

## Advisory, Conciliation and Arbitration Service: 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 government 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 government 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 government 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: 95
- Rank: 165th
- Government sector rank: 19th
- Government sector entrants: 45
- Bi inclusion score: 47%
- Trans inclusion score: 33%

#### 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	Government sector	Top 100	Top 100 Threshold Entrants
<b>1 Policies and benefits</b>	10.5	15	14	3.5	4.5		6.5	7.5	10.5	10.5
<b>2 The employee lifecycle</b>	14.5	27	24.5	10	12.5		10	11.5	17.5	15
<b>3 LGBT employee network group</b>	9.5	22	14	4.5	12.5		9.5	12	17	14.5
<b>4 Allies and role models</b>	8.5	22	11.5	3	13.5		7.5	8	14.5	13
<b>5 Senior leadership</b>	8.5	17	9	0.5	8.5		6	7	12.5	11
<b>6 Monitoring</b>	9.5	21	19.5	10	11.5		6	8	10.5	8.5
<b>7 Procurement</b>	6	17	9	3	11		4	5	10.5	8.5
<b>8 Community engagement</b>	12	20	12	0	8		9	9	15.5	13.5
<b>9 Clients, customers and service users</b>	8	17	13	5	9		6	7	12.5	9.5
<b>10 Additional work</b>	0	2	0	0	2		0.5	0.5	1	1
<b>Staff feedback questionnaire</b>	8	20	n/a		12		10.5	10.5	16	16

Section	Your score 2020	Your score 2018	Full marks 2018	Difference
<b>1 Policies and benefits</b>	10.5	12	15	-1.5
<b>2 The employee lifecycle</b>	14.5	10.5	27	4.5
<b>3 LGBT employee network group</b>	9.5	5.5	22	4
<b>4 Allies and role models</b>	8.5	2	22	6.5
<b>5 Senior leadership</b>	8.5	7	17	1.5
<b>6 Monitoring</b>	9.5	13.5	21	-4.5
<b>7 Procurement</b>	6	7	17	-1
<b>8 Community engagement</b>	12	6	20	6
<b>9 Clients, customers and service users</b>	8	6	17	2
<b>10 Additional work</b>	0	2	2	-2
<b>Staff feedback questionnaire</b>	8	3	20	5

## 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	Government average	Top 100	Top 100 Threshold
<b>1 Policies and benefits</b>	10.5	15	14	3.5	4.5		6.5	7.5	10.5	10.5

### Feedback from your marker

It is great to see that ACAS has a through, regular and systematic audit process. This rigorous process is reflected in the quality of your policies, particularly your bullying and harassment policies which are to a very high standard.

Although your family and leave policies are also very good, **we recommend you ensure that they are all fully gender neutral**, your account manager will be happy to review them for you.

The transitioning at work policy is also to a high standard, the next step would be to ensure that non-binary identities are fully recognised in this policy.

### Your notes

2018 scored - 12

Maternity Policy has she in one of the paragraphs so that needs to be amended to ensure it is gender neutral

Transitioning policy – need to go further – for example clearer guidance on how staff can change their gender markers on the system. Support for CIS colleagues. Include non-binary needs including – clear guidance re dress codes, facilities.

Suggested we create a gender identity guide that would include transitioning but cover wider areas to help create a more inclusive environment. This is what we cover in our external guidance.

This could be a project for the LGBT+ Allies network alongside the D&I team.

## 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	Government sector	Top 100	Top 100 Threshold
<b>2 The employee lifecycle</b>	14.5	27	24.5	10	12.5		10	11.5	17.5	15

### Feedback from your marker

There is some great work in this section!

We are really pleased to see that ACAS actively shared its values and support mechanisms for LGBT employees through the recruitment stages.

There is some good quality training. we are particularly pleased to see clear examples of Biphobia included. Moving forward we recommend highlighting routes to reporting bullying and harassment in your training.

It is brilliant to see that ACAS celebrates and educates on days relating to the LGBT community.

We are looking for an appraisal process that recognises the contributions of all network members. We are looking for an exit process that actively screens for any type of homophobia, biphobia or transphobia.

### Your notes

2018 scored - 10.5

- Building inclusion into the induction – FTC to highlight sexual orientation.
- How to challenge & report behaviours as part of the H&B policy – look at LGBT+ Allies network to produce guidance.
- How do we ensure staff are checking they have read policy – need to look at what assurance do we have as part of the induction process.
- Create proforma for network activity and clearer process to link into recognition scheme to ensure we recognise the contributions of network members.
- Check that exit interview covers homophobia as examples of B&H.

## 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	Government entrants	Top 100	Top 100 Threshold
3 LGBT employee network group	9.5	22	14	4.5	12.5		9.5	12	17	14.5

### Feedback from your marker

It is great to see that ACAS have an active LGBT network with a clear terms of reference. The aims of the group are brilliant, however we recommend formalising these into measurable annual objectives.

We are pleased to see that the group provides a confidential support function for staff.

The cross governmental work you have done with the GEO looks great, keep it up.

It is good to see that you have put on events throughout the year, moving forward we would like to see you forming more links with other diversity stands and putting on meaningful collaborative events.

2018 scored - 5.5

### Your notes

- Need objectives / action plan for the network.
- Reverse Mentoring – Stonewall to send info.
- Intersectionality – more work in this area
- Look at the network having a Trans and bi rep / champion. – can be allies.
- Check stonewall guidance for further guidance

## 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	Government entrants	Top 100	Top 100 Threshold
<b>4 Allies and role models</b>	8.5	22	11.5	3	13.5		7.5	8	14.5	13

### Feedback from your marker

It is great to see allies are actively involved with the network at ACAS. It is brilliant to see they helped organised and participated in IDAHOBIT events around the country.

Moving forward we would like to see allies have more opportunities to learning about LGBT identities, particularly trans and non-binary people.

Its great to see that staff have been positively profiled as role model in the last 18 months. in the next year we look forward to seeing more people being platformed in new and creative ways.

2018 scored - 2

### Your notes

- Personal stories – videos / blogs from network members. Plus greater intersectionality. Can use our own people or others from outside of Acas.

## 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	Government sector	Top 100	Top 100 Threshold
5 Senior leadership	8.5	17	9	0.5	8.5		6	7	12.5	11

### Feedback from your marker

It is great to see that both board members and senior leaders are actively engaged in the LGBT inclusion work at ACAS.

Moving forward we would like to see a wider group of leaders, beyond the EDI team, taking an active role in this work.

You may also want to start thinking about ways in which leaders can learn more about LGBT identities, for example through reverse mentoring programmes.

### Your notes

2018 scored 7

- More interaction from Diversity Advocate is required such as external speaking at Acas & other events.
- Mutual mentoring.
- Disappointing that there were not representatives from other parts of the organisation at the meeting.

## 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	Government average	Top 100	Top 100 Threshold
<b>6 Monitoring</b>	9.5	21	19.5	10	11.5		6	8	10.5	8.5

### Feedback from your marker

It is good to see that ACAS is collecting data on LGBT staff. **We recommend you perform a review to ensure the questions you ask are in line with best practice.** Your Account Manager will be able to support in this process.

It is good to that ACAS analyse the data on LGB staff across the organisation. Moving forward, as you revise questions, you may find that you have enough trans and non-binary staff to analyse their data too.

### Your notes

2018 scored 13.5

- Remove the brackets from monitoring categories– need to update itrent to say Bi and not bisexual
- Stonewall guidance for best practice.
- Check recruitment monitoring form that it cross reference over to iTrent categories.

## 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	Government entrants	Top 100	Top 100 Threshold
7 Procurement	6	17	9	3	11		4	5	10.5	8.5

### Feedback from your marker

It is good to see that ACAS has a close relationship with supplier, holding quarterly round tables and sharing best practice. Moving forward we would like to see a more proactive approach to monitoring and dealing with complaints.

We would like to see that the procurement team have training that relates directly to their work.

### Your notes

2018 scored - 7

- Account manager has offered to meet with Cedric to provide some guidance re LGBT and procurement.

## 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	Government average	Top 100	Top 100 Threshold
8 Community engagement	12	20	12	0	8		9	9	15.5	13.5

### Feedback from your marker

It is great to see that ACAS has deep links with the LGBT community in your sector and beyond. Moving forward we would like to see you doing more events and supporting community groups representing the LGB, and T communities.

Continue to use your social media account to talk about the great work you are doing.

### Your notes

2018 scored - 6

- Community groups – offering our meeting rooms free of charge to community groups.
- Delivering free training to volunteer sector on employment rights & then in turn they could deliver awareness training for our staff– link across the regions
- Stonewall would like some guidance on trade union activity from Acas.

## 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	Government average	Top 100	Top 100 Threshold
9 Clients, customers and service users	8	17	13	5	9		6	7	12.5	9.5

### Feedback from your marker

it is great to see that ACAS has meaningfully consulted with your LGBT service users to improve your training.

Moving forward we recommend that you start to proactively monitor who is accessing your services. We also recommend explicitly advertising that your services are LGBT inclusive and that your front facing staff have been trained on LGBT related issues.

### Your notes

2018 scored – 6

- Customer journey mapping. – link to strategic equality objectives work
- Complaint procedure – look at stonewall toolkit.
- Comms & social media. More on what training our people have received. Celebrate that we have delivered LGBT+ Awareness Training.

## 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	Government average	Top 100	Top 100 Threshold
<b>10 Additional work</b>	0	2	0	0	2		0.5	0.5	1	1

### Feedback from your marker

It is great to see the brilliant work to improve LGBT inclusion at ACAS within the last year. there is clearly a lot of enthusiasm from the staff network and senior leaders at ACAS.

Continue to build on this work, going further into the wider community. We look forward to seeing what more you achieve in the coming year

## 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	Government sector	Top 100	Top 100 Threshold
Staff feedback questionnaire	8	20	12		10.5	10.5	16	13.5

## 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&amp;I</i>	<i>Organise meetings with the Heads of Internal Communications &amp; D&amp;I Write copy for the first intranet post</i>
Priority one:				
Priority two:				
Priority three:				