



Llywodraeth Cymru  
Welsh Government

Experiences of conversion practices in Wales

C289/2022/2023

## TECHNICAL EVALUATION RESPONSE

Please read Section 1 – Instructions to Bidders and Section 2 – Specification prior to completing this template. You must submit your response using this template in Microsoft word, Arial font, font size 11.

Bidders are requested to read the questions carefully before considering their response.

Each question has a specific response limit. Please ensure you adhere to the response limits as indicated. Any information provided by bidders that is over and above the limits will not be evaluated. Tables, Pictures and Diagrams must be included within word counts.

The response to each question must be stand alone and must not rely on references to responses to other questions and / or additional attachments unless explicitly stated as allowed.

Where examples of your existing documents / policies are requested these will not count towards response limits.

Appendices will not be permitted.

The evaluation methodology, which will be adopted for assessing the Technical submissions, can be found at the bottom of this document.

### Section & Question Weightings

Criteria 1	Demonstration of a clear understanding of the policy/legislative context of and need for the research	15%
Criteria 2	Proposed methodology, which clearly outlines a detailed research design and demonstrates how the aims/objectives of this study will be met.  Suitability of the methodology – quality and appropriateness of the approach including understanding of the specific methodological requirements for undertaking this research	30%
Criteria 3	Staff roles and suitability of staff for those roles: A clear and detailed description of the resources to be deployed, task allocation (including evidence of the suitability of the personnel proposed for this contract in terms of their expertise and skills) and time allocated to the project for each	20%
Criteria 4	Understanding of, and ability to meet, project timetable and dependencies/risks: A clear description of the project management plan for the research (including a timetable detailing key milestones; an	15%

	outline of a robust management, delivery and reporting structure; detailed risk register).	
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Criteria 1
<p>Demonstration of a clear understanding of the policy/legislative context of and need for the research</p> <p><b>Total:</b> 15% of Section</p> <p>Minimum Score Threshold = 60%</p>
<p><u>Guidance to tenderers:</u></p> <p>Please demonstrate your understanding of the policy environment based on your reading of section 1 of the specification as well as your appropriate expertise and corresponding evidence. Set out your understanding of any data sources you think are relevant to this research. Set out your understanding of the rationale for undertaking the research, with reference to the background/context.</p> <p><b>1500 Word Limit</b></p>
Supplier Response
<p><b><u>Policy Environment</u></b></p> <p><b>Formation of the Working Group</b> In January 2023, the Deputy Minister for Social Partnership announced the establishment of a working group to advise the Welsh Government on actions to ban conversion practices for LGBTQ+ people in Wales. This brings together representatives from faith communities; the health and social care sector; and children and young people's representatives, alongside LGBTQ+ people to advise on key elements of the work.</p> <p><b>Welsh Government's Commitment to LGBTQ+ Rights</b> The policy environment in Wales regarding conversion therapy is focused on protecting the rights and well-being of LGBTQ+ individuals and ensuring that they are not subjected to harmful and discriminatory practices aimed at changing their sexual orientation or gender identity. The Welsh Government is taking a proactive approach to this issue by seeking to ban conversion therapy in all its forms and is committed to working with stakeholders to ensure that the legislation is effective in achieving this goal.</p> <p><b>Recent Developments in Conversion Therapy Legislation</b></p> <ul style="list-style-type: none"> <li>● In November 2020, the Welsh Government launched a public consultation on banning conversion therapy in Wales.</li> <li>● In February 2021, the Welsh Parliament passed a motion calling on the UK Government to ban conversion therapy across the UK.</li> <li>● In March 2021, the Welsh Government announced that it will introduce legislation to ban conversion therapy in Wales.</li> </ul> <p><b>Alignment with European Legislation and Court Decisions</b> The position of the Welsh Government fully aligns with that of the UK and of the European Parliament and the European Court of Human Rights. In the 2021 ECtHR case X &amp; Y v Romania (Application No.2145/16 19 April 2021 ECtHR) at §82 states: In its resolution, adopted on 16 January 2019 in Strasbourg, on the situation of fundamental rights in the European Union in 2017 [2018/2103(INI)], the European Parliament expressed itself in these terms [from the resolution itself]: [The European Parliament ...] 36. Deplores the fact that in 2017 LGBTI people were still victims of bullying, harassment and violence and were</p>

facing multiple discrimination and hatred in areas including education, health, housing and employment; is concerned at the continuous experiences of gender-based stigma, violence and discrimination by LGBTI people and the lack of knowledge and lack of intervention on the part of law enforcement authorities, particularly towards trans people and marginalised LGBTI people, and encourages the Member States to adopt laws and policies to combat homophobia and transphobia; strongly condemns the promotion and practice of LGBTI conversion therapies, and encourages Member States to criminalise such practices; also strongly condemns the pathologisation of trans and intersex identities.

This case has also been cited in the UK Supreme Court *R (Elan-Cane) v Secretary of State for the Home Department* [2021] UKSC 56 [2022] 2 WLR 133.

### **Relevant Data Sources**

[Information redacted]

### **Reasons for the Research**

This research aims to:

1. Provide a comprehensive and trusted evidence base to inform the policy decisions of the Welsh Government as it pushes to ban conversion therapies in Wales.
2. Gather the views and lived experiences of key stakeholders from the LGBTQ+ community, including underrepresented groups, in order to inform policy decisions, tailor approaches for awareness campaigns, and improve service provision.
3. Build an understanding of who experiences conversion practices in Wales, the forms conversion practices take, by whom they are conducted, and the reasons why conversion practices are carried out in Wales.
4. Identify settings and understand the broader context in which conversion practices occur in Wales.
5. Provide insight into both the short- and long-term impact of conversion practices on those who have experienced this in Wales.
6. Understand the support available in Wales to people who have experienced conversion practices.
7. Provide viable, evidence-informed actions, recommendations, and best practice for future policy development, awareness campaigns, and service provision in relation to conversion practices in Wales.

By addressing gaps identified in previous studies and contributing to the existing knowledge on conversion therapy, this research will further emphasise the importance and relevance of the study.

### **Tools and Resources Needed**

[Information redacted]

## **Criteria 2**

Proposed research methodology, which clearly outlines a detailed research design and demonstrates how the aims/objectives of this study will be met.

Suitability of the research methodology – quality and appropriateness of the approach including understanding of the specific methodological requirements for undertaking this research

**Total:** 30% of Section

Minimum Score Threshold = 60%

Guidance to tenderers:

The tender should set out a detailed account of the methodology to be used in the project, making clear if you are suggesting different or additional methodology to that set out in the specification as well as how any specific methodological requirements will be met.

Outline your understanding of the specific aims/objectives for this work, as outlined in the specification. Set out how your proposed methodology fits each of these/provides the required evidence against each.

Set out how any secondary qualitative and quantitative data will be collated and analysed – Which data sources will you access? Provide evidence of your ability to access the required datasets.

Set out how any primary data will be collected and analysed - What methods and modes of data collection (e.g. face to face; telephone or online data collection methods) will be employed?

Set out your rationale for adopting the methodological approach you propose and how the resource set aside (e.g. number of days/budget) will allow you to undertake the proposed work.

Highlight any dependencies (e.g. co-operation from different groups, access to data) and other feasibility issues.

Provide an understanding of how you plan to engage with at-risk groups, such as children/young people, ethnic minorities and people on low incomes, in order to maximise participation, ensure ethical/safeguarding/health/safety requirements are considered, a sensitive approach is adopted and ensure all equality/diversity needs are met.

**4500 Word Limit**

**Supplier Response**

[Information redacted]

**Criteria 3**

Staff roles and suitability of staff for those roles: A clear and detailed description of the resources to be deployed, task allocation (including evidence of the suitability of the personnel proposed for this contract in terms of their expertise and skills) and time allocated to the project for each.

**Total:** 20% of Section

Minimum Score Threshold = 60%

Guidance to tenderers:

Provide a list of the staff that will be involved in the project at all levels, as well as their specific role in this project. The list should briefly highlight their relevant expertise, their estimated time to be spent on the project, and confirmation that appropriate security checks have been undertaken through the Disclosure and Barring Service (DBS) for any staff members that are likely to come into contact with children, young people or vulnerable adults during the course of the contract.

State the name of the project manager and a designated deputy.

Designate a quality assurer and detail how they will ensure that all the deliverables are delivered to standard. (The bid must also set out how the quality assurance of outputs in Welsh and English will be met.)

Set out how the language requirements set out in the methodology and deliverables sections will be met. Successful suppliers will have a good understanding of the requirements of providing bilingual services and will either offer in-house capability to deliver such a service or have in place a service level agreement with a sub-contractor to support its delivery of bilingual services.

Confirm that all employees (where appropriate, including agency staff working for your organisation) will at all times follow the SRA ethics guidance and will be fully aware of the GSR professional guidance.

Provide information on the data security processes, including storage and transmission of personal data and data protection that will be followed (where appropriate).

**2000 Word Limit****Supplier Response**

Laurel Research Consulting is a newly founded research consultancy that brings together highly experienced consultants to deliver in-depth insights to clients. Our researchers are experienced in the delivery and analysis of consultations through their academic and professional careers. Laurel possesses dedicated teams covering safeguarding and vulnerable groups and healthcare. Both will be deployed to deliver this project due to the significant overlap and to ensure delivery within the desired timescale of eight weeks from the contract award.

The proposed team has relevant experience in consultation for policy development across safeguarding and healthcare, LGBTQ+ services, and provides exceptional experience and expertise in data analysis. We have carried out a number of relevant projects (outlined below) and have experience designing outreach and informative materials for internal and external stakeholders in Wales, [Information redacted].

To ensure compliance with the Digital Research and Analysis (DRA) and Government Social Research (GSR) guidelines, our team will follow a comprehensive strategy that includes regular audits, quality checks, and adherence to ethical considerations. [Information redacted] is Certified Market and Social Researcher (CMRS) qualified, which ensures our research methodologies, data analysis techniques, and reporting standards are in line with the highest professional standards.

Our strategy incorporates a robust data management plan, rigorous quality assurance processes, and continuous engagement with stakeholders. We will conduct periodic audits to assess our compliance with DRA and GSR guidelines, making necessary adjustments to maintain the highest level of quality and integrity throughout the project. By combining our team's extensive experience, qualifications, and adherence to professional standards, we will deliver a comprehensive and impactful research project for the Welsh Government.

### **[Information redacted]- Quality Assurance Officer and Deputy Project Manager**

[Information redacted] and will have final responsibility for quality assurance reviews and risk management reviews rated as severe in addition to delivering the research into experiences of conversion practices. [Information redacted] brings extensive experience of managing surveys and consultations in similar fields and national scales with diverse teams. [Information redacted] has worked with the APPG on Safeguarding in Faith Settings to assess the data gathered during national consultations and surveys of Local Authorities and stakeholder groups for safeguarding 16-17 year olds. These gathered quantitative data and qualitative responses from young people and survivor groups regarding potential legislative loopholes in safeguarding and child protection systems and policies. [Information redacted] produced a report contributing analysis to the final report of the APPG. This work included a review of the wider implications of Bell & Anor v Tavistock and Portman NHS Foundation Trust [2020] EWHC 3274, particularly surrounding the existing legal tests for informed consent, Gillick Competence and Fraser Guidelines.

The key challenge [Information redacted] identified and pushed to overcome was ensuring the data collected was approached holistically and that the approach remained impartial rather than prioritising the stated policy goals. This would not have produced a sound evidence base for the policy proposals and would have opened the door to legal or procedural challenge of any recommendations made as a result of the research. The analysis of consultation responses therefore had to be tailored carefully to meet the needs of a varied audience including young people, key stakeholders and policy makers within a highly charged and sensitive field.

[Information redacted] has also worked on projects for the LGA to gather the lived experiences of disabled councillors to develop policy improvements and resources to improve access to elected office for disabled people [Improving Access to Elected Office for Disabled People](#), and on sensitive projects for Archives Records Council Wales and CILIP Cymru Wales to support delivery of the Welsh Government's Anti-Racist Wales Action Plan (ARWAP).

### **[Information redacted]**

[Information redacted]. [Information redacted] research expertise lies on current LGBT+ identities and experiences in Athens. [Information redacted] approach is highly intersectional, emphasising the socio-economic aspect of LGBT+ identities and the ways in which it affects young people's experiences in the years of the economic crisis.

[Information redacted] has experience running public health surveys in Greece, particularly within the sphere of gender and clinical practice within military healthcare. Key surveys and consultations included clinical responses and attitudes among patients of infertility within the heavily gendered military landscape. Part of the consultation and survey exercise was to evaluate the differences in response and response rates among different gender identities.

These consultations identified several key challenges. This experience will influence the approach taken to reporting of LGBTQ+ experience of conversion therapies in Wales. Where use of acronyms or key terms will actually aid accessibility we will ensure there is a clear table of abbreviations and

explanatory notes. This is particularly important due to the wide demographics of respondents who will need to find the report accessible. This includes the young people themselves as well as their parents, guardians and carers alongside key stakeholder groups and policymakers.

**[Information redacted]**

[Information redacted] is a research consultant with experience in designing and implementing large-scale research projects to inform public policy. [Information redacted] experience includes designing methodologies to support anti-racism, inclusion, and more equitable life chances, developing training content and models, and proposing an innovative framework for exploring experiences of ageism in the UK. [Information redacted] has also contributed to articles to advance research methodology in International Political Economy, written literature reviews, and edited and prepared articles for publication.

[Information redacted] values align with her commitment to participatory research designs, making research outcomes accessible for diverse communities, prioritising projects that contribute to equitable life chances, and advocating to amplify the experiences of underrepresented communities.

[Information redacted] also has a solid understanding of international and national institutions and a passion for learning about the complex reality that defines public policies. [Information redacted] has carried out work with Laurel for CILIP Cymru Wales to develop training models that will deliver on the Welsh Government's Anti-Racist Wales Action Plan and make public libraries inclusive spaces for all people.

**[Information redacted] - Project Manager and Data Security Officer**

[Information redacted] and a PMP and ICP-PPM awarded project manager with cutting-edge industry experience. [Information redacted] has demonstrated his resource and data management expertise and aptitude for managing and deploying cross-functional teams in technical environments.

[Information redacted] experience as project manager with Laurel has focused on managing complex and sensitive projects for the safeguarding and vulnerable groups team, including CILIP Cymru Wales and Act For Change, a charity specialising in providing trauma-informed therapy to children and young people. As project manager, [Information redacted] will be the initial touchpoint for quality assurance and any risks identified as medium.

**Estimated Days Spent on Project per Consultant**

Staff	Total Days Worked	Estimated Workload
[Information redacted]	20	<ol style="list-style-type: none"> <li>1. [information redacted]</li> <li>2. [information redacted]</li> <li>3. [information redacted]</li> <li>4. [information redacted]</li> <li>5. [information redacted]</li> </ol>
[Information redacted]	30	<ol style="list-style-type: none"> <li>1. [information redacted]</li> <li>2. [information redacted]</li> <li>3. [information redacted]</li> <li>4. [information redacted]</li> <li>5. [information redacted]</li> </ol>
[Information redacted]	35	<ol style="list-style-type: none"> <li>1. [information redacted]</li> <li>2. [information redacted]</li> <li>3. [information redacted]</li> <li>4. [information redacted]</li> <li>5. [information redacted]</li> </ol>



[Information redacted]	35	<ol style="list-style-type: none"> <li>1. [information redacted]</li> <li>2. [information redacted]</li> <li>3. [information redacted]</li> <li>4. [information redacted]</li> <li>5. [information redacted]</li> </ol>
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### **Additional Team**

To ensure Laurel is able to respond to any unexpected unavailability and can deliver any additional tasks that will add value to the analysis of interview responses and enhance our recommendations. [Information redacted] has extensive clinical experience and has run healthcare surveys covering Northeast England and analysis of child-focused therapeutic frameworks. Analysis of the results has included identification of health inequalities between different ethnic communities, especially in the field of nutritional literacy and support. [Information redacted] worked as a clinical nurse in children's ICU, Women's and Children's Health Centre and Shanghai Mental Health Centre. DBS certified with training in safeguarding, therapeutic art life coach certification, trauma-informed mindfulness practice, providing trauma informed care, mental health ambassador, design and interpretation of clinical trials.

[Information redacted] can carry out data management and analysis. [Information redacted] most recent surveys have focused on general linear model, two-step cluster analysis, t-tests, ANOVA and Chi-square tests. [Information redacted] statistical experience will provide valuable wider insights for the analysis of the consultation responses. It has provided [Information redacted] with experience of a range of statistical analysis tools and the ability to test them to ensure the most appropriate one is used.

### **Safeguarding**

Safeguarding of our own team's wellbeing and that of the LGBTQ+ people whose experiences we will be exploring are of paramount importance to Laurel. We will establish a clear framework of reporting procedures for any safeguarding concerns that arise during interviews so that the Ministers' project manager will be informed of any reports to appropriate authorities by Laurel. All members of Laurel's team who are likely to come into contact with children or vulnerable people during the course of this research will be subject to a security review which will include DBS checks. This has already been done for three members of the team. We confirm that all employees will at all times follow the SRA ethics guidance and will be fully aware of the GSR professional guidance. These standards will be incorporated into the project handbook distributed to all staff at the commencement of the project.

### **Data Security**

Laurel's data security processes are designed to ensure the highest level of protection for personal data and sensitive information throughout the project. As a Cyber Essentials Plus compliant organisation, we implement robust security measures that adhere to industry best practices.

All data, including personal and sensitive information, is stored on Google Cloud, which offers advanced protection features. Access to data is controlled through a file classification system that categorises files as public, internal, confidential, or restricted. Confidential and restricted files, which may include personal data, require admin permission for downloading or sharing, ensuring that access is granted only to authorised personnel.

Our team members use Titan security keys for secure authentication, further enhancing data security. To protect data during transmission, we employ secure communication channels, such as encrypted email and file transfer protocols. All devices used for data collection and processing are organisation-owned and comply with Cyber Essentials Plus requirements, ensuring end-to-end data security.

Laurel's data protection practices align with the principles of the General Data Protection Regulation (GDPR) and other relevant data protection laws. We have a designated Data Protection Officer who

oversees compliance and regularly reviews our data security processes. By following these stringent data security and protection measures, we ensure the confidentiality, integrity, and availability of personal data and sensitive information throughout the project lifecycle.

### **Familiarity working in Welsh landscape**

As outlined above, Laurel has a wealth of experience in supporting the Welsh public sector to successfully implement key aspects of Welsh Government policy. To ensure the quality of bilingual outputs, we have established strong working relationships with reputable Welsh translation agencies, enabling us to produce high-quality content in both Welsh and English as required.

Our approach to meeting language requirements set out in the methodology and deliverables sections includes conducting thorough quality assurance checks on translated materials. We collaborate with professional linguists to review and verify translations, ensuring that the content accurately reflects the intended meaning and maintains the integrity of the source material. Additionally, we use native speakers for proofreading and editing to guarantee that the language used in our outputs is culturally appropriate and contextually accurate. Our final QA check is a review with the client to ensure the client is satisfied with the quality of the translation.

Our experience in managing bilingual projects encompasses the delivery of a national survey conducted in both Welsh and English, as well as the creation of bilingual infographics to illustrate ongoing anti-racist training and development initiatives in public libraries.

[Information redacted]

## **Criteria 4**

Understanding of, and ability to meet, project timetable and dependencies/risks: A clear description of the project management plan for the research (including a timetable detailing key milestones; an outline of a robust management, delivery and reporting structure; detailed risk register).

**Total:** 15% of Section

Minimum Score Threshold = 60%

### **Guidance to tenderers:**

Provide a detailed timetable for carrying out the work based on the proposed approach and method and the milestones set out in the specification. Highlight in particular any deadlines you identify as critical from the specification. (Note: the timetable will form part of the word count).

Include timing on turnaround of reports and information on how you will ensure smooth turnaround (e.g. once you have received comments on the first draft from the Welsh Government). The timings should allow for translation of research materials/outputs and any other translation requirements set out in the specification.

This section should also provide information on suggested meetings, contract monitoring etc.

A risk assessment should be provided covering the main risks to the project and how these risks will be managed and/or mitigated. This should also note any dependencies, e.g. feedback from Welsh Government officials on research materials and reports that would be needed in order to undertake and complete this project and the implications if this support is not obtained/timely

**2000 Word Limit**

**Supplier Response**

**Project plan**

**Detailed Timetable and Milestones:**

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

**Critical Deadlines:**

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

[Information redacted]

**Risk Assessment (RAG) and Dependencies**

[Information redacted]

**Marking Scheme and Evaluation Guidance**

Capability	Evidence Provided	Score	Remark
Bidder is likely to be able to meet the needs of the Authority.	Evidence is consistent, comprehensive, compelling, directly relevant to the project in all respects, highly credible and substantiated.	<b>100</b>	<b>Absolute Confidence</b>
	Evidence is sufficient, convincing and credible.	<b>80</b>	<b>Confidence</b>
Small risk that bidder will not be able to meet the needs of the Authority.	Evidence has minor gaps, or to a small extent is unconvincing, lacks credibility or irrelevant to the project.	<b>60</b>	<b>Minor Concerns</b>
Moderate risk that the bidder will not be able to meet the needs of the Authority	Evidence has moderate gaps, is unconvincing.	<b>40</b>	<b>Moderate Concerns</b>
Significant risk that the bidder will not be able to meet the needs of the Authority.	Evidence has major gaps, is unconvincing in many respects, lacks credibility, or largely irrelevant to the project.	<b>20</b>	<b>Major Concerns</b>
Bidder will not be able to meet the needs of the Authority.	No evidence or misleading evidence.	<b>0</b>	<b>Not acceptable</b>