

About your organisation

Last updated: 05/07/2019

DC or School

Which best describes your organisation?

Stonewall Diversity Champion

About your org: DC

Name of organisation:

Stockport Homes Group

Please note, this will be used when compiling Stonewall's Top 100 Employer guide and in any associated publications.

Please select a sector from the below list which most fits your organisation:

Please note, this will be the sector that your organisation will be benchmarked against. If your organisation features in the Top 100 Employer guide, this is the sector that the organisation will be listed under.

Housing

Which of the following parts of the UK does your organisation have offices, premises or branches in? North West

Please tick all that apply.

Which part of the UK is your organisation headquartered in?

North West

Number of employees:

615

Please enter the number of employees the organisation has, including all fulltime, part-time and dispersed staff across the UK.

Form Complete

Thank you for filling in your details, please proceed to the next page to and click 'view submissions' to create your application.



Stonewall data protection and privacy policy

Last updated: 05/07/2019

Before starting a submission to one of Stonewall's indices or awards, please read the following very carefully.

It sets out how Stonewall will use the information you submit.

This privacy statement sets out how Stonewall uses and protects any information that you give Stonewall when you use this website.

Stonewall is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Stonewall may change this statement from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This statement is effective from 25/02/2019.

Stonewell agree to comply the with any applicable legislation relating to data protection or privacy of individuals, the "Regulation" (which means Regulation (EU) 2016/679 of the European Parliament and the Council ("General Data Protection Regulation") and its national implementing laws, as well as any applicable laws or regulations on cyber security ("Data Protection Laws").

What we ask you to submit

Whilst registering and completing a submission, we may ask you to submit the following information:

- Names and job titles
- Contact information including email address
- Demographic information such as postcodes
- Information and files as supporting evidence for submissions such as:
- Policies
- Communications

- Screenshots of intranet posts
- Descriptions of processes and ways of working
- Examples of training
- Case studies
- Schools only: photographs (see additional information below)
- Schools only: screenshots of school procedures/systems, e.g. SIMS
- Schools only: minutes/agendas from Governing Body meetings

Please note that whilst completing your submission you make be asked to provide pieces of evidence which include personal details, such as profiles of individuals. It is your responsibility to ensure you have the permission of the individual to share this information with Stonewall. Schools should not submit details that can identify individual children.

Schools - Photograph Permissions

- It is the responsibility of the school to ensure that they have parental permission before submitting a photograph of children as part of their supporting evidence.
- Any photographs submitted will not be used by Stonewall for any purpose other than scoring the School Champion Award application, without express written permission from the school.

What we do with the information you submit

Stonewall may use the information you submit for the following purposes related to the Workplace Equality Index and to further LGBT equality and inclusion in the workplace:

- -Stonewall will use the information you submit to review, score and rank your organisation in comparison to other entrants.
- -The information supplied is confidential between Stonewall and the applicant/organisation.
- Any ranks outside of the Top 100 will remain confidential between Stonewall and the applicant/organisation.
- Any scoring or comments made on the submission is confidential between Stonewall and the applicant/organisation, except for purposes outlined below.
- Aggregated scores, information and data may be used to identify national, regional and sector trends and patterns of work. This information may be published in

Stonewall resources. Where individual organisations or individuals are named, permission to do so will be sought.

- Individual practice, where deemed good practice by Stonewall, may be shared with other organisations either directly through Stonewall Account Managers, or within resources produced by Stonewall. Before any practice is shared, permission will be sought from the organisation in question.
- Demographic data about your organisation, for example number of employees, will be used for internal record keeping and to improve our offers and services.

Stonewall may use the information you submit for the following purposes related to the School Champion Awards and to further LGBT equality and inclusion in schools:

- Stonewall will use the information you submit to review your school against the criteria for the Schools Award for which you are applying.
- -The information supplied is confidential between Stonewall and the school.
- Any scoring or comments made on the submission are confidential between Stonewall and the school, except for purposes outlined below:
- If your school is successful in obtaining a Stonewall School Award, the name of your school and the level of award achieved will be published on our website.
- Individual practice, where deemed good practice by Stonewall, may be shared with other schools either directly by the Stonewall Education Team, or within resources produced by Stonewall. Before any practice is shared, permission will be sought from the school in question.
- Demographic data about your school, for example whether you are a primary or secondary school, will be used for internal record keeping and to improve our offers and services.

Stonewall may use the information you submit for the following purposes related to the CYPS Award and to further LGBT equality and inclusion:

- Stonewall will use the information you submit to review, score and rank your organisation in comparison to other entrants
- The information supplied is confidential between Stonewall and the applicant/organisation.
- Any scoring or comments made on the submission is confidential between Stonewall and the applicant/organisation, except for purposes outlined below.

- Information and data may be used to identify national and regional patterns of work. This information may be published in Stonewall resources. Where individual organisations or individuals are named, permission to do so will be sought
- Individual practice, where deemed good practice by Stonewall, may be shared with other organisations either directly through Stonewall Account Managers, or within resources produced by Stonewall. Before any practice is shared, permission will be sought from the organisation in question
- Demographic data about your organisation will be used for internal record keeping and to improve our offers and services

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal and organisational information

We will not sell, distribute or lease your personal information to third parties unless
we have your permission or are required by law to do so.

You may request details of personal information which we hold about you under the Data Protection Laws. Please visit our wider <u>Privacy Policy</u> under 'Your Rights' to see how to do this.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address or:

memberships@stonewall.org.uk for queries related to the Workplace Equality
 Index or Global Workplace Equality Index

- education@stonewall.org.uk for queries related to School Champion Award
- cyps@stonewall.org.uk for queries related to CYPS Champion Award

We will promptly correct any information found to be incorrect.

FluidReview data protection and privacy

This site has been built and is managed using FluidReview, an online application system.

You can find the FluidReview privacy statement here.

You can find the FluidReview security information here.

Please tick here to show us you've read and understood the Stonewall data protection and privacy policy.

I've read and understood the data protection and privacy policy



Workplace Equality Index submission

Created: 05/07/2019 • Last updated: 09/09/2019

Policies and Benefits: Part 1

Section 1: Policies and Benefits

This section comprises of 7 questions and examines the policies and benefits the organisation has in place to support LGBT staff. The questions scrutinise policy audit process, policy content and communication. This section is worth 7.5% of your total score.

Below each question you can see guidance on content and evidence. At any point, you may save and exit the form using the buttons at the bottom of the page.

1.1 Does the organisation have an audit process to ensure relevant policies (for example, HR policies) are explicitly inclusive of same-sex couples and use gender neutral language?

GUIDANCE: The audit process should be systematic in its implementation across all relevant policies. Relevant policies include HR policies, for example leave policies.

Yes

Please describe the audit process:

F		
State when the process last happened:	SHG's Equality Impact Assessment process for Corporate Strategies and high level policies (last used in June 2019, for the Employee Code of Conduct) dovetails with reviews of all policies.	
Describe the audit process:	Stockport Homes uses a Strategy and Policy Register to ensure all policies and strategies are reviewed and updated on a regular basis. This includes a renewal date (generally every 3 years) and managers are reminded at the six and three-month points in the run up to the due date. Reviews are brought forward if factors like changes in legislation, complaints or performance information identify a need to do so earlier.	
	In relation to staffing policies, the HR team meets with the Diversity Officer on a quarterly basis to discuss any due for renewal and consider whether they need discussion at the LGBT network. All feedback from the LGBT group is considered as part of	
	All recuback from the LobT group is considered as part of	

the policy review process, with new draft policies being circulated to network members for approval. This shows the LGBT group how it's feedback has been taken into account and demonstrates to wider staff and managers how it has positively impacted on policies.

Once a final draft policy is developed it enters the Equality Impact Assessment process. A record is made of any changes agreed, along with the rationale for things not having been changed. The EIA includes a section that encourages the author to consider how to measure the success of changes made. This is important because it provides a framework for establishing a baseline position, as well as a means of recording the impact of the policy on reducing inequality in the future.

The Management Team and Board receive assurance about the process through regular updates on the Policy Register. If a policy or strategy is sufficiently significant as to be approved at Board level, the report cover sheet requires the relevant manager to specify whether an EIA has been done and what equality considerations have been addressed. EIAs are also uploaded as background documents to which all Board Members have access to support decision making. This allows them to see details of consultation with the LGBT network about things like the use of gender neutral language.

During the Code of Conduct review a member of the HR team attended the LGBT network to gain its views. The dress code section initially stated:

"Whilst Stockport Homes Group respects individuality, there is a need to balance this with representing the organisation, giving confidence to customers and other stakeholders. Therefore, employees are expected to wear clothing and footwear that is appropriate to their role and which does not pose a health and safety risk, whether or not they are working with the community."

The network advised that this should explicitly include references to non binary and gender expression. In association with the group the following text was added: "SHG respects that gender identity may not be static or binary for all staff and it will not impose rules relating to dress code that are based on gender stereotypes. Providing the principles explained above are not breached then individuals should dress at work in a way that feels comfortable to them and their gender identity."

Describe any previous outcomes of the audit process:

The organisational 'Vision for an Inclusive Workplace' was shaped by the group. The network advised on appropriate training content from an LGBT perspective, ensuring three LGBT scenarios are used to help train managers in implementing the organisation's approach correctly.

The scenarios are:

"You manage an employee, Rory who is transgender and is looking to transition but hasn't 'come out' yet at work. Rory works in a front line, customer based service. He has come to you to say that he would like to come out at work. How would you approach this situation with Rory, the team and the customers he works with?"

"Harley did really well at interview and you are looking forward to them joining your team. On their first day at work, Harley arrives dressed in female clothes and looking quite different to the interview where their gender identity had clearly been male. Harley tells you they wish their pronouns to be they/them and wants you to ensure everyone is aware of this in the team along with the rest of SHG/partners. What are the key considerations and what action should you take?"

You are the Health and Safety Manager and have asked a member of your team, Spencer to support our staff/float at this year's Stockport Pride to make sure that risks to staff and the public are controlled properly as there were complaints last year. Spencer has asked that you ask the other Officer instead. He explains that although he is 'not averse' to working with gay staff, due to his religious beliefs, he does not want to be involved in an event which openly promotes gay marriage as this is something that his religion is ideologically opposed to. We are the sponsors of this event. What are your key considerations and what action should you take?"

1.2 Does the organisation have a policy (or policies) which includes the following?

Tick all that apply

GUIDANCE: The policy/policies should clearly state that the organisation will not tolerate discrimination against employees on the grounds of sexual orientation, gender identity and/or trans identity. These may be listed along with other protected characteristics. The policy/policies should also demonstrate, through careful wording, a zero-tolerance approach to homophobic, biphobic and transphobic bullying and harassment. They should explicitly include examples of what homophobia, biphobia and transphobia in the workplace may look like.

- A. Explicit ban on discrimination based on sexual orientation
- B. Explicit ban on discrimination based on gender identity and gender expression
- C. Explicit ban on bullying & harassment based on sexual orientation
- D. Explicit ban on bullying & harassment based gender identity and gender expression

Name the policy and paste the relevant policy excerpt:

	Policy	Excerpt
A. Explicit ban on discrimination based on sexual orientation	Grievance	This additional guidance is intended to provide more clarity for both Employees and Managers on what Discrimination is and the types of behaviour that could constitute Bullying and Harassment. This is not an exhaustive list and is aimed to give examples only. Differences of attitude and culture and misinterpretation of social signals can mean that what is perceived as discrimination, harassment or bullying by one person may vary to someone else. The following definitions and examples are designed to help assist in understanding what may or may not be considered acceptable (and should not be taken as an exhaustive list). What is Discrimination? The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. The Equality Act protects individuals against Direct and Indirect Discrimination and also Harassment and Victimisation and actions that breach this legislation will be unlawful. Direct Discrimination This is when an employee is treated less favourably than someone else because of a protected characteristic (age, disability, gender, gender identity or reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation) or the perception of this or because of the protected characteristic of someone they are close to. Indirect Discrimination. A policy or practice that disadvantages employees due to a protected characteristic of the perception of it.

degrading references to an individual's sexual orientation; engaging in banter or making jokes which are degrading to a person's actual or perceived sexual orientation; outing an individual as LGB without their permission; ignoring or excluding a colleague because they are LGB; spreading rumours or gossip about an individual's sexual orientation; asking an LGB colleague intrusive questions about their private life; making assumptions and judgements about a colleague based on their sexual orientation; using religious belief to justify anti-gay bullying and harassment; displaying or circulating homophobic or biphobic materials; assuming that everyone is heterosexual; assuming that all gay men are HIV positive; excluding same sex partners from social events.

This additional guidance is intended to provide more clarity for both Employees and Managers on what Discrimination is and the types of behaviour that could constitute Bullying and Harassment. This is not an exhaustive list and is aimed to give examples only. Differences of attitude and culture and misinterpretation of social signals can mean that what is perceived as discrimination, harassment or bullying by one person may vary to someone else. The following definitions and examples are designed to help assist in understanding what may or may not be considered acceptable (and should not be taken as an exhaustive list). What is Discrimination? The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. The Equality Act protects individuals against Direct and Indirect Discrimination and also Harassment

B. Explicit ban on discrimination based on gender identity and gender expression

Grievance

and Victimisation and actions that breach this legislation will be unlawful. **Direct Discrimination** This is when an employee is treated less favourably than someone else because of a protected characteristic (age, disability, gender, gender identity or reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation) or the perception of this or because of the protected characteristic of someone they are close to. Indirect Discrimination. A policy or practice that disadvantages employees due to a protected

characteristic or the perception of it.

Gender Identity or expression Transphobic comments, 'jokes' and name calling; verbal or physical abuse or intimidation; refusing to treat a person as of their new gender when they transition or if they do not have a binary gender; failing to address a person by their preferred name and correct gender pronouns; denying people access to the appropriate single sex facilities such as toilets/changing rooms; outing a person as transgender/non-binary without their consent or spreading rumours or gossip about their gender identity, expression and / or history; excluding a person from conversation or activities; sexual harassment; asking intrusive questions about gender identity; making derogatory comments about someone with a non binary gender identity; challenging their rights to gender expression in both genders or failing to accept / acknowledge these changes.

The Policy Statement at the beginning of this Policy gives explicit guidance that Discrimination, Bullying and Harassment will not be tolerated at Stockport Homes. This additional guidance is intended to provide more clarity for both Employees and Managers on what Discrimination is and also the types of behaviour that could

C. Explicit ban on bullying & harassment based on sexual orientation

Grievance

constitute Bullying and Harassment. This is not an exhaustive list and is aimed to give examples only. Differences of attitude and culture and misinterpretation of social signals can mean that what is perceived as discrimination, harassment or bullying by one person may vary to someone else. The following definitions and examples are designed to help assist in understanding what may or may not be considered acceptable at Stockport Homes (and should not be taken as an exhaustive list).

What is Harassment? Harassment takes many forms, occurs on a variety of grounds and may be directed at one person or many people. In general terms it can be described as unwanted behaviour that a person finds intimidating, upsetting, embarrassing, humiliating or offensive and may make them feel that their employment is threatened. If the purpose of the behaviour was clearly to this end then there is no ambiguity; however on many occasions it will not be so clear cut and then whether the behaviour had the effect described above on the individual will be the determining factor (rather than the intention of the action). When determining if conduct should be classed as harassment the following should be taken into account -

- the perception of the complainant
- the other circumstances of the case
- whether it is reasonable for the conduct to have had that effect What is Bullying?

Bullying may combine a variety of different approaches. It is persistent and often unpredictable and can be experienced from Manager to a member of the team, peer to peer, or one group of staff to another individual. It is insidious and undermines the ability and confidence of the person who is suffering from it.

The following points need to be taken into account when considering whether the pattern of behaviour constitutes bullying.

- Legitimate and effective performance management does not constitute bullying.
- Bullying is not about an occasional angry response, but is about persistent and deliberate undermining of an individually psychologically.

Sexual Orientation

Making homophobic or biphobic insults or threats; making unnecessary and degrading references to an individual's sexual orientation; engaging in banter or making jokes which are degrading to a person's actual or perceived sexual orientation; outing an individual as LGB without their permission; ignoring or excluding a colleague because they are LGB; spreading rumours or gossip about an individual's sexual orientation; asking an LGB colleague intrusive questions about their private life; making assumptions and judgements about a colleague based on their sexual orientation; using religious belief to justify anti-gay bullying and harassment; displaying or circulating homophobic or biphobic materials; assuming that everyone is heterosexual; assuming that all gay men are HIV positive; excluding same sex partners from social events.

The Policy Statement of this Policy gives explicit guidance that Discrimination, Bullying and Harassment wont be tolerated at Stockport Homes. This additional guidance provides more clarity for both Employees and Managers on what Discrimination is and also the types of behaviour that could constitute Bullying and Harassment. This is not an exhaustive list and is aimed to give examples only. Differences of attitude and culture and misinterpretation of social signals can mean that what is perceived as discrimination, harassment or bullying by one person may vary to someone else. The following definitions and examples are designed to help assist in understanding what may or may not be

D. Explicit ban on bullying & harassment based gender identity and gender expression

Grievance

considered acceptable at Stockport Homes (and should not be taken as an exhaustive list).

What is Harassment?

Harassment takes many forms, occurs on a variety of grounds and may be directed at one person or many people. In general terms it can be described as unwanted behaviour that a person finds intimidating, upsetting, embarrassing, humiliating or offensive and may make them feel that their employment is threatened. If the purpose of the behaviour was clearly to this end then there is no ambiguity; however on many occasions it will not be so clear cut and then whether the behaviour had the effect described above on the individual will be the determining factor (rather than the intention of the action). When determining if conduct should be classed as harassment the following should be taken into account -

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Gender Identity or expression Transphobic comments, 'jokes' and name calling; verbal or physical abuse

or intimidation; refusing to treat a person as of their new gender when they transition or if they do not have a binary gender; failing to address a person by their preferred name and correct gender pronouns; denying people access to the appropriate single sex facilities such as toilets/changing rooms; outing a person as transgender/non-binary without their consent or spreading rumours or gossip about their gender identity, expression and / or history; excluding a person from conversation or activities; sexual harassment; asking intrusive questions about gender identity; making derogatory comments about someone with a non binary gender identity; challenging their rights to gender expression in both genders or failing to accept / acknowledge these changes.

1.3 Where the organisation has the following policies, do they explicitly state they are applicable to same-sex couples and use gender neutral language?

Tick all that apply

GUIDANCE: Where applicable, the policies should explicitly state that they apply to same-sex couples (or same-gender or non-heterosexual couples). Alternatively, they should explicitly state that they apply regardless of the gender of an employee's partner. The policies should avoid unnecessarily gendered language and pronouns, for example, by using the term 'partner' instead of 'husband' or 'wife' (as long as you have previously stated what constitutes a partner). It should be clear that parental leave policies apply to all employees, regardless of gender.

- A. Adoption policy
- B. Special or Compassionate Leave Policy
- C. Maternity policy
- D. Paternity policy
- E. Shared Parental leave policy

Provide a brief description of the policy/policies you have uploaded:

Stockport Homes has a suite of Family Policies which cover adoption, leave, maternity, paternity and shared parental leave. These have been reviewed in the last 12 months. They were reviewed with the LGBT employee network, staff, Trade Union representatives and managers prior to being approved.

A. Upload the adoption policy

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448410/OkBK41Lrgo/

B. Upload the special or compassionate leave policy

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448410/tkitMIXhdn/

C. Upload the maternity policy

please be aware only **one** file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448410/0sGU2ihCky/

D. Upload the paternity policy

please be aware only **one** file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448410/T3ERPqTNsO/

E. Upload the shared parental leave policy

please be aware only **one** file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448410/J0xLA4boR4/

Policies and Benefits: Part 2

Next Steps

1.4 Does the organisation have a Yes policy (or policies) which support employees who are transitioning?

Does the policy (or policies) in place to support employees who are transitioning cover the following?

Tick all that apply

GUIDANCE: Evidence submitted should demonstrate how information around organisational support for people transitioning is tailored to different employee groups. For guidance on creating a transitioning at work policy, see Stonewall's resource <u>here</u>.

- A. Work related guidance for an employee who is transitioning
- B. Work related guidance on the process for an employee to change their name and gender marker on workplace systems
- C. Work related guidance for HR staff on how to support an employee who is transitioning
- D. Work related guidance for managers on how to support an employee who is transitioning
- E. Work related guidance for employees on how to support a colleague who is transitioning

Provide a brief description of the policy/policies you have uploaded:

Stockort Homes' Transgender Policy was reviewed in the last 12 months with input from Stonewall and LGBT employee network. It covers employees who are transitioning, who wish to transition and protection for all transgender employees with definitions.

The main policy covers section A below

Appendix 1 of the Policy covers B and C

Appendix 4 of the Policy covers guidance for managers and team members (D and E below)

A. Upload guidance for members of staff

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448410/gA5onlolfg/

B. Upload guidance for making changes on systems

please be aware only **one** file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448410/4Gui2ytD5P/

C. Upload guidance for HR staff

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448410/7UOn01Nb1x/

D. Upload guidance for managers

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448410/ov2czmgo8C/

E. Upload guidance for colleagues

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448410/qlxgxfMaCH/

1.5 Does the organisation have a Yes policy (or policies) in place to support all trans employees, including people with non-binary identities?

Does the policy (or policies) in place to support all trans employees, including people with non-binary identities cover the following?

Tick all that apply

GUIDANCE: Policies submitted should include clear information around how the organisation supports all trans employees, including non-binary people. Guidance on dress code should be offered regardless of whether an organisation has a uniform or dress code policy.

- A. A clear commitment to supporting all trans people, including those with non-binary identities
- B. Information on language, terminology and different trans identities
- C. Guidance on facilities and dress code for non-binary people

Provide a brief description of the policy/policies you have uploaded:

Stockort Homes' Transgender Policy was reviewed in the last 12 months with input from Stonewall and LGBT employee network. It covers employees who are transitioning and protection for all transgender employees with definitions.

SHG also has a Employee code of conduct which is reviewed with the LGBT employee network in the last 12 monts to ensure dress code section was updated appropriately to reflect gender identity and expression. The text in the code of conduct is now also within the Transgender Staff Policy which is attached below

Upload the policy and highlight content relevant to option A

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448410/GFKDD3TTgb/

Upload the policy and highlight content relevant to option B

please be aware only **one** file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448410/amtnaiEWc1/

Upload the policy and highlight content relevant to option C

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448410/zrQToS4t2r/

1.6 In the past two years, has the organisation communicated that its policies are LGBT inclusive to all employees?

GUIDANCE: The communication uploaded should demonstrate the organisation has informed employees that policies are LGBT inclusive. This may be on a post on an intranet system, but any file or screenshot must demonstrate the reach of the communication.

Yes

Provide a brief description of the communication you have uploaded:

The Director Of Resources (responsible for HR and learning and development) posted an intranet post promoting our updated Grievance and Transgender policies and the importance of inclusivity in the workplace. It The intranet is accessed by all staff is accessible on smartphones, tablets and computers. The same blog was also place in "Insight Weekly" the weekly organisational newsletter that is emailed to all staff.

Upload a communication from the past two years highlighting the relevant content:

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448410/h6CkZJbBNu/

Provide the date that the 03/10/2018 communication was shared.

The following question is for information gathering purposes only and is not scored.

1.7 Does the organisation provide its employees with private healthcare insurance which is explicitly inclusive of LGBT-specific health needs?

No



Workplace Equality Index Application

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The Employee Lifecycle: Part 1

Section 2: The Employee Lifecycle

This section comprises of 9 questions and examines the employee lifecycle within the organisation; from attraction and recruitment through to development. The questions scrutinise how you engage and support employees throughout their journey in your workplace. This section is worth 13.5% of your total score.

Below each question you can see guidance on content and evidence. At any point, you may save and exit the form using the buttons at the bottom of the page.

2.1 When advertising for external appointments, how does the organisation attract LGBT talent?

Tick all that apply

GUIDANCE: This question examines the ways in which you attract external LGBT candidates to apply for roles within your organisation.

- A. Advertise or recruit from LGBT/diversity websites/diversity recruitment fairs and events
- B. Include a statement around valuing diversity, explicitly inclusive of LGBT people in job packs and pages

Describe the evidence uploaded:

We advertised a range of posts on the Stonewall Proud Employers site. This has included senior manager posts such as a Customer Service Manager post and front line posts such as a reception vacancy. Our careers website has the Stonewall Diversity Champion Logo in a prominent position so that it is clear for any applicants who view this website. If applicants email to request further information on the post advertised or the organization itself the email reply from Stockport Homes includes the Stonewall Champions logo.

The Careers website includes a statement from the Chief Executive which explains how the organisation is open to applicants and welcomes people from diverse backgrounds. The message references that we are a Stonewall Diversity Champion - http://careers.stockporthomes.org/ This message explicitly includes applicants who are from an LGBT background.

Stockport Homes purchased a page advert in the Stockport Pride 2019 booklet to specifically target the LGBT community to ensure that they are aware that we are an open employer.

At our head office there are 24hour TV screens that are street facing. These include job vacancies and clear messages that we support Stonewall's work and that we are an employer that welcomes applicants from an LGBT background.

Upload evidence for option A

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448413/ziJTrTL6iu/

Upload evidence for option B

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448413/GEtvDDgsds/

2.2 What percentage of employees with recruitment responsibilities have been trained on reducing bias and discrimination towards LGBT people in the recruitment cycle?

Select the completion rate for the training

GUIDANCE: The training should reach as many employees who recruit as possible. Training content should explicitly mention examples of discrimination and bias towards LGBT people. Content should also include the steps recruiters can take in eliminating this discrimination and bias. Examples of content you could upload are case studies, e-learning screenshots or PowerPoint presentations.

A. 76 - 100 per cent

Describe the department or team who deal with recruitment and how you estimate training completion rates:

Recruitment is managed centrally by the People and Organisational Development (POD) Team but it is local managers who undertake recruitment activities. The POD Team are Human Resource specialists who provide a range of central support activities and will provide advice and assistance to managers in, for example, drawing up person role profiles for jobs and where to best place adverts. These staff have, for example, talked with managers to identify the best vacancies to advertise with Stonewall Proud Employers website.

They all have a background in HR and 100% have received training in HR including recruitment which incorporated issues associated with LGBT applicants and unconscious hias

Over 100 front line managers are involved in recruitment activities and these managers attended centrally organized recruitment training by the POD team which incorporated LGBT issues and unconscious bias training.

A register of those attending the training was kept and any managers who still needed to be invited onto the training identified. The training was prioritised according to the size of directorate, with the largest being prioritised first. This ensured that that training had the biggest immediate impact on culture. This was supported by a discussion at the Directorate Management Team meeting to ensure that all target staff received the training and any gaps or queries were addressed.

This approach gives an actual completion rate rather than an estimate, ensuring that the right people receive the right training at the right time and any missed sessions are addressed.

Describe the format of the training and the content you have uploaded:

The session was three hours long and involved a powerpoint presentation, an internet video on unconscious bias, group work and exercises to discuss a range of issues associated with recruitment.

One section of the training was focused on unconscious bias in recruitment. This included gaining a common understanding of unconscious bias and how it can affect people who are undertaking recruitment. The training used a number of examples which included the potential recruitment into a reception or office role of someone that was transitioning. The item created an open and informed discussion of people's beliefs and understanding of this topic and helped to challenge the thinking of many of the managers who attended.

Upload training content

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448413/h1tvMiQ5M4/

Upload training content

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448413/wuN2g8ufXd/

2.3 What information does the organisation supply to all new employees (external appointments) when being inducted in to the organisation?

Tick all that apply

GUIDANCE: The senior leader message should explicitly call out LGBT inclusion. The content of all options given can be either in person, online, through a video or post, or on paper.

- A. Explicit message from senior leader on their commitment to LGBT inclusion
- B. Information on the LGBT employee network/allies programme or initiative

Briefly describe the induction process and at what point the new starter receives the above information:

1. The People & Organisational Development (P&OD) Team "welcome" to the organisation takes place within the first five days of employment. New members of staff learn about the organisation's approach to Equality and Diversity and how to report any issues they experience or witness. They are told about the LGBT employee network group (its purpose, membership and when it meets) and the wider Staff Diversity Group (which looks at both staff and customer issues across all nine protected characteristics). New staff members are signposted to the Diversity Officer if they require any further information.

As a consequence of our careers page stating we are a Stonewall Diversity Champion someone applied to the organisation and was successful in being recruited. They quickly got details of the LGBT staff network and have become a very active member of the group.

- 2. There is a local Induction conducted within the individual's place of work by their line manager. The local induction follows the 'Managers Induction' checklist, which is completed within the first five days of employment. The meeting provides a second opportunity to share details of the LGBT network, which is attached as evidence for option B.
- 3. There is a Corporate Induction full day workshop delivered by the Organisational Development Team. The induction is facilitated in association with the Stockport Homes Senior Management Team and is completed within the first three months of employment.

As part of the corporate induction the Chief Executive's presentation makes particular reference to SHG's work on Equality and Diversity and Stockport Homes' 'BeYou' campaign, which emphasises Stockport Homes' open and inclusive approach. The presentation specifically covers the work being undertaken as part of the Stonewall Diversity Champion programme. This ensures that staff understand how such accreditations fit into the wider context of the organisation and how we are proactive about LGBT issues for staff and customers.

A networking opportunity arises during the refreshment break at the corporate induction sessions and members of the LGBT and E&D network groups attend. This gives them an informal opportunity to engage with new staff, talk to them about the work of the groups, encourage prospective members to join and perhaps help anyone who might be experiencing problems to access support.

Upload evidence for option A

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448413/BZklElr3JF/

Upload evidence for option B

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448413/DzvvlFnvsE/

The Employee Lifecycle: Part 2

2.4 Does the organisation enable non-binary employees to have their identities recognised on workplace systems?

GUIDANCE: Examples include being able to use the title Mx, the option to choose a gender marker other than male or female and the ability to have a passcard with two forms of gender expression present.

Yes

Describe how non-binary identities are recognised on workplace systems:

Cascade, which is a HR employee database, provides functionality that enables staff to state Mx as their title. It also enables employees to self describe when asking for their gender. Cascade is able to report on both of these factors, enabling the HR team to track any patterns that may arise and take required action. The data enables other issues to be analysed such as recruitment, training and contract termination.

2.5 Does the organisation provide all-employee equality and diversity training which includes the following topics, explicitly covering LGBT people?

Tick the completion rate for the training

GUIDANCE: The training should reach as many employees as possible across your organisation. Training content should explicitly mention LGBT people and cover lesbian, gay, bi and trans in the context of each option selected. Examples of content you could upload are case studies, elearning screenshots or PowerPoint presentations.

A. Organisational policy and legislation	76-100%
B. Language, stereotypes and assumptions	76-100%
C. Challenging inappropriate behaviour	51-75%
D. Routes to reporting bullying and harassment	51-75%

Describe how you estimate completion rates:	The Organisational Development Team have a database with records of all training that staff have attended and this can provide accurate attendance figures. These figures are shared with managers and the senior managmeent team to identify any staff who have not attended.
Describe the format of the training and the content you have uploaded:	All staff at Stockport Homes attend a compulsory Equality and Diversity training session as part of their induction when they first join the Group. This includes understanding the difference between diversity and equalities, a review of key legislation including: a quiz to demonstrate understanding /

on appropriate language.

Time is spent discussing the Sexual Orientation Employment Regulations, Civil Partnership Act and Gender Recognition Act and how these feed into and were expanded on in the Equality Act. It is also explained how this has been implemented through our family policies and Managing

Gender transition in the Workplace Policy.

perceptions; how to work with an interpreter; and a section

The session is delivered by the Diversity Officer to groups of 12-15 staff. An outline of the session is attached below alongside the slide outlining the history of equalities legislation.

Through the weekly newsletter from the Chief Executive all staff in July 18 were invited to complete an e learning course on bullying and harassment. This course includes an explanation of what can constitute bullying and harassment, how to report concerns and what should happen. The e learning package specifically includes an LGBT example of bullying / harassment. There are a number of questions at the end of the training that check that staff have understood the learning.

Upload evidence for option A

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448413/IH0WVbd3pM/

Upload evidence for option B

please be aware only **one** file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448413/VuM0obzgeR/

Upload evidence for option C

please be aware only **one** file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448413/PBF6LI67zg/

Upload evidence for option D

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448413/oMk00TpL30/

2.6 In the past year, which of the following messages have appeared in internal communications to all employees?

Tick all that apply

GUIDANCE: Communications uploaded should have been sent, or made available to all employees (or as many as geographically possible through the specific communication method). Evidence could include emails and screenshots of intranet posts. IDAHoBiT refers to the International Day Against Homophobia, Biphobia and Transphobia. In your uploaded evidence, make clear who/how many employees the communication reached. Evidence provided for option A. must clearly include all identities within LGBT.

A. Information about LGBT History Month, Pride, Spirit Day and/or IDAHoBiT

D. Information about the LGBT Employee Network Group and allies activity

Upload evidence for option A

please be aware only **one** file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448413/HCRtTDwTW4/

Upload evidence for option D

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448413/8EdDnq45bu/

Provide date for option A 13/02/2019

Provide date for option B (No response)

Provide date for option C (No response)

Provide date for option D 04/07/2019

The Employee Lifecycle: Part 3

2.7 In the past year, which of the following career development opportunities has the organisation specifically communicated to LGBT employees?

Tick all that apply

GUIDANCE: Communications here can either be specific communications to LGBT people through the employee network group OR an all-employee communication making it clear you welcome LGBT employees on the programmes/opportunities.

- B. LGBT specific leadership/professional development programmes
- C. LGBT specific seminars and conferences

B. Describe the programmes and how these programmes are promoted to LGBT employees:	THE Stonewall LGBT role models programme was promoted to the LGBT network via email and as an item in a network meeting which resulted in three members attending the session in Manchester on 12 June
C. Describe the programmes and how these programmes are promoted to LGBT employees:	The Stonewall Role models training courses was promoted to the LGBT staff network via an item on a meeting agenda and an email to the group. This resulted in three role models attending the respective courses on 12th June 2019.
	The Stonewall Network masterclass was promoted at a LGBT network meeting and via email which resulted in two members attending a session held in Birmingham

A. Provide a date on which these (No response) opportunities were communicated

B. Provide a date on which these 10/04/2019 opportunities were communicated

C. Provide a date on which these 10/04/2019 opportunities were communicated

2.8 Does the organisation proactively recognise contributions to the LGBT employee network group during employee performance appraisals?

GUIDANCE: The onus should be on the employer/manager to make explicit that network group activity links in with organisational values and count towards diversity goals. Please note, the recognition doesn't have to be financial, but should be systematic and applied to all performance appraisals, not just those of the network leads.

Yes

Describe how contributions are recognised:

SHG holds an annual awards event for staff in which the work of staff is recognized in a variety of ways. In 2018 the work of a member of staff on LGBT issues was awarded an ASPIRE award. (ASPIRE is the acronym that captures the organisation's values. The award came under the R which is promotes respect). The award recognized that the work carried out was outside the remit of their 'day job.' The award (received in September 2019) stated "[the person] took the lead on Stockport Homes Group's presence at Stockport Pride and ensured it was a great success through high levels of commitment. [The person] thought up ideas for the stall, drummed up volunteers, created t-shirts, initiated surveys to get feedback and sourced freebies & fun activities to get the public involved. [The person] also built links with The Proud Trust to increase SHG's presence in the LGBT community in Stockport. [The person's] continued enthusiasm and proactive approach to LGBT work is ensuring that SHG is better engaging with, understanding and responding to LGBT customers."

SHG has annual Values conversations between employees and managers reflecting on and setting individuals strengths, goals and learning. Staff members have been recognized in their Value Conversations for the work they are doing to support LGBT people to help shape our services and ensuring they are fully accessible and for the overall contribution they are making to the LGBT agenda. For example one member of staff, who does not specifically work with LGBT groups, had the target in their appraisal "provide an opportunity for customers who identify as LGBT to help shape our services, ensuring they are fully accessible to disadvantaged and minority groups." This illustrates that LGBT work is built into a performance appraisals.

2.9 Does the organisation identify and act on any LGBT issues raised at exit interviews or on exit surveys?

GUIDANCE: Examples include giving employees an opportunity to raise any issues relating to discrimination they may have experienced in the organisation.

Yes

Describe the exit interview/survey Stockport Homes has a farewell meeting to give the 'exit interview' a less formal feel. This is held with either a process and how LGBT issues would be 'grandparent' manager or HR at the decision of the identified or raised: employee. While there are some structured questions this is a safe environment where employees are encouraged to be open and honest about their time at Stockport Homes and any issues they have had. Our HR system has a set of questions for the 'interviewer' to ask including "Did you witness, or were you victim of any discriminatory behaviour or experiences such as those based on race or sexual orientation in your time at SHG." The system allows the answers to questions to be analysed so that any trends can be identified. Describe how any issues raised would The information from farewell interviews is reviewed each year to identify any key trends. From the analysis there is a be acted upon by the organisation: discussion with the Organisational Development Manager and Directorate leads who would agree the key patterns and any action that would be required. If a serious matter is raised during the year HR will

investigate with the relevant manager and team.

Stockport Homes Group One team, transforming lives

Corporate Induction 'Who we are'

Welcome Helen McHale

Stockport Homes

- Council Owned
- Independent Arms Length Management Company
- Board of Management
- 548 Employees
- Management Agreement 2015/2042

Our History

- 0 Stars
- Lost Stock Transfer ballot
- Two Option Appraisals
- Live October 1st 2005
- Achieving Excellence

Our History

- Three Stars, excellent services with excellent prospects for improvement June 2006, March 2010
- Moved into Development 2008
- Investors in People Gold (2009 2018)

Our History

- Sunday Times Top 100 Best places to work for in the 'Not for Profit Sector', nine years running
- Health & Wellbeing Good Practice Award (2011 - 2018)
- Numerous other accreditations and awards







Our Mission

One team - transforming lives

Our Aims - SHG

- Be a great place to work
- Be accountable to customers
- Maximise efficiency
- Reduce inequalities
- Build strong, collaborative relationships
- Improve the environment

Our Aims – Stockport Homes

- Engage customers and communities
- Provide comfortable, affordable homes
- Deliver thriving, safe and sustainable neighbourhoods
- Support the Council to meet its aims in Stockport

Our Aims – Three Sixty

- Deliver a quality service
- Offer long-term sustainable employment to people disadvantaged in the labour market
- Generate a surplus to support Stockport Homes Group

Our Aims – Viaduct Partnership

- Maximise opportunities to build homes across all tenures, using any available funding, with a focus on affordable housing
- Maximise social value in the supply chain by creating local jobs and good quality apprenticeships
- Engage local people in development strategies and design
- Invest surpluses from work done in Stockport into providing more homes

Group Values

Ambition – We have the ambition and courage to challenge; translating this into commercial success and brilliant customer outcomes

Social Responsibility – We always try to do the right thing; using our role as a service provider, employer and buyer to generate trust, build our communities and empower our people

Passion – We have a passion for what we do; with positive, motivated and enthusiastic staff who enjoy their work

Group Values - continued

Innovation – We are innovative in everything we do; with the agility, creativity and edge to keep defying expectations and delivering fresh and exciting things

Respect – We treat each other with respect; supporting and inspiring one another and collaborating across teams and partnerships

Excellence – We continually improve how we work; challenging the status quo, learning from what goes well and always being professional

Future

- Charity
- Focus on: Development
 - Support for the Council
- Core business
- Building on strong foundation

#beyou



















Stockport Homes Group One team, transforming lives

Enjoy, Challenge & Contribute



13 February 2019

This week:

Note from Helen

Alert Cascade

Mottram Street parking

New Car Parking Policy and Protocol

Fuel Poverty Awareness Day - Cake and Coffee Morning

Vote for Wonderful Things in your local Tesco!

Resilience workshops

Applied Suicide Intervention Skills Training (ASIST) – 2 Day Course

Holistic therapies

Singing for Reuben – The Laurence Singers

Recruitment

Movers

Leavers

Movers





Note from Helen

Hi everyone,

As you walk around Cornerstone this month or log on to The Hog, you will notice a range of displays and activities highlighting that February is National Lesbian, Gay and

Transgender (LGBT) History Month (www.lgbthistorymonth.org.uk).

As well as remembering milestones such as same sex marriage and an equal age of consent, it is an occasion that aims to celebrate the role that people can play, both individually and collectively to bring about change. It highlights the oppression historically faced by the LGBT community, and the challenges still faced both in the UK and particularly in the wider world.

It demonstrates that positive change rarely just 'happens'. It is something that needs perseverance, resilience and an ambition to make things better.

These to me are values that resonate with those of Stockport Homes, and one of the reasons we both whole-heartedly support LGBT History Month, and aim to develop a culture where everyone feels at ease and valued, whether an employee or a customer.

Stockport Homes also has an active group that seeks to ensure Stockport Homes has a welcoming and inclusive environment for From Finance Graduate to Development Management Accountant

LGBT staff and customers, so keep an eye out for related events and information.

Leavers

Neighbourhood Housing Officer

Talking of acceptance and support, I cannot thank you enough for the support you have shown to me over the death of . Cards, emails, comments, a warm hand; they have all been lovely and very welcome. They are not only very much appreciated but have really helped me at a very difficult time; support really does make all the difference.

Helen



We must provide clear, timely messages to you and our customers in the event of an emergency and we are in the process of implementing a new system for this.

Any day now we will be testing 'Alert Cascade' which means you will receive an SMS, phone call and email at some point soon.

Please make sure you follow the instructions when you receive this so we can test whether the system is working. And don't panic!



Mottram Street residents only car park

All staff are reminded not to use the Mottram Street **residents only car park** for personal car parking. Inappropriate use of the car park

is a significant concern to all residents of the Mottram Street Estate.

Please respect our customers and your colleagues. Parking in a residents only car park is unfair to our customers who are unable to park near their homes; unfair to your colleagues who pay to park and/or park a distance away from Cornerstone and walk in; and unfair to your colleagues who have to deal with complaints from our residents.

New Car Parking Policy and Protocol

The People and OD Team has recently revised SHG's car parking policy. In addition there is also a new car parking protocol specifically for those who park in Cornerstone. Both documents are now available on The HOG.

Car Parking Policy (February 2019)

Car Park Protocol



Fuel Poverty Awareness Day 2019 Friday 15 February

Coffee and Cake morning, 10.00am – 12.30pm Fred Perry House (1st Floor Conference Room 1)

On Friday, Nicholas and Daniel will be helping out at a coffee and cake morning at Fred Perry House, raising money for National Energy Action. The aim is to raise money for some of the most vulnerable people in our society and create awareness of the struggles that many families face in Winter.

Fuel poverty is caused by low incomes, high energy prices and energy inefficient housing. Find out more about fuel poverty on the NEA website.

Please pop in and support this event if you can.



Please vote for Wonderful Things in your local Tesco!

The 'Wonderful Things' project is in the running to win funding in Tesco's 'Bags of Help' scheme.

It's an amazing opportunity to benefit local school children, so please take the time to vote next time you're in your local Tesco or Tesco Express store.

'Wonderful Things' will benefit children from All Saints Primary School in Stockport by providing them with exciting and unusual life

experiences in the school holidays. All Saints Primary is within the top 2% catchment area for national deprivation, with around a third of the students eligible for free school meals.

Voting is open now until Thursday 28th February 2019.

For more information and a list of participating Tesco Stores, <u>please</u> see our website.



Manager and Team Member Resilience Workshops (Full day)

You can expect a lively, fun and practical session. No death by PowerPoint and certainly no preaching or lecturing. Our provider, Caroline , will inspire you to think differently and adopt new, powerful and productive daily habits. People learn best when they are relaxed and comfortable and working with Caroline we feel we have provided the right environment and course content to achieve this.

Managers

• Monday 13 May 2019 (Training Room, Cornerstone)

Team Members

• Thursday 16 May 2019 (Training Room, Cornerstone)

If you are interested, please book a place through Cascade, see 'Course Listings'. Contact Tracy if you have any questions. Please ensure you book on to the correct date.



Applied Suicide Intervention Skills Training (ASIST) – 2 Day Course

Wednesday 1 and Thursday 2 May (Boardroom, Cornerstone)

ASIST is a two-day interactive workshop in suicide first-aid. ASIST teaches participants to recognise when someone may be at risk of suicide and work with them to create a plan that will support their immediate safety. Although ASIST is widely used by healthcare providers, participants don't need any formal training to attend the workshop - ASIST can be learned and used by anyone.

If you are interested, please contact tracy.sweeting@stockporthomes.org



Holistic Therapies

Treatments available: Indian Head Massage, Reiki and Acupressure.

• Tuesday 19 February, Wellbeing Room

10 minutes £5, 20 minutes £10 and 30 minutes £15

Please contact tracy.sweeting@stockporthomes.org



Singing for Reuben – The Laurence Singers

Saturday 23 March, St Mary's Church

We have joined forces with the fabulous Laurence Singers to bring a brand new fundraising event to 2019! On Saturday 23 March, St

Mary's in the Marketplace will host our first charity concert, all in aid of Reuben's Retreat. The choir will sing a variety of songs; from classical to pop to show tunes.

Tickets are available now £10 full price and £8 for concessions.

Please contact Tracy Sweeting for more information and to book your tickets.



Recruitment

Assessment Officer

(Part Time, Temporary) Scale 5 £21,074 - £23,111 Closing Date 17/02/19

Planner

(Full Time, Permanent) Scale 5 £21,074 - £23,111 Closing Date 17/02/19

Administration Assistant – Furnished Tenancies

(Full Time, Permanent) Scale 3 £17,681 - £18,672 Closing Date 18/02/19

Recycling Schemes Assistant

(Full Time, Temporary) Scale 3 £17,681 - £18,672 Closing Date 20/02/19

Executive Support Officer

(Full Time, Temporary - Maternity Cover Contract up to 12 months)
Scale 4 £18,870 - £20,541
Closing Date 24/02/19

Keyworker

(Full Time, Temporary) Scale 4 £18,870 - £20,541 Closing Date 25/02/19

Development Manager

(Full Time, Temporary) Band 3 £41,846 - £47,831 Closing Date 04/03/19

Add your story to Insight

If you have any news or non-work related information to share, email marketing@stockporthomes.org stating 'Insight weekly' in the subject or call **1551**. Deadline is **Monday 12 noon.**

Don't forget the 'Stockport Homes list' email is no longer available for general use except for emergencies such as system failures / injunctions.

We welcome feedback on the bulletin, please send comments to $\underline{marketing@stockporthomes.org}$























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This service is provided to you at no charge by **Stockport Homes** in partnerhsip with **Stockport Council**.

govdelivery



Workplace Equality Index Application

Created: 05/07/2019 • Last updated: 03/09/2019

ENG: Part 1

Section 3: LGBT Employee Network Group

This section comprises of 7 questions and examines the activity of your LGBT employee network group. The questions scrutinise its function within the organisation. This section is worth 11% of your total score.

Below each question you can see guidance on content and evidence. At any point, you may save and exit the form using the buttons at the bottom of the page.

3.1 Does the organisation have A. Yes, with a defined role and terms of reference an LGBT employee network group for LGBT employees?

Upload the LGBT employee network group's terms of reference:

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448416/XfJa2nsHqS/

ENG: Part 2

3.2 Does the LGBT employee network group have clearly defined yearly objectives?

GUIDANCE: Examples could include holding a certain number of events or campaigns, engaging with different groups of staff across the organisation and collaborating with other organisation's network groups.

Yes

List examples of some of your most recent objectives and progress towards achieving them:

- 1. Develop and deliver an allies training session for staff with a target of acquring 20 new allies: SHG staff have attended Stonewall allies and role models training from which an allies trianing session has been put together. 24 staff have thus far attended the session with more sessions scheduled. More information in section 4.
- 2. To ensure SHG are contributing fully to Stockport Pride informing the public of SHG's services and support for LGBT+ equality: the network led on SHG's presence at Stockport Pride, including the determining the activities that would form part of Stockport Homes' stall; formulating the promotion of the event to the rest of the organisation; and raising awareness of the event to ensure SHG staff were aware of the option to attend. The event and attendance by SHG was very successful and further information on Pride can be found in Section 9.
- 3 Commence a reverse mentoring scheme: A member of the group meets with a director on a bi-monthly basis to educate senior managers about the challenges LGBT colleagues face within and outside the workplace and to discuss and make recommendations for issues identified in the workplace. This has resulted in: changes in signage to make accessible toilets gender neutral; and the update of wording on customer forms to "Is your gender identity the same as the sex you were assigned at birth?", which incorporates those that are transitioning.
- 4. Visit two other organisational LGBT networks from different sectors: Two members attended Astra Zenecas LGBT network AZPRIDE. This was very informative and resulted in many ideas to take forward in SHG such as the use of videos as a successful medium for promoting inclusivity. Attending a private sector global organisation also showcased the different ways it needs to educate its workforce. On 5 September two members attended the Greater Manchester Fire and Rescue meeting.

3.3 Which of the following support activities does the LGBT employee network group facilitate?

Tick all that apply

GUIDANCE: The individual support the network offers should be available and advertised to all staff. Consultation on internal policies and practices should be considered as policies which impact upon employee welfare, for example, reviewing an updated adoption policy. Consultation on the organisations broader work refers to organisational outcomes, for example being consulted on a LGBT media marketing campaign.

- A. Provide confidential support to all employees on LGBT issues
- B. Provide support to enable employees to report homophobic, biphobic and transphobic bullying and harassment
- C. Have been consulted on improving internal policies and practices
- D. Have been consulted on business development, organisational priorities and/or the organisation broader work

Describe the options selected:		
A. Describe the confidential support the group offers and how this is communicated to all staff:	The group provides a forum for support which is communicated through the intranet page which states: "The group is a safe space in which any questions, concerns	
	(such as that regarding homophobic, biphobic and transphobic bulying and harrassment) or comments can be raised. Everything discussed in meetings shall remain strictly confidential. Nothing will be shared outside of the group without the explicit permission of the person(s) involved."	
B. Describe how the group offers support to enable employees to report homophobic, biphobic and transphobic bullying and harassment and how this is communicated to all staff:	The group provides a forum for support which is communicated through the intranet page which states: "The group is a safe space in which any questions, concerns (such as that regarding homophobic, biphobic and transphobic bulying and harrassment) or comments can be raised. Everything discussed in meetings shall remain strictly confidential. Nothing will be shared outside of the group without the explicit permission of the person(s) involved."	
C. Describe the consultation process and outcome:	The LGBT employee network was consulted over the employee code of conduct which was being updated. A member of the HR team attended a network meeting to gain the views of the group. The dress code section initially stated:	
	"Whilst Stockport Homes Group respects individuality, there is a need to balance this with representing the organisation,	

giving confidence to customers and other stakeholders. Therefore, employees are expected to wear clothing and footwear that is appropriate to their role and which does not pose a health and safety risk, whether or not they are working with the community."

The network advised on the need for gender identity, non binary and gender expression to be made explicit within the dress code section and consequently in association with the group the following text was agreed:

"SHG respects that gender identity may not be static or binary for all staff and it will not impose rules relating to dress code that are based on gender stereotypes. Providing the principles explained above are not breached then individuals should dress at work in a way that feels comfortable to them and their gender identity."

D. Describe the consultation process and outcome:

SHG has developed "BeYou - A Vision for an Inclusive Workforce', which states "a truly inclusive workplace is about behaviours and approach that go beyond simply measuring and monitoring the diversity of the workforce under set characteristics (though having a workforce reflective of our customer base is still very important to us). It is about a culture where everyone feels they can belong at SHG."

As part of this vision a human library was developed. A human library is a way of bringing together diverse staff to share their personal stories and experiences. It provides us with the capability to ask questions, listen, understand and change the way we think, act and work. LGBT network members were invited to be part of this and three members gave their stories to ensure LGBT inclusivity was widely understood. The three stories were a staff member whose partner had transitioned, experiences of a staff member who grew up gay whilst in the care of the local authority during Section 28 era and an ally explaining the importance of being a straight ally. The human library has been well received and further volunteers are being recruited to provide an even greater range of experiences.

ENG: Part 3

3.4 In the past year, which of the following activities has the LGBT employee network group undertaken?

Tick all that apply

GUIDANCE: 'Awareness raising events' here refers to activities which serve to educate or inform the wider organisation about different sexual orientation, gender identity and/or trans issues, for example panel discussions, lunch and learns or stalls during diversity events. 'Mentoring or coaching programme' here refers to either a specific programme run by the network, or alternatively an organisation wide programme which proactively incorporates LGBT mentoring with the aid of (and driven by) the network group. 'Reverse mentoring' here refers to a formal process whereby senior employees are reversed mentored by more junior LGBT employees.

- A. Social networking event for members
- B. Lesbian, gay and bi equality awareness raising event
- D. Collaborated with other LGBT network groups
- G. Reverse mentoring programme

Describe the activities selected and when they occurred. Please provide specific dates or time periods within the last year.

A. Social networking event for members	In the last six months network members have started meeting for lunch on a bi-monthly basis. This has taken place within the office in a meeting room or at a local cafe/pub. The last two occasions were 21 June and 15 August.
B. Lesbian, gay and bi equality awareness raising event	For LGBT history month (February) the network wrote a series of blogs on the intranet promoting a variety of LGBT role models from across time. The blogs were on: Marille Franco, a Brazilian black LGBT activist; Sappho the ancient greek poet; and one member's own experiences of coming out as gay in the late 1990s and how this has affected them before and since. There was also a blog on the Stonewall Riots and its significance to the LGBT movement. Through June and July 2019 network members have developed an allies training session to raise awareness of LGBT equality issues and the important role allies play. This has been discussed in section 4. The group has led on Stockport Homes participation in Stockport Pride (Sunday 28th July) where the organisation had a stall. The group also had a stall in the head office
	reception in the week preceding Stockport Pride to promote LGBT equality and that Stockport Pride was upcoming.
D. Collaborated with other LGBT network groups	Two members attended Astra Zenecas LGBT network - AZPRIDE on 4 July 2019. This was very informative and

resulted in many ideas to take forward in SHG such as videos. Attending a private sector global organisation also showcased the different ways they need to educate workforce.

On 14 August the PWC North West LGBT network chair attended the SHG network meeting providing us with understanding of how their group has developed and the role they play. It provided much food for thought on how we continue to progress our group and future objectives.

On the 5th September 2019 attended the Greater Manchester Fire and Rescue LGBT+ network. This link was developed as part of attendance at the Stonewall Network masterclass event.

G. Reverse mentoring programme

The Assistant Chief Executive has met with a LGBT member of staff (Jenny) on several occasions as part of a reverse mentoring programme. The main outcomes are:

SHG head office has toilets on each floor; men, women and a disabled toilet. The disabled toilet had the standard sign of a person in a wheelchair. A request was made from the LGBT+ group to change this sign to something more inclusive and gender neutral. Jenny, one of the members of the group felt strongly about this issue and it was discussed with the Assistant Chief Executive. Different options were discussed. We agreed a sign that said 'Accessible toilet'. We had all sorts of options and signs but we both agreed these didn't really work. Jenny was delighted with the outcome.

Jenny presented several different monitoring forms that weren't consistent in terms of asking diversity information. Some were very out of date. This has lead to a review of all monitoring forms across all services throughout the company.

We discussed Hate Crime reporting and what Stockport Homes approach was. This has lead to more explicit information being available on our intranet and on the website.

3.5 In the past two years, has the LGBT employee network group held campaigns, initiatives, seminars or events engaging with the following diversity strands?

Tick all that apply

GUIDANCE: 'Initiatives' and 'campaigns' here refer to specific programmes or projects – online or offline – undertaken to achieve LGBT specific aims in the near-term. For example, creating a series of blog posts during LGBT History Month to highlight homophobia, biphobia and transphobia in sport.

Examples include raising awareness of the specific mental health challenges faced by LGBT people during mental health awareness week and profiling prominent trans women on International Women's Day.

This question is looking at how your network group engages with the intersections between LGBT identities and other diversity strands, work on LGBT identities that does not clearly engage one of these other diversity strands will not be accepted for this question.

Please provide specific dates or time periods within the last two years.

B. BAME

E. Low income communities (for example, working class communities, people with experience of poverty or homelessness)

Describe the campaigns, initiatives, seminars or events and when they occurred:

B. BAME

During LGBT history month a profile of Marielle Franco was blogged on the intranet, an extract of which is as follows:

This month I've been reflecting on LGBT history month and how far things have come during my lifetime and how far we can still go for diversity and acceptance. Marielle Franco is one of this year's four faces of history month and I've been doing some reading on her life.

Marielle was a 38 year old Brazillian Council woman who was killed, along with her driver, on 14th March 2018 by drive by shooters. Marielle was leaving an event for "Young Black Women Who Are Changing Power Structures". Police believe she was monitored by her killers from the time she left the building.

Marielle was an inspiring and successful political figure, she was a black LGBT+ woman raised in one of Rio's largest, poorest and violent slums in a country "notoriously dominated by racism, sexism and traditional religious dogma". She was a single mother at the age of 19, yet obtained a Masters in sociology and became one of the city's most effective human rights activists, campaigning against police violence, corruptions and murders that targeted the poor black residents.

E. Low income communities

Blog continued from BAME section as Marielle Franco BAME low income community activist

Marielle was elected in 2016 to Rio's city council as the fifth most voted candidate in the city. She was a first time candidate and a black feminist LGBT activist, she was the only black female councillor for the city. Marielle was a voice for the voiceless groups and used her platform to protest against police violence inflicted on the city's most deprived black residents. Following the attack, thousands took to the streets outside the council to protest the growing violence.

This history month is all about Peace, Reconciliation and Activism. Marielle was an activist for all the right reasons, she was killed before her time and for me her story resonates, as her death falls in such modern history. Whilst we have come so far in accepting others it shows that the world still has a long way to go. Working and living in an accepting environment where you feel safe is priceless and Marielle did not have that privilege.

ENG: Part 4

3.6 In the past year, what initiatives has the LGBT employee network group undertaken to ensure the membership is as diverse as possible?

Tick all that apply

GUIDANCE: Examples provided should clearly demonstrate that the LGBT employee network group is driven in ensuring the membership is representative of many different types of people.

A. Implemented a formal mechanism or process to ensure bi and trans issues are covered and engaged with (for example, bi or trans reps)

B. Promoted the LGBT employee network group as being open to all employees and inclusive of LGBT people with multiple identities (for example, BAME LGBT people or LGBT people with experience of mental health problems)

Describe the initiatives selected and when they took place or were implemented. Please include specific dates or time periods.

•	•
A. Implemented a formal mechanism or process to ensure bi and trans issues are covered and engaged with (for example, bi or trans reps)	As part of the groups development bi and trans reps have been appointed. A bi staff member is now the bi representative whilst a trans ally has become the trans rep.
B. Promoted the LGBT employee network group as being open to all employees and inclusive of LGBT people with multiple identities	The group has been promoted on the intranet welcoming all staff to attend meetings or speak to members for more information "The next LGBTQ+ PROUD network session is tomorrow (9 July) at 1pm, I heard someone say Saturday at Macclesfield Pride: "We do not want to take over the world we just want to be a part of it" If you feel the same and want equality please join in, Message me for details" The members of the group have talked openly with colleagues about the group and this has encouraged further staff to attend. The organisation has a set of monthly team meeting slides which contain corporate messages and awareness raising to be included alongside specfic team matters. In April 2019

meetings.

slides promoting the network, its work & objectives and who

circulated. This resulted in three new members attending

to contact if interested in becoming a member were

3.7 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?

GUIDANCE: The work detailed here should be additional to the work already covered in other questions. Yes

Describe the activity and impact. Please include specific dates or time periods.

June 2019 - SHG are part of the Gateway programme which is a UN refugee programme that sees refugees arrive from all over the world. Lesbian and gay refugees arrived from Botswana in June 2019 as part of the programme and the SHG refugee worker asked fthe LGBT network for advice on specific local groups which might be able to support them. The network gave advice about local Stockport groups and Manchester based groups and also and offered to meet and take the refugees to any groups in the area to help them settle in.

The following question is not scored.

3.8 Does the LGBT employee network group's terms of reference state that the group is inclusive of bi and trans people? Tick all that apply.

A. Bi people

B. Trans people, including non-binary people, trans men and trans women



Workplace Equality Index Application

Created: 05/07/2019 • Last updated: 09/09/2019

Allies and Role Models: Part 1

Section 4: Allies and Role Models

This section comprises of 9 questions and examines the process of engaging allies and promoting role models. The questions scrutinise how the organisation empowers allies and role models, then the individual actions they take. This section is worth 11% of your total score.

Below each question you can see guidance on content and evidence. At any point, you may save and exit the form using the buttons at the bottom of the page.

Allies

4.1 Does the organisation have a A. Yes, as part of our LGBT employee network group formal programme or initiative to engage all non-LGBT employees to become allies?

GUIDANCE: The programme should be a formal mechanism to engage non-LGBT people with LGBT equality.

Describe the allies programme or initiative:

We had a significant demand for rainbow lanyards from staff who wanted to demonstrate individual and corporate support for the LGBT community. This was brilliant but we wanted to formalise things by encouraging people to sign-up as 'allies'. Our journey is just beginning but we have made progress with training and communications, as outlined below.

Five allies from the LGBT network have attended the Stonewall Allies training programme and used this as the basis for a programme of half-day sessions for the wider staff base. These have been designed to highlight the importance of allies in the workplace and beyond. Sessions are run by one LGBT ally and one LGBT role model. Staff who attend the sessions are reminded about the LGBT network and the option to attend meetings as a member or as an ally.

So far this has raised awareness and engagement. In particular, one attendee wrote a blog about it and

the importance of straight allies, which can be viewed by all staff on the Intranet. A further two sessions are scheduled for September 2019.

Extract from blog:

- "I was very interested in attending to further expand my knowledge, learn best practise and make comparisons with other straight-allies from across the country. A brief overview of the content of the training summarised below:
- It's important to appreciate the diverse nature of sexual orientation & to understand the various terminologies that apply (Wikipedia definition: https://en.wikipedia.org/wiki/Sexual orientation)
- We must also recognise the vast amount of complex issues affecting the Transgender community (Wikipedia definition: https://en.wikipedia.org/wiki/Transgender) and take proactive steps to support them wherever possible
- This part of the training also Included awareness-raising of Stonewall's best practise to state your preferred pronoun (e.g. him/her) when communicating with others rather than make an automatic assumption
- An exercise concerning how difficult it is to avoid using pronouns and names when describing your personal life to others (e.g. your weekend) give it a try and imagine having to do this everyday
- A particularly pertinent issue to staff who feel the need to keep their sexual orientation &/or gender identity a secret
- An understanding there a lots of ways to support the LGBT+ community depending on how active/passive you are and the actions/non-actions you take e.g. directly challenging homophobia or participating with activities that create an inclusive culture within your organisation
- An exercise reviewing real-life case-studies of how people have recently experienced homophobia, transphobia or bi-erasure (the act of dismissing someone's bisexuality as a phase, etc.)

 I now feel much more empowered to support my LBGT+ work-colleagues and customers across SHG and its neighbourhoods. I'm also excited to develop a training session to role out to wider staff members.

Another example of communication is our 'Human Library' which contains a moving story (4.9 c) about the support that a staff member has been given and received during hers partner's transition and the discrimination that they have faced. This has been well-received by colleagues and is contributing to a positive change in our culture.

Upload a communication advertising the allies programme or initiative:

please be aware only **one** file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448422/kkN9QSKHNa/

4.2 In the past year, has the organisation held internal awareness raising sessions, campaigns or initiatives specifically for allies which cover the following?

Tick all that apply

GUIDANCE: Content/activity should be tailored for non-LGBT people and run through mechanisms that engage allies. Content should cover all LGBT identities (lesbian, gay, bi and trans).

- A. The importance of allies
- B. Discrimination towards LGBT people
- C. Personal stories from LGBT people
- D. Actions they can take to be effective allies

Provide a brief description of the content you have uploaded:

The half day allies session is run by one LGBT ally and one LGBT role model and the content covers the role and defintion of an ally (Option A below) terminology, facts and figures from the LGBT in Britain report and Houseproud report into experiences of LGBT social housnig tenants(option B). It also covers exercises such as: the weekend exercise without pronouns; names and place names; video content such as the 'Imagine a world where being gay is the norm & being straight would be the minority'; how to feel included and excluded in the workplace and exercises about how to deal with witnessed discrimination. The session was supported by a blog from a LGBT ally that reinforced the key training points and linked to other resources that staff could access.

The role model delivering the session talks about their experiences growing up, including when they have had to hide their sexuality. Such a story is given in option C of one of the role models who deliver (Mike story).

The human library stories are part of SHGs 'BE YOU' campaign (see section 10) which has six associated human library stories - three LGBT related.

Upload content covering option A:

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448422/idH7rHFTkw/

Upload content covering option B:

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448422/CuRhaaxGls/

Upload content covering option C:

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448422/2pyVM7tHD7/

Upload content covering option D:

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448422/EldupEXszl/

Provide a date for Option A: 23/07/2019

Provide a date for Option B: 23/07/2019

Provide a date for Option C: 23/07/2019

Provide a date for Option D: 23/07/2019

4.3 Does the organisation enable allies to visibly signal their commitment to LGBT equality?

GUIDANCE: Examples include visual signals such as email signatures, badges, lanyards and mugs.

Describe how allies can visibly signal their commitment to LGBT equality:

Awareness of the role of allies is raised as part of the '#BeYou' campaign, which is supported by blog posts from allies and LGBT staff and the wearing of rainbow lanyards and pin badges.

Allies are permitted to attend the LGBT staff network and encouraged to attend the allies training session to supplement their knowledge and experiences.

This approach has already delivered valuable outcomes - encouraging positive conversations in the workplace and increasing staff attendance at PRIDE.

Allies and Role Models: Part 2

Allies

Yes

4.4 In the past year, which of the following activities have allies engaged in?

Tick all that apply

GUIDANCE: 'Helped organise' here, refers to allies taking an active involvement in the planning and execution of events. It does not mean allies simply turning up to events.

- A. Participated in LGBT network group activities
- B. Helped organise a lesbian, gay and bi equality awareness raising event
- D. Recruited other allies
- E. Coached or mentored other allies
- F. Other

A. Participated in LGBT network group activities	Allies and role models have attended the LGBT network group and helped to organise the SHG presence at Stockport Pride (28 July) and Manchester Pride (26 August). Allies and role models have written blogs as part of LGBT history month including one about Marielle Franco that has been mentioned in other sections of the submission. In relation to pride allies have been involved in decisions on how to decroate the vehicle for Manchester Pride, producing leaflets and choosing giveaways for the stall at Stockport Pride Allies have assisted it getting promotion of LGBT groups into noticeboards in the sheltered schemes and temporary accommodation schemes throughout Spring and Summer 2019.
B. Helped organise a lesbian, gay and bi equality awareness raising event	Allies and role models were central to the planning and promotion of Stockport Pride. They have also contributed, in July 2019, to ensuring LGBT equality in the Head Office reception area as part of the preparations for Stockport Pride. Feb 2019 - Allies posted blogs as part of LGBT history month July 2019 - Developed internal allies training session July 2019 - Helped host Stockport Pride awareness stall on the Friday prior to Stockport Pride
D. Recruited other allies	Five allies attended the Stonewall allies training course in Manchester on 6 June 2019 and consequently through the development of the internal training session have promoted it to other staff to attend and become allies themselves. To date ten staff have become allies through participation in the allies training course held August 2019, with further sessions planned in Autumn 2019.
E. Coached or mentored other allies	Allies have helped to develop and deliver the internal Allies

	training programme following the Stonewall Allies Training session. Thus far one allies sessions have been run with 10 allies recruited and further sessions to be run in Autumn 2019.
F. Other	SHG has developed a human library as a way of bringing together diverse staff to share their personal stories and experiences. It provides SHG with the capability to ask questions, listen, understand and change the way we think, act and work. The library has been promoted through the

launch.

As part of the Human Library developed one straight ally told thier story on why they became an ally and the importance of the role striaght allies play.

team meeting tool, and had 462 staff views in the month since its launch to directly read the stories from colleagues.

Its been the most viewed part of the intranet since the

A trans ally gave their story of their partner transitioning and how this went personally and in the workplace highlighting the importance of ensuring things go smoothly in the workplace. This case study is attached at 4.9C as there was no other suitable location to attach.

there is also a gay role model story where a member of staff provides their story of growing up in care knowing they were gay in the era of section 28.

These stories are attached later on in this section.

4.5 Does the organisation support all non-trans employees (including lesbian, gay and bi employees) to become trans allies through training, programmes and/or resources?

GUIDANCE: Examples can include information booklets, programmes or training, but must focus specifically on being an ally to trans people. By non-trans, we mean people who do not identify as trans.

Yes

Describe the training, programmes and/or resources:

Two members of the LGBT network attended a half day trans awareness session at a partner housing organisation (Equity). The session was run by The Proud Trust and its purpose was to help participants to:

- Better understand trans people and the life challenges they face
- Engage more effectively with Transgender people
- Become aware of the legal obligations with regard to transgender colleagues, customers or service users
- Avoid behaviour that could result in a complaints of legal action
- Dispel myths and misunderstandings about all LGBT people and different gender identities

Learning from the course was shared with LGBT staff network and content from it utilised for our internal allies training session - specifically the genderbread concept - https://www.theproudtrust.org/wp-content/uploads/2016/05/TPT-genderbread-landscape.pdf

Allies and Role Models: Part 3

LGBT Role Models

4.6 Does the organisation support LGBT employees at all levels to become visible role models through training, programmes and/or resources?

GUIDANCE: Examples can include role model and information booklets, programmes or training, but must focus specifically on steps LGBT people can take to become active role models.

Yes

Describe the training, programmes and/or resources:

LGBT staff members have been given the opportunity to attend the Stonewall Role Models training sessions of which three staff members attended the Manchester course in June 2019. As a consequence one attendee contributed their life story to the SHG human library. The library was was developed as part of the Inclusive Vision for the organisation (see section 10) and two contributors agreed to become trainers for our internal Allies Training sessions. Blogs and human library stories by role models have been attached in other sections of this submission. - 4.2C 4.9A, 4.9 C.

The role models programme is supported by the rainbow lanyards, which show a visible commitment to LBGT equality for allies, role models and SHG.

4.7 In the past year, have any visible LGBT role models at board level from the organisation been profiled?

GUIDANCE: For information about what is meant by board level, see here. Within the profiling opportunity, the person's sexual orientation, gender identity and/or trans identity must be clear. It should not be left up to the reader or viewer to make assumptions.

Yes

Submit evidence where you have profiled the person/s in the last year:

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448422/SBwQSUOPG5/

Provide the date on which this 20/02/2019 profile was shared.

4.8 In the past year, have any visible LGBT role models at senior management level from the organisation been profiled?

Tick all that apply

GUIDANCE: For information about what is meant by senior management level, see here. Within the profiling opportunity, the person's sexual orientation, gender identity and/or trans identity must be clear. It should not be left up to the reader or viewer to make assumptions.

- D. Trans
- E. None of the above

D. Submit evidence where you have profiled the person/s in the last year:

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448422/MxH3Sg3zOC/

- A. Provide the date on which this (No response) profile was shared:
- **B. Provide the date on which this** (No response) **profile was shared:**
- C. Provide the date on which this (No response) profile was shared:

D. Provide the date on which this 17/07/2019 profile was shared:

Allies and Role Models: Part 4

LGBT Role Models

4.9 In the past 18 months, has the organisation profiled visible role models from the following communities? Tick all that apply.

Tick all that apply

GUIDANCE: Within the profiling opportunity, the person's identity must be clear. It should not be left up to the reader or viewer to make assumptions.

- A. Gay people or lesbians
- B. Bi people
- C. Binary trans people (e.g. trans men and trans women)
- H. BAME LGBT people

Evidence:

A. Submit evidence where you have profiled the person/s in the last 18 months:

please be aware only **one** file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448422/rEHtUkSac0/

B. Submit evidence where you have profiled the person/s in the last 18 months:

please be aware only **one** file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448422/y4CRDOBodr/

C. Submit evidence where you have profiled the person/s in the last 18 months:

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448422/lgOhcgCqlg/

H. Submit evidence where you have profiled the person/s in the last 18 months:

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448422/QR260JklwD/

Dates:

- A. Provide the date on which this 17/07/2019 profile was shared:
- **B.** Provide the date on which this 15/02/2019 profile was shared:
- C. Provide the date on which this 17/07/2019 profile was shared:
- **D. Provide the date on which this** (No response) **profile was shared:**
- **E. Provide the date on which this** (No response) **profile was shared:**
- **F. Provide the date on which this** (No response) **profile was shared:**
- **G. Provide the date on which this** (No response) **profile was shared:**
- H. Provide the date on which this 19/02/2019 profile was shared:
- I. Provide the date on which this (No response)profile was shared:
- J. Provide the date on which this (No response)
 profile was shared:

K. Provide the date on which this (No response)profile was shared:

Allies and Role Models: Part 5

The following question is not scored.

4.10 Does the organisation support all non-bi employees (including lesbian and gay employees) to become bi allies through training, programmes and/or resources?

GUIDANCE: Examples can include information booklets, programmes or training, but must focus specifically on being an ally to bi people.

No

Describe the training, programmes and/or resources:

Type here...

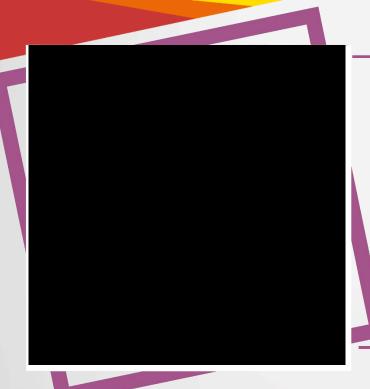
The following question is not scored.

4.11 Does the organisation enable allies to visibly signal their commitment to bi and trans equality? Tick all that apply.

GUIDANCE: Examples include visual signals such as email signatures, badges, lanyards and mugs. These could display the bi and trans flags, or other symbols of support.

Bi equality

Trans equality



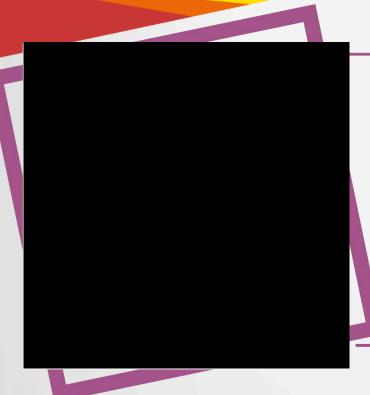
I grew up in the care of the local authority in the east of England and knew I was gay from a young age.
This was during the era of Section 28, which did not help me be myself.

77

is an Independent Living Coordinator within the Older Persons Service. He provides advice on a range of issues to customers over the age of 65

"I grew up in the care of the local authority in the east of England and knew I was gay from a young age. My adolescent years were in the era of Section 28, which on reflection did not help me be myself. Section 28 was part of the Local Government Act 1988, that stated a local authority "shall not intentionally promote homosexuality or publish material with the intention of promoting homosexuality" or "promote the teaching in any maintained school of the acceptability of homosexuality as a pretended family relationship.

I did not have a lot of stability growing up as I had ten sets of foster carers in ten years. Its takes time to trust people and as I kept moving I couldn't build up the trust enough to open up and come out to my foster carers I was gay. My natural mannerisms were seen as attention seeking so I decided to try became more masculine to fit in more and be part of the societal norm.



I grew up in the care of the local authority in the east of England and knew I was gay from a young age.
This was during the era of Section 28, which did not help me be myself.

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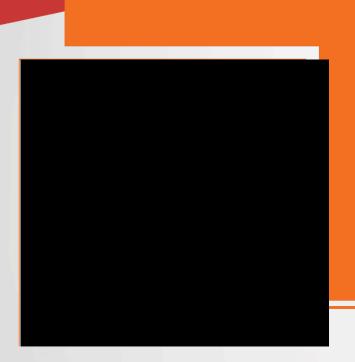
The one exception was when I had a couple of lesbian foster carers for six months when I was 12 that enabled me to be honest for a brief time but I had to go back in the closet when I left them. I was just not able to grow up being myself.

I had many social workers over the years so whilst they were mostly of a more liberal outlook I was still not able to build up enough of a relationship with any of them to admit I was gay.

I was bullied all through school and denied being gay. It was not until I was at sixth form and I decided to be honest and proud about who I am that I came out and the bullying stopped.

Telling my foster parents was interesting though as they told me to be careful about HIV and Aids which was hardly the warm and caring approach I was hoping for. The foster couple were however in their 50s so their views did possibly reflect those of their era on issues of homosexuality.

I've never had any issues in work as regards my sexual orientation which and I've always felt I can be very open which has been incredibly positive for me. I am very happy about the progress our society has made in terms of equal marriage and my partner and I have our two year anniversary at the end of June! "



I have learnt how important the role of LGBT+ straight-allies has been historically to progressing the rights of the LGBT+ community.

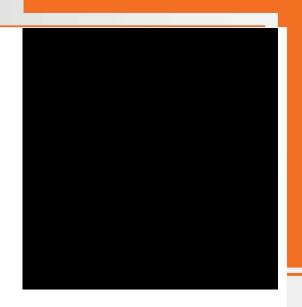


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works as a Customer Liaison Officer at Stockport Homes and is currently covering the role of Performance and Improvement Officer in the Business Excellence directorate. is also recognised at Stockport Homes as a Straight Ally to the LGBT+ community.

"I have been passionate about progressing LGBT+ inclusivity over the past decade. This passion derives from believing strongly in equality, and that everyone should be free from discrimination and hate crime. My journey to becoming a Straight Ally started whilst working as a Tenant Participation Officer in Salford at the same time the Equality Act 2010 came into force.

I am also fascinated in issues around gender identity and supporting people who are transitioning, for whom I have the greatest empathy. Whilst working as a Tenant Participation Officer, I also attended a training course concerning this complex issue, which inspired me to establish a LGBT+ customer network and work towards improving applicable services across my organisation.



I have learnt how important the role of LGBT+ straight-allies has been historically to progressing the rights of the LGBT+ community.

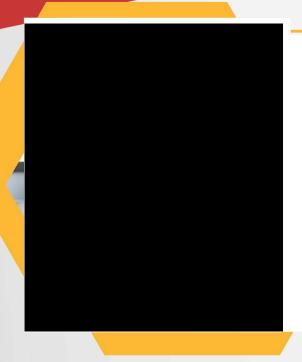


Thereafter, in 2013 whilst working for a housing association in Tameside, I joined a fledgling LGBT+ staff network due to the previous skills I had gained. Back then; 'Straight Ally' was not a term I was familiar with until I learnt more from Stonewall resource material: a Straight Ally being someone who identifies as straight whilst proactively working towards sexual orientation and gender equality across society. At the time, I also became an LGBT Champion for my organisation. Consequently, I took part in my first Stonewall workplace-equality-index survey, which gave me a deep understanding what housing organisations need to achieve in order to become fully inclusive.

In 2015, I then joined Stockport Homes and quickly became a member of its staff diversity group. It was there I learned Stockport Homes had also started its journey to becoming a Stonewall Diversity Champion. Due to my previous knowledge and experience, I eagerly volunteered to help organise Stockport Homes' attendance at both Manchester and Stockport Pride events in 2016 and 17.

I am also closely involved on an annual basis with promoting IDAHOT (International Day Against Homophobia, and Transphobia) across the Stockport Homes Group. Currently, I have also made myself clearly visible as a Straight Ally by wearing a rainbow lanyard on a daily basis and including my pronouns (e.g. He/Him) as part of my email signature.

Whilst attending a Stonewall straight-ally training course in 2018, I also learned how important the role of LGBT+ straight-allies has been historically to progressing the rights of the LGBT+ community. This has also motivated me to join Stockport Homes LGBT+ staff network (known as Proud) so I can regularly work alongside colleagues to proactively achieve full LGBT+ equality and inclusivity across the organisation and Stockport."

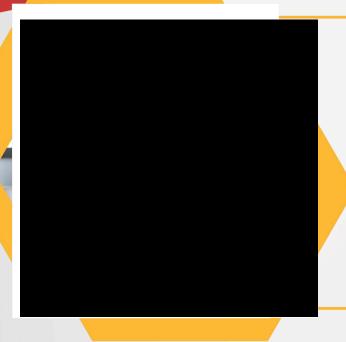


Supporting someone transitioning in the workplace has many layers and it can really ease wider perceptions if work is accepting and supportive.

77

"About 10 years ago my husband Robert came out as being transgender. We worked at the same company at the time, this was difficult as he wanted to fully transition to become Rachel and whilst I had made the decision some time before that I would support him on this journey, I knew it was not something I could deal with professionally. The decision was made that one of us would have to move jobs and that turned out to be me, however it was very important that I made the right career choice and joined an organisation that would give me the best opportunities and where I could invest my skill set in growing and shaping a great organisation. That turned out to be SHG, what a great move that was. I did share my situation with some people right from the beginning and have continued to talk openly about this, where it felt appropriate to do so. SHG have been very supportive and totally accepting, which has been great.

The journey of transitioning has been long and often painful. We spent many years visiting the Gender Identity Clinic (GIC) in Leeds, talking to psychiatrists and going through a process of assessment. Two psychiatrists had to agree that the transition was permanent, before she could be referred for gender reassignment surgery. Rachel struggled with the whole process, frustrated at the control these people had over her future, frustrated with the constant questioning and time it took to get to the final destination – being herself. We saw the gender reassignment surgeon, of which there were only two in the country at the time and spent months going to Brighton, pre and post-surgery.



Supporting someone transitioning in the workplace has many layers and it can really ease wider perceptions if work is accepting and supportive.

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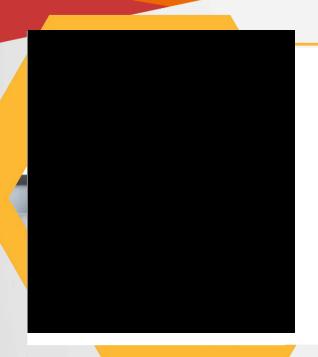
Whilst all this was going on, we had to make decisions about who to tell, when and how to tell them and how we could access support to help us through this process. It was difficult to find a support network, but we eventually discovered TransForum, a support group in Manchester, which we attended. There were other partners there, who I became friendly with, which provided a great deal of support for me and people to talk to who understood what I was going through.

Working in HR made it easier for me to make sure Rachel had the right support from her employers and to help them prepare for and manage her transition in the workplace. They did not always get it right, but always had good intentions. Rachel's workplace gave her a week off, so they could tell colleagues what was happening and give them the opportunity to process all this before they were introduced to Rachel. The main area of questioning was around toilets and which toilets Rachel was going to use. Rachel went back into work after a week and things, whilst clumsy at times, went pretty smoothly, all things considered, which unfortunately is not always the case.

Having a smooth transition in the workplace is vital, not everyone transitioning has a good experience and often end up having to leave his or her job. It is difficult enough to transition in your private life, without having the pressure of work at the same time, at least you only have to deal with outside world perceptions, when work is accepting and supportive.

I recall my mother in law saying it would have been easier if Robert had came out as gay rather than transgender, as she would still look the same. Transitioning is a much more visible process and can be difficult to deal with, as the levels of Trans hate crime shows.

Support of family, friends and colleagues is very important. There is a risk in transitioning of alienating everyone you know. This has happened, to an extent, with Rachel who doesn't have contact with her family any more, as they could not accept what was happening, however friends and neighbours have been fantastic.



Supporting someone transitioning in the workplace has many layers and it can really ease wider perceptions if work is accepting and supportive.

77

Ongoing, we still have challenges that we face every day. For example, our neighbours were going to Saudi Arabia to work and wanted us to visit them, which was a lovely thought, but in Saudi Arabia Rachel would not be accepted. As Rachel said, 'I might get into the country but I definitely wouldn't get out.' This made us think carefully about cultures and where there may be difficulties with Rachel being accepted, before choosing a holiday destination.

Rachel has also had difficulties with applying for jobs. She is a talented Graphic and Web Designer, yet she has applied for new jobs and faced blatant discrimination in the recruitment and selection process. I remember one job she went for in Bolton, once they saw her, they 'ran a mile' and only held the most perfunctory of interviews. Others have made excuses for not employing her, which were neither objective nor justifiable.

There is a barrier in accessing the job market when you are transgender as transitioning is so visible. Some interviewers and organisations immediately think how is the workforce going to deal with this, get scared, and decide it is easier not to deal with. Being a Stonewall Diversity champion like SHG provides a real symbol that an organisation will be supportive and understanding."



Workplace Equality Index Application

Created: 05/07/2019 • Last updated: 06/09/2019

Senior Leadership: Part 1

Section 5: Senior Leadership

This section comprises of 4 questions and examines how the organisation engages senior leaders. The questions scrutinise how the organisation empowers senior leaders at different levels, then the individual actions they take. This section is worth 8.5% of your total score.

Within this section, senior leaders are split between two levels - board level and senior management. For more information about how we use these two terms, please see here.

Below each question you can see guidance on content and evidence. At any point, you may save and exit the form using the buttons at the bottom of the page.

Board level staff

5.1 How does the organisation support board level employees to understand the issues that affect LGBT people?

Tick all that apply

GUIDANCE: The support given should be systematic in its implementation.

B. Promote LGBT specific conferences or seminars to the board level employees

Describe each option selected:

B. Promote LGBT specific conferences
or seminars to the board level
employees

Sarah Keenan, an SHG LGBT ally and Board member, attended the Stonewall Workplace Conference in Manchester in September 2018. Sarah provided feedback and learning at a subsequent Board meeting and the updated was included in the meeting minutes. Following the event Sarah posted a blog online about her role as an ally.

https://www.stockporthomes.org/about-us/media/latest-news/corporate/sarah-keenan-says-beyou/

5.2 In the past year, which of the following activities have members of the board engaged in?

Tick all that apply

GUIDANCE: Messages communicated should explicitly reference sexual orientation and trans equality. Meetings with the LGBT employee network group should be systematic and not ad hoc.

- A. Communicated a strong message on sexual orientation equality
- C. Met regularly with the LGBT employee network group
- D. Reviewed top line LGBT monitoring reports and actions
- E. Spoken at an internal LGBT event
- G. Engaged with senior management to discuss LGBT equality
- I. Attended an external LGBT event, for example Pride

Describe each option selected. Please include specific dates or time periods.

Describe each option selected. Please include specific dates or time periods.		
A. Communicated a strong message on sexual orientation equality	The Board will receive a report on SHG's sponsorship of Stockport Pride and the involvement of staff in organising the event at its meeting on 23rd September. This communicates a strong message about sexual orientation equality and this will be promoted to staff via the Intranet and customers via the newsletter newsletter after the Board discussion.	
C. Met regularly with the LGBT staff network group	Jaime Hirst attends the bi-monthly LGBT staff network when work commitments allow. Jaime assisted the group with its plannig for Stockport Pride and attended on the day to represent Stockport Homes, promoting the company's engagement with the event through his LinkedIn social media profile.	
D. Reviewed top line LGBT monitoring reports and actions	The Equality and Diversity Annual report went to the Stockport Homes Board in September 2019. The content of the report is signed off by the Assistant Chief Executive with the author of the report is the Performance and Improvement Officer (E&D). Prior to its submission to the Board the report was taken to Leadership Forum - see 5.3 The Equality and Diversity Annual Report gives details of key activities undertaken, including how Stockport Homes is progressing with equality and diversity for customers, employees and stakeholders. The report includes the	
	Workforce Profile analysis (split between all staff and Top 10% paid staff) which includes recruitment & selection and those leaving the organisation. Each theme is broken down by LGBT category to gain an understanding of any trends in this specific diversity strand. It contributes to Stockport	

	Homes' compliance with the Public Sector Equality Duty component of the 2010 Equality Act.
	It also covered the aims and objectives of Stockport Homes' Equality and Diversity Strategy 2018-21 which includes a goal of getting in to the Stonewall Top 100. It provides assurance to the Board that sufficient priority and progress is being made on equality and diversity.
E. Spoken at an internal LGBT event	Jaime Hirst (Board member) attended the Stonewall WEI feedback session in April 2019 and contributed fully to discussion about the work SHG do and what future work is required. He then reported back to the internal LGBT network.
G. Engaged with senior management to discuss LGBT equality	Jaime Hirst discussed the Stonewall WEI assessment and support for the work SHG is doing around LGBT equality as part of Board members/director one-to-one meetings. Jaime also attended the Stonewall Feedback WEI which was attended by two directors.
I. Attended an external LGBT event, for example Pride	Board member Jamie Hirst attended Stockport Pride on 28 July 2019. He marched behind the Stockport Homes banner and met staff who were running the stall. He also acted as an ambassador, networking with partner organisation representatives and customers who attended the day.

Please list the names and job titles of the individuals named above. Please ensure you have strict permission from them for their name to appear in this submission.

	Name	Job title
Person 1	Jamie Hirst	Board Member
Person 2	Sarah Keenan	Board Member
Person 3		
Person 4	Type here	Type here
Person 5	Type here	Type here

Senior Leadership: Part 2

Senior Management level staff

5.3 How does the organisation support senior management to understand the issues that affect LGBT people?

Tick all that apply

GUIDANCE: The support given should be systematic in its implementation.

- A. Reverse mentoring opportunities for senior management level employees
- B. Promote LGBT specific conferences or seminars to senior management level employees
- C. Other

Describe each option selected:

A. Reverse mentoring opportunities for senior management level employees	The Assistant Chief Executive meets on a bi-monthly basis with a frontline LGBT staff member to understand the challenges LGBT colleagues face within and outside the workplace. It provides an opportunity to understand about any customer issues that have been raised or identified. This has resulted in a number of customer forms being updated and the renaming of the disabled toilets to gender neutral toilets.
B. Promote LGBT specific conferences or seminars to senior management level employees	The Assistant Chief Executive (ACE), who leads on Equality and Diversity issues, attended the Stonewall London Workplace Conference on 26 April. Following the conference the ACE attended a LGBT network meeting to discuss learning from the day and to reiterate support for the work of the group. The ACE also provided feedback to other directors and the Stockport Homes Management Team meeting. The Assistant Chief Executive sent an email to fellow directors about the Stonewall Workplace Conference in Manchester on 27 September 2019 and discussed its importance. As a consequence the Director of Resources is attending the conference.
C. Other	Stockport Homes' culture is to be customer driven and to have an engaged workforce. It is a Times Top 100 "Best Companies to work for" in 2019. This accreditation demonstrates that there there are many opportunities for staff, including LGBT staff, to openly discuss issues to senior managers and that those managers listen and take action. One of the SHG directors is a gay man and he is a member of the LGBT network and esnures fellow staff attending are given the requiste time to spend on tasks for the group and ensuring fellow managers and directors understand the value and need of the network. At the annual staff conference 2019 there was a workshop that fed back to all managers including senior managers the progress being made on equality and diversity issues and this was specifically focussed on LGBT issues. This included feedback on a recent survey of LGBT social housing tenants in London and feedback from the staff survey in last year's Stonewall Workplace index.

5.4 In the past year, which of the following activities have senior management engaged in? Tick all that apply.

Tick all that apply

GUIDANCE: Messages communicated should explicitly reference sexual orientation and trans equality. Meetings with the LGBT employee network group should be systematic and not ad hoc.

- A. Communicated a strong message on sexual orientation equality
- B. Communicated a strong message on trans equality
- C. Met regularly with the LGBT employee network group
- D. Reviewed top line LGBT monitoring reports and actions
- E. Spoken at an internal LGBT event
- G. Engaged with the board to discuss LGBT equality
- I. Attended an external LGBT event, for example Pride

A. Communicated a strong message on sexual orientation equality	For LGBT history month the CEO wrote in the weekly staff newsletter:
	As you walk around Cornerstone this month or see on The Hog, you will notice a range of displays and activities highlighting that February is National Lesbian, Gay Bi and Transgender (LGBT) History Month. As well as remembering milestones such as same sex marriage and an equal age of consent, it is an occasion that aims to celebrate the role that people can play, both individually and collectively to bring about change. It highlights the oppression historically faced by the LGBT community, and the challenges still faced both in the UK and particularly in the wider world. It demonstrates that positive change rarely just 'happens'. It is something that needs perseverance, resilience and an ambition to make things better. These to me are values that resonate with those of Stockport Homes, and one of the reasons we both whole-heartedly support LGBT History Month, and aim to develop a culture where everyone feels at ease and valued, whether an employee or a customer. Stockport Homes also has an active group that seeks to ensure Stockport Homes has a welcoming and inclusive environment for LGBT staff and customers. Feb 2019.
B. Communicated a strong message on trans equality	Same message as Part A of this section

C. Met regularly with the LGBT staff network group	One of the directors (Simon Welch) is a member of LGBT employee network. He was determined to establish the group and personally contacted staff and provided targeted information to encourage attendance. He has attended and chaired all of the meetings of the group and has continued to encourage new members to join. The Assistant Chief Executive attends one meeting, at least annually to get updates on the work of the network. This year the ACE attended the London workplace conference and came to the staff LGBT network to feedback on the event and show her support for the networks work and development.
D. Reviewed top line LGBT monitoring reports and actions	The Equality and Diversity Annual Report is an annual report that is presented to Stockport Homes Leadership Forum prior to going to the Board. Leadership Forum comprises of the CEO, Directors (4) and all Heads of Service (11). The Equality and Diversity Annual Report gives details of key activities undertaken to provide an update of how Stockport Homes are progressing equality and diversity for customers, employees and stakeholders. It contributes to Stockport Homes' compliance with the Public Sector Equality Duty component of the 2010 Equality Act. It also covers Stockport Homes' new Equality and Diversity Strategy 2018-2021 which provides assurance that sufficient priority and progress is being made on equality and diversity. One of the objectives within the strategy is to rank in the Stonewall WPI Top 100. The Leadership Team also receive the Annual Workforce Profile report. This covers issues such as recruitment, development and those leaving the organisation and breaks this data down by diversity strand including LGB and T. It enables the Leadership Team to suggest and be aware of any specific LGBT projects.
E. Spoken at an internal LGBT event	As mentioned in section C a member of the LGBT empoyee network is a director - Simon Welch. Sandra Coleing who attended the London workplace conference attended the staff LGBT network to feedback on the event and show her support for the networks work and development.
G. Engaged with the board to discuss LGBT equality	In June 2018 there was a presentation to board on LGBT issues at Stockport Homes. The presentation was made by the Assistant Chief Executive who is the lead for Equality and Diversity issues including LGBT issues. The presentation included • feedback from a London Houseproud survey of their customers and what it is like to be a LGBT social housing

	customer. • Feedback from an analysis of the Stonewall WEI 2017 • Overview of the current work taking place on LGBT issues. Which included work on policies, staff engagement, customer service and community development work. The Board asked a number of questions and clarification was provided that Stockport Homes is a Hate Crime Reporting Centre and that there is a partnership with a local LGBT youth group.
I. Attended an external LGBT event, for example Pride	The Chief Executive, Director of Neighbourhoods and Support, and the Director of Property and Maintenance Services attended Stockport Pride along with the Head of Business Excellence. https://twitter.com/StockportHomes/status/11554615387419 85280

Please list the names and job titles of the individuals named above. Please ensure you have strict permission from them for their name to appear in this submission.

	Name	Job title
Person 1	Helen Mchale	Chief Executive
Person 2	Simon Welch	Director of Neighbourhoods and Support
Person 3	John Bowker	Director of Property and Maintenance Services
Person 4	Sandra Coleing	Assistant Chief Executive
Person 5	Carmel Chambers	Director of Resources



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Monitoring: Part 1

Section 6: Monitoring

This section comprises of 7 questions and examines how the organisation monitors its employees. The questions scrutinise data collection methods, analysis and outcomes. This section is worth 11% of your total score.

Below each question you can see guidance on content and evidence. At any point, you may save and exit the form using the buttons at the bottom of the page.

Please ensure that no personally identifiable information is contained in your answers or evidence.

6.1 Does the organisation gather data on employee sexual orientation on diversity monitoring forms and/or systems?

GUIDANCE: If you collect data on multiple systems, you should paste the question/s and options you ask on the majority of the systems. In the text box, explain what proportion of systems the question is used on.

Yes

Copy and paste the question/s you ask and options staff can select:

Within the HR system each individual's record on the Equality and Diversity personal information section asks:-

Sexual orientation: Options are Bi, Gay/Lesbian, Heterosexual/straight, Lesbian, Not provided, prefer to self describe (space to describe) and Prefer not to say

There are regular reminders to staff to fill in any incomplete data on their personal record.

This question is asked on our sole internal HR system (cascade) and our recruitment system managed through Blue Octopus.

6.2 Does the organisation gather data on whether employees are trans and/or nonbinary on diversity monitoring forms and/or systems?

GUIDANCE: If you collect data on multiple systems, you should paste the question/s and options you ask on the majority of the systems. In the text box, explain what proportion of systems the question is used on.

Yes

Copy and paste the question/s you ask and options staff can select:

Within our HR system each individual's record on the Equality and Diversity personal information section asks:-

Gender - what best describes your gender - male, female, prefer to self describe (space to describe), prefer not to say

Gender Identity - Is your gender identity the same as the sex you were assigned at birth? Yes, No, prefer not to state

MX is available as an option for staff to use.

There are regular reminders to staff to fill in any incomplete data on their personal record.

This question is asked on our sole internal HR system (cascade) and our recruitment system managed through Blue Octopus.

Monitoring: Part 2

6.3 Does the organisation

Yes

monitor and analyse from

application to appointment the

success rate of LGBT applicants?

GUIDANCE: This refers to external appointments to the organisation and comparing applicant diversity forms to new starter diversity forms.

Upload the most recent data showing analysis of application to appointment by sexual orientation and trans identity:

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448428/qhPdF58TnG/

Describe who the analysis is seen by and action taken:

The Combined Equality Report gives sets out how Stockport Homes is progressing on equality and diversity objectives for customers, employees and stakeholders. The report includes the Workforce Profile (split by all staff and by top 10% paid staff) including issues such as recruitment & selection and those leaving the organisation. Each theme is broken down by diversity strand including LGB and T to gain an understanding of any trends. It contributes to Stockport Homes' compliance with the Public Sector Equality Duty component of the 2010 Equality Act.

The report is taken to Leadership Forum, the Senior Management Team and the Board. All Board members have access to these papers.

Section 4.3 of the report discusses LGB and T recruitment throughput and Appendix 3 has the raw data. To increase the number of LGBT applicants we are starting to utilise the Stonewall Proud Employers page which is included in the SHG membership of the Stonewall Diversity Champions programme. The SHG Careers website makes clear that the organisation is a members of the Stonewall Diversity champions Programme. A range of posts at differing levels of pay were advertised - The Director of Repairs and Maintenance post, Operations Manager and Customer Service Officer for reception were advertised on Proud employers.

6.4 Does the organisation monitor and analyse through a HR system, the spread of LGBT people at different pay grades and/or levels?

GUIDANCE: The system of data collection cannot be through an anonymous staff satisfaction survey.

Yes

Upload the most recent data showing analysis of pay levels and grades:

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448428/E6LLTx1rRs/

Describe who the analysis is seen by and action taken:

The Combined Equality Report sets out how Stockport Homes is progressing on equality and diversity objectives for customers, employees and stakeholders. The report includes the Workforce Profile (split by all staff and by top 10% paid staff) including issues such as recruitment & selection and those leaving the organisation. Each theme is broken down by diversity strand including LGBT to gain an understanding of any trends. It contributes to Stockport Homes' compliance with the Public Sector Equality Duty component of the 2010 Equality Act.

The report is taken to Leadership Forum, the Senior Management Team and the Operations Committee of the Board. All Board members have access to these papers.

Section 3 of the report discusses Workforce Profile inclduing LGBT and Appendix 2 has the raw data

For clarification of pay scales:-Scale 4 and below is pay up to £16781 Scale 5 to SO3 maximises pay at £35444 M-Band and above starts at £35,444

6.5 When running staff

satisfaction surveys, does the

organisation break down and

analyse the satisfaction of LGBT

employees?

GUIDANCE: This can be through collecting diversity data on a staff satisfaction survey.

Monitoring: Part 3

6.6 What proportion of employees have answered the monitoring question asked in 6.1?

Tick one

GUIDANCE: The proportion should **not** include those who prefer not to say and should be from an HR system, not an anonymous staff survey.

90-100%

Upload reports or data demonstrating the declaration rate:

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448428/Uaa2UBukXA/

Provide a brief description of the report you have uploaded:

Attached is the Combined Equality Report previously discussed in 6.3 and 6.4. Section 5.1 states the collection rate of data. Appendix 2 of the report provides the raw data. Regular requests are sent out to staff from the Cascade system to ask for staff to update any missing data on their record. These reminders have helped to increase collection rates.

6.7. What proportion of employees have answered the monitoring question asked in 6.2?

Tick one

GUIDANCE: The proportion should **not** include those who prefer not to say and should be from an HR system, not an anonymous staff survey.

Under 50%

Upload reports or data demonstrating the declaration rate:

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448428/1KFhWZaBCm/

Provide a brief description of the report you have uploaded:

Attached is the Combined Equality Report previously discussed in 6.3 and 6.4. Section 5.1 states the collection rate of data. This question was only introduced in 2019 and reminders will be sent to staff to update their personal records.

The following question is not scored.

6.8. Do you analyse differences in staff satisfaction levels between different LGBT identities?

No

Describe who the analysis is seen by and what action is taken.

Type here...



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Procurement: Part 1

Section 7: Procurement

This section comprises of 4 questions and 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. This section is worth 9% of your total score.

Below each question you can see guidance on content and evidence. At any point, you may save and exit the form using the buttons at the bottom of the page.

7.1 Does the organisation train or give guidance to the person/team responsible for procurement around diversity and inclusion outcomes, inclusive of LGBT equality?

GUIDANCE: Examples can include information booklets, programmes or training, but must explicitly mention LGBT equality in relation to procuring services.

Yes

Describe the role or team responsible for procurement:

The Assurance Team has overall responsibility for procurement delivery at SHG. A procurement Officer and the Assurance Manager develop the Group Procurement Strategy and the Group Contract Procedure Rules. These are supported by procurement templates, standardized Terms and Conditions and documentation for managers to ensure continuity across procurement activity.

The responsibility for undertaking tender exercises and awarding contracts is devolved to budget managers, with support from the central team. The Procurement Officer provides advice and guidance to budget managers relating to procurement activities and legislative requirements. This enables managers to take ownership of procurement projects and ensure specifications truly reflect the needs of the service and customers. Managers have a detailed understanding of their customer profile and can ensure the specification is written in a way that meets their needs.

In 2019, Three Sixty, SHG's trade company, recruited a Senior Quantity Surveyor into the company in a procurement role. The Procurement Officer works closely with the Team to ensure consistency and adherence to corporate

requirements across the Group.

Describe the diversity and inclusion training or guidance they receive:

All staff at Stockport Homes attend a compulsory Equality and Diversity training day as part of their induction. This aims to help them understand the difference between diversity and equality and the importance of inclusivity, both in the workplace and within the delivery of services to our diverse customer base. The training includes: a review of key legislation and a quiz to demonstrate understanding; coverage of unconscious bias; information about customer access and interpreter services; coverage of the needs of people with a disability; and coverage of the difference between sexual orientation and gender identity.

The Assurance Manager and the Procurement Officer have received specific LGBT awareness training from the Diversity Officer to ensure they are fully aware of LGBT, sexual orientation and gender identity requirements and can build this into the procurement advice being given. The Assurance Manager has attended the Stonewall feedback sessions so is fully up to date with the latest best practice, is also an active member of the Diversity Group, and has signed up to receive Ally training, which will have a positive contribution to LGBT in procurement.

Our Procurement Officer holds a Level 4 Diploma with CIPS (Chartered Institute of Procurement and Supply). This was gained after studying and sitting five individual examinations

- demonstrating training to the highest standard from a recognized and trusted body. Key areas covered in CIPS which relate to LGBT and inclusivity include:
- CIPS code of ethics
- Codes of ethics in the supply chain
- Responsible purchasing and the International Labour Organisation (ILO) core conventions
- Contract Terms that apply to ethical sourcing
- How to analyse the relevant legislative, regulatory and organizational requirements when sourcing in the not for profit sector.

The Procurement Officer and the Diversity Officer provide ad hoc training and coaching to budget managers, as required. This depends on the procurement process and the knowledge/confidence of the manager. Attached are some example emails sent from the Procurement Officer to procuring managers highlighting guidance given in relation to inclusivity in Procurement.

The Diversity Officer is available to offer specific advice and guidance within a tender exercise and can be called up to: support development of a specification; review tender responses; or sit on an evaluation panel, as required. The Diversity Officer can review suppliers E&D policies where

required.

The Diversity Officer has developed an Equality and Diversity Procurement Guide that is available to all suppliers on our "Contracts and Tenders" page of our website: https://www.stockporthomes.org/corporate/working-with-

All of the above support our commitment within our procurement processes of ensuring diversity, inclusivity and equality needs are being addressed in our supply chain.

7.2 Before awarding a contract, does the organisation scrutinise the following in the tender process?

us/contracts-and-tenders/

Tick all that apply

GUIDANCE: Although it would be best practice, these criteria do not need to be deciding factors when awarding contracts. They should however still be scrutinised and appropriate action taken if the contract is awarded.

- A. Whether the potential supplier has a policy which explicitly bans discrimination/bullying and harassment based on sexual orientation or gender identity
- B. Whether the potential supplier has equality training which is explicitly inclusive of sexual orientation and gender identity

Describe the options selected below:

A. Describe how the organisation scrutinises the potential suppliers' policies:

As a public sector organisation, we are required to utilize the Crown Commercial Services (CCS) standard "Supplier Questionnaire" (SQ). The questionnaire confirms the capabilities of our suppliers and includes a number of pass / fail questions. The SQ was updated in 2019 to incorporate more in depth questions of potential suppliers' policies in relation to Equality and Diversity. We work with the Diversity Officer to review E&D Policies as needed.

In addition SHG has a standard "Invitation to Tender" (ITT) document which outlines the way in which bids should be developed to be compliant with our requirements and to be accepted in the tender process.

The ITT has a specific section on Equality, Diversity and Inclusivity. This explains what SHG values in these areas. Policies are requested from suppliers and submissions are scrutinized by the procurement panel. It specifically mentions sexual orientation and gender identity.

Our standard Terms and Conditions are used in the tender process and these contain clauses which mandate suppliers

to do certain things.

They state the following:

"The Contractor shall not unlawfully discriminate either directly or indirectly on such grounds as race, colour, ethnic or national origin, disability, sex or sexual orientation, religion or belief, or age and without prejudice to the generality of the foregoing the Contractor shall not unlawfully discriminate within the meaning and scope of the Equality Act 2010, the Human Rights Act 1998 or other relevant or equivalent legislation, or any statutory modification or re-enactment thereof. The Contractor shall take all reasonable steps to secure the observance of this clause by all Staff."

The T&C have been updated currently to include the wording "gender identity" in addition to sexual orientation.

SHG utilises Constructionline (a platform for connecting construction buyers / suppliers, helping SHG to simplify the validation process for smaller construction type works). We currently have 50 suppliers listed on our Constructionline platform. When a supplier registers they are asked a series of questions based on the Standard Supplier Questionnaire mentioned previously. SHG mandates the need for Silver membership with Constructionline. Some of the E&D questions are only applicable for Gold members, however, from the screen shot provided you can see that:

- 20 contractors have completed this section
- 5 are awaiting verification (meaning they have submitted the information, Constructionline need to verify it is adequate)
- 8 have recently had this information verified

This platform provides good insight into the dedication and commitment of our construction contractors to E&D, particularly as they do not have to enter this information and do so of their own choice (only mandatory at Gold level).

B. Describe how the organisation scrutinises potential suppliers' equality training:

As noted in the previous section, the ITT and the standard T&C require that contractors and suppliers have processes and policies in place that promote Equality, Inclusivity and Diversity.

Where needed, suppliers will be asked to confirm how staff training is undertaken to ensure the contractual obligation is being discharged.

SHG's Diversity Officer will be asked to review / comment on information received, as required. This ensures there is specialist input / oversight into the scrutiny of key documents / approaches.

In a recent tender exercise (for the creation of a framework), SHG has asked for the training matrices of all staff who will be working on the contract in question. The training matrices have been scrutinized as part of the tender evaluation.

Of the seven companies that were successful, all submitted an Equality and Diversity Policy, five of which made reference to not discriminating against sexual orientation, and two of the companies specifically identified equality and diversity training as compulsory for managers.

SHG has identified that these suppliers could benefit from engaging with us further and attending any LGBT Network events we host. There is also the opportunity for us to share some best practice with them re policy requirements. This will allow them to learn from other companies' best practice and develop their training offer to managers further and across all companies working on the Framework.

Procurement: Part 2

7.3 Once a contract is awarded, how does the organisation hold the supplier to account?

Tick all that apply

GUIDANCE: The slot in supplier monitoring meetings does not have to be specifically for LGBT related issues, but should be inclusive of them.

A. Include a broad diversity and inclusion slot in contract monitoring meetings inclusive of LGBT issues

B. Monitor and analyse LGBT related feedback on supplier

Describe the options selected below:

A. Describe how D&I outcomes are included within contract monitoring meetings:

Contract management meetings are undertaken by the Budget Manager responsible for the contract. They are undertaken to ensure that the specification which was put out to tender is being adhered to, contractual obligations are being met and that KPI's are being delivered. This is one of the many ways a Budget Manager can ensure effective communications are in place with contractors.

The Procurement Officer has regular contact with Budget Managers to ensure that the Contract Register is up to date, interrogating areas of spend and ensuring that contract monitoring meetings are being undertaken effectively.

As part of our ongoing liaison with our supply chain, we have recently undertaken an exercise to gather central oversight of key E&D areas. In order to do this, we have asked Budget Managers to contact their suppliers and ask them to provide further information in relation to their approach to E&D and LGBT awareness and training. This is to assess a baseline position and be able to develop further actions around this area.

The results we obtained showed a clear commitment to E&D issues within our supply chain. Companies have E&D polices in place, which are LGBT inclusive. E&D training is undertaken by these companies.

A real positive that came from the above piece of work was that a large proportion of companies have said they would like to work with SHG on joint outreach projects in the future and join any Employee Network that we set up.

Two of the suppliers identified as being existing Stonewall Members and gave some good examples of how they support their LGBT staff, including; flexible uniform request policy, gender neutral toilets, employee networks, diverse representation on Boards and policies in place to support individuals going through transition. These good practice examples will be presented to our Employee Network as a way of helping our suppliers engage with LGBT Staff.

In the 2019 survey, we asked whether suppliers were intending to become Stonewall Diversity Champions themselves. Four companies stated that they are considering this and we will support them as required.

We have been approached by a supplier asking for support in developing some specific LGBT inclusive training for their staff as they see SHG as best practice. We will ensure we work with these suppliers to further develop these interests and requirements.

B. Describe how the organisation monitors and analyses feedback around suppliers from LGBT people:

We have sent out a questionnaire to our suppliers regarding their work to support LGBT employees. This was undertaken to gain more awareness of the work being undertaken within our supply chain and to demonstrate that our commitment to LGBT inclusivity stretches far beyond our own Group. We are committed to working with our supply chain to raise awareness of LGBT issues, ensure that adequate training is being delivered, invite them along to events that may be of interest and work in partnership to deliver improvements / joint activities wherever possible. This is why it is a mandatory requirement in all procurement exercises for a supplier to send in their E&D Policy for scrutiny. This monitoring will be undertaken on at least an annual basis to

enable SHG to remain aware of where suppliers are at, the work being done within the supply chain and the opportunities for joint working to improve inclusivity.

SHG now has in place (since autumn 2018) an eprocurement / contract management portal, allowing us to contact all registered suppliers in a systematic manner. This will support improved contract management and oversight of key policies.

The results of our recent survey work has shown a large proportion of suppliers are demonstrating a strong commitment LGBT inclusivity. We have, however, developed a Procurement / Stonewall action plan to drive further improvement within supply chains.

7.4 In the past year, how has the organisation engaged or collaborated with its suppliers? Tick all that apply.

Tick all that apply

GUIDANCE: Joint LGBT diversity and inclusion training can also include sharing training with your suppliers.

- A. Joint LGBT diversity and inclusion training
- B. Invite suppliers' employees to take part in LGBT employee network group events
- D. Share best practice and policy around LGBT inclusion

Describe the options selected below. Please include specific dates or time periods.

A. Describe the joint training:

It is clear from responses to the questionnaire discussed in 7.3 that there is a commitment to delivering training within our supply chain. However, there are opportunities to do more.

A number of organisations have highlighted a need for more training within their own companies.

Our standard terms and conditions do mandate that staff should be aware of E&D issues so there is more work to be done in highlighting this requirement in the procurement process and ensuring that contract management is effective in monitoring this delivery.

Our recent engagement with our supply chain has noted the need to explore what additional training / communications / briefing sessions could be held where we could invite suppliers into SHG. Furthermore, we will identify high quality E&D training and signpost people to this.

Something different we have done in 2019 is that we have produced an "E&D and Procurement" guidance note for suppliers and have sent this out to them all, and have added it to our webpage (on the dedicated procurement section). https://www.stockporthomes.org/corporate/working-with-us/contracts-and-tenders/

This is a document that provides some really useful information about the customer base we have and how suppliers may need to take account of specific E&D requirements when working on our behalf.

B. Describe the invitation to suppliers' employees to take part in network group activity:

SHG has raised awareness of local LGBT events via social media, our website and communications with suppliers. We have specifically made suppliers aware of the Stockport Pride event which took place on Sunday 28th July 2019 in the town centre.

SHG held a stall at this event and encouraged key suppliers to join us on the day and celebrate LGBT inclusivity together. Stockport Homes is exploring ways in which we can hold more joint supplier events within the community rooms at the Cornerstone HQ to raise awareness of key issues which affect SHG and our supply chain, including LGBT inclusivity.

There were a lot of positive responses to this question in our recent survey work. One supplier shared the details of Stockport Pride with all of their workforce. Another supplier said they knew some of their staff were already planning to attend Stockport Pride before we had made them aware of the event.

As part of the Internal Audit tender & contract, SHG and PWC have agreed to work together to bring their LGBT networks into contact with each other. This will enable SHG's newly formed network to learn, seek best practice, be able to generate more ideas and have links with other organisations.

D. Describe how you share best practice with suppliers:

Our LGBT Supplier Questionnaire identified that a number of suppliers are interested in joining together to do a community outreach project.

One supplier offered to host a training session in Building Maintenance for LGBT individuals, who may feel more secure in this environment.

In 2019, we created an "E&D and Procurement" guidance note for suppliers. This is a great example of how we are sharing our best practice with suppliers.

By ensuring that our T&C and ITT document contain the correct language re sexual orientation and gender identity, we are also able to express to suppliers how they should refer to LGBT issues. This will aid suppliers to ensure they

are using the correct language.

We utilise our social media channels to promote LGBT issues, and our supply chain are part of our followers on various accounts. This enables us to push out messages to them. For example, we have advertised Stockport Pride this way, we promote our gaining of Stonewall Diversity Champion status on these channels and we have promoted our #BeYou campaign on social media. Our suppliers will therefore be getting clear messages from us about the way in which we work and the commitment we have made to LGBT issues. Furthermore, a number of our Board members have participated in our social media campaigns (both by being part of photographs and by sharing posts within their own social media channels). Some of these are high profile housing colleagues and again, this enables SHG to be seen to be at the forefront of social media campaigns sharing best practice. As Stockport Homes is held in high regard locally and in the housing sector, this sharing of best practice is an important part of education suppliers and driving up standards.



Workplace Equality Index Application

Created: 05/07/2019 • Last updated: 09/09/2019

Community Engagement: Part 1

Section 8: Community Engagement

This section comprises of 4 questions and 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. This section is worth 10% of your total score.

Below each question you can see guidance on content and evidence. At any point, you may save and exit the form using the buttons at the bottom of the page.

8.1 In the past year, has the organisation utilised its social media accounts and online presence to demonstrate its commitment to LGBT equality?

GUIDANCE: The social media accounts here should be the ones with the widest reach. This question examines how you demonstrate to the largest possible audience that your organisation is committed to LGBT equality.

Please upload evidence of two seperate social media posts. The two social media posts uploaded (for example tweets), should be across a year and not concentrated on one event. The evidence can be an LGBT employee network group being re-posted by an account with bigger reach.

Yes

Describe the activity:

There has been a variety of social media usage to demonstrate our commitment to LGBT equality

1) A blog by a board member on being LGBT was posted on our facebook page and website as discussed in previous sections. This Blog clearly communicated that he was a Board member of Stockport Homes and is a gay man. He talked about some of the difficulties faced by the LGBT community and that he was proud of the work that Stockport Homes was doing on LGBT issues.

https://www.stockporthomes.org/about-us/media/latest-news/corporate/beyou/

- 2 We promoted Stockport Pride on our twitter feed. The Stockport Pride twitter feed thanked SHG for our sponsorship of the event. This is an important event in Stockport this year because it is on a larger scale than previous years and for the first time incorporated a parade. This social media post was part of a wider programme of support for Stockport Pride which has included posters in various venues and information on our public facing TVs and a stall in reception on the Friday prior to Pride promoting Stockport Pride, LGBT equality and awareness raising.
- 3 We promoted LGBT history month on our twitter feed and facebook page including promotion of LGBT community event throughout the month.
- 4 Our construction arm, threesixty, also promoted Stockport Pride on their twitter feed.
- 5 We wished Stonewall a happy birthday on social media (twitter example below
- 6) We promoted our attendance at the Stonewall Network Masterclass in Birmingham on Twitter

Upload a screenshot of social media activity:

https://stonewallsubmit.fluidreview.com/resp/99448437/XBqLZPfPC4/

Upload a screenshot of social media activity:

https://stonewallsubmit.fluidreview.com/resp/99448437/tNFgdhKCLz/

Provide the date of the activity: 13/02/2019

Provide the date of the activity: 19/07/2019

8.2 Which of the following outreach activities has the organisation taken part in the last year? Tick all that apply.

Tick all that apply

GUIDANCE: Sponsored or supported can include in-kind gifts and donations, for example providing a meeting room for a group, and doesn't have to be directly financial (i.e. giving money). The support of a campaign to tackle homophobia, biphobia and transphobia needs to be externally facing and not an internal awareness raising event.

- A. Sponsored or supported LGB community group/s
- C. Sponsored or supported LGB community event/s
- E. Supported campaign/s to tackle hate crime or homophobic, biphobic and transphobic bullying

Describe each option selected. Please include specific dates or time periods.

A. Sponsored or supported LGB
community group/s

Through our partnership and work with the Proud Trust, Stockport Homes funded (£240) an event for service users and their families as part of LGBT history month. This resulted in 50 people attending - family, friends, allies and LGBT+ young people. This event would not have taken place without the Stockport Homes funding due to the financial challenges The Proud Trust is facing.

Since May 2018 we have supported the local Proud Trust group. A member of staff started by attending the fortnightly meetings as a guest and began to engage with them about housing issues and in particular issues around homelessness. This member of Stockport Homes staff now attends each meeting to provide guidance and support on housing issues and engage the group to understand how they see our service.

Supporting one customer and understanding how they had some difficulty engaging with our service led to the member of staff assisting them to attend an interview. This has subsequently led to them being temporarily rehoused. Further details in section 9.

C. Sponsored or supported LGB community event/s

Stockport Homes was one of five main sponsors of Stockport Pride this year (£500) because we believe it is important to support such events. http://www.stockportpride.co.uk/

Over 900 people attended, despite very wet weather. Stockport Homes had a stall that proved to be very popular with those attending. The stall included free gifts, badge making and information on a variety of Stockport Homes' services and training programmes.

On the Friday prior to Stockport Pride we held a Pride stall in

our reception area, promoting LGBT services to staff and customers and the fact Stockport Pride was taking place on the Sunday.

https://www.stockporthomes.org/about-us/media/latest-news/customer-news/we-are-proud-to-support-stockport-pride/

The Stockort Pride website also lists SHG as a sponsor http://stockportpride.co.uk/

We also took part in the Manchester Pride 2019 parade under the 'Houseproud' banner. Houseproud is the LGBT+ group for North West Housing Associations. The group marched, supported by a truck with staff dressed up in line with this years theme of space travel. SHG paid for the decoration of the truck.

E. Supported campaign/s to tackle hate crime or homophobic, biphobic and transphobic bullying

Greater Manchester Police had a hate crime week between 4th– 10th February 2019. SHG was one of the key organisers of the event. As a Hate Crime Reporting Centre, we had a stall throughout the week in our reception area promoting and encouraging the reporting of incidents with specific reference to LGBT hate crime.

Social media was also utilised through our social media feeds to promote the work.

We have supported Stockport Council to produce a Hate Crime Charter and are a signee to this along with other agencies such as the police and health organisations.

Community Engagement: Part 2

8.3 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?

GUIDANCE: The initiative can be a one-off or on-going project.

Yes

Complete the following. Please include specific dates or time periods.

Name the organisation/s you collaborated with:	Proud Trust - Stockport HouseProud - North West Housing Associations LGBT network			
Describe the collaboration or initiative:	Since May 2018 SHG has supported the local Proud Trust group. A member staff started by attending the fortnightly meetings as a guest and began to engage with them about housing issues and in particular issues around homelessness Consequently in February 2019 SHG funded (£240) an event for service users and their families as part of LGBT history month which saw 50 people attend - family, friends, allies and LGBT+ young people.			
	As part of Houseproud staff members attend meetings focused on sharing best practice between different organisations to support LGBT customers. This covers a range of areas and most recently (June 2019) the areas covered have been Older Persons Services. The older persons meeting looked at how to promote LGBT equality in a setting where older people may feel the need to hide their sexual orientation. As a consequence we have put information on noticeboards of groups and displayed the rainbow flag in communal areas. An example of the noticeboard is provided in a photo which is attached to 8.5.			
Describe the impact of the collaboration or initiative:	Through the work with the Proud Trust we have been able to support one customer and understand how they had some difficulty engaging with our service which led to the member of staff assisting them to attend an interview. This has subsequently led to them being temporarily rehoused. Further details are contained in section 9.			
	The House Proud work has led to an increased promotion of LGBT activities and inclusivity in our sheltered housing schemes and a collabarative look at how different organisation deal with LGBT hate crime by our respective ASB teams. This has led to ideas to implement and promote hate crime reporting amongst our customers.			

8.4 Has your organisation done any further work in the past year to promote LGBT equality in the wider community?

GUIDANCE: Activity here should be additional to anything already mentioned in the submission. Please include specific dates or time periods.

Yes

Describe the activity and impact:

Throughout February we promoted LGBT history month and events taken place locally. Our social media gave information (https://twitter.com/StockportHomes/status/1095621623531610113/photo/1) and a screen in the public reception gave details of the events taking place.

In February 2019 the Diversity Officer attended Highfields Inclusion Partnership (Stockport MBC Pupil Referral Unit) to talk with key staff members about our journey on undertaking the Stonewall WEI. The talk set out how the assessment has helped to progress LGBT visibility and services in our organisation and encouraged them to join the relevant schools Stonewall scheme. This had added importance as they often deal with youth for whom their social and emotional difficulties are sometimes related to issues around sexual orientation. Subsequent to this meeting a member of the LGBT network attended with Stockport Homes' Education Officer for some of the training sessions to talk about career progression and advise on LGBT matters.

The following question is not scored.

8.5 In the past year, has the organisation utilised its social media accounts to demonstrate its commitment to bi and trans equality?

GUIDANCE: The social media accounts here should be the ones with the widest reach. This question examines how you demonstrate to the largest possible audience that your organisation is committed to LGBT equality. The evidence can be an LGBT employee network group being re-posted by an account with bigger reach.

No Responses Selected

A. Upload a screenshot of social media activity:



B. Upload a screenshot of social media activity:

(No response)

Provide the date of the activity: (No response)

Provide the date of the activity: (No response)



Workplace Equality Index Application

Created: 05/07/2019 • Last updated: 04/09/2019

Routing question Section 9

Section 9: Clients, Customers and Service Users

This section comprises of between 3-5 questions and examines how the organisation engages with clients, customers, services users or partners. This section is worth 8.5% of your total score.

In order to begin this section, choose which sector best describes the organisation below.

Please choose the option that A. Public or third sector with service users best describes your organisation:

Clients, Customers and Service Users: PS SU P1

Public or third sector with service users

9A.1 In the past 3 years, has the Yes organisation examined the service user journey to ensure there are no barriers to access for LGBT people?

GUIDANCE: This should be a formal mapping process of the touch points of the service user and the service.

Describe the process by which you examined the service user journey. Please include specific dates or time periods.

The housing options process was examined through a case study that came to light through the work being done with The Proud Trust. This took place in May 2018.

There was concern for a member of the group and their living situation. The customer was forced to leave his family home two years ago and 'sofa surfed' with friends - even finding himself sleeping in stairwells. He had few possessions and was out of work. In the past he had had appointments with SHG to look at his housing situation but had failed to attend them. Upon discussion with the customer it came to light that this was due to his lack of self-confidence. He was unaware that SHG is supportive of LGBT customers and presumed he would be told to return to his parents, however unsuitable that accommodation.

The SHG staff member who supports the Proud Trust and is a member of the LGBT employee network attended the appointment with Housing Options to support the customer. The interview went well and the customer subsequently secured appropriate housing.

As a result of us exploring this journey we began encouraging frontline staff to make visible use of rainbow lanyards on our reception desk and added inclusive messages to the display TV screens in the reception area and in our 22 high rise buildings to help ensure positive messages about how welcome LGBT customers are in our services and how they can access advocacy support if they want it.

Describe the outcome and impact. Please include specific dates or time periods.

Without the support and advocacy of the SHG staff member, this customer might never have attended and received the service he needed. Within SHG, steps have been taken to ensure staff allies can attend specific cases where LGBT issues are a concern and the customer wants an advocate present.

As a consequence of the case SHG arranged specific homelessness training around LGBT issues with Tina Wathern from Stonewall Housing to ensure staff are aware of the issues. The Session "Finding Safe Spaces - Understanding the experiences of Lesbian, Gay, Bi and Trans* Rough Sleepers" was delivered in September 2018.

The aims for the session

- 1) Understand how LGBT* become can become homeless and end up without a safe space
- 2) Be clear on the experiences of LGBT* people when they are rough sleeping
- 3) Gain clarity on the global impact of homo/bi/transphobia and how this relates to reconnection to country of origin
- 4) Understand where LGBT* people go when they are street homeless
- 5) Be clear on what the needs are relating to LGBT* rough sleepers
- 6) Obtain knowledge on why it is important to ask about sexual orientation and gender identity and how to ask
- 7) Have insight into local and national LGBT* services who can offer support

As a consequence of the training two members of the front line teams undertook allies / role model training (as appropriate) and now wear rainbow lanyards so that customers can identify clearly their knowledge around LGBT issues.

9A.2 Does the organisation collect LGBT monitoring information for service users to allow for the following analysis? Tick all that apply.

Tick all that apply

GUIDANCE: You should demonstrate how you collect the data and how it is analysed.

- A. Assess whether LGBT people are accessing your services
- B. Assess the satisfaction of your LGBT service users in comparison to other groups

Describe the options selected:

A. Assess whether LGBT people are accessing your services:

The annual Equality and Diversity Report which reports on key E&D activities in the 12 month period has an appendix of customers in key service areas broken down by diversity strand, including LGBT - tenants, applicants, lettings, shared ownership and universal credit cases. This was attached in section 6. Our housing management database allows us to do this monitoring as we collect diversity information at application and sign up to a property.

Guidance has also been sent out to service managers on the recommended questions to ask when requesting customers to provide protected characteristic infomation.

The sheltered housing services customer survey asked for tenants' sexual orientation. 50% of the 284 respondents chose not to answer the question. Actions have been taken to increase declaration rates, including: promoting through LGBT groups through the staff network; activities being advertised on sheltered scheme noticeboards; and the rainbow flag being prominently displayed within the schemes.

B. Assess the satisfaction of your LGBT service users in comparison to other groups:

The annual Tenant Experience Report covers satisfaction across diversity strands, including LGBT. The details are captured in the new tenant visit survey, the current tenant visit survey (3000 per year) and the tenancy termination survey (1000 per year) and linked to existing customer diversity strand records. All of these surveys allow analysis by diversity strands, including LGBT. Appendix 2 which is at the end of the report, identifies whether any particular group has lower satisfaction rates than the norm. LGBT satisfaction is comparative with overall satisfaction levels.

This report is presented to and discussed at Stockport Homes Management Team and Stockport Homes Board.

Responses to the new tenant survey, the current tenant survey and the termination survey are monitored on a monthly basis through the Operational Services Directorate performance process. Improvement actions are identified and addressed as part of that process.

Upload analysis reports for option A:

please be aware only **one** file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448440/K3TydBnOsG/

Upload analysis reports for option B:

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448440/SepQ8PMrob/

Clients, Customers and Service Users: PS SU P2

9A.3 Has the organisation
Yes
consulted with LGBT service
users in the past 3 years to tailor
the services to their needs?

GUIDANCE: The consultation should have involved all LGBT identities.

Complete the following. Please include specific dates or time periods.

A. Describe the consultation process:

May 2018 - We mapped the journey of a customer who had transitioned through the organisation from application, to gaining a property, to leaving the property, to applying again for a property, and obtaining another property. The process was over the course of six years. The information was gained from the customer in a meeting in which they had a friend who was a member of staff present (and member of the LGBT employee network). This ensured the customer had a supportive voice. The customer found the meeting useful and beneficial. SHG learnt a lot from the experience and the meeting was conducted in a constructive way to ensure a full understanding of the customer experience. It also identified opportunities to make make strategic improvements for all customers that are transitioning.

At Stockport Pride (July 2018) SHG's aim was to better understand how people that identify as LGBTQ could be supported in housing. We had a good response to a community survey, which was focused on people's perceptions of how SHG operates its and opportunities for improvement. The other half of the survey was community based and aimed at gaining an understanding of what other services are used and if there was a need for more general community support in the form of a group or project.

Over the last two Stockport Prides (2018 and 2019) open conversations on the day allowed explanations about how

SHG is becoming more visibly supportive of the LGBT community and the existence of specific LGBT employee network. People seemed responded positively to the fact that SHG has a dedicated group and that the group will help to keep LGBT matters prioritised.

B. Describe the outcome and how services were tailored to the needs of LGBT people:

May 2018 - Following the meeting a journey map was put together of the customers experience. This included all the touch points of contact with the organisation, including where services could be improved on trans issues. There were a variety of areas where improvements were identified on the customer experience. For example, when applying additional support and understanding of staff regarding trans related medical information. The mapping showed that the medical information section would benefit from more face-to-face contact to explain what information is required. When mapping a subsequent mock application it was identified that lot of historical medical information was requested which was not required. Instead, only current medical information is required.

Upon allocating a property we have recognized that we should make the new tenant aware of all routes to reporting any hate crime and that we take a zero tolerance approach and will support the tenant. This was not made as clear as it could be. The sign up process was altered to ensure this was message was clearly given.

The customers background and experience growing up provided us with information about difficulties growing up if feel you are not the gender identity you would like and the impact of not having family support for this.

In Septepmber 2018 the key results from the Stockport Pride consultation were analysed .

QUESTION - How can housing organisations support the LGBT community? RESPONSES

- -Paint a house in rainbow colours
- -Be open and inclusive to all backgrounds, be welcoming not intimidating
- -Treat all LGBT people as people like everybody else
- -Tenants want more information about the charity we support. Also how they can get involved. Possibly via a newsletter
- -Older LGBT people are not accepted when entering a house. I think more support should be given when starting a tenancy and available for the future if needed
- -Delegated LGBT representatives are needed
- -Support different communities to set up community groups
- -Provide targeted support for rehousing of young LGBTQ people and those that are homeless

- -Reach out to elderly people living in social housing to promote support services. Being mindful of generations that they come from a time where being LGBT was often hidden and subject of abuse
- -Provide resources that are more available for LGBT tenants, i.e. group's representatives
- -Be proactive about protecting LGBT residents from homophobia including flippant comments said as a joke -LGBT+ representative support for tenants

As a consequence of these suggestions hate crime reporting has been promoted and through the use of rainbow lanyards for frontline staff customers can see staff support for LGBT people. Within sheltered schemes there are now rainbow flags and posters for local LGBT support groups. The TV screens within reception areas and towerblocks now have a slide clearly stating what customers need to do to report hate incidents and this includes stating what a hate incident is and clearly listing abuse due to sexual orientation is a hate incident.

9A.4 What percentage of frontline employees have been trained on reducing bias and discrimination towards LGBT service users?

Select the completion rate for the training

GUIDANCE: The training should reach as many frontline employees as possible. Training content should explicitly mention examples of discrimination and bias towards LGBT service users. Content should also include the steps frontline employees can take in eliminating this discrimination and bias. Examples of content you could upload are case studies, e-learning screenshots or powerpoint presentations.

A. 76 - 100 per cent

Describe how you estimate completion rates:

Course completion is kept within our Learning and Development team on the HR database. Within the Older Persons Services and Housing options teams for whom training below was arranged attendance was over 85%.

Describe the format of the training and the content you have uploaded:

Feedback from 2017s North West LGBT Resident Conference showed that customers felt staff didn't understand the needs of older LGBT people. As a consequence we worked with Equity Housing and Riverside to host a days training on Older Persons LGBT housing issues, which was delivered by Tina Wathern of Stonewall Housing. The aims of the session were for attendees to have an increased awareness of older LGBT people's needs and the knowledge to support individuals and within their role identify the organisational and cultural changes required to provide a quality service to older LGB&T people.

Following the issues raised by some young LGBT homeless service users we have also delivered specific homelessness training around LGBT issues with Tina Wathern from Stonewall Housing to ensure staff are aware of the issues. The Session "Finding Safe Spaces - Understanding the experiences of Lesbian, Gay, Bi and Trans* Rough Sleepers" was delivered in September 2018.

The aims for the session

- 1) Understand how LGBT* become can become homeless and end up without a safe space
- 2) Be clear on the experiences of LGBT* people when they are rough sleeping
- 3) Gain clarity on the global impact of homo/bi/transphobia and how this relates to reconnection to country of origin
- 4) Understand where LGBT* people go when they are street homeless
- 5) Be clear on what the needs are relating to LGBT* rough sleepers
- 6) Obtain knowledge on why it is important to ask about sexual orientation and gender identity and how to ask
- 7) Have insight into local and national LGBT* services who can offer support

All member of SHG Older Person Housing staff attended the training and the feedback was extremely positive and provided increased understanding for all.

Following the session Stockport Pride was promoted in the Temporary Accommodation schemes alongside use of rainbow flags on noticeboards and information about local specific LGBT services.

Upload training content:

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448440/uOUgV0USmS/

Upload training content:

please be aware only one file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448440/J7JEaRR0Li/

9A.5 In the past year, has the organisation communicated or promoted its services as being explicitly LGBT inclusive?

Yes

GUIDANCE: The communication can be digital or physical.

Describe the reach of the communication. Please include specific dates or time periods.

In the past 12 months a vareity of things have been undertaken to ensure our services are explicity LGBT inclusive.

The organisational email footer now includes the Stonewall Diversity Champions logo. The example attachment below shows the communication asking staff to add to their email footer

On a continual basis TV screens in staff and customer areas show that we are a Stonewall Diversity Champion and have photos from the most recent Stockport Pride on rotation.

Membership of Stonewall Diversity Champions Programme has been put on our website. It was on the home page and there was a link to further information about the programme.

https://www.stockporthomes.org/about-us/media/latest-news/corporate/stonewall-diversity-champion/

There is also a page on the website to describe our wider approach to equality and diversity work which explicitly mentions sexual orientation.

https://www.stockporthomes.org/about-us/open-and-transparent/equality-and-diversity/

Since February 2019 SHG allies and role models use their rainbow lanyards and these are worn when out and about on our estates, at our schemes and for home visits so customers can see clearly the support shown for LGBT+ issues.

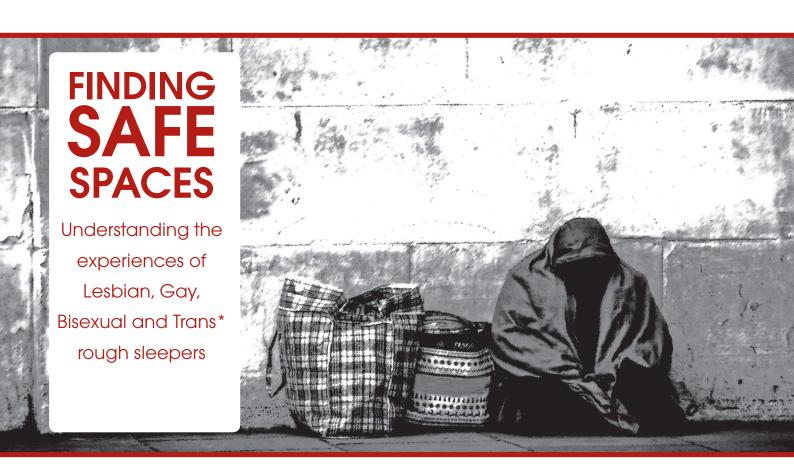
As part of the housing application it is made clear that we welcome applications from everyone - it states "Stockport Homes encourages applications regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity."

https://www.stockporthomes.org/find-a-home/homes-to-rent/homechoice/

Upload an example communication:

please be aware only **one** file is allowed per answer

https://stonewallsubmit.fluidreview.com/resp/99448440/b4ZxpSRDd1/

















Course outline

The Finding Safe Spaces project was commissioned by the Homelessness Transition Fund to understand the experiences of Lesbian, Gay, Bisexual and Trans-spectrum¹ (LGBT*) people who have been street homeless.

This training will give an awareness of the needs of LGBT* people to allow you to understand the following:

- How LGBT* people can become homeless and end up without a safe space
- Be clear on the experiences of LGBT* people when they are rough sleeping
- Clarity on the global impact of homo/ bi/transphobia and how this relates to reconnection to country of origin
- Understand where LGBT* people go when they are street homeless
- Be clear on what the needs are relating to LGBT* rough sleepers
- Gain knowledge on why it is important to ask about sexual orientation and gender identity and how to ask
- Have insight into local and national LGBT* services who can offer support

The course will be delivered by a trainer from Stonewall Housing and will run from 10.00am to 4.30pm. We will have lunch and several comfort breaks throughout the day.

The training will involve a series of exercises to help you to cement your knowledge as you progress through the course.

An evaluation form is in the packs. Please fill this in as it allows us to review the delivery and content of our training and make necessary improvements.

¹ Trans* is an inclusive, umbrella term used to describe the diversity of gender identity and expression for all people who do not conform to common ideas of gender roles.









Definitions

Sexual orientation and gender identity can be used interchangeably. However, it is important to distinguish between the two as they have quite different meanings. In short:

Sexual orientation = who a person is attracted to; Gender identity = how a person feels internally about gender e.g: male or female.

Here are some definitions you may find helpful.

Biphobia: an irrational and unrealistic hatred, disapproval or fear of those who identify as bisexual. Haters can include lesbian and gay people as well as heterosexual people

Cisgender: a person who is not trans* for example a man or woman who has not transitioned.

Intersex people: are born with chromosomal differences or ambiguous genitalia. Intersex infants are often assigned a gender and subjected to surgical procedures. Some intersex people develop gender identity issues.

Gender identity: refers to a person's internal, deeply felt sense of gender. Because gender identity is internal and personally defined, it may not visible to others. It does not necessarily relate to genitalia.

Heterosexism: a term that applies to negative attitudes, bias, and discrimination in favor of opposite-sex sexual orientation and relationships. It can include the presumption that everyone is heterosexual or that opposite-sex attractions and relationships are the norm and therefore superior.

Homophobia: the irrational and unrealistic hatred, disapproval or fear of gay, lesbian, bisexual or any non-heterosexual people.

Sexual orientation: understood to refer to each person's capacity for profound emotional, affection and sexual attraction to, and intimate and sexual relations with, individuals of a different gender, the same gender or more than one gender. Common sexual orientations include Gay, Lesbian, Heterosexual and Bisexual.

Trans*: an inclusive, umbrella term used to describe the diversity of gender identity and expression for all people who do not conform to common ideas of gender roles.

Several terms are used to describe trans* people:

- Male to Female (MTF);
- Female to Male (FTM);
- Transman and Transwomen (common terms used to describe FTM and MTF transsexual people, respectively);
- transvestite;
- transsexual;
- · gender queer.

The list is growing.









Definitions

Transition: a transsexual person will go through a process of 'transitioning' while they establish themselves in society as a member of the opposite gender to their birth gender.

Transphobia: the unrealistic or irrational fear, disapproval or hatred of trans* people.

Transvestite: a term used to describe people who dress in clothes associated with their opposite sex, as defined by socially accepted norms, but still identify with their biological sex. An erotic transvestite is a person who gets sexually excited by the dressing. A social transvestite, however, simply feels more comfortable in such clothes.









Introduction

to the training and the experiences of LGBT* rough sleepers

To introduce you to the experiences of Lesbian, Gay, Bisexual and Trans-spectrum people who have been street homeless we have put together some questions. These questions are based on research Stonewall Housing has conducted along with other studies.

This is not a formal test, however it is designed to allow you to think about your current knowledge and perceptions.

The trainer will allocate an amount of time for your to answer the questions and then we will come back to discuss your answers.

You can go through this individually or with the person next to you.

Questions

Of the people we spoke to, how many felt safe sleeping on the streets?

- a) 12
- b) 1
- c) all of them
- d) 50

Of the trans* people we spoke to, how many found hostels a safe space?

- a) 6
- b) 3
- c) 25
- d) 0

What percentage of people we spoke to told us they had experienced sexual violence as either a child or as an adult?

- a) 38%
- b) 50%
- c) 12%
- d) 71%









Introduction

Of the people we spoke to, what percentage told us they were rough sleeping as a result of domestic abuse?
a) 38% b) 5% c) 100% d) 10%
What percentage of people did we speak with who talked about having what we might identify
as complex needs?
a) 25% b) 75% c) 99% d) 12%
What do you think were the top 5 needs LGBT* people told us were a priority when they were sleeping rough (other than accommodation)?
 2. 3. 4. 5.

True or False: 33% of trans adults in the UK have attempted suicide at least once.

True

False









Experiences

of LGBT* people prior to being homeless

Lesbian, Gay, Bisexual and Trans-spectrum (LGBT*) people can become homeless for a diverse range of reasons. More often than not this is related to their sexual orientation or gender identity, having a detrimental and often irreversible effect on their support systems of people who care.

Not having a 'family' who cares has significant impacts on people's ability to navigate healthy relationships and can increase vulnerability when someone is experiencing street homelessness.

Having a 'family' who 'hates' an individual because of their sexual orientation or gender identity and who have shown this through psychological, physical and sexual abuse and violence, will create long lasting mental impacts.

These impacts include:

- lack of self worth;
- self harm;
- feeling suicidal and suicide actualisation;
- body image issues;
- eating disorders;
- risky sexual behaviour;
- risk of sexual exploitation;
- drug and alcohol misuse;
- depression;
- vulnerability to being exploited into unhealthy relationships.

Some of the reasons why LGBT* people become rough sleepers are noted below. This list was compiled by carrying out research with LGBT* people and through talking with the professionals who support them. It is not an exhaustive list, however it aims to help towards developing an understanding:

- Poverty due to discrimination at work or losing a lack of opportunity;
- Lack of safety net from parents or close personal networks due to hate crime or domestic abuse;
- Compounded effects of multiple discrimination such as racism, mental health and transphobia;
- Lack of training or education because of bullying at school;
- Healthcare issues barriers to accessing appropriate healthcare;
- Discrimination from landlords and housing providers;
- Discrimination from those in authority, such as the police or social services;
- Domestic and/or sexual abuse and rape from a partner, gang or parents; Drug and alcohol issues;
- Validation of sexual orientation or gender identity through coming to an LGBT* 'beacon' city;
- Escaping violence in their home town.









Experiences

Some case studies to help you to understand the experiences of people we spoke with:

"I ran away. My dad was very violent. I had no mother present. I had a girlfriend. We spent a lot of time on the streets. I wasn't sex working then and I didn't do drugs.

It started when I was 14 yrs old because no one wanted to put us up. You try and tell your father that your bezzy mate is not your bezzy mate, she's your girlfriend.

We met in a kids home. She had experienced some very serious sexual abuse. We stayed with some older friends. After that had a husband and a child.

We could have been a couple, but no one would let us. She went on to live with a guy and I think she became happy. We could have been a family, but no one would let us." (Female, White British, 30-40 years old)

"I had recently become HIV positive. This affected my work and so I was sacked. I had to get benefits. My landlord told my flatmates I was HIV+ and they chucked me out and I had no tenancy agreement. The building manager let me store stuff in the basement and sometimes I slept there."

(Male, White European, 26-30 years old)

"I left home when I was 14, spent four years rough sleeping. Kind of didn't get any help at that point because I was avoiding help just due to my age at the time. I eventually went into a hostel and detox, left Manchester and came to Brighton.

Sorted myself out, got somewhere to live, was in a relationship and had a good job but hadn't really addressed any of the stuff I needed to sort out. Had some relationship issues, domestic violence, led me to relapsing and losing my job which led to me losing my accommodation which ended up with me back on the street involved in all sorts of things.

The second time was so much harder than the first time because I had had that time indoors, I was re-sensitised." (Female, White British, 26-30 years old)









Being clear

on LGBT* experience of rough sleeping

The LGBT* people we spoke to had a range of experiences. Notably, nearly everyone we spoke to said that the streets were an unsafe space. The large majority of people we spoke to chose to find an alternative, however most people told us there was nowhere they felt safe.

Some people told us how drugs, alcohol, sex work or transactional sex (sex exchange for accommodation) was used as a way to secure accommodation, usually at great risk to safety as well as to their mental, physical and sexual health:

"I would go back to people's houses and sleep with people. I wouldn't use any protection, I did it to get a roof over my head." (Male, White British, 22-25 years old)

"When I was 17 or 18 I got into a relationship with someone who said they were 35, but he was 47 and that messed up my mental capacity. He was on steroids. We used to fight, he gave me two black eyes. I used to go back because I didn't have anywhere... it was go there or go on to the streets."

(Male, White British, 22-25 years old)

"Anywhere you can get your head down without getting hassled first thing in the morning when people are going to work. It's embarrassing being seen sleeping on the street."

(Male, White British, 26-30 years old)

"(I stayed in a) night shelter... had money taken off me, had my college stuff stolen." (Male, White British, 22-25 years old)

Places like parks, cars, squats, under railway bridges and platforms were chosen:

"I slept under the platform. The people are on the platform above boarding the train and I was underneath." (Female, White British, 26-30 years old)

Additionally, people chose to stay awake all night. People walked around, went to soup runs or cruising grounds (if they were male) to find safety in numbers:

"I stayed out... stayed awake and walked around. Sometimes, I would (go to) the cruising area... napped on the benches... everyone looked out for everyone else.

Didn't sleep at night... seen people have their heads kicked liked a football or pissed on. I could sleep in (a day centre) and get my head down during the day. Not sleeping at night meant that I could be safe." (Male, White British, 31-40 years old)









Being clear

Some people chose to stay away and hidden:

"No, not a town centre... people walking past... peeing on you... I've seen it. Also, I would feel so embarrassed."

(Female, White British, 31-40 years old)

"Not on the street. People come out of the clubs and kick you and record it on their phones and laugh. There were no safe places."

(Trans-Male, Black British, 40-45 years old)

"I didn't feel safe in so called hotspot because it's really hard to sleep where you have people walking past you. There was also this big thing about being seen. There is also a lot of violence on the streets. The further out of the way the better."

(Female, White British, 26-30 years old)









Barriers

to accessing services

Here are some of the barriers LGBT* people can face when they try to access services designed to help them:

- · invisibility within services;
- discomfort and lack of openness among workers;
- isolation from family and friends;
- harassment and isolation from other service users;
- internalised homo/bi/transphobia people experience as a result of hate crime, targeted sexual violence and discrimination;
- fear of reprisals, and arrest, if engaged in sex work or begging in order to obtain money;
- historic distrust of institutions who, in the past, criminalised people because of their sexual orientation and gender identity, if not cisgendered;
- hostels and housing often not sensitive to LGBT* people's needs;
- having to go 'back in the closet' or 'stealth' in order to get help.

Having an awareness of an individual's sexual orientation and gender identity will help to provide them with services that meets their needs.









Asking

about sexual orientation and gender identity

Asking people about their sexual orientation and gender identity means we can be clear we are providing the best possible service.

"I needed to be validated. It would reduce the number of things I would have worry about - one less thing to omit from my history, hide or avoid when going through the narrative."

(Female, White British, 26-30 years old)

We ask because Lesbian, Gay, Bisexual and Trans* people who are rough sleeping will have needs associated with their gender identity and/or their sexual orientation.

Asking questions has several positive impacts:

- Asking which pronoun (he, she, they) is preferred and use it;
- It shows the person being asked it is potentially in a safe space to talk about their sexual orientation or gender identity;
- It allows you, the worker, to understand if there are any needs associated with their sexual orientation or gender identity and means you can have a conversation about any local LGBT* support services;
- It allows fair treatment and you can plan services to respond to that individual's needs;
- It allows you to understand how many LGBT* people are using your service.

"One service thought that sexuality wasn't an issue and suggested I could go back to home - (they) didn't understand that I would experience violence (if I went back home)." (Male, White British, 31-40 years old)

It is important to note: someone may not disclose their true gender identity or sexual orientation to you when you first ask, however by explaining why you are asking, they will feel validated and may feel able to disclose at a later date in their support.

Being clear on the number of LGBT* people using your service is helpful for developing and celebrating the service you offer.

If, for example, after a year of asking people to define their sexual orientation or gender identity no one is doing so, then you can look at your processes and staff training. Additionally, you can review your marketing and engagement work to make sure you are being inclusive with imagery and language.

If it transpires you are getting people responding positively - celebrate this. Put this on your advertising, make a noise about it. Good news travels fast within communities. If a service is









Asking

inclusive and validating for LGBT* people they will use it. LGBT* rough sleepers need safe spaces.

Making assumptions

It is important you ask all clients the same questions.

Sexual orientation and gender identity should never been assumed. You can't tell by someone's clothes, facial features or genitalia.

No one can tell with 100 per cent certainty what someone's sexual orientation or gender identity is.

"I had a drug habit and I was funding it through prostitution. The reason I was homeless was because of domestic abuse in a same sex relationship and I found that workers didn't really grasp that. You can't be gay because you are selling sex. They couldn't make that differentiation, so I struggled to explain myself."

(Female, White British, 26-30 years old)

So, how do we find out?

We ask.

Questions that will help:

Q - Please can you tell me how you define you sexual orientation?

Q - Please can you tell me how you define your gender?

Q - Is your gender identity the same as you were given at birth?

Asking the questions in this way leaves it open for the person you are asking to give you the answer. You are not giving a box for someone to tick, you are leaving it open for people to define themselves rather than fit the criteria of someone else.

The last question, if answered 'no', means someone identifies as trans*.

In asking these questions, the person you are asking may like to know:

Why are you asking?

You need to be very clear here, and confident. You're not asking because you have to. You're asking because you care and because doing your job to the best of your ability means you need to know you are providing the best possible support for service users.

We know there will be needs associated with an individual's sexual orientation or gender identity when they have been rough sleeping.

We know these needs will be different for everyone, so we know we need to ask questions to receive answers to best know how to support someone.









Asking

Why should I tell you?

All answers to questions are a personal choice. Someone doesn't have to tell you if they don't want to - and that's ok. If someone is L, G, B or T* and they feel it is dangerous to tell you (because of their life history), they might choose not to tell you. That's ok.

You can explain why you are asking, emphasising that you can look at whether they have any needs associated with their gender identity or sexual orientation.

What is this information going to be used for?
Again, this goes back to the answer to the first question. If there are support needs associated with someone's sexual orientation or gender identity, unless you ask to define you'll never know those needs and so how will you provide the appropriate support?

Will me giving you this information affect the help I get?

It will make sure the help they get is appropriate to their needs. You can talk about the work you do in your service as well as use your knowledge from this training to talk about other local LGBT* services who may be able to help the individual.

How will this information be stored? Who will you tell?

This is a good time to talk about your organisation's confidentiality, complaints and safeguarding policies.

In the Finding Safe Spaces research, we asked people whether they thought it was important to be asked about their sexual orientation and gender identity. This is what some of them had to say:

"No (I wasn't asked). My experience of the gatekeeper at the day centre and his discrimination meant my trust levels had gone. The (service) helped me but only after I had called the police and then they couldn't do enough."

(Trans-Male, Black British, 40-45 years old)

"It is on a form (the questions). It is never talked about - tick box - no conversation about it. Yes (it is important to ask) - there's got to be other people struggling with their sexuality. Hostel and services should know where to refer people to. I know girls that find it so hard to talk about. Asking on a form - that's not going to help anyone."

(Female, White British, 31-40 years old)

Important:

It is very important monitoring doesn't become a paper exercise. LGBT* people will have needs associated with their sexual orientation and/or gender identity when they are rough sleeping. Being able to meet those needs and offer that care starts with some important questions. From here, you and you client will be better equipped to meet their needs.



5







Group discussion



What should you avoid when asking?









Creating safe spaces

It is important that LGBT* people feel safe when using your service. As we have learnt so far, LGBT* rough sleepers will have had a range of experiences before they come to use your service. Therefore, it is vital they feel safe with you and with the service that has been designed to meet their needs and help them.

There are some simple things that can help to create safe spaces:

- Have visible statements relating to LGBT* people in all publicity;
- Put posters and leaflets about local services in public spaces;
- Ensure staff have referral details for local LGBT* services;
- If you have a library or common area, have LGBT* books and films on offer;
- Have a zero-tolerance approach to all harassment;
- Use an interpreter who has a good understanding of language and experiences of LGBT* people;
- Have a third -party reporting mechanism in place for reporting all harassment;

- Remove any homo/bi/transphobic graffiti within 24 hours;
- Ensure staff are trained in responding to harassment, asking questions around sexual orientation and gender identity as well as legislation relating to their work;
- Make sure LGBT* service user experience is visible in policies and procedures in the work you do.









Meeting needs

In the Finding Safe Spaces research we asked LGBT* rough sleepers what their needs were during their time without safe accommodation. Their needs were similar to those of their heterosexual and cisgendered counterparts, however for different reasons.

Additionally, they had needs applicable to their sexual orientation or gender identity that needed to be understood in order for them to be met.

Key themes from the research were:

- somewhere to get clean and go to the toilet;
- someone to talk to who knows what they are going through;
- knowledge of services for LGBT* people, locally and nationally;
- an awareness of trans* needs;
- knowledge about experiences of LGBT* care and prison leavers;
- somewhere safe to go in the form of appropriate accommodation;
- peer-led projects offering support and appropriate knowledge;
- a safe way to make comments, or make a complaint, about services people have received.

In this section, we explore these needs in more detail.

"I was admitted into hospital after being on the streets the second time. I have to take medication for my bipolar. I was discharged back onto the street... however was linked in with services who helped me to get out of sex working.

Primary needs were healthcare, physically I was in a really bad way. I needed treatment, I need to get back on the 'script. I avoided day centres, just kept myself to myself. I didn't like the chaos of being around lots of other people. I didn't feel safe with others.

The only people I would speak with were punters, someone I was buying (drugs) from or the police if they picked me up. So I would go through a chunk of time not speaking to anyone.

When I went into a hostel I had to learn to talk again, to practice conversation. It's quite isolating being in the city anyway. People walk past you and just ignore you."

(Female, White British, 26-30 years old)









Meeting needs

Trans* peoples experiences of services focused on the appropriateness of services when being placed in cisgendered spaces. On the whole trans* people who were rough sleeping had to stay very vigilant and found even simple acts such as getting clean to be dangerous.

"In the (day centre) there were no locks on the door of the showers. You had people walk in on you. I would wash as much as I could and then go into McDonalds to wash interpersonal areas because (I was trans) I couldn't take the chance and it would have put me in a lot of danger. Regarding the medical aspect I used a re-direction from my old address."

(Trans-Male, Black British, 40-45 years old)

Having access to hormones was talked about as a primary need, additionally the opportunity to have a safe space to take them.

"I used a needle exchange in Soho so I could get clean needles for my hormones. I had to find a safe space to inject. I couldn't in the hostels because I didn't want to be targeted in any way."

(Trans-Male, Black British, 40-45 years old)

Being clean was very important to all the respondents involved in the research. Feeling clean was just as important as actually being clean. Having access to laundry facilities proved a major challenge.

For LGBT*, the word 'dirty' is often used as a prefix to any homo/bi/transphobic language used in physical, verbal or sexual assault or in association with having sexually transmitted infections. Being referred to as dirty and then actually being dirty has a significant psychological impact.

"You need things like soap or a razor to make you feel good about yourself. If you don't you start to wonder what's the point and you feel crap about yourself.

If you can't eat properly or get a wash you can't look after yourself and so you have to do other stuff..."

(Male, White British, 26-30 years old)

"What I used to do was go to (a department store) once a week, get a pair of jeans, a top and a pack of 7 pairs of knickers. In my handbag I always had wipes, tissues, condoms and body spray.

So even through I was sleeping rough I always had those essentials with me. So I would do a punter and then go to (a department store). I'd take my knickers off and throw them away and put on the clean things.

Being clean was important."
(Female, White British, 31-40 years old)









Meeting needs

Having someone who could understand to talk to about your experiences, and someone to relate to, was considered important.

"Peer mentors - someone to help you, who has had a similar experience. Like in an AA meeting, where everyone pisses in the same pot."

(Female, White British, 31-40 years old)

"Someone to take the time to listen to me." (Male, White British, 22-25 years old)

Additionally, having a space to be open about sexual orientation and gender identity was important.

"I was told (by the hostel) to keep my sexuality to myself.

I ignored that and told (residents). I told them because I had already lived a lie. I got problems for that, I stood up for myself.

When you go into a hostel you're one of four things... a boozer, a druggie, gay or you've just come out of prison.. .that is why you are in the hostel. People in there spend their time working out which one you are." (Male, White British, 31-40 years old)









LGBT* organisations

locally and nationally - Manchester

Manchester LGBT* Centre

www.lgbtcentremcr.co.uk

Manchester LGBT* have the following services:

- Lesbian and Gay Youth Manchester is a Lesbian, Gay, Bisexual and Trans (LGBT) project based in the city centre for young people aged 14 to 25 years old;
- Trans Youth Afternoon TEA (Trans Education and Action): is for anyone aged 14 – 25 who identifies under the trans umbrella or is questioning their gender identity;
- Young Women's Group is run by, and for, young lesbian and bisexual women aged 14 - 25 years old.

Rainbow Noir

e-mail: rainbownoirmcr@gmail.com
Rainbow Noir is a group established for and
by queer people of colour in Manchester. The
group is a space for socialising, discussions,
activism, community organising and ensuring
a presence so that queer people of colour's
voices are heard in Manchester.

The Lesbian and Gay Foundation

www.lgf.org.uk

Offer counselling, a helpline, a befriending scheme and sexual health programme and a range of guides and a directory of local services.

Manchester Mind

www.manchestermind.org
Provides advice, outreach and support
services to people in Manchester with
mental health needs.

Narcotic's Anonymous

www.lgbtcentremcr.co.uk/groups.php
A self help group for those struggling with drug use.

Alcoholic's Anonymous

www.lgbtcentremcr.co.uk/groups.php
A self help group for those struggling with alcohol use.

The Men's Room

www.mroom.co.uk

The Men's Room is an arts and social care agency that aims to work creatively with young men and offer them opportunities to be involved in high quality artistic projects along side providing support for any issues that they may have in their lives.

The Blue Room works with men who sell sex and who have experienced sexual exploitation.

MASH

www.mash.org.uk

Provides free and confidential support for women who sex work in Greater Manchester.

The Albert Kennedy Trust

www.akt.org.uk

Supports lesbian, gay, bisexual and trans homeless young people (16-25 year olds) in crisis.

Survivors Manchester

www.survivorsmanchester.org.uk
Provide support to male survivors of sexual
abuse and rape.









Practice

putting your learning into practice

We're now going to spend some time looking at some case studies in more detail. In small groups, you are going to read through the case study and use your learning from today to answer the four questions.

The trainer will let you know how long we will work on this. At the end we will come back as a group to discuss your answers and see what other people in the group think.

Case studies to discuss

Case study 1:

"(I) Left home when I was 14, spent 4 years rough sleeping. Kind of didn't get any help at that point because I was avoiding help just due to my age at the time. I eventually went into a hostel and detox, left (where I was) and came to (here). Sorted myself out, got somewhere to live, was in a relationship and had a good job but hadn't really addressed any of the stuff I needed to sort out.

Had some relationship issues... domestic violence... led me to relapsing and led to me losing my job, which led to me losing my accommodation which ended up with me back on the street involved in all sorts of things. The second time was so much harder than the first time because I had had that time indoors, I was de-sensitised (to being on the streets)."

What sort of questions would you ask?

What are this person's needs?

Who can support them?

What are you going to say to reassure them?









Practice

Case study 2:

"I was self employed, working on (different) contracts. I was living in denial regarding (gender) transition. I couldn't come out about it at work. I didn't want to explain it. I had a mortgage and I was selling everything I had to keep the payments going.

I got to the point where I was feeling suicidal. I gave the keys back to the mortgage company. I was miserable in my soul, people around me didn't understand me. I got some help from (a family friend). Went to (get help), there was no understanding (about being trans) so I threw it all up in the air and walked away.

I came to London and went straight onto the streets. I ended up getting a rebate on my council tax which provided me with some money for food and some respite from the streets. I had family in London but they wouldn't have been able to understand what I was going through. I felt this was due to my gender identity.

I had attempted suicide, however I didn't want to be found naked. I thought it would be my neighbour who found me. I used a razor blade to the jugular and was in the bath tub, but I made sure I was wearing my pyjamas. I don't know, my mind set was...(pauses)... yeah. I had to give everything up and live or keep it all and die."

What sort of questions would you ask?

What are this person's needs?

Who can support them?

What are you going to say to reassure them?









Practice

Case study 3:

"My mum was a heroin addict so I was in care from being born. I have a twin brother. Mum ended up being a prostitute. She was bad with mental health and had three breakdowns. She had addiction problems. She was in a domestic abuse relationship. Went into care straight away.

Went back to mum for a year, but that didn't work. Lived in seven or eight different children's homes. I was split up from my twin brother, and (we) didn't see each other for 15 years.

When I left care, they wanted me to go into supported accommodation - however wanted me to go into places with people who had come out of prison.

At weekends I would go to the gay (scene) and go missing and the police would be alerted. I used drugs to help me with my mental health - like my mum and dad did.

I was sexually assaulted as a child and then I got raped as an adult. My mum got so bad with the drugs and mental health, she couldn't remember she had children, she didn't know who I was. I think there are class barriers. She wasn't very well educated and I think they used to trap her and corner her."

What sort of questions would you ask?

What are this person's needs?

Who can support them?

What are you going to say to reassure them?









Time for questions

This is a space to fill in with any questions you have. You can ask questions as we go through the training. Additionally, we will have a dedicated time for questions at the end. You can also use the space below to add in other people's questions if you feel they might be relevant for you or your team.

Your question:	Your question:
Answer:	Answer:
Your question:	Your question:
Answer:	Answer:
Notes:	Notes:









Further reading

A Future. Now - Homeless Health Matters: the case for change looks at the physical and mental health needs of people when they are experiencing rough sleeping. It can be found here: www.mungosbroadway.org.uk/documents/5390/5390.pdf

The Bisexuality Report is a comprehensive report that details the needs and experiences of bisexual people. It can be found here: http://www.bisexualindex.org.uk/uploads/Main/TheBisexualityReport.pdf

Centred Almanac: A review of LGBT services in London, available from http://www.centred.org.uk

Count me in Too: A summary of deaf and disabled LGBT lives http://www.realadmin.co.uk/microdir/3700/File/CMIT_Deaf_Summary.pdf

Domestic Violence - What's love got to do with it?: Donovan and Hester (Book) The most current research on domestic abuse and the LGBT communities. Available to purchase online: http://www.bristol.ac.uk/news/2014/july/hesterbook.html

Double Jeopardy Report and Guide: The first national research project on the experience of LGBT refugees and asylum seekers in the UK.

Intersex Overview: by Jennie Kermode, Intersex Activist: http://lgbtdaf.org/wp-content/ uploads/2013/10/Intersex-article.pdf The Hate Crime Report: A new report which shows shocking statistics about homophobia and transphobia in the capital. The report shows that although crime rates may be dropping, LGBT people are still experiencing high levels of abuse. View and download the report at www.galop.org.uk

Lesbian Health: Myths and Realities:

Stereotypes and misconceptions linked to sexual orientation and gender can have adverse consequences on the health of lesbians. http://old.ilga.org/health/ILGA_Lesbians_Health_Myths_Realities_EN.pdf

LGF evidence exchange is an evidence-base of statistics and information relating to LGBT needs: www.lgf.org.uk/evidence-exchange

Living in Fear: Violence and Victimisation in the Lives of Single Homeless People is a piece of research looking at crime experiences of people who are street homeless. The report can be found here: www.crisis.org.uk/data/files/ document_library/research/livinginfear_full.pdf

Older LGBT People's Housing Guide: Stonewall Housing and Manchester older people's housing group examines some of the issues faced by older LGBT people.

www.stonewallhousing.org









Further reading

Prescription for Change: Published by Stonewall (the campaign/lobby group). To date the largest and most comprehensive report on the health and wellbeing of gay, lesbian and bisexual people in the UK. Report available from www.stonewall.org.uk

Roar: Summary report 2013: If you ever wondered why lesbian, gay, bisexual and trans* survivors of domestic abuse remain with their abusive partners or family, what sort of violence they experience and why they are unlikely to report the violence to the police or other services, this is for you. A summary report based on the lived experiences of 134 LGBT* survivors of domestic violence and abuse. Find out more at www.lgbtdaf.org

The School Report: Stonewall. A report into the experiences of young LGB people in school. Find out more at www.stonewall.org.uk

Shining the Light Resource: 10 Keys To Becoming A Trans Positive Organisation. Drawing on the research and responses to the Shine Project over two years of engagement amongst trans spectrum people, this resource is aimed at LGBT* and mainstream organisations who want to make their organisation truly inclusive for trans people. Find out more at www.galop.org.uk

Sexual Exclusion: Issues and best practice in lesbian, gay and bisexual housing and homelessness. Find out more at www.stonewallhousing.org.

Trans Mental Health Report is a comprehensive report focusing on the needs and experiences of trans* people. Find out more at http://www.gires.org.uk/assets/Medpro-Assets/trans_mh_study.pdf

Voices Unheard national report: Published by Scottish LGBT Youth. The Voices Unheard project has been supported by the Scottish Government and was established by a group of young people from LGBT Youth Scotland. Find out more at www.lgbtyouth.org.uk

Youth Chances: Published by Metro Centre.

A report on a major health and wellbeing study of young LGBT people between 16-25 years old.

Initial reports available but further reports looking at specialist data are still being written. Find out more at www.youthchances.org

Important dates for your calendar

February each year: LGBT History Month

May 17th International day against homophobia biphobia and transphobia (IDAHoBiT)

November 20th: Trans Day of Remembrance

1st December: World AIDS Day









Action plan

	Personal tasks	Team tasks	Organisational tasks
Short term			
Medium term			
Long term			









Legislation

Vagrancy Act 1824

 makes it an offence to sleep or beg on the streets. Sleeping on the streets or any type of begging is considered vagrancy irrespective of why or how someone came to be doing so.

Anti-Social Behaviour, Crime and Policing Act 2014

Namely Public Spaces Protection Orders
 (PSPOs). These can be used to ban or
 regulate any activity in public spaces which
 the local authority believes to have
 a 'detrimental effect on the quality of life
 of those in the locality'. A violation of the
 PSPO is a criminal offence.

Domestic Violence, Crime and Victims Act

- Changed the definition of co-habiting couples to include same-sex couples
- Amended the Family Law Act 1996
- Entitled same-sex couples to apply for occupation orders and non-molestation orders
- Removed the assumption that only married couples are in committed relationships – judges must consider commitment in any relationship when making decisions

Gender Recognition Act

- Provides legal recognition for trans people in their acquired gender;
- Applicants need to convince a Gender Recognition Panel that they:
 - have gender dysphoria;
 - have lived in their acquired gender for two years;
 - intend to do so permanently;
- Panel issues Gender Recognition Certificate which can be used to change their birth certificate;
- Applicants are afforded all rights of new gender – benefit entitlement, single-sex services, marriage;
- It is a criminal offence to reveal that someone has a Gender Recognition
 Certificate if information is discovered in an official capacity.

Civil Partnership Act

- Creates a legal framework for recognising same-sex relationships;
- Same rights and responsibilities as married couples;
- Ends inequalities in succession, inheritance tax, and civil remedies for domestic violence;
- Both partners must be:
 - aged over 16;
 - not within prohibited degrees of relationship;
 - unmarried (or not already in a civil partnership);
- Fifteen days waiting time
- Waiting time can be modified if housebound, terminally ill, detained under Mental Health Act, or in prison









Legislation

- Civil partnerships can be ended in one of three ways:
 - Nullity Order;
 - Presumption of Death Order;
 - Dissolution based on unreasonable behaviour, irretrievable breakdown of relationship, a period of five years separation, or desertion;
- The Act covers:
 - Property and property disputes;
 - Intestacy and inheritance;
 - Housing and succession;
 - Fatal accident claims:
 - · Pensions;
 - Benefits:
 - Registration of death;
- Both partners have a right to occupy the main home of the relationship for as long as the relationship lasts/until it is dissolved
- Partners can register a charge at the Land Registry to prevent a sale
- Partners can ask Court to decide future of home temporarily using occupation orders
- Before the Act, cohabiting same-sex couples were not recognised in benefit legislation including Housing and Council Tax Benefit.
 The loophole has been closed for all cohabiting couples, not just registered civil partners - must now claim as a couple and income is aggregated

Equality Act 2010

- The Act has two main purposes:
 - to harmonise discrimination law;
 - to strengthen the law to support progress on equality;
- It establishes key concepts including protected characteristics* and definitions of direct and indirect discrimination, harassment and victimisation
- Most of the existing legislation will be repealed
- The Equality Act 2006 will remain in force
- It is unlawful:
 - to discriminate against, harass or victimise a person when providing goods or services, when selling, letting or managing premises, or at work;
 - for education bodies to discriminate against a school pupil, student or applicant for a place;
- age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.



Workplace Equality Index Application

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Section 10

Section 10: Additional work

This section is your opportunity to tell us about any additional work the organisation has carried out over the past year. This section is worth 1% of your total score.

10.1 Has the organisation done any further work in the past year to improve the working environment for LGBT staff?

GUIDANCE: The activity detailed here should **not** have been mentioned anywhere else in the submission. The activity should relate to the UK, rather than global operations; please see the Global Equality Index to showcase global work.

Yes

Describe the activity and impact. Please include specific dates or time periods.

ON 17 July 2019 SHG launched its corporate Vision for an Inclusive Workplace - BE YOU - which states

"We believe a successful workplace is one that values everyone and embraces both similarities and differences.

At SHG, our approach is to create an environment that values all individual and group differences within the workforce. We embrace the diversity of backgrounds and perspectives of everyone who works here and use these to increase our innovation, creativity and outcomes for Customers.

"Be You" sums up our belief that everyone has the right to be who they are, and to be that person at work, in line with SHG's Values.

We know that high performance is the result of maximising staff engagement and being able to be yourself and feel valued to use all your skills and abilities to contribute fully, every day.

A truly inclusive workplace is about behaviours and approach that go beyond simply measuring and monitoring the diversity of the workforce under set characteristics (though having a workforce reflective of our customer base is still very important to us). These include but are not limited to the nine protected characteristics in the Equality Act of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. It is about a culture where everyone feels they can belong at SHG."

It continues

service provider.

"SHG will use its influence and resources to develop a workplace in which you can be yourself. We will provide the right environment so you can model behaviours in keeping with this Vision. Effective management training, supportive policies, staff groups and events to promote awareness are examples of activities that are in place to help provide this environment. We will sign up to external accreditations and assessments where this will help us learn and improve. We carry out reporting and monitoring of our workforce profile and other measures of inclusivity as is our duty as a public sector

We recognise that being an inclusive workplace is a journey and is about everyone who works at SHG understanding and committing to going on this journey with us.

We will challenge inappropriate behaviour, and we will support everyone to understand the behaviours that underpin an Inclusive Workplace. We will also support staff to become "role models" or "allies" if they wish to play an active role in creating a more inclusive culture."

Alongside this vision a human library has been developed and launched which is a way of bringing together diverse staff to share their personal stories and experiences. It provides us with the capability to ask questions, listen, understand and change the way we think, act and work. Three staff stories within the library reflect LGBT issues - a gay man who grewup in care during era of section 28 (attached 4.9A), a staff member whose partner transistioned & how this went in work and in society (attached 4.9C) and a straight ally explaining why they became an ally (attached 4.2A).

Staff Feedback Survey

Has your organisation circulated the Staff Feedback Survey?

The Staff Feedback Survey is worth 10% of points in the Workplace Equality Index.

The survey can be found at www.stonewall.org.uk/index-survey-2020 and closes on Friday 1 November.

Your colleagues will need your organisation's 4-digit code in order to access the survey. If you do not have this code, contact memberships@stonewall.org.uk.

Optional Awards

Individual awards

The following awards will be given to outstanding individuals, network groups and organisations who have contributed significantly to LGBT equality, both within their workplace and the wider community.

The nominations are longlisted by the Membership Programmes team and then shortlisted and awarded by an internal Stonewall panel.

Award winners are profiled in Stonewall's Top 100 Employers publication.

You can still be named as an award winner if your organisation does not reach the Top 100 list.

For individual awards, please ensure you have the person's permission to share their details before completing and submitting the nominations.

Role Models of the Year

If you would like to nominate an individual(s) for one or more of the role model awards, please select from the below options and tell us about the great work they've done over the past year.

Guidance: You should tell us how the individuals have contributed significantly to LGBT equality in both your workplace and the wider community.

Please note that we use the below terms as umbrella terms for many different identities (See the <u>Stonewall glossary</u>).

You should ensure the nominated individual is comfortable being identified with the specific term selected. For example, if someone is pansexual, making sure they're comfortable receiving the award and being profiled as Bi Role Model of the Year.

We will work with them to explore their identity fully within their profile in the Top 100 Employers publication.

No Responses Selected

Ally of the Year

If you would like to nominate an individual for the ally award, please tell us about the great work they've done over the past year.

Guidance: You should tell us how the individual has contributed significantly to LGBT equality in both your workplace and the wider community.

Please note this category can also include allies within the LGBT community. For example, a lesbian women who has shown fantastic allyship to the trans community.

(No response)

Senior Champion of the Year

If you would like to nominate an individual for the senior champion award, please tell us about the great work they've done over the past year.

Guidance: You should tell us how the individual has contributed significantly to LGBT equality in both your workplace and the wider community.

Please note the senior champion does not need to identify as LGBT.

(No response)

Employee Network Group of the Year

If you would like to nominate your organisation's network group, please tell us about the great work it's carried out over the past year.

Guidance: You should tell us how the network group has contributed significantly to LGBT equality in both your workplace and the wider community.

Please note you may reference work which has already been documented in the LGBT Employee Network Group section.

(No response)

Bi-Inclusive Workplace of the Year

If you would like to nominate your workplace for the Bi-Inclusive Workplace of the Year award, please tell us about the great work you've done over the past year.

Guidance: This is an opportunity to demonstrate that your organisation is leading the way as a biinclusive workplace.

Please note you may reference work which has already been documented.

(No response)



MATERNITY LEAVE AND PAY

INFORMATION FOR EMPLOYEES

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MATERNITY LEAVE AND PAY

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INTRODUCTION

- 1. All pregnant employees have a right to time off work due to pregnancy and, in most cases, a right to return to work following pregnancy and a right to maternity pay.
- 2. This information pack has been designed to explain all the employment-related issues about your pregnancy and related matters. The procedures which you need to follow in order to claim your maternity leave and pay can appear complicated. You are recommended to familiarise yourself with the information provided here so that you know what you are entitled to and what information you need to give us and when.
- 3. If you work on a casual or temporary basis for Stockport Homes talk to your manager or Human Resources department first as not all these provisions may apply to you.
- 4. We hope that you find this information pack helpful. If you have any questions about it or anything else we haven't thought of, please look at the contact list at the back of the pack to find out who to contact (page 11).

HEALTH AND SAFETY

- 5. For health and safety reasons we ask that you notify your line manager as soon as you know you are pregnant so that we can confirm that it is safe for you to continue in your existing role during your pregnancy. They will review your own circumstances and take any appropriate action including a workplace assessment.
- 6. If you have any concerns about the nature of your work or about any equipment you use, including VDU's, please raise them with your line manager. If your work involves lifting and handling, long periods of standing or sitting or stressful situations you may need to take extra care.

ANTE-NATAL CARE

- 7. Good ante-natal care is essential in maintaining the health and well-being of both you and your baby during your pregnancy. Once your pregnancy has been confirmed, you have the right to take time off work with pay to attend for ante-natal care. This includes doctors, midwives and hospital appointments. It also includes relaxation, exercise classes and parentcraft classes.
- 8. After your first appointment, your manager has the right to ask to see written evidence from your doctor, midwife or health visitor of your pregnancy and/or evidence of your medical appointments, i.e. your appointment card or your certificate of pregnancy -form MAT B1 which is only available from 20 weeks before the week your baby is due. You need to inform your line manager in advance about any intended absence from the workplace for ante-natal care so that:

[&]quot; people in your workplace know where you are, and

- " your absence can be covered if necessary.
- 9. We do request that, in order to minimise disruption, you try to arrange your appointments as far in advance and as close to the start or end of your working day as possible.

MATERNITY LEAVE

Statutory Maternity Leave

10. All pregnant employees are entitled to take up to one year's (52 weeks) maternity leave, – or as much of that period as they wish to take – regardless of length of service with us. To get your maternity leave you must give us notice in writing on or before the 15th week before your baby is due. You must tell us that you are pregnant, the week your baby is due and the date you wish to start your Statutory Maternity Leave. (See Form at Appendix A). As maternity leave is a single continuous period you do not have to give us separate notice for OML and AML, we will assume that you will take all the maternity leave you are entitled to. Maternity leave is made up of:

Ordinary Maternity Leave (OML)

11. All pregnant employees are entitled to a period of 26 weeks' ordinary maternity leave (OML). This right to maternity leave applies regardless of an employee's length of service. The purpose of maternity leave is to allow you to give birth and to recover from giving birth to your baby, as well as to bond with and care for your new child. If you return to work after your OML, you have the right to return to the same job.

Additional Maternity Leave (AML)

12. Additional Maternity Leave begins at the end of Ordinary Maternity Leave and runs for a maximum period of a further 26 weeks. If you return to work after your AML you have the right to return to the same job, or to another suitable job if that is not reasonably practicable.

Compulsory Maternity Leave (CML)

13. The law requires a period of compulsory maternity leave. A minimum of two weeks maternity leave must be taken following the date of childbirth.

Notice Requirements

14. In order to take advantage of the right to ordinary and additional maternity leave you must give Stockport Homes the proper notification (see paragraphs 22 to 25).

MATERNITY PAY

Statutory Maternity Pay (SMP)

- 15. You are entitled to a maximum of 39 weeks' statutory maternity pay (SMP) if
 - you have been continuously employed by us for at least 26 weeks ending with the qualifying week that is the 15th week before the expected week of childbirth;



Diagram showing the qualifying week

- your average weekly earnings in the eight weeks up to and including the qualifying week (or the equivalent period if you are monthly paid) have been at least equal to the lower earnings limit for National Insurance contributions. This is £107.00 per week from April 2012;
- you are still pregnant at the 15th week before your baby is due or have been confined by that time;
- you have stopped working for us, i.e. you must have commenced your maternity leave.
- To get SMP, if you haven't already done so earlier you must give us your form MATB1 at least 28 days before the date you wish to start your SMP. In practice most women give us notice in writing for both maternity Leave and Pay together by the 15th week before the baby is due.
- 16. Paragraphs 22 to 25 below, cover the advance notification requirements in greater detail.

The Rate of Statutory Maternity Pay

- 17. If you qualify for SMP it is paid at the following rates:
 - for the first 6 weeks 90% of your average weekly earnings (known as Higher Rate SMP)
 - the remainder from week 7 to 39 is paid at the Standard Rate SMP of £139.58 (from 1 April 2015) a week or the earnings related rate if this is less or you qualify for OMP.

Maternity Allowance (MA)

18. If you don't qualify for SMP you may be able to claim Maternity Allowance from the Job Centre Plus/Social Security Office for up to 39 weeks. You need to have paid standard rate NI contributions for any 26 weeks in the 66 weeks immediately preceding the baby's expected birth. On receipt of your MAT B1 certificate if you do not qualify for SMP, Payroll will issue you with a form SMP1 which you should take this to the appropriate local Job Centre Plus office or download a claims pack here; http://www.dwp.gov.uk/advisers/claimforms/ma1.pdf.

Occupational Maternity Pay (OMP)

- 19. To be entitled to occupational maternity pay (OMP) you must have worked in local government continuously for at least one year at the 11th week before the expected week of childbirth. This means that:
 - for the first 6 weeks of your maternity leave, you are entitled to 90% of your weekly pay (offset against your SMP/MA payments);
 - if you have stated that you intend to return to work following your maternity leave, then for the following 12 weeks (weeks 7 to 18) of your maternity leave you will be paid, in addition to your SMP, half a week's pay without deduction as long as the two combined (half pay plus SMP/MA) do not exceed your full pay;
 - if you are not coming back to work, you will be entitled to only the SMP (or MA) for those 12 weeks;
 - for the last 21 weeks (weeks 19 to 39) of maternity leave you will receive SMP (or MA) regardless of whether or not you are returning to work.
- 20. If you state that you are returning to work you may opt as an alternative to the above to have the 12 weeks' occupational half pay:
 - spread over the remaining 33 weeks of your statutory maternity pay period (but check out implications if you are receiving any benefit payments e.g. Income Support). This assumes that you are taking your full entitlement of Statutory Maternity Leave, or
 - deferred until you actually return to work in which case it will be paid as a lump sum.
- 21. The occupational half pay will be repayable if you do not return to local authority employment full-time or part-time, for a minimum of three months (13 weeks).

NOTICE AND START OF MATERNITY LEAVE AND MATERNITY PAY

Advance notification

- 22. To take advantage of the right to maternity leave you must notify your manager, or Human Resources, no later than the end of the 15th week before the week your baby is due or as soon as reasonably practicable:
 - " that you are pregnant;
 - when the expected week of childbirth will be (certificate from registered medical practitioner or registered midwife to be provided form MAT B1):
 - the date you intend to start your maternity leave (you will be asked to provide this in writing).
- 23. The start of your maternity leave must be no earlier than the 11th week before the expected week of childbirth. You can work beyond the 11th week and nearer the birth if you want to. In this circumstance, and dependent on the work you carry out, you may be requested to provide a medical certificate confirming your fitness to work.
- 24. To qualify for statutory maternity pay, you must give us at least 28 days notice of the date you expect your SMP to start and any changes to your plans about starting maternity leave. Failure to do this could lead to a refusal to pay you SMP or could lead to a postponement of the start of your Maternity Leave.
- 25. You can give notice for your statutory maternity pay at the same time as you give your notice for taking maternity leave i.e.) no later than the end of the 15th week. The notification form at Appendix A should be used for this purpose and submitted together with your MAT B1 form to your manager or Human Resources.

You may find it helpful to gain access to an online calculator to establish your key dates at this web site; http://tiger.direct.gov.uk/cgibin/maternity.cgi

Change of leave dates

26. Once you have notified us of the date you wish to start your ordinary maternity leave, you can change this date as long as you give 28 days notice unless it isn't reasonably practicable to do so. This notification should be in writing.

Employer's notification of end of leave

27. The authority will write to you within 28 days of receiving your notice to take maternity leave and notify you of the date on which your leave will end.

The intended start date

28. The maternity leave period normally starts on the date which you have notified to us. Your SMP will start the day after that date. SMP is a weekly benefit and the benefit week usually begins on a Sunday. There are, however, two exceptions to this rule, which are described below.

Absence due to childbirth before the intended start date

29. If you give birth before the date you have notified, or before you have notified a date, your maternity leave and SMP period starts automatically on the day after the date of birth. You must notify us as soon as is reasonably practicable of the date of birth.

Absence for a pregnancy-related reason before the intended start date.

30. If you are absent from work due to a pregnancy-related reason after the beginning of the 4th week before the expected week of childbirth but before the date you have notified, your maternity leave and SMP period begins automatically on the day after your first day of absence. You must notify us that you are absent from work wholly or partly because of pregnancy and of the date on which your absence for that reason began as soon as is reasonably practicable.

The unexpected

31. It is hoped that your pregnancy progresses smoothly, however, in the event of the unexpected you will need to be aware of your entitlements.

Miscarriage

32. If a miscarriage occurs prior to the completion of 24 weeks of pregnancy you should claim sick leave, not maternity leave. It is a good idea to let your manager know what has happened so that you can be offered appropriate support.

Premature birth

33. If your baby is born prematurely and you have not yet given notice to us that you intend to stop work and claim maternity pay the maternity pay period (39 weeks' paid leave) will commence from the day after the birth takes place

Death of the baby

- 34. If your baby is born alive but dies soon afterwards, that will be classed as a live birth. Provided you satisfy the relevant eligibility criteria, you will be entitled to Ordinary Maternity Leave, Additional Maternity Leave and Statutory Maternity Pay and Occupational Maternity Pay.
 - If, after 24 weeks of pregnancy, your baby is still born you are still entitled to your maternity leave and pay as above.

It is a good idea to let your manager know what has happened so that you can be offered appropriate support.

PAY ARRANGEMENTS AND RELATED MATTERS

Calculating your Statutory Maternity Pay

- 35. Your statutory maternity pay is based on your total earnings in the 8 weeks immediately prior to the 15th week before your baby is due. (If you qualify for occupational maternity pay your 90% pay and half pay, if taken, is based on the contract of employment in force during your maternity leave).
- 36. If there are any annual cost of living rises or incremental increases in pay, which you would have received if you had not been absent, you are entitled to these upon your return to work. If such pay increases come into effect during your maternity pay period your occupational maternity pay should include any additional amounts due to you.

Payment of Statutory Maternity Pay

37. Your maternity pay will be paid to you on a weekly or monthly basis as it falls due.

Income Tax and National Insurance

- 38. All payments to you under both SMP and your occupational maternity scheme are treated as income and are therefore liable for tax and deduction of NI contributions in the same way as normal pay. However, should your pay fall below the employee earnings threshold in any pay period (i.e. week or month) you will not be liable for payment of NI contributions.
- 39. You may be eligible for tax refunds when the amount of your income goes down and during your unpaid period of leave. Payroll deal with this automatically.

Deductions from your pay

40. If you have money deducted from your pay on a regular basis don't forget to talk to Payroll before you go on leave so that appropriate arrangements can be made. This will include:

Car loan Car lease

Healthsure (Hospital fund) Charity donation

Union subscription

41. With regard to car loan and lease, repayments will continue to be deducted during your maternity leave for as long as you remain on pay. Thereafter, you will be required to repay the loan/lease charge direct to Payroll by cheque until you return to work.

Essential Car user allowance

42. If your post is designated as an essential car user, you will, during the first 26 weeks of maternity leave, be paid the full essential car user allowance.

Annual leave and bank holidays

- 43. Annual leave and relevant bank holidays continues to accrue throughout the period of ordinary and additional maternity leave.
- 44. If your maternity leave is likely to span two holiday years you are recommended to plan to take your leave in the relevant leave year, by normal agreement with your line manager.
- 45. If on return to work you are moving permanently from full-time work to job share or part-time work you may, by prior agreement with your manager, substitute annual leave for an equivalent period of unpaid maternity leave. It must be taken immediately before your return to work and will be paid at your full-time rate.
- 46. If you decide not to return to work after maternity leave your entitlement to annual leave will be calculated to the date of your resignation. If at that time you have taken more annual leave than you have accrued, you will be asked to make the appropriate repayment to the authority in accordance with your contract of employment.

Multiple Contracts

47. If you have two or more separate contracts of employment with Stockport Homesl all your earnings under your various contracts will be aggregated and taken into account when calculating your statutory maternity pay. However, this will not necessarily be the case where occupational maternity pay is concerned as it will depend upon the terms and conditions of your contracts and your length of service.

CONTACT DURING MATERNITY LEAVE

48. During your maternity leave period we may make reasonable contact with you, and in the same way you may make contact with us. The frequency and nature of the contact will depend on a number of factors, such as: the nature of the work and your job, we will try to reach any agreement about contact during this period before your maternity leave begins but there may be additional contact in circumstances where either of us needs to communicate important information to the other, such as for example news of changes at the workplace that might affect you on your return.

The contact between us can be made in any way that best suits either or both of us. For example, it could be by telephone, by email, by letter, involving you making a visit to the workplace, or in other ways.

In any event we have a clear obligation to keep you informed of promotion opportunities and other information relating to your job that you would normally be made aware of if you were working.

WORK DURING THE MATERNITY LEAVE PERIOD – "KEEPING IN TOUCH DAYS"

49. You may, by agreement with us, do up to ten days' work under your contract of employment during your maternity leave period. These days are known as "Keeping in Touch days". These days are different to the reasonable contact that we may make with one another covered in para 48 above. During Keeping in Touch days you can actually carry out work for us, for which you will be paid at your contractual rate of pay.

If you normally work shifts and the work carried out during one shift straddles midnight it may be counted as one day for the purposes of Keeping in Touch days.

Any work done on any day during the maternity pay or maternity leave period will count as a whole "Keeping in Touch" day, up to the 10-day maximum. In other words, if you do come in for a one-hour training session and do no other work that day, you will have used one of your Keeping in Touch days.

The type of work that you undertake on Keeping in Touch days is a matter for agreement between us. They may be used for any activity which would ordinarily be classed as work under your contract, for which you would be paid, but they could be particularly useful in enabling you to attend a conference, undertake a training activity or attend for a team meeting for example.

RETURN TO WORK AFTER MATERNITY LEAVE

Right to return to work

- 50. If you return to work after your OML period you are entitled to return to the job(s) in which you were employed under your original contract of employment and on terms and conditions not less favourable than those which would have been applicable to you had you not been absent. If you return to work during your AML period you have the right to return to the same job, or to another suitable job if that is not reasonably practicable. "Job" for these purposes means the nature of the work which you are employed to do and the capacity and place in which you are employed. The only reasons where this would not apply are:
 - redundancy, in which case Stockport Homes will look for a suitable vacancy under the redeployment procedure, wherever possible, or

reorganisation - this applies to a general reorganisation, which would have happened regardless of your absence. Again, Stockport Homes will make every effort to ensure suitable employment.

The intended date of return to work after maternity leave

51. Unless otherwise notified, the date on which you return to work will be the first working day after the end of your 52 weeks maternity leave period.

If this is the date on which you return to work, no written notice of your return has to be given but you should ensure your manager notifies HR Contract Services to ensure that payroll are notified of your return and that your salary will be paid with minimal disruption. Due to Payroll deadlines your first salary payment after your return is not guaranteed for the next payday.

Return to work before the end of maternity leave

52. If you wish to return to work before the end of this leave you must write to your manager stating this and giving at least eight weeks notice before your intended date of return.

If you attempt to return to work earlier than the end of your maternity leave without giving eight weeks' notice, your date of return may be postponed until the full eight weeks' notice has elapsed. However, your return date cannot be postponed to a date later than the end of your 52 week maternity leave period.

Return to work later than previously notified

53. If you have previously notified us that you wish to return to work before the end of your maternity leave, as set out in the paragraphs above, you are entitled to change your mind. However, in these circumstances you should give us notice of this new, later, date of return at least eight weeks before the earlier date occurs.

Not returning

54. If you do not wish to return to work after your maternity leave you must give us your contractual notice of termination of employment. We would remind you will have to repay any Occupational Maternity Pay ie) 12 weeks half pay, that you have already received.

Flexible working

- 55. Stockport Homes operates a job share scheme under which all jobs are open to job share unless specifically excluded on special grounds. If you are thinking of returning to work on a job-share basis, you need to inform your line manager using the request form at Appendix B. A copy of the job share scheme is available from Human Resources if you have not already seen one.
- 56. You will appreciate that if your request for job sharing is granted your manager will have to find another person to fill the other half of your post. This process can take some time and an early application is always helpful.
- 57. A number of other ways of flexible working currently exist with other employees. If you are considering one of these you will need to submit your individual request to your line manager who will consider the appropriateness and the impact of your request on service provision. The request form at Appendix B should be used for this purpose.

PENSION MATTERS

- 58. If you are in the Local Government Pension Scheme you will pay pension contributions at your normal banded contribution rate on any maternity pay received (SMP and occupational) during the OML period. This period will count as membership towards your pension benefits even though your pension contributions are only deducted on actual pay received.
- 59. During the same period the authority will pay pension contributions based on the pay you would have received if you had been working normally. This will apply whether you receive any pay during this period or not.
- 60. When you go on to no pay, the deduction of pension contributions will cease. Any such period will not count towards your membership of the pension scheme. However, when you return from leave, or if you resign, you can elect to pay contributions for this period based on the amount of pay you received (including SMP) immediately before your unpaid period began, at your normal rate. This period of your maternity leave will then count towards your pension scheme membership. You must make this election within 30 days of your return or resignation. After the 30 days have elapsed you will lose this special entitlement and the absence will be recorded as a break in pension membership.
 - If you decide to make these contributions you must contact the Pension department. See Appendix C for application form.
- 61. Generally speaking, it is worth you paying contributions for the "no pay" period: this is because the authority will also make a contribution when you pay for any period of unpaid maternity leave. The Pension Section will advise you on request of the contributions to pay and agree with you a realistic payback period (usually over a period of up to six months) if you wish to spread the repayment.
- 62. If you are not a member of the LGPS the probability is that you will be paying contributions into the state second pension scheme.

- 63. If you are contributing to a personal pension the implications of maternity leave and pay will need to be assessed in relation to your own pension scheme.
- 64. If you are returning to work but were not previously in the LGPS you may wish to join now. If you are interested please contact Human Resources for further information.
- 65. If you are leaving local government employment and you are in the LGPS the following options apply;
 - if you have at least 3 months membership of the scheme you have the option to ask to defer pension benefits, or ask to transfer them to another pension scheme
 - if you have less than 3 months membership you can request a refund of your own pension contributions, (after deductions), providing you have not brought in a transfer from another pension scheme. Or you can choose the option to transfer benefits to another pension scheme.

OTHER LEAVE ARRANGEMENTS

66. The main focus of this information pack is on maternity entitlements, that is, rights and procedures specific to those who are pregnant or have recently given birth. However, there are a range of entitlements available to partners to assist with their role in pregnancy support and care of children. Some also apply to you. These are briefly described below. Further information is available from Human Resources. Applications should be made to line managers.

Maternity Support

67. There is no length of service or hours of work requirements for employees to qualify for Maternity support leave. Maternity Support Leave of 5 days with pay shall be granted to employees' who are either the child's father or the partner or nominated carer of an expectant mother at or around the time of birth within a period of beginning 11 weeks before and up to 13 weeks after. A nominated carer is the person nominated by the mother to assist in the care of the child and to provide support to the mother at or around the time of the birth (normally in lieu of the father). Any request for Maternity Support leave must be accompanied with a copy of the mother's maternity certificate (Form MATB1).

Paternity Leave

68. Eligible employees, (those employed continuously by the same employer for 26 weeks ending with the 15th week before the baby is due and from the fifteenth week up to the date of birth), are entitled to take either one week or two consecutive weeks' paternity leave up to 56 days after the birth. To

qualify they must notify us of their intentions before the end of the 15th week before the baby is due. Eligible employees can take either one or two consecutive weeks. It cannot start before the birth of the baby but it can start on any day of the week. The time off must be taken as whole weeks, it cannot be taken as odd days. The first week will count as maternity support leave, for which full pay applies. The second week, if taken, is paid at the rate of £135.45 (from 1 April 2012) a week or 90% of average weekly earnings if this is less than £135.45 (from 1 April 2012).

Parental Leave

- 69. Parental leave gives eligible employees (including yourself) who have completed one year's continuous service with their employer the right to up to thirteen weeks' unpaid parental leave to care for their child between the birth and the child's fifth birthday. In cases of adoption, the leave can be taken up to five years from the placement of the child, or up to the child's eighteenth birthday if that is sooner. Parents of disabled children can take up to eighteen weeks' parental leave up to the child's eighteenth birthday.
- 70. The entitlement is for each child. In most cases, leave must be taken in blocks or multiples of one week, subject to a maximum of 4 weeks in any one leave year with the exception that parents of disabled children can take leave in blocks or multiples of one day. Employees will be required to request this leave in writing, at least 21 days before they intend to take it, enclosing a copy of their child's birth certificate or other appropriate papers relevant to the request. Failure to give the appropriate notice could lead to the leave being postponed except in those circumstances when the employee gives notice to take it immediately after the time the child is born or is placed with the family for adoption.

Adoption Leave

71. Adoption leave and pay is available to individuals who adopt, or to one partner of a couple where the couple adopt jointly. The adopter's spouse or partner has the right to paid paternity leave providing they have worked continuously for their employer for 26 weeks ending with the week in which the adopter is notified of being matched with a child. (see 68 above for rates of Paternity Pay).

Time off for Dependants

72. All employees have the right to take time off work to deal with an emergency involving someone who depends on them. Dependants are defined as spouse, partner, child or parent or someone living with you as part of your family. There is no payment for such time off which is intended to deal with the immediate emergency only. Other arrangements will need to be made if you want to stay off longer.

INTERNAL CONTACTS

HR

Tel: 0161 474 2660

Email: <u>humanresources@stockporthomes.org</u>

Send correspondence to:

Human Resources

Cornerstone 2 Edward Street Stockport SK1 3NQ

WELFARE SERVICES

Welfare Helpline 0345 565 1851

A 24-hour confidential answer phone operates on this number

STOCKPORT HOMES

NOTIFICATION FOR MATERNITY LEAVE AND MATERNITY PAY

Please complete this form and return it as soon as possible to Human Resources. Please tick appropriate boxes.

Sect	ion A - To be completed by all employees
1.	Name:
2.	Job Title:
3.	Work Location:
4.	Home Address:
	Tel:
5.	I am pregnant and enclose my Certificate of Expected Childbirth (form MAT B1) which confirms that my baby is due on:
	Note: Maternity pay will not be granted until this certificate is produced.
6.	I wish to start my maternity leave on:(date)
	The start date of your maternity leave must be no earlier than the 11 th week before the expected week of childbirth.
	Note: You are required to notify Stockport Homes of your intention to take maternity leave by the 15 th week before your expected week of childbirth. However, you are able to change your mind about when you want to start your leave, providing you notify Stockport Homes at least 28 days in advance.
7.	If you will have at least one year's continuous local government service by the beginning of the 11 th week before the expected week of childbirth, please complete section B below. If you will have less than 1 years service please proceed to section C

Section B To be completed by those employees who have at least one year's continuous local government service.

8.	I understand that I am entitled to occupational maternity pay during my ordinary maternity leave period providing that I return to work for three months afterwards and that if I do not return to work for three months I will need to repay the occupational maternity pay.							
9.	I am intending to return to work when my maternity leave expires.							
10.	If you have ticked the box at 9 you will be paid your occupational maternity pay, i.e. 12 weeks at half pay, whilst on maternity leave, immediately following the 6 weeks at 90% (i.e. weeks 7 to 18)							
	As an	alternative you may choose one of the following options:						
	(i)	I wish to be paid my occupational maternity pay, i.e. 12 weeks at half pay, whilst on maternity leave but spread over the 33 weeks immediately following the 6 weeks at 90% (i.e. weeks 7 to 39)						
	(ii)	I wish to be paid my occupational maternity pay, i.e. 12 weeks at half pay, on my return to work						
	Note: For the purposes of this form it is assumed that you will return work at the end of your full maternity leave entitlement. However, if you wish to return before the end of your maternity leave, you must provide a least 8 weeks notice in writing before your date of return.							
Section	on C	- To be completed by all employees						
If I ar Allowa		ntitled to SMP, please send me form SMP1 so I can claim Maternity						
Emplo	yee sig	nature: Date: Date:						
		Il be accepted as your notification in writing of the date from which start your maternity leave and pay as applicable.						
		decide, whether now or later, that you do not intend to return to work must give us notice of termination of employment in writing.						

STOCKPORT HOMES

REQUEST FOR FLEXIBLE WORKING FORM

Please read the following notes before completing the form and returning it to your line manager.

Note to employee

The following points are intended to help you complete this form. The information provided will assist your manager with the consideration of your request.

- A new working pattern will normally be a permanent change unless otherwise agreed.
- Give as much advance notice as you can of the date you wish the change to take effect. The process can take some time to complete.
- · Give as much detail as you can about the pattern you would like to work.
- · Consider how your colleagues will manage if your working pattern is changed.
- Think about what effect changing your working pattern will have on your job. Are there any advantages? How might any potential problems be overcome?
- If you are to go on maternity leave you may wish to mention to your manager before you take leave that you are interested in applying to work flexibly on your return. You don't have to fill in the form until later.
- Your request will be considered by your line manager in consultation with Human Resources as appropriate. Your manager will let you know if any meeting is needed to discuss your request and will let you know the outcome in writing.
- All employees have the right to request flexible working. If you qualify under the statutory provisions your manager will take that into account. However, the same internal procedures will apply to everyone.
- Please do not hesitate to seek further advice if there is anything you are not clear about.
- · Keep a copy of this form for your own reference.

1. Personal details

	Name —————		
	Address		
	Postcode		Telephone
	Job title		
2. work		scribe your o	current working pattern (days/hours/time
3. futui		scribe the wo	rking pattern you would like to work in the worked):
	Job share opriate box(e		My preferred working arrangements are - 3
	Daily:	AM	PM
	Alternate: Part week:	Days Monday to	Weeks Wednesday to
	rait wook.	Wednesday	Friday
	Other (pleas	se specify):	
(ii)	ii) Other flexible working arrangement		
4.	Date chang	ge is to take e	effect:

L

5. Please state	how you	think th	is cha	nge in	vour worki	ng patteri	ı will
affect your service							any
improvements):							
6. Please state	how you	think the	effe	ct on yo	ur service a	and collea	gues
	with:			_			
Signed:		D	ate:				

I would like the new working pattern to apply from(Date)

STOCKPORT HOMES

PAYMENT OF PENSION CONTRIBUTIONS AFTER UNPAID MATERNITY LEAVE

I understand that if I return to work, or resign, following a period of unpaid maternity leave I can elect to pay contributions for this period provided I apply within 30 days of the relevant date.
Date of return to work/resignation
I wish to pay pension contributions for the outstanding period and authorise the authority to deduct the appropriate amount from my weekly/monthly pay on my return to work.
Payment of pension contributions can be spread over a number of weeks/months for employees remaining at work. Please provide further details before making any deductions.
Name: Date:
Payroll Number:
Please send this form direct to:
The Pensions Officer People & OD Cornerstone Stockport SK1 3NQ

BENEFITS AND ENTITLEMENTS

Free Dental Treatment and NHS Prescriptions

You have a right to free NHS prescriptions while you are pregnant and for a year after your baby's birth. Also, you do not have to pay for any prescriptions for your baby or for any child under 16. You will get free dental treatment whilst you are pregnant and for a year after your baby's birth, provided you were pregnant at the start of the treatment. Ask your doctor, midwife or health visitor for the appropriate form (FW8).

Sure Start Maternity Grant

You can generally get a Sure Start Maternity Grant if you or your partner are getting:

- " Income Support;
- " Income-based Jobseeker's Allowance;
- " Working Tax Credit;

Further information is available from your local Social Security/Jobcentre Plus office.

Child Benefit

This is a tax-free, weekly cash benefit paid for each of your children and does not depend on your income or National Insurance contributions. Contact your Social Security/Jobcentre Plus office for details of how to apply. The benefit may be paid into your bank or building society, or you can choose a cashing-in book for use at your post office.

National Insurance Contributions

If you are not returning to work or your earnings are under the lower earnings limit you may be covered under the Home Responsibility Protection Scheme for any missed National Insurance contributions. To be eligible your name must be the principal one on the child benefit book and you must receive child benefit for the whole of a tax year. Your NI record will normally be adjusted automatically and you do not need to submit a claim.

However, you cannot benefit from Home Responsibility Protection if you only receive child benefit for part of the tax year. In this case you should phone the Inland Revenue (NI Contributions) Call Centre on 0845 7413590.

Local Contacts

Benefit Delivery Centre P.O. Box 342 Hyde, SK14 2WW

Tel: 0845 608 8526

Helpline: 0161 253 8338

Other information

A range of information and advice leaflets are available, the most helpful being:

BC1 Babies & children
BC2 Expecting a baby?
BC3 Bringing up children

N17A A guide to maternity benefits

SF100 Sure Start

General advice

If you have any queries on any of these benefits or related matters please contact the Council's Welfare helpline on 0161 477 9755.

A 24 hour confidential ansaphone operates on this number.

Appendix E

CHILDCARE/SUPPORT ADDRESSES

 Family Info Link Stockport Churchgate House 96 Churchgate Stockport SK1 1YJ

Tel:/fax/textphone: 0161 477 0606

e-mail:

info@familyinfolink.fsnet.co.uk

2. The Under 8's Service (SMBC) Hardcastle Road

Edgeley

Stockport SK3 9DN Tel: 0161 474 0017

4. Parents at Work

5th Floor

45 Beech Street London EC2 78AD Tel: 0207 628 3565

5. National Council for One Parent

Families

255 Kentish Town Road

London NW5 2LX

Tel: 0207 428 5400

Freephone: 0800 0185026

e-mail:

<u>info@oneparentfamilies.org.ok</u> web: <u>www.oneparentfamilies.org.uk</u>

6. Gingerbread

16-17 Clerkenwell Close London EC1R 0AA Tel: 0207 336 8183

e-mail: office@gingerbread.org.uk

8. National Childcare Campaign/Daycare

Trust

Wesley House 4 Wild Court London WC2B 5AU

10 The Maternity Alliance

London WN1 7JL

(Information on maternity services and rights)59 Camden High Street

Provides

Information on childcare, services and support for children, young people and their families

Stockport's information service has access to national database

3. National Childminding

Association 8 Masons Hill Bromley Kent BR2 9FY

Tel: 0208 464 6164

Provides:

" support for working parents

information on childcare options

Provides information and Helpline.

7. National Childbirth Trust Alexandra House

Oldham Terrace London W3 6NH

Working for Childcare
 77 Holloway Road

London N7 8JZ

11 Childcare Link

www.childcarelink.gov.uk

Keeping in Touch Days

Corners	ompleted by the l stone, SK1 3NQ a during their leave	t the end d	of each we	ek when KI	T days are use	d. Each day	an employee
Name We					Week	Ending	
Addres	SS						
DATE	SCHOOL/DEPT	GL CODE 6 DIGITS	COST CENTRE 5 DIGITS	NO. OF HOURS WORKED	NUMBER OF KIT DAYS USED	BALANCE OF KIT DAYS (10) LEFT	HEADTEACHER/ MANAGER SIGNATURE
-	oyee Signatu						
Date .							
	USE BY HUMA						
DATE	<u> </u>						
	FORWARDED						



TRANSGENDER STAFF POLICY

01 July 2016

Reviewed August 2018

Prepared by:	Click here to enter name.
Date effective from:	Click to enter a date.
Policy approved by:	Click here to enter name.
Review Date:	Click to enter a date.

EIA Required?	&
EIA Completed?	&
Revision number:	Click here to enter number.
Lead officer:	Click here to enter name.

1 Purpose of this policy

The purpose of this policy is to set a framework for how Stockport Homes will support all employees who identify as transgender or who have a non-binary gender identity. It is accepted that current legislation is insufficient in supporting the range of gender identities that exist as well as those undergoing gender reassignment and this policy is not limited to those with legal protection.

1.2. This Policy outlines the process to be followed in Stockport Homes to support any employee who has initiated the process of gender reassignment. This is in accordance with the Equality Act 2010, lists gender reassignment as one of the nine "protected"

4 Scope of the policy

- 4.1 The policy applies to all transgender staff at Stockport Homes, including those who have indicated a wish to live permanently in a gender other than that to which they were assigned at birth (whether or not medical supervision or surgery are involved or contemplated). The policy covers people at all stages of the process of gender reassignment, begun or complete.
- 4.2 This policy applies (but is not limited) to the advertisement of jobs and recruitment and selection, to training and development, to opportunities for promotion, to conditions of service, benefits, facilities and pay, to health and safety, to conduct at work, to grievance and disciplinary procedures, and to termination of employment.
- 4.3 This policy and the accompanying guidance are available on the staff Intranet. .

5 Review of policy

5.1 This policy and guidance document will be formally reviewed within two years of its implementation and thereafter as necessary to reflect changes in human resources policy and practices, legislation and any other developments which impact on trans staff.

6 Clothing and access to facilities

- 6.1 The employee will be supplied with protective clothing (where applicable) in their new gender. Whilst the employee is transitioning, a relaxation of the dress code or protective clothing will apply where possible and for an agreed period. Where this is not possible due to risk assessment or compliance with health and safety regulations or law, a temporary adjustment in job role or selected duties will be considered.
- The employee is entitled to access the facilities e.g. showers and toilets appropriate to their acquired gender as soon as they start to live permanently in the new gender.

7 Support during transition

7.1 Stockport Homes aims to support trans staff who choose to transition and live in their affirmed gender from the time chosen by the individual concerned. By supporting them through transition, they may be better able to perform well in their work, and are more likely to be comfortable living in their new gender.. An individual action plan will be discussed and agreed with the member of staff who announces their intention to transition (See Appendix 1).

8 Confidentiality

- 8.1 Stockport Homes will respect the confidentiality of all trans staff and will not reveal information without the prior agreement of the individual.
- 8.2 If an individual notifies Stockport Homes in writing of their intention to transition during their employment, Stockport Homes will agree with them the date from which their gender is changed on all records. A trans person's file should reflect their current name and gender. Any material that needs to be kept related to the person's trans status, such as

- records of absence for medical reasons, will be stored confidentially in accordance with the General Data Protection Regulations 2018. No records should be changed without the permission of the staff member concerned.
- 8.4 If a trans person receives a Gender Recognition Certificate, they have the right to request that all references to their former name and gender are removed and replaced with their current name and gender. A Gender Recognition Certificate is not necessary or required in order to transition and the organisation will not require one in order to make changes to information on records.

9 Creating an inclusive environment

9.1 This means demonstrating respect for trans people, as well as people associated with them such as partners, spouses and other family members, and those who are perceived to be trans, in terms of:

their gender identity;

their right to work with dignity;

their name and personal identity (including the use of the correct pronouns as defined by the individual themselves).;

their privacy and confidentiality.

10 Protection against harassment and bullying

- 10.1 Stockport Homes recognises it is the right of every individual to choose whether to be open about their gender identity and history. To " may amount to a form of harassment and possibly a criminal offence.
- 10.2 Stockport Homes takes a zero tolerance approach to all forms of bullying and harassment, including transphobic bullying and harassment, and concerns or complaints will be dealt with in accordance with the Stockport Homes Grievance Policy. Proven misconduct of this type will be regarded as potential grounds for disciplinary action including dismissal. Such behaviour will be dealt with under Stockport Homes Disciplinary Policy.

11 Consultation

11.1 Consultation will be maintained for reviewing the experience of transgender staff, through the Staff Diversity Group; Staff Voice and / or the LGBT network group.

12 Guidance, support and training

12.1 Guidance, support and training (including at Induction and an ongoing basis) will be provided to staff to ensure that Stockport Homes' commitment to transgender equality is fully realised. This provision will be periodically reviewed to ensure it is supporting Stockport Homes to meet its commitment to Transgender employees.

Appendix 1

Managing gender transition at Stockport Homes

There is no requirement for a trans employee to inform Stockport Homes of their transition. However, where an employee is proposing to transition in the workplace and requires support, they are encouraged to discuss their needs with their Line Manager in the first instance or, with their HR Business Partner (HRBP) so that we can provide any support required.

The HRBP will arrange a 3 way meeting with the employee, Line Manager and HR to discuss the transition process and to complete an Action Plan (Appendix 2). The Diversity Officer will be available at all times during the transition process for support and guidance by all involved within the process.

1. 3-way meeting with employee, Line Manager and HR

The purpose of the meeting is to have a discussion with the employee and to complete the Action Plan so that all parties are clear what the process for that individual will entail. A member of the HR will be present to support the employee and manager and to ensure an approach consistent with Stockport Homes Values and this policy is followed.

Both the employee and Line Manager should mutually agree the proposed next steps/ actions and to address any concerns raised by the individual. No action should be taken without the full consent of the employee. A key factor in facilitating successful transition is to seek guidance from the employee themselves as to how they would like the process to be handled.

2. Completing the Action Plan

The Action Plan should be completed to record the agreement reached on the proposed next steps/actions and to address any concerns raised by the individual. Once agreement has been reached and recorded, the agreed actions should be revisited and implemented according to the agreed timescales.

The Action Plan will be filed by HR as a protected file / document with restricted access.

3. Protected file, restricted access and authorisation

Access to the protected file is restricted to the following only:

The Employee
The Line Manager
The HR Team

Permission to access the protected file can only be granted by the HR Business Partner or Advisor. The employee must be notified of the reason for access and their written consent must be sought first. Each time the file is accessed, the access record must be updated with the person who is accessing the file, the date and reason for access.

4. Changing HR records

Recording of Gender, Title and Name on Stockport Homes HR systems is controlled by self-service and hence can be instigated by the individual. There will however be a flag to HR when any of these fields are changed to ensure that a discussion takes place with the individual about their preferences and how to ensure appropriate support is instigated in all aspects of their working life.

The HR team will agree with the employee when to change other records to reflect the employee's new gender and name including:

Payroll reference number

Email address and phone contact

Photo ID (used on the HR system and also the intranet)

Other areas as required

A Gender Recognition Certificate is not needed in order to change an employee's name, pronouns or gender expression at work. People change their name by deed poll for many reasons. If we are satisfied the change does not involve an intention to commit fraud or other crime, this is accepted practice. To treat a person differently because the name change is connected with their change of gender would be discriminatory.

5. Data protection and confidentiality

Information about an employee's gender history must not be disclosed to a third party without their written consent.

6. Protective clothing

The employee will be supplied with protective clothing (where applicable) in their new gender. Whilst the employee is transitioning, a relaxation of the dress code or protective clothing will apply where possible and for an agreed period. Where this is not possible due to risk assessment or compliance with health and safety regulations or law, a temporary adjustment in job role or selected duties will be considered.

7. Access to facilities

The employee is entitled to access the facilities e.g. showers and toilets appropriate to their acquired gender as soon as they start to live permanently in the new gender.

8. Time off

Stockport Homes acknowledge assessment and surgery (if any) will require time off from work. The likely time off required will be discussed on an on-going basis. Managers will consider requests for time off than other requests. The Line Manager will discuss with the employee how they might make the best use of paid leave as part of the process.

It would be for being absent from work because they propose to undergo, are undergoing or have undergone gender reassignment than if they were absent because of illness, injury or for some

other reason.

As part of the transitioning process an employee may decide to take a period of time off after informing colleagues of their intention to transition and before returning to work in their new gender, however, this decision would be theirs.

9. Absence recording

Any medical treatment will be recorded in line with the Sickness Absence Policy. Stockport Homes will support an employee if they request time off to undergo none medical treatments relating to their transition i.e. counselling or psychotherapy. In the unfortunate event of complications arising during surgical reassignment and where the absence is prolonged, the Sickness Absence Policy will apply however the use of discretion will be considered in terms of the formal stages as explained below.

Any absence because of the effects of treatment for gender reassignment will not be taken into account for the purpose of formal action under the Sickness Absence Policy.

10. Pensions and retirement

From 1 April 2014, the retirement age for the work-based pension scheme, was brought into line with the state pension retirement age.

For state pension, an employee's gender (until 2018) will determine the age at which he or she becomes entitled to a state pension. The employee will need to obtain a Gender Recognition Certificate or a modified Birth Certificate if he or she wishes to claim pension rights according to their new gender. If the member of staff does not provide either of these documents, their state pension rights will follow the rules related to the gender stated on the original Birth Certificate.

Queries related to pensions should be directed to HR or the Local Pensions Authority.

11. Training

Stockport Homes will provide training to individuals (at all levels) and teams as and when required to dispel any prejudice or hostility due to a lack of awareness or understanding of gender reassignment. The People and OD team will provide advice and provision of training as and when it is needed in specific teams / services.

12. Informing colleagues

This process will be discussed with the employee during the initial 3 way meeting and the process will be managed by both the Line Manager and HR.

If the employee is in a customer facing role or, works closely with partners and stakeholders, careful consideration will be given as to which customers need to be informed.

The employee may request temporary or permanent redeployment (if possible) to a new

team or site. Any decisions should be made following discussion with the employee, Line Manager and HR.

Appendix 2

Action Plan

This Action Plan must be completed to record the course of action required during the transition process. Once agreement has been reached the agreed actions should be revisited and implemented according to the agreed timescales and the document updated clearly with action taken, by whom and date.

Date:

Empl	oyee:
Line I	Manager:
HR R	epresentative:
1	On what date does the employee wish to start the transition process/ live permanently in their new gender?
2	On what date (often prior to the date above) does the employee want the disclosure to colleagues to take place so that appropriate support can be provided to the employee and to colleagues?
3	Does the individual wish to inform any colleagues (and partners and stakeholders where applicable) personally? Or, would they prefer for the Line Manager or HR to do this?
4	Is there a need for updated equality and diversity training to staff? Specific teams? Identify a suitably experienced provider. Advice in this regard should be taken from the P&OD Team.

5.	Is any direct and immediate liaison required with customers, stakeholders or partners in respect of outstanding matters in which the employee is currently involved? How does the individual want to deal with this?
6.	By the start date of transition, HR records will be changed to reflect the new name, photo and gender. Confirm which records will be changed and outline exceptions to change. Discuss the protected file and who has access to this. Advice in this regard should be taken from HR.
7.	Does the employee wish to be considered for redeployment (if possible) to a new team?
8.	Does the role require protective clothing? Agree the date on which the employee would need clothing in their new gender.
9	Are there any duties within the role that should not be undertaken at specific times during the transition process i.e. heavy lifting or physical work?
10	Is there a need for time off work? Record time that may be required, for how long and when this is likely to be. Go over absence recording and reasonable adjustments.

11	Are there any implications for pensions and retirement?
12	Other practicalities or concerns to discuss - describe here

Appendix 3 Glossary of LGBT (Lesbian, Gay, Bisexual and Transgender) language and terminology.

-	Stockport Homes Policy

	Stockport Homes Policy

	Stockport Homes Policy

	Stockport Homes Policy

	Stockport Homes Policy

Stockport Homes Policy

Appendix 4.

Work related guidance for all team members.

- What is the first step I should take if an employee tells me they wishes to transition at work?

Read the Transgender Policy and guidance as this will give you a good understanding of the Stockport Homes approach, support to be offered to the individual and practical steps you should take as a manager. Arrange to meet with your HR advisor or Business Partner to talk this through, plan what to do next and ask any questions you have. Regular communication with the individual about their circumstances, plans and how they wish this to be managed will be central to how you support them and so you need to plan this in. Remember the process may be complex and take years to undergo and the key objective is to understand from the individual how they wish to be supported. Training for yourself (and possibly your team) may be helpful to raise awareness and understanding. Stonewall are the leading LGBT charity and have useful information and guidance available on line which you may want to access.

- What advice can I provide to an employee wishing to transition?

Ensure they have read the Transgender Policy and are aware that Stockport Homes will ensure they are fully supported in the workplace during this process. They may wish to access sources of support such as the LGBT network group, Active Listeners, a named contact in P&OD as well as yourself. Complete the action plan together (along with HR advisor or HR Business Partner) as discussing the practicalities and support available is likely to go a long way to allaying any concerns they may have.

- Should this be communicated to wider staff?

When and how this happens should be discussed with the individual and take account of their wishes. In the case of front facing staff with a client group you may also want to discuss if / how this will be communicated where there will be ongoing contact. Understanding the right language and preferences of the individual about this can be crucial to ensuring they feel supported. Using the correct pronouns (for example he, she, they, or ze) is one area that is really important to get right and should be explored and an approach agreed with the individual to make sure this is understood and their preferences are followed.

Reassure the individual that they will be supported through this process and that Stockport Homes will do everything it can to ensure they feel safe and welcome in the workplace at all time. Your HR Business Partner or Advisor is available to help you and the individual.

- Who do I need to tell/involve in the process to ensure I'm supported?

It's a good starting point to read this policy / guidance and think about the action plan and your preferences about how you want any practicalities to be managed in the workplace.

Usually the key parties involved will be your line manager and also HR as they will support you through the process and make sure your agreed action plan is out into place. You may however chose to seek support from other areas such as a trusted colleague, Trade Union Rep, member of the LGBT network group or an active listener – this is entirely up to you. Your preferences about communication with your team, client group or the wider organisation will be discussed and agreed with you up front.

- Will this be kept confidential?

Yes, the action plan will be stored with limited access and what is shared more widely than your manager or HR will be discussed and agreed with you first.

- What are the steps I need to take?

A three way meeting with your line manager and HR will be arranged once you make either someone in HR or your line manager aware that you wish to discuss your gender identity or expression. You can have a TU rep or employee colleague present at this meeting should you wish it. This meeting will be the first step to discuss the support you need and then any subsequent actions will be agreed by producing an action plan.

What should I do if I feel someone's behaviour is inappropriate or offensive in relation to this?

Stockport Homes has a zero tolerance approach to any behaviour from colleagues or service users that would undermine you feeling welcome and safe whilst working for Stockport Homes. The Grievance Policy deals with how you should raise this, how it will be dealt with and more explanation about what is inappropriate behaviour and examples.

Stockport Homes will provide training for staff and managers to improve awareness and understanding.

Asked Questions - Supporting a trans colleague.

- How can I find out more about this topic so I better understand what this means? Read this policy and the glossary of terms for an introduction. Training can be provided by Stockport Homes if you feel this would be helpful or provide a refresher – speak to your manager or someone in the P&OD team. Stonewall is the leading LGBT charity which promotes Lesbian, Gay, Bisexual and Transgender issues and is also a great source of information and guidance.

- I'm not sure what a non-binary gender identity is and what does the term "trans" refer to?

Not everyone identifies with a binary gender i.e. they are either male or female. For some people their gender identity or expression could be sometimes male and sometimes female; both or they may consider themselves neither male nor female. A gender fluid person's gender identity or expression will vary over time. Some individuals they may decide to permanently transition from their gender at birth to an acquired gender and will not then identify with their birth gender or name, This is not the case for all trans people and it's important to realise that people are individuals and circumstances and identities vary.

As explained in this policy transgender is an umbrella term and there are many different identities that fall under it. Not everyone whose gender identity has varied identifies with this term, for example someone who transitioned and has lived in their acquired gender for many years may well not identify as trans but simply their acquired gender.

Everyone employed at Stockport Homes can self-classify and describe their gender identity on Cascade, and we also include the option of using the title Mx as well as Miss, Mrs, Mr or Ms.

- What does Stockport Homes expect of me and what is the approach Stockport Homes will take?

Stockport Homes explains its commitment within this policy and we aim to be a welcoming and supportive environment for people to be who they irrespective of their gender identity. It is expected that all staff will follow our values and adopt the same approach, being supportive of customers and colleagues whose assigned sex varies from their gender identity or expression.

- What is the right language to use (e.g. pronouns such as he / she and also terminology) and how do I ensure I don't inadvertently offend my colleague by getting this wrong?

The glossary appended to this Policy will give you an awareness of what terminology may be correct and what may cause offense. Using the correct pronoun (for example he / she or a non-gendered pronoun such as they or "ze") is likely to be really important to the individual in terms of reflecting whether you accept their gender identity or expression. You should be aware of your colleague's preference on this and other language and follow their preference. Ask your manager privately if there is anything you are unsure about or if you feel additional training / awareness would help you or the team.

Shared Parental Leave (SPL) is a new legal entitlement for eligible parents of babies due, or children placed for adoption, on or after 5 April 2015.

Shared Parental Leave

SPL regulations provide an opportunity for parents to take advantage of additional flexibility in the way they choose to care for a new arrival to the family.

The amount of leave is calculated using the mother/primary adopter's 52 weeks leave. If the mother/primary adopter reduces their maternity/adoption leave entitlement then they/and or their partner (including same sex partners) may opt into the SPL system and take any remaining weeks as SPL. This means that partners could begin SPL while the mother/primary adopter is still on maternity/adoption leave.

Unlike maternity/adoption leave, eligible employees can stop and start their SPL and return to work between periods of leave with each eligible parent able to submit three requests for booking periods of leave, by giving at least eight weeks' notice before any periods of leave would begin. All notices for a continuous period of leave will be accepted and all requests for discontinuous leave will be considered.

Maternity/Paternity/Adoption Leave

Parents remain entitled to take maternity, paternity and adoption leave. A mother must take at least two weeks maternity leave following the birth of a child but can otherwise choose to end their maternity leave at any time. A primary adopter can end their adoption leave once they have taken it for two weeks.

Shared Parental Pay

Statutory maternity/adoption pay, subject to criteria, is payable for up to 39 weeks. If the mother/primary adopter gives notice to reduce their entitlement before they will have received it for 39 weeks then any remaining weeks could become available for Shared Parental Pay (ShPP).

Shared Parental Leave Policy

A Shared Parental Leave policy will be available early next year but in the meantime please contact HR for any queries at humanresources@stockporthomes.org or extension 2660.

Further information on Shared Parental Leave is available at https://www.gov.uk/government/news/shared-parental-leave

ADOPTION POLICY

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ADOPTION LEAVE

There is only one period of leave per adoption regardless of the number of children placed. Throughout the document where we refer to the child this therefore equally means the children, if more than one child is being adopted.

Where this document refers to 'adopter' or 'partner' this is regardless of the gender of the adopter or partner, and includes same-sex partners and adopters.

Where a couple are jointly adopting a child, they must decide which one of them will take adoption leave as the "primary adopter" (the main carer) and which one will take paternity leave and shared parental leave (subject to eligibility).

Who is eligible?

Any employee (regardless of gender), from day one with Stockport Homes, who will be assuming the role of main carer or primary adopter. If the employee is not to be the primary adopter they will be eligible for paternity leave (see Paternity Leave Scheme).

An employee adopting a child from abroad is also eligible for adoption leave and pay but under different guidance. Please refer to the HR Team for further information.

Who may be eligible to take adoption leave?

An employee who is adopting a blood relative may be eligible to take Adoption Leave, if they are formally adopting the child/children through an approved agency and have supporting documentation that satisfies Inland Revenue's criteria.

It may also extend to those who will become parents through a surrogacy arrangement if they expect to satisfy the conditions for and intend to apply for a Parental Order for the child born through that arrangement.

Who is not eligible to take adoption leave?

An employee is not eligible to take adoption leave if they are a step-parent adopting a partner's child, or adopting through an agency that is not recognised in the United Kingdom (i.e. a private adoption).

Leave Entitlement

The qualifying employee is entitled to a maximum of 52 weeks off in total, broken down into:

- 26 weeks of Ordinary Adoption Leave (OAL)
- 26 weeks of Additional Adoption Leave (AAL)

The employee can take any portion of the 52 weeks.

The earliest the leave can start is 14 days before the 'placement' of the adoptive child. The

latest day it can start is the date the child is placed.

The adoption leave can start on any day of the week and the leave then runs on a rolling basis through the adoption leave entitlement.

The adoption leave cannot be used to attend meetings, training sessions or court in relation to the adoption.

Adoption Meetings

The primary adopter will be able to take paid time off for up to five adoption appointments. The secondary adopter (their spouse or partner) will be entitled to take unpaid time off for up to two appointments.

STATUTORY ADOPTION PAY

The rate of statutory adoption pay (SAP) is the same regardless of the age of the child, up to 18 years old.

Employees who qualify for statutory adoption leave will also qualify for adoption pay provided that their average weekly earnings are not less that the lower earnings limit (LEL).

SAP is payable for a period of up to 39 weeks even if the employee does not intend to return to work after the adoption. This "Adoption Pay Period" (APP) effectively starts when the primary adopter starts their adoption leave and ceases at the end of the 39 weeks or when she/he returns to work, whichever is the earlier.

The first six weeks of the APP are paid at the higher rate of 90% of average weekly earnings followed by the lower rate for 33 weeks. In the unlikely event that the lower rate of SAP is greater than 90% of average earnings, the lower amount should be paid throughout the adoption pay period. SAP is payable on a daily basis and is regarded as taxable earnings.

The other 13 weeks of additional adoption leave is at no pay.

OCCUPATIONAL ADOPTION PAY (OAP)

Stockport Homes wants its employees to benefit from a more generous adoption provision; one which mirrors the occupational maternity scheme.

Eligibility for occupational adoption pay is assessed at the week 'the match is made'. In addition, eligibility for occupational adoption pay is regardless of the level of earnings or hours of work.

All employees with one years' continuous service at Stockport Homes (or other bodies on the local government modification order) at the week the match is made are entitled to the

occupational adoption pay (OAP).

Payment of OAP

An employee who is entitled to occupational adoption pay will for the first six weeks of absence receive 9/10 of a week's pay, offset against payment made by way of SAP.

An employee who declares in writing that she/he intends to return to work will, for the subsequent 12 weeks, be paid half a week's pay without deduction except by the extent to which the combined pay and SAP exceeds full pay. Consequently the employee cannot actually receive more than her/his normal pay.

The 12 weeks' half pay can be claimed back if the employee does not return to Stockport Homes for a period of at least 13 weeks after the adoption leave. However SAP is not refundable.

For employees not intending to return to work, payments during the subsequent 33 weeks shall be SAP.

For the remaining 21 weeks the employee shall be entitled to SAP only i.e. 39 weeks adoption pay in total.

All adoption leave payments are subject to normal salary deductions.

Notification

The employee wishing to take adoption leave must notify their manager of their intention within 7 days of being told a 'match' has been made with a child.

Ideally the notification should be at least 28 days before the 'placement date', if practical. If this is not practical the leave will start on the date the child is placed.

The employee will be required to produce the Matching Certificate, which is issued by the local authority or adoption agency (similar to a MAT B1 form) and must inform their manager:

- the expected date of the child's placement
- · when they want the adoption leave to begin

After receiving the above information the manager must notify the HR Team who will write to the employee within 28 days to inform them of when the additional adoption leave period will end, i.e. when they are expected back to work. If the employee has given a specific return date Stockport Homes will confirm this in the letter.

The start of the leave can be varied following notification to the employer. This should be at least 28 days before the date of the new start date wanted. If this is not possible managers

will have to exercise appropriate discretion. If the employee does vary their start date a revised letter from Stockport Homes must be issued within 28 days.

SHARED PARENTAL LEAVE

Shared Parental Leave (SPL) is a new legal entitlement for eligible parents of babies due, or children placed for adoption, on or after 5 April 2015.

It provides both parents (including same-sex parents) with the opportunity to consider the best arrangement to care for their child during the child's first year.

The amount of leave available is calculated using the mother's entitlement to maternity or the primary adopters entitlement to adoption leave, which allows them to take up to 52 weeks' leave.

The primary adopter (regardless of gender) will remain entitled to take adoption leave. However, an eligible primary adopter may now choose to reduce their adoption leave early and opt in to SPL.

The primary adopter can end their adoption leave once they have taken adoption leave for a minimum of two weeks.

If they reduce their maternity/adoption leave entitlement then they and/or their partner may 'opt-in' to the SPL system and take any remaining weeks as SPL. This means for example, that the father could begin to take SPL while the mother is still on maternity leave.

SPL enables parents to share the caring responsibilities evenly or have one parent taking the main caring role, depending on their preferences and circumstances. Unlike maternity/adoption leave, eligible employees can stop and start their SPL and return to work between periods of leave with each eligible parent able to submit three notices booking periods of leave.

Employers and employees will find that having early conversations regarding leave intentions will be beneficial, enabling them both to be clear regarding the entitlement, what leave arrangements are being considered and how any leave will be accommodated.

For further details see the Shared Parental Leave section of this Family Policies document.

ADOPTION AND ANNUAL LEAVE

The employee accrues annual leave and bank holidays during their adoption leave.

The employee must however normally take such leave within the annual leave year that it is accrued, i.e. 1 April to 31 March.

Stockport Homes will calculate how much leave an employee will accrue during her/his adoption leave provided that management has sufficient notice of her intentions this should be done in good time to give her/him a number of options. Depending on the timing of her/his adoption leave in relation to the annual leave year, an employee may choose to take her/his annual leave before she starts her/his adoption leave. Alternatively, an employee may decide to return before the end of her/his adoption leave so that she/he can take the remaining annual leave before the end of the annual leave year; substituting the weeks of no pay with weeks of paid annual leave.

Where an employee is unable to take her/his annual leave as the adoption leave is close to or overlaps with the end of the annual leave year to the extent that she/he cannot take all of her/his annual leave, an exception should be made to carry over policies to allow her/him to take the annual leave, that she/he would otherwise lose, into the next year.

PENSIONS

During any ordinary adoption leave or paid additional adoption leave, the employee will pay normal contribution rate on whatever pay they receive. If they are on less than your normal pay, or even not paid, their membership still builds up as usual. So there is no effect on their pension benefits.

However, during periods of unpaid additional adoption leave the employee will only pay contributions if they choose to. They have 30 days from returning to decide and the cost is their normal contribution rate of the last pay they received. If they choose not to, they will not build up any membership for this period, and this will affect their pension benefits in the long term.

For further advice speak to the Pensions Officer at Stockport Council who act as administrator for Stockport Homes' pension scheme.

OTHER INFORMATION

Contractual position

During the period of ordinary or additional adoption leave, the employee's contract of employment continues in force, except for normal salary.

Working during Adoption Leave - Keeping In Touch Days

An employee may undertake up to 10 days' work ('keeping in touch' days) during the adoption leave, without bringing their leave to an end and without losing any SAP. Working for part of a day will count as one day i.e. if the employee works for 2 hours, they will receive payment for 2 hours work (please see below regarding the payment terms), but this will count as 1 full 'keeping in touch' day.

The purpose of these days is to help the employee keep in touch with any workplace

developments. Working these days must be by agreement with the line manager. There is no requirement for the employee to undertake work; nor is there any requirement for Stockport Homes to provide work.

If an employee wishes to undertake these KIT days and their line manager is in agreement, activity for these days will need to be agreed. Work undertaken during adoption leave may include training, attending meetings or any activity carried out for the purposes of keeping in touch with the workplace.

If an employee carries out some work under this provision, the period of adoption leave will not be extended.

SAP will be received for the week in which the employee works. In addition, pay will be received for work undertaken under the contract of employment. Payment will be made at the normal contractual hourly rate of pay. SAP for the day will not be offset against any pay due, unless the total payment exceeds normal contractual pay.

Line managers must notify the HR Team of the name of the employee, the date the employee has undertaken the work and the numbers of hours worked. They will record these details, to monitor the number of KIT days undertaken and ensure that the maximum 10-day limit is not exceeded. They will also ensure that the appropriate payment(s) is made.

Contact during Adoption Leave

The employer has the right to make "reasonable contact" with an employee during their adoption leave. Such contact might be to keep an employee informed of any developments in the department that might impact upon them when they return, any special events, job vacancies and training opportunities, in addition to well wishes on the adoption.

Such contact would not constitute "work" as defined above and would not therefore count towards the 10 days.

Returning Early From Adoption Leave

If the employee wishes to return from adoption leave early during the or OAL or AAL period they must give at least 21 days notice in writing of the date on which they intend to return.

Returning to Work

Following Adoption leave an employee is entitled to return to the job in which she/he was employed under her/his original contract of employment and on terms and conditions no less favourable than those that would have been applicable to her/him had she/he not been absent. "Job" for this purpose means the nature of the work, which she/he is employed to do and the capacity and place in which she/he is so employed.

What If The Adoption Fails?

Where after starting their leave, an employee is notified that the child will not be placed, or after the child is placed, the child dies or is returned to the adoption agency, the employee will not be entitled to full adoption leave. In this situation the adoption leave will end 8 weeks after the end of the week that the adoption ended. There is no extension of AAL if the above occurs with less than 8 weeks to go.



PATERNITY LEAVE AND PAY

INFORMATION FOR EMPLOYEES

PATERNITY LEAVE AND PAY INFORMATION FOR EMPLOYEES

Induction

This note provides basic information on the new rights to paternity leave and pay. Following the birth of a child these rights will give eligible employees the right to take paid leave to care for the child or support the mother, or primary adopter.

Start Dates

Employees whose children are expected to be born on or after 6 April 2003, or where an adopter has been notified of matching on or after 6 April 2003 or a child has been placed for adoption after that date will benefit from the new paternity leave and pay provisions.

Employees whose children are expected to be born on or after 6 April 2003, will be able to take paternity leave and pay even if their children are born earlier than expected.

Eligibility

You must need to satisfy the following conditions in order to qualify for paternity leave. You must have worked continuously for 26 weeks leading into the 15th week before the baby is due, and:

- have or expect to have responsibility for the child's upbringing and;
 - be the biological father of the child or the mother's partner or civil partner (including same-sex partners) or;
 - be adopting a child with your partner or;
 - be the partner of someone adopting a child on their own.

A partner is defined as "a person (whether of a different sex or the same sex) who lives with the mother or primary adopter and the child in an enduring family relationship." In all cases the employee must be making the request to help care for the child or to support the child's mother or primary adopter.

Length of Parental Leave

Eligible employees will be entitled to choose to take either one week or two consecutive weeks' paternity leave (not odd days).

You can choose to start your leave:

- from the date of the child's birth or placement (whether this is earlier or later than expected) or
- from a chosen number of days or weeks after the date of the child's birth or placement (whether this is earlier or later than expected), or
- · from a chosen date.

Leave can start on any day of the week on or following the child's birth or placement but must be completed:

- within 56 days of the actual date of birth of the child (placement in the case of adoption), or
- if the child is born early, within the period from the actual date of birth up to 56 days after the expected week of birth.

Only one period of leave will be available to you irrespective of whether more than one child is born as the result of the same pregnancy.

You will still qualify for paternity leave if the child is stillborn after 24 weeks of pregnancy or dies.

Statutory Paternity Pay

During their paternity leave, most employees will be entitled to Statutory Paternity Pay (SPP) from their employers.

Statutory Paternity Pay will be paid by employers for either one or two consecutive weeks as the employee has chosen. The rate of Statutory Paternity Pay will be the same as the standard rate of Statutory Maternity Pay – from April 2011, this will be £128.88 a week or 90% of average weekly earnings if this is less than £128.88.

Notice of Intention to take Paternity Leave

You will be required to inform Stockport Homes of your intention to take paternity leave by the fifteenth week before the baby is expected, unless this is not reasonably practicable.

If the Paternity Leave is related to an adoption then notification must be within the 7 days of being told a 'match' has been made with a child. This must include the date the child is expected to be placed, the intended start date of the Paternity Leave and the length of the intended leave and the date on which the adopter was notified of having been matched with the child.

You will need to tell us:

- the week the baby is due
- whether you wish to take one or two weeks' leave
- when you want your leave to start

You will be able to change your mind about the date on which you want your leave to start providing you tell us at least 28 days in advance (unless this is not reasonably practicable). You will have to tell us the date you expect any payments of SPP to start at lease 28 days in advance, unless this is not reasonably practicable.

Self Certificate

You must give us a completed self-certificate as evidence of your entitlement to SPP. We also require a completed self certificate as evidence of entitlement to paternity leave. The self certificate must include a declaration that you meet certain eligibility conditions and provide the information specified above as part of the notice requirements. Completion of the attached form satisfies both these requirements.

Maternity Support Leave

Under the national conditions of service, maternity support leave of 5 days with pay shall be granted to the child's father or the partner (including same sex partners) or nominated carer of an expectant mother at or around the birth. It is a similar entitlement to paternity leave. If you qualify for both you will be entitled to one week's maternity support leave at full pay and one week's paternity leave at the statutory rate (provided the two weeks are taken consecutively).



Special (Additional) Leave With/Without pay

If you require this document in a different format or require further guidance and advice regarding the use or interpretation of this document please contact HR on 0161-474-2660.

Author:	Stockport Human Resources
Version:	Stockport Homes
Date:	
Effective From:	
File Reference:	
Equality Checked:	April 2007

Employees are entitled to receive up to six days special leave within any rolling twelve-month period, to support them in particularly difficult times when they have encountered one of the situations detailed below. This leave is exceptional as in most circumstances, other types of leave (annual, flexi, toil or unpaid) should be used to cover brief domestic circumstances and the normal childhood illnesses of their children.

We recognise that the managing of this leave usually occurs at the most difficult of times and it is important to stress that this leave is intended to help with covering practical, time-consuming and stressful activities at a difficult time. As the manager, you have to determine the closeness of the relationship involved and therefore have some discretion as to how many days to be granted. The special leave granted need not be the total amount to time an employee may need to be away from work. Managers also need to be aware that the granting of the full six days leave in one instance will use up the allowance for the rolling twelve-month period.

The following situations are examples and each request should be considered on its merits taking into consideration how much leave has been granted in previous similar situations. In order to achieve consistency across the organisation, we ask that each request should be counter-signed by the relevant Service Manager.

PAID	UNPAID
Up to six days for the bereavement	Attendance at a wedding
of a parent, partner (including	
same sex), sibling or child	
Up to three days for the	Attendance with immediate
bereavement of a grandparent	relatives at medical appointments
Up to one day for the bereavement	Extended terminal illness of relative
of a relative in law or extended	or friend
family (Aunts, Uncles and Cousins)	
Up to half a day for the attendance	Holiday or trip of a "lifetime"
at the funeral of a colleague	
Up to six days for the sudden	Attendance as a delegate at a
hospitalisation due to an unforeseen	political conference
emergency where the illness is life	
threatening and constant support at	
the hospital is needed	2
Up to six days to provide care at	Own child's (short term) illness
home for the end of a terminal	(please see time off dependants
illness	policy)
The As Alexander of Assertation Control	
Up to three days to provide care	
and support for a parent, partner	
(including same sex), or child	
whilst in hospital or following	
hospitalisation for a serious illness	
Up to six days or as necessary if	
required to be a witness in court	

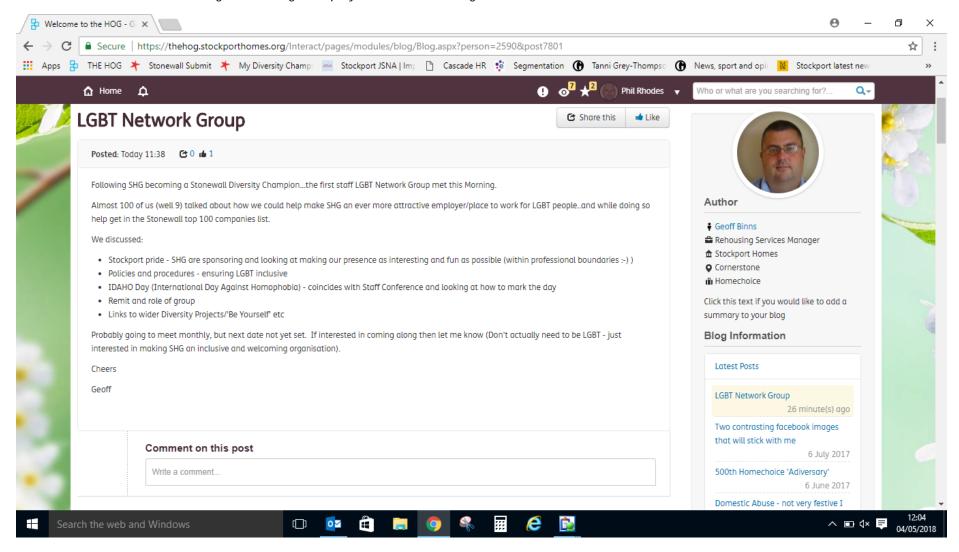
School Specific Situations

- Up to two days for house removal (during term time)
- Up to one day to attend the Graduation Ceremony of son or daughter

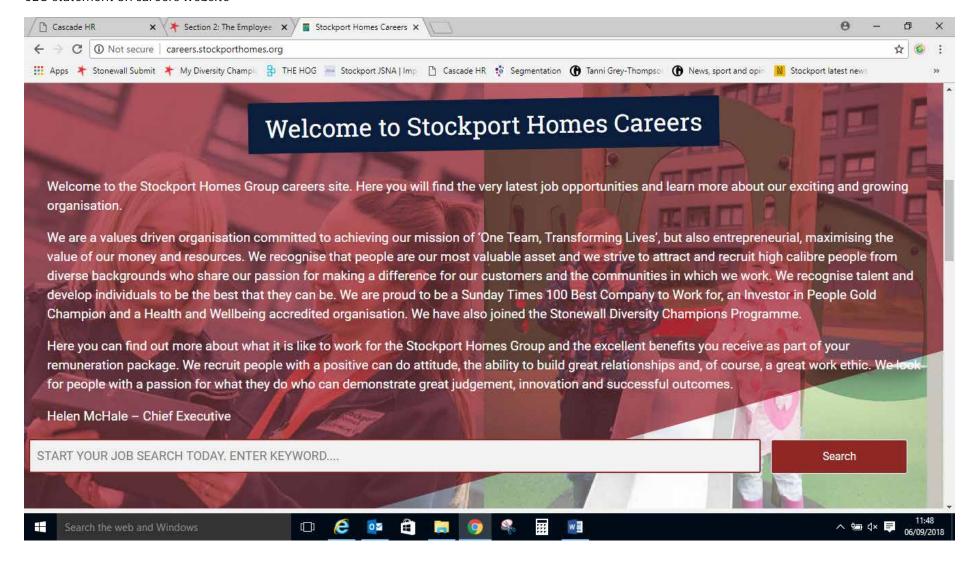
Situations Outside of Special Leave Policy

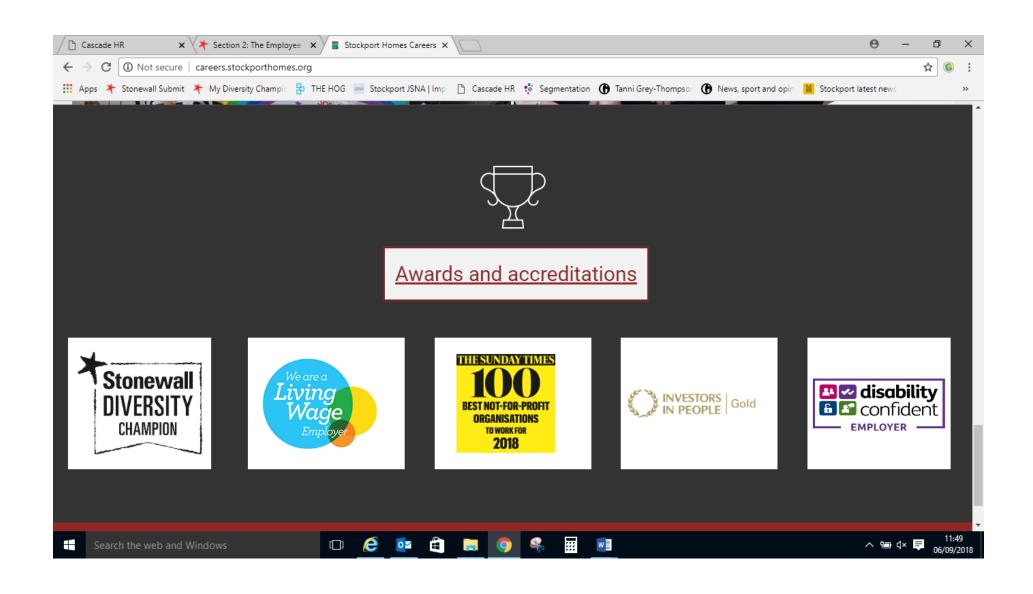
- Attendance at ante-natal appointments (please see maternity policy)
- Unavoidable medical appointments
- Own holidays
- Own weddings

Geoff blog from first lgbt employee network meeting

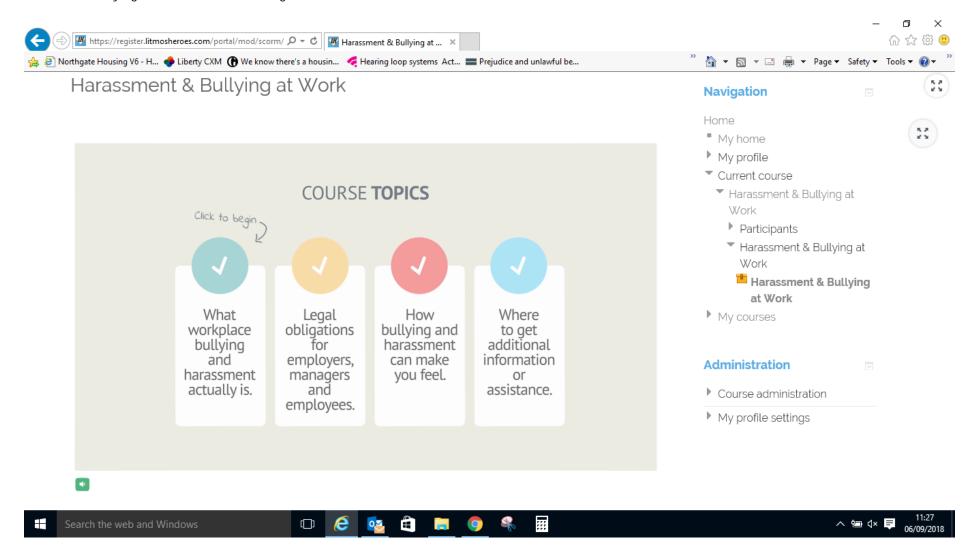


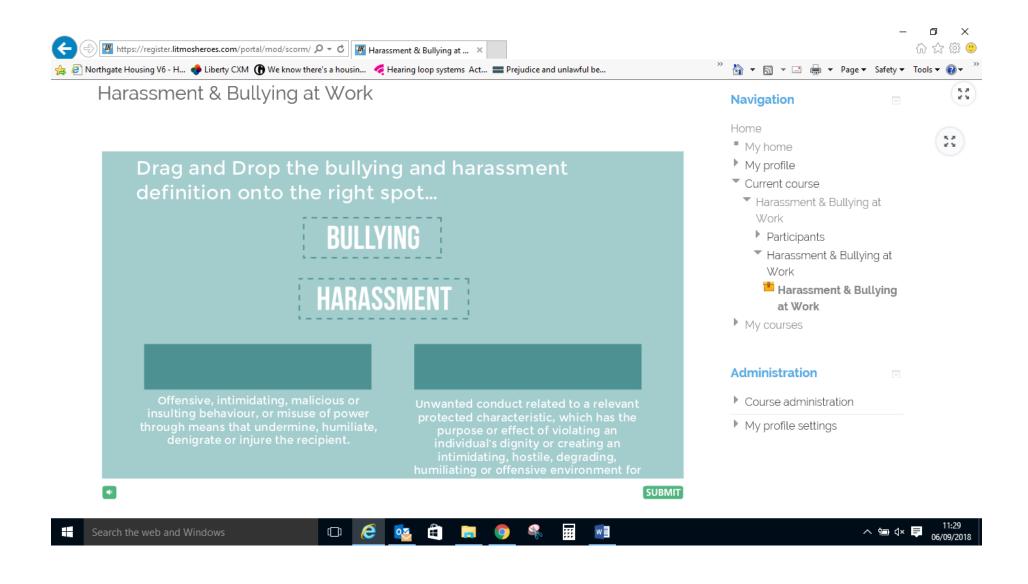
CFO statement on careers website



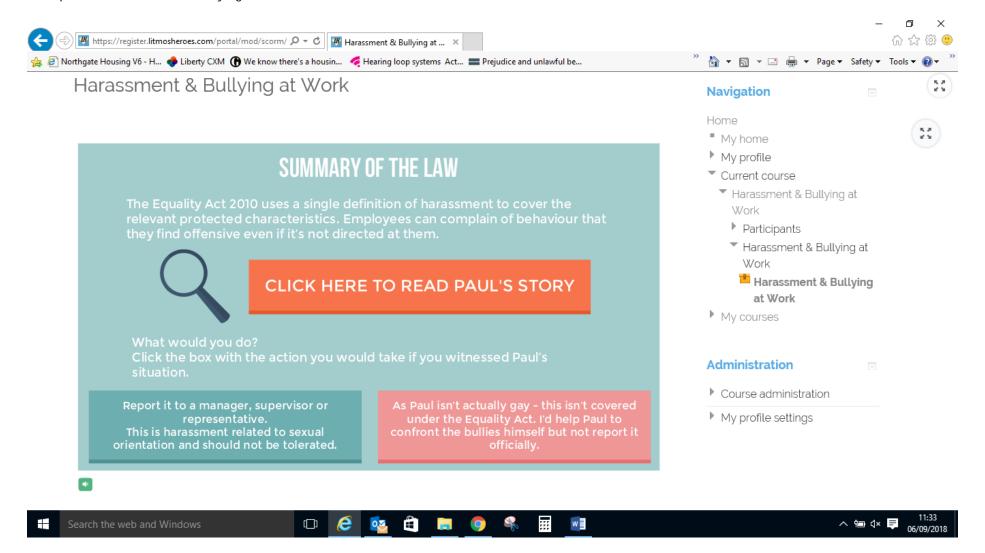


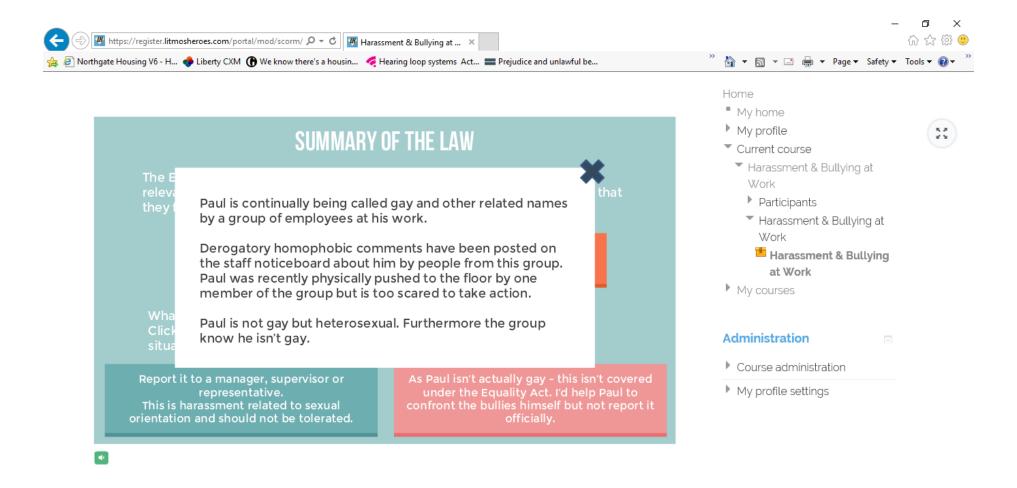
Content of bullying and harassment training



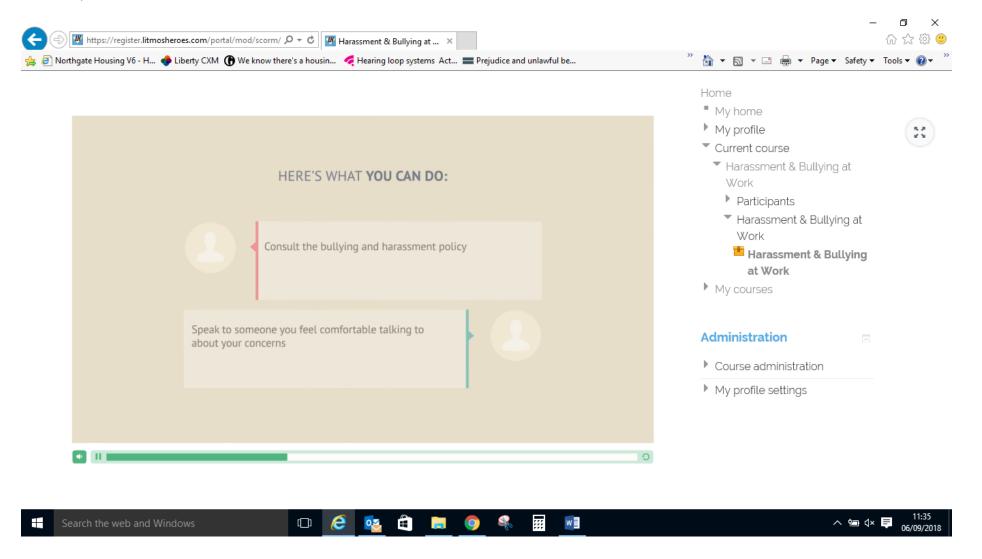


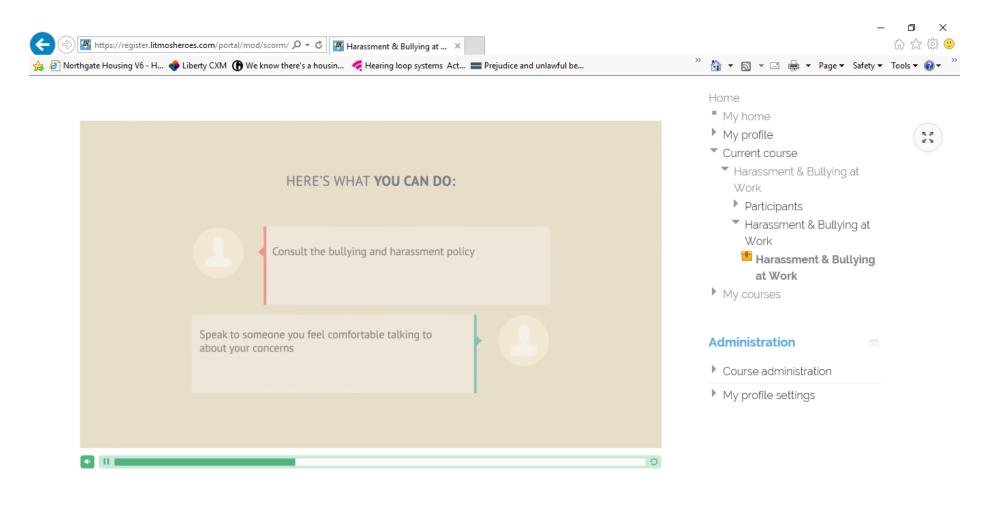
Example of harassment and bullying at work – LGBT





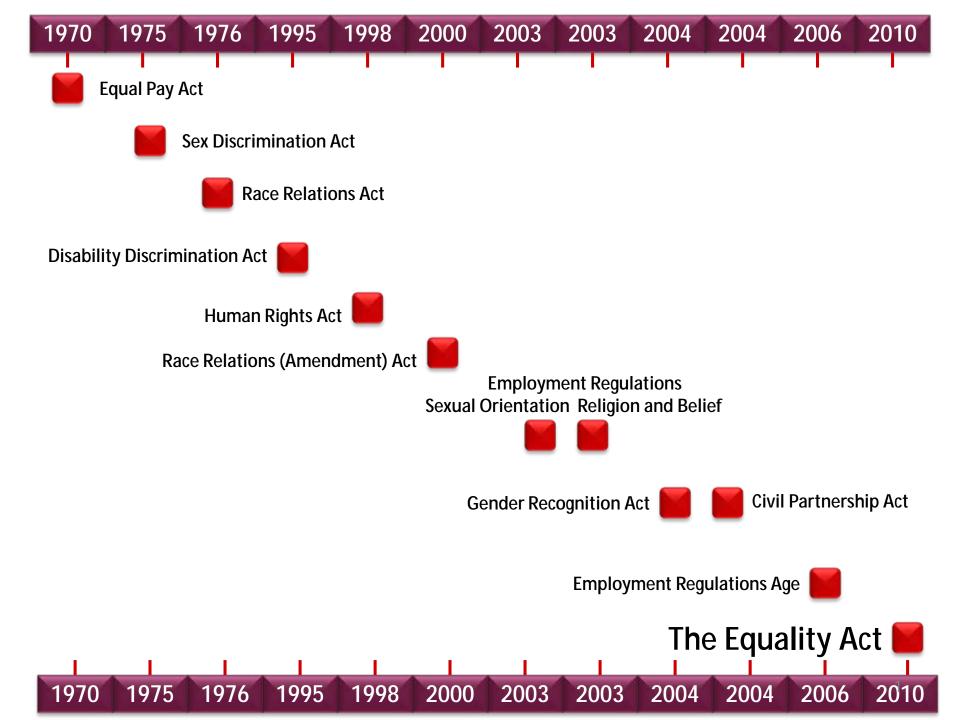
How to report





LGBT history month front page of website







Induction Diversity training agenda

A range of topics are covered in this informative and interactive session which is outlined below:-

The difference between diversity and equalities

A paper exercise where small groups list what they think is meant by diversity and what they think is meant by equalities. There is then discussion about the differences and how they fit into Stockport Homes' mission and aims.

Legislation

Small group exercise looking at different pieces of legislation, asking when and why they were introduced and how they affect Stockport Homes. Followed by discussion. This includes Disability Discrimination Act, Race Relations Act, Age discrimination and Sexual Orientation Employment Regulations, Civil Partnership Act and Gender Recognition Act and how these fed into and were expanded on in the Equality Act.

Quiz

Individual quiz answering questions around the customer profile of SHL customers and wider Stockport borough census figures. When going through the quiz, the answers are expanded upon to give further information and raise awareness.

· How to work with an Interpreter

Speaker from Stockport Interpreting Unit explains the work undertaken by the Unit, including a quiz on matching languages to countries of origin.

Disability

Two videos around people growing up with disabilities and the effect this has had on them and their careers

Appropriate Language

A group exercise looking at common words to describe different groups of people particularly around ethnicity and sexual orientation, and whether they are acceptable or unacceptable to use.

Equality and Diversity Strategy

A look at the strategy, its aims and objectives and what Stockport Homes' is doing to deliver them.





STOCKPORT HOMES - LGBT employee network - Terms of Reference

Purpose of network

To ensure SHG understands and values its LGBT community and be a place where LGBT people are happy to live, work and socialise

To be a forum for SHG staff to identify, discuss and take action on issues and areas of concern relating to sexual orientation and gender identity

To champion and advance equality of opportunity in the areas of sexual orientation and gender identity in accordance with SHGs Equality and Diversity Strategy

Increase awareness and representation of LGBT identities and experiences within SHG

Act as a critical friend for SHG managers to ensure all SHG policies and strategies are LGBT friendly

Network Objectives

Support SHGs aim of reaching the Stonewall Workplace Equality Index Top 100

Undertake awareness raising activities on LGBT issues

Regular monitor demographic data concerning SHGs employees and equality initiatives to identify trends or gaps in relation to sexual orientation and gender identity

To ensure SHG contributing fully to Stockport Pride

Who attends

The membership of the group will consist of any LGBT member of staff and allies. Staff from a range of roles will be encouraged to participate.

Members are permitted to attend meetings and participate with activities during paid work time, in accordance with business needs and with the support of line management.

The group should be a safe space in which any questions, concerns or comments can be raised. Everything discussed in meetings shall remain strictly confidential. Nothing will be shared outside of the group without the explicit permission of the person(s) involved.

Frequency

The network will meet monthly and utilise email consultation as required at other times.

Reporting arrangements

Minutes will be maintained of the meeting.

The meeting will report to staff diversity group and strategic diversity group. Some issues that may emerge from the network may be reported to other meetings if appropriate.

Point of Contact

Anyone interested in the network can contact the chair Simon Welch (Director of Neighbourhoods and Support).



Report to:	STOCKPORT HOMES MANAGEMENT TEAM				
Date of Meeting:	24 Septer	24 September 2018 Board			
	04 September 2018 Stockport Homes Management Team				
Title of Report:	COMBIN	ED EQUALITY REPORT 2017- 2018			
Report of:	ASSISTA	NT CHIEF EXECUTIVE			
Confidentiality	Non-Conf	fidential			
Purpose of Report:	i) To provide an update to Board on E&D activities over the past 12 months and key activities going forward.				
Type of Report	Information	on			
Recommendation(s):	That Board note the details of the report and provide comments on the proposed actions 2018/2019.				
Financial Implications of the recommendations	None.				
Value for Money Implications of the recommendations	None.				
Risk Implications of the recommendations	Risk Number	Risk Description			
	Not meet the Public Sector Equality Duty obligations incorporated within the Equality Act 2010				
		Having an E&D Strategy and publishing this report helps mitigate against this risk by, for example, demonstrating a due regard for equality and advancing equality of opportunity for those within 'protected characteristic' groups.			

	2	Failure to deliver effective E&D work has the potential to leave organisations more open to challenges of discrimination around service delivery and so reputational damage.		
	Risk#	Click here to enter text		
	Risk#	Click here to enter text		
Safeguarding Implications of the recommendations	None.			
Equality & Diversity Implications of the recommendations	•	rt provides an update on E&D activities and is the w of these activities in the year.		
Equality Impact Assessment	Does an EIA need to be If so, has one been completed? No completed? No			
Environmental/ Sustainability Implications	None.			
Customer Impact	ensuring fairly and	Homes' equality and diversity work is important in that all customers can access services, are treated that projects that Stockport Homes undertakes isadvantaged groups.		
Content of Report signed-off by Director	Sandra C 21/08/201			
Contact Officer	Martin Sa	nunders / Di Laming		
Contact Details	0161 474 2202			
	Martin.sa	unders@stockporthomes.org		
Author (if different)	Phil Rhoo	des		
Contact Details	0161 474	2860		

Phil.rhodes@stockporthomes.org

1 INTRODUCTION

- 1.1 This year the annual update on E&D and the Workforce Profile report have been amalgamated to reflect the cross-cutting themes and the increased joint nature of working on equality and diversity between People & Organisational Development and Customer Access.
- 1.2 Stockport Homes has a number of responsibilities under the 2010 Equality Act. This report provides assurance to the Board that sufficient priority is given to equality and diversity and to adhering to both the letter and spirit of relevant legislation.
- 1.3 The report outlines key achievements within the E&D strategy during 2018 and identifies key projects going forward.

2 BACKGROUND

- 2.1 The Board, in September 2017, approved the Equality and Diversity Strategy 2018 2021 and the work outlined in in this report summarises the work undertaken towards achieving its six strategic objectives.
- 2.2 Each year an analysis is made of the customer breakdown across key services areas by diversity stream and this has been compared to the general Stockport population (Appendix 1). The staff breakdown by age, gender, ethnicity and disability at all levels of the organisation and at management levels (M-Band and above) is provided in Appendix 2 and the recruitment data at Appendix 3.

3 REVIEW OF EQUALITY AND DIVERSITY WORK IN 2017 / 2018

3.1 Each year an update is provided to Board on the Equality and Diversity work that has taken place in the preceding year. This is to ensure Board are aware of this work and can be assured that Stockport Homes is still meeting its responsibilities under the Equality Act 2010. The work shows how SHG are working towards the objectives of the 2018-21 Equality and Diversity Strategy. The following is a selection of the work that has taken place within each of the six strategic objectives.

a)To continue to make a strong and visible commitment to equality and diversity internally and externally

 SHG have developed a LGBT (Lesbian, Gay, Bisexual and Trans) employee network to provide a forum for SHG staff to identify, discuss and take action on issues and areas of concern relating to sexual orientation and gender identity.

- SHG ran a Women in Business course which led to five women setting up and running a diverse range of businesses. They continue to receive support from the course leader.
- SHG has used social media to support a range of projects across disability, LGBT and age issues.
- SHG ran an event for LGBT history month to increase staff knowledge on the history of LGBT rights and prominent individuals.
- SHG was a main sponsor of Stockport Pride 2018 having a stall at the event at which a number of staff including Directors attended and over 700 people attended.

b)To use insight to develop the organisation, design services and tailor interventions to be responsive to needs

- Customer behavioural insight tools were used in early 2018 to gain
 a deeper understanding of the Stockport Homes tenant base by
 analysing specific behaviours exhibited by distinct groups of
 customers within rent collection and the arrears recovery processes.
 Customer behavioural profiling was extended further in 'UC real', a
 project analysing behaviours of Universal Credit (UC) claimants to
 evidence how they had managed their rent account after claiming
 UC. This analysis is being used to develop a proactive response to
 Universal Credit.
- The introduction of Cascade, a new HR IT system, has encouraged staff to complete their personal data.
- Both staff and customer data collection systems have been amended to capture data on gender and sexuality issues.

c)To encourage and facilitate the involvement of customers in shaping the design and delivery of high quality, accessible and continuously improving services

- SHG have supported the Proud Trust a LGBT charity for young people which has led to several of these customers re-engaging with SHG services.
- A session around rehousing was arranged for individuals supporting applicants with autism to help them understand the rehousing process. The session also provided opportunity for two way sharing of information so that it is more disability friendly and of the particular issues applicants with autism face.

d)To provide high quality services that are accessible and deliver outcomes for all

 SHG continued to provide interpreters for customers who do not speak English with 1628 requests in the last year. Farsi was the most popular language followed by Arabic. This is a large increase from the previous year and reflects the economic circumstances many non-English speaking customers face and the increased difficulty they have accessing other statutory bodies.

- Through the TPA, SHG is employing a worker which is aimed specifically at preventing homelessness for families fleeing domestic violence. The project is initially a 12 month pilot.
- SHG started to undertake a Disability Audit looking how SHG delivers its services to people with a disability. The audit is primarily reviewing four areas
 - 1) Building more accessible and adaptable homes
 - 2) Improving the installation of home adaptations
 - 3) Matching homes to the people who most need them
 - 4) Supporting people to help them live independently

The review will continue over the next 18 months and the outcomes will be fed back to Board in a later report.

e)To contribute to the creation of safe, sustainable and cohesive neighbourhoods

- SHG have continued to support the School Linking Project run by the Council which works with pairs of primary schools to challenge pre-conceptions and stereotypes of different groups in society. Five schools in catchment areas with high numbers of SHG managed properties are currently taking part in the project.
- SHG ran coffee morning style events for refugee woman at Cornerstone which encouraged several participants to link in with local refugee events.
- The Education Officer has delivered Race Hate and Bullying Workshops to Primary schools in the Borough
- Through a partnership SHG have managed mental health support sessions for BME customers.

f)To recruit, develop and retain a diverse, talented and motivated workforce that reflects the communities we work with.

- SHG took part in the Stonewall Workplace Equality Index for the first time finishing 267 out 434 organisations. Extensive work has been undertaken to improve the score for 2019 index including reviewing HR policies, setting up a LGBT staff group and providing training on issues such as unconscious bias and harassment and bullying.
- As an employer employing over 250 people SHG are required to publish details of the gender pay gap, under the Equalities Act 2010 (Gender pay gap information) Regulations 2017. In SHG the

- difference is 6.4% (in favour of men) which is lower than the national average of 18.4% (Office of National Statistics).
- SHG ran Unconscious Bias training sessions for all managers to ensure recruitment processes are fair and equitable.
- SHG ran LGBT training for older persons staff in collaboration with Equity Housing and Riverside.
- SHG advertised posts on Stonewall's Proud Employer website and ensured our careers website is explicit about support for all applicants.
- SHG launched our Be You campaign which is to ensure there is a clear message to staff and potential staff that SHG will employ and develop staff from all backgrounds.

4 CUSTOMER BREAKDOWN ANALYSIS

- 4.1 The analysis of customers is provided in Appendix 1. The key patterns in this analysis have remained similar to previous years.
- 4.2 Firstly, there continues to be an increasing number of BME tenants (9%), BME customers on the housing register (18%), BME lettings (17%) and BME applicants being accepted as homeless (31% of all homeless decisions). Many of the BME customers who are presenting as potentially homeless have lived in the private sector for a period of time or with family rather than being new to Stockport. This trend means that there is a need to ensure that services are accessible for all BME customers and that any arising community issues are monitored and well managed.
- 4.3 Secondly, there is a high number of tenants over 65 years old (18%) and over 80 (8%). This raises a range of issues around providing the appropriate services (both recognising the high need of some elderly customers but also the increasing number of older people living fully independently) and ensuring support to remain in their property or move to an appropriate property. SHG has an Age Friendly Strategy to lead this work. In addition SHG are co-chairing a project with the Council and other partners called Creating Great Places to Age Well which recognises the high number of elderly people living in Stockport and the services that they will need in future years.
- 4.4 Thirdly, there are a high number of tenants (23%) who state that they have a disability. As mentioned in the above section a review of services to people with a disability has been started which will look at the properties, adaptations and general services to our customers with a disability.

5 WORKFORCE PROFILE

- 5.1 Appendix 2 provides data for all 590 SHG employees and in addition identifies those at M- Band¹ or above. Collection rates from staff are high with 90% declaring information on Cascade (the HR IT system). The exception to this is gender identity which was only added to the system in June 2018 and will be populated over time.
- 5.2 People & OD are completing Health Checks across the organisation, targeting priority areas identified from the Best Companies analysis, which includes awareness raising of the areas on the HR system where key equality data is collected and the purpose of this and to encourage employees to share this information.
- 5.3 HR Business Partnering is being embedded within directorate management teams. A particular focus for the Business Partners is to raise awareness of directorate workforce profiles and to support workforce planning in relation to equality and diversity issues and to produce action plans to address any areas of concern.
- 5.4 The data shows that 8.8% of staff are from a minority ethnic group, 5.8% state they have a disability and 2.9% are LGBT. The workforce achieves an even split between men and women although there is some disparity within Directorates. There has been an increase in minority ethnic staff of 2% in the last 12 months and the percentage of BME staff is above the 2011 census percentage figure for Stockport (7.9%) for the first time.
- 5.5 The Managing Attendance Policy was reviewed in 2017 and workshops developed to ensure understanding of the policy and to encourage managers to explore options, particularly when managing employees with disabilities, in order to maximise attendance. More emphasis is placed on making reasonable adjustments and looking at alternative options to facilitate an earlier return to work.
- 5.6 Within the M band category (which covers 56 employees) 3.6% of staff identify as BME, 5.4% state they have a disability and 3.6% are LGBT. Females dominate the M Band grade with 55.4%. Data shows that SHG has strong female representation at the higher levels which contributed to SHG's Gender Pay Gap Report being far better than average. Minority ethnic staff are still poorly represented at management grades. LGBT staff are more highly represented in the management grade than in the wider workforce although this is a very small group to analyse.
- 5.7 A refreshed Flexible Working Policy and Guidance was introduced in 2017, with the move to Cornerstone to support different ways of working and improve service delivery and a better work life balance for employees. More flexibility in working arrangements can be of real practical support to staff with caring responsibilities and help retain them within the workforce.

-

¹ M Band is the term used for management roles with a salary of over £36,153.

This policy is being monitored and will be reviewed to ensure Stockport Homes achieves maximum impact as a result.

6 RECRUITMENT AND SELECTION

- 6.1 Appendix three shows a breakdown of all recruitment from application through shortlisting to those being offered positions. Overall there were 93 positions advertised and for these there were 1868 applications and 567 applicants shortlisted. 25.5% of those who applied were BME with 22.6% of those offered positions being BME. Positions offered were from across the organisation up to SO2 grades. This is an increase from previous years which is encouraging. Of the three M band positions recruited no minority ethnic staff were appointed although 24% of applicants were minority ethnic and 22% of those shortlisted. Mentoring and progression pathways to support BME team members to progress or 'step into management' positions has been developed to address this.
- 6.2 5.6% of applicants, 6.5% of those shortlisted and 5.4% of those offered positions stated that they had a disability. The number of offered positions is positive and further work is planned to ensure all applicants with a disability who meet the criteria for the post are interviewed.
- 3.2% of those who applied and 5.4% of those offered positions stated they were LGBT. To increase the number of LGBT applicants the Stonewall Proud Employers page has started to be used which can be accessed as part of our membership of the Stonewall Diversity Champions programme. Responses will be monitored to determine whether this route should be used more in the future.
- 6.4 A review of the Recruitment and Selection process has been completed to make sure Stockport Homes are achieving value for money from advertising campaigns in terms of quality and volume of applications and success in recruiting to posts. As a result advertising is now more targeted and costs have been reduced. A more imaginative approach is being adopted including face to face contact with prospective applicants through open evenings, attendance at job fairs and improvements made to information provided at the application stage.
- 6.5 Recruitment and Selection workshops have been delivered to managers to make sure they understand and apply the policy appropriately and are able to make good appointment decisions based on objective assessment methods. This workshop also focusses on equality and diversity and unconscious bias, as part of the selection process.

5. BOARD PROFILE

5.1 The Board profile remained stable throughout 2017 / 2018 with an average age of 55, 42% female, no minority ethnic members, no disabled members and 8% LGBT members. 8% of board members had a religion other than Christian. The limited change reflects the fact that there has been no resignations or retirements since September 2017. A recruitment campaign will be carried out in 2019 to replace one retiring Board Member. This will include a wide ranging advertisement to ensure that the pool of applicants is as diverse as possible. The most recent recruitment campaign attracted a diverse range of applicants in addition to those appointed and the objective is to build on this success and to support the Board to have a more diverse profile.

7 KEY ACTIVITIES IN 2018 – 2019.

- 7.1 The key activities from the Equality and Diversity Strategy for the next 12 months are;
 - Continue to work with Stonewall to improve services to LGBT staff and customers, including developing our procurement approach and enhancing the profile of role models and allies.
 - · Complete the review of services to people with a disability, develop an action plan and start to implement this across the four main workstreams.
 - · Complete the remaining actions on the CIH's Leading Diversity by 2020.
 - Develop greater use of customer data to support projects
 - Develop appropriate mechanisms to support any under-represented groups to be involved with SHG.
 - · Continue to develop a procurement approach which has a strong emphasis on equality and diversity.
 - · Work more closely with the Employment Team to develop contacts in the community to help achieve a more representative workforce.
 - Review of the Recruitment and Selection Policy to ensure Stockport Homes continue to attract and retain the best people.
 Develop an approach to succession planning that encourages more Apprenticeships.

8 CONCLUSIONS

- 8.1 This report illustrates the E&D work that has taken place over the last year. Progress being made on supporting LGBT staff and customers through Stonewall and the increase in BME staff over the past 12 months. However, more progress needs to be made on BME staff at manager level.
- 8.2 The key work over the next year will focus on customers with a disability, using customer data to enhance projects and further work on recruitment.

9 RECOMMENDATIONS

- 9.1 The Board is requested to
 - i) note the details of the report and provide comments on the proposed actions for 2018/19.

APPENDIX 1 – Customer breakdown by diversity stream

	Tenant	Applicants	Lettings 17-18	Duty homeless decisions 17-18	Universal credit cases	Shared Ownership	Stockport
Male	40%	39%	42%	33%	39%	46%	48.9%
Female	60%	61%	58%	67%	61%	54%	51.1%
BME	9%	18%	17%	31%	7.3%	13%	7.9%
Disabled	23%	14%	16%	12%	2%	2%	18.4%
16-24	4%	12%	20%	24%	13%	5%	14%
25-39	25%	45%	40%	48%	47%	53%	22%
40-54	29%	24%	24%	23%	30%	27%	27%
55-64	16%	10%	7%	3%	10%	9%	15.1%
65-79	18%	7%	6%	2%	-	6%	15.7%
80+	8%	2%	2%	-	-	-	6.2%
LGBT	1.1%	1.5%	2%	2%	1%	0%	5% (estimate)
Religion other than Christian	4.5%	8.7%	9%	10%	2%	5%	5.1%

APPENDIX 2 – Workforce Profile

ETHNICITY	Workforce	%	Mband+	%
WB	487	82.5	53	94.6
BME	52	8.8	2	3.6
Unknown	51	8.6	1	1.8
Total	590		56	

AGE	AGE Workforce %		Mband+	%
21 and				
under	8	1.4	0	0
22 to 30	94	15.9	0	0
31 to 40	155	26.3	23	41.1
41 to 50	152	25.8	17	30.4
51 to 60	141	23.9	15	26.8
60 plus	40	6.8	1	1.7
Total	590		56	

DISABILITY	Workforce	%	Mband+	%
No	518	87.8	52	92.9
Yes	34	5.8	3	5.4
Unknown	38	6.4	1	1.7
Total	590		56	

GENDER	Workforce	%	Mband +	%
Female	298	50.5	31	55.4
Male	Male 292		25	44.6
Total	590		56	

SEXUALITY	Workforce	%	Mband +	%
LGBT	17	2.9	2	3.6
Straight	512	86.8	50	89.4
PNTS	24	4.1	2	3.5
Unknown	37	6.2	2	3.5
Total	590		56	

RELIGION	Workforce % Mband +		%	
Buddhist	3	0.5	1	1.8
Christian	254	43.1	25	44.6
Hindu	2	0.3	0	
Muslim	13	2.2	0	
No Religion	215	36.4	27	48.2
Other	25	4.2	0	
PNTS	12	2	2	3.6

APPENDIX 3 – Recruitment and Selection

AGE	Applied	%	Shortlisted	%	Offered	%
21 and	63	3.4	16	2.8	2	2.1
under						
22 to 30	409	21.8	111	19.6	26	27.9
31-40	341	18.3	107	18.9	21	22.6
41 to 50	274	14.7	87	15.3	10	10.8
51 to 60	170	9.1	77	13.6	9	9.7
60 plus	43	2.3	15	2.6	0	0.0
Unknown	568	30.4	154	27.2	25	26.9
Total	1868		567		93	

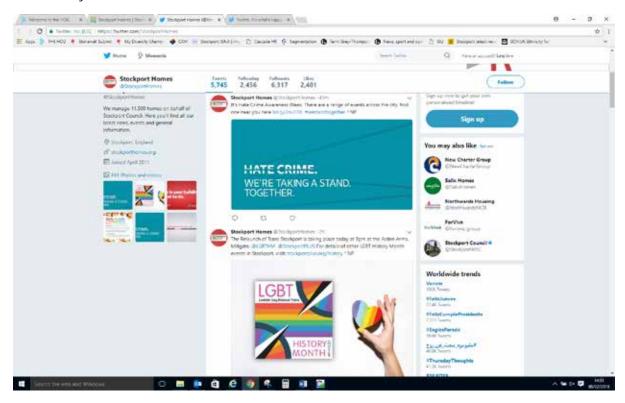
SEXUALITY	Applied	%	Shortlisted	%	Offered	%
Hetero	1637	87.7	502	88.5	83	89.2
L/G	59	3.2	27	4.8	5	5.4
Bi	22	1.2	4	0.7	0	0
Other	4	0.2	0	0	0	0
PNTS	31	1.7	16	2.8	2	2.2
unknown	115	6.2	18	3.2	3	3.2
Total	1868		567	-	93	

ETHNICITY	Applied	%	Shortlisted	%	Offered	%
WB	1354	72.5	439	77.4	71	76.3
BME	477	25.5	120	21.2	21	22.6
Unknown	37	2.0	8	1.4	1	1.1
Total	1868		567		93	

DISABILITY	Applied	%	Shortlisted	%	Offered	%
No	1763	94.4	530	93.5	87	94.6
Yes	105	5.6	37	6.5	5	5.4
Total	1868		567		93	

Gender	Applied	%	Shortlisted	%	Offered	%
Male	891	47.7	258	45.5	40	43
Female	977	52.3	309	54.5	53	57
Total	1868		567			

LGbt history month on twiterr



LGBT history month on website







Report to:	OPERATIONS COMMITTEE				
Date of Meeting:	29 May 2018 Operations Committee				
	01 May 2018 Stockport Homes Management Team				
Title of Report:	TENANT EXPERIENCE REPORT YEAR-END 2017-18				
Report of:	ASSISTANT CHIEF EXECUTIVE AND THE DIRECTOR OF NEIGHBOURHOODS & SUPPORT				
Confidentiality	Non Confidential				
Purpose of Report:	To update the Committee on the experiences of tenants using data from a range of customer interactions				
Type of Report	Information				
Recommendation(s):	It is recon	nmended that the Commit	tee:		
	i. Notes the contents of the report				
	ii. Raises any questions about the content presented in the report				
Financial Implications of the recommendations	There are no financial implications arising from the recommendations in the report				
Value for Money Implications of the recommendations	Analysing tenant satisfaction ensures services are tailored to meet diverse tenant needs and helps sustain tenancies				
Risk Implications of the recommendations	Risk Number	Risk Description	Risk Mitigation		
	n/a	Not using feedback to understand service delivery and the impact of services on customers risks failure to tailor services to	Tenant feedback is monitored at directorate, senior management and Board level on an on- going basis to identify areas where services can		

		meet need and demand	be improved and lessons learned are implemented.
	Risk#	Click here to enter text	Click here to enter text
	Risk#	Click here to enter text	Click here to enter text
	Risk#	Click here to enter text	Click here to enter text
Council Impact Assessment (CIA)	Does a C complete		If so, has one been completed? Choose an item.
Customer Impact	experienc	ces are addressed quic	edback ensures any negative kly and minimises their ms evaluation and planning.
Safeguarding Implications of the recommendations	There are no safeguarding issues arising from the recommendations of this report		
Equality Impact Assessment	Does an EIA need to be completed? No If so, has one been completed? Choose an item.		
Equality & Diversity Implications of the recommendations	The surveys and other data collection methods referred to in the report are analysed by diversity strand to ensure that no group is adversely affected by service delivery.		
Environmental/ Sustainability Implications	There are no environmental/sustainability implications arising from the recommendations in this report		
Content of Report	Sandra C	oleing	
signed-off by Director	Simon Welch		
	Click here to enter a date.		
Contact Officer	Rob Lloy	d	
Contact Details	0161 474 3279		
	Rob.lloyd	@stockporthomes.org	

1 EXECUTIVE SUMMARY

- 1.1 Stockport Homes has once again recorded high levels of tenant satisfaction with 'home', 'area' and 'Stockport Homes as a landlord' in its 'new tenant' and 'current tenant' surveys. Satisfaction levels among tenants that have terminated their tenancies are, understandably, lower than those among current and new tenants which is a reflection of the point in the tenancy lifecycle at which the survey is undertaken.
- 1.2 A review of performance against Stockport Homes' service standards shows that performance is positive for the majority of the 35 standards, with improvement actions being proposed in a small number of cases. There are plans to start reviewing the standards during 2018/19 to reflect changes to service delivery and performance monitoring since the original set of standards was introduced in 2014/15. Customers will be involved in that review.
- 1.3 Responses to the five questions from Survey of Tenants and Residents (STAR), obtained as part of the current tenant visit survey, show that Stockport Homes is performing well on each of these key measures and compared to peers.

2 INTRODUCTION

- 2.1 This report provides an overview of tenant experiences of Stockport Homes' services. The report also details performance against service standards. In particular it covers:
 - The new tenant visit survey
 - The current tenant visit survey
 - The tenancy termination survey
 - Service standards
 - An update on key indicators from the Survey of Tenants and Residents (STAR)
- 2.2 More detailed analysis of satisfaction levels can be found in the accompanying appendices. The report has been designed to provide a mix of figures and graphical representations of data to give a strategic overview of performance.

3 TENANCY SATISFACTION SURVEYS

- 3.1 Responses to the new tenant survey, the current tenant survey and the termination survey are monitored on a monthly basis through the Neighbourhoods and Support Directorate performance process. Improvement actions are identified and addressed as part of that process.
- 3.2 Satisfaction remains high in relation to both the new tenant survey and the current tenant survey, with each question recording results in line with the previous year. The tenancy termination survey has results that are lower than for new and current tenants. This is perhaps not surprising, given the part of the tenancy lifecycle to which the termination survey relates. A detailed review of responses can be found in Appendix One.

3.2 NEW TENANT SURVEY

- 3.2.1 The new tenant satisfaction survey is completed a maximum of six weeks after a tenant moves into a Stockport Homes property. It is designed to ensure that new tenants are settling in to their new homes as well as identifying any issues that need further action.
- 3.2.2 Satisfaction with the three headline indicators among new tenants remains high and has increased for each indicator when compared to satisfaction levels recorded in previous years.

Satisfaction subject	Period	New tenants
A	Apr 17 – Mar 18	98.4%
Area as a place to live	Apr 16 – Mar 17	97.2%
	Apr 15 – Mar 16	96.3%
Vaur barra	Apr 17 – Mar 18	98.1%
Your home	Apr 16 – Mar 17	96.4%
	Apr 15 – Mar 16	96.7%
SHL as a landlord	Apr 17 – Mar 18	98.5%
SHE as a landiord	Apr 16 – Mar 17	98.0%
	Apr 15 – Mar 16	97.2%

3.2.3 The vast majority of new tenants could recall being given key pieces of information during sign-up, such as: home contents insurance; housing benefit; anti-social behaviour; and rent payments. This is positive confirmation that the process allows tenants to absorb the information they are given and make informed choices.

3.3 CURRENT TENANT SURVEY

- 3.3.1 The current tenant survey is carried out as part of a rolling programme of home visits allowing tenants to express their views, giving Neighbourhood Housing Officers the opportunity to check compliance with tenancy conditions and helping ensure tenants are receiving support where they need it. Visits are automatically prioritised based on the age of the tenant and the date of the last current tenant visit. However, the Neighbourhood Housing Officer will sometimes carry out earlier visits based on other factors, such as breaches of tenancy conditions, poor garden condition or a change in the tenant's personal circumstances.
- 3.3.2 There were 3,349 visits completed during 2017-18. Tenant satisfaction with the three headline indicators remains high and has increased from the levels seen in previous years:

Satisfaction subject	Period	Current tenants
A	Apr 17 – Mar 18	95.9%
Area as a place to live	Apr 16 – Mar 17	94.9%
	Apr 15 – Mar 16	94.8%
Vous home	Apr 17 – Mar 18	97.1%
Your home	Apr 16 – Mar 17	96.1%
	Apr 15 – Mar 16	95.3%
CLII oo o landlard	Apr 17 – Mar 18	98.2%
SHL as a landlord	Apr 16 – Mar 17	96.8%
	Apr 15 – Mar 16	96.1%

3.3.3 The result for 'satisfaction with area', at 95.9 per cent, compares favourably to a similar satisfaction measure in the English Housing Survey¹, which found that 82 per cent of social renters were satisfied with their local area as a place to live².

3.4 TENANCY TERMINATION SURVEY

- 3.4.1 A tenancy termination survey is completed by tenants on ending a tenancy, whether they are moving to another Stockport Homes' property or elsewhere. In 2017/18 a total of 217 tenants completed the survey, which represents 21 per cent of terminations completed in the year³. Completion levels are inevitably relatively low as it is not mandatory to complete the survey when completing the termination form. Surveys will also not be received for terminations that occur following eviction, abandonment or death⁴.
- 3.4.2 In cases where the tenant gives notice to terminate, the Neighbourhood Housing Officers will attempt to carry out a pre-termination inspection and during this inspection the Neighbourhood Housing Officer will: discuss the reasons for the tenant terminating their tenancy; complete the satisfaction survey in with the tenant; and remind them of their obligations with regard to ending their tenancy.
- 3.4.3 Tenants terminating their tenancies expressed levels of satisfaction with the headline questions that are in line with the previous year, when statistical fluctuations are taken into account.

Satisfaction subject	Period	Terminating tenants
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¹ The English Housing Survey is a national survey of people's housing circumstances undertaken annually by the Department of Communities of Local Government. See main report, page eight, paragraph 1.9: https://www.gov.uk/government/statistics/english-housing-survey-2015-to-2016-peoples-perception-of-their-neighbourhood

² A comparison to the Survey of Tenants and Residents (STAR) is shown later in the report

³ 1,046 terminations were recorded on the year

⁴ These categories accounted for 279 terminations

Avec on a place to live	Apr 17 – Mar 18	62.2%
Area as a place to live	Apr 16 – Mar 17	58.9%
	Apr 15 – Mar 16	60.3%
Vourhomo	Apr 17 – Mar 18	71.2%
Your home	Apr 16 – Mar 17	76.7%
	Apr 15 – Mar 16	75.5%
CLII oo o londlard	Apr 17 – Mar 18	77.5%
SHL as a landlord	Apr 16 – Mar 17	77.0%
	Apr 15 – Mar 16	82.4%

3.4.4 Among those tenants that expressed dissatisfaction, the main issue was with anti-social behaviour, followed by area and property condition⁵. It is worth noting that 48 comments were provided in total from the 217 surveys completed. Analysis shows that in most cases Stockport Homes either: wasn't made aware of the issue and so couldn't take any action; took relevant steps to address the issue prior to termination. In all instances of dissatisfaction the Neighbourhoods Team reviews the feedback to ensure learning points are identified

4 SERVICE STANDARDS

4.2 SERVICE STANDARDS REVIEWS

4.2 The full set of service standards was reviewed in 2014-15, resulting in fewer, more outcome focused standards based on pre-existing data sources. The standards have now been in place for three financial years and in some instances the methods of monitoring have changed, ceased to exist or no longer reflect the way a service is delivered. A review of the standards will take place in 2018/19 to ensure they remain fit-for-purpose. The Customer Scrutiny Panel will be engaged in the review and customers will be consulted as part of the process.

4.3 SERVICE STANDARDS PERFORMANCE

4.3 Stockport Homes has a set of 35 service standards across 14 themes and performance is shown in the following table:

Theme	Service standard	Performance 2016-17	Performance 2017-18
Customer	We will always listen to your views and act upon them where possible	95.9%	97.4%
Service	We will deliver services that you feel provide value for money	97.0%	97.9%

⁵ Anti-social behaviour received nine comments, property received three comments and area received one comment, see Appendix One

Theme	Service standard	Performance 2016-17	Performance 2017-18
	The first person you speak to will take ownership of your query and pass it on or resolve it appropriately	84.8%	85.4%
	We will provide electronic and written information in formats that are accessible to most customers and can be adapted to meet the needs of all, on request	84.2%	79.3%
	We will always treat customers in a professional and respectful manner	89.9%	85.8%
	We will always respond to complaints about service as quickly as possible, but within ten working days	100%	97.1%
Involving you in our services	We will provide a range of ways for customers to get involved at a level that suits them	100% of tenants surveyed expressing an interest to be involved were later	100% of tenants surveyed expressing an interest to be involved were later
	We will keep you informed about how you've contributed to shaping Stockport Homes services	contacted.	contacted.
Improving and maintaining your home:	We will deal with your property repair in a competent, prompt and professional manner.	99.1%	96.8%
Repairs and maintenance	We will make empty homes available to let in a prompt and professional manner.	96.37%	98.1%
	We will communicate with you before and throughout the improvement works so that you always know what to expect and when.	94.3%	96.1%
Investment	We will deliver a high quality service to you before, during and after the improvement works programme.	97.1%	98.5%

Theme	Service standard	Performance 2016-17	Performance 2017-18
			% estate inspections rated at least 'good' -97.5%
	We will work with partners aiming to create and maintain thriving, safe and tidy neighbourhoods	% ASB complainants satisfied with the outcome of their case - 96.6%	% ASB complainants satisfied with the outcome of their case - 98.6%
Managing where you live	We will ensure tenants	% tenants who confirm that the tenancy agreement has been explained to them – 98.7%	% tenants who confirm that the tenancy agreement has been explained to them – 99.2%
	understand their responsibilities as tenants	Number of CTVs carried out annually – 3,380	Number of CTVs carried out annually - 3,349
		Number of NTVs carried out annually - 793	Number of NTVs carried out annually - 741
Caretaking (Block)	Overall, the caretaker keeps the internal communal areas of the block clean and tidy	93.8%	95.0%
(2.co.ry	Overall, the external areas of the building are kept clean and tidy	Not asked in 2016/17	Not asked in 2017/18
Caretaking	The caretaker keeps the internal communal areas of		71.9%
(area)	The external areas of the building are kept clean and tidy.	Not asked in 2016/17	Not asked in 2017/18
Concierge		64%	70.3%

Theme	Service standard	Performance 2016-17	Performance 2017-18
	We will provide a courteous and efficient Concierge call handling service.		
	We will provide a Concierge service that makes you feel secure in your home.	58.1%	61.4%
	We will clearly explain to new tenants their responsibilities with regards to anti-social behaviour.	98.6%	99.3%
Anti-social behaviour	We will keep you up-to-date on the progress of your antisocial behaviour case, in line with what has been agreed with you.	96.3%	99.2%
	We will seek to achieve a positive outcome to your antisocial behaviour case.	96.6%	98.6%
	We will work to resolve your antisocial behaviour case in a timely manner.	78 days	69 days
Allocating homes	We will provide you with clear information about how we allocate our homes and the properties that may be available to you	This measure was not collected in 2016/17 due to the implementation of the new Allocations Policy	85%
nomes	We will provide you with support with bidding for properties if you need it	This question was not asked in 2016/17	100%
	When we have all the information we need we will process applications within 10 days	3 days	7 days
Resettlement and tenancy support	We will provide you with a named officer to give you the support you need to live more independently.	100%	100%
Customer Finance and Rents	Customers are given support and clear guidance to pay their rent and/or water charges	Rent collection: 100.09%	Rent collection: 100.18%

Theme	Service standard	Performance 2016-17	Performance 2017-18
		Income gains: £5.2 million	Income gains: £5.3 million
Temporary	We will provide a safe and secure and environment at our Temporary Accommodation sites	100%	100%
accommodation	We will provide you with the support you need to move to on when you are ready	100%	100%
	97.5% of Telecare Alarm calls answered within 60 seconds	98.6%	98.6%
Carecall Carecall 99% of Telecare Alarm calls answered within 3 minutes 90% of emergency visits during 45 minutes	calls answered within 3	99.9%	99.9%
	9	97.42%	98.5%
	100% of emergency visits during the hour	99.71%	99.9%

- 4.1 Performance has been positive across a range of service standards during 2017-18. Seven of the standards achieved performance of 100 per cent; a further 17 standards recorded performance of over 90 per cent; and three standards achieved performance of over 80 per cent.
- 4.2 In a further three instances standards achieved performance of over 70 per cent and one standard achieved over 60 per cent. In each case improvement actions have been identified including: reinforcing to staff the importance of communicating with customers and understanding their needs⁶; undertaking a campaign to clearly communicate the standard of service that customers can expect to receive⁷; delivering training to staff and reviewing provision so that a more consistent service is provided⁸; consulting with customers to better understand how the service can meet expectations and requirements⁹.
- 4.3 Two standards use other types of measures to monitor performance and both recorded positive results. Two standards for the Caretaking Service are now longer recorded due to changes in the way the service is monitored.

⁶ This relates to the standard 'we will provide written and electronic information in formats that are accessible to most customers and can be adapted to meet the needs of all, on request', which recorded performance of 79.3 per cent

⁷ This relates to the standard 'the caretaker keeps the internal communal areas of the block clean and tidy', which recorded performance of 71.9 per cent

⁸ This relates to the standard 'we will provide a courteous and efficient Concierge call handling service', which recorded performance of 70.3 per cent

⁹ This relates to the standard 'We will provide a Concierge service that makes you feel secure in your home', which recorded performance of 61.4 per cent

4.4 All services, regardless of performance level, have analysed their performance and full details are contained in Appendix Two.

5 SURVEY OF TENANTS AND RESIDENTS (STAR)

- 5.1 Stockport Homes asks five key questions on a rolling basis as part of the Current Tenant Visit Survey. They mirror the headline questions that are asked as part of a sector-wide survey called the Survey of Tenants and Residents (STAR). The data can be benchmarked and the results show that Stockport Homes is in the top quartile for all five measures when compared to both Arms Length Management Organisations¹⁰ and all providers¹¹.
- 5.2 Results for 2017/18 indicate a positive picture, with all five of the indicators demonstrating consistently high satisfaction levels. This continues a positive trend that has been seen in recent years, as shown in the following graph¹².

STAR question	2013-14	2014-15	2015-16	2016-17	2017-18
How satisfied are you that Stockport Homes listens to your views and acts upon them?	n/a	92.1%	94.3%	95.9%	97.4%
How satisfied or dissatisfied are you that your rent provides value for money?	n/a	93.2%	95.1%	97.0%	97.9%
How satisfied or dissatisfied are you with the overall quality of your home?	92.7%	94.2%	95.3%	96.1%	97.1%
How satisfied are you with your area as a place to live?	n/a	92.4%	94.8%	94.9%	95.9%
Taking everything into account how satisfied are you with the service provided by Stockport Homes?	93.6%	94.9%	96.1%	96.8%	98.1%

6 LEARNING FROM CUSTOMER GROUPS

- 6.1 Stockport Homes is accountable to its customers in a range of ways, in addition to the feedback received from individuals via surveys and complaints. They are involved in formulating policies and strategies, monitoring service delivery and working with staff to make spending decisions. Examples from 2017-18 include:
 - Customer Hubs were used to consult on service charge increases, capital programme priorities, Anti-Social Behaviour Policy and the key objectives of a new Customer and Community Engagement Strategy for 2018/21

¹² All results are taken from the current tenant visit survey, which is undertaken on a rolling basis

¹⁰ Compared to 31 other Arms Length Management Organisations that submitted data in the financial year

¹¹ Compared to 337 providers that submitted data in the financial year

- Community Counts and engagement with the local community by neighbourhood housing officers allowed local people to prioritise spend for the £550,000 neighbourhood investment budget;
- The annual customer consultation roadshow surveyed almost two hundred customers living close to community centres about health and wellbeing. Customers who indicated they had mental health concerns were supported to access the free Stockport Homes counselling service and/or group therapy sessions delivered in partnership with Self Help at locations across the borough;
- The Scrutiny Panel reviewed energy advice and mutual exchange services, resulting in improvements to how both services are promoted and contributing to increased take up of 'Warmer Home Discounts'¹³ and the 'Charis Grant'¹⁴; and
- The Customer Monitoring Group, which meets four times a year, ensures that customer views about the services of Stockport Homes are shared with Stockport Council. The group reviews reports about performance and spending and its comments are included when those reports are presented to councillors.
- 6.2 Recognised community groups attracted 606 customers in 2017-18 and 27 per cent of the people engaged in customer involvement activity were aged under 54, demonstrating the efforts to engage a range of customers. This was the result of targeted social media activity. These channels are increasingly proving productive in engaging people on a larger scale than through traditional methods. For example, over 500 people contributed to social media consultations about publications such as the annual report, and about service standards last year.

7 CONCLUSION

- 7.1 Stockport Homes uses a broad range of methods to understand the experience of tenants. This report provides a strategic overview of satisfaction with the services provided as well as the learning gained from customer groups.
- 7.2 Services continue to be positively received and satisfaction is high for new and current tenants. Satisfaction for tenants terminating their tenancies is lower, as is to be expected, but broadly remains in line with the levels seen in previous years based on a relatively small sample size. The methods used for gaining feedback from customers on service delivery show that customers are engaged in a range of ways.

8 RECOMMENDATIONS

- 8.1 It is recommended that the Committee:
 - i. Notes the contents of the report

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¹³ Up from 132 people receiving a total of £18,000 worth of savings in 2016/17 to 215 people benefitted from a total of £30,000 savings in 2017/18

¹⁴ From £3,000 in 2017/18 to £16,000 in 2018/19

ii. Raises any issues or concerns about the information presented in the report

Appendix One – Tenancy Surveys

1. Overall satisfaction

- 1.1. Satisfaction remains high for the new tenant survey and the current tenant survey, with each question recording results in line with the previous year.
- 1.2. The UK Customer Satisfaction Index (UKCSI)¹⁵ suggests that customer satisfaction has stayed relatively static compared to 2017¹⁶ and it is encouraging to see that Stockport Homes has mirrored those results by maintaining very high levels of satisfaction for current tenants.
- 1.3. Results from terminating tenants have increased compared to the previous year in regards 'area as a place to live' and 'SHL as a landlord', however performance for 'your home' has dipped slightly, though it should not be considered as a reduction in performance¹⁷. When completing surveys each tenant that gives a negative response on the termination form is given the opportunity to explain the reasons for their dissatisfaction and action taken where relevant.

2. New tenant visit questionnaire

2.1. Main areas to note for 2017-18

Question	16-17 Yes (number)	17-18 Yes (number)
Have you raised any new repairs?	45.3% (312)	42.0% (311)
Was everything in working order?	84.8% (584)	85.3% (632)

- 2.1.1. The percentage of new tenants raising repairs early in the tenancy has fallen for three consecutive years and the numbers stating everything was in working order has remained stable over a similar time period.
- 2.1.2. All properties that are let are brought up to the 'lettable standard' within two weeks of the new tenant moving in so everything will be in full working order and

¹⁵ The index is an online survey that is geographically and demographically representative of the UK population. It covers a range of sectors

¹⁶ UK Customer Satisfaction Index January 2018, p.13

¹⁷ The results can be considered as equivalent from a statistical perspective, meaning no change in performance has been recorded

all repairs completed. It may, however, be that certain repairs become noticeable after the tenant moves in, such as patch plastering that only becomes apparent once the tenant removes wallpaper. In all cases when a tenant states that everything was not in working order at the point of moving in, a member of staff from the Repair 1st team will investigate any reported repair to ensure it could not have been identified and completed as part of the void works.

3. Current Tenant Visit

- 3.1. A home visit is arranged with each tenant over a three-year cycle to ensure that:
 - · The tenancy is being maintained
 - · The occupier is the legal tenant
 - · Support needs are identified and addressed
 - Tenant feedback is obtained to identify improvements to Stockport Homes
 services
- 3.2. Over the 12-month period from April 2017 to March 2018 a total of 3,349 visits were completed.
- 3.3. Key outcomes from Current Tenant Visits
 - 3.3.1. Identifying enforcement at an early stage
 - 3.3.2. Neighbourhood Housing Officers prioritise visits to tenants where wider enforcement action or support may be required. One of the key reasons for the visits is to check that the occupant is the legal tenant.
 - 3.3.3. The questions relating to enforcement or support are detailed below:

Issue	Apr 16 – Mar 17	Apr 17 – Mar 18
Property identified as abandoned	0%	0.06%
Unauthorised alterations	4.1%	3.8%
Property appeared to be sublet	0%	0.10%
Problems with ASB	6.4%	6.6%
Problems with gardens	3.3%	4.3%

3.3.4. The proportion of tenants with garden issues or experiencing problems with anti-social behaviour remains low and in line with fluctuations seen in previous years¹⁸. Three properties were identified as potentially being sublet and in each case the tenancy was referred to the Housing Fraud Officer for further

¹⁸ Problems with gardens: 2012/13 -11.9%; 2013/14 – 4.9%; 2014/15 – 3.2%; 2015/16 – 5.3% Problems with ASB: 2012/13 – not asked: 2013/14 – 7.8%; 2014/15 – 6.2%; 2015/16 – 6.7%

investigations which are currently ongoing¹⁹. Two properties were identified as potentially being abandoned and in both cases the customers were contacted and the appropriate termination form was completed. The action demonstrates that Neighbourhood Housing Officers remain vigilant in ensuring that the best use is being made of housing stock.

- 3.3.5. As would be expected over repeated tenancy visit cycles, the number of properties that have unauthorised alterations has seen a fall, in line with the trend over recent years²⁰. The need to have permission for alterations in advance is explained clearly during tenant visits and reinforced at each subsequent tenancy visit, which ensures that tenants understand their obligations in this area.
- 3.3.6. Any issues identified that require enforcement action are dealt with in the appropriate manner and survey responses are monitored regularly throughout the year to tackle issues as they arise.

3.3.7. Responses to financial statements

3.3.8. Only 1.8 per cent of tenants raised money issues when asked about their financial support needs. In each instance tenants are either already working with the Money Advice Team or they are offered support through a referral to an appropriate team or agency. The results are also likely to reflect the positive work that Stockport Homes delivers through its financial support work. Over the year, in-house Money Advice Team supported customers to access £5.3 million of additional income, an increase of £0.1 million from the previous year, which demonstrates that a significant proportion of tenants do require support.

3.3.9. Improving access to services

Only 0.86 per cent of tenants surveyed²¹ stated that they have needed 3.3.10. information in a different format, which is a smaller proportion than the 1.5 per cent recorded in 2016/17. This is encouraging as it shows that customers feel that they are able to access information in the way they require it. The Social Inclusion Team reviews the information to ensure that any additional or specific tenant needs are recorded on the Northgate system. Any member of staff accessing that tenant's records is then alerted to the information and will adapt the service they provide accordingly.

4. Tenancy termination visit questionnaire

¹⁹ As at May 2018

²⁰ Unauthorised alterations: 2012/13 – 51.1%; 2013/14 – 23.1%; 2014/15 – 17.0%; 2015/16 – 14.1%; 2016/17 - 4.1%

²¹ 26 out of 3031 customers that responded to the question stated that they had trouble understanding the information provided by SHL

4.1. Summary of terminations

4.2. There were 1,046 terminations completed during the year²². Of these, 217 tenants completed the termination survey satisfaction information²³, although the numbers vary between questions as not all tenants answered all questions. Not all terminating tenants complete the termination survey, for example those being evicted, those who abandon their property, those that die, and those that simply chose not to answer the question.

4.3. Headline terminations survey results

Satisfaction subject	Period	Terminating tenants	Statistically significant difference?
Area as a place	Apr 17 – Mar 18	62.2%	Na
to live	Apr 16 – Mar 17	58.9%	No
	Apr 15 – Mar 16	60.3%	
Vaur hama	Apr 17 – Mar 18	71.2%	No
Your home	Apr 16 – Mar 17	76.7%	No
	Apr 15 – Mar 16	75.5%	
SHL as a	Apr 17 – Mar 18	77.5%	No
landlord	Apr 16 – Mar 17	77.0%	INO
	Apr 15 – Mar 16	82.4%	

- 4.4. Analysis shows that the percentage of tenants satisfied with the three headline termination survey measures of 'home', 'area' and 'Stockport Homes as a landlord' remain similar to the previous year when statistical fluctuations in the data are taken into account. This means that the changes are not statistically different based on sample sizes and how respondents would be expected to respond based on last year's responses. In addition, analysis by sub-themes such as area or property type does not show any significant variations from overall satisfaction where numbers are not small.
- 4.5. Tenants that provide a negative or neutral response to the survey are asked to provide comments on their answer. A total of 48 tenants provided comments and in general analysis shows that Stockport Homes was either aware of the issue and had

²² Excluding mutual exchanges and 'other tenancy amendments' but including direct lets and new voids.

²³ The survey return rate makes it statistically reliable to a confidence interval of around 5 per cent, meaning that the results should be considered to be accurate to plus or minus 5 per cent of the figures stated.

- taken appropriate action; or was not made aware of this issue and so didn't have the opportunity to address it.
- 4.6. Any responses where tenants are dissatisfied are monitored by the Tenancy Services Manager and the Housing Services Manager and high level performance is monitored through the Neighbourhoods and Support Directorate scorecard. This enables identification of key themes whilst also ensuring that members of staff in area teams take appropriate action to resolve any issues identified on termination forms that could prevent a tenancy from being terminated.

Appendix Two - Tenancy visits by diversity strand

5. Satisfaction by diversity strand

5.1. New tenant visit

New tenant satisfaction with 'your home', 'the area as a place to live' and 'Stockport Homes as a landlord' is broadly in line with the overall group for all diversity strands.

	New tenant		
Strand	Home	Place	SHL
Overall	98.1%	98.4%	98.5%
	Home	Place	SHL
Female	98.4%	98.9%	98.9%
Male	97.7%	97.7%	97.99%
	Home	Place	SHL
Disabled	100% ⁿ	100% ⁿ	100% ⁿ
No disability	98%	98.2%	98.2%
	Home	Place	SHL
16-24	96.8%	98.4%	96.8%
25-39	96.9%	97.2%	98.4%
40-54	100%	99.5%	98.9%
55-64	100%	100%	100%
65-79	100%	100%	100%
80+	100% ⁿ	100% ⁿ	100% ⁿ
	Home	Place	SHL
White British	98%	98.6%	98.6%
BME	97.7%	97.7%	97.7%
	Home	Place	SHL
Christian	98.7%	98.7%	98.7%
Other religion	100%	100%	100%
No religion	98.3%	99.1%	100%
	Home	Place	SHL
Heterosexual	98.5%	99%	99.5%
LGBT	100% ⁿ	100% ⁿ	100% ⁿ

Note: 'n' next to a percentage refers to a small sample size, which is generally where the group makes up less than five per cent of the total responses, meaning it is not possible to draw meaningful conclusions from the result.

5.2. Current tenant visit

Current tenant satisfaction with 'your home', 'the area as a place to live' and 'Stockport Homes as a landlord' is broadly in line with the overall satisfaction for all diversity strands.

Although satisfaction for different age groups is in line with overall satisfaction, the responses demonstrate slightly lower levels of satisfaction with the area in which they live for tenants between 16-24 years of age. However, this is based on a relatively small sample size of 101 respondents, of which only seven stated they were dissatisfied. Of those seven respondents five live in Brinnington, an area which has previously been given low satisfaction scores by tenants.

The figures for satisfaction among younger tenants appear to reflect a national trend across a broad range of organisations. The most recent UK Customer Satisfaction Index, undertaken by the Institute of Customer Service, found that younger customers remain on average the least satisfied and older customers the most satisfied with organisations.²⁴

The responses also demonstrate slightly lower levels of satisfaction among LGBT tenants with 'your home' and 'the area as a place to live'. Again, this is based on a relatively small sample size of 17 respondents, and only one stated they were dissatisfied with their home and the area as a place to live.

	CTV		
Strand	Home	Place	SHL
Overall	97.1%	95.9%	98.2%
	Home	Place	SHL
Female	96.8%	96%	98.7%
Male	97.9%	96%	97.7%
	Home	Place	SHL
Disabled	98.4%	96.3%	97.7%
No disability	96.9%	95.9%	98.3%
	Home	Place	SHL
16-24	94.1% ⁿ	90.1% ⁿ	99% ⁿ
25-39	94.9%	93.7%	97.7%
40-54	97%	95.3%	97.7%
55-64	97%	96.8%	98.5%
65-79	99.3%	98.4%	98.6%
80+	98.3%	96.8%	98.5%
	Home	Place	SHL
White British	97.3%	96%	98.3%
BME	96.6%	95.7%	98.3%
	Home	Place	SHL
Christian	98.3%	97.5%	98.4%
Other religion	96.8% ⁿ	96.8% ⁿ	100% ⁿ
No religion	94.7%	93.8%	97.9%
_	Home	Place	SHL
Heterosexual	96.5%	95.7%	98.1%
LGBT	88.2% ⁿ	88.2% ⁿ	100% ⁿ

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²⁴ The Institute of Customer Service, *UK Customer Satisfaction Index: The state of customer satisfaction in the UK, January 2018*, p46

Termination visit

Satisfaction among tenants terminating their tenancies is broadly in line with overall satisfaction levels for diversity strands. The only noticeable strand where satisfaction is lower for all categories is among younger tenant groups. The responses also demonstrate that, of the 17 respondents aged 25-39 that were dissatisfied with the area as a place to live, nine were moving from Brinnington. As noted in section 1.2, this area has a generally lower satisfaction score.

Although satisfaction for 'the area as a place to live' demonstrates slightly lower levels of satisfaction for BME tenants, it should be noted that this is based on a relatively small sample size of 22 respondents, of which only three stated they were dissatisfied.

Of the respondents, only one identified as LGBT and they did not provide feedback on either category. This section of the table has therefore been marked as N/A.

The termination survey satisfaction levels continue to be monitored on a monthly basis within the Neighbourhoods and Directorate scorecard and each negative survey is investigated to ensure that SHL could not improve the outcome for the tenant in that specific case.

	Termination		
Strand	Home	Place	SHL
Overall	71.2%	62.2%	77.5%
	Home	Place	SHL
Female	71.6%	65.3%	78.9%
Male	75.3%	65.4%	79%
	Home	Place	SHL
Disabled	95.7%	87%	87%
No disability	67.7%	62.4%	77.4%
-	Home	Place	SHL
16-24	42.9%	28.6%	57.1%
25-39	67.1%	58.9%	78.1%
40-54	92.9%	71.4%	89.3%
55-64	81.3%	81.3%	87.5%
65-79	75%	83.3%	75%
80+	100%	92.9%	92.9%
	Home	Place	SHL
White British	73.2%	68.5%	78.5%
BME	81.8%	54.5%	86.4%
	Home	Place	SHL
Christian	78.6%	81%	85.7%
Other religion	100% ⁿ	100% ⁿ	100% ⁿ
No religion	76.6%	70.2%	78.7%
	Home	Place	SHL
Heterosexual	71%	68.1%	78.5%
LGBT	N/A	N/A	N/A

