

Workplace Equality Index 2008
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WORKPLACE EQUALITY INDEX 2008



Stonewall's *Workplace Equality Index* (WEI) is the definitive national benchmarking exercise showcasing Britain's top employers for gay staff.

In its first year, six of the Top 100 employers in the Index wished to remain anonymous rather than be associated with a 'gay index'. Happily, in 2008 it is inconceivable for an employer to make it into the Top 100 and not want to be recognised. Indeed, each year as more organisations enter the Index and members of Stonewall's Diversity Champions programme work to improve their scores, competition to be among the Top 100 becomes even more fierce.

The organisations who submitted entries to the this year's WEI employ 4 million people in the UK, including some 240,000 lesbian, gay and bisexual (LGB) staff. The Index has consequently become a powerful tool used by the LGB workforce when making employment decisions. In the last year, many of the 1.7 million gay people in the UK workforce have used it to see how their employers compared with rivals. The Index is also now used by lesbian and gay consumers in deciding where to spend their disposable income. And 150,000 gay students studying at UK universities refer to it when deciding where to pursue their careers.

The *Workplace Equality Index* 2008 provides clear evidence of substantial progress being made in practice and not just on paper, something that other indexes often ignore. For example, 95% of this year's Top 100 have established an LGB employee network group and 91% of these organisations consult them directly on employment issues.

Stonewall is delighted to be publishing our *Workplace Equality Index* once again. To qualify as one of the 100 best UK employers for gay people in 2008, employers have had to demonstrate significantly higher standards of good practice than ever before. Stonewall applauds those organisations featuring in this year's Index.

If you're not yet involved with our Workplace programmes, there's never been a better time to get in touch.

A handwritten signature in black ink that reads "Ben Summerskill".

Ben Summerskill
Chief Executive

EXECUTIVE SUMMARY

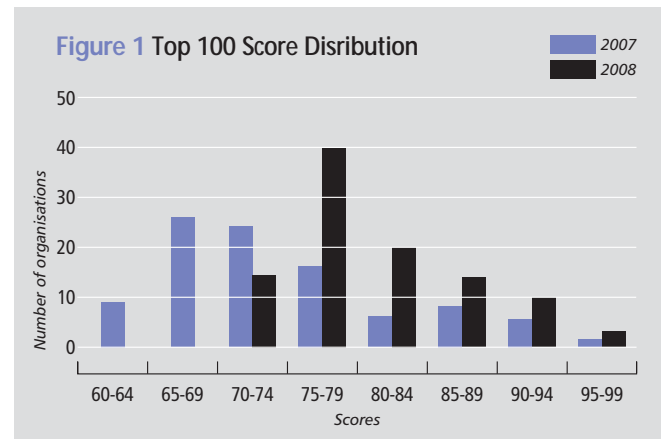
The *Workplace Equality Index* (WEI) 2008 features the Top 100 employers in the UK for lesbian, gay and bisexual people. The organisations listed here are those that scored highest in a 20-question survey that covered 9 policy and practice areas and was designed to sample workplace culture. The Top 25 organisations have also been through an independent consulting process, during which their workplaces were visited and gay staff were able to voice personal views on their organisation. In 2008 the overall winner is Nacro, the crime reduction charity. The Greater London Authority is in second place and Hampshire Constabulary and Staffordshire Police share third place.

The WEI 2008 has seen an increase in scores across almost all sectors, leading to the most competitive Index ever published. Police forces, housing organisations and central government departments have seen some of the biggest improvements over the year. The media, brands and retail and legal are among the sectors with significant room for improvement.

The WEI was developed by Stonewall in order to challenge the UK's leading organisations to improve their workplaces for lesbian, gay and bisexual staff. Now in its fourth year, the Index is also seen as a key measure of an organisation's commitment to diversity generally.

The Index has seen tremendous growth over the past few years. With 241 organisations entering the 2008 Index (up from 201 last year), the minimum score necessary to reach the Top 100 has also increased to 71%, almost 10% higher than in 2007. This meant that organisations that reached the Top 100 in last year's Index had to make improvements and better their previous score in order to maintain their rank. Organisations scoring in the lower quartile last year faced a difficult challenge to maintain a rank that would place them in the Top 100. Figure 1 shows the distribution of scores in the Top 100 between 2007 and 2008. In 2007 the bulk of scores lay between 65% and 75%; in 2008 the majority of scores are between 75% and 85%. The *Workplace Equality Index* should not be considered as a static instrument or tick-box exercise – it is a tool for improvement that responds to increasing competition in labour markets and continually raises the bar for the top performing organisations.

Figure 2 illustrates that since 2006 organisations have had to score 'above average' to be listed in the Top 100. In 2008 an organisation had to score almost 5% above the average entrant to be listed in the Top 100. The main driver behind this change comes from Diversity Champion organisations – those that work with the Workplace Team at Stonewall to learn and share best practice through seminars and benchmarking meetings.



Over the past few years areas such as updating policies and practices to address LGB equality and diversity and maintaining full legislative compliance have become standard (achieved by 100% of all entrants to the 2008 Index). Similarly, only six of the Top 100 organisations did not have an employee network group and only one did not have a dedicated diversity team covering LGB issues.

The main areas that differentiated the Top 100 from other entrants were: monitoring staff sexual orientation; broaching diversity issues with suppliers; involvement in or support of the LGB community; and the presence of openly gay staff on the board or senior management team. Organisations that met all or most of these criteria came near the top of the Index.

The largest single improvement since the WEI 2007 came in the area of monitoring sexual orientation. There was a 27% increase in the number of organisations able to break down their staff attitude survey by sexual orientation. This is exactly consistent with the percentage of organisations in last year's Top 100 who were planning to introduce monitoring in staff attitude surveys, showing the rapidly changing practice occurring in organisations. There was also a 12% increase in monitoring at all stages (ie job application, career progression and upon leaving) and a 14% increase in monitoring at all employment grades. This is an important indicator of organisations' interest in the issues that affect their LGB staff and gives us greater hope of real progress in the workplace as employers respond to their findings.

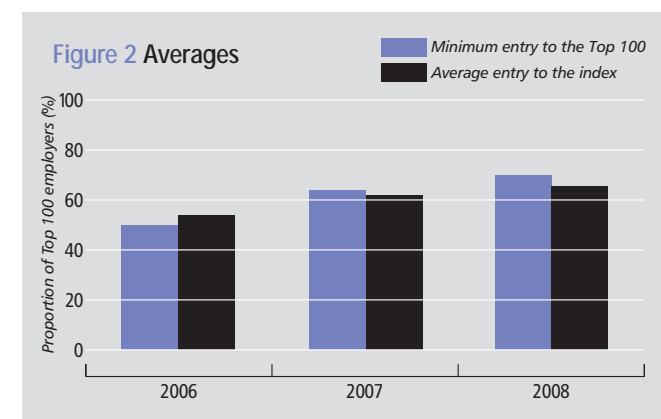
The *Workplace Equality Index* 2009 will continue to adjust to changing cultural practices in UK workplaces. While the existing WEI indicators will remain the core of next year's Index, it will expand to include staff perspectives and will assess the outputs and benefits of diversity practices to both LGB staff and the organisations they work in.

INTRODUCTION

Polling commissioned by Stonewall in 2007 suggests that nine out of ten people in the UK support laws introduced in 2003 that protect lesbians and gay men from discrimination at work. Despite these figures, direct and indirect anti-gay discrimination still affect thousands of gay people in their workplaces; research suggests that at least one-third of the 1.7 million gay people in UK workplaces are still unable to be open about their sexual orientation at work.

Last year almost 4 million people (13% of the UK workforce) witnessed anti-gay verbal bullying at work and a further 1.2 million people witnessed physical anti-gay bullying at work. This has a personal cost for individuals and a negative effect on interpersonal relations between employees. It also causes a decrease in productivity and damages an organisation's external reputation. Organisations now have a legal obligation to prevent anti-gay harassment in the workplace. In addition, they should also consider that one in three employees, potential recruits, customers and clients feel that employers should be responsible for tackling these prejudices. Increasingly, the public's expectation is that organisations perform well in this area of equality and diversity.

Using the *Workplace Equality Index*, employees and consumers have an informed tool with which to measure organisations' progress in becoming positive places to work. To be among the Top 100 of this year's Index, organisations must be making significant progress and showing a firm commitment to LGB employment rights in the UK. All but three organisations in the Top 100 are also part of Stonewall's Diversity Champions programme, showing that membership of this scheme acts as a positive driver for change and best practice on LGB issues in the workplace.



THE BENEFITS OF EQUALITY AND DIVERSITY

Members of Stonewall's Diversity Champions good practice programme for employers lead the way. All but three of the Top 100 organisations are Diversity Champions. On average, these organisations scored approximately 10% higher than non-Diversity Champions. Organisations that subscribe to the Stonewall business case can expect to benefit in the following ways:

Reputation

Build your brand, enhance your reputation for leadership and communicate commitment to LGB equality and diversity.

Inclusive work environments encourage loyalty, teamwork and maximise personal contributions, which are key in top performing organisations.

Keep your customers – 74% of gay and 42% of straight consumers are less likely to buy products from organisations that hold negative views of lesbian and gay people.

Recruitment and retention

Inclusive workplaces become employers of choice in competitive markets, attracting and retaining the best talent.

Reduce your staff turnover – 36% of gay employees will change careers in the face of discrimination.

Personal contribution and productivity

Retain a motivated workforce – people perform better when they can be themselves.

Staff concealing their sexual orientation at work can reduce their personal work performance by up to 30%.

At least 55% of gay employees facing workplace discrimination report that this has a direct, negative impact on their work.

Risk aversion

Tribunals have both personal, reputational and financial cost implications – last year a claimant was awarded £120,000 after experiencing discrimination at work because of his sexual orientation.

BRITAIN'S TOP 100 EMPLOYERS FOR LESBIAN AND GAY STAFF

The *Workplace Equality Index* (WEI) 2008 features the Top 100 employers in Britain for lesbian, gay and bisexual (LGB) people. The following are the organisations that have scored the highest on Stonewall's 20-question survey designed to measure equality in the workplace and have been able to demonstrate their best practice with supplementary evidence and for the Top 25 during site visits. The column on the left represents the organisation's rank, while the column on the right represents their corresponding score out of 100.

1	Nacro	96%	33	Metropolitan Police Service	82
2	Greater London Authority	95	33	St Mungo's	82
3	Hampshire Constabulary	94	33	West Midlands Police	82
3	Staffordshire Police	94	38	Bristol City Council	81
5	IBM	93	38	Deloitte & Touche	81
6	Lloyds TSB	92	38	Essex Police	81
6	Manchester City Council	92	38	Goldman Sachs	81
6	Transport for London	92	38	Shropshire County Council	81
9	Brighton and Hove City Council	91	43	Ford	80
9	PricewaterhouseCoopers	91	43	Greater Manchester Police	80
11	BT	90	43	HBOS	80
11	Lothian and Borders Police	90	43	JPMorgan	80
13	London Fire Brigade	89	43	Lehman Brothers	80
14	Gentoo Group	88	43	Merrill Lynch	80
14	Home Office	88	43	Welsh Assembly Government	80
16	Cambridge City Council	87	43	West Yorkshire Fire and Rescue Service	80
17	Accenture	86	51	Audit Commission	79
17	Barclays	86	51	Bath and North East Somerset Council	79
17	Credit Suisse	86	51	Land Registry	79
17	HM Prison Service	86	51	Ofcom	79
17	London Borough of Tower Hamlets	86	51	Scottish Government	79
17	Sheffield City Council	86	51	Skillset Sector Skills Council	79
17	South Wales Police	86	51	Tower Hamlets Primary Care Trust	79
24	Citizens Advice	85	51	West Yorkshire Police	79
24	Ministry of Defence Police and Guarding Agency	85	59	British Council	78
26	Foreign and Commonwealth Office	84	59	Bromley Primary Care Trust	78
26	Kent Police	84	59	Citi	78
26	Time Warner	84	59	Environment Agency	78
29	Gloucestershire County Council	83	59	Environment Agency Wales	78
29	Kent County Council	83	59	Hertfordshire Constabulary	78
29	KPMG	83	59	Ministry of Justice	78
29	The Co-operative	83	59	Thames Valley Police	78
33	East Sussex County Council	82	67	Arts Council England	77
33	Metropolitan Housing Partnership	82	67	Avon and Somerset Probation Area	77

67	Leeds City Council	77
67	London Borough of Waltham Forest	77
67	Nottinghamshire County Council	77
67	Pinsent Masons	77
67	Royal Navy	77
74	Cambridgeshire County Council	76
74	City of London Police	76
74	Department for Work and Pensions	76
74	Morgan Stanley	76
78	Aviva	75
78	British Transport Police	75
78	Centre for Excellence in Leadership	75
78	Commission for Social Care Inspection	75
78	Ernst & Young	75
78	London Borough of Hackney	75
78	HM Revenue and Customs	75
78	Millivres Prowler Group	75
78	Newcastle City Council	75
78	St Basils	75
88	Cheshire Police	74
88	Crown Prosecution Service	74
88	Procter & Gamble	74
88	Suffolk County Council and Customer Service Direct	74
92	Bedfordshire Police	73
92	Nationwide Building Society	73
94	Derbyshire County Council	72
94	Gwent Police	72
94	Shaw Trust	72
97	American Express	71
97	Barnardo's	71
97	Birmingham City Council	71
97	Kier Building Maintenance	71
97	UBS	71

RESULTS BY SECTOR

Police, investment banking, central government departments and professional services are the top performing sectors, all with average sector scores in the Top 100 around 80%

There are 17 police forces in the Top 100, with an average score of 81%

With 40 organisations entering, local authorities remain the largest sector entering the Index, 21 made the Top 100

Third sector, financial services and travel & transportation all have organisations scoring over 90%

Only two of the fourteen fire services that entered the Index made it into the Top 100

Out of the fifteen law firms that entered the Index in 2008, we had our first entry into the Top 100

This year's index features four Welsh and two Scottish organisations

If your organisation has not made the Top 100 this time and you would like to enter the 2009 WEI, contact the workplace team and take the next step toward becoming a more gay-friendly employer.

HIGH FIVE

There are six sectors that scored well enough in the Top 100 to allow sector benchmarking:

GOVERNMENT			INVESTMENT BANKS		
1	Home Office	88%	1	Credit Suisse	86%
2	HM Prison Service	86%	2	Goldman Sachs	81%
3	Foreign and Commonwealth Office	84%	3	JP Morgan	80%
4	Welsh Assembly Government	80%	3	Lehman Brothers	80%
5	Scottish Government	79%	3	Merrill Lynch	80%

FINANCIAL RETAIL			POLICE FORCES		
1	Lloyds TSB	92%	1	Hampshire Constabulary	94%
2	Barclays	86%	1	Staffordshire Police	94%
3	HBOS	80%	3	Lothian and Borders Police	90%
4	Aviva	75%	4	South Wales Police	86%
5	Nationwide Building Society	73%	5	Kent Police	84%

LOCAL AUTHORITIES			PROFESSIONAL SERVICES		
1	Manchester City Council	92%	1	IBM	93%
2	Brighton and Hove City Council	91%	2	PricewaterhouseCoopers	91%
3	Cambridge City Council	87%	3	Accenture	86%
4	London Borough of Tower Hamlets	86%	4	KPMG	83%
4	Sheffield City Council	86%	5	Deloitte & Touche	81%

RESULTS

The 241 organisations submitting entries to the *Workplace Equality Index 2008* collectively employ over 4 million employees in the UK, including some 240,000 lesbian, gay and bisexual staff. They include 20 government departments and 11 third sector organisations as well as 21 FTSE 100 or Fortune 100 (US) companies – of which 12 are included in the Top 100 employers.

Figure 3 WEI sector averages 2007 and 2008

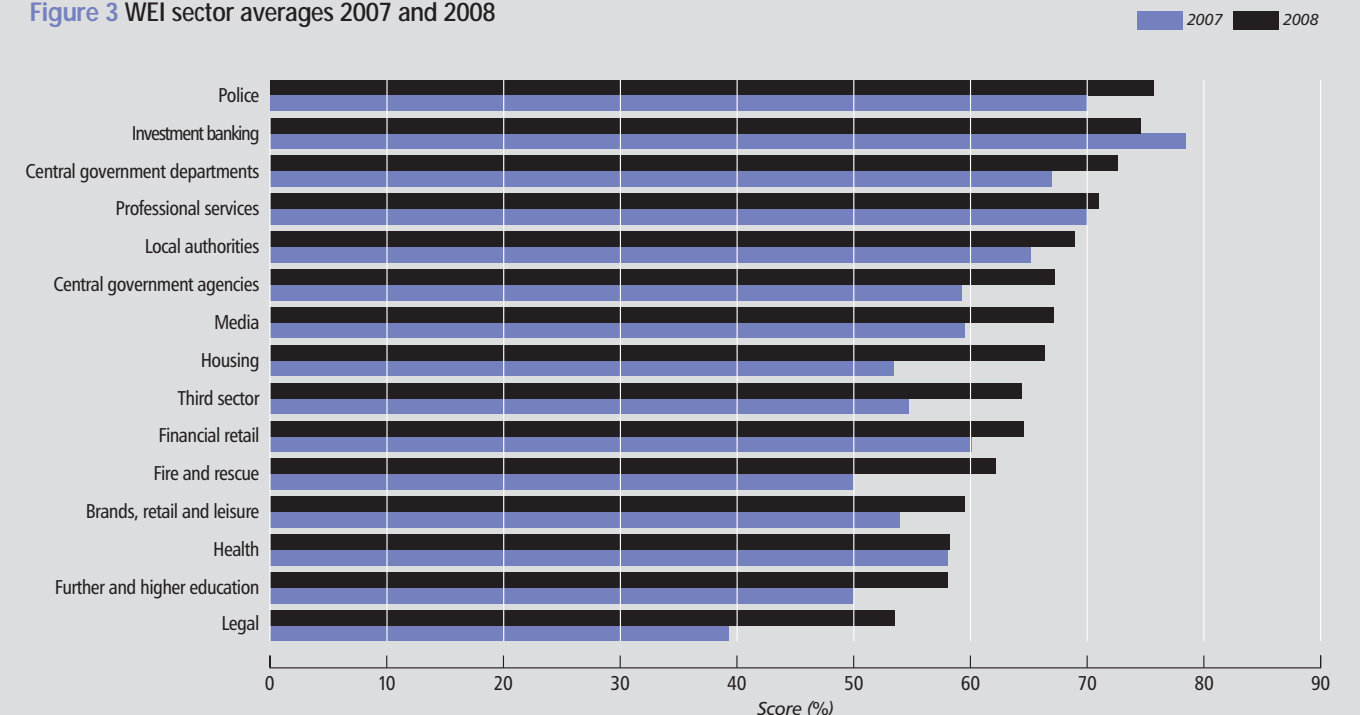
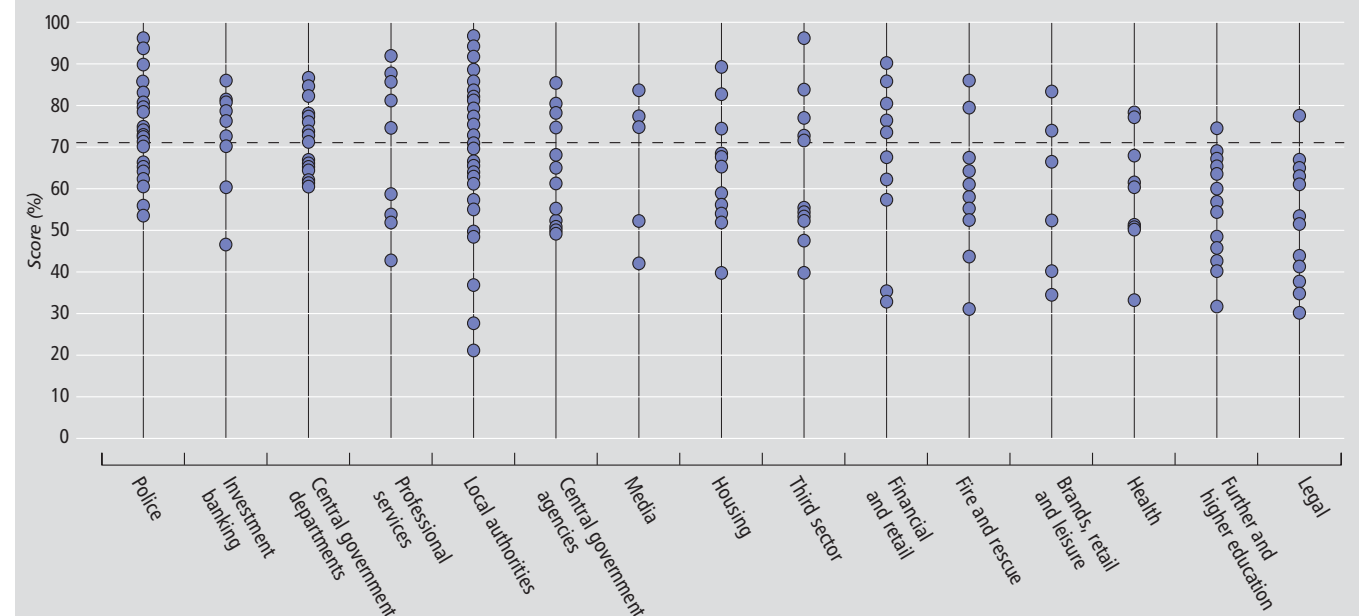


Figure 3 shows the 2008 sector averages compared to 2007, based on all organisations that entered the Index, not just the Top 100. Police forces are the best performing sector, with investment banking a close second. The largest improvements have been made in the housing, fire and rescue and legal sectors.

Figure 4 shows the full spread of scores from participants in each sector. This graph clearly shows that the majority of scores are below 71%, the cut-off point for the Top 100. It also shows that some sector averages, like investment banking, have been pulled down by low scoring entries while others, like the legal sector, have many entries but only a few with a scores high enough to enter the Top 100.

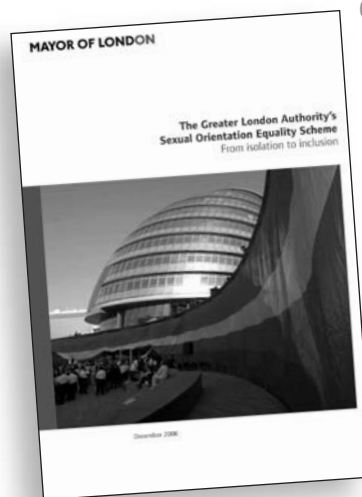
Figure 4 Spread of sector scores 2008



GOOD PRACTICE IN THE WEI

A key goal of Stonewall's Diversity Champions programme is to share best practice from leading organisations across all employment sectors. Here are some of the examples that stand out in 2008.

1 Written policy barring discrimination based on sexual orientation, promoted to all staff in the UK



Greater London Authority (GLA): Some organisations are now going above and beyond legal compliance in terms of written policies. For example the GLA has developed a 68-page booklet, *Sexual Orientation Equality Scheme: from isolation to inclusion*. This comprehensive document sends out an important signal that LGB diversity is taken seriously and is integral to the whole ethos of the GLA and its partner organisations.

2 Working group or diversity team covering the UK that includes lesbian, gay and bisexual (LGB) issues

BT: The Global Equality and Diversity Forum (GE&DF) was set up to champion the rights of all individuals who work for BT. Each BT line of business has its own diversity champion, who are all at CEO/board level in their respective lines of the business. The GE&DF has a champion for each diversity strand, including sexual orientation. Having senior staff on the diversity board underlines the importance of diversity to BT, and also ensures that diversity is woven into the fabric of BT's business and people decisions.

3 Diversity lead person for LGB issues in the UK at board/Chief Executive level

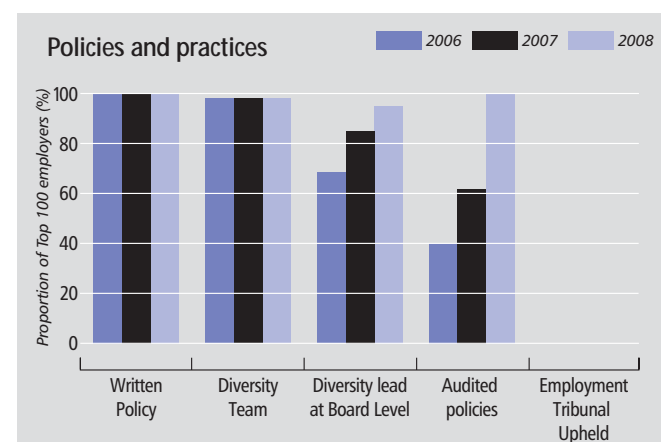
IBM:

Larry Hirst CBE, General Manager of IBM UK, takes personal leadership on diversity, sending out a strong signal to all employees that it is central to the way IBM functions. Following IBM's top ranking in last year's WEI, he said: *'To be recognised by Stonewall as the leading UK employer for workplace equality is a source of tremendous pride. I'm convinced that the principles of diversity, inclusion and equality must sit at the heart of any truly modern, successful and confident organisation'.*

4 Audited policies and procedures to ensure ongoing compliance with sexual orientation legislation

Home Office:

The Home Office has developed a three-year diversity strategy for 2007-2010 to ensure that diversity, including the sexual orientation strand, is mainstreamed into all Home Office policies, and that equalities legislation is complied with across the department. This includes the Home Office Diversity Assessment, which checks that equality and diversity is delivered across the organisation.



5 No successful employment tribunal hearing that included a complaint on the basis of sexual orientation in the last 12 months

None of the organisations entering the Index this year had an employment tribunal upheld against them relating to a complaint on the basis of sexual orientation in the previous 12 months.

But they do happen. In February 2007 Jonah Ditton, a media sales manager at CP Publishing Ltd in Glasgow, was awarded almost £120,000 by an employment tribunal for sexual orientation discrimination. The tribunal found that Ditton's boss 'overtly abused and humiliated him on the grounds of sexual orientation'.

6 Automatic survivor pension entitlement to same-sex partners of employees

Manchester City Council:

Since the introduction of the Civil Partnerships Act in 2005, UK organisations have a legal obligation to provide equal pensions to same-sex couples who have a civil partnership. Most organisations go beyond this, and supply equal pensions to same-sex couples who are not registered and to opposite-sex couples who are not married. Some organisations make particular efforts to clarify the rights and duties imposed by the legislation. Manchester City Council provides a booklet, *Civil partnerships and your pension*, to explain the legal situation to employees.

7 Equality of benefits offered to straight and gay couples

Cambridge City Council:

Cambridge City Council offers equal benefits during employment to straight and gay couples, and makes this explicitly clear in its policies by specifying that the term 'couple' includes same-sex couples. For example, they specify that the mother's partner in a same-sex relationship is also entitled to 'maternity support leave' (a more inclusive term than paternity leave).

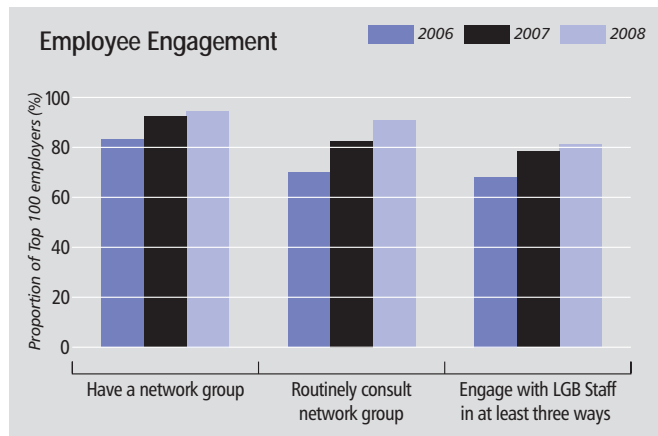


I am delighted Stonewall has rated Nacro the best employer in the UK for gay, lesbian and bisexual staff. This shows that with commitment and determination a charity with few spare financial resources can provide a quality of support for its gay staff which equals that of some of the biggest employers in the country. This has only been possible because of the commitment of both gay and straight staff across the whole organisation to promoting Nacro's fully inclusive approach for gay employees and service users.



Paul Cavardino
Chief Executive

Kulbir Shergill
Head of Equality Strategy, Nacro



8 Officially recognised LGB employee network group based in the UK

HM Prison Service:

Established in 2000, HM Prison Service's LGBT group GALIPS now has over 3,100 members and two full-time Network Support Managers, along with a full-time National Chair and Deputy Chair who run the group. The network is fully funded by the Prison Service. GALIPS provides confidential support and assistance, including advice on homophobic bullying and harassment. It also aims to raise awareness among staff of the needs of LGBT employees and inputs into the organisation's policies, ensuring that LGBT issues are mainstreamed.

GALIPS has a two-tier membership system, with full membership reserved for LGBT employees and associate membership to allow colleagues who do not identify as LGBT to participate in the group. Due to the geographical spread of HM Prison Service, GALIPS also has a national committee made up of area-based representatives across England and Wales.

9 Officially recognised LGB employee network group routinely involved in discussions on employment rights, benefits and development

London Borough of Tower Hamlets:

The LGBT staff forum at the London Borough of Tower Hamlets is used as a means of raising collective issues in relation to employment, and provides a means for the council to consult on employment policies and practices. The LGBT group is also used to consult on particular areas of relevance, for example a 'health and wellbeing' event organised by the council.

10 Engaging with LGB staff on sexual orientation issues in various ways, such as posters/leaflets, intranet pages, diversity e-mails, diversity meetings focusing on LGB issues

Leaflets:

Nacro produces a quarterly newsletter, Equality Matters, which is circulated to all staff. It regularly features articles on LGB issues and is used to promote the meetings of Pride in Nacro. Nacro also mentions LGB issues, such as their engagement with Stonewall and their attendance at gay pride, in the Chief Executive's monthly bulletin that goes out to all staff.

All-staff diversity meetings:

Gentoo Group holds a monthly Business Briefing Club (BBC) at lunchtimes, which is open to all staff. One of these meetings was focused on the diversity agenda, including LGB issues. This is an effective way of raising awareness of issues around sexual

orientation among both gay and straight staff. Diversity weeks such as those offered by Goldman Sachs and BT are similar examples of this type of practice.



Posters:

Deloitte & Touche produces innovative posters to engage staff in their network group.

11 Completed compulsory diversity awareness training for all levels that specifically mentions or refers to sexual orientation

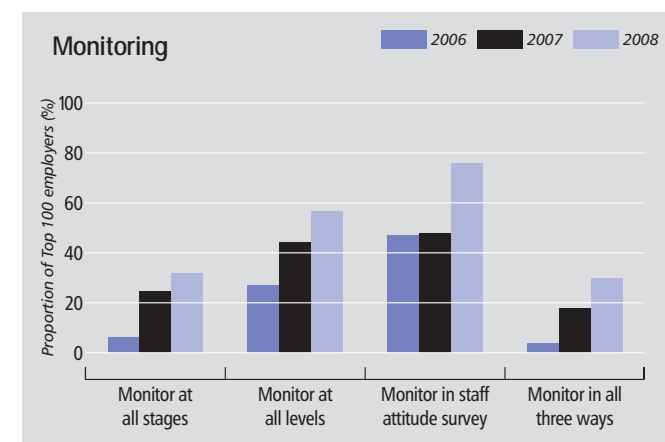
Lothian and Borders Police:

At Lothian and Borders Police, training in diversity issues is compulsory for all staff. The training consists of a three-day course, which follows the National Equal Opportunities Training Scheme structure. In addition to this, senior managers are also required to attend further diversity training, completing a two-day advanced course including LGB issues, at the Scottish Police College. The training covers issues such as stereotyping, prejudice and discrimination, bullying and harassment. The LGBT strand of the training is delivered by LGBT Youth Scotland, drawing on their expertise in the area.

12 Support offered to LGB staff (other than an LGB staff group), for example mentoring, LGB leadership training, counselling

Brighton and Hove City Council:

Brighton and Hove City Council operates a mentoring programme that matches lesbian, gay, bisexual and transgender employees with mentors. It is aimed at developing employees' knowledge, confidence and skills and was implemented in direct response to research around the needs and concerns of LGBT employees.



"In many organisations, what does not get monitored, does not matter" Equal Opportunities Review 1999

13 Monitor UK staff sexual orientation at all employment stages

PricewaterhouseCoopers (PwC):

Staff monitoring response rates improve if organisations make efforts to explain to employees why they are monitoring and offer assurances of confidentiality. For example, PwC provides the following explanation with its Equal Opportunities Monitoring form to be completed at all stages of the employment process: 'Monitoring the diversity of our people is essential to help check our progress in recruiting talent proportionately and fairly... All data will only be used for the purposes of monitoring and we will always protect confidentiality by strict access control'.

14 Monitor UK staff sexual orientation at all grades

Staffordshire Police:

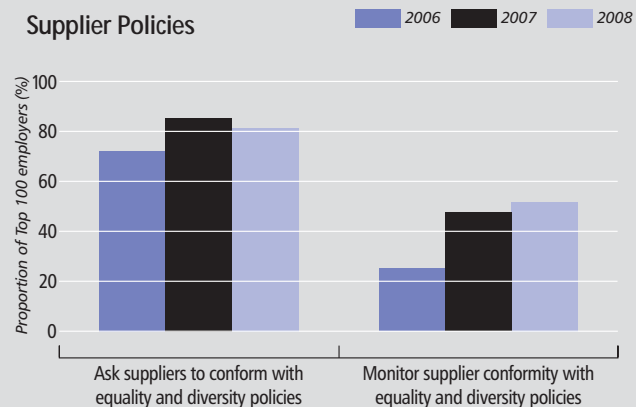
Before introducing sexual orientation monitoring Staffordshire Police consulted with its LGB staff network, other staff networks, trade unions and other police forces that had already introduced sexual orientation monitoring. They use an electronic system to allow staff to update their details independently, privately and securely and staff can update their details at any time. Since the system was introduced, the percentage of staff identifying as LGB has increased from 4% to 9%.

15 Regular, comprehensive UK staff attitude survey that specifically asks about sexual orientation

Nacro:

Many organisations ask specific questions relating to experience of homophobic bullying and perceptions of the organisation's commitment to diversity. These answers can then be cross-referenced against demographic data on sexual orientation, to assess if certain groups have different experiences in the organisation. Nacro also asks a separate question on whether LGB staff are out in the workplace and actions are taken on these results.

Supplier Policies

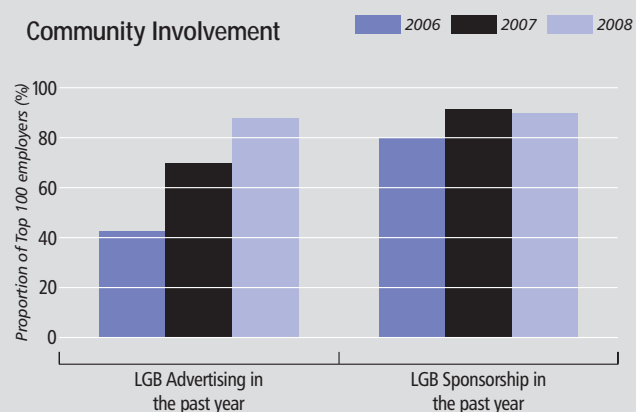


16 Ensure UK suppliers and contractors fully comply with policies against discrimination on the grounds of sexual orientation, and monitor this

Transport for London (TfL):

This is still a relatively new area, with less than 50% of entrants to the WEI monitoring the diversity policies of their suppliers. Some organisations already have effective systems in place to ensure they can use their influence on potential suppliers to promote sexual orientation equality in other organisations, by only doing business with those who strive for equality. TfL has a thorough supplier diversity policy that requires organisations to report on their equality and diversity performance, and conducts audits to ensure that data supplied is authentic and that they are fully aligned to equalities legislation.

Community Involvement



17 Recruit staff or advertise products or services in any UK LGB media (magazine, newspaper or website)

Royal Navy:

The Royal Navy continues to make substantial progress since joining Stonewall's Diversity Champions programme in February 2005. One aspect of this is its advertising in various gay publications, including the past two editions of Stonewall's national LGB recruitment guide, Starting Out.

More and more members of Stonewall's Diversity Champions programme are using the scheme's logo on job advertisements. This is a simple and cost-effective way of signalling to potential recruits an organisation's commitment to LGB equality.



18 Sponsored, or otherwise supported, a UK LGB community organisation or event

Lloyds TSB:

Lloyds TSB sponsored Pride London 2007 and also ran a poster campaign in their branches to publicise to customers and employees that they are proud to have sponsored the event and are striving to promote diversity in the organisation.

19 Openly lesbian, gay or bisexual members on UK board of directors/senior management team

Seven of the Top 10 organisations had an out LGB role model at the most senior level of the organisation. This is an improvement from 2006 when only four out of the Top 10 had one. This does not necessarily mean that the 'pink plateau' has been overcome, but it does suggest that organisations that do well in the Index have more open environments to come out in, and these organisations are more likely to promote or hire LGB staff.

20 Supplementary evidence

Evidence provided that signalled innovative or ground-breaking policies and practices. Examples include:

Many police forces across the UK are working hard to increase the reporting of hate crime, including homophobic hate crime. Initiatives such as 'True Vision' increase confidence among the LGBT community that their cases will be taken seriously.

Diversity Champion organisations have been integral in setting up and participating in sector-specific and regional networks to share good practice. Examples of these networks include the Interbank Forum and the Midland LGBT Employees' Network.

South Wales Police involve LGB staff from their network group in the induction of new staff to promote awareness and inclusion from day one. At this time all new staff are made aware of the Diversity Champions programme and the role of the LGB staff group as part of the organisation.



As a police force the responsibility is on us to broaden our thinking, improve our service delivery and give support to our employees. Our LGBT employee network group, together with Stonewall, have helped us to fulfill this responsibility. The *Workplace Equality Index* has proven to be a useful tool in identifying best practice and in comparing ourselves to other organisations. I am certain that a force which does not include talented individuals, selected on merit from the LGBT community, cannot be an effective force or a desirable employer.

Paul Kernaghan
Chief Constable, Hampshire Constabulary

Sgt Paula Henningham-Finlay
Diverse Communities Officer

CURRENT BEST PRACTICE

To feature in the WEI an organisation needs to have addressed and updated basic policy areas relating to sexual orientation. These include having a written policy, a diversity team, a lead person, audited policies and parity of pensions and benefits offered to straight and gay staff. Stonewall considers this policy foundation essential for exercising best practice in other areas.

A lead person for LGB issues on the board of an organisation is a key competitive differentiator for leading WEI performers.

Organisations most effective at changing their culture in relation to LGB issues have a strong degree of integration between the lead person for LGB issues, the diversity team, and the employee network group.

Diversity training that specifically addresses sexual orientation is a basic requirement. In the best organisations, this is compulsory for all staff, especially senior management, and non-attendance is followed up.

The best organisations develop a culture where line managers have access to ongoing advice and help on how to best support their LGB staff.

The best employers communicate with their LGB staff and raise awareness of LGB issues among all staff through multiple channels including posters, e-mails, diversity meetings, intranet pages, articles in staff newsletters and in the induction of new staff.

Good employers include a sexual orientation monitoring question in their staff attitude survey. The best employers also monitor the sexual orientation of existing staff at all grades, as well as at recruitment, promotion and exit, and take action on this data.

Advertising in LGB media and sponsoring LGB organisations or events is an important part of community relations for the top organisations and makes them a more attractive employer for potential LGB employees.

A growing number of openly gay, lesbian or bisexual board members and senior staff is a visible demonstration of a culture open to LGB diversity.

ROOM FOR IMPROVEMENT

40% of employers in the Top 100 do not monitor their staff's sexual orientation at stages other than job application/new starters; 19% do not monitor sexual orientation at all.

Only 36% of those featured in the Index make diversity training specifically mentioning sexual orientation compulsory and ensure that it is attended by all staff.

A quarter of UK employers only offer one form of LGB-specific support to their staff.

Less than 50% of the WEI 2008 entrants ask suppliers and contractors to comply with their policies against discrimination on sexual orientation, and monitor compliance.

Many more organisations need to take part in the WEI, specifically in under-represented sectors including manufacturing, the media, education, health, travel and retail.

Poorly performing organisations should learn best practice from those at the top of the WEI and their sector – this is particularly true for financial retail, fire and rescue and third sector organisations.



Last year we were very proud to be ranked most improved employer by Stonewall. This year, we have been able to see, and measure, the benefits of the actions we have put in place to ensure our culture is fully inclusive and supportive to our LGB staff. Our disclosure rate has more than doubled; the proportion of our workforce and new recruits who are LGB has significantly increased and promotion rates for LGB and straight staff are equal. We still have more to do, but are positive that our sexual orientation strategy is reaping real benefits for our LGB staff and the business.

Mike Fairey
Deputy Group Chief Executive, Lloyds TSB



HM Prison Service is honoured to be recognised by Stonewall for its commitment to valuing and recognising the contribution of the LGBT employee network group. Our success is due in no small part to the visible and pro-active support that GALIPS gets from the Prison Service Management Board. It is important in any organisation that senior managers buy in to their support networks, and are on-side with LGBT issues.

Peter Allen
National Chair, GALIPS, HM Prison Service

WORKPLACE EQUALITY INDEX 2009

The *Workplace Equality Index* is being revised next year, in line with changing UK workplaces. After three years of remaining largely the same, the 2009 Index will expand to cover experiential evidence and raise the bar for top performing organisations. The key points to remember for next year are:

The existing WEI indicators remain the core of the 2009 Index, accounting for up to 70% of the total score.

In addition, measures of staff experience, innovation in practice and business benefit will be introduced.

The WEI will look to showcase and value innovation by employers.

New survey questions will cover the benefits of engagement with LGB staff, identifying LGB leaders and asking employees to rate their employer.

Benchmarking meetings in 2008 are an excellent opportunity for Diversity Champions to meet with Stonewall staff and devise action plans to improve for next year.

Access to the survey will be online at www.stonewall.org.uk/workplace

Questionnaires and full evidence are due in early September 2008.



Pinsent Masons is delighted to have been named most improved employer

in the *Workplace Equality Index* 2008. Moreover, we are very pleased that we are the first ever law firm to be recognised as one of the Top 100 employers for lesbian, gay and bisexual people in the UK. We still have further to go, but we would not have been able to come this far without the support provided by the Diversity Champions programme."

Jonathan Bond

Human Resources Director, Pinsent Masons