University of Reading: Workplace Equality Index 2020 Feedback

Congratulations on taking part in Stonewall's 2020 Workplace Equality Index. As a Top 100 employer, you've demonstrated commitment to your LGBT staff and the wider LGBT community. In this report you will find feedback from Stonewall to help you plan your year ahead to drive forward LGBT inclusion in your workplace.

What this report contains

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

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

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

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

How to use this report

Your Stonewall Account Manager will organise a feedback meeting with you to talk through the strengths and weaknesses of your current LGBT inclusion work, best practice and give you tips for action planning in the future. During this meeting, the Account Manager go through the work that is most relevant to your organisation.

You should use this report, along with the verbal feedback from your Account Manager to make the short and long-term changes necessary to drive inclusion in your workplace.

Score and rank	Quick facts
• Total score: 116.5 • Rank: 93rd • Education sector rank: 15th • Education sector entrants: 54 • Bi inclusion score: 38% • Trans inclusion score: 63%	• Over 500 organisations took part • 109 820 people responded to the Staff Feedback Questionnaire • The average Top 100 score is 137.5 • The average Top 100 Bi Inclusion Score is 67% • The average Top 100 Trans Inclusion Score is 60%

Stonewall
Acceptance without exception

Summary and overview

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

	Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages				
								All entrants	Education sector	Top 100	Top 100 Threshold Entrants
1	Policies and benefits	11.5	15	15	3.5	3.5		6.5	7.5	10.5	10.5
2	The employee lifecycle	13.5	27	22.5	9	13.5		10	13	17.5	15
3	LGBT employee network group	7	22	17	10	15		9.5	10	17	14.5
4	Allies and role models	13.5	22	14	0.5	8.5		7.5	8.5	14.5	13
5	Senior leadership	13	17	15	2	4		6	7	12.5	11
6	Monitoring	7	21	7	0	14		6	9	10.5	8.5
7	Procurement	9	17	15	6	8		4	5	10.5	8.5
8	Community engagement	16	20	18	2	4		9	11	15.5	13.5
9	Clients, customers and service users	7	17	15	8	10		6	8	12.5	9.5
10	Additional work	2	2	2	0	0		0.5	1	1	1
	Staff feedback questionnaire	17	20	n/a		3		10.5	8.5	16	16

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

[†] If this number is less than your score this shows that the evidence you submitted is worth more points than you claimed
[†] Referred to in previous reports as 'self-score'

Section 1: Policies and benefits

This section examines the policies and benefits the organisation has in place to support LGBT staff. The questions scrutinise the policy audit process, policy content and communication.

	Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Education sector	Top 100	Top 100 Threshold
1	Policies and benefits	11.5	15	15	3.5	3.5		6.5	7.5	10.5	10.5

Feedback from your marker

Some good work in this section, and good to see examples of what transphobia in the workplace could look like in your bullying and harassment policy. You should also have clear and distinct examples of homophobia and biphobia. I recommend a review of all of your family policies as they currently use gendered terms and by stating they are available to 'employee of either sex' they are excluding non-binary identities. This is at odds with your clear commitment to non-binary inclusion and equality in your Trans and Gender Identity policy. Good communication of policies being available to LGB parents through Father's Day messaging but this needs to also be trans-inclusive.

Your notes

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Stonewall opportunities

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

Open programmes are available for up to three people from University of Reading to attend. Trans allies is available in London on the 28th of April and in Liverpool on the 25th of June. Open Programmes are available as part of the Scotland Empowerment Week from 18th to 22nd May in Scotland and the north-east of England.

Section 2: The employee lifecycle

This section examines the employee lifecycle within the organisation; from attraction and recruitment through to employee development. The questions scrutinise how you engage and support employees throughout their journey in your workplace.

	Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Education sector	Top 100	Top 100 Threshold
2	The employee lifecycle	13.5	27	22.5	9	13.5		10	13	17.5	15

Feedback from your marker

A good section here - well done. It's great to see explicit statements of inclusion, diverse recruitment and clear signposting of your staff networks. The Faces of Reading is also such a great tool for encouraging diverse recruitment and showing your commitment to D&I. Really good internal communications around specific LGBT days and also promotion of L&D opportunities to LGBT employees. It's good to see a new and clear all employee training which shows routes to reporting and how to challenge inappropriate behaviour and it will be good to see higher numbers of staff complete this. Going forward, make sure that you have specific LGBT examples when covering language, stereotypes and assumptions in training.

Your notes

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Stonewall opportunities

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

Cymru Workplace Conference is on the 14th of February. Tickets are available for £110+VAT for public-sector organisations. Tickets can be bought on a buy-three-get-one-free basis.

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

Workplace Allies is an empowerment programme which can be booked to be run in-house for up to 36 delegates from University of Reading.

Stonewall Workshops are available, on topics such as bi inclusion, trans inclusion, allyship, and leadership. Email conference@stonewall.org.uk.

Section 3: LGBT employee network group

This section examines the activity of your LGBT employee network group. The questions scrutinise its function within the organisation.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Education sector	Top 100	Top 100 Threshold
3 LGBT employee network group	7	22	17	10	15		9.5	10	17	14.5

Feedback from your marker

t's clear that your LGBT+ Network is very active and a key part of university life. It's great to see all the progress towards your annual objectives and the range of events / initiatives you arrange. It would be good to see more examples of engaging with different diversity strands, two of your examples were from longer than two years ago. I would also recommend going further to explicitly include LGBT people with multiple identities, perhaps by including a statement on this on your intranet page / terms of reference. Good work on setting up the LGBT+ mentoring scheme, I'm looking forward to seeing how this continues to develop.

Your notes

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Stonewall opportunities

Workplace Allies, Workplace Trans Allies and Workplace Role Models are empowerment programmes which can be booked to be run in-house for up to 36 delegates from University of Reading. **LGBT Network Group Masterclass** is available in June in Birmingham (email conference@stonewall.org.uk to reserve your place) and on 24th of April in Scotland.

Section 4: Allies and role models

This section examines the process of engaging allies and promoting role models. The questions scrutinise how the organisation empowers allies and role models and then the individual actions they take.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages				
							All entrants	Education sector	Top 100	Top 100 Threshold
4 Allies and role models	13.5	22	14	0.5	8.5		7.5	8.5	14.5	13

Feedback from your marker

It's brilliant to see the high level of engagement from you LGBT allies, and the internal awareness raising sessions sound like great events. The appointment of a 'lead ally' is also a good idea and it's good to see them lead on coaching and mentoring of other allies. Your support for employees to become LGBT role models is fantastic and I'm sure you will start to get even more people come forward to take part in 'Faces of Reading'.

Your notes

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Stonewall opportunities

Inclusive Future Leaders is a tailored programme designed to form part of a graduate or management training programme, which can be booked in-house at University of Reading.

Workplace programmes including LGBT Role Models, Allies and Trans Allies. They are available as open programmes for up to three people or the programmes can be booked to be run in-house for up to 36 delegates from University of Reading. Open Programmes are available as part of the Scotland Empowerment Week from 18th to 22nd May in Scotland and the north-east of England.

Inclusive Leadership is a newly developed programme which will be made available from May, email empowerment@stonewall.org.uk for more information.

Section 5: Senior leadership

This section examines how the organisation engages senior leaders. The questions scrutinise how the organisation empowers senior leaders at different levels and the individual actions they take

	Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Education sector	Top 100	Top 100 Threshold
5	Senior leadership	13	17	15	2	4		6	7	12.5	11

Feedback from your marker

There is some really fantastic exposure and engagement here from senior leaders, and especially from Simon and Parveen. It's great to see such support for board and senior management to understand the issues that affect LGBT people, and that lots of the opportunities are taken up. The sheer amount and variety of events and initiatives that ▊▊▊▊▊▊▊▊ have been involved in / spoken at is impressive. Going further it would be good to see a variety of senior staff - but of course keep up this great work!

Your notes

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Stonewall opportunities

LGBT Leadership is an empowerment programme for LGBT leaders. Our next open programme is in London 15ᵗʰ to 17ᵗʰ of July, and can be booked to be run in-house for University of Reading.
Inclusive Leadership is a newly developed programme which will be made available from May, email empowerment@stonewall.org.uk for more information.

Section 6: Monitoring

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

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Education sector	Top 100	Top 100 Threshold
6 Monitoring	7	21	7	0	14		6	9	10.5	8.5

Feedback from your marker

It clear that work is being done to improve the monitoring questions you currently ask about gender identity and sexual orientation. I would definitely recommend updating the gender identity question as soon as possible. Your response rates are quite low overall, so it would be good to drive to increase those rates and then start to analyse by pay grade and also application to appointment. It's good to see that you break out staff satisfaction by sexual orientation and gender identity.

Your notes

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Stonewall opportunities

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

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

Section 7: Procurement

This section examines how the organisation affects change in its supply chain. The questions scrutinise the steps taken to ensure LGBT inclusive suppliers are procured and held to account.

Section		Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Education sector	Top 100	Top 100 Threshold
7	Procurement	9	17	15	6	8		4	5	10.5	8.5

Feedback from your marker

Some good progress in this section, and it sounds like more progress will continue to happen here, especially when it comes to supplier collaboration. I think you could go further to proactively monitor and analyse feedback around suppliers from LGBT people. Your scrutiny of suppliers' polices is very good, but when it comes to training there is no evidence to show that you scrutinise whether the training is LGBT inclusive.

Your notes

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Stonewall opportunities

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

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

Section 8: Community engagement

This section examines the outreach activity of the organisation. The questions scrutinise how the organisation demonstrates its commitment to the wider community and the positive impact it has.

	Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Education sector	Top 100	Top 100 Threshold
8	Community engagement	16	20	18	2	4		9	11	15.5	13.5

Feedback from your marker

It's great to see that you have utilised your position in the local community to further LGBT rights. You have great activity across your key social media channels, and it's good to see your continued support of Reading Pride. The work with Support U and R-Trans is great and it was also good to read about the wide range of collaboration with other organisations. as well as the 'Forgotten Voices' concert.

Your notes

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Stonewall opportunities

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

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

Section 9: Clients, customers and service users

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

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages				
							All entrants	Education sector	Top 100	Top 100 Threshold
9 Clients, customers and service users	7	17	15	8	10		6	8	12.5	9.5

Feedback from your marker

It seems like a large amount of consultation with LGBT students has happened which is great and it's good to see some examples of examining the service user journey. You could go further and analyse specific services such as student money service, well being or accommodation and then through them you could also analyse whether LGBT people are accessing these services and assess the satisfaction. Good promotion on campus of your LGBT inclusive services.

Your notes

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Stonewall opportunities

London Workplace Conference is on the 3rd of April. Tickets are available for £349+VAT (or at our early bird rate of £309+VAT until the 21st Feb) for public-sector organisations.
Cymru Workplace Conference is on the 14th of February. Tickets are available for £110+VAT for public-sector organisations. Tickets can be bought on a buy-three-get-one-free basis.

Section 10: Additional work

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

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Education sector	Top 100	Top 100 Threshold
10 Additional work	2	2	2	0	0		0.5	1	1	1

Feedback from your marker
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Your notes
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Stonewall opportunities
Many organisations have innovative ideas for LGBT inclusion. The Stonewall Empowerment Team can work with you to design bespoke and tailored events, workshops, webinars and programmes. Email empowerment@stonewall.org.uk to discuss your ideas.

Staff Feedback Questionnaire

This section examines the policies and benefits the organisation has in place to support LGBT staff. The questions scrutinise the policy audit process, policy content and communication.

Section	Your score	Total marks	Marks available not awarded	Averages	All entrants	Education sector	Top 100	Top 100 Threshold
Staff feedback questionnaire	17	20	3		10.5	8.5	16	13.5

Stonewall opportunities

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

Your priorities

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

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