

22 June 2023

Dear

ATISN 17524 – Mental Health, Disabilities and LGBTQ Policies

Thank you for your request to the Welsh Government for information under the Freedom of Information Act (2000) received on 21 May. You asked for:

- 1. Please provide all policies you hold in relation to Mental Health*
- 2. Please provide all policies you hold in relation to LGBTQ.*
- 3. Please provide all policies you hold in relation to Disabilities.*
- 4. Please provide all complaints data you hold in relation to Mental Health in the last 5 years.*
- 5. Please provide all complaints data you hold in relation to LGBTQ in the last 5 years.*
- 6. Please provide all complaints data you hold in relation to Disabilities in the last 5 years.*

Our Response

1. Please provide all policies you hold in relation to Mental Health

Mental Health policies published by the Welsh Government are as follows:

- Together for MH Strategy
[Together for mental health: our mental health strategy | GOV.WALES](#)
- Suicide Prevention Strategy
[talk-to-me-2-suicide-and-self-harm-prevention-strategy-for-wales-2015-2020.pdf \(gov.wales\)](#)
- Crisis Care Assurance Group Action Plan
[Mental health crisis care agreement: action plan 2019 to 2022 | GOV.WALES](#)
- NEST Planning Framework
[NEST framework \(mental health and wellbeing\) | GOV.WALES](#)

With regards to internal Welsh Government Human Resources policies relating to Mental Health, please find attached a copy of:

- Doc 1 – Welsh Government Mental Health Policy

2. Please provide all policies you hold in relation to LGBTQ

LGBTQ+ policies held by Welsh Government are as follows:

- LGBTQ+ Action Plan
[LGBTQ+ Action Plan for Wales | GOV.WALES](#)

With regards to internal Welsh Government Human Resources policies relating to LGBTQ+, please find attached a copy of:

- Doc 2 – Welsh Government Gender neutral and accessible toilets Policy
- Doc 3 – Welsh Government Transitioning Policy
- Doc 4 – Supporting Non-Binary People Guide
- Doc 5 – Welsh Government Equality, Diversity, and Inclusion Policy

3. Please provide all policies you hold in relation to Disabilities.

Disability policies held by Welsh Government are as follows:

- Locked Out
[Locked out: liberating disabled people's lives and rights in Wales beyond COVID-19 | GOV.WALES](#)
- Action on Disability
[Action on disability: the right to independent living framework and action plan | GOV.WALES](#)
- Learning Disability Strategic Action Plan
[Learning Disability Strategic Action Plan 2022 to 2026 \[HTML\] | GOV.WALES](#)
- Learning Disability Delivery and Implementation Plan
[Learning disability delivery and implementation plan 2022 to 2026 | GOV.WALES](#)
- Disabled People's Employment
[Disabled People's Employment | Business Wales Skills Gateway \(gov.wales\)](#)
- Disability Rights Taskforce
[What we do: Disability Rights Taskforce | GOV.WALES](#)
- Disability Equality Forum
[Disability Equality Forum | GOV.WALES](#) - *This page is currently in the process of being updated.*

With regards to internal Welsh Government Human Resources policies relating to disabilities, please find attached a copy of:

- Doc 2 – Welsh Government Gender neutral and accessible toilets Policy
- Doc 5 – Welsh Government Equality, Diversity and Inclusion Policy
- Doc 6 – Welsh Government Workplace Adjustments Policy
- Doc 7 – Welsh Government Disabled Employee Special Leave Policy and Guidance
- Doc 8 – Welsh Government Social Model of Disability Guidance

4. Please provide all complaints data you hold in relation to Mental Health in the last 5 years

Welsh Government does not hold complaints data related to mental health services provided by Local Health Board. This information may be held at individual health boards within Wales. I have added a link below that provides contact points for each health board: [Contact Us - NHS Wales](#)

5. Please provide all complaints data you hold in relation to LGBTQ in the last 5 years

There is no data held on complaints in relation to LGBTQ.

6. Please provide all complaints data you hold in relation to Disabilities in the last 5 years

In the last 5 years, there has been one complaint related to disabilities:

- April 2019 – March 2020 – Student Finance Wales – No reasonable adjustments made to enable complainant to apply for Disabled Students Allowance.

Next steps

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely,