

<b>Safer Stronger Communities Select Committee</b>			
Title	Comprehensive Equalities Scheme (CES) Annual Review 2012/13		
Key Decision	No		Item No. 3
Contributor	Executive Director for Resources and Regeneration		
Class	Part 1	Date: 26 February 2013	

## Introduction

1. This report aggregates information on activities and achievements to provide an overarching summary of progress against the five objectives in the Council's Comprehensive Equalities Scheme (CES).
2. In addition this report includes results and outcomes from Lewisham's participation in Stonewall's 2013 Workplace Equalities Index. The results and key outcomes of the assessment, which pertain to all of the Council's five equality objectives, are set out at Appendix A.

## Recommendations

- i) The Committee is invited to note the contents of this report and of the appended results of the Stonewall Workplace Equalities Index.

## Background

3. There are two national policy frameworks that provide the backdrop for Lewisham's Comprehensive Equalities Scheme. These are the Equality Act 2010 and the Equality Strategy - '*Building a Fairer Britain*'. Further details regarding both of these frameworks are set out in Appendix B.
4. Lewisham's Comprehensive Equalities Scheme 2012-16 describes the Council's commitment to equality for citizens, service users and employees. The CES also shows how business processes including performance management, review, procurement and commissioning will be utilised to monitor progress against the schemes objectives and help deliver successful outcomes, which this review aims to follow through.

5. The five objectives set out within the CES which this review is measured and monitored against are:
- tackle victimisation, discrimination and harassment;
  - improve access to services;
  - close the gap in outcomes for citizens;
  - increase mutual understanding and respect between communities;
  - increase participation and engagement.

## **Progress Update**

6. The following subsections illustrate ongoing activities and achievements. The examples contained in these sections have been organised under each of the five equality objectives described above.

### **Tackle victimisation, discrimination and harassment**

#### Neighbourhood community safety service

7. In 2012 the Neighbourhood Community Safety Service (NCSS) have worked with older people through community organisations in order to reduce the likelihood of them becoming victims of crime and anti social behaviour. The core business of the NCSS is to work with individuals who have been the victims of anti social behaviour and home visits are made to those residents who are particularly vulnerable. Referrals are made to the Metropolitan Police Safeguarding Adult Team, the Safer Neighbourhood Team and other organisations as appropriate.
8. The NCSS also co-ordinated the Lewisham event on Elder Abuse Awareness Day on 15 June 2012. The event was held in Bellingham as there is a significant number of older people in the area. The event to promote crime prevention and personal safety, was advertised borough wide. The NCSS have additionally been working with Trading Standards to assist victims of bogus callers and scams which are more often targeted at vulnerable elderly residents.

#### Tackling victimisation via local assemblies

9. The Grove Park local assembly has taken action within Northbrook Park, which suffered from anti-social behaviour which put parents and other residents off using it, which in turn led to further antisocial behaviour. A young resident and his mother, wanted to improve the park and approached the assembly to garner support. They set up a local group, with support from the assembly; and were awarded an initial £10,000 from the assembly. They went onto attract further funding totalling £200,000 from various sources including the People's Millions Lottery; and have transformed the park.

### Hate crime statistics

10. The Metropolitan Police Service collate figures by borough on certain types of hate crime. In Lewisham, in the year to December 2012 there were 286 recorded incidents of Racist and Religious Hate Crime, an increase on the preceding year, where there were 221 incidents (the figure for the entire Metropolitan Police area also increased). Homophobic crime is also reported at a borough level. In the year to December 2012 there were 32 recorded incidents, down from 41 incidents in the previous year. Hate crimes are considered to be an area where incidents are under-reported hence the figures need to be considered with this in mind.

### Children affected by incidents of domestic violence

11. From March 2009 to March 2011 there has been a steady decline in the number of children affected by such incidents, with local estimates showing that this is down from 1,765 to 1,329. Multi Agency Risk Assessment Conference (MARAC) data shows that there were 23% repeat incidents of domestic violence and victimisation, a decrease from the March 2010 figure of 29% and performing better than the target of 27%.
12. The MARAC has been operating in Lewisham since February 2009 and outcomes show that after support from a MARAC, 45% of victims experienced no further police call outs. A further 20% of victims had fewer police call outs after the MARAC. There are 40 agencies signed up to the MARAC Information Sharing Protocol across Lewisham.

### Anti-bullying strategy

13. As part of the commitment to the anti-bullying strategy schools are responsible for reporting on bullying and equalities incidents each term. The latest data is available up to the summer term 2012; schools record a wide range of equalities incidents, including racist and religious bullying, homophobic bullying, and disabilities bullying. Schools using restorative justice practices have noted significant reductions in incidents of bullying and fixed term exclusions. This successful programme has been rolled out across targeted areas within Lewisham, where young people may be at a higher risk of being involved in or victims of crime.

## **Improve access to services**

### Children's centres

14. Children's Centre Providers conduct extensive equalities monitoring. This includes analysing service users of Children Centres by ethnicity, and analysis of take up of specific family services by vulnerable groups which include: Teenage Parents, fathers, BME Fathers, Lone Parents, Disabled Adults and Disabled Children.

#### Council complaints

15. The number of complaints and enquiries received in 2011-12 was 4,430<sup>1</sup>. This was a decrease on the previous year when a total of 5,031 complaints were received. Overall the number of Stage 1 and Stage 2 complaints and MP, Mayor and Member enquires all decreased<sup>2</sup>. In particular, there was a significant decrease of 256 in Members enquires from the previous year.

#### Accessibility guide

16. Lewisham Council continues to aid access to services by providing a detailed online access guide to the borough. The guide is informed by the work of surveyors who assess the accessibility of Council premises. Through this work individuals are able to decide whether a venue is right for them.
17. An annual review is currently being undertaken, whilst the previous review, which took place at the end of 2011, resulted in a total of 101 new venues being added to the borough's guide. This means that there are now 254 venues across Lewisham with detailed access guides and 843 with key access guides. Usage figures of the site continue to increase, in 2011 there were 1,121 visitors, looking at 7,815 pages, whilst in the first six months of 2012 there were 1,914 visitors, looking at 7,568 pages.

#### Lewisham Homes

18. Lewisham Homes has its own Equality and Diversity Strategy 2010-13, which is monitored half yearly. Within the strategy there are a number of outcomes that performance is measured against. A number of these were completed in 2012, including 'Help vulnerable residents and those with special needs to be involved, through targeted marketing and publicity of support services available, where residents are more aware of the support groups available and the services they provide'. A Human Resources (HR) Equalities Report including staff monitoring by all diversity strands has also now been produced.
19. Lewisham Homes also conducted its own Staff survey in 2012 which found that 75% of staff believe that Lewisham Homes is either effective or highly effective at

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<sup>1</sup> Data on equality monitoring from these complaints is incomplete, for example 86% of ethnicity data was unknown, hence has not been included for analysis.

<sup>2</sup> The standard response times and responsibility for responding to complaints at each stage are: Stage 1 - 10 days by the Service Manager; Stage 2 - 20 days by the Head of Service or Executive Director; Stage 3 - 30 days by the Independent Adjudicator; MP/Mayor/Councillor - 10 days by the Head of Service or Executive Director.

providing accessible workspaces and equipment, an increase of 4.5% since 2009/10. It also shows 61% believe managers are supportive and promote equality and diversity in the workplace. Additionally 79% feel comfortable raising equality and diversity issues with their line managers.

#### Gypsy and Traveller awareness workshop

20. A workshop on Gypsy and Traveller issues was held in July 2012. The session was led by a Romani journalist and broadcaster and was intended to raise awareness around the difficulties and experiences of people from the travelling community, in accessing local services. It was attended by a cross section of managers and staff who provide direct support, advocacy and facilitate access to key local services like public health, education, AccessPoint, housing options and temporary accommodation, youth services, local assemblies, supporting people and enforcement.

#### Workforce Profile

21. The Council is currently undertaking an exercise so that employees can check and update their personal information, including all protected characteristic data. This exercise will be completed by the end of March 2013 and will inform the next workforce profile. The current publication for 2011-12 reveals that the majority (63%) of the Council's staff are women who are well represented at all grades including senior levels, with women making up 51% of senior grades which is broadly comparable to the figures in 2010-11. The workforce profile also shows that some 9.5% of staff declare themselves to be disabled.
22. The Council continues to be awarded the "two ticks" status by the Department of Work and Pensions, Job Centre Plus (JCP) which provides external recognition that an organisation is positive about disabled people. The accreditation is awarded to employers providing that the employer continues to meet the 5 commitments relating to the employment of disabled people. Some 4% of appointments last year were of people who declare themselves to have a disability or long term illness.
23. The Council has an ageing workforce with 54% of employees currently aged over 45 (although only 0.7% in the 65+ age bracket). The Council has some 160 managers and senior managers who are currently aged over 50. There are programmes in place to address hard to fill roles and in the immediate and mid term, the Council is also seeking to fill entry level posts with Apprentices. HR leads are actively encouraging services who have not yet taken up Apprenticeship opportunities to do so.
24. Some 39% of the Council's workforce are from a BME background which broadly reflects the BME make up of the borough which is currently 41% of the resident population. However the profile of Lewisham school age residents indicates that

76% are of BME origin. In response to this 75% of Lewisham's apprenticeship places have been secured by young people under 25 and of these, 70% of Lewisham apprentices are from a BME background. Trend data indicates that by 2020 the percentage of residents from a BME background is projected to increase to 44%. Although nearly four in ten Council employees are BME, representation is lower in more senior grades. Addressing this is however a priority within recruitment and management development activities.

## Close the gap in outcomes for citizens

### Children and young people

25. Embedding the commitment to closing the gap in outcomes for citizens the council's Children and Young People Plan 2012-15 highlights targets relating to equalities issues which included those deemed to be currently under achieving at GCSE level such as Black Caribbean pupils, Free School Meals pupils, White British Pupils, Looked After Children, and pupils with Special Educational Needs. A priority within the Council is to 'raise educational standards for all', which is measured through the Council's Management Report, published on the Council's website.
26. Continued efforts are being made to close the attainment gaps for vulnerable groups of pupils. For example, Lewisham's Black Caribbean pupils have improved their performance at GCSE 5 A\*–C from 52% in summer 2008 to 71% in 2012, and we are closing the gap (8% below the Lewisham average in 2008 compared with 4% below in 2012/75%). Furthermore the attainment of pupils who are eligible for free school meals (FSM) has increased and in summer 2012 45% of FSM pupils achieved five or more A\*–C GCSE grades including Maths and English. This is a notable increase from 31% in summer 2008.

### Looked After Children and Safeguarding Services Ofsted Inspection

27. In 2012 following the inspection of Looked After Children and Safeguarding Services, Lewisham's safeguarding services were rated as outstanding and services for Looked After Children were rated as good. The inspection highlighted that *"the overall effectiveness of the Council and its partners is outstanding. Children and young people in Lewisham are very effectively safeguarded through a combination of initiatives lead by partner agencies and some directly influenced by young people."*

### Adults with Learning Disabilities in employment

28. Data is collected on the national performance indicator NI146, monitoring adults who are known to the Council to have a learning disability in employment. The proportion of residents with a learning disability in employment has steadily increased since 2011. This has happened as five new services have been commissioned in 2012/13 with an employment focus for between 20 and 30 people as part of an overarching employment development strategy. The in-house day service provider is also in the process of reorganising its service offer to deliver employment related activities as a core function in the range of activities on offer.

## Increase mutual understanding and respect between communities

### Work with faith groups in Lewisham

29. The Council has continued to facilitate work and engagement with faith communities, including hosting an Equalities and Diversity event early in 2012 for the community and voluntary sector, which aimed to encourage groups and services to think more inclusively. The national initiative 'Year of Service' was also promoted by the Council. This is an initiative encouraging inter-faith volunteering.
30. Other events of note amongst the faith community include inputs into the Building Bridges event involving dialogue between various Muslim representatives which took place in January 2012. There was also the faith contribution as part of the Intercultural Cities European Exchange visit in March 2012. The Faith in Lewisham Fund still operates, encouraging faith groups to provide services.

### Community engagement toolkit

31. The Council's Community Engagement Toolkit was revised in January 2012. This document describes the importance of engaging, involving and informing residents and partners but specifically details about engaging with specific groups:
- Asylum seekers / refugees
  - Black, Asian and Minority Ethnic
  - Businesses
  - Carers
  - Children and Young People
  - Disabled people
  - Faith communities
  - Gypsy, Roma, Travellers
  - Lesbian, Gay, Bisexual and Transgender
  - Older people

- Women

32. This work is aided by the diversity of the Council's own workforce and the activities of staff groups such as the Young Employee Panel, Black Staff Forum, Disabled Staff Forum, and Lesbian, Gay, Bisexual & Transgender Staff Forum.

#### Different families event

33. An event entitled 'Different Families', organised by the Lesbian, Gay, Bisexual & Transgender (LGBT) staff forum was held in February 2012, in the Council's Civic Suite. The event was held to mark LGBT History month and LGBT Adoption and Fostering week and aimed to celebrate diverse family units including those with LGBT members. The event was opened by the Lead Cabinet Member for Children and Young People. The LGBT forum also have the role of proactively assisting services in developing appropriate ways of consulting LGB service users or stakeholders e.g. signposting of local LGB groups. However it has been noted that there is no main established local LGBT organisation within Lewisham, hence the forum is often used for this role. The forum itself has a champion who provides verbal briefings on the work of the forum and issues arising, as required.

#### Afghanistan and Central Asian Association

34. A meeting entitled 'Campaign for Afghanistani Women's Progress in the UK' was held in Lewisham on the 12<sup>th</sup> November 2012, by the Afghanistan and Central Asian Association, which is based in New Cross. In a gender specific event, around thirty women, aged 18-51, met to discuss the next steps in the Campaign for Afghanistani Women's Progress in the UK. The event allowed women to speak freely on issues that may be sensitive and personal, as well as voice their opinions and suggestions on which activities they are interested in.

35. The success of this event is demonstrated by the involvement and participation of those that attended, and the thought provoking suggestions received. Issues identified of particular importance include making training and employment opportunities accessible; gender inequality and improving the status of women in society and how to combat women's under-representation in decision making.

### **Increase participation and engagement**

#### Lewisham Young Mayor

36. Lewisham has the longest established Young Mayor scheme in the country. The current Young Mayor for 2012–2013 is Jamel Higgins and the Deputy Young Mayor is Kojo Kankam, who have a budget of £30,000 to spend on things to make life better for young people in Lewisham. The Young Mayor and Deputy are supported by a Youth Advisors' Group and a Young Citizens' Panel and



they have access to the full range of young people's forums, networks and school councils.

#### Local assemblies

37. Lewisham's Local Assemblies programme continues to work with communities across the borough to improve local areas, with over 200 projects funded in the financial year 2011-12. A total of 12,671 people participated in the Local Assemblies in 2011-12, up notably from 9,943 in 2010-11. Examples of recent achievements in Local Assemblies is described below:

#### Lee Green assembly

38. The assembly provided the platform for community-action at a grassroots level to improve the local shopping centre. The Leegate Centre is a run down shopping centre once described by the Evening Standard as the worst in the UK, with no improvements made in many years meaning it has become an eye sore in the local area. This was identified as a priority for the assembly from day one; and since then local people have come together to deliberate how the area could be improved in the short term, and how they could influence redevelopment in the long-term. The new group, Lee Green Lives, was set-up from the assembly; and have been instrumental in liaising with the developers about resident concerns on the proposals to re-develop the area.

#### Whitefoot assembly

39. The assembly coordinated a 'Big Tidy Up' for local residents and for pupils from the local college. The event was supported by the Council's environmental services team. The effort has helped improve the local area and fostered a greater sense of community collaboration.

#### Local assemblies survey

40. Within the financial year 2011-12, 90% of Local Assembly surveyed attendees stated they had learnt more about local issues; 85% stated they felt included and able to give their view and 65% said they felt they could influence decisions. Plans are in place to help more people get involved and to enable those already involved to make an even greater contribution. For example, some wards are trialing coffee mornings to engage with people who do not like or feel comfortable with formal meetings. In addition, assembly road shows are being expanded to provide more flexible and innovative ways for residents to participate.

## **Going forward**

41. For the foreseeable future the issue of budget savings is likely to have a significant impact on the delivery of the CES. Comprehensive and robust EAA's will make the Council aware of the impact on all protected characteristics. These will ensure that where possible harm can be mitigated.
42. There is also the issue of financial inclusion, which sits within the broader strategic framework of the CES and towards which the Sustainable Development Select Committee has made a significant contribution. As part of the broader effort on financial inclusion, the Council is undertaking work as a Universal Credit pilot to ensure the effective implementation of the new arrangements in Lewisham. This effort is intended to minimise the harm to residents who will be affected by the transition to the new scheme.
43. By tackling financial exclusion (and promoting financial inclusion), the Council and its partners will make a positive contribution towards the achievement of all five CES objectives, in particular the objective to: *'close the gap in outcomes for our citizens'*.
44. Nationally with the Public Sector Equality Duty under review, the Council is aware of the importance and need to continually strive towards improving equalities monitoring. This effort will ensure that the organisation is in a better position to make decisions.

## **Conclusion**

45. The Council will continue to monitor progress against the objectives outlined in the CES 2012-16 over the next four years. A further annual report will be presented to the Safer Stronger Communities Select Committee early in 2014.

## **Legal implications**

46. The Equality Act 2010 (the Act) introduced a new public sector equality duty (the equality duty or the duty). It covers the following nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
47. In summary, the Council must, in the exercise of its functions, have due regard to the need to:
- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
  - advance equality of opportunity between people who share a protected characteristic and those who do not.

- foster good relations between people who share a protected characteristic and those who do not.

48. The duty continues to be a “have regard duty”, and the weight to be attached to it is a matter for the Mayor, bearing in mind the issues of relevance and proportionality. It is not an absolute requirement to eliminate unlawful discrimination, advance equality of opportunity or foster good relations.

49. The Equality and Human Rights Commission has recently issued Technical Guidance on the Public Sector Equality Duty and statutory guidance entitled “Equality Act 2010 Services, Public Functions & Associations Statutory Code of Practice”. The Council must have regard to the statutory code in so far as it relates to the duty and attention is drawn to Chapter 11 which deals particularly with the equality duty. The Technical Guidance also covers what public authorities should do to meet the duty. This includes steps that are legally required, as well as recommended actions. The guidance does not have statutory force but nonetheless regard should be had to it, as failure to do so without compelling reason would be of evidential value. The statutory code and the technical guidance can be found at <http://www.equalityhumanrights.com/legal-and-policy/equality-act/equality-act-codes-of-practice-and-technical-guidance/>

50. The Equality and Human Rights Commission (EHRC) has previously issued five guides for public authorities in England giving advice on the equality duty:

1. The essential guide to the public sector equality duty
2. Meeting the equality duty in policy and decision-making
3. Engagement and the equality duty
4. Equality objectives and the equality duty
5. Equality information and the equality duty

51. The essential guide provides an overview of the equality duty requirements including the general equality duty, the specific duties and who they apply to. It covers what public authorities should do to meet the duty including steps that are legally required, as well as recommended actions. The other four documents provide more detailed guidance on key areas and advice on good practice. Further information and resources are available at: <http://www.equalityhumanrights.com/advice-and-guidance/public-sector-equality-duty/guidance-on-the-equality-duty/>

## **Financial Implications**

52. There are no specific financial implications arising from this report.

## **Environmental Implications**

53. There are no specific environmental implications arising from this report.

## **Equalities Implications**

54. The Annual Review of the CES has high relevance to equality and diversity. The CES set out the Council's five equality objectives and the Annual Review provides an overview of progress against these objectives.

## **Crime and Disorder Implications**

55. Improving service design and delivery to achieve equality of outcomes for local people, (while promoting good relations between different groups in the community) will have a positive impact on matters such as community safety, crime and disorder, and community cohesion.

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## Appendix A – Stonewall Workplace Equalities Index

### Stonewall Workplace Equality Index (2013) – Headline Results

#### 1. Background

- 1.1. Stonewall's Workplace Equality Index (WEI) examines the extent to which Britain's leading organisations are Lesbian, Gay and Bisexual (LGB) friendly employers. The WEI is Britain's leading tool for employers to measure their efforts to tackle discrimination and create inclusive workplaces for LGB staff.
- 1.2. Submissions to the WEI are assessed by Stonewall across 25 questions, divided into eight areas of good practice. Each section is weighted to reflect their impact on workplace culture. In addition, Stonewall asked employers participating in the WEI to seek feedback directly from their LGB staff in the form of a confidential online survey. All evidence in support of the submission related to the period September 2011 to September 2012.
- 1.3. It should be noted that the 2013 Index, introduced a more stringent, outcomes-focussed criteria, and re-weighted scoring, so direct comparisons with previous submissions should be approached with caution.
- 1.4. The submission for the 2013 WEI was co-ordinated by the Policy and Partnerships Unit, with key involvement from the Corporate Equalities Board, Human Resources and the Lesbian, Gay, Bisexual & Transgender Staff Forum.

#### 2. Overall score

- 2.1. The Index is marked out of a total of 200 points. Lewisham scored **133 points**. Lewisham's score was 12 points higher than the local government sector average of 121 points.
- 2.2. To qualify as a 'Top 100 Employer' in 2013, organisations needed to score at least 137 out of 200 points. Lewisham was just four points short of becoming a 'Top 100 Employer'.
- 2.3. Lewisham has participated in the Index on three occasions in total, and has progressively improved on its overall score. The following table illustrates this improvement:

Year	2013	2011	2009
Score (Lewisham)	133	123	84
Change in score	+10	+39	-

#### 3. Overall ranking

- 3.1. In 2013, 376 employers entered the Index. Lewisham was ranked at number **108**. This ranking places Lewisham in the top 30 per cent of employers participating in the Index.
- 3.2. Lewisham has progressively improved on its overall ranking for each of the three submissions to the Index. The following table illustrates this improvement:

Year	2013	2011	2009
Ranking (Lewisham)	108	152	173
Change in ranking	+44	+21	-

- 3.3. From a benchmarking perspective, there are only four London Boroughs that feature in the 'Top 100 Employers' for 2013: Tower Hamlets (ranked #40); Islington (ranked #49); Waltham Forest (ranked #63); and Hackney (ranked #78). These four local authorities have now been approached by Lewisham, with a request to share best practice on LGB workplace equality.

## 4. Analysis of results

- 4.1. The following section breaks down Lewisham's performance under each of the eight areas of good practice contained within the Index. It also indicates the per cent that each section represents of the total marks available across the Index.
- 4.2. The opportunities for improvement in each of the eight areas of good practice, have been identified by Stonewall in their face-to-face feedback with the Council. This is the extra activity that Lewisham would need to do to score full marks within each section. This information will be taken into account during the development of the Stonewall Index action plan for 2013-14, and prioritised in terms of what is appropriate and achievable.
- 4.3. A detailed breakdown of the actual score for each question, alongside benchmarking by question against the sector average and 'Top 100 Employer' average, can be found in **Appendix I**. A full list of the questions that comprise each section can be found in **Appendix II**.
- 4.4. Policies and Practices

Lewisham scored 12.5 per cent out of a total of 14 per cent for this section.

This section consists of six questions, covering written policy; resourcing and accountability; policy review; employee benefits; employment tribunals; and bullying and harassment.

Lewisham scored full marks in all questions within this section, with the exception of employee benefits. Lewisham was particularly strong in the area of bullying prevention, where it scored above both the sector average (Local Government) and also the 'Top 100' average.

The key opportunities for improvement in this section are as follows:

- inclusive terminology and language used in benefit policies in relation to LGB staff needs to be more consistent; and
- line managers need to be more regularly briefed on the organisation's core benefits and policies towards LGB staff, so that this knowledge is embedded.

### 4.5. Staff Engagement

Lewisham scored 19 per cent out of a total of 24 per cent for this section.

This section consists of four questions, covering senior leadership on LGB issues; staff forum functions; and all-staff engagement.

Lewisham scored full marks in the set-up of the LGB&T Staff Forum, and performed well in the functions of the staff forum and the engagement of the senior lead champion on issues of LGB equality. Lewisham scored above the sector average for all questions in this section.

Although Lewisham scored higher than the sector average for the question related to all-staff engagement, this was an area where more focus is required to improve our score in future submissions.

The key opportunities for improvement in this section are as follows:

- the senior lead champion should be more explicitly linked to LGB equality in staff communications, rather than generically to equality and diversity;
- the LGB&T Staff Forum needs to demonstrate more clearly how it is advising the organisation on improvements to service delivery, and the impact that this is having;
- the relationship with 'straight-allies' in the organisation needs to be more formalised (e.g. a structured process around training, mentoring, and objective-setting with them needs to be evidenced);
- alternative means of awareness-raising with all staff should be adopted (e.g. lunchtime briefing sessions, film screenings, quizzes etc.); and
- the impact of awareness-raising with all staff on issues of LGB equality needs to be effectively evaluated.

#### 4.6. Training and Support

Lewisham scored 9 per cent out of a total of 19 per cent for this section.

This section consists of five questions, covering training; line manager development; and career progression for LGB staff.

Although Lewisham scored highly for the way in which it targeted LGB-inclusive diversity training, this section of the Index has the greatest capacity for improvement, as overall we scored lower than the sector and 'Top 100' averages.

The key opportunities for improvement in this section are as follows:

- the content of E&D training needs to more explicitly address LGB issues and evidence this;
- opportunities to develop robust e-learning on LGB equality should be explored to improve access for all staff;
- line managers should have demonstrable knowledge of equality and diversity before being appointed into management positions, and this knowledge should be regularly assessed;
- engagement with line managers on LGB awareness-raising should be more targeted (not just by proxy), with attendance at awareness-raising events monitored;
- career development processes for staff should be reviewed to ensure equality of opportunity for LGB staff;
- mentoring opportunities for LGB staff should be formalised either within the LGBT Staff Forum itself, as part of existing schemes (e.g. graduates, apprentices) or as part of future schemes (e.g. cross-borough); and

- opportunities for reverse mentoring between staff and senior managers should be provided (e.g. through a different staff forum each quarter, including the LGB&T Forum).

#### 4.7. Monitoring

Lewisham scored 8 per cent out of a total of 14 per cent for this section.

This section consists of four questions, covering the collection, analysis and use of equalities monitoring data within the organisation.

Lewisham scored reasonably well for response rates to staff surveys and the overall collection of equalities monitoring data, higher than the sector average for both. However, the analysis of employee equalities monitoring data is an area where more focus is required to improve our score in future submissions.

The key opportunities for improvement in this section are as follows:

- the end-to-end career path that staff take through the organisation should be analysed by sexual orientation;
- fairness in recruitment and selection should be analysed by sexual orientation;
- exit questionnaires should be analysed specifically by sexual orientation, and key messages about why staff leave the organisation must be clearly evidenced;
- actions that managers take as a result of staff monitoring exercises (e.g. Staff Talkback) must be clearly evidenced; and
- staff should be primed well in advance (i.e. 2-3 months) of any staff monitoring exercises, to set appropriate expectations, and to provide reassurance on how this data will be used and stored.

#### 4.8. Supplier Policies

Lewisham scored 4 per cent out of a total of 5 per cent for this section.

This section consists of two questions covering supplier policy and engagement.

Lewisham was particularly strong in the area of supplier engagement, where it scored above both the sector and 'Top 100' averages.

The key opportunity for improvement in this section is as follows:

- tender documentation should include a question on the provision of LGB-inclusive diversity training by suppliers for their own staff, and this could be used to influence the overall scoring of tender submissions.

#### 4.9. Community Work

Lewisham scored 8 per cent out of a total of 11 per cent for this section.

This section consists of one question covering engagement with the LGB community – from organisations targeting LGB customers and jobseekers, to supporting community groups and events.



Lewisham scored higher than the sector average for this question, but it is also an area where more focus is required to improve our score in future submissions.

The key opportunities for improvement in this section are as follows:

- more could be done to make the Council's 'brand' in the community synonymous with LGB equality; and
- staff could volunteer with small charities or local community groups to raise awareness of LGB equality (e.g. mentoring at the Stephen Lawrence Foundation, or with faith-based groups).

#### 4.10. Pink Plateau & Role Models

Lewisham scored 3 per cent out of a total of 6 per cent for this section.

This section consists of two questions covering the level of seniority and visibility attained by LGB staff within the organisation.

Lewisham scored higher than the sector average on the question regarding LGB role models within the organisation, but it is also an area where more focus is required to improve our score in future submissions.

The key opportunities for improvement in this section are as follows:

- career progression to board-level for LGB employees should be more transparent; and
- LGB role models should be more visible and easily identifiable.

#### 4.11. Further Innovation

Lewisham scored 3 per cent out of a total of 7 per cent for this section.

This section consists of one question covering innovation and best practice not covered elsewhere in the Index, and the score in this section also includes the results of the Staff Feedback Survey (covered separately below).

The key opportunity for improvement in this section is as follows:

- examples of best practice for other equality groups should be taken and applied to LGB equality, where appropriate.

### **5. Staff feedback survey**

5.1. Stonewall asked employers participating in the WEI to seek feedback directly from their LGB staff. Lewisham published the short survey via 'News for You', and all responses were returned confidentially to Stonewall. The survey asked nine questions covering key metrics of LGB-inclusive workplaces.

5.2. Responses were collated and analysed by Stonewall and fed directly into the marking and overall assessment of the Index. The results of the survey are worth up to 5 per cent of the total marks available for the Index.

5.3. In Lewisham, 54 LGB members of staff completed the survey. 59 per cent identified themselves as gay men, 24 per cent as lesbians, 15 per cent as bisexual, and 2 per cent as other.

5.4. In Lewisham, 64 per cent of respondents were *open about their sexual orientation at work*, which is higher than the sector average of 62 per cent, and on a par with the overall Index average of 64 per cent.

5.5. Lewisham scored equal to, or higher than, the local government sector average in the extent to which LGB staff agreed with the following statements:

To what extent do you agree or disagree with the following statements?	% agree / strongly agree			
	LBL 2013	Sector 2013	WEI 2013	LBL 2011
There are visible and open LGB role models in my organisation.	58%	51%	54%	N/a
The workplace culture in my organisation is inclusive of LGB people.	77%	77%	80%	64%

5.6. Between 2011 and 2013 there has also been an increase in the number of LGB staff working in Lewisham who feel that the *workplace culture in the Council is inclusive of LGB people* (+13%).

5.7. Lewisham scored below both the sector average and the WEI average in the extent to which LGB staff agreed with the following statements:

To what extent do you agree or disagree with the following statements?	% agree / strongly agree			
	LBL 2013	Sector 2013	WEI 2013	LBL 2011
Senior management are supportive of LGB staff.	62%	63%	66%	58%
My line manager supports me as an LGB member of staff.	62%	64%	66%	56%
I feel able to be myself in the workplace.	79%	81%	81%	81%
My straight colleagues are well-informed on LGB issues.	36%	40%	43%	21%
I would feel comfortable declaring my sexual orientation to my employer's on a monitoring form.	72%	79%	81%	87%
I would feel confident reporting anti-gay bullying in my workplace.	68%	80%	80%	77%

5.8. However, between 2011 and 2013 there has been an increase in the number of LGB staff in Lewisham that feel: *senior management are supportive of LGB staff* (+4%); *line managers support them as an LGB member of staff* (+6%); and *straight colleagues are well-informed on LGB issues* (+15%).

5.9. Between 2011 and 2013 there has been a decrease in the number of LGB staff in Lewisham that feel: they are *able to be themselves in the workplace* (-2%); *would feel confident reporting anti-gay bullying in their workplace* (-9%); and *would feel comfortable declaring their sexual orientation to their employer on a monitoring form* (-15%).

- 5.10. Interestingly, Lewisham scored full marks in the Index for its approach to bullying prevention – higher than both the sector and ‘Top 100 Employer’ averages.
- 5.11. It should also be noted that the Staff Feedback Survey was undertaken three months prior to the staff equalities monitoring exercise which was launched by Human Resources in November 2012. This HR initiative was accompanied by communications explaining the benefits of declaring personal data, and how this information would be used and protected by the Council. This may result in future improvements to the number of LGB feeling comfortable declaring their sexual orientation on an employer’s monitoring form.

## **6. Next steps**

- 6.1. A summary of the results from the 2013 Index submission will need to be communicated to all-staff across the organisation via ‘News for You’.
- 6.2. A briefing paper on the headline results will also be shared with elected members at the Safer Stronger Select Committee on 26 February 2013. This paper will form an appendix to the annual review of the Comprehensive Equalities Scheme (CES) 2012-2016.
- 6.3. The Corporate Equalities Board will need to develop an action plan based on the results of the 2013 WEI, and the opportunities for improvement that have been identified in this paper. This action plan will require the endorsement of the Lead Champion for Equality and the LGB&T Staff Forum.
- 6.4. The Council will monitor and publish progress against this action plan as part of the Comprehensive Equalities Scheme (CES) 2012-2016 annual review process.
- 6.5. The Workplace Equality Index assessment criteria will remain fixed for 2014, but will be revised again in 2015. The current agreement between the Lead Champion for Equality, the Corporate Equalities Board and the LGB&T Staff Forum is that the Index will be submitted on alternate years, to allow sufficient time to develop and embed new best practice within existing resources. As such, Lewisham’s next Index submission is currently planned for 2015, and will therefore be against a revised Stonewall criteria.

# Appendix I - Score breakdown and benchmarking

## Stonewall Workplace Equality Index 2013

### Sector benchmarking

Client **London Borough of Lewisham**

Sector **Local Government**

Rank **108 / 376**

Rank in sector

**19 / 45**

Rank 2012 **n/a / 363**

	Diversity policy	Diversity team	Policy audit	Employee benefits	Employment tribunal	Bullying prevention	Senior champion	Network group	Network functions	Staff engagement	Training - access	Training - topic	Training - coverage	Manager development	Career development	Monitoring - collection	Monitoring - analysis	Monitoring - declared	Monitoring - action	Procurement policy	Supplier initiatives	Community engagement	Pink plateau	LGB role models	Additional evidence	Staff attitude feedback	TOTAL
WEI QUESTION	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	
London Borough of Lewisham	6	5	2	2	0	10	10	5	10	13	5	1	1	4	7	7	2	2	5	4	4	16	2	4	2	4	133
Full marks	6	5	2	5	0	10	13	5	11	19	5	8	3	10	12	8	8	4	8	6	4	22	4	8	4	10	200
Difference	0	0	0	-3	0	0	-3	0	-1	-6	0	-7	-2	-6	-5	-1	-6	-2	-3	-2	0	-6	-2	-4	-2	-6	-67
London Borough of Lewisham	6	5	2	2	0	10	10	5	10	13	5	1	1	4	7	7	2	2	5	4	4	16	2	4	2	4	133
Local Government	6	5	2	3	0	8	9	4	6	11	4	4	2	5	5	6	4	1	4	4	2	15	2	3	2	4	121
Difference	0	0	0	-1	0	2	1	1	4	2	1	-3	-1	-1	2	1	-2	1	1	0	2	1	0	1	0	0	12
London Borough of Lewisham	6	5	2	2	0	10	7	5	9	13	5	1	1	4	7	7	2	2	5	4	4	16	2	4	2	4	133
Top 100	6	5	2	4	0	9	11	5	9	15	5	6	3	7	8	7	6	2	5	5	2	18	3	6	2	6	157
Difference	0	0	0	-2	0	1	-4	0	0	-2	0	-5	-2	-3	-1	0	-4	0	0	-1	2	-2	-1	-2	0	-2	-24

## Appendix II - Stonewall 2013 WEI questions

Note: Additional evidence (not detailed below) is specified by Stonewall for each of the question sub-parts that are 'ticked' as part of the self-assessment.

### Part 1: Employee Policy

**1. Which of the following do you have in place to tackle discrimination against lesbian, gay and bisexual (LGB) staff?**

- A Organisation-wide policy that bars discrimination based on, and specifically referring to, sexual orientation
- B Strategy linking equality and diversity for LGB employees to your organisation's aims and values, including identifiable objectives or milestones
- C Board or CEO equivalent are accountable for these policies and have reviewed the diversity policy, strategy or action plan
- D We do not have any of the above in place

**2. Do you have an accountable team/person in place whose remit includes LGB equality and diversity?**

- A Yes, we have a diversity team/person in place whose remit includes LGB equality and diversity
- B Yes, this team/person reports to or has access to board/senior level management
- C Yes, this team/person has access to resources including a budget
- D No, we do not have a team/person accountable for LGB equality

**3. What steps do you take to ensure that your current and any new policies and procedures are inclusive of LGB staff, customers and service users?**

- A We have done a full audit and will continue to do so on a routine basis
- B We have done a full audit, but have no system in place to ensure that audits are completed on a regular basis
- C We have not previously audited but we are currently doing so
- D We have not audited

**4. How do you ensure that all benefits offered by your organisation are available and accessible to all staff regardless of sexual orientation?**

- A We specifically use inclusive terminology and language in all of our benefit policies
- B Line managers are briefed on the application of benefits to LGB staff
- C Benefits are promoted as inclusive to LGB staff
- D None of the above

**5. Have you had an Employment Tribunal hearing against your organisation that included a complaint on the basis of sexual orientation in the past 12 months?**

- A Yes, and the complaint on the basis of sexual orientation was upheld and we have taken action to resolve the issues identified
- B Yes, and the complaint on the basis of sexual orientation was upheld, but we have no plans to take further action to resolve the issues identified

- C Yes, and it is currently on-going
- D Yes, but the complaint was not upheld
- E No, we have not had a hearing in the past year that included a complaint on the basis of sexual orientation

**6. What policies and procedures do you have in place for LGB-related bullying and harassment and/or grievances at work?**

- A We have a policy against workplace bullying and harassment which specifically mentions sexual orientation
- B The policy gives examples explicitly clarifying what constitutes anti-gay bullying and harassment
- C These policies and procedures are actively promoted to all staff and communicate zero tolerance of this behaviour
- D Additional measures have been put in place to facilitate reporting of LGB-related bullying and harassment
- E Staff who deal with complaints are trained regarding LGB-related bullying and harassment
- F We monitor for LGB-related complaints and regularly review monitoring data to inform our work
- G We do not have any dedicated policies or procedures in place for LGB-related bullying and harassment

**Part 2: Staff Engagement**

**7a. Is your most senior lead champion for LGB issues:**

- A At Board/CEO level equivalent
- B At Senior Management level equivalent
- C The HR or Diversity officer
- D We do not have a champion for LGB issues

**7b. How has the champion named in 7a engaged with staff on issues of LGB equality during the past year?**

- A Communicated to all staff a strong leadership message on the importance of LGB equality in the workplace
- B Engaged with board and management to ensure LGB issues are promoted across the organisation
- C Identified as LGB equality champion in internal communications
- D Met periodically with LGB employees, or acts as sponsor to LGB employee network group
- E Attended LGB employee network group event or LGB awareness raising event
- F Other
- G Our lead champion has not done any of the above in the past year or we do not have a lead champion

**8. Does your organisation have a lesbian, gay and bisexual employee network group (ENG) in the UK?**

- A Yes, and the network has formal recognition and a defined role
- B Yes, and the network has access to a budget and other resources
- C Yes, and the network has an agreed terms of reference or business plan
- D No, we do not have a network, but we have a formal agreement with external support networks in our region or sector
- E No, we do not have a network, but we make other facilities and resources available to LGB staff for networking and consulting/feeding back to organisation
- F No, we do not have a network but are in the process of setting one up
- G No, we do not have a group nor do we offer specific alternative resources

**9. Please specify below the function(s) of your LGB employee network group.**

- A Advise on LGB-specific implications of internal policies and procedures
- B Social and other networking events for LGB staff
- C Support the professional development of network members
- D Take action to recognise, address and include the distinct needs of lesbian, gay and bisexual network members
- E Maintain an intranet page
- F Collaboration with other LGB employee network groups (e.g. cross-sector or regional)
- G Collaboration with other internal employee networks (e.g. women's, disabled, BME)
- H Awareness raising for non-LGB staff
- I Provide support and advice for LGB staff with issues at work
- J Advise on business development/service delivery
- K Other
- L None of the above, or we do not have a group

**10. How have you communicated with and engaged all staff on issues of LGB equality in the past year?**

- A LGB-related information included in staff induction
- B LGB-related messages regularly appear in internal communications to all staff
- C Information and resources on LGB issues made available to all staff
- D LGB awareness raising events
- E Use of 'Stonewall Diversity Champion', 'Top 100 Employer' or 'Star Performer Network' logo in internal communications
- F Action is taken to ensure LGB awareness raising efforts reach all staff
- G Ally programme to involve non-LGB staff in promoting LGB equality
- H All staff survey including questions on LGB issues
- I Impact of awareness raising is tracked and evaluated
- J Other
- K None of the above

### Part 3: Learning, Development and Support

**11. Which of the following groups of UK staff are targeted for LGB-inclusive diversity training?**

- A Training is targeted to new starters
- B Training is targeted to senior managers
- C Training is targeted to line managers
- D Training is targeted to all other staff not included above
- E Impact of training is evaluated
- F We do not offer LGB-inclusive diversity training

**12. Please indicate which of the following areas are covered by your diversity training.**

- A Organisational policy or legislation
- B Language, stereotypes and assumptions
- C Challenging inappropriate behaviour
- D Managing and supporting diverse staff groups
- E Multiple identities and/or distinct issues facing lesbian, gay and bisexual people
- F Fair recruitment and selection
- G Unconscious bias
- H Other
- I None of the above, or we do not offer LGB-inclusive diversity training

**13. What proportion of UK staff been through LGB-inclusive diversity training to date?**

- A 75-100%
- B 50-74%
- C 49% or less
- D We do not offer LGB-inclusive diversity training

**14. What steps do you take to ensure that all managers have the skills and understanding to lead diverse staff groups?**

- A Appointment criteria for line management roles considers LGB-inclusive equality and diversity knowledge and achievements
- B Line managers are accountable for equality and diversity outcomes
- C Regional or divisional managers are nominated as LGB equality champions for their area
- D Line managers undergo advanced training on LGB issues relevant to their role as a people manager
- E Engage with managers to raise awareness of LGB issues, relevant to their role as a people manager
- F Guidance and resources are available for managers on supporting LGB staff
- G Other
- H None of the above



**15. What career development opportunities do you offer LGB staff?**

- A We review talent/career development processes to ensure that LGB people are participating in these programmes
- B We ensure that general leadership/development opportunities are actively promoted to LGB staff
- C LGB-specific leadership/professional development
- D Formal mentoring scheme with a specific LGB element, or mentoring opportunities coordinated by employee network group
- E Contribution to LGB staff networks is recognised at annual performance review
- F LGB-inclusive staff counselling and advisory service
- G Other
- H None of the above

**Part 4: Monitoring**

**16. Please indicate where you capture monitoring data on the sexual orientation of UK staff**

- A At application
- B At appointment or induction
- C At promotion
- D During employment or through self-service declaration
- E At exit
- F Through anonymous all-staff survey
- G None of the above, or we do not monitor sexual orientation

**17. Which of the following are scrutinised through monitoring sexual orientation?**

- A Fairness in recruitment and selection
- B Distribution of LGB staff by level or grade
- C Pay or reward
- D Staff satisfaction and/or engagement
- E Leavers or redundancies
- F None of the above, or we do not monitor sexual orientation

**18. Where you collect monitoring data, what proportion of UK staff declare their sexual orientation?**

- A 90-100%
- B 80-89%
- C 70-79%
- D 69% or less
- E None of the above, or we do not monitor sexual orientation

**19. What actions are taken as a result of monitoring exercises?**

- A Results of monitoring exercises are reported to and actioned at board/senior management level
- B Monitoring information is reported to managers at divisional or regional level for their area
- C Information about monitoring exercises, including action(s) taken, is communicated to all staff

- D Action is taken to ensure staff feel confident declaring their sexual orientation
- E Aggregate workforce monitoring data is publicly reported
- F None of the above

#### **PART 5: Supplier Policy**

**20. Which of the following are incorporated into the assessment and selection of partner and supplier organisations?**

- A We ensure the equality and diversity policies of supplier and partner organisations are inclusive of sexual orientation
- B We require organisations to provide LGB-inclusive diversity training for their staff to ensure promotion of equality and diversity
- C We ask to see suppliers' staff monitoring data on sexual orientation
- D Performance on equality and diversity criteria impact materially on the decision to award contracts
- E A contract could be terminated for a breach in policy in this area following due contract process
- F None of the above

**21. Which of the following are undertaken with existing suppliers?**

- A Initiatives to encourage good practice in LGB diversity are undertaken with supplier and partner organisations
- B LGB-inclusive equality and diversity criteria form part of the contract for services and we monitor this via contract monitoring meetings
- C We monitor organisations' LGB-related complaints and customer feedback
- D None of the above

#### **Part 6: External and Community Engagement**

**22. How in the past year has your organisation engaged with the wider LGB community either locally or nationally?**

- A Advertising or article placed in LGB media
- B Advertising or article in mainstream non-LGB media explicitly stating a commitment to sexual orientation equality
- C Commitment to LGB equality on organisation's website
- D Participation or supported staff participation in LGB community event or in volunteering for LGB community groups
- E Senior organisational leadership active in LGB communities
- F Official sponsorship of LGB community group or event
- G Other

**22a. Additional criteria for public and third sector service providers:**

- A We consult with LGB service users or stakeholders on delivering services
- B Services are tailored to the needs of LGB service users or stakeholders
- C We collaborate with other service providers and/or public bodies on LGB equality
- D We evaluate the impact and outcomes of LGB community engagement

**Part 7: Pink Plateau**

**23. Are there openly LGB people at senior levels in your organisation?**

- A Yes, at board level or equivalent
- B Yes, at senior manager level
- C Yes, at management level
- D No, we do not have openly LGB people at senior levels

**24. Do you have openly LGB members of staff who act as visible role models? Please indicate how they act as role models.**

- A Actively support LGB network group or involved in LGB events
- B Profiled in internal communications
- C Act as mentors to LGB colleagues
- D We profile role models from across the LGB community
- E Other
- F We do not have openly LGB members of staff who act as role models

**Part 8: Additional Evidence**

**25. Please identify any further work on LGB equality not already covered above.**

- A Demonstrated leadership and impact on other organisations
- B Achievements in wider diversity that impact on LGB equality
- C Innovation not covered elsewhere
- D None of the above

## Appendix B – Equalities Legalisation

### Equality Act 2010

The Equality Act was passed in April 2010 and the Public Sector Equality Duty became effective in April 2011. The Act contains a General Duty which sets out that Public Authorities must, in the exercise of its functions have due regard to the need to:

#### Equality Act 2010: General Duty

- **eliminate** unlawful discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- **advance** equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- **foster** good relations between persons who share a relevant protected characteristic and persons who do not share it

The Public Sector Equality Duty, also contains Specific Duties<sup>i</sup> (published in September 2011) which are designed to help public bodies meet the requirements of the General Duty. Under the specific duties Public Authorities must:

#### Equality Act 2010: Specific Duties

- **publish** information to demonstrate its compliance with the General Duty across its functions by 31 January 2011, and at least annually after that;
- **prepare** and publish equality objectives by 6 April 2012 and at least every four years after that.

### Equality Strategy

The Government's Equality Strategy– '*Building a Fairer Britain*', published in December 2010, sets out the Coalition Government's new approach to equality. This strategy supplements the existing legislative framework, the Equality Act 2010. The Equality Strategy focuses on 2 key principles:

#### Equality Strategy: Overarching principles

- **equal treatment** – it is not right that people are discriminated against because of who they are or what they believe;
- **equal opportunity**– it is not right or fair that the opportunities open to people are not based on their ambition, ability or hard work, but on who their parents are or where they live.

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<sup>i</sup>Equality Act 2010 (Specific Duties) Regulations 2011