

Reference: IR835

Date issued: 25 August 2022

## Stonewall Workplace Equality Index (WEI)

I am writing in response to your request for information dated 29 July 2022 in which you requested information regarding Audit Wales' dealings with Stonewall.

For ease of reference, I have reproduced your questions below in bold, and set out our corresponding responses.

**1. Confirm whether your organisation applied to be part of the Stonewall Workplace Equality Index in A) 2018 (for 2019), B) 2019 (for 2020) or C) 2021 (for 2022) (NB the index was suspended in 2020/21 because of Covid)**

We initially registered to become a member of the Stonewall Cymru Diversity Champions Programme in 2017 and have renewed this on an annual basis up until 2020, to continue our Diversity Champion status. We made an application for the Workplace Equality Index in 2018 (for 2019) and 2019 (for 2020).

**2. Give details of the total amount of money you paid to Stonewall in 2021 whether or not as payment for goods or services.**

The total amount of money paid to Stonewall during 2021 in respect of goods and services was as follows:

2020/21 financial year	£3,325.00	Diversity champion membership (£2500) Equality and diversity training (£600) Workplace Equality Conference (£225)
2021/22 financial year	£0	

No money was paid to Stonewall during the 2021/22 financial year.

**3. State whether you intend to continue your membership of any Stonewall scheme in the future, and if so which.**

I have liaised with our HR department and can confirm that the Wales Audit Office has discontinued membership with Stonewall.

If the answer to any part of 1 is yes please supply:

**4. Any application you made in 2021 to be included on Stonewall's Workplace Equality Index, including any attachments or appendices to those applications. Please redact personal details if necessary.**

N/A – no application was submitted by Audit Wales to be part of the Stonewall WEI in 2021.

**5. Any feedback you received in 2018/19 or 2019/20 or 2021/22 from Stonewall in relation to either application or programme. This must include the priorities or objectives written by your organisation's representative at the end of the feedback form (under the heading 'Priorities for the year ahead' in 2019; 'Your priorities' in 2020).**

We received feedback in relation to the Workplace Index applications in 2018 (for 2019) and in 2019 (for 2020); both documents are attached.

Yours sincerely,  
Information Officer

# Wales Audit Office WORKPLACE EQUALITY INDEX 2019: FEEDBACK REPORT

## Wales Audit Office Professional services

Congratulations on taking part in Stonewall’s 2019 Workplace Equality Index. Regardless of where you ranked, you’ve demonstrated commitment to your LGBT staff and the wider LGBT community. In this report, you will find feedback from Stonewall to help you action plan your year ahead and drive forward LGBT inclusion in your workplace.

### WHAT THIS REPORT CONTAINS

The report is specific to your organisation and tells you the following information:

- Your scores across the ten different sections of your submission
- A short qualitative summary on performance across sections
- Comparison data to the averages of 3 groups of entrants –
  - The overall average for all entrants
  - The sector average
  - The Top 100 average
- Your employee survey data on key indicators of inclusion

Additional information will also be supplied to you:

- Employee survey data across sector, the overall and Top 100 averages
- Overall analysis of trans employee survey data and trans inclusion practice

### HOW TO USE THIS REPORT

Your Stonewall Account Manager will organise a feedback meeting with you to talk through the strengths and weaknesses of your current LGBT inclusion work, best practice and give you tips for action planning in the future. During this meeting, the Account Manager may not go through the whole report, but touch on work that is most relevant to your organisation.

You should use this report, along with the verbal feedback from your Account Manager to make the short and long-term changes necessary to drive inclusion in your workplace.

#### SCORE AND RANK CARD

<b>Total score:</b>	99.5
<b>Rank 2019:</b>	131
<b>Sector rank:</b>	4
<b>Entrants in sector:</b>	20
<b>Trans inclusion work:</b>	39

#### QUICK FACTS

- 445 organisations took part in the 2019 Index
- 20 different sectors were represented
- 132 is the average score for a Top 100 employer
- 92,418 employees took part in the employee feedback survey

## SUBMISSION SCORE SUMMARY AND OVERVIEW

The below table gives you a summary and overview of how you scored across the sections of your submission. These are then compared to three separate groups of entrants. See below the table for an explanation of the different columns.

Section		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
1	Policies and benefits	10	15	5	15	6.2	5.4	10.5
2	The employee lifecycle	13.5	27	13.5	25.5	10.3	8.3	17.9
3	LGBT employee network group	12.5	22	9.5	17	9.2	8.7	16.3
4	Allies and role models	9	22	13	15	7.1	5.8	13.4
5	Senior leadership	11	17	6	15.5	5.8	4.7	11.2
6	Monitoring	10.5	21	10.5	20	5.7	3.6	9.4
7	Procurement	5	17	12	7	4.1	2.6	10.0
8	Community engagement	4	20	16	14	9.2	5.9	15.7
9	Clients, customers and service users	12	17	5	17	6.0	5.1	11.6
10	Additional work	0	2	2	0			
	Employee feedback survey	12	20	8		9.5	8.7	15.1

- **Your score** – your scores across all sections and the employee feedback survey
- **Full marks** – the total amount of marks available across all sections and the employee feedback survey
- **Variance** – the difference between your score and the full marks available
- **Self-score** – the marks you claimed for in your submission across all sections
- **Comparisons to** –
  - The overall average for all the entrants by section
  - The sector average by section
  - The Top 100 average by section

## SECTION 1: EMPLOYEE POLICIES AND BENEFITS

This section examines the policies and benefits the organisation has in place to support LGBT staff. The questions scrutinise the policy audit process, policy content and communication.

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
1	Policies and benefits	10	15	5	15	6.2	5.4	10.5

### SECTION NOTES:

Your bullying and harassment policy is clear on protections for employees, with examples of what constitutes bullying, harassment and discrimination. However, you need to include examples of homophobic, biphobic and transphobic behaviour for each, and include trans identity/gender expression in addition to gender reassignment in your list of protected groups. It is good to see that an equality statement has been included in your staff benefit policies to communicate that they are explicitly inclusive of same-sex couples. However, some areas of the policy do still contain gendered language within them so this is an area of development for next year.

We also recommend reviewing some of the language in the Transitioning Policy to ensure it is fully non-binary inclusive (e.g. reference of using facilities of acquired gender). Also we would recommend that you include within the policy or in separate guidances what the role of HR, managers and colleagues is in supporting a member of staff who is transitioning and guidance for them of to do this effectively.

### WHAT YOUR EMPLOYEES SAY:

**I know the process of reporting homophobic and biphobic bullying to my employer...**

100% of your LGB employees said yes

**If I was a victim of homophobic or biphobic bullying and harassment, I would feel confident in reporting it to my employer...**

100% of your LGB employees agreed

**NOTES:** use this space to make extra notes during your benchmarking meeting

## SECTION 2: THE EMPLOYEE LIFECYCLE

This section examines the employee lifecycle within the organisation; from attraction and recruitment through to employee development. The questions scrutinise how you engage and support employees throughout their journey in your workplace.

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
2	The employee lifecycle	13.5	27	13.5	25.5	10.3	8.3	17.9

### SECTION NOTES:

It is great to see that you have implemented several different mechanisms throughout the employee lifecycle to communicate to prospective, new and current staff that Wales Audit Office is an inclusive employer who is committed to LGBT equality. Your use of diversity specific websites to promote your vacancies and the inclusion of information about your staff networks within recruitment webpages are both really positive to see. Areas of improvement within this section are to ensure that the training staff with recruitment responsibilities receive includes specific content on how to reduce bias and discrimination towards LGBT candidates (e.g. include case studies or scenarios with LGBT applicants and suggested responses to counter this bias). Similarly, the all staff equality and diversity training that you provide needs to include information on language and stereotypes in relation to LGBT people, how to challenge inappropriate behavior and routes to report bullying and harassment (there was no evidence uploaded this year for us to be able to assess it). An area of focus this year in terms of all staff communications should be bi and trans specific days of celebration or remembrance, e.g. bi-visibility day or trans day of remembrance.

### WHAT YOUR EMPLOYEES SAY:

**I am aware that my organisation is a Stonewall Diversity Champion...**

90% of your LGBT employees said yes  
88% of your non-LGBT employees said yes

**As a result of the training, I understand trans identities...**

50% of your LGBT employees agreed  
36% of your non-LGBT employees agreed

**NOTES:** use this space to make extra notes during your benchmarking meeting

### SECTION 3: LGBT EMPLOYEE NETWORK GROUP

This section examines the activity of your LGBT employee network group. The questions scrutinise its function within the organisation.

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
3	LGBT employee network group	12.5	22	9.5	17	9.2	8.7	16.3

#### SECTION NOTES:

It is good to see the network has tangible, measurable objectives and progress against these is measured. It is also great to see the range of support functions, social activities and awareness raising events that have been carried out in the past year.

As a next step we would like to see the network engage across wider initiatives to ensure people with multiple identities (e.g. LGBT parents, BAME LGBT people, LGBT people with disabilities) are included and represented in a systematic way - annual blog posts, sharing of external campaigns or initiatives on intersecting identities could be ways to go about this. Also, in this section a stronger focus on bi inclusion and thinking about a formal mechanism to ensure bi identities are represented within the network would be beneficial. A quick win for this year could be to review your promotional materials for the network and ensure that they explicitly reference the network being open to LGBT people with multiple identities in addition to the phrasing 'open to all'.

#### WHAT YOUR EMPLOYEES SAY:

**My organisation has an LGBT employee network group...**

100% of your LGBT employees said yes  
100% of your non-LGBT employees said yes

**Over the past year I have taken part in LGBT employee network group activities, events, initiatives or seminars...**

60% of your LGBT employees said yes  
36% of your non-LGBT employees said yes

**I am aware of the activities the LGBT employee network group undertakes...**

90% of your LGBT employees agreed  
90% of your non-LGBT employees agreed

**I would feel confident approaching my employer's LGBT employee network group for confidential support or advice...**

90% of your LGBT employees agreed  
77% of your non-LGBT employees agreed

**NOTES:** use this space to make extra notes during your benchmarking meeting



### SECTION 4: ALLIES AND ROLE MODELS

This section examines the process of engaging allies and promoting role models. The questions scrutinise how the organisation empowers allies and role models and then the individual actions they take.

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
4	Allies and role models	9	22	13	15	7.1	5.8	13.4

#### SECTION NOTES:

The organisation's commitment to supporting LGBT people to become role models, allies and specifically trans allies is clear throughout this section. You have created a workplace culture where staff feel able to profile themselves on your intranet and receive support from colleagues, which is great to see. Senior allies and role models are also clearly involved and active. To take this work further the organisation can look at profiling role models in a systematic way (e.g. a specific section on the networks intranet page) and ensuring that the full diversity of the LGBT community is represented within these (including bi, non-binary, LGBT people with disabilities, BAME LGBT people, LGBT people of faith ect). Other areas of improvement include providing allies with ways to visibly signal their commitment to LGBT equality (badges, email signatures, desk signage) and to have allies engage in an even wider range of events, such as: helping to organise awareness raising events and recruiting other allies.

#### WHAT YOUR EMPLOYEES SAY:

**I understand why my employer is committed to LGBT equality...**

98% of your non-LGBT employees agreed

**I feel confident in supporting my LGBT colleagues...**

93% of your non-LGBT employees agreed

**NOTES:** use this space to make extra notes during your benchmarking meeting

## SECTION 5: SENIOR LEADERSHIP

This section examines how the organisation engages senior leaders. The questions scrutinise how the organisation empowers senior leaders at different levels and the individual actions they take

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
5	Senior leadership	11	17	6	15.5	5.8	4.7	11.2

### SECTION NOTES:

Within this section it is clear that board and senior management level staff have been engaged in a range of ways in the LGBT inclusion work of Wales Audit Office. The reverse mentoring programme you have begun to implement is a very positive step and it will be interesting to see the results of this. Continue to share LGBT seminar and event invitations with board and senior management level staff. The main area of development in this section is to keep engaging more board and senior management level staff and have them take part in a wider range of activities, e.g. having SMT meet regularly with the network group and/or have SMT review an LGBT inclusion strategy.

### WHAT YOUR EMPLOYEES SAY:

#### Senior managers demonstrate visible commitment to lesbian, gay and bi equality...

60% of your LGBT employees agreed  
81% of your non-LGBT employees agreed

#### Senior managers demonstrate visible commitment to trans equality...

50% of your LGBT employees agreed  
67% of your non-LGBT employees agreed

**NOTES:** use this space to make extra notes during your benchmarking meeting

**SECTION 6: MONITORING**

This section examines how the organisation monitors its employees. The questions scrutinise data collection methods, analysis and outcomes.

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
6	Monitoring	10.5	21	10.5	20	5.7	3.6	9.4

**SECTION NOTES:**

The way that you monitor sexual orientation is very good and this data is used well to carry out thorough analysis of the success of LGB applicants and the spread of LGB employees across pay grade and level. We would also recommend that you carry out a similar analysis from the staff satisfaction survey to compare LGBT responses against their heterosexual colleagues as the report you uploaded didn't show evidence of this analysis being carried out. It is really positive to see that you have updated the way you monitor trans identities and hopefully once declaration rates increase this will enable you to carry out the same analysis you currently do for sexual orientation.

**WHAT YOUR EMPLOYEES SAY:**

**I understand why my employer monitors the sexual orientation of its employees...**  
90% of your LGB employees agreed

**I would feel confident telling my employer my sexual orientation on a monitoring form...**  
90% of your LGB employees agreed

**NOTES:** use this space to make extra notes during your benchmarking meeting

**SECTION 7: PROCUREMENT**

This section examines how the organisation affects change in its supply chain. The questions scrutinise the steps taken to ensure LGBT inclusive suppliers are procured and held to account.

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
7	Procurement	5	17	12	7	4.1	2.6	10.0

**SECTION NOTES:**

It is great to see that you have shared the Simmons & Simmons procurement guidance on how to embed LGBT equality and diversity outcomes in to the supply chain with the procurement team. However, this section is one of your largest areas of development. Areas to focus on for the future are to ensure that the pre-qualifying questionnaire or other pre-tender documents include questions that ask if a potential supplier has an equality and diversity policy and equality and diversity training that is inclusive of sexual orientation and gender identity. These questions would not have to be point scoring or affect the outcome of the tender but they enable you to know more about the current practices of a potential supplier, you could then provide your own policies or training to them if necessary. Similarly, looking at how you hold suppliers to account after tender is vital in ensuring that there are no issues whilst the supplier is providing services to you or on your behalf. Also, continue to think about ways that you can engage with suppliers on LGBT equality in addition to inviting them to you network group events, e.g. sharing best practice policy and guidance.

**NOTES:** use this space to make extra notes during your benchmarking meeting

**SECTION 8: COMMUNITY ENGAGEMENT**

This section examines the outreach activity of the organisation. The questions scrutinise how the organisation demonstrates its commitment to the wider community and the positive impact it has.

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
8	Community engagement	4	20	16	14	9.2	5.9	15.7

**SECTION NOTES:**

Your work with Iris in the community to produce your short film is great and it is lovely to see how many different staff were involved in its making and the large number of people that have now viewed it as well. Your work to engage with organisations, such as the Children’s Commissioner’s Office, to share your knowledge and best practice is also very good.

Areas of development within this section include using your organisational social media accounts to communicate your commitment to LGBT equality and exploring ways that you could support LGB and Trans specific community groups and events (this does not need to be through financial donation, it could be through in kind donations, volunteering or skills sharing). A focus for this year could also be to engage with a campaign to tackle hate crime/ homophobic, biphobic and transphobic bullying and harassment, such as the Nobystanders campaign.

**NOTES:** use this space to make extra notes during your benchmarking meeting

**SECTION 9: CLIENTS, CUSTOMERS AND SERVICE USERS**

This section examines how the organisation engages with clients, customers, services users or partners.

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
9	Clients, customers and service users	12	17	5	17	6.0	5.1	11.6

**SECTION NOTES:**

Throughout this section it is clear the work Wales Audit Office has done to share it’s knowledge and experience of LGBT inclusion in the workplace with other organisations within its sector and within Wales. Continue to engage with other organisation to promote them taking part in diversity assessments, inviting them to your network events and helping them to set up networks of their own. There is good work being done with other LGBT networks, however we would like to see the organisation play more of a driving role in this or working on a specific project to progress this work.

**NOTES:** use this space to make extra notes during your benchmarking meeting

**SECTION 10: ADDITIONAL WORK**

Your score: 0 Full marks: 20 Self-score: 0

This section is a space for you to tell us about any work you have done to benefit LGBT members of staff that has not been described yet elsewhere in the submission.

**NOTES:** use this space to make extra notes during your benchmarking meeting

**ADDITIONAL EMPLOYEE FEEDBACK SURVEY ANALYSIS**

**RESPONDENT PROFILE**

Total respondents: 61

**QUICK FACTS**

92,418 employees took part in the employee feedback survey

If you did not receive over 10 LGBT responses, your LGBT survey data will be blank, as analysis will not have been carried out. Analysing numbers below this threshold risks outing individuals and is not reliable.

**DISCLOSING SEXUAL ORIENTATION:**

Would you feel comfortable disclosing your\* sexual orientation at work...

	All or some
To colleagues	70%
To managers/senior colleagues	70%
To customers/clients/service users	40%

\*Data represents LGB respondents

**BEING MYSELF IN THE WORKPLACE:**

I feel able to be myself in the workplace...

90% of your LGBT employees said yes

**CHALLENGING BEHAVIOUR**

I would feel confident challenging inappropriate behaviour or discrimination towards LGBT people in the workplace...

90% of your non-LGBT employees said yes



## PRIORITIES FOR THE YEAR AHEAD

Use this space to identify your organisation's top three LGBT-inclusion priorities for the year ahead, arising from the discussion. You may like to consider how you will work with Stonewall in order to achieve these.

Your Priorities	What would success look like in a year?	What steps will you take to achieve that success?
<i>Example: To engage senior champions in LGBT inclusion</i>	<i>Example: Improved score in section five of the Index, and improved responses to survey questions on senior leadership</i>	<i>Example: Three senior managers will attend a Stonewall Workplace Conference; allies training will be delivered to the board</i>
<b>Priority one:</b> <i>Write your priority here</i>		
<b>Priority two:</b> <i>Write your priority here</i>		
<b>Priority three:</b> <i>Write your priority here</i>		

## Wales Audit Office: Workplace Equality Index 2020 Feedback

Congratulations on taking part in Stonewall's 2020 Workplace Equality Index. As an employer that has taken the time to participate, you've demonstrated commitment to your LGBT staff and the wider LGBT community. In this report you will find feedback from Stonewall to help you plan your year ahead to drive forward LGBT inclusion in your workplace.

### What this report contains

This report is specific to your organisation. It gives you the following information:-

- Your overall score
- Your overall rank, and rank within the professional services sector
- Your performance on key questions for bi and trans staff
- Your scores in the ten sections of your submission
- A short qualitative summary of your performance in each section
- Comparison data for different groups of entrants:-
  - All entrants
  - Entrants in the professional services sector
  - Top 100
  - Top 100 threshold: those ranked one hundred to eighty-five, typical of organisations newly entering the Top 100

Additional information will be provided to you on the staff feedback questionnaire that you sent to your employees:-

- How your employees responded to key questions about LGBT equality
- How employees of similar organisations in the professional services sector and your region responded

### How to use this report

Your Stonewall Account Manager will organise a feedback meeting with you to talk through the strengths and weaknesses of your current LGBT inclusion work, best practice and give you tips for action planning in the future. During this meeting, the Account Manager go through the work that is most relevant to your organisation.

You should use this report, along with the verbal feedback from your Account Manager to make the short and long-term changes necessary to drive inclusion in your workplace.

#### Score and rank

- Total score: 87
- Rank: 195th
- Professional services sector rank: 7th
- Professional services sector entrants: 24
- Bi inclusion score: 14%
- Trans inclusion score: 67%

#### Quick facts

- Over 500 organisations took part
- 109 820 people responded to the Staff Feedback Questionnaire
- The average Top 100 score is 137.5
- The average Top 100 Bi Inclusion Score is 67%
- The average Top 100 Trans Inclusion Score is 60%

## Summary and overview

The below table gives you a summary of how you scored across the ten sections of the Workplace Equality Index.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Professional services sector	Top 100	Top 100 Threshold Entrants
1 Policies and benefits	8	15	15	7	7		6.5	5.5	10.5	10.5
2 The employee lifecycle	9	27	25.5	16.5	18		10	9	17.5	15
3 LGBT employee network group	8.5	22	14	5.5	13.5		9.5	8	17	14.5
4 Allies and role models	10.5	22	14.5	4	11.5		7.5	7	14.5	13
5 Senior leadership	7	17	15.5	8.5	10		6	6	12.5	11
6 Monitoring	19	21	20.5	1.5	2		6	4	10.5	8.5
7 Procurement	5	17	9	4	12		4	2.5	10.5	8.5
8 Community engagement	8	20	10	2	12		9	6	15.5	13.5
9 Clients, customers and service users	5	17	11	6	12		6	6	12.5	9.5
10 Additional work	0	2	2	2	2		0.5	0.5	1	1
Staff feedback questionnaire	7	20	n/a		13		10.5	11	16	16

- **Your score** – the number of points allocated based on the answers and evidence provided
- **Total marks** – the number of points available in that section
- **Marks claimed** – the number of marks that your organisation claimed in the submission<sup>†</sup>
- **Marks claimed, not awarded** – the difference between marks claimed and your score
- **Marks available, not awarded** – the difference between marks available and your score
- **Averages** – mean averages of the scores awarded to...
  - **All entrants** – all organisations, over 500, who entered the Workplace Equality Index 2020
  - **Professional services sector** – all organisations which entered in the professional services sector
  - **Top 100** – all organisations which ranked in the Top 100 employers
  - **Top 100 Threshold** – all organisations which ranked between 100 and 85, the typical score of an organisation that is newly entering the Top 100

<sup>†</sup> If this number is less than your score this shows that the evidence you submitted is worth more points than you claimed

<sup>†</sup> Referred to in previous reports as 'self-score'

## Section 1: Policies and benefits

This section examines the policies and benefits the organisation has in place to support LGBT staff. The questions scrutinise the policy audit process, policy content and communication.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Professional services sector	Top 100	Top 100 Threshold
<b>1 Policies and benefits</b>	8	15	15	7	7		6.5	5.5	10.5	10.5

### Feedback from your marker

The audit process you have in place to ensure all policies are LGBT inclusive is very thorough and explicitly refers to ensuring that all policies are written using gender neutral language. This would be strengthened by adding that all policies that refer to partners or parents need to explain that these terms are inclusive of same-sex parents and couples. Your Dignity at Work Policy outlines the protected characteristics and the duty on all staff to ensure people will not be discriminated against or bullied based on these characteristics. Several examples are given for bullying and harassment but none of these are homophobic, biphobic or transphobic specific.

The staff handbook which contains the family related policies is nearly completely gender neutral throughout (gendered language does appear in the paternity leave section) and includes a statement that says staff will not be discriminated against on the grounds of sexual orientation. However, this could be made clearer by specifying that throughout those policies where the term partner or parent is used this is inclusive of same-sex couples.

The other main area of development in this section is to produce specific guidance for managers, staff in HR and colleagues of staff who are transitioning.

### Your notes

## Section 2: The employee lifecycle

This section examines the employee lifecycle within the organisation; from attraction and recruitment through to employee development. The questions scrutinise how you engage and support employees throughout their journey in your workplace.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Professional services sector	Top 100	Top 100 Threshold
<b>2 The employee lifecycle</b>	9	27	25.5	16.5	18		10	9	17.5	15

### Feedback from your marker

Your use of diversity recruitment websites is great to see, as is the information that you provide prospective staff with regarding your LGBT inclusion work. An area of improvement in the recruitment cycle is to ensure that staff with recruitment responsibilities receive training specific to recruitment, rather than just as part of the all staff equality and diversity training, and that this includes specific examples of positive LGBT inclusion in recruitment and how to avoid LGBT based bias.

Your use of internal communications to promote LGBT specific conferences, development programmes and to mark LGBT dates, such as Pride is good. However, it would be good to see you mark bi and trans specific dates as well, e.g. Bi-Visibility Day or Trans Day of Remembrance.

Other areas of improvement in this section are to review the information that is provided to staff regarding your LGBT inclusion work at induction as the evidence provided is the same as at recruitment (e.g. messages of commitment from senior staff regarding LGBT inclusion, signposting to LGBT inclusive policies and signposting to your network group) and all of this evidence is now several years old. Also, you need to ensure that your equality and diversity training has more LGBT specific content, especially for trans identities.

### Your notes

## Section 3: LGBT employee network group

This section examines the activity of your LGBT employee network group. The questions scrutinise its function within the organisation.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Professional services sector	Top 100	Top 100 Threshold
3 LGBT employee network group	8.5	22	14	5.5	13.5		9.5	8	17	14.5

### Feedback from your marker

It is good to see that the core support and consultation functions of the network group have continued and that your collaboration with other network groups through the South Wales Network Chairs group continues to develop. However, much of the description in this section has remained the same as last year's submission, Reviewing/ putting in to place specific objectives for 2020 will hopefully create more structure so that you can aim to fill in more of the questions in this section and engage with a wider range of other diversity strands throughout your work as well (e.g. LGBT parents, LGBT people of faith, LGBT people with disabilities) - blog posts, sharing of external campaigns or initiatives on intersecting identities could be ways to go about this.

Also, in this section a stronger focus on bi inclusion and thinking about a formal mechanism to ensure bi identities are represented within the network would be beneficial. A quick win for this year could be to review your promotional materials for the network and ensure that they explicitly reference the network being open to LGBT people with multiple identities in addition to the phrasing "open to all".

### Your notes

## Section 4: Allies and role models

This section examines the process of engaging allies and promoting role models. The questions scrutinise how the organisation empowers allies and role models and then the individual actions they take.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Professional services sector	Top 100	Top 100 Threshold
<b>4 Allies and role models</b>	10.5	22	14.5	4	11.5		7.5	7	14.5	13

### Feedback from your marker

Your launch of the Equality Champions and Allies charter is great to see and the information you have shared with allies to empower them to engage and take action is also very positive. Going forward it would be good to see these resources and information stored in one place so that they continue to be accessible to new staff or new allies, e.g. an allies FAQ sheet or Guide for Allies.

As more people become allies encourage them to participate more in network group activities, have them help organise events and recruit other allies. Other areas of improvement in this section are to provide allies with a way of visibly signalling their commitment to LGBT equality, e.g. email signatures or lanyards. Also, increase the range of LGBT role model profiles that you share throughout the year to show the diversity and range of experiences within the LGBT community (e.g. non-binary people, bi people, LGBT people of faith) and share them in places that all staff can access them. These can be of Wales Audit Office staff or of people from public life or from the surrounding community.

### Your notes

## Section 5: Senior leadership

This section examines how the organisation engages senior leaders. The questions scrutinise how the organisation empowers senior leaders at different levels and the individual actions they take

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Professional services sector	Top 100	Top 100 Threshold
5 Senior leadership	7	17	15.5	8.5	10		6	6	12.5	11

### Feedback from your marker

The commitment of Board and Senior Management Level staff to LGBT equality is clear throughout this section, with them engaging in a range of LGBT related events and activities throughout the year. It is good to see that the reverse mentoring programme has now been rolled out but it would be good to see further description of the programme, its impact and for more people to engage with it. Similarly, it would be good to see the sharing of LGBT specific seminars and conferences with Board and SMT staff become more formalised so that all senior staff are informed of these opportunities.

Continue to have Board and SMT engage through the strategic equality plan, meet regularly with the network group and share messages of commitment to LGBT equality. Encourage a broader range of Board and SMT staff to take part in these activities and continue this momentum.

### Your notes



## Section 6: Monitoring

This section examines how the organisation monitors its employees. The questions scrutinise data collection methods, analysis and outcomes.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Professional services sector	Top 100	Top 100 Threshold
<b>6 Monitoring</b>	19	21	20.5	1.5	2		6	4	10.5	8.5

### Feedback from your marker

This is a strong section for you, with sexual orientation and trans status data being collected using best practice questions. This data is then used effectively to analyse the success of LGB recruits from application to appointment, sexual orientation pay gaps and the satisfaction of LGB staff. Your declaration rate for sexual orientation and trans status are both high, which is great to see. Continue to use this data in meaningful ways and monitor your improvement activities, especially in recruitment where disparities between application success of LGB applicants and straight applicants have been noticed. It would be good to see evidence of asking staff satisfaction questions in relation to gender, as you have only provided staff satisfaction data for LGB and heterosexual.

### Your notes

## Section 7: Procurement

This section examines how the organisation affects change in its supply chain. The questions scrutinise the steps taken to ensure LGBT inclusive suppliers are procured and held to account.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Professional services sector	Top 100	Top 100 Threshold
7 Procurement	5	17	9	4	12		4	2.5	10.5	8.5

### Feedback from your marker

The work of the procurement team to seek out equality and diversity development opportunities and guidance is great to see. The changes made to the questions asked of potential suppliers pre-tender is also positive to see, with suppliers now having to provide copies of their equality and diversity policies and training for them to be reviewed. It would be good to see as part of the Procurement Equality Checklist tool specific reference to LGBT or sexual orientation and gender identity to ensure that potential suppliers training and policies are scrutinised through this lens.

Areas of improvement in this section include seeking feedback from staff or service users regarding suppliers and where possible including monitoring questions to track any trends in people's experiences for analysis and to continue engaging with suppliers to promote them taking part in your inclusion activities, e.g. joint LGBT diversity and inclusion training and/or share best practice and policy around LGBT inclusion.

### Your notes

## Section 8: Community engagement

This section examines the outreach activity of the organisation. The questions scrutinise how the organisation demonstrates its commitment to the wider community and the positive impact it has.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Professional services sector	Top 100	Top 100 Threshold
<b>8 Community engagement</b>	8	20	10	2	12		9	6	15.5	13.5

### Feedback from your marker

Your use of social media over the past year to communicate your commitment to LGBT equality is good to see. In the future try to schedule comms to also publicly mark LGBT related dates, e.g. IDAHOBiT, Pride, Bi-Visibility Day or Trans Day of Remembrance. Also, your work with the South Wales LGBT Network Chairs group is also great to see, especially the GRA session that you held to raise further awareness and to promote more people to complete the public consultation.

Areas of improvement in this section are to explore ways that you could support LGB and Trans specific community groups and events (this does not need to be through financial donation, it could be through in kind donations, volunteering or skills sharing). A focus for this year could also be to engage with a campaign to tackle hate crime/ homophobic, biphobic and transphobic bullying and harassment, such as the Nobystanders campaign.

### Your notes

## Section 9: Clients, customers and service users

This section examines how the organisation engages with clients, customers, services users or partners.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Professional	Top 100	Top 100 Threshold
9 Clients, customers and service users	5	17	11	6	12		6	6	12.5	9.5

### Feedback from your marker

Your engagement with other public sector bodies through the Public Sector Consortium and South Wales Public Sector LGBT+ Chairs of Staff Network Groups is positive. In the future it would be good to see more explicit description of how you have engaged with these groups to promote LGBT equality in the sector/ region. Your engagement with Audit Scotland this year is another good piece of work and will hopefully have a positive impact on their inclusion work but again we need more description to understand this collaboration. Continue to engage with other organisation to promote them taking part in diversity assessments, inviting them to your network events and helping them to set up networks of their own.

### Your notes

## Section 10: Additional work

This section gives outstanding employers an opportunity to share best practice not already awarded elsewhere in the submission.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Professional examining centres	Top 100	Top 100 Threshold
10 Additional work	0	2	2	2	2		6	0.5	12.5	9.5

### Feedback from your marker

This section is a space for you to describe any work completed in the past year that is above and beyond what we have asked for in the main body of the submission.

### Your notes

## Staff Feedback Questionnaire

This section examines the policies and benefits the organisation has in place to support LGBT staff. The questions scrutinise the policy audit process, policy content and communication.

Section	Your score	Total marks	Marks available not awarded	Averages	All entrants	Professional services sector	Top 100	Top 100 Threshold
Staff feedback questionnaire	7	20	13		10.5	11	16	13.5

## Your priorities

This is a space for you, in collaboration with your account manager, to set objectives for the year ahead.

Your Priorities	What would success look like in a year?	What is a six-month milestone?	What resources or senior buy-in do you need?	What specific steps can be taken to achieve it?
<b><i>E.g., improve the working environment for bi employees</i></b>	<i>E.g., increase by 50% the number of bi employees who are comfortable to disclose to colleagues</i>	<i>E.g., three intranet campaigns raising awareness of bi issues with clear opposition to biphobic discrimination</i>	<i>E.g., agreement from internal communications and agreement from the Head of D&amp;I</i>	<i>Organise meetings with the Heads of Internal Communications &amp; D&amp;I Write copy for the first intranet post</i>
<b>Priority one:</b>				
<b>Priority two:</b>				
<b>Priority three:</b>				