



## Equality and diversity standards - full version

### Full version for practices with 26+ people.

Completion of the self-assessment questionnaire against the standards will help you to understand your current performance and identify priority areas for action. The submission of the self assessment questionnaire will be completed online once the reporting period begins.

Key:

M = Minimum requirement    R = Recommended (ie not required to progress)     = Star rated

Star rated indicators demonstrate best practice/innovation in equality and diversity.

If you achieve a green or star level score, the online system will prompt you for further information for a case study aligned to one or more of the indicators in that section.

Further information on how to complete the self assessment can be found in the ['using the self assessment'](#) section of the toolkit.



## 1. Leadership and vision

The legal practice demonstrates leadership on equality and diversity and communicates its commitment to diversity in all aspects of its professional practice.

### 1. Leadership and vision

#### 1.1 RED INDICATORS

1.1.1 Partners or senior level equivalent play an active role in encouraging equality of opportunity and respect for diversity. **M**

1.1.2 An equality and diversity policy and action plan has been implemented.. **M**

1.1.3 Practice management/partners are intending to set equality and diversity objectives for staff in the next 12 months. **R**

1.1.4 The practice has an equality and diversity committee/working group and communicates its commitment to equality and diversity to staff, clients, legal colleagues, suppliers and communities. **R**

#### 1.2 AMBER INDICATORS

1.2.1 Partners or a senior level equivalent play an active role in encouraging equality of opportunity and respect for diversity and are responsible for ensuring completion of the Diversity and Inclusion Charter annual report. **M**

1.2.2 The equality and diversity policy and associated action plan are implemented and a review of the policy and action plan is conducted annually. **M**

1.2.3 Practice management/partners have set equality and diversity objectives that are communicated to staff. **R**


1.2.4 The equality and diversity committee/working group meets regularly and is chaired by a partner or senior level equivalent. **R**

#### 1.3 GREEN INDICATORS

1.3.1 Partners or senior level equivalents play an active role in encouraging equality of opportunity and respect for diversity and play an active role in approving submissions of the Diversity and Inclusion Charter annual report. **M**

1.3.2 The practice can demonstrate achievements against the equality and diversity action plan. **M**

1.3.3 All appropriate partners have clear equality, diversity and inclusion objectives and achievements against set objectives are communicated to staff. **R**

1.3.4 The equality and diversity committee/working group can demonstrate achievements in line with the diversity policy, objectives and action plan. **R** 



## 2. Employment and staff development

The legal practice is a fair employer with a harmonious and productive workforce which at all levels reflects the diversity of the wider society and where all are treated with respect and dignity.

### 2. Employment and staff development

#### 2.1 RED INDICATORS

2.1.1 The practice has an equality and diversity policy covering recruitment, selection, progression, retention and pay compliant with Outcome 2.4 of Chapter 2, Principle 9 of the SRA Handbook.. **M**

2.1.2 The practice has analysed the diversity composition of its workforce in comparison to relevant baseline data and has identified any under-representation in the workforce. **M**

2.1.3 The practice has written policies and supporting structures around bullying and harassment, grievance and disciplinary matters. **M**

2.1.4 The practice has assessed equality and diversity training needs for all staff including partners. **M**

#### 2.2 AMBER INDICATORS

2.2.1 The equality and diversity policy is being implemented and all aspects of its operation are being monitored across the protected characteristics (see section 6 on monitoring and review below).**M**

2.2.2 The practice reviews its recruitment and progression procedures and under-represented groups are encouraged to apply. **M**

2.2.3 The practice has written policies and procedures for bullying and harassment, discipline and grievance and these are regularly communicated to all staff. **M**

2.2.4 The practice delivers equality and diversity training to all staff **M**

#### 2.3 GREEN INDICATORS

2.3.1 Monitoring and evaluating the equality and diversity policy has resulted in demonstrable improvements in equality and diversity **M**

2.3.2 A positive action programme is in place and the practice can demonstrate improved diversity in its workforce profile, including at senior level. **M**

2.3.3 The practice monitors discipline and grievance matters that are diversity related including bullying and harassment complaints and takes appropriate action when required. It can demonstrate achievements in creating a workplace which is free from bullying and harassment. **M**

2.3.4 The practice delivers a range of equality and diversity training and information which is adapted to roles and levels within the practice. **M**



## 2.1 RED INDICATORS

2.1.5 Activities to support equality, diversity and inclusion are considered in performance reviews. **M**

2.1.6 The practice does not have gagging clauses in its employment contracts forbidding discussion and disclosure of pay with colleagues. **M**

2.1.7 The practice is aware of its obligations to ensure reasonable adjustments are made for disabled clients, employees and managers in accordance with Outcome 2.3, Chapter 2, Principle 9 of the SRA Handbook.. **M**

2.1.8 The practice has a process for considering flexible working requests as required by current legislation **M**

## 2.2 AMBER INDICATORS

2.2.5 Equality and diversity implications are integrated into staff appraisal and development objectives. **M**

2.2.6 The practice has a written commitment to equal pay and has plans to do an equal pay review within 12 months. **R**

2.2.7 The practice can evidence meeting its obligations to make reasonable adjustments for disabled clients employees and managers action accordingly. **R**

2.2.8 The practice has a process for considering flexible working requests and has a mechanism for reviewing the effectiveness of the process **R**

## 2.3 GREEN INDICATORS

2.3.5 Equality and diversity objectives set in development objectives are linked to reward and recognition. **R**

2.3.6 The practice has completed an equal pay review and is undertaking appropriate processes to ensure equal pay. **R**

2.3.7 The practice has undertaken a full disability access audit, has an access action plan in place and can demonstrate having worked with relevant stakeholders to become fully compliant with legislative requirements. **R**

2.3.8 The practice has a flexible working policy, a mechanism for reviewing the effectiveness of the policy and can demonstrate the usage of flexible working practices at various levels within it's workforce **R**





## 3. Provision of legal services

The legal practice provides inclusive and responsive services which meet the needs of diverse clients.

### 3. Provision of legal services

#### 3.1 RED INDICATORS

3.1.1 The practice has plans to promote access to its services to diverse groups taking account of language, cultural background, religion and disability within 12 months. **M**

3.1.2 The practice expresses clear commitment to equality and diversity and provides appropriate levels of service to all clients, in accordance with Outcome 2.2, Chapter 2, Principle 9 of the SRA Handbook.. **M**

3.1.3 The practice website is WCAG2.0 compliant and meets legal obligations regarding minimum accessibility standards. **M**

#### 3.2 AMBER INDICATORS

3.2.1 The practice is promoting access to its services taking account of language, cultural background, religion and disability. **M**

3.2.2 The practice monitors and reviews its services to ensure they are free from discrimination. **M**

3.2.3 The practice has undertaken a Web/Digital Product Accessibility audit and has plans to achieve AA or AAA web accessibility rating in the next 12 months. **R**

#### 3.3 GREEN INDICATORS

3.3.1 The practice can demonstrate outreach activities that promote services to diverse groups within the community. **M**

3.3.2 The practice can demonstrate that its provision of legal services is fair and can evidence compliance with the SRA Handbook. **M**

3.3.3 The practice website has AA or AAA web/Digital Product accessibility rating. **R**





## 4. Engagement with staff, clients and community

The legal practice is proactive in seeking feedback from staff, clients and communities and is responsive to diverse needs.

### 4. Engagement with staff, clients and community

#### 4.1 RED INDICATORS

4.1.1 Staff are involved in development of equality and diversity policies, procedures, objectives, structures, action plans, and any new policies that affect them. **M**

4.1.2 The practice has identified ways in which it can participate in equality and diversity work in the wider local community and has started to make appropriate contacts. **M**

4.1.3 The practice has made staff aware of Law Society equality groups or other professional networks. **R**

#### 4.2 AMBER INDICATORS

4.2.1 All staff are routinely consulted and involved in decision making related to equality and diversity and the consultation responses are analysed to compare results for different equality groups. Feedback is shared with staff and is incorporated into relevant action plans. **M**

4.2.2 The practice can demonstrate it is engaged in equality and diversity work in the wider community. **M**

4.2.3 The practice supports staff to participate in affiliation networks including internal diversity networks and The Law Society equality groups and/or professional networks. **R**

#### 4.3 GREEN INDICATORS

4.3.1 The practice can demonstrate that staff from different backgrounds and groups are involved in decision making related to equality and diversity. Progress in relation to key actions that have been taken in response to feedback can be demonstrated. **M**

4.3.2 The practice collaborates with community partners to promote equality, diversity and inclusion and can demonstrate its positive impact. **R**

4.3.3 The practice can demonstrate that staff have access to equality and diversity support networks and the practice makes resources available to interested staff and/or network groups to encourage participation. The practice can demonstrate how it works with the networks to help improve its performance and outcomes on equality and diversity. **R**





## 5. Policy making and practice development

The practice carries out policy reviews to take into account equality and diversity issues. Equality Impact Assessments (EIAs) provide a well established framework for delivering in this area of development.

### 5. Policy making and practice development

#### 5.1 RED INDICATORS

5.1.1 The practice uses trained staff to review the effect of its policies, practices, decisions or services on equality and diversity objectives. **M**

5.1.2 The relevant partner or senior equivalent has taken responsibility for promoting progress in relation to gathering equality, diversity and inclusion data. Informal anecdotal information/data is used as a minimum. **M**

#### 5.2 AMBER INDICATORS

5.2.1 The practice has a system for conducting equality audits and/or reviews on all human resources policies and policies affecting clients and third parties. **M**

5.2.2 Evidence to accurately assess progress is gathered through equality monitoring consultation and/or surveys. **M**

#### 5.3 GREEN INDICATORS

5.3.1 All new policies and practices in development are subject to equality audit/reviews and the practice has a program to assess existing policies. Results from equality audits/reviews of policies and practices are represented in the associated action plans to improve equality and diversity outcomes. **M**

5.3.2 The practice regularly reviews the effect of its equality and diversity work. Performance measures are agreed in consultation with appropriate stakeholders. Accountability for achieving progress and performance against stated objectives is held by the senior partners or equivalent and findings are published. **M**



## 6. Monitoring and review

The legal practice gathers, analyses and reports regularly on equality monitoring data.

### 6. Monitoring and review

#### 6.1 RED INDICATORS

6.1.1 The practice encourages solicitors to complete the Solicitors Regulation Authority monitoring form and routinely collects equality and diversity workforce data across race, age and sex (gender), disability, religion & belief, sexual orientation, care responsibilities and socio-economic background as required by the SRA. **M**

6.1.2 The practice monitors equality and diversity in functions other than recruitment, for example discipline and grievance procedures. **M**

6.1.3 The partner or senior level equivalent has taken responsibility for promoting monitoring of equality, diversity and inclusion data. **M**

#### 6.2 AMBER INDICATORS

6.2.1 Workforce data is collected across race, age, sex (gender) and disability, religion & belief, sexual orientation, care responsibilities and socio-economic background as required by the SRA. The practice publishes the demographic make up of its workforce although not by role and/or level within the practice. (excluding religion/belief and sexual orientation data) **R**

6.2.2 The practice monitors equality and diversity in functions other than recruitment, acts on monitoring data to improve performance and participates in the Diversity and Inclusion charter annual report. **M**

6.2.3 The practice has established a mechanism to equality monitor all of its activities where appropriate. **M**

#### 6.3 GREEN INDICATORS

6.3.1 Workforce data is collected across race, sex (gender), age, disability, religion/belief and sexual orientation, care responsibilities, and socio-economic background as required by the SRA. The practice publishes the demographic make up of its workforce by role and/or level within the practice (excluding religion/belief and sexual orientation data) **R**

6.3.2 The practice routinely collects monitoring data in line with the Law Society's monitoring protocol, monitors equality and diversity in functions other than recruitment, participates in the Diversity and Inclusion Charter annual report, and can demonstrate improved performance. **R**

6.3.3 The practice regularly takes action to improve the quantity and the quality of the equality data held. Performance measures are agreed in consultation with appropriate





# Supporting Solicitors



stakeholders. **M**



## 7. Procurement and supplier diversity

The legal practice works with third parties and suppliers.

### 7. Procurement and supplier diversity

#### 7.1 RED INDICATORS

7.1.1 The practice demonstrates its commitment to equality and diversity to prospective clients. **M**

7.1.2 The practice has reviewed its procurement policy and has a documented procurement process. **M**

7.1.3 The practice has an aspiration to work with a diverse range of suppliers and is actively exploring opportunities to do so in the future. **R**

#### 7.2 AMBER INDICATORS

7.2.1 The practice is able to complete in full the model questionnaire under the Law Society's procurement protocol. **M**

7.2.2 The practice has reviewed its procurement policies and processes to ensure inclusion of equality and diversity considerations. **M**

7.2.3 The practice can demonstrate steps it has taken to promote supplier opportunities to a diverse range of potential suppliers. **M**

#### 7.3 GREEN INDICATORS

7.3.1 The practice is successful in winning contracts from purchasers of legal services who consider equality and diversity performance as part of their procurement process. **M**

7.3.2 The practice uses information about equality and diversity policies and practices when evaluating competitive tenders. **R**

7.3.3 The practice can demonstrate the progress it has made in increasing diversity in its pool of suppliers and the benefits this has provided to the business. **M**





## 8. Sharing good practice

The legal practice promotes best practice in equality and diversity across the profession.

### 8. Sharing good practice

#### 8.1 RED INDICATORS

8.1.1 The practice shares its work on equality and diversity within the profession and in local networks. **M**

8.1.2 The practice produces an annual equality and diversity report which includes data, objectives and achievements. **M**

#### 8.2 AMBER INDICATORS

8.2.1 The practice can demonstrate best practice and is engaged with networks in and beyond the profession to share with and learn from others best practice and regularly communicates progress with stakeholders. **M**

8.2.2 The practice's equality and diversity annual report sets objectives for ongoing improvement and is published as appropriate. **M**

#### 8.3 GREEN INDICATORS

8.3.1 The practice is signed up to the Law Society Diversity and Inclusion Charter and can demonstrate progress in taking forward the Charter aims, including annual reporting. **M**

8.3.2 The practice annual business report includes reference to equality and diversity data, achievements and ongoing objectives. **R**



8.3.3 The quality of the practice's work has been acknowledged through an accreditation, benchmarking and/or a relevant award. **R**

