

**From:** Laurel Research  
**Sent:** Thursday, July 20, 2023 11:18 AM  
**To:** Welsh Government  
**Subject:** Smart Survey

Hi [information redacted],

Just a quick email to confirm that we are up and running on Smart Survey.  
Aiming to deliver docs for approval by the end of this week.

Kind Regards,

Laurel Research

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**From:** Laurel Research  
**Sent:** Monday, August 21, 2023 12:14 PM  
**To:** Welsh Government  
**Subject:** Data Collection Toolkit - Delay

Good afternoon [information redacted],

Just a quick message from me, we're still waiting on [information redacted] to confirm the exact support forms they are able to offer.

Wanted to keep you in the loop, I'll provide updated docs as soon as I can.

Kind Regards,

Laurel Research

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**From:** Laurel Research  
**Sent:** Wednesday, July 12, 2023 3:40 PM  
**To:** Welsh Government  
**Subject:** Re: [information redacted] UK GDPR compliance

[information redacted],

Thanks for keeping me in the loop. Ref Teams, that's not an issue at all, we are getting set up and will formally onboard the project team next week.

Kind Regards,

Laurel Research

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On Wed, Jul 12, 2023 at 4:29 PM <Welsh Government> wrote:

Thanks [information redacted]. Quick update on where I am with this. [information redacted]. [information redacted]. I'm hoping to get approval for that soon. I will confirm with you as soon as I can.

Can I check that it will be OK for you to use Microsoft Teams to engage with participants in online interviews. That is Welsh Government's preferred platform.

Best wishes

[information redacted].

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From: Laurel Research

Sent: Tuesday, July 11, 2023 9:01 AM

To: Welsh Government

Cc: Laurel Research

Subject: Re: [information redacted] UK GDPR compliance

Good Morning [information redacted] and Happy Tuesday,

Thank you for getting back to me so quickly.

Agreed, the business plan seems to be a good fit for the project.

To avoid going for the yearly purchase, I would propose that we use the monthly plan from now until contract end (8 months).

[information redacted]

Once approved, I can start onboarding the team immediately and implement this into the proposed digital signpost page within an est 48hrs.

Thanks again for helping us get through the red tape here; the team and I are excited to keep the momentum going!

Kind Regards,

Laurel Research

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On Tue, Jul 11, 2023 at 9:35 AM <Welsh Government> wrote:

Good morning [information redacted].

Further to my email below, the Security Policy team within Welsh Government has suggested that the Business Smart Survey plan is appropriate for our project. I wonder whether it would be possible to just acquire the licence for the length of time of the fieldwork as opposed to paying for the whole year? Many thanks for looking into this.

Best wishes

[information redacted].

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From: Welsh Government

Sent: Monday, July 10, 2023 3:11 PM

To: Laurel Research

Cc: Laurel Research

Subject: RE: [information redacted] UK GDPR compliance

Thanks [information redacted]. My understanding is that the only requirement is for the Smart Survey to be licenced. I'm not aware of any directive that a specific plan need to be used but I'll double check this to be on the safe side and get back to you asap.

Best wishes

[information redacted].

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From: Laurel Research

Sent: Monday, July 10, 2023 11:45 AM

To: Welsh Government

Cc: Laurel Research

Subject: Re: [information redacted] UK GDPR compliance

Hi [information redacted],

Thank you for coming back to me on this. I appreciate the detailed breakdown.

The deployment of Smart Survey on our side shouldn't cause any issues in terms of implementation and functionality.

However, project costs becomes a concern as the use of a new tool was not factored into our original tender response.

Do you know which level of Smart Survey was used on previous projects? I'm seeing business and enterprise as the only two that meet security requirements.

If you could confirm which is preferred internally, I can back to you with an estimated onboarding timeline and start to look at the cost side of things in more detail.

Thanks again for helping us work through this!

Kind Regards,

[information redacted]

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On Mon, Jul 10, 2023 at 12:22 PM <Welsh Government> wrote:

Many thanks [information redacted] for sharing this info with me.

I've been speaking with the Welsh Government Security Policy team and despite the assurances from [information redacted] that they are UK GDPR compliant we would still need to conduct a full Business Impact Assessment and Data Protection Impact Assessment given [information redacted] is not something that has ever been used within Welsh Government. Before going down this route I just want to check whether using Smart Survey, the default option for Welsh Government surveys, would be possible? You would need to have a licence for this which I'm guessing you don't have. Current prices are available here. If cost is an issue I could speak with [information redacted] to see if we could cover this. Not sure how feasible this is but I could ask. If [information redacted] remains your preferred option then we will need to factor in some additional time to undertake the necessary impact assessments.

Another thing I need to check with you given Welsh Government rules is what platform you will be conducting the online interviews on. The Welsh Government default option for this is Microsoft Teams and again any divergence from this will require additional approval.

Sorry for there being so many rules that need to be abided by re. engaging with research participants.

Best wishes

[information redacted].

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From: Laurel Research

Sent: Friday, July 7, 2023 1:00 PM

To: Welsh Government

Cc: Laurel Research

Subject: Re: [information redacted] UK GDPR compliance

Good Afternoon [information redacted],

I've chatted with [information redacted] and have been informed the entire suite, including [information redacted] Surveys, is UK GDPR compliant.

Data will be stored by use instead of on-platform, ensuring security further.

Here's a link to the UK policy and an explainer on UK GDPR compliance;

- [information redacted]
- [information redacted]

Kind Regards,

[information redacted]

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On Thu, Jul 6, 2023 at 2:10 PM <Welsh Government> wrote:

Many thanks [information redacted] for getting back to me on this. Tomorrow is fine for the rest of the info. I'm on leave then but I can pick up on Monday.

Thanks,

[information redacted].

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From: Laurel Research

Sent: Thursday, July 6, 2023 10:37 AM

To: Welsh Government

Cc: Laurel Research; Laurel Research

Subject: Re: [information redacted] UK GDPR compliance

Good Morning [information redacted],

Thank you for your email. I'm glad the session yesterday went well.

I'm currently out of office, so my capacity to provide the exact details of compliance (responsible server locations) is limited.

However, I can confirm that [information redacted] is GDPR compliant, additionally it meets Cyber Essentials standards in terms of info sec.

Finally, I can confirm Laurel uses [information redacted] One Licenses to access the platform, the [information redacted] suite is an enterprise only tool.

I'll follow up with exact details on data processing locations tomorrow morning.

Kind regards,

[information redacted]

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On Thu, 6 Jul 2023, 11:23 , <Welsh Government> wrote:

Good morning all.

Great to catch up yesterday. Many thanks again for being so open to our suggestions.

To get the privacy notice signed off I need to ensure [information redacted] survey is fully UK GDPR compliant and that it meets our expectations in terms of the security of any data collected via the software (e.g. all data is processed within the UK). Are you able to provide confirmation of this? Also do you have a paid for contract to use [information redacted] survey? We aren't able to use free versions of survey software.

Thanks,

[information redacted].

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From: Laurel Research

Sent: Wednesday, August 2, 2023 8:33 AM

To: Welsh Government;

Subject: Pilot Feedback Briefing Doc

Hi all,

Ahead of our call later, I've attached a mini-brief on the key themes and points presented to us in the early pilot tests of our engagement and data collection methods.

Please take a read ahead of the call if possible.

Looking forward to speaking and happy Wednesday!

Kind Regards,

[information redacted]

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From: Laurel Research

Sent: Monday, August 14, 2023 1:23 PM

To: Welsh Government

Subject: Work Handover Timeline

Hi [information redacted],

Just shooting over a quick update on handovers. We've had some movement on professional support for respondents from [information redacted]. We're in the process of working out exactly how his will look and the impact it may have on the collection methods - hope being the creation of a dynamic system that moves beyond phone line support, as requested by the work group.

Lit review will be handed over by Weds in dynamic form.

Finally, I have started prepping the "response to feedback doc" for the latest iteration of the WG / Stakeholders - working doc by end of the week.

Kind Regards,

[information redacted]

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From: Welsh Government

Sent: Thursday, August 24, 2023 9:39 AM

To: Laurel Research; Laurel Research; Laurel Research

Cc: Welsh Government

Subject: Welsh Government feedback on the literature review

Good morning all, I hope everyone is doing well.

Many thanks for all your work on the literature review. [information redacted], [information redacted] and I have taken a look at it. [information redacted]. We have outlined what more we think is required in the attached. Grateful if you could take a look and address our comments. More than happy to provide additional clarification on any of the feedback, either via email or on a call.

Thanks again for your work on this. I think this literature review will add greatly to the body of evidence produced as part of this research project.

Best wishes

[information redacted].

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From: Laurel Research

Sent: Monday, August 7, 2023 1:56 PM

To: Welsh Government

Subject: Re: August invoice amount

Excellent, glad to hear it.

Regarding the costs and invoices:

Our plan is to draw this cost down from the total PO as our only option to get a compliant plan with seats needed is to pay annually.

The latest invoice against the PO covers these costs but will effectively keep the project total the same, as the [information redacted] will be deducted from our final invoice.

We'll invoice for the agreed [information redacted] upon project completion, increasing the overall cost to the Welsh Gov by [information redacted], whilst protecting our cashflow with this latest invoice.

Ideally this would be paid following normal processes.

Apologies for any miscommunication on my part.

Kind Regards,

[information redacted]

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On Mon, Aug 7, 2023 at 2:42 PM <Welsh Government> wrote:

Yes I had a good weekend too thanks. Had a much needed haircut so I'm feeling a little light headed at the moment.

[information redacted]

In addition, even though you are sending this invoice now am I correct in thinking you are not expecting us to pay anything now given [information redacted]?

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, August 7, 2023 1:23 PM

To: Welsh Government

Subject: Re: August invoice amount

Hi [information redacted],

Good to hear from you- my weekend was rain-ier than hoped for, but positive all the same. I hope yours went well too.



Apologies for the lack of detail on the invoice, I'll raise that internally. It's to cover the cost of the Smart Survey licenses for the team.

[information redacted]

We'll also be submitting the milestone invoice for the lit review and data collection toolkit once submitted and approved (est mid-month).

Kind Regards,

[information redacted]

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On Mon, Aug 7, 2023 at 2:17 PM <Welsh Government> wrote:

Hi [information redacted].

Hope all is well and that you had a great weekend.

I've just received your August invoice. I see it is intended to cover "out of scope expense". Could you explain a bit more about what this covers please.

Thanks,

[information redacted].

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From: Laurel Research

Sent: Tuesday, August 1, 2023 9:10 AM

To: Welsh Government

Cc: Laurel Research; Laurel Research

Subject: Re: Research docs

Hi [information redacted],

Of course, it makes total sense.

The revised Ethical Approval and the Bilingual Copies of the privacy notice are attached.

The requested revisions have been added as follows:

1. [information redacted]
2. [information redacted]
3. [information redacted]

To cover all bases and to highlight the commitment, a separate section has been added explicitly stating these measures; "Additional Measures for Participant Comfort and Autonomy"

Thank you for the confirmation ref Smart Survey. I'll send you and the team a breakdown of feedback received tomorrow morning ahead of our meeting.

Kind Regards,

[information redacted]

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On Tue, Aug 1, 2023 at 9:38 AM <Welsh Government> wrote:

Hi [information redacted].

No need to apologise re. ethics doc. There is no oversight on your part. I think the extra safeguards we've put in place were agreed after the ethics doc was originally sent through. Ordinarily I wouldn't ask for docs to be updated but keen to ensure the additional lengths we are going to in order to protect participants are captured.

That's great you've been able to pilot the fieldwork materials. I look forward to seeing the feedback.

Re. Smart Survey I can confirm you can draw down the cost of this once the [information redacted].

Best wishes

[information redacted].

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From: Laurel Research

Sent: Monday, July 31, 2023 2:58 PM

To: Welsh Government

Cc: Laurel Research; Laurel Research

Subject: Re: Research docs

Hi [information redacted],

Welcome back- scaling a mountain of emails and docs is always a nice welcome back to the office ;)

Apologies for the potential oversight in the ethics docs- I will double check and get back to you there. On the topic of the privacy notice I'm expecting the Welsh version of that to be with us EOD tomorrow.

Ref the documents we discussed last meeting (List of where to signpost participants for support, Information / briefing sheets and consent forms, Interview / written evidence discussion questions)

we are currently receiving and assessing the results of our pilot with these docs. We'll have wrapped this by Friday this week- We have some interesting feedback we can go over in the call on Wednesday.

A quick one ref Smart Survey, can we get confirmation from you that we can draw down the cost of this in advance?

Thanks and looking forward to speaking Wednesday.

Kind Regards,

[information redacted]

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On Mon, Jul 31, 2023 at 3:33 PM <Welsh Government> wrote:

Hi [information redacted].

I hope you are well. I'm back in the office after leave now, working my way – slowly – through emails etc. Fun times!

I've been having a read of your ethical considerations and guidelines that you sent through a while back (attached). I was wondering whether it would be possible for this to be updated to reflect the changes we've made to the methodological approach since delivery of the Inception report? i.e.

- [information redacted];
- [information redacted];
- [information redacted];

Have you also now finalised some of the other docs we talked about at our last meeting? i.e.

- List of where to signpost participants for support
- Information / briefing sheets and consent forms
- Interview / written evidence discussion questions

Many thanks for all your work on this project.

Best wishes

[information redacted].

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From: Laurel Research

Sent: Thursday, July 20, 2023 3:31 PM

To: Welsh Government

Cc: Welsh Government; Welsh Government; Laurel Research; Laurel Research

Subject: Re: Privacy notice approved and request for Welsh translation

Hi [information redacted],

Not a problem at all.

We will get translation kicked off ASAP.

I will send you an estimated translation time as soon as I have one.

Kind Regards,

[information redacted]

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On Thu, Jul 20, 2023 at 4:29 PM <Welsh Government> wrote:

Hi [information redacted].

I'm pleased to say that the privacy notice for this project has now been approved. Apologies for the delay in getting to this point.

Please can you translate the attached privacy notice into Welsh and return to me.

Thanks for your patience.

Best wishes

[information redacted].

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From: Laurel Research

Sent: Monday, September 4, 2023 3:27 PM

To: Welsh Government

Subject: Re: Updated Lit Review

Good Afternoon [information redacted],

Thank you for your feedback, I'm very happy this one checks the boxes.

Regarding your email last week concerning [information redacted]; sorry I missed it, we've still not had any feedback from them - [information redacted] is at an event today which [information redacted] is also attending, he's doing his best to track them down and get some sort of answer.

Should we get anything, I will update you ASAP.

Finally, do you have any updates or feedback regarding the toolkit we sent over?

Kind Regards,

[information redacted]

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On Mon, Sep 4, 2023 at 4:24 PM <Welsh Government> wrote:

Many thanks [information redacted] for addressing our comments in the revised literature review. Appreciate you taking our feedback on board. I'm happy with this latest version. I'm just waiting to see whether [information redacted] or [information redacted] have anything to feed back. Will get back to you as soon as I know more.

Best wishes

[information redacted].

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From: Laurel Research

Sent: Friday, September 1, 2023 7:40 AM

To: Welsh Government; Welsh Government; Welsh Government

Subject: Updated Lit Review

Good Morning All,

Attached you'll find the literature review in it's current iteration, responding to requests and feedback received.

A quick note, we have identified and will continue to update the document in the following areas:

- [information redacted].
- [information redacted]

Very much looking forward to receiving notes on the data toolkit.

Enjoy your evenings.

Kind Regards,

[information redacted]

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From: Laurel Research

Sent: Wednesday, August 16, 2023 8:24 AM

To: Welsh Government

Subject: Re: Work Handover Timeline

Hi [information redacted],

Ref the interview questions and supplies, happy to send but some may be subject to change as we look to bring [information redacted] in - I know they are very keen on providing phone support too. Will send current versions but bear in mind they may change as the week progresses.

Dynamic doc is just saying that we're not at a final format stage (intros, final reference formatting ect) however, the doc is attached, the final form will look a lot better and meet standards for readability & accessibility.

Kind Regards,

[information redacted]

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On Tue, Aug 15, 2023 at 11:42 AM <Welsh Government> wrote:

Good morning [information redacted].

Many thanks for the update.

Great news that you're making some progress on the professional support for respondents from [information redacted]. Thank you for all your efforts in pursuing this.

I look forward to seeing the lit review. Not entirely sure what you mean by it being in dynamic form so intrigued to see it.

Thanks also for updating the response to feedback doc.

How are things going in terms of sending us the survey/interview questions, consent form, info sheets and list of support services?

Best wishes

[information redacted].

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From: Laurel Research

Sent: Friday, May 26, 2023 12:54 PM

To: Welsh Government

Subject: Cyber Essentials Certificate

Hi [information redacted],

Happy Friday, I've just been passed our CE certificate so wanted to shoot it over to you immediately (attached). I'm out of office until about 15:00 and will shoot over a response to your other email then.

Enjoy the long weekend!

Best,

[information redacted]

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From: Laurel Research

Sent: Wednesday, June 7, 2023 2:51 PM

To: Welsh Government

Subject: Test Encryption

[information redacted] [information redacted] has sent you an email via Gmail confidential mode:

Test Encryption

This message was sent on Jun 7, 2023 at 6:50:41 AM PDT

You can open it by clicking the link below. This link will only work for Welsh Government.

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From: Laurel Research

Sent: Wednesday, June 7, 2023 2:50 PM

To: Welsh Government

Subject: Re: Inception Report

Hi [information redacted],

Thank you for your time in the catch-up meeting. I've attached the revised inception report.

I'll also send you a confidential email in the next 5 minutes— hopefully it doesn't look weird!

Kind Regards,

[information redacted] [information redacted] [information redacted]

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On Tue, Jun 6, 2023 at 5:47 PM <Welsh Government> wrote:

Great, thanks [information redacted]. Looking forward to catching up with you tomorrow.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, June 6, 2023 4:37 PM

To: Welsh Government

Subject: Re: Inception Report

Hi [information redacted],

Absolutely. Doc attached.

Kind Regards,

[information redacted] [information redacted] [information redacted]

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On Tue, Jun 6, 2023 at 5:13 PM <Welsh Government> wrote:

Hi [information redacted].

Yes good start to the week thanks, hope the same goes for you too.

Could you send me the report as a Word version please? This gives us the opportunity to add track changes/comments if necessary. Thanks.

Best wishes

[information redacted].

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From: Laurel Research

Sent: Tuesday, June 6, 2023 4:07 PM

To: Welsh Government

Subject: Inception Report

Hi [information redacted],

I hope you've had a good start to the week! You'll find the inception report attached, please let me know if any modifications are needed.



Looking forward to our conversation tomorrow.

Kind Regards,

[information redacted] [information redacted] [information redacted]

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From: Laurel Research

Sent: Thursday, May 25, 2023 3:20 PM

To: Welsh Government

Subject: Re: Inception Meeting Follow Up

Hi [information redacted],

Thank you for your email. I'm glad to hear you're happy with the template.

I had assumed a 30-day payment window for all of those milestones, so no worries if it takes a couple of weeks to get the schedule okayed!

Thank you for sending over the outline for the inception report; we're looking forward to exploring the methodology in greater detail. Thinking ahead, can we begin work on the privacy notice in tandem with the creation of the Inception Report? Or do we need the report green lit before moving forward?

Kind Regards,

[information redacted] [information redacted] [information redacted]

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On Thu, May 25, 2023 at 4:07 PM <Welsh Government> wrote:

Good afternoon [information redacted].

I've taken a look at the response template to third party inquiries you sent through. This is looking great, happy for that to be used.

I've also had a look at the payment schedule. This seems fine to me but I'll have to run it past our finance people. Not sure whether I'll be given the go-ahead by tomorrow and then we have the bank holiday on Monday and a non-working Welsh Government day on Tuesday of next week so I think it's highly unlikely we will be able to issue the 1st payment by 29th May as indicated on the payment schedule. You also need to be set up on our system. I think we are more realistically looking at 1st payment in 1-2 weeks time at the earliest. Hope that's OK.

During the call yesterday I mentioned sending on to you the things we will be looking for in the inception report. Like I said it doesn't need to be too detailed. It's just an opportunity for you to further outline how you intend to approach the research building on what you included in your bid. The main things to include would be:

- An outline of the overall methodology
- A list of research materials to be produced
- Sample sizes and sampling methods
- Any risks, issues to be resolved and actions to be taken against these
- A detailed work plan and timetable

Any problems with any of the above feel free to give me a shout.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, May 25, 2023 8:46 AM

To: Welsh Government

Subject: Re: Inception Meeting Follow Up

Hi [information redacted],

Ideal! Let me know if any tweaks are needed, I'll get them done as soon as I can.

Vendor form is attached.

Enjoy your Thursday!

Kind Regards,

[information redacted] [information redacted] [information redacted]

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On Thu, May 25, 2023 at 9:38 AM <Welsh Government> wrote:

Hi [information redacted].

Lovely to meet you and [information redacted] yesterday also.

Many thanks for sending on the proposed payment schedule and a response template to third party inquiries. I'll run the former past our finance team and provide you with my thoughts on the latter asap.

There is no contract to sign, the award letter is effectively us awarding you the contract. In terms of invoices and PO requests, the first thing to do is send me back a completed vendor form that I sent you last week as that will allow us to get you set up on our system.

Thanks for the update on Cyber Essentials, that's great news.

Best wishes

[information redacted].

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From: Laurel Research

Sent: Thursday, May 25, 2023 8:20 AM

To: Welsh Government

Subject: Inception Meeting Follow Up

Hi [information redacted],

It was great to meet you, [information redacted], and [information redacted] yesterday.

As discussed, I've written up our proposed payment schedule and a response template to third party inquiries; both are attached to this email.

Another question about invoicing and setting up: do we need to sign any contracts, submit invoices, or submit PO requests to get set up or going forwards? I want to make sure we're not causing any extra work on your end.

Ref Cyber Essentials, I've been chasing the vendor, we hope to have the certificate by the end of this week. I'll keep you posted!

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From: Laurel Research

Sent: Monday, August 7, 2023 2:23 PM

To: Welsh Government

Subject: Re: August invoice amount

Hi [information redacted],

Not a problem at all- that's on me for complicating by glossing over this in the previous meeting and emails.

The [information redacted] is indeed the annual cost for 3 users to access Smart Survey.

The latter invoice of [information redacted] is based on utilisation of the tool whilst working with you (yearly cost/12\*the length of the project and utilisation window).

We're invoicing for this now to cover the unexpected costs- some cost will be absorbed by Laurel we can continue to use it after the project ends if needed.

The total added cost to the Welsh Gov will remain as the PO and [information redacted].

We're just re-jigging the payment structure to offset the outlay.

Kind Regards,

[information redacted]

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On Mon, Aug 7, 2023 at 3:12 PM <Welsh Government> wrote:

Thanks for clarifying [information redacted]. I think I understand although I'm still not sure how you get to [information redacted]. Are you saying that's the cost of an annual licence? You mention needing to get a compliant plan with seats needed? I don't understand what that means.

Sorry for all the questions but I need to fully understand what the money is needed for before I can get it through finance.

Thanks,

[information redacted].

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From: Laurel Research

Sent: Monday, August 7, 2023 1:56 PM

To: Welsh Government

Subject: Re: August invoice amount

Excellent, glad to hear it.

Regarding the costs and invoices:

Our plan is to draw this cost down from the total PO as our only option to get a compliant plan with seats needed is to pay annually.

The latest invoice against the PO covers these costs but will effectively keep the project total the same, as the [information redacted] will be deducted from our final invoice.

We'll invoice for the agreed [information redacted] upon project completion, increasing the overall cost to the Welsh Gov by [information redacted], whilst protecting our cashflow with this latest invoice.

Ideally this would be paid following normal processes.

Apologies for any miscommunication on my part.

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research  
Sent: Monday, August 7, 2023 1:23 PM  
To: Welsh Government  
Subject: Re: August invoice amount

Hi [information redacted],

Good to hear from you- my weekend was rain-ier than hoped for, but positive all the same. I hope yours went well too.

Apologies for the lack of detail on the invoice, I'll raise that internally. It's to cover the cost of the Smart Survey licenses for the team.

As we discussed last week, we've drawn down from the PO to help safeguard cash flow and will submit a request for the expense at the end of the project once [information redacted].

We'll also be submitting the milestone invoice for the lit review and data collection toolkit once submitted and approved (est mid-month).

Kind Regards,

[information redacted]

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On Mon, Aug 7, 2023 at 2:17 PM <Welsh Government> wrote:

Hi [information redacted].

Hope all is well and that you had a great weekend.

I've just received your August invoice. I see it is intended to cover "out of scope expense". Could you explain a bit more about what this covers please.

Thanks,

[information redacted].

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From: Laurel Research  
Sent: Monday, June 19, 2023 3:58 PM  
To: Welsh Government  
Subject: Re: Inception Report Feedback

Good Afternoon [information redacted],

I've made those changes and removed the doubling up of objectives. The PDF version is attached.

I saw your email ref [information redacted], thank you for chasing him for the invite, we know when it is so there's no major concerns if it comes through tomorrow am. Just my inner PM wanting to get ducks in a row.

Kind Regards,

[information redacted]

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On Mon, Jun 19, 2023 at 4:22 PM <Welsh Government> wrote:

Good afternoon [information redacted].

Many thanks for addressing my feedback on the Inception report. It's looking great. I've taken a look at the revised version and have provided some really minor feedback in the attached (few cases of tracked changes and 1 comment). Once addressed I'm happy to sign off on the report – I don't need to see it again. Could you send me the final version as a PDF please.

Thanks,

[information redacted].

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From: Laurel Research

Sent: Thursday, June 15, 2023 9:59 AM

To: Welsh Government

Subject: Re: Inception Report Feedback

Not a problem re clarifications. Thank you again for working with us on our approach.

Happy to report we had a faster turnaround than expected. So, the report now includes a detailed explanation of our participant compensation approach, has additional details where requested and is in-line with all modifications, edits and adjustments.

The doc is attached, looking forward to hearing from you next week.

Enjoy your time off- you can't beat an extended weekend!

\*\*\*\*\*

On Thu, Jun 15, 2023 at 10:19 AM <Welsh Government> wrote:

Great, thanks for the explanation re. the use of the [information redacted]. What you propose sounds sensible.

Many thanks for addressing the feedback on the inception report. I'm on leave tomorrow so probably won't be able to pick this up till Monday but I'll prioritise signing the report off so you can get cracking with other elements of the project.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, June 15, 2023 9:13 AM

To: Welsh Government

Subject: Re: Inception Report Feedback

Hi [information redacted],

Great to hear that the use of vouchers has been approved, and thank you for helping us get this through.

I completely understand your concerns- The [information redacted] we plan to use are not linked to any credit facilities. They are essentially gift cards that can be used anywhere [information redacted] is accepted. The card has a set, pre-loaded value. Once this has been used, the card becomes void and has no further obligations, same as a brand-specific one, but with more freedom of spending to recipients.

In my previous experience, participants have been quite comfortable with this form of compensation. However, we understand that every project is unique, and we're prepared to address any concerns or queries that participants may have about this process.

I hope this covers the queries raised. Now we have this approved, we will finalise the IR and get it to you by the EOD.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Thu, Jun 15, 2023 at 9:12 AM <Welsh Government> wrote:

Many thanks [information redacted] for providing the additional detail. I've spoken with my line managers and they are happy for the vouchers to be used which is great news.

I would suggest we frame them as 'thank you' payments and emphasise like you said that they are an appreciation of the time and effort interviewees have put into the project.

Just one thing I want to check re. the use of a [information redacted].

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Wednesday, June 14, 2023 1:08 PM

To: Welsh Government

Subject: Re: Inception Report Feedback

Hi [information redacted],

Thank you for your response and for considering our case!

I'm happy to provide further details on your questions:

- [information redacted]
- [information redacted].
- [information redacted]

Let me know if you have any further questions and I'll get right back to you.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Wed, Jun 14, 2023 at 1:30 PM <Welsh Government> wrote:

Hi [information redacted].

Many thanks for presenting your case. I will need to get sign off for this from my line manager. So that I have all the info to hand can you provide some further details on the following please? Thanks:

- [information redacted]
- [information redacted]
- [information redacted]

Thanks,



[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Wednesday, June 14, 2023 11:51 AM

To: Welsh Government

Subject: Re: Inception Report Feedback

Hi [information redacted],

I wanted to touch base regarding your feedback.

Firstly, I'm pleased to inform you that we have addressed and made amendments based on all the other feedback received.

I appreciate your insights and the need to adhere to GSR guidelines.

[information redacted]:

- [information redacted].
- [information redacted].
- [information redacted].
- [information redacted].
- [information redacted].

I understand the concerns about undue pressure and response bias, I believe we can address these through clear communication, neutral and non-leading questions, and reassurances of confidentiality. With regards to potential admin, we are of course, happy to take that on should it be needed.

[information redacted].

I hope our stance makes sense. Looking forward to hearing your thoughts on this

Kind Regards,

[information redacted]

\*\*\*\*\*

On Tue, Jun 13, 2023 at 3:47 PM Laurel Research wrote:

Thanks for clarifying!

Kind Regards,

\*\*\*\*\*

On Tue, Jun 13, 2023 at 3:16 PM <Welsh Government> wrote:

That sounds good re. the inception report revisions.

In terms of the payments I don't think there is a need to declare them as partial payments just send them on to me for the amount owed and I will sort out with our Finance team.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, June 13, 2023 1:57 PM

To: Welsh Government

Subject: Re: Inception Report Feedback

Hi [information redacted],

Brilliant, thank you! We will get to work on these revisions- latest delivery being midday Friday, aiming for EOD Wednesday.

We also received the purchase order from the finance team today (thank you for getting that through).

To check; when submitting an invoice, we will declare these as partial payments. Is this the correct process/is there anything extra we need to be aware of?

Kind Regards,

[information redacted]

\*\*\*\*\*

On Tue, Jun 13, 2023 at 11:48 AM <Welsh Government> wrote:

Good morning [information redacted].

Yes good start to the week thanks, hope the same goes for you too. Yes the temperature seems to be rising. I'm working from home and am OK at the moment – don't feel the need quite yet to relocate to inside the freezer!

I heard back this morning that [information redacted] has no further comments on the report so the version with Welsh Government feedback is attached.

It's a great report, with all the major things we look for included. Nothing major needs to be changed. There are a few comments included but these are mostly minor in scale.

Give me a shout if there is anything you are unsure about.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, June 13, 2023 10:27 AM

To: Welsh Government

Subject: Inception Report Feedback

Hi [information redacted],

I hope you've had a good start to the week- I know the weather in Wales is supposed to be heading towards the top end of the 20's, so I hope nothing's melted!

Do you have an indication of when we can expect something back from your team? Not to chase, purely to plan the week ahead internally!

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, May 18, 2023 10:21 AM

To: Welsh Government

Subject: Welsh Government contract - Cyber Essentials certification

Hi [information redacted],

Thanks for your message and for the warm welcome! We're excited to get started on the project.

On the Cyber Essentials, we're right there with you. We requested the certification as soon as we got the news about the contract, and we're just waiting for it to come through. We've got everything ready to go on our end and as soon as we get the official paperwork, I'll shoot it straight over to you.

In the meantime, feel free to reach out if you have any other questions or if there's anything else we can get ready. We're really looking forward to working with you on this!

Kind Regards,

[information redacted] [information redacted] [information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Monday, July 3, 2023 1:34 PM

To: Welsh Government

Subject: Re: Privacy Notice - experiences of conversion practices

Hi [information redacted],

Thank you for your email and filling me in on the feedback and outcomes of conversations internally- the insight is helpful!

We are putting together a solution for points raised; [information redacted] and [information redacted] will run through it on Weds so we can keep things interactive. We'll look to drop the methods causing issues and shape something more inline with previous Welsh Gov projects.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Mon, Jul 3, 2023 at 11:14 AM <Welsh Government> wrote:

Good morning [information redacted].

Hope you had a relaxing weekend.

As part of the signing off of the privacy notice process [information redacted]. We don't use either within Welsh Government so in order for us to utilise them within this study we would need to complete an equality impact assessment and data protection impact assessment. Not sure how long these would take and there would be no guarantee we would be able to use the apps in any case.

Can you remind me what the thinking is behind using the messaging apps over the use of say Smart Survey? The latter tends to be used a lot more frequently for Welsh Government commissioned projects.

Also I've been informed that it will not be possible for research participants to email us their experiences of conversion practices. Email communication is considered unsafe due to the potential for hacking plus the possibility that people could send their responses to incorrect email addresses.

Have a think about the above and perhaps we can pick up and discuss at our catch-up on Wednesday along with chatting about having someone with lived experience and/or an expert in this area sit in on the interview as an observer.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, June 29, 2023 8:54 AM

To: Welsh Government

Subject: Re: Privacy Notice - experiences of conversion practices

Good Afternoon [information redacted]

Thank you for your email.

Apologies for the confusion ref comms channels, I must have missed [information redacted] in the appendix, I'll edit it and re-send.

Ref trauma informed approaches and support, we will look into that and get back to you- we're developing engagement tools and outreach in tandem to avoid delays, so we'll be able to tweak them accordingly.

Thank you for passing the comments from your line manager along, I'll get you some structured thoughts/an action plan by EOD.

Finally, we have been thinking about ways to centralize the multiple engagement options we now have and came up with the idea of a digital signpost; an unlisted page on our website that would be a central spot for form submissions for initial email outreach. [information redacted].

Let me know your thoughts on this. I'll come back to you today with structured thoughts on embedding support and the suggestions made.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Wed, Jun 28, 2023 at 3:27 PM <Welsh Government> wrote:

Good afternoon [information redacted].

Many thanks for sending over the [information redacted]

Thanks also for sending across the supplementary docs to the Inception report. I've reviewed Appendix 1 and 2 and they are looking good to me. I've sent them on to [information redacted] to review and not heard anything back as of yet. I've also sent them on to my line manager so she may have some additional feedback.

[information redacted]

Your thoughts on the above would be welcome.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Friday, June 23, 2023 2:42 PM

To: Welsh Government

Subject: Re: Privacy Notice - experiences of conversion practices

Hi [information redacted],

Of course GDPR details are:

[information redacted]

I have attached the appendixes containing the details we discussed- appendix 3 is missing as we'll complete it once understanding the scope better.

Excited to get your feedback on them.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Fri, Jun 23, 2023 at 1:14 PM <Welsh Government> wrote:

Sorry [information redacted]. Just noticed I can't open the [information redacted] link on my Welsh Government computer as the site is blocked. Can you copy and paste the text from the website in an email perhaps?

Thanks,

[information redacted].

\*\*\*\*\*

From: Welsh Government

Sent: Friday, June 23, 2023 12:00 PM

To: Laurel Research

Subject: RE: Privacy Notice - experiences of conversion practices

Thanks [information redacted].

Re. your question about established therapy/support I am checking with some colleagues within Welsh Government and will get back to you as soon as I know more.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Friday, June 23, 2023 10:45 AM

To: Welsh Government

Subject: Re: Privacy Notice - experiences of conversion practices

Hi [information redacted],

Sure thing, I'll go through them.

- [information redacted]

-I'm happy with that. We can provide my email and an alternate email as [information redacted]. The phone number is [information redacted]

-[information redacted] is correct, those are the primary modes. We may have situations in which someone responds to a call to action organically or via the PAR board. We would then have access to their data.

I hope this answers your questions- we're on track for an EOD delivery of those Appendixes.

[information redacted]

I know a few members of the Work Group are NHS, so could they be access points to the right people?

Kind Regards,

[information redacted]

\*\*\*\*\*

On Fri, Jun 23, 2023 at 10:19 AM <Welsh Government> wrote:

Many thanks [information redacted] for reviewing and commenting on the privacy notice so swiftly. Few clarifying queries from me:

- [information redacted]
- Are you able to confirm that you are happy for your name and email address to appear at the bottom of the 1st page and is that the correct telephone number?
- In response to my question on page 2 about whether these are the only ways we are contacting people [information redacted] has replied saying these are the

main ways. Does this mean there are other ways also? We need to list every way people will be contacted in this privacy notice

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, June 22, 2023 4:25 PM

To: Welsh Government

Subject: Re: Privacy Notice - experiences of conversion practices

Hi [information redacted],

Thank you for sending this over so quickly!

The team and I have gone through it and replied to your comments/questions- please let me know if any other questions come up.

We aim to deliver the appendixes by EOD tomorrow.

Enjoy your evening.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Thu, Jun 22, 2023 at 1:40 PM <Welsh Government> wrote:

Hi [information redacted].

Good to catch-up with you, [information redacted] and [information redacted] yesterday. During the call I mentioned I would be drafting an initial privacy notice for your review. Please find attached. A lot of this is standard wording that we always tend to include in Welsh Government privacy notices. I've included some comments where your input would be welcome.

Once you have reviewed and commented on the privacy notice I will seek clearance from colleagues here at Welsh Government. The privacy notice will need to be signed off by a couple of people so I may have further questions for you should they wish to clarify anything.

Thanks,

[information redacted].

\*\*\*\*\*



From: Laurel Research  
Sent: Thursday, August 24, 2023 11:48 AM  
To: Welsh Government  
Subject: Re: Data Collection Toolkit - Delay

Hi [information redacted],

Unfortunately we've been unable to get a response from them so far.

I propose assuming the doc we sent over as finalised, in the event [information redacted] gets back in touch, we can make changes as necessary.

Moving forwards to maintain timelines and reduce the risk of any disengagement down the road seems the best bet.

I've seen your feedback for the lit review come through- we'll start reading through tomorrow and get back in touch at the start of next week.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Wed, Aug 23, 2023 at 12:23 PM <Welsh Government> wrote:

Hi [information redacted].

Further to your email below, do you have any idea of when [information redacted] will be confirming the support they can provide?

I've taken a look at the methods and data collection tools you've sent over. There are a lot of docs to review and [information redacted] is not going to have the capacity to review multiple versions so ideally I'd like to send him the docs with the additional support [information redacted] can offer included.

If we still need to wait for confirmation from [information redacted] it would be helpful if you can specify which of the docs in the methods and data collection tools pack this affects as I will then be able to get feedback on the others from [information redacted].

I should be able to provide feedback on the literature review before COP today.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, August 21, 2023 12:14 PM

To: Welsh Government

Subject: Data Collection Toolkit - Delay

Good afternoon [information redacted],

Just a quick message from me, we're still waiting on [information redacted] to confirm the exact support forms they are able to offer.

Wanted to keep you in the loop, I'll provide updated docs as soon as I can.

Kind Regards,

[information redacted] [information redacted]

\*\*\*\*\*

**From:** Laurel Research

**Sent:** Wednesday, August 16, 2023 2:47 PM

**To:** Welsh Government; Laurel Research; Laurel Research; Welsh Government

**Subject:** Research Toolkit for Review

Hi all,

As discussed in the call, I'm sharing the research toolkit for review - some sections may change based on further interactions with [information redacted], we'll do our best to close those discussions by the end of this week.

Kind Regards,

[information redacted]

\*\*\*\*\*

**From:** Laurel Research

**Sent:** Friday, September 1, 2023 7:40 AM

**To:** Welsh Government; Welsh Government; Welsh Government

**Subject:** Updated Lit Review

Good Morning All,

Attached you'll find the literature review in it's current iteration, responding to requests and feedback received.

A quick note, we have identified and will continue to update the document in the following areas:

- [information redacted].

• [information redacted]

Very much looking forward to receiving notes on the data toolkit.

Enjoy your evenings.

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, May 18, 2023 11:13 AM

To: Welsh Government

Subject: Re: Welsh Government contract - Cyber Essentials certification

Hi [information redacted],

Thanks for the quick response. We're just waiting for the official certificate to come through from ISAME (So will hold off on any data collection until we receive it).

We got the news from our vendor yesterday, so I anticipate it shouldn't be too long before we can provide the official paperwork. I'll make sure to forward it to you as soon as it comes in.

I'll get the payment system form filled out and back to you pronto.

As for the inception meeting, it sounds good to me. I'm pretty flexible next week.

How about an afternoon slot; Tuesday or Wednesday? I'm also free before 10 am on Monday if that works better for you. Let me know what suits you best.

Looking forward to getting started!

Kind Regards,

[information redacted] [information redacted] [information redacted]

\*\*\*\*\*

On Thu, May 18, 2023 at 12:05 PM <Welsh Government> wrote:

Hi [information redacted].

Good to hear from you.

Just to clarify re. Cyber Essentials – have you already passed the assessment process and therefore just awaiting the certificate confirmation or do you need to undergo the assessment itself? No worries if it's the latter but obviously we won't be able to start any data collection until you have passed Cyber Essentials.

We need to set you up on our payment system. Please can you complete the attached and return to me.

We also need to arrange an inception meeting between Laurel Research and Welsh Government so we can discuss the proposed project in further detail. What is your availability looking like for next week?

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, June 8, 2023 3:12 PM

To: Welsh Government

Subject: Re: Inception Report

Hi [information redacted],

My pleasure.

To address the questions:

Anyone should be able to open them, however, as it sounds like they have the potential to throw up a few issues, we can drop them without any major impact.

We'll just increase security our side through footprint management.

Very much looking forward to your thoughts on the IR!

Kind Regards,

[information redacted] [information redacted] [information redacted]

\*\*\*\*\*

On Wed, Jun 7, 2023 at 4:24 PM <Welsh Government> wrote:

Many thanks [information redacted] for sending through the revised inception report. We will aim to get you feedback on this at the beginning of next week, middle of the week at the latest.

Thanks also for sending through the encrypted email. Few initial reflections:

- Do you need a gmail account to open the encrypted email?
- Within Welsh Government we can't open the encrypted email since anything with a gmail address gets blocked
- It does look a bit like a scam email. Do you know whether anyone else you've sent this to has confused this for a scam? Can we alert recipients to expect an email

like this beforehand so they know they need to open it? Or does that defeat the object of sending an encrypted email in the 1st place?

- Can you remind me why we need to encrypt the emails? We won't be sending anything personal or confidential via email will we? Is this so that anyone hacking a recipients email server won't be able to open the encrypted email?

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, December 18, 2023 1:58 PM

To: Welsh Government <Welsh Government>

Subject: Re: FW: [information redacted] support in recruiting participants to conversion practices research

Superb, thanks [information redacted], I will start sending it out.

Sure, I have summarised below (all inclusive of VAT):

- [information redacted]
- [information redacted]

Due to the requirement for bilingual survey support and a preference to host the survey independently of Smart Survey's tracking/data usage, an upgrade to Smart Survey Enterprise was necessary.

The overrun totals at [information redacted] from the original projections.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Mon, Dec 18, 2023 at 2:07 PM <Welsh Government> wrote:

Yes good news re. [information redacted].

In terms of the Welsh / English query – we think it's OK to have English first and then Welsh. [information redacted] is going to double check but for the time being lets go with English and then Welsh.

Many thanks for finding out from Smart Survey. So what does that mean for the costings? Are you able to recalculate and let me know?

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, December 18, 2023 9:30 AM

To: Welsh Government

Subject: Re: FW: [information redacted] support in recruiting participants to conversion practices research

Good Morning [information redacted], this is fantastic news, thank you for passing it along

Fingers crossed, we can also provide the digital signpost once we iron out the Welsh/English query,

Finally, I've managed to get a number from Smart Survey. They have agreed to charge the forecasted amount as a fixed sum rather than continue to use dynamic pricing. The current excess can be considered fixed and won't change.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Mon, Dec 18, 2023 at 10:16 AM <Welsh Government> wrote:

Good morning [information redacted], hope all is well and that you had a good weekend. I spent mine putting up the last of my Christmas decorations. Have been a bit late this year. Will be time to take them down soon!

Following the chaser email I sent this morning I've received the email below from [information redacted] at [information redacted], which is really positive. Fingers crossed this will lead to some interviews.

Earlier today I also sent a chaser to [information redacted] asking whether they would support the research recruitment so hopefully they will get back with a positive response really soon too.

I've not forgotten your query regarding whether the digital signpost needs to be Welsh first and then English or if it can be vice-versa. I'm checking this with [information redacted]/[information redacted] and still waiting to hear back. As soon as I know whether there is a directive on this or not I'll get back to you.

Thanks,

[information redacted].

\*\*\*\*\*

From: Welsh Government

Sent: Friday, December 15, 2023 1:06 PM

To: Welsh Government <Welsh Government>; Laurel Research

Cc: Laurel Research; Laurel Research; Welsh Government

Subject: Re: Invitation to collaborate on research on so called 'conversion practices' - Gwahoddiad i gydweithio ar ymchwil ar yr hyn a elwir yn 'arferion trosi

Hi folks,

Our Cabinet contact in [information redacted] is [information redacted], who is also part of the equality committee. Do you want me to send an introductory email?

To note that via [information redacted], your invitation has reached the [information redacted]. It's an all-Wales research network that runs research projects on [information redacted].

I believe they have seen your invite through the [information redacted] members. Do you want me to make a formal introduction?

Many thanks and best wishes,

[information redacted]

\*\*\*\*\*

From: Welsh Government

Sent: Friday, December 15, 2023 10:57:38 AM

To: Laurel Research

Cc: Laurel Research <Laurel Research>; Laurel Research <Laurel Research>; Welsh Government; Welsh Government

Subject: RE: FW: Invitation to collaborate on research on so called 'conversion practices' - Gwahoddiad i gydweithio ar ymchwil ar yr hyn a elwir yn 'arferion trosi

Hi [information redacted].

That's great news you've been given the opportunity to speak at the [information redacted]. Hopefully this will lead to securing more contacts and fingers crossed some interview bookings.

No, as far as I'm aware I'm not in contact with any cabinet member from the [information redacted] area so this is a new lead we're reaching out to I think.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, December 14, 2023 11:57 AM

To: Welsh Government

Cc: Laurel Research; Laurel Research; Welsh Government; Welsh Government

Subject: Re: FW: Invitation to collaborate on research on so called 'conversion practices' - Gwahoddiad i gydweithio ar ymchwil ar yr hyn a elwir yn 'arferion trosi

Dear [information redacted], [information redacted] and [information redacted]

Thank you for your patience regarding the recent server issue. It was a setback, but I hope it was one without far-reaching consequences.

On a brighter note, I am pleased to inform you about an invitation from [information redacted] at the [information redacted] for their meeting on [information redacted]. This aligns with our outreach efforts, and [information redacted] has kindly made room for us in their agenda.

She also mentioned that a cabinet member for equality will chair the meeting. Could this be the same lead you were in contact with, [information redacted]?

Looking forward to your thoughts.

Best,

[information redacted]

\*\*\*\*\*

On Thu, Dec 14, 2023 at 9:53 AM <Welsh Government> wrote:

Many thanks [information redacted] for looking into this so quickly. Copying [information redacted] and [information redacted] into my reply so they are aware that steps are being taken to mitigate this issue.

That's great [information redacted] has received 2 positive responses from this round of outreach.

Worth flagging to you all whilst I have your attention that I've been speaking with the EDI lead at [information redacted] who has said she will discuss the research with the [information redacted] so hopefully that will also lead to some positive responses.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research



Sent: Wednesday, December 13, 2023 4:04 PM

To: Welsh Government

Cc: Laurel Research; Laurel Research

Subject: Re: FW: Invitation to collaborate on research on so called 'conversion practices' - Gwahoddiad i gydweithio ar ymchwil ar yr hyn a elwir yn 'arferion trosi

Hi all,

[information redacted]

We will keep you updated on our findings and any further steps we take to prevent such issues in the future.

\*\*\*\*\*

On Wed, Dec 13, 2023 at 3:54 PM Laurel Research wrote:

Hi [information redacted],

Thank you for passing along the flag. We will fix and send follow ups to those who already received this email.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Wed, Dec 13, 2023 at 3:51 PM <Welsh Government> wrote:

Good afternoon all, I hope everyone is doing well.

As you can see from the emails below, we've been contacted by someone else in Welsh Government who in turn has been contacted by one of the coordinators he works with regarding an email about the research and whether it is legit. I think the confusion stems from the formatting of the email you sent [information redacted] going awry. Please can we look at the emails on the research we are sending out and ensure there are no issues with the formatting as it may put people off responding.

Thanks all.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Friday, December 1, 2023 3:00 PM

To: Welsh Government <Welsh Government>

Subject: Re: FW: Conversion practices research

Hi [information redacted],

Wow, excellent. I've passed this to the team. We'll reach out ASAP.

Thank you for the ongoing support and enjoy the weekend!

Kind Regards,

[information redacted] [information redacted]

\*\*\*\*\*

On Fri, 1 Dec 2023, 15:41 , <Welsh Government> wrote:

Hi [information redacted].

Hope all is well.

I've received the email below from the [information redacted] following our reach out to the [information redacted]. I think this is one to follow-up on. Are you happy to do that?

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, December 11, 2023 11:44 AM

To: Welsh Government <Welsh Government>

Subject: Re: Outreach update

Excellent, thanks [information redacted].

ref payments,

- The 2 listed as outstanding are 2 most recent. Accounts do not list these as "paid" until the balance reflects on our end.
- I have the excess as a smart survey expense. I'll track down the reason for the excess and get back to you, apologies.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Mon, Dec 11, 2023 at 12:37 PM <Welsh Government> wrote:

Thanks for clarifying [information redacted]. In that case yes happy for the digital signpost to be shared.

Many thanks for sharing the payment totals. Couple of queries:

- In terms of the 2 outstanding under the billed to date – have these now been paid i.e. are they the 2 you were waiting for?
- [information redacted]

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, December 11, 2023 11:22 AM

To: Welsh Government

Subject: Re: Outreach update

Hi [information redacted],

The digital signpost is the survey/interview/PAR entry point we discussed earlier on in the project - it's a private web page that hosts the survey platform and the booking system for interviews.

Ref payments, the totals are below:

Billed to date:

3 paid: [information redacted]

2 outstanding: [information redacted]

TOTAL: [information redacted]

Remaining invoices & dates:

Data Collection, January 16th, 2024, [information redacted]

Interim Report, February 16th, 2024, [information redacted]

Final Data Analysis, April 1st 2024, [information redacted]

Final Report, May 23rd, 2024, [information redacted]

Kind Regards,

[information redacted]

\*\*\*\*\*

On Mon, Dec 11, 2023 at 12:12 PM <Welsh Government> wrote:

Hi [information redacted], hope you had a good weekend. I was on Christmas decorations duty. Glad to come into work for a rest.

Thanks for the outreach update. Many thanks for all your efforts. I've spoken to the [information redacted] and she is happy to send an email to all [information redacted] members to signpost them to the research so I will get that sorted.

What exactly do you mean when you say sending our digital signpost with [information redacted] from the [information redacted]?

That's great you've received payment now – sorry again for the delay.

Look forward to receiving the invoice totals to date – can you also send on the invoice totals scheduled for future payments too. Thanks.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Friday, December 8, 2023 4:23 PM

To: Welsh Government

Subject: Outreach update

Hi [information redacted],

Happy to report that outreach has increased.

[information redacted], [information redacted], [information redacted])

Org outreach continues to go well.

Would you be happy for me to send our digital signpost with [information redacted] from the [information redacted]? This may accelerate snowballing efforts.

Finally, I am happy to confirm we have received payment advice from the central finance team.

Invoices totals to date will be in your inbox by EOD Monday.

Enjoy the weekend.

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Monday, November 27, 2023 12:30 PM

To: Welsh Government <Welsh Government>; Welsh Government

Subject: Re: ATB/RE: Request for input into Welsh Government's work on conversion practices research

Hi Both,

I've chatted with the research team off the back of this email.

Whilst we do not have the resources to directly speak with [information redacted], we are very eager to speak to [information redacted] leadership.

We could accommodate the wishes of [information redacted] by engaging the [information redacted], if they were willing to submit separate written accounts, we can then synthesise this.

Finally, would the Welsh Gov support Laurel requesting access to or referrals to individuals with lived experience within these [information redacted]?

Kind Regards,

[information redacted]

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From: Welsh Government

Sent: Tuesday, November 28, 2023 2:42 PM

To: Welsh Government <Welsh Government>; Laurel Research

Cc: Welsh Government; Welsh Government

Subject: RE: ATB/RE: Request for input into Welsh Government's work on conversion practices research

Hi [information redacted]

I support the proposed approach below – I'd be keen for the response to [information redacted] to emphasise the scope of the research as you suggest, and also how useful written feedback from all [information redacted] would be – I would maybe try to avoid mentioning capacity at this stage as hopefully we can get them to feed in without us having to state that – I hope that makes sense?

Kind regards

[information redacted]

\*\*\*\*\*

From: Welsh Government

Sent: Monday, November 27, 2023 1:55 PM

To: Laurel Research

Cc: Welsh Government; Welsh Government; Welsh Government

Subject: RE: ATB/RE: Request for input into Welsh Government's work on conversion practices research

Thanks [information redacted].

I'm happy to propose the written statement/evidence submission in the 1st instance. If there is some pushback on this we could then suggest the focus group as an alternative.

[information redacted] / [information redacted] / [information redacted] – are you happy for me to get back to [information redacted] indicating that the researchers don't have the capacity to meet [information redacted] individually but would be prepared to accept and review any written evidence submitted by each [information redacted]? In my reply I will also emphasise the scope of the research as indicated in my email below.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, November 27, 2023 1:52 PM

To: Welsh Government

Cc: Welsh Government; Welsh Government; Welsh Government

Subject: Re: ATB/RE: Request for input into Welsh Government's work on conversion practices research

Re-writing as my phone made a mess of my previous email- apologies!

All that makes perfect sense, yes, the push to keep them on scope is needed.

Maybe the reiteration of the scope of engagement will change their approach?

The focus group is a workable option for us, the 2 of 8 works, as does the town hall style format of engaging [information redacted]. In either setting we would look for someone from Welsh Gov to attend, facilitate and support.

I still feel a written statement may be the least complex way to engage, and the least risky in terms of conflict. However, the team is happy to engage in either format.

Kind Regards,

[information redacted]

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On Mon, Nov 27, 2023 at 2:02 PM <Welsh Government> wrote:

Hi [information redacted].

Thanks for discussing this with your team.

I think it's fair enough to say that you don't have capacity within your team to speak with [information redacted].

Together with engaging the 16 via written submissions would it be worth also offering a focus group style session where you could speak with [information redacted] at the same time or possibly [information redacted] is too many?

I think it's fine to request access to or referrals to individuals with lived experience within these denominations. This leads to another point about the [information redacted] email which is that in our response to them we need to emphasise that we are not interested in their views on conversion practices as part of this research. As they have said they've already spoken with LGBTQ+ policy about this. We need to stress that we are only interested in hearing about experiences of undergoing conversion practices. I thought I'd made that clear in my email. So we can hammer that point home by saying we would be keen to speak with individuals they are aware of who have had this experience.

Am including [information redacted] and [information redacted] in my response so they are aware of the [information redacted] email (in email trail below) and how we are planning to respond.

Best wishes

[information redacted].

\*\*\*\*\*

From: Welsh Government <Welsh Government>

Sent: Thursday, November 23, 2023 10:51 AM

To: [information redacted]

Cc: Laurel Research

Subject: Additional detail on research to be sent to [information redacted] equality officers

Hi [information redacted].

Many thanks for providing [information redacted] and I the opportunity to speak with the [information redacted] equality officers. During the call you mentioned wanting to have some additional detail on the research to share with all members of the network. I've provided this below. I also promised to send on the Welsh Government definition of conversion practices. This can be found here.

The Welsh Government's Programme for Government and LGBTQ+ Action Plan for Wales commit to ban all aspects of conversion practices in Wales. As we seek to fulfil this commitment we are keen to find out more about conversion practices so that we are fully informed about their impact on Welsh communities specifically, and to achieve this in a way that safeguards the welfare of all, which remains our number one priority. To this end, we have commissioned Laurel Research Consulting to undertake research with the aim of gaining more of an insight into the experiences of conversion practices in Wales. Evidence from this research will be used to inform future policy development, tailor an awareness campaign, and help design and improve support service for survivors in relation to conversion practices.

Laurel Research are keen to speak with organisations and individuals with some knowledge and/or lived experience of conversion practices in Wales, or those who would like to submit some evidence. As one of our trusted s we would like to put you in touch with the research team leading on this work. Would you be happy for us to do this? Alternatively if you prefer, you are welcome to contact Laurel Research directly. You can do this by emailing Laurel Research

If you want to find out more about the work of the Welsh Government on Banning Conversion Practices, please see here: [Working Group on Banning Conversion Practices | GOV.WALES](#)

You can also read more about actions in this area on the LGBTQ+ Action Plan Tracker under "Human rights and recognition": [LGBTQ+ Action Plan for Wales: progress update | GOV.WALES](#)

Many thanks for all your help with this piece of work.

Best wishes

[information redacted].

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From: Welsh Government <Welsh Government>

Sent: November 15, 2023 6:37 PM

To: Laurel Research <Laurel Research>; [information redacted]



Cc: [information redacted]; Laurel Research <Laurel Research>; Welsh Government; Laurel Research <Laurel Research>; Welsh Government; Welsh Government; [information redacted]

Subject: RE: [information redacted] Consultancy - Conversion Practices Research

Hi all.

Many thanks to all those involved in taking this work forwards over the past few days, in particular to [information redacted] and [information redacted] for working together on addressing [information redacted]'s concerns following the risk audit. I'm hoping these can all be dealt with ahead of the first interviews taking place.

I'm still off for a couple more days before being back in work on Monday but keen to ensure me being away doesn't hinder anything progressing. I may not have much of an opportunity to check emails for the rest of the week so if anything urgent comes up which you want me to look into I can be contacted on [information redacted].

As always many thanks all for your ongoing work on this project.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Wednesday, November 15, 2023 9:52 AM

To: [information redacted]

Cc: Welsh Government; [information redacted]; Laurel Research; Welsh Government; Laurel Research; Welsh Government; Welsh Government; [information redacted]

Subject: Re: [information redacted] Consultancy - Conversion Practices Research

Hi [information redacted],

I appreciate the time taken and thank you for signposting and giving advice.

The definition of wrap around support is also brilliant.

All of the above will be a great help as we move forwards, thanks again!

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: November 13, 2023 2:45 PM

To: [information redacted]

Cc: Welsh Government <Welsh Government>; [information redacted]; Laurel Research <Laurel Research>; Welsh Government; Laurel Research <Laurel Research>; Welsh Government; Welsh Government; [information redacted]

Subject: Re: [information redacted] Consultancy - Conversion Practices Research

Hi all,

As mentioned in my email on Friday, I have prepared our action plan based on the output of [information redacted]'s audit and recommendations. (detailed below)

I have blocked out some time in the middle of the week to receive the request clarifications.

Action plan:

Action plan for the [information redacted] of [information redacted] to [information redacted], addressing the necessary changes and strategies based on [information redacted]'s risk audit, a comparative risk analysis, and the creation of a risk and mitigation report.

[information redacted]

- [information redacted]

[information redacted]

- [information redacted]
- [information redacted]
- [information redacted]

[information redacted]

- [information redacted]
- [information redacted]
- [information redacted]

[information redacted]

- [information redacted]
- [information redacted]
- [information redacted]

[information redacted]

- [information redacted]

If anyone has questions, please let me know, I hope everyone had a great start to the week!

Kind Regards,

[information redacted]

\*\*\*\*\*

On Mon, Nov 13, 2023 at 10:25 AM Laurel Research wrote:

Good Morning [information redacted],

I read through the audit over the weekend. Thanks again for putting that together.

A few quick questions;

- [information redacted]
- [information redacted]
- [information redacted]

Ref forward motion, the team and I will touch base and aim to share an action plan today.

However, I noticed several areas that need further clarification and/or areas where the detail in the recommendations provided is not of the level necessary to implement mitigation strategies.

Additional detail would be wonderful where possible- I am also very happy to collaborate during the education day to refine or build on strategies.

I have listed these below:

1. [information redacted]
2. [information redacted]
3. [information redacted]
4. [information redacted]
5. [information redacted]
6. [information redacted]
7. [information redacted]
8. [information redacted]
9. [information redacted]
10. [information redacted]

- 11. [information redacted]
- 12. [information redacted]
- 13. [information redacted]
- 14. [information redacted]
- 15. [information redacted]
- 16. [information redacted]
- 17. [information redacted]
- 18. [information redacted]

Thank you for your continued expertise and support. Very much looking forward to the education day later this week!

Kind Regards,

[information redacted]

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From: Laurel Research

Sent: November 10, 2023 2:01 PM

To: [information redacted]

Cc: Welsh Government <Welsh Government>; [information redacted]; Laurel Research <Laurel Research>; Welsh Government; Laurel Research <Laurel Research>; Welsh Government; Welsh Government; [information redacted]

Subject: Re: [information redacted] Consultancy - Conversion Practices Research

Hi [information redacted],

Thanks for the heads up on the risk audit and for keeping us in the loop with everything. Hope everyone on your team gets well soon.

Ref the interviewer training, our timelines are very rigid due to earlier delays, so we can't really afford a rollback.

To manage mitigation implementation, Laurel will avoid engaging directly with respondents until we have reviewed the report, created an action plan and deployed it. As the PM and risk owner. I am not directly involved in the research, allowing me to focus on these work items whilst the rest of the team are trained by [information redacted].

I spoke with [information redacted] and, with this approach, we should be good to stick to the original timeline.

Very much looking forward to reading the report later today.

Have a great weekend all!

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Welsh Government <Welsh Government>

Sent: November 10, 2023 8:56 AM

To: [information redacted]; [information redacted]; Laurel Research <Laurel Research>; Welsh Government; Laurel Research <Laurel Research>; Laurel Research <Laurel Research>; Welsh Government; Welsh Government

Cc: [information redacted]

Subject: RE: [information redacted] Consultancy - Conversion Practices Research

Good morning all, I hope everyone is doing well.

I'm on leave next week so just wanted to touch base to see how things are going re. the specialist support provision element of the conversion practices research.

[information redacted] – I hope all went well with the review of the project materials for the risk audit. When do you think you will be able to provide us with your feedback? Seeing as I will be away next week could you please make sure you also send your feedback to [information redacted], [information redacted] and [information redacted] from Laurel so they can action any required next steps.

Unfortunately I won't be able to attend the interviewer preparation day scheduled for next week. I hope that goes well, I'm sure it will.

I know Laurel are working hard on participant recruitment and will be in touch with any confirmed dates for familiarisation sessions and interviews.

[information redacted] / [information redacted] – earlier in the week I sent through a form to collect [information redacted]'s payment details. If you could fill this out when you get the chance and send back to me I will ensure you are set up on our system at this end.

Really looking forward to starting the data collection element of this research and supporting participants to ensure their voices are heard. Very glad to be working so closely with [information redacted] and Laurel on this.

Take care all and catch up soon.

Best wishes

[information redacted].

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From: Welsh Government <Welsh Government>

Sent: October 31, 2023 11:24 AM

To: [information redacted]; [information redacted]; Laurel Research <Laurel Research>; Welsh Government; Laurel Research <Laurel Research>; Laurel Research <Laurel Research>; Welsh Government; Welsh Government

Cc: [information redacted]

Subject: RE: [information redacted] Consultancy - Conversion Practices Research

Good morning [information redacted].

Many thanks for your email. That's great to know how much progress you've made already. Appreciate your efforts in working to such a tight timetable.

Participant recruitment is underway in the sense that Welsh Government has reached out to some of our stakeholders to inform them of the research and ask if they are happy to speak with the research team at Laurel. Off the back of that Laurel has touched base with some of the individuals / organisations that responded positively to be contacted as a means of building a relationship. Recruitment efforts will now pick up over the next couple of weeks. It would be good to chat with you at [information redacted] with regards to whether you can assist with that in terms of signposting us to people who are happy to contribute to the research.

The project materials will be ready to send over to you by COP today.

2:30 this Thursday works well for both us and Laurel. I will send around an invite. Laurel are also available to run the interviewer prep session on Tuesday the 14th of November so if you can send around a calendar hold to all those on this email that would be great.

In terms of the additional points you have added these look great to me. In discussion with Laurel I've added some additional text so that the points clarify the responsibilities and ownership of things from a Laurel and Welsh Government standpoint as well as [information redacted]. If you can take a look at the text below and confirm you are happy that would be great.

[information redacted]

It would be great if you could also confirm the costings so we can agree on them. Different levels of approval are required from within Welsh Government depending on the amount of funding we award. It may be that we need to agree on fewer interviews initially (than the "up to 15" proposed) with a view to running more interviews should there be sufficient demand but I can confirm this once I know your costings and whether VAT is included.

Many thanks again for picking this up and running with it so quickly.

Best wishes

[information redacted].

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From: Welsh Government <Welsh Government>

Sent: October 26, 2023 4:08 PM

To: [information redacted]; [information redacted]; Laurel Research <Laurel Research>; Welsh Government; Laurel Research <Laurel Research>; Laurel Research <Laurel Research>; Welsh Government; Welsh Government

Subject: RE: [information redacted] Consultancy - Conversion Practices Research

Hi [information redacted].

[information redacted]

That's fantastic news that you are in agreement to be involved in the research. Both ourselves and Laurel Research really feel [information redacted] will greatly enhance the research being undertaken and so are delighted you are on board. We are very keen to start working with you on this.

Given the extra time we have taken to prepare for the fieldwork stages of the research we are running behind on our initially agreed timetable. In light of this, Laurel Research has devised a new set of milestones which we have now signed off on. I'm hoping this fits with your date options for the interview prep session and risk audit feedback. The key dates of relevance to [information redacted]'s support are:

- Participant Recruitment - October 25th - November 30th, 2023
- Data Collection - November 15th, 2023 - January 15th, 2024

As you can see, the proposal is for data collection to begin on 15 Nov which would mean the interview prep and risk audit feedback needs to be completed by then, with the completion of the latter needing to leave sufficient time for any suggested changes to the fieldwork tools to be actioned. I hope this is feasible.

In terms of the support [information redacted] will be providing, may I confirm you are in agreement with the following:

Roles for [information redacted] in the research:

5. [information redacted]
6. [information redacted]
7. [information redacted]

8. [information redacted]

In terms of the cost of this support, may I confirm you are in agreement with the following:

- [information redacted]

I have taken the above costs from your initial proposal. Do these include VAT?

Once we have agreed on the above we will require a written quotation from you in writing which we can then sign off on.

As I say, we are all really pleased [information redacted] is on board and can't wait to get started on this research with you.

Best wishes

[information redacted].

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From: Welsh Government <Welsh Government>

Sent: October 20, 2023 8:00 AM

To: [information redacted]; [information redacted]; Laurel Research <Laurel Research>; Welsh Government; Laurel Research <Laurel Research>; Laurel Research <Laurel Research>; Welsh Government; Welsh Government

Subject: RE: [information redacted] Consultancy - Conversion Practices Research

Good morning all, hope everyone is doing well.

Apologies for the delay in getting back on this. We've had to double-check things at our end re. procurement to ensure we actually are OK to award funding directly mid-way through a current contract, which we are fortunately – my fault, I should have clarified this at the beginning.

[information redacted] / [information redacted] - As I think we've made clear we would really welcome [information redacted] being involved with this project as we feel your expertise and reputation will greatly add value to the research being undertaken. With this in mind I've had a go at coming up with another proposal that explicitly incorporates the 3 components you have specified as being critical, albeit I've scaled these back a little from your original proposal, which we can discuss and agree a common ground on. The new proposal is below. What do you think about this?

- [information redacted]



We appreciate the time you have taken to review and feedback on our past counter-proposal and we hope you have the capacity to consider this one also. Given we have said yes to the 3 critical components I'm hoping you are now in a position to agree to your involvement in this research.

Look forward to hearing back from you.

Best wishes

[information redacted].

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From: Welsh Government <Welsh Government>

Sent: October 10, 2023 12:58 PM

To: [information redacted]; [information redacted]; Laurel Research <Laurel Research>; Welsh Government; Laurel Research <Laurel Research>; Laurel Research <Laurel Research>; Welsh Government

Subject: RE: [information redacted] Consultancy - Conversion Practices Research

Many thanks for confirming [information redacted]. Look forward to hearing from you soon.

Best wishes

[information redacted].

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From: Welsh Government <Welsh Government>

Sent: October 10, 2023 12:02 PM

To: [information redacted]; [information redacted]; Laurel Research <Laurel Research>; Welsh Government; Laurel Research <Laurel Research>; Laurel Research <Laurel Research>; Welsh Government

Subject: RE: [information redacted] Consultancy - Conversion Practices Research

Good afternoon all, I hope everyone is doing well.

[information redacted] – I noticed in the email in which you sent through [information redacted]'s original proposal that you had held 4-5pm today in your calendar in case there was a desire to discuss the proposal. Would you like to meet during that slot to discuss anything about the proposals in more detail?

Best wishes

[information redacted].

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From: Welsh Government <Welsh Government>

Sent: October 5, 2023 10:17 AM

To: [information redacted]; [information redacted]; Laurel Research <Laurel Research>; Welsh Government; Laurel Research <Laurel Research>; Laurel Research <Laurel Research>; Welsh Government

Subject: RE: [information redacted] Consultancy - Conversion Practices Research

Good morning [information redacted], I hope this email finds you well.

Many thanks for sending through your proposal detailing how [information redacted] can support the conversion practices research going forwards.

We appreciate the time you have taken in reviewing our research plans and devising a programme of support.

We are very much in favour of [information redacted] being involved in this work and look forward to working with you on how best to achieve this.

There are many elements of your proposed support programme that we feel would add great value to this research and we would like to take you up on these as they will help us address the important gaps you have identified. We also feel, however, that we already have certain elements of your proposed support already covered given the actions Laurel Research has taken following the development of the inception report and feedback from the expert group on banning conversion practices.

In light of this Laurel Research has produced a counter proposal that we feel captures the elements of expert support [information redacted] can uniquely provide in a way that supplements the existing knowledge and training of the research team. This counter proposal is attached for your review.

Thank you for holding 4-5:00pm on Tuesday October 10th in your calendar to discuss [information redacted]'s proposal. We are available at that time should you wish to discuss this counter proposal in more detail.

One further thing I would like to raise relates to the timescales for this research going forwards. Given the extremely sensitive nature of this area of research and to adequately address the feedback from the expert group on banning conversion practices Laurel Research has taken a lot of time to enhance the knowledge in the team and prepare the research materials. With this in mind there is now a clear need to start on the fieldwork component of the research ASAP. Hence, should [information redacted] become involved in providing support to the research, which we most certainly hope is the case, it is vital in order for this research to be completed on time that the elements of this support to be provided by [information redacted] are done so imminently so as not to delay the research programme any further. Is this feasible? How soon can the support on offer be provided?

Many thanks again for taking the time to prepare this support package. I really look forward to working with [information redacted] on this important piece of research.

Best wishes

[information redacted].

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From: Laurel Research

Sent: Thursday, November 2, 2023 3:07 PM

To: Welsh Government <Welsh Government>

Subject: Re: WG feedback on inclusion of [information redacted] evidence and agreed project scope

Brilliant, thank you both.

Off the back of that very productive conversation with [information redacted] and in the interest of keeping this built momentum, could we revisit the topic of the Welsh Government reaching out to local authorities within Wales?

As we've begun to reach back out to more engaged stakeholders, having your outreach to the EDI or LGBTQ+ officers or responsible people within LA's run in parallel would be fantastic.

Let me know your thoughts and how Laurel can support said outreach where needed.

Ref the booking platform in the call, we will just be using Google appointments - I imagine this will be the easiest way to loop people in.

Kind Regards,

[information redacted]

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On Thu, Nov 2, 2023 at 3:22 PM <Welsh Government> wrote:

Thank you [information redacted] for explaining your rationale. [information redacted] and I are happy, given where we are in the project, with the tight deadlines and budget constraints we face, for you to carry on with your proposal to [information redacted].

Best wishes

[information redacted].

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From: Laurel Research

Sent: Thursday, November 2, 2023 12:16 PM

To: Welsh Government

Subject: Re: WG feedback on inclusion of [information redacted] evidence and agreed project scope

Hi [information redacted],

I'm onboard with the scope doc - I'll consider the project triage successful and begin writing up the midpoint report.

Ref the reasons for engaging the [information redacted]:

Engaging with [information redacted] via interviews would extend beyond our project's initial scope and strain our resources. However, recognizing the importance of including high-influence stakeholders like the [information redacted], we proposed accepting written responses.

This approach ensures that the project remains within its defined objectives and budget, while still giving these groups a voice. Written submissions allow for objective data collection, aligned with the research's goals, and can be more easily analyzed and compared. They also provide a safe platform for [information redacted] to share their perspectives on a sensitive topic. In essence, this method balances the need for comprehensive insights from special interest stakeholders with the project's constraints, ensuring effective stakeholder engagement and maintaining the project's integrity.

We would be willing to engage with a wider scope, but our ability to absorb costs has been taken up with the increased time needed to complete the risk audit and action plan kicked off by [information redacted], so if there is a strong need to do this, we would need to revisit the budget.

Kind Regards,

[information redacted]

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On Wed, Nov 1, 2023 at 5:28 PM Laurel Research wrote:

Hi [information redacted],

Thank you - will review and respond asap.

Ref the engagement format for [information redacted], I'll respond inline with any edits/suggestions in the doc.

Kind Regards,

[information redacted]

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On Wed, Nov 1, 2023 at 4:17 PM <Welsh Government> wrote:

Hi [information redacted], hope all is well.

Attached is the WG feedback on the inclusion of [information redacted] evidence and agreed project scope – apologies for the delay in getting these back to you.

Couple of overarching points re. the [information redacted] doc:

- [information redacted] pointed out to me that it's not just evidence from the [information redacted] that we may be in receipt of but also evidence from other [information redacted] that are part of the [information redacted] for example
- Can you remind me of the rationale around only accepting evidence from [information redacted] as a written submission and not affording them the opportunity to contribute via an interview please. I tried to explain this to [information redacted] and I think talked myself out of only collecting written submissions. [information redacted] made the point that the [information redacted] may be more willing to contribute if they were interviewed plus the researchers would have more control via an interview to ensure the evidence being provided sticks to the aims of the research and doesn't veer into groups pushing their own agenda. Is the main reason for only offering written evidence to ensure we can keep it separate from all the other evidence we are collecting and if this is the case why can we not separate out the transcripts from the interviews with [information redacted] prior to analysis?

Thanks for pulling these docs together in such a short space of time. They look great and are very useful, and I hope you find the feedback constructive.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Wednesday, November 29, 2023 11:23 AM

To: Welsh Government <Welsh Government>

Subject: Re: Invoice Query

Hi [information redacted],

Not a problem. The invoice was sent on the 17th, I've attached a copy of it if any of the details are needed, or if we've made an error that needs amending.

Thanks for looking into this!

Kind Regards,

[information redacted]

\*\*\*\*\*

On Wed, Nov 29, 2023 at 12:16 PM <Welsh Government> wrote:

Many thanks for flagging [information redacted]. Sorry about this. I will chase. Can you remind me when you submitted the invoice please so it's easier for the finance team to track.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Wednesday, November 29, 2023 9:24 AM

To: Welsh Government

Subject: Invoice Query

Hi [information redacted],

I checked in with accounts this morning and we're yet to receive a payment advice slip (or payment) from your accounts team.

The invoice is [information redacted] so there's no issue on our end, I thought best to pass on as you said you'd asked and no issues had been flagged.

If you need anything from our end, please let me know!

On another note, I'll share some outreach metrics on Friday. Thanks for sorting the Welsh copy for the [information redacted].

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Monday, November 6, 2023 8:59 AM

To: Welsh Government <Welsh Government>; Welsh Government; Welsh Government; Welsh Government

Subject: Project Midpoint & Triage Report

Good Morning all,

I hope everyone enjoyed their weekend.

I've attached the modified version of the project midpoint report we discussed in our last call. The report covers project health and current momentum rather than preliminary findings due to delays we've faced.

The Interim Report is scheduled for delivery late Jan/early Feb.

I'm also delighted to report I am wrapping up our internal risk and ethics audit.

Have a great week and look forward to continuing to build forward momentum in the participant recruitment stage - let me know if we can support outreach to the [information redacted] in any way.

Kind Regards,

[information redacted]

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From: Laurel Research

Sent: Tuesday, November 21, 2023 2:16 PM

To: Welsh Government <Welsh Government>

Subject: Comparative Risk Report

Hi [information redacted],

I hope the meeting with the poc from the [information redacted] went well!

My apologies for the delay in getting this to you, the report is attached, if you have any questions please let me know.

Regarding the upcoming call with the [information redacted], do you have any ideas about that? I have some ideas and done some prep- what should I bring and what will you cover?

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Friday, November 3, 2023 9:11 AM

To: Welsh Government <Welsh Government>

Subject: Re: WG feedback on inclusion of [information redacted] evidence and agreed project scope

Good Morning [information redacted],

Here's a link to the GDPR and various ISO's google cloud uses - as was set out in the original compliance docs, we use our own cloud server and data regions to ensure all data entering our ecosystem is warehoused properly, stored in the UK and is not used by Google or any third party processors.

[information redacted]

Kind Regards,

[information redacted]

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On Thu, Nov 2, 2023 at 4:40 PM <Welsh Government> wrote:

Yes that would be great, thanks [information redacted].

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, November 2, 2023 3:36 PM

To: Welsh Government

Subject: Re: WG feedback on inclusion of [information redacted] evidence and agreed project scope

Hi [information redacted],

Sounds fantastic, thank you!

Ref Google calendar, we don't use outlook or teams, thankfully Google workspace has all those certificates (cyber Essentials plus and UKGDPR). I can just send them over to you. Would that work?

Kind Regards,

[information redacted] [information redacted]

\*\*\*\*\*

On Thu, 2 Nov 2023, 16:21 , <Welsh Government> wrote:

Yes very productive conversation. Thank you for taking the time to join the call and giving your input.

I've just spoken with [information redacted] about this and he is going to introduce me to a couple of colleagues at the [information redacted]. I'm hoping they will be able to put me in touch with the equality officials at each local authority so we can start the conversations with them. Will update you when I know more.



Re. google appointments – I suppose we would just need to make sure it is UK GDPR compliant given we will be collecting names, email addresses, etc. an you not just use Microsoft Outlook?

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, December 4, 2023 11:58 AM

To: Welsh Government <Welsh Government>

Subject: Week starting 04/12: Update

Hi [information redacted],

Hope you enjoyed the weekend - did you get any snow?

We've reached out to 14 stakeholders, 4 have received the privacy notice and are actively assisting with snowballing. Movement continues nicely. Whilst no interviews have been booked, [information redacted]'s wrap-around support has been onboarded and is ready to go.

[information redacted] hasn't responded ref the public facing line for [information redacted]'s involvement, you may want to send a chaser.

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, October 26, 2023 3:50 PM

To: Welsh Government <Welsh Government>

Subject: Re: URGENT: RE: Conversion practices research updates

Hi [information redacted],

Thanks for sending this over, mostly onboard with the proposal with a few minor edits and one addition to the role to back up data driven decision making.

Roles for [information redacted] in the Research:

1. [information redacted]
2. [information redacted]

3. [information redacted]

4. [information redacted]

Let know your thoughts here.

- [information redacted]

\*\*\*\*\*

On Thu, 26 Oct 2023 at 16:27, <Welsh Government> wrote:

Thanks [information redacted], yes very good news.

I'm just drafting a response to [information redacted] and want to check you are happy with them performing the following roles in the research:

- [information redacted]

Feel free to suggest amendments.

I'm on leave tomorrow so would like to get back to [information redacted] today if at all possible. If you can't sign off on the above today I will send a holding email to [information redacted] thanking them for agreeing to be involved and highlighting the key milestone dates.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, October 26, 2023 12:24 PM

To: Welsh Government

Cc: Laurel Research; Laurel Research; Welsh Government; Welsh Government; Welsh Government

Subject: Re: Conversion practices research updates

Hi [information redacted],

I have just seen the email from [information redacted] come through - it's excellent [information redacted] has agreed to be involved!

I would suggest that we share milestones (once approved by yourself) with [information redacted], and a clear role definition, as some solid guidelines in the initiation agreement I imagine they will need to sign.

Very much looking forward to helping them onboard and getting some wind back in the sail.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Wed, Oct 25, 2023 at 5:18 PM <Welsh Government> wrote:

Hi [information redacted], [information redacted], [information redacted]

Lovely to catch-up with you just now. Just seen your email [information redacted], we will take a look and get back to you asap.

During the call you mentioned wanting to be sent templates / structures for the interim and final reports. In the case of the interim report, as I said in the meeting, there is no template as such. The interim report won't be published so there is a bit more of a free reign in terms of how it's presented plus it doesn't need to be translated into Welsh. The main things I'd like to see in it are outlines of all the work you have undertaken to date, with regards to the changes in the methodological approach in light of the feedback from the expert panel, plus some high level early findings if these are available in time. Seeing as the final reports (the full report and summary report) will be published they need to be translated and set out in a certain way. The templates for these (in English and Welsh) are attached.

During the meeting I mentioned speaking with [information redacted] who wanted to know what changes we had made to the methodology following the expert group before committing to being involved in the research. I outlined the many steps you had gone through to safeguard the wellbeing of participants and they have just responded as follows:

yes this looks great, really glad to hear such positive changes have taken place as a result of that group discussion. Happy to meet with the team and contribute. Thank you!

So that's great news. [information redacted]. To follow-up on this could you contact [information redacted] and [information redacted] please and arrange a meeting. Also please let me know how you get on with following up with all the other stakeholders we've put you in touch with. Keen to know if these lead to other contacts.

I'll have a chat with [information redacted]/[information redacted] re. local authorities we can put you in touch with and will get back to you on that.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, October 31, 2023 10:13 AM

To: Welsh Government <Welsh Government>

Subject: Re: Project Status Report with proposals & recommendations

Morning [information redacted],

Thank you!

Regarding the email from [information redacted], I'm very happy they are in agreement with milestones - just a couple of notes suggestions from us in terms of balancing their requests and ensuring project continuity and independence.

These ideas aim to strike a balance between protecting the project's interests and maintaining a collaborative relationship with [information redacted]. Of course, these are just suggestions and are would need to align with the Welsh Gov's stance and agreements with [information redacted].

[information redacted]

Of course, we are happy to work with [information redacted] as the current agreement stands.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Tue, Oct 31, 2023 at 9:33 AM <Welsh Government> wrote:

Good morning [information redacted].

Sorry I should have made it clearer. The email below was signing off on the milestones doc. By EOD Wednesday I will hopefully be able to provide you with feedback on the proposal for dealing with evidence from [information redacted] and the scope doc.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, October 31, 2023 7:33 AM

To: Welsh Government

Subject: Re: Project Status Report with proposals & recommendations

Good morning [information redacted],

Happy to hear docs have been well received.

Would you mind confirming what exactly you've signed off on and what's in the pipeline for approval, it wasn't clear (or the lack of coffee is kicking in on my side).

The handover packet for [information redacted] will be ready today, so will share before EOD.

Kind Regards

[information redacted] [information redacted]

\*\*\*\*\*

On Mon, 30 Oct 2023, 15:23 , <Welsh Government> wrote:

Many thanks for pulling this together so quickly [information redacted]. Happy to sign off.

I'm in the process of going through, and seeking feedback from others on, the docs you sent over on Friday. Will aim to get back to asap.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Wednesday, October 25, 2023 4:06 PM

To: Welsh Government; Welsh Government; Welsh Government; Welsh Government; Laurel Research; Laurel Research

Subject: Project Status Report with proposals & recommendations

Hi all

As always, it was excellent to catch up and discuss the project earlier today, attached, you will find the project status report, which includes new milestones, a suggested approach to redefine and refine scope and other general project info.

Excited to hear your feedback, the proposal for the engagement with [information redacted] will hit your inbox tomorrow morning.

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, October 26, 2023 3:58 PM

To: Welsh Government <Welsh Government>

Subject: Re: URGENT: RE: Conversion practices research updates

Hi [information redacted],

Very happy with that. We will be in a position to share docs for the risk audit by EOD Monday.

Other than that all dates seem good. Thanks again for pushing through and making this happen.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Thu, 26 Oct 2023 at 16:54, <Welsh Government> wrote:

Many thanks [information redacted] for considering this and getting back to me so quickly. I'm happy with your changes. In the email I send [information redacted] I will emphasise that we have a new timetable and will highlight the following in red:

The key dates of relevance to [information redacted]'s support are:

- Participant Recruitment - October 25th - November 30th, 2023
- Data Collection - November 15th, 2023 - January 15th, 2024

As you can see, the proposal is for data collection to begin on 15 Nov which would mean the interview prep and risk audit feedback needs to be completed by then, with the completion of the latter needing to leave sufficient time for any suggested changes to the fieldwork tools to be actioned. I hope this is feasible.

Is there anything else you want me to flag in terms of the dates?

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, October 26, 2023 3:50 PM

To: Welsh Government

Subject: Re: URGENT: RE: Conversion practices research updates

Hi [information redacted],

Thanks for sending this over, mostly onboard with the proposal with a few minor edits and one addition to the role to back up data driven decision making.

Roles for [information redacted] in the Research:

1. [information redacted]

2. [information redacted].

3. [information redacted].

4. [information redacted].

Let know your thoughts here.

- [information redacted]

\*\*\*\*\*

On Thu, 26 Oct 2023 at 16:27, <Welsh Government> wrote:

Thanks [information redacted], yes very good news.

I'm just drafting a response to [information redacted] and want to check you are happy with them performing the following roles in the research:

- [information redacted]

Feel free to suggest amendments.

I'm on leave tomorrow so would like to get back to [information redacted] today if at all possible. If you can't sign off on the above today I will send a holding email to [information redacted] thanking them for agreeing to be involved and highlighting the key milestone dates.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, November 30, 2023 4:30 PM

To: Welsh Government <Welsh Government>

Subject: Re: [information redacted]

Hi [information redacted],

[information redacted].

Kind Regards,

[information redacted]

\*\*\*\*\*

On Thu, Nov 30, 2023 at 5:04 PM <Welsh Government> wrote:

Hi [information redacted].

[information redacted]

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Wednesday, October 4, 2023 11:37 AM

To: Welsh Government <Welsh Government>

Cc: Laurel Research; Laurel Research; Welsh Government

Subject: Re: Additional feedback on fieldwork toolkit

Hi all,

Ahead of the conversation later today, please find our counter proposal attached.

It aims to achieve a balanced collaboration, ensuring high research standards while being cost-effective.

Main aims are:

- [information redacted]
- [information redacted]
- [information redacted].
- [information redacted].

Kind Regards,

[information redacted]

\*\*\*\*\*

On Tue, Oct 3, 2023 at 5:35 PM Laurel Research wrote:

Hi [information redacted],

That's excellent.

Looking forward to speaking.

Kind Regards,

[information redacted]

\*\*\*\*\*



On Tue, Oct 3, 2023 at 5:00 PM <Welsh Government> wrote:

Thanks [information redacted].

Would 12:35 to 1:30 suit you?

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, October 3, 2023 3:01 PM

To: Welsh Government

Cc: Laurel Research; Laurel Research; Welsh Government

Subject: Re: Additional feedback on fieldwork toolkit

Hi [information redacted],

Would tomorrow afternoon work? Preferably before 2pm.

Looking forward to covering this.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Tue, Oct 3, 2023 at 1:49 PM <Welsh Government> wrote:

Hi [information redacted].

I'm happy to schedule a meeting for this week if you have any availability. It would give us a chance to discuss the [information redacted] proposal and the WG feedback on the fieldwork toolkit. Let me know.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, October 3, 2023 12:45 PM

To: Welsh Government

Cc: Laurel Research; Laurel Research; Welsh Government

Subject: Re: Additional feedback on fieldwork toolkit

Hi [information redacted],

As we now have the proposal from [information redacted], how would you like to proceed? I would suggest all teams review and that we meet to discuss. We could also do this all in writing if preferred as I know we don't have anything scheduled for this week.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Tue, Oct 3, 2023 at 12:04 PM Laurel Research wrote:

Hi [information redacted],

Thanks, the team will go through the doc. I can address most of the big comments now;

[information redacted].

Kind Regards,

[information redacted]

\*\*\*\*\*

On Tue, Oct 3, 2023 at 10:46 AM <Welsh Government> wrote:

Hi all.

Many thanks for all your work in pulling together the fieldwork toolkit. I think all the documentation is now looking really good. As part of the sign off process, myself, [information redacted], [information redacted] and my line manager have had a final look at each of the docs and provided some additional, final feedback.

I appreciate you've already addressed one tranche of feedback but if you could also take on board our additional comments that would be most welcome.

In the attached I've copied and pasted all of the separate research tools into a single document to make it easier to review.

Most of the changes we have suggested are minor. Some bigger comments include:

- [information redacted]

Apologies again for the longer than usual process of signing off on the fieldwork toolkit. Keen to make sure we get everything right and cover all bases given the sensitive nature of the topic area. We are nearly there now.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Friday, October 27, 2023 4:19 PM

To: Welsh Government <Welsh Government>

Cc: Laurel Research; Laurel Research; Welsh Government; Welsh Government; Welsh Government

Subject: Re: Conversion practices research updates

Hi All,

First of all, Happy Friday.

Ref points discussed in the call on Wednesday, I have attached a few documents:

- Protocol for engaging and gathering data from the [information redacted]
- A sprint plan for scope assessment/alignment/re-definition
- A scope statement so we can hit the ground running assuming the sprint plan works.

Please let me know if you have any questions or feedback.

Have a wonderful weekend.

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Monday, November 20, 2023 10:56 AM

To: Welsh Government <Welsh Government>

Subject: Re: Interview prep update

Good Morning [information redacted],

It was good, thank you. I hope you enjoyed your time off.

Things are going well, the Ed day on Friday went well, whilst I only attended part, the researchers who did the whole thing found a lot of value in it.

The risks identified have been worked on, I will meet with the team to sign off on the safety doc today. I finalised the risk audit actions and our risk assessment on Thursday, I will share the condensed report with you today.

As for working with [information redacted], I will shoot an email to [information redacted] today to set up channels for booking and communicating.

Ref general project progress: The team is actively engaging with organisations and the stakeholders you helped recruit. Gathering organisational accounts will start this week. Regarding the [information redacted], do you have any contact info?

We will be looking to start interviews in December.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Mon, Nov 20, 2023 at 11:44 AM <Welsh Government> wrote:

Good morning [information redacted], hope you had an enjoyable weekend.

Just wondering how things are going re. working with [information redacted] on getting ready for the interviews. Have you managed to address all of the comments from [information redacted] following the [information redacted] risk audit? Did the education day with [information redacted] go ahead on Friday?

Thanks,

[information redacted].

\*\*\*\*\*

On Wed, Nov 1, 2023 at 5:28 PM Laurel Research wrote:

Hi [information redacted],

Thank you - will review and respond asap.

Ref the engagement format for [information redacted], I'll respond inline with any edits/suggestions in the doc.

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, October 31, 2023 5:29 PM

To: Welsh Government <Welsh Government>

Subject: Re: Project Status Report with proposals & recommendations

Evening [information redacted],

Please find the attached docs for [information redacted] to review.

See you Thursday.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Tue, Oct 31, 2023 at 11:56 AM <Welsh Government> wrote:

Fabulous. Thanks [information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, October 31, 2023 10:48 AM

To: Welsh Government

Subject: Re: Project Status Report with proposals & recommendations

Hi [information redacted],

Completely onboard with the re-wordings.

The dates are great and we created clean docs over the weekend for the purpose of sending to [information redacted], the packet will be sent to you today.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Tue, Oct 31, 2023 at 11:44 AM <Welsh Government> wrote:

Many thanks for getting back to me re. [information redacted]'s email [information redacted].

I've made some alterations to your suggested wording in your email below in red. Can you check you are happy with these please.

Do we have clean versions of the project materials we'd like [information redacted] to review as part of the risk audit (i.e. without track changes/comments)?

Are the proposed dates suitable i.e. 2:30pm this Thursday (2nd Nov) to discuss wrap around support and 14th Nov for interview prep?

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, October 2, 2023 10:10 AM

To: Welsh Government <Welsh Government>

Subject: Re: Research tools/questions for experts on conversion practices

Hi [information redacted],

It was very enjoyable, I spent some time upo in [information redacted] at a [information redacted], slightly dystopian but thrilling.

I hope you enjoyed yours.

Thank you for passing over the new people to contact, and I can confirm we've had the latest invoice paid.

Looking forward to hearing the feedback from your manager and finally, [information redacted] have not responded to any chasers from me so a push from your side would be a great help.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Mon, Oct 2, 2023 at 10:35 AM <Welsh Government> wrote:

Hi [information redacted].

Hope you had a relaxing weekend.

Have you heard anything from [information redacted]? If not, I'm happy to send a chaser if you think that's appropriate.

Has your latest invoice been paid yet? The last I heard from our finance team was that the invoice had been received and should be paid within 3-5 working days.

Many thanks for addressing [information redacted]'s points. I've also received some comments from my line manager so will send these on once I've had the chance to go through them.

I've had another couple of responses from stakeholders I contacted agreeing to have their contact details passed on to you. They are:

- [information redacted]
- [information redacted]

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, September 26, 2023 9:09 PM

To: Welsh Government

Subject: Re: Research tools/questions for experts on conversion practices

Hi [information redacted],

All good here, like the sound of maxing the risk.

Chaser to [information redacted] went out today, hopefully they've just been busy and we'll get an update shortly.

Ref [information redacted]'s points, yes, good thinking, we can add some in with that focus, we can draft and share for the start of next week at the latest.

Finally, thank you for sending out those emails, I've just seen the latest come through, that's a brilliant uptake in such a short time, we'll make intros asap.

Enjoy your evening.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Mon, Sep 25, 2023 at 9:20 PM <Welsh Government> wrote:

Hi [information redacted].

Yes enjoying my leave thanks. Not got round to skydiving yet. Not stormy enough. Hopefully by the end of the week. Hope all is well with you.

No I've not heard anything from [information redacted] either. Would you be OK to chase them again? If we've still not heard by the beginning of next week I will send a chaser.

Re. [information redacted]'s question. Yes that sounds like a good plan. Also though we would need to have some specific interview/survey questions which give participants an opportunity to reflect on their knowledge of conversion practices via their support / awareness of others as opposed to their own individual experiences of going through conversion practices themselves.

I've just sent emails to 14 LGBTQ+ stakeholders informing them of the research and asking them if they are happy to be contacted by you. I also gave them the opportunity to contact you themselves directly. Fingers crossed we will have lots of positive responses.

Also the Finance team within WG have informed me that the invoice has been received and so should be paid within 3-5 working days.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, September 25, 2023 1:11 PM

To: Welsh Government

Subject: Re: Research tools/questions for experts on conversion practices

Hi [information redacted],

Thank you for updating me. I hope you're enjoying your time out, perhaps you're even skydiving

Ref [information redacted]'s question, we will include a yes/no response in the initial survey indicating if they are responding from an org. If yes, we will be able to clean data and create amalgamated org responses.

Still no response from [information redacted] here, has the Welsh Gov received anything?

Kind Regards,

[information redacted]

\*\*\*\*\*

On Fri, Sep 22, 2023 at 5:12 PM <Welsh Government> wrote:

Hi [information redacted].

Hope all is well.

I've reviewed the revised research tools you sent through and am awaiting some further feedback from colleagues before getting back to you. The research tools are looking great though. [information redacted] has also had the chance to review this time around and 1 of the comments he has made relates to having some research tools/questions to cover participants who may be experts on conversion practices but who haven't actually gone through it themselves i.e. someone from [information redacted] may wish to provide info to the research project on their thoughts about conversion practices without having experienced it. I thought that was a good point and worth reflecting on. I wanted to send you this particular bit of feedback straight away in case there was something you could prepare whilst awaiting the other



feedback i.e. do we want to develop some interview/survey questions to cover this scenario for example?

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, September 7, 2023 12:56 PM

To: Welsh Government <Welsh Government>

Subject: Re: Updated Lit Review

Excellent thanks [information redacted],

Outreach:

Brilliant and good thinking regarding the order in which we contact orgs, agree we want to avoid overwhelming or asking too much of any party.

When it becomes available, please send us a copy of the org list so we avoid doubling up anywhere.

Feedback:

Thank you for the updates and timeline, very much appreciated!

Kind Regards,

[information redacted]

\*\*\*\*\*

On Thu, Sep 7, 2023 at 1:42 PM <Welsh Government> wrote:

Thanks [information redacted].

- Re. [information redacted] – thanks for the update. I will try to get hold of [information redacted]. Could you send me his email address please? [information redacted] will have this but it's probably easier to get from you
- Re. outreach with local authorities/police – we're happy to make introductions but can we wait until the initial outreach with grassroots orgs is complete to see the extent to which this is necessary. As you can imagine Welsh Gov works with local authorities and police on a number of different projects so we need to be careful to manage what we are asking of them. Furthermore, there is a chance local authorities/police will be contacting the same orgs that we are during the initial outreach and we don't wish to bombard these orgs. Should we find after the initial outreach that further outreach work with local authorities/police is required then we

will initiate this. I'm just waiting for [information redacted] to send me a list of the LGBTQ+ stakeholders / grassroots orgs we can approach in the first instance and will then send out an introductory email. Once we see how successful that has been we can assess re. contacting local authorities/police and if we do decide to do this we can be more specific about who we want them to put us in touch with in light of the success or otherwise of the initial outreach work

- Re. revised literature review - many thanks again for taking our comments on board. We are very happy with this latest version and content to sign off
- Re. fieldwork tools – I shall be sending these back with our comments included before the day is out

Best wishes,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, September 7, 2023 9:38 AM

To: Welsh Government

Subject: Re: Updated Lit Review

Good Morning [information redacted],

Happy Thursday!

Absolutely; ref [information redacted], here's a summary of where we are:

- [information redacted]
- [information redacted]
- [information redacted]

Ref the questions regarding outreach;

We would like your help in the form of intros to the [information redacted]. The primary goal is to learn about grassroots organisations and gain introductions to them where appropriate.

The secondary aims will be:

- To gain access to the unique perspectives of these officers, with the potential to contribute their experiences as experts.
- To request support with survey distribution (sharing the digital signpost in newsletters, on websites, ect)

[information redacted].

Support from the Welsh Gov (opening emails and explaining the research) will make the early engagement stages far smoother as a result of the authority and credibility the involvement of central government brings when working with local government.

Let me know your thoughts and if you have any feedback on the collection toolkit.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Tue, Sep 5, 2023 at 9:55 AM <Welsh Government> wrote:

Good morning [information redacted].

No problem, I will speak to [information redacted] about how best we can liaise with [information redacted]. It would be helpful if you can briefly outline how far you have got with them i.e. what you've agreed and what you are still waiting for agreement on.

I think the equivalent of Borough councils in Wales are local authorities. I'm happy to reach out to them and police forces/PCC's but not quite sure what the ask is? Do we want to ask them whether they provide any support/services for people who have gone through conversion practices or do we want them to provide us with a list of grassroots orgs that provide this kind of support or is there some other reason for contacting them?

Best wishes,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, September 4, 2023 6:25 PM

To: Welsh Government

Subject: Re: Updated Lit Review

Hi [information redacted],

Thank you for updating me on the toolkit.

I think it would be a great idea if someone on your side could also reach out to them as even if we manage to get through, the concern of future comms silos is raised. The Welsh Gov will likely be able to get a more concrete response from them.

On the topic of outreach, the team and I have been discussing outreach to grassroots orgs, and feel that contacting Borough Councils in each county may be a great way to ensure that none slip through the cracks.

If you're able to, we feel an introduction from the Welsh Gov would help grease wheels; the wishlist being:

- [information redacted]
- [information redacted]

Combined with our two existing snowballing/outreach streams;

- [information redacted]
- [information redacted]

We believe we will be in a very strong position to get response rates exceeding the UK and other previous surveys with the added value of diversity of experiences.

Let me know your thoughts and what we would need to do/prep from our side to make that happen.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Mon, Sep 4, 2023 at 5:48 PM <Welsh Government> wrote:

Many thanks for the update re. [information redacted] [information redacted]. If [information redacted] doesn't get any joy then we could try speaking with them from our end. Let me know.

Re. the fieldwork tools. [information redacted] and I have gone through them all now. I'm just waiting to see whether [information redacted] has any comments to make. I gave him until the middle of this week so I'll touch base with him on Wednesday and update you then. If he hasn't looked at them I may send on the feedback [information redacted] and I have, and [information redacted] can forward on anything he wants to at a later date.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, September 4, 2023 3:27 PM

To: Welsh Government

Subject: Re: Updated Lit Review

Good Afternoon [information redacted],

Thank you for your feedback, I'm very happy this one checks the boxes.

Regarding your email last week concerning [information redacted]; sorry I missed it, we've still not had any feedback from them - [information redacted] is at an event today which [information redacted] is also attending, he's doing his best to track them down and get some sort of answer.

Should we get anything, I will update you ASAP.

Finally, do you have any updates or feedback regarding the toolkit we sent over?

Kind Regards,

[information redacted]

\*\*\*\*\*

On Mon, Sep 4, 2023 at 4:24 PM <Welsh Government> wrote:

Many thanks [information redacted] for addressing our comments in the revised literature review. Appreciate you taking our feedback on board. I'm happy with this latest version. I'm just waiting to see whether [information redacted] or [information redacted] have anything to feed back. Will get back to you as soon as I know more.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Friday, September 1, 2023 7:40 AM

To: Welsh Government; Welsh Government; Welsh Government

Subject: Updated Lit Review

Good Morning All,

Attached you'll find the literature review in it's current iteration, responding to requests and feedback received.

A quick note, we have identified and will continue to update the document in the following areas:

- [information redacted]
- [information redacted]

Very much looking forward to receiving notes on the data toolkit.

Enjoy your evenings.

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, October 3, 2023 11:04 AM

To: Welsh Government <Welsh Government>

Cc: Laurel Research; Laurel Research; Welsh Government

Subject: Re: Additional feedback on fieldwork toolkit

Hi [information redacted],

Thanks, the team will go through the doc. I can address most of the big comments now;

[information redacted]

Kind Regards,

[information redacted]

\*\*\*\*\*

On Tue, Oct 3, 2023 at 10:46 AM <Welsh Government> wrote:

Hi all.

Many thanks for all your work in pulling together the fieldwork toolkit. I think all the documentation is now looking really good. As part of the sign off process, myself, [information redacted], [information redacted] and my line manager have had a final look at each of the docs and provided some additional, final feedback.

I appreciate you've already addressed one tranche of feedback but if you could also take on board our additional comments that would be most welcome.

In the attached I've copied and pasted all of the separate research tools into a single document to make it easier to review.

Most of the changes we have suggested are minor. Some bigger comments include:

- [information redacted]

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, November 27, 2023 10:49 AM

To: Welsh Government <Welsh Government>

Subject: Re: Stakeholder Outreach Check-In

Hi [information redacted],

That all sounds great, agree no need to involve us at this stage unless they'd like to. It allows us to focus in on recruitment and engagement.

I've seen the email from [information redacted], what do you think about this? The opportunity to talk is great, however, 16 different groups is a high number to engage with, I doubt we want to be in a position where the majority of data comes from one umbrella org and combining all data from engagement into one account would be a resource strain, or something they could do themselves.

The presence of their [information redacted], so I would challenge their stance on not being able to provide an org account.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Thu, Nov 23, 2023 at 2:14 PM <Welsh Government> wrote:

No problem [information redacted].

I contacted [information redacted] again yesterday and arranged to meet with them this coming Tuesday. In the first instance I think it will just be a case of us making sure they are aware of the research and flagging that they may potentially have some participants contacting them for some support in the future.

At this stage I don't think there is a need to involve you in yet another meeting as I know you are really busy setting up interviews so I'm happy to meet them without you and if we think there is a need for Laurel to meet with them also then I'll set that up. Hope that's OK?

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, November 23, 2023 12:55 PM

To: Welsh Government

Subject: Re: Stakeholder Outreach Check-In

Superb, thank you [information redacted].

Thank you for sending [information redacted] the email detailing our work.

Final stakeholder question from me for the week: [information redacted] mentioned re-engaging [information redacted], can we support at all and when they are re-engaged, what do you expect from us?

Kind Regards,

[information redacted]

\*\*\*\*\*

On Thu, Nov 23, 2023 at 9:46 AM <Welsh Government> wrote:

Good morning [information redacted].

Many thanks for contacting [information redacted] re. the public facing tagline. I messaged [information redacted] yesterday to double-check there were no outstanding issues following the risk audit and education day and [information redacted] confirmed that there weren't and that we are on track so that's great. [information redacted] also mentioned though that she was off for the next 2 days so you may not get a reply until the beginning of next week.

Yes no probs, list of stakeholders that have responded positively to being contacted is below:

- [information redacted]
- [information redacted]
- [information redacted]
- [information redacted]
- [information redacted]
- [information redacted]
- [information redacted]
- [information redacted]
- [information redacted]

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, November 23, 2023 8:31 AM

To: Welsh Government



Subject: Stakeholder Outreach Check-In

Morning [information redacted],

Can you shoot me a list of the stakeholders that responded to your outreach in October? Want to make sure we're not missing any slow responders.

Also, I've contacted [information redacted] ref the public facing tagline, I'll keep you in the loop.

Kind Regards,

[information redacted]

\*\*\*\*\*

**From:** Laurel Research  
**Sent:** Thursday, September 21, 2023 10:52 AM  
**To:** Welsh Government <Welsh Government>  
**Subject:** Re: Revised Toolkit

Good Morning [information redacted],

Apologies, a few files seemed to be duplicated. Most files in the doc are marked as "feedback integrated" to show all comments are either resolved or responded to, those without that may have open questions.

I have re-attached the file without duplicated docs.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Thu, Sep 21, 2023 at 11:38 AM <Welsh Government> wrote:

Good morning [information redacted].

I'm just going through the revised toolkit now and it's not clear to me what the difference is between docs that have integrated at the end of the doc name and those that don't. Please can you clarify which is the final version.

Thanks,

[information redacted].

\*\*\*\*\*

**From:** [information redacted] [information redacted] <Laurel Research>  
**Sent:** Wednesday, September 13, 2023 3:53 PM

**To:** Welsh Government; Welsh Government; Welsh Government  
**Subject:** Revised Toolkit

Hi all,

Great to catch up and discuss the project earlier today.  
Thank you for providing feedback and thoughts on the points raised.

The revised docs are attached as a ZIP file and the confidentiality for third parties doc is attached.

Have a great week ahead.

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, December 19, 2023 1:41 PM

To: Welsh Government <Welsh Government>

Subject: Re: FW: [information redacted] support in recruiting participants to conversion practices research

Hi [information redacted],

Apologies for the slow response, yes, happy to do so. The figures are outlined below. We've just reduced the final invoice to match.

Data Collection, January 16th, 2024, [information redacted]

Interim Report, February 16th, 2024, [information redacted]

Final Data Analysis, April 1st 2024, [information redacted]

Final Report, May 23rd, 2024, [information redacted]

Kind Regards,

[information redacted]

\*\*\*\*\*

On Tue, Dec 19, 2023 at 10:46 AM <Welsh Government> wrote:

Many thanks for sending on the revised total project costs [information redacted], that's very helpful. Given this figure is slightly different from the one you sent me a couple of weeks back can you please resend me the remaining instalment amounts for the rest of the project and when these are due to be paid? Thanks.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, December 18, 2023 1:58 PM

To: Welsh Government

Subject: Re: FW: [information redacted] support in recruiting participants to conversion practices research

Superb, thanks [information redacted], I will start sending it out.

Sure, I have summarised below (all inclusive of VAT):

- [information redacted]
- [information redacted]

Due to the requirement for bilingual survey support and a preference to host the survey independently of Smart Survey's tracking/data usage, an upgrade to Smart Survey Enterprise was necessary.

The overrun totals at [information redacted] from the original projections.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Mon, Dec 18, 2023 at 2:07 PM <Welsh Government> wrote:

Yes good news re. [information redacted].

In terms of the Welsh / English query – we think it's OK to have English first and then Welsh. [information redacted] is going to double check but for the time being lets go with English and then Welsh.

Many thanks for finding out from Smart Survey. So what does that mean for the costings? Are you able to recalculate and let me know?

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, December 18, 2023 9:30 AM

To: Welsh Government

Subject: Re: FW: [information redacted] support in recruiting participants to conversion practices research

Good Morning [information redacted], this is fantastic news, thank you for passing it along!

Fingers crossed, we can also provide the digital signpost once we iron out the Welsh/English query,

Finally, I've managed to get a number from Smart Survey. They have agreed to charge the forecasted amount as a fixed sum rather than continue to use dynamic pricing. The current excess can be considered fixed and won't change.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Mon, Dec 18, 2023 at 10:16 AM <Welsh Government> wrote:

Good morning [information redacted], hope all is well and that you had a good weekend. I spent mine putting up the last of my Christmas decorations. Have been a bit late this year. Will be time to take them down soon!

Following the chaser email I sent this morning I've received the email below from [information redacted] at [information redacted], which is really positive. Fingers crossed this will lead to some interviews.

Earlier today I also sent a chaser to [information redacted] asking whether they would support the research recruitment so hopefully they will get back with a positive response really soon too.

I've not forgotten your query regarding whether the digital signpost needs to be Welsh first and then English or if it can be vice-versa. I'm checking this with [information redacted]/[information redacted] and still waiting to hear back. As soon as I know whether there is a directive on this or not I'll get back to you.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, October 12, 2023 3:38 PM

To: Welsh Government <Welsh Government>

Subject: Re: [information redacted] feedback

Hi [information redacted],

In light of the feedback we received from [information redacted], we've taken the time to re-evaluate and adjust our research approach to address their primary concerns.

We've developed a detailed action plan that incorporates:

- An LGBT+ risk audit for all project materials.
- Comprehensive interviewer preparation.
- An audit of our research ethics to ensure the highest standards.

Given the specifics of our project and the feedback. Their expertise in [information redacted] will provide a broader and more holistic perspective, ensuring our research is both inclusive and comprehensive.

However, recognizing [information redacted]'s specialized knowledge and the support contract they've already provided, we propose to keep them informed of any emerging trends from our research. We'd also like to refer specific individuals to them for specialized support, ensuring participants have access to the best resources available as this comes under their existing contract.

I believe this approach not only addresses [information redacted]'s concerns but also ensures the quality and integrity of our research and safeguards our output.

Your thoughts on this revised direction would be invaluable.

Going forward, do you believe [information redacted] should be informed of this? If so, in what capacity? Very happy to leave this to the Welsh Gov if more appropriate.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Thu, Oct 12, 2023 at 1:57 PM <Welsh Government> wrote:

Hi [information redacted].

Yes happy for you to create a mini action plan based on the identified risks.

Safe trip to [information redacted].

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, October 12, 2023 12:41 PM

To: Welsh Government

Subject: [information redacted] feedback

Hi [information redacted],

I've just seen [information redacted]'s feedback come through.

Are you happy for us to create a mini-action plan based on the risks they have identified? Our priority is safeguarding the research outcomes and the credibility of our work so feel some actions may need to be taken based on their response.

I'm eager to hear your thoughts too.

Currently en route to [information redacted] but will be back to work around 14:00, at which point, I'll share the toolkit and the suggested action plan.

Kind Regards,

[information redacted] [information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Monday, September 18, 2023 9:35 AM

To: Welsh Government <Welsh Government>

Subject: Re: Research into the experiences of conversion practices in Wales

Good morning [information redacted],

I hope you had a refreshing weekend as well.

Thank you for your insights on our collaboration with [information redacted], I also felt the meeting with [information redacted] was a positive step forward.

I'd like to share my perspective on how we should proceed.'

While we await further details from [information redacted] regarding budgets and timelines, I believe it's crucial for us to push ahead with our project. Even though our scope has been adjusted, the project inception report should act as our charter, guiding our direction and objectives. [information redacted]'s involvement, which I hope materializes, should be seen as an additional layer of quality assurance. In my view, they will form a hybrid between external experts and our PAR board. This approach will allow us to stick to our original timelines and move forward with recruitment while [information redacted] conducts their checks. It's essential that we give [information redacted] a clear role, ensuring that their involvement is structured and beneficial, whilst safeguarding the project given their fluid attitude towards the necessity/validity of research, I would not want to create a situation in which we become overly dependent on one stakeholder.

Regarding the budget, at present, we don't have a specific training budget or equivalent to cover additional costs. I'm also a bit concerned about the [information redacted] Welsh Government and how it might influence this aspect. We might need to brainstorm some alternative solutions or discuss potential terms with [information redacted].

The proposed reschedule works well, same time Wednesday sounds like a plan.

Kind Regards,

[information redacted]

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On Mon, Sep 18, 2023 at 10:02 AM <Welsh Government> wrote:

Good morning [information redacted], hope you had a lovely weekend.

I have a few queries / updates for you:

- I thought the meeting with [information redacted] at the end of last week went well. It's great they are willing to collaborate with us on this work going forwards. It will be very insightful to find out more about the impact this will have on timescales plus what cost is attached to the contribution [information redacted] is able to provide. With regards to the latter, do you have any training budget or equivalent that could possibly cover this additional cost?
- During the call with [information redacted] they asked to see our research tools. I'm thinking it may be best to send the revised toolkit to them for review / feedback before we review / sign-off on it at Welsh Government. Would you agree?
- I'm on leave next week (25th – 29th Sept) so won't be able to make our catch-up then. How would you feel about scheduling a catch-up this week instead? Would give us the opportunity to discuss [information redacted]'s proposed contribution to this work. If so, would the same time on a Wednesday suit you?

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, September 7, 2023 5:31 PM

To: Welsh Government <Welsh Government>

Subject: Re: Updated Lit Review

And here's [information redacted]'s email, apologies that I missed it in the last email.

[information redacted]

Kind Regards,

[information redacted]

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From: Laurel Research

Sent: Wednesday, July 24, 2024 12:43 PM

To: Welsh Government

Subject: Re: Feedback on draft report and final payment

Hi [information redacted],

All's well here, I hope all is for you too.

Thank you for letting me know re feedback, is there any specific reason we should be aware of? The extended timeline isn't an issue, I'll inform suppliers to move back on the expected translation window.

RE payment, apologies, I misunderstood the note on the payment schedule and asked the accounts team to issue one. I'll ask accounts to void and re-issue the invoice once final sign-off is completed.

Kind Regards,

Laurel Research

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On Wed, 24 Jul 2024 at 13:39, Welsh Government wrote:

Hi [information redacted].

Hope all is well in your world. I have an update on a couple of things:

- Feedback on draft report – as I've previously mentioned to you the usual process with GSR feedback is myself and policy will review first and then we send the report back to you to address the feedback and then once both sides we are happy with this it would go to my line manager to review and sign off. This time my line manager wants to review the report before it goes back to you. After this week my line manager is off till w/c 12th August and she has said she won't have time to review the report this week before going on leave. I'm sorry to say that means I won't be able to get the report back to you with Welsh Government feedback until w/c 12th August. Does this create a problem for you?
- Final payment – the Welsh Government finance team has contacted me to say that they've received an invoice from you for the final payment. Our policy is we make the final payment once the final version of the full report has been received i.e.



once all feedback has been addressed. Are you OK to wait until the final full report has been agreed and submitted by you before we make the final payment?

Happy to chat about the above on a call if that would be easier.

Best wishes

[information redacted].

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From: Laurel Research

Sent: Tuesday, July 16, 2024 10:35 AM

To: Welsh Government

Subject: Re: Final Report Handover

Hi [information redacted],

Thank you for letting me know, it's not an issue. It gives us breathing room to contact translation providers and our graphics supplier to have them block some time for us.

Kind Regards,

Laurel Research

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On Mon, 15 Jul 2024 at 18:24, Welsh Government wrote:

Great, thanks [information redacted] for sending through. I look forward to reading it.

I was hoping to get the report returned to you by a week today at the latest but I've had some push back from colleagues on this due to leave, training commitments and having several other competing priorities so I've agreed a deadline for feedback of COP 30th July so I will aim to get the report back to you 31st July. Sorry for the delay. Once you've addressed this tranche of feedback and we are content with the changes you've made the report will go to my line manager who will take a look and may (probably will) have some feedback of her own. Once that's been addressed the report can go for translation.

Many thanks to you and the rest of the team at Laurel for all your hard work on this.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, July 15, 2024 3:36 PM

To: Welsh Government

Subject: Final Report Handover

Hi [information redacted],

Thank you for your patience over the last few weeks!

I'm happy to say that the final report is in a state of done and ready for feedback, the document is attached.

Kind Regards,

Laurel Research

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From: Laurel Research

Sent: Tuesday, July 9, 2024 10:44 AM

To: Welsh Government

Subject: Request for Extension on Report Submission

Hi [information redacted],

Yesterday evening, during our critical evaluation of the report, it became evident that a more in-depth narrative is essential to compensate for the [information redacted]. This reassessment revealed that the cases analyzed in the report would significantly benefit from a thicker description to provide meaningful answers to the research questions.

Given these findings, the team concluded that an extension is necessary to enhance the quality and comprehensiveness of the report. Consequently, I am requesting to extend the submission deadline to midday Monday morning, 15th July 2024.

[information redacted].

Apologies again.

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Laurel Research

Sent: Wednesday, July 3, 2024 3:16 PM

To: Welsh Government

Subject: Re: Conversion practices research - [information redacted]

Hi [information redacted],

Following this, to confirm; a table detailing exact numbers and rationale will be made available, but this will be in the case study. Which has been placed on a backburner whilst we run the current sprint to get the report to you.

Kind Regards,

Laurel Research

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From: Laurel Research

Sent: Wednesday, July 3, 2024 3:12 PM

To: Welsh Government

Subject: Re: Conversion practices research - [information redacted]

Hi [information redacted],

Thank you for your email.

Re the table, perhaps there was a miscommunication with [information redacted]. The responses as standalone are not particularly helpful. To achieve the one-by-one grid, I would need to use the screen method set out in the proposal, which would take a decent chunk of time and legwork. I offered a breakdown of why we believed the responses to be machine-generated, which was provided in the situation analysis previously shared.

Regarding the handover of the final report. We've borrowed resources from other projects to re-do elements of data analysis and to re-write impacted elements of the report. I believe it will be with you for review by midday on Tuesday the 9th at the latest.

Let me know if the above works for you. I will be providing a case study on this, and we would like to see if the Welsh Government would be interested in working with us to develop a toolkit to detect [information redacted] once this project has been completed.

Kind Regards,

Laurel Research

\*\*\*\*\*

On Wed, 3 Jul 2024 at 16:05, Welsh Government wrote:

Hi [information redacted], hope all is well.

Further to the email below, do you now have an idea of when we can expect the draft final report from you?

Also I just met with [information redacted] and she mentioned that you would be sending over a table listing [information redacted]. Do you know when we can expect that too?

Many thanks for all the work of you and the rest of the team on this.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, July 1, 2024 12:44 PM

To: Welsh Government

Subject: Re: Conversion practices research - [information redacted]

Glad to hear it, the history of rock sounds brilliant!

RE final handover, we're in the process of assessing how much work needs to be done to [information redacted] and timeline impact. We'll be speaking about it tomorrow, and I'll get a revised plan to you before the end of Tuesday.

Kind Regards,

Laurel Research

\*\*\*\*\*

On Mon, 1 Jul 2024 at 13:11, Welsh Government wrote:

Yes lovely time off thanks [information redacted]. Spent a few days in [information redacted] and went to see a show at the [information redacted] – was great.

Thanks for this [information redacted]. You have done a great job in identifying the [information redacted] and providing recommendations with how best to deal with these.

In terms of the draft final report when can we now expect this?

Best wishes

[information redacted].

\*\*\*\*\*

On Mon, 1 Jul 2024 at 10:26, Welsh Government wrote:

Good morning [information redacted], hope you had an enjoyable weekend.

Many thanks for meeting with [information redacted] and [information redacted] last week to explain the situation regarding the [information redacted]. Thanks also for all your work in investigating the issue.

After the meeting [information redacted] drew up the following notes which I'd like to confirm you are happy with in relation to how we will proceed from here:

- There is a strong enough case that [information redacted]. [information redacted] is going to provide a short table explaining the breakdown of responses and the rationale for judging them to be [information redacted].
- Additional investigative techniques will not be used as essentially this would be resource intensive and likely to reach the same conclusions.
- [information redacted].
- The rationale for [information redacted] will be placed in the report as a data cleaning issue.
- [information redacted]
- Laurel Research will provide us with a 'case study' on this at no extra cost, so that we can all learn for future research purposes given this is such a growing issue.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, July 1, 2024 10:09 AM

To: Welsh Government

Subject: Re: Conversion practices research - [information redacted]

Good Morning [information redacted],

I did. I hope you enjoyed your time off.

I can confirm I am happy to proceed as set out in the notes.

Attached is my report on the situation risk, including a summary of how we investigated and concluded that the [information redacted]

Kind Regards,

Laurel Research

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From: Laurel Research

Sent: Wednesday, June 26, 2024 8:40 AM

To: Welsh Government; Welsh Government

Subject: Re: Conversion Practices - New Timeline

Good Morning [information redacted],

As promised, I've put together some estimates on our options for proper examination of the survey strand of the project data. Below are the options available to us:

- Stylometric Analysis: Estimated 40-60 hours.
- Linguistic Feature Examination: Estimated 50-70 hours.
- Interactive Probing: Estimated 50-80 hours.
- Combined Stylometric and Linguistic Feature Examination: Estimated 75-105 hours.

At this stage, [information redacted]

Therefore, I would like to schedule a call with involved parties (likely a line manager) to discuss the path forward. This discussion is crucial to ensure all parties are fully aware of the situation and can make an informed decision on the next steps.

I am flexible and happy to adjust my schedule to accommodate yours and the team's. If helpful, I can also share a written analysis of the situation ahead of the meeting to provide more context.

Our goal is to ensure the project's success and uphold the standards expected by all stakeholders. I appreciate your understanding and cooperation as we navigate this challenge together.

Kind Regards,

Laurel Research

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On Tue, 25 Jun 2024 at 17:14, Laurel Research wrote:

Hi [information redacted],

Thank you, I hope you did too.

At this stage, we are still working out how to identify the issues with the dataset, I have a working plan, and aim to finish this today.

We may need to have a further conversation regarding the dataset; ideally with yourself and someone else in the contract team/division. We can also wait for [information redacted] to return, but I am aware of the need to keep the project moving.

I'll share where I am tomorrow morning.

Enjoy your evening!

Kind Regards,

Laurel Research

\*\*\*\*\*

On Tue, 25 Jun 2024 at 12:56, Welsh Government wrote:

Hi [information redacted],

Hope you had a nice weekend.

I was writing to you to ask whether you had the chance to draft a new timeline based on the issues that appeared recently. As you know, [information redacted] is off this week but please let me know if I can be of any help and if there is anything on our side we have to do.

Thank you so much,

[information redacted].

\*\*\*\*\*

On Fri, 21 Jun 2024 at 16:58, Welsh Government wrote:

Hi [information redacted].

Following our call it occurred to me to see whether the WG data science team had any advice in relation to [information redacted]. I think you are already aware of what they came back to me with but I've copied the response below just in case:

[information redacted]

Worth flagging that we need to ensure any models we use to review the survey response text are fully UK GDPR compliant and that they don't send any text elsewhere i.e. it isn't saved on someone's server or sent to a third party or anything like that.

I also had a look at the UK study on conversion practices and they interviewed 30 people as part of their research and recruited people via social media and fliers at several Pride festivals – obviously different to ours in that they just did interviews [information redacted] but still interesting that they promoted the research via social media and flyers.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Friday, June 21, 2024 4:03 PM

To: Welsh Government

Subject: Re: Meeting follow-up - survey response risk

Hi [information redacted],

That's helpful, thank you. We wouldn't use any external models as their false positive rates are too high (as referenced by the data team).

I've spoken with [information redacted] who is going to share a framework that may help. If we need to use any specialist tools, I'll send you their GDPR info for checking prior to deployment.

Thanks again for the help on this.

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Laurel Research

Sent: Friday, June 21, 2024 7:43 AM

To: Welsh Government

Subject: Flagging a risk

Hi [information redacted],

Do you have a spare 15 minutes to jump on a call today?

The team has flagged some [information redacted].

This came up at the appraisal stage, and honestly, is not something we screened for beyond the security protocols we used at the survey entry point.

Whilst this isn't a clear quality risk right now, I'd like to quickly cover how we could tackle this, and if we need to investigate further.

Happy to move my schedule to fit yours.

BR,

[information redacted]

\*\*\*\*\*

On Mon, 17 Jun 2024 at 09:57, Welsh Government wrote:



Good morning [information redacted], hope you are well and that you had a good weekend.

It's just occurred to me that our usual scheduled catch-ups have now come to an end and I'm aware we haven't met up to chat for a while. Do you and the rest of the team want to catch-up this week or are you OK with everything? Are we still on course to meet the dates set out in your email below?

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, June 17, 2024 9:06 AM

To: Welsh Government

Subject: Re: Projects Update

Good Morning [information redacted],

Good to hear from you! My weekend was good, thank you. I spent most of it planting things on the balcony (determined to not kill them all this year).

Perhaps we could schedule one where we run through feedback on the report, everyone is focussed on getting the report written, so I don't believe there's a huge amount to report.

I'm confident you'll receive the deck by the 20th, and the report is also on time, with the approach to the critical appraisal now streamlined.

Also, will [information redacted] be our point of contact when you're OOO?

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Laurel Research

Sent: Monday, June 3, 2024 1:46 PM

To: Welsh Government

Cc: Laurel Research; Laurel Research; Welsh Government; Welsh Government; Welsh Government

Subject: Re: Conversion practices in Italy

Dear [information redacted],

I'm sorry to hear about your decorating experience – that sounds quite challenging.

Thank you for sharing the article; it is indeed very interesting. You make a great point about considering the experiences of our participants from other countries who are now living in Wales.

Additionally, [information redacted].

We'll ensure these aspects are highlighted in our reporting.

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Monday, June 3, 2024 12:46 PM

To: Welsh Government

Subject: Re: Projects Update

Hi [information redacted],

Happy to hear you've managed to attract some wildlife into the garden. Maybe you could set up one of those cameras they use on Countryfile to get evidence to show to the naysayers?

I've spoken with the team, and feel that the below timeline is realistic. We will do our best to beat it, of course. Timeframes shown should be the expected delivery dates.

Resolve Data Quality Issues

Start: [information redacted]

End: [information redacted]

Duration: [information redacted]

Re-do Data Analysis

Start: [information redacted]

End: [information redacted]

Duration: [information redacted]

Create and Present Data Analysis Deck

Start: [information redacted]

End: [information redacted]

Duration: [information redacted]

Draft Final Report

Start: [information redacted]

End: [information redacted]

Duration: [information redacted]

Critical Appraisal of Report

Start: [information redacted]

End: [information redacted]

Duration: [information redacted]

Handover to Welsh Government

Date: [information redacted]

Duration: [information redacted]

I know this handover is exactly when you go on leave, apologies!

Kind Regards,

Laurel Research

\*\*\*\*\*

On Mon, Jun 3, 2024 at 12:41 PM Welsh Government wrote:

Good afternoon all, hope everyone had nice weekends. I spent mine doing some decorating – it was a nightmare and I don't want to talk about it.

Just forwarding this article on in case you have not already seen - 'Darkest period of my life': Gay conversion therapy in Italy - BBC News

I think it is interesting in terms of the cultural forces at play. It also made me think that some of the participants in our research may be reflecting on experiences from other countries but are now living in Wales. This issue may need to be drawn out and made clear in any reporting.

Best wishes

[information redacted].

\*\*\*\*\*

On Fri, 31 May 2024 at 10:59, Welsh Government wrote:

Hi [information redacted], yes my week has been good thanks. It was a Welsh Government privilege day on Tuesday which turned the 3 day bank holiday weekend

into a 4 dayer which was nice – I saw a fox in my garden which was thrilling!!! I could really get used to a 3 day working week. How has your week been?

Thank you for the update re. arrival of the 1st draft. Sorry to hear about the problems you've been having with the data analysis and coding. Must be frustrating as I'm sure you are as keen to get the report off your desk as we are to read it. Be good to get the updated timeline from you. From past experience the feedback/draft revision process can take quite a while as there are several people at this end who will need to review and sign off on the drafts/final version. Worth flagging also that I'm on leave for a week starting 24th June.

Yes would be very interested in seeing the slide deck. I think this would be good as it would give us a chance to have an initial look at the findings and see if there is anything in there that shouldn't be reported or we need greater clarity on which may save some time in the feedback/draft revision process.

There is no critical urgency to get the research published from our side of things and I'm keen to ensure you take the time required to get everything right but equally I'm very keen to get the research done and dusted and out into the public domain as soon as possible as I have no doubt it will add great value to this area of work so fingers crossed there will be no more delay from here on in.

FYI it was definitely a fox and not a cat/dog as many cynics within Welsh Government have suggested.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, May 30, 2024 3:37 PM

To: Welsh Government

Subject: Projects Update

Hi [information redacted],

I hope your week's going well!

Regarding the project, the team has experienced a [information redacted]. We discovered a coding consistency issue during a data QA process. We will continue drafting sections not impacted, but will need to re-write some sections, with data analysis checks also needing to be re-done. As such, [information redacted]

[information redacted]. I will email you over a revised project schedule after a rapid assessment with the team later this afternoon.

I would like to propose a presentation be shared with the contract team to inform relevant persons prior to the handover of the draft. The creation of the deck would not disrupt drafting as it will be done by me. If this is interesting to you and the wider team, let me know and I can get cracking.

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Laurel Research

Sent: Sunday, May 12, 2024 6:31 PM

To: Welsh Government

Subject: Report Draft- Updated Timeline

Hi [information redacted],

I hope youre enjoying your weekend.

After going over workload and the outstanding tasks and dependencies we're looking at to get to handover state, I'm confident we can deliver by the 22nd of May.

Thank you for bearing with us, we've had confirmation that visuals and translation (split between the two translators) can all be done in parallel. This will most likely neutralise the delays.

BR,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Friday, May 3, 2024 4:16 PM

To: Welsh Government; Welsh Government

Subject: Re: [information redacted]

Hi both,

Thank you again for squeezing me into your afternoons!

I've been passed the preliminary draft of the scope and method sections of our response. I thought passing these along would likely expedite any go/no-go.

I've been informed the procurement process itself is all under standard confidentiality. We'll mark our entire response as sensitive with a 12 month cooling off period.

Prelim:

Scope:

The project focused on examining the diverse experiences of LGBTQ+ individuals in Wales in relation to conversion practices. It aimed to uncover insights into the range of experiences associated with these practices and to understand the broader social and cultural factors influencing them within the region. The study also explored general settings where such practices were reported, assessing both the immediate and longer-term impacts on individuals subjected to these practices. Additionally, the project reviewed the support mechanisms available and identified service gaps for affected individuals, aiming to suggest broad strategies and guidelines [information redacted] to enhance policy and service provisions based on the findings.

Method:

The research adopted a mixed-methods approach that integrated quantitative and qualitative techniques to ensure a thorough analysis of the topic. Surveys were conducted to gather broad data sets from a wide range of participants, including those with direct and indirect experiences of conversion practices. This was complemented by in-depth interviews with selected individuals to gather qualitative insights into their personal experiences and the effects of these practices.

Enjoy the long weekend!

BR

[information redacted]

\*\*\*\*\*

On Fri, 3 May 2024, 14:51 [information redacted] , <Laurel Research> wrote:

Hi [information redacted],

Sounds great, can you send a Teams invite?

Kind Regards,

Laurel Research

\*\*\*\*\*

On Fri, 3 May 2024 at 14:11, Welsh Government wrote:

Hi [information redacted].

Yes all is well with me thanks, hope the same goes for you too. Looking forward to the long bank holiday weekend, which is even longer for me as I am off on Tuesday too.

Yes no probs I can meet today. Does 3:15pm-3:30pm suit you?

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Friday, May 3, 2024 12:47 PM

To: Welsh Government

Subject: [information redacted]

Hi [information redacted],

Hope all's well with you! I wondered if you had a spare 15 mins today to quickly talk through where our conflicts and confidentiality lies relating to [information redacted].

Kind Regards,

Laurel Research

\*\*\*\*\*

On Thu, 18 Apr 2024 at 10:10, Welsh Government wrote:

Hi [information redacted].

Hope you are having a good week.

Have you now received payment for your latest invoice?

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, April 18, 2024 10:00 AM

To: Welsh Government

Subject: Re: Payment of latest invoice

Hi [information redacted],

The week's going well! We're enjoying drafting and seeing it all come together, can I shoot you the proposed layout for a onceover?

Re payment, we received the payment notice yesterday, thanks for chasing it up!

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Laurel Research

Sent: Monday, April 15, 2024 9:29 AM

To: Welsh Government

Subject: Re: FW: Welsh Government research on experiences of conversion practices in Wales

Good Morning [information redacted],

I've been back in the UK over the weekend, so some proper time off. I hope you enjoyed yours!

I'm happy to see they've responded, it would be interesting to understand lived experience in their context.

That said, adding additional data at this stage is going to require an extension. Assuming these are interviews, we'd need an additional 3 weeks (or 2 if very organised), for surveys, 1-2 weeks.

Unless the [information redacted] are a group your team would especially like a response from, I'm hesitant to push back reporting.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Mon, 15 Apr 2024, 09:23 , Welsh Government wrote:

Good morning [information redacted], hope you had a great weekend – and didn't work too hard yesterday given Sunday is the day of rest after all.

I've received the email below in response to an email I sent at the beginning of the year. Guessing it is too late to include any participants from this group should anyone be interested in contributing to the research given you are nearing the end of the analysis period but thought I'd double check just in case.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, April 2, 2024 5:54 PM

To: Welsh Government



Cc: Welsh Government

Subject: Invoice CPXP-008 from Laurel Research Consulting

\*\*\*\*\*

From: Laurel Research

Sent: Monday, March 25, 2024 4:29 PM

To: Welsh Government

Subject: Re: Org Response Bias Query + GSR

Hi [information redacted],

The GSR professional registration was the one we needed for the [information redacted]. The conference was just an extended invite.

Thank you for checking in with people, that's not unexpected, so no worries!

Thanks again for helping me check that out.

Kind Regards,

Laurel Research

\*\*\*\*\*

On Mon, 25 Mar 2024 at 17:04, Welsh Government wrote:

Interesting. Just to clarify is that registration to the GSR conference specifically that was a pre-requisite or registration to the GSR profession? That just intrigues me as I've not heard of that before. Are you talking about the [information redacted] you are involved with here?

As promised I've spoken to a few people at my end as I've not had someone wanting to present something prior to research being published before. I'm afraid I've been told that presenting anything, including methods, is not allowed until the work being presented has been published. Sorry about this. The GSR conference has just come a bit too early given it's unlikely we will have agreed on and published the final report by 21 June.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, March 25, 2024 3:35 PM

To: Welsh Government

Subject: Re: Org Response Bias Query + GSR

Not a problem.

The GSR registration was the project prerequisite (we'd not heard of this either).

[information redacted]

Regarding timelines, we'd need to confirm by the end of this month, but wouldn't be presenting until June.

Kind Regards,

Laurel Research

\*\*\*\*\*

On Mon, 25 Mar 2024 at 13:03, Welsh Government wrote:

Thanks [information redacted] for this additional info.

So did you need to register for the GSR conference as a pre-requisite for the [information redacted]? Not heard of anyone having to do that before. Do you know why out of interest? So as part of that registration you then mentioned being involved in another piece of research i.e. ours on conversion practices, and then [information redacted]? Is that right?

When do you need to provide a final answer as to whether you will be presenting? I may need to double check things my side and some people are off for Easter.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, March 25, 2024 11:22 AM

To: Welsh Government

Subject: Re: Org Response Bias Query + GSR

Morning [information redacted],

Is it Easter already? I'll have to go and buy some eggs.

Your proposed approach for the bias works well for me, thank you. I'll pass this to the team.

Regarding GSR, we registered as an organisation a few weeks ago ([information redacted]) and included data needs as the sponsor project. I referenced having been

commissioned in 23 for an equalities piece of research relating to the Welsh LGBTQ+ community in the application too.

[information redacted]. We've not yet confirmed and haven't disclosed any other information at this stage. We'll steer away from anything outcomes related but feel the research process is worth sharing. Once I hear back from you I'll reach out to them regarding the decision. It could be interesting but, we wouldn't want to create any issues so are happy either way!

Kind Regards,

Laurel Research

\*\*\*\*\*

On Mon, 25 Mar 2024 at 10:11, Welsh Government wrote:

Good morning [information redacted].

Yes good week thanks, hope the same goes for you too. Are you prepared for Easter?

Re. the org response using a different definition of conversion practices, I would say we can't alter the evidence we've received so we would need to report as is but perhaps we can caveat the response in the report along the lines of "One organisation used a different definition of conversion practices in their response describing it as .....Based on this definition the organisation suggested conversion practices impacted on survivors by.....". What do you think?

Wow that's great news [information redacted]. How did that come about out of interest? Were you approached by [information redacted]? Given the conference is in June and it's unlikely we will have published the findings of the research I don't think it would be possible to talk about any results in the presentation but it may be OK to discuss the approach taken and how the methodology was adapted with elements added to ensure the safeguarding of participants. I will need to check what is allowed in relation to this. If the final report had already been published then it would be fine. Yes we would need to review the presentation materials and sign off on these. Thanks for letting me know [information redacted], I will get back to you asap.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Friday, March 22, 2024 7:05 PM

To: Welsh Government

Subject: Org Response Bias Query + GSR

Hi [information redacted],

I hope you've had a good week! Excuse the late-in-day email.

We've come across a bias issue we can't overcome with weighting in an org response. They define what is and is not a conversion attempt. Using a separate definition from the one defined by the work group. Using the org definition impacts insights drawn from it and may impact survivor voices (we can't tell as the org has presented cases in its response).

Would you prefer we align with the Welsh Government's definition or adhere to the organization's?

Additionally, [information redacted]. Would you be comfortable with our participation? Also, does the Welsh Government wish to review our presentation materials in advance?

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, March 26, 2024 2:08 PM

To: Welsh Government

Subject: Re: [information redacted] contribution to interviews

Hi [information redacted],

I've checked with the team, [information redacted] didn't attend any interviews as all respondents opted out.

They were asked to attend one, however, the respondent then opted out of support prior to the familiarisation session.

Kind Regards,

Laurel Research

\*\*\*\*\*

On Tue, 26 Mar 2024 at 14:46, Welsh Government wrote:

Hi [information redacted].

Did [information redacted] attend 1 of the interviews Laurel Research conducted? I've received an invoice from them so just wanted to check they were in attendance for 1 of the interviews.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Friday, March 15, 2024 1:31 PM

To: Welsh Government

Subject: Re: FW: Welsh Government research into experiences of conversion practices in Wales - views from the [information redacted]

Hi [information redacted],

Just seen this come through, yes, we're happy to collect this given the importance of perspective.

I'll get back in touch to confirm.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Fri, 15 Mar 2024, 14:27 , Welsh Government wrote:

Hi [information redacted].

I've received the reply below from [information redacted] – is it ok to collect evidence this late in the day?

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Friday, March 15, 2024 10:18 AM

To: Welsh Government

Subject: Fwd:

Hi [information redacted],

I've just got this email from [information redacted], we've shot a response back to try and keep the engagement, could you send a chaser from your side too?

Our response for reference:

"[information redacted]"

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Monday, March 11, 2024 6:27 PM

To: [information redacted]

Cc: Welsh Government

Subject: Re: Welsh Government research into experiences of conversion practices in Wales - views from the [information redacted]

Hi [information redacted],

I sent out a calender invite last week, just incase it ended up in spam, I've included the details below. If any issues come up, please let me know.

WG Research: Experiences of Conversion Practices - [information redacted] / Laurel

Tuesday, 12 Mar • 08:30–09:20 (GMT+0)

Google Meet joining info

Video call link: [information redacted]

Or dial: [information redacted] PIN: [information redacted]

More phone numbers: [information redacted]

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, March 7, 2024 11:01 am

To: Welsh Government

Cc: [information redacted]

Subject: Re: Welsh Government research into experiences of conversion practices in Wales - views from the [information redacted]

Hi [information redacted] and [information redacted],

Thank you for the introduction [information redacted]!

[information redacted], thank you for your willingness to provide information on behalf of the [information redacted], I will set up a meeting with yourself and [information redacted] (Laurel Research), our research lead for this project.

Would you like to review the conversation topics ahead of the call? If so I can send them over.

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, March 7, 2024 11:01 am

To: Welsh Government

Cc: [information redacted]

Subject: Re: Welsh Government research into experiences of conversion practices in Wales - views from the [information redacted]

Hi [information redacted] and [information redacted],

Thank you for the introduction [information redacted]!

[information redacted], thank you for your willingness to provide information on behalf of the [information redacted], I will set up a meeting with yourself and [information redacted] (Laurel Research), our research lead for this project.

Would you like to review the conversation topics ahead of the call? If so I can send them over.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Thu, 7 Mar 2024 at 09:32, Welsh Government wrote:

Good morning [information redacted].

Apologies for the delay in getting back to you. I've been on leave for the first few days of this week.

Yes that slot works for us, thank you.

May I introduce you to [information redacted] from Laurel Research, who are leading on the collection of evidence for this research. [information redacted] will be in touch to confirm details.

Thank you again for your support with this work.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Friday, March 1, 2024 1:57 PM

To: Welsh Government

Subject: Re: Final 2 payments for conversion practices research

Hi [information redacted],

Happy Friday to you too!

Thank you for summing up, I can confirm those are the only outstanding sums and that the invoice dates are correct.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Fri, 1 Mar 2024, 14:50 , Welsh Government wrote:

Hi [information redacted], happy Friday.

As discussed on the call earlier in the week, there are some things we need to sort out internally within Welsh Government re. finances. With this in mind can you please confirm that as things stand at the moment the following applies in terms of the amount and dates of the final 2 payments and that these are the only 2 payments left outstanding:

- Final Data Analysis, April 1st 2024, [information redacted]
- Final Report, May 23rd, 2024, [information redacted]

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, February 19, 2024 11:35 AM

To: Welsh Government

Subject: Equality Questionnaire Report



Hi [information redacted],

Please find the report detailing EDI findings attached.

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, February 15, 2024 1:20 PM

To: Welsh Government

Cc: Welsh Government

Subject: Invoice CPXP-007 from Laurel Research Consulting

\*\*\*\*\*

From: Laurel Research

Sent: Wednesday, February 14, 2024 3:48 PM

To: Welsh Government

Cc: Welsh Government; Welsh Government

Subject: Re: FW: Interim Report

Hi [information redacted],

Of course, I've attached it in word format.

Thank you all again for your time in the call today, I'm really happy we're able to keep looking at new ways to engage communities to ensure proper representation! Despite hurdles I'm confident this will be a great piece of research.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Wed, 14 Feb 2024 at 16:40, Welsh Government wrote:

Thanks for this [information redacted]. Would it be possible for you to send us a Word version please. I don't envisage us providing much feedback since this is just an internal doc signifying progress made and not to be published but if we did have some comments/tracked changes these are easier to make in Word.

[information redacted]/[information redacted] – once [information redacted] sends over the Word version I will save in ishare and circulate so we are all working on the same doc.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, February 13, 2024 4:38 PM

To: Welsh Government

Subject: Interim Report

Hi [information redacted],

I've attached a final copy of the interim report for your review, please let me know if you have any feedback or queries.

Catch you tomorrow.

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, February 8, 2024 10:07 AM

To: Welsh Government

Subject: Re: Interim Report - Format Query

Hi [information redacted],

Getting back to you as promised.

Can confirm the [information redacted] all had lived xp of conversion practices. They are in the process of approving the notes from the transcript.

We're also now above [information redacted] on the survey.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Tue, 6 Feb 2024 at 10:43, Welsh Government wrote:

Good morning [information redacted]. Thanks for the update. Great news you've managed to secure another interview also.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, February 6, 2024 9:22 AM

To: Welsh Government

Subject: Re: Interim Report - Format Query

Morning [information redacted],

We're currently trying to confirm this. We are certain all are LGBTQ+ Welsh community members and that the majority have lived experience of conversion practices. I expect to have an answer towards the end of the week.

I'm also very happy to confirm one member has already agreed to a narrative interview.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Tue, 6 Feb 2024 at 09:25, Welsh Government wrote:

Wow that's fantastic. Do they all have lived experience of actually going through conversion practices themselves?

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, February 5, 2024 2:19 PM

To: Welsh Government

Subject: Re: Interim Report - Format Query

Yes, all of them have lived experience in Wales. The quality of data given is great as it covers the 90's up to present day.

We'll be sure to flag.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Mon, 5 Feb 2024 at 15:13, Welsh Government wrote:

Many thanks [information redacted] for the fieldwork timescale info.

That's great you've been able to collect some evidence from around [information redacted] respondents with lived experience – are all these based in Wales too? It would be fantastic if some of these would also be happy to be interviewed but regardless of this yes I would be happy to include this evidence although worth flagging that it was collected in a slightly different manner to some of the other evidence reported.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, February 5, 2024 12:30 PM

To: Welsh Government

Subject: Re: Interim Report - Format Query

Hi [information redacted],

Thanks for getting back to me and for covering the reporting structure.

Regarding the research window, we're happy to accept any referrals and response from those previously contacted until the end of Feb, but will close to new interest mid-Feb.

I have a question about some engagement the team facilitated. [information redacted] met with a respondent over the weekend to get an org response. This ended up transitioning into more of a focus group as it took place during a members meeting. We have about 3hrs of notes from roughly [information redacted] respondents with lived experience. The discussion was more of a thematic exploration than a narrative interview, as the interview structure was not followed. We have their permission to use this data and will ask them if anyone feels comfortable transitioning to a narrative interview. Are you happy for this to be included? I know we decided against focus groups in initiation last year.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Mon, 5 Feb 2024 at 11:12, Welsh Government wrote:

Good morning [information redacted].

Just got back from leave today.

There isn't a template for the interim report specifically but there is one for the final report which I've attached to this email. You don't have to follow any particular format for the interim report but are welcome to use the attached if you like. The interim report won't be published and so it doesn't need to be translated into Welsh. I don't want the production of the interim report to divert attention away from outreach engagement so happy for the interim report to be a relatively concise, high level summary of progress to date.

In relation to engagement, 1 of the orgs I've contacted has asked if we have a closing date for the fieldwork element of the research. What are your thoughts on that?

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, February 5, 2024 9:16 AM

To: Welsh Government; Welsh Government

Subject: Interim Report - Format Query

Hi [information redacted] ([information redacted] cc'd),

Hope you enjoyed the weekend, I wasn't sure if [information redacted] was back yet, so thought best to email you.

I've started prepping the interim report for handover in mid-Feb. [information redacted] previously mentioned there are templates they use for this kind of thing. Are you aware of any we should use for the report?

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Wednesday, January 31, 2024 10:08 AM

To: Welsh Government

Cc: Laurel Research

Subject: Re: Invoice notice

Hi [information redacted],

Thanks for chasing them, I wanted to let you know we've received payment advice from the finance dept.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Tue, 30 Jan 2024 at 17:23, Welsh Government wrote:

Hi [information redacted].

I've chased our finance people as promised and been told that there is a slight technical hitch their side that they are looking to resolve this week. Sorry about this. I'll chase again at the beginning of next week if I've not heard anything.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, January 23, 2024 10:16 AM

To: Welsh Government

Subject: Re: Invoice notice

Hi [information redacted],

No problem. The amount is £[information redacted].

I've included a link to the invoice so you can grab any further info you need.

Invoice link

All the best

[information redacted]

[information redacted]

\*\*\*\*\*

On Tue, 23 Jan 2024 at 09:08, Welsh Government wrote:

Good morning [information redacted].

Thanks for the heads up. Can you confirm how much this invoice is for please?

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, January 23, 2024 8:00 AM

To: Welsh Government

Subject: Invoice notice

Hi [information redacted],

Just letting you know that Laurel has submitted the latest milestone invoice. If you could make sure finance/accounts are on it that would be great.

Thanks

[information redacted]

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, January 25, 2024 8:52 AM

To: Welsh Government

Cc: Laurel Research

Subject: Re: FW: Welsh Government research on experiences of conversion practices in Wales

Good morning [information redacted],

I can gladly confirm, that [information redacted] responded yesterday, and we have arranged a call for tomorrow. Sorry for not letting you know, I assumed that they were prompted, but it seems the response was spontaneous.

Thank you for the prompts regardless, I am sure they genuinely help people remember to respond in all other cases.

Have a good day.

Kind regards,

[information redacted]

\*\*\*\*\*

On Thu, 25 Jan 2024, 09:34 , Welsh Government wrote:

Good morning both, hope you are doing well.

[information redacted] from [information redacted] was on the list of people for me to chase but having done so I've received the email below from [information redacted] saying that she has been in touch with you [information redacted]. May I just check that we are in contact with [information redacted] and arranging to collect evidence from them? Thanks.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, January 23, 2024 12:24 PM

To: Welsh Government

Cc: Laurel Research

Subject: Re: Laurel website

Hi [information redacted],

Thank you for letting us know, that's concerning and I will check it out.

Can confirm the address is correct.

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, January 23, 2024 12:56 PM

To: Welsh Government

Subject: Re: Laurel website

Hi [information redacted],

That is the registered office address, yes. If you send the extension notice there can you let me know on the day so I can drive over and collect it? It might be easier to use our usual service address though which is [information redacted]. That's the one HMRC sends everything to.

All the best



[information redacted]

[information redacted]

\*\*\*\*\*

On Tue, 23 Jan 2024 at 13:23, Welsh Government wrote:

Hi both.

FYI – both last week and today when I tried to use the Laurel website none of the links like About us seem to be working i.e. nothing happens when you click on them. Thought you would want to be aware. I was going on the website to check your address. Can I confirm it's: [information redacted]

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, January 23, 2024 10:16 AM

To: Welsh Government

Subject: Re: Invoice notice

Hi [information redacted],

No problem. The amount is £[information redacted]

I've included a link to the invoice so you can grab any further info you need.

Invoice link

All the best

[information redacted]

[information redacted]

\*\*\*\*\*

On Tue, 23 Jan 2024 at 09:08, Welsh Government wrote:

Good morning [information redacted].

Thanks for the heads up. Can you confirm how much this invoice is for please?

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research  
Sent: Tuesday, January 23, 2024 8:00 AM  
To: Welsh Government  
Subject: Invoice notice

Hi [information redacted],

Just letting you know that Laurel has submitted the latest milestone invoice. If you could make sure finance/accounts are on it that would be great.

Thanks

[information redacted]

\*\*\*\*\*

From: Laurel Research  
Sent: Monday, January 22, 2024 3:56 PM  
To: Welsh Government  
Subject: Re: Chase List

Hi [information redacted],

I cannot comment on the interview as I'm separated from any sensitive data for now. Regarding the surveys, [information redacted] have said they have lived experience, so positive numbers, hopefully this trend continues.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Mon, 22 Jan 2024 at 11:22, Welsh Government wrote:

That's fantastic news [information redacted] we have [information redacted] responses to the survey now. Are any from individuals that have experienced conversion practices 1st hand or are they all organisational responses? Great news also about the interview. Similarly, is that with an individual with direct experience?

Fingers crossed now the numbers will start to rise.

Thanks,

[information redacted].

\*\*\*\*\*

On Mon, 22 Jan 2024 at 10:12, Welsh Government wrote:

Hi [information redacted].

Many thanks for sending on this list. I will chase today.

I had a good day on Friday finding more community LGBTQ+ groups in Wales to contact so I've reached out to these, plus I've sent emails to several [information redacted], [information redacted] and [information redacted]. All in all on Friday I sent out 32 messages asking for info on the research to be shared and several have got back to me already to say that they have done this. I have some more initial emails to send today as well. Once I've sent all these initial emails out I will share the list with you and perhaps in a week's time you can send a follow-up email from Laurel to those we haven't heard back from.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, January 22, 2024 10:14 AM

To: Welsh Government

Subject: Re: Chase List

Hi [information redacted],

Many thanks for that outreach! I really hope this boosts current awareness, I imagine with a net as wide as ours, we shouldn't have an issue.

Some good news to start the week: We checked the survey numbers last week and have hit [information redacted] responses, additionally, we have our first interview set-up.

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Friday, January 19, 2024 12:30 PM

To: Welsh Government

Subject: Chase List

Hi [information redacted],

Happy Friday, please see the attached list of those needing chasing. This is not exhaustive, but we felt WG efforts were best spent on those who have committed

support but then disengaged. The more recently engaged have not been included as we feel we can continue to remind them and make efforts to engage.

The majority on this list are equality officers, so maybe another push via the [information redacted] would help.

Thanks again for the support on this!

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, January 18, 2024 4:31 PM

To: Welsh Government

Subject: Re: Contract extension

Hi [information redacted],

Thanks. I can confirm receipt of the notice to extend the project "experiences of conversion practices in Wales" by one month.

All the best

[information redacted]

[information redacted]

\*\*\*\*\*

On Thu, 18 Jan 2024, 15:44 , Welsh Government wrote:

Thanks [information redacted]. I've spoken with our corporate procurement service and I'm afraid we're not allowed to provide additional budget given the option of a 1 month extension was written into the original specification. I have extracted the relevant text below for your ease.

The Client retains the right to invoke a 1 month extension which is to time only, at no additional cost, and is there solely for contingency purposes

I hope this is acceptable to you.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, January 18, 2024 2:46 PM

To: Welsh Government

Subject: Re: List of LGBTQ+ community groups contacted

Hi [information redacted],

Not a problem at all, thank you for pointing this out. I've just seen your email regarding the extension, thank you for sending that over.

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, January 18, 2024 2:29 PM

To: Welsh Government

Subject: Re: List of LGBTQ+ community groups contacted

Brilliant,

Thank you [information redacted].

Please let me know if any support is needed with the digital signpost distribution (need for extra materials, media ect)

Regarding the extension, I spoke with [information redacted] on costs. Our aim is to cover costs, but, as the delays are not really the fault of either party, we would be happy to discount it and to offer the 2 week extension of [information redacted].

Let me know your thoughts on this, very happy to discuss further if needed!

Kind Regards,

[information redacted]

\*\*\*\*\*

On Thu, 18 Jan 2024 at 14:25, Welsh Government wrote:

Good afternoon [information redacted], [information redacted] and [information redacted], hope you are doing well.

Further to the discussion at our catch-up yesterday, I would like to confirm in writing that we are taking up the option of extending the end date of the contract by 1 month given the [information redacted]. The attached letter confirms the new end date of the contract. Please can you confirm receipt. We will also be sending you this letter by post.

Thanks all.

Best wishes

[information redacted].

\*\*\*\*\*

From: Welsh Government

Sent: Thursday, January 18, 2024 8:20 AM

To: [information redacted]; Laurel Research; [information redacted]

Cc: [information redacted]

Subject: RE: Research - Banning Conversion Practices

Good morning all.

Many thanks [information redacted] for your email. I am doing well thanks, hope the same goes for you and everyone else in the email chain.

Thank you for introducing us to [information redacted], [information redacted].

Hi [information redacted], it's a pleasure to meet you.

That would be great if a member of [information redacted] staff could provide evidence of how your service has worked with people who have experienced conversion practices in Wales, and the impact these practices have had. Someone from Laurel Research will be in touch with you [information redacted] to set that up.

[information redacted] – could you action this please.

Many thanks everyone for your support with this research project, we are really appreciative of your time.

Best wishes

[information redacted].

\*\*\*\*\*

On Wed, 17 Jan 2024 at 19:13, Welsh Government wrote:

Hi both,

Lovely to catch up with you earlier. During the call I agreed to send you the list of LGBTQ+ community groups I contacted to inform them of the conversion practices research. The list is below. Thus far I've only heard back from the top 2 ([information redacted] and [information redacted]). I am in the process of following up with these 2 so excluding these I think it is worthwhile a follow-up email comes from Laurel Research to see whether you have any better luck. The emails were sent out on 4th / 5th January so some people may still have been on leave, plus it's likely a lot of



Look forward to receiving the list of people/orgs you've contacted at the end of the week, if you could also include the number of times you've contacted and when that would be useful.

Plus let me know the people/orgs you want me to chase and I'll crack on with that.

Thanks for all your hard work on this project.

Best wishes,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Wednesday, January 17, 2024 2:37 PM

To: Welsh Government; Welsh Government; Welsh Government

Subject: Digital Signpost

Hi all,

Excuse the brief email, as requested by [information redacted], here's the link to our digital signpost: [information redacted]

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, January 9, 2024 9:42 AM

To: Welsh Government

Subject: Re: CPXP Updates

Hi [information redacted],

Brilliant, thank you for updating me. Ref [information redacted], this seems to be more informal so I've re-contacted members of the [information redacted] who mentioned the network.

Kind Regards,

[information redacted]

\*\*\*\*\*

On Mon, 8 Jan 2024 at 15:01, Welsh Government wrote:

Hi [information redacted].



That's great news all the student bodies contacted have agreed to support the research. Fingers crossed this will lead to some interviews.

Re. the list [information redacted] and I put together, [information redacted] has signed off on this and I contacted them all on Friday along with a number of [information redacted] from across Wales. In total I sent out 20 emails so I'm hoping some of these will lead to positive engagement. [information redacted] has also said he will include info on the research when he sends out emails to members of the new expert LGBTQ+ advisory group he is establishing.

Have you contacted [information redacted]?

Happy to receive the chase list. I've a few this end I need to chase. Just trying to find the best time to start doing that as I don't want to annoy anyone who has only just got back from festive leave.

Look forward to hearing how the [information redacted] event goes.

Thanks,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Monday, January 8, 2024 12:19 PM

To: Welsh Government

Subject: CPXP Updates

Hi [information redacted],

Just a quick email letting you know all student bodies contacted have agreed to support the project, emails to relevant people went out today.

Have you had any updates from [information redacted] ref the list you and [information redacted] put together?

Finally, you can expect a chase list from us at the end of this week. The team are travelling to [information redacted] today. I believe the team will make some excellent inroads at the forum.

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Monday, January 8, 2024 2:41 PM

To: Welsh Government

Subject: Re: FW: Welsh Government research on experiences of conversion practices in Wales

Thanks [information redacted], a member of the research team will get in touch

Kind Regards,

[information redacted]

\*\*\*\*\*

On Mon, 8 Jan 2024 at 15:40, Welsh Government wrote:

Hi [information redacted].

Following my email to [information redacted] last week I've received the email below. I definitely think it is worth getting in touch with [information redacted] even though the conversion practices experienced took place in England, especially if [information redacted] was living in [information redacted] at the time.

I've replied to [information redacted] saying you will be in touch.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Monday, January 8, 2024 12:19 PM

To: Welsh Government

Subject: CPXP Updates

Hi [information redacted],

Just a quick email letting you know all student bodies contacted have agreed to support the project, emails to relevant people went out today.

Have you had any updates from [information redacted] ref the list you and [information redacted] put together?

Finally, you can expect a chase list from us at the end of this week. The team are travelling to [information redacted] today. I believe the team will make some excellent inroads at the forum.

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, January 4, 2024 12:13 PM

To: Welsh Government

Subject: Digital Signpost link

Hi [information redacted],

As discussed yesterday, please find the link to our digital signpost. [information redacted] this can be used to support any outreach or chasers.

Kind Regards,

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Monday, September 2, 2024 2:26 PM

To: Welsh Government

Subject: Re: Welsh Government feedback on 1st draft of conversion practices research report

Hi [information redacted],

I'm sorry for not getting back to your prior email! I hope you're well and that you're enjoying the last few weeks of summer.

I've been out of office and dealing with the joyful admin that comes with [information redacted], so my comms have been shocking over the last 2 weeks, my apologies.

The report with comments has been well received, the team is in the process of working through work items based on change requests. We're meeting tomorrow to discuss actioned changes, with the aim of getting it to you Monday.

Kind Regards,

Laurel Research

\*\*\*\*\*

On Mon, 2 Sept 2024 at 15:22, Welsh Government wrote:

Hi all.

Further to my email below, just wanted to check you have received the draft report with Welsh Government comments as I know we've had some communication issues in the past with some emails not being received so keen to confirm given I've not heard anything back. Thanks.

Best wishes

[information redacted].

\*\*\*\*\*

From: Welsh Government

Sent: Friday, August 16, 2024 11:38 AM

To: Laurel Research; Laurel Research; Laurel Research

Subject: Welsh Government feedback on 1st draft of conversion practices research report

Good morning all, I hope everyone is doing well and enjoying the summer season. Has anyone been anywhere nice? I haven't yet although there are some rumours I may be off somewhere in September – to be confirmed. I've spent most of the past month watching the Olympics and being very impressed by how fast humans can climb a wall – if you've not seen speed climbing at the Olympics yet I suggest you get on it.

I'm pleased to say that we can finally provide you with some Welsh Government feedback on the 1st draft of the conversion practices research report - attached. Sorry for the long delay in getting this to you. I needed to seek comments from a variety of people and due to leave it's been difficult to get hold of some and have had to wait for them to return to work.

Firstly, thank you all very much for your work in producing this report. It's looking really good but as you can imagine we have some feedback for you which I hope you will find constructive.

[information redacted]

More than happy to discuss any of the comments you are unsure about and/or disagree with. I'm around now in work for the next few weeks, with my next leave due 9-13 September.

Thanks again for all your hard work on this project and I look forward to reading the revised version of the report.

Best wishes

[information redacted].

\*\*\*\*\*

From: Welsh Government

Sent: Tuesday, September 3, 2024 2:17 PM

To: Laurel Research

Subject: DBS check evidence

Hi [information redacted].

Just had a query come in from a colleague asking for me to send them evidence of your DBS checks. I can't seem to find them in the submissions folder. Did you provide these to us? If not could you send them over for all in your team who engaged with participants as soon as you can.

Thanks,

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, September 3, 2024 2:22 PM

To: Welsh Government

Subject: Re: DBS check evidence

Hi [information redacted],

We use BPSS (which sits above DBS but needs a specific reason for disclosure to externals).

The team have them personally, I will ask and share, as we need their codes for accessing the certifications.

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Welsh Government

Sent: Tuesday, September 3, 2024 3:03 PM

To: Laurel Research

Subject: RE: DBS check evidence

Great thanks [information redacted]. So just to clarify are you saying you don't have DBS checks just BPSS checks? Sorry I've never heard of BPSS before so I'm a bit clueless.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research  
Sent: Tuesday, September 3, 2024 3:29 PM  
To: Welsh Government  
Subject: Re: DBS check evidence

Hi [information redacted],

Sorry for confusion, just checked HR, BPSS is not relevant here.

Can I ask what exact evidence of check is needed? As the check in question here would be DBS Basic, but these do not have permanent certifications.

We can provide a formal confirmation, we can also provide scanned certifications, but this will have a 1-2 week lead time as we need to receive these via mail.

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Welsh Government  
Sent: Tuesday, September 3, 2024 4:29 PM  
To: Laurel Research  
Cc: Welsh Government  
Subject: RE: DBS check evidence

Dear [information redacted]

Thank you for your response below to my colleague [information redacted].

Following up on this, we require electronic copies of the DBS certificates as soon as possible. This could be done electronically so it would not require mailing of physical documents.

Electronic copies could be uploaded securely via this Objective Connect link:  
Objective Connect

For you to be aware, the reason for the urgency of our request is that we have received a press query which we need to respond to.

Regards

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, September 3, 2024 4:34 PM

To: Welsh Government

Cc: Welsh Government

Subject: Re: DBS check evidence

Hi [information redacted],

Thank you for explaining.

The DBS basic check does not provide an electronic copy of the certification. We only have the ability to view the certification via a one-time code (screenshotting this is not possible) or to receive the physical copies via mail.

It should also be noted that this request does not meet the scope of DBS Enhanced, so Basic would be our only option.

Please advise on the preferred route forwards.

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Welsh Government

Sent: Tuesday, September 3, 2024 5:14 PM

To: Laurel Research

Cc: Welsh Government

Subject: RE: DBS check evidence

Hi [information redacted]

Thank you clarifying. In that case, please could you obtain physical copies so that they can be scanned and uploaded to our Objective Connect link.

In the meantime, for our reassurance given the urgency of the press query, we would like to set up a Teams meeting so that the electronic versions could be shared with us on screen. We can set up a Teams meeting for that tomorrow. Please let me know if that would be suitable.

Regards

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Wednesday, September 4, 2024 8:20 AM

To: Welsh Government

Cc: Welsh Government

Subject: Re: DBS check evidence

Hi [information redacted],

Understood, I have asked the team to provide access codes, once these have been sent, I am happy to share on a call.

I will get in touch once I can confirm receipt of all (hopefully in a few hours)

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Welsh Government

Sent: Wednesday, September 4, 2024 9:09 AM

To: Laurel Research

Cc: Welsh Government

Subject: RE: DBS check evidence

Thank you [information redacted], speak later when you have confirmed receipt.

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Wednesday, September 4, 2024 12:47 PM

To: Welsh Government

Cc: Welsh Government

Subject: Re: DBS check evidence

Hi [information redacted],

Just to update you, we have all DBS for the project team bar 1, who's having some access issues.

We've contacted the DBS help desk with the aim of resolving asap. I'll keep you posted.

BR,



[information redacted]

\*\*\*\*\*

From: Laurel Research  
Sent: Wednesday, September 4, 2024 5:48 PM  
To: Welsh Government  
Cc: Welsh Government  
Subject: Re: DBS check evidence

Hi both,

[information redacted]

Kind Regards,  
Laurel Research

\*\*\*\*\*

On Wed, 4 Sept 2024 at 14:06, Welsh Government wrote:

Hi [information redacted]. Thanks, I have re-sent the Teams invite for 3pm

From: Laurel Research  
Sent: Wednesday, September 4, 2024 1:05 PM  
To: Welsh Government  
Cc: Welsh Government  
Subject: Re: DBS check evidence

Hi [information redacted],

My apologies, I will be on a project call at that time. I could offer 15:00?

BR

[information redacted]

\*\*\*\*\*

On Wed, 4 Sept 2024, 13:53 , Welsh Government wrote:

Hi [information redacted]

Thank you for the update. Are you available to meet at 2pm to share what you have at that point? If so I will send a Teams invite.

[information redacted]

\*\*\*\*\*

From: Welsh Government  
Sent: Wednesday, September 4, 2024 6:08 PM  
To: Laurel Research  
Cc: Welsh Government  
Subject: RE: DBS check evidence

Hi [information redacted]  
Thank you for keeping us updated.  
Kind regards

[information redacted]

\*\*\*\*\*

From: Welsh Government  
Sent: Thursday, September 5, 2024 9:35 AM  
To: Laurel Research  
Cc: Welsh Government  
Subject: Participant info

Good morning [information redacted].

As part of our information gathering exercise it would be useful for us to understand how many study participants each researcher within Laurel Research engaged with during the study i.e. via an interview or focus group.

For each researcher this is applicable for could you provide the name of the researcher along with the number of participants and/or groups they engaged with for each type of participant i.e. survivor of conversion practices, religious org, health care professional etc.

Thanks for your time.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research  
Sent: Thursday, September 5, 2024 9:54 AM

To: Welsh Government

Cc: Welsh Government

Subject: Re: Participant info

Good Morning [information redacted],

Thank you for your email. I'm happy to assist with the information you've requested.

I will gather the relevant details from the team and aim to send you a comprehensive breakdown by close of business today. Could you confirm whether you'd prefer this to be emailed directly or uploaded via the Objective Connect link provided by [information redacted]?

[information redacted]

Lastly, I wanted to clarify that the DBS certificates provided yesterday are the ones we currently have on hand. We conducted DBS screenings at the initiation of ECPW and again at the start of fieldwork for DCN. We are working to retrieve the 2023 checks, along with the most recent ones requested for DCN, and will provide these as soon as they are available.

Please let me know if you need any further details.

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Welsh Government

Sent: Thursday, September 5, 2024 10:05 AM

To: '[information redacted]' <Laurel Research>

Cc: Welsh Government

Subject: RE: Participant info

Many thanks [information redacted] we appreciate your assistance with this.

At this stage we are not interested in knowing the names of any individual participant just the general grouping they come under i.e. survivor; religious org; health professional etc, so the info you sent won't be identifiable however it probably makes sense to start sharing the info via Objective Connect anyway so can we give that a try please.

Thank you for the additional update as well [information redacted]. [information redacted]

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, September 5, 2024 1:01 PM

To: Welsh Government

Cc: Welsh Government

Subject: Re: Participant info

Thank you for your patience both.

The requested information regarding the study participants has been compiled and is ready for upload.

Before proceeding, [information redacted]

Once confirmed, I'll proceed with the upload immediately.

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, September 5, 2024 1:02 PM

To: Welsh Government

Subject: Re: Participant info

[information redacted].

Excuse the over abbreviation!

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Welsh Government

Sent: Thursday, September 5, 2024 1:17 PM

To: Laurel Research

Cc: Welsh Government

Subject: RE: Participant info

Thank you [information redacted].

Yes please can you upload the information to [information redacted] workspace.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, September 5, 2024 1:24 PM

To: Welsh Government

Cc: Welsh Government

Subject: Re: Participant info

Thank you for confirming [information redacted], this has been uploaded.

[information redacted]

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Welsh Government

Sent: Thursday, September 5, 2024 2:46 PM

To: '[information redacted]' <Laurel Research>

Cc: Welsh Government

Subject: RE: Participant info

Thanks for uploading [information redacted]. I'm still in the process of gaining access to the Objective Connect folders at my end. If I have any issues with viewing the doc you uploaded I will let you know.

[information redacted]

Best wishes

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, September 5, 2024 2:51 PM

To: Welsh Government

Cc: Welsh Government

Subject: Re: Participant info

Thanks for confirming on both [information redacted]. Understood and will rely.

Any issues or further queries, please let me know.

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Welsh Government

Sent: Friday, September 6, 2024 8:50 AM

To: Laurel Research

Cc: Welsh Government

Subject: RE: Participant info

Good morning [information redacted].

Many thanks again for sending on the participant info so quickly. I can confirm that we have been able to access and view the document.

We think it is necessary to inform the study participants about recent events. Given GDPR and Welsh Government not having access to any personal contact details we feel the message to participants should come from Laurel Research. Would you be content to action this [information redacted]? If so could you draft some [information redacted] and share them with us before emailing the participants please? We will need to get the [information redacted] signed off by our head of research at Welsh Government.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Friday, September 6, 2024 1:16 PM

To: Welsh Government

Cc: Welsh Government

Subject: Re: Participant info

Hi [information redacted], we would be happy to do that and will draft.

I wanted to let you know we have received a media request from [information redacted], do you have a spare 15 to discuss where we stand in terms of media comms? I appreciate the Welsh Government have their own policies, but we do not want to create any further damage, confusion, or stray from official communications .

We do not plan to respond today, and our legal team will be presiding.

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Welsh Government

Sent: Friday, September 6, 2024 2:00 PM

To: Laurel Research; Welsh Government

Subject: RE: Participant info

Hi [information redacted]

Many thanks for letting us know about the media request. We have also just received one.

We will not be able to discuss right now I'm afraid, but we will share our response with you once it is approved.

Kind regards

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Friday, September 6, 2024 2:03 PM

To: Welsh Government

Cc: Welsh Government

Subject: Re: Participant info

Hi [information redacted],

Thank you for letting me know and fully understood.

If useful, we are happy to share our comment for review ahead of responding.

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Welsh Government  
Sent: Friday, September 6, 2024 2:17 PM  
To: Laurel Research  
Cc: Welsh Government  
Subject: RE: Participant info

Hi [information redacted]

Thank you for offering to share your comment. Yes please, that would be appreciated.

Kind regards

[information redacted]

\*\*\*\*\*

From: Laurel Research  
Sent: Friday, September 6, 2024 5:03 PM  
To: Welsh Government  
Cc: Welsh Government  
Subject: Re: Participant info

Hi both,

To inform you, DBS checks have been uploaded, one is pending a physical copy.

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Welsh Government  
Sent: Friday, September 6, 2024 5:39 PM  
To: Laurel Research  
Cc: Welsh Government  
Subject: RE: Participant info

Hi [information redacted]

Many thanks for doing that, it is much appreciated.

I understand you will have also received an email this afternoon from Welsh Government regarding the contract.



To confirm, this is the media response we are providing:

A Welsh Government spokesperson said:

“The contract with Laurel Research Consulting has been terminated following a review.”

Notes

The research only included those 18+. No research was undertaken at schools.

Would you be available on Monday to discuss next steps regarding contract closure?

[information redacted] is on annual leave next week so it will be me and our colleague [information redacted]

Many thanks

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Friday, September 6, 2024 5:43 PM

To: Welsh Government

Cc: Welsh Government

Subject: Re: Participant info

Hi [information redacted],

Thank you for your update and for sharing the media response from the Welsh Government. I appreciate the clarity provided regarding the situation.

I have received the mentioned email and fully understand the steps that are being taken.

Anything after 11am on Monday works well for me.

Looking forward to our meeting and to finalizing the details effectively.

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Laurel Research

Sent: Friday, September 6, 2024 5:41 PM

To: Welsh Government

Subject: Re: Contract termination letters

Good Evening [information redacted],

Thank you for your email and for informing us about the decision to terminate the contracts associated with [information redacted]. We acknowledge and understand the reasons behind this decision.

Signed copies will be returned early next week.

[information redacted]

Kind Regards,

Laurel Research

\*\*\*\*\*

On Fri, 6 Sept 2024 at 18:20, Welsh Government wrote:

I am writing to inform you of termination of the following contracts

We will be issuing the following response to any press queries on the conversion practices contract

“The contract with Laurel Research Consulting has been terminated following a review.”

[information redacted]

We'd appreciate confirmation of receipt of this email.

Diolch

[information redacted]

\*\*\*\*\*

From: Welsh Government

Sent: Friday, September 6, 2024 6:46 PM

To: Laurel Research

Cc: Welsh Government

Subject: RE: Participant info

Thanks [information redacted]. We will be in touch on Monday.

Kind regards

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Friday, September 6, 2024 7:59 PM

To: Welsh Government

Cc: Welsh Government

Subject: Re: Participant info

Will do [information redacted], enjoy your leave.

[information redacted]

Kind Regards,

Laurel Research

\*\*\*\*\*

On Fri, 6 Sept 2024 at 20:57, Welsh Government wrote:

Yes thanks [information redacted]. As [information redacted] mentioned in an earlier email I have some pre-arranged annual leave booked for next week. I'd be grateful if you can keep me copied into emails and ensure [information redacted] is included as well, as you have been doing.

Best wishes

[information redacted].

\*\*\*\*\*

From: Laurel Research

Sent: Friday, September 6, 2024 8:10 PM

To: Welsh Government

Cc: Welsh Government

Subject: Re: Participant info

Hi both,

As promised, here is the statement we will share with [information redacted].

[information redacted]

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Welsh Government

Sent: Monday, September 9, 2024 5:00 PM

To: Laurel Research

Cc: Welsh Government; Welsh Government

Subject: Closure of contract C289/2022/2023: information for research participants

Hi [information redacted]

Thanks again for meeting with [information redacted] and me this afternoon. As discussed, I now attach the approved wording to be circulated to research participants.

I understand you will also run this by your legal colleagues before circulating to research participants.

Kind regards

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Monday, September 9, 2024 5:11 PM

To: Welsh Government

Cc: Welsh Government; Welsh Government

Subject: Re: Closure of contract C289/2022/2023: information for research participants

Hi [information redacted],

Thank you, I'll do my best to expedite the review process.

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Laurel Research

Sent: Tuesday, September 10, 2024 10:41 AM

To: Welsh Government

Cc: Welsh Government; Welsh Government

Subject: Re: Closure of contract C289/2022/2023: information for research participants

Good Morning [information redacted],

Our PR and legal teams have made a few alterations, including a separate version for the focus group carried out, as this was facilitated by [information redacted].

[information redacted]

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Laurel Research

Sent: Wednesday, September 4, 2024 6:53 PM

To: Welsh Government

Subject: [information redacted]

Hi [information redacted],

[information redacted]

Please don't hesitate to reach out if you have any questions. I will keep you updated on any further developments.

Kind Regards,

Laurel Research

\*\*\*\*\*

From: Welsh Government

Sent: Thursday, September 5, 2024 5:28 PM

To: Laurel Research; Welsh Government

Cc: Welsh Government

Subject: RE: [information redacted]

Many thanks.

[information redacted]

\*\*\*\*\*

From: Laurel Research

Sent: Thursday, September 5, 2024 4:34 PM

To: Welsh Government

Cc: Welsh Government

Subject: Re: [information redacted]

Hi [information redacted],

[information redacted]

At your disposal if any other information is needed.

Kind Regards,

Laurel Research

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On Thu, 5 Sept 2024 at 17:26, Welsh Government wrote:

Hi [information redacted],

Many thanks for this information and for keeping us updated – much appreciated.

[information redacted]

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