

Your Homes Newcastle

WORKPLACE EQUALITY INDEX 2019: FEEDBACK REPORT

Your Homes Newcastle Housing

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

Total score:	116
Rank 2019:	77
Sector rank:	4
Entrants in sector:	13
Trans inclusion work:	45

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	12	15	3	15	6.2	7.7	10.5
2	The employee lifecycle	21.5	27	5.5	27	10.3	12.3	17.9
3	LGBT employee network group	12	22	10	22	9.2	10.5	16.3
4	Allies and role models	14	22	8	16.5	7.1	8.6	13.4
5	Senior leadership	9.5	17	7.5	12.5	5.8	6.7	11.2
6	Monitoring	5	21	16	20	5.7	5.4	9.4
7	Procurement	11	17	6	15	4.1	6.3	10.0
8	Community engagement	10	20	10	20	9.2	11.4	15.7
9	Clients, customers and service users	7	17	10	13	6.0	6.5	11.6
10	Additional work	0	2	2	0			
	Employee feedback survey	14	20	6		9.5	15.0	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	12	15	3	15	6.2	7.7	10.5

SECTION NOTES:

It is great to see a systematic and time bound review process at the organisation that ensures that policies are kept up to date and in line with best practice. Policies on discrimination currently talk about opposition to such behaviour, however lack the zero tolerance stance that we would like to see. Policies on bullying and harassment currently lack explicit examples of homophobia, biphobia and transphobia. Including these would go a long way towards making it clear to staff, the kind of behaviour that would not be tolerated. These should be amended during the next review process. Family benefits policies are inclusive of diverse families and are gender neutral. There are a few minor recommendations, such as amending the definition of partner to be 'regardless of gender', which would take the policies to an example of best practice. Your Homes Newcastle has a fantastic set of trans support and inclusion policies, which are an example of best practice and something to be very proud of.

WHAT YOUR EMPLOYEES SAY:

I know the process of reporting homophobic and biphobic bullying to my employer...

% 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...

% 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	21.5	27	5.5	27	10.3	12.3	17.9

SECTION NOTES:

It is great to see the organisation promoting career opportunities to LGBT talent. The level of training given to all staff is particularly high and covers the core areas that Stonewall looks for in a huge amount of detail. It is also good to see messages of LGBT inclusion reinforced throughout the employee lifecycle, through all staff communications and LGBT staff development. It is also encouraging to see contributions to LGBT inclusion recognised by the organisation in formal staff appraisals. The organisation could benefit from a more structured process to ensure that messages on LGBT inclusion are included in inductions as at present whilst there is room for this to happen, it is ad hoc and at the discretion of the person inducting new staff.

WHAT YOUR EMPLOYEES SAY:

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

% of your LGBT employees said yes
85% of your non-LGBT employees said yes

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

% of your LGBT employees agreed
94% 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	12	22	10	22	9.2	10.5	16.3

SECTION NOTES:

It is great to see an active network that supports LGBT staff, allies and the wider organisation. It is also good to see the network consulting with the organisation on policy and business development. The network also engages with a range of intersectional LGBT identities and should continue to expand and develop this in the future. Key areas for development include formalising mentoring and reverse mentoring initiatives and expanding their reach. There should also be more work done to formalise the mechanisms in place to ensure trans and bi issues and identities are represented and supported through the network.

WHAT YOUR EMPLOYEES SAY:

My organisation has an LGBT employee network group...

% of your LGBT employees said yes
% 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...

% of your LGBT employees said yes
49% of your non-LGBT employees said yes

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

% of your LGBT employees agreed
94% of your non-LGBT employees agreed

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

% of your LGBT employees agreed
84% 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	14	22	8	16.5	7.1	8.6	13.4

SECTION NOTES:

It is great to see a developed and active allies network at the organisation, that supports LGBT staff and engages in a range of activities around LGBT inclusion. It would be good to see more information, tools and resources given to allies and potential allies to help them understand LGBT lived experience and the types and effects of discrimination on the LGBT community. It is also good to see a range of intersectional LGBT identities profiled by the organisation, which provides staff with role models with potential shared experiences. It would be good to see the organisation doing more to support LGBT staff in senior positions to step up as role models and be profiled internally.

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

98% of your non-LGBT employees agreed

I feel confident in supporting my LGBT colleagues...

96% 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	9.5	17	7.5	12.5	5.8	6.7	11.2

SECTION NOTES:

The best organisations support board level employees and senior managers to understand the issues that affect LGBT people. They also encourage senior leaders to engage in activities such as meeting LGBT network groups or attending LGBT events. It is great to see such a high level of engagement from both board level and senior management level staff in LGBT inclusion initiatives. This sends a strong message to all staff that LGBT equality is important to the organisation. It is also encouraging to see the organisation giving the tools and resources to both tiers of management to understand the lived experiences of LGBT staff. It would be good to see the resources given to board level staff expanded and formalised to ensure that this remains a standing item for board discussions.

WHAT YOUR EMPLOYEES SAY:

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

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

Senior managers demonstrate visible commitment to trans equality...

% of your LGBT employees agreed
86% 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	5	21	16	20	5.7	5.4	9.4

SECTION NOTES:

Monitoring is both 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 to see the organisation monitoring sexual orientation, however questions on gender identity do not provide the ability to monitor trans identities fully and should be amended to current best practice. It is great to see monitoring taking place across recruitment for both sexual orientation and gender identity. It would be good to see gender identity added to the information gathered about sexual orientation across the organisation in the future, to ensure that the organisation is collecting this too in line with best practice

WHAT YOUR EMPLOYEES SAY:

- I understand why my employer monitors the sexual orientation of its employees...
% of your LGB employees agreed
- I would feel confident telling my employer my sexual orientation on a monitoring form...
% 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	11	17	6	15	4.1	6.3	10.0

SECTION NOTES:

The financial leverage businesses exercise with suppliers can be critical to lowering costs and delivering better services. Many organisations, both in the private and public sectors, have now realised that this leverage can also be used to advance LGBT equality. It is great to see those making procurement decisions given the tools and resources to make informed decisions. It is also good to see potential suppliers scrutinised during the tendering process. Whilst any diversity related matters are monitored during ongoing contract discussions, the process around including diversity monitoring conversations inclusive of LGBT issues is at present too ad hoc. This should be amended to a formal standing item which explicitly assess LGBT issues as part of a wider diversity monitoring slot.

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	10	20	10	20	9.2	11.4	15.7

SECTION NOTES:

It is great to see the organisation promoting LGBT equality through its social media channels. It is also great to see the range of work the organisation is doing to promote LGBT equality and inclusion in the community. It would be good to see Your Homes Newcastle looking to formalise relationships with LGB and trans specific community groups and events in the future, with the intention of supporting these in the long term.

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	7	17	10	13	6.0	6.5	11.6

SECTION NOTES:

It is great to see the organisation assessing the make up of those who access its services and promoting itself as an LGBT inclusive service provider. It is also encouraging to see a number of consultations taking place with LGBT service users to ensure that their needs are considered. It would be good to see a formal service user journey assessment take place, to assess for barriers for LGBT people to be identified and for a satisfaction monitoring exercise to be done to ensure LGBT experiences are monitored in the future and any issues are identified and acted upon

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

SECTION 10: ADDITIONAL WORK

Your score: 0 Full marks: 20 Self-score: 0

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

ADDITIONAL EMPLOYEE FEEDBACK SURVEY ANALYSIS

RESPONDENT PROFILE

Total respondents: 167

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	%
To managers/senior colleagues	%
To customers/clients/service users	%

*Data represents LGB respondents

BEING MYSELF IN THE WORKPLACE:

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

% of your LGBT employees said yes

CHALLENGING BEHAVIOUR

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

% 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>
Priority one: <i>Write your priority here</i>		
Priority two: <i>Write your priority here</i>		
Priority three: <i>Write your priority here</i>		