

Equality Diversity and Inclusion at London Wildlife Trust

Annual Report 2023-24



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London
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Trust

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Appendix 1: EDI working group members

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With input from the wider EDI working group including: Alisha Hobbs, Ollie Watson, Emily Fox, Violet Bennell, Mathew Frith, Faye Vogely, Bobbi Benjamin-Wand, Latha Mamo, Jane Lilley, Charlie Sims, Jade Reilly & Sophie Harris.

1. Introduction

London Wildlife Trust (the Trust) began its Equality Diversity & Inclusion (EDI) journey in 2011, a Diversity Action Plan was created and representatives from across the Trust began meeting regularly to progress actions. With the launch of our youth engagement project 'Keeping it Wild,' in 2016, a renewed approach to EDI was taken, the project acting as a catalyst.

In 2021 the Trust worked with consultants from The Diversity Partnership to review (including interviews with key staff) our EDI journey to date, create a new strategy and provide training. The Diversity Partnership created an EDI Strategic Framework for the Trust which identified five key strategic areas:

- **360 Ownership:** EDI must be ultimately owned and driven by leadership, aligned to and a level of ownership felt by the broader organisation. EDI should be at the heart of the organisation and built into the way the Trust operates.
- **Culture of Allyship:** The Trust should, and is, building an inclusive and supportive culture that supports all people from all backgrounds and characteristics. Activities such as training, education, socialisation and EDI supporting partnerships are required to drive inclusivity.
- **Process and Policies:** The Trust to ensure that policies, procedures and processes across the business support diversity and drive inclusion to ensure consistent support and application.
- **Reporting and Accountability:** The Trust to introduce, prioritise and share metrics that track progress over time, ensuring all employees are accountable.
- **Leading the Way:** In a sector that struggles with EDI, once the Trust is delivering against its objectives, the Trust should be positioning itself as a leader in order to help others and improve the entire sector.

Since then, the Trust has worked to continue to identify positive actions and changes and operationalise the strategic framework. This has been achieved through an action planner and review at quarterly meetings of the EDI working group. This is the second EDI report that the Trust has published. It will continue to be produced annually and will track progress and outline future priorities.

Alongside work at London Wildlife Trust, The Royal Society of Wildlife Trusts (RSWT) have three EDI staff working within the central team, comprising a Strategic Lead for EDI, a Learning and Training Manager and an EDI Intern. The central team have developed pan-movement initiatives across the Wildlife Trusts (TWT) such as a 'Wild about Inclusion' Framework, a centralised EDI training programme, podcasts focusing on a range of EDI topics and the launch of several staff networks. In October 2023 the Wild About Inclusion Framework was formally adopted across The Wildlife Trusts. In addition, the central team published the first ever report overviewing EDI across the federation [The Wildlife Trusts Diversity Report 2023](#).

2. Executive summary

In the Trust's second EDI annual report, the following highlights have been identified during 2023/24.

EDI statistics for the staff body highlight that there has been a 2% increase in ethnic diversity from 17% in 2022/23 to 19% 2023-24. There has been a 1% increase in staff coming from lower-socio-economic backgrounds. There has been a 1% decrease in staff living with a disability. Overall non-disclosure statistics have increased, for example for gender identity 25% have not disclosed in 2023-24 compared to 2% in the previous year. This year age brackets have been included in statistics (previously not reported on in 2022-23) showing that the majority of the staff body - 42% - are aged between 25-34 years.

There is still further room for improvement in terms of ethnicity (London is 20.7% Asian, 13.5% Black, 5.7% mixed ethnicity). As a total of 46.2% (including Asian, Black, mixed and 'other' ethnic groups) in London compared with a total of 19% of staff from Black, Asian or 'other' ethnic groups at LWT. Given that the environment sector is the second least diverse after agriculture (The Race Report 2022), these statistics are positive to build upwards from. The Trust is broadly reflective of the demographics of London for living with a disability (14% of staff compared to 15.7% of all Londoners).

It continues to be clear that **the Trust's Paid Traineeship scheme** has had a very high success rate and has been significantly responsible for diversifying the organisation, as well as helping to diversify the sector more broadly. For the entire duration of the Traineeship programme to date, 70% of Trainees are going on into paid work or further training in the sector. 77% of Trainees are coming from Black, Asian or other Minoritised Ethnic backgrounds, 61% are living in areas of higher socio-economic deprivation and 38% are living with a disability. Eight Trainee alumni now work at the Trust which equates to just above 10% of our total staff team.

Baseline data was collected on the diversity of our Trustees for the first time (noted as an action in last year's EDI report). **EDI statistics for the Board of Trustees** highlight that there is 22% ethnic diversity which is similar to statistics for the staff body (19%). 11% of Trustees are living with a disability which again is similar to the staff body (13%) and similar to London statistics (as above). The gender split is currently unbalanced with 33% female and 55% male. On age, the highest percentages of Trustees, 33% are aged 45-54 years and 22% are aged 65 or over. However, 11% are between 25-34 years, 11% are between 35-44 and 11% aged between 55-64 years which shows there is also representation across the other age brackets.

EDI statistics for the Youth Board highlight that the majority of the Youth Board members - 66% identify as from Black, Asian or Minoritised Ethnic communities. There is a higher percentage of female Youth Board members 50% compared to 42% male, with 25% living with a disability.

Wider highlights from this year's EDI report are that London Wildlife Trust began a **mid-way review of the 2020-30 strategy 'Bringing Nature Back to London'** focusing on 2025-2030. Alongside this, a brand review was undertaken to ensure the Trust's brand

is relevant and accessible to a wider and more diverse group of people who care about nature in London.

In October 2023 the Trust moved to a new fully accessible central office that includes a prayer room and space for breastfeeding mothers. Free period products are available in all-gender toilet facilities.

This year, the charity **'Guide Dogs' provided a training session: 'Sighted guide training for people living with sight loss,'** with nine people attending. A stress management workshop was provided for staff with 10 people attending and a mindfulness workshop with seven attendees. Training for staff on supporting those with additional needs was arranged with the Sensory Trust focused on SEND in the outdoors with 16 staff and trainees attending in March 2024.

The Trust has continued to **champion and celebrate Trainee alumni via case studies, blogs, emails and social media content.** A web article 'Keeping it Wild at London Wildlife Trust: [Changing the face of the Environmental Sector](#)' was created featuring experiences of Trainee alumni who are now working at the Trust, published in Aug 2023.

The Trust has strived to ensure that the **people and places that are showcased in social media content reflect the diversity of London.** To help achieve this, from May 2024 'Spotlights' were introduced on Instagram. 'Spotlights' highlight an underrepresented group each month, by showcasing a company, business or social group, or by discussing how an individual has made an impact within the nature and conservation sector. These posts ensure that the Trust is helping to celebrate and promote awareness of underrepresented groups throughout the year, and not just on calendar awareness days, avoiding performative posting.

The Trust's Spring 2024 **social media engagement campaign 'Senses of Spring' focused on the sensory aspects of nature,** highlighting the different ways people can connect with nature in simple accessible ways through their senses. The campaign achieved over 6,000 engagements on social media channels.

The Trust created an **Anti-Bullying & Harassment Policy** and also made significant changes to the Family Friendly Policy in 2023. Previously only offering statutory maternity and adoption pay, the Trust now offers 90% of earnings for 20 weeks and 50% of earnings for 19 weeks. The paternity section of the policy is now called 'paternity and partner' to include same-sex parents. Paternity and Partner leave has been increased to four weeks which is paid at 90% of earnings.

Since March 2024, the Trust re-introduced removing the names of candidates during **shortlisting within the recruitment process.** This included redacting names, email address, home addresses and any images uploaded to CVs to fully anonymise applications, reducing the opportunity for biases. In addition, cover letters have been replaced with competency-based questions for each role based on the Person Specification in the Job Descriptions, again reducing bias but also providing a little more clarity on what candidates should cover (in addition to their CV), and ensuring hiring managers are better assessing applicants against the person specification.

The Trust's partnership with the Greater London Authority and Groundwork continued for the **ReWild London Fund** into a second year, through defining the Fund's criteria in improving London Sites for Importance for Nature Conservation (SINCs) and evaluating the grant submissions. Addressing Areas of Deficiency (from accessible SINCs) and

engagement with under-represented communities in the design and delivery of projects were key criteria. £850k was distributed across 22 projects including enhancements to The Chase in east Dagenham, and a bee corridor in Thamesmead.

The Trust recruited 12 young people for a new **Youth Board** which launched in July 2023, with an associated mentoring scheme including Trustees and the Senior Management Team.

The Trust's 3rd annual **Green Careers Showcase** was held 6th July 2023, with 104 young people attending. This initiative is key to raising awareness about green careers, jobs and training opportunities within the environmental sector for under-represented young people. The event was successful in attracting young people from diverse backgrounds: 70% of attendees were from Black, Asian and Minoritised Ethnic communities and 30% were White British. 36% lived in the top 30% most deprived communities in England. 41% were in employment, 39% in education and 15% were 'other'; a mix of people changing careers, unemployed or recent graduates looking for work in the sector.

A new **signage strategy for Walthamstow Wetlands** has been created with reference to an accessibility audit. The strategy was reviewed by a volunteer accessibility consultant before final sign off, print & install. This included key access information (facilities, walking distances, height of signs, rest stops) and follows best standards in accessible visuals. Toilet icons were updated in the new signage designs to be non-gendered. Signage will be installed in May 2024.

The Trust has **reviewed hourly wages** available for commercially focused staff due to the rising cost of living. Wages increased for all casual staff (café, events and front of house) to match the current London Living Wage, this was implemented in April 2023. The Employee Handbook was also updated to focus on hygiene and safety requirements, rather than outdated opinions on professional standards, i.e. previously piercings, tattoos, facial hair were deterred for front of house and café staff.

3. External context

[The RACE Report](#) aims to focus on charities and funders working on environmental and conservation issues to highlight the need for greater representation in sustainability and climate action. Marginalised groups are most affected by environmental damage, yet experience exclusion from environmental movements through racism, lack of privilege and cultural gatekeeping (RACE Report, 2023). Overall, only 6% of environmental charity workers are from a minoritised ethnic background compared to 15% of the UK's workforce (ibid); in the environmental sector this is 4.8%, making it the least diverse after agriculture (SOS-UK, 2022). SOS-UK will curate a new in-person event 'The Race Report Summit' hosted by UCL in July 2024 at which the Trust will be presenting.

The ongoing effects of the cost-of-living crisis has meant that issues of inequality continue to be evident across London. A new report, [Breaking Point, the Cost of Living Crisis in London and what can be done about it](#) (The Policy Institute and Department for Political Economy at King's College London, October 2023). The report aimed to better understand the impact of the cost-of-living crisis and how to mitigate the worst effects of it with residents from Lambeth, Southwark and Westminster, along with policymakers, charities and grassroots organisations.

As a Trust we recognise that global political instability and conflicts during 2023/24 have affected the lives of people living in London as well as the wellbeing of our staff, Trainees and volunteers. The impact of global events on London's communities and specifically their mental health and sense of safety has been evident with a significant rise in hate crime, antisemitism and Islamophobia acutely affecting London's communities and community relations more widely.

In addition, the rise of mental health issues, particularly amongst young people with eco-anxiety means that many of our programmes are attracting people with health issues who are seeking to improve their wellbeing through noticing, engaging with and acting to conserve and restore nature. Young people's mental health is facing an unprecedented storm, with charities often providing vital shelter. [The Youth Mental Health Crisis report](#) (NPC, June 2024) explores how charities are responding to rising need and identifies six priority areas for urgent investment from funders.

A new report '[A Natural Health Service: Improving Lives and Saving Money](#)' (The Wildlife Trusts, July 2023) demonstrates how scaling up health and wellbeing initiatives currently delivered by The Wildlife Trusts could improve lives and at the same time save the NHS money.

Lack of diversity on charity boards remains an issue. A new report '[The Future Charity Chair](#)' (Bayes Business School, Centre for Charity Effectiveness, June 2024) states that there is an appetite to trial more flexible ways of governing, to better equip charities to deal with times of crisis or uncertainty. There is a need to explore in more depth what motivates the younger generation of future Chairs, any barriers to engagement and the concept of recognition and reward that goes beyond the remuneration debate. Equity, diversity, and inclusion were considered paramount with equal emphasis being required on all three parts.

A report on [Social Mobility in the Charity Sector](#) (EY Foundation, April 2024) finds that people from a low socio-economic background are underrepresented in paid charity roles, compared to the average in public and private sectors. Despite a widespread awareness of a 'diversity deficit' in the sector, it is not prioritised as an issue that needs to be addressed, with diversity of socioeconomic background particularly neglected.

Research briefings from [Everyone's Environment](#) (NPC) are a valuable source of information for charities or funders wanting to increase their understanding of how a specific social group in the UK is affected by the environmental crises and related policy. Briefings contain summaries of how the climate and nature crises affect people directly or because of related policy.

The [London Climate Resilience Review \(Interim Report\)](#) (Jan 2024) is an independent review commissioned by the Mayor of London to take stock of London's preparations for climate change and to make recommendations to advance London's climate resilience. The report makes references to unequal access to green space and the disproportionate effects of climate change on marginalised communities in London.

4. Equality Diversity and Inclusion statistics for our organisation

The following Equality Diversity and Inclusion data has been collated for our second annual report, covering 2023/24. We have compared this data against our baseline from 2022/23 and to wider statistics for London.

Currently there are a total of **63 employees** at London Wildlife Trust. The following data has been collated (brackets indicate percentages from 2022/23 as comparison):

- **Ethnicity:** 58% (73%) white; 19% (17%) from Black, Asian or other Minoritised Ethnic backgrounds; 25% (10%) not disclosed.
- **Socio economic (self-identified):** 14% (13%) from lower socio-economic backgrounds; 41% (29%) are not; 45% (59%) unsure or did not disclose.
- **Gender identity:** 58% (68%) female; 17% (29%) male; 0% (2%) non-binary; 25% (2%) not disclosed.
- **Sexual orientation:** 58% (51%) heterosexual; 14% (14%) from the LGBTQIA+ community; 28% (35%) not disclosed.
- **Disability:** 13% (14%) living with disability; 64% (56%) not living with a disability; 23% (30%) not disclosed.
- **Age:** 8% aged between 16-24; 42% aged between 25-34; 13% aged between 35-44; 6% aged between 45-54; 8% aged between 55-64; 23% not disclosed.

Analysis of the above EDI statistics for the staff body highlight that there has been a 2% increase in ethnic diversity from 17% in 2022/23 to 19% 2023-24. There has been a 1% increase in staff coming from lower-socio-economic backgrounds. There has been a 1% decrease in staff living with a disability. Overall non-disclosure statistics have increased, for example for gender identity 25% have not disclosed in 2023-24 compared to 2% in the previous year. This year age has been included in statistics (previously not reported on in 2022-23) showing that the majority of the staff body (42%) are aged between 25-34 years. The Trust is broadly reflective of the demographics of London for living with a disability (14% of staff compared to 15.7% of all Londoners).

Over the year 2023/24 there has been a total of **15 paid trainees** (for young people aged 18-25) at London Wildlife Trust, the following data has been collated:

- **Ethnicity:** 80% from Black, Asian or other Minoritised Ethnic backgrounds
- **Socio economic:** 66% living in areas of higher socio-economic deprivation
- **Gender identity:** 60% female, 13% male, 27% non-binary
- **Disability:** 53% living with a disability

It continues to be clear that the Trust's Paid Traineeship scheme has had a very high success rate and has been significantly responsible for diversifying the organisation, as well as helping to diversify the sector more broadly. For the entire duration of the Traineeship programme to date, 70% of Trainees are going into paid work or further training in the sector. 77% of Trainees are coming from Black, Asian or other Minoritised Ethnic backgrounds, 61% are living in areas of higher socio-economic deprivation and 38% are living with a disability. Eight Trainee alumni now work at the Trust which equates to above 10% of our total staff team.

Currently the Trust has a **Board of 9 Trustees**. Last year the Trust didn't hold a full set of EDI data on the makeup of the Board, however in 2023-24 the Trust has surveyed the Trustees, and baseline data collated:

- **Ethnicity:** 67% white; 22% from Black, Asian or other Minoritised Ethnic backgrounds; 11% not disclosed.
- **Socio economic (self-identified):** 22% from lower socio-economic background; 67% are not; 11% unsure or did not disclose.
- **Gender identity:** 33% female; 55% male; 0% non-binary; 12% not disclosed.
- **Sexual orientation:** 89% heterosexual; 0% from the LGBTQIA+ community; 11% not disclosed.
- **Disability:** 11% living with disability; 78% not living with a disability; 11% not disclosed.
- **Age:** 11% aged between 25-34; 11% aged between 35-44; 33% aged between 45-54; 11% aged between 55-64; 22% between aged 65 or over; 11% not disclosed.

Analysis of the above EDI statistics for the Board of Trustees highlights that there is 22% ethnic diversity which is similar to statistics for the staff body (19%). 11% of Trustees are living with disability which again is similar to the staff body (13%) and similar to London statistics (as above). The gender split is currently unbalanced with 33% female and 55% male. On age, the highest percentages of Trustees, 33% are aged 45-54 years and 22% are aged 65 or over. However, 11% are between 25-34 years, 11% are between 35-44 and 11% aged between 55-64 years which shows there is also representation across the other age brackets.

In 2022/23 The Trust launched a **Youth Board** recruiting **12 Young people** (aged 17-26 years). Last year the Trust didn't present EDI data on the first year of the Youth Board, however in 2023/24 (year two) the Trust can report the following statistics:

- **Ethnicity:** 33% white, 66% identify as from Black, Asian or Minoritised Ethnic communities (4/12 and 8/12)
- **Socio-economic:** 58% from IMD (Indices of Multiple Deprivation) postcodes
- **Gender:** 42% male, 50% female, 8% prefer to self-describe
- **Disability:** 25% living with a disability

Analysis of the above EDI statistics for the Youth Board highlight that the majority of the Youth Board members - 66% identify as from Black, Asian or Minoritised Ethnic communities. There is a higher percentage of female Youth Board members - 50% compared to 42% male - with 25% living with a disability.

EDI statistics for our **volunteers** is currently collected anonymously (in the same way as for job applications by HR), therefore the Trust is unable to link the demographics of individual volunteers who are current / active within a given year. The Trust has been delayed in moving to using a new volunteer management system (Team Kinetic) during 2023 due to staff changes and capacity. We aim to be in a position to collect and analyse EDI data for individual active volunteers in the future, once Team Kinetic is rolled out.

5. Overview of what has been achieved by London Wildlife Trust in 2022-23

- **360 Ownership**

London Wildlife Trust began a mid-way review of the 2020-30 strategy 'Bringing Nature Back to London' focusing on 2025-2030. Alongside this, a brand review was undertaken to ensure the Trust's brand is relevant and accessible to a wider and more diverse group of people who care about nature in London.

A new initiative 'Share a space' was introduced in March 2024 so that the staff body are better able to get to know the Trustees of London Wildlife Trust, understand their backgrounds and remit as Trustees, and have the opportunity to ask questions.

The Wildlife Trusts (TWT) produced a short film to encourage a range of people to join Wildlife Trust boards with a focus on increasing diversity. London Wildlife Trust Trustee, Kapila Perera was featured. A new Trustee recruitment pack was produced by London Wildlife Trust with a focus on attracting younger people to join as Trustees, recruitment will go live in 2024.

- **Culture of Allyship**

In October 2023 the Trust moved to a new fully accessible central office that includes a prayer room and space for breastfeeding mothers. Free period products are available in all-gender toilet facilities. The EDI working group highlighted that period products should also therefore be available at all staffed sites for staff to access.

This year, the charity 'Guide Dogs' provided a training session called 'Sighted guide training for people living with sight loss,' with nine people attending. A stress management workshop with 10 people attending and a mindfulness workshop with seven attendees was provided for staff. Training for staff on supporting those with additional needs was arranged with the Sensory Trust focused on SEND in the outdoors with 16 staff and Trainees attending in March 2024.

There has continued to be a focus on youth-led communications with Trainees publishing blogs on the Trust's website, many of these have contained narrative around EDI and issues within the environmental sector. In addition, there have been regular Instagram takeovers along with new content creation which has platformed and amplified the voices of Trainees.

The Trust began some initial research into upgrading the current ambassador's scheme in the context of how best to involve young people. This involved meeting with The Wildlife Trust's central team lead for TWT Ambassadors. Subsequently, the Trust recommended our partner, Rhiane Fatinikun (Founder of Black Girls Hike) be approached to join the centralised TWT Ambassadors scheme. Rhiane became a TWT Ambassador in Sept 2023.

There has been a focus on community engagement with the Jewish community, specifically the Charedi Jewish community living close to Woodberry Wetlands. The Trust delivered an event celebrating Sukkot at start of October with 18 people attending as well as a monthly nature & wellbeing walk for Charedi women with 19 attendances in 2023/24.

The Trust has continued to curate a varied ticketed events programme and successfully trialled using a British Sign Language (BSL) interpreter for 'Storytelling with Santa' as well as an Autism-friendly version of the event for the first time at Walthamstow Wetlands.

Further progress has been made on connecting with community contacts to widen awareness of Walthamstow Wetlands nature reserve to a variety of groups, a fortnightly wildlife gardening group has been delivered, with referrals from the Refugee Psychological Therapies Service.

The Trust's annual visitor survey at Walthamstow Wetlands was launched to capture feedback from visitors. Insights fed into a report which enabled further EDI objectives to be defined, for example additional benches have been installed for people with limited mobility.

After discussion at the EDI Working Group and consultation with staff, the staff festive party held before the Christmas break was renamed 'End of Year Party' this was well received by staff and Trainees. A discussion was held about this potentially excluding people with Christian faith, however evidence from previous year suggested that some Trainees felt a Christmas Party wasn't for them. It was decided that if there wasn't anything religious about the party, then calling it a Christmas party didn't make any sense, although some people viewed 'Christmas' as a secular word and time of year.

The Trust has continued to champion and celebrate Trainee alumni via case studies, blogs, emails and social media content. A web article 'Keeping it Wild at London Wildlife Trust: [Changing the face of the Environmental Sector](#)' was created featuring experiences of Trainee alumni who are now working at the Trust, published in Aug 2023.

Unfortunately, the Trust has continued to receive negative posts on social media regarding the target audiences for youth programmes. Last year the Trust made an anti-racism statement which was well received as highlighted in the 2022-23 annual EDI report. However, this year there were further incidents of racist comments online around publicity for our Green Careers Showcase. To try and address this, the Trust made a general statement on social channels in July 2023. Our learnings from this were that the Trust would have benefitted from more internal consultation on the statement and that it lacked context and therefore came across as performative.

The Trust has strived to ensure that the people and places that are showcased in social media content reflect the diversity of London. To help achieve this, from May 2024 'Spotlights' were introduced on Instagram. 'Spotlights' highlight a different underrepresented group each month, by showcasing a company, business or social group, or by discussing how an individual has made an impact within the nature and conservation sector. These posts ensure that the Trust is helping to celebrate and promote awareness of underrepresented groups throughout the year, and not just on calendar awareness days, avoiding performative posting.

The Trust created content to celebrate or mark awareness of calendar events throughout the year, such as Pride Month and Women's History Month. Based on feedback from the previous year, all staff members were asked in good time before the date if they would like to contribute to these awareness days/months. The Trust is keen to ensure staff only share content with us if they feel safe and happy to do so. The

Marketing and Communications Team also created content for awareness events, therefore not relying on or putting pressure on individuals within the Trust.

The Trust's Spring 2024 social media engagement campaign 'Senses of Spring' focused on the sensory aspects of nature, highlighting the different ways people can connect with nature in simple accessible ways through their senses. The campaign achieved over 6,000 engagements on social media channels.

Staff have been encouraged to share their stories and experiences to create content to amplify underrepresented voices. This has included a blog published for Black History Month by Charlie Nwanodi titled: '[A letter to my fellow Black Environmentalists.](#)' A news story explaining the history of LGBTQ+ Pride month and blogs from the Trust's Keeping it Wild Trainees discussing privilege and access to nature were also produced.

The Trust has been working with a new designer to look at reviewing design of 'Wild London' membership magazine and considering ways to make content and format more accessible. Some updates have been made but further changes will be made after the brand review in 2024.

- **Process and Policies**

The Trust created an Anti-Bullying & Harassment Policy and also made significant changes to the Family Friendly Policy in 2023. Previously only offering statutory maternity and adoption pay, the Trust now offers 90% of earnings for 20 weeks and 50% of earnings for 19 weeks. The paternity section of the policy is now called 'paternity and partner' to include same-sex parents. Paternity and Partner leave has been increased to four weeks which is paid at 90% of earnings.

Since March 2024, the Trust re-introduced removing the names of candidates during shortlisting within the recruitment process. This included redacting names, email address, home addresses and any images uploaded to CVs to fully anonymise applications, reducing the opportunity for biases. In addition, cover letters have been replaced with competency-based questions for each role based on the Person Specification in the Job Descriptions, again reducing bias but also providing a little more clarity on what candidates should cover (in addition to their CV), and ensuring hiring managers are better assessing applicants against the person specification.

EDI objectives for nature reserves were assessed as part of revising the Trust's Nature Reserves Strategy. This included accessibility of nature reserves assessed as part of overall reserves assessment, using the following criteria: Opening hours: 4 = Open with little restriction; 3 = Locked overnight; 2 = Locked but with regular published open days; 1 = with little/difficult access. Safe during daylight: 4 = staffed site, or very open with good public usage; 3 = open with good usage, or remote with little usage; 2 = Enclosed site, and/or with hidden areas; 1 = perception of anti-social behaviour during daylight hours. Mobility within site: 4 = fully accessible by self-propelled wheelchair; 3 = assisted-wheelchair accessible; 2 = accessible with a walking stick; 1 = steep inclines, steps and/or very uneven terrain.

The Trust's pricing structure for school session fees was reviewed. Additional funding has allowed the prioritisation of schools with above-average pupil premium for fully funded sessions. School session fees for state schools remain the same, however the Trust took the decision to increase session costs for fee-paying schools. It is to be noted

that session fees have remained the same for all schools for past seven years. The Trust also offers a 30% winter discount for state schools only.

The Trust has improved comms for events, taking learnings from the 'Seeding Change' report and Youth programmes practises. All event organisers have been asked to include details of the staff member leading the advertised event on the online events pages to help create a culture of openness and break down barriers to new people joining events.

In the Trust's new 'Wild Workday' brochure aimed at corporates and businesses, information on accessibility, additional needs and any health conditions or allergies has been added, along with more diverse imagery used in the promotion of Wild Workdays.

Supporter email comms are being refined and engagement rates continue to be high, the monthly newsletter has been split into two areas: News/Events and Wildlife/Reserves to visit to make the content clearer.

- **Reporting and Accountability**

London Wildlife Trust's first Annual EDI report for 2022/23 was written, reviewed by the Board of Trustees and published on the Trust's website in 2023.

Baseline data was collected on the diversity of our Trustees for the first time (noted as an action in last year's EDI report).

An Employment Engagement Survey (EES) was carried out in the summer of 2023. The results were published to staff at a quarterly staff meeting and by email.

The Trust took part in the RACE Report 2023 as an individual Wildlife Trust (whereas most Wildlife Trusts contributed to a central Wildlife Trust submission).

The management of the Trust's nature reserves aims to ensure that reserves are as physically accessible as possible, through routine path maintenance, cutting back obstructing vegetation, and upgrading infrastructure where opportunities permit. Some access improvement highlights have included: 100m of short boardwalk replaced at Denham Lock Wood with new recycled-plastic wood-substitute beams and treads, supported by scaffold poles (for durability); 25 metres of paths upgraded at Sydenham Hill Wood; 15 metres of boardwalk replaced, and 3 metres of new handrails installed at Camley Street Natural Park. Slow progress is being made on securing new leases for most reserves which will give us greater tenure security upon which to fundraise for capital improvements.

- **Leading the Way**

The Trust's Director of Learning, Youth & Communities regularly attended The Wildlife Trusts EDI Working Group meetings. Detailed comments were given on the proposed 'Wild about Inclusion Framework' which was latterly unanimously adopted at The Wildlife Trusts Leaders conference in October 2023. The Wildlife Trusts have also published a first federation-wide [Equality, Diversity & Inclusion Report](#).

The Trust's partnership with the Greater London Authority and Groundwork continued on the ReWild London Fund into a second year, through defining the Fund's criteria in improving London Sites for Importance for Nature Conservation (SINCs) and evaluating the grant submissions. Addressing Areas of Deficiency (from accessible SINCs) and engagement with under-represented communities in the design and delivery of projects

were key criteria. £850k was distributed across 22 projects including enhancements to The Chase in east Dagenham, and a bee corridor in Thamesmead.

In 2023/24 a total of 15 trainees completed the Keeping it Wild programme. 80% of our Trainees came from Black, Asian or other Minoritised Ethnic backgrounds, with 66% living in areas of higher socio-economic deprivation and 53% living with a disability.

Alongside this, the Trust recruited 12 young people for a new Youth Board which launched in July 2023, with an associated mentoring scheme including Trustees and the Senior Management Team. In 2023/24 the Youth Board focused on developing youth-led projects such as a social media campaign based on turning Eco-Anxiety into positive action for nature, likely to be launched in late 2024.

The Trust's 3rd annual Green Careers Showcase was held 6th July 2023, with 104 young people attending. This initiative is key to raising awareness about green careers, jobs and training opportunities within the environmental sector for under-represented young people. The event was successful in attracting young people from diverse backgrounds: 70% of attendees were from Black, Asian and Minoritised Ethnic communities and 30% were White British. 36% lived in the top 30% most deprived communities in England. 41% were in employment, 39% in education and 15% were 'other'; a mix of people changing careers, unemployed or recent graduates looking for work in the sector.

The Trust's Head of Youth Programmes was interviewed by consultants SAM Culture on behalf of Esmee Fairbairn Foundation, mapping workplace diversity in the environment sector. Learning and evaluation findings from Keeping it Wild were shared, but were not referenced in [Supporting a More Diverse and Inclusive Environment Sector](#) (March 2024).

The Trust undertook a National Lottery Heritage Funded one-year development phase for 'Reuniting Sydenham Hill Wood and Dulwich Wood' which included significant community consultation. In addition, an Access Audit for both woods was conducted by consultants Accessible UK. Information was collated into a Consultation Report and along with the Access Audit has helped directly shape the Activity Plan for a future three-year delivery phase.

The Trust has further developed SEND (Special Educational Needs and Disabilities) provision based on a pilot called 'SENSory Explorers' which has been running once a month at Camley Street Natural Park, this will be replicated at Walthamstow Wetlands, Woodberry Wetlands and Centre for Wildlife Gardening from August 2024 onwards and will need marketing resources.

'Nature Nurtures' project ended in Spring 2023 and an in-person session outlined key learnings on leading inclusive and welcoming sessions, how to engage young people, legacy plans and resources. It was designed as a partner sharing event with some staff attending from wider Trust teams. However, it could have benefitted more staff if it had been more widely advertised internally as it was an excellent session. Project evaluation will be completed in May 2024 and will include four learning papers which will be available to wider staff.

The outdoor sensory classroom at Walthamstow Wetlands has been improved to include a purpose-built wheelchair-accessible dipping pond and planters as well as wheelchair accessible picnic benches in the wider site.

A new signage strategy for Walthamstow Wetlands has been created with reference to an accessibility audit. The strategy was reviewed by a volunteer accessibility consultant before final sign off, print & install. This included key access information (facilities, walking distances, height of signs, rest stops) and follows best standards in accessible visuals. Toilet icons were updated in the new signage designs to be non-gendered. Signage will be installed in May 2024.

The Trust has reviewed hourly wages available for commercially focused staff due to the rising cost of living. Wages increased for all casual staff (café, events and front of house) to match the current London Living Wage, this was implemented in April 2023. The Employee Handbook was also updated to focus on hygiene and safety requirements, rather than outdated opinions on professional standards, i.e. previously piercings, tattoos, facial hair were deterred for front of house and café staff.

As part of ongoing attempts to make online content more inclusive and accessible, an audit of the Trust's website navigation menus was undertaken, simplifying access to relevant pages and creating an easier user journey. The site still hosts an Accessibility Menu, and staff uploading new images are required to add alternative (alt) descriptive text to convey the meaning and context of the visual. Furthermore, every video published on our social media channels now includes captions as standard.

The Trust's Linktree (a webpage designed to host various links to our content) was simplified, with many old links removed and new headings created to separate content. Photos have been added to each link to create a visual reference which some find easier to navigate. Use of emojis in all digital communications has been reduced, with positioning of emojis encouraged only at either the beginning or the end of a sentence or title, to reduce confusion for users of screen readers.

The Trust's 'Next-door Nature' project ends in July 2024 and has engaged with 331 young people, 319 of which were of global majority background, many living in lower socio-economic postcodes. Working with young people, their parents and communities has been extremely valuable in understanding how to support a huge number of Londoners with unequal access to green space or who face barriers to engaging in more traditional ways. Some partner organisations have successfully secured funding, including Splash Arts in Poplar, where a Sensory Wildlife Garden has been built (with culturally relevant food growing for Bengali communities). The space continues to grow into what is becoming a community hub and the Trust is working with communities engaged in the project and community champions to spotlight their stories with short videos across digital communications channels.

6. How did we do on Key recommendations and priorities for 2023/24

In line with the Trust's EDI Strategic Framework, **360 Ownership; Culture of Allyship; Process and Policies; Reporting and Accountability;** and **Leading the Way** – the following recommendations were outlined for 2023/24 in the 2022/23 report. Progress against these (originals in italics) has been noted as below.

Process and Policies: A new EDI policy due will be released early in Q1 of 2023/24 as well as a new Family Friendly policy including a very competitive offer to ensure working parents are better supported.

This has been achieved.

Culture of Allyship: Training on Mental Health First Aid will take place in May 2023. The Trust has identified the need for a Menopause Awareness Policy which will be accompanied by training in October 2023. In addition, training will be available on Gypsy, Traveller and Roma communities, which staff will be strongly encouraged to attend.

This has been achieved / delayed. Mental Health first aid training achieved. Menopause guidance will be introduced in 2024, training on this subject has been slightly delayed however is set for July 2024. Training on Gypsy, Traveller and Roma communities has also been delayed but is now set for September 2024.

Leading the Way: As a follow on from the Trust's 'Seeding Change' report, a need has been identified to create a **position statement on the history of nature conservation** to provide context and explain why some of the barriers for under-represented groups / people exist within the sector. This will cover why the structures and barriers exist, for example as a result of the history of land ownership, extraction and slavery. To compliment this piece of work the Trust will aim to produce a **series of short films** that explain the findings of the Seeding Change report that illustrate the position statement. This piece of work will use listening exercises and co-creation as methodologies.

This has not been achieved as the funding application for this work was not successful.

Culture of Allyship: The Trust will begin a development phase for a large-scale project '**Reuniting Sydenham Hill and Dulwich Wood**' this will involve consultation with people that are not currently accessing these sites as well as a full Access Audit that will be carried out by consultants. The project will have a focus on conserving the largest remaining tract of the Great North Wood as well as involving a wider range of people in the Woods.

This has been achieved.

Reporting and Accountability: The Trust will contribute to the **2023 RACE Report**, independently as London Wildlife Trust.

This has been partially achieved, in 2023 the Trust submitted data as part of the wider Wildlife Trust federation.

360 Ownership: *The Trust will begin a **brand review** in 2023, relevant to EDI work will be how the Trust can better tailor the brand to audiences, specifically under-represented young people / communities.*

This has been partially achieved, a brand review has taken place and further work is needed to implement tailoring the Trust's marketing and comms to under-represented young people.

Culture of Allyship: *The Trust will design and install new **signage and interpretation at Walthamstow Wetlands** with the aim of making the nature reserve more welcoming, friendly, and accessible outdoors.*

This has been achieved.

Process and Policies: *The Trust's **Carbon Reduction Strategy** (currently in draft), will become an increasingly important driver for the organisation in terms of delivery, monitoring and reporting; EDI objectives will need to be effectively integrated with this.*

This has not been achieved. Progress on the Carbon Reduction Strategy has been delayed.

Process and Policies: *A new organisation-wide **volunteering strategy** will be progressed which will include a focus on EDI and youth-led volunteering. Anticipated changes to be implemented include accurate data collection and monitoring of EDI information on volunteers and developments to the make-up of the volunteer cohort. There will be more training focus on recruitment and inclusion within the volunteer base as well as tools to support this, for example an overhaul of the website and recruitment materials; the focus will be on quality rather than quantity.*

This has been partially achieved, a review of volunteering has taken place but due to staff turnover, the review has not been progressed into a strategy. A final evaluation report and learning paper on youth volunteering has been produced as part of the 'Nature Nurtures' project funded by Arts Council England.

Reporting and Accountability: *The Trust will promote take up of the Annual Staff and Trustee EDI survey to ensure we have **baseline EDI information for our Board of Trustees**.*

This has been achieved.

360 Ownership: *The Trust will begin a review of its **Ambassadors'** scheme and will develop plans for involving more up and coming young ambassadors in this scheme to showcase diverse young people who are active in the environmental sector.*

This has been delayed and will be progressed at a later date as part of the new project development for 'Keeping it Wild Collective' which aims to build a youth movement towards restoring nature in London which the Trust will be seeking funding for in 2024.

Culture of Allyship: *The Trust will further develop **SEND provision** based on findings from CSNP pilot. Further training for Learning team on engaging people with additional needs will be implemented.*

This has been achieved.

Reporting and Accountability: *The Trust will create **records of accessibility improvements that are undertaken on nature reserves** for inclusion in the next EDI*

annual report. In addition, updates will be provided on proactively asking contractors for EDI policies.

This has not been achieved.

7. Key recommendations and priorities for 2024/25

In line with the Trust's EDI Strategic Framework, **360 Ownership; Culture of Allyship; Process and Policies; Reporting and Accountability;** and **Leading the Way** – the following recommendations have been outlined for 2024/25.

360 Ownership:

- The Trust will implement refresher EDI training for staff and Trustees in 2024.
- The Trust will be updating its Volunteering Policy and Procedures.
- A plan will be created to train all active volunteers in basic EDI awareness and to include training and information as part of all volunteer inductions as a standard part of onboarding.

Culture of Allyship:

- The Trust will provide Menopause Awareness training in July 2024.
- A staff member will Co-Chair the TWT 'Next-Gen Nature' the staff network for younger staff.
- The Trust launched a pilot 'SENSory Explorers' at Camley Street Natural Park in 2022 for families with children with Special Educational Needs (SEN). The programme will be expanded to other Trust sites in August 2024.
- The Trust will share the annual EDI report with members. Also, this year the Trust will celebrate the annual EDI report on social platforms (this wasn't done for the previous 2022-23 report).
- The sensory garden at Walthamstow Wetlands will be opened to the wider public allowing access to all visitors (outside the school bookings). This will offer a quiet and reflective space for visitors to use with shady spots and sensory features such as a herb archway.
- The Trust will organise a photoshoot that includes models that represent a more diverse group of visitors to further improve representation in the Trust's image bank in July 2024.

Process & Policies:

- Trustees and Senior Management Team will review the Trust's Governance Handbook to make it more welcoming to a wider range of Trustees.
- The Trust will develop a new Youth Participation Checklist as a flowchart visual. Trainees and the Youth Board will be consulted, and it will be piloted for the [RACE Report Summit](#) in July 2024.
- From July 2024 onwards hiring managers will need to complete training on updates to recruitment and onboarding including anonymised CVs and the disability confident scheme. There will be a 20-minute induction for hiring managers for new recruitment going forward.
- The Trust plans to improve information for schools who are taking part in an outdoor learning session on nature reserves through creating a school's information pack to send in advance, pre-visit. The pack will include names/pronouns/photos of team members delivering sessions, photos of sites,

facilities and activities. This will reduce the unknowns for children visiting who may struggle with change to routine.

- The Trust will conduct a Brand Review in 2024. Brand Guidelines and Tone of Voice guidelines will include guidance page regarding visually impaired people (contrast, alt text, subtitles, screen readers, minimum font size). The Tone of Voice guidelines will be updated following brand review, with inclusion imbedded.
- Marketing & Communications staff will receive 'Digital accessibility for comms' training.

Reporting & Accountability:

- The Trust will conduct a gender pay gap review in 2025.
- The Trust will trial software to record conservation works achieved across the nature reserves portfolio. This will include investigating the possibility of recording access improvements on nature reserves to quantify access improvements undertaken by staff, volunteers and contractors.

Leading the Way:

- In 2024 our Chair will lead on Trustee Recruitment, the recruitment pack will highlight diversity and specifically highlight recruitment of younger Trustees.
- Evaluation of 'Nature Nurtures' will be completed in May 2024 which will include four learning papers. These will be available on the Trust's website, circulated to staff and highlighted externally.
- The Trust will deliver it's annual 'Green Carers Showcase' at Walthamstow Wetlands, attracting diverse young people into opportunities within the wider sector.
- The Trust will showcase youth programmes and EDI initiatives by hosting an event for The National Trust's Nature Neighbourhoods partners from across the UK.
- The Trust will actively participate in the first ever 'RACE Report Summit,' led by SOS-UK at UCL in July 2024.
- In Autumn 2024 the Trust will launch a five-month development phase for 'Keeping it Wild Collective' to plan a new initiative that will aim to scale-up youth programmes into movement building, by creating young leaders to restore nature in London.

Appendix 1

With thanks to the EDI working Group members 2023/24

Name	Role	Dept
Leah McNally	Lead	Learning, Youth & Communities
Abi March	Lead	Learning, Youth & Communities
Emily Fox	Member	Learning, Youth & Communities
Karen Frances	Member	Learning, Youth & Communities
Bobbi Benjamin-Wand	Member	Learning, Youth & Communities
Chantelle Lindsay	Member	Learning, Youth & Communities
David Mooney	Member	Development
Latha Mamo	Member	Development (Fundraising)
Margaret Ruttle	Member	Development
Ailie MacDonald Wilson	Member	Development (Marketing)
Violet Bennell	Member	Development (Comms)
Ollie Watson	Member	Development (Comms)
Mathew Frith	Member	Conservation
Richard Barnes	Member	Conservation
Pete Salter	Member	Conservation
Gordon Scorer	Member	CEO
Alisha Hobbs	Member	Central services (HR)
Charlie Sims	Member	Visitor Experience
Jen Robertson	Member	Visitor Experience
Liva Cunska	Member	Visitor Experience
June Jackson	Member	Visitor Experience
Jessica Parkes	Member	Visitor Experience