

Application: The Scottish Government

[Redacted]
Summary

ID: WEI22-8603326264

Data protection and privacy statement

Completed - 16 Aug 2021

Form for "Data protection and privacy statement"

This is my form.

Before starting your Workplace Equality Index submission, please read the following very carefully.

It sets out how Stonewall will use the information you submit.

Please note that we have updated our privacy policy. We now ask, wherever possible, that you redact personal data from your evidence.

Data protection and privacy statement

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

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

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

statement is effective from 15/06/2021.

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

Data controller and processors

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

What we ask you to submit

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

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

Our lawful basis for processing the names, job titles, and contact information of submitters

and collaborators is contractual.

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

What we do with the information you submit

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

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

Stonewall may use the information you submit for the following purposes related to the School

and **College Champion Awards** and to further **LGBT equality and inclusion** in schools and colleges:

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

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

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

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

managerial procedures to safeguard and secure the information we collect online.

Data retention and access

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

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

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

Links to other websites

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

Controlling your personal and organisational information

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

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

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

• memberships@stonewall.org.uk for queries related to the Workplace Equality Index or Global

Workplace Equality Index

- education@stonewall.org.uk for queries related to School Champion Awards and College Champion Awards
- cyps@stonewall.org.uk for queries related to CYPS Champion Awards

We will promptly correct any information found to be incorrect.

Survey Monkey Apply data protection and privacy

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

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

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

Stonewall privacy policy

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

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

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

About your organisation

Completed - 5 Oct 2021

Form for "About your organisation"

This is my form.

Organisation name

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

The Scottish Government

Which of the following best describes your sector type?

Public

Which sector best fits your organisation?

Government & Regulators

Which part of the UK is your organisation headquartered in?

Scotland: Central Scotland

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

EH11 3XD

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

Responses Selected:

Scotland: Central Scotland

Scotland: Glasgow

Scotland: Highlands and Islands

Scotland: Lothian

Scotland: Mid Scotland and Fife

Scotland: North East Scotland

Scotland: South Scotland

Scotland: West Scotland

How many employees does your organisation have in the UK?

Approx 16,000

Does your organisation have apprenticeships in the UK?

Yes

How many apprentices does your organisation have in the UK?

80

Does your organisation have volunteers in the UK?

No

Section 1: Policies and benefits

Form for "Section I: Policies and benefits"

This is my form.

Section I: Policies and benefits

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

I.1 Does the organisation have a process to ensure all employees can feedback on the inclusiveness of relevant policies (for example, HR policies)?

Guidance:

- This should be open to all employees and across all relevant policies.
- Relevant policies include HR policies, for example leave policies.
- If feedback does not trigger immediate reviews, there must be regular, periodic policy reviews that consider the feedback.

Yes

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

Our EQIA is a structured process undertaken when developing or revising a policy or practice. It uses evidence to better understand the impacts on people because of particular characteristics. It is emphasised that the EQIA is not a document, but an activity which must be undertaken to help policymakers identify and assess the impacts policy will or might have on the diverse people of Scotland – in particular, those who share certain 'protected characteristics': age; disability; sex (including pregnancy and maternity); gender reassignment; sexual orientation; race; and religion or belief. The process helps us identify options and actions to maximise the potential benefits of our policies and ways to further improve our outcomes, as well as minimising or negating potential negative impacts. As part of the EQIA process a framing workshop with key stakeholders is held where consideration is given to who the policy or practice will impact on, and on the basis of this a consultation process is initiated involving staff networks, organisations and individuals who represent that protected characteristic. This process provides a clear mechanism for feedback regarding the potential impact of any change in policy, practice

or process and is mandatory for all Directorates and Agencies of SG. It is a process designed to shape policy and monitor impact and is implemented for any change or revision.

Information and guidance about EQIA is accessible to all staff and is found on Saltire, including podcasts & transcripts.

We also have partnership arrangements with the Council of Scottish Government Unions (CSGU) which is composed of 5 trade unions, and who are recognised for collective bargaining and employee relations. Staff can bring concerns regarding policies to their representative on an ad hoc basis, however the CSGU committee will also be involved in consultations when a policy is developed as part of the stakeholder engagement process.

The HR policy audit process aims to prioritise and manage the delivery of policy reviews across the People Directorate, ensuring consistency of practice, capability building and use of customer insight and experience to shape policies, procedures and practices that best enable the organisation to deliver its remit.

In addition to this formal process there are also more informal feedback loops integrated into the Saltire platform where all final policies, changes in process or practice and news in relation to the development process is communicated to staff. All staff can make comments on each item / article and these are then fed back to the page owner via the Saltire Communications Team. This method of communication is governed by our Moderation Policy and Civil Service Code of Conduct, and is reviewed in relation to diversity and inclusion goals.

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

Example 1

Our COVID-19 response for employees was informed by a protocol developed in consultation with trade unions early in the pandemic. This informed the way a range of HR policies have been revised during the current pandemic and provided an opportunity to ensure our equality impact assessments were embedded in our approach. We quickly recognised that the fast thinking and quick decision-making called for, particularly during the early days and weeks of the pandemic, could increase the likelihood of bias: good quality equality impact assessment was essential. The Diversity and Inclusion Team implemented a project with the aims of:

- Increasing confidence and knowledge of practically applying the EQIA process

- Enabling peer to peer learning in an informal and safe environment
- Increasing the number of EQIAs published and in process.

We also developed resources such as an equality self-reflection guide to support leaders and managers to think about their decisions relating to people (recruitment, promotion, performance appraisals, leadership) from an inclusion perspective. We produced evidence packs drawing together Scottish Government employee diversity data (qualitative and quantitative) from a range of sources with research and guidance on the differential impact of COVID-19 on equality groups in the workplace, including specifically on LGBTI people.

During the Covid pandemic we were aware that the needs of our diverse staffing group would differ and we were keen to ensure that our Employee Assistance Service (EAS) could provide a service that could meet the needs of our staff. We engaged with our staff networks in particular our LGBTI+ Network and our Race Equality Network to understand what their needs were for this provision. Our staff told us that they would like to have access to counsellors who had a similar lived experience to them and were looking for bespoke sessions and learning circles that could be developed to meet specific concerns. Our EAS provider has confirmed that they can and will provide counsellors from specific backgrounds or who belong to a specific group i.e. ethnic minority or LGBTI. They have also been able to provide us with 4 specific bespoke sessions that they can create and deliver for our staff networks.

Example 2

In December 2020 colleagues queried the terminology used in our Trans equality and Inclusion Policy and Guidance. Recognising the need for continuous improvement including in the area of language and terminology which changes quickly, we established a multi-disciplinary group (Trans Co-Production Group) led by the Diversity and Inclusion Team and with representation from the LGBTI+ Network, our Unions and LGBTI policy, to collaboratively review the documents. The network representatives also bring anonymised feedback gathered from trans and non-binary network members to ensure that, although they do not wish to be directly involved in the work, their voice and views can still inform it.

I.2 Does the organisation have a policy (or policies) that includes the following? Tick all that apply.

Guidance:

- The policy (or policies) should clearly state that the organisation will not tolerate discrimination, bullying or harassment against employees on the grounds of sexual orientation or gender identity and/or trans identity.
- These may be listed along with other protected characteristics.

Responses Selected:

A. Explicit ban on discrimination, bullying and harassment based on sexual orientation (bronze award requirement)

B. Explicit ban on discrimination, bullying and harassment based on gender identity and gender expression (bronze award requirement)

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

Upload the selected policies with the relevant sections highlighted.

[Stonewall WEI 2022 - 1.2 - EVIDENCE- SUBMIT - Fairness at Work Policy Compiled \(4\).docx](#)

Filename: Stonewall WEI 2022 - 1.2 - EVIDENCE- SUBMIT - Fairness at Work Policy Compiled (4).docx **Size:** 47.3 kB

[Stonewall WEI 2022 - 1.2 - EVIDENCE - SUBMIT - Comments and Moderation Policy Update.docx](#)

Filename: Stonewall WEI 2022 - 1.2 - EVIDENCE - SUBMIT - Comments and Moderation Policy Update.docx **Size:** 24.9 kB

[Stonewall WEI 2022 - 1.2 - EVIDENCE - SUBMIT - Scottish Government trans equality and inclusion policy Compiled \(2\).docx](#)

Filename: Stonewall WEI 2022 - 1.2 - EVIDENCE - SUBMIT - Scottish_Government_trans_equality_and_inclusion_policy Compiled (2).docx **Size:** 61.7 kB

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

The Fairness at Work Policy & Guidance / Standards of Behaviour & Guidance and Example Behaviours focusses on the Scottish Government (SG) an equal opportunities employer. It aims to ensure that all staff can work in an environment free from harassment, victimisation, discrimination or bullying. It states that all employees should be treated with respect, regardless of sex, marital/civil partnership status, age, race, ethnic origin, sexual orientation, gender identity or expression, disability, religion or any other irrelevant difference. Guidance sets out reporting and handling.

The Trans Equality / Inclusion Policy & Guidance describes our commitment to ensuring that trans and non-binary colleagues can be themselves at work, are treated with equality of opportunity, dignity and respect, and are protected from bullying, harassment and victimisation.

The Saltire Comments & Moderation policy describes the standards of behaviour expected when commenting on any Saltire article, provides guidance on comments which are not acceptable, and outlines procedures for raising complaints. It explicitly prohibits comments which are homophobic, transphobic or biphobic.

I.3 Where the organisation has the following family and leave policies, do they use gender-neutral language and explicitly state that they are applicable regardless of gender? Tick all that apply.

Guidance:

- The policies should explicitly state that they apply regardless of the employee or the employee's partner's gender.
- The policies should avoid gendered language and pronouns, for example, by using the term 'partner' instead of 'husband' or 'wife'.

Responses Selected:

A. Adoption Policy

B. Special or Compassionate Leave Policy

C. Maternity Policy

D. Paternity Policy

E. Shared Parental Leave Policy

Upload the selected policies.

[Stonewall WEI 2022 - 1.3 - EVIDENCE - SUBMIT - Adoption Policy.docx](#)

Filename: Stonewall WEI 2022 - 1.3 - EVIDENCE - SUBMIT - Adoption Policy.docx **Size:** 27.8 kB

[Stonewall WEI 2022 - 1.3 - EVIDENCE - SUBMIT - Paid Special Leave.docx](#)

Filename: Stonewall WEI 2022 - 1.3 - EVIDENCE - SUBMIT - Paid Special Leave.docx **Size:** 30.1 kB

[Stonewall WEI 2022 - 1.3 - EVIDENCE - SUBMIT - Paternity Leave Policy.docx](#)

Filename: Stonewall WEI 2022 - 1.3 - EVIDENCE - SUBMIT - Paternity Leave Policy.docx **Size:** 26.1 kB

[Stonewall WEI 2022 - 1.3 - EVIDENCE - SUBMIT - Shared Parental Leave Procedure.docx](#)

Filename: Stonewall WEI 2022 - 1.3 - EVIDENCE - SUBMIT - Shared_Parental_Leave_Procedure.docx **Size:**
452.6 kB

[Stonewall WEI 2022 - 1.3 - EVIDENCE - SUBMIT - Employee guide to maternity leave and pay.doc](#)

Filename: Stonewall WEI 2022 - 1.3 - EVIDENCE - SUBMIT - Employee guide to maternity leave and pay.doc **Size:** 153.1 kB

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

These policies provide a range of support and guidance to employees regarding leave and absence. We have policies related to all the above. Our policies explicitly state that they apply to all staff. The Special Leave Policy for example includes the following statement about Carer's Leave;

"You may grant paid special leave to a colleague who is caring for someone who has a long-term illness, is very frail or has a disability.

The person cared for may be of any age. They can be a relative, a partner (including same-sex partner) or friend. They don't have to be living with your colleague."

The policies for Leave, Adoption, Special Leave and Shared Parental Leave all avoid using gendered language. Policy for Paternity states;

"Our paternity leave policy is designed to support you to care for your new child. This policy applies to all employees and a reference to 'partner' or 'spouse' includes same-sex partners and spouses".

Our policy for Maternity starts with the following statement;

"The Scottish Government provides a range of family-friendly benefits to help you manage family life and working life. Our maternity leave policy is designed to support you before and after your baby is born."

I.4 Does the organisation have a trans inclusion policy that covers the following?

Guidance:

- This policy should contain information about the inclusion of all trans employees, regardless of whether they are currently transitioning.
- C – guidance must make clear that all trans employees can use the facilities (e.g. toilets, changing rooms) they feel most comfortable using and should explain your commitment to introducing gender-neutral facilities, if not already widely available.
- D – guidance on dress code should be offered regardless of whether you have a uniform or dress code policy. This should make clear that all employees, including trans and non-binary employees, are encouraged to wear the uniform or dress that they feel most comfortable in. If you provide a uniform, this should include provision for gender fluid employees to have multiple uniforms.

Responses Selected:

- A. A clear commitment to supporting all trans people, including those with non-binary identities
- B. Information on language, terminology and trans identities, including non-binary identities
- C. Guidance on facilities for trans employees, including non-binary employees
- D. Guidance on dress code for trans employees, including non-binary employees
- E. A clear commitment to confidentiality and data protection for trans staff

Upload the selected policies.

[Stonewall WEI 2022 - 1.4 - EVIDENCE - SUBMIT - Scottish Government trans equality and inclusion policy Compiled \(2\).docx](#)

Filename: Stonewall WEI 2022 - 1.4 - EVIDENCE - SUBMIT -

Scottish_Government_trans_equality_and_inclusion_policy Compiled (2).docx **Size:** 62.9 kB

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

Trans Equality & Inclusion Policy and Guidance

This policy was published in 2018 and was developed in consultation with the LGBTI+ Staff network, Unions and external organisations and demonstrates our commitment to enhancing trans equality and inclusion in the workplace. The policy includes: a guide on terminology, transitioning at work/processes, the relevant legislation, support available, confidentiality. It also covers expectations from: the Scottish Government, managers, employees, the diversity and inclusion team, the professional advice and wellbeing manager, LGBTI and Allies senior champions, DG ally and networks. It also provides guidance for trans staff and managers about processes for changing names on official systems, reporting absences, a commitment to providing gender neutral facilities and data protection rules regarding data related to gender identity and transitioning.

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

Guidance:

- This could be contained within a trans inclusion policy, could be supportive guidance to a trans inclusion policy, or could be in a stand-alone transitioning at work policy.
- This should be explicitly non-binary inclusive.
- A and C – these should include a commitment that the employee will be allowed the time off that they need for transition-related treatments or appointments and that any leave will be recorded separately to sick leave.

Responses Selected:

A. Work related guidance for an employee who is transitioning (bronze award requirement)

C. Work related guidance around data protection and confidentiality

D. Work related guidance for managers on how to support an employee who is transitioning (bronze award requirement)

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

Upload the selected policies.

[Stonewall WEI 2022 - 1.5 - EVIDENCE - SUBMIT - Scottish Government trans equality and inclusion policy Compiled \(2\).docx](#)

Filename: Stonewall WEI 2022 - 1.5 - EVIDENCE - SUBMIT -

Scottish_Government_trans_equality_and_inclusion_policy Compiled (2).docx **Size:** 61.5 kB

[Stonewall WEI 2022 - 1.5 - EVIDENCE - SUBMIT - Learning pathway for GR and transitioning.docx](#)

Filename: Stonewall WEI 2022 - 1.5 - EVIDENCE - SUBMIT - Learning pathway for GR and

transitioning.docx **Size:** 25.0 kB

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

Scottish Government Trans Equality and Inclusion Guidance & Policy

This policy was published in 2018 and was developed in consultation with the LGBTI+ Staff network, Unions and external organisations and demonstrates our commitment to enhancing trans equality and inclusion. The policy includes: a guide on terminology, transitioning at work/processes, the relevant legislation, support available, confidentiality. It also covers expectations from: the Scottish Government, managers, employees, the diversity and inclusion team, the professional advice and wellbeing manager, LGBTI and Allies senior champions, DG ally and networks.

This guidance provides a comprehensive explanation of how Scottish Government employees can support transgender colleagues in all aspects of their experience as an employee. It includes resources for further knowledge and understanding in addition to advice for managers and signposts for where further support can be sought for the employee.

Gender Reassignment and Transitioning Pathway

This is a suite of leaning resources available via SG's new online learning platform (Pathways) which is curated by the Diversity and Inclusion Team (People Directorate) in collaboration with policy teams and the LGBTI+ network. It provides a range of resources accessible to all SG staff from 'Basics to Trans Inclusion' to introductions to policies and supporting individuals.

I.6 Does the organisation have a formal commitment to introduce gender-neutral facilities in all its buildings?

Guidance:

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

Yes

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

The Scottish Government has already introduced gender neutral toilets in some buildings and has made a formal commitment in our Trans equality Inclusion Policy to provide gender neutral facilities in all new buildings;

"The Scottish Government is committed to providing the best support possible for all trans members of staff. This includes:

- aiming to provide access to gender neutral facilities in all buildings within Scottish Government."

The supporting guidance states: "Use of Scottish Government facilities – Trans employees should choose to use the facilities they feel most comfortable with, including using accessible toilets if they prefer. Many SG buildings have gender neutral toilets."

A full Equality Impact Assessment was conducted in 2018 for the Smarter Workplaces initiative. This involved engagement with the LGBTI+ Network amongst others. Impact on gender reassignment and sex as part of this process recommended modifications to the two new developments of Atlantic Quay & Victoria Quay and these were enacted when the buildings opened in July 2021. The full EQIA can be found Smarter Workplaces programme: EQIA summary - gov.scot (www.gov.scot);

Atlantic Quay (Glasgow)

These facilities are on two floors of the building and are open to all individuals working or visiting the building, giving individuals the choice of using gender neutral or gender specific facilities. Toilet facilities have a shared sink but enclosed cubicles. Accessible/Male/Female toilets are available on the other floors so users of the building have a choice over which facilities to use. This has no impact on visitors to the

building as they can be escorted when in the building and so can be taken to toilets on the higher floors if they do not wish to use these facilities.

Victoria Quay (Edinburgh)

Introduction of gender neutral toilets across three locations on the 3rd floor of Victoria Quay. In Victoria Quay the gender neutral toilets are completely enclosed with no shared washing facilities. The location and type of toilet will be replicated on the lower floors as they are refurbished. Accessible/Male/Female toilets are also available across the floors so users of the building have a choice over which facilities to use.

This approach is echoed in the following statement from the Workplace Division;

'An Accessibility and Inclusion Workplace Strategy has been developed, along with an EQIA, to have a strategic approach for Workplace Division to deliver its functions in a manner which considers all aspects of making our core estate offices as accessible and inclusive as possible for all from design to delivery. This will form a key element of the SG Estate Strategy and Asset Plan. Work is underway in Workplace Division to create an Implementation Plan which will take forward actions to delivery against the ambition of the strategy.'

This was enacted on in 2020 / 2021 with gender neutral facilities also now available in Scotland House. Whenever refurbishing buildings/toilets we actively look to improve accessibility for all staff. An example of this is at Marine Laboratory, Aberdeen, where we undertook a toilet refurbishment and installed individual gender neutral "superloos".

1.7 Does your organisation provide healthcare insurance to your UK employees?

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

No

I.7 In the last three years, has the organisation scrutinised and developed the LGBT inclusivity of its mental health support provision?

Guidance:

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

Yes

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

Much of our mental health aware and support is provided by our external "Employee Assistance Service" provider. This includes a telephone, virtual and face to face counselling provision. During the Covid pandemic we were aware that the needs of our diverse staffing group would differ and we were keen to ensure that our EAS could provide a service that could meet the needs of our staff. We engaged with our staff networks in particular our LGBTI+ network and our Race Equality Network to understand what their needs were for this provision. Our staff told us that they would like to have access to counsellors who had a similar lived experience to them and were looking for bespoke sessions and learning circles that could be developed to meet specific concerns. Our EAS provider has confirmed that they can and will provide counsellors from specific backgrounds or who belong to a specific group i.e. ethnic minority or LGBTI. They have also been able to provide us with 4 specific bespoke sessions that they can create and deliver for our staff networks. An outline of their services and considerations is below.

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

I.8 Has the organisation reviewed other policies to ensure they are LGBT inclusive?

Guidance:

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

Yes

Upload the selected policies.

[Stonewall WEI 2022 - 1.8 - EVIDENCE - SUBMIT - PAWS Menopause Policy.docx](#)

Filename: Stonewall WEI 2022 - 1.8 - EVIDENCE - SUBMIT - PAWS Menopause Policy.docx **Size:** 34.0 kB

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

Menopause Policy

This policy was introduced in July 2021 and gives a detailed description of what menopause is, symptoms, how it can affect individuals, how staff who are experiencing menopause can be supported, sources of support, and advice on example adjustments that can be made to remove barriers to working.

The policy explicitly references transgender staff as follows:

“Some transgender men, non-binary people, and intersex people or people with variations in sex characteristics may also experience the menopause.”

The policy also reference and signposts staff to a large range of additional resources and support tools, including Saltire Blogs (Menopause and the Seven Dwarfs published on 12.10.20, Menopause is a Rollercoaster and you just have to ride it 12.10.20, and Menopause and why we need to talk about it 15.10.20).

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

I.9 Are the organisation's compassionate and/or special leave policies inclusive of loved ones/chosen families/close support networks and supporting someone through transition?

Guidance:

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

Yes

Copy and paste the relevant sections of your policies.

Our policies are inclusive and for example the paid special leave policy states that;

“Domestic special leave -eligibility

This policy applies to all employees and references to 'partner' or 'spouse' includes same-sex partners and spouses.

Example of when paid domestic special leave may be granted on a short-term basis are given below. This list is not exhaustive and staff and managers looking for advice should contact HR.

Carers' leave

Paid special leave is available to colleagues who have regular and substantial caring responsibilities for someone who has a long-term illness, is very frail or has a disability. It may be granted to let you:

- organise home care or help in the home
- organise special equipment or adaptations to the home
- deal with other agencies (for example GPs, social workers, health visitors)
- arrange respite/short-term care
- accompany dependants to medical appointments

Up to five days special leave can be granted to carers.

Domestic emergency

Paid special leave may be granted in the event of:

- the serious illness or death of a partner or spouse, close relative, dependant or person in an established relationship
- care of a sick child
- the unexpected disruption or breakdown of care arrangements for a dependant
- an unexpected incident at school involving a dependent child
- short-term care at home of a partner or spouse, close relative or dependant
- damage or disruption to property (for example flooding, burglary)
- circumstances where employees are/have been experiencing domestic abuse (staff or managers should contact the People Advice and Wellbeing team for specific advice in these circumstances)”

Section 2: The employee lifecycle

Completed - 5 Oct 2021

Form for "Section 2: The employee lifecycle"

This is my form.

Section 2: The employee lifecycle

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

2.1 When advertising for external appointments, how does the organisation attract LGBT talent? Tick all that apply.

Guidance:

- These actions should not be limited to HR or Diversity & Inclusion related roles.
- A – this can include taking recruitment materials to Pride events and should have taken place in the last year.
- B – evidence should include screenshots of a job pack or job page from the last year.
- C – this can be a link to a webpage.

Responses Selected:

A. Advertising on or recruiting from LGBT or diversity websites, fairs and events

B. Include a statement around valuing diversity, explicitly inclusive of LGBT people in job packs and pages (bronze award requirement)

Upload evidence for the selected options.

[Stonewall WEI 2022 - 2.1 - EVIDENCE - SUBMIT - Screenshot of Work For Scotland Diversity Statement USE.docx](#)

Filename: Stonewall WEI 2022 - 2.1 - EVIDENCE - SUBMIT - Screenshot of Work For Scotland Diversity Statement USE.docx **Size:** 434.8 kB

[Stonewall WEI 2022 - 2.1 - EVIDENCE - SUBMIT - GDP 2021 - Marketing - Partner Toolkit USE.docx](#)

Filename: Stonewall WEI 2022 - 2.1 - EVIDENCE - SUBMIT - GDP 2021 - Marketing - Partner Toolkit USE.docx **Size:** 7.4 MB

[Stonewall WEI 2022 - 2.1 - EVIDENCE - SUBMIT - CNO Candidate Pack 2021 - Final USE.pdf](#)

Filename: Stonewall WEI 2022 - 2.1 - EVIDENCE - SUBMIT - CNO Candidate Pack 2021 - Final USE.pdf
Size: 1.5 MB

Describe the evidence uploaded (max. 200 words).

A The Graduate Development Programme 2021 recruitment campaign project group (to help shape and deliver on each element of the recruitment process) invited SG diversity networks, including our LGBTI and Allies networks to be represented. The Programme advertisement campaign engaged with 100+ organisations including all Scottish Universities and diversity focussed organisations – this included LGBTI Youth Scotland and Stonewall. The marketing pack makes explicit reference to being a Stonewall Diversity Champion.

GDP 2021 campaign stats (to be sent when available)

Centralised and graduate recruitment campaigns were advertised via: Engender, Stonewall, Equality network, Glasgow Women’s Library, Scottish Transgender Alliance, Scottish Women’s Convention (05/01/21)

Senior Civil Service external campaigns are advertised on a range of sites: www.lgbtequality.co.uk and www.proudemployers.org.uk and www.disabilityjobsite.co.uk, www.ethnicjobsite.co.uk, www.overlookedtalent.co.uk, www.diversityjobsite.co.uk, www.asianjobsite.co.uk, www.disabilitynetwork.co.uk

B Our Scottish Government website advertising all jobs features a statement setting out our commitment to wider equality including LGBTI Equality and the Stonewall top 100 employers logo.

Senior Civil Service candidate packs include a welcome from Lesley Fraser (Director General Corporate). Her section focuses on D&I and explicitly states that Scottish Government’s diversity ambitions for our workforce includes representation of trans people and people who identify as lesbian, gay, bisexual or another sexual orientation. (attached).

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

Guidance:

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

Yes

Upload evidence of guidance or training.

[Stonewall WEI 2022 - 2.2 - EVIDENCE - SUBMIT - Training Materials \(5\).docx](#)

Filename: Stonewall WEI 2022 - 2.2 - EVIDENCE - SUBMIT - Training Materials (5).docx **Size:** 254.9 kB

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

Scottish Government Resourcing Policy sets out the following commitment:

“Fair – Decisions taken in the process of filling posts must comply with the Scottish Government policy on Equal Opportunities and Diversity. The Scottish Government is committed to ensuring that all staff are treated equally irrespective of age, disability, gender reassignment, pregnancy or maternity, race, religion or belief, sex, sexual orientation or trade union membership.”

This underpins our approach to recruiting both external and internal candidates. To embed this approach we ensure Lead Panel Member (LPM) who has completed a 2 day compulsory training course is a part of all panels promotions and external interviews. There are around 250 Lead Panel Members across the organisation who have had a compulsory 2 day training on recruitment including inclusivity. Their role is to uphold standards and provide support and challenge to Recruiting Managers and other panel members and to ensure that equality and diversity principles are reflected throughout the process. The LPM Handbook is attached. Guidance is available on our online learning platform on “Attracting and hiring from a more diverse talent pool”.

A review of our whole resourcing policy and processes is also currently taking place.

In September 2021 a scoping paper was produced by the new head of resourcing detailing a proposed Policy Review for Resourcing Policy within the Scottish Government. This document primarily focused on Resourcing policies that impact recruitment of roles at Bands A-C both post-specific and centralised campaigns, however some policies are applied across other recruitment activities for example Senior Civil Service (SCS), Graduate and Apprenticeships. This review focused on identifying areas for improvement throughout resourcing processes and practices, One of the areas identified as requiring work was 'the ability of Resourcing to meet key diversity commitments'. This included the areas of LGBT+ inclusive advertising, application processing and on-boarding. Investment was secured to implement a new Applicant Tracking System (ATS) as part of this review. Review of policies included analysis of both existing and those needed.

Of particular interest is the need identified for a 'Supported Routes to Employment' Policy to support under-represented groups into employment with the Scottish Government.

This project was explicitly linked to the D & I objectives of the Scottish Government and has been approved is underway (September 2021) and is aiming for complete delivery March 2022.

We have new guidance for our Resourcing team on how to conduct pre-employment checks (specifically criminal records checks) for Transgender candidates. LGBT+ Network Committee members have been consulted with regarding this. This will support transgender applicants to feel welcome and included whilst offering reassurance around data protection and privacy, thus removing a significant barrier for transgender applicants.

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

Guidance:

- Content for all options can be supplied in person, online (through a video or post), or on paper.
- A – the message should explicitly refer to LGBT inclusion, including bi, non-binary and trans inclusion.
- C – relevant policies are those covered in Section 1.

Responses Selected:

A. Explicit message on the organisation's commitment to LGBT inclusion (bronze award requirement)

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

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

Upload evidence for the selected options.

[Stonewall WEI 2022 - 2.3 - EVIDENCE - SUBMIT - SG Induction \(4\).docx](#)

Filename: Stonewall WEI 2022 - 2.3 - EVIDENCE - SUBMIT - SG Induction (4).docx **Size:** 335.8 kB

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

A, B & C

The induction process in the Scottish Government (SG) is provided to all new starts and comprises local inductions managed within each directorate, and also by a global Foundation Day training package which provides information about the whole organisation. Staff are clearly signposted to all the staff networks via the Staff Network Overview page on the intranet (Saltire) where named individual contacts are listed together with links to the network page on Yammer and information on how to join. This includes the LGBTI+ network. All new starts to the SG have access to the intranet as soon as they receive their Scottish Government log-in on their first day. Over the past year the organisation has provided all new starts with a virtual induction training package, which includes a video overview of Diversity And Inclusion and an introduction to the staff networks. Every new staff member at bands A-C also has access to 'Thrive Bands A-C Individual Induction Guide to Scottish Government' which contains specific information about diversity and inclusion, the staff networks, and links to all relevant policies and information related to wellbeing, including specific considerations to make to ensure diversity and inclusion are embedded in decision making during the coronavirus pandemic. An extract from the induction pack including reference to both Equality and Diversity and the Staff Networks is attached with relevant sections highlighted. The diversity and Inclusion section explicitly states that:

"Diversity is anything that evokes a perception of difference. It starts with race, marriage and civil partnership, disability, gender identity, sexual orientation, religion or belief (or none), pregnancy and maternity, age and sex. But it also includes social and educational background, organisational tenure, thinking styles, talent and identities. Your responsibility includes:

- Having appropriate and relevant diversity objectives as part of your annual objectives then delivering and evidencing them when reporting on your work;
- Continue to develop your awareness and understanding of the issues from others. This video demonstrates how we can seek out and value different perspectives;
- Supporting each other in the building of a diverse workforce that is representative of the community that we serve. This includes taking equality considerations on how we support each other in our teams and in all our recruitment, retention, appraisal and promotion processes.

Inclusion is about integrating diversity in what we do. It means being treated fairly and with respect, feeling both valued for your uniqueness and also a sense of belonging; and having a voice in decision-making. Inclusion is mostly experienced at team level."

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

Guidance:

- Examples include the option to choose a gender marker other than male or female and being able to use gender-neutral titles, such as Mx.
- Alternatively, you could consider removing gender markers and titles from your systems altogether.
- You will receive more marks if at least one example is specific to gender fluid people, for example the ability to have multiple passcards with different forms of gender expression.

Yes

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

The Scottish Government have removed the need to have identities recognised on workplace systems by adding 'Mx' to the option of 'title' when staff are adding their details to the staff directory, and also the option of not using a title at all. The information provided here is visible to all staff and can be updated via the 'self-service' online e-HR system at any point.

In addition to this no title is necessary when setting up a SCOTS account (this includes e-mail address) and this account is then used to access and identify the user on all online systems including the intranet (Saltire), the learning platform (Pathways) and Microsoft Teams.

Similarly our security passes which are required to physically access buildings require no title.

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

Guidance:

- The training should reach as many employees as possible across your organisation.
- Training content should explicitly mention LGBT people and cover lesbian, gay, bi and trans in the context of each option selected.
- Examples of content you could upload are case studies, e-learning screenshots or PowerPoint presentations.
- Training can be provided in-person or digitally.

A. Organisational policy and legislation (bronze award requirement)	1-25%
B. Examples of biphobic, homophobic and transphobic discrimination, bullying and harassment	None
C. Examples of discrimination, bullying and harassment on the basis of multiple identities	1-25%
D. How to challenge biphobic, homophobic and transphobic discrimination, bullying and harassment	None
E. How to report biphobic, homophobic and transphobic discrimination, bullying and harassment	None
F. A clear route for feeding back on the inclusion or representation of employees' identities in the training	1-25%

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

We have recently introduced 3 mandatory diversity and inclusion learning solutions. The Inclusive Culture (for staff with no management responsibility) and Inclusive Leadership & Culture events have now been running since early July 2021 and will continue to run until end June 2022. Championing an Inclusive Culture begins delivery in early October 2021 for Senior Civil Service staff. The training sessions are booked via our online learning platform Pathways which gives us clear analytics about who has both booked and attended the training. We can distinguish between the two so simply booking onto the training does not count as completing it. Therefore we can be confident about the data on completion rates below. At present:

- Inclusive Culture: 44 sessions delivered, completion rate is 10% of all eligible staff (1183 staff of 11893 completed).
- Inclusive Leadership & Culture: 33 delivered, completion rate is 11% of all eligible staff (646 managers of 5693 completed).

A further 177 sessions are in plan for delivery until March 2022 and we will add further sessions to achieve a minimum of 80% completion.

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

The Scottish Government (SG) provides all staff with access to training materials and resources on its policies and expectations in relation to bullying, discrimination and harassment as a whole (see Understanding Discrimination, Harassment & Victimisation Pathways Tiles), and also specific training in relation to LGBTI+ individuals.

The Scottish Government introduced new packages of training under the title of Inclusive Culture and Inclusive Culture and Leadership' in July of this year. These are mandatory and roll out is on schedule for delivery to all SG core and Agencies by March 2022 (circa 16,000 employees). In three months we have seen a large uptake with around 10-11% of eligible staff completing the Inclusive Culture and Inclusive Leadership and Culture training. This training is delivered as a virtual live training session with workshops, and requires participants to reflect on their own experiences and listen to those of colleagues. It is widely recognised that this is the first phase in a journey to improve the Diversity and Inclusion within Scottish Government.

Learning Outcomes are as follows:

Inclusive Culture:

1. Highlight the Government's commitment to creating an inclusive culture

2. Define the terms Equality, Diversity and Inclusion
3. Consider where you believe the organisation is on its journey towards an inclusive culture
4. Explore the types of bias, micro-behaviours and barriers that can impact colleagues
5. Take action to be part of the change
6. Access additional resources on Diversity and Inclusion

Both packages explicitly signpost staff to the SG Trans Equality and Inclusion Policy.

Inclusive Leadership and Culture

1. Highlight the Government's commitment to creating an inclusive culture
2. Define the terms Equality, Diversity and Inclusion
3. Consider where you believe the organisation is on its journey towards an inclusive culture
4. Explore the types of bias, micro-behaviours and barriers that can impact colleagues
5. Describe what we mean by the term Inclusive Leadership
6. Outline the 6Cs of Inclusive Leadership
7. Take action to be part of the change
8. Access additional resources on Diversity and Inclusion

Separate to this mandatory training, we provide a Diversity and Inclusion "digital curriculum" for self-directed learning via our learning experience platform 'Pathways' (which is accessible to all employees in SG Core and Agencies). This digital curriculum has a host of excellent curated resources including podcasts, videos and e-learning for all colleagues and some resources aimed specifically at people managers. These include: understanding discrimination, bullying, harassment and victimisation (attached) which defines all of these terms including direct and indirect discrimination and how we should deal with these as an employer. There is also detail about the sexual orientation and gender reassignment & transitioning. This includes examples of unacceptable behaviour in relation to bullying, harassment, discrimination and victimisation.

F For this training, all participants are invited to complete an evaluation form, and can also leave comments directly on the learning platform (Pathways). This feedback is used to evaluate the content and delivery of the training and to evaluate and reflect on developments or changes that are needed.

Upload evidence for selected options.

[Stonewall WEI 2022 - 2.5 - EVIDENCE - SUBMIT - Scottish Government Inclusive Leadership and Culture Slides.pptx](#)

Filename: Stonewall WEI 2022 - 2.5 - EVIDENCE - SUBMIT - Scottish Government Inclusive Leadership and Culture Slides.pptx **Size:** 2.2 MB

[Stonewall WEI 2022 - 2.5 - EVIDENCE - SUBMIT - Scottish Govt Inclusive Culture Slide Pack V2.0 USE.pptx](#)

Filename: Stonewall WEI 2022 - 2.5 - EVIDENCE - SUBMIT - Scottish Govt Inclusive Culture Slide Pack V2.0 USE.pptx **Size:** 1.9 MB

[Stonewall WEI 2022 - 2.5 - EVIDENCE - SUBMIT - Undertanding Gender Reassignment Discrimination USE.docx](#)

Filename: Stonewall WEI 2022 - 2.5 - EVIDENCE - SUBMIT - Undertanding Gender Reassignment Discrimination USE.docx **Size:** 19.9 kB

[Stonewall WEI 2022 - 2.5 - EVIDENCE - SUBMIT - Sexual Orientation Pathway Tiles USE.docx](#)

Filename: Stonewall WEI 2022 - 2.5 - EVIDENCE - SUBMIT - Sexual Orientation Pathway Tiles USE.docx **Size:** 1.5 MB

[Stonewall WEI 2022 - 2.5 - EVIDENCE - SUBMIT - Diversity Inclusion and Equality Training Pathways Compiled \(2\).docx](#)

Filename: Stonewall WEI 2022 - 2.5 - EVIDENCE - SUBMIT - Diversity Inclusion and Equality Training Pathways Compiled (2).docx **Size:** 319.1 kB

[Stonewall WEI 2022 - 2.5 - EVIDENCE - SUBMIT - Understanding Discrimination Harassment and Victimisation Pathways.docx](#)

Filename: Stonewall WEI 2022 - 2.5 - EVIDENCE - SUBMIT - Understanding Discrimination Harassment and Victimisation Pathways.docx **Size:** 23.1 kB

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

Guidance:

- Communications uploaded should have been sent or made available to all employees (or as many as geographically possible through the specific communication method). In your uploaded evidence, make clear who/how many employees the communication reached.
- Evidence could include emails and screenshots of intranet posts.
- A – communications can focus on specific awareness days/events, such as LGBT History Month, Pride and/or IDAHOBIT (International Day Against Homophobia, Biphobia and Transphobia).
- B – communications can focus on specific awareness days/events, such as Bi Visibility Day and/or Pan Visibility Day.
- C – communications can focus on specific awareness days/events, such as Trans Day of Visibility, Trans Day of Remembrance and/or TransPride.
- D – communications can focus on specific awareness days/events, such as Non-Binary People’s Day.
- A, B, C and D – you are required to meet at least one of these criteria to receive a bronze award.

Responses Selected:

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

Upload evidence for selected options.

[Stonewall WEI 2022 - 2.6 - EVIDENCE - SUBMIT - D Blogs for D 29th June 2021 et al.docx](#)

Filename: Stonewall WEI 2022 - 2.6 - EVIDENCE - SUBMIT - D Blogs for D 29th June 2021 et al.docx **Size:**
91.9 kB

[Stonewall WEI 2022 - 2.6 - EVIDENCE - SUBMIT - E Saltire Articles for E December 2020 et al.docx](#)

Filename: Stonewall WEI 2022 - 2.6 - EVIDENCE - SUBMIT - E Saltire Articles for E December 2020 et
al.docx **Size:** 291.1 kB

[Stonewall WEI 2022 - 2.6 - EVIDENCE - SUBMIT - F Policy Articles SaltireJan 2021 et al.docx](#)

Filename: Stonewall WEI 2022 - 2.6 - EVIDENCE - SUBMIT - F Policy Articles SaltireJan 2021 et al.docx
Size: 38.3 kB

[Stonewall WEI 2022 - 2.6 - EVIDENCE - SUBMIT - G Blogs for C 21st June 2021 et al.docx](#)

Filename: Stonewall WEI 2022 - 2.6 - EVIDENCE - SUBMIT - G Blogs for C 21st June 2021 et al.docx **Size:**
94.8 kB

[Stonewall WEI 2022 - 2.6 - EVIDENCE - SUBMIT - A Blogs for A 23rd Feb 2021 et al.docx](#)

Filename: Stonewall WEI 2022 - 2.6 - EVIDENCE - SUBMIT - A Blogs for A 23rd Feb 2021 et al.docx **Size:**
174.4 kB

[Stonewall WEI 2022 - 2.6 - EVIDENCE - SUBMIT - B Blogs for B 21st June 2021 et al.docx](#)

Filename: Stonewall WEI 2022 - 2.6 - EVIDENCE - SUBMIT - B Blogs for B 21st June 2021 et al.docx **Size:**
91.9 kB

[Stonewall WEI 2022 - 2.6 - EVIDENCE - SUBMIT - C Blogs for C 29th June 2021 et al.docx](#)

Filename: Stonewall WEI 2022 - 2.6 - EVIDENCE - SUBMIT - C Blogs for C 29th June 2021 et al.docx **Size:**
94.9 kB

Provide date for option A:

23 Feb 2021

Provide date for option B:

21 Jun 2021

Provide date for option C:

29 Jun 2021

Provide date for option D:

29 Jun 2021

Provide date for option E:

10 Dec 2021

Provide date for option F:

1 Jan 2021

Provide date for option G:

21 Jun 2021

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

Guidance:

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

Yes

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

It is mandatory for all staff to set Diversity and Inclusion Objectives. Our guidance explicitly refers to examples;

- consider equality and diversity issues when creating or implementing a policy or organising meetings or events. Ensure it is fully inclusive and there are no barriers to under-represented groups.
 - when setting up a project or working group, ensure you include representatives from under-represented groups or organisations in order that the group benefits from diverse perspectives and experiences
- In addition managers and team leaders are encouraged to;
- ensure that staff who participate in our staff networks are recognised through the performance management process, ensuring that this activity supports the outcome that the Scottish Government is to become a more diverse and inclusive place to work
 - analyse your People Survey results to understand any equality or diversity impacts and take any appropriate action to address these areas, involving a diverse group of staff to support you.
 - use external recruitment activity as opportunities to increase the diversity of our workforce. Use positive action, including positive diversity statements and imagery in vacancy adverts and taking action to reach under-represented communities and groups and understand the barriers they may face
 - ensure you make yourself aware of, understand and respond to the diverse or different needs of new employees both in advance of their start date and during their induction
 - understand the impact of, and role model, inclusive behaviours to build a culture of openness and respect within your teams and actively seek and be open to feedback on your impact

These objectives are scored as part of the appraisal system, with 5 possible markings being achieved;

Effective

Highly effective

Exceptional

Less than effective performance

Partly effective

Not effective

Outcomes from appraisals feed into the staff member's development plans and training and are reviewed on an ongoing basis.

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

Guidance:

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

Yes

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

The exit interview process for SCS includes the completion of a short questionnaire by the individual followed by a more in-depth conversation with either the Director of People or the the Deputy Director SCS Resourcing & Staffing. Cabinet Office can also make arrangement for someone outwith the Department to speak with the individual if they prefer. The questionnaire asks for some personal information, including demographic characteristics, and includes some multiple choice questions about the role the individual is leaving and how different factors influenced their decision to leave. The interview offers the opportunity to expand on the reasons for leaving and the individuals plans for the future.

We have actions in our Race Recruitment and Retention Plan 2021 to develop a standard approach to exit interviews for all A-C band staff and provide six monthly updates on any relevant key themes to the D&I team.

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

Participation in the exit interview process is optional, however any information collected is reviewed by the head of the Senior Resourcing and Talent Team, and by Cabinet Office researchers.

Any issues, including LGBTI+ issues, raised or identified in either the questionnaire, or the interview will be acted upon by the interviewer and the head of the Senior Resourcing and Talent Team.

Results are retained by the Director General for the business area unless something is reported that needs escalating to HR at that point the DG would raise with head or SCS team or Head of HR and they would agree what actions were required to be taken to address any bullying, discrimination or harassment.

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

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

Guidance:

- This should address the specific needs of lesbian, gay, bi and trans people.

No

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

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

Guidance:

- Please only answer this question if the organisations has apprenticeships in the UK
- This might include LGBT-specific content in recruitment materials or advertising at LGBT-specific events.

No

Section 3: LGBT employee networkgroup

Form for "Section 3: LGBT employee network group"

This is my form.

Section 3: LGBT employee network group

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

3.1 Does the organisation have an LGBT employee network group for LGBT employees? Select one option.

Guidance:

- A – this option scores maximum marks for this question.
- B and C – these options score lower marks for this question.
- A, B and C – you are required to meet one of these criteria to receive a bronze award.

A. Yes, with a defined role and terms of reference (bronze award requirement)

Upload the group's terms of reference.

[Stonewall WEI 2022 - 3.1 - EVIDENCE - SUBMIT - LGBTI Network Detail Terms of Reference \(4\).docx](#)

Filename: Stonewall WEI 2022 - 3.1 - EVIDENCE - SUBMIT - LGBTI Network Detail Terms of Reference (4).docx **Size:** 35.5 kB

3.2 In the past year, has the organisation supported the work of the LGBT employee network group in the following ways? Tick all that apply.

Guidance:

- C – time should be formally agreed.
- D – this should develop practical skills relevant to the role of the network group, for example peer support, mentoring or conflict resolution.
- E – these can be general or LGBT-specific programmes and should be communicated to members through the employee network group.

Responses Selected:

B. Provided a formal senior champion

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

For a number of years, the network has been supported by two senior champions, both of whom have lived experience regarding LGBTI+. Their names are prominently displayed on network information page. An Executive Team ally is also appointed for each of the main staff diversity groups including the LGBTI+ network, and publicly announced in a staff news article (Updated roles for Executive Team allies). The LGBTI+ staff network committee has close contact with both senior champions and Executive Team ally, and engages them on LGBTI+ messaging, LGBTI+ network decisions that impact on members, as well as sharing insight and lived experience on issues impacting on members in the workplace to contribute to and inform organisational improvements. There have been occasions during the past year when the champions have played an active and valuable role in both supporting network members and advocating on their behalf at senior leader level.

3.3 In the past year, which of the following activities has the LGBT employee network group undertaken to improve its inclusivity? Tick all that apply.

Guidance:

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

Responses Selected:

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

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

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

A. Implemented a formal mechanism to ensure bi issues are engaged with (for example, bi reps). Bi reps are highlighted on the network page so that any employees who have any questions or concerns related bi inclusion or equality in the workplace can contact a named person for advice and support. Network members have used the representatives to ask specific bi questions, organise anything for/about bisexual employees and where individuals have received bi-phobic harassment etc. This initiative is new and has not yet been evaluated.

The diversity of the LGBTI+ network including its bi reps has also been highlighted at LGBT engagement sessions.

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

The network's name (LGBTI+ Network) was expanded to include intersex and other marginalised and under-represented groups, such as asexual and queer, and this is explicitly signalled on the network page and the Terms of Reference. This is reflected in the logo and visuals used in network communication and events.

This inclusion is always communicated by committee members in formal and informal introductions to the network, with tremendous positive feedback – several new network members have expressed their gratitude for explicit inclusion of these under-represented labels. The network members also regularly

contribute articles and blogs to the SG staff intranet (saltire), and in the past year these have explicitly referenced their own sexual orientation or gender identity, intersectionality and inclusivity.

During 2020, the network had planned coffee drop-ins for offices outside of Edinburgh prior to lockdown. When those could not be held in person, they were held virtually, and kept as a monthly network activity. These have attracted a variety of participants from across Scottish Government from new starts, to more experienced civil servants, with participants from across Scotland, and grades varying from A band staff to the new Director of Equality, Inclusion and Human Rights. This has provided opportunity for marginalised groups to engage with the network in a safe and controlled environment. The drop-ins organisers were also proactive in seeking requests for adjustments in all their activities. Examples of adjustments made include BSL interpreters and closed-caption technology. The LGBTI+ network also regularly runs other social events, including those which have an explicit intersectional focus (such a movie nights with the Race Equality Network).

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

Guidance:

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

No

3.5 Which of the following support activities does the LGBT employee network group undertake? Tick all that apply.

Guidance:

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

Responses Selected:

A. Provide confidential support to all employees on LGBT issues

C. Consultation on improving internal policies and practices

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

A. Provide confidential support to all employees on LGBT issues

Communication is delivered on internal network social media about how to get in touch with the committee at regular intervals. An example of this is that during the pandemic the network not only supported members during specific instances of hardship, but also identified and shared internal and external resources for support – mental health first aiders, SG counsellors, LGBT phone advice services.

C. Consultation on improving internal policies and practices

Individual members of the committee contribute lived experience from the network into internal policy review and development of relevant solutions to improve practices, for example in the past year:

- Policy review: Scottish Government trans employee policy and manager guidance; inclusive recruitment policies (Scottish Government and one of its agencies, Social Security Scotland);
- Knowledge and capability building: Equality and Inclusion, transitioning and gender reassignment and Pride pathways. Pathways are subject-specific suites of training available through the new Scottish Government DI curriculum and accessible through a new learning platform, organised under 'tiles' which staff can click on to access all related training.
- Improving practices: comments mediation policies; gender identity inclusivity of our IT systems.

Network members have also delivered awareness-raising sessions to:

- specific directorates (three sessions for Covid public health Directorate Support Unit) on supporting the inclusion of LGBTI+ views and needs in SG's Covid Response
- other staff networks, including Allyship training for LGBTI Ally network
- corporate teams (D&I, Comms and People Advice & Wellbeing) on the views and needs of LGBTI+ staff in relation to our approach to moderation.
- Social Security Scotland client advisors on supporting LGBT clients and understanding barriers LGBT jobseekers, employees and clients might face when interacting with them

3.6 In the past year, which of the following activities has the LGBT employee network group undertaken? Tick all that apply.

Guidance:

- If not carried out by the LGBT employee network group, these activities can be carried out by other parts of the organisation (for example, the diversity and inclusion team). However, this must at least be in consultation with the network group.
- 'Awareness raising events' refers to activities that serve to educate or inform the wider organisation, for example panel discussions, lunch and learns, or stalls during diversity events.
- Events can be physical or digital.
- G – this could either be a specific programme run by the network or alternatively an organisation-wide programme that proactively incorporates LGBT mentoring.

Responses Selected:

- A. Social networking event for members
- B. LGBT equality awareness-raising event
- C. Bi equality awareness-raising event
- D. Non-binary equality awareness-raising event
- E. Trans equality awareness-raising event
- F. Collaborated with other LGBT network groups

Describe the activities selected and when they occurred (max. 200 words per option). Please provide specific dates or time periods within the last year.

A Social networking event for members

The Network Committee organised virtual LGBTI+ coffee drop ins, started in April 2020. These are still currently running as a way for the LGBTI+ community and Allies to connect and speak to colleagues outside their own teams and departments. As examples LGBTI+ coffee drop ins were held in December 2020, February 2021, 29th June, 29th July 2021, August 26th 2021 and 23rd September 2021. These have consistently boosted morale, and events are attended by staff from all grades from four cities and more remote areas of Scotland with the numbers of attendees growing in recent months. The drop in are promoted on the staff networks' yammer pages, including the LGBTI+ Allies network page which is accessible to all staff.

The LGBTI+ network also regularly runs other social events, including those which have an explicit intersectional focus (such a movie nights with the Race Equality Network), a quiz for LGBT history month and events with invited speakers including a talk to over 60 staff on queer identities in mediaeval history and theology in February 2021. As people return to office buildings, these will still be held with a virtual option.

B, C.

LGBT equality awareness-raising event

LGBT awareness sessions have been delivered for different directorates and working groups, and included sections about bisexual and asexual invisibility (19 April, 17 May, 20 May, 9 June, 23 July; 12 August).

Bisexual identity was highlighted at two directorate-wide pride events with over 250 attendees. numbers of attendees growing in recent months. Feedback states they are run well, diplomatically and inclusively. Frequent feedback we have received from attendees implies this standard is consistent.

D/E Non-binary equality awareness-raising event

Non-binary and trans identities were discussed by speakers with lived experience at two directorate Pride events with over 250 attendees.

Trans awareness sessions have been delivered for different directorates and working groups, including sections on non-binary and intersex terminology (19 April, 20 May, 21 May; 19 August).

F. Collaborated with other networks

The network is represented at the Out In Public group (a public sector LGBT+ networks forum to discuss and raise best practice ideas). The SG LGBTI+ network hosted a panel of staff network leads from SG, SPOut, STRIDE and Ernst Young to discuss the role of LGBT+ staff networks in different organizations at the end of June 2021.

3.7 In the past year, has the LGBT network group held campaigns, initiatives, seminars or events engaging with the intersection of LGBT and other diversity strands? Select one option.

Guidance:

- You will be awarded for up to three examples from the last year. These should each look at the experiences of specific marginalised or underrepresented groups, which could include (but is not limited to):
 - BAME LGBT people / LGBT People of Colour
 - LGBT parents or families
 - LGBT people with accessibility needs, for example including LGBT disabled people and LGBT neurodivergent people
 - LGBT people with experience of mental ill health
 - LGBT people with experience of poverty or homelessness
 - LGBT people of faith
 - LGBT women
 - Older LGBT people
- You should explain why you chose to focus on the experiences of these groups. For example, this might be because of a gap in your previous work.
- (From the 2023 Workplace Equality Index) At least two of the groups should be different to your organisation's previous submission.
- These activities can be carried out in collaboration with other employee network groups.
- If not carried out by the LGBT employee network group, these activities can be led by other parts of the organisation (for example, the faith employee network group might run an event on being an LGBT person of faith).
- Seminars and events can be physical or digital.
- 'Initiatives' and 'campaigns' here refer to specific programmes or projects, for example a series of events, videos or blogs.

Yes, three examples

Describe the campaigns, initiatives, seminars or events and when they occurred (max. 500 words). Please provide specific dates or time periods within the last year.

During Pride month, a committee member delivered three workshops on intersectionality from an LGBT perspective, talking about race, socio-economic background, sexuality, gender, and disability. These

workshops were held with on three dates in July (6th, 20th and 27th) and their aim was to encourage participants to consider the perspectives and experiences of individuals who considered themselves to have multiple identities, and how this impacted on their lived experiences of discrimination and privilege, including those within the workplace. The focus on intersectionality reflects an organisational wide emphasis on addressing discrimination relating to all identities in the workplace, to explore where this discrimination comes from, what factors contribute towards maintaining it, and how we can effectively challenge this in both Scotland as a whole (see our evidence on In the Service of Scotland) and in the work environment.

Throughout the last year a range of activities focussing on the experience of BAME LGBT people / LGBT People of Colour have taken place. On the 24th June an event was held on intersectionality as part of the Race equality Network Conference. Speakers were the Director for Human Rights; the co-chair of the REN, the LGBTI+ Champion and a member of the LGBT+ Committee. As events have all been online this year, there was the opportunity for staff right across the organisation to attend, extending its reach. 98 people attended this event. In August, a group of trans and non-binary network members engaged with the Executive Team Race ally to talk about intersection between race and trans ally-ship. Supporting Black History Month 2021

These events were done as both networks identified a need to explore allyship in general and how this relates to two protected characteristics, and also it was identified that the LGBTI+ network is a well-established network and it was felt that it would be good to share practice

A 'Network of Networks' has been established by the Diversity and Inclusion Team and is designed to bring together leads from the staff networks to build in intersectionality which has been identified as a priority. The Network of Networks functions as an intersectional hub providing its member networks with a buy in and pay off of strategic dedicated communications support and co-ordinated intersectional events designed to expand the network's reach to its wider membership. The LGBTI+ network has been an important part of the Network of Networks since its conception and as an established staff network it will have a crucial role to play in the successful delivery of the intersectional objectives of the Network of Networks going forward. The Network of Networks meets monthly on the first Monday of each month and follows a specific agenda of items that are currently around the setup of the Network of Networks and the current support ask from the participating networks. The first successful deliverable will be an all network discussion panel on the role of staff networks in delivering the in service of Scotland objectives –

of which the LGBTI+ network is a participant.

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

Guidance:

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

Yes

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

The LGBTI+ staff network has hosted monthly virtual coffee drop ins since April 2020. These are advertised on the LGBTI+ Staff Network's private Yammer page and the LGBTI+ Allies page (both accessible to LGBTI+ members across the Scottish Government and its agencies, 16,000 staff). This reach is also complemented by e-mail to the network's mailing list. The first drop in had initially been planned for Dundee House, to reach staff outside of Edinburgh (this was before the pandemic) however the sessions moved to being virtual as a consequence of lockdown and as a result their reach widened to be Scotland wide. There was also an extra drop in hosted specifically for new Social Security Scotland staff based in Glasgow when they joined, to introduce them to the network. The host of the drop-ins sends an exact quote to Social Security Scotland's Operational Support Team to put into their daily bulletin. This helps ensure that confidentiality is upheld and respected, so members of staff can e-mail a reputable committee member directly and not a shared inbox unrelated to the LGBTI+ network. These drop ins have been attended by people from A band (most junior staff) to the new Director of Equality Inclusion and Human Rights as well as staff from all across Scotland and a wide variety of departments and agencies.

Network events are also advertised in local directorate's individual bulletins, for example the Social Security Scotland Daily Bulletin, as this is seen by their operational department and other staff, who are known to use Yammer less. This helps a group of colleagues stay connected who otherwise would be hard to reach (for example local delivery staff from across Scotland).

We have engaged with the Race Equality Network for movie nights over zoom. The attendees for these have been from various cities in Scotland. These we advertised on the LGBTI+ private network page by a committee member, as an official network event. They were also promoted by the Race Equality Network.

Our Yammer has been used to advertise virtual Prides, and more recently in-person Pride events again. There has been information about safety guidelines and regulations relating to in-person Pride events. Due to this promotion, members of staff are able to meet in person, safely.

Section 4: Empowering individuals

Completed - 5 Oct 2021

Form for "Section 4: Empowering individuals"

This is my form.

Section 4: Empowering individuals

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

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

Guidance:

- Examples of support can include resources, programmes or training.
- The support must focus specifically on steps LGBT people can take to become active role models or change makers in your organisation.

Yes

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

An Inclusive Workforce is one of our employer equality outcomes and a core value set out in the document 'In Service of Scotland'. To help us achieve this, we need to ensure our staff are supported in developing their knowledge of diversity and inclusion and the role they play in building a diverse and inclusive culture.

In July 2021 we launched mandatory learning for all staff as follows:

- 'Championing an Inclusive Culture (90 minute live webinar) – for all Senior Civil Servants
- 'Inclusive Leadership & Culture (90 minute live webinar) – for all staff with line management responsibility
- 'Inclusive Culture' (75 minute live webinar) – for all staff without line management responsibility

The learning solutions have been introduced to support everyone working within the Scottish Government to develop and maintain a foundational level of knowledge about inclusion; focussing on unconscious biases to allow for individual self-reflection and personal development. They are a key part of the first phase of a new and improved approach to diversity and inclusion capability building set out in our Mainstreaming Equality Outcomes Report 2021. Phase 2, in development, centres on diversity, with learning resources focussed on individual protected characteristics interwoven with lived experience; SG role specific learning, and positive action learning to build capacity for staff diversity networks, their members and other SG staff from protected groups.

We have engaged closely to co-design the learning with an extensive range of internal stakeholders including Networks, Diversity & Inclusion and the Equality Unit. We have also worked in partnership with the Employer Network for Equality & Inclusion (ENEI), an award-winning external provider which specialises in diversity and inclusion.

The initial evaluation results are very positive and a combined summary of the feedback so far for the 3 solutions is as follows:

How would you rate the quality of this webinar? 76% of people rated 'very good' or 'good' (43% very good / 33% good), 22% rated is as 'ok'.

How likely are you to take a positive action or commitment as a result of this session? 80% of people are either very likely or likely (39% very likely, 41% likely).

We also encourage and enable staff to publish a whole range of staff blogs and articles, where LGBTI+ staff can share their personal experiences, insights and to raise awareness on issues – these include signposting and actions for all staff to take to advance LGBTI+ inclusion. Bisexual, binary and non-binary trans, parenting, board and disability representation have been highlighted at two directorate-wide Pride events with over 250 attendees.

4.2 In the past year, has the organisation shared the workplace experiences of LGBT people with the following identities? Tick all that apply.

Guidance:

- This should be an internal communication, such as an all-employee email or blog post.
- Within the content, the person's identity must be clear. It should not be left up to the reader or viewer to make assumptions.
- Stonewall uses umbrella terms and we recognise that language and identities are personal. If an employee doesn't identify with a term listed below, you should be led by them on which option they feel comfortable being included within.
- Best practice is to share the experiences of internal employees. However, you should take care to ensure that no pressure is put on LGBT employees to be visible in this way. If employees do not want to share their experiences, you can share the workplace experiences of employees outside your organisation, for example from the wider sector.
- Marks will not be awarded in this question where the experiences of celebrities are shared.

Responses Selected:

A. BAME LGBT people / LGBT People of Colour
B. Bi people
C. Binary trans people (e.g. trans men and trans women)
D. Gay or lesbian people
E. LGBT people aged 25 or younger.
F. LGBT people aged 50 or older.
J. LGBT people of faith
L. LGBT people with accessibility needs (excluding accessibility needs relating to mental health)
M. Non-binary people (e.g. genderfluid or genderqueer people)

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

[Stonewall WEI 2022 - 4.2 - EVIDENCE - SUBMIT - Blogs and News Articles \(3\).docx](#)

Filename: Stonewall WEI 2022 - 4.2 - EVIDENCE - SUBMIT - Blogs and News Articles (3).docx **Size:** 173.7

kB

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

[Stonewall WEI 2022 - 4.2 - EVIDENCE - SUBMIT - Blogs and News Articles \(3\).docx](#)

Filename: Stonewall WEI 2022 - 4.2 - EVIDENCE - SUBMIT - Blogs and News Articles (3).docx **Size:** 173.7
kB

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

[Stonewall WEI 2022 - 4.2 - EVIDENCE - SUBMIT - Blogs and News Articles \(3\).docx](#)

Filename: Stonewall WEI 2022 - 4.2 - EVIDENCE - SUBMIT - Blogs and News Articles (3).docx **Size:** 173.7
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D: Submit evidence of sharing these experiences in the last year.

[Stonewall WEI 2022 - 4.2 - EVIDENCE - SUBMIT - Blogs and News Articles \(3\).docx](#)

Filename: Stonewall WEI 2022 - 4.2 - EVIDENCE - SUBMIT - Blogs and News Articles (3).docx **Size:** 173.7
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E: Submit evidence of sharing these experiences in the last year.

[Stonewall WEI 2022 - 4.2 - EVIDENCE - SUBMIT - Blogs and News Articles \(3\).docx](#)

Filename: Stonewall WEI 2022 - 4.2 - EVIDENCE - SUBMIT - Blogs and News Articles (3).docx **Size:** 173.7
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F: Submit evidence of sharing these experiences in the last year.

[Stonewall WEI 2022 - 4.2 - EVIDENCE - SUBMIT - Blogs and News Articles \(3\).docx](#)

Filename: Stonewall WEI 2022 - 4.2 - EVIDENCE - SUBMIT - Blogs and News Articles (3).docx **Size:** 173.7
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J: Submit evidence of sharing these experiences in the last year.

[Stonewall WEI 2022 - 4.2 - EVIDENCE - SUBMIT - Blogs and News Articles \(3\).docx](#)

Filename: Stonewall WEI 2022 - 4.2 - EVIDENCE - SUBMIT - Blogs and News Articles (3).docx **Size:** 173.7
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L: Submit evidence of sharing these experiences in the last year.

[Stonewall WEI 2022 - 4.2 - EVIDENCE - SUBMIT - Blogs and News Articles \(3\).docx](#)

Filename: Stonewall WEI 2022 - 4.2 - EVIDENCE - SUBMIT - Blogs and News Articles (3).docx **Size:** 173.7
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M: Submit evidence of sharing these experiences in the last year.

[Stonewall WEI 2022 - 4.2 - EVIDENCE - SUBMIT - Blogs and News Articles \(3\).docx](#)

Filename: Stonewall WEI 2022 - 4.2 - EVIDENCE - SUBMIT - Blogs and News Articles (3).docx **Size:** 173.7
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A: Provide the date on which this was shared internally.

21 Jun 2021

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

29 Jun 2021

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

23 Feb 2021

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

21 Jun 2021

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

29 Jun 2021

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

21 Jun 2021

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

23 Feb 2021

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

21 Jun 2021

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

29 Jun 2021

4.3 Does the organisation have a formal programme or initiative to engage all non-LGBT employees to become LGBT allies? Select one option.

Guidance

- The programme should be a formal mechanism to engage non-LGBT people with LGBT equality.
- This can include allies receiving a visible signal of their commitment to LGBT equality, but this must be conditional on employees participating in a programme and/or receiving training.
- The programme should include internal awareness-raising sessions or training specifically for allies. This should cover the importance of allies and actions that individuals can take to be effective allies.
- To be awarded marks, this programme must be more in-depth than a one-off internal communication or event (as awarded for in sections 2 and 3).

B. Yes, a separate allies network group

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

The Scottish Government has a well-established LGBTI+ Allies Network which aims to enable colleagues to:

- understand how to support the Scottish Government LGBTI+ community
- challenge poor behavior
- provide a group to which LGBTI+ colleagues can turn to for support, if needed.

LGBTI+ allies activities are publicised on both the intranet (Saltire) and via the staff Networks on Yammer, with this forum in particular being used to advertise events, virtual cafés and to promote discussion and awareness. Examples from the past year of events and promotions are:

- promotion of a multi-organizational panel discussion (Pride Panel Discussion) in June 2021 involving LGBTI+ Network leads from Edinburgh City Council (STRIDE), the Scottish Parliament (SPOUT) and Ernst and Young
- promotion of a series of Intersectionality virtual Cafés
- promotion of the ET LGBTI+ ally speaking at a Race Equality Network panel discussion in June 2021.

We also offer the following resources on our learning platform to support and engage with all non LGBTI+ colleagues on allyship and have a dedicated page about our ally network in our guidance for staff –

highlighting the importance of allyship.

- Securing senior buy-in
- Straight allies
- 10 ways to be an LGBTI ally
- Top 10 tips for LGBTI inclusion in the workplace
- LGBTI+ Allies Network

The LGBTI+ community within the Scottish Government also have an Executive Team Ally and a Network Champion. The Executive Team Ally's role is to promote the inclusion and equality of LGBTI+ staff at Executive level. The role of the ET Ally is to support the network to advocate, forge connections and support changes in the workplace. They also:

- Seek to ensure LGBTI+ voices are heard in organisational decision-making
- Take personal accountability for how they act and react with 3 key self-reflection questions in 2021 shaping their action: How am I raising awareness and enabling conversations? How am I challenging myself and others? How am I building my and our capability and confidence so we become a more diverse and representative organisation?

Upload a communication advertising the allies programme or initiative.

[Stonewall WEI 2022 - 4.3 - EVIDENCE - SUBMIT - Updated Roles for Executive Team Allies LGBT Allies Network.docx](#)

Filename: Stonewall WEI 2022 - 4.3 - EVIDENCE - SUBMIT - Updated Roles for Executive Team Allies LGBT Allies Network.docx **Size:** 280.5 kB

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

Guidance:

- Examples can include information booklets, programmes or training.
- This must focus specifically on being an ally to bi people and include specific actions employees can take.
- This should be more in-depth than a one-off internal communication (as awarded for in sections 2 and 3).

No

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

Guidance:

- Examples can include information booklets, programmes or training.
- This must focus specifically on being an ally to trans people and include specific actions employees can take.
- This must include specific content on being an ally to non-binary people.
- This should be more in-depth than a one-off internal communication or event (as awarded for in sections 2 and 3).

Yes

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

Our online learning platform also offers a collated range of specific resources on supporting trans inclusion and practical actions cis staff can take to support trans colleagues. This learning 'pathway' on Gender Reassignment and Transitioning was developed in 2021 in consultation with the LGBTI+ network and LGBTI policy team. The pathway has the following sections, with detailed links to resources and sources of information throughout (the complete pathway is also attached):

- Introduction with statement regarding the Scottish Government's commitment to advancing trans rights in the workplace and across Scotland
- The SG Trans Equality and Inclusion Policy
- Understanding gender reassignment and discrimination
- Basics to trans inclusion
- Supporting trans inclusion in the workplace
- Further reading and resources to advance trans equality.

An example of further resources which have been published on the intranet is a staff blog about use of pronouns, sharing personal insights and includes links to trans ally-ship resources.

In addition to the development of the Pathway, trans awareness sessions and trans allyship sessions were delivered to several directorates and agencies and teams by the LGBTI+ network (e.g. Social Security Agency) which also included details about terminology and how to support trans colleagues, and provided opportunity for staff in these directorates to discuss these topics with LGBTI+ network staff.

Additionally, external training by Stonewall "Introduction to Trans Awareness" training was delivered on the 19th of May 2021 for 50 people, aimed particularly at staff with Line Manager responsibilities in order to maximise the opportunity for organisational change. An evaluation of the training is informing onward training needs analysis and solution design.

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

[Stonewall WEI 2022 - 4.5 - EVIDENCE - SUBMIT - Training Resources for Trans Allies \(5\).docx](#)

Filename: Stonewall WEI 2022 - 4.5 - EVIDENCE - SUBMIT - Training Resources for Trans Allies (5).docx

Size: 155.1 kB

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

Guidance:

- This should focus on identities other than bi or trans identities. For example, the support could focus on becoming an ally to groups experience multiple marginalisation, such as LGBT people of faith.
- This should be more in-depth than a one-off internal communication or event (as awarded for in sections 2 and 3).
- This should include specific actions employees can take.

Yes

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

This is an area we have identified can be strengthened in our current offering. We have recently updated our learning pathway to include resources for staff to be an ally to LGBTI+ disabled people, faith and LGBTI inclusion and have a staff blog on intersectionality from an LGBTI+ perspective which includes further signposting . There are also regular opportunities for intersectional discussions in organized virtual forums such as the intersectionality Cafés, and on Yammer.

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

[Stonewall WEI 2022 - 4.6 - EVIDENCE - SUBMIT - Marginalised LGBT Communities Resources \(3\).docx](#)

Filename: Stonewall WEI 2022 - 4.6 - EVIDENCE - SUBMIT - Marginalised LGBT Communities Resources (3).docx **Size:** 194.5 kB

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

Guidance:

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

Yes

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

All the information referenced and attached for this section can be accessed via the Scottish Government Intranet (Saltire), including the wide range of resources and training content on our online platform, Pathways, which is also hosted on our intranet, Saltire. Saltire is accessible to all core SG staff and also the staff of each agency, across all Scottish Government geographical locations in the UK reaching around 16-17,000 staff. Saltire is updated daily and information is channeled and highlighted through its homepage. This includes links to resources, blogs, news articles, policies and guidance.

Staff can self-serve from our platform Pathways and access original online training content directly from this platform (written, video, visual content), can follow links to external resources and can also book live virtual training events through this. Staff and learning managers can also gain an overview of the training that they or the people they are responsible for have undertaken, can comment and feedback on the training and the Organisational Development and Learning Department also has access to reporting functions.

In addition to these measures training and development resources and opportunities are also promoted via the staff network groups on Yammer and via Internal Communications when relevant, both channels hosted on Saltire with the same wide reach.

Section 5: Leadership

Completed - 5 Oct 2021

Form for "Section 5: Leadership"

This is my form.

Section 5: Leadership

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

5.1 In the past year, how has the organisation supported board and senior management employees to understand the issues that affect LGBT people? Tick all that apply.

Guidance:

- The support should be consistently provided, not on an ad hoc basis.
- Each option should be available to multiple senior leaders, not just one senior champion.
- A – this is a formal process whereby senior employees are mentored on LGBT issues by more junior LGBT employees.
- Conferences and seminars can be physical or digital.

Responses Selected:

- A. Reverse mentoring opportunities
- B. Mentoring or coaching opportunities with other senior leaders
- C. LGBT-specific conferences and seminars

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

Reverse mentoring opportunities: LGBTI+ committee and network members reverse mentored two executive team members in groups as well as individual settings (both in 2021).

The LGBTI+ network also delivered awareness-raising sessions in summer 2021 around language and terminology and the impact of their experience of applying the Comments and Moderation Policy. Senior leaders from People Directorate and Corporate Communications attended the sessions.

Network members have also delivered awareness-raising sessions to:

- specific directorates (three sessions for Covid public health Directorate Support Unit)
- networks (Allyship training for LGBTI Ally network)
- corporate teams (D&I, Comms and People Advice & Wellbeing).

In August, a group of trans and non-binary network members engaged with the Executive Team Race ally to talk about intersection between race and trans ally-ship.

The LGBTI+ ET Ally met with the LGBTI+ network on 11 August 2021. The new ET Ally listened to an overview of network activities, challenges and future plans, asked questions and offered targeted support. A series of 1-1 meetings with network members was subsequently arranged to provide a sample of different LGBTI+ experiences from different grades, departments and identities.

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

Guidance:

- These activities should be carried out by a range of leaders.
- E – this will only be awarded if you received points for questions 6.4, 6.5 or 6.6.
- F – this should be periodic, not ad hoc.
- G and H – your description should include how the speech had specific messages of bi, non-binary and trans equality.
- G and H – events can be physical or digital.
- H – this can be a sector-facing or community-facing event.

Responses Selected:

- A. Communicated a strong message on LGBT equality
- C. Communicated a strong message on trans equality, explicitly including non-binary equality
- F. Met periodically with the LGBT employee network group

A. Describe the communication and who it was delivered to (max. 200 words). Please include the job title of the senior leader, as well as specific dates or time periods.

On the 25th February 2021 and 15th June 2021, Caroline Lamb (Chief Executive, NHS Scotland Director General Health and LGBT+ Social Care and Executive Team Ally) put out two tweets supporting the NHS Scotland Pride Badge. June 15th was a photo of the badge / comment 'Proud to be part of #NHSScotland' and 25th February was a retweet of a link to a vlog by LGBT MSP Cabinet Secretary for Health Jeane Freeman's video on why LGBT+ matters to her #lgbthm21. NHS Scotland tweeted twice to support the launch of the NHS Pride Badge 14th of June 2021 with '#NHSScotlandPride Pledge.. reinforces our core values of care, compassion, openness, honesty, dignity & respect for everyone, irrespective of their individual identities' and a second tweet featuring Caroline Lamb stating 'I proudly wear my #NHSScotlandPride badge as an ally to progress. I encourage you to do the same'. In addition a newsletter article relating to Pride Month from the Deputy Directors of NHS Scotland was published in June 2021.

C. Describe the communication and who it was delivered to (max. 200 words). Please include the job title of the senior leader, as well as specific dates or time periods.

A recent article on pronouns on Saltire attracted a large number of diverse comments. The Director for People commented:

“On the pronouns poll - it seems to me that any action that makes people feel included and respected in our organisation is a good thing. Not everyone may wish to take this particular action and that is fine.. it is good if we can be open to listening, learning and reflecting on what it might be like to walk in someone else's shoes”.

The Director for Equality, Inclusion and Human Rights addressed the discussion in her Directorate note;

“Many of you will be aware of the challenging discussions that took place on the Saltire pages .. in respect of the use of pronouns in personal emails. I am clear that.. our chief responsibility is to ensure that any discussions are not negatively impacting on our LGBTI+ colleagues. Thank you to the team leaders who fed in their thoughts to me, which I shared with Executive Team. One of the things that emerged from this is that many people didn't feel they knew enough about this issue, I am keen that we explore this as part of a future learning session..”

F. Describe the nature of these meetings and how often they took place (max. 200 words).

Please include the job title of the senior leader, as well as specific dates or time periods.

The LGBTI+ network delivered awareness-raising sessions in summer 2021 around language and terminology and the impact of their experience of applying the Comments and Moderation Policy. Senior leaders from People Directorate and Corporate Communications attended the sessions. The Deputy Director for People Development and the Director for People also met with an LGBTI+ network representative to understand the impact and their experience.

The LGBTI+ ET Ally met with the LGBTI+ network on 11 August 2021. The new ET Ally listened to an overview of network activities, challenges and future plans, asked questions and offered targeted support. A series of 1-1 meetings with network members was subsequently arranged to provide a sample of different LGBTI+ experiences from different grades, departments and identities.

Please upload screenshots of communications, if applicable

[Stonewall WEI 2022 - 5.2 - EVIDENCE - SUBMIT - Tweets from Leaders \(4\).docx](#)

Filename: Stonewall WEI 2022 - 5.2 - EVIDENCE - SUBMIT - Tweets from Leaders (4).docx **Size:** 2.8 MB

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

Guidance:

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

Yes

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

Saltire & Yammer

In the past year all communications have been placed on the Intranet (Saltire) which is accessible to all 16-17,000 Scottish Government employees in both core and agencies throughout all UK geographical locations. Any virtual events are also similarly widely accessible. Content on the intranet includes daily news briefs including regular senior leader updates and comments and blogs by senior leaders. The LGBTI+ network network's yammer page is accessible by all members including senior staff (if they identify as LGBTI+), and the LGBT+ allies network is accessible for all staff to join, regardless of grade.

Monthly Diversity Session

The Director General for Education and Justice, Joe Griffin has this year started to hold a monthly diversity sessions which span the whole of the Education and Justice DG family. These events have been virtual. The first (30th June 2021) was on Celebrating Pride, and the second (5th August 2021) was a further LGBTI+ awareness event due to popular demand. There were nearly 200 staff from across the DG at each of these. Speakers encompassed gay, bisexual, non-binary and trans staff, so the rainbow was well covered.

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

Guidance:

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

A. Yes, all senior leaders and line managers

Copy and paste the standard competency or interview question wording.

Competencies:

Deputy Director – Leadership; Embed a culture of inclusion and equal opportunity for all. where diversity .. (is) valued& respected. Communication; Respect& consider the diversity of the audience. Working Together; Embed an inclusive culture of creating .. teams who consider the diverse needs .. of other colleagues. Set out clear expectations that bullying, harassment& discrimination are unacceptable. Developing Self & Others; Create an inclusive environment from which all individuals can develop.

Director - Leadership; Create an inclusive environment where diversity is valued& there is equality of opportunity for all. Communication; Develop a culture where colleagues consider the individual needs of people when deciding how to communicate. Working Together; Drive an inclusive.. culture which values diversity.. Create a culture where bullying, harassment, discrimination are unacceptable. Developing Self & Others; Develop.. strategies that address equality of opportunity& value the diversity of individuals. Actively seek opportunities for reverse mentoring by under-represented groups. Band B; Is aware of diversity and equality.. Band C; Creates a positive environment which supports diversity& equality.

Questions; “outline a specific example when you were able to communicate with diverse groups and present complex information clearly”, “tell us about a time when you have promoted diversity in the workplace”.

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

In September 2020 the Scottish Government introduced the SCS Leadership Framework which describes the behaviours and attributes we are looking for in our senior leaders.

The framework is made up of four sections which are:

- understanding, managing and developing self
- developing others
- leading others
- leading collectively

Underpinning the framework is our commitment to diversity and inclusion. Diversity and inclusion is not considered a separate category of behaviours. All of the behaviours described support inclusive leadership and we expect a style of leadership that actively seeks out and values difference to underpin all Senior Civil Service (SCS) behaviours.

The framework has been developed to provide consistency and rigour in senior recruitment and to inform the development of leaders at all levels.

Within the section on developing others is the explicit requirement to “champion opportunity for all and create an inclusive environment where diversity of thought and perspective is actively sought, valued and nurtured”.

Furthermore, all other managers are required to show during interview how they meet a People management competency which expects them to demonstrate that they are “Aware of impact on others and creates a positive environment for innovation, is aware of diversity and equality and supports health and wellbeing.”

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

Guidance:

- This should be a standard practice across all performance appraisal structures and documents.
- You do not need to provide template wording, but best practice is to provide a range of objectives senior leaders and line managers might consider based on their roles.
- This does not need to be LGBT specific.

A. Yes, all senior leaders and line managers

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

The Scottish Government introduced a mandatory requirement for the setting of a Diversity and Inclusion Objective. This applies to both the Senior Civil Service. The guidance explicitly refers to examples which are relevant to LGBTI because they are about supporting our network/committees etc:

- support, participate and be an effective member in one of our staff diversity networks or committees
- consider equality and diversity issues when creating or implementing a policy or organising meetings or events. Ensure it is fully inclusive and there are no barriers to under-represented groups, taking any corrective action required
- when setting up a project or working group, ensure you include representatives from under-represented groups or organisations in order that the group benefits from diverse perspectives and experiences

In addition managers and team leaders are encouraged to: 'ensure that staff who participate in our staff networks are recognised through the performance management process, ensuring that this activity supports the outcome that the Scottish Government is to become a more diverse and inclusive place to'

For Director General Objective setting for 2021-2022, our Permanent Secretary issued guidance which included an expectation around Equality, Diversity and Inclusion. DGs were required to set out: As a DG, ET member and D&I Ally, how will you contribute to, and review progress towards, delivering SG equality commitments as an employer (Annex B) including how you will evidence the impact of your efforts to:

- ☞ embed D&I activity, particularly SG Disability and Race Action Plans, in your Family
- ☞ develop your understanding of the experiences and challenges faced by the equality group you

champion and using this to promote understanding including interpersonal processes (mentoring, engagement) and systemic (challenging/changing structures, processes, attitudes and behaviours).
☞ ensure equality, inclusion and human rights are embedded in policy and practice in your Family.

All staff are required to set an objective which embeds diversity and inclusion into their day-to-day activities. These are set in a 'year ahead' conversation at the beginning of the development year (April 1st) and are reviewed in monthly conversations, in-year reviews and end of year reviews where progress is appraised. Progress on the inclusion based objective contributes to each staff member's performance marking at the end of year review.

In addition to this the goal setting form specifically references the following;

"The Scottish Government policy on equal opportunities requires all staff to be treated equally irrespective of their sex, marital/civil partnership status, age, race, ethnic origin, sexual orientation, disability, religion or belief, working pattern, employment status, gender identity (transgender), caring responsibility or trade union membership and this is reflected in the performance management and performance appraisal process. All staff should ensure that they adhere to this policy throughout the performance appraisal process."

Each member of staff is required to set a minimum of one such objective (there is no upper limit) and it is recorded in the following format;

Mandatory Diversity Objective

Objective

Exceeded 0

Achieved 0

Partly Achieved 0

Not Achieved 0

Comments: Comments

Section 6: Monitoring

Completed - 5 Oct 2021

Form for "Section 6: Monitoring"

This is my form.

Section 6: Monitoring

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

Please ensure that no personally identifiable information is contained in your answers or evidence.

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

Guidance:

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

Yes

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

Sexual orientation:

- **Bi-sexual**
- **Gay man**
- **Gay woman/lesbian**
- **Heterosexual/straight**
- **Other**
- **Prefer not to say**

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

Guidance:

- This should be from an HR system, not an anonymous staff survey.
- The proportion should not include those who prefer not to say.

70-79%

Upload an analysis report demonstrating the declaration rate.

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

[Stonewall WEI 2022 - 6.1- EVIDENCE - sexual orientation by pay grade DG - June 2021 USE.xlsx](#)

Filename: Stonewall WEI 2022 - 6.1- EVIDENCE - sexual orientation by pay grade DG - June 2021 USE.xlsx Size: 49.3 kB

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

The worksheets provided are taken from the quarterly diversity pack produced by our Corporate Analytical Services Team and made available to all Scottish civil servants. The pack is updated quarterly and provides senior management with data from a range of metrics including diversity monitoring, presenting data by: grade/pay band; Director General area; and the changes since June 2019.

This report uses diversity data gathered and held on our electronic HR system (eHR) which holds employment records for all staff. individuals have access to update their own diversity data in relation to sexual orientation, ethnicity, religion or belief, disability and carer status.

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

Guidance:

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

Yes

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

We have a culture of proactively asking diversity monitoring questions in surveys where appropriate to enable us to understand how employees' experiences at work are shaped by diversity and to realise the Executive Team's vision for diversity and inclusion as an employer.

The UK-wide Civil Service People Survey asks the following questions:

What is your gender identity?

- **Man**
- **Woman**
- **I identify in another way (please specify)**
- **Prefer not to say**

At birth, were you assigned...

- **Male**
- **Female**
- **Prefer not to say**

The People Survey is conducted annually, and is live throughout October each year. Diversity data gathered from the 2019 People Survey is used for this section as that is what is currently published by Cabinet Office, however we produce People Survey diversity reports each year which are used internally to understand whether any groups are having different

experiences at work in terms of e.g. engagement / bullying/harassment or discrimination, in order to take action on the findings. More broadly, the People Survey is used by the organisation as an opportunity to get a collective sense of what's good and what needs to improve. The views expressed in the People Survey allow the organisation to gauge its progress towards becoming a more inclusive organisation, and to measure the impact of the changes being made.

2. We also collected data on employee gender, inclusive of non-binary identities a recent Work:Spaces survey conducted in June 2021. This was designed to allow colleagues across the organisation to help shape key decisions related to how we adapt our working practices and engagement with offices in the future. This included questions on sex and trans history within the 'about you' diversity monitoring section. The results of this were used to understand whether particular groups have had differing experiences of working from home and future preferences in terms of office working and are being used to shape policy decisions.

The following questions were asked in the anonymous 2021 Work:Spaces Survey:

What is your sex?

Male

Female

Prefer not to say

Do you consider yourself to be trans, or have a trans history? This question is voluntary. Trans is a term used to describe people whose gender is not the same as the sex they were registered at birth

Tick one box only

No

Yes – please describe your trans status (for example, non-binary, trans man, trans woman)

[open text]

Prefer not to say

We also collect data on gender in our eHR system although this does not explicitly capture data about gender identities.

We are also currently reviewing our applicant tracking system as part of our resourcing review. A focus of this is the review of diversity monitoring questions, including those related to gender identity and trans history asked during recruitment.

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

Guidance:

- This should be from an HR system, not an anonymous staff survey.
- The proportion should not include those who prefer not to say.

70-79%

Upload an analysis report demonstrating the declaration rate.

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

[Stonewall WEI 2022 - 6.5 - EVIDENCE - gender by pay grade DG - June 2021 USE.xlsx](#)

Filename: Stonewall WEI 2022 - 6.5 - EVIDENCE - gender by pay grade DG - June 2021 USE.xlsx

Size: 48.6 kB

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

This is monitored via our People Survey and our recent Work:Spaces Survey. The People survey report is attached.

The Civil Service People Survey is conducted annually. We produce People Survey diversity reports each year which are used internally to understand whether any groups are having different experiences at work in terms of e.g. engagement / bullying/harassment or discrimination, in order to take action on the findings. More broadly, the People Survey is used by the organisation as an opportunity to get a collective sense of what's good and what needs to improve. The views expressed in the People Survey allow the organisation to gauge its progress towards becoming a more inclusive organisation, and to measure the impact of the changes being made.

The Work:Spaces survey was delivered in June/July 2021 to allow colleagues across the organisation to help shape key decisions, in addition to thinking about how we adapt our working practices in the future. This included questions on sex and trans history within the 'about you' diversity monitoring section. More than 4,000 colleagues completed the survey and the declaration rate for this survey was 90 - 100%.

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

Guidance:

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

Yes

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

The Civil Service People Survey is conducted annually. Diversity data gathered from the 2019

People Survey is used for this section as that is what is currently published by Cabinet Office, however we produce People Survey diversity reports each year which are used internally to understand whether any groups are having different experiences at work in terms of e.g. engagement / bullying/harassment or discrimination, in order to take action on the findings. The views expressed in the People Survey allow the organisation to gauge its progress towards becoming a more inclusive organisation, and to measure the impact of the changes being made. Questions in the People Survey are set by Cabinet Office, allowing a standardized data set to be gathered on trans status across the Civil Service. From these questions, an employee's trans status was inferred. Those who selected "Man" for the first question and "Female" for the second or "Woman" for the first and "Male" for the second were recorded as "transgender". Those who selected "Man" for the first question and "Male" for the second or "Woman" for the first and "Female" for the second were recorded as "cisgender". Those who selected "I identify in another way" for the first question were recorded as "Other gender identity", regardless of their choice for the second question.

The People Survey asks the following questions:

What is your gender identity?

- Man
- Woman
- I identify in another way (please specify)
- Prefer not to say

At birth, were you assigned...

- Male
- Female
- Prefer not to say

We also collected data on employee gender, inclusive of trans identities in a recent Work:Spaces survey conducted in June 2021. This was designed to allow colleagues across the organisation to help shape key decisions related to how we adapt our working practices and engagement with offices in the future and included questions on sex and trans history within the 'about you' diversity monitoring section. The results of this were used to understand whether particular groups have had differing experiences of working from home and future preferences in terms of office working and are being used to shape policy

decisions.

The following questions were asked in the anonymous 2021 Work:Spaces Survey;

What is your sex?

Male

Female

Prefer not to say

Do you consider yourself to be trans, or have a trans history? This question is voluntary. Trans is a term used to describe people whose gender is not the same as the sex they were registered at birth

Tick one box only

No

Yes – please describe your trans status (for example, non-binary, trans man, trans woman)

[open text]

Prefer not to say

We are also currently reviewing our applicant tracking system as part of our resourcing review. A focus of this is the review of diversity monitoring questions, including those related to gender identity and trans history asked during recruitment.

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

Guidance:

- This should be from an HR system, not an anonymous staff survey.
- The proportion should not include those who prefer not to say.

70-79%

Upload an analysis report demonstrating the declaration rate.

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

[Stonewall WEI 2022 - 6.6 - EVIDENCE - trans status - People Survey 2019 USE.xlsx](#)

Filename: Stonewall WEI 2022 - 6.6 - EVIDENCE - trans status - People Survey 2019 USE.xlsx

Size: 53.4 kB

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

This is monitored via our People Survey and our recent Work:Spaces Survey. The People Survey report is attached.

The Civil Service People Survey is conducted annually. We produce People Survey diversity reports each year which are used internally to understand whether any groups are having different experiences at work in terms of e.g. engagement / bullying/harassment or discrimination, in order to take action on the findings. More broadly, the People Survey is used by the organisation as an opportunity to get a collective sense of what's good and what needs to improve. The views expressed in the People Survey allow the organisation to gauge its progress towards becoming a more inclusive organisation, and to measure the impact of the changes being made.

The Work:Spaces survey was delivered in June/July 2021 to allow colleagues across the organisation to help shape key decisions, in addition to thinking about how we adapt our working practices in the future. This included questions on sex and trans history within the 'about you' diversity monitoring section. More than 4,000 colleagues completed the survey. The declaration rate for this Survey was 90-100%.

6.4 Does the organisation monitor and analyse success rates from application to appointment across the following characteristics? Tick all that apply.

Guidance:

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

Responses Selected:

A. Sexual orientation

B. Gender

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

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

[Stonewall WEI 2022 - 6.4 - EVIDENCE - DI Governance Group_Redacted.pptx](#)

Filename: Stonewall WEI 2022 - 6.4 - EVIDENCE - DI Governance Group_Redacted.pptx Size: 898.2 kB

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

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

[Stonewall WEI 2022 - 6.4 - EVIDENCE - DI Governance Group_Redacted.pptx](#)

Filename: Stonewall WEI 2022 - 6.4 - EVIDENCE - DI Governance Group_Redacted.pptx Size: 898.2 kB

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

The Resourcing department used the diversity data from their vacancies online system to analyse the diversity of candidates, including sexual orientation and gender, in a recent external recruitment campaign for Policy Officers and Senior Policy Officers (December 2020– June 2021). The diversity report is attached. This data fed into a scoping report to the

Executive Team of the people Directorate about areas in need of development in our current external recruitment processes / procedures, informed resourcing strategy , and resulted in practical initiatives such as the introduction of the **WI Criminal Records Check Transgender Guidance**

The Graduate Development Programme is run every 2 years and analyses success rates from application to appointment across each Programme. The 2019 data (used as the 2020 data is not yet available) showed that:

- LGBO candidates made up 20.5% of those invited to assessment centre and 33% of those that were selected for the final cohort.**
- 55% of applications received were from female applicants (increase from 51.96% in 2017).**

The diversity stats give the Talent and Organisational Development department a breakdown across various protected characteristics and show diversity of the applicant pool at application stage, online test stage (sift 1) and assessment centre (stage 2). The data we received from the 2019 campaign informed how we approached and improved the process for 2021 as we were able to adjust certain parts of the campaign in response to those stats (e.g. if a certain characteristic was underrepresented at application stage, we could increase targeted marketing towards that group in the next campaign). The diversity stats were also used for briefing/reporting purposes in regard to work going on across SG focussed on underrepresented groups.

We are in the process of introducing a new Applicant Tracking System which will significant increase our diversity monitoring capabilities across all recruitment activity from application through to success. We hope to be able to supply this information in future submissions.

In the biennial Equality Outcomes and Mainstreaming Report 2021 the supporting Data Annex provides comprehensive analysis by protected characteristic across recruitment, retention and progression. It includes success rates of candidates in our recruitment process by diversity characteristic including sexual orientation and gender. These documents can be found here;<https://www.gov.scot/publications/equality-outcomes-mainstreaming-report-2021-mainstreaming-report/documents/>.

This analysis highlights the growth in the proportion of our successful applicants identifying as LGBO over the last 5 years to a percentage that is twice that of the Scottish working age

population. The data is used by People Directorate policy teams to inform strategy development, setting and measuring progress against our equality outcomes, and undertaking equality impact

6.5 Does the organisation monitor and analyse the number of employees at different pay grades across the following characteristics? Tick all that apply.

Guidance:

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

Responses Selected:

A. Sexual orientation

B. Gender

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

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

[Stonewall WEI 2022 - 6.1- EVIDENCE - sexual orientation by pay grade DG - June 2021 USE.xlsx](#)

Filename: Stonewall WEI 2022 - 6.1 - EVIDENCE - sexual orientation by pay grade DG - June 2021 USE.xlsx Size: 49.3 kB

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

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

[Stonewall WEI 2022 - 6.5 - EVIDENCE - gender by pay grade DG - June 2021 USE.xlsx](#)

Filename: Stonewall WEI 2022 - 6.5 - EVIDENCE - gender by pay grade DG - June 2021 USE.xlsx Size: 48.6 kB

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

The worksheets provided are taken from the quarterly diversity pack produced by our Corporate Analytical Services Team and made available to all Scottish civil servants. This includes specific tabs for gender and sexual orientation diversity which are presented by: grade/pay band; Director General area; and the changes since June 2019.

The analysis is made widely available to all staff but is particularly targeted at Senior Civil Servants as it is included in the data pack for Directors. It is used by People Directorate policy teams to inform strategy development, setting and measuring progress against our equality outcomes, and undertaking equality impact assessments. It is also reported to our People Board. They use this data to help us better match people to resources, identify gaps in skills, diversity, professions and then set action plans to address these gaps. The reports are then shared with the various Champions for them to be aware of any impact in the diversity of our staffing. The staffing data is also proactively published externally as our Senior Managers and Ministers want to be open and transparent with the people of Scotland on our progress towards being an organisation that is reflective of the people of Scotland - <https://beta.gov.scot/publications/workforce-information/>

In addition this data contributes to our Equality Mainstreaming Progress Report which is published biennially in compliance with our public sector equality duties and most recently in March 2021 - Equality outcomes and mainstreaming: report 2021 - gov.scot (www.gov.scot). The report's Data Annex provides comprehensive data analysis, including by sexual orientation and gender, across workforce composition, recruitment, retention and progression.

It is worth noting that the Chief Statistician has been actively reviewing our approach to collecting data on gender, non-binary and trans identities. The made the following comment;

On communication,

- I have led work to improve how public sector organisations collect, analyse and use data about sex and gender, holding two public events, a public consultation, publishing blogs.

This predominantly covers trans and non-binary equality.

- I have led work to improve the completeness of our data on protected characteristics. Again I did a blog on this, and have communicated with relevant stakeholder groups. This is across the spectrum of LGBT equality

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

Guidance:

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

Responses Selected:

A. Sexual orientation

B. Gender

C. Trans status

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

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

[Stonewall WEI 2022 - 6.6 - EVIDENCE - sexual orientation - People Survey 2019 USE.xlsx](#)

Filename: Stonewall WEI 2022 - 6.6 - EVIDENCE - sexual orientation - People Survey 2019 USE.xlsx Size: 62.3 kB

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

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

[Stonewall WEI 2022 - 6.6 - EVIDENCE - gender - People Survey 2019 USE.xlsx](#)

Filename: Stonewall WEI 2022 - 6.6 - EVIDENCE - gender - People Survey 2019 USE.xlsx Size: 57.5 kB

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

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

[Stonewall WEI 2022 - 6.6 - EVIDENCE - trans status - People Survey 2019 USE.xlsx](#)

Filename: Stonewall WEI 2022 - 6.6 - EVIDENCE - trans status - People Survey 2019 USE.xlsx

Size: 53.4 kB

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

Only government social researchers and statisticians in Corporate Analytical Services Team. (CAST), who are bound by their professional code of practice to treat sensitive data appropriately, can access the raw data. CAST produces a demographic report, detailing the mean scores for each question broken down by different diversity characteristics, including sexual orientation, gender, and trans status. Results are suppressed for questions with fewer than 10 responses and for groups with fewer than 10 individuals. This is published internally and shared with staff networks in line with our open and transparent consultative approach with staff networks, and is shared with all staff.

This analysis is submitted to The People Board, who focus on closing any gaps between the current reality of staff experience and the aspirations set out in the People Strategy. In particular, the People Board take responsibility for:

- using People Survey, relevant management information and taking views from the business to illuminate and understand people's experience of work**
- realising ET's vision for diversity and equality across all the protected characteristics**
- articulating and championing the new ways of working and capabilities required to achieve our ambitions**
- identifying and prioritising corporate projects in support of the vision**

The results of the survey disaggregated by protected characteristic (including LGBO and gender identity) is submitted to the Executive Team and is also fed into DG Assurance processes as part of SG performance management. The results are used by People Directorate policy teams to inform strategy development and equality impact assessments. These results are also made available to all staff. Specific examples from the last year of how we have used this information include:

- helping us to measure our progress on equality outcomes and refresh these as identified on our Equality outcomes and mainstreaming: report 2021 - Equality outcomes and mainstreaming: report 2021 - gov.scot (www.gov.scot).
- forming part of our evidence which we used to embed equality in our response to coronavirus.
- identifying and developing communications plans to deliver diversity and inclusion strategy and goals

6.7 Which of the following activities has the organisation carried out in the last year to improve confidence in LGBT monitoring and boost declaration rates? Tick all that apply.

Guidance:

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

Responses Selected:

- A. Communicated why LGBT monitoring matters
- B. Provided information about confidentiality and data security
- C. Communicated how previous monitoring exercises have led to improvements
- D. Provided a definition of 'bi' that is explicitly inclusive of pan and queer identities
- E. Provided a definition of 'trans' that is explicitly inclusive of non-binary identities

Upload evidence for each option.

[Stonewall WEI 2022 - 6.7 - Chief Statistician Blog 23rd June 2021.docx](#)

Filename: Stonewall WEI 2022 - 6.7 - Chief Statistician Blog 23rd June 2021.docx Size: 28.4 kB

[Stonewall WEI 2022 - 6.7 - Chief Statistician Blog 23rd March 2021.docx](#)

Filename: Stonewall WEI 2022 - 6.7 - Chief Statistician Blog 23rd March 2021.docx Size: 26.5

kB

[Stonewall WEI 2022 - 6.7 - EVIDENCE - September 2021 data collection publication guidance sex gender identity trans status \(1\).pdf](#)

Filename: Stonewall WEI 2022 - 6.7 - EVIDENCE - September 2021 data collection publication guidance sex gender identity trans status (1).pdf Size: 329.1 kB

Provide a brief description of the communication and how it was shared with employees (max. 200 words). Please include specific dates or time periods.

The Chief Statistician has been actively reviewing our approach to collecting data on gender, non-binary and trans identities throughout 2020/2021. They made the following comment;

On communication,

- The Chief Statistician has led work to improve how public sector organisations collect, analyse and use data about sex and gender, holding two public events, a public consultation, publishing blogs. This predominantly covers trans and non-binary equality.
- The Chief Statistician has led work to improve the completeness of our data on protected characteristics. There is a blog on this, and have communicated with relevant stakeholder groups. This is across the spectrum of LGBT equality.

An extract from the report (published September 2021) is as follows;

“I was asked.. to bring together a working group to look at the way data on sex and gender is collected and published.. I have listened to the varied views and drawn my own conclusions from these. An important part of this work was making sure that the guidance is informed by evidence from a wide range of individuals and organisations with views based on a lived experience of these issues... In putting together this guidance I have.. rooted the work in a set of widely accepted statistical principles.”

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

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

Guidance:

- Please only answer this question if the organisations has apprenticeships in the UK
- You should compare applicant diversity forms to new starter diversity forms.
- Analysis should have taken place in the past two years.
- A – note that you will only be eligible for marks if you have been awarded marks in 6.1.
- B – note that you will only be eligible for marks if you have been awarded marks in 6.2.
- C – note that you will only be eligible for marks if you have been awarded marks in 6.3.

Responses Selected:

A. Sexual orientation

B. Gender

C. Trans status

D. None of the above

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

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

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

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

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

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

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

When recruited apprentices are technically recruited through the standard, post-specific process. There is currently no specific breakdown for apprentices as they are technically recruited as A3's (this information is included in the spreadsheets already attached) and this information is not disaggregated.

Section 7: Supply chains

Completed - 5 Oct 2021

Form for "Section 7: Supply chains"

This is my form.

Section 7: Supply chains

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

7.1 Before awarding a contract, does the organisation scrutinise the following in the tender process? Tick all that apply.

Guidance:

- This can be limited to more major contracts, but you must explain how contracts are prioritised systematically.
- The description should include how the procurement team is trained to scrutinise each of these areas.

Responses Selected:

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

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

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

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

Equality is routinely considered in Scottish Government (SG) contracts with all those requesting procurement support required to consider conducting an Equality Impact Assessment (EQIA) before the procurement commences, and requiring senior management sign-off to confirm that an EQIA is not required.

An example of this is the Facilities Management (FM) contract EQIA which was completed in the last year. This stated that:

"We anticipate that by taking account of Equality, Diversity and Inclusion (EDI) issues, the FM Contract

will affect all those who work or have business within Scottish Government buildings We consider the following to be the key parties that could be affected by the services:

- Scottish Government staff
- Contractor staff
 - o Management
 - o Hard FM engineers (maintenance of building fabric, plant etc.)
 - o Cleaners
 - o Security
 - o Helpdesk
- Contractor Supply Chain
- Scottish Government visitors”

“The evidence we have gathered through meeting with Equality and Diversity colleagues and the User Intelligence Group, in regard to the delivery of FM Services within the Scottish Government, has helped focus on a range of Equality and Diversity issues.... The analysis has made it possible to amend areas of the Invitation to Tender document and award criteria, along with the Contract to enable the Contractor to be in no doubt as to the importance of these issues in the day to day delivery of the contract. This applies not only to their dealings with Scottish Government staff but to their dealings with their own staff and sub-contractors. These areas will be measured through KPI’s and SLA’s and discussed at the monthly Contract meetings.”

An example of the EQIA considering trans inclusion is as follows:

“We are providing sanitary bins and a varied selection of sanitary products in gents toilets in those premises where gender neutral facilities do not exist. This provision is not required within every gents toilet within each of the premises but are placed in those close to meeting / conference rooms and / or main entrances to premises. This is in accordance with the SG Trans Equality and Inclusion Policy.”

An example of how this affected the procurement process for the FM contract is that through the EQIA, having recognised the opportunity to promote equality in our FM contract, awarded this year, we took a particularly robust approach in the process involving Equality and Diversity colleagues in designing and evaluating the requirement and have followed this through into contract award and contract management. The successful contractor was required during mobilisation to prepare a Service Delivery Plan (SDP). The SDP describes how the Contractor will provide the required services, and as a minimum to contain: complaints management policy and processes (including complaints such as discrimination, harassment, victimisation or other unlawful conduct as a result of people having protected characteristics, and bullying).

The contractor is expected to ensure that all their staff employed on the contract receive appropriate training including diversity and inclusion, programmed such that it includes induction, refresher and awareness training.

Equality, inclusive of LGBT is also routinely considered through use of the national Sustainable Procurement Tools. The tools and guidance have been developed to help buyers take a relevant and proportionate approach to sustainable public procurement. It is mandated that our buyers use the Sustainability Test for procurements with a value of £50k and above. This includes encouraging buyers to identify and pursue equality outcomes in relevant procurements.

While compliance with the Equality Act 2010 is an implicit requirement in public contracts, the SG includes a specific term relating to this in terms and conditions of contract to highlight this obligation to suppliers. This is inclusive of sexual orientation and gender identity "The Supplier must not unlawfully discriminate against any person within the meaning of the Equality Act 2010 in its activities relating to the Contract or any other contract with the Purchaser." These terms and conditions form part of every contract or framework awarded by SG.

Any equality related requirements included in a particular contract are approached on a case-by-case basis to ensure relevance and proportionality, and are monitored through contract and supplier management. For example, in our Recruitment advertising and public notices framework, equality considerations included highlighting and asking tenderers to comply with: all Authority and Framework Public Body HR initiatives on social inclusion e.g. LGTBI Communities for Stonewall Workplace Equality Index; Ethnic Minorities and Positive Against Disabled; and Developing the Young Workforce - Scotland's Youth Employment Strategy.

Our response this year focuses on the positive impact of the approach we take by showcasing our Facilities Services Management for the SG estate (FM) contract. The FM contract was awarded in 2021 and is an example of pursuing equality outcomes in relevant procurements. The tender highlighted the SG equality outcomes on preventing discrimination, promoting equality and increasing diversity and fostering inclusive workplace culture.

We also require the successful contractor to "detail their policies, systems and processes in place to demonstrate how they propose to support SG in achieving their equality outcomes; to include details of staff and subcontractors / supply chain training in relation to equality and diversity; and to demonstrate how equality of opportunity may be objectively monitored and reported throughout the Contract duration."

Tenderers were also asked to confirm if they have signed up to the Scottish Business Pledge, one of the Pledge elements is Investing in a Skilled and Diverse workforce. They were also asked how they will commit to Fair Work practices for workers (including any agency or sub-contractor workers) engaged in the delivery of the contract. An example of what this might include was provided to tenderers: promoting equality of opportunity and developing a workforce which reflects the population of Scotland in terms of protected characteristics such as age, gender, religion or belief, race, sexual orientation and disability.

Describe how teams with procurement responsibilities are trained on these requirements

(max. 200 words).

Buyers have access to guides on using the Tools, supplemented with run through demonstrations. The tools include guidance for practical application of sustainable procurement on how to identify and pursue equality outcomes in procurements.

Buyers are encouraged to use the national procurement competency framework which sets out skills and competencies required by staff involved in the procurement process. This includes a learning curriculum with available training, and highlights the SG Sustainable Procurement Training Framework course on Embedding Equality in Procurement.

- There are mandatory learning courses which all SG staff need to complete: Inclusive Culture; Championing An Inclusive Culture; and Inclusive Leadership and Culture. Staff can access these via our eLearning platform. Completion is monitored by line managers and senior management through annual performance appraisal. In addition all staff can access a D&I digital curriculum which has a range of resources to build awareness and understanding of D&I issue inclusion specific pathways for sexual orientation and gender reassignment &transitioning.

7.2 When a potential supplier does not meet LGBT inclusion scrutiny, how does the organisation respond? Select one option.

Guidance:

- This can be limited to more major contracts, but you must explain how contracts are prioritised systematically.
- Options A and B are worth an equal number of points.
- A and B – there should be clear and consistent criteria for when either of these steps will be taken.

B. By requiring improvements as a condition of contract

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

Under Scottish procurement regulations, a supplier can be excluded from a tendering exercise for breach of its legal obligations in the fields of environmental, social or employment law. These obligations include any relevant national and European law, as well as relevant collective agreements and specific international agreements, and for example would include obligations under the Equality Act 2010. The Single Procurement Document (Scotland) is where compliance with the law, including Equality legislation would be addressed, and applies to procurements of £50,000 and over

<https://www.procurementjourney.scot/espdspd/spd-guidance>.

If a supplier is in a situation which might result in its exclusion due to breach of any of the exclusion grounds, it must be given the opportunity to provide evidence to show that it has taken remedial action to demonstrate its reliability, this is known as self-cleaning. The supplier must not be excluded on those grounds where the contracting authority is satisfied that the evidence provided is sufficient to demonstrate their reliability.

The decision to include equality related selection criteria and to what extent it is relevant and proportionate is made on a case by case basis, and takes into account the subject matter of the contract, along with value and risk. Buyers are encouraged to think in terms of whether equality is primary to their particular procurement (when a service or good is designed to meet a particular equality requirement or group); additional (not the main subject matter of contract but relevant for example because of the diverse end users of a service); or a wider benefit (there's an opportunity to add value to the contract).

For example, it may be appropriate to require bidders to demonstrate their experience of eliminating discrimination and promoting equality in their practices in performing similar contracts: bidders could be asked to describe their experience of eliminating discrimination and promoting equality in both their own practices and those of their sub-contractors, including details of any specific steps taken in the design of services to increase opportunities to deliver the types of requirements detailed in the contract notice.

Equality related selection criteria would be assessed by the selection panel along with other relevant technical and professional ability criteria.

Describe how the requirement is enforced (max. 500 words).

Where a supplier has been awarded a contract or framework, they would be expected to meet any contract requirements agreed to as part of contract award. Contract requirements would be monitored by the contract manager and discussed at regular contract and supplier management meetings, this would include specific equality and diversity related requirements or policies and Key Performance Indicators. Should a contractor not meet contract requirements, they would be given the opportunity to put in place a plan for improvement with a timescale, in agreement with the contract manager and subject to monitoring and review.

7.3 Once a contract is awarded, how does the organisation hold the supplier to account? Tick all that apply.

Guidance:

- This can be limited to more major contracts, but you must explain how contracts are prioritised systematically.
- A – this does not have to be specifically for LGBT related issues but should be inclusive of them.
- B – this might be internal or external, depending on the nature of the supplier. For example, if they employ your frontline staff, this should involve monitoring service user feedback and complaints.

Responses Selected:

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

B. Monitor and analyse LGBT-related feedback on supplier

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

This would be dependent on the nature of the contract and whether equality is primary to the contract or framework (when a service or good is designed to meet a particular equality requirement or group); additional (not the main subject matter of contract but relevant for example because of the diverse end users of a service); or a wider benefit (there's an opportunity to add value to the contract). For example, in a service related contract the focus on equality is likely to be greater and scrutinising the contractors equality and diversity training program may be relevant.

As a minimum, equality inclusive of LGBT would be a standing item at contract and supplier management meetings. SG contract monitoring meetings for major contracts take place quarterly, monthly or bi-annually as appropriate, this depends on the nature of the contract, and the level of value

and risk. Contract managers are expected to structure meetings around the agreed key performance indicators (KPIs) of the contract that are agreed with the supplier and use the balanced scorecard approach outlined in the Procurement Journey. The balanced scorecard would encompass equality and diversity as appropriate under the Sustainability heading (corporate social responsibility).

<https://www.procurementjourney.scot/route-2/contract-and-supplier-management/managing-and-improving-performance>

For example, in our Facilities Management contract awarded in 2021, the successful contractor is required to investigate all complaints made against any individual member of its Staff. In doing so, the contractor must be able to identify any complaint of discrimination, harassment, victimisation or other unlawful conduct as a result of people having protected characteristics. The contractor is also expected to take appropriate action to resolve the complaint and mitigate future reoccurrence, as well as including the complaint and action taken in monthly performance reports provided to the contract manager.

Capita

Monthly performance meeting held with Capita who provide Assessment Services across SG family. Inclusion is part of the agenda, including improvements on how we collect data for candidates being assessed for vacancies. To help us understand the impact of the products we use, the new assessment products being procured now have a comparison group (so you can compare the results of candidates to a group), this is referred to as the norm group. By buying more robust tests the norm groups are bigger and managed for diversity to ensure no groups are disadvantaged by the tests.

Amiqus

Provider of a platform for pre-employment checking. Formal Service Management meeting held every 6 weeks. Most recent meeting – 1st September included a discussion on pre-employment checks for Transgender candidates. Feedback and advice sought from LGBTI+ staff group, follow up meeting with Amiqus 16/9/21 to implement changes, and a new guidance document for Transgender candidates to be added to the pre-employment tool.

7.4 In the past year, how has the organisation engaged or collaborated with its suppliers? Tick all that apply.

Guidance:

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

Responses Selected:

A. Held joint LGBT diversity and inclusion training

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

Describe the selected options below (max. 300 words per option). Please include specific dates or time periods.

Many of our contracts and frameworks are not only used by SG, they are for central government or National - they are being used by all Scottish public sector bodies including charities. This means SG are gathering the spend influence of the whole Scottish public sector for a range of goods and services.

<https://www.gov.scot/policies/public-sector-procurement/collaborative-contracts-and-frameworks/>

Much of our work goes beyond sharing good practice into exerting direct influence over contract spend in other organisations.

SG continues to share best practice with key suppliers via an open invitation to all staff diversity meetings including the LGBTI meetings and events. Mitie and Sodexo each have a representative on the network's email distribution list, and are as such notified of communications that go out from our Committee so they can share them within their own organisations.

Enterprise

As a business we are always working on becoming a more inclusive employer which is overall reflected in the rising scores on the Stonewall Equality Index since we started participating. The survey for the index is updated every few years as well and as new things are added it also provides the opportunity to evaluate how we could be better as a business. So far the Index has allowed us to specifically look at the below;

- We worked with Stonewall to help with our trans inclusion guide for managers – this was used as a best practice example for those employers that completed the index
- We have worked with Stonewall when reviewing our language in our employee handbook – specifically around pronouns
- We used Stonewall when forming our demographic questions for candidates applying to Enterprise and for our employee engagement surveys and the data we collect in our HR system.
- We have a good partnership with Stonewall, they have attended our internal network events and helps to provide some content. They have also helped us when forming the first automotive LGBTQ+ network with other employers in our industry.

Section 8: External engagement and service delivery

Completed - 5 Oct 2021

Form for "Section 8: External engagement and service delivery"

This is my form.

Section 8: External engagement and service delivery

This section comprises of three parts:

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

Organisations that have individual service users, customers, members or audience members must complete all parts. Organisations that don't will only complete parts 1 and 2. Scores are weighted so that the same number of points is available for both groups of organisations.

Does your organisation have individual service users, customers, members or audience members?

If you aren't sure, please speak to your account manager or email memberships@stonewall.org.uk.

Yes

Part 1: Community engagement

8.1 In the past year, has the organisation supported LGBT community groups in the following ways? Tick all that apply.

Guidance:

- An LGBT community group could include LGBT Pride organisations, LGBT equality charities, LGBT youth groups or grassroots LGBT networks.
- Your support can be in collaboration with other employers in your sector or region, but you must evidence the role of your organisation.
- Your support can be led by any part of your organisation, including your LGBT employee network group.
- Your support can be directly financial (e.g. event sponsorship) or in-kind (e.g. your digital team

developing a group’s website)

- For B, C and D, you can evidence supporting a specific initiative within a wider LGBT group (for example, for B, funding a bi-specific strand of an LGBT Pride event).
- D – this should be a group or initiative engaging with LGBT communities that experience multiple forms of marginalisation, for example LGBT people of colour, LGBT disabled people or older LGBT people.
- More marks are awarded for higher grades of work. You will be given marks for the highest awarded grade for each sub-question (A, B, C, D), but you should provide evidence for all applicable grades.
- Example of grade 1: Providing space for a group’s event
- Example of grade 2: Funding a local Pride’s series of events throughout one year, or developing a group’s website for multiple years
- Example of grade 3: Supporting a group’s programme of activity for three years, including sponsorship, skill sharing and providing eventspace

	Grade 1: One-off financial/in-kind support	Grade 2: Support for one year or support of one kind for more than a year	Grade 3: Partnership of a year or more with multiple forms of support, supporting a group’s long-term sustainability	None
A. LGBT group or initiative	✗	✗	✓	✗
B. Bi-specific group or initiative	✗	✗	✗	✗
C. Trans-specific group or initiative	✗	✗	✓	✗
D. Intersectional group or initiative	✗	✗	✓	✗

Describe each option selected (max. 300 words per option). Please include specific dates or time periods.

The Scottish Government provides financial support through the Equality and Human Rights Fund to Equality Network, LEAP Sports, LGBT Health, LGBT Youth Scotland, Stonewall Scotland. This provides

support for activity and interventions to improve the outcomes for LGBTI people and communities across Scotland through addressing inequality and discrimination via supporting the infrastructure & capacity of LGBTI equality communities and enables us to give focus and support on issues such as hate crime, the human rights of LGBTI people, LGBTI inclusive service provision, and supporting LGBTI young people. This new round of funding will run from 01 Oct 2021- 31 March 2024.

Throughout the COVID-19 pandemic, we have also provided funding of from the Immediate Priorities Fund and from the Supporting Communities Fund, to LGBTI organisations. This includes:

- Funding to LGBT Health and Wellbeing to provide additional cover for the National LGBT Helpline, for an additional 2 days a week (which brings coverage from 2 days a week to overall 4 days a week) and to offer a more tailored individual support for particularly isolated members of the community;
- Funding to Equality Network to increase access to Zoom for community groups, to maintain connectivity;
- Funding to LGBT Youth Scotland, to fast track their digital youth work platform to ensure that young people are better supported during the pandemic and beyond.

The Scottish Government has provided funding across 2020/21 to support the implementation of LGBT inclusive education. Time for Inclusive Education (TIE) were awarded an initial grant in November 2020.

TIE were awarded a further grant in December 2020 to cover the cost of developing an online platform to host LGBT inclusive education professional learning materials and resources. And in March 2021, the Deputy First Minister agreed to provide TIE with grant funding of this financial year (March 2021 – March 2022).

The Scottish Government provides financial support to the Scottish Trans Alliance to improve gender identity and gender reassignment equality, rights and inclusion in Scotland by building capacity for transgender people's engagement in equality policy, improving social attitudes, and visible inclusion in public life.

The Scottish Government provides financial support through the Equality and Human Rights Fund. to Equality Network, LEAP Sports, LGBT Health, LGBT Youth Scotland, Stonewall Scotland. This funding provides support for activity and interventions to improve the outcomes for LGBTI people and communities across Scotland through addressing inequality and discrimination. It does through by supporting the infrastructure and capacity of LGBTI equality communities and enables us to give focus and support on issues such as hate crime, the human rights of LGBTI people, LGBTI inclusive service provision, and supporting LGBTI young people. This new round of funding will run from 01 Oct 2021- 31

March 2024.

As detailed above the Scottish Government provides financial support to LGBT Youth Scotland, which focuses specifically on supporting LGBT young people. The intersection of age and LGBT identity can present specific challenges and vulnerabilities to young people such as access to services; ability to self-advocate e.g. in decisions related to healthcare; and challenges around coming out to family and secure housing.

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

Guidance:

- This question examines how you demonstrate to the largest possible audience that your organisation is committed to LGBT equality. The social media accounts here should be the ones with the widest reach.
- This can be the LGBT employee network group being re-posted by an account with bigger reach.

Responses Selected:

A. LGBT equality

C. Non-binary equality

D. Trans equality

A: Upload screenshots of social media activity.

[Stonewall WEI 2022 - 8.2 - EVIDENCE - SUBMIT - SG Tweets LGBT Equality \(2\).docx](#)

Filename: Stonewall WEI 2022 - 8.2 - EVIDENCE - SUBMIT - SG Tweets LGBT Equality (2).docx **Size:** 1.4 MB

C: Upload screenshots of social media activity.

[Stonewall WEI 2022 - 8.2 - EVIDENCE - SUBMIT - SG Tweet 24th March 2021 USE.docx](#)

Filename: Stonewall WEI 2022 - 8.2 - EVIDENCE - SUBMIT - SG Tweet 24th March 2021 USE.docx **Size:** 282.3 kB

D: Upload screenshots of social media activity.

[Stonewall WEI 2022 - 8.2 - EVIDENCE - SUBMIT - SG Tweet 20th Trans.docx](#)

Filename: Stonewall WEI 2022 - 8.2 - EVIDENCE - SUBMIT - SG Tweet 20th Trans.docx **Size:** 772.0 kB

A: Provide the date of this activity.

1 Feb 2021

C: Provide the date of this activity.

24 Mar 2021

D: Provide the date of this activity.

12 Aug 2021

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

Guidance:

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

Yes

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

Working with LGBT Youth Scotland the Minister for Older People and Equalities filmed a short video to celebrate and raise awareness of LGBT History Month Scotland 2021 on the 24th February 2021. This was published on the LGBT History Month Scotland website. She talked about underrepresentation and in

particular intersectionality and advocated for a “well-rounded approach to see ourselves and each other as multifaceted individuals with wide ranges of experiences and complex identities.” The following is quote from the article which explicitly recognises the achievements of organisations and individuals who promote LGBTI+ inclusion and equality in Scotland;

“I am deeply grateful to all the organisations, big and small, across Scotland who have risen to the challenge of providing vital services to LGBTI communities throughout the pandemic, particularly those most vulnerable, perhaps due to intersectional inequality or loneliness. I am proud that the Scottish Government has been able to provide nearly £75,000 in additional funding to support a range of projects. This includes increased provision of the LGBT Helpline; a project providing Zoom accounts to local community groups; and an online digital platform to deliver a safe community space for LGBTI young people... I want to say again that I, and the Scottish Government, will continue to protect and promote LGBTI rights, to stand against homophobia, biphobia, and transphobia, and to stand alongside our LGBTI communities. This year, including on the Scottish Government’s own Twitter feed, I have seen more of the so-called ‘Progress Pride’ flag, which features the rainbow stripes of Gilbert Baker’s original 1970’s Pride flag, alongside black, brown, pale pink, pale blue, and white, to symbolise the inclusion, and vital contribution, of minority ethnic and trans identities within the LGBTI communities.

I hope the inclusivity, togetherness and empowerment that the Progress Pride flag – and every Pride flag – stands for will be an enduring legacy of this challenging period in our history.

Of course, these visible expressions of support, solidarity, and inclusion must be matched by action. As well as our COVID-specific funding, the Scottish Government has provided more than £1m to organisations promoting LGBTI equality over the last year. We will continue to proudly support and work with these organisations as we move towards our goal of an equal Scotland, where everyone can feel encouraged and emboldened to fulfil their potential.

LGBT History Month serves to remind us of the hard times that have passed, and the struggles that LGBT people have overcome. It gives us hope that the challenges we face now and in the future will be overcome.”

The Minister also wrote a guest piece that looked at lives, history and experiences of the LGBT community and highlighting the importance of Intersectional voices, such as Marsha P. Johnson, who played a key role in the 1969 Stonewall riots.

The blog can be found online at: [LGBT History Month | Special Guest Blog: Christina McKelvie MSP](#)

Part 2: Sector engagement

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

Guidance:

- This can include co-organising sector network activity, as well as other Diversity and Inclusion initiatives and events.

Yes

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

Please include specific dates or time periods.

On 28/08/2021 and 01/09/2021 staff from the Learning Directorate- in partnership with LGBT Youth Scotland, TIE and the Scottish Youth Parliament- held engagement sessions with young people and their teachers/school staff to gain insight into their views on LGBT inclusive education. A total of 23 schools from 14 local authorities attended over Microsoft Teams. The all-day event included updating schools on progress towards implementing LGBT inclusive education; breakout rooms to allow pupils an opportunity to give their opinions on curricular and whole school approaches to LGBT inclusive education; and presentations from schools to share and discuss good practice. This event both ensured the voices of young people and educational are included in the design of LGBT inclusive education; and raised awareness of LGBT inclusive education and the ongoing challenges faced by LGBT young people and staff within the education sector.

Christina McKelvie (MSP)'s article published in February 2021 also stated;

"I am deeply grateful to all the organisations, big and small, across Scotland who have risen to the challenge of providing vital services to LGBTI communities throughout the pandemic, particularly those most vulnerable, perhaps due to intersectional inequality or loneliness. I am proud that the Scottish Government has been able to provide nearly £75,000 in additional funding to support a range of projects. This includes increased provision of the LGBT Helpline; a project providing Zoom accounts to local community groups; and an online digital platform to deliver a safe community space for LGBTI young people... I want to say again that I, and the Scottish Government, will continue to protect and promote LGBTI rights, to stand against homophobia, biphobia, and transphobia, and to stand alongside

our LGBTI communities. This year, including on the Scottish Government's own Twitter feed, I have seen more of the so-called 'Progress Pride' flag, which features the rainbow stripes of Gilbert Baker's original 1970's Pride flag, alongside black, brown, pale pink, pale blue, and white, to symbolise the inclusion, and vital contribution, of minority ethnic and trans identities within the LGBTI communities.

On 12/08/2021 the Scottish Government published 'Supporting transgender young people in schools: guidance for Scottish schools'. This non-statutory guidance raises awareness of key issues faced by transgender young people within formal education, and promotes good practice to ensure schools are operating in a way that meets their responsibilities under equality legislation and protects and promotes the rights of all pupils.

In September 2021 the Scottish Government also published 'Data collection and publication guidance – Sex, Gender Identity, Trans Status on their website. This was a report from the Chief Statistician and was informed by both of a series of engagements with a working group and research. This report can be found here; Sex, gender identity, trans status - data collection and publication: guidance - gov.scot (www.gov.scot)

Part 3: Sector delivery

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

Guidance:

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

Yes

Describe the process by which you examined the customer journey (max. 500 words). Please include specific dates or time periods.

Social Security Scotland

As part of the Social Security Scotland's Internal Equalities Network, work was undertaken to identify the barriers that LGBTI+ clients may face when applying for various benefits.

Research is also conducted both to inform design of service delivery and service improvement. This includes the use of experience panels to inform research and consequent actions. Details of these can be found here; Social Security Experience Panels: publications - gov.scot (www.gov.scot)

Disclosure Scotland have examined our service user/customer journey and improved our process and guidance for transgender applicants. This examination resulted in updated guidance becoming available on our website as follows (described in next section).

Describe the outcome and impact (max. 500 words). Please include specific dates or time periods.

Social Security Scotland's actions have led to the development and delivery of training in collaboration with LGBTI+ Network members to client advisors on supporting LGBT clients, and a member of the LGBTI+ committee also prepared a briefing on some barriers LGBT jobseekers, employees and clients might face when interacting with Social security Scotland for the Quarterly Diversity Meeting.

Disclosure Scotland

"Information for transgender disclosure applicants

Last updated 21 Jun 2021

If you're transgender you can apply for a disclosure using a special process.

This means you do not have to tell the person or organisation asking you for a disclosure what your previous gender was. You only have to tell Disclosure Scotland.

Disclosure application process

You should use your present name and gender on the disclosure application.

You do not have to:

answer 'yes' to the part of the form about previous names, unless you had other names that do not relate to your transgender status

disclose previous names that relate to your transgender status on the application

give your Gender Recognition Certificate (GRC) to your employer

Notify Disclosure Scotland of your previous names

Even though you do not need to disclose the previous names on the application, you'll need to provide these to Disclosure Scotland separately.

To do this, send an email to dsoperations@disclosurescotland.gov.scot and include the following information:

your application reference number

your contact details

details of your previous names

Disclosure Scotland's Operations Management will let you know when they have received your information, so you can be sure only Disclosure Scotland will handle your information.

If you've applied online, your application reference number is the 9-digit number you're given when you submit your application. If you've applied by paper, your reference number is the 16-digit barcode number in the top-right corner of your disclosure application form.

What your disclosure certificate will show

Your disclosure certificate will show your current name. It will not include any previous names."

Information for transgender disclosure applicants - mygov.scot "

If the applicant is anxious about their previous employer knowing any information about them previously we advise them to contact the operations manager who will discuss their needs with them and what we can do to assist and support them.

Each LGBT customer has a different approach as to how they would like their information to be known, some are happy with the process they need to follow, those who are wanting a more confidential approach contact the Operations Manager to assist them with their application journey in

8.6 Does the organisation collect LGBT monitoring information on service users or customers for the following analysis? Tick all that apply.

Guidance:

- You should demonstrate how you collect the data and how it is analysed.
- This should break down the experiences of service users and customers by sexual orientation, gender and trans status.

Responses Selected:

A. Assessing whether LGBT people are accessing your services

B. Assessing the satisfaction of your LGBT service users in comparison to other groups

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

Social Security Scotland

Questions from the paper monitoring form about sexual orientation, gender and trans, e.g. Scottish Child Payment forms - mygov.scot:

3. How would you describe your gender identity?

1. Man

2. Woman

3. I identify in another way (if you would like to tell us what other words you would use)

4. Prefer not to say

4. Do you consider yourself to be a trans person?

(Trans is a term used to describe people whose gender is not the same as the sex they were assigned at birth.)

1. Yes

2. No

3. Prefer not to say

7. Which of the following best describes how you think of yourself?

1. Heterosexual/Straight

2. Gay/Lesbain

3. Bisexual

4. In another way (if you would like to tell us what other words you would use)

5. Prefer not to say

B.

Yes, the Client Survey does assess the satisfaction of your LGBT service users in comparison to other groups.

See below the latest published main report and supplementary tables. Section 3.3 of the supplementary tables gives results to service satisfaction questions by gender identity, and 3.9 by sexual orientation. We did ask 'Do you consider yourself to be a trans person', but too few answered yes to include this as a breakdown. The main report describes the process of collecting and analysing the data.

Social Security Scotland client diversity and equalities analysis to May 2021 - gov.scot (www.gov.scot)

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

Client diversity and equalities analysis

All clients applying through any channel (online, mail, phone) are asked to complete an Equality Monitoring and Feedback form along with the application form for each benefit delivered by Social Security Scotland.

As of 9th December 2019, clients applying for benefits online are required to complete a mandatory Equality Monitoring and Feedback form following their benefits application form. The form includes a 'prefer not to say' option for all questions for clients who wish not to disclose this information. Prior to this, the Equality Monitoring and Feedback form was completed on a voluntary basis.

All online applications have an Equality Monitoring and Feedback form because clients cannot submit their application until it is completed. The response rate for mail and telephone applications is lower because of the different process for collecting data, however, this accounts for relatively few applications.

Once submitted, application data is stored in a separate dataset to equalities data. Psuedoanonymised equalities responses and application details are later linked together for statistical analysis. Data is de-duplicated down to one record per client, based on their most recent application outcome where applicable. We publish tables for each equalities group, showing the breakdown of clients applying and their approval rates. Tables show the results for clients as a whole, as well as broken down by benefit. The data collected is used to identify who is using the service and to investigate how Social Security Scotland processes work for different groups of people. We analyse the equalities data by outcome of application to assess if there is any variation. Applications will either be 'approved' if clients are found to be eligible, or 'denied' if clients are found not to be eligible. Possible reasons for denials vary between different benefits, but include factors such as not being resident in Scotland, not being in receipt of necessary qualifying benefits, or not applying during specified windows of time. Analysis of outcome data highlights groups of clients that are being found to be ineligible, which in turn suggests areas where Social Security Scotland can improve the information available around eligibility.

We have also published supplementary intersectional tables covering the period June to November 2020. This can be found here; Social Security Scotland client diversity and equalities analysis to November 2020 - gov.scot (www.gov.scot)

A: Upload an analysis report from last three years.

[Stonewall WEI 2022 - 8.6 - EVIDENCE - Client diversity to May 2021 publication WEBSITE.pdf](#)

Filename: Stonewall WEI 2022 - 8.6 - EVIDENCE - Client diversity to May 2021 publication WEBSITE.pdf

Size: 1.0 MB

B: Upload an analysis report from last three years.

[Stonewall WEI 2022 - 8.6 - EVIDENCE - USE - Client diversity to May 2021 tables v4.xlsx](#)

Filename: Stonewall WEI 2022 - 8.6 - EVIDENCE - USE - Client diversity to May 2021 tables v4.xlsx **Size:**

263.4 kB

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

Guidance:

- You should demonstrate how the complaints process is communicated, how you collect the data and how it is analysed.

No

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

Guidance:

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

Yes

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

form of guidance) for pronouns to be added was communicated to all colleagues earlier this year.

Disclosure Scotland: Non-binary service users have the option to highlight options such as Mx on their application; and on the final Disclosure Certificate at present the titles of Mr, Mrs, Ms, MX are omitted.

We are constrained by the data we have to provide to the Police and so we can't otherwise recognise non – binary identities.

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

Guidance:

- The consultation should have involved lesbian, gay, bi and trans (including non-binary) service users or customers.

Yes

Describe the consultation process (max. 500 words). Please include specific dates or time periods.

Social Security Scotland: Consultation with representatives from each protected characteristic has formed part of the approach to a Equality Impact Assessments undertaken. This agency also introduced systematic consultation with service users and other stakeholders as it was being set up (this is a newly devolved area for the Scottish Government) through the mechanism of 'experience panels'. Experience panels consisted of a wide range of people who were invited to participate, all of whom had experience of the benefits system under the DWP. Data was collected about the diversity related composition of this group (2.400+). Over eight in ten respondents (85 per cent) identified as 'heterosexual / straight'. Just under one in ten (9 per cent) said that they were either 'Bisexual' or 'Gay / Lesbian.' Two per cent said that they identify in another way. Almost all respondents (97 per cent) said that they do not identify as transgender. One per cent said that they do. Two per cent of respondents said that they would prefer not to say. These figures are drawn from a report which took place in 2020 as these have been published, however activities and consultations are ongoing. Publications from the experience Panels can be found here:

Social Security Experience Panels: publications - gov.scot (www.gov.scot)

Experience Panel members are invited to take part in research regarding specific benefits (including user testing forms and websites) , and since coronavirus pandemic including in 2021 this has primarily been conducted online and via telephone.

Describe the outcome and how services were tailored to the needs of LGBT people (max. 500 words). Please include specific dates or time periods.

Information and insights gathered from Social Security Scotland's Experience Panels has been used to inform the Agency's development both strategically (this includes the documents 'Our Charter' and the 'Charter Measurement Framework') and in practice, for example in relation to the Unacceptable Actions policy. This session followed up on what panel members told us in last year's 'keeping staff and clients safe' survey. This policy is about how both agency staff and clients should interact in a safe and respectful way. The agency states:

"We asked Experience Panel members to have a look at the letter someone might receive if it was felt that they had acted in unacceptable way. Experience Panel members helped us identify how we could phrase the letter and policy in a more compassionate way. They also helped us to recognise that we should treat each step in the process as an opportunity to mend relationships between the agency and the client. We will be revising the Unacceptable Actions policy and letter in response to the feedback we received and plan to do further research on this in the future.

We will continue to share our findings and be open about our approach with panel members, social security colleagues, external stakeholders and advisory groups, and colleagues across government and the wider public sector."

As part of the Social Security Scotland's Internal Equalities Network, training was developed and delivered in collaboration with LGBTI+ Network members to client advisors on supporting LGBT clients, and a member of the LGBTI+ committee also prepared a briefing on some barriers LGBT jobseekers, employees and clients might face when interacting with Social security Scotland for the Quarterly Diversity Meeting

Disclosure Scotland: Any applicants that have highlighted changes in respect of their trans status have been consulted with. Other categories such as lesbian, gay, bi are not recorded or required on any application status as this is not information we would ask for. Individual sexuality is not a requirement for Disclosure Scotland.

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

Guidance:

- The training should reach as many frontline employees as possible and be specific to the services they are providing.
- Content should also include the steps frontline employees can take to eliminate discrimination and ensure LGBT service user and customer needs are met.
- Content should explicitly cover lesbian, gay, bi and trans (including non-binary) identities.
- Examples of content you could upload are case studies, e-learning screenshots or PowerPoint presentations.

D. 1 - 25 per cent

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

Rates for completion of training are monitored in both Social Security Scotland and Disclosure Scotland both within each agency for agency – specific training such as the workshops mentioned below, and centrally in the case of the organisational wide training. Completion statistics for centrally delivered Diversity and Inclusion related training is held within the People Directorate, and is used to monitor uptake and reach.

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

Social security Scotland: Two workshops (one in April, one June) were delivered to 30 Local Delivery colleagues specifically on LGBT needs by members of the Social Security Scotland Internal Equalities Network. This was in response to a need identified by network members, and was developed and delivered by those members. Feedback was very positive and requests have been received from other teams.

Discussions are on-going with Learning and Development colleagues about expanding delivery of the workshop to all front line colleagues.

Social Security Scotland has, as part of our commitments within our recently published Equality Strategy, been running a series of intersectionality workshops and supporting cafes and blogs. This work started in March 2021 and is on-going.

There is an online "inclusive culture" workshop that is mandatory for all staff.

Disclosure Scotland: 76-100 % of employees who have interaction with customers have received on-the-job training on the handling of any transgender application..

Sexual orientation is not disclosed to Disclosure Scotland.

Upload the training content.

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

Guidance:

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

No

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

Guidance:

- The communication can be digital or physical.

No

Staff feedback questionnaire

Incomplete

Form for "Staff feedback questionnaire"

This is my form.

Staff feedback questionnaire

The Staff Feedback Questionnaire examines the experiences of UK-based employees in your workplace. In the survey, we ask your employees about key indicators of inclusion in your workplace. We use this to understand your LGBTQ+ and non-LGBTQ+ employees' experiences and opinions.

The questionnaire is worth 20 (10%) of the total available points for your submission. 2 marks will be awarded if you provide evidence that you've send the questionnaire to all staff before the main submission deadline of 5 October 2021. The remaining 18 points are determined by the responses of your employees.

The questionnaire is open until midnight GMT 5 November 2021 and you can circulate it with staff at any time. We would recommend organising a 3-week survey campaign to maximise the number of responses you get. Diversity Champions receive an in-depth analysis report of their staff's feedback. The more staff who respond to the survey, the more useful, detailed and representative this analysis will be for your organisation.

Please contact your account manager or memberships@stonewall.org.uk for your organisation's unique questionnaire link.

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

Guidance:

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

(No response)

Upload an all-staff communication promoting the questionnaire.

Additional awards

Incomplete

Form for "Additional awards"

This is my form.

Additional awards (optional)

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

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

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

I. Change Maker of the Year

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

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

Your nomination could be:

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

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

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

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

Change Maker nomination 1 (max. 600 words)

(No response)

Change Maker nomination 2 (max. 600 words)

(No response)

Change Maker nomination 3 (max. 600 words)

(No response)

2. Network Group of the Year

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

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

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

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

Network Group nomination (max. 1000 words)

(No response)

Please tick here to confirm that any nominated individual(s) have given explicit permission to share the personal information contained in this section with Stonewall.

(No response)