

The Insolvency 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: 16
- Rank: 472nd

- Government sector rank: 42nd
- Government sector entrants: 45

- Bi inclusion score: 0%
- Trans inclusion score: 0%

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
1 Policies and benefits	0	15	0	0	15		6.5	7.5	10.5	10.5
2 The employee lifecycle	2	27	5	3	25		10	11.5	17.5	15
3 LGBT employee network group	4.5	22	9.5	5	17.5		9.5	12	17	14.5
4 Allies and role models	1.5	22	3.5	2	20.5		7.5	8	14.5	13
5 Senior leadership	0	17	0.5	0.5	17		6	7	12.5	11
6 Monitoring	3.5	21	8	4.5	17.5		6	8	10.5	8.5
7 Procurement	0	17	0	0	17		4	5	10.5	8.5
8 Community engagement	0	20	6	6	20		9	9	15.5	13.5
9 Clients, customers and service users	0	17	2	2	17		6	7	12.5	9.5
10 Additional work	0	2	0	0	2		0.5	0.5	1	1
Staff feedback questionnaire	4.5	20		n/a	15.5		10.5	10.5	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
 - **Government sector** – all organisations which entered in the 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	Government average	Top 100	Top 100 Threshold
1 Policies and benefits	0	15	0	0	15		6.5	7.5	10.5	10.5

Feedback from your marker

Nothing claimed in this section.

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

As a Diversity Champion member, you have access to our detailed policy toolkit resources, which will support you in ensuring your policies are fully LGBT inclusive.

If it's not in place already, it should be a key priority to introduce a 'transitioning at work' policy to support all trans employees. It's important that these policies are implemented proactively, not reactively. Again, you have access to a suite of resources to help you 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 The Insolvency Service 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	Government sector	Top 100	Top 100 Threshold
2 The employee lifecycle	2	27	5	3	25		10	11.5	17.5	15

Feedback from your marker

It's good that new starters are made aware of your staff networks in induction. We couldn't see any evidence uploaded for the internal messaging around LGBT History Month or the LGBT Network activity. There are plenty of unanswered questions in this section that you could implement, for example including a statement around valuing diversity, explicitly inclusive of sexual orientation and gender identity in job packs and pages and making potential applicants aware of your networks. It would also be worth reviewing all your training to make sure it is inclusive of sexual orientation and gender identity. How could you enable non-binary employees to have their identities recognised on workplace systems?

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 The Insolvency Service.

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	Government	Top 100	Top 100 Threshold
3 LGBT employee network group	4.5	22	9.5	5	17.5		9.5	12	17	14.5

Feedback from your marker

Your active network members clearly work very hard, and it's great to see the initiatives / campaigns / blog posts that have taken place, especially those reflecting on the intersection between LGBT and mental health and BAME communities. Going further, you should have a formalised role and terms of reference - feel free to use our template terms of reference as a starting point. You can then set out to formalise the role you play in the Insolvency Service including, but not limited to, offering confidential support, enabling employees to report bullying and harassment and being consulted on internal policies and practices.

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 The Insolvency Service.

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	Government entrants	Top 100	Top 100 Threshold
4 Allies and role models	1.5	22	3.5	2	20.5		7.5	8	14.5	13

Feedback from your marker

It's great that allies are actively encouraged to be a part of your network. We couldn't see the evidence uploaded for the internal awareness raising for allies, but I would be happy to work with you on this. Perhaps your allies could put together some guidance for other allies or a pledge scheme for allies who join the network? When it comes to role models, it would be great to see some internal role models share their story. We also have our LGBT Workplace Stories which you can use as templates of how to set out a profile or to encourage others to come forward and become role models.

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 The Insolvency Service.

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 The Insolvency Service. 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	Government	Top 100	Top 100 Threshold
5 Senior leadership	0	17	0.5	0.5	17		6	7	12.5	11

Feedback from your marker

It's great that ***** published a blog in relation to LGBT equality, but please do quote this in your answer so that we can see the 'strong message on sexual orientation equality', and there were also no dates provided for this communication. Going forward, how could you support your senior leaders to understand the issues the affect LGBT people?

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 The Insolvency Service.

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	Government	Top 100	Top 100 Threshold
6 Monitoring	3.5	21	8	4.5	17.5		6	8	10.5	8.5

Feedback from your marker

It's good to see that you monitor and analyse sexual orientation, but your questions should be updated to reflect current best practice. It would also be good to see analysis by pay grade, and the uploaded evidence for staff satisfaction by sexual orientation wasn't clear and there was no description of subsequent action. You should also be monitoring and analysing gender identity in order to identify barriers and experiences of trans and non-binary employees. We can share our detailed monitoring guidance on how to best do 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.

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	Government	Top 100	Top 100 Threshold
7 Procurement	0	17	0	0	17		4	5	10.5	8.5

Feedback from your marker

Nothing claimed for this section – going forward it would be good to see you take action to further LGBT equality through the supply chain. We can discuss this further and I'd be happy to speak directly to your procurement team.

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	Government	Top 100	Top 100 Threshold
8 Community engagement	0	20	6	6	20		9	9	15.5	13.5

Feedback from your marker

We need to see evidence of social media activity and we want to see organisations go further than a rainbow flag on Twitter when demonstrating their commitment to LGBT equality. How could you support LGB / T community organisations / events in the areas where your offices are based? How about collaborating with other Civil Service organisations to promote LGBT equality in the wider community?

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	Government	Top 100	Top 100 Threshold
9 Clients, customers and service users	0	17	2	2	17		6	7	12.5	9.5

Feedback from your marker

How could you examine a service user journey and ensure that there are no barriers to access for LGBT people? It's good that you do collect diversity monitoring information from customers, but does this include sexual orientation and gender identity, and could you analyse this? It would also be important to train those who are frontline / customer facing and to communicate your services as being explicitly LGBT inclusive.

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.

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 entrants	Top 100	Top 100 Threshold
10 Additional work	0	2	0	0	2		6	0.5	12.5	9.5

Feedback from your marker

Not claimed

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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	Government sector	Top 100	Top 100 Threshold
Staff feedback questionnaire	4.5	20	15.5		10.5	10.5	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:				