

Croydon Council: 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 local 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 local 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 local 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: 101.5
- Rank: 148th

- Local government sector rank: 15th
- Local government sector entrants: 33

- Bi inclusion score: 47%
- 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	Local government	Top 100	Top 100 Threshold Entrants
1 Policies and benefits	11.5	15	15	3.5	3.5		6.5	6.5	10.5	10.5
2 The employee lifecycle	14.5	27	26	11.5	12.5		10	11.5	17.5	15
3 LGBT employee network group	11	22	22	11	11		9.5	10.5	17	14.5
4 Allies and role models	6	22	15.5	9.5	16		7.5	8	14.5	13
5 Senior leadership	11.5	17	17	5.5	5.5		6	7	12.5	11
6 Monitoring	6	21	12	6	15		6	7	10.5	8.5
7 Procurement	6	17	15	9	11		4	6	10.5	8.5
8 Community engagement	14	20	20	6	6		9	12	15.5	13.5
9 Clients, customers and service users	7	17	14	7	10		6	6	12.5	9.5
10 Additional work	2	2	2	0	0		0.5	1	1	1
Staff feedback questionnaire	12	20	n/a		8		10.5	8	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
 - **Local government sector** – all organisations which entered in the local government 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	Local entrants	Top 100	Top 100 Threshold
1 Policies and benefits	11.5	15	15	3.5	3.5		6.5	6.5	10.5	10.5

Feedback from your marker

Overall, there's some great work in this section and your policies are LGBT inclusive and consistently so. We need further evidence that the audit process ensures that language is gender neutral and explicitly inclusive of LGBT people in policies (beyond a standard EIA process).

In order to award for explicit bans on discrimination, bullying and harassment and to ensure you are inclusive of all Bi identities, we require explicit examples of homophobic, biphobic and transphobic incidents. The Stonewall 'Inclusive Policy Toolkit' can support with 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 Croydon Council 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	Local government	Top 100	Top 100 Threshold
2 The employee lifecycle	14.5	27	26	11.5	12.5		10	11.5	17.5	15

Feedback from your marker

Provision of all-employee training at high rates is good, but some materials are potentially harmful, reinforcing gender binary stigmas against non-binary people, and are bi-exclusionary. It is also useful to include content warnings when slurs are used in communications, even as examples. Anti-discrimination training must make reference to both gender identity and sexual orientation, and not leave participants to join the dots.

In general, it is important to check all communications for trans-exclusionary, bi-exclusionary, and non-binary-exclusionary content.

We would like to see comprehensive information provided at application stage on the organisation's LGBT inclusion commitment and network.

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 Croydon Council.

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	Local government	Top 100	Top 100 Threshold
3 LGBT employee network group	11	22	22	11	11		9.5	10.5	17	14.5

Feedback from your marker

The LGBT network is clearly both active and inclusive. Good work has been put into bi inclusion and trans inclusion.

Unfortunately, a lot of marks were lost here due to not updating the register of network group activity from last year, so almost all your examples were out of the date range. It is likely that the organisation would have scored highly here.

One issue to raise from the events listed in the 17/18 submission cycle is that bi-exclusionary events (e.g., lesbian or gay men-only) events are not best practice and can easily undo a lot of good bi inclusionary work.

There are some easy to fix issues, to use best-practice terms 'bi' rather than 'bisexual', 'ally' rather than 'heterosexual ally', and 'trans' rather than 'transgender', and to make an explicit statement of non-binary inclusion, possibly expanding the number of elected reps to include a non-binary rep.

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 Croydon Council.

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	Local	Top 100	Top 100 Threshold
4 Allies and role models	6	22	15.5	9.5	16		7.5	8	14.5	13

Feedback from your marker

This section explores the organisation's work around empowering allies to be active in their support of the LGBT community, and empowering LGBT role models to be visible and inspire others. Profiles should state the identities of the profilees, and look to profile a wider range of identities, including bi, non-binary and trans identities. Stonewall can support with developing this area, through creating allies campaigns and programmes, and providing best practice examples of other organisations' role model profiling. Unfortunately, again in this section there were answers without the date provided and examples that were out of the date range – so we couldn't award. For example, none of your role model profiles included specific dates which we clearly ask for.

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 Croydon Council.

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 Croydon Council. 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	Local	Top 100	Top 100 Threshold
5 Senior leadership	11.5	17	17	5.5	5.5		6	7	12.5	11

Feedback from your marker

There is a highly commendable degree of engagement, particularly at the SMT level, on both general LGBT topics and trans- specific topics.

Next steps are to further engage the board (Council & Cabinet) in LGBT inclusion, particularly in a visible way. It would also be useful to start on some bi-visibility specific work, where the organisation has no submitted work.

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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 Croydon Council.

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	Local	Top 100	Top 100 Threshold
6 Monitoring	6	21	12	6	15		6	7	10.5	8.5

Feedback from your marker

Monitoring is both vital for understanding lesbian, gay, bi and trans (LGBT) employees and their needs. It is vital in this analysis not to conflate LGBT identities. Sexual orientation is distinct from gender identity, and trans people can be straight. It is also important not to conflate being LGBT with being lesbian or gay, and doing so is bi erasure which is a form of biphobia.

The question on sexual orientation is not currently best practice, Stonewall monitoring resources can support with this.

The question currently asked for 'Gender' should be changed as a matter of priority to reflect good practice.

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

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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	Local	Top 100	Top 100 Threshold
7 Procurement	6	17	15	9	11		4	6	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.

Pro-active scrutiny of policies, not just self-certification, is needed for scrutinising potential suppliers' documentation.

Working with local businesses, even outside of the supply chain, is an excellent initiative and very commendable work.

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	Local	Top 100	Top 100 Threshold
8 Community engagement	14	20	20	6	6		9	12	15.5	13.5

Feedback from your marker

The organisation has a widespread and effective external collaboration strategy. It would be great to see documentation of bi and trans-specific work.

It would also be good to start seeing documentation of outcomes in this area: looking at participant feedback or reach of communications.

It would also be good to see an expansion of the existing good working, enhancing it's impact.

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	Local	Top 100	Top 100 Threshold
9 Clients, customers and service users	7	17	14	7	10		6	6	12.5	9.5

Feedback from your marker

Consultations on service delivery must include specific out-reach to L, G, B & T people: the Stonewall 'Service Delivery Toolkit' can support with this.

Training provided for staff delivering frontline services needs to be brought in line with best practice on trans inclusion. Stonewall can support with this. General D&I training can be insufficient without examples of HBT discrimination.

It is important to identify and address issues that LGBT service-users 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 frontline staff are trained on reducing bias and discrimination towards LGBT service-users.

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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	Local	Top 100	Top 100 Threshold
10 Additional work	2	2	2	0	0		6	1	12.5	9.5

Feedback from your marker

The LGBT+ Allies network engaging with service users in an area disproportionately patronised by LGBT people is highly commendable. This is very pro-active work within the community and links your organisation's corporate work with the community work of your organisation's stakeholders. Other claimed activities fall within the areas already claimed by the organisation.

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	Local	Top 100	Top 100 Threshold
Staff feedback questionnaire	12	20	8		10.5	8	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:				