

NHS Blood and Transplant: 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 health and social care 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 health and social care 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 health and social care 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: 49
- Rank: 336th
- Health and social care sector rank: 42nd
- Health and social care sector entrants: 64
- Bi inclusion score: 14%
- Trans inclusion score: 11%

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 | Health and social care | Top 100 | Top 100 Threshold | Entrants |
|--|------------|-------------|---------------|---------------------------|-----------------------------|----------|--------------|------------------------|---------|-------------------|----------|
| 1 Policies and benefits | 5 | 15 | 7.5 | 2.5 | 10 | | 6.5 | 5.5 | 10.5 | 10.5 | |
| 2 The employee lifecycle | 5.5 | 27 | 12.5 | 7 | 21.5 | | 10 | 10 | 17.5 | 15 | |
| 3 LGBT employee network group | 13.5 | 22 | 19 | 5.5 | 8.5 | | 9.5 | 8.5 | 17 | 14.5 | |
| 4 Allies and role models | 8.5 | 22 | 11 | 2.5 | 13.5 | | 7.5 | 7 | 14.5 | 13 | |
| 5 Senior leadership | 3 | 17 | 6.5 | 3.5 | 14 | | 6 | 5 | 12.5 | 11 | |
| 6 Monitoring | 5.5 | 21 | 7 | 1.5 | 15.5 | | 6 | 7.5 | 10.5 | 8.5 | |
| 7 Procurement | 2 | 17 | 2 | 0 | 15 | | 4 | 3.5 | 10.5 | 8.5 | |
| 8 Community engagement | 2 | 20 | 6 | 4 | 18 | | 9 | 7.5 | 15.5 | 13.5 | |
| 9 Clients, customers and service users | 4 | 17 | 13 | 9 | 13 | | 6 | 6 | 12.5 | 9.5 | |
| 10 Additional work | 0 | 2 | 0 | 0 | 2 | | 0.5 | 0.5 | 1 | 1 | |
| Staff feedback questionnaire | 0 | 20 | n/a | | 20 | | 10.5 | 9 | 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
 - **Health and social care sector** – all organisations which entered in the health and social care 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 | Health and social care | Top 100 | Top 100 Threshold |
|-------------------------|------------|-------------|---------------|---------------------------|-----------------------------|----------|--------------|------------------------|---------|-------------------|
| 1 Policies and benefits | 5 | 15 | 7.5 | 2.5 | 10 | | 6.5 | 5.5 | 10.5 | 10.5 |

Feedback from your marker

There is significant scope for improvement within this section.

It is good that you are in the process of approving a transitioning at work and gender policy, and we would recommend putting this into place as a point of priority.

To award for explicit bans on discrimination, bullying and harassment based on sexual orientation and gender identity, we require explicit examples of homophobic, biphobic and transphobic incidents. The Stonewall 'Inclusive Policy Toolkit' can support with this.

Regarding your parental policies, the policy is inclusive of same sex partners, but more needs to be done for the policy to be trans inclusive. We recommend that you remove the terms "mother" and "father" from the body of your policies, in order to ensure that everyone within your organisation is covered by your policies. Your definition of who the policy applies to can still include the term "mother" and refer to any relevant government legislation, but we'd recommend using gender neutral language in the body of the policy. You may find the following terms useful: "pregnant employee"; "birth parent" and then "second parent"; "parent who has given birth" or "new mothers and other pregnant employees". Please see Stonewall's inclusive policy toolkit which has further guidance on this.

Your notes

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Stonewall opportunities

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

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

Section 2: The employee lifecycle

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

| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Health and social care | Top 100 | Top 100 Threshold |
|---------------------------------|------------|-------------|---------------|---------------------------|-----------------------------|----------|--------------|------------------------|---------|-------------------|
| 2 The employee lifecycle | 5.5 | 27 | 12.5 | 7 | 21.5 | | 10 | 10 | 17.5 | 15 |

Feedback from your marker

There is significant room for improvement within this section.

There are some good examples of communicating LGBT inclusion through LGBT History Month and the LGBT network.

The diversity and inclusion training needs to be updated to reflect best practice especially around trans inclusion. The section defining and proving a case study for trans identity uses outdated language (e.g. transsexual). Contact your client account manager for further guidance.

Your notes

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Stonewall opportunities

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

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

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

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

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 | Health and social care | Top 100 | Top 100 Threshold |
|-------------------------------|------------|-------------|---------------|---------------------------|-----------------------------|----------|--------------|------------------------|---------|-------------------|
| 3 LGBT employee network group | 13.5 | 22 | 19 | 5.5 | 8.5 | | 9.5 | 8.5 | 17 | 14.5 |

Feedback from your marker

There is some excellent work in this section, especially the projects being pushed by the network to make the organisation's services more LGBT inclusive.

To improve a strong next step would be to put in place formal positions for a trans officer and bi officer for the network group. It is positive that there is already a good degree of informal trans engagement and activity, but formal positions will encourage even greater change.

You should also continue your collaboration with other internal staff networks, and identify opportunities to hold a range of campaigns or events with each one individually (or collectively in there are concrete contributions from each group).

Your notes

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Stonewall opportunities

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

LGBT Network Group Masterclass is available in June in Birmingham (email conference@stonewall.org.uk to reserve your place) and on [24th of April in Scotland](#).

Section 4: Allies and role models

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

| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Health and social care | Top 100 | Top 100 Threshold |
|--------------------------|------------|-------------|---------------|---------------------------|-----------------------------|----------|--------------|------------------------|---------|-------------------|
| 4 Allies and role models | 8.5 | 22 | 11 | 2.5 | 13.5 | | 7.5 | 7 | 14.5 | 13 |

Feedback from your marker

There is good work in this section, but there are also several opportunities for improvement.

Your Ally programme is good, and the training and visible signals of allyship are a good start. There are opportunities to take this further, for example with a more in depth approach to trans awareness training. Next steps could be to involve allies in organising network activities and recruiting new allies.

There is significant room to improve in the role models section. The historical profiles for LGBT history month were good as they covered a range of identities, but to improve we would suggest finding opportunities to profile LGBT members of staff. This section would also be strengthened by evidence of senior role models within the organisation being profiled.

Stonewall can support with developing this area, through providing best practice examples of other organisations' role model profiling.

Your notes

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Stonewall opportunities

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

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 NHS Blood and Transplant. Open Programmes are available as part of the Scotland Empowerment Week from [18th to 22nd May in Scotland and the north-east of England](#).

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

Section 5: Senior leadership

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

| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Health and social care | Top 100 | Top 100 Threshold |
|---------------------|------------|-------------|---------------|---------------------------|-----------------------------|----------|--------------|------------------------|---------|-------------------|
| 5 Senior leadership | 3 | 17 | 6.5 | 3.5 | 14 | | 6 | 5 | 12.5 | 11 |

Feedback from your marker

We would like to see consistent engagement across both tiers of leadership (Board and Senior Manager levels) on issues of LGBT inclusion, including engagement with the network and sending strong messages of commitment to both sexual orientation and trans equality as a start point.

The best organisations encourage senior leaders to engage in activities such as meeting LGBT network groups or attend LGBT events. Organisations increasingly recognise that having support from senior leaders is key to advancing LGBT equality in the workplace. You may like to refer to Stonewall's resources "Standing up for LGBT inclusion" (a guide for senior champions) and "Securing senior buy-in".

Your notes

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Stonewall opportunities

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

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 | Health and social care | Top 100 | Top 100 Threshold |
|---------------------|------------|-------------|---------------|---------------------------|-----------------------------|----------|--------------|------------------------|---------|-------------------|
| 6 Monitoring | 5.5 | 21 | 7 | 1.5 | 15.5 | | 6 | 7.5 | 10.5 | 8.5 |

Feedback from your marker

Monitoring is both vital for understanding lesbian, gay, bi and trans (LGBT) employees and their needs. We appreciate the limitations the NHS's ESR system, particularly in terms of monitoring trans (including non-binary) employees. However, there is still room for improvement within these limitations.

To improve in this section, you need to monitor the success rate of LGBT applicants at the recruitment stage, and analyse the spread of LGBT employees across different paygrades.

Stonewall can support you in this with the nearly released monitoring guidance which includes guidance for communicating the importance of disclosure.

Your notes

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Stonewall opportunities

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

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

Section 7: Procurement

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

| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Health and social care | Top 100 | Top 100 Threshold |
|---------------|------------|-------------|---------------|---------------------------|-----------------------------|----------|--------------|------------------------|---------|-------------------|
| 7 Procurement | 2 | 17 | 2 | 0 | 15 | | 4 | 3.5 | 10.5 | 8.5 |

Feedback from your marker

The financial leverage organisations exercise with suppliers can be critical to lowering costs and delivering better services. Many organisations, both in the private and public sectors, have now realised that this leverage can also be used to advance LGBT equality. Organisations can scrutinise potential suppliers' policies and training, to ensure that the suppliers are representing the same values.

There is significant room for improvement within this section. An important first step would be to reevaluate your tendering process, as it is important that the organisations you work with reflect your values of inclusion. Stonewall can support in this area.

Your notes

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Stonewall opportunities

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

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

Section 8: Community engagement

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

| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Health and social care | Top 100 | Top 100 Threshold |
|------------------------|------------|-------------|---------------|---------------------------|-----------------------------|----------|--------------|------------------------|---------|-------------------|
| 8 Community engagement | 2 | 20 | 6 | 4 | 18 | | 9 | 7.5 | 15.5 | 13.5 |

Feedback from your marker

There are many opportunities for the company to engage with wider community and show its support to LGBT community and commitment towards LGBT inclusion and equality. This can be done via direct support given to LGBT community groups or collaborating with other organisations in your region or sector on an initiative or campaign that reaches the wider community.

You have submitted evidence of your LGBT+ Network group doing excellent consultative work to make NHSBT more LGBT inclusive, but in this section we are looking for engagement with external community groups.

A useful next step would be to use your social media presence to communicate that NHSBT is committed to LGBT inclusion.

Your notes

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Stonewall opportunities

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

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

Section 9: Clients, customers and service users

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

| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Health and social care | Top 100 | Top 100 Threshold |
|---|------------|-------------|---------------|---------------------------|-----------------------------|----------|--------------|------------------------|---------|-------------------|
| 9 Clients, customers and service users | 4 | 17 | 13 | 9 | 13 | | 6 | 6 | 12.5 | 9.5 |

Feedback from your marker

This section requires attention and should be a point of priority. Please engage with your client account manager for more guidance.

It is good that the FAIR project is underway, and that it has involved input from leading LGBT charities. However, there are improvements and steps that can be taken outside of this project as well. For example, as highlighted by your LGBT+ network, there are opportunities for stronger LGBT inclusive communications.

It is important to identify and address issues that LGBT customers may have and barriers they may face in accessing services. We recommend that organisations monitor their client and customer base to improve their reach and impact, and that front line staff are trained on reducing bias and discrimination towards LGBT customers. The monitoring of MSM does not adequately monitor LGBT service users, and it would be useful to examine the service user journey to identify potential barriers to LGBT service users. The training provided currently does not reflect best practice as it includes outdated language, and as such fails to be bi and trans inclusive. Your client account manager can support you to improve the training.

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Stonewall opportunities

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

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

Section 10: Additional work

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

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

Feedback from your marker

No marks claimed or awarded.

Your notes

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Stonewall opportunities

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

Staff Feedback Questionnaire

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

| Section | Your score | Total marks | Marks available not awarded | Averages | All entrants | Health and social care | Top 100 | Top 100 Threshold |
|------------------------------|------------|-------------|-----------------------------|----------|--------------|------------------------|---------|-------------------|
| Staff feedback questionnaire | 0 | 20 | 20 | | 10.5 | 9 | 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: | | | | |