

Application: Cardiff and Vale University Health Board

Workplace Equality Index (2023)

Summary

ID: WEI23-2021586158

Last submitted: 28 Sep 2022 12:52 PM (BST)

Data protection & privacy statement

Completed - 31 Aug 2022

Data protection & privacy statement

You will need to agree to the data protection & privacy statement to continue with the rest of your application.

Data protection and privacy statement

This privacy statement sets out how Stonewall uses and protects any information that you give Stonewall when you use this website.

Stonewall is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Stonewall may change this statement from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This statement is effective from 15/06/2021.

Stonewall agree to comply with any applicable legislation relating to data protection or privacy of individuals, the "Regulation" (which means Regulation (EU) 2016/679 of the European Parliament and the Council ("General Data Protection Regulation") and its national implementing laws, as well as any applicable laws or regulations on cyber security ("Data Protection Laws").

Data controller and processors

Stonewall Equality Ltd acts as Data Controller for all data processed for the Workplace Equality Index, Global Workplace Equality Index, Schools and College Awards and CYPs Awards. We use SMaply as a third-party data processor for the purposes of secure storage and have appropriate contracts and procurement checks in place to ensure they both comply with our terms set as Controller as well as all relevant data protection laws.

What we ask you to submit

Whilst registering and completing a submission, we may ask you to submit the following information:

- Names and job titles of submitters and collaborators
- Contact information including email address of submitters and collaborators
- Information about your organisation, such as postcodes and sector
- Information and files as supporting evidence for submissions such as:-
 - Policies
 - Communications
 - Screenshots of intranet posts
 - Descriptions of processes and ways of working
 - Examples of training
 - Case studies
 - Schools/Colleges only: photographs (see additional information below)
 - Schools/Colleges only: screenshots of school procedures/systems, e.g. SIMS
 - Schools/Colleges only: minutes/agendas from Governing Body meetings

Our lawful basis for processing the names, job titles, and contact information of submitters and collaborators is contractual.

Please note that whilst completing your submission you may be asked to provide pieces of evidence that reference individuals, such as personal profiles. Wherever possible you should redact personal data from this evidence, for example by covering names and photographs. If you do need to share personal details (for example for an individual award nomination), it is your responsibility to ensure you have the permission of the individual to share this information with Stonewall. We are relying on third party consent to process this data, so it is imperative that you receive explicit permission. Schools and Colleges should never submit details that can identify individual children.

What we do with the information you submit

Stonewall may use the information you submit for the following purposes related to the Workplace Equality Index and to further LGBT equality and inclusion in the workplace:

- Stonewall will use the information you submit to review, score and rank your organisation in comparison to other entrants.
- The information supplied is confidential between Stonewall and the applicant/organisation.
- Any ranks outside of the Top 100 will remain confidential between Stonewall and the applicant/organisation.
- Any scoring or comments made on the submission is confidential between Stonewall and the applicant/organisation, except for purposes outlined below.
- Aggregated scores, information and data may be used to identify national, regional and sector trends and patterns of work. This information may be published in Stonewall resources or publications. Where individual organisations or individuals are named, permission to do so will be sought.
- Individual practice, where deemed good practice by Stonewall, may be shared with other organisations either directly through Stonewall Account Managers, or within resources produced by Stonewall. Before any practice is shared, permission will be sought from the organisation in question.
- Demographic data about your organisation, for example number of employees, will be used for internal record keeping, aggregated analysis that may be published, and to improve our offers and services.

Stonewall may use the information you submit for the following purposes related to the School and College Champion Awards and to further LGBT equality and inclusion in schools and colleges:

- Stonewall will use the information you submit to review your school or college against the criteria for the School or College Award for which you are applying.
- The information supplied is confidential between Stonewall and the school or college.
- Any scoring or comments made on the submission are confidential between Stonewall and the school or college, except for purposes outlined below:
 - Individual practice, where deemed good practice by Stonewall, may be shared with other schools or colleges either directly by the Stonewall Education Team, or within resources produced by Stonewall. Before any practice is shared, permission will be sought from the school or college in question.
 - Demographic data about your school or college, for example whether you are a primary or secondary school, will be used for internal record keeping and to improve our offers and services.

Stonewall may use the information you submit for the following purposes related to the CYPS Award and to further LGBT equality and inclusion:

- Stonewall will use the information you submit to review, score and rank your organisation in comparison to other entrants

- The information supplied is confidential between Stonewall and the applicant/organisation.
- Any scoring or comments made on the submission is confidential between Stonewall and the applicant/organisation, except for purposes outlined below.
- Information and data may be used to identify national and regional patterns of work. This information may be published in Stonewall resources. Where individual organisations or individuals are named, permission to do so will be sought
- Individual practice, where deemed good practice by Stonewall, may be shared with other organisations either directly through Stonewall Account Managers, or within resources produced by Stonewall. Before any practice is shared, permission will be sought from the organisation in question
- Demographic data about your organisation will be used for internal record keeping and to improve our offers and services

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Data retention and access

For the Workplace Equality Index and Global Workplace Equality Index, we will endeavour to hold and provide access to your submissions on Stonewall Submit for four years after the submission deadline. However, it is your responsibility to retain an internal copy of your submission. After 4 years, your submission will be deleted from our systems.

For Education and Youth awards, we will delete your submission from our systems once your result has been returned to you. It is your responsibility to retain an internal copy of your submission.

When individuals change roles or leave an organisation, we will transfer submission access to verified new contacts at the organisation.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal and organisational information

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You may request details of personal information which we hold about you under the Data Protection Laws. Please visit our wider Privacy Policy under 'Your Rights' to see how to do this.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address or:

- memberships@stonewall.org.uk for queries related to the Workplace Equality Index or Global Workplace Equality Index
- education@stonewall.org.uk for queries related to School Champion Awards and College Champion Awards
- cyps@stonewall.org.uk for queries related to CYPS Champion Awards

We will promptly correct any information found to be incorrect.

Survey Monkey Apply data protection and privacy

This site has been built and is managed using Survey Monkey Apply, an online application system.

You can find the [Survey Monkey Apply privacy statement here.](#)

You can find the [Survey Monkey Apply security statement here.](#)

Stonewall privacy policy

You can find the main [Stonewall privacy policy here.](#)

Tick here to show us you've read and understood the Stonewall data protection and privacy policy.

I've read and understood the data protection and privacy policy

About your organisation

Completed - 31 Aug 2022

About your organisation

You will need to tell us a bit about your organisation.

About your organisation

How should we refer to your organisation?

We need to know so that, if your organisation is in the Top 100, we can celebrate your achievement.

What is your organisation's name?

This is the name that will be used in the Top 100 Employers report and associated publications if your organisation receives an award.

This doesn't have to be your organisation's full legal name.

You should use the most recognisable public-facing name for your organisation.

Cardiff and Vale University Health Board

When we refer to 'Cardiff and Vale University Health Board' in a sentence, what should we say?

For example, Universities often include 'the' before their name

Cardiff and Vale University Health Board

What sort of work do you do?

We need to know so that we can provide you with analysis of your results in comparison to similar organisations, and celebrate the achievements of a range of Top 100 award winners in all parts of the UK economy.

Which of the following best describes your sector type?

Public

Which sector best fits your organisation?

Health & Social Care

Where are you based?

We need to know so that we can provide you with analysis of your results in comparison to similar organisations, and celebrate the achievements of some of our Top 100 entrants in all parts of the UK.

Where is your organisation headquartered?

Which part of the UK is your organisation headquartered in?

Wales: South East Wales

What is the UK postcode of your organisation's headquarters?

You can use the Royal Mail postcode finder: <https://www.royalmail.com/find-a-postcode>

Postcode	CF14 4TT
Our headquarters do not have a UK postcode	✘

Which of the following parts of the UK does your organisation have offices, premises or branches in?

When we refer to offices, branches, or premises, we are not referring to the locations where staff work from home.

Responses Selected:

Wales: South East Wales

How many staff do you employ in the UK?

We need to know so that we can provide you with analysis of your results in comparison to similar organisations.

How precise a number are able to provide of the number of staff you employ in the UK?

We can offer an exact number

How many staff do you employ in the UK?

15943

Eligibility for Scottish, Northern Ireland and Welsh Employer of the Year awards

Entrants who are headquartered in or operate in Scotland, Northern Ireland or Wales are eligible for our employer of the year awards. Three awards are given: one for an employer in Scotland, one for an employer in Northern Ireland, and one for an employer in Wales.

If your organisation achieves Top 100 status, you are automatically eligible for the employer of the year awards.

We sometimes offer these prestigious awards to employers who aren't listed in the Top 100. We need to know if you want to be eligible for employer of the year awards even if you don't achieve Top 100 status.

Would you like your organisation to be eligible for an employer of the year award even if you are not in the Top 100?

Yes, we would like to be eligible for an employer of the year award regardless of our Top 100 status

Staff Feedback Questionnaire

Completed - 28 Nov 2022

Staff Feedback Questionnaire

This section allows you to generate a unique URL for our Staff Feedback Questionnaire. The Staff Feedback Questionnaire is a part of the Workplace Equality Index. We will anonymously capture the experiences, attitudes and skills of both your LGBTQ+ and non-LGBTQ+ staff.

We generate URLs twice a week for entrants who request them. Once we have generated the URL, we will send it to the lead applicant on your submission. You will then need to send it to all of your staff.

The survey will be open from the 25th of July until the 25th of November, which is after the employer submission deadline of the 20th of September. Applicants who start their submissions early may have to wait a while before we start to distribute URLs.

Entering the Staff Feedback Questionnaire

Would you like us to generate a unique URL, so that you can participate in the Staff Feedback Questionnaire this year?

Yes, as soon as you're able to

How would you like your organisation's name to appear to your staff on your staff feedback questionnaire response forms?

If you have completed the 'about your organisation' section, you will have told us your organisation's name.

We know that some organisations use a different name internally as opposed to their public-facing brand.

The name of your organisation will appear at the top of the survey page when your staff open the link. We do this so that they understand that whilst their responses are anonymous, they are feeding back about your organisation and to your organisation.

If you haven't completed the 'about your organisation' section, and you select the top option here, you'll need to the 'about your organisation' section and fill out the parts about your organisation's name.

The same as our external-facing name and brand

Would you like us to generate a copy of your staff feedback questionnaire forms in Welsh?

Yes

What is your organisation's Welsh language name?

Most of our entrants who distribute the staff feedback questionnaire link in Welsh, use the Welsh name for their organisation.

You may choose to use your English name.

Bwrdd Iechyd Prifysgol Caerdydd a'r Fro

Sharing the Staff Feedback Questionnaire with all of your staff

This page is for submitting evidence that you have sent the staff feedback questionnaire to all UK-based staff at your organisation

If you've only just requested your link, we understand you won't have received it yet!

You can just hit save and continue, and you'll be able to come back to this page and fill in the rest later.

You don't have to hit 'submit' to receive your link. All we need is your agreement to take part, and your organisation's name, either from the 'About your organisation' page or from the previous page. If you've provided those details, sit tight, and we'll get the link to you.

Has the staff feedback questionnaire been sent to all staff at your organisation?

Guidance:

- This should include all the staff you can reach digitally to complete the questionnaire.
- Evidence could include a screenshot of an intranet post or internal email.
- You must share the survey with all staff, not just, for example, your LGBTQ+ Employee Network Group members.
- This question is worth 2 of 20 points available for the staff feedback questionnaire.

Yes

Upload an all-staff communication promoting the questionnaire.

[Cardiff Vale UHB survey evidence.docx](#)

Filename: Cardiff Vale UHB survey evidence.docx **Size:** 2.6 MB

Section 1: Policies and benefits

Completed - 28 Sep 2022

Section 1: Policies and benefits

This section examines the policies and benefits the organisation has in place to support LGBTQ+ staff. The questions scrutinise the policy feedback process, policy content and provision of specific support.

1.1 Does the organisation have a process to ensure all employees can feedback on the inclusiveness of relevant policies (for example, HR policies)?

What we're looking for:

- A process that's open to all employees and applies across all relevant policies. Relevant policies include HR policies, for example leave policies.
- If feedback does not trigger immediate reviews, regular, periodic policy reviews that consider the feedback.

Yes

Describe the process, how it is communicated, and what action the feedback triggers (max. 500 words).

All policies and procedures are shared with staff through our consultation and engagement processes. As a policy or procedure is developed, staff, through our intranet and news pages are given the opportunity to comment on any of our policies by contacting a named individual. The staff are also given the opportunity to feedback on these policies through our staff networks and trade union representatives. Any feedback received is communicated to the lead individual who then contacts the member of staff to discuss the points raised.

For all Employment policies and procedures, a named staff and Trade Union representative works with the management lead in the development / review of the policy or procedure. Staff are also involved in the approval process - Procedures are approved by the Employment Policy Sub Group which is a sub group of the Local Partnership Forum and consists of People and Culture and Trade Union representatives. Policies are also considered by this group and a recommendation to approve the document is made to the UHB Strategy and Delivery Committee.

Describe any previous outcomes of the process (max. 500 words).

During the process of updating of our new Supporting Trans and Non-Binary Staff procedure, comments were sought from the LGBTQ+ Network and Trade Union representatives. As a result, two members of the LGBTQ+ Network, including one with lived experience as a non-binary person, were heavily involved in the creation of this document.

1.2 Does the organisation have a policy (or policies) that includes the following?

What we're looking for:

- A and B – a policy or policies clearly stating that the organisation will not tolerate discrimination, bullying or harassment against employees on the basis of the Equality Act 2010 protected characteristics of sexual orientation or gender reassignment. These may be listed along with other protected characteristics.
- B – a statement that includes 'gender identity and expression' as well as the protected characteristic of gender reassignment.

Tick all that apply.

Responses Selected:

A. Explicit ban on discrimination, bullying and harassment based on sexual orientation

B. Explicit ban on discrimination, bullying and harassment based on gender identity and gender expression

E. An example of transphobic bullying or harassment

F. Clear information about how to report an incident and how complaints are handled

Upload the selected policies with the relevant sections highlighted.

[HL Equality Inclusion and Human Rights \(1\).pdf](#)

Filename: HL Equality Inclusion and Human Rights (1).pdf **Size:** 157.1 kB

[HL Supporting Trans Staff.pdf](#)

Filename: HL Supporting Trans Staff.pdf **Size:** 589.3 kB

[Respect and Resolution Policy FINAL April 2021 \(2\).pdf](#)

Filename: Respect and Resolution Policy FINAL April 2021 (2).pdf **Size:** 1.4 MB

Provide a brief description of the policy/policies you have uploaded (max. 200 words).

The Equality, Diversity and Human Rights policy outlines the organisation's opposition to all forms of discrimination, including as a result of a protected characteristic. It outlines necessary steps to identify and address institutional exclusion, harassment, marginalisation and exploitation of groups and individuals.

Our Supporting Trans Staff procedure aims to create a fair and equal culture in which staff are protected from discrimination, harassment and victimisation on the grounds of their trans status and gender identity. This procedure is currently undergoing revision, with the help of Stonewall and our LGBTQ+ Network. However, due to this procedure's current status, we are unable to share it this year.

The Respect and Resolution Policy is an All-Wales policy to help manage workplace conflict in the NHS, and improve positive working relationships. This includes the toolkit to support staff in the next steps for reporting conflict and workplace issues if they cannot be resolved informally.

Our Freedom to Speak Up initiative empowers staff to raise concerns in their workplace and to notify the relevant body or authority with the knowledge that action will be taken as a result. We want our staff to feel safe and treated with respect when raising concerns.

<https://cavuhb.nhs.wales/staff-information/your-health-and-wellbeing/general-health-and-wellbeing-resources/freedom-to-speak-up/>

1.3 Where the organisation has the following family and leave policies, do they use inclusive language and explicitly state that they are applicable regardless of gender and sexual orientation?

What we're looking for:

- Policies explicitly stating that they apply regardless of the employee or the employee's partner's gender.
- Policies using gender-neutral or gender-inclusive language throughout to make it clearer that relevant LGBTQ+ employees are covered.

Tick all that apply.

Responses Selected:

A. Adoption Policy
B. Special or Compassionate Leave Policy
C. Maternity Policy
D. Paternity Policy
E. Shared Parental Leave Policy

Upload the selected policies.

[Special Leave.pdf](#)

Filename: Special Leave.pdf **Size:** 395.0 kB

[3.1.5A Maternity Adoption and Shared Parental Leave Policy.pdf](#)

Filename: 3.1.5A Maternity Adoption and Shared Parental Leave Policy.pdf **Size:** 143.5 kB

Provide a brief description of the policy/policies you have uploaded (max. 200 words).

Our maternity, adoption, paternity and shared parental leave policy aims to ensure the Health Board delivers its aims, objectives, responsibilities and legal requirements transparently and consistently, we will ensure that employees are made aware of their rights surrounding the maternity, adoption, paternity and shared parental leave provisions and any impact they may have on their employment. These provisions will be applied in a fair, consistent and effective way. This policy applied to all members of staff regardless of gender identity or sexual orientation.

This special leave policy sets out the approach of Cardiff and Vale University Health Board to special leave and the procedure for dealing with applications for special leave.

1.4 Does the organisation have a trans inclusion policy that covers the following?

What we're looking for:

- A policy containing information about the inclusion of all trans employees, regardless of whether they are currently transitioning.
- C – inclusive guidance that all trans employees can use the facilities that align with their lived gender and explaining your commitment to introducing gender-neutral facilities, if not already widely available.
- D – guidance on dress code offered regardless of whether you have a uniform or dress code policy. Guidance making clear that all employees, including trans and non-binary employees, are encouraged to wear the uniform or dress that they feel most comfortable in. Provision for gender fluid employees to have multiple uniforms.

Tick all that apply.

Responses Selected:

A. A clear commitment to supporting all trans people, including those with non-binary identities

B. Information on language, terminology and trans identities, including non-binary identities

C. Guidance on facilities for trans employees, including non-binary employees

E. A clear commitment to confidentiality and data protection for trans staff

Upload the selected policies.

[Supporting Trans Staff Procedure June 2019.pdf](#)

Filename: Supporting Trans Staff Procedure June 2019.pdf **Size:** 491.7 kB

Provide a brief description of the policy/policies you have uploaded (max. 200 words).

The guiding principle supporting this trans staff procedure is to create a fair and equal culture in which staff are protected from discrimination, harassment and victimisation on the grounds of their trans status. A trans person has the same right as everyone else to work in an environment free from harassment and/or behaviour that creates feelings of unease or distress.

Following a consultation with Stonewall Cymru earlier this year, we are working on implementing a number of changes to our Supporting Trans Staff Procedure, which will be available for next year's submission. This includes a more simplified document, a wider range of resources to support staff and managers, and updated language to be in-line with best practice. This procedure will also have language and information to support our non-binary and gender non-conforming trans colleagues.

1.5 Does the organisation have a policy (or policies) to support employees who are transitioning that covers the following?

What we're looking for:

- Guidance contained within a trans inclusion policy, separate guidance alongside a trans inclusion policy, or guidance in a stand-alone transitioning at work policy.
- Explicit non-binary inclusion.
- A and C – a commitment that the employee will be allowed the time off that they need for transition-related treatments or appointments and that any leave will be recorded separately to sick leave.

Tick all that apply.

Responses Selected:

A. Work related guidance for an employee who is transitioning

B. Work related guidance on the process for an employee to change their name and gender marker on workplace systems

C. Work related guidance around data protection and confidentiality

D. Work related guidance for managers on how to support an employee who is transitioning

E. Work-related guidance for employees on how to support a colleague who is transitioning

Upload the selected policies.

[Supporting Trans Staff Procedure June 2019.pdf](#)

Filename: Supporting Trans Staff Procedure June 2019.pdf **Size:** 491.7 kB

Provide a brief description of the policy/policies you have uploaded (max. 200 words).

The guiding principle supporting this trans staff procedure is to create a fair and equal culture in which staff are protected from discrimination, harassment and victimisation on the grounds of their trans status. A trans person has the same right as everyone else to work in an environment free from harassment and/or behaviour that creates feelings of unease or distress.

Following a consultation with Stonewall Cymru earlier this year, we are working on implementing a number of changes to our Supporting Trans Staff Procedure, which will be available for next year's submission. This includes a more simplified document, a wider range of resources to support staff and managers, and updated language to be in-line with best practice. This procedure will also have language and information to support our non-binary and gender non-conforming trans colleagues.

1.6 Does the organisation have a formal commitment to introduce gender-neutral facilities in all its buildings?

What we're looking for:

- If gender-neutral facilities are not already available in all buildings, a formal commitment to introduce some gender-neutral facilities in any new builds or to include some gender-neutral facilities as a requirement of any new leases.
- A commitment that's signed off by senior leaders and published internally.
- Provision of gender-neutral facilities that's in addition to accessible facilities.

Yes

Provide a brief description of the organisation's current provision, its commitment to introducing gender-neutral facilities and how this has been formalised (max. 500 words).

The Welsh Gender Service site provides gender-neutral facilities. We are starting to introduce more gender-neutral facilities across our sites. Following a meeting with a member of our Capital Estates and Facilities team, the Equity and Inclusion team have drafted a formal proposal requesting a commitment to continue this work. This has been an on-going exercise following a request from the Executive Director of Strategic Planning that the Director of Capital Estates and Facilities work with the Equity and Inclusion Manager to develop a policy on this and also ask Shared Services to provide a national policy so all organisations approach this in a similar way- adopting the very best practice in this area.

1.7 Does the organisation provide its employees with private healthcare insurance?

Your answer will direct you to the correct question for 1.7.

No

1.7 In the last three years, has the organisation scrutinised and developed the LGBTQ+ inclusivity of its mental health support provision?

What we're looking for:

- At least one action you've taken in the last three years.
- Provision could include your employee assistance programme, affiliated counselling services or internal mental health first aiders.
- Scrutiny should be specific, such as asking about a provider's LGBTQ-specific training for frontline employees.

Yes

Describe how you scrutinised the provision and what the actions were. Please provide specific dates or time periods within the last three years (max. 300 words).

We have taken strides in improving our mental health support for LGBTQ+ employees in the past year. Our mental health support for employees is provided by our Employee Wellbeing Service. They have started collaborating with our Staff Network groups to help improve support for LGBTQ+ employees, disabled employees, and employees from a Black, Asian, or Ethnic Minority background. The EWS shares monthly newsletters containing information on upcoming network meetings and events for the LGBTQ+ Network.

During the EWS' monthly Menopause Awareness sessions, they have been designed to be inclusive of LGBTQ+ people who experience the menopause, and how the support and resources are available for all members of staff.

The EWS have also been instrumental in supporting and advertising the launch of the LGBTQ+ Peer Support Network. The first session was allies inclusive and was co-facilitated by a member of staff from EWS and a committee member from the LGBTQ+ Network. These sessions are now held by the LGBTQ+ Network, and the EWS attend should any specialist support be necessary. In return, the LGBTQ+ Peer Support Network attend the EWS' drop-in sessions should any LGBTQ+ or ally member of staff need support.

The following question is for information gathering purposes only and is not scored.

1.8 Has the organisation reviewed other policies to ensure they are LGBTQ+ inclusive?

What we're looking for:

- This might include menopause or andropause policies.
- This might also include domestic abuse policies.

(No response)

Upload the policies.

Provide a brief description of the policy/policies you have uploaded (max. 150 words).

(No response)

The following question is for information gathering purposes only and is not scored.

1.9 Are the organisation's compassionate and/or special leave policies inclusive of employees' most important relationships, regardless of biological or legal status?

What we're looking for:

- LGBTQ-inclusive examples of expansive compassionate and special leave policies. This might include:
 - Clarity that employees are entitled to the same leave when it relates to their loved ones/chosen family/close support networks as when it relates to their biological or legal family members.
 - Special leave policies that explicitly include provision to support someone through transition, for example accompanying them to medical appointments.
- Chosen families are people who an employee considers to be family, but who have no legal or biological connection to them.
- Chosen families, loved ones and close support networks can be particularly significant to those who are estranged from their families, an issue that disproportionately affects LGBTQ+ people.

(No response)

Copy and paste the relevant sections of your policies.

(No response)

Section 2: The employee lifecycle

Completed - 28 Sep 2022

Section 2: The employee lifecycle

This section examines the employee lifecycle within the organisation, starting with recruitment practices and finishing with exit processes. The questions scrutinise how the organisation engages and supports employees throughout their journey in the workplace.

2.1 When advertising for external appointments, how does the organisation attract LGBTQ+ talent?

What we're looking for:

- Actions that are not limited to HR or Diversity & Inclusion related roles.
- A – activity that has taken place in the past year. This can include taking recruitment materials to Pride events.
- B – screenshots of a job pack or job page from the last year.
- C – this can be a link to a webpage.

Tick all that apply.

Responses Selected:

B. Include a statement around valuing diversity, explicitly inclusive of LGBTQ+ people in job packs and pages

Upload evidence for the selected options.

[EDI statement.jpg](#)

Filename: EDI statement.jpg **Size:** 27.7 kB

Describe the evidence uploaded (max. 200 words).

The attached job statement appears on all adverts for jobs within the health board and is our diversity and inclusion statement which welcomes applicants from all backgrounds regardless of their protected characteristics, including sexual orientation and gender identity.

2.2 Does the organisation provide guidance or training for all employees with recruitment responsibilities on how to carry out inclusive recruitment?

What we're looking for:

- Guidance or training that is specific to recruitment and includes LGBTQ+ content.
- Content that is provided to all employees involved in recruitment, not just HR teams.
- Good practice would be a checklist of inclusive practices that recruiters complete when they carry out a recruitment round. This might include, for example, sharing their pronouns at the start of an interview, if they feel comfortable doing so.

Yes

Upload evidence of guidance or training.

[Treat Me Fairly INCLUDING ASSESSMENT jUNE 2021 \(2\).doc](#)

Filename: Treat Me Fairly INCLUDING ASSESSMENT jUNE 2021 (2).doc **Size:** 24.5 MB

Describe the format of the guidance or training and the content you have uploaded (max. 500 words).

All managers and Workforce Staff at Cardiff and Vale University Health Board are required to undertake both general equality and human rights training, and specific recruitment and selection training. General training is provided through an e-learning package that was developed in partnership with colleagues across NHS Wales: this is called "Treat Me Fairly" and is mandatory for all staff at Cardiff and Vale University Health Board (current compliance overall for Health Board staff is 74%). This is supported by workshops for staff unable to complete the e-learning package. The key principles around eliminating bias and non-discrimination are reinforced for all recruiting managers and are embedded throughout face-to-face training during our "A Step Into Management" (ASIM) programme which is aimed at both new and existing managers at Cardiff and Vale University Health Board, and also at those who aspire to management roles in the future. ASIM is a rolling learning programme designed to equip managers, team leaders and supervisors working at Cardiff and Vale University Health Board with the core skills required to effectively manage staff and services. The programme includes a full-day workshop on recruitment. The slides used in this training are uploaded as evidence. The slides cover both key principles and specifics about bias and prejudice which are reinforced through case study examples discussed during the session.

Treat Me Fairly takes the user through a number of equality-based scenarios, across different roles in a healthcare setting, and presents a number of solutions. The user then selects the one that they would choose, and a text box will either confirm that this is best practice, or will suggest why their option is less optimal and could be improved by selecting another option. Several of these scenarios are centred around LGBTQ+ people. One scenario is about a gay couple, where one of them is a patient. Another is about a trans man accessing care.

2.3 What information does the organisation supply to all new employees (external appointments) when being inducted into the organisation?

What we're looking for:

- Content for all options can be supplied in person, online (through a video or post), or on paper.
- A – messages that explicitly reference LGBTQ+ inclusion, including bi, non-binary and trans inclusion.
- C – relevant policies are those covered in Section 1.

Tick all that apply.

Responses Selected:

A. Explicit message on the organisation's commitment to LGBTQ+ inclusion

B. Information on the LGBTQ+ employee network or allies programme/initiative

C. Information on relevant policies and the organisation's commitment to ensuring they are LGBTQ-inclusive

Upload evidence of the selected policies.

Briefly describe the induction process and at what point the new starter receives the above information (max. 500 words).

All new recruits are required to attend our Induction programme which usually commences within weeks of their first day of employment. Induction covers a wide range of topics and the information on equality, diversity, and human rights, LGBTQ+ inclusive policies and training are highlighted (Please see uploads) and details of our LGBTQ+ Staff Network are all included during the Induction programme. These sessions are led by the Executive Director of People and Culture, as our People and Culture plan is a core part of staff induction. However, these sessions are not scripted or recorded.

2.4 Does the organisation enable non-binary employees to have their identities recognised on all employee-facing workplace systems?

What we're looking for:

- Two or more examples of mechanisms that support non-binary identities to be recognised on workplace systems.
- Examples could include the option to choose a gender marker other than male or female and being able to use gender-neutral titles, such as Mx.
- Alternatively, you could consider removing gender markers and titles from your systems altogether.
- You will receive more marks if at least one example is specific to gender fluid people, for example the ability to have multiple passcards with different forms of gender expression or linked email accounts/intranet accounts with different names and photos.

Yes

Describe how non-binary identities are recognised on workplace systems, including at least two examples (max. 500 words).

We utilise gender-neutral titles such as Mx on our staff-facing systems. We also allow for pronouns including the gender-neutral they/them on our ID cards, which is also electronically available.

2.5 Does the organisation provide all-employee training on compliance with its discrimination, bullying and harassment policies, including the following:

What we're looking for:

- Training that reaches as many employees as possible across your organisation.
- Training content that explicitly mentions LGBTQ+ people and covers lesbian, gay, bi and trans in the context of each option selected.
- Examples of content you could upload are case studies, e-learning screenshots or PowerPoint presentations.
- Training can be provided in-person or digitally.

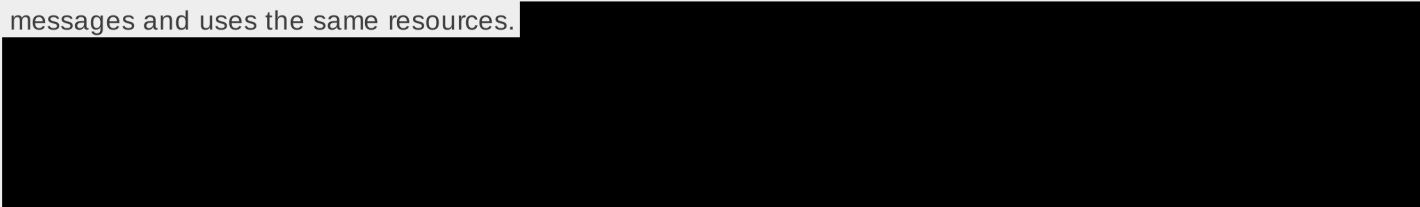
A. Organisational policy and legislation	51-75%
B. Examples of biphobic, homophobic and transphobic discrimination, bullying and harassment	51-75%
C. Examples of discrimination, bullying and harassment on the basis of multiple identities	51-75%
D. How to challenge biphobic, homophobic and transphobic discrimination, bullying and harassment	51-75%
E. How to report biphobic, homophobic and transphobic discrimination, bullying and harassment	51-75%
F. A clear route for feeding back on the inclusion or representation of employees' identities in the training	51-75%

Describe how you estimate completion rates (max. 500 words).

Completion rates are not estimated. They are factual compliance data based on actual and satisfactory completion of e-learning (data for which is gathered electronically upon completion) or attendance at face-to-face mandatory training sessions held across the Health Board, details of which are manually added to training records from registers completed during the training sessions. Each month, colleagues in our Training Department produce compliance statistics showing actual compliance by department across all mandatory training topics and these are widely circulated to all senior managers for cascading to their teams, and to subject matters experts. The latest compliance figures produced to show the position as at the end of August 2022 show that overall Cardiff and Vale University Health Board has a compliance rate of 74% for mandatory Equality, Diversity and Inclusion training.

Describe the format of the training and the content you have uploaded (max. 500 words).

Equality and Human Rights training is mandatory for all staff at Cardiff and Vale University Health Board and is based upon the All Wales NHS Training package called "Treat Me Fairly". Face to face workshops, using the same content as the e-learning package, are also delivered at main Health Board locations for staff with no access to computer facilities, or perhaps whose working patterns do not enable them to access the programmes. For those staff who are unable to complete the training either by e-learning or by attending face-to-face sessions, the Equality Manager has discussions with individual members of staff or delivers bespoke training. The slides attached as evidence are taken from the "Treat Me Fairly" training and the notes section attached to each slide in particular give more details about how the presentation is designed to inform delegates about matters such as links between legislation and organisational policies and procedures, and to our zero-tolerance approach to inappropriate behaviours (including bullying and harassment) and language, particularly those related to sexual orientation and gender identity. We ask staff to reflect on how this may impact upon their work at the Health Board. What the slides cannot show is the case study video that we use during the early part of our face to face workshops. This is also incorporated into the e-learning programme that is available to staff to ensure all training includes the same messages and uses the same resources.



The presentation advises staff attending training sessions on what they should do in the event they witness or experience any form of bullying and harassment or hate-related behaviour. In the event that they witness or experience any sort of unacceptable behaviour such as bullying and Harassment, Hate Crime or Discrimination, we advise staff to speak with their line manager, a member of the Workforce and Organisational Development Team, Occupational Health and Wellbeing, or to contact their Trade Union Representative.

Upload evidence for selected options.

[Treat Me Fairly INCLUDING ASSESSMENT jUNE 2021 \(2\).doc](#)

Filename: Treat Me Fairly INCLUDING ASSESSMENT jUNE 2021 (2).doc **Size:** 24.5 MB

[Respect and Resolution Policy FINAL April 2021 \(2\).pdf](#)

Filename: Respect and Resolution Policy FINAL April 2021 (2).pdf **Size:** 1.4 MB

2.6 In the past year, which of the following messages have appeared in internal communications to all employees?

What we're looking for:

- Communications that have been sent or made available to all employees (or as many as geographically possible through the specific communication method). In your uploaded evidence, please make clear who/how many employees the communication reached.
- Evidence could include emails and screenshots of intranet posts.
- A – communications can focus on specific awareness days/events, such as LGBTQ+ History Month, Pride and/or IDAHOBLIT (International Day Against Homophobia, Biphobia, Lesbophobia and Transphobia).
- B – communications can focus on specific awareness days/events, such as Bi Visibility Day and/or Pan Visibility Day.
- C – communications can focus on specific awareness days/events, such as Trans Day of Visibility, Trans Day of Remembrance and/or Trans Pride.
- D – communications can focus on specific awareness days/events, such as Non-Binary People's Day.

Tick all that apply.

Responses Selected:

A. Information about LGBTQ+ identities and experiences
B. Information about bi identities and experiences
C. Information about trans identities and experiences
D. Information about non-binary identities and experiences
E. Information about the LGBTQ+ Employee Network Group and/or allies activity
F. Information about LGBTQ-inclusive policies
G. Information about the importance of pronouns and pronoun introductions

Upload evidence for selected options.

Pride 2022_ Stories from our colleagues - Cardiff and Vale University Health Board.pdf

Filename: Pride 2022_ Stories from our colleagues - Cardiff and Vale University Health Board.pdf **Size:** 1.8 MB

why we are taking part in pride 2022.pdf

Filename: why we are taking part in pride 2022.pdf **Size:** 4.5 MB

Meet the LGBTQ Staff Network.pdf

Filename: Meet the LGBTQ Staff Network.pdf **Size:** 1.0 MB

Bilingual pronouns guide (1).pdf

Filename: Bilingual pronouns guide (1).pdf **Size:** 288.2 kB

supporting trans staff feedback.pdf

Filename: supporting trans staff feedback.pdf **Size:** 32.4 kB

Provide date for option A.

9 Jun 2022

Provide date for option B.

26 Aug 2022

Provide date for option C.

2 Mar 2022

Provide date for option D.

2 Mar 2022

Provide date for option E.

2 Mar 2022

Provide date for option F.

27 Sep 2022

Provide date for option G.

8 Jul 2022

2.7 Does the organisation proactively recognise contributions to LGBTQ+ inclusion activity during employee performance appraisals?

What we're looking for:

- An onus on the employer/manager to make clear that contributions to LGBTQ+ inclusion (such as network group activity) align with organisational values and count towards diversity and inclusion objectives.
- A systematic approach that is applied to all performance appraisals, not just those of the network leads.
- Recognition doesn't have to be financial.

Yes

Describe how contributions are recognised (max. 300 words).

Contributions by members of the LGBTQ+ Network are rewarded/recognised in a number of ways, but principally by the granting of paid time to attend Network meetings, sponsorship to attend Stonewall Role Model and Leadership programmes/conferences. CAVUHB Value Based Appraisals (VBA) processes and paperwork are explicit about linking employee performance to Organisational Values, asking staff to describe what they have "...done really well in the previous 12 months in terms of demonstrating our values". This gives our network members (and other LGBTQ+ and non-binary staff) the opportunity to link their network contributions to values such as being Kind and Caring, being Respectful, professional responsibility and demonstrating Integrity. With pay progression linked to satisfactory performance, managers are required to appraise how well their staff demonstrate how their performance meets or exceeds the requirements of organisational values in order to sanction improvements in annual salary.

Our CEO includes articles in our weekly CEO Connects weekly newsletter, which goes out to all staff and is publicly available via our website. These newsletters regularly celebrate LGBTQ+ events, promotes our LGBTQ+ Network, and highlights the LGBTQ+ related achievements of our staff. This includes our WEI ranking, and members of staff who are included in the Pinc List. We regularly recognise that LGBTQ+ Allyship is essential to improving the working lives of LGBTQ+ colleagues and have the opportunity to include their commitment to challenging unacceptable behaviours from colleagues and service users in their VBA, linking to our values.

2.8 Does the organisation identify and act on any LGBTQ+ inclusion issues raised at exit interviews or on exit surveys?

What we're looking for:

- Detail about how all employees are given opportunities to raise any issues relating to discrimination (homophobia, biphobia and/or transphobia) they may have experienced or become aware of in the organisation.
- A clear process by which issues are referred and acted on by the organisation.
- This can be part of a wider question about diversity and inclusion at the organisation.

Yes

Describe the exit interview/survey process and how LGBTQ+ issues would be identified or raised (max. 200 words).

The exit survey given to staff has a specific section to discuss issues relating to equality and discrimination. It asks staff if they have ever experienced, witnessed or observed discrimination, harassment or victimisation on the grounds of protected characteristics, including trans status, gender identity and sexual orientation. It goes on to ask staff if this incident was ever reported under our Dignity at Work procedure, and if they felt that the issue was satisfactorily resolved. Staff are also asked if the incident influenced their decision to leave, and there is a section to add further information or detail.

Staff are given the option to opt in to an interview with an independent People Services employee to provide further information.

Describe how any issues raised would be acted upon by the organisation (max. 200 words).

The issues would be fed back to the People & Culture function, who are responsible for staff experience, equity and inclusion, and our people management processes. The matter would be investigated and the People & Culture function would work with the department to ensure any lessons are learnt, issues addressed, and every step taken to avoid recurrence. This could involve an educational or awareness programme or, in serious matters, individuals may be managed through our disciplinary procedures.

The following question is for information gathering purposes only and is not scored.

2.9 Does the organisation have a mental health or wellbeing strategy that explicitly addresses the needs of LGBTQ+ people?

What we're looking for:

- A strategy that addresses the specific needs of people from all LGBTQ+ communities.

(No response)

Upload your mental health or wellbeing strategy.

Describe how this was developed and any actions that have come from it (max. 500 words).

(No response)

The following question is for information gathering purposes only and is not scored.

2.10 When advertising for its apprenticeships, does the organisation run initiatives to specifically attract LGBTQ+ job seekers?

What we're looking for:

- This might include LGBTQ-specific content in recruitment materials or advertising at LGBTQ-specific events.
- If you do not offer apprenticeships, select 'no'.

(No response)

Describe the initiatives (max. 500 words).

(No response)

The following question is for information gathering purposes only and is not scored.

2.11 In the past year, which of the following messages have appeared in internal communications to all employees?

What we're looking for:

- This question follows the same format as 2.6 but is unscored.
- Communications can focus on specific awareness days/events, such as International Asexuality Day.
- Ace and aro spectrum is an umbrella term used to describe the wide group of people who experience a lack of, varying, or occasional experiences of romantic and/or sexual attraction, including a lack of attraction. People who identify under these umbrella terms may describe themselves using one or more of a wide variety of terms, including, but not limited to, asexual, ace, aromantic, aro, demi, grey, and abro. People may also use terms such as gay, bi, lesbian, straight and queer in conjunction with ace and aro to explain the direction of romantic or sexual attraction if and when they experience it.

No Responses Selected

Upload evidence for the selected option.

Provide the date on which this was shared internally.

(No response)

Section 3: LGBTQ+ employee network group

Completed - 28 Sep 2022

Section 3: LGBTQ+ employee network group

This section examines the work of your LGBTQ+ employee network group. The questions scrutinise the support the group is given by the organisation, its commitment to inclusivity, and the activities it carries out.

3.1 Does the organisation have an LGBTQ+ employee network group for LGBTQ+ employees?

What we're looking for:

- A – this option scores maximum marks for this question.
- B and C – these options score lower marks for this question.

Select one option.

A. Yes, with a defined role and terms of reference

Option A and B: Upload the group's term of reference.

[Terms Of Reference V2 \(1\).docx](#)

Filename: Terms Of Reference V2 (1).docx **Size:** 88.5 kB

Option C: Describe the formal agreement and your organisation's role in the network (max. 500 words).

(No response)

3.2 In the past year, has the organisation supported the work of the LGBTQ+ employee network group in the following ways?

What we're looking for:

- C – time that is formally agreed.
- D – training to develop practical skills relevant to the role of the network group, for example peer support, mentoring or conflict resolution.
- E – general or LGBTQ-specific programmes that are communicated to members through the employee network group.

Tick all that apply.

Responses Selected:

A. Provided a network group budget

B. Provided a formal senior champion

C. Allowed time for committee members to carry out network group activity

D. Facilitated network members' participation in skills training

E. Facilitated network members' participation in leadership or professional development programmes

F. Facilitated network members' participation in external LGBTQ-specific seminars and conferences

Describe the support provided and how it is communicated to the network (max. 200 words per option).

The organisation has provided a budget for the LGBTQ+ agenda and has established a charitable funding process to allow our network group to run effectively and organise larger events to raise awareness of LGBTQ+ inclusion internally and externally.

To achieve our goals and create positive change in our workplace the organisation has two designated Board Member Champions and Champions within the Clinical Boards who act as a point of contact for feedback. We have created a formal process for the network group to review organisational policy and make sure it's LGBTQ+ inclusive through its work on Equality & Health Impact Assessments.

The organisation recognises the importance of providing a psychologically safe space and environment as a support to the network; which led to the introduction of our LGBTQ+ Peer Support Network. Our network operates through regular members' meetings, requiring a regular private 'venue' through Teams. The impact of this is that discussions can remain confidential and members who are not yet out at work can safely attend meetings.

The organisation makes it as easy as possible for employees to attend network group meetings. This is led from the top by the Board Member Champions who support staff and ensure managers allow employees time to attend network group meetings and events. This is critical for the network group to run effectively and for employees to get the most out of the network. It also signals to members and the wider the organisational commitment to LGBTQ+ issues.

One of the ways our organisation supports our network is by increasing its internal exposure. Board members, through CEO Connects and communications regularly remind employees of the existence of the LGBTQ+ network group, and what it's up to. It helps raise awareness and grow membership. It is also a great way of helping us to find allies who can support our work. Staff throughout the organisation also put posters and flags up to demonstrate their support.

The organisation recognises that having an LGBTQ+ network group can be time consuming and is often voluntary work carried out on top of members' day-to-day roles. The organisations recognises and celebrates the work that network group members put into supporting the network and creating a more inclusive environment. Our Values Based Appraisal provides the opportunity to include network group activity in employee appraisals as a way of demonstrating our organisational values and valuing the additional responsibilities that this work involves.

Members of the network were encouraged and supported to attend the Climb leadership programme. Climb forms part of the All-Wales Intensive Learning Academies (ILAs) and commences in September 2021. With the launch of the ILAs, Wales became the first country in the world to launch specialised academies that will deliver

transformational training and support across preventative health, Value-Based Health and Care, and innovations in health and social care.

The goal is to empower workforces around the globe with the expertise, skills, and confidence to drive the redesign of health and care systems for the better, improving patient outcomes and experiences, while boosting the efficiency and sustainability of services.

The 10-month programme combines world-leading teaching with the opportunity to build your own leadership practice. With a focus on innovation in health and care you will learn new skills, forge networks and build relationships that will support you as your career progresses.

Taught across six modules, with a number of exciting guest speakers and teachers, the programme supports the development of skills that will build a sustainable group of leaders, able to navigate this uncertain terrain and ready to meet the future, including

- Emotional intelligence & courageous, compassionate leadership
- Trend-spotting and horizon scanning
- Tolerance for ambiguity
- Entrepreneurial mindset
- Cognitive flexibility

Upon completion of our flagship Climb programme, delegates will progress to membership of the Pioneer community – a peer to peer network that will give them the opportunity to contribute to the ongoing growth of the programme and community, and to participate in further development opportunities for themselves and their organisations.

The organisation has supported the Network Chair to attend the South East Wales Network Chair Group.

3.3 In the past year, which of the following activities has the LGBTQ+ employee network group undertaken to improve its inclusivity?

What we're looking for:

- C – reference to specific marginalised or underrepresented groups (for example, trans people or LGBTQ+ people of colour).
- D – this could be a physical or digital space, for example a meet-up for LGBTQ+ people of faith or a closed bi digital group on your intranet.

Tick all that apply.

Responses Selected:

A. Implemented a formal mechanism to ensure bi issues are engaged with (for example, bi reps)

B. Implemented a formal mechanism to ensure trans issues are engaged with (for example, trans reps)

C. Promoted itself as being open to all and inclusive of marginalised and underrepresented LGBT groups

D. Introduced specific spaces for marginalised and underrepresented LGBTQ+ groups

Describe the activities you have undertaken (max. 200 words per option).

The LGBTQ+ Network was formally relaunched in February 2021 with a vision to better support LGBTQ+ staff at Cardiff and Vale University Health Board in their working lives and to promote awareness of LGBTQ+ issues within the organisation in order to improve care for LGBTQ+ patients.

Our Terms of Reference (see attached in 3.1) and recurrent communication pieces promote the network as one that welcomes all those who identify as part of LGBTQ+ communities, regardless of identity or background, and we seek to provide a space where all can feel safe and included. We do not support or tolerate anti-LGBTQ+ violence, harassment or speech, and encourage inclusive and respectful language. As a positive space for listening, we promote the dignity and wellbeing of all network members.

As part of our relaunch, representation was paramount. While certain underrepresented groups still do not sit on the committee formally, we are actively recruiting in the hopes to have everyone's voices heard and amplified.

The committee has both Bi and Non-Binary representatives who are actively involved and in an effort to introduce more marginalised and underrepresented voices, we ensured there was a monthly email to the network to ask for trans and Black, Asian, and Minority Ethnic representation, as well as ensuring there was a paragraph around recruitment at the bottom of all comms pieces.

Going forward, we intend to have a formal section on our committee meeting agendas to openly discuss any issues that are specific to our underrepresented groups.

3.4 Does the LGBTQ+ employee network group have a formal strategy to ensure it is inclusive of and accessible to marginalised or underrepresented LGBTQ+ groups?

What we're looking for:

- Strategies that focus on the inclusion of at least three specific marginalised or underrepresented LGBTQ+ groups. This might include (but is not limited to):
 - BAME LGBTQ+ people / LGBTQ+ People of Colour
 - Bi people
 - LGBTQ+ carers
 - LGBTQ+ people of faith
 - LGBTQ+ parents
 - LGBTQ+ people with accessibility needs
 - Non-binary people
 - Older LGBTQ+ people
 - Trans people
 - Ace and aro spectrum people
- A description of how you identified which marginalised or underrepresented groups to focus your strategy on. This might include insights from:
 - LGBTQ+ network group membership and event attendance
 - LGBTQ+ network group satisfaction surveys
 - Employee satisfaction surveys
 - WEI Staff Feedback Questionnaire report
 - Sectoral, regional or national research
- Any actions the network group has taken so far and has committed to take in the future. These might include (but are not limited to):
 - Introducing an inclusion rep
 - Holding events within working hours
 - Holding regular alcohol-free social events
 - Holding events at accessible venues
 - Avoiding holding events at the same time as religious festivals/holy days
- Actions that go beyond those referenced in 3.3

Yes

Upload your strategy document.

Terms Of Reference V2 (1).docx

Filename: Terms Of Reference V2 (1).docx **Size:** 88.5 kB

Describe how the strategy was formulated, actions the network has taken so far and outcomes so far (max. 500 words).

When the network was relaunched it was felt that a committee to manage the work and increasing needs of the LGBTQ+ members of staff was required. The recently nominated Chair and Vice Chair therefore sent out an expression of interest to outline the needs of the organisation and the expectations of the individuals who were successful in being nominated to the committee.

Whilst the committee and network currently have no formal strategy for the inclusion of marginalised LGBTQ+ Groups, we have implemented the following as part of our on-going action plan for improvement;

Non-Binary, Trans, and Bi reps on the committee.

Soon to have Trans representation on the committee.

Have rolled out UHB-wide training sessions on a variety of topics but the focus being Trans awareness. These training sessions were created after a formal training session was facilitated by Stonewall Cymru on "First Steps to Trans Inclusion". This session was delivered to all committee members and was offered to all senior managers within the organisation.

Ongoing recruitment drives to ask for representation from LGBTQ+ people who are from a Black, Asian or Minority Ethnic background.

One of our first committee meetings was to focus on our action plan and map out what we wanted to deliver in our first year as a committee in a newly relaunched network. We discussed underrepresented groups within the community and asked all members to come back to the next meeting with an understanding as to which of the groups we felt it was important to focus upon. The three key groups were:

Bi People- We have a bi rep on the committee who brought evidence to support that bi people's identities are often erased, even by other members of the LGBTQ+ communities, they shared statistics on bi people being out at work, at home and to friends as well as stark figures in the self-harm and suicide rates in bi people. It was agreed that bi identities and bi visibility would be a good focus for us as a network.

Non-Binary people- We also have a non-binary rep on our committee who brought evidence to support their own identity erasure and wanted the committee to commit to and action to create training sessions in order to educate our staff on both non-binary and trans issues.

Trans people- It was unanimous within the committee that trans issues were at the forefront of the action plan for the next 12 months, this was identified because of widely publicised issues. Within the first two months of the committee being formed, we had support from the executive team to both fund and for them to attend the Stonewall Cymru session on Trans Inclusion.

3.5 Which of the following support activities does the LGBTQ+ employee network group undertake?

What we're looking for:

- A and B – support for individuals that is available and advertised to all staff.
- A – this could be on an individual basis and/or through a closed digital group for LGBTQ+ employees.
- C – consultations that relate to policies that impact upon employee welfare (for example, reviewing an updated adoption policy).

Tick all that apply.

Responses Selected:

A. Provide confidential support to all employees on LGBTQ+ issues

B. Provide support to enable employees to report homophobic, biphobic and transphobic bullying and harassment

C. Consultation on improving internal policies and practices

Describe the options selected (max. 200 words per option).

As part of our on-going comms strategy, we share useful links and resources to our Network Mailing list as well as via CAV UHB comms teams and on the CEO Connect blog posts. We reaffirm that both as a committee and a network we are available to talk to any staff that may be struggling or need confidential advice or support. This year we launched our Peer Support Network with the support of the Employee Wellbeing Service. In the last 6 months, we have met with several individuals across the organisation to support or provide guidance that's appropriate and within our remit. We have also established good links with the Employee Wellbeing Service and Occupational Health and now have a referral system in which those professionals can contact us and formally request support for the member of staff they are seeing/treating with the patient's consent. We also support staff who are undergoing HR processes by offering support or offering our mutual attendances at any meetings they have as moral support. This can include when a member of staff has instigated the Dignity at Work policy as a result of homophobic, biphobic and transphobic bullying and harassment.

We also provide advice and suggestions from our members to the Equity & Inclusion Team to help improve policies and practises. A few examples of the work done so far are:

Pronouns being available on ID badges for all staff.

Promoting the use of pronouns on email signatures.

Suggesting that LGBTQ+ inclusivity training should be mandatory as part of the formal Values Based Appraisal (VBA) process.

Providing suggestions and inviting members to feedback on the Supporting Trans Staff procedure, as well as the disciplinary and recruitment policies.

Supporting the UHW's usage of more inclusive language. E.g. Last year's change where our "Women's Unit" was renamed "Maternity, Gynaecology and Obstetrics" to be more inclusive of trans and non-binary people.

3.6 In the past year, which of the following activities has the LGBTQ+ employee network group undertaken?

What we're looking for:

- Activities that are carried out by the LGBTQ+ employee network group or by other parts of the organisation (for example, the diversity and inclusion team) in consultation with the network group.
- 'Awareness raising events' refers to activities that serve to educate or inform the wider organisation, for example panel discussions, lunch and learns, or stalls during diversity events.
- Events can be physical or digital.
- G – this could either be a specific programme run by the network or alternatively an organisation-wide programme that proactively incorporates LGBTQ+ mentoring.

Tick all that apply.

Responses Selected:

- | |
|--|
| A. Social networking group for members |
| B. LGBTQ+ equality awareness-raising event |
| C. Bi equality awareness-raising event |
| D. Non-binary equality awareness-raising event |
| E. Trans equality awareness-raising event |
| F. Collaborated with other LGBTQ+ network groups |
| G. Mentoring or coaching programme |

Describe the activities selected and when they occurred (max. 200 words per option).

Please provide specific dates or time periods within the last year.

A Network social event has been arranged for 29th September, where network members will get a chance, out of hour to unwind, socialise, build relationships with peers and get to meet the new LGBTQ+ Staff Network Committee. Additionally, Peer Support Networks have been run regularly throughout the year, with the support of the organisation Employee Wellbeing Service.

A committee member worked with the Equity & Inclusion Team to advertise the network during a stall at the UHB Recruitment fair earlier this year, and during Swansea Pride. Network information was also handed out during Stress Awareness Month activities held by the Equity & Inclusion Team and the Employee Wellbeing Service, to raise awareness of the network.

Committee members attended the Stonewall Workplace Conference, partaking in the wellbeing in the bi community session, as well as the trans and non-binary inclusion sessions.

Multiple committee members attended, and advertised within the UHB, the Trans Day of Remembrance vigil last November, representing the network and the wider UHB.

Links have been made with other regional LGBTQ+ networks, particularly with the Vale of Glamorgan council, recognising the benefits of working in collaboration. Committee and Network members have been invited to multiple events and will be walking at Barry Pride on Saturday 1st October.

The chair of the network engaged in reverse mentoring for a member of the board who wanted to learn more about LGBTQ+ experiences.

3.7 In the past year, has the LGBTQ+ network group held campaigns, initiatives, seminars or events engaging with the intersection of LGBTQ+ and other diversity strands?

What we're looking for:

- Up to three examples from the last year.
- Examples that look at the experiences of specific marginalised or underrepresented groups, which could include (but is not limited to):
 - BAME LGBTQ+ people / LGBTQ+ People of Colour
 - LGBTQ+ parents or families
 - LGBTQ+ people with accessibility needs, for example including LGBTQ+ disabled people and LGBTQ+ neurodivergent people
 - LGBTQ+ people with experience of mental ill health
 - LGBTQ+ people with experience of poverty or homelessness
 - LGBTQ+ people of faith
 - LGBTQ+ women
 - Older LGBTQ+ people
- The reasoning for why you chose to focus on the experiences of these groups. For example, this might be because of a gap in your previous work.
- Good practice is for at least two of the groups to be different to those included in your organisation's previous submission.
- These activities can be carried out in collaboration with other employee network groups.
- If not carried out by the LGBTQ+ employee network group, these activities can be led by other parts of the organisation (for example, the faith employee network group might run an event on being an LGBTQ+ person of faith).
- Seminars and events can be physical or digital.
- 'Initiatives' and 'campaigns' here refer to specific programmes or projects, for example a series of events, videos or blogs.

Select one option.

B. Yes, two examples

Describe the campaigns, initiatives, seminars or events and when they occurred (max. 500 words).

Please provide specific dates or time periods within the last year.

The network have held three social events in the last year. These provide opportunities for members to engage with each other, including those with intersectional LGBTQ+ identities and other protected characteristics. This includes our Peer Support Network sessions, where we have provided a safe and open space to discuss the intersection of LGBTQ+ lived experience and mental health. This space was also offered during the Stress Awareness month drop-in sessions.

We have been invited to join the UHB's Allies Network, which is in its early planning stages currently, and we are looking forward to working with the other networks to plan events and improve our intersectionality.

3.8 Does the LGBTQ+ employee network group have measures in place to ensure that activity reaches employees in all locations?

What we're looking for:

- Formalised, consistent work to ensure activity can reach all employees. This might include a commitment in your terms of reference to hold a percentage of your events online or run activities in different regions.
- Consideration of dispersed workforces (for example those in retail stores or without regular access to IT), employees who work from home, and employees across all UK nations that you operate in.
- If you only have one location or building, consideration of the needs of employees who work remotely or away from desks.
- At least two examples of measures you have in place.

Yes

Describe at least two measures in place and how they are formalized (max. 500 words).

Peer Support Network adopted a blended approach, alternating sessions from face to face, to online seeking to accommodate accessibility needs for all. Positive feedback was received from attendees for taking this approach, particularly for clinical staff that find it difficult to take time out of the working day.

Committee members are located across a range of locations and are be on hand to provide outreach communication face to face with colleagues and network members where needed and requested.

We also work together to make sure our comms pieces are distributed across the network through official comms channels, social media, CEO connects, plus using our email and network twitter account.

Section 4: Empowering individuals

Completed - 28 Sep 2022

Section 4: Empowering individuals

This section examines the process of engaging individuals to create an LGBTQ+ inclusive culture at the organisation. The questions scrutinise how the organisation empowers LGBTQ+ and non-LGBTQ+ employees to step up as change makers and allies.

Does the organisation support LGBTQ+ employees at all levels to become change makers through training, programmes and/or resources?

What we're looking for:

- Support that focusses specifically on steps LGBTQ+ people can take to become active role models or change makers in your organisation.
- This could include resources, programmes or training.

Yes

Describe the training, programmes and/or resources (max. 500 words).

Within our Education, Culture and Organisational Development Department there is a full prospectus of opportunities for staff, ranging from clinical skills, leadership, service improvement methodology, and customer care to state only a few. Further information about these services can be found on the Your Development section of our Workforce and OD Internet Pages. There is also information available there about team-based working and apprenticeships.

One such transformational programme we run is called Climb. It was advertised and promoted amongst our LGBTQ+ Staff network.

Climb

Developing transformational leaders of the future.

We are creating a self-sustaining generation of future leaders by providing experiences and opportunities within a safe and supported environment for people:

- To be inspired and energised by what is possible around the world.
- To learn about themselves and the knowledge and practices they will need to navigate the changing world.
- To connect across organisational and sector boundaries with opportunities to build multigenerational networks.

The sharing of experience and expertise from international organisations and specialists will equip our programmes with a truly global scale of innovation and excellence – to set the bar of aspiration, to challenge and provoke thinking and doing.

We're bringing together diverse, talented and curious people from across Wales to expose them to leading-edge ideas and create opportunities for cross-pollination and break-through innovation, forming a group like no other with super-charged chemistry, giving them unprecedented access to pioneers at the forefront of their game. Climb is an opportunity to huddle and hustle around our biggest societal challenges and delegates will be challenged and supported by seasoned leaders. Commencing in September 2021, our first programme will bring 30 individuals together to become pioneers of the future.

What is Climb?

Climb is a 10-month programme which combines world-leading teaching with the opportunity to build your own leadership practice. With a focus on innovation in health and care you will learn new skills, forge networks and build relationships that will support you as your career progresses.

Upon completion of our flagship Climb programme, you will progress to membership of the Pioneer community – a peer to peer network that will give you the opportunity to contribute to the ongoing growth of the programme and community and to participate in further development opportunities for yourself and your organisations

The Climb programme has been designed to develop the skills, capabilities and mind-sets you will need to navigate disruptive change and the changing landscape in which you are operating. Our programme supports the development of skills that will build a sustainable group of leaders, able to navigate this uncertain terrain and ready to meet the future:

Emotional intelligence & courageous, compassionate leadership:

Trend-spotting and horizon scanning:

Tolerance for ambiguity:

Entrepreneurial mindset:

Cognitive flexibility: The programme concludes with the Summit conference where we showcase the brilliant work and learning across the programme and our Pioneer community.

4.2 In the past year, has the organisation shared the workplace experiences of LGBTQ+ people with the following identities?

What we're looking for:

- An internal, all-staff communication, such as an all-employee email or blog post.
- Content that makes clear the person's identity and that doesn't leave the reader or viewer to make assumptions.
- Stonewall uses umbrella terms and we recognise that language and identities are personal. If an employee doesn't identify with a term listed below, be led by them on which option they feel comfortable being included within.
- Good practice is to share the experiences of internal employees. However, we would recommend ensuring that no pressure is put on LGBTQ+ employees to be visible in this way. If employees do not want to share their experiences, you could share the workplace experiences of employees outside your organisation, for example from the wider sector.
- Marks will not be awarded in this question where the experiences of celebrities are shared.

Tick all that apply.

Responses Selected:

A. BAME LGBTQ+ people / LGBTQ+ People of Colour
B. Bi people
D. Gay or lesbian people
E. LGBTQ+ people aged 25 or younger
H. LGBTQ+ people at senior management level
J. LGBTQ+ people of faith
K. LGBTQ+ people who are parents
M. Non-binary people (e.g. genderfluid or genderqueer people)

A. Submit evidence of sharing these experiences in the last year.

[why we are taking part in pride 2022.pdf](#)

Filename: why we are taking part in pride 2022.pdf **Size:** 4.5 MB

A: Provide the date on which this was shared internally.

26 Aug 2022

B. Submit evidence of sharing these experiences in the last year.

[why we are taking part in pride 2022.pdf](#)

Filename: why we are taking part in pride 2022.pdf **Size:** 4.5 MB

B: Provide the date on which this was shared internally.

26 Aug 2022

C. Submit evidence of sharing these experiences in the last year.

C: Provide the date on which this was shared internally.

(No response)

D. Submit evidence of sharing these experiences in the last year.

[why we are taking part in pride 2022.pdf](#)

Filename: why we are taking part in pride 2022.pdf **Size:** 4.5 MB

D: Provide the date on which this was shared internally.

26 Aug 2022

E. Submit evidence of sharing these experiences in the last year.

[why we are taking part in pride 2022.pdf](#)

Filename: why we are taking part in pride 2022.pdf **Size:** 4.5 MB

E: Provide the date on which this was shared internally.

26 Aug 2022

F. Submit evidence of sharing these experiences in the last year.

F: Provide the date on which this was shared internally.

(No response)

G. Submit evidence of sharing these experiences in the last year.

G: Provide the date on which this was shared internally.

(No response)

H. Submit evidence of sharing these experiences in the last year.

[why we are taking part in pride 2022.pdf](#)

Filename: why we are taking part in pride 2022.pdf **Size:** 4.5 MB

H: Provide the date on which this was shared internally.

26 Aug 2022

I. Submit evidence of sharing these experiences in the last year.

I: Provide the date on which this was shared internally.

(No response)

J. Submit evidence of sharing these experiences in the last year.

[Meet the LGBTQ Staff Network.pdf](#)

Filename: Meet the LGBTQ Staff Network.pdf **Size:** 1.0 MB

J: Provide the date on which this was shared internally.

2 Mar 2022

K. Submit evidence of sharing these experiences in the last year.

[Meet the LGBTQ Staff Network.pdf](#)

Filename: Meet the LGBTQ Staff Network.pdf **Size:** 1.0 MB

K: Provide the date on which this was shared internally.

2 Mar 2022

L. Submit evidence of sharing these experiences in the last year.

L: Provide the date on which this was shared internally.

(No response)

M. Submit evidence of sharing these experiences in the last year.

[Meet the LGBTQ Staff Network.pdf](#)

Filename: Meet the LGBTQ Staff Network.pdf **Size:** 1.0 MB

M: Provide the date on which this was shared internally.

2 Mar 2022

4.3 Does the organisation have a formal programme or initiative to engage all non-LGBTQ+ employees to become LGBTQ+ allies?

What we're looking for:

- A formal mechanism to engage non-LGBTQ+ people with LGBTQ+ equality.
- This could include allies receiving a visible signal of their commitment to LGBTQ+ equality, where this is conditional on employees participating in a programme and/or receiving training.
- Internal awareness-raising sessions or training specifically for allies that covers the importance of allies and actions that individuals can take to be effective allies.
- Programmes or initiatives that go beyond a one-off internal communication or event (as awarded for in sections 2 and 3).

Select one option.

A. Yes, as part of our LGBTQ+ employee network group

Describe the allies programme or initiative (max. 500 words).

We regularly invite allies to join our LGBTQ+ Network, and hold Peer Support Network sessions quarterly which are open to allies. The vice-chair of our LGBTQ+ Network delivered bespoke training for senior execs and managers. This training included discussions around becoming an ally to the LGBTQ+ community. At least two board members are allies in their roles as leads on the protected characteristics of sexual orientation and trans and non-binary identities.

The organisation had promoted the use of pronouns on our staff ID badges and are distributing visible ally badges amongst staff through the ally packs outlined in our ally's pledge.

The chair of the LGBTQ+ Network engaged in reverse mentoring for our CEO while he was in post.

This year, the Equity & Inclusion team launched an ally's pledge to support the LGBTQ+ Network and spread awareness whilst helping them distribute merchandise with the network's branding.

Upload a communication advertising the allies programme or initiative.

[ally_pledge.JPG](#)

Filename: ally_pledge.JPG **Size:** 80.5 kB

4.4 Does the organisation support all non-bi employees (including lesbian and gay employees) to become bi allies through training, programmes and/or resources?

What we're looking for:

- Examples can include information booklets, programmes or training.
- Training, programmes and/or resources that focus specifically on being an ally to bi people and include specific actions employees can take.
- More than a one-off internal communication or event (as awarded for in sections 2 and 3).

Yes

Describe the training, programmes and/or resources (max. 500 words).

Our LGBTQ+ Staff Network is regularly advertised in our CEO Connects newsletter with details of how to join, as mentioned above. The network welcomes allies who wish to join, and there is a bisexual representative within the network.

The vice-chair of our LGBTQ+ Network delivered bespoke training for senior execs and managers. This training included discussions around becoming an ally to the LGBTQ+ community, including specific messages about becoming a bi ally. One of our board members is an ally in their roles as lead on the protected characteristic of sexual orientation.

Our CEO Connect newsletter contained messages about Bi+ Health Awareness Month this year in support of our bisexual members of staff in addition to our messages and resources for IDAHOBIT and Pride around improving allyship. Our Bi+ Health Awareness Month comms piece was written by a member the Equity and Inclusion team who is also a committee member for the LGBTQ+ Staff Network, and provides stats and information around bi health, and how improving allyship will improve health outcomes for bi patients and staff. It also provides resources and reminds readers that the LGBTQ+ Staff Network and the newly launched LGBTQ+ Peer Support Network are available to provide support and advice.

Additionally, the Equity and Inclusion team launched an LGBTQ+ Ally Pledge to help raise awareness of the LGBTQ+ Staff Network and distribute "Ally Packs" which contained an assortment of items with the network's branding. These included new lanyards, pens, ally pins, desk flags, and post-it notes. At the time of writing, we have had almost 100 people sign the pledge in its first month.

Upload any written content, such as training slides or resources.

[BI Health Awareness Month.pdf](#)

Filename: BI Health Awareness Month.pdf **Size:** 247.7 kB

4.5 Does the organisation support all cis employees (including lesbian, gay and bi employees) to become trans allies through training, programmes and/or resources?

What we're looking for:

- Examples can include information booklets, programmes or training.
- Training, programmes and/or resources that focus specifically on being an ally to trans people and include specific actions employees can take.
- Specific content on being an ally to non-binary people.
- More than a one-off internal communication or event (as awarded for in sections 2 and 3).

Yes

Describe the training, programmes and/or resources (max. 500 words).

We regularly invite allies to join our LGBTQ+ Network, and hold Peer Support Network sessions quarterly which are open to allies. The vice-chair of our LGBTQ+ Network delivered bespoke training for senior execs and managers. This training included discussions around becoming an ally to the LGBTQ+ community. At least two board members are allies in their roles as leads on the protected characteristics of sexual orientation and trans and non-binary identities.

The organisation had promoted the use of pronouns on our staff ID badges and are distributing visible ally badges amongst staff.

This year, the Equity & Inclusion team launched an ally's pledge to support the LGBTQ+ Network and spread awareness whilst helping them distribute merchandise with the network's branding. This ally pledge included points around trans inclusion via normalising pronoun introductions and signatures when people felt comfortable and safe to do so.

We have included our pronouns guide as a resource we have created to support trans and non-binary allyship throughout the UHB.

Upload any written content, such as training slides or resources.

[Bilingual pronouns guide \(1\).pdf](#)

Filename: Bilingual pronouns guide (1).pdf **Size:** 288.2 kB

4.6 Does the organisation support all employees (including LGBTQ+ employees) to become allies to other marginalised LGBTQ+ communities through training, programmes and/or resources?

What we're looking for:

- Training, programmes and/or resources that focus on identities other than bi or trans identities. For example, the support could focus on becoming an ally to groups experience multiple marginalisation, such as LGBTQ+ people of faith.
- More than a one-off internal communication or event (as awarded for in sections 2 and 3).
- Specific actions employees can take.

Yes

Describe the training, programmes and/or resources (max. 500 words).

We have started the process to introduce an Ally's Network within the UHB, which will bring our existing networks together to help share resources and support each other, allowing for a more intersectional approach to allyship. We have reached out to members of the LGBTQ+ Network, our Access Ability network for disabled members of staff, and OneVoice, our Black, Asian and Ethnic Minority network.

Upload any written content, such as training slides or resources.

[ally_network SBAR.docx](#)

Filename: ally_network SBAR.docx **Size:** 3.9 MB

4.7 Does the organisation have measures in place to ensure that your work to empower individuals reaches employees in all locations?

What we're looking for:

- Consistent work to ensure activity can reach all employees.
- This might include:
 - Ensuring you share the stories of LGBTQ+ people from all the regions or UK nations you operate in.
 - Ensuring your allies programmes and resources are available in all your locations and/or digitally.
- Consideration of dispersed workforces (for example those in retail stores or without regular access to IT), employees who work from home, employees in urban/rural settings, and employees across all UK nations that you operate in.
- If you only have one location or building, consideration of the needs of employees who work remotely or away from desks.
- At least two examples of measures you have in place.

Yes

Describe at least two measures in place and how they are formalised (max. 500 words).

Our CEO Connects newsletter is emailed to employees and is available through our website. Cardiff and Vale University Health Board have an online community through our Staff Connect app, which is available on iOS, Android, and via PC., During our Virtual Pride week sessions were recorded and uploaded to YouTube for staff to view if they were unable to attend the live sessions. Our old intranet system has been replaced with a sharepoint site, meaning that staff do not need to be on-site or using a homeworking VPN system to access the content hosted there.

The following question is for information gathering purposes only and is not scored.

4.8 In the past year, has the organisation shared the workplace experiences of LGBTQ+ people with the following identities?

What we're looking for:

- This question follows the same format as 4.2 but is unscored.

No Responses Selected

Upload evidence of sharing these experiences in the last year.

Provide the date on which this was shared internally.

(No response)

Section 5: Leadership

Completed - 28 Sep 2022

Section 5: Leadership

This section examines how the organisation engages senior leaders and line managers in their responsibility to set an LGBTQ-inclusive culture. The questions scrutinise how the organisation empowers senior leaders, the individual actions senior leaders take, and how all line managers are encouraged to recognise LGBTQ+ inclusion as key to their role.

5.1 In the past year, how has the organisation supported board and senior management employees to understand the issues that affect LGBTQ+ people?

What we're looking for:

- Support that's consistently provided, not on an ad hoc basis.
- Options that are available to multiple senior leaders, not just one senior champion.
- A – this is a formal process whereby senior employees are mentored on LGBTQ+ issues by more junior LGBTQ+ employees.
- Conferences and seminars can be physical or digital.

Tick all that apply.

Responses Selected:

G. None of the above

Describe each option selected (max. 200 words per option).

(No response)

5.2 In the past year, which of the following activities have members of the board and/or senior management engaged in?

What we're looking for:

- Activities that are carried out by a range of leaders.
- D – this can include organisational LGBTQ+ inclusion strategies and LGBTQ+ staff network strategies
- E – this will only be awarded if you received points for questions 6.4, 6.5 or 6.6.
- F – period, rather than ad hoc, meetings.
- G and H – description of how the speech had specific messages of bi, non-binary and trans equality.
- G and H – events can be physical or digital.
- H – this can be a sector-facing or community-facing event.

Tick all that apply.

Responses Selected:

A. Communicated a strong message on LGBTQ+ equality

B. Communicated a strong message on bi equality

C. Communicated a strong message on trans equality, explicitly including non-binary equality

D. Reviewed and/or approved an LGBTQ+ inclusion strategy

E. Reviewed top line LGBTQ+ monitoring reports and actions

F. Met periodically with the LGBTQ+ employee network group

I. Attended an external LGBTQ+ event, for example Pride

Describe each option selected (max. 200 words per option).

Please include specific dates or time periods.

Please list the names and job titles of the individuals named above. Please ensure you have strict permission from them for their name to appear in this submission.

A) Over Pride Month, Abigail Harris (Executive Director of Planning) discussed our attendance at Pride Cymru, and the importance of Pride in the Executive weekly newsletter which is publicly available and sent to all members of staff.

B) Mitchell Jones (Head of Equity, Inclusion & Welsh Language) signed off on our Bi+ Health Month comms piece, which discussed the importance of bi inclusion on patient and staff health outcomes and wellbeing.

C) The Head of Equity and Inclusion reviewed the Supporting Trans Staff Policy ensuring that a strong message has been given in relation to trans equality and that non-binary people are explicitly covered by the policy. This message has been reiterated and given at meetings with senior managers and staff at all levels with reference to the increased support needed for our trans communities. A request for feedback from staff on this policy is attached. The CEO has added her pronouns to her email signature, in-line with our guidance to show support for trans and non-binary members of staff.

D) Senior leaders in the organisation review the organisation's Strategic Equality Plan, in which LGBTQ+ inclusion is embedded, on a bi-monthly basis as part of the Equality Strategy and Welsh Language Standards Group. Members of this group includes the Chair, Executive Director of People, Clinical Board Directors, Heads of Departments, and Chair of the LGBTQ+ Staff Network. During the meetings, SEP progress is monitored and feedback provided in relation to activities undertaken LGBTQ+ inclusion strategy, including continued membership of Stonewall's Diversity Champions programme and support offered to our LGBTQ+ Staff Network.

E) The Head of Equity and Inclusion reviews LGBTQ+ representation throughout the organisation on a monthly basis via reports from our Electronic Staff Records system. This in turn helps identify any themes or patterns so that appropriate actions can be put in place.

F) The Head of Equity and Inclusion meets periodically with the LGBTQ+ Staff Network to discuss their experiences and how they can be supported in the organisation. This has included attending network committee meetings and meeting with the network leadership to support them with electing a new committee.

I) The Head of Equity, Inclusion & Welsh Language attended Pride Cymru this August. He was heavily involved in the planning of the event, and carried both the NHS Wales banner, and the Ban Conversion Therapy banner during the parade.

Please upload screenshots of communications, if applicable.

[CEO_CONNECT_05 SEP 2022_ENG\(1\).pdf](#)

Filename: CEO_CONNECT_05 SEP 2022_ENG(1).pdf **Size:** 1.4 MB

[BI Health Awareness Month.pdf](#)

Filename: BI Health Awareness Month.pdf **Size:** 247.7 kB

[6.1 sexual orientation in the workplace.jpeg](#)

Filename: 6.1 sexual orientation in the workplace.jpeg **Size:** 50.9 kB

[supporting trans staff feedback.pdf](#)

Filename: supporting trans staff feedback.pdf **Size:** 32.5 kB

[Strategic Equality Plan Caring about Inclusion 2020-2024.pdf](#)

Filename: Strategic Equality Plan Caring about Inclusion 2020-2024.pdf **Size:** 1.3 MB

5.3 Does the organisation have measures in place to ensure that senior leader activity reaches employees in all locations?

What we're looking for:

- Consistent work to ensure activity can reach all employees.
- This might include:
 - Ensuring activities are carried out by senior leaders in all regions or UK nations that you operate in.
 - Ensuring that speeches at internal LGBTQ+ events are recorded and distributed digitally.
 - Ensuring that senior leader messages are written as well as verbal.
- Consideration of dispersed workforces (for example those in retail stores or without regular access to IT), employees who work from home, and employees across all UK nations that you operate in.
- If you only have one location or building, consideration of the needs of employees who work remotely or away from desks.
- At least two examples of measures you have in place.

Yes

Describe at least two measures in place and how they are formalised (max. 500 words).

Our CEO Connects newsletter is emailed to employees and is available through our website. Cardiff and Vale University Health Board have an online community through our Staff Connect app, which is available on iOS, Android, and via PC., During our Virtual Pride week sessions were recorded and uploaded to YouTube for staff to view if they were unable to attend the live sessions. Our old intranet system has been replaced with a sharepoint site, meaning that staff do not need to be on-site or using a homeworking VPN system to access the content hosted there.

Activities that are to be shared with employees across all sites can be shared with the comms team and distributed through the variety of channels listed above. If they are for external sharing, they can also be shared through social media channels.

5.4 Does the organisation require all senior leaders and line managers to meet an inclusion-based competency on recruitment?

What we're looking for:

- A standard competency in all job descriptions and/or a mandatory question in all interviews.
- This does not need to just be one standard question – you could provide a range of competencies and/or interview questions for the recruiting team to choose from.
- Inclusion of internal promotions as well as external appointments.
- This does not need to be LGBTQ+ specific.

A. Yes, all senior leaders and line managers

Copy and paste the standard competency or interview question wording.

Can you give an insight into your experience and behaviours that illustrate awareness and appreciation of Equality, Diversity and Inclusion?

Please tell us about an occasion when you have had to modify a message to take account of the specific needs of the recipient?

Follow up questions could include "How did you decide what modifications were necessary", How successful were you? What was the outcome?

What are your experiences of dealing with People who have challenged the idea of equality in terms of who a person is/a person's gender identity or gender expression?

Describe how inclusion-based competencies are implemented across all roles (max. 200 words).

All of our recruitment principles and processes apply equally for internal and external appointments. The UHB Recruitment and Selection Policy requires that the recruitment and selection of staff is conducted in a systematic, comprehensive and fair manner, promoting equality of opportunity at all time, eliminating discrimination and promoting good relations between all. This is done by providing a well-defined Policy and supporting Procedure for managers to work within and ensure they are clear about the principles underlying the recruitment and selection processes, and promoting the values of the UHB and ensuring this is reflected in the selection of candidates

Our standard job descriptions and adverts state that we are committed to promoting inclusion, where every staff member has a sense of belonging. We welcome applications from everyone and actively seek a diverse range of applicants. We value our differences and fully advocate, cultivate and support an inclusive working environment where staff treat one another with dignity and respect. We aim to create an equitable working environment where every individual can fulfil their potential no matter their disability, sex, gender identity, race, sexual orientation, age, religion or belief, pregnancy and maternity or marriage and civil partnership status.

5.5 Does the organisation require all senior leaders and line managers to have an inclusion-based objective?

What we're looking for:

- A standard practice across all performance appraisal structures and documents.
- A range of objectives senior leaders and line managers might consider based on their roles. This could include template wording.
- This does not need to be LGBTQ+ specific.

B. Yes, all senior leaders

Describe how inclusion-based objectives are implemented across all roles (max. 500 words).

All our Board members have a leadership and sponsorship responsibility for an individual protected characteristic as part of their role. They demonstrate their personal contribution to meeting the Public Sector Equality Duty as part of their work on inclusion. They are provided with clarity regarding the expectations of the role and make clear the requirements to address equality, diversity and inclusion, including oppression in all its forms, and for evaluating effectiveness.

Section 6: Monitoring

Completed - 28 Sep 2022

Section 6: Monitoring

This section examines how the organisation uses monitoring to understand the representation and experiences of its LGBTQ+ employees. The questions scrutinise data collection methods, analysis and outcomes.

Please ensure that no personally identifiable information is contained in your answers or evidence, e.g. names, job titles (where a single person or small number of people share the same job title), and job grades (where a single person or small number of people share the same grade).

6.1 Does the organisation gather data on employee sexual orientation through diversity monitoring forms and/or systems?

What we're looking for:

- Question wording that is in line with latest good practice. Please speak to your account manager if you are unsure of this.
- The same good practice question wording across all diversity monitoring forms and systems. Please state in your description if different question wording is used elsewhere.

Yes

Copy and paste the question you ask and the options employees can select (max. 500 words).

Our data collection method is self-identification using our Electronic Staff Record (ESR) Self-Service, so no question is asked. Employees can select from the following options:

Bisexual

Gay or Lesbian

Heterosexual or Straight

Not Stated (person asked but declined to provide a response)

Other sexual orientation not listed

Undecided

What proportion of employees have answered this question on your HR system?

What we're looking for:

- Data from an HR system, not an anonymous staff survey.
- Proportions that do not include those who prefer not to say.

70-79%

Upload an analysis report demonstrating the declaration rate. Note that this must not contain individual responses or personally identifiable data.

6.1 sexual orientation in the workplace.jpeg

Filename: 6.1 sexual orientation in the workplace.jpeg **Size:** 50.9 kB

Provide a brief description of the report you have uploaded (max. 200 words).

The report is a spreadsheet of responses collected through ESR. It shows the sexual orientation labels available to staff to use when self-identifying on our systems, with the percentages listed alongside. 73.2% of staff provided an answer, with 3.31% of our staff identifying as LGBT, and a further 0.14% responding as undecided. The remaining 69.2% identified as heterosexual or straight (65.7%) or declined to provide a response (3.5%).

Check to confirm that no individuals could be identified from this evidence, either directly or by implication.

When we say 'individuals can be identified directly', we mean by unique identifier. For example, a name, employee identification number or code, or an email address.

When we say 'individuals can be identified by implication', we means that the data is grouped in a way that could allow individual staff to be identified. For example, if data were grouped by job title, which included job titles only held by one staff member.

Responses Selected:

No individuals can be identified

6.2 Does the organisation gather data on employee gender, inclusive of non-binary identities, through diversity monitoring forms and/or systems?

What we're looking for:

- Question wording that is in line with latest good practice. Please speak to your account manager if you are unsure of this.
- The same good practice question wording across all diversity monitoring forms and systems. Please state in your description if different question wording is used elsewhere.

Yes

Copy and paste the question you ask and the options employees can select (max. 500 words).

Which term best describes your gender? Please tick one box.

- Female
- Male

What proportion of employees have answered this question on your HR system?

What we're looking for:

- Data from an HR system, not an anonymous staff survey.
- Proportions that do not include those who prefer not to say.

90-100%

Upload an analysis report demonstrating the declaration rate. Note that this must not contain individual responses or personally identifiable data.

[6.2 gender.jpeg](#)

Filename: 6.2 gender.jpeg **Size:** 31.6 kB

Provide a brief description of the report you have uploaded (max. 200 words).

Our system only allows for binary gender options at present, so our monitoring work is limited. We have provided our gender breakdown, where 76.65% of employees are registered as female, and 23.35% as male. While this system does not recognise non-binary or genderqueer employees' identities, this data set is inclusive of binary trans identities where a GRC has been provided. We do not monitor or track trans status, so this information is based on assigned sex at birth, except in cases where a GRC has been provided.

Check to confirm that no individuals could be identified from this evidence, either directly or by implication.

When we say 'individuals can be identified directly', we mean by unique identifier. For example, a name, employee identification number or code, or an email address.

When we say 'individuals can be identified by implication', we means that the data is grouped in a way that could allow individual staff to be identified. For example, if data were grouped by job title, which included job titles only held by one staff member.

Responses Selected:

No individuals can be identified

6.3 Does the organisation gather data on employee trans status through diversity monitoring forms and/or systems?

What we're looking for:

- Question wording that is in line with latest good practice. Please speak to your account manager if you are unsure of this.
- The same good practice question wording across all diversity monitoring forms and systems. Please state in your description if different question wording is used elsewhere.

No

Copy and paste the question you ask and the options employees can select (max. 500 words).

(No response)

What proportion of employees have answered this question on your HR system?

What we're looking for:

- Data from an HR system, not an anonymous staff survey.
- Proportions that do not include those who prefer not to say.

(No response)

Upload an analysis report demonstrating the declaration rate. Note that this must not contain individual responses.

Provide a brief description of the report you have uploaded (max. 200 words).

(No response)

Check to confirm that no individuals could be identified from this evidence, either directly or by implication.

When we say 'individuals can be identified directly', we mean by unique identifier. For example, a name, employee identification number or code, or an email address.

When we say 'individuals can be identified by implication', we means that the data is grouped in a way that could allow individual staff to be identified. For example, if data were grouped by job title, which included job titles only held by one staff member.

No Responses Selected

6.4 Does the organisation monitor and analyse success rates from application to appointment across the following characteristics?

What we're looking for:

- Analysis of external appointments to the organisation.
- Comparisons of applicant diversity forms to new starter diversity forms.
- Analysis that has taken place in the past two years.
- A – note that you will only be eligible for marks if you have been awarded marks in 6.1.
- B – note that you will only be eligible for marks if you have been awarded marks in 6.2.
- C – note that you will only be eligible for marks if you have been awarded marks in 6.3.

Tick all that apply.

Responses Selected:

A. Sexual orientation

B. Gender

A: Upload the most recent report showing analysis by sexual orientation.

Note that these must not contain individual responses or personally identifiable data.

[CVUHB EO Report - 01-APR-2020 to 31-AUG-2021 \(3\).xlsx](#)

Filename: CVUHB EO Report - 01-APR-2020 to 31-AUG-2021 (3).xlsx **Size:** 12.5 kB

B: Upload the most recent report showing analysis by gender.

Note that these must not contain individual responses or personally identifiable data.

[CVUHB EO Report - 01-APR-2020 to 31-AUG-2021 \(3\).xlsx](#)

Filename: CVUHB EO Report - 01-APR-2020 to 31-AUG-2021 (3).xlsx **Size:** 12.5 kB

C: Upload the most recent report showing analysis by trans status.

Note that these must not contain individual responses or personally identifiable data.

Check to confirm that no individuals could be identified from this evidence, either directly or by implication.

When we say 'individuals can be identified directly', we mean by unique identifier. For example, a name, employee identification number or code, or an email address.

When we say 'individuals can be identified by implication', we means that the data is grouped in a way that could allow individual staff to be identified. For example, if data were grouped by job title, which included job titles only held by one staff member.

Responses Selected:

No individuals can be identified

Describe who the analysis was seen by and what action was taken (max. 500 words).

These reports are prepared and published under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 and are therefore made available to the general public and published annually via our website. It is premised on two distinct sections, "All applications" and then "Outcome", which would include those moved to outcome indicating a successful recruitment activity. This applies to both sexual orientation and trans identity.

In regards to who should be monitoring this, it is the responsibility of the Equality Manager who would then analyse the information for inclusion in the next year's Annual Equality Statement and Report.

Prior to publication, the reports and an accompanying commentary are approved by the Executive Director for Workforce & Organisational Development at the Strategic and Delivery Committee on behalf of the Board after being subject to scrutiny, discussion and analysis by the Equality Manager and Team who advises the Board on all matters relating to Equality and Human Rights.

If there any issues and/or patterns are identified, they are discussed in the commentary that accompanies this and other statutory reports and actions are recommended for inclusion within operational plans for the Clinical Boards, Directorates and corporate functions across the organisations.

These plans then form part of our Strategic Equality Action Plans. After disappointingly falling out of the Stonewall Top 100, an action plan was approved to explore the Issues identified by the benchmarking feedback meeting. The actions included the establishment of a Stonewall Task and Finish Group to look at a strategy for improvement.

6.5 Does the organisation monitor and analyse the number of employees at different pay grades across the following characteristics?

What we're looking for:

- Analysis looking at pay grades, pay rates and/or seniority levels.
- Data collected through your HR system, rather than an anonymous staff survey.
- Analysis that has taken place in the past two years.
- A – note that you will only be eligible for marks if you have been awarded marks in 6.1.
- B – note that you will only be eligible for marks if you have been awarded marks in 6.2.
- C – note that you will only be eligible for marks if you have been awarded marks in 6.3.

Tick all that apply.

Responses Selected:

A. Sexual orientation

B. Gender

A: Upload the most recent report showing analysis by sexual orientation.

Note that these must not contain individual responses or personally identifiable data.

6.5A.jpg

Filename: 6.5A.jpg **Size:** 42.3 kB

B: Upload the most recent report showing analysis by gender.

Note that these must not contain individual responses or personally identifiable data.

6.5B.jpg

Filename: 6.5B.jpg **Size:** 41.8 kB

C: Upload the most recent report showing analysis by trans status.

Note that these must not contain individual responses or personally identifiable data.

Check to confirm that no individuals could be identified from this evidence, either directly or by implication.

When we say 'individuals can be identified directly', we mean by unique identifier. For example, a name, employee identification number or code, or an email address.

When we say 'individuals can be identified by implication', we means that the data is grouped in a way that could allow individual staff to be identified. For example, if data were grouped by job title, which included job titles only held by one staff member.

Responses Selected:

No individuals can be identified

Describe who the analysis was seen by and what action was taken (max. 500 words).

Equality reports are prepared and published under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 and are therefore made available to the general public and published annually via our website. As Trans identity information is not yet gathered by our information and payroll systems we are currently unable to provide that information.

Prior to publication, the reports and an accompanying commentary are approved by the Executive Director for Workforce & Organisational Development at the Strategic and Delivery Committee on behalf of the Board after being subject to scrutiny, discussion and analysis by the Equality Manager and Team who advises the Board on all matters relating to Equality and Human Rights

If there any issues and/or patterns are identified, they are discussed in the commentary that accompanies this and other statutory reports and actions are recommended for inclusion within operational plans for the Clinical Boards., Directorates and corporate functions across the organisations. These plans then form part of our Strategic Equality Action Plans.

6.6 When running staff satisfaction surveys, does the organisation break down and analyse the satisfaction of employees by the following characteristics?

What we're looking for:

- Diversity data collected on a staff satisfaction survey.
- Data collection and analysis that have taken place in the past two years.
- A – note that you will only be eligible for marks if you have been awarded marks in 6.1.
- B – note that you will only be eligible for marks if you have been awarded marks in 6.2.
- C – note that you will only be eligible for marks if you have been awarded marks in 6.3.

Tick all that apply.

Responses Selected:

A. Sexual orientation

B. Gender

A: Upload the most recent report showing analysis by sexual orientation.

Note that these must not contain individual responses or personally identifiable data.

[EqualityResponseRateBreakdown \(1\).xlsx](#)

Filename: EqualityResponseRateBreakdown (1).xlsx **Size:** 11.2 kB

B: Upload the most recent report showing analysis by gender.

Note that these must not contain individual responses or personally identifiable data.

[EqualityResponseRateBreakdown \(1\).xlsx](#)

Filename: EqualityResponseRateBreakdown (1).xlsx **Size:** 11.2 kB

C: Upload the most recent report showing analysis by trans status.

Note that these must not contain individual responses or personally identifiable data.

Check to confirm that no individuals could be identified from this evidence, either directly or by implication.

When we say 'individuals can be identified directly', we mean by unique identifier. For example, a name, employee identification number or code, or an email address.

When we say 'individuals can be identified by implication', we means that the data is grouped in a way that could allow individual staff to be identified. For example, if data were grouped by job title, which included job titles only held by one staff member.

Responses Selected:

No individuals can be identified

Describe who the analysis was seen by and what action was taken (max. 500 words).

The analysis was undertaken by the senior manager for our management and development workforce team. The analysis was seen by the Head of Equity and Inclusion, the Assistant Director of OD, the Executive Director for People and Culture and the Inclusion Assistant.

The information is also shared with our Equality Strategy and Welsh Language Standards Group (ESWLSG).

The analysis was undertaken for this report, and so no action has yet occurred.

6.7 Which of the following activities has the organisation carried out in the last year to improve confidence in LGBTQ+ monitoring and boost declaration rates?

What we're looking for:

- A, B and C – communications that are available to all employees, not just your LGBTQ+ employee network group.
- D and E – definitions that are included within the questions themselves, with a link to a glossary, or within communications promoting the monitoring exercise.
- Evidence could include screenshots of the relevant communications or monitoring questions.

Tick all that apply.

Responses Selected:

B. Provided information about confidentiality and data security

D. Provided a definition of 'bi' that is explicitly inclusive of pan and queer identities

E. Provided a definition of 'trans' that is explicitly inclusive of non-binary identities

Upload evidence for each option.

[EQUALITY DATA CAMPAIGN \(ENG - ALL SLIDES\).pdf](#)

Filename: EQUALITY DATA CAMPAIGN (ENG - ALL SLIDES).pdf **Size:** 630.1 kB

[BI Health Awareness Month.pdf](#)

Filename: BI Health Awareness Month.pdf **Size:** 247.7 kB

[TDOV.JPG](#)

Filename: TDOV.JPG **Size:** 107.6 kB

Provide a brief description of the communication and how it was shared with employees (max. 200 words).

Please include specific dates or time periods.

The equality data campaign was shared widely with employees through email, to encourage them to update their equality data, and to remind them that their information is confidential, secure, and would not be available to line managers.

The Bi+ Health Awareness Piece was shared via the comms team through the Weekly Staff Updates and contains a clear definition of bi which includes pan and queer identities.

The Trans Day of Visibility piece was also shared through the Weekly Staff Updates emails by the comms team and is non-binary inclusive.

The following question is for information gathering purposes only and is not scored.

6.8 For apprenticeships, does the organisation monitor and analyse success rates from application to appointment across the following characteristics?

What we're looking for:

- Comparison of applicant diversity forms to new starter diversity forms.
- Analysis that has taken place in the past two years.

Tick all that apply.

No Responses Selected

A: Upload the most recent report showing analysis by sexual orientation.

Note that these must not contain individual data.

B: Upload the most recent report showing analysis by gender.

Note that these must not contain individual data.

C: Upload the most recent report showing analysis by trans status.

Note that these must not contain individual data.

Check to confirm that no individuals could be identified from this evidence, either directly or by implication.

When we say 'individuals can be identified directly', we mean by unique identifier. For example, a name, employee identification number or code, or an email address.

When we say 'individuals can be identified by implication', we means that the data is grouped in a way that could allow individual staff to be identified. For example, if data were grouped by job title, which included job titles only held by one staff member.

No Responses Selected

Describe who the analysis was seen by and what action was taken (max. 500 words).

(No response)

Section 7: Supply chains

Completed - 28 Sep 2022

Section 7: Supply chains

This section examines how the organisation affects change in its supply chain. The questions scrutinise the steps taken to ensure suppliers are LGBTQ-inclusive, from tendering new suppliers to monitoring current contracts.

7.1 Before awarding a contract, does the organisation scrutinise the following in the tender process?

What we're looking for:

- An explanation of how contracts are prioritised systematically, if scrutiny is limited to more major contracts.
- Description of how the procurement team is trained to scrutinise each of these areas.

Tick all that apply.

Responses Selected:

A. Whether the potential supplier has a policy that explicitly bans discrimination, bullying and harassment based on sexual orientation and gender identity

B. Whether the potential supplier monitors incidents of bullying and harassment based on sexual orientation and gender identity

C. Whether the supplier has a transitioning at work policy

D. Whether the potential supplier has a diversity and inclusion strategy

Describe the selected options below (max. 500 words per option).

Procurement Services is part of the NHS Shared Services organisation, which is hosted by Velindre NHS Trust. It provides a complete Procurement to Payments system for all of the Health Boards and Trusts across Wales. The key focus and support to customers is through the local Procurement teams who work with the respective organisations to drive the strategic agenda.

The focus on customers is underpinned through our Quality systems with the European Foundation for Quality Management (EFQM) as the model which supports the work that we are doing and the systems that are already in place and which are being rolled out across Procurement Services.

Procurement Services have developed a business plan which supports the wider agenda and has a number of key strategic themes. One of those themes is around people. Excellent organisations value their people and create a culture that allows the mutually beneficial achievement of organisational and personal goals. They develop the capabilities of their people and promote fairness and equality. They care for, communicate, reward and recognise, in a way that motivates people, builds commitment and enables them to use their skills and knowledge for the benefit of the organisation.

Describe how teams with procurement responsibilities are trained on these requirements (max. 200 words).

The team receive and undertake mandatory training on the equality and inclusion which is inclusive of LGBTQ+ equality. They receive guidance documents on embedding LGBT equality into procurement practices such as a copy of a guide by Simmons and Simmons on the ways to engage suppliers in core corporate responsibility activities relating to diversity & inclusion and LGBTQ+ equality. They also, through their equality champion representative, receive the specific training on Trans awareness that covers areas such as terminology, case study, legal issues and social and moral responsibility.

7.2 When a potential supplier does not meet LGBTQ+ inclusion scrutiny, how does the organisation respond?

What we're looking for:

- An explanation of how contracts are prioritised systematically, if scrutiny is limited to more major contracts.
- Options A and B are worth an equal number of points.
- A and B – clear and consistent criteria for when either of these steps will be taken.

Select one option.

A. By not awarding the contract

Describe how this decision is reached (max. 500 words).

This decision is reached by sending a range of questions covered in our Equality Questionnaire to our suppliers. Should a supplier fail to reach our standards, then the contract will not be awarded. We point out where our questions are based in legislative equality requirements. We have included a sample section of the information provided with this questionnaire.

Why do I, or my company, need to take equality into account?

Failure to comply with this policy could make the authority, and in some cases individuals, liable to legal action and prevent organisations from being allowed to tender for Health Board services and works.

What questions will I, or my company, be asked? The questions detailed in the 'questions for contractors section' may be asked at the prequalification stage to assess a supplier's suitability to undertake business with the Health Board.

Do I, or my company, have to answer 'Yes' to all the questions?

It is not a legal requirement for a company to answer 'yes' to all of the questions before they are considered for selection. Greater importance will be given to the answers received from the three questions marked by (+) as these questions refer to an external provider's policy and practice not to discriminate. The answers ... will also inform us if potential contractors have had a case of unlawful discrimination brought against them, and the steps they have taken to address any shortcomings.

We do not have a written Equality Policy. Does this mean we will not be included in the Health Board's select list?.. equality legislation applies to all service providers and employers, not just statutory bodies. (We)... strongly encourages potential suppliers to demonstrate a commitment to equality. We acknowledge that small businesses may not have formal written Equality policies, and other companies may have formal policies but may not refer to them in their recruitment advertisements. This will not automatically exclude them from selection. However all providers will be expected to demonstrate and comply with all relevant legislation.

We have supported suppliers to revise their equal opportunities monitoring forms which will be used as part of our Application Form for their staff.

The monitoring forms asks questions on gender identity and sexual orientation (and) other protected characteristics.

Has the supplier complied with the Equality ACT and has a policy in place that explicitly bars discrimination on the grounds of all protected characteristics (Gender Reassignment, Marriage and Civil Partnerships, Sex, Sexual

Orientation)?

Does the supplier deliver equality and diversity training to staff on legislation and protected characteristics (Gender Reassignment, Marriage and Civil Partnerships, , Sex, Sexual Orientation)?

Option B only: describe how the requirement is enforced (max. 500 words).

(No response)

7.3 Once a contract is awarded, how does the organisation hold the supplier to account?

What we're looking for:

- An explanation of how contracts are prioritised systematically, if scrutiny is limited to more major contracts.
- A – inclusion of LGBTQ-related issues, or a specific focus on them.
- B – monitoring of internal or external feedback, depending on the nature of the supplier. For example, if they employ your frontline staff, involving monitoring service user feedback and complaints.

Tick all that apply.

Responses Selected:

A. Include a broad diversity and inclusion slot in contract monitoring meetings, inclusive of LGBTQ+ issues

B. Monitor and analyse LGBTQ-related feedback on supplier

Describe the selected options below (max. 500 words per option).

We have had, for example, discussions with suppliers, involving the Equality Manager as appropriate, that have resulted in suppliers revising their equal opportunities monitoring forms which will be used as part of our Application Form for their staff. The monitoring forms includes questions on gender identity and sexual orientation.

The above specific equality related questionnaire given for 7.2 above is also used.

7.4 In the past year, how has the organisation engaged or collaborated with its suppliers?

What we're looking for:

- A – developing and running training together, or sharing your existing training with the supplier.
- B – for major contracts, this could include inviting procured staff to join your LGBTQ+ employee network group.
- C – specific advice that you have given, for example a consultancy session with your Diversity & Inclusion team on setting up an LGBTQ+ employee network group. This could also include period roundtables with your major suppliers on specific topics.

Tick all that apply.

Responses Selected:

A. Held joint LGBTQ+ diversity and inclusion training

B. Invited suppliers' employees to take part in LGBTQ+ employee network group events

C. Advised on LGBTQ+ inclusion initiatives

Describe the selected options below (max. 500 words per option).

Please include specific dates or time periods.

There is an open invitation to network members who include some of our suppliers' employees such as the Welsh Ambulance Trust. The Welsh Ambulance Trust staff have been involved in discussions around Pride the network objectives. They have also attended Pride celebrations.

The Procurement Team has received copies of "Simmons & Simmons Guide to Embedding Lesbian, Gay and Bisexual equality in the supply chain for dissemination to suppliers in 2019 and receives only updated versions from now on.

We remind suppliers of their good practice obligations in our Pre – Qualification Questionnaire and Memorandum of Information The Equality Act 2010 covers the following protected characteristics: Age, Disability, Gender reassignment, Marriage and civil partnership, Pregnancy and maternity, Religion or belief (or lack of belief), Race – including ethnic or national origin, colour or nationality, Sex or Sexual Orientation.

The UHB has a general duty to promote Equality and Diversity as set out in the Equality Act 2010. The aim of the general duty is that we and those who act on our behalf, demonstrate 'due regard' of the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act
- Advance equality of opportunity between people who share a relevant characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not.

The duty makes sure that equality considerations are built into the design of policies and the delivery of services and that they are kept under review.

A copy of the document is available within the tender documents.

Please confirm your acceptance.

A copy of the UHB's Equality and Diversity Policy is attached Supplier Response:

Adherence to Equality and Diversity policy

Yes / No please delete as appropriate

Section 8: External engagement and service delivery

Completed - 28 Sep 2022

Section 8: External engagement and service delivery

This section comprises of three parts.

- Part 1 (Community Engagement) examines the outreach activity of the organisation and how it supports wider LGBTQ+ communities.
- Part 2 (Sector Engagement) examines how the organisation promotes LGBTQ+ equality to other organisations in its sector.
- Part 3 (Service Delivery) examines how the organisation ensures it meets the needs of its service users or customers.

To move onto the next part, you will need to put in an answer for all the questions in the part you're currently working on. If you are unsure of your answer to any of these questions, please select a provisional answer and save your progress. You can then go back and substitute your answer for a different one at a later date.

Section 8

Please choose the option that describes your organisation:

- Option 1: Organisation with individual service users, customers, members, or audience members.

You will complete all questions from 8.1 to 8.12.

- Option 2: Organisation without individual service users, customers, members or audience members.

You will only complete questions 8.1 to 8.4. Note that scores available will be weighted to be equal to option 1.

If you are unsure which option to select, email Stonewall to ask.

Option 1: all parts, including service delivery

Part 1 (Community Engagement)

Part 1: Community engagement

This part examines the outreach activity of the organisation and how it supports wider LGBTQ+ communities.

Question 8.1

In the past year, have you supported LGBTQ+ community groups in the following ways?

What we're looking for:

- Financial or substantive in-kind support given or contributed towards by your organisation (rather than by your LGBTQ+ employee network group) to external LGBTQ+, bi-specific, trans-specific and intersectional groups or initiatives.
- Initiatives can be specific to a community, even if they are led by a group that have a broader remit to serve a wider set of communities.

No Responses Selected

How many of initiatives or groups would you like to describe?

You can describe up to fifteen initiatives or groups that you supported.

(No response)

Describe the initiatives or groups that you supported.

What we're looking for:

- Financial or substantive in-kind support given or contributed towards by your organisation (rather than by your LGBTQ+ employee network group) to external LGBTQ+, bi-specific, trans-specific and intersectional groups or initiatives.
- Initiatives can be specific to a community, even if they are led by a group that have a broader remit to serve a wider set of communities.
- Evidence that demonstrates the depth of support by grade. Where the evidence is ambiguous you will be awarded for grade one support.

Evidence for this question could look like:

- A description of a partnership that you've worked on with another organisation.
- Tell us which organisation you worked with, and a brief description of the sorts of work they do.
- State what you provided them with, either financial resources or in-kind support.
- Explain what they did with the support you gave.
- Describe some specific impacts of the support for LGBTQ+ people.
- You can describe up to fifteen initiatives. You may want to describe more than one initiative per grade/identity strand.

What we mean by:

- Length of support: how long your partnership lasted.
 - A one-off partnership could be a single day of volunteering, or a donation to a cause.
 - A partnership less than a year involves multiple touch-points over time, providing sustained resources over a period time.
 - A partnership a year or longer could be a partnership with a defined length, or an indefinite partnership.
- Forms of support: number of types of support offered. If you've offered multiple instances of the same type of support (such as multiple days of volunteering), this would count as one form of support. Forms of support could include:
 - Expertise, such as pro-bono consultation
 - Financial support
 - In-kind resources, such as use of facilities

- Volunteering time

	Length of support	Forms of support	Is this a bi-specific initiative?	Is this a trans-specific initiative?	Is this an intersectional initiative?	Description of Initiative or Support
Initiative one			X	X	X	
Initiative two			X	X	X	
Initiative three			X	X	X	
Initiative four			X	X	X	
Initiative five			X	X	X	
Initiative six			X	X	X	
Initiative seven			X	X	X	
Initiative eight			X	X	X	
Initiative nine			X	X	X	
Initiative ten			X	X	X	
Initiative eleven			X	X	X	
Initiative twelve			X	X	X	
Initiative thirteen			X	X	X	
Initiative fourteen			X	X	X	
Initiative fifteen			X	X	X	

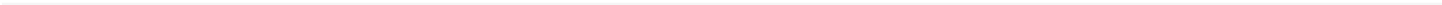
When we review this question, we will look at the forms and length of support to sort your support into grades, from one to three. Where your support meets a higher grade of support, you will be awarded more marks.

Grade Length of support Forms of support

One One-off or sustained One or more

Two One year or longer One or more

Three One year or longer Two or more



Describe each option selected (max. 500 words per option).

Please include specific dates or time periods.

A1: WE funded the Queer Joy exhibition. "The Hearth Gallery are delighted to welcome 'Queer Joy' – a group exhibition by LGBTQIA+ Welsh and Wales-based artists, curated by Umbrella Collective. The artists explore what it is to be queer in today's society. Their work is inherently joyful in its depiction yet explores the complexity of queer existence. Umbrella Collective is an artist-led, community focussed and socially driven organisation that aims to contribute positively to the local community; practising an open-door policy, hosting exhibitions, workshops, skill-sharing events and residencies."

Our Health Charity commissioned the Welsh Ballroom Community performance for Pride 2022.

A2) Our Health Charity has an LGBTQ+ fund to support the LGBTQ+ network and other LGBTQ+ events and initiatives across the UHB. This is separate to the network budget and money accessed through our Health Lottery funds.

A3) We have provided a staff network budget for training. Support for attendance at Stonewall WEI conference. Health Charity funded merchandise to advertise the network and show allyship from staff. throughout the UHB. Network supported by comms team and the Equity and Inclusion team to advertise the network across the UHB sites. EWS supported launch of the LGBTQ+ Peer Support Network.

UHB provided support, planned and hosted NHS Pride events, and partially funded NHS Wales attendance at Pride Cymru.

C3) The Welsh Gender Service is a part of CAVUHB and we have supported the WGS for several years both financially, and by providing them with the location to operate in. We also support them by providing Umbrella Cymru with funding to support patients on the WGS waiting list.

The Health Charity fund helped develop the WGS' garden to improve patient experience while accessing the service.

D2) Continued commissioning of LGBTQ+ art across our sites to celebrate LGBTQ+ people and events. Including art in the WGS by trans artists, and art to raise HIV awareness.

8.2 In the past year, has the organisation utilised its social media accounts and online presence to demonstrate support of the following?

What we're looking for:

- How you demonstrate to the largest possible audience that your organisation is committed to LGBTQ+ equality.
- Use of your social media accounts with the widest reach.
- This can be the LGBTQ+ employee network group being re-posted by an account with bigger reach.

Tick all that apply.

Responses Selected:

A. LGBTQ+ equality

C. Non-binary equality

D. Trans equality

A: Upload screenshots of social media activity.

[comms evidence for Pride.pdf](#)

Filename: comms evidence for Pride.pdf **Size:** 122.9 kB

A: Provide the date of this activity.

9 Jun 2022

B: Upload screenshots of social media activity.

B: Provide the date of this activity.

(No response)

C: Upload screenshots of social media activity.

non-binary_day.JPG

Filename: non-binary day.JPG **Size:** 100.8 kB

C: Provide the date of this activity.

14 Jul 2022

D: Upload screenshots of social media activity.

comms evidence trans.pdf

Filename: comms evidence trans.pdf **Size:** 72.1 kB

D: Provide the date of this activity.

17 Jun 2022

8.3 In the past year, has the organisation supported LGBTQ+ equality campaigns?

What we're looking for:

- An external equality campaign and support from your organisation that reaches beyond social media and internal awareness-raising activities.
- Examples might include promoting an anti-HBT (homophobic, biphobic and transphobic) bullying campaign or taking part in the Rainbow Laces campaign.

Yes

Describe how the organisation has support LGBTQ+ equality campaigns (max. 500 words). Please include specific dates or time periods.

Pride

Listed above

International Non-Binary People's Day

Facebook post about the importance of pronouns, July 14, 2022

<https://www.facebook.com/cardiffandvaleuhb/photos/a.197693453609663/5296634137048877>

· 6,068 reach

· 25 reactions

IDAHOBIT

Facebook post about staff being able to include pronouns on ID badges

<https://www.facebook.com/cardiffandvaleuhb/posts/pfbid02ebHHi9GrNq9kwrpPXjRCRCQHUPACEzWU8S8WDzCDtCpohf5L3EQy1FmTm1NWy2fHI>

· 32,947 people reached

· 7,022 engagements

· 63 comments

· 83 shares

Trans Day of Visibility, March 31, 2022

[https://www.facebook.com/cardiffandvaleuhb/photos/a.197693453609663/3869415873104051/?__cft__\[0\]=AZVAool8ldzBeBH5eyfYY9lnbY47B91e-YMzKCis1hMunYEcYWqELn_rMM941VnT-pfAClhIykLUms4VSbTLewFiAPd7WgrjUe5CYh7JMLje-TqaLv2Xwk8RfW5pN-djDKjWJOhtFOtVFpeXyYJpCa1K&_tn_=%2CO%2CP-R](https://www.facebook.com/cardiffandvaleuhb/photos/a.197693453609663/3869415873104051/?__cft__[0]=AZVAool8ldzBeBH5eyfYY9lnbY47B91e-YMzKCis1hMunYEcYWqELn_rMM941VnT-pfAClhIykLUms4VSbTLewFiAPd7WgrjUe5CYh7JMLje-TqaLv2Xwk8RfW5pN-djDKjWJOhtFOtVFpeXyYJpCa1K&_tn_=%2CO%2CP-R)

· 5,175 people reached

· 5,175 impressions

· 3215 engagements

· 37 reactions

· 1 comment

· 4 shares

Part 2 (Sector Engagement)

Part 2: Sector engagement

This part examines how the organisation promotes LGBTQ+ equality to other organisations in its sector.

8.4 In the past year, has the organisation promoted LGBTQ+ equality in its sector?

What we're looking for:

- Co-organising sector network activity, and/or other Diversity and Inclusion initiatives and events within your sector.

Yes

Describe how the organisation has promoted LGBTQ+ equality in its sector (max. 500 words).

Please include specific dates or time periods.

The organisation took part in and helped to plan the NHS Wales Equality Week sessions, where we discussed a range of intersectional topics, including LGBTQ+ experiences. We also participated in ABUHBs Gay Dementia Venture, a play that explores the experiences of a gay couple where one of them has been diagnosed with dementia. This covered topics like belonging, carer fatigue, and discrimination.

The organisation sent a representative of the Equity & Inclusion team and the LGBTQ+ Network to attend Swansea Pride. They marched with the Celebrating Diversity banner, and was responsible for a stall advertising LGBTQ+ inclusion and the LGBTQ+ Network within the UHB.


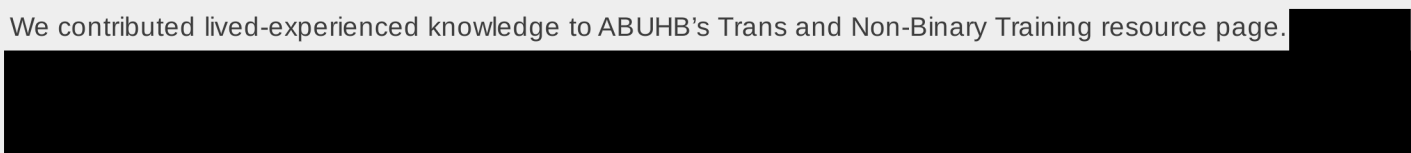
We were heavily involved in the planning of Pride Cymru- the first in-person Pride celebration since 2019. We designed and purchased our new NHS Wales Pride banner, provided a Pride float, distributed Pride t-shirts throughout the UHB to members of staff interested in attending. We also hosted DIY parties where members of staff across NHS Wales came together to help prep the wildflower seed packets we would give out at pride as a symbol of regrowth. We also created a playlist of songs to celebrate 50 years of Pride in the UK, with a song for each decade (80s-20s).

We were also involved in NHS Wales Virtual Pride, although this was reduced from the week of events last year, to an intersectional LGBTQ+ quiz this year. We were involved in the writing, hosting, and advertising of the quiz, which was attended by around 50 teams across NHS Wales.

The UHB provided funds for 3 members of the LGBTQ+ Network to attend the Stonewall Workplace Conference in March this year. Two attendees attended in-person, and another chose to attend the online events. These representatives spent the day learning about how to grow the network and support the UHB's LGBTQ+ inclusion, as well as networking and sharing ideas when participating in these talks.

We attended meetings and gave feedback regularly on the Welsh Government's LGBTQ+ action plan, especially in response to the healthcare sections.

We contributed lived-experienced knowledge to ABUHB's Trans and Non-Binary Training resource page.



Part 3 (Service Delivery)

Part 3: Sector delivery

This part examines how the organisation ensures it meets the needs of its service users or customers.

8.5 In the past year, has the organisation examined service user or customer journeys to ensure there are no barriers to LGBTQ+ people accessing products or services?

What we're looking for:

- A formal mapping process of the touch points between the service user/customer and the service/product.
- Examination of a different service user or customer journey to previous submissions within this or the last cycle, for example examining a different area of the business.

No

Describe the process by which you examined the customer journey (max. 500 words).

Please include specific dates or time periods.

(No response)

Describe the outcome and impact (max. 500 words).

Please include specific dates or time periods.

(No response)

8.6 Does the organisation collect LGBTQ+ monitoring information on service users or customers for the following analysis?

What we're looking for:

- Demonstration of how you collect the data and how it is analysed.
- A breakdown of the experiences of service users and customers by sexual orientation, gender and trans status.

Tick all that apply.

Responses Selected:

A. Assessing whether LGBTQ+ people are accessing your services

Copy and paste the questions you ask and the options service users/customers can select (max. 500 words).

1) In what capacity are you answering?

- Personal (Client/ patient)
- Stakeholder representative
- CAV WGT Clinician/ Staff
- Other Clinician / Staff

2) Overall, how would you rate your experience of Umbrella Cymru's XIST Service?

1-5 Stars

3) Do you think Umbrella Cymru's support has made a positive difference for people accessing welsh gender services?

- Yes
- No

4) Please tell us your views on our support services. We'll now ask you two questions about the service. Please answer these based on what you know or have heard about our services. We would appreciate as much feedback as possible to help us improve.

a) What have others said about us? Please describe what you have heard about our services from others, or what you know about us from your interaction. We are particularly interested to understand opinions on what we do, how we do it and the difference people feel we make.

b) How could we improve? Please tell us what you think we could be doing to further improve our support and services. This could be about how we deliver support, the information we publish on the gender Wales website for people to access or anything else you think we could do to make things better.

5) Would you recommend Umbrella Cymru to others?

- Yes
- No

6) Do you think the support is needed and should continue?

- Yes
- No

7) What if the support wasn't available? Please tell us what impact you think it would have on people if the service was no longer funded? You could explain whether you feel it would make a big difference or no difference at all.

Describe the process of collecting and analysing the data (max. 500 words).

The Cardiff and Vale Health Board commenced the operation of a Welsh Gender Service from September 2019. The service consists of a multi-disciplinary Wales Gender Team, Local Gender Teams in each Health Board and Direct Enhanced Support to improve support in Primary Care.

The Wales Gender Team are based in St David's Hospital in Cardiff and began seeing patients in September as part of an incremental implementation of the service.

Cardiff & Vale UHB has continued to work with Umbrella Cymru to provide a Peer Support Service to trans and gender diverse people referred to the Welsh Gender Service from various Health Boards and Trusts, currently there are approximately 900 patients on the UK National waiting list and there were 972 referrals to the Welsh Gender Service between 2021 and 2022.

The service consists of attending appointments to provide face to face support, contacting patients via telephone to engage and signpost patients to accessible services alongside this peer support service and to develop a relationship between the Health Board and the awarded organisation to transform the current patient experience into an improved and consistent pathway.

Service Aims:

Umbrella Cymru undertake the following aims:

A Peer Support Service that will be delivered by people with a lived experience of transition or gender incongruence or diversity

Work in partnership with the Welsh Gender Team to provide appropriate and timely information and support services to patients on the waiting list for assessment and treatment

Review meetings are held every month and provide the following information one week prior to the meeting for discussion;

Number of patients referred to the service

Number and percentage of patients contacted within the 24 to 48 hours response time target, breakdown of response times

Patient pathway response times to patients following initial contact i.e. first, second and further appointments

Breakdown on support provided to patients

Collection of patient feedback surveys

A: Upload an analysis report from last three years.

WGS report.pdf

Filename: WGS report.pdf **Size:** 3.2 MB

B: Upload an analysis report from last three years.

8.7 Does the organisation systematically monitor LGBTQ-related complaints made by service users or customers?

What we're looking for:

- Demonstration of how the complaints process is communicated, how you collect the data and how it is analysed.

Yes

Describe the process (max. 500 words).

Who should I talk to?

The best place to start is by talking to the staff involved with your care or treatment as soon as possible. They will try to resolve your concerns immediately.

If this does not help, or you do not want to speak to the staff, you can contact the health board or trust's concerns team.

If you have a concern about services that you have received from your GP, Dentist, Pharmacist or Optician you should normally ask the practice to look into it for you, but if you prefer, you can ask your health board to do so.

Each health board or trust has their own concerns team. To find their details, go to the Health in Wales website or phone NHS Direct Wales. The NHS in Wales aims to provide the very best service expected known as 'Putting Things Right'.

What will the concerns team or practice do?

- »» Listen to your concerns to try to resolve them as quickly as possible.
- »» Look into your concerns and speak to the staff involved in your care or treatment.
- »» Put you in contact with the right person to help you.
- »» Let you know what they have found and what they are going to do about it.

Please tell the concerns team or practice if you need information or communication in a different format - large print, Braille or audio.

How soon should I tell someone about my concern?

It is best to talk to someone as soon as possible but you can take up to 12 months to do so. If a longer time has passed and there are good reasons for the delay, the concerns team or practice may still be able to deal with your concern.

Who can raise a concern?

You can raise it yourself. If you prefer, a carer, friend, or relative may represent you, but you will need to give them written permission...

Can I get support to raise my concern?

Yes. The Community Health Council's independent advocacy service provides free and confidential support. The Board of Community Health Councils in Wales...

What happens once you have raised your concern?

- » Contact you and may offer a meeting to discuss your concerns.
- » Look into your concerns and talk to the staff involved in your care or treatment.
- » Aim to respond to you within 30 working days of receiving your concern. If they cannot reply to you in that time, they will explain why and let you know when to expect a response.

Some concerns may take longer to look into.

What if you are still not happy?

You can contact the Public Services Ombudsman for Wales.

Concerns that are LGBTQ+ related are referred on to the Equity and Inclusion team for support and advice for resolution.

Upload an analysis report from the last year.

[English CAV ANNUAL REPORT 2021 2022.pdf](#)

Filename: English CAV_ANNUAL_REPORT_2021_2022.pdf **Size:** 7.9 MB

8.8 Does the organisation enable non-binary service users or customers to have their identities recognised on all systems?

What we're looking for:

- This might include providing gender options other than male and female and providing gender-neutral title options, such as Mx.
- You will only receive a mark for gender-neutral title options if you collect no other gender marker data.

No

Describe how non-binary identities are recognised on systems (max. 500 words).

(No response)

8.9 Has the organisation consulted with LGBTQ+ service users or customers in the past year to tailor services or products to their needs?

What we're looking for:

- Involvement of lesbian, gay, bi and trans (including non-binary) service users or customers.

Yes

Describe the consultation process (max. 500 words).

Please include specific dates or time periods.

The consultation process is an on-going survey conducted by Umbrella Cymru to support the Welsh Gender Service and its patients. The questions and information collected are detailed in 8.6.

Describe the outcome and how services were tailored to the needs of LGBTQ+ people (max. 500 words).

Please include specific dates or time periods.

The results of this are fed back into the WGS and are used to inform how the service operates in the long-term and how Umbrella Cymru can continue to support patients while on the waiting list for the service. One example of this is that patients preferred to have the option of an e-consult to reduce the stress and financial burden of travelling to appointments, with some patients having to travel for hours to come to the clinic which is currently only based in Cardiff. These e-consults were introduced because of COVID-19, and have remained in place thanks to positive feedback from patients. In-person appointments are still offered, but now patients have the choice of how they would like to attend.

8.10 What percentage of frontline employees have been trained on the needs of LGBTQ+ service users or customers? Select the completion rate for the training.

What we're looking for:

- Training that reaches as many frontline employees as possible and is specific to the services they are providing.
- Content that includes the steps frontline employees can take to eliminate discrimination and ensure LGBTQ+ service user and customer needs are met.
- Content that explicitly covers lesbian, gay, bi and trans (including non-binary) identities.
- Examples of content you could upload are case studies, e-learning screenshots or PowerPoint presentations.

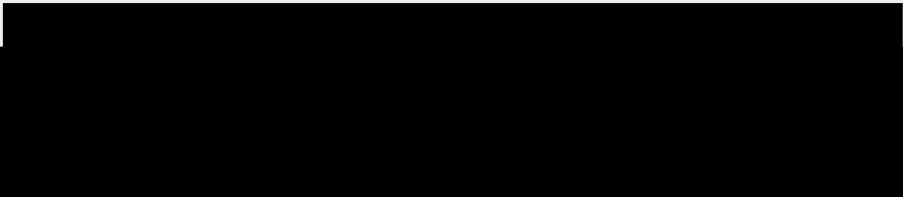
B. 51 - 75 percent

Describe how you estimate completion rates (max. 500 words).

Completion rates are not estimated. They are factual compliance data based on actual and satisfactory completion of e-learning (data for which is gathered electronically upon completion) or attendance at face-to-face mandatory training sessions held across the Health Board, details of which are manually added to training records from registers completed during the training sessions. Each month, colleagues in our Training Department produce compliance statistics showing actual compliance by department across all mandatory training topics and these are widely circulated to all senior managers for cascading to their teams, and to subject matters experts. The latest compliance figures produced to show the position as at the end of August 2022 show that overall Cardiff and Vale University Health Board has a compliance rate of 74% for mandatory Equality, Diversity and Inclusion training. This is a 0.8% increase on this time last year.

Describe the format of the training and the content you have uploaded (max. 500 words).

Equality and Human Rights training is mandatory for all staff at Cardiff and Vale University Health Board and is based upon the All Wales NHS Training package called "Treat Me Fairly". Face to face workshops, using the same content as the e-learning package, are also delivered at main Health Board locations for staff with no access to computer facilities, or perhaps whose working patterns do not enable them to access the programmes. For those staff who are unable to complete the training either by e-learning or by attending face-to-face sessions, the Equality Manager has discussions with individual members of staff or delivers bespoke training. The slides attached as evidence are taken from the "Treat Me Fairly" training and the notes section attached to each slide in particular give more details about how the presentation is designed to inform delegates about matters such as links between legislation and organisational policies and procedures, and to our zero-tolerance approach to inappropriate behaviours (including bullying and harassment) and language, particularly those related to sexual orientation and gender identity. We ask staff to reflect on how this may impact upon their work at the Health Board. What the slides cannot show is the case study video that we use during the early part of our face to face workshops. This is also incorporated into the e-learning programme that is available to staff to ensure all training includes the same messages and uses the same resources.



Upload the training content.

Treat Me Fairly INCLUDING ASSESSMENT jUNE 2021 (2).doc

Filename: Treat Me Fairly INCLUDING ASSESSMENT jUNE 2021 (2).doc **Size:** 24.5 MB

8.11 Does the organisation have a public-facing policy that bans biphobic, homophobic and transphobic discrimination in its services?

What we're looking for:

- A policy that clearly states that you will not tolerate discrimination, bullying or harassment on the grounds of sexual orientation or gender identity and/or trans identity. These may be listed along with other protected characteristics.
- A policy that covers incidents towards service users from employees, towards employees from service users, and between service users.
- Clear information about how to report an incident and how complaints are handled.
- The policy does not need to be published as a formal document and could, for example, be displayed on your website.

Yes

Upload the policy or relevant screenshots.

EDI_policy.pdf

Filename: EDI policy.pdf **Size:** 147.6 kB

Describe where this policy is published and how it is made available to service users (max. 500 words).

Our Equality, Diversity, and Human Rights policy is published on our public-facing website, and can be accessed through the staff information section. It is fully accessible to staff, patients, and other members of the public. This policy explicitly states that we do not tolerate discrimination, bullying or harassment due to protected characteristics, including sexual orientation and gender identity.

8.12 In the past year, has the organisation communicated or promoted its services or products as being explicitly LGBTQ-inclusive?

What we're looking for:

- Digital or physical communication.

Yes

Describe the reach of the communication (max. 500 words).

Please include specific dates or time periods.

The organisation has promoted our services as LGBTQ+ inclusive in a number of ways which can be seen throughout our submission. Through our training, our policies, our network, our services, and through our communication releases. One recent way in which we have promoted our services as LGBTQ+ inclusive is by celebrating achievements within the LGBTQ+ community. Five members of our health board had their achievements recognised by the Pinc List this year, and the health board shared an article about this on the front page of our website for several weeks. It is still accessible via the search function on our website. It was shared internally via our newsfeed and the CEO Connect newsletter. These members of staff were recognised for their contributions to the LGBTQ+ community through their work in the health board and their volunteering work in the community.

Upload an example communication.

[pinc list 2022.pdf](#)

Filename: pinc list 2022.pdf **Size:** 3.2 MB

Additional awards

Incomplete

Additional awards

The following awards will be given to outstanding individuals and network groups who have contributed significantly to LGBTQ+ equality, both within their workplace and the wider community.

The nominations are longlisted by Stonewall's Workplace team and then shortlisted and awarded by an internal Stonewall panel. Award winners are profiled in Stonewall's Top 100 Employers publications.

Individuals and network groups can still receive an award even if their organisation doesn't achieve a Top 100 ranking or Gold/Silver/Bronze Employer award.

1. Change Maker of the Year

This year we will be celebrating a group of Changemakers of the Year. We want to hear about individuals who have gone above and beyond to create workplaces and communities where every LGBTQ+ person can reach their potential.

This award is open to LGBTQ+ and non-LGBTQ+ individuals.

Your nomination could be:

- An LGBTQ+ network chair who's championed inclusivity in the network and organised a series of events about being an LGBTQ+ person of faith.
- A gay network member who's developed and delivered training on how to be a bi ally.
- A non-LGBTQ+ ally who has proactively embedded trans inclusion in the service they manage.
- A non-binary senior champion who's supported the growth of the network group and shared their experiences at events.

If you would like to nominate an individual for a Change Maker award, please tell us about the great work they've done over the past year. You can complete up to three nominations below. You should tell us how the individual has contributed significantly to LGBTQ+ equality in your workplace and/or the wider community.

It is your responsibility to ensure you have the explicit permission of the individual to share any personal information with Stonewall.

If one of your nominees is chosen by our awards panel, we will work with them to explore their identity and achievements fully for their public profile. None of the nomination information will not be published without their consent.

Change Maker nomination 1 (max. 600 words)

(No response)

Change Maker nomination 2 (max. 600 words)

(No response)

Change Maker nomination 3 (max. 600 words)

(No response)

2. Network Group of the Year

Our second award will be for the Network Group of the Year. We want to hear about network groups that have:

- Provided consistent support to colleagues throughout the COVID-19 pandemic
- Held innovative awareness-raising events
- Worked to make their activities inclusive of and accessible to all LGBTQ+ colleagues
- Supported the organisation to go further on its LGBTQ+ inclusion journey

If you would like to nominate your network group for this award, please tell us about the great work they've done over the past year.

Please reference work which may have already been documented in the LGBT Employee Network Group section.

Network Group nomination (max. 1000 words)

(No response)