

Stockport Homes Group: Workplace Equality Index 2020

Feedback

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

What this report contains

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

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

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

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

How to use this report

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

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

Score and rank

- Total score: 100.5
- Rank: 151st
- Housing sector rank: 6th
- Housing sector entrants: 14
- Bi inclusion score: 52%
- Trans inclusion score: 49%

Quick facts

- Over 500 organisations took part
- 109 820 people responded to the Staff Feedback Questionnaire
- The average Top 100 score is 137.5
- The average Top 100 Bi Inclusion Score is 67%
- The average Top 100 Trans Inclusion Score is 60%

Summary and overview

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

| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Housing sector | Top 100 | Top 100 Threshold Entrants |
|--|------------|-------------|---------------|---------------------------|-----------------------------|----------|--------------|----------------|---------|----------------------------|
| 1 Policies and benefits | 8 | 15 | 15 | 7 | 7 | | 6.5 | 6.5 | 10.5 | 10.5 |
| 2 The employee lifecycle | 10.5 | 27 | 21 | 10.5 | 16.5 | | 10 | 12 | 17.5 | 15 |
| 3 LGBT employee network group | 7.5 | 22 | 14 | 6.5 | 14.5 | | 9.5 | 8 | 17 | 14.5 |
| 4 Allies and role models | 8.5 | 22 | 14.5 | 6 | 13.5 | | 7.5 | 8.5 | 14.5 | 13 |
| 5 Senior leadership | 3 | 17 | 10.5 | 7.5 | 14 | | 6 | 5.5 | 12.5 | 11 |
| 6 Monitoring | 14 | 21 | 14 | 0 | 7 | | 6 | 8.5 | 10.5 | 8.5 |
| 7 Procurement | 6 | 17 | 15 | 9 | 11 | | 4 | 5.5 | 10.5 | 8.5 |
| 8 Community engagement | 16 | 20 | 16 | 0 | 4 | | 9 | 9.5 | 15.5 | 13.5 |
| 9 Clients, customers and service users | 7 | 17 | 17 | 10 | 10 | | 6 | 6 | 12.5 | 9.5 |
| 10 Additional work | 0 | 2 | 2 | 2 | 2 | | 0.5 | 0.5 | 1 | 1 |
| Staff feedback questionnaire | 20 | 20 | n/a | | 0 | | 10.5 | 13 | 16 | 16 |

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

[†] If this number is less than your score this shows that the evidence you submitted is worth more points than you claimed

[†] Referred to in previous reports as 'self-score'

Section 1: Policies and benefits

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

| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Housing sector | Top 100 | Top 100 Threshold |
|-------------------------|------------|-------------|---------------|---------------------------|-----------------------------|----------|--------------|----------------|---------|-------------------|
| 1 Policies and benefits | 8 | 15 | 15 | 7 | 7 | | 6.5 | 6.5 | 10.5 | 10.5 |

Feedback from your marker

These policies are very clear on what constitutes harassment, discrimination and bullying, however we would like to see clear examples of what homophobic, biphobic and transphobic bullying and harassment look like. We would also like to see a clear zero-tolerance towards bullying, harassment and discrimination in the policy.

Consistency of gender neutral language and explicit inclusion of same-sex couples and sexual orientation in family leave policies should be prioritised here.

Excellent to see a strong transitioning at work policy, that clearly covers guidance for managers, HR and colleagues.

Facilities may not actually be accessible for all trans people, if cubicles are only in binary gendered changing rooms. Facilities should be discussed in more detail.

Your notes

Stonewall opportunities

Inclusive Policy Toolkit best practice guide is available on the My Diversity Champions hub or through your Client Account Manager.

Open programmes are available for up to three people from your organisation to attend. Trans allies is available in [London on the 28th of April](#) and in [Liverpool on the 25th of June](#).

Section 2: The employee lifecycle

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

| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Housing sector | Top 100 | Top 100 Threshold |
|---------------------------------|------------|-------------|---------------|---------------------------|-----------------------------|----------|--------------|----------------|---------|-------------------|
| 2 The employee lifecycle | 10.5 | 27 | 21 | 10.5 | 16.5 | | 10 | 12 | 17.5 | 15 |

Feedback from your marker

The recruitment of LGBT talent is well considered and there's a clear effort to ensure LGBT talent is bought into SHG through the way and places jobs are advertised. However induction and D&E training could be improved, to ensure that the policies and network of the organisation are visible and understood to staff.

We would like to see greater engagement in relation to internal communications and how you raise awareness of LGBT issues on key LGBT calendar dates.

More could be done to recognise the contribution of LGBT network members in personal appraisals, but there is a clear commitment to recognising and celebrating where staff have supported LGBT equality in the workplace.

Your notes

Stonewall opportunities

The Employee Lifecycle best practice guide is available on the My Diversity Champions hub or through your Client Account Manager.

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

Workplace Allies is an empowerment programme which [can be booked](#) to be run in-house for up to 36 delegates from your organisation.

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

Section 3: LGBT employee network group

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

| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Housing sector | Top 100 | Top 100 Threshold |
|-------------------------------|------------|-------------|---------------|---------------------------|-----------------------------|----------|--------------|----------------|---------|-------------------|
| 3 LGBT employee network group | 7.5 | 22 | 14 | 6.5 | 14.5 | | 9.5 | 8 | 17 | 14.5 |

Feedback from your marker

The yearly goals of the network group cover community-facing events and activities as well as more developmental opportunities, which seem to have inspired tangible change within the organisation. This is great to see.

Creative ways of engaging staff in active listening, in order to understand LGBT people's experiences through the use of a 'human library' is a good example of proactive educational activity for staff.

Collaboration with other internal network groups and a reverse mentoring scheme could be areas of improvement, as well as hosting trans equality focused events.

More could be done to explicitly cover issues faced by bi staff, and ensure they feel a sense of belonging and inclusion. There could be more explicitly inclusive language used to ensure all sections of the LGBT community are made to feel welcome to the network

Your notes

Stonewall opportunities

Finding Your Collective Voice best practice guide and **Maximising the Impact of Your LGBT Network** webinar is available on the My Diversity Champions hub or through your Client Account Manager.

Workplace Allies, Workplace Trans Allies and Workplace Role Models are empowerment programmes which [can be booked](#) to be run in-house for up to 36 delegates from your organisation.

LGBT Network Group Masterclass is available on 19th June in Birmingham (email conference@stonewall.org.uk to reserve your place).

Section 4: Allies and role models

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

| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Housing sector | Top 100 | Top 100 Threshold |
|--------------------------|------------|-------------|---------------|---------------------------|-----------------------------|----------|--------------|----------------|---------|-------------------|
| 4 Allies and role models | 8.5 | 22 | 14.5 | 6 | 13.5 | | 7.5 | 8.5 | 14.5 | 13 |

Feedback from your marker

Great that there is content about the way LGBT discrimination may affect their service-users.

More could be done to profile trans identities - the article about a trans ally whose partner is trans is problematic in a number of ways, especially without context.

Allies should be discussed as LGBT allies rather than 'straight allies.'

Next steps here are to develop your role model work to include a broad range of LGBT people from different backgrounds and identities.

Your notes

Stonewall opportunities

Workplace Stories library of role model profiles ready to print and share is [on our website](#).

Inclusive Future Leaders is a tailored programme designed to form part of a graduate or management training programme, which [can be booked](#) in-house at your organisation.

Workplace programmes including [LGBT Role Models](#), [Allies](#) and [Trans Allies](#). They are available as open programmes for up to three people or the programmes can be booked to be run in-house for up to 36 delegates from your organisation.

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

Section 5: Senior leadership

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

| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Housing sector | Top 100 | Top 100 Threshold |
|---------------------|------------|-------------|---------------|---------------------------|-----------------------------|----------|--------------|----------------|---------|-------------------|
| 5 Senior leadership | 3 | 17 | 10.5 | 7.5 | 14 | | 6 | 5.5 | 12.5 | 11 |

Feedback from your marker

It's great to hear the Board Members and Senior Management have regular contact with the LGBT network, and that there is clear commitment to listen to LGBT staff and their allies as well as educating senior staff on the importance of LGBT inclusion.

We would like to see the organisation undertake more formalised and systematic methods to support SMT and Board in understanding LGBT issues. The examples provided are good but this is ad hoc.

Engagement of board members could be broader and more frequent, and the reverse mentoring scheme could be more formalised in order to ensure a range of LGBT experiences are shared and understood by senior staff.

Your notes

Stonewall opportunities

Securing Senior Buy-in and **Standing Up for LGBT Inclusion** best practice guides are available on the My Diversity Champions hub or through your Client Account Manager.

LGBT Leadership is an empowerment programme for LGBT leaders. Our [next open programme](#) is in London 15th to 17th of July, and can be [booked to be run](#) in-house for your organisation.

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

Section 6: Monitoring

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

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

Feedback from your marker

Monitoring is both vital for understanding lesbian, gay, bi and trans (LGBT) employees and their needs. More could be done to assess the satisfaction of LGBT staff.

We would like to see staff satisfaction data cut across sexual orientation and gender identity data to ensure the organisation knows whether LGBT staff experiences are worse, the same or better than non-LGBT staff, and for sexual orientation and gender identity to be monitored across pay grades

Your notes

Stonewall opportunities

Understanding LGBT Identities best practice guide is available on the My Diversity Champions hub or through your Client Account Manager.

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

Section 7: Procurement

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

| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Housing sector | Top 100 | Top 100 Threshold |
|---------------|------------|-------------|---------------|---------------------------|-----------------------------|----------|--------------|----------------|---------|-------------------|
| 7 Procurement | 6 | 17 | 15 | 9 | 11 | | 4 | 5.5 | 10.5 | 8.5 |

Feedback from your marker

Training or guidance given to the procurement team should explicitly include LGBT equality in relation to procurement processes.

Further information is required as to the process for scrutinising potential suppliers' documentation - for example how are suppliers asked for their policy, and what process is in place for scrutiny?

What are the outcomes of training scrutiny, and how are the procurement team equipped to scrutinise this to ensure it is explicitly inclusive of sexual orientation and gender identity? Stonewall can support in this area

Your notes

Stonewall opportunities

Inclusivity in Procurement best practice webinar is available on the My Diversity Champions hub or through your Client Account Manager.

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

Section 8: Community engagement

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

| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Housing sector | Top 100 | Top 100 Threshold |
|------------------------|------------|-------------|---------------|---------------------------|-----------------------------|----------|--------------|----------------|---------|-------------------|
| 8 Community engagement | 16 | 20 | 16 | 0 | 4 | | 9 | 9.5 | 15.5 | 13.5 |

Feedback from your marker

Collaboration with the Proud Trust is really promising, and shows a commitment to proactive engagement with the expertise and experience in the local community. SHG is utilizing social media to demonstrate visible commitment to LGBT equality.

More could be done to support and collaborate with trans-specific services and communities, and more of a range of social media messaging - including the profiling of trans staff, the promotion of trans equality and celebration of LGB & T community would be a great next step.

Your notes

Stonewall opportunities

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

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

Section 9: Clients, customers and service users

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

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

Feedback from your marker

It's great that SHG is considering the journey of individual service users who are LGBT and have faced barriers to access, and a positive next step would be to consult more widely with service users to ensure the needs and experiences of all LGBT clients are taken into account within specific services.

It's important to clearly outline which services have received your service delivery training, as you note declaration rates are 85% for two particular services, but it is unclear if all service user facing staff have received this.

There's a clear commitment to publicly expressing support for LGBT communities, however, considering the very low rates of people disclosing that they are LGBT when surveyed SHG may want to consider more targeted and explicit communications which ensure all LGBT people see SHG as a safe and supportive service. This is something that could be considered with community partners.

Your notes

Stonewall opportunities

Service Delivery Toolkit best practice guide is available on the My Diversity Champions hub or through your Client Account Manager.

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

Section 10: Additional work

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

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

Feedback from your marker

Your notes

Stonewall opportunities

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

Staff Feedback Questionnaire

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

| Section | Your score | Total marks | Marks available not awarded | Averages | All entrants | Housing sector | Top 100 | Top 100 Threshold |
|------------------------------|------------|-------------|-----------------------------|----------|--------------|----------------|---------|-------------------|
| Staff feedback questionnaire | 20 | 20 | 0 | | 10.5 | 13 | 16 | 13.5 |

Stonewall opportunities

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

Your priorities

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

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