

STONEWALL
WORKPLACE
EQUALITY INDEX 2023

FEEDBACK REPORT

WELSH GOVERNMENT

Stonewall



INTRODUCTION

Thank you for participating in the Stonewall Workplace Equality Index 2023.

Whether you're taking your first steps on your inclusion journey or have been entering the Index for many years, you should be proud of your efforts to build a workplace where LGBTQ+ staff can be ourselves.

We should not underestimate the power of inclusive workplaces. After all, many of us spend most of our time at work. If we have to hide who we are, and watch what we say, it can take an enormous personal toll and hold us back from fulfilling our true potential.

Creating an environment where we can all feel comfortable will make your workplace a safer, better and friendlier place for everyone and help your colleagues be proud of who they are.

Our movement has made many strides towards LGBTQ+ equality in employment over the last 30 years, but we know there's still further to go. Thank you for joining us in that journey.

At Stonewall, we stand for lesbian, gay, bi, trans, queer, questioning and ace (LGBTQ+) people everywhere. We imagine a world where all LGBTQ+ people are free to be ourselves and can live our lives to the full. We support workplaces to create environments where LGBTQ+ people feel safe, welcomed and free to be themselves.

There are many benefits to developing an inclusive workplace. When people are able to be themselves, they can spend more of their energy on their work and thrive in their roles. Diverse and inclusive teams can also lead to better innovation, collaboration and decision making. Your proven commitment to inclusion can also help make your organisation attractive to the top LGBTQ+ talent and allies, improving the success of your recruitment and staff retention. And, simply, LGBTQ+ inclusion is the right thing to do.

The Workplace Equality Index is designed to help you understand the progress of your inclusion work on a deeper level. It shows you where you have good practice in place, and where you may need to direct more focus to support your LGBTQ+ employees.

In this report, we explain your Workplace Equality Index results and show how you compare to other organisations. In each section we also share feedback to help you decide what next steps to take.

RESULTS AND SCORE SUMMARY

The Welsh Government ranked 70th with a score of 83 out of 200
The Welsh Government is in the Top 100 Workplace Equality Index 2023 entrants
The Welsh Government has been awarded a Gold Award

The Workplace Equality Index is split into eight sections:

Section	Marks awarded	Marks claimed	Marks available	Marks claimed but not awarded
1) Policies and benefits	12	17	17	5
2) The employee lifecycle	12.5	19	22	6.5
3) LGBTQ+ employee network group	14	24.5	26	10.5
4) Empowering individuals	7.5	14	20	6.5
5) Leadership	11.5	14	18	2.5
6) Monitoring	0	12.5	20	12.5
7) Supply chain	0	9	17	9
8) External engagement and service delivery	16	26	40	10
Staff feedback questionnaire	9.5	20	20	10.5

ORGANISATIONAL CONTEXT

Stonewall has more than 20 years of experience helping to build inclusive workplaces. In that time, we've supported thousands of organisations to create environments that can attract, retain and nurture the best LGBTQ+ talent. We offer guidance on LGBTQ+ inclusion, which workplaces adapt to work for them.

Many different types of organisations enter the Workplace Equality Index and achieve top results. Entrants come from the public, private and third sectors and represent many different industries. Participants operate and are headquartered in all parts of the UK, including Wales, Scotland, Northern Ireland and England. And the size of participants varies too – from organisations with a few hundred staff to organisations to organisations with tens of thousands of staff.

We know these different contexts mean that organisations face different opportunities and challenges, whether that's to do with their budget, regulatory frameworks, or the nature of the work they do.

Though the index is designed suit this full range of workplaces, we aim to share insights into your performance compared to similar organisations and tailor our feedback to fit your context.

The Welsh Government ranked 24th in the Public Sector

The Welsh Government ranked 6th in the Government & Regulators Sector

The Welsh Government ranked 29th amongst organisations with 5000+ employees

The Welsh Government ranked 5th amongst employers headquartered in Wales

The Welsh Government ranked 28th amongst employers that operate in the South-West of England

The Welsh Government ranked 22nd amongst employers that operate in Wales

MARGINALISED AND UNDER-REPRESENTED LGBTQ+ GROUPS

This section focuses on those within our community whose stories and experiences are often less represented in LGBTQ+ inclusion work.

Bi erasure and biphobia are real problems. They create a culture of stigmatisation, and many bi people are still wary about being open about their bi identity in the workplace.

Transphobic discrimination, including against non-binary people, is an area of concern for many workplaces, with staff feeling scared and unable to be their authentic selves around colleagues.

We all have multiple facets of our identities, and many of us experience different forms of marginalisation and discrimination, such as racism and ableism. These experiences also affect many LGBTQ+ people at work. Tackling one form of marginalisation requires tackling them all: ending misogyny and making work welcoming for people of faith, for example, are important for making sure all LGBTQ+ people feel welcome.

By breaking down this data, we aim to show you how you are progressing with work that specifically addresses the needs of these groups.

The Welsh Government scored 17 on questions specific to marginalised or underrepresented LGBTQ+ identities

The Welsh Government scored 3.5 on questions specific to bi inclusion

The Welsh Government scored 11 on questions specific to trans inclusion

The Welsh Government scored 6 on questions specific to non-binary inclusion

The Welsh Government scored 1.5 on questions specific to inclusion of LGBTQ+ people who experience multiple forms of marginalisation

SECTION ONE: POLICIES AND BENEFITS

This section is about your workplace policies and benefits. We ask about a range of your policies, including those on anti-discrimination, family leave and trans inclusion. We also ask about your workplace facilities and health-related support you may provide.

To ensure your policies provide clarity and support to all LGBTQ+ staff, we review the language and content included within them.

Entrant	Marks awarded	Marks claimed	Marks claimed, not awarded	Marks available
The Welsh Government	12	17	5	17
Average: Public Sector	8.5	14	5.5	
Average: Government & Regulators	7.5	13.5	6	
Average: Headquartered in Wales	10.5	13.5	3	
Average: 5000+ employees	8.5	13.5	5	
Average: Top 100	11.5	16	4.5	
Average: Top 10	14	16.5	2.5	

Strong policies and benefits are the foundation of an inclusive workplace. Having explicitly LGBTQ-inclusive policies helps ensure there are no obstacles for LGBTQ+ staff accessing the benefits and support they are entitled to.

It's great that you have a process to ensure all employees can feedback on the inclusivity of relevant policies, and that this is well signposted for all staff.

Your dignity at Work Policy includes a clear zero tolerance approach to bullying, harassment and discrimination and makes reference to sexual orientation, gender identity and gender expression. You also have examples of homophobic, biphobic and transphobic bullying, as well as clear information about how to report incidents. This is great practice and will help LGBTQ+ staff feel protected in the workplace.

Your family leave policies are also very good, making effective use of inclusive

language and statements that clarify eligibility for LGBTQ+ staff.

There is some clear guidance and useful information in your Transitioning (Transgender) policy. However, we would also recommend reviewing this policy as a next step to ensure the language and content provides full clarity and reassurance for trans staff and their managers – let's discuss this at your benchmarking meeting.

Finally, it's great you have scrutinised the mental health support provision for LGBTQ+ inclusivity. This will help ensure LGBTQ+ have positive experiences when accessing support.

SECTION TWO: THE EMPLOYEE LIFECYCLE

This section is about the journey of employees within your organisation. We look at each stage of the lifecycle, including recruitment, onboarding and training, ongoing communications and support, and exit processes.

For each stage, we review your work to support LGBTQ+ employees and allies to build an inclusive culture.

Entrant	Marks awarded	Marks claimed	Marks claimed, not awarded	Marks available
The Welsh Government	12.5	19	6.5	22
Average: Public Sector	8	18	10	
Average: Government & Regulators	6.5	18.5	12	
Average: Headquartered in Wales	9.5	18	8.5	
Average: 5000+ employees	8	17.5	9.5	
Average: Top 100	11	20	9	
Average: Top 10	14	20.5	6.5	

From their first interactions with your organisation, it's important that LGBTQ+ staff feel welcome and all staff understand what's expected of them.

In terms of your recruitment practices, you have a statement around valuing

diversity that is explicitly inclusive of LGBTQ+ people and information about the LGBTQ+ network group on your website. It's also great to see that you've attended Pride and you share jobs internally to your networks. To build on this, it would be good to explore how you can actively reach external LGBTQ+ communities too. It's really positive that your recruitment training has some specific actions around inclusion of trans and non-binary people. We'd recommend including more detail around sexual orientation to add further value to the training.

When being inducted into Welsh Government, new employees receive an explicit message on your commitment to LGBTQ+ inclusion and information about the LGBTQ+ network group. This is great work as it will help new LGBTQ+ employees feel safe and welcomed.

Looking at your support for staff once they've been inducted, it's excellent that you enable non-binary employees to have their identities recognised through your employee-facing systems.

There is also good work around your guidance for managers to allow network group activity to be recognised as part of appraisals. We would recommend broadening this, so that it recognises any contributions to LGBTQ+ inclusion, rather than just supporting contributions to the network group.

It's great to see you share information on LGBTQ+ identities and experiences with all staff internally. This is a wide range of helpful information, covering LGBTQ+, bi, trans and non-binary experiences. There is also helpful information about the network group.

It's great to hear that you have training in place for all employees to support compliance with your anti-bullying and harassment policies. Unfortunately we were unable to review this in full, because the training content wasn't shared. Let's discuss this at your benchmarking meeting.

Finally, looking at your exit practices, there are specific questions around treatment on the grounds of sexual orientation and gender identity in your leavers from, which is good practice.

SECTION THREE: LGBTQ+ EMPLOYEE NETWORK GROUP

This section is about your workplace LGBTQ+ Employee Network Group. This could be a formalised, stand-alone group or a specific LGBTQ+ strand of a wider Diversity and Inclusion group.

We review the support your group receives from the organisation, activities and support they offer LGBTQ+ staff and allies, and work they've done to ensure they're inclusive of all LGBTQ+ staff.

Entrant	Marks awarded	Marks claimed	Marks claimed, not awarded	Marks available
The Welsh Government	14	24.5	10.5	26
Average: Public Sector	12	20	8	
Average: Government & Regulators	13	21	8	
Average: Headquartered in Wales	11	19	8	
Average: 5000+ employees	14.5	21.5	7	
Average: Top 100	17.5	23.5	6	
Average: Top 10	22	24	2	

LGBTQ+ employee network groups can transform the experiences of LGBTQ+ people at work. They can provide spaces for peer-to-peer support, raising awareness among all staff, and act as a critical friend to the organisation.

PRISM is a well established network group, and Welsh Government have provided a budget, a formal senior chair and allowed time for committee members to carry out network group activity, which is wonderful to see. It's also positive that you have facilitated network members' participation in external LGBTQ+ seminars and conferences.

To build on the support that you provides, it may be helpful to explore what specific skills training opportunities have been made available to committee members and how this could be developed further.

It's great that PRISM provides confidential support to all employees on LGBTQ+ issues and there is consultation on improving internal policies and practices. To build on this, we would suggest adding specific reference to biphobic, homophobic and transphobic bullying and harassment when advertising support you can offer around this. Let's discuss this in your benchmarking meeting.

Looking at the events and initiatives the network runs, it's great to see a range of social networking events for members, the collaboration with [REDACTED] a mentoring and coaching programme, and [REDACTED]. Some of the work described here was future work or it was unclear how the work was used as an awareness-raising event. We look forward to hearing about these in your next submission and would suggest exploring how this can be built upon further for future years.

In relation to PRISM’s work to improve its inclusivity, the network has a good set of principles as a foundation for this. However we were unable to see were specific actions were committed to, to ensure underrepresented and intersectional issues are reflected in the network group’s output. For example, in introducing formal mechanisms, such as bi and trans reps on your committee , or clear bi and trans workstreams, can support your network to consistently address bi and trans identities and issues in its work.

SECTION FOUR:

EMPOWERING INDIVIDUALS

This section is about how you support LGBTQ+ staff and allies to stand up for inclusion and create change in your organisation.

We review how you support LGBTQ+ staff to become changemakers and share their experiences with others. We also look at the initiatives and resources you have in place to support all staff to step up as LGBTQ+ allies.

Entrant	Marks awarded	Marks claimed	Marks claimed, not awarded	Marks available
The Welsh Government	7.5	14	6.5	20
Average: Public Sector	7	13	6	
Average: Government & Regulators	6.5	13.5	7	
Average: Headquartered in Wales	7	12.5	5.5	
Average: 5000+ employees	9	14.5	5.5	
Average: Top 100	11	16.5	5.5	
Average: Top 10	16	18	2	

Engaging all staff to take an active role in creating an inclusive environment – whether they’re LGBTQ+ or not – is a powerful way to improve the culture of your organisation.

Your Allies Network sounds great, with clear support provided to it and clear priorities. This will help LGBTQ+ feel empowered and equip allies to provide meaningful inclusion. It’s also excellent to see that you have measures in place to ensure this kind of activity reaches staff in all locations.

Personal stories are a really powerful way to build understanding across an

organisation and you have shared some great examples of this. To build on this, we would recommend exploring how you can share workplace experiences from a wider range of LGBTQ+ staff. If you don't have many staff who are out at work or comfortable to share, then looking at other workplace experiences within your sector is good practice. This gives LGBTQ+ employees the opportunity to share the barriers they have faced and non-LGBTQ+ employees the opportunity to better understand the different experiences of their colleagues.

Looking at your work to support LGBTQ+ staff at all levels to become changemakers, your Shadow Board sounds like a great initiative. However, in this section we are looking for resources or training that all LGBTQ+ colleagues can access to act as changemakers – let's discuss this further at the benchmarking meeting.

As a next step, we would suggest considering how you can expand your allies training offering to include content specifically on being an ally to bi and trans people, including actions employees can take.

SECTION FIVE: LEADERSHIP

This section is about the work of leaders in your workplace to support LGBTQ+ inclusion.

We review how you support senior leaders to learn about LGBTQ+ inclusion, as well as visibility and support they give to your LGBTQ+ and activities. We also look at how expectations of inclusive leadership are built into recruitment and appraisal processes for all leaders.

Entrant	Marks awarded	Marks claimed	Marks claimed, not awarded	Marks available
The Welsh Government	11.5	14	2.5	18
Average: Public Sector	5.5	10.5	5	
Average: Government & Regulators	6.5	11.5	5	
Average: Headquartered in Wales	6.5	10	3.5	
Average: 5000+ employees	6.5	11.5	5	
Average: Top 100	8.5	13.5	5	
Average: Top 10	11.5	16	4.5	

Visible senior champions play a crucial role in building an environment where LGBTQ+ employees can be themselves and reach their full potential. They can

help set the culture of your organisation, use their influence to raise important issues, and make key decisions that impact the lives of LGBTQ+ employees.

It's great you have reverse mentoring programme in place, with clear engagement with LGBTQ+ staff and participation of senior officials.

There are also good measures in place to ensure that senior leader activity reaches employees in all locations.

It is also positive that you require all senior leaders and line managers to meet an inclusion-based competency on recruitment and to have an inclusion-based objective. This helps signal the importance of inclusive leadership to new staff and embed your organisational values in the day-to-day work of leaders across the organisation.

To go further, we would recommend providing more regular opportunities for senior leaders in your organisation to attend LGBTQ+ conferences and seminars, and finding ways to share these systematically. This will give your senior leaders regular opportunities to build their understanding of the issues affecting LGBTQ+ staff.

In relation to coaching or mentoring opportunities with other senior leaders, it wasn't clear if the wider mentoring scheme allows senior staff to mentor other senior staff. This could be something to explore as a next step.

SECTION SIX: MONITORING

This section is about how you use equalities data to understand the experiences of your LGBTQ+ staff and the progress of your inclusion work.

We review how you collect and use information about employees' sexual orientation, gender and trans status to understand experiences across staff recruitment, pay, and satisfaction. We also look at the initiatives you have in place to encourage LGBTQ+ staff to share this data with you.

Entrant	Marks awarded	Marks claimed	Marks claimed, not awarded	Marks available
The Welsh Government	0	12.5	12.5	20
Average: Public Sector	3	10.5	7.5	
Average: Government & Regulators	2	10.5	8.5	
Average: Headquartered in Wales	4.5	12	7.5	
Average: 5000+ employees	3	9.5	6.5	
Average: Top 100	4.5	12	7.5	
Average: Top 10	9	13.5	4.5	

Collecting and analysing equalities monitoring data is a key way to gather insight into the representation and experiences of LGBTQ+ staff.

We would recommend updating the wording you use to monitor sexual orientation and trans status to bring this in line with the latest good practice. For example, separating 'gay man' and 'gay woman/lesbian' unnecessarily conflates gender and sexual orientation. It also leaves no option, for example, for non-binary gay people or lesbians. Rather than taking this approach, we recommend comparing the experiences of people who share a sexual orientation by gender at the analysis stage – for example comparing the experiences of bi women, bi men and bi non-binary people. To do this, you can combine gender and sexual orientation data.

We would also recommend exploring how you can gather insights into the experiences of non-binary staff with an inclusive gender question. Let's discuss how we can support you with this at your benchmarking meeting.

It's great to see that you conduct a range of analysis across these characteristics, and that this is regularly reported in your Annual Employer Equality Report and People Survey Equalities Analysis .

Finally, you have shared good communications to encourage staff to participate in

monitoring exercises. To build on this, we'd suggest sharing more information about why LGBTQ+ monitoring specifically is important, more detail on confidentiality and data security, and examples of how previous exercises have led to improvements. This may help improve declaration rates, for example where these are relatively low for trans status.

SECTION SEVEN: SUPPLY CHAINS

This section is about how LGBTQ+ inclusion is built into your supply chain or procurement processes.

We review how you encourage other organisations to advance their LGBTQ+ inclusion practices at all stages of the process, from tendering to engaging with existing suppliers.

Entrant	Marks awarded	Marks claimed	Marks claimed, not awarded	Marks available
The Welsh Government	0	9	9	17
Average: Public Sector	3.5	7	3.5	
Average: Government & Regulators	3	7.5	4.5	
Average: Headquartered in Wales	4.5	8	3.5	
Average: 5000+ employees	4.5	8	3.5	
Average: Top 100	6	10.5	4.5	
Average: Top 10	11.5	14	2.5	

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SECTION EIGHT: EXTERNAL ENGAGEMENT

This section is about how you embed LGBTQ+ inclusion in your external-facing work.

We review how you promote LGBTQ+ equality in how your sector and support the wider LGBTQ+ community.

Entrant	Marks awarded	Marks claimed	Marks claimed, not awarded	Marks available
The Welsh Government	16	26	10	40
Average: Public Sector	10	22	12	
Average: Government & Regulators	9	21.5	12.5	
Average: Headquartered in Wales	11.5	21	9.5	
Average: 5000+ employees	11.5	21.5	10	
Average: Top 100	15.5	25.5	10	
Average: Top 10	27.5	31.5	4	

Strong external engagement with LGBTQ+ equality issues is a great way to signal that Welsh Government is an inclusive workplace, both within your sector and to the wider community. It can also help make prospective LGBTQ+ staff aware of the great initiatives you are involved with.

You have done some great work in this area, providing support to LGBTQ+ initiatives and Prides across Wales . It's also great to see you using your social media accounts to share messages of support for LGBTQ+ equality.

Your work on LGBTQ+ equality campaigns is also excellent, for example your ongoing awareness-raising 'Hate Hurts Wales' initiative.

You have done lots of work to promote LGBTQ+ work more widely in collaboration with a range of organisations and stakeholders. To take your work in this area further, we would encourage you to consider more opportunities to promote LGBTQ+ workplace inclusion across the wider government and civil service sector – for example by sharing advice and insights from your own internal inclusion work. Let's discuss ways you might be able to approach this at your benchmark meeting

STAFF FEEDBACK QUESTIONNAIRE

The Staff Feedback Questionnaire is an anonymous survey that we ask Workplace Equality Index participants to share with all their employees. The results form part of your total score, alongside your main submission.

We ask respondents about their identities and experiences relating to inclusion in the workplace.

Entrant	Marks awarded	Marks eligible	Marks eligible, not awarded	Marks available
The Welsh Government	9.5	20	10.5	20
Average: Public Sector	8	16	8	
Average: Government & Regulators	8.5	17	8.5	
Average: Headquartered in Wales	9.5	15	5.5	
Average: 5000+ employees	10.5	17.5	7	
Average: Top 100	14	19.5	5.5	
Average: Top 10	18	20	2	

ABOUT THIS REPORT

This report is produced by Stonewall, a UK-based charity that stands for the freedom, equity and potential of all lesbian, gay, bi, trans, queer, questioning and ace (LGBTQ+) people.

At Stonewall, we imagine a world where LGBTQ+ people everywhere can live our lives to the full.

Founded in London in 1989, we now work in each nation of the UK and have established partnerships across the globe. Over the last three decades, we have created transformative change in the lives of LGBTQ+ people in the UK, helping win equal rights around marriage, having children and inclusive education.

Our campaigns drive positive change for our communities, and our sustained change and empowerment programmes ensure that LGBTQ+ people can thrive throughout our lives. We make sure that the world hears and learns from our communities, and our work is grounded in evidence and expertise.

To find out more about our work, visit us at

Registered Charity No 1101255 (England and Wales) and SC039681 (Scotland)

Stonewall is proud to provide information, support and guidance on LGBTQ+ inclusion; working towards a world where we're all free to be. This does not constitute legal advice, and is not intended to be a substitute for legal counsel on any subject matter.