



Employers Network for Equality and Inclusion

Talent Inclusion and Diversity Evaluation

TIDE Report

Leicestershire Fire & Rescue Service

(28/05/2021)

1. About Your Report

Introduction

Thank you for taking part in TIDE; enei's benchmarking tool for evaluating your organisation's performance in diversity and inclusion.

The report shows your results across the following areas:

1. Your Workforce
2. Strategy & Plan
3. Leadership & Accountability
4. Recruitment & Attraction
5. Training & Development
6. Other Employment Practices
7. Communication & Engagement
8. Procurement

Within the results of each section you will see:

- How you scored for each question; and
- Your overall score with an indication of where your organisation currently sits on enei's Inclusion Roadmap

In June we will benchmark the results of all participating organisations and you will receive an additional report with the benchmarking results within 4 weeks.

How your score was determined

Your responses were scored by applying a set of rules embedded within the TIDE system. The numbers are the actual scores of your organisation expressed as a percentage of the maximum possible. Not every question or section is weighted equally.

Unlike some other evaluation and benchmark surveys, the TIDE report allows you to see clearly how your score was built up and how higher scores can be achieved.

Although TIDE is a self-assessment tool, enei will complete a random review of entries to ensure standards are achieved.

The TIDemark

All TIDE entries will be benchmarked against all other entries in June of the appropriate year. This will be known as the TIDemark. Where a minimum level of entries in a particular sector, region or country is achieved, we will also benchmark and share these results.

There is an opportunity to complete the TIDE survey within different units, countries or regions of the same organisation and receive an internal benchmark of your results. Where this is of interest, please contact info@enei.org.uk

Celebration and recognition

Once the TIDEmark has been taken, the best entries will be awarded Bronze, Silver and Gold TIDE awards. Award holders will be able to publish their achievement and use TIDE award badges on websites and literature to celebrate their success.

Organisations achieving the best results will also be recognised at the Annual enei Awards in July and may be invited to share their practices and achievements at enei events.

Next steps

We hope you find the report useful. We suggest you use the results to:

- Celebrate achievements in the highest performing areas; and
- Target the subject areas in need of most improvement and look at the specific questions and scores to see what actions you need to take

If you have any feedback or would like to talk to a Relationship Manager or the Training and Consultancy team about supporting you to make improvements, please contact us at:

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2. enei's TIDE Roadmap

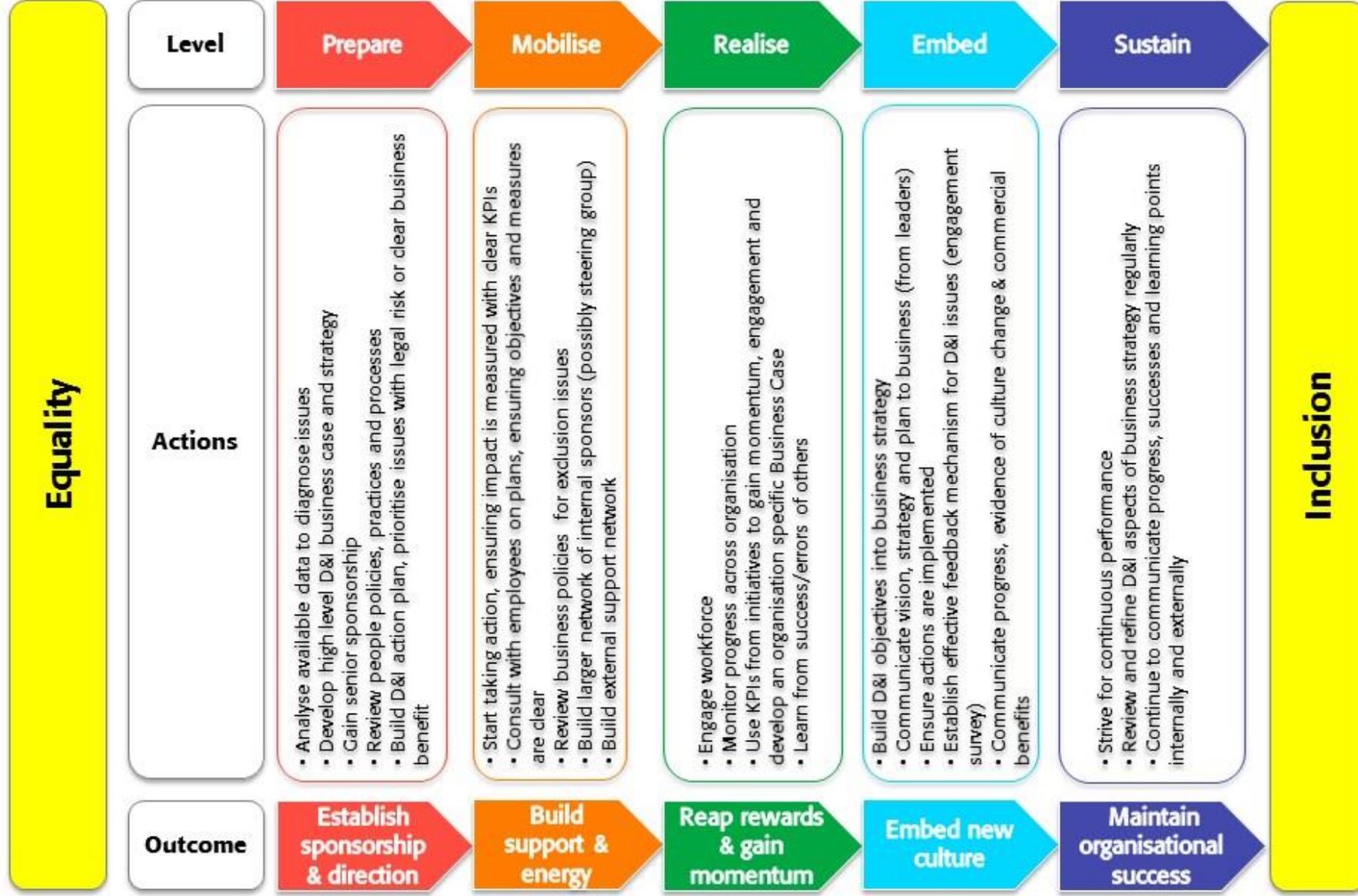
enei's TIDE Roadmap shows the actions required to make a long term strategic change to become inclusive. It shows:

- The steps and actions required to support an inclusive culture; and
- The key result of each stage

Full inclusion is a temporary state that few organisations ever achieve. However, the best organisations and leaders recognise this and understand that a drive for continuous improvement is in the best interest of the organisation, employees and stakeholders.

TIDE has been developed to recognise this approach. Therefore, the overall results along with those for each of the eight sections will indicate at which stage of the roadmap an organisation is working. The roadmap, along with the detailed reports will demonstrate what actions can be taken to make further progress.

Equality to Inclusion Roadmap

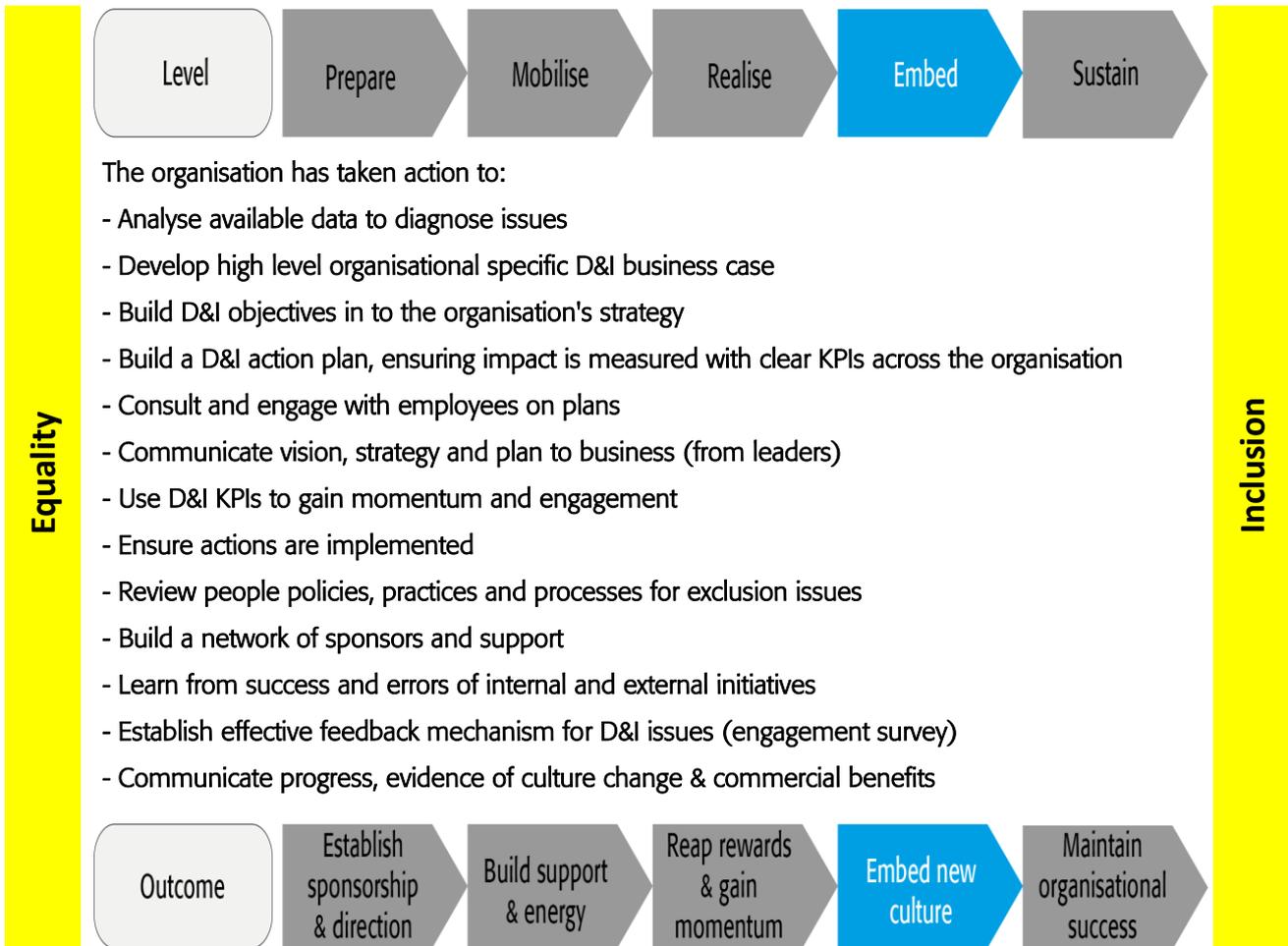


3. Your Overall Score

Your overall score is 70%

This means your organisation is working at Embed level.

Organisations at this level are taking the following actions:

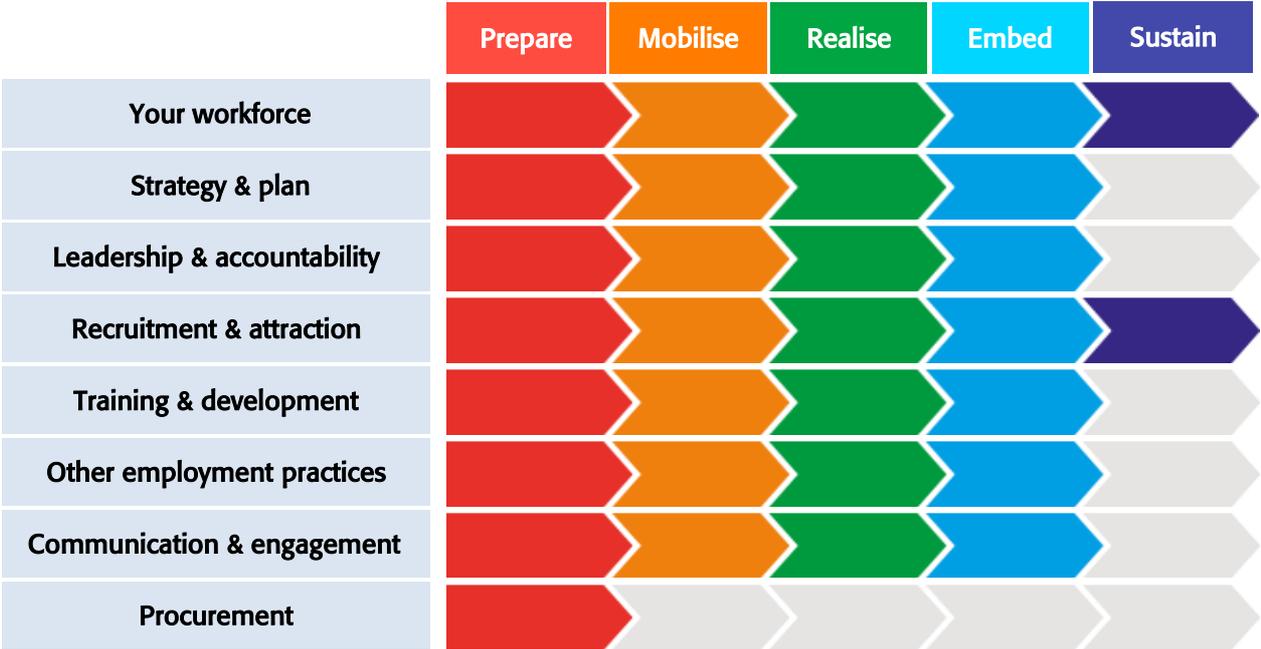


Although this is your overall level, there may be some specific areas of activity that belong in a higher or lower stage. The remainder of this report will enable you to diagnose where these are, to celebrate your success, but also to know where to concentrate your efforts in the future.

4. Subject Area Results

The chart below shows your results for each of the eight subject areas measured in TIDE. It shows a coloured arrow for each stage you have achieved. A purple arrow indicates the highest level of achievement, Sustain. The grey areas indicate the opportunities, where you can review and make improvements which could lead to higher scores next time.

We recommend you use this chart to celebrate achievement in the highest performing areas and target the areas most in need of improvement



5. Detailed Subject Area Results

The tables on the following pages list all of the questions in TIDE and show the score you achieved for each. The score is expressed as a percentage of the maximum possible.

Use the tables to identify those responses that contributed little or nothing to the overall TIDE rating and consider what action you need to take to be able to give a more positive result.

Your Workforce

Overall Score: 84%

Roadmap level achieved: Sustain

Question	Answer	Score %
Does the organisation monitor employee EDI information? (Select one)	Yes, at least once a year	100
How many different categories of diversity are monitored? (Select one)	5 or more	100
How does the organisation decide which categories of diversity to monitor? (Select all that apply)	We monitor the categories that our local laws require us to We monitor the categories that are expected of us within our industry/sector We monitor to ensure no categories of people are under-represented or disadvantaged in employment We monitor the categories that our HR system automatically records	100
Does the organisation monitor all of the categories of diversity that your local laws allow?	Yes	100
Does the organisation allow employees to voluntarily disclose their diversity profile to the organisation via a system that allows the data to be used for analysis? (Select one)	Yes	100
What percentage of staff have disclosed their full diversity profile? (based on at least 3 categories of diversity) (Select one)	76-100%	100

Which of the following employee groups does the organisation monitor diversity information for? (Select all that apply)

Senior Executives/Management Team|Other Managers|Non-managerial staff

75

Which of the following employee groups does the organisation monitor at least three different categories of diversity for? (Select all that apply)

Senior Executives/Management Team|Other Managers|Non-managerial staff

100

Which of the following employee groups does the organisation monitor at least five different categories of diversity for? (Select all that apply)

Senior Executives/Management Team|Other Managers|Non-managerial staff

100

Which of the following employee groups does the organisation publicly report diversity information for? (Select all that apply)

Senior Executives/Management Team|Other Managers|Non-managerial staff

86

Which of the following employee groups does the organisation publicly report the full diversity profile for? i.e. all diversity information that is held (Select all that apply)

Senior Executives/Management Team|Other Managers|Non-managerial staff

86

For which of the following does the organisation monitor diversity information? (Select all that apply)

Employee pay, reward and benefits|Absence and sickness|Disciplinary and grievances|Bullying and harassment claims|Working patterns e.g. part time, flexible working|Learning and development|Promotion

88

Does the organisation monitor diversity related to staff attrition/turnover?	Yes	100
How many different categories of diversity are monitored when reviewing staff attrition/turnover? (Select one)	5 or more	100
Does the organisation monitor diversity of staff upon exit from the organisation?	Yes	100
How many different categories of diversity are monitored upon exit from the organisation? (Select one)	5 or more	100
Does the organisation conduct exit interviews with leavers to identify any EDI issues raised?	Yes	100
In the last year, has the organisation taken any action to improve EDI as a result of exit interview information?	Yes	100
In the last year, has your organisation seen an improvement in retention rates for employees from diverse categories?	Don't know	0
Does the organisation produce and review workforce diversity profiles at least once a year?	Yes	100
Who in a decision making position reviews diversity monitoring information? (Select all that apply)	Senior Executive/Management Team	30

Who in a decision making position is responsible for acting on diversity monitoring information? (Select all that apply)	Senior Executive/Management Team Other Managers	40
Has the organisation benchmarked your workforce diversity profiles against appropriate demographic data? (Select one)	Yes, within the last year	100
Has the organisation benchmarked workforce diversity profiles including data on at least 3 categories of diversity against appropriate demographic data? (Select one)	Yes, within the last year	100
In the last year, has the organisation seen an increase in the diversity monitoring information you have available to inform the D&I strategy and plan?	Yes	100
Does the organisation have a customer diversity profile to inform the strategy and plan?	Yes	100
In the last year, has the organisation seen increased diversity of the Board/C -Suite?	No	0
In the last year, has the organisation seen increased diversity in the Senior Executive team?	Yes	100
In the last year, has the organisation seen increased diversity in the workforce?	Yes	100

Strategy & Plan

Overall Score: 77%

Roadmap level achieved: Embed

Question	Answer	Score %
Does the organisation have a published corporate strategy for EDI?	Yes	100
What is the highest level that the EDI strategy is determined? (Select one)	Regional e.g. APAC, EMEA etc	0
Is the EDI strategy communicated as a: (Select one)	Organisation strategy	100
Does the organisation have an EDI plan that exceeds employment legislation in your jurisdiction?	No	0
Does the organisation have a corporate plan for improving EDI?	Yes	100
Does the organisation have a plan in place to ensure all previously achieved EDI objectives and improvements are sustained?	Yes	100

Which of the following areas does the EDI strategy/plan mention? (Select all that apply)	Workforce planning Recruitment and selection Learning and development Employee engagement Talent retention Pay, reward and benefits Succession planning and promotion Employee exit process Procurement	100
If the organisation has published values, is there a value mentioning the importance of EDI?	Yes	100
Does the organisation have a plan in place to address under-representation in Senior Leadership teams?	No	0
Does the organisation have a plan in place to address under-representation in other areas of the organisation?	Yes	100
Does the EDI plan contain clear roles and responsibilities for managers?	Yes	100
Is the EDI strategy a central part of the business plan?	Yes	100
Is EDI discussed at all minuted Board/Leadership meetings?	Yes	100
Are the organisation's EDI objectives SMART?	Yes	100

Does the organisation have a formal process to review, monitor and measure the impact of EDI objectives?	Yes	100
Does the strategy/plan for EDI contain targets to increase diversity?	No	0
Has the organisation established a formal process for monitoring and reviewing agreed EDI targets?	N/A	N/A
Does the organisation complete post implementation reviews of EDI objectives/projects to ensure the organisation learns from them?	Yes	100
Does the organisation have an organisation specific business case for EDI?	Yes	100
Does the organisation have a policy which includes the following? (Select all that apply)	Explicit ban on discrimination on the basis of legally protected characteristics Explicit ban on bullying and harassment	60
Does the organisation complete a regular review of all policies for EDI impact? (Select one)	Yes, within the last 3 years	57
In the last year, has the organisation delivered all actions contained within the EDI plan?	No	0

Leadership & Accountability

Overall Score: 72%

Roadmap level achieved: Embed

Question	Answer	Score %
Who leads the organisation's EDI agenda? (Select one)	CEO	100
In the organisation is there an EDI steering group or council?	Yes	100
Who attends the steering group/council : (Select all that apply)	Board members/ C-Suite Leaders (i.e. highest level of leadership excluding HR) HR Board representative Executive management team members or senior executives (i.e. local leadership team or management committee) Senior business managers (not including HR) Equality, Diversity and Inclusion Manager Employee Representatives	100
In the organisation do you have Board/C-Suite level EDI champions or allies?	Yes	100
In the organisation, have you established a network of EDI champions/allies across various functions and if appropriate, divisions?	Yes	100
Does the organisation use any of the following activities to help Leaders understand the issues affecting diverse people: (Select all that apply)	Attendance at employee network groups or EDI councils Attendance at EDI conferences or seminars	67

<p>Does the organisation record Leaders' activities that can have an impact on representation e.g. participation in events/programmes that encourage EDI, mentoring, sponsoring diverse staff etc</p>	<p>Yes</p>	<p>100</p>
<p>In the last year, which of the following activities have Board/C-Suite members engaged in? (Select all that apply)</p>	<p>Publically communicated a strong message on EDI issues Met with an employee network group/EDI council Reviewed EDI monitoring information Agreed EDI action plan Agreed EDI strategy Spoken at an internal EDI event Attended an internal EDI conference or seminar Written and published their opinion on EDI</p>	<p>100</p>
<p>Does the organisation have a Leadership competency framework that includes EDI?</p>	<p>Yes</p>	<p>100</p>
<p>Does the organisation have an Inclusive Leadership competency framework?</p>	<p>Yes</p>	<p>100</p>
<p>Does the organisation include role modelling inclusive behaviours in Leaders' roles and responsibilities?</p>	<p>Yes</p>	<p>100</p>
<p>Does the organisation make everyone responsible for EDI in employee documentation and training e.g. roles and responsibilities/competency frameworks etc.</p>	<p>Yes</p>	<p>100</p>

Does the organisation ensure all Leaders have EDI performance objectives?

No

0

Does the organisation make Leaders accountable for EDI by basing an element of their reward on EDI metrics?

No

0

Does the organisation have a process for recognising and rewarding staff for their efforts and achievements in EDI practice?

No

0

Recruitment & Attraction

Overall Score: 96%

Roadmap level achieved: Sustain

Question	Answer	Score %
Does the organisation monitor diversity during the recruitment cycle?	Yes	100
How many different categories of diversity are monitored at application stage? (Select one)	5 or more	100
How many different categories of diversity are monitored when shortlisting candidates? (Select one)	5 or more	100
How many different categories of diversity are monitored at interview stage? (Select one)	5 or more	100
How many different categories of diversity are monitored at offer stage? (Select one)	5 or more	100
How many different categories of diversity are monitored on appointment? (Select one)	5 or more	100
Does the organisation have a strategy to encourage a diverse range of candidates to apply for positions?	Yes	100

Does the organisation have a strategy to encourage Senior Managers to recruit a range of diverse candidates? (e.g. briefing a recruitment agency on diversity of candidates expected or agreeing specific attraction methods to encourage diversity)	Yes	100
Does the organisation portray itself as being diverse or inclusive?	Yes	100
Does the organisation have a strategy to reduce bias and take action to address barriers in recruitment?	Yes	100
In the last year, has the organisation taken any action to reduce bias in the recruitment process?	Yes	100
In the last year, has the organisation reviewed job descriptions, person specifications and related guidance to ensure they only include relevant criteria?	Yes	100
In the last year, has the organisation used targeted recruitment methods to achieve a more representative workforce? (Select one)	Yes	100
In the last year, which of the following recruitment methods have been reviewed to remove barriers to achieving an inclusive workforce (Select all that apply)	Work placements/internships Apprenticeship programmes Graduate recruitment Online recruitment Recruitment agencies Social media based recruitment	100
In the last year, has the organisation reviewed selection methods for bias?	Yes	100

<p>Will the organisation make adjustments to an applicant's selection process and recruitment journey, in order to help them demonstrate ability? (Select one)</p>	<p>Yes, where there is a legislative requirement</p>	<p>0</p>
<p>Does the organisation ask candidates for feedback on the EDI aspects of the recruitment process and act on the results?</p>	<p>Yes</p>	<p>100</p>
<p>In the organisation, have all staff with recruitment responsibilities been trained to reduce bias and eliminate discrimination which is irrelevant to the requirements of the job?</p>	<p>Yes</p>	<p>100</p>
<p>In the last year, has the organisation seen an increase in the diversity of applicants? (Select one)</p>	<p>Yes</p>	<p>100</p>
<p>In the last year, has the organisation seen an increase in the diversity of candidates reaching interview stage? (Select one)</p>	<p>Yes</p>	<p>100</p>
<p>In the last year, has the organisation seen an increase in the diversity of candidates being offered a position? (Select one)</p>	<p>Yes</p>	<p>100</p>
<p>In the last year, has the organisation seen an increase in the diversity of new starters? (Select one)</p>	<p>Yes</p>	<p>100</p>

Training & Development

Overall Score: 66%

Roadmap level achieved: Embed

Question	Answer	Score %
Does the organisation monitor diversity of training & development initiatives?	Yes	100
How many different categories of diversity are monitored when reviewing the uptake and success of learning and development interactions? (Select one)	5 or more	100
How many different categories of diversity are monitored when reviewing staff promotion outcomes? (Select one)	5 or more	100
How many different categories of diversity are monitored when succession planning? (Select one)	5 or more	100
Does the organisation offer EDI awareness training to the following groups (Select all that apply)	Board member/ C- Suite Senior executives Heads of department or equivalent Middle managers or equivalent Recruitment managers/team Line managers Non-managerial staff New entrants Members of EDI networks EDI sponsors and allies	100

<p>Does your EDI training for managers include the following: (Select all that apply)</p>	<p>Organisation specific business case for EDI Link to organisational values Local legal position Relevant local policies Organisation's expectations from staff/accountabilities Examples of unacceptable behaviours (e.g. language, assumptions) and what to do if witness it Bullying and harassment Conscious and unconscious bias</p>	<p>100</p>
<p>Does your EDI training for all staff include the following: (Select all that apply)</p>	<p>Organisation specific business case for EDI Link to organisational values Local legal position Relevant local policies Organisation's expectations from staff/accountabilities Examples of unacceptable behaviours (e.g. language, assumptions) and what to do if witness it Bullying and harassment Conscious and unconscious bias</p>	<p>100</p>
<p>Does the organisation offer bespoke audience specific EDI training for: (Select all that apply)</p>	<p>Line managers</p>	<p>30</p>
<p>Does the organisation offer annual EDI training updates to Managers?</p>	<p>No</p>	<p>0</p>
<p>In the last year, has the organisation seen an improvement in participation in EDI training?</p>	<p>Yes</p>	<p>100</p>
<p>Does the organisation review the training and development needs of those responsible for delivering the EDI plan and offer appropriate support?</p>	<p>Yes</p>	<p>100</p>

<p>What EDI information does the organisation supply to all new staff when being inducted into the organisation? (Select all that apply)</p>	<p>Explicit message from leadership team on commitment to EDI Information on business values (linked to EDI) Information on EDI related support Information on diversity initiatives e.g. networks, allies, programmes etc. Profiles/case studies of diverse staff</p>	<p>100</p>
<p>Does the organisation provide new starters with EDI training?</p>	<p>Yes</p>	<p>100</p>
<p>Does the organisation have a strategy to reduce bias and take action to address barriers to career development?</p>	<p>Yes</p>	<p>100</p>
<p>In the last year, has the organisation reviewed existing training interventions and programmes for bias?</p>	<p>Yes</p>	<p>100</p>
<p>In the last year, has the organisation taken any action to reduce bias in training?</p>	<p>Yes</p>	<p>100</p>
<p>Does the organisation offer a range of training options (both content and delivery methods) so training can be tailored to the specific needs of an individual?</p>	<p>Yes</p>	<p>100</p>
<p>In the last year, has the organisation reviewed your appraisal and performance management policies and processes for bias?</p>	<p>No</p>	<p>0</p>
<p>In the last year, has the organisation taken any action to reduce bias in your appraisal and performance management policies and processes?</p>	<p>No</p>	<p>0</p>

Does the organisation review performance ratings by diversity profile to identify anomalies and potential barriers?	No	0
In the last year, has the organisation reviewed and taken any appropriate action to address diversity related imbalance in performance ratings?	No	0
In the last year, has the organisation reviewed and taken any appropriate action to reduce bias in promotion routes/succession planning?	Yes	100
Does the organisation have a career progression approach that can be tailored to the needs of under-represented groups where there appears to be a barrier to progress?	No	0
Has the organisation undertaken any of the following activities to promote EDI in career management and succession planning procedures? (Select all that apply)	Mentoring programmes Coaching	40
In the last year, has the organisation reviewed and taken any appropriate action to reduce potential bias in coaching and mentoring programmes?	No	0

Other Employment Practices

Overall Score: 70%

Roadmap level achieved: Embed

Question	Answer	Score %
Does the organisation monitor and analyse the proportion of people within different diversity categories at different pay grades and levels?	Yes	100
How many different categories of diversity does the organisation use to monitor pay and reward levels?	0	0
In the last year, has the organisation reviewed and taken any appropriate action to reduce diversity related imbalance in the allocation of reward and benefits?	No	0
Does the organisation review any changes to reward and benefit policies and packages to identify potential bias that could result in unfair and discriminatory reward?	No	0
In the last year, has the organisation completed an equal pay review and taken any appropriate action to address inequalities? N.B. This does not include a gender pay gap report	No	0
In the last year, has the organisation seen more diversity within higher pay grades? (i.e. above mid level)	Yes	100

Does the organisation allow formal flexible or agile working practices?	Yes	100
Does the organisation monitor the take up of flexible working and analyse the diversity profile of flexible workers?	Yes	100
In the last year, has the organisation taken any action to encourage formal or informal flexible working practices? (i.e. where there is a legislative requirement)	Yes	100
In the last year, has the organisation taken any action to encourage formal or informal agile working practices? (i.e. no legislative requirement)?	Yes	100
In the organisation, are all staff able to choose where and when they work if it does not affect individual, team or organisation's performance?	Yes	100
In the organisation, do people need to have a minimum length of service before requesting flexible or agile working?	Yes	0
In the last year, has the organisation seen an increase in the number of flexible and agile workers?	Yes	100
Will the organisation make adjustments to an employee's work or workplace where they make a reasonable suggestion that will help them perform better?	Yes	100
Does the organisation offer time off for dealing with emergencies for those with parental or caring responsibilities? (Select all that apply)	Yes - unpaid	40

Does the organisation offer time off for those with physical or mental health issues? (Select all that apply)	Yes - unpaid	40
Does the organisation offer time off for those who need a period of leave to deal with personal crisis, family illness or transition? (Select all that apply)	Yes - paid	100
Does the organisation provide any support to help staff through periods of stress?	Yes	100
Does the organisation offer education/advice programmes on employee wellbeing?	Yes	100
Does the organisation have a formal approach or policy on communicating, supporting and engaging with staff on an extended period of leave? e.g. those on long term sick, maternity leave or special leave	Yes	100
Does the organisation consider the needs of employees from different diversity categories with diverse needs when planning social events?	Yes	100
In the last year, has the organisation reviewed and where necessary made any appropriate changes to your uniform/dress code policy for inclusion?	No	0
Has the organisation published a clear policy and approach to managing and investigating grievances?	Yes	100
Does the organisation offer comprehensive support or coaching to help the management of difficult EDI conversations?	Yes	100

Does the organisation monitor the number of EDI related grievances made by employees?	Yes	100
Does the organisation report to senior management on the number of EDI related grievances made by employees?	Yes	100
In the last year, has the organisation seen an improvement in grievance rates raised by employees within diverse categories?	Yes	100
In the last year, has the organisation seen a reduction in EDI related grievance rates?	No	0
In the last year, has the organisation seen a reduction in victimisation, bullying and harassment complaints from employees within diverse categories?	Yes	100
In the last year, has the organisation seen a reduction in EDI related bullying and harassment complaints?	No	0

Communication & Engagement

Overall Score: 79%

Roadmap level achieved: Embed

Question	Answer	Score %
Does the organisation have a communication strategy and/or plan to ensure that all employees know what EDI is and how important it is?	Yes	100
Does the organisation have a strategy and/or plan to facilitate genuine two way communication about EDI issues?	Yes	100
Does the organisation's approach to EDI encourage constructive debate?	Yes	100
Other than a grievance or whistleblowing procedure, does the organisation have a process for employees to provide feedback on EDI issues?	Yes	100
Does the organisation provide regular communications to your employees on the importance of EDI? (Select one)	Yes, at least annually	43
In the last year, has the organisation communicated to all employees clear rationale and examples of how EDI benefits the organisation?	Yes	100

<p>What methods/routes of communication does the organisation regularly use to promote key EDI messages? (Select all that apply)</p>	<p>Employee noticeboards/Intranet Trade Unions Senior executive level briefings Management communication channels Company website Annual report Targeted diversity related campaigns Recruitment campaigns Social media</p>	<p>100</p>
<p>Where do the organisation's internal EDI communications come from? (Select all that apply)</p>	<p>Other HR or D&I exec Others</p>	<p>43</p>
<p>Does the organisation have a process to ensure policies and communications are inclusive and use inclusive language?</p>	<p>Yes</p>	<p>100</p>
<p>In the last year, has the organisation seen an increase in the level of internal promotion of EDI activities?</p>	<p>Yes</p>	<p>100</p>
<p>Does the organisation carry out an employee engagement survey?</p>	<p>Yes, every year</p>	<p>100</p>
<p>Does the employee engagement survey include questions on EDI practices?</p>	<p>Yes, more than one question</p>	<p>100</p>
<p>Does the organisation analyse responses from the employee engagement survey by different diverse groups? (Select one)</p>	<p>Yes, by 4 or more diverse groups</p>	<p>100</p>

In the last year, has the organisation taken any action targeting the engagement of employees from different diverse groups as a direct result of the employee engagement survey results?	No	0
In the last year, has the overall engagement survey score for employees improved?	Don't know	0
In the last year, has the overall engagement survey score for employees within less represented categories of diversity improved?	Don't know	0
Does the organisation have a process for consulting with diverse groups of employees to influence strategy? (e.g. resource/network groups, employee councils or consultation groups)	Yes	100
If there are EDI network groups or councils, do they have clearly defined SMART objectives?	Yes	100
Does the organisation have any of the following formal EDI arrangements/appointments? (Select all that apply)	Allies Sponsors Champions Mentors Role Models	100
Does your organisation have a strategy and/or plan to support any allies, sponsors, champions, mentors and/or role models to increase their effectiveness?	Yes	100
In the last year have any EDI allies, sponsors or role models from the Board or Senior Management been celebrated internally?	Yes	100

In the last year, how many different diverse groups have been represented by public profiles of EDI allies, sponsors or role models? (Select one)	3-4	57
In the last year, has the organisation communicated the importance of EDI to your customers/clients/service users?	Yes	100
In the last year, has the organisation done any work to promote EDI in the wider community?	Yes	100
In the last year, has the organisation promoted EDI in its industry?	Yes	100
Does the organisation monitor the number of EDI related complaints made by customers/clients/service users?	Yes	100
Does the organisation report to senior management the number of EDI related complaints made by customers/clients/service users?	Yes	100
Does the organisation take action to resolve any genuine customer/client/service user complaints relating to EDI?	Yes	100
In the last year, has the organisation seen an increase in the external promotion of EDI activities?	No	0

Procurement

Overall Score: 2%

Roadmap level achieved: Prepare

Question	Answer	Score %
Does your organisation have commercial contracts with external suppliers covering a period longer than 6 months?	Yes	0
Does the organisation have a formal policy to promote EDI through your supply chain?	No	0
Does the organisation actively encourage minority businesses to tender for relevant projects?	No	0
Does the organisation have clearly articulated examples of where supplier diversity has benefitted the organisation?	No	0
In the last year, have the Leaders of your organisation communicated the benefits of supplier diversity to an internal audience?	No	0
In the last year, have the Leaders of your organisation communicated the benefits of supplier diversity to an external audience?	No	0

Does the organisation have a strategy or documented plan to increase supplier diversity?	No	0
Does the organisation monitor the diversity of its suppliers?	No	0
Does the organisation monitor the diversity of its suppliers by at least two categories of diversity?	No	0
In the last year, has the organisation analysed the barriers faced by minority suppliers?	No	0
In the last year, has the organisation taken action to reduce or remove barriers for minority suppliers?	No	0
When deciding which suppliers are awarded a contract does the organisation require them to evidence an up to date EDI policy?	No	0
When deciding which suppliers are awarded a contract does the organisation require them to evidence diversity monitoring of employees?	No	0
When deciding which suppliers are awarded a contract does the organisation require them to evidence EDI training for employees?	No	0

When deciding which suppliers are awarded a contract does the organisation require them to evidence EDI action plans?	No	0
Does the organisation train or give guidance to the person/team responsible for procurement on EDI issues?	Yes	100
Once a contract is awarded does the organisation hold the supplier accountable for EDI by discussing it in contract monitoring meetings/reports?	No	0
Once a contract is awarded does the organisation hold the supplier accountable for EDI by monitoring EDI related feedback on the suppliers?	No	0
Once a contract is awarded does the organisation hold the supplier accountable for EDI by reviewing EDI strategy, plan, policies and/or practices at least once a year?	No	0
In the last year, has the organisation engaged or collaborated with its suppliers on joint EDI initiatives e.g. training, events, sharing best practice etc.?	No	0
In the last year, has the organisation increased the number of diverse suppliers used?	Don't know	0
In the last year, has the organisation increased the value of contracts awarded to diverse suppliers?	Don't know	0

If your organisation is a supplier of goods and/or services to other organisations, does your organisation discuss your EDI aims, plans and progress with your purchasers/procurers?

Don't know

0

If your organisation is a supplier, in the last year, has your organisation supported any of your purchasers/procurers on any EDI related initiatives? (i.e. does your organisation feed into and contribute towards the EDI work of your purchasers)

Don't know

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Finally

Thank you for completing TIDE.

Your position within this year's TIDemark will be communicated soon.

If you would like any support to formulate or implement your Diversity and Inclusion plans or feedback about TIDE, please email info@enei.org.uk or speak to your Relationship Manager.