

Welsh Government

WORKPLACE EQUALITY INDEX 2019: FEEDBACK REPORT

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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: 163

Rank 2019: 8

Sector rank: 2

Entrants in sector: 37

Trans inclusion work: 80%

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	11.5	15	3.5	15	6.2	6.1	10.5
2	The employee lifecycle	24	27	3	27	10.3	10.7	17.9
3	LGBT employee network group	22	22	0	22	9.2	10.9	16.3
4	Allies and role models	14.5	22	7.5	15	7.1	8.4	13.4
5	Senior leadership	15	17	2	15	5.8	7.2	11.2
6	Monitoring	13.5	21	7.5	16.5	5.7	7.5	9.4
7	Procurement	13	17	4	15	4.1	4.4	10.0
8	Community engagement	20	20	0	20	9.2	8.4	15.7
9	Clients, customers and service users	17	17	0	22	6.0	7.2	11.6
10	Additional work	2	2	0	2			
Employee feedback survey		10.5	20	9.5		9.5	9.7	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	11.5	15	3.5	15	6.2	6.1	10.5

SECTION NOTES:

The review process you have in place for policies to ensure they use gender neutral language and are explicitly inclusive of same sex couples is very thorough. This is reflected in the updates you have made to several of your staff policies, implementing the use of gender neutral language. However, some of these policies (maternity and shared parental leave) do still contain gendered language, so this is an area of review for this year. Your updates to the Transitioning at Work Policy and the introduction of a non-binary guidance are great to see, together these documents show the steps a person would have to take to transition in the workplace and the responsibilities of managers and HR to support someone through their transition. However, there is some phrasing within the transitioning at work policy which is outdated and needs to be reviewed (the phrasing in the non-binary guidance is much more up to date) and the policy as a whole could be made much more inclusive of non-binary people

Another area to review for next year would be include in your Dignity at Work or Equality and Diversity Policies examples of biphobic and transphobic bullying in addition to the current homophobic bullying and harassment examples you provide.

WHAT YOUR EMPLOYEES SAY:

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

73% 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...

78% 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	24	27	3	27	10.3	10.7	17.9

SECTION NOTES:

This continues to be a strong section for you, with you exhibiting to all staff from recruitment through induction and development to exit that Welsh Government is committed to LGBT equality through a wide range of initiatives and communications. Your all staff equality and diversity training is very comprehensive, providing LGBT specific and general equalities information with case studies and question and answer opportunities.

It is good to see that you have now included in the training for staff with recruitment responsibilities specific sexual orientation and gender identity examples but there needs to be much more emphasis on how to counter/ reduce bias during recruitment. Your use of LGBT media to promote Welsh Government as an inclusive employer is very positive, as is your communication of general and LGBT specific development opportunities to LGBT staff.

One area of improvement for the future would be to provide information about bi-visibility day or bi specific events to all staff through internal communications, rather than only through external comms that might not reach all staff.

WHAT YOUR EMPLOYEES SAY:

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

85% of your LGBT employees said yes
67% of your non-LGBT employees said yes

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

55 % of your LGBT employees agreed
61% 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	22	22	0	22	9.2	10.9	16.3

SECTION NOTES:

This section exhibits well the continued work of the network chairs and members to drive forward the work of PRISM to continue engaging even more people, removing any barriers to participation and sharing your best practice with other network groups both internally and externally. The support functions and consultations that the network are involved in are very clear, as are the range of awareness raising initiatives and wider activities, such as reverse mentoring, that the network carries out. It is very positive to see that you continue to engage with a range of diversity streams to raise awareness of the diversity within the LGBT communities and the issues that can be faced by people with multiple identities.

Continue to engage with such a diverse range of topics and think about other ways of empowering more people to be aware of the intersecting identities within the LGBT community. Specifically looking at how you inform members and allies of the diverse range of experiences within the LGBT community. Also, be mindful of the questions within this section that are time bound (e.g. within the past year) to ensure that you have activities planned for the year ahead.

WHAT YOUR EMPLOYEES SAY:

My organisation has an LGBT employee network group...

95% of your LGBT employees said yes
95% 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...

57% of your LGBT employees said yes
30% of your non-LGBT employees said yes

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

95% of your LGBT employees agreed
82% of your non-LGBT employees agreed

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

80% of your LGBT employees agreed
83% 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	14.5	22	7.5	15	7.1	8.4	13.4

SECTION NOTES:

Your work to engage and empower allies through training and the provision of resources to LGB and Trans allies specifically is good. Also, the number of allies you have directly engaging with the network is great to see. Allies are clearly engaged throughout the year in a wide range of activities. An area of possible development going forward would be to have allies mentor or coach other allies.

As with allies, the training and resources you make available to LGBT people to feel empowered to be role models is very positive. Similarly, the range of profiles you share to exhibit the diversity within the LGBT community is great to see. However, it may be useful to review some of these profiles to ensure that people's identities are made clear and meaningfully explored within them. Also, continue adding to the LGBT+ Superstars series to keep it up to date and continue to further show the diversity in the LGBT community, e.g. include examples of LGBT people being open about their mental health or LGBT parents. Also, as a general note again be mindful of the questions within this section that are time bound (e.g. within the past year) to ensure that you have activities planned for the year ahead.

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

96% of your non-LGBT employees agreed

I feel confident in supporting my LGBT colleagues...

93% 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	15	17	2	15	5.8	7.2	11.2

SECTION NOTES:

This is another strong section for you and it is really positive to see such a wide range of Board and Senior Management Level Staff whose roles don't directly involve equality and diversity engaging in Welsh Government's LGBT inclusion work. It is great to see that you have now extended the reverse mentoring programme to senior management level staff in addition to Board level staff. Also, your commissioning of allies training specifically for senior members of staff who otherwise may not be able to free up a whole day is an innovative way to engage such a large number of senior staff in this work.

The range of events and initiatives you have board and senior management level staff engage in throughout the year is great and the main area of development going forward is just to continue this and where possible get them to do even more, e.g. have senior management level staff speak at external events or mentor/coach other senior leaders.

WHAT YOUR EMPLOYEES SAY:

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

56% of your LGBT employees agreed
66% of your non-LGBT employees agreed

Senior managers demonstrate visible commitment to trans equality...

56% of your LGBT employees agreed
63% 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	13.5	21	7.5	16.5	5.7	7.5	9.4

SECTION NOTES:

This is one of your main areas of development for this year. You are using questions to effectively monitor sexual orientation and gender identity. However, within the analysis of sexual orientation data you place 'Prefer not to say' with all sexual orientations other than 'Heterosexual' as 'Other' meaning that the data doesn't enable you to carry out meaningful analysis of the experiences of LGBT staff. Also, within this section we are looking for detailed description of what actions are taken as a result of this analysis not just a report or summary of the data.

Another area of development in this section will be to increase the declaration rate for gender identity, a campaign similar to the one you have run for sexual orientation monitoring data may be useful in promoting this to staff and encouraging them to login to their HR record and answer that question.

WHAT YOUR EMPLOYEES SAY:

I understand why my employer monitors the sexual orientation of its employees...

78% of your LGB employees agreed

I would feel confident telling my employer my sexual orientation on a monitoring form...

87% 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	13	17	4	15	4.1	4.4	10.0

SECTION NOTES:

The training you have delivered to the procurement team and subsequently to some of your suppliers, sounds very good, emphasising to them why embedding equality outcomes in to the supply chain is so important. The procurement templates and Supplier Qualification Database work well to scrutinise a potential suppliers equality and diversity policies and training. This scrutiny is then continued after tender through regular diversity and inclusion slots in contract monitoring meetings.

Currently contractors working within customer services are required to monitor and evaluate feedback, to develop this going forward you should try to promote a more proactive approach to gathering feedback and targeting specific groups to see if there is a difference in experience. The work you have done to engage with suppliers in the past year through joint trainings, sharing of best practice and inviting them to network group activities is really positive to see.

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	20	20	0	20	9.2	8.4	15.7

SECTION NOTES:

This continues to be a very strong section for you, exhibiting the Welsh Government's continued commitment to not only creating a more LGBT inclusive workplace but also a more LGBT inclusive Wales for everyone. Your collaborative working with such a wide range of other organisations across Wales on a range of different events and initiatives is great to see. Your work to look at and further address the inequalities faced by those with intersecting identities within the LGBT community is particularly good to see. This work is also communicated well and to a wide audience through your use of social media throughout the year.

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	17	17	0	22	6.0	7.2	11.6

SECTION NOTES:

Your work to engage with other government departments to promote LGBT equality and to encourage them to take part in diversity programmes and assessments is very positive. It's also great to see that you have engaged with other organisations in Wales to share your best practice. So many network groups and other organisations have benefited from your openness to share ideas and to drive forward change.

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

SECTION 10: ADDITIONAL WORK

Your score: 2 Full marks: 20 Self-score: 2

The networks' engagement framework that you have launched sounds like a really progressive and beneficial piece of work, ensuring that recognition is given to all who are involved in network group activity. This framework exhibits Welsh Government's appreciation of the work of their networks and how integral they are to the wider work of the organisation.

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

ADDITIONAL EMPLOYEE FEEDBACK SURVEY ANALYSIS

RESPONDENT PROFILE

Total respondents: 287

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	49%
To managers/senior colleagues	49%
To customers/clients/service users	32%

*Data represents LGB respondents

BEING MYSELF IN THE WORKPLACE:

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

85% of your LGBT employees said yes

CHALLENGING BEHAVIOUR

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

80% 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>		