments we work in every day. We know it's not easy work, but every day we move closer to a world in which LGBTQ+ people are free to be their true selves.

Thank you so much for taking part, and I hope we continue to work together over 2022.

Nancy Kelley, she/her, Chief Executive Officer

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust ranked 242 with a score of 51 out of 200

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust has been awarded a silver award

Section	Marks available	Marks claimed	Marks awarded	Marks claimed, but not awarded
1) Policies and benefits	17	9	5.5	3.5
2) The employee lifecycle	22	17.5	4	13.5

Section	Marks available	Marks claimed	Marks awarded	Marks claimed, but not awarded
3) LGBTQ+ employee network group	26	23	13.5	9.5
4) Empowering individuals	20	19.5	14.5	5
5) Leadership	18	6	3.5	2.5
6) Monitoring	20	8.5	2	6.5
7) Supply chains	17	0	0	0
8) External engagement	40	17	0	17
Staff Feedback Questionnaire	20	n/a	8	n/a

† When marking, sometimes our markers spot evidence that counts towards questions you didn't claim. In those cases, we award the points anyway.

SECTORAL AND GEOGRAPHICAL CONTEXT

We understand the different challenges organisations face may depend on the sector and location they are based in. That's why we separate this data out, allowing organisations to benchmark themselves against others in a similar field or part of the UK.

We know that regulatory frameworks, budgetary constraints, organisational size and the geographical spread of a workforce can all be factors in creating or removing barriers to inclusion.

Each sector and location has its own unique challenges. We can support you to face these challenges and achieve the best outcomes for your organisation.

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust ranked 29 in the Health & Social Care sector

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust ranked 10 in employers headquartered in North East

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust ranked 71 in employers that operate in the North East of England

MARGINALISED OR UNDER-REPRESENTED LGBT GROUPS

This section focuses on those within our community whose stories and experiences we rarely get to hear. By breaking down this data, we aim to show you how you are progressing with this work.

Bi erasure and biphobia are real problems. They create a culture of stigmatisation, and many bi people are still wary about being open about their bi identity in the workplace.

Transphobia and anti-non-binary discrimination are areas of concern for many workplaces, with staff feeling scared and unable to be their authentic selves around colleagues.

We all have multiple facets of our identities, and many of us experience different forms of marginalisation and discrimination, such as racism and ableism. These experiences also affect many LGBTQ+ people at work. Tackling one form of marginalisation requires tackling them all: ending misogyny and making work welcoming for people of faith, for example, are important for making sure all LGBTQ+ people feel welcome.

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust scored 15.5 on questions specific to marginalised or underrepresented LGBTQ+ identities

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust scored 1 on questions specific to bi inclusion and anti-biphobia

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust scored 11.5 on questions specific to trans inclusion and anti-transphobia

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust scored 5.5 on questions specific to non-binary inclusion and this strand of anti-transphobia

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust scored 2.5 on questions specific to intersectionality and inclusion of LGBTQ+ people who experience multiple marginalisations, such as racism and ableism

SECTION ONE: POLICIES AND BENEFITS

This section examines the policies and benefits the organisation has in place to support LGBT staff. The questions scrutinise the policy feedback process, policy content and provision of specific support.

Entrant	Marks claimed	Marks awarded	Marks claimed, not awarded
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust	9	5.5	3.5
Average: Health & Social Care	12	6.5	5.5
Average: Headquartered in North East	12.5	8	4.5
Average: Silver	13.5	8	5.5
Average: Gold	15.5	11.5	4

Having policies that are explicitly LGBTQ+ inclusive helps to ensure that policies apply to all your employees and that there are no obstacles for LGBTQ+ employees to access support at the Trust.

It is good to see that your trans inclusion policy sets out a clear commitment to supporting all trans and non-binary employees with information on language, terminology, and trans as well as non-binary identities. The policy also includes guidance on dress code for trans and non-binary employees, which is great.

Your current policy feedback process is good. However, it would be good to understand any changes made from the feedback received. In terms of your Bullying and Harassment policy, whilst there were statements of general inclusion, we would recommend having a clear zero-tolerance statement of discrimination, with explicit reference to sexual orientation, gender identity and gender expression. We would also recommend including clear examples of biphobic, homophobic and transphobic bullying and harassment. This will help your employees understand what this behaviour might look like in practice.

Your communication around how to report incidents of discrimination is good but it seems to be for the users of your services. We would recommend considering how you could develop this as an internal process for your staff.

In terms of your family and leave policies, we recommend ensuring that these provide clarity of access to all eligible employees, including LGBTQ+ employees. You can achieve this by using additive language ('this applies to [women/men] and other employees who [...]'), gender neutral or gender inclusive language ('all employees who [...]') or second person language ('you'). Similarly, when confirming who is eligible to use the policy, we recommend saying that it applies to couples or partners regardless of gender, in addition to or instead of saying it applies to same-sex couples. This is more clearly inclusive of all LGBTQ+ people's relationships, including those of non-binary people.

To further develop your trans inclusion policy, we would recommend updating your section on confidentiality to include data protection and to strengthen the facilities section to include guidance for non-binary staff.

SECTION TWO: THE EMPLOYEE LIFECYCLE

This section examines the employee lifecycle within the organisation, starting with recruitment practices and finishing with exit processes. The questions scrutinise how the organisation engages and supports employees throughout their journey in the workplace.

Entrant	Marks claimed	Marks awarded	Marks claimed, not awarded
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust	17.5	4	13.5
Average: Health & Social Care	15.5	6	9.5
Average: Headquartered in North East	16.5	8	8.5
Average: Silver	17.5	6.5	11
Average: Gold	20	12	8

Including explicit LGBTQ+ inclusive content in your job packs, inductions, and advertising about your LGBTQ+ network for external appointments is a great way to show LGBTQ+ employees that they are supported from their first day. It also sets clear expectations of the workplace culture for all staff. Whilst you have demonstrated some good work to ensure that LGBTQ+ inclusion is embedded across the employee lifecycle, some of the activities in this section would benefit from a review to strengthen your work in this area.

Ways to attract LGBTQ+ candidates might include advertising on or recruiting from LGBTQ+ or diversity websites, fairs and events and it is great that you promote this at Pride. However, we would also recommend including a statement around valuing diversity (explicitly inclusive of LGBTQ+ people) and information about your LGBTQ+ employee network group or other LGBTQ+ inclusion activities in your job packs and pages. We were not able to see this information from the evidence you provided.

We would also recommend a review of your recruitment training to include specific information on LGBTQ+ identities information about the specific actions that your interview panelists can take to ensure that LGBTQ+ inclusion is embedded in the process. From the moment they have accepted a job offer, LGBTQ+ employees should know that they have joined an organisation that values their identity, so they can be comfortable being themselves. Including explicitly LGBTQ+ inclusive content in inductions is a great way to achieve this.

We would also recommend considering how non-binary employees' identities can be recognised on workplace systems. You can support this by ensuring that gender markers and title options on your systems are either removed, or offer a wide range of options (e.g. a non-binary gender marker or Mx title option). There are also specific forms of support that you may want to consider introducing for genderfluid people, such as the ability to have multiple passcards with different forms of gender expression.

Providing training on compliance with your bullying, harassment and discrimination policies can be an important way to ensure that all staff understand their rights and responsibilities in the workplace. We would recommend providing distinct examples of biphobia, homophobia and transphobia, and discrimination against an LGBTQ+ person on the basis of multiple identities (e.g against LGBTQ+ people of faith or against LGBTQ+ disabled people), to support staff to identify and challenge inappropriate behaviour should they encounter it. Unfortunately from the evidence you provided we were unable to review this fully.

We would also recommend ensuring that your performance appraisal process actively encourages and recognises all employees' contributions to LGBTQ+ inclusion activity. This could include providing standard questions about employees' contributions to diversity and inclusion at the organisation. Finally, you may also want to consider providing a space for staff to raise issues of discrimination (or other LGBTQ+ related issues) in exit interviews or surveys. This will support you to identify and address the issues facing LGBTQ+ staff in the workplace.

SECTION THREE: LGBTQ+ EMPLOYEE NETWORK GROUP

This section examines the work of your LGBTQ+ employee network group. The questions scrutinise the support the group is given by the organisation, its commitment to inclusivity, and the activities it carries out.

Entrant	Marks claimed	Marks awarded	Marks claimed, not awarded
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust	23	13.5	9.5
Average: Health & Social Care	18.5	11.5	7
Average: Headquartered in North East	17.5	12	5.5
Average: Silver	20	14	6
Average: Gold	23.5	19	4.5

LGBTQ+ employee network groups help to ensure that engagement around LGBTQ+ inclusion is consistent throughout the year, that LGBTQ+ employees have a safe space to talk about the barriers they face at work and that the voices of LGBTQ+ employees are heard to help drive change.

It is great to see that you have provided a budget and a senior champion for the network group and also allow time for the committee members to carry out network group activities. Your network is also providing confidential support to all employees on LGBTQ+ issues and supporting individuals to report homophobic, biphobic and transphobic bullying and harassment, which is fantastic. We'd only recommend that these support functions are more proactively advertised and communicated to all staff.

A next step would be to facilitate members' participation in skills, leadership or professional development training, through targeted communications. A key activity to take forward is the development of a clear terms of reference for the LGBTQ+ network to guide its activities. This could include detailing the different type of roles that network group has, as well as some information about the types of activities it may undertake. Once a clear term of reference has been established, the organisation may consider what they can do to more actively support the network to flourish.

We would suggest that the network works to reflect the diverse nature of the LGBTQ+ community by engaging with and highlighting LGBTQ+ identities that are often underrepresented. For example, having specific roles on the network group committee, or by developing strategies to ensure that there are no barriers for underrepresented LGBTQ+ employees to access the group's activities.

We would also recommend introducing formal mechanisms to ensure that the network is consistently addressing bi and trans identities in its work (e.g. through bi and trans reps on your committee or clear workstreams for these identities).

Running social and awareness raising events can be an important way to foster community and deepen understandings of identities. You may want to consider running awareness raising events specifically for bi, trans and non-binary identities, as these are often less well understood.

SECTION FOUR: EMPOWERING INDIVIDUALS

This section examines the process of engaging individuals to create an LGBT inclusive culture at the organisation. The questions scrutinise how the organisation empowers LGBT and non-LGBT employees to step up as change makers and allies.

Entrant	Marks claimed	Marks awarded	Marks claimed, not awarded
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust	19.5	14.5	5
Average: Health & Social Care	12.5	7	5.5
Average: Headquartered in North East	13.5	8	5.5
Average: Silver	13	7.5	5.5
Average: Gold	16.5	12.5	4

This section looks at key ways to ensure that your inclusive values are embedded across the organisation, giving your staff the tools and confidence that they need to become vocal and active advocates for LGBTQ+ equality in the workplace.

You share some great examples of workplace experiences of LGBTQ+ people with a range of identities, demonstrating the diversity of the LGBTQ+ community. This builds understanding among colleagues and helps those with similar identities feel confident expressing their identity. You have a formal programme to engage non-LGBTQ+ people to become LGBTQ+ allies, and you are also supporting all cis employees (including lesbian, gay, and bi employees) to become trans allies, which is fantastic. You also have good measures in place to ensure that your work to empower individuals reaches all locations.

In terms of improvements, we would recommend considering how you can support all employees to become allies to marginalised LGBTQ+ communities through training, programmes, or resources. A next step could be introducing similar training and resources on bi identities and allyship. We would also suggest raising awareness about allyship to LGBTQ+ people who experience multiple forms of marginalisation, such as disabled LGBTQ+ people.

Finally, we would also recommend considering how you can support LGBTQ+ employees to become change makers through training and resources.

SECTION FIVE: LEADERSHIP

This section examines how the organisation engages senior leaders and line managers in their responsibility to set an LGBT-inclusive culture. The questions scrutinise how the organisation empowers senior leaders, the individual actions senior leaders take, and how all line managers are encouraged to recognise LGBT inclusion as key to their role.

Entrant	Marks claimed	Marks awarded	Marks claimed, not awarded
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust	6	3.5	2.5
Average: Health & Social Care	10.5	5	5.5
Average: Headquartered in North East	12	7	5
Average: Silver	10	5.5	4.5
Average: Gold	13.5	9	4.5

Senior leaders and board members are integral to the progression of LGBTQ+ inclusion in your workplace. Active, knowledgeable, and visible senior leaders are key to developing LGBTQ-inclusive workplaces because of the key role they play in culture setting, visibility, and decision making.

It is good to see that your senior leaders have engaged in few activities such as meeting with your employee network group, speaking at an internal LGBTQ+ event, and attending Pride. You also have strong measures in place to ensure that senior leaders' activity reaches in all locations.

To improve, we would encourage your senior leaders to share specific messages on LGBTQ+ equality, for example, a written or recorded communication. We would encourage you to develop this work further by covering a broader range of identities (such as bi and trans identities) both internally and externally. We would also recommend exploring how leaders can build their understanding of the importance of inclusion as part of their day-to-day roles. This could include through having an inclusion-based competency (that is inclusive of LGBTQ+ inclusion) in your recruitment processes. Or it could include introducing inclusion-based objectives for all leaders and line managers, to introduce clearer responsibility and accountability around creating an inclusive workplace. You may also want to explore avenues to develop a mentoring or reverse mentoring scheme with members of the leadership team to provide further learning opportunities.

A few questions that were answered in this section had limited detail, so it was difficult for us to see whether you are offering many opportunities for senior leaders to build their understanding of the issues that affect LGBTQ+ employees and communities more widely. We can discuss this further during your benchmarking meeting.

SECTION SIX: MONITORING

This section examines how the organisation uses monitoring to understand the representation and experiences of its LGBT employees. The questions scrutinise data collection methods, analysis and outcomes.

Entrant	Marks claimed	Marks awarded	Marks claimed, not awarded
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust	8.5	2	6.5
Average: Health & Social Care	9	3	6
Average: Headquartered in North East	9.5	4.5	5
Average: Silver	8.5	2.5	6
Average: Gold	12	5	7

Monitoring exercises are important for understanding the experiences of your LGBTQ+ employees and responding to their needs.

Monitoring is perhaps an area of focus for the year ahead. The annual report and annual account report didn't offer the evidence we were looking for in this section.

From the evidence you provided we were unable to understand the questions that you ask. To ensure that you're getting the most helpful and nuanced insights from the monitoring exercises, we would suggest using our recommended good practice wording:

- What best describes your sexual orientation? a Bi b. Gay/lesbian c. Heterosexual/straight d. I use another term: [open text box] e. Prefer not to say
- What best describes your gender? a. Man b. Non-binary c. Woman d. I use another term: [open text box] e. Prefer not to say
- Are you trans? a. Yes b. No c. Unsure d. Prefer not to say.

We would recommend monitoring and analysing recruitment, progression/pay and staff satisfaction trends of your employees by sexual orientation, gender and trans status. You can use this analysis to identify and address any disparities, should they exist.

To boost your diversity monitoring declaration rates and to build trust among LGBTQ+ staff, we would recommend communicating the importance of LGBTQ+ monitoring so that your staff knows why LGBTQ+ monitoring matters. We would also recommend adding information on how previous LGBTQ+ monitoring exercises have led to improvements and what was the result of actions taken from previous monitoring exercises.

SECTION SEVEN: SUPPLY CHAINS

This section examines how the organisation affects change in its supply chain. The questions scrutinise the steps taken to ensure suppliers are LGBT-inclusive, from tendering new suppliers to monitoring current contracts.

Entrant	Marks claimed	Marks awarded	Marks claimed, not awarded
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust	0	0	0
Average: Health & Social Care	5.5	2	3.5
Average: Headquartered in North East	8.5	4.5	4
Average: Silver	6.5	2.5	4
Average: Gold	10.5	7	3.5

By ensuring that your supply chain processes are LGBTQ+ inclusive, you can progress LGBTQ+ inclusion beyond your four walls and further into your communities. This will also help prevent staff and patients from experiencing discrimination in their interactions with your suppliers.

As a first step, we would recommend introducing an explicit process for checking that potential suppliers have policies that explicitly ban discrimination, bullying and harassment based on gender identity and sexual orientation. You could also consider asking about other foundational policies, like a transitioning at work policy, or a wider Diversity and Inclusion strategy.

Beyond policies and strategy, we would recommend scrutinising how potential suppliers take action when incidents of bullying and harassment take place. These are key first steps that could be taken to ensure that a potential supplier is supporting and protecting their LGBTQ+ employees.

You could also consider offering support to existing suppliers through collaborative training and advising on specific areas of work that you might have developed.

Let's discuss how can we support you with this section for the next submission

SECTION EIGHT: EXTERNAL ENGAGEMENT

This section comprises of three parts. Part 1 (Community Engagement) examines the outreach activity of the organisation and how it supports wider LGBT communities. Part 2 (Sector Engagement) examines how the organisation promotes LGBT equality to other organisations in its sector. Part 3 (Service Delivery) examines how the organisation ensures it meets the needs of any service users or customers.

Entrant	Marks claimed	Marks awarded	Marks claimed, not awarded
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust	17	0	17
Average: Health & Social Care	19	7.5	11.5
Average: Headquartered in North East	22	10.5	11.5
Average: Silver	19	8	11
Average: Gold	26	16.5	9.5

In this section, we would recommend considering the steps that you can take to promote LGBTQ+ inclusion in your sector and community, and how you ensure your services meets the needs of your LGBTQ+ patients and service users.

A good place to start is by supporting community organisations and external campaigns. Support can include non-financial partnerships, for example sharing expertise or meeting space. In particular, we'd recommend seeking out groups or initiatives whose work addresses bi and trans issues, as well as the issues facing the most marginalised LGBTQ+ groups (e.g. homeless LGBTQ+ people, LGBTQ+ people with a mental illness), as these are often under-represented and under-supported.

You might also want to explore ways of promoting LGBTQ+ equality within your sector. This could include collaborations with multiple organisations, hosting 'network of network' events, or speaking about your inclusion work at sector specific events.

Using your social media accounts to share messages of support for LGBTQ+ equality can also help demonstrate your commitment to the wider community. We'd recommend using your accounts with the widest reach, to maximise the impact of these messages.

We would also recommend undertaking some further work to understand how you engage with service users in an inclusive way. To underpin this work, you could undertake a mapping exercise to understand how LGBTQ+ service users engage with specific services – this will help you understand any barriers that LGBTQ+ service users may face and inform actions you could take to ensure an inclusive experience for all. Let's discuss your support needs around this section at your benchmarking meetings.

STAFF FEEDBACK QUESTIONNAIRE

As part of the Workplace Equality Index, employees from across the UK take part in Stonewall's Staff Feedback Questionnaire (SFQ).

The SFQ is an anonymous questionnaire that employers share with their staff. The results help us generate each employer's score and gives them a deep understanding of their employees' experiences at work.

Entrant	Marks claimed	Marks awarded	Marks claimed, not awarded
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust	n/a	8	n/a
Average: Health & Social Care	n/a	7	n/a
Average: Headquartered in North East	n/a	8.5	n/a
Average: Silver	n/a	7.5	n/a
Average: Gold	n/a	13	n/a