

# Application: East London NHS Foundation Trust 2020

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Workplace Equality Index

## Summary

ID: A-3164509210

Last submitted: 9 Sep 2019 07:29 PM (BST)

## Section 1: Employee Policy

Completed - 16 Mar 2020

## Workplace Equality Index submission

### Policies and Benefits: Part 1

## Section 1: Policies and Benefits

This section comprises of 7 questions and examines the policies and benefits the organisation has in place to support LGBT staff. The questions scrutinise policy audit process, policy content and communication. This section is worth 7.5% of your total score.

**Below each question you can see guidance on content and evidence. At any point, you may save and exit the form using the buttons at the bottom of the page.**

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## I.1 Does the organisation have an audit process to ensure relevant policies (for example, HR policies) are explicitly inclusive of same-sex couples and use gender neutral language?

**GUIDANCE:** The audit process should be systematic in its implementation across all relevant policies. Relevant policies include HR policies, for example leave policies.

Yes

### Please describe the audit process:

State when the process last happened:	July 2019 - ongoing
Describe the audit process:	<p>Our Trust-wide policies' audit process equally applies to all People and Culture Policies.</p> <p>The process involves the LGBTQ+ Network members, Network Leads, Executive Network Sponsor, People and Culture Manager/Director. All these parties play key role in reviewing and commenting on existing policies as well as in implementing the new ones. The LGBTQ+ Network and its Sponsor hold the organisation to account for ensuring that all of our policies are inclusive of LGBTQ+ staff and same-sex couples as well as written in gender-neutral language.</p> <p>The audit process involves policies' review by the LGBTQ+ Network and suggesting changes to the Director of People and Culture who then ultimately takes these to the Joint Staff Committee where the Trade Union Reps review and sign those off. These are then amended and published on the Intranet for staff access and review as well as out external website.</p>
Describe any previous outcomes of the audit process:	We have connected with other partner NHS Trusts to exchange best practice in policy-writing and have included this peer learning into our practice

as well as used some of it as a reference for policy review.

Policies have also been added as a standing item on our LGBTQ+ Network Plan and we have sought additional support from one of the HR Business Partners this year to provide designated support for their review.

We also have strong links with People Participation Service from which we can gather, understand, and interpret the experiences of our LGBTQ+ service users – this helps our staff to better understand their needs and ensure we are fully inclusive, receptive, and accommodating. As well as to include this knowledge into our processes, procedures, and policies.

We have also reviewed our Recruitment and Retention Training package this year to ensure that all aspects of equality (including LGBTQ+, gender-neutral language, and pronouns) are mentioned on there and that all new and existing managers are aware of these.

We have introduced Trans Health Factsheet on Mental Health and Wellbeing which we have also published on the Network Page and signposting our colleagues to.

Additionally, we now have a quick 'coming out' guide for supporting LGBTQI+ colleagues at work which helps support our colleagues who are thinking of coming out as well as their managers and colleagues.

Lastly, we now have a very handy one-stop-shop 'support and contacts' list for all LGBTQI+ organisations which can provide advice and support to our colleagues. We give this out at Corporate Induction Stall as well as LGBTQI+ Network stalls at conferences and events.

## I.2 Does the organisation have a policy (or policies) which includes the following?

**Tick all that apply**

**GUIDANCE:** The policy/policies should clearly state that the organisation will not tolerate discrimination against employees on the grounds of sexual orientation, gender identity and/or trans identity. These may be listed along with other protected characteristics. The policy/policies should also demonstrate, through careful wording, a zero-tolerance approach to homophobic, biphobic and transphobic bullying and harassment. They should explicitly include examples of what homophobia, biphobia and transphobia in the workplace may look like.

### Responses Selected:

A. Explicit ban on discrimination based on sexual orientation
B. Explicit ban on discrimination based on gender identity and gender expression
C. Explicit ban on bullying & harassment based on sexual orientation
D. Explicit ban on bullying & harassment based gender identity and gender expression

### Name the policy and paste the relevant policy excerpt:

	Policy	Excerpt
A. Explicit ban on discrimination based on sexual orientation	Dignity at Work Policy and Procedure	Dignity at work complaints relate to the behaviour of an individual; including bullying, harassment, victimisation or discrimination arising from a protected characteristic as defined under the Equality Act 2010 (i.e. age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation).
		Any instances of bullying, harassment or discrimination on



B. Explicit ban on discrimination based on gender identity and gender expression	Disciplinary Policy and Procedure	the grounds of gender, race, national or ethnic origin, colour, religion, religious belief, marital status, sexual orientation, disability, trade union membership/activities, etc.
C. Explicit ban on bullying & harassment based on sexual orientation	Redeployment Policy	In accordance with the Trust's Equality & Diversity Policy, the redeployment process will not discriminate, either directly or indirectly, on the grounds of race, colour ethnic or national origin, sexual orientation, marital status, religion or belief, age, trade union membership, disability, offending background or any other personal characteristic.
D. Explicit ban on bullying & harassment based gender identity and gender expression	Dignity at Work Policy and Procedure	Dignity at work complaints relate to the behaviour of an individual; including bullying, harassment, victimisation or discrimination arising from a protected characteristic as defined under the Equality Act 2010 (i.e. age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation).

### I.3 Where the organisation has the following policies, do they explicitly state they are applicable to same-sex couples and use gender neutral language?

**Tick all that apply**

**GUIDANCE:** Where applicable, the policies should explicitly state that they apply to same-sex couples (or same-gender or non-heterosexual couples). Alternatively, they should explicitly state that they apply regardless of the gender of an employee's partner. The policies should avoid unnecessarily gendered language and pronouns, for example, by using the term 'partner' instead of 'husband' or 'wife' (as long as you have previously stated what constitutes a partner). It should be clear that parental leave policies apply to all employees, regardless of gender.

#### Responses Selected:

- A. Adoption policy
- B. Special or Compassionate Leave Policy
- C. Maternity policy
- D. Paternity policy
- E. Shared Parental leave policy

#### Provide a brief description of the policy/policies you have uploaded:

Maternity and Adoption Leave Policy; Annual and Special Leave Policy; Shared Parental Leave Policy.

#### A. Upload the adoption policy

please be aware only **one** file is allowed per answer

[1. Maternity and Adoption Leave Policy](#)

**Filename:** 1. Maternity and Adoption Leave Policy **Size:** 232.8 kB

## B. Upload the special or compassionate leave policy

please be aware only **one** file is allowed per answer

[1. Annual and Special Leave Policy](#)

**Filename:** 1. Annual and Special Leave Policy **Size:** 1.1 MB

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## C. Upload the maternity policy

please be aware only **one** file is allowed per answer

[1. Maternity and Adoption Leave Policy](#)

**Filename:** 1. Maternity and Adoption Leave Policy **Size:** 232.8 kB

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## D. Upload the paternity policy

please be aware only **one** file is allowed per answer

[1. Annual and Special Leave Policy](#)

**Filename:** 1. Annual and Special Leave Policy **Size:** 1.1 MB

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## E. Upload the shared parental leave policy

please be aware only **one** file is allowed per answer

[1. Shared Parental Leave Policy](#)

**Filename:** 1. Shared Parental Leave Policy **Size:** 396.3 kB

## Policies and Benefits: Part 2

**Next Steps**

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## I.4 Does the organisation have a policy (or policies) which support employees who are transitioning?

Yes

**Does the policy (or policies) in place to support employees who are transitioning cover the following?**

**Tick all that apply**

**GUIDANCE:** Evidence submitted should demonstrate how information around organisational support for people transitioning is tailored to different employee groups. For guidance on creating a transitioning at work policy, see Stonewall's resource [here](#).

**Responses Selected:**

- A. Work related guidance for an employee who is transitioning
- D. Work related guidance for managers on how to support an employee who is transitioning
- E. Work related guidance for employees on how to support a colleague who is transitioning

**Provide a brief description of the policy/policies you have uploaded:**

Transgender Policy; Coming out Guide; Trans Mental Health Guide

### A. Upload guidance for members of staff

please be aware only **one** file is allowed per answer

[Transgender Policy April 2018](#)

**Filename:** Transgender Policy April 2018 **Size:** 124.7 kB

## D. Upload guidance for managers

please be aware only **one** file is allowed per answer

[A quick guide to supporting LGBTQI staff](#)

**Filename:** A quick guide to supporting LGBTQI staff **Size:** 875.9 kB

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## E. Upload guidance for colleagues

please be aware only **one** file is allowed per answer

**Filename:** Guide to Trans Mental Health **Size:** 473.2 kB

**This has been removed for FOI purposes as it contains images of individuals whose consent to disclosure has not been obtained**

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**I.5 Does the organisation have a policy (or policies) in place to support all trans employees, including people with non-binary identities?**

Yes

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**Does the policy (or policies) in place to support all trans employees, including people with non-binary identities cover the following?**

**Tick all that apply**

**GUIDANCE:** Policies submitted should include clear information around how the organisation supports all trans employees, including non-binary people. Guidance on dress code should be offered regardless of whether an organisation has a uniform or dress code policy.

**Responses Selected:**

- A. A clear commitment to supporting all trans people, including those with non-binary identities
- B. Information on language, terminology and different trans identities
- C. Guidance on facilities and dress code for non-binary people

**Provide a brief description of the policy/policies you have uploaded:**

List of support contacts; Gender Intelligence Resource List; LGBT Inpatient Information Sheet

**Upload the policy and highlight content relevant to option A**

please be aware only **one** file is allowed per answer

[List of Contacts for Support](#)

**Filename:** List of Contacts for Support **Size:** 676.1 kB

## Upload the policy and highlight content relevant to option B

please be aware only **one** file is allowed per answer

[Trans Resource List](#)

**Filename:** Trans Resource List **Size:** 954.3 kB

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## Upload the policy and highlight content relevant to option C

please be aware only **one** file is allowed per answer

[Lgbtq inpatient info](#)

**Filename:** Lgbtq inpatient info **Size:** 1.3MB

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### **I.6 In the past two years, has the organisation communicated that its policies are LGBT inclusive to all employees?**

**GUIDANCE:** The communication uploaded should demonstrate the organisation has informed employees that policies are LGBT inclusive. This may be on a post on an intranet system, but any file or screenshot must demonstrate the reach of the communication.

No

### **Provide the date that the communication was shared.**

(No response)

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

**I.7 Does the organisation provide its employees with private healthcare insurance which is explicitly inclusive of LGBT-specific health needs?**

No

## **Section 2: The Employee Lifecycle**

Completed - 16 Mar 2020

### **Workplace Equality Index Application**

#### The Employee Lifecycle: Part 1

## **Section 2: The Employee Lifecycle**

This section comprises of 9 questions and examines the employee lifecycle within the organisation; from attraction and recruitment through to development. The questions scrutinise how you engage and support employees throughout their journey in your workplace. This section is worth 13.5% of your total score.

**Below each question you can see guidance on content and evidence. At any point, you may save and exit the form using the buttons at the bottom of the page.**



## 2.1 When advertising for external appointments, how does the organisation attract LGBT talent?

**Tick all that apply**

**GUIDANCE:** This question examines the ways in which you attract external LGBT candidates to apply for roles within your organisation.

### Responses Selected:

- A. Advertise or recruit from LGBT/diversity websites/diversity recruitment fairs and events
- B. Include a statement around valuing diversity, explicitly inclusive of LGBT people in job packs and pages
- C. Supply potential applicants with information about your LGBT employee network group or LGBT inclusion activities

### Describe the evidence uploaded:

Starting Out LGBT Careers Guide; Statement from ELFT external website for potential candidates; Statement on Job Application Website; E&D Section on all Job Descriptions; Information about the LGBT Network on ELFT External Website; Corporate Induction slides for new employees.

We are now using Diversity by Design attraction service which prevents our recruiting managers from seeing all the identifiable information about the potential candidates such as age, gender, name, education, etc. This allows for more inclusive and unbiased recruitment practice.

We are also engaging with the potential talent in the community - we have attended UK Black Pride this year and had a recruitment and selection stall there. We also do a number of non-specialist LGBTQI+ recruitment fairs, conferences, events, etc. where we provide our Staff Network Leaflets at these and promote inclusive recruitment.

## Upload evidence for option A

please be aware only **one** file is allowed per answer

**Filename:** 2. Starting Out Guide - Recruitment **Size:** 234.9kB

**This has been removed for FOI purposes as it contains images of individuals whose consent to disclose has not been obtained**

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## Upload evidence for option B

please be aware only **one** file is allowed per answer

[2. Working for us - Evidence collated+](#)

**Filename:** 2. Working for us - Evidence collated+ **Size:** 440.6 kB

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## Upload evidence for option C

please be aware only **one** file is allowed per answer

[2. Working for us - Potential Applicants](#)

**Filename:** 2. Working for us - Potential Applicants **Size:** 439.2 kB

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**2.2 What percentage of employees with recruitment responsibilities have been trained on reducing bias and discrimination towards LGBT people in the recruitment cycle?**

### Select the completion rate for the training

**GUIDANCE:** The training should reach as many employees who recruit as possible. Training content should explicitly mention examples of discrimination and bias towards LGBT people. Content should also include the steps recruiters can take in eliminating this discrimination and bias. Examples of content you could upload are case studies, e-learning screenshots or PowerPoint presentations.

A. 76 – 100 per cent

Describe the department or team who deal with recruitment and how you estimate training completion rates:	<p>Compliance is calculated via signed paper registers on the day of training. These registers are then inputted into the ESR Training Portal by the Learning &amp; Development Team.</p> <p>This then provides an overall compliance rate. All new managers are automatically sent onto this training course and existing managers can also do a refresher as and when they feel they need it as it's run monthly.</p>
Describe the format of the training and the content you have uploaded:	<p>The classroom training is provided as part of the Recruitment Training package for new and existing managers and is run monthly.</p> <p>Additionally, the monthly face-to-face manager training is provided in localities for all new and existing managers and this is a compulsory package for all recruiting managers. This package covers awareness of discrimination, bullying, harassment, and unconscious bias.</p>

## Upload training content

please be aware only **one** file is allowed per answer

[Recruitment & Selection Training Slides](#)

**Filename:** Recruitment & Selection Training Slides **Size:** 1.4 MB

## Upload training content

please be aware only **one** file is allowed per answer

[2. Discrimination Training Slides](#)

**Filename:** 2. Discrimination Training Slides **Size:** 1.3 MB

## 2.3 What information does the organisation supply to all new employees (external appointments) when being inducted in to the organisation?

**Tick all that apply**

**GUIDANCE:** The senior leader message should explicitly call out LGBT inclusion. The content of all options given can be either in person, online, through a video or post, or on paper.

### Responses Selected:

- A. Explicit message from senior leader on their commitment to LGBT inclusion
- B. Information on the LGBT employee network/allies programme or initiative
- C. Information on LGBT inclusive policies

## Briefly describe the induction process and at what point the new starter receives the above information:

There are two induction processes in place: Corporate Induction and Local Induction.

Our CEO and/or Executive Network Leads speak at Corporate Induction and gives an overview around ELFT values as well as talk about all 5 Equality Networks (including LGBTQI+) for which the CEO acts as a guardian.

There is also an activity session around the value of 'inclusivity' where examples of positive practice in E&D are given. Following that, there is also a session on E&D and the E&D Lead provides an overview of our approach to E&D as well as outlines the support and provides an overview of all Equality Networks, including the LGBTQ Network. We also have an information stall at lunch during the Corporate Induction Day where the Network Lead raises awareness of the LGBTQ Network and gives out information leaflets and goodies.

All new starters receive New Starter Information Pack, which contains LGBTQ Network info and leaflet as well as are referred to the Intranet Section for the LGBTQ Network. They all receive a referral to the policies and procedures and other important information and how they can get involved.

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### Upload evidence for option A

please be aware only **one** file is allowed per answer

[2. New Employees - Corporate Induction Slides](#)

**Filename:** 2. New Employees - Corporate Induction Slides **Size:** 77.5 kB

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### Upload evidence for option B

please be aware only **one** file is allowed per answer

[LGBT Network leaflet formatted v2](#)

**Filename:** LGBT Network leaflet formatted v2 **Size:** 780.4 kB

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## Upload evidence for option C

please be aware only **one** file is allowed per answer

[2. Corporate Induction Slides on E&D+](#)

**Filename:** 2. Corporate Induction Slides on E&D+ **Size:** 1.6 MB

### The Employee Lifecycle: Part 2

#### **2.4 Does the organisation enable non-binary employees to have their identities recognised on workplace systems?**

**GUIDANCE:** Examples include being able to use the title Mx, the option to choose a gender marker other than male or female and the ability to have a passcard with two forms of gender expression present.

Yes

#### **Describe how non-binary identities are recognised on workplace systems:**

We use national/NHS-wide HR System called ESR. The system has a self-service option where staff can update their identity themselves by selecting the appropriate option (e.g. Mx title, etc.).

We also have Mx title on the recruitment applications, thus our new colleagues can choose this if they prefer.

This year we have launched a new campaign for the 'yellow ID badges' which allows our colleagues to record their pronoun as well as their name.

## 2.5 Does the organisation provide all-employee equality and diversity training which includes the following topics, explicitly covering LGBT people?

**Tick the completion rate for the training**

**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.

A. Organisational policy and legislation	76–100%
B. Language, stereotypes and assumptions	76–100%
C. Challenging inappropriate behaviour	76–100%
D. Routes to reporting bullying and harassment	76–100%

Describe how you estimate completion rates:	<p>There are various levels and different training packages and a number of teams are responsible for those:</p> <ul style="list-style-type: none"><li>- L&amp;D Team</li><li>- HR Team</li><li>- E&amp;D Lead</li><li>- LGBTQI+ Network Leads</li></ul> <p>Compliance is calculated via e-learning platform ESR, paper registers for face-to-face training, and registers for any additional training which are all saved on the Shared Drive.</p> <p>Additionally, we deliver training to Nurses on sex and sexuality.</p>
Describe the format of the training and the content you have uploaded:	<p>The e-learning module on E&amp;D, reducing bias and discrimination is a compulsory module for all existing and new staff and the organisational compliance is 85% as of August 2019.</p>

The face-to-face Unconscious Bias training is provided by the HR Team in addition to the standard Manager's Training Package.

We run Trans Awareness Training also which is delivered by our LGBTQI+ Training Leads in localities.

We now have also introduced face-to-face training for all Doctors - the package has been designed specifically for Doctors with the needs of our Service Users in mind (via survey and focus groups).

We have additionally introduced employee classroom training called LGBTQI+ Awareness which are have been rolling out across all services. This is designed and delivered by our LGBTQI+ Network Leads.

The face-to-face Gender Intelligence training has been piloted in one of the directorates for 40 staff and will be rolled-out Trust-wide in due course.

There is also an additional training package that LGBT Network Lead runs in local services on Trans Awareness.

## Upload evidence for option A

please be aware only **one** file is allowed per answer

[Training Courses](#)

**Filename:** Training Courses **Size:** 8.2 MB

## Upload evidence for option B

please be aware only **one** file is allowed per answer

[2. Gender Intelligenece Training Course](#)

**Filename:** 2. Gender Intelligenece Training Course **Size:** 522.2 kB



## Upload evidence for option C

please be aware only **one** file is allowed per answer

[2. Training Plan - Thinking Space Training](#)

**Filename:** 2. Training Plan - Thinking Space Training **Size:** 21.1 kB

## Upload evidence for option D

please be aware only **one** file is allowed per answer

[2. Trans presentation HTT 2018](#)

**Filename:** 2. Trans presentation HTT 2018 **Size:** 420.1 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). Evidence could include emails and screenshots of intranet posts. IDAHOBiT refers to the International Day Against Homophobia, Biphobia and Transphobia. In your uploaded evidence, make clear who/how many employees the communication reached. Evidence provided for option A. must clearly include all identities within LGBT.

### Responses Selected:

- A. Information about LGBT History Month, Pride, Spirit Day and/or IDAHOBiT
- B. Information about Bi-visibility Day and/or other bi specific events (e.g. bi pride events or Bicon)
- C. Information about Transgender Day of Visibility, Transgender Day of Remembrance and/or Trans Pride
- D. Information about the LGBT Employee Network Group and allies activity

## Upload evidence for option A

please be aware only **one** file is allowed per answer

[Evidence A](#)

**Filename:** Evidence A **Size:** 27.7 MB

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## Upload evidence for option B

please be aware only **one** file is allowed per answer

[Evidence B](#)

**Filename:** Evidence B **Size:** 812.6 kB

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## Upload evidence for option C

please be aware only **one** file is allowed per answer

[Evidence C](#)

**Filename:** Evidence C **Size:** 1.7 MB

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## Upload evidence for option D

please be aware only **one** file is allowed per answer

**Filename:** Evidence D **Size:** 6.7 MB

**This has been removed for FOI purposes as it contains images of individuals whose consent to disclose has not been obtained**

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## Provide date for option A

1 Feb 2019

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## Provide date for option B

1 Sep 2018

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## Provide date for option C

1 Mar 2019

## Provide date for option D

1 Apr 2018

### The Employee Lifecycle: Part 3

**2.7 In the past year, which of the following career development opportunities has the organisation specifically communicated to LGBT employees?**

**Tick all that apply**

**GUIDANCE:** Communications here can either be specific communications to LGBT people through the employee network group OR an all-employee communication making it clear you welcome LGBT employees on the programmes/opportunities.

#### **Responses Selected:**

- A. General leadership and development programmes
- B. LGBT specific leadership/professional development programmes
- C. LGBT specific seminars and conferences

A. Describe the programmes and how these programmes are promoted to LGBT employees:	ELFT runs a number of in-house Leadership Development Programmes and these are promoted to all staff (including LGBT employees) via targeted e-mails, Intranet, and Corporate Bulletins.
B. Describe the programmes and how these programmes are promoted to LGBT employees:	Stonewall Leadership Development Programme was promoted via LGBTQ Network distribution list as well as via the Intranet News Article and News Page.
C. Describe the programmes and how these programmes are promoted to LGBT employees:	<ul style="list-style-type: none"> <li>- Annual Trust LGBTQ conference promoted on Intranet, e-mail and bulletins.</li> <li>- Stonewall Conference promoted to the Network from HR.</li> <li>- Opening Doors Conference promoted to the Network.</li> </ul>

**A. Provide a date on which these opportunities were communicated**

1 Aug 2019

**B. Provide a date on which these opportunities were communicated**

1 Sep 2018

**C. Provide a date on which these opportunities were communicated**

1 Dec 2018

## 2.8 Does the organisation proactively recognise contributions to the LGBT employee network group during employee performance appraisals?

**GUIDANCE:** The onus should be on the employer/manager to make explicit that network group activity links in with organisational values and count towards diversity goals. Please note, the recognition doesn't have to be financial, but should be systematic and applied to all performance appraisals, not just those of the network leads.

Yes

### Describe how contributions are recognised:

Managers and employee discuss additional responsibilities in their 1-2-1 meetings as well as the annual appraisal meeting. Being a network member or network lead in one of the services provides an opportunity to learn new skills, network, and play a pivotal role in exploring staff engagement and contribution to reducing a variation of experience for LGBTQ staff.

LGBTQI+ Network Leads (who are seconded to the roles 1 day per week) receive appraisals on this part of their roles and also undertake annual reviews of their achievements.

Managers encourage staff to participate in network activities and recognize their contributions verbally via the above forums.

Our Annual Staff Awards have a nomination for "Inclusion" and colleagues are encouraged to nominate all network activities as well as all network leads. The invites are sent to them via all 5 network distribution lists.

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

**GUIDANCE:** Examples include giving employees an opportunity to raise any issues relating to discrimination they may have experienced in the organisation.

Yes

Describe the exit interview/survey process and how LGBT issues would be identified or raised:	<p>We administer exit surveys to ex-employees home address and also provide a voluntary option to have a face-to-face exit interview.</p> <p>The feedback that comes back from those is then analysed by the Workforce Team in HR and specific concerns or suggestions are passed on to an appropriate team who are responsible for those.</p> <p>We have launched an electronic e-exit survey this year to make it easier to capture our leaver's feedback. Through these we can gather any specific feedback about equality and discrimination.</p>
Describe how any issues raised would be acted upon by the organisation:	<p>Any LGBT-related comments/concerns will be passed on to the HR Business Partners who will then raise any concerns with the LGBT Network Lead and take forward accordingly.</p> <p>We also have Freedom to Speak Up Guardian who listens to any concerns and then feeds any specific LGBTQI+ themes/feedback to the Network Leads and HR Business Partners.</p>

### Section 3: LGBT Staff Network Group

Completed - 16 Mar 2020

## Workplace Equality Index Application

ENG: Part 1

# Section 3: LGBT Employee Network Group

This section comprises of 7 questions and examines the activity of your LGBT employee network group. The questions scrutinise its function within the organisation. This section is worth 11% of your total score.

**Below each question you can see guidance on content and evidence. At any point, you may save and exit the form using the buttons at the bottom of the page.**

## 3.1 Does the organisation have an LGBT employee network group for LGBT employees?

A. Yes, with a defined role and terms of reference

### Upload the LGBT employee network group's terms of reference:

please be aware only **one** file is allowed per answer

[Terms of reference](#)

**Filename:** Terms of reference **Size:** 570.9 kB

## ENG: Part 2

## 3.2 Does the LGBT employee network group have clearly defined yearly objectives?

**GUIDANCE:** Examples could include holding a certain number of events or campaigns, engaging with different groups of staff across the organisation and collaborating with other organisation's network groups.

Yes

## List examples of some of your most recent objectives and progress towards achieving them:

The Board has appointed an Executive sponsor and a dedicated LGBTQ Network Lead.

The Network contributes to the Joint Staff Committee and advises on policies. It has a governance role in the organization to hold the Board to account. The Lead meets regularly with the Chief Nursing Officer and the Freedom To Speak Up Guardian. It has recently advised on the review of the Equality and Diversity policy.

The Network also suggests changes in policy and practice coming out of the annual staff survey.

The Network has an annual LGBTQ Action Plan as well as local plans in each locality/service based on their specific feedback and needs.

Our recent objectives are:

- Allies Programme
- Annual Conference
- Communication and bulletin
- Intersectionality and work with other networks
- Intranet and Internet
- LGBTQ+ awareness training
- LGBTQ+ History Month
- Meetings with local network leads
- Membership and promotional events
- Monthly celebration events
- Network distribution list
- Networking with other networks within the NHS and beyond
- Outreach work with other organisations (e.g. Trusts, Council, charities, etc.)
- Pride (London Pride + BlackPride)
- Quarterly network meetings
- Social events through the year (e.g. celebrations, book club, etc.)
- Staff Awards
- Staff Survey
- Stonewall Workplace Index



- Twitter and social media
- Updated policies and guidelines for managers, allies, staff, etc.
- Work on gender - all aspects
- Work on particular staff groups (e.g. Doctors, women)
- Work on trans including questionnaire
- Work with service users (e.g. Recovery College, support package for both staff and SUs, etc.)
- Workshops and practical/skills/support sessions

### 3.3 Which of the following support activities does the LGBT employee network group facilitate?

**Tick all that apply**

**GUIDANCE:** The individual support the network offers should be available and advertised to all staff. Consultation on internal policies and practices should be considered as policies which impact upon employee welfare, for example, reviewing an updated adoption policy. Consultation on the organisation's broader work refers to organisational outcomes, for example being consulted on a LGBT media marketing campaign.

#### Responses Selected:

- A. Provide confidential support to all employees on LGBT issues
- B. Provide support to enable employees to report homophobic, biphobic and transphobic bullying and harassment
- C. Have been consulted on improving internal policies and practices
- D. Have been consulted on business development, organisational priorities and/or the organisation's broader work

## Describe the options selected:

A. Describe the confidential support the group offers and how this is communicated to all staff:	<p>Visible LGBTQ Network Leads with contact details highly publicized, as well as Network e-mail address. Links with Freedom to Speak Up Guardian and HR Business Partners.</p> <p>Intranet and Network Leaflet communicate the possibility of offering support.</p> <p>Each Locality has a designated LGBTQI+ Network Lead who are approachable at any point in time (during working hours) and can listen, signpost, advise, and speak up on behalf of colleagues in order to raise concerns.</p>
B. Describe how the group offers support to enable employees to report homophobic, biphobic and transphobic bullying and harassment and how this is communicated to all staff:	<p>Network Leads can offer direct support, signposting, or refer colleagues to the Trust's confidential counselling service or other local organisations.</p>
C. Describe the consultation process and outcome:	<p>Policies for review are circulated to the Network Lead who scrutinizes them with help from local Directorate Network Leads. Amendments made and taken to the Joint Staff Committee. The Network Lead also sits on this committee so can talk through the amendments.</p>
D. Describe the consultation process and outcome:	<p>The Network is contacted for various aspects of the Trust's business as an NHS Trust. For example, the latest unexpected deaths audit in City and Hackney showed that two thirds of the suicides were from LGBTQ people. The Network was consulted and has set up a local focus group to address this.</p>

## ENG: Part 3

3.4 In the past year, which of the following activities has the LGBT employee network group undertaken?

Tick all that apply

**GUIDANCE:** ‘Awareness raising events’ here refers to activities which serve to educate or inform the wider organisation about different sexual orientation, gender identity and/or trans issues, for example panel discussions, lunch and learns or stalls during diversity events. ‘Mentoring or coaching programme’ here refers to either a specific programme run by the network, or alternatively an organisation wide programme which proactively incorporates LGBT mentoring with the aid of (and driven by) the network group. ‘Reverse mentoring’ here refers to a formal process whereby senior employees are reversed mentored by more junior LGBT employees.

Responses Selected:

A. Social networking event for members
B. Lesbian, gay and bi equality awareness raising event
C. Trans equality awareness raising event
D. Collaborated with other LGBT network groups
E. Collaborated with other internal network groups
F. Mentoring or coaching programme
G. Reverse mentoring programme
H. Fundraised for an LGBT charity, community group or event

Describe the activities selected and when they occurred. Please provide specific dates or time periods within the last year.

A. Social networking event for members	Quarterly network meetings; quarterly locality network leads meetings; pre-Pride celebration events; post-Pride celebration events; LGBT History Months celebrations.

B. Lesbian, gay and bi equality awareness raising event	A campaign on the Intranet with interviews with newly-appointed locality LGBTQI+ Network Leads.
C. Trans equality awareness raising event	Twitter campaign around Trans Visibility Day and Pride posters on Trans equality design and promotion.
D. Collaborated with other LGBT network groups	<p>Met with other NHS LGBTQ Network groups to prepare for Pride and ensured we marched together.</p> <p>Went to network with Barts Health Trust and Lincolnshire Partnership NHS Foundation Trust.</p> <p>Part of ELOP community network in east London and attend quarterly meetings.</p>
E. Collaborated with other internal network groups	<p>Meets regularly with BAME, Disability, Women's, and Intergenerational Networks.</p> <p>Regular meetings with BAME Network Lead to work jointly at engaging more BAME LGBTQ staff - joint event organisation for 2019 BlackPride.</p> <p>We had annual conference themed around intersectionality with 200 staff and partner organisations attended.</p>
F. Mentoring or coaching programme	<p>We run an annual in-house Mentoring Programme for minority staff and staff that fall into the minority groups. We previously had LGBT participants on this alongside our BAME staff.</p> <p>We also run in-house Coaching Programme and all staff are invited to attend - they can select a Coach with a specific purpose and from a specific protected characteristic, e.g. LGBTQI+.</p>
G. Reverse mentoring programme	<p>Reverse mentoring is an opportunity to support diversity and inclusion at the Trust by working with senior leaders to influence them to create a more inclusive work environment.</p> <p>We are looking for front line staff who would like to volunteer to mentor a senior member of staff. We</p>

are particularly keen to encourage staff who are LGBT, BME or disabled to participate in the scheme. You will be fully trained and supported, and you will be matched with a member of the senior team for regular sessions over the course of a year.

As a reverse mentor you will:

- Enhance the understanding of diversity issues at the Trust
- Encourage honest discussion of diversity related issues
- Enhance your leadership, conflict management and coaching skills, and those of your mentee
- Develop strategies to create a more inclusive work environment
- Build networks within the Trust

H. Fundraised for an LGBT charity, community group or event

Had a number of cake sale and tea events for Albert Kennedy Trust (AKT) who are our partner. We have also fundraised for Stonewall via their recent campaign.

3.5 In the past two years, has the LGBT employee network group held campaigns, initiatives, seminars or events engaging with the following diversity strands?

Tick all that apply

**GUIDANCE:** 'Initiatives' and 'campaigns' here refer to specific programmes or projects – online or offline – undertaken to achieve LGBT specific aims in the near-term. For example, creating a series of blog posts during LGBT History Month to highlight homophobia, biphobia and transphobia in sport.

Examples include raising awareness of the specific mental health challenges faced by LGBT people during mental health awareness week and profiling prominent trans women on International Women's Day.

This question is looking at how your network group engages with the intersections between LGBT identities and other diversity strands, work on LGBT identities that does not clearly engage one of these other diversity strands will not be accepted for this question.

Please provide specific dates or time periods within the last two years.

Responses Selected:

A. Age
B. BAME
C. Disability (excluding disability related to mental health)
D. Women
E. Low income communities (for example, working class communities, people with experience of poverty or homelessness)
F. Mental health (including disability related to mental health)
G. Religion

## Describe the campaigns, initiatives, seminars or events and when they occurred:

A. Age	Ran a series of articles on the Intranet with various LGBTQ staff members of all ages, highlighting the differing experiences in the context of when they came out. How the experience of being LGBTQ has changed (or not) over the years. The Network Lead also participated in a scoping event to set up the Opening Doors Rainbow Memory Café.
B. BAME	At last year's LGBTQ conference a BAME LGBTQ staff member delivered a talk on his experiences of being BAME and LGBTQ.
C. Disability	Interview on the Intranet with a disabled gay man talking of his experiences of being gay and disabled.
D. Gender	Twitter campaign on International Women's Day.
E. Low income communities	We have a group of 12 employees at East London NHS Foundation Trust who are trying to make a difference in bringing an end to youth homelessness across the UK and are fundraising for Centrepoin via their challenge project.
F. Mental Health	A focus group has been specifically set up to tackle the high number of suicides amongst LGBTQ people in City and Hackney, with the aim of delivering training to all staff.
G. Religion	For LGBT history month ran poster campaign with the Stonewall 'I'm... and gay' posters highlighting people from different religions.

## ENG: Part 4

3.6 In the past year, what initiatives has the LGBT employee network group undertaken to ensure the membership is as diverse as possible?

Tick all that apply

**GUIDANCE:** Examples provided should clearly demonstrate that the LGBT employee network group is driven in ensuring the membership is representative of many different types of people.

Responses Selected:

- A. Implemented a formal mechanism or process to ensure bi and trans issues are covered and engaged with (for example, bi or trans reps)
- B. Promoted the LGBT employee network group as being open to all employees and inclusive of LGBT people with multiple identities (for example, BAME LGBT people or LGBT people with experience of mental health problems)
- C. Reviewed and evaluated past and future activity to remove barriers to engagement from LGBT people with multiple identities



**Describe the initiatives selected and when they took place or were implemented. Please include specific dates or time periods.**

A. Implemented a formal mechanism or process to ensure bi and trans issues are covered and engaged with (for example, bi or trans reps)	The Network has a bi rep who represents the Network in Corporate Directorate and is a point of contact/support for any LGBTQ and specific bi-related queries.
B. Promoted the LGBT employee network group as being open to all employees and inclusive of LGBT people with multiple identities	<p>The Network lead meets regularly with the other Networks to discuss specifically intersectionality. LGBTQI+ Network is open to all staff, including allies.</p> <p>Each Network regularly promotes each other's work at meetings.</p>
C. Reviewed and evaluated past and future activity to remove barriers to engagement from LGBT people with multiple identities	<p>This is a regular agenda item for the Network. Engaging more BAME and Trans staff is one of the top aims for the Network.</p> <p>We have facilitated Trans Survey to capture the views/feedback/experiences of ELFT Trans staff. The results can be seen here - <a href="https://www.surveymonkey.com/results/SM-Z3NYGD8YV/">https://www.surveymonkey.com/results/SM-Z3NYGD8YV/</a></p>

**3.7 Has the LGBT employee network group undertaken any additional work in the past year to advance LGBT equality in both your organisation and the wider community?**

**GUIDANCE:** The work detailed here should be additional to the work already covered in other questions.

Yes

## **Describe the activity and impact. Please include specific dates or time periods.**

We had a large number of community engagement events take place in 18-19. These were:

- An informal drop-in session is being held to discuss opportunities for developing the Trust's LGBTQ+ Network across Bedfordshire and Luton on 24th of May 2019.
- Free event has been organised for the LGBTQ+ community in Bedfordshire and Luton.
- It has been curated by our LGBTQ+ Network Lead for Bedfordshire and Luton, Simon Bedeau, as part of his personal work in the community on 13th of July 2019.
- Staff from the Trust's Services for People who have a Learning Disability in Bedfordshire supported the LGBT History month event at The Higgins Bedford, OUTing The Past.

They organised a display for the event on Saturday February 16, 2019, to provide accessible information on LGBT matters, raise the visibility of people who have a learning disability and who identify as LGBTQ+, and also showcase ELFT's commitment to supporting LGBTQ+ employees and service users on 6th of February 2019.

- UK Black Pride on 7th of July 2019.

- Flag pole opening and LGBTQ+ Flag wave on the 5th of July.

- Jessica Salkind and Rosanna Bevan's work on including LGBT+ issues in the paediatric training curriculum has been included in the new Royal College of Paediatrics and Child Health Progress Curriculum which was launched in 2018. Jess runs the LGBT+ awareness training at UCL Medical School. Ginger, an expert patient, plays a big part in the teaching. Rosanna has experience volunteering as a youth worker for trans and gender variant young people with Gendered Intelligence since 2016. Event took place on 21st Feb 2019.

Members of the Network hold a regular course at the City and Hackney Recovery College called 'My LGBT Journey'. This is co-produced with members of the local community and open to people in the area.

**The following question is not scored.**

**3.8 Does the LGBT employee network group's terms of reference state that the group is inclusive of bi and trans people? Tick all that apply.**

**Responses Selected:**

A. Bi people

B. Trans people, including non-binary people, trans men and trans women

## **Section 4: Allies and Role Models**

Completed - 16 Mar 2020

### **Workplace Equality Index Application**

#### Allies and Role Models: Part 1

## **Section 4: Allies and Role Models**

This section comprises of 9 questions and examines the process of engaging allies and promoting role models. The questions scrutinise how the organisation empowers allies and role models, then the individual actions they take. This section is worth 11% of your total score.

**Below each question you can see guidance on content and evidence. At any point, you may save and exit the form using the buttons at the bottom of the page.**

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### **Allies**

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## 4.1 Does the organisation have a formal programme or initiative to engage all non-LGBT employees to become allies?

**GUIDANCE:** The programme should be a formal mechanism to engage non-LGBT people with LGBT equality.

A. Yes, as part of our LGBT employee network group

### Describe the allies programme or initiative:

The Allies programme has been running for around two years. Initially run by members of HR staff were inducted into the role using Stonewall information and guidance. A register of Allies is kept centrally. This has recently been taken over by the Network who are devising a training and awareness programme to engage more allies and to ensure the programme is Trans inclusive.

The Network already distributes rainbow lanyards to those members of staff who can demonstrate that they share the values on inclusivity and are aware of issues facing LGBTQ staff and service users, and know who to contact if they themselves are unable to support LGBTQ staff and service users in need.

### Upload a communication advertising the allies programme or initiative:

please be aware only **one** file is allowed per answer

[Allies Initiative](#)

**Filename:** Allies\_Initiative **Size:** 53.2 kB

## 4.2 In the past year, has the organisation held internal awareness raising sessions, campaigns or initiatives specifically for allies which cover the following?

**Tick all that apply**

**GUIDANCE:** Content/activity should be tailored for non-LGBT people and run through mechanisms that engage allies. Content should cover all LGBT identities (lesbian, gay, bi and trans).

### Responses Selected:

- A. The importance of allies
- B. Discrimination towards LGBT people
- C. Personal stories from LGBT people
- D. Actions they can take to be effective allies
- E. None of the above

### Provide a brief description of the content you have uploaded:

The previous Allie programme was driven by our CEO, Dr Navina Evans, details of which is here. The Intranet article has links to the previous Stonewall guidance which speaks of discrimination and the roles. Tweets about the importance of Allies were sent from the 2018 Stonewall conference.

Personal stories from LGBTQ staff were posted on the Intranet highlighting discrimination.

### Upload content covering option A:

please be aware only **one** file is allowed per answer

[Training Content](#)

**Filename:** Training Content **Size:** 17.1 kB

## Upload content covering option B:

please be aware only **one** file is allowed per answer

[23. Senior leadership involvement and support - Proud to be campaign Paul Gilluley](#)

**Filename:** 23. Senior leadership involvement and support - Proud to be campaign Paul Gilluley **Size:** 443.7 kB

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## Upload content covering option C:

please be aware only **one** file is allowed per answer

**Filename:** 4. Personal Stories of LGBT People **Size:** 2.8MB

**This has been removed for FOI purposes as it contains images of individuals whose consent to disclose has not been obtained**

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## Upload content covering option D:

please be aware only **one** file is allowed per answer

[23. Senior leadership involvement and support - Proud to be campaign Paul Gilluley](#)

**Filename:** 23. Senior leadership involvement and support - Proud to be campaign Paul Gilluley **Size:** 443.7 kB

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## Provide a date for Option A:

1 Jan 2019

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## Provide a date for Option B:

1 Jan 2019

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## Provide a date for Option C:

1 May 2019

## Provide a date for Option D:

1 Jun 2019

### 4.3 Does the organisation enable allies to visibly signal their commitment to LGBT equality?

**GUIDANCE:** Examples include visual signals such as email signatures, badges, lanyards and mugs.

Yes

### Describe how allies can visibly signal their commitment to LGBT equality:

Rainbow lanyards are given to people who can demonstrate that they share our values of inclusivity and are aware of the issues facing many LGBTQ people, and who know where to go to get help and support for people in need.

All Allies complete training programme and receive a badge clearly identifying them as Ally.

## Allies and Role Models: Part 2

### Allies

## 4.4 In the past year, which of the following activities have allies engaged in?

Tick all that apply

**GUIDANCE:** 'Helped organise' here, refers to allies taking an active involvement in the planning and execution of events. It does not mean allies simply turning up to events.

**Responses Selected:**

A. Participated in LGBT network group activities
B. Helped organise a lesbian, gay and bi equality awareness raising event
C. Helped organise a trans equality awareness raising event
D. Recruited other allies
E. Coached or mentored other allies



**Describe the activities selected. Please include specific dates or time periods.**

A. Participated in LGBT network group activities	Allies are active members of the Network and attend meetings and events.
B. Helped organise a lesbian, gay and bi equality awareness raising event	Allies helped organize Pride for the Trust. Allies sit on our City and Hackney LGBTQ focus group which was formed to tackle the high numbers of suicides amongst LGBTQ people in the area and are involved in devising and delivering training to all staff which is aimed at raising awareness of the specific mental health needs of LGBTQ people.
C. Helped organise a trans equality awareness raising event	<p>A number of events were organised through the year - evidence of all of these can be seen under the attachments A, B, C, D in the 2nd Section.</p> <p>Allies were always part of these and have actively participated in them.</p>
D. Recruited other allies	Our Allies are now part of our network distribution list and attend quarterly network meetings and other engagement events.
E. Coached or mentored other allies	We have provided support to other Trusts launching Ally Schemes.

**4.5 Does the organisation support all non-trans 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, but must focus specifically on being an ally to trans people. By non-trans, we mean people who do not identify as trans.

Yes

## Describe the training, programmes and/or resources:

A new Allies programme aims to have specific trans allies. Gendered Intelligence are providing training to all staff to raise awareness of trans issues.

Recovery Colleges are running support drop-in sessions and listening events for our LGBTQI+ Service Users.

## Allies and Role Models: Part 3

### LGBT Role Models

#### **4.6 Does the organisation support LGBT employees at all levels to become visible role models through training, programmes and/or resources?**

**GUIDANCE:** Examples can include role model and information booklets, programmes or training, but must focus specifically on steps LGBT people can take to become active role models.

Yes

## Describe the training, programmes and/or resources:

The Trust actively recruits LGBTQ staff from all levels for be Trust-wide and Local LGBTQ leads and champions. This goes up to board level where there is an Executive LGBTQ sponsor.

The Lead role is given a dedicated paid day a week, and the local leads one day a month for their LGBTQ-related work.

## 4.7 In the past year, have any visible LGBT role models at board level from the organisation been profiled?

**GUIDANCE:** For information about what is meant by board level, see [here](#). Within the profiling opportunity, the person's sexual orientation, gender identity and/or trans identity must be clear. It should not be left up to the reader or viewer to make assumptions.

Yes

---

### Submit evidence where you have profiled the person/s in the last year:

please be aware only **one** file is allowed per answer

[Paul - Tweets](#)

**Filename:** Paul - Tweets **Size:** 1.4 MB

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### Provide the date on which this profile was shared.

29 Aug 2019

## 4.8 In the past year, have any visible LGBT role models at senior management level from the organisation been profiled?

**Tick all that apply**

**GUIDANCE:** For information about what is meant by senior management level, see [here](#). Within the profiling opportunity, the person's sexual orientation, gender identity and/or trans identity must be clear. It should not be left up to the reader or viewer to make assumptions.

### Responses Selected:

A. Lesbian

B. Gay

C. Bi

D. Trans

### A. Submit evidence where you have profiled the person/s in the last year:

please be aware only **one** file is allowed per answer

[Rozi](#)

**Filename:** Rozi **Size:** 818.8 kB

### B. Submit evidence where you have profiled the person/s in the last year:

please be aware only **one** file is allowed per answer

[file-2](#)

**Filename:** file-2 **Size:** 237.9 kB

### C. Submit evidence where you have profiled the person/s in the last year:

please be aware only **one** file is allowed per answer

[Increasde queer visibility RCpsych](#)

**Filename:** Increasde queer visibility RCpsych **Size:** 595.2 kB

### D. Submit evidence where you have profiled the person/s in the last year:

please be aware only **one** file is allowed per answer

[file-1](#)

**Filename:** file-1 **Size:** 218.7 kB

### A. Provide the date on which this profile was shared:

15 Jul 2019

### B. Provide the date on which this profile was shared:

6 Jul 2019

### C. Provide the date on which this profile was shared:

3 Jul 2019

### D. Provide the date on which this profile was shared:

8 Jul 2019

## Allies and Role Models: Part 4

## LGBT Role Models

**4.9 In the past 18 months, has the organisation profiled visible role models from the following communities? Tick all that apply.**

**Tick all that apply**

**GUIDANCE:** Within the profiling opportunity, the person's identity must be clear. It should not be left up to the reader or viewer to make assumptions.

### Responses Selected:

A. Gay people or lesbians
B. Bi people
C. Binary trans people (e.g. trans men and trans women)
D. Non-binary people (e.g. genderfluid and genderqueer people)
E. Older LGBT people (aged 50 or over)
F. Young LGBT people (aged 25 or under)
G. Disabled LGBT people (excluding disability related to mental health)
H. BAME LGBT people
I. LGBT people of faith
J. LGBT people being open about their mental health (including disability related to mental health) or wellbeing challenges
K. LGBT parents

### Evidence:

## **A. Submit evidence where you have profiled the person/s in the last 18 months:**

please be aware only **one** file is allowed per answer

[Community Profiling](#)

**Filename:** Community Profiling **Size:** 8.3 MB

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## **B. Submit evidence where you have profiled the person/s in the last 18 months:**

please be aware only **one** file is allowed per answer

[Community Profiling](#)

**Filename:** Community Profiling **Size:** 8.3 MB

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## **C. Submit evidence where you have profiled the person/s in the last 18 months:**

please be aware only **one** file is allowed per answer

[Community Profiling](#)

**Filename:** Community Profiling **Size:** 8.3 MB

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## **D. Submit evidence where you have profiled the person/s in the last 18 months:**

please be aware only **one** file is allowed per answer

[Community Profiling](#)

**Filename:** Community Profiling **Size:** 8.3 MB

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## **E. Submit evidence where you have profiled the person/s in the last 18 months:**

please be aware only **one** file is allowed per answer

[Community Profiling](#)

**Filename:** Community Profiling **Size:** 8.3 MB

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## **F. Submit evidence where you have profiled the person/s in the last 18 months:**

please be aware only **one** file is allowed per answer

[Community Profiling](#)

**Filename:** Community Profiling **Size:** 8.3 MB

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## **G. Submit evidence where you have profiled the person/s in the last 18 months:**

please be aware only **one** file is allowed per answer

[Community Profiling](#)

**Filename:** Community Profiling **Size:** 8.3 MB

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## **H. Submit evidence where you have profiled the person/s in the last 18 months:**

please be aware only **one** file is allowed per answer

[Community Profiling](#)

**Filename:** Community Profiling **Size:** 8.3 MB

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## I. Submit evidence where you have profiled the person/s in the last 18 months:

please be aware only **one** file is allowed per answer

[Community Profiling](#)

**Filename:** Community Profiling **Size:** 8.3 MB

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## J. Submit evidence where you have profiled the person/s in the last 18 months:

please be aware only **one** file is allowed per answer

[Community Profiling](#)

**Filename:** Community Profiling **Size:** 8.3 MB

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## K. Submit evidence where you have profiled the person/s in the last 18 months:

please be aware only **one** file is allowed per answer

[Community Profiling](#)

**Filename:** Community Profiling **Size:** 8.3 MB

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## Dates:

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### A. Provide the date on which this profile was shared:

1 Oct 2018

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### B. Provide the date on which this profile was shared:

2 May 2019

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**C. Provide the date on which this profile was shared:**

6 Mar 2019

**D. Provide the date on which this profile was shared:**

4 Jun 2019

**E. Provide the date on which this profile was shared:**

14 Mar 2019

**F. Provide the date on which this profile was shared:**

17 Jul 2019

**G. Provide the date on which this profile was shared:**

13 Feb 2019

**H. Provide the date on which this profile was shared:**

11 Jun 2019

**I. Provide the date on which this profile was shared:**

2 May 2019

**J. Provide the date on which this profile was shared:**

18 Jun 2019

**K. Provide the date on which this profile was shared:**

2 Sep 2019

Allies and Role Models: Part 5

**The following question is not scored.**

**4.10 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, but must focus specifically on being an ally to bi people.

Yes

**Describe the training, programmes and/or resources:**

Allies Programme is promoted via Intranet and targeted e-mails to all LGBTQI+ staff promoting the training and its benefits.

**The following question is not scored.**

**4.11 Does the organisation enable allies to visibly signal their commitment to bi and trans equality? Tick all that apply.**

**GUIDANCE:** Examples include visual signals such as email signatures, badges, lanyards and mugs. These could display the bi and trans flags, or other symbols of support.

**Responses Selected:**

Bi equality

Trans equality

## Section 5: Senior Leadership

Completed - 16 Mar 2020

## Workplace Equality Index Application

### Senior Leadership: Part 1

## Section 5: Senior Leadership

This section comprises of 4 questions and examines how the organisation engages senior leaders. The questions scrutinise how the organisation empowers senior leaders at different levels, then the individual actions they take. This section is worth 8.5% of your total score.

Within this section, senior leaders are split between two levels - board level and senior management. For more information about how we use these two terms, please see [here](#).

**Below each question you can see guidance on content and evidence. At any point, you may save and exit the form using the buttons at the bottom of the page.**

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### Board level staff

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## 5.1 How does the organisation support board level employees to understand the issues that affect LGBT people?

**Tick all that apply**

**GUIDANCE:** The support given should be systematic in its implementation.

### Responses Selected:

- A. Reverse mentoring opportunities for board level employees
- B. Promote LGBT specific conferences or seminars to the board level employees
- C. Other

### Describe each option selected:

A. Reverse mentoring opportunities for board level employees	Our in-house Reverse Mentoring Programme is also available for Board Level employees. Our Chair Marie Gabriel has mentored a number of staff via this scheme as well as the BAME Mentoring Programme.
B. Promote LGBT specific conferences or seminars to the board level employees	Comms on any upcoming events are sent to all-level distribution lists, including Board level. These are also advertised on the Intranet.
C. Other	The Network Lead has an Executive Sponsor, a member of the Trust Board (the Chief Medical Officer who is LGBTQ). The Network Lead reports to the Sponsor who raises issues directly with the board. The CEO is also a Straight Ally. The Network Leads attend a quarterly meeting with the Executive Sponsor and the CEO to report directly on activity.

5.2 In the past year, which of the following activities have members of the board engaged in?

Tick all that apply

**GUIDANCE:** Messages communicated should explicitly reference sexual orientation and trans equality. Meetings with the LGBT employee network group should be systematic and not ad hoc.

Responses Selected:

A. Communicated a strong message on sexual orientation equality
C. Met regularly with the LGBT employee network group
D. Reviewed top line LGBT monitoring reports and actions
E. Spoken at an internal LGBT event
G. Engaged with senior management to discuss LGBT equality
H. Reviewed and/or approved an LGBT inclusion strategy
I. Attended an external LGBT event, for example Pride
J. Other

**Describe each option selected. Please include specific dates or time periods.**

A. Communicated a strong message on sexual orientation equality	CEO in two vlogs on LGBTQ History month and Pride.
C. Met regularly with the LGBT staff network group	Chief Medical Office regularly attends Network meetings and events.
D. Reviewed top line LGBT monitoring reports and actions	Chief Nursing Office, Chief Medical Officer and CEO have all reviewed the results of the staff survey. They meet regularly with the Network Leads. A specific meeting was also held with the LGBTQ Network Lead and the HR Director to discuss the need to review policies.
E. Spoken at an internal LGBT event	CEO spoke at last year's LGBTQ staff conference.
G. Engaged with senior management to discuss LGBT equality	Chief Medical Officer has met with Consultants and discussed LGBTQ issues affecting staff and service users.
H. Reviewed and/or approved an LGBT inclusion action plan	Chief Medical Officer involved in drawing up current LGBTQ Network priorities.
I. Attended an external LGBT event, for example Pride	Pride attended by CEO, Chief Medical Officer and Chief Nursing Officer. Stonewall Workplace Conference attended by Chief Medical Officer.
J. Other	Deputy Director of Nursing and Clinical Director for Beds&Luton Services have attended our London Pride parade.

**Please list the names and job titles of the individuals named above. Please ensure you have strict permission from them for their name to appear in this submission.**

	Name	Job title
Person 1	Dr Navina Evans	CEO
Person 2	Dr Paul Gilluley	Chief Medical Officer
Person 3	Lorraine Sunduza	Chief Nursing Officer
Person 4	Tania Carter	HR Director
Person 5	Andy Cruickshank	Deputy Director of Nursing

## Senior Leadership: Part 2

### Senior Management level staff

#### 5.3 How does the organisation support senior management to understand the issues that affect LGBT people?

**Tick all that apply**

**GUIDANCE:** The support given should be systematic in its implementation.

#### Responses Selected:

- A. Reverse mentoring opportunities for senior management level employees
- B. Promote LGBT specific conferences or seminars to senior management level employees
- C. Other



## Describe each option selected:

A. Reverse mentoring opportunities for senior management level employees	Our in-house Reverse Mentoring Programme is available to all interested Senior Managers.
B. Promote LGBT specific conferences or seminars to senior management level employees	Chief Medical Officer has attended 2018 Stonewall Conference. He is the Executive Sponsor of LGBTQ network and reports to the CEO and Trust Chair.
C. Other	Our 4 different training programmes provide an opportunity for through education and exploration of lived experience at these sessions.

## 5.4 In the past year, which of the following activities have senior management engaged in? Tick all that apply.

**Tick all that apply**

**GUIDANCE:** Messages communicated should explicitly reference sexual orientation and trans equality. Meetings with the LGBT employee network group should be systematic and not ad hoc.

### Responses Selected:

A. Communicated a strong message on sexual orientation equality
B. Communicated a strong message on trans equality
C. Met regularly with the LGBT employee network group
D. Reviewed top line LGBT monitoring reports and actions
E. Spoken at an internal LGBT event
F. Spoken at an external LGBT event
G. Engaged with the board to discuss LGBT equality
H. Reviewed and/or approved an LGBT inclusion strategy
I. Attended an external LGBT event, for example Pride
J. Mentored or coached other senior leaders

**Describe each option selected. Please include specific dates or time periods.**

A. Communicated a strong message on sexual orientation equality	<p>Our Non-Executive Director Ken Batty is a strong advocate of the LGBT Network and is in Financial Times Top 20 LGBT Influential People.</p> <p>He has been interviewed recently and the interview has been published on the Intranet. He is also helping us to organize our next LGBT Conference.</p>
B. Communicated a strong message on trans equality	Via Twitter.
C. Met regularly with the LGBT staff network group	<p>Dr Paul Gilluley is our Chief Medical Officer as well as the Executive Sponsor for the LGBT Network. He provides regular supervision to the LGBT Network Lead as well as attends each Network Group Meeting.</p> <p>Lorraine Sunduza is our Chief Nurse – she attends bi-monthly Equality Network Leads meetings and provides support and advice for all networks, including LGBT.</p>
D. Reviewed top line LGBT monitoring reports and actions	Our Chief Medical Officer reviews those and brings back best practice.
E. Spoken at an internal LGBT event	A number of senior leaders have spoken at our in-house 2019 Conference.
F. Spoken at an external LGBT event	Non-executive Director Ken Batty spoke at the House of Lords celebration event for FFLAG (Families and Friends of Lesbians and Gays) last year.
G. Engaged with the board to discuss LGBT equality	Our CEO Dr Navina Evans is the overall guardian for all Network Leads and reports on progress of 3-monthly meetings to Trust's Chair MarieGabriel.
H. Reviewed and/or approved an LGBT inclusion action plan	Our HR Director Tanya Carter has signed off our LGBT Action Plan/Strategy.

I. Attended an external LGBT event, for example Pride	We had a large number of senior managers attended London Pride this year including our CEO, Chief Medical Officer, Chief Nurse, Deputy Nursing Director, and Clinical Director.
J. Mentored or coached other senior leaders	Yes, via out coaching programme.

**Please list the names and job titles of the individuals named above. Please ensure you have strict permission from them for their name to appear in this submission.**

	Name	Job title
Person 1	Ken Batty	Board Member, Non-Executive Director
Person 2	Dr Paul Gilluley	Chief Medical Officer
Person 3	Lorraine Sunduza	Chief Nurse
Person 4	Tanya Carter	HR Director
Person 5	Dudley Manns	Clinical Director

## Section 6: Monitoring

Completed - 16 Mar 2020

# Workplace Equality Index Application

## Monitoring: Part 1

# Section 6: Monitoring

This section comprises of 7 questions and examines how the organisation monitors its employees. The questions scrutinise data collection methods, analysis and outcomes. This section is worth 11% of your total score.

**Below each question you can see guidance on content and evidence. At any point, you may save and exit the form using the buttons at the bottom of the page.**

**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 on diversity monitoring forms and/or systems?

**GUIDANCE:** If you collect data on multiple systems, you should paste the question/s and options you ask on the majority of the systems. In the text box, explain what proportion of systems the question is used on.

Yes

**Copy and paste the question/s you ask and options staff can select:**

- Gender: Male, Female, Other...
- Titles: all titles including Mx.
- Sexual Orientation: bisexual, gay or lesbian, heterosexual or straight, other

## 6.2 Does the organisation gather data on whether employees are trans and/or non-binary on diversity monitoring forms and/or systems?

**GUIDANCE:** If you collect data on multiple systems, you should paste the question/s and options you ask on the majority of the systems. In the text box, explain what proportion of systems the question is used on.

Yes

**Copy and paste the question/s you ask and options staff can select:**

The systems allow to select 'other' option under each question where staff can specify their answers, e.g. Trans, non-binary, etc.

## Monitoring: Part 2

## 6.3 Does the organisation monitor and analyse from application to appointment the success rate of LGBT applicants?

**GUIDANCE:** This refers to external appointments to the organisation and comparing applicant diversity forms to new starter diversity forms.

Yes

## Upload the most recent data showing analysis of application to appointment by sexual orientation and trans identity:

please be aware only **one** file is allowed per answer

[6. SuccessRates](#)

**Filename:** 6. SuccessRates **Size:** 85.2 kB

---

### Describe who the analysis is seen by and action taken:

Our Resourcing Manager runs the monitoring report monthly and analyses the data. Any areas for concern (e.g. under-representation or disproportion, etc.), success rates, and any potential gaps or areas for attention are then looked into and escalated for actions to be taken accordingly.

E&D Lead also checks the data monthly and escalates to LGBTQ Network Lead who can then take any actions to services by drilling into specific data/team/etc. Deputy Network Leads can then support with implementing those actions in localities.

---

### 6.4 Does the organisation monitor and analyse through a HR system, the spread of LGBT people at different pay grades and/or levels?

**GUIDANCE:** The system of data collection cannot be through an anonymous staff satisfaction survey.

No

## 6.5 When running staff satisfaction surveys, does the organisation break down and analyse the satisfaction of LGBT employees?

**GUIDANCE:** This can be through collecting diversity data on a staff satisfaction survey.

Yes

### Upload the most recent staff satisfaction data:

please be aware only **one** file is allowed per answer

[6. Staff Survey LGBT Report](#)

**Filename:** 6. Staff Survey LGBT Report **Size:** 271.4 kB

### Describe who the analysis is seen by and action taken:

The breakdown from the national Staff Survey is taken to a variety of forums (e.g. HRBPs Meeting, Directors Working Group, Workforce Leadership Meeting, Directorate DMT Meetings, LGBTQ Network Meeting, etc.). The analysis is also sent out to all Directors and Service Managers.

The above groups take actions (if needed) as part of the E&D Section of Staff Survey. Each Locality has its own Improvement Plan which is delivered within these settings. The LGBTQ Lead will be part of those discussions and will provide support and advice as and when needed. The E&D Lead can also support with funding and commissioning of any required interventions or training, etc.

## Monitoring: Part 3

## 6.6 What proportion of employees have answered the monitoring question asked in 6.1?

**Tick one**

**GUIDANCE:** The proportion should **not** include those who prefer not to say and should be from an HR system, not an anonymous staff survey.

90-100%

## Upload reports or data demonstrating the declaration rate:

please be aware only **one** file is allowed per answer

[Gender inclusive forms Hackney recovery college](#)

**Filename:** Gender inclusive forms Hackney recovery college **Size:** 415.8 kB

## Provide a brief description of the report you have uploaded:

This is a part of the protected characteristics report produced monthly by the Workforce Team.

## 6.7. What proportion of employees have answered the monitoring question asked in 6.2?

**Tick one**

**GUIDANCE:** The proportion should **not** include those who prefer not to say and should be from an HR system, not an anonymous staff survey.

Under 50%



## Upload reports or data demonstrating the declaration rate:

please be aware only **one** file is allowed per answer

[6. Staff Monitoring - Data](#)

**Filename:** 6. Staff Monitoring - Data **Size:** 14.6 kB

## Provide a brief description of the report you have uploaded:

This is a part of the protected characteristics report produced monthly by the Workforce Team. However, no staff have declared this.

## The following question is not scored.

### 6.8. Do you analyse differences in staff satisfaction levels between different LGBT identities?

Yes

## Describe who the analysis is seen by and what action is taken.

We have run Staff Trans Survey this year.

## Section 7: Procurement

Completed - 16 Mar 2020

## Workplace Equality Index Application

### Procurement: Part 1

# Section 7: Procurement

This section comprises of 4 questions and examines how the organisation affects change in its supply chain. The questions scrutinise the steps taken to ensure LGBT inclusive suppliers are procured and held to account. This section is worth 9% of your total score.

**Below each question you can see guidance on content and evidence. At any point, you may save and exit the form using the buttons at the bottom of the page.**

## 7.1 Does the organisation train or give guidance to the person/team responsible for procurement around diversity and inclusion outcomes, inclusive of LGBT equality?

**GUIDANCE:** Examples can include information booklets, programmes or training, but must explicitly mention LGBT equality in relation to procuring services.

Yes

Describe the role or team responsible for procurement:	Procurement Team
Describe the diversity and inclusion training or guidance they receive:	All team members attend statutory E&D Training as well as in-house LGBTQI+ Awareness Training Programme.  Procurement Team to be increased to 4 members (from 2).

## 7.2 Before awarding a contract, does the organisation scrutinise the following in the tender process?

**Tick all that apply**

**GUIDANCE:** Although it would be best practice, these criteria do not need to be deciding factors when awarding contracts. They should however still be scrutinised and appropriate action taken if the contract is awarded.

### Responses Selected:

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

B. Whether the potential supplier has equality training which is explicitly inclusive of sexual orientation and gender identity

### Describe the options selected below:

A. Describe how the organisation scrutinises the potential suppliers' policies:	<p>The responses are scrutinized by Procurement during the Tender process.</p> <p>Question asked in ALL tenders:</p> <p>Does your organisation have a written Equal Opportunities policy? If Yes, please provide a copy.</p>
B. Describe how the organisation scrutinises potential suppliers' equality training:	<p>The responses are scrutinized by Procurement during the Tender process.</p>

## Procurement: Part 2

### 7.3 Once a contract is awarded, how does the organisation hold the supplier to account?

**Tick all that apply**

**GUIDANCE:** The slot in supplier monitoring meetings does not have to be specifically for LGBT related issues, but should be inclusive of them.

#### Responses Selected:

C. None of the above

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

**Tick all that apply**

**GUIDANCE:** Joint LGBT diversity and inclusion training can also include sharing training with your suppliers.

#### Responses Selected:

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

### Describe the options selected below. Please include specific dates or time periods.

B. Describe the invitation to suppliers' employees to take part in network group activity:

Review of contracts to explicitly mention the on-going review via contract meetings of Policies and Training, updating guidance to contract managers and templates for documents recording meetings with suppliers.

Many of our social workers are supplied by the various Local Authorities covered by the Trust (e.g Hackney, Tower Hamlets). Whilst they remain employees of their organisations they have full access to our Intranet and comms. All training provided by the Trust is open to them, and some sit on the LGBTQ Staff Network.

## Section 8: Community Engagement

Completed - 16 Mar 2020

### Workplace Equality Index Application

#### Community Engagement: Part 1

## Section 8: Community Engagement

This section comprises of 4 questions and examines the outreach activity of the organisation. The questions scrutinise how the organisation demonstrates its commitment to the wider community and the positive impact it has. This section is worth 10% of your total score.

**Below each question you can see guidance on content and evidence. At any point, you may save and exit the form using the buttons at the bottom of the page.**

### 8.1 In the past year, has the organisation utilised its social media accounts and online presence to demonstrate its commitment to LGBT equality?

**GUIDANCE:** The social media accounts here should be the ones with the widest reach. This question examines how you demonstrate to the largest possible audience that your organisation is committed to LGBT equality.

Please upload evidence of two separate social media posts. The two social media posts uploaded (for example tweets), should be across a year and not concentrated on one event. The evidence can be an LGBT employee network group being re-posted by an account with bigger reach.

Yes

## Describe the activity:

We have Trust Twitter account which we use to demonstrate our commitment to LGBT equality, promote our Network activities, and engage wider community. Our main Trust Twitter account also re-tweets our LGBT account messages to ensure wider coverage. These two accounts are linked to our Trust Intranet, ESR Newpage, and our Recruitment/Jobs Portal.

We also have our followers and senior leaders across the organisation as well as Executive Network Sponsors re-tweeting our LGBT-related messages widely to their followers.

## Upload a screenshot of social media activity:

[Social Media Account 1](#)

**Filename:** Social Media Account 1 **Size:** 2.1 MB

## Upload a screenshot of social media activity:

[Social Media Account 2](#)

**Filename:** Social Media Account 2 **Size:** 762.9 kB

## Provide the date of the activity:

9 Sep 2019

## Provide the date of the activity:

9 Sep 2019

## 8.2 Which of the following outreach activities has the organisation taken part in the last year? Tick all that apply.

**Tick all that apply**

**GUIDANCE:** Sponsored or supported can include in-kind gifts and donations, for example providing a meeting room for a group, and doesn't have to be directly financial (i.e. giving money). The support of a campaign to tackle homophobia, biphobia and transphobia needs to be externally facing and not an internal awareness raising event.

### Responses Selected:

- |   |
|---|
| A. Sponsored or supported LGB community group/s   |
| B. Sponsored or supported trans community group/s   |
| C. Sponsored or supported LGB community event/s   |
| D. Sponsored or supported trans community events  |
| E. Supported campaign/s to tackle hate crime or homophobic, biphobic and transphobic bullying |

**Describe each option selected. Please include specific dates or time periods.**

A. Sponsored or supported LGB community group/s	Attended and participated in working group by Opening Doors to set up the Rainbow Memory Café - a service for LGBT people affected by dementia.
B. Sponsored or supported trans community group/s	Attended Pride
C. Sponsored or supported LGB community event/s	Hosted and attended a number of internal and external events - see the evidence of those in our Word Document.
D. Sponsored or supported trans community events	Attended Black Pride
E. Supported campaign/s to tackle hate crime or homophobic, biphobic and transphobic bullying	Twitter campaign for International Day Against Homophobia, Transphobia and Bi-phobia. Stonewall 'Some People Are Gay' and LGBT and Faith posters displayed in our wards and community sites during LGBT History month.

## Community Engagement: Part 2

**8.3 In the past year, have you collaborated with other organisations in your region or sector on an initiative to promote LGBT equality in the wider community?**

**GUIDANCE:** The initiative can be a one-off or on-going project.

Yes

**Complete the following. Please include specific dates or time periods.**

Name the organisation/s you collaborated with:	- Collaborated with Rainbow mind to run a research study on Radical Self-Care Skills;
--	---



- City and Hackney Recovery College;
- Derma;
- Opening Doors London.

Describe the collaboration or initiative:

With the Recovery College we are co-producing sessions entitled ' My LGBT Journey' open to anyone in City and Hackney to discuss their experiences and gain access to support should it be needed.

Met with the Director of Derman, a charity offering emotional support and counselling for members of the Turkish and Kurdish community to discuss how we can engage their LGBT communities. Plans are underway to host a joint session. There have been a number of suicides by Kurdish men, and we want to engage the wider community to educate around LGBT issues and help to de-stigmatise.

The Network Lead participated in the scoping exercise for the Rainbow Memory Café by Opening Doors.

Describe the impact of the collaboration or initiative:

Recovery college sessions have attracted good interest. A group of Muslim LGBT people from out of the borough attended an LGBT History month event, as they felt safer not being in their own area.

With Derman, we're currently in the process of discussing how to engage the community, as we need to reach as many people as possible. We have decided not to label it as LGBT, but mental health, and the session will focus on LGBT issues.

Since opening the Rainbow Memory Café has been promoted to our Older Adult Services staff, with one of the managers attending further ODL events and conferences. This has also prompted us to ensure we include issues surrounding older LGBT people in the Trustwide training package we are setting up.

## 8.4 Has your organisation done any further work in the past year to promote LGBT equality in the wider community?

**GUIDANCE:** Activity here should be additional to anything already mentioned in the submission. Please include specific dates or time periods.

Yes

### Describe the activity and impact:

Produced audit of unexpected deaths by people known to ELFT in City and Hackney. A large number of the cases were LGBT men.

This has been shared with the Council's Public Health consultant, and a meeting was held to discuss the findings. ELFT are preparing LGBT awareness and Suicide Prevention training packages for its own staff, and the Council will participate in these.

**The following question is not scored.**

## 8.5 In the past year, has the organisation utilised its social media accounts to demonstrate its commitment to bi and trans equality?

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

### Responses Selected:

Bi equality

Trans equality

## A. Upload a screenshot of social media activity:

[Social Media - Bi and Trans](#)

**Filename:** Social Media - Bi and Trans **Size:** 598.8 kB

## B. Upload a screenshot of social media activity:

**Filename:** lgbtq TRAINING ASSESSMENTS **Size:** 6.1 MB

This has been removed for FOI purposes as it contains images of individuals whose consent to disclose has not been obtained

## Provide the date of the activity:

17 May 2019

## Provide the date of the activity:

9 Jul 2019

## Section 9: Clients, Customers and Service Users

Completed - 16 Mar 2020

## Workplace Equality Index Application

### Routing question Section 9

## Section 9: Clients, Customers and Service Users

This section comprises of between 3-5 questions and examines how the organisation engages with clients, customers, services users or partners. This section is worth 8.5% of your total score.

In order to begin this section, choose which sector best describes the organisation below.

**Please choose the option that best describes your organisation:**

A. Public or third sector with service users

**Clients, Customers and Service Users: PS SU P1**

**Public or third sector with service users**

**9A.1 In the past 3 years, has the organisation examined the service user journey to ensure there are no barriers to access for LGBT people?**

**GUIDANCE:** This should be a formal mapping process of the touch points of the service user and the service.

Yes

**Describe the process by which you examined the service user journey. Please include specific dates or time periods.**

One of our local LGBT Leads met with the managers and staff of our various community services (community mental health teams, home treatment teams) and our A&E mental health team, and looked at the documentation used and the assessment and care process.

## Describe the outcome and impact. Please include specific dates or time periods.

It was found that the attitudes and awareness of staff around LGBT patients were generally good. Good levels of empathy were demonstrated.

The areas that need work on are ensuring service users are routinely asked about their sexual orientation and gender identity. This is not always being collected in a systematic way. Several staff identified a need to have specific training around trans issues.

As a result we have commissioned Gendered Intelligence to provide a full day's training to the managers in each Directorate who will then share the learning at team level. This is also being offered to HR staff.

We are rolling out a separate LGBT training programme which we are developing. This includes videos of good/bad assessments, specific guidance on the mental health needs of LGBT service users, as well as other aspects of importance to the LGBT community. This includes the Equality Act, religious homophobia, biphobia, trans and where to get additional support.

## 9A.2 Does the organisation collect LGBT monitoring information for service users to allow for the following analysis? Tick all that apply.

**Tick all that apply**

**GUIDANCE:** You should demonstrate how you collect the data and how it is analysed.

### Responses Selected:

A. Assess whether LGBT people are accessing your services

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

## Describe the options selected:

A. Assess whether LGBT people are accessing your services:	<p>We have run LGBTQI+ support survey this year which has provided us with insightful feedback about our LGBTQI+ service users' needs.</p> <p>As part of the clinical assessment and personal history service users are asked about their sexual orientation. As this is entered in different parts of clinical notes on various systems as yet we have not collated it.</p>
B. Assess the satisfaction of your LGBT service users in comparison to other groups:	<p>We have run Mental Health Access for LGBTQ+ people from BAME Backgrounds Survey which has provided us with insights into this matter and how we can improve our services.</p>

## Upload analysis reports for option A:

please be aware only **one** file is allowed per answer

[2019 LGBTIQ survey questions](#)

**Filename:** 2019 LGBTIQ survey questions **Size:** 88.5 kB

## Upload analysis reports for option B:

please be aware only **one** file is allowed per answer

[Responses from BAME LGBTQ people](#)

**Filename:** Responses from BAME LGBTQ people **Size:** 1.4 MB

## Clients, Customers and Service Users: PS SU P2

**9A.3 Has the organisation consulted with LGBT service users in the past 3 years to tailor the services to their needs?**

**GUIDANCE:** The consultation should have involved all LGBT identities.

Yes

**Complete the following. Please include specific dates or time periods.**

A. Describe the consultation process:	LGBT service users sit on our LGBT focus group which is looking into how we can prevent suicides of LGBT people in city and Hackney. Service users have co-produced LGBT courses at our Recovery College. The 'My LGBT Journey' course often brings up issues with the care service users receive from the Trust, which are fed back to the local directorate Network Lead. We have an established People Participation department with leads in all parts of the Trust. LGBT service users form a large part of this cohort.
B. Describe the outcome and how services were tailored to the needs of LGBT people:	Suicide prevention training co-produced with service users, particularly around communication and asking about sexual orientation.

## 9A.4 What percentage of frontline employees have been trained on reducing bias and discrimination towards LGBT service users?

### Select the completion rate for the training

**GUIDANCE:** The training should reach as many frontline employees as possible. Training content should explicitly mention examples of discrimination and bias towards LGBT service users. Content should also include the steps frontline employees can take in eliminating this discrimination and bias. Examples of content you could upload are case studies, e-learning screenshots or powerpoint presentations.

A. 76 - 100 per cent

### Describe how you estimate completion rates:

All staff joining the Trust have Equality and Diversity Training as part of their induction. This includes specific sections on LGBT issues.

### Describe the format of the training and the content you have uploaded:

A facilitated half day with information on the law and the needs of different groups, with scenarios and discussions.



## Upload training content:

please be aware only **one** file is allowed per answer

[East London NHS Foundation Trust Induction Day Monday 2nd uly 2018](#)

**Filename:** East London NHS Foundation Trust Induction Day Monday 2nd uly 2018 **Size:** 1.6 MB

## Upload training content:

please be aware only **one** file is allowed per answer

[LGBT Tower Hamlets Cases\\_final](#)

**Filename:** LGBT Tower Hamlets Cases\_final **Size:** 5.2 MB

**9A.5 In the past year, has the organisation communicated or promoted its services as being explicitly LGBT inclusive?**

**GUIDANCE:** The communication can be digital or physical.

Yes

**Describe the reach of the communication. Please include specific dates or time periods.**

The Trust's website clearly displays the Stonewall Champions logo on each page.

The menu on the front page has a clear link to Equality and Diversity and the front page of the section has a statement about inclusivity.

The website is fully accessible to all.

The Trust's Twitter page regularly re-tweets posts from the LGBTQ Network. The Trust is also featured on Stonewall's Starting Out guide.

## Upload an example communication:

please be aware only **one** file is allowed per answer

[trust website equality statement](#)

**Filename:** trust website equality statement **Size:** 406.4 kB

## Section 10: Additional Work

Completed - 16 Mar 2020

## Workplace Equality Index Application

### Section 10

## Section 10: Additional work

This section is your opportunity to tell us about any additional work the organisation has carried out over the past year. This section is worth 1% of your total score.

---

### **10.1 Has the organisation done any further work in the past year to improve the working environment for LGBT staff?**

**GUIDANCE:** The activity detailed here should **not** have been mentioned anywhere else in the submission. The activity should relate to the UK, rather than global operations; please see the Global Equality Index to showcase global work.

Yes

**Describe the activity and impact. Please include specific dates or time periods.**

- We have now implemented gender neutral toilets in each of our directorates.
- We have run yet our biggest Annual Conference with 200 LGBTQ colleagues and partners attended.

---

## **Staff Feedback Survey**

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### **Has your organisation circulated the Staff Feedback Survey?**

The Staff Feedback Survey is worth 10% of points in the Workplace Equality Index.

The survey can be found at [www.stonewall.org.uk/index-survey-2020](https://www.stonewall.org.uk/index-survey-2020) and closes on Friday 1 November.

Your colleagues will need your organisation's 4-digit code in order to access the survey. If you do not have this code, contact [memberships@stonewall.org.uk](mailto:memberships@stonewall.org.uk).

---

## **Optional Awards**

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# Individual awards

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

The nominations are longlisted by the Membership Programmes team and then shortlisted and awarded by an internal Stonewall panel.

Award winners are profiled in Stonewall's Top 100 Employers publication.

You can still be named as an award winner if your organisation does not reach the Top 100 list.

For individual awards, please ensure you have the person's permission to share their details before completing and submitting the nominations.

---

# Role Models of the Year

If you would like to nominate an individual(s) for one or more of the role model awards, please select from the below options and tell us about the great work they've done over the past year.

**Guidance:** You should tell us how the individuals have contributed significantly to LGBT equality in both your workplace and the wider community.

**Please note that we use the below terms as umbrella terms for many different identities (See the [Stonewall glossary](#)).**

**You should ensure the nominated individual is comfortable being identified with the specific term selected. For example, if someone is pansexual, making sure they're comfortable receiving the award and being profiled as Bi Role Model of the Year.**

**We will work with them to explore their identity fully within their profile in the Top 100 Employers publication.**

**Responses Selected:**

Gay

## Gay role model nomination:

**Paul Gilluley, our Chief Medical Officer** - amazing LGBTQ Network Sponsor, campaigner, mentor, and inclusive leader.

## Ally of the Year

If you would like to nominate an individual for the ally award, please tell us about the great work they've done over the past year.

**Guidance:** You should tell us how the individual has contributed significantly to LGBT equality in both your workplace and the wider community.

**Please note this category can also include allies within the LGBT community. For example, a lesbian women who has shown fantastic allyship to the trans community.**

**Ferenkeh Jalloh** - great ally to the network who attends all events and goes above and beyond to support any of the activities all year round.

---

## Senior Champion of the Year

If you would like to nominate an individual for the senior champion award, please tell us about the great work they've done over the past year.

**Guidance:** You should tell us how the individual has contributed significantly to LGBT equality in both your workplace and the wider community.

**Please note the senior champion does not need to identify as LGBT.**

(No response)

## Employee Network Group of the Year

If you would like to nominate your organisation's network group, please tell us about the great work it's carried out over the past year.

**Guidance:** You should tell us how the network group has contributed significantly to LGBT equality in both your workplace and the wider community.

**Please note you may reference work which has already been documented in the LGBT Employee Network Group section.**

Our LGBTQ Staff Network has grown to over 200 members and is doing amazing work all year round.

---

## Bi-Inclusive Workplace of the Year

If you would like to nominate your workplace for the Bi-Inclusive Workplace of the Year award, please tell us about the great work you've done over the past year.

**Guidance:** This is an opportunity to demonstrate that your organisation is leading the way as a bi-inclusive workplace.

**Please note you may reference work which has already been documented.**

(No response)

## Logo

Completed - 16 Mar 2020

[Logo](#)

Filename: logo\_tNDJX62.png Size: 106.0 kB



**gendered**  
**intelligence**

# Resource List

Issue 10h  
November 2017

Community Interest Company number 6617608  
Registered office: 8 Thornley Drive, Harrow, LONDON. HA2 8AD

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## **Other Resources: Organisations**

The following is a selection of the more established national trans organisations which can act as 'gateway' organisations to link into a wider network of trans related groups and services. In addition, there are many local support organisations across the UK.

A more comprehensive list of both national and local organisations can be found via the GIRES 'TransWiki' clickable map at [www.gires.org.uk/the-wiki](http://www.gires.org.uk/the-wiki).

**Note:** Inclusion on these lists does not imply an endorsement of content or services

### **Gendered Intelligence**

Activities, support, training and resources for trans people and those who work with and support them across the UK; youth services for the under 30s

**For full details, see the back page**

### **LGBT Foundation**

National LGBT Helpline

<http://lgbt.foundation/get-support/helpline-and-email-advice/>

### **GALOP**

National LGBT domestic violence helpline

[www.galop.org.uk/domesticabuse/](http://www.galop.org.uk/domesticabuse/)

### **Gender Trust**

Supporting trans people nationally (18+)

[www.gendertrust.org.uk](http://www.gendertrust.org.uk)

### **Mermaids**

Forum space, summer residentials and information for young trans people (<19) & parents

[www.mermaidsuk.org.uk/](http://www.mermaidsuk.org.uk/)

### **Depend**

Advice, information, support for family members, partners and friends of trans people

[www.depend.org.uk](http://www.depend.org.uk)

### **Press for Change**

Campaigns, provides some legal advice and takes on key test cases

[www.pfc.org.uk](http://www.pfc.org.uk)

### **GIRES (Gender Identity Research and Education Society)**

Promotes research, campaigns, provides publications, especially in medical / healthcare field

[www.gires.org.uk](http://www.gires.org.uk)

### **Scottish Trans** (previously *Scottish Transgender Alliance*)

Campaigns, researches, builds alliances and has a selection of excellent downloadable reports (some Scotland-specific, some UK-wide) and guidance notes

[www.scottishtrans.org](http://www.scottishtrans.org)

**LGBT Youth Scotland**

Support, information and resources for young trans people and those who support them

[www.lgbtyouth.org.uk/](http://www.lgbtyouth.org.uk/)

**UK Trans Info**

A hub for resources that also promotes activism and campaigning

Lots of useful information for trans people.

<http://uktrans.info/>

**Trans Media Watch**

A charity dedicated to improving media coverage of trans and intersex issues

[www.transmediawatch.org/](http://www.transmediawatch.org/)

**All About Trans**

Encouraging greater understanding between media professionals and the transgender community.

[www.allabouttrans.org.uk/](http://www.allabouttrans.org.uk/)

**NonBinary.org**

Education / resources site providing information for and about people who don't fit the gender binary

<http://nonbinary.org/>

**Beyond the Binary**

A magazine site providing information for and about people who don't fit the gender binary

<http://beyondthebinary.co.uk/>

**Twilight People**

A project that discovers and celebrates trans and gender-variant people of faith

[www.twilightpeople.com/the-project/](http://www.twilightpeople.com/the-project/)

NOTE: Many other faith based LGBT organisations are listed in the LGBT Foundation's Faith Book.  
See the "Faith Communities" section.

**Plus some LGBT+ organisations:**

**Schools Out**

A range of information, campaigns and resources for educational environments and professionals

[www.schools-out.org.uk/](http://www.schools-out.org.uk/) <http://the-classroom.org.uk/>

**Educate and Celebrate**

Offers teacher training and resources to support development of an LGBT+ Inclusive curriculum

[www.educateandcelebrate.org/](http://www.educateandcelebrate.org/)

**Diversity Role Models**

Workshops for young people led by LGBT role models and allies, addressing bullying

[www.diversityrolemodels.org/](http://www.diversityrolemodels.org/)

**Inclusion for All**

Works in schools, especially primary schools, to tackle gender stereotyping, LGBTQI stereotyping, HBT bullying and related derogatory language

[www.inclusionforall.co.uk/](http://www.inclusionforall.co.uk/)

**Regard**

Advice, campaigning and resources by and for LGBTQ disabled people

<http://regard.org.uk/about-us/>

**UK Lesbian and Gay Immigration Group (UKLGIG)**

Promotes equality and dignity for LGBTI asylum seekers

<https://uklgig.org.uk/>

**Stonewall**

National LGBT campaigning and education charity with a range of programmes and resources.

[www.stonewall.org.uk/](http://www.stonewall.org.uk/)

## **Other Resources: Online References**

The following is a selection of online trans resources. It is by no means comprehensive, but will provide you with initial information on the current approach in a number of settings.

However, please note the documents are not all statements of best practice as that's still in development in many areas. You now have the knowledge to critique some of these documents and take inclusion further – if you think something can be done better, then strive to make that happen, and showcase the good practice for others to learn from.

Health.....	6
Education .....	9
Employment.....	11
Service Provision .....	11
Ethics / Research.....	11
Monitoring .....	12
Hate Crime and Hate Incidents; Sexual Violence .....	12
Sport.....	12
LGBT Networks – Establishing and Supporting.....	13
Black, Asian and Minority Ethnic Communities.....	13
Faith Communities.....	13
Non-Binary People .....	13
Intersectionality .....	13
Glossary of Terms .....	14
Other.....	15
General.....	16
Experiences and Comment .....	16
UK Law .....	17
International Laws and Conventions .....	17
International References .....	18
Intersex People .....	19

## **Health**

Detailed documents about surgeries, the effects of hormones and similar have not been included. These can be readily found by googling.

### **Advice for doctors treating transgender patients**

General Medical Council, March 2016

[www.gmc-uk.org/guidance/28851.asp](http://www.gmc-uk.org/guidance/28851.asp)

### **Supporting Patients Accessing Gender Identity Services**

Brighton & Hove Clinical Commissioning Group, January 2016

A guide for GPs on the care of trans patients, especially those accessing NHS Specialist Gender Identity Services.

[www.gp.brightonandhoveccg.nhs.uk/supporting-patients-accessing-gender-identity-services](http://www.gp.brightonandhoveccg.nhs.uk/supporting-patients-accessing-gender-identity-services)

### **NHS Choices website – Trans Health Section**

Includes personal stories of trans people and their loved ones

[www.nhs.uk/livewell/transhealth/pages/transhealthhome.aspx](http://www.nhs.uk/livewell/transhealth/pages/transhealthhome.aspx)

### **Good practice guidelines for the assessment & treatment of adults with gender dysphoria**

Royal College of Psychiatrists, October 2013

[www.rcpsych.ac.uk/usefulresources/publications/collegereports/cr/cr181.aspx](http://www.rcpsych.ac.uk/usefulresources/publications/collegereports/cr/cr181.aspx)

### **Interim Gender Dysphoria Protocol and Service Guideline 2013/14**

NHS England, 2013

Treatments/treatment criteria for England. Includes a useful process / access flowchart (p6)

[www.england.nhs.uk/wp-content/uploads/2013/10/int-gend-proto.pdf](http://www.england.nhs.uk/wp-content/uploads/2013/10/int-gend-proto.pdf)

### **Gender Identity Development Service**

The Tavistock and Portman NHS Foundation Trust

Explains the services available for gender variant young people, referral details, guidance for schools and parents, FAQs and more.

<http://gids.nhs.uk/>

### **Service Specification for Gender Identity Development Service for Children and Adolescents**

NHS England, 2016

Treatments/treatment criteria for England. Includes treatment pathway flowcharts (p17/18)

[www.england.nhs.uk/wp-content/uploads/2017/04/gender-development-service-children-adolescents.pdf](http://www.england.nhs.uk/wp-content/uploads/2017/04/gender-development-service-children-adolescents.pdf)

### **Gender Reassignment Protocol**

NHS Scotland, 2012

Treatments/treatment criteria for Scotland.

[www.sehd.scot.nhs.uk/mels/CEL2012\\_26.pdf](http://www.sehd.scot.nhs.uk/mels/CEL2012_26.pdf)

### **Specialised Services Policy: CP21 - Specialised Adult Gender Identity Services**

NHS Wales, 2012

Treatments/treatment criteria for Wales.

[www.whssc.wales.nhs.uk/document/281109](http://www.whssc.wales.nhs.uk/document/281109)

### **Current Waiting Times & Patient Population for NHS England Gender Identity Clinics**

UK Trans Info, regularly updated

A snapshot analysis of the waiting times and caseload for adult Gender Identity Clinic services in England.

<http://uktrans.info/waitingtimes>

### **Yorkshire and Humber Protocol- Providing Hospital Services To Trans Patients**

Yorkshire and Humber NHS, 2012

An example of a protocol setting out practical considerations relating to trans people in hospital.

[www.barnsleyhospital.nhs.uk/equalitydiversity/files/2012/01/Providing-Hospital-Services-to-Trans-Patients-Protocol-2012.pdf](http://www.barnsleyhospital.nhs.uk/equalitydiversity/files/2012/01/Providing-Hospital-Services-to-Trans-Patients-Protocol-2012.pdf)

### **Screening for Life**

NHS Wales, May 2016

A good example of information specifically for trans people, created in conjunction with trans people, supporting access to various screening services

[www.screeningforlife.wales.nhs.uk/transgender-information](http://www.screeningforlife.wales.nhs.uk/transgender-information)

### **Standards of Care for the Health of Transsexual, Transgender, and Gender- Nonconforming People, Version 7**

WPATH (World Professional Association for Transgender Health), 2012

The full international protocol for the treatment of trans people.

[www.wpath.org/site\\_page.cfm?pk\\_association\\_webpage\\_menu=1351](http://www.wpath.org/site_page.cfm?pk_association_webpage_menu=1351)

### **DSM-5 (Diagnostic and Statistical Manual of Mental Disorders, edition 5)**

The American Psychiatric Association, 2013

The handbook used by health care professionals in the United States and much of the world to diagnose mental disorders.

[www.psychiatry.org/psychiatrists/practice/dsm](http://www.psychiatry.org/psychiatrists/practice/dsm)

### **ICD-10 (International Classification of Diseases, edition 10)**

World Health Organisation, edition 10: 1994; edition 11: due 2018

The international diagnostic tool used by World Health Organisation member states.

[www.who.int/classifications/icd/en/](http://www.who.int/classifications/icd/en/)

### **Your Body, Your Health**

Men's Health Forum, 2015

A manual that explains health choices for trans men, trans masculine and non-binary people

[www.menshealthforum.org.uk/your-body-your-health](http://www.menshealthforum.org.uk/your-body-your-health)

### **Trans Women: Sexual Health, HIV and wellbeing - a guide for transwomen**

### **Trans Men: Sexual health, HIV and wellbeing - a guide for transmen**

THT (Terrence Higgins Trust), June 2012

[www.tht.org.uk/our-charity/Resources/Publications/Trans/Trans-Women-Trans-Health-Matters](http://www.tht.org.uk/our-charity/Resources/Publications/Trans/Trans-Women-Trans-Health-Matters)

[www.tht.org.uk/our-charity/Resources/Publications/Trans/Transmen-Trans-Health-Matters](http://www.tht.org.uk/our-charity/Resources/Publications/Trans/Transmen-Trans-Health-Matters)

### **Trans Youth Sexual Health Booklet**

Gendered Intelligence, June 2011

<http://genderedintelligence.co.uk/trans-youth/resources>

**Preventing Suicide Among Trans Young People: A Toolkit for Nurses**

Public Health England, 2015

Nominally for nursing professionals, this document has much wider relevance, including plenty of further resources and references. Companion LGB publication available from the same page.

[www.gov.uk/government/publications/preventing-suicide-lesbian-gay-and-bisexual-young-people](http://www.gov.uk/government/publications/preventing-suicide-lesbian-gay-and-bisexual-young-people)

**Sexual Orientation and Gender Identity: A Guide for Clinicians Working in Children and Young People's Mental Health and Emotional Wellbeing Settings**

Hertfordshire Partnership NHS & London and South East CYP IAPT Learning Collaborative, Apr 2017

<https://cypiapt.com/2017/04/03/so-and-gi-guide/>

**Supporting a Lesbian, Gay, Bisexual or Trans Person with Dementia**

Alzheimer's Society, Feb 2017

[www.alzheimers.org.uk/download/downloads/id/3555/supporting\\_a\\_lesbian\\_gay\\_bisexual\\_or\\_trans\\_person\\_with\\_dementia.pdf](http://www.alzheimers.org.uk/download/downloads/id/3555/supporting_a_lesbian_gay_bisexual_or_trans_person_with_dementia.pdf)

**Useful LGBT Health references:**

**Out Loud: LGBT Voices in Health & Social Care - A narrative account of LGBT Needs**

LGBT Partnership, May 2016

Clear statements of needs, alongside examples of good and poor practice

<https://nationallgbtpartnershipdotorg.files.wordpress.com/2016/05/np-out-loud-final.pdf>

## **Education**

### **Trans Inclusion Schools Toolkit**

Brighton and Hove City Council, Allsorts Youth Project, v3, 2017

[www.allsortsyouth.org.uk/resources/toolkits-booklets-guides](http://www.allsortsyouth.org.uk/resources/toolkits-booklets-guides)

### **Transgender Guidance for Wrexham Schools 2015**

Wrexham County Borough Council, 2015

[www.genderdysphoria.wales.nhs.uk/sitesplus/documents/1127/TransGender%20Guidance%20Schools%20Final.pdf](http://www.genderdysphoria.wales.nhs.uk/sitesplus/documents/1127/TransGender%20Guidance%20Schools%20Final.pdf)

### **Supporting Transgender Young People - Guidance for Schools in Scotland**

Scottish Trans, LGBT Youth Scotland, Scottish Government, 2017

[www.lgbtyouth.org.uk/files/documents/Supporting\\_Transgender\\_Young\\_People\\_-\\_Digital\\_version.pdf](http://www.lgbtyouth.org.uk/files/documents/Supporting_Transgender_Young_People_-_Digital_version.pdf)

### **Cornwall Schools Transgender Guidance**

Intercom Trust, 2015 (edition 2)

A good example of how to include and make appropriate provision for young trans people in a school environment

[www.intercomtrust.org.uk/resources/cornwall\\_schools\\_transgender\\_guidance.pdf](http://www.intercomtrust.org.uk/resources/cornwall_schools_transgender_guidance.pdf)

### **Classroom Project**

School's Out

Lesson plans and resources by key stage / by subject to help teachers introduce LGBT issues

<http://the-classroom.org.uk/>

### **Schools Project homophobic and transphobic bullying and hate crime**

CPS (Crown Prosecution Service) North West

Full teacher pack including videos information and lesson plans

[www.cps.gov.uk/northwest/get\\_involved/hate\\_crime/schools\\_project\\_lgbt\\_hate\\_crime/](http://www.cps.gov.uk/northwest/get_involved/hate_crime/schools_project_lgbt_hate_crime/)

### **It's Pronounced Metrosexual (website)**

Excellent social justice resource with plenty of trans and LGB material available free as creative commons, suitable for many settings, often humorous; really worth a look!

<http://itspronouncedmetrosexual.com/>

### **Guidance for schools on preventing and responding to sexist, sexual and transphobic bullying**

DCSF (Department for Children Schools and Families) now DfE (Department for Education), 2009

[www.anti-bullyingalliance.org.uk/media/7480/sst-guidance-quick-guide.pdf](http://www.anti-bullyingalliance.org.uk/media/7480/sst-guidance-quick-guide.pdf)

### **No Place for Bullying**

OFSTED, June 2012

Case studies, summary and full reports

[www.ofsted.gov.uk/resources/no-place-for-bullying](http://www.ofsted.gov.uk/resources/no-place-for-bullying)

### **Technical Guidance for Schools in England**

EHRC (Equality and Human Rights Commission), 2014

Guidance on the Equality Act as it relates to schools. Guidance for England, Scotland and Wales available to download

[www.equalityhumanrights.com/en/advice-and-guidance/equality-act-technical-guidance#h3](http://www.equalityhumanrights.com/en/advice-and-guidance/equality-act-technical-guidance#h3)



**Trans staff and students in HE and Colleges: Improving Experiences (3<sup>rd</sup> edition)**

Equality Challenge Unit, November 2016

Includes a link to a model policy statement and case studies. Main document is membership only.

[www.ecu.ac.uk/guidance-resources/inclusive-environment/providing-support/trans-people/](http://www.ecu.ac.uk/guidance-resources/inclusive-environment/providing-support/trans-people/)

## **Employment**

### **The Recruitment and Retention of Transgender Staff: Guidance for employers**

Government Equalities Office / Inclusive Employers, 2015

[www.gov.uk/government/publications/recruiting-and-retaining-transgender-staff-a-guide-for-employers](http://www.gov.uk/government/publications/recruiting-and-retaining-transgender-staff-a-guide-for-employers)

### **Changing For The Better - How to include trans people in your workplace: A guide for employers**

Stonewall Scotland, 2012

[www.scottishtrans.org/wp-content/uploads/2013/03/changing\\_for\\_the\\_better.pdf](http://www.scottishtrans.org/wp-content/uploads/2013/03/changing_for_the_better.pdf)

### **Including Non-binary People – Guidance for Service Providers and Employers**

Scottish Trans Alliance, 2015

[www.scottishtrans.org/wp-content/uploads/2016/11/Non-binary-guidance.pdf](http://www.scottishtrans.org/wp-content/uploads/2016/11/Non-binary-guidance.pdf)

### **Trans\* Your Questions Answered: A guide for Credit Suisse LGBT Allies**

Credit Suisse, 2015

An introduction with a case study, statistics, a glossary of terms and further links

[http://outleadership.com/wp-content/uploads/2015/11/Credit\\_Suisse\\_Transgender\\_Guide.pdf](http://outleadership.com/wp-content/uploads/2015/11/Credit_Suisse_Transgender_Guide.pdf)

### **First Steps to Trans Inclusion; Creating a Transitioning at Work Policy;**

### **Trans Inclusive Policies and Benefits; Communication Commitment to Trans Inclusion**

A suite of guides around trans inclusion in the workplace

Stonewall, 2016

<http://www.stonewall.org.uk/our-work/workplace-resources>

### **Gender Reassignment Discrimination: Key Points for the Workplace**

Downloadable guide with a legal focus, 'Tips' factsheet, Mythbuster factsheet, and Glossary

ACAS, 2017

<http://www.acas.org.uk/index.aspx?articleid=2064>

## **Service Provision**

### **Providing Services for Transgender Customers – A Guide**

Government Equalities Office / Gendered Intelligence, 2015

Guidance for High Street providers of goods and services – pubs, clubs, restaurants, retailers, leisure centres etc

[www.gov.uk/government/publications/providing-services-for-transgender-customers-a-guide](http://www.gov.uk/government/publications/providing-services-for-transgender-customers-a-guide)

### **Stronger Together: Guidance for Women's Services on the Inclusion of Transgender Women**

LGBT Youth Scotland, Scottish Transgender Alliance, LGBT Domestic Abuse Project, 2015

[www.scottishtrans.org/wp-content/uploads/2016/05/Stronger\\_Together\\_-\\_September\\_2015.pdf](http://www.scottishtrans.org/wp-content/uploads/2016/05/Stronger_Together_-_September_2015.pdf)

## **Ethics / Research**

### **Ethical Research: Good Practice Guide to Researching LGBT Communities and Issues**

LGBT Foundation, 2017

<http://lgbt.foundation/research-ethics/>

## **Monitoring**

### **Collecting information on gender identity (2<sup>nd</sup> edition)**

EHRC (Equality and Human Rights Commission), May 2012

[www.equalityhumanrights.com/en/publication-download/collecting-information-gender-identity](http://www.equalityhumanrights.com/en/publication-download/collecting-information-gender-identity)

### **Monitoring - A Practical Guide**

Scottish Transgender Alliance, April 2013

[www.scottishtrans.org/wp-content/uploads/2013/01/A-Practical-Guide.pdf](http://www.scottishtrans.org/wp-content/uploads/2013/01/A-Practical-Guide.pdf)

### **Briefing Sheet: Trans Status Monitoring**

LGBT Foundation, 2017

Aimed primarily at healthcare settings; includes useful transferrable approaches

<http://lgbt.foundation/policy-research/sexual-orientation-monitoring/>

## **Hate Crime and Hate Incidents; Sexual Violence**

### **Report It**

A website and app provided by the police, aimed at enabling people to report hate crime:

[www.report-it.org.uk/homophobic\\_and\\_transphobic\\_hate\\_crime](http://www.report-it.org.uk/homophobic_and_transphobic_hate_crime)

It also sets out the difference between a hate crime and a hate incident:

[www.report-it.org.uk/what\\_is\\_hate\\_crime](http://www.report-it.org.uk/what_is_hate_crime)

### **Supporting LGBTI survivors of sexual violence**

Rape Crisis, Scotland, 2014

Written from a service user's perspective, this includes information helpful to service providers and is a good example of how to produce a booklet for service users

[www.rapecrisisscotland.org.uk/linkservid/91DD43BA-C2D4-11E5-9E7748D705D43CE3/showMeta/0/](http://www.rapecrisisscotland.org.uk/linkservid/91DD43BA-C2D4-11E5-9E7748D705D43CE3/showMeta/0/)

## **Sport**

### **A Guide to Including Trans People in Football**

Football Association, Mar 2016

Guidance developed in conjunction with Gendered Intelligence around the inclusion of trans people in all aspects of football whether playing, coaching, managing etc.

There's a video "Trans people in Football" on the same page

[www.thefa.com/news/governance/equality/2016/mar/guidance-trans-people-in-football](http://www.thefa.com/news/governance/equality/2016/mar/guidance-trans-people-in-football)

### **Women's Flat Track Derby Association - Statement About Gender**

Women's Flat Track Derby Association, 2011

A fully inclusive statement and policy for Roller Derby, which is a contact sport

<https://wftda.com/wftda-gender-statement> (Statement)

<http://ukrda.org.uk/2014/04/ukrda-transgender-policy/> (Policy)

### **International Olympic Committee –Guidelines**

IOC Consensus Meeting on Sex Reassignment and Hyperandrogenism, Nov 2015

[https://stillmed.olympic.org/Documents/Commissions\\_PDFfiles/Medical\\_commission/2015-11\\_ioc\\_consensus\\_meeting\\_on\\_sex\\_reassignment\\_and\\_hyperandrogenism-en.pdf](https://stillmed.olympic.org/Documents/Commissions_PDFfiles/Medical_commission/2015-11_ioc_consensus_meeting_on_sex_reassignment_and_hyperandrogenism-en.pdf)

### **LGBT Networks – Establishing and Supporting**

**Developing a Gender and Sexual Orientation Alliance: A Toolkit for Young People and Teachers**

LGBT Youth Scotland, 2017

[www.lgbtyouth.org.uk/files/documents/Developing\\_a\\_GSA.pdf](http://www.lgbtyouth.org.uk/files/documents/Developing_a_GSA.pdf)

### **Black, Asian and Minority Ethnic Communities**

**Inclusivity: Supporting BAME Trans People**

Includes a listing of BAME / Faith trans and LGBT support groups

<http://sabahchoudrey.com/28-page-guide-inclusivity-supporting-bame-trans-people/>

**Sharing the experience of being black and minority ethnic and trans\***

Race Equality Foundation, 2014

[www.raceequalityfoundation.org.uk/resources/downloads/sharing-experience-being-black-and-minority-ethnic-and-trans](http://www.raceequalityfoundation.org.uk/resources/downloads/sharing-experience-being-black-and-minority-ethnic-and-trans)

### **Faith Communities**

**LGBT Faith Book**

LGBT Foundation 2011-12

Provides personal testimony and experiences from people of a wide variety of different faiths, a lengthy list of LGBT organisations related to different faiths and a reading list

<http://lgbt.foundation/get-support/downloads/detail/?downloadid=208>

**Belief & Philosophy Resource Pack for Youth Work & Education Settings**

The Proud Trust in association with Schools Out UK, LGBT History Month and the National Hate Crime Partnership convened by the LGBT Consortium, 2016

[www.school-portal.co.uk/GroupDownloadFile.asp?GroupID=972702&ResourceId=5092321](http://www.school-portal.co.uk/GroupDownloadFile.asp?GroupID=972702&ResourceId=5092321)

### **Non-Binary People**

**Understanding Non-binary People: A Guide for the Media.**

Trans Media Watch, June 2014

Written for the media but with plenty of useful information and quotes for anyone.

[www.transmediawatch.org/Documents/non\\_binary.pdf](http://www.transmediawatch.org/Documents/non_binary.pdf)

### **Intersectionality**

**The Intersectionality Toolkit**

IGLYO – International Gay and Lesbian Youth and Student Organisation

[http://issuu.com/iglyo/docs/inter\\_toolkit/1](http://issuu.com/iglyo/docs/inter_toolkit/1)

### **Glossary of Terms**

Here is a selection of glossaries – there are many more online. These have been selected as being either relatively new, or containing some measure of update commitment, and containing no descriptions that Gendered Intelligence would regard as wholly inaccurate. However, even comparing these, you'll notice differences of understanding even between some of the more common terms.

#### **List of LGBTQ+ Vocabulary Definitions**

It's Pronounced Metrosexual

<http://itspronouncedmetrosexual.com/2013/01/a-comprehensive-list-of-lgbtq-term-definitions/#sthash.h0Ea4YtJ.dpbs>

#### **Glossary of Terms**

Stonewall

[www.stonewall.org.uk/help-advice/glossary-terms](http://www.stonewall.org.uk/help-advice/glossary-terms)

#### **LGBTQ+ Definitions**

Trans Student Educational Resources (US)

[www.transstudent.org/definitions](http://www.transstudent.org/definitions)

#### **Glossary**

CUSU (Cambridge University Student Union) LGBT+

[www.lgbt.cusu.cam.ac.uk/resources/trans/glossary/](http://www.lgbt.cusu.cam.ac.uk/resources/trans/glossary/)

## **Other**

Changing Your Name:

### **Changing My Name and Title**

UK Trans Info, 2015

An excellent summary of all the different ways to change name across England, Scotland, Wales and Northern Ireland and for those under 16, 16-17 and over 18.

<https://uktrans.info/namechange>

Residential trips for young people:

### **Inclusive Residential Events**

GirlGuiding, 2015

[www.girlguiding.org.uk/making-guiding-happen/running-your-unit/including-all/lgbt-members/supporting-trans-members/](http://www.girlguiding.org.uk/making-guiding-happen/running-your-unit/including-all/lgbt-members/supporting-trans-members/)

Passports:

### **Applying for a passport: Additional information for transgender and transsexual customers**

HM Passport Office, October 2013

[www.gov.uk/government/publications/applying-for-a-passport-information-for-transgender-and-transsexual-customers](http://www.gov.uk/government/publications/applying-for-a-passport-information-for-transgender-and-transsexual-customers)

DBS (Disclosure and Barring Service) / Disclosure Scotland / AccessNI:

### **The Criminal Record Checking Process for Transgender Applicants**

Due Diligence Checking, 2016

<https://www.ddc.uk.net/question/dbs-process-transgender-applicants/>

Voluntary and Community organisations:

**Equality Act 2010: What do I need to know?** A quick start guide to gender reassignment for voluntary and community organisations

Equality and Diversity Forum (EDF) / Government Equalities Office, Aug 2010

[www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/85024/vcs-gender-reassignment.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/85024/vcs-gender-reassignment.pdf)

Prisons:

### **The Care and Management of Transgender Offenders (PSI 17/2016)**

Ministry of Justice, November 2016

[www.justice.gov.uk/offenders/psis/prison-service-instructions-2016](http://www.justice.gov.uk/offenders/psis/prison-service-instructions-2016)

### **Gender Identity and Gender Reassignment Policy for those in our Custody**

Scottish Prison Service and Scottish Transgender Alliance, 2014

[http://insidetime.org/download/rules\\_&\\_policies/scotland/SPS-policy-on-treatment-of-transgender-prisoners-2014.pdf](http://insidetime.org/download/rules_&_policies/scotland/SPS-policy-on-treatment-of-transgender-prisoners-2014.pdf)

Asylum (see also 'International Laws and Conventions' and 'International References'):

### **Gender Identity Issues in the Asylum Claim**

UK Visas and Immigration, 2011

[www.gov.uk/government/publications/dealing-with-gender-identity-issues-in-the-asylum-claim-process](http://www.gov.uk/government/publications/dealing-with-gender-identity-issues-in-the-asylum-claim-process)

Young People:

**Knowledge is Power**

Gendered Intelligence online resource, 2015

A range of resources focussed on topics of interest to young trans people ranging across health, coming out, transitioning, bullying and education

<http://genderedintelligence.co.uk/projects/kip>

**General**

**Shining the Light: 10 Keys to Becoming a Trans Positive Organisation**

A detailed guide with plenty of tips and suggestions about positive actions an organisation can take to become trans inclusive, supported by examples and quotes

GALOP, 2011

<http://www.galop.org.uk/shine-galop/shining-the-light-resource/>

**Top Tips for Working with Trans People**

Trans Bare All, 2013

<http://www.transbareall.co.uk/top-tips>

**Experiences and Comment**

There are hundreds of examples of trans people recounting their experiences and commenting on issues that affect them on YouTube and similar platforms. Here are just a few to help you get started:

**All About Trans**

A selection of videos from trans people talking about a wide range of thoughts and experiences

[www.allabouttrans.org.uk/category/real-people/](http://www.allabouttrans.org.uk/category/real-people/)

**Transfigurations**

A selection of videos from trans people talking about a wide range of thoughts and experiences

<http://transfigurations.org.uk/trans-videos/>

**Transgender Muslim Support Network**

Meet the Founder of the Transgender Muslim Support Network

<http://muslimgirl.com/22389/interview-founder-transgender-muslim-support-network/>

**Sabah Choudrey Brixton TEDx talk**

Brown, trans, queer, Muslim and proud

[www.youtube.com/watch?v=w6hxrZW6I9I](http://www.youtube.com/watch?v=w6hxrZW6I9I)

## **UK Law**

### **Equality Act 2010 - Full text and Guidance notes**

Download the full pdf or use the interactive online version

[www.legislation.gov.uk/ukpga/2010/15/contents](http://www.legislation.gov.uk/ukpga/2010/15/contents)

### **Gender Recognition Act 2004 – Full text and Guidance notes**

Download the full pdf or use the interactive online version

[www.legislation.gov.uk/ukpga/2004/7/contents](http://www.legislation.gov.uk/ukpga/2004/7/contents)

### **Human Rights Act 1998 – Full text**

Download the full pdf or use the interactive online version

[www.legislation.gov.uk/ukpga/1998/42/contents](http://www.legislation.gov.uk/ukpga/1998/42/contents)

### **Summary of Human Rights Act**

BIHR (British Institute of Human Rights)

[www.bihhr.org.uk/thehumanrightsact](http://www.bihhr.org.uk/thehumanrightsact)

## **International Laws and Conventions**

### **Universal Declaration of Human Rights (UDHR)**

United Nations, 1948

[www.un.org/en/universal-declaration-human-rights/index.html](http://www.un.org/en/universal-declaration-human-rights/index.html)

### **Yogyakarta Principles on the Application of International Human Rights Law in relation to Sexual Orientation and Gender Identity**

Developed and unanimously adopted by a distinguished international group of human rights experts, 2007; Additional 9 principles added Nov 2017

[www.yogyakartaprinciples.org/](http://www.yogyakartaprinciples.org/)

[www.yogyakartaprinciples.org/wp/wp-content/uploads/2017/11/A5\\_yogyakartaWEB-2.pdf](http://www.yogyakartaprinciples.org/wp/wp-content/uploads/2017/11/A5_yogyakartaWEB-2.pdf)

### **International Convention on the Rights of the Child**

United Nations, 1990

[www.ohchr.org/EN/ProfessionalInterest/Pages/CRC.aspx](http://www.ohchr.org/EN/ProfessionalInterest/Pages/CRC.aspx)

### **Human Rights and Gender Identity Best Practice Catalogue (2<sup>nd</sup> edition)**

Transgender Europe (TGEU) 2016

Pan-European recommendations for implementation of legal provisions

[http://tgeu.org/wp-content/uploads/2017/02/2.11-TGEU\\_BestPracticeCatalogue.pdf](http://tgeu.org/wp-content/uploads/2017/02/2.11-TGEU_BestPracticeCatalogue.pdf)

### **Guidelines on the Transposition of the Asylum Qualification Directive:**

#### **Protecting LGBTI Asylum Seekers**

ILGA Europe, 2014

[www.ilga-europe.org/resources/ilga-europe-reports-and-other-materials/guidelines-transposition-asylum-qualification](http://www.ilga-europe.org/resources/ilga-europe-reports-and-other-materials/guidelines-transposition-asylum-qualification)

### **Malta - Gender Identity, Gender Expression and Sex Characteristics Act 2015 (GIGESC Bill)**

Article and download of the Bill

<http://tgeu.org/malta-adopts-ground-breaking-trans-intersex-law/>

### **Argentina - Gender Identity Law, 2012**

Download an English translation of the Law

<http://tgeu.org/argentina-gender-identity-law/>



## **International References**

**International Organisations** (involved with the references below)

- **ILGA** - International Lesbian, Gay, Bisexual, Trans and Intersex Association
- **TGEU** - Transgender Europe
- **FRA Europe** - European Union Agency for Fundamental Rights
- **OII International** – Organisation Intersex International

### **Trans Rights Index - ILGA-Europe Rainbow Map**

International Lesbian, Gay, Bisexual, Trans and Intersex Association (ILGA) Europe 2017

Comparison/rating of different European countries' approach to LGBTI people in the areas of non-discrimination, family, hate crime law, legal gender recognition, freedom of assembly and asylum

[www.ilga-europe.org/resources/rainbow-europe/rainbow-europe-2017](http://www.ilga-europe.org/resources/rainbow-europe/rainbow-europe-2017)

### **Trans Rights Europe Map, 2017**

TGEU 2017

<http://tgeu.org/trans-rights-map-2017/>

### **Being Trans in the European Union: Comparative analysis of EU LGBT survey data**

European Union Agency for Fundamental Rights, 2014

Analysis of the experiences of trans people in European countries regarding discrimination, violence & harassment and daily life

<http://fra.europa.eu/en/publication/2014/being-trans-eu-comparative-analysis-eu-lgbt-survey-data>

### **The State of Trans\* and Intersex Organizing: A case for increased support for growing but under-funded movements for human rights**

Global Action for Trans Equality (GATE) Jan 2014

Whilst nominally about funding, this publication gives a good overview of global human rights issues in relation to trans people and has many examples / case studies throughout which list a number of organisations working for trans rights in different countries including South Africa, Uganda, Ireland, Germany, India and Dominican Republic

<http://transactivists.org/resources/documents/funding-report/>

### **Good Practices Related to LGBTI Asylum Applicants in Europe**

ILGA Europe 2014

[www.ilga-europe.org/resources/ilga-europe-reports-and-other-materials/good-practices-related-lgbti-asylum-applicants](http://www.ilga-europe.org/resources/ilga-europe-reports-and-other-materials/good-practices-related-lgbti-asylum-applicants)

### **No Safe Refuge: Experiences of LGBT Asylum Seekers in Detention**

Stonewall & UK Lesbian and Gay Immigration Group (UK LGIG), 2016

[www.stonewall.org.uk/sites/default/files/no\\_safe\\_refuge.pdf](http://www.stonewall.org.uk/sites/default/files/no_safe_refuge.pdf)

### **Welcome to Stay: Building Trans Communities Inclusive of Trans Asylum Seekers and Refugees**

TGEU, October 2016

Nominally for trans organisation, contains much useful general background information and ideas

[https://tgeu.org/wp-content/uploads/2017/09/TGEU\\_TransAsylumBrochure\\_LR.pdf](https://tgeu.org/wp-content/uploads/2017/09/TGEU_TransAsylumBrochure_LR.pdf)

### **Forced Migration Review Issue 42:**

#### **Sexual Orientation and Gender Identity and the Protection of Forced Migrants**

University of Oxford / Refugee Studies Centre, April 2013

Research and reports on the experiences of LGBTI forced migrants

[www.fmreview.org/sites/fmr/files/FMRdownloads/en/fmr42full.pdf](http://www.fmreview.org/sites/fmr/files/FMRdownloads/en/fmr42full.pdf)

### **US maps of practices in different states**

Practices on a range of LGBT issues, including more detailed info on ID change:

<http://transgenderlawcenter.org/equalitymap>

### **Trans Respect vs Transphobia**

Transgender Europe (TGEU) 2016

Includes the worldwide trans murder map and other world maps regarding trans inclusion around the legal, healthcare and social situations, as well as a range of social mapping publications

<http://transrespect.org/en/>

This page gives an overview of the project:

<http://tgeu.org/our-work/our-global-work/tvt/>

### **Trans Studies Quarterly – selected articles**

Decolonizing Transgender in India (vol 1, Number 3, Aug 2014)

Twin Spirited Woman (vol 1, Number 3, Aug 2014)

Toms and Zees: Locating FTM identity in Thailand (vol 1, Number 3, Aug 2014)

Surveying Nepal's Third Gender (vol 2, Number 1, Feb 2015)

Making Transgender Count in Poland (vol 2, Number 1, Feb 2015)

### **Intersex People**

Although intersex experiences are not discussed in detail in Gendered Intelligence's trans training, it can be useful to understand how trans and intersex people differ and some of the issues there may be in common between the two groups.

#### **Organisation Intersex International (OII)**

An international organisation with branches in a number of countries including the UK, US and Australia. All can be accessed via: <http://oiiinternational.com/>

Of particular interest are the following documents:

#### **Standing up for the Human Right of Intersex People**

Organisation Intersex International and ILGA, Dec 2015

Outlines key issues faced by intersex people and some of the distinctions between intersex and trans people

<http://oiieurope.org/standing-up-for-the-human-rights-of-intersex-people-how-can-you-help/>

#### **First, Do No Harm: Ensuring the Rights of Children With Variations of Sex Characteristics in Denmark and Germany**

Amnesty International, 2017

Whilst nominally focussed on Denmark and Germany, this contains an enormous amount of useful information that has much wider relevance

<https://www.amnesty.org/en/documents/eur01/6086/2017/en/>

#### **Employers Guide to Intersex Inclusion**

Organisation Intersex International (OII) Australia, 2014

Whilst this is an Australian publication and therefore references Australian law, the vast majority of information and the principles of inclusion are entirely transferrable

<https://oii.org.au/wp-content/uploads/key/Employer-Guide-Intersex-Inclusion.pdf>

## **Other Resources: Reports and Studies**

There is a range of reports available online. Here is a selection:

### **Transgender Equality Report**

House of Commons, Women and Equalities Committee, January 2016

A major cross-cutting report recommending legal and practical changes

[www.publications.parliament.uk/pa/cm201516/cmselect/cmwomeq/390/390.pdf](http://www.publications.parliament.uk/pa/cm201516/cmselect/cmwomeq/390/390.pdf)

### **Trans Mental Health Study**

Scottish Transgender Alliance, in partnership with TransBareAll, TREC (the Trans Resource and Empowerment Centre), Traverse Research and Sheffield Hallam University, 2012

[www.scottishtrans.org/our-work/research/](http://www.scottishtrans.org/our-work/research/)

### **School Report: The Experiences of LGBT Young People in Britain's Schools in 2017**

Stonewall, June 2017

[www.stonewall.org.uk/sites/default/files/the\\_school\\_report\\_2017.pdf](http://www.stonewall.org.uk/sites/default/files/the_school_report_2017.pdf)

### **Engendered Penalties: Transgender and Transsexual People's Experiences of Inequality and Discrimination**

Press for Change and Manchester Metropolitan University, 2007

[www.pfc.org.uk/pdf/EngenderedPenalties.pdf](http://www.pfc.org.uk/pdf/EngenderedPenalties.pdf)

### **Transgender Experiences in Scotland**

Scottish Transgender Alliance, 2008

[www.scottishtrans.org/wp-content/uploads/2013/03/staexperiencessummary03082.pdf](http://www.scottishtrans.org/wp-content/uploads/2013/03/staexperiencessummary03082.pdf)

### **Youth Chances**

A survey of the experiences of LGBTQ young people in England and the commissioners and service providers responsible for the services they need

The Metro Centre Limited, University of Greenwich, Ergo Consulting, January 2014

[www.metrocentreonline.org/research-and-training/big-research/](http://www.metrocentreonline.org/research-and-training/big-research/)

### **Queer Futures**

Department of Health Policy Research Programme Project, 2016

A study investigating LGBT youth suicide, self-harm and help-seeking

[www.queerfutures.co.uk/queer-futures-final-research-report/](http://www.queerfutures.co.uk/queer-futures-final-research-report/)

### **Transforming Outcomes**

LGBT Foundation, May 2017

A review of the needs and assets of the trans community, with a focus on health / wellbeing

<https://lgbt.foundation/transformingoutcomes/>

### **Non-binary People's Experiences in the UK**

Scottish Transgender Alliance

[www.scottishtrans.org/wp-content/uploads/2016/11/Non-binary-report.pdf](http://www.scottishtrans.org/wp-content/uploads/2016/11/Non-binary-report.pdf)

### **Non Binary Stats UK**

A survey carried out by Cassian Lodge and published on the Spacious Perspicacious blog, 2015

<http://cassiolotl.tumblr.com/post/111178818250>

**Non Binary Experiences of Healthcare**

Action for Trans\* Health, March 2015

<http://uktrans.info/attachments/article/378/ATH-Non-Binary-Survey-Results.pdf>

**Your Services, Your Say: LGB&T People's Experiences of Public Services in Scotland**

Stonewall Scotland, March 2014

[www.stonewallscotland.org.uk/sites/default/files/ysys\\_report\\_lgbt\\_2014.pdf](http://www.stonewallscotland.org.uk/sites/default/files/ysys_report_lgbt_2014.pdf)

**Monitoring and Promoting Trans Health Across the North West**

Equality Inclusion and Human Rights, NHS North West, 2013

[www.traverse-research.com/wp-content/uploads/2012/12/Trans-Health-GP-Practices-Report-March-2013.pdf](http://www.traverse-research.com/wp-content/uploads/2012/12/Trans-Health-GP-Practices-Report-March-2013.pdf)

**Mental Health of Transgender Children who are Supported in Their Identities**

American Academy of Paediatrics, 2016

<http://pediatrics.aappublications.org/content/early/2016/02/24/peds.2015-3223>

**Out of Sight, Out of Mind Transgender People's Experiences of Domestic Abuse**

Scottish Transgender Alliance, 2010

[www.scottishtrans.org/wp-content/uploads/2013/03/trans\\_domestic\\_abuse.pdf](http://www.scottishtrans.org/wp-content/uploads/2013/03/trans_domestic_abuse.pdf)

**LGBTQI+\* Disabled People and Self-Directed Social Care Support**

Stonewall, Regard & University of Bristol, 2017

<http://www.sscr.nihr.ac.uk/PDF/Findings/RF77.pdf>

**Trans Employee Experiences Survey**

TotalJobs, 2016

[www.totaljobs.com/insidejob/trans-employee-survey-report-2016/](http://www.totaljobs.com/insidejob/trans-employee-survey-report-2016/)

**The Hate Crime Report: Homophobia, biphobia and transphobia in London**

GALOP, September 2013

[www.galop.org.uk/wp-content/uploads/2013/08/The-Hate-Crime-Report-20131.pdf](http://www.galop.org.uk/wp-content/uploads/2013/08/The-Hate-Crime-Report-20131.pdf)

**Transphobic Hate Crime**

Manchester Metropolitan Police, 2016

[www.report-it.org.uk/files/trans-report-interactive.pdf](http://www.report-it.org.uk/files/trans-report-interactive.pdf)

**Capturing Journeys**

Gendered Intelligence, 2011

<http://genderedintelligence.co.uk/about-us/reports-and-resources>

**Issues of Bullying Around Trans and Gender Variant Students in Schools, Colleges and Universities**

Gendered Intelligence, 2008

<http://genderedintelligence.co.uk/professionals/resources>

**Broken Link?**

We do check the links quite frequently, but there's always a chance that one or two may be broken when you come to use them. If so, we include the full title to enable you to track each resource down via a web search. Please do drop us a line if you find anything not working:

[training@genderedintelligence.co.uk](mailto:training@genderedintelligence.co.uk)

# gendered intelligence

Activities, support, training and resources for trans people and those who work with and support them:

- **Training** – trans awareness presentations and interactive workshops for professionals in all sectors, as in-house or as open sessions; bespoke sessions tailored to your specific needs
- **Consultancy** – help to develop policy and strategies relating to trans people including children and young people; advice regarding specific situations
- **Support in educational settings** - mentoring for young trans people
- **Workshops and activities** for wider school/ college / university communities
- **Youth activities** - regular meetings, activities and arts-based projects for 8-30 year olds
- **Events for parents and other SOFFAs** (Significant Others, Friends, Families and Allies)
- **Projects, events and conferences** for the wider trans and LGBTQI communities, allies and professionals
- A range of **booklets, publications, DVDs and other resources**, most free to download

## Gendered Intelligence

Everyone can be intelligent about gender

[www.genderedintelligence.co.uk](http://www.genderedintelligence.co.uk)

### Office telephone

0207 832 5848

### Office address

VAI, 200a Pentonville Road, London N1 9JP

### Training

[training@genderedintelligence.co.uk](mailto:training@genderedintelligence.co.uk)

07950 471414

## Transgender Policy

Version number :	1.0
Consultation Groups	BLB directors and clinical directors
Approved by (Sponsor Group)	Lead Nurses
Ratified by:	Quality Committee
Date ratified:	18 April 2018
Name and Job Title of author:	William Fitzpatrick, People Participation Team Claire McKenna, Director of Nursing for Bedfordshire & Luton
Executive Director lead :	Lorraine Sunduza
Implementation Date :	April 2018
Last Review Date	April 2018
Next Review date:	April 2021

Services	Applicable to
Trustwide	√
Mental Health and LD	
Community Health Services	

## **Contents**

<b>Heading/Paragraph</b>	<b>Page</b>
1. Introduction	3
2. Standards of Practice	3
3. Service User Care	3
4. Correspondence sent to the Service User	4
Appendix - Glossary of Gender Terminology	5

## **1. Introduction**

- 1.1. East London Foundation Trust is committed to promoting Equality and Diversity opportunities in terms of health care services for the community it serves.
- 1.2. A transgender (Trans) person is someone who feels that their gender identity does not correspond to the one they were given at birth. The word 'trans' is an umbrella term for all people who cross traditional gender boundaries – permanently or periodically - (Appendix 1).
- 1.3. Some trans people will choose to have gender re-assignment (change from one gender to the other), similarly some individuals will opt not to have surgery.
- 1.4. The Equality Act 2010 states that all individuals must be treated as the gender they have chosen to be, and does not require a person to have undergone gender re-assignment to be protected under the Act.
- 1.5. The Equality Act 2010 – the Trust must ensure that people are not discriminated against or disadvantaged and are protected from harassment. This includes not tolerating negative views, comments or opinions.
- 1.6. This policy sets out the Trusts responsibilities as a service provider in relation to care for trans service users.

## **2. Standards of Practice**

- 2.1. All staff have a responsibility to promote equal opportunities and where applicable prevent discrimination.
- 2.2. Line Managers need to ensure that policy is followed, challenge discrimination and support their staff to do so.
- 2.3. Treating Trans people in line with their preferred gender is not optional and must be the starting point of any interaction.

## **3. Service User Care**

- 3.1. On presentation to the service, service users should be asked how they wish to be addressed, and the correct name and pronoun should be used at all times.
- 3.2. The Service user may not have the support of their family in regards to changing gender. If this is the case, staff should refer to the service user as they have requested.
- 3.3. The service user should be asked how they wish to be accommodated and a joint decision made on how to proceed. In most cases, the service user would be accommodated according to their gender presentation (the way they dress, and the



name and pronouns they currently use and no dependent upon GRC or legal name change.

- 3.4. This approach may only be varied under special circumstances. Such departures should be proportional to achieving a legitimate aim eg maintaining safety. In this situation, the staff member should consult with the Manager and multi disciplinary team and work with the service user to agree a plan of care that respects the service users wishes and mitigates the risk.
- 3.5. Where we know an individual may become unwell and lack capacity to make informed choices an advanced directive should be devised as part of the care planning process.
- 3.6. Within the care environment, staff need to be aware of discrimination and harassment this would include negative views, comments or opinions of other service users or members of staff.
- 3.7. The key members of staff involved in the service user's care should discuss progress in the environment and ongoing relationships with other service users and staff.
- 3.8. Care planning around issues arising may support the service user but this should always be defined and agreed as helpful by the service user.
- 3.9. Staff need to be aware that they may need to give sensitive support for some areas of their care eg a female may need to shave facial hair, a male may need feminine hygiene products. Sensitivity and discretion should be maintained.

#### **4. Correspondence sent out to the Service User**

- 4.1. If a recognition certificate of gender re-assignment (GRC) application has been approved a new birth certification will be issued. The GP informs the Primary Care Support England (PCSE) who creates a new record or identity for the service user on the National Spine (personal demographics service) along with a new NHS number. The Trust should update the existing records with the new NHS number and name to match the spine but would not issue a new hospital number. This is because there is existing and precious clinical history attached to the current clinical record has to be retained and available to clinicians.
- 4.2. Irrespective of whether GRC is gained the correspondence, clinical documentation should reflect the preferred pronoun and name.

## Appendix

### Glossary of Gender Terminology

**Gender dysphoria** - this is used to describe when a person experiences discomfort or distress because there is a mismatch between their sex assigned at birth and their gender identity. This is also the clinical diagnosis for someone who doesn't feel comfortable with the gender they were assigned at birth.

**Gender identity** - a person's internal sense of their own gender, whether male, female or something else (see non-binary below).

**Gender reassignment / Gender Affirmation** - another way of describing a person's transition. To undergo gender reassignment usually means to undergo some sort of medical intervention, but it can also mean changing names, pronouns, dressing differently and living in their self-identified gender. Gender reassignment is a characteristic that is protected by the Equality Act 2010.

**Gender Recognition Certificate (GRC)** – this enables trans\* people to be legally recognised in their self-identified gender and to be issued with a new birth certificate. Not all trans\* people will apply for a GRC and you have to be over 18 to apply. You do not need a GRC to change your gender at work or to legally change your gender on other documents such as your passport.

**Intersex** – a term used to describe a person who may have the biological attributes of both sexes or whose biological attributes do not fit with societal assumptions about what constitutes male or female. Intersex people can identify as male, female or non-binary. Thought to be as many as 1 in 100 people ([cite reference here](#))

**Non-binary** – an umbrella term for a person who does not identify as male or female. (Unsure of any protocol here, need to research further)

**Pronoun** – words we use to refer to people's gender in conversation - for example, 'he' or 'she'.

**Sex** – assigned to a person on the basis of primary sex characteristics (genitalia) and reproductive functions. Sometimes the terms 'sex' and 'gender' are interchanged to mean 'male' or 'female'.

**Trans\*** – an umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth.

**Transgender man / Transman** – a term used to describe someone who is assigned female at birth but identifies and lives as a man. This may be shortened to transman, or FTM, an abbreviation for female-to-male.

**Transgender woman / Transwoman** – a term used to describe someone who is assigned male at birth but identifies and lives as a woman. This may be shortened to transwoman, or MTF, an abbreviation for male-to-female.

**Transitioning / Transition** - the steps a trans\* person may take to live in the gender with which they identify. Each person's transition will involve different things. For some this involves medical intervention, such as hormone therapy and surgeries, but not all trans\* people want or are able to have this. Transitioning also might involve things such as telling friends and family, dressing differently and changing official documents.

**Transsexual** – this was used in the past as a more medical term (similarly to homosexual) to refer to someone who transitioned to live in the 'opposite' gender to the one assigned at birth. This term is still used by some although many people prefer the term trans\* or transgender.

## SHARED PARENTAL LEAVE POLICY

Version 2.0

Document control summary

<b>Title</b>	Shared Parental Leave Policy
<b>Electronic file reference (network or intranet)</b>	
<b>Status</b>	
<b>Version No.</b>	2.0
<b>Date of this Draft</b>	February 2018
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<b>Circulated to</b>	JSC
<b>Approved by (Names, titles and date)</b>	
<b>Next Review Date</b>	February 2021

## VERSION CONTROL SUMMARY

Version	Date	Comments/Changes
1.0	15 <sup>th</sup> December 20	Policy compiled by Diane Aston, HR Advisor – Health & Wellbeing in line with the new Statutory Regulations to commence on for babies due on or after 5/4/15, which replaces Additional Paternity Leave.
2.0	February 2018	Reviewed as part of Trust compliance

## Introduction

### Policy Statement

East London NHS Foundation Trust (herein referred to as 'the Trust') complies with the Shared Parental Leave Regulations 2014, which provides a statutory right for an employee to take shared parental leave (ShPL) in connection with the birth or a child, or placement of an adopted child born on or after 5<sup>th</sup> April 2015.

The policy outlines the process to be undertaken if staff choose to take Shared Parental Leave, and explains the steps staff need to take at each stage of the shared parental leave.

This policy is written in accordance with the Shared Parental Leave Regulations 2014, The Shared Parental Leave Pay (General) Regulations 2014, Maternity & Adoption Leave (Curtailed of Statutory Rights) Regulations 2014, Employment Rights Act 1996, Child and Families Act 2014 and the Equality Act 2010.

This policy is applicable to staff who are new or expectant mothers/fathers/partners whose baby is due on or after 5<sup>th</sup> April 2015. It is also applicable to adoptive parents who are due to adopt a child on or after 5<sup>th</sup> April 2015.

### Scope of Policy

This Policy applies to all staff irrespective of employment terms & conditions provided qualifying conditions such as length of service are satisfied.

## CONTENTS

	Page
Introduction	3
What is Shared Parental Leave?	5
Who is eligible for Shared Parental Leave?	5
Shared Parental Leave entitlement	5
Notifying Process	6
Requesting evidence of eligibility	7
Fraudulent claims	7
Discussions regarding Shared Parental Leave	7
Booking Shared Parental Leave	8
Continuous Leave Notification	8
Discontinuous Leave Notification	8
Responding to a Shared Parental Leave notification	8
Variations to arranged Shared Parental Leave	9
Shared Parental Pay	9
Terms and Conditions during Shared Parental Leave	10
Annual Leave	10
Contact during Shared Parental Leave	10
Shared Parental Leave in Touch (SPLIT) days	10
Returning to work after Shared Parental Leave	11
Special Circumstances and further information	11
Working During Shared Parental Leave	12
Application for Shared Parental Leave (Appendix 1)	13

## 1.0 What is Shared Parental Leave?

Shared Parental Leave enables eligible parents to choose how to share the care of their child during the first year of birth or adoption. Its purpose is to give parents more flexibility in considering how to best care for, and bond with, their child. All eligible employees have a statutory right to take Shared Parental Leave. There may also be an entitlement to some Shared Parental Pay. This policy sets out the statutory rights and responsibilities of employees who wish to take statutory Shared Parental Leave (SPL) and statutory Shared Parental Pay (ShPP).

The Trust recognises that, from time to time, employees may have questions or concerns relating to their shared parental rights. It is the Trust policy to encourage open discussion with employees to ensure questions and problems can be resolved as quickly as possible. Employees should clarify the relevant procedures with their local HR Officer.

## 2.0 Who is Eligible for Shared Parental Leave?

Shared Parental Leave (SPL) can only be used by two people:

- The mother/adopter **and**
- One of the following
  - The father of the child (in the case of a birth) or
  - The spouse, civil partner or partner of the child's mother/adopter

Both parents must share the main responsibility for the care of the child at the time of the birth/placement for adoption.

Additionally an employee seeking to take SPL must satisfy each of the following criteria:

- The mother/adopter of the child must be/have been entitled to statutory maternity/adoption leave or if not entitled to statutory maternity/adoption leave they must be/have been entitled to statutory maternity/adoption pay or maternity allowance and must have ended or given notice to reduce any maternity/adoption entitlements.
- The employee must still be working for the Trust at the start of each period of SPL.
- The employee must pass the "Continuity test" requiring them to have a minimum of 26 weeks service at the end of the 15<sup>th</sup> week before the child's expected due date/matching date.
- The employee's partner must also meet the "employment and earnings test" requiring them in the 66 weeks leading up to the child's expected due date/matching date to have worked for at least 26 weeks (they don't need to be in a row) and have earned at least £390 in total (this may be subject to change annually) in 13 of the 66 weeks (add up the highest paying weeks, they don't need to be in a row) However, the employee's partner can also be self-employed and not work for the Trust at the time SPL is taken.
- The employee must correctly notify the Trust of their entitlement and provide evidence as required.

## 3.0 Shared Parental Leave Entitlement

Eligible employees may be entitled to take up to 50 weeks SPL during the child's first year in their family. The number of weeks available is calculated using the mother's/adopter's entitlement to maternity/adoption leave, which allows them to take up to 52 weeks' leave. If they reduce their maternity/adoption leave entitlement then they and/or their partner may opt-in to the SPL system and take any remaining weeks as SPL.

A mother/adopter may reduce their entitlement to maternity/adoption leave by returning to work before the full entitlement of 52 weeks has been taken, or they may give notice to curtail their leave at a specified future date.

If the mother/adopter is not entitled to maternity/adoption leave but is entitled to Statutory Maternity Pay (SMP), Statutory Adoption Pay (SAP) or Maternity Allowance (MA), they must reduce their entitlement to less than the 39 weeks. If they do this, their partner may be entitled to up to 50 weeks of

SPL. This is calculated by deducting from 52 the number of weeks of SMP, SAP or MA taken by the mother/adopter.

SPL can commence as follows:

- The mother can take SPL after she has taken the legally required two weeks of maternity leave immediately following the birth of the child
- The adopter can take SPL after taking at least two weeks of adoption leave
- The father/partner/spouse can take SPL immediately following the birth/placement of the child, but may first choose to exhaust any paternity leave entitlements (as the father/partner cannot take paternity leave or pay once they have taken any SPL or ShPP).

Where a mother/adopter gives notice to curtail their maternity/adoption entitlement then the mother/adopter's partner can take leave while the mother/adopter is still using their maternity/adoption entitlements.

SPL will generally commence on the employee's chosen start date specified in their leave booking notice, or in any subsequent variation notice (see "Booking Shared Parental Leave" and "Variations to arranged Shared Parental Leave" below).

If the employee is eligible to receive it, Shared Parental Pay (ShPP) may be paid for some, or all, of the SPL period (see "Shared Parental Pay" below).

SPL must end no later than one year after the birth/placement of the child. Any SPL not taken by the first birthday or first anniversary of placement for adoption is lost.

#### **4.0 Notifying the Trust of an Entitlement to Shared Parental Leave**

An employee entitled and intending to take SPL must give their line manager notification of their entitlement and intention to take to SPL, at least eight weeks before they can take any period of SPL.

Part of the eligibility criteria requires the employee to provide the Trust with correct notification.

Notification must be in writing and requires each of the following:

- The name of the employee;
- The name of the other parent;
- The start and end dates of any maternity/adoption leave or pay, or maternity allowance, taken in respect of the child and the total amount of SPL available;
- The date on which the child is expected to be born and the actual date of birth or, in the case of an adopted child, the date on which the employee was notified of having been matched with the child and the date of placement for adoption;
- The amount of SPL the employee and their partner each intend to take
- A non-binding indication of when the employee expects to take the leave.

The employee must provide the organisation with a signed declaration stating:

- That they meet, or will meet, the eligibility conditions and are entitled to take SPL;
- That the information they have given is accurate;
- If they are not the mother/adopter they must confirm that they are either the father of the child or the spouse, civil partner or partner of the mother/adopter;
- That should they cease to be eligible they will immediately inform the Trust.

The employee must provide the Trust with a signed declaration from their partner confirming:

- Their name, address and national insurance number (or a declaration that they do not have a national insurance number);
- That they are the mother/adopter of the child or they are the father of the child or are the spouse, civil partner or partner of the mother/adopter;



- That they satisfy the 'employment and earnings test' (see section 2.0 above), and had at the date of the child's birth or placement for adoption the main responsibility for the child, along with the employee;
- That they consent to the amount of SPL that the employee intends to take;
- That they consent to the organisation processing the information contained in the declaration form; and
- (In the case whether the partner is the mother/adopter), that they will immediately inform their partner should they cease to satisfy the eligibility conditions.

## **5.0 Requesting Further Evidence of Eligibility**

The organisation may, within 14 days of the SPL entitlement notification being given, request:

- The name and business address of the partner's employer (where the employee's partner is no longer employed or is self-employed their contact details must be given instead)
- In the case of biological parents, a copy of the child's birth certificate (or, where one has not been issued, a declaration as to the time and place of the birth).
- In the case of an adopted child, documentary evidence of the name and address of the adoption agency, the date on which they were notified of having been matched with the child and the date on which the agency expects to place the child for adoption

In order to be entitled to SPL, the employee must produce this information within 14 days of the employer's request.

## **6.0 Fraudulent Claims**

The Trust can, where there is a suspicion that fraudulent information may have been provided or where the Trust has been informed by the HMRC that a fraudulent claim was made, investigate the matter further in accordance with the Trust's Counter Fraud and Bribery Policy. In such cases a referral may be made to the Trust's Local Counter Fraud Specialist. Fraud constitutes gross misconduct and may lead to disciplinary action.

## **7.0 Discussions Regarding Shared Parental Leave**

An employee considering/taking SPL is encouraged to contact their local HR Officer to arrange an informal discussion as early as possible regarding their potential entitlement, to talk about their plans and to enable the Trust to support the individual.

The HROfficer may upon receiving a notification of entitlement to take SPL seek to arrange an informal discussion with the employee to talk about their intentions and how they currently expect to use their SPL entitlement.

Upon receiving a leave booking notice the HR Officer will usually arrange a meeting with the employee and their manager to discuss it. Where a notice is for a single period of continuous leave, or where a request for discontinuous leave can without further discussion be approved in the terms stated in the employee's notice booking leave, a meeting may not be necessary.

Where a meeting is arranged it should take place in private and be arranged in advance. If the initial date is problematic then another date will be arranged if possible. If an alternative date cannot be arranged then the meeting may be held over the telephone.

At the meeting the employee may, if they wish, be accompanied by a workplace colleague or a trade union representative.

The purpose of the meeting is to discuss in detail the leave proposed and what will happen while the employee is away from work. Where it is a request for discontinuous leave the discussion may also focus on how the leave proposal could be agreed, whether a modified arrangement would be

agreeable to the employee and the organisation, and what the outcome may be if no agreement is reached.

## **8.0 Booking Shared Parental Leave**

In addition to notifying the employer of entitlement to SPL/ShPP, an employee must also give notice to take the leave. In many cases, notice to take leave will be given at the same time as the notice of entitlement to SPL.

The employee has the right to submit three notifications specifying leave periods they are intending to take. Each notification may contain either (a) a single period of weeks of leave; or (b) two or more weeks of discontinuous leave, where the employee intends to return to work between periods of leave.

SPL can only be taken in complete weeks but may begin on any day of the week. For example if a week of SPL began on a Tuesday it would finish on a Monday. Where an employee returns to work between periods of SPL, the next period of SPL can start on any day of the week.

The employee must book SPL by giving the correct notification at least eight weeks before the date on which they wish to start the leave and (if applicable) receive ShPP.

## **9.0 Continuous leave notifications**

A notification can be for a period of **continuous leave**, which means a notification of a number of weeks taken in a single unbroken period of leave (for example, six weeks in a row).

An employee has the right to take a continuous block of leave notified in a single notification, so long as it does not exceed the total number of weeks of SPL available to them (specified in the notice of entitlement) and the employer has been given at least eight weeks' notice.

An employee may submit up to three separate notifications for continuous periods of leave.

## **10.0 Discontinuous leave notifications**

A single notification may also contain a request for two or more periods of **discontinuous leave**, which means asking for a set number of weeks of leave over a period of time, with breaks between the leave where the employee returns to work (for example, an arrangement where an employee will take six weeks of SPL and work every other week for a period of three months).

Where there is concern over accommodating the notification, the organisation or the employee may seek to arrange a meeting to discuss the notification with a view to agreeing an arrangement that meets both the needs of the employee and the Trust (see section 7.0 above).

The organisation will consider a discontinuous leave notification but has the right to refuse it. If the leave pattern is refused, the employee can either withdraw it within 15 days of giving it, or can take the leave in a single continuous block.

## **11.0 Responding to a Shared parental Leave Notification**

Once the HR Officer receives the leave booking notice, it will be dealt with as soon as possible, but a response will be provided no later than the 14th day after the leave request was made.

All notices for continuous leave will be confirmed in writing.

All requests for discontinuous leave will be carefully considered, weighing up the potential benefits to the employee and to the Trust against any adverse impact to the service needs.

Each request for discontinuous leave will be considered on a case -by-case basis. Agreeing to one request will not set a precedent or create the right for another employee to be granted a similar pattern of SPL.

The employee will be informed in writing of the decision as soon as is reasonably practicable, but no later than the 14th day after the leave notification was made.

If a discontinuous leave pattern is refused then the employee may withdraw the request without detriment on or before the 15th day after the notification was given; or may take the total number of weeks in the notice in a single continuous block. If the employee chooses to take the leave in a single continuous block, the employee has until the 19th day from the date the original notification was given to choose when they want the leave period to begin. The leave cannot start sooner than eight weeks from the date the original notification was submitted. If the employee does not choose a start date then the leave will begin on the first leave date requested in the original notification.

## **12.0 Variations to Arranged Shared Parental Leave**

The employee is permitted to vary or cancel an agreed and booked period of SPL, provided that they advise the Trust in writing at least eight weeks before the date of any variation. Any new start date cannot be sooner than eight weeks from the date of the variation request.

Any variation or cancellation notification made by the employee, including notice to return to work early, will usually count as a new notification reducing the employee's right to book/vary leave by one. However, a change as a result of a child being born early, or as a result of the Trust requesting it be changed, and the employee being agreeable to the change, will not count as further notification. Any variation will be confirmed in writing by the organisation.

## **13.0 Statutory Shared parental Pay (ShPP)**

Eligible employees may be entitled to take up to 37 weeks ShPP while taking SPL. The amount of weeks available will depend on the amount by which the mother/adoption reduces their maternity/adoption pay period or maternity allowance period.

ShPP may be payable during some or all of SPL, depending on the length and timing of the leave.

In addition to meeting the eligibility requirements for SPL, an employee seeking to claim ShPP must further satisfy each of the following criteria:

- The mother/adoption must be/have been entitled to statutory maternity/adoption pay or maternity allowance and must have reduced their maternity/adoption pay period or maternity allowance period;
- The employee must intend to care for the child during the week in which ShPP is payable;
- The employee must have an average weekly earnings for the period of eight weeks leading up to and including the 15th week before the child's expected due date/matching date are not less than the lower earnings limit in force for national insurance contributions;
- The employee must remain in continuous employment until the first week of ShPP has begun;
- The employee must give proper notification in accordance with the rules set out below.

Where an employee is entitled to receive ShPP they must, at least eight weeks before receiving any ShPP, give their line manager written notice advising of their entitlement to ShPP. To avoid duplication, if possible, this should be included as part of the notice of entitlement to take SPL.

In addition to what must be included in the notice of entitlement to take SPL, any notice that advises of an entitlement for ShPP must include:

- The start and end dates of any maternity/adoption pay or maternity allowance;
- The total amount of ShPP available, the amount of ShPP the employee and their partner each intend to claim, and a non-binding indication of when the employee expects to claim ShPP;

- A signed declaration from the employee confirming that the information they have given is correct, that they meet, or will meet, the criteria for ShPP and that they will immediately inform the organisation should they cease to be eligible.

It must be accompanied by a signed declaration from the employee's partner confirming:

- Their agreement to the employee claiming ShPP and for the Trust to process any ShPP payments to the employee;
- (In the case whether the partner is the mother/ adopter) that they have reduced their maternity/adoption pay or maternity allowance;
- (In the case whether the partner is the mother/ adopter) that they will immediately inform their partner should they cease to satisfy the eligibility conditions.

Any ShPP due will be paid at a rate set by the Government for the relevant tax year .

#### **14.0 Terms and Conditions during Shared Parental Leave**

During the period of SPL, the employee's contract of employment continues in force and they are entitled to receive all their contractual benefits, except for salary. In particular, any benefits in kind (such as use of a lease car, laptop, mobile phone etc) will continue and contractual annual leave entitlement will continue to accrue.

Pension contributions will continue to be made during any period when the employee is receiving ShPP but not during any period of unpaid SPL. Employee contributions will be based on actual pay, while the organisation's contributions will be based on the salary that the employee would have received had they not been taking SPL.

#### **15.0 Annual Leave**

SPL is granted in addition to an employee's normal annual holiday entitlement. Employees are reminded that holiday should wherever possible be taken in the year that it is earned. Where an SPL period overlaps two leave years the employee should consider how their annual leave entitlement can be used to ensure that it is not untaken at the end of the employee's holiday year.

#### **15.0 Contact During Shared Parental Leave**

Before an employee's SPL begins, the Manager will discuss the arrangements for them to keep in touch during their leave. The organisation reserves the right in any event to maintain reasonable contact with the employee from time to time during their SPL. This may be to discuss the employee's plans to return to work, to ensure the individual is aware of any possible promotion opportunities, to discuss any special arrangements to be made or training to be given to ease their return to work or simply to update them on developments at work during their absence.

#### **14.0 Shared Parental Leave in Touch Days**

An employee can agree to work for the Trust (or attend training) for up to 20 days between them during SPL without bringing their period of SPL to an end or impacting on their right to claim ShPP for that week. These are known as "Shared Parental Leave In Touch" or "SPLIT" days. Any work carried out on a day or part of a day shall constitute a day's work for these purposes.

The Trust has no right to require the employee to carry out any work, and is under no obligation to offer the employee any work, during the employee's SPL. Any work undertaken is a matter for agreement between the manager and the employee. An employee taking a SPLIT day will receive full pay for any day worked. If a SPLIT day occurs during a week when the employee is receiving ShPP, this will be effectively 'topped up' so that the individual receives full pay for the day in question. Any SPLIT days worked do not extend the period of SPL.

An employee, with the agreement of the Trust, may use SPLIT days to work part of a week during SPL. The organisation and the employee may use SPLIT days to effect a gradual return to work by the employee towards the end of a long period of SPL or to trial a possible flexible working pattern.

## **15.0 Returning to Work after Shared parental Leave**

The employee will have been formally advised in writing by the Trust of the end date of any period of SPL. The employee is expected to return on the next working day after this date, unless they notify the organisation otherwise. If they are unable to attend work due to sickness or injury, the Trust's normal arrangements for sickness absence will apply. In any other case, late return without prior authorisation will be treated as unauthorised absence.

If the employee wishes to return to work earlier than the expected return date, they may provide a written notice to vary the leave and must give the organisation at least 8 weeks notice of their date of early return. This will count as one of the employee's notifications. If they have already used their three notifications to book and/or vary leave then the Trust does not have to accept the notice to return early but may do if it is considered to be reasonably practicable to do so.

On returning to work after SPL, if the employee's aggregate total statutory maternity/paternity/adoption leave and SPL amounts to 26 weeks or less, he or she will be entitled to return to the same job. The same job is the one they occupied immediately before commencing maternity/paternity/adoption leave and the most recent period of SPL, on the same terms and conditions of employment as if they had not been absent.

If their maternity/paternity/adoption leave and SPL amounts to 26 weeks or more in aggregate, the employee is entitled to return to the same job they held before commencing the last period of leave or, if this is not reasonably practicable, to another job which is both suitable and appropriate and on terms and conditions no less favourable.

If the employee also takes a period of unpaid parental leave of 4 weeks or less this will have no effect on the employee's right to return and the employee will still be entitled to return to the same job as they occupied before taking the last period of leave if the aggregate weeks of maternity/paternity/adoption and SPL do not exceed 26 weeks.

If a parent takes a period of 5 weeks of unpaid parental leave, even if the total aggregate weeks of maternity/paternity/adoption and SPL do not exceed 26 weeks, the employee will be entitled to return to the same job they held before commencing the last period of leave or, if this is not reasonably practicable, to another job which is suitable and appropriate and on terms and conditions no less favourable.

## **16.0 Special Circumstances and Further Information**

In certain situations an employee's rights and requirements regarding SPL and ShPP may change. In these circumstances the Trust will abide by any statutory obligations and an employee should refer to the documents listed below and/or clarify any issues or queries with their local HR Officer

- Law relating to this document:
- The Shared Parental Leave Regulations 2014
- The Shared Parental Pay (General) Regulations 2014
- The Maternity and Adoption Leave (Curtailed of Statutory Rights to Leave) Regulations 2014
- Employment Rights Act 1996
- Child and Families Act 2014
- Equality Act 2010

## **17.0 Work During Shared Parental Leave**

With the exception of shared parental leave in touch days within the employees substantive post, work on the Trust Bank or working anywhere outside the Trust during the employee's contracted hours is not permitted during paid or unpaid Shared Parental Leave unless written approval has been obtained from the employee's manager and HR. If an employee undertakes work during their contracted hours without written approval this may constitute gross misconduct and may lead to disciplinary action and referral to the Trust's Local Counter Fraud Specialist.

## Application for Shared Parental Leave

Please complete the form in BLOCK CAPITALS if handwritten.

Title	
First Name	
Surname	
Job Title	
Department	
Home Address	Postcode
Tel Number (Work)	
Tel Number (Home)	

***Please inform your Head of Department/Line Manager and the HR Workforce Team if your home address or contact details change during your Shared Parental Leave.***

**I wish to inform you that I intend to take Shared Parental Leave as follows:**

Child's date of birth or date of placement for adoption

Expected date SPL leave period to commence\*

Expected return to work date

**Dates of paid annual leave to be taken before and/or after SPL leave (in agreement with your Line Manager)**

Before SPL leave      From \_\_\_\_\_ To \_\_\_\_\_

*It is your responsibility to ensure that all accrued annual leave is taken prior to commencing, if this is not possible you will be required to take it directly at the end of the SPL.*

After SPL leave      From \_\_\_\_\_ To \_\_\_\_\_

If, during your SPL leave, you change your mind about when you intend to return to work, you must give us **at least 8 weeks' notice** of your new intended date of return.

**Please confirm the following:**

- ☐ I am the baby's biological father/ married to the mother/ living with the mother in an enduring family relationship, but am not an immediate relative (please delete as appropriate)
- ☐ I have responsibility for the child's upbringing

- ☐ The purpose of the period of my SPL leave will be to care for the child whose birth/adoption certificate is provided with this form.
- ☐ I confirm that my partner will be returning to work without using his/her full maternity/adoption leave period and has completed the consent form, which gives consent for his/her details to be processed.
- ☐ I state my intention to retain my right to return to work following my SPL leave.
- ☐ If I wish to return to work earlier than my confirmed return date, I agree to inform Health & Wellbeing Advisor and my manager at least 8 weeks before the earlier return date. If I wish to return after my confirmed return date I will give at least 8 weeks' notice in writing, prior to my confirmed date.
- ☐ I will discuss the option of a maximum of 20 'Touch Days' with my Line Manager (these days are between both parties and not to be taken by one parent only) .

***If you require any information regarding your pension contributions during your SPL, please contact the Pensions Office directly on 020 8591 4700 .***

#### DECLARATION

I have read and understood the Trust's Shared Parental Leave Policy, and agree to the following:

- a) I will respond within the required timescales to all Trust correspondence regarding my shared parental leave or I may, subject to my contract of employment, forfeit my right to return to work until relevant notice has been given.
- b) I enclose/have already provided my child's birth certificate, or confirmation of placement for adoption from my local authority (please delete as appropriate)
- c) I confirm that all details provided in this form to receive SPL or ShPP, are correct.
- d) I also understand that whilst on Shared Parental Leave, apart from working on 'Shared Parental Leave in Touch Days within my substantive post', I must not undertake paid or unpaid work on the Trust Bank or outside the Trust, during my contracted hours without the written approval of my manager and HR. I also confirm that I will seek written permission if I intend to work for another employer outside of my contractual hours, during my paid Shared Parental Leave. Any breach of this clause could be classed as gross misconduct and may lead to disciplinary action and referral to the Trust's Local Counter Fraud Specialist.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

- To qualify for SPL you must complete and return this form to your local HR Officer and your Service Director or Line Manager no later than 8 weeks prior to the date you wish your SPL to commence.
- Your partner must complete page 3 of this form in full and sign the declaration.
- Please provide a copy of your child's birth certificate/confirmation of placement from the adoption agency along with this form
- All details of your SPL and, if applicable, pay will be confirmed in writing by your local HR Officer
- Please contact your local HR Officer as soon as possible, should your anticipated dates change.



**This section of the form must be completed by the partner of the member of staff applying for Shared Parental Leave**

Please complete the form in BLOCK CAPITALS if handwritten.

Member of Staff Name & Department	
Details of partner:	
Title	
First Name	
Surname	
Place of work & contact number	
Home Address	Postcode
Tel Number (Home)	
National Insurance Number	

☐ I declare that I have now given notice to my employer that I am returning to work from my maternity/adoption leave and the relevant details are as follows:

The start date of my maternity/adoption pay period was:	
I intend to return to work from my maternity/adoption period on:	
Total amount of shared parental leave available	

- ☐ I confirm that I have been in receipt of either Statutory Maternity/Adoption Pay or Maternity Allowance, following the birth of my child/ placement of my child (please delete as appropriate).
- ☐ I confirm that your employee named above is my child's father/ my spouse/ my partner or civil partner.
- ☐ I confirm that your employee named above has the main responsibility (apart from my responsibility) for the upbringing of my child.
- ☐ I confirm that your employee named above is, to my knowledge, the only person exercising the entitlement to Shared parental Leave, and is the sole applicant for Shared Parental Leave pay in respect of my child.
- ☐ I consent to the Trust processing the information contained in this form, and contacting my place of work if necessary.

I declare that all details stated on this form are correct:

Signed..... Date:.....



## David Montague

### Chief Executive of L&Q Housing



David Montague is the Chief Executive of L&Q Housing.

David Montague has been elected to the National Housing Federation Board and has been awarded a CBE for services to housing in London. He is currently chairing the GLS, which is the body that represents London's 15 largest housing associations.

David Montague is a champion for equality and diversity issues, and he is a champion for the LGBT community, speaking at the House Proud events on behalf of the LGBT community.

## Jackie Gavin

### Activist and Civil Servant



Jackie Gavin had a successful but short modelling career at the age of 20. Jackie Gavin worked for a number of years in the private sector, working her way up the career ladder, achieving the role of Head of Service Delivery for a major company. Jackie Gavin then joined the Department of Work and Pension, and became the first ever chair of the Transgender Network group within the DWP (Department of Work and Pension), and then becoming an active steering group member of a:gender in 2010. Jackie later became the Vice Chair of a:gender in

2012. Jackie became the youngest ever chair.

a:gender, is a civil-service-wide network for transgender and intersex staff. a:gender is supported by five main government departments, the DWP, the Home Office, HMRC, the MoJ and the MoD.

Jackie's Gavin's day to day role includes, going out and working with policymakers, diversity and inclusion leads, senior civil servants, and external businesses.

Jackie's current role, has allowed her to combine her experiences as a transgender activist with her work at the heart of government.

Jackie Gavin acknowledges that by being involved in these organisations, it gives the government the opportunity to better understand the challenges of the transgender community both within the Civil Service and outside of the Civil Service, in the daily lives of individuals.

Jackie Gavin, is a strong and confident person, and is a force to be reckoned with in her field.

## Matt Campion

### Director of Operations for Viridian Housing



Matt Campion is a Director of Operations for Viridian Housing.

Working for a number of housing associations and a couple of local authorities, Matt Campion is a Board Member of Newlon Housing Trust. Matt has also worked in health promotion and has previously been a Psychology Lecturer. Matt has been a Switchboard trustee and has also volunteered for Switchboard.

'My sexuality has never been a barrier and I have never felt any pressure to act 'straight'.

## Phyll Oppku-Gyimah

### An independent Black Female



Phyll Oppku-Gyimah, is an independent Black Female whom has worked for the Civil Service for a number of years. While working in central government, Phyll's has been promoted a number of times over the years. Later in her career, Phyll's joined the civil service trade union heading up one of their equality teams and now sits on the TUC LGBT race relations committee

Phyll Oppku-Gyimah is a Co-Founder and Executive Director for UK Black Pride.

UK Black Pride was set up because there was a feeling that there was no one place for LGBT Black Men, LGBT Black Women, Black Bisexual and Black Transgender people, their friends and families to go, to be heard and to have a voice, and to be able to take pride in the person that they are or the people that they loved. The organisation promotes unity and co-operation among all.

While working in her government role, Phyll's has worked closely with the PCS Parliamentary team. Phyll's has worked as Head of Political Campaigns & Equality, for PCS the largest Civil Service Trade Union, on matters such as pay, pensions, public services, equal & employment rights for members of the trade union, as well as tabling parliamentary questions.

Alongside Phyll's work as an Executive Director of UK Black Pride, her TUC trade Union work, Phyll Oppku-Gyimah, is a trustee for Stonewall, a charity that campaigns for equality and the rights of lesbians, gays, bisexuals and the transgender community across Britain.

As a Lesbian herself, Phyll's Oppku-Gyimah, says that she is an activist, a mother, and a person whom is passionate about what she believes in, and works hard to make people aware of the LGBT community and its support.

Over the years Phyll's has been nominated for a variety of awards, for her hard work for the rights of others within the LGBT committee.

Phyll's was well published in the press, for returning one of her awards on principle to her beliefs.

<http://ukblackpride.org.uk/>

## Jackie Green

### Beauty Queen/ Model and GID Campaigner



Jackie Green was the first Transgender woman to enter the Miss England competition. At the age of 16 years old, Jackie Green had her gender reassignment surgery in Thailand. She had been attending school as a girl from the age of 10, but knew she wanted to change gender from the age of 4. Jackie had made a number of attempts to take her own life because of this, and was put on suicide watch for two years. With a loving family, Jackie was able to take the required steps to turn her into the person she always knew she was. From an early age, Jackie took hormone blocking tablets to stave off puberty and was the youngest person at that time, to have her life saving transgender surgery.

Jackie is currently using her status as a model and a previous Miss World contestant to bring awareness to the subject of GID, Gender Identity Disorder.

<http://www.mermaidsuk.org.uk/>



HouseProud

## House Proud

House Proud is an organization which was formed in 2014. Its aims are to attract and support a more diverse workforce within the housing association field. The drive is to ensure that there is best practice in the work place for the LGBT community and staff.

House Proud is the coming together of nine housing associations, under the banner of House Proud. It is a network of LGBT staff, and customers, within the social housing arena.

As housing providers, they are aware of the prejudices that some of their customers can and have faced, and the discrimination that still exists towards the LGBT community, within housing.

The desire of House Proud, is that both customers and staff can live, work and be themselves within a diverse workplace and community.

E-mail: [HouseProud\\_LGBT@outlook.com](mailto:HouseProud_LGBT@outlook.com)

[https://twitter.com/HouseProud\\_LGBT](https://twitter.com/HouseProud_LGBT)

## The Housing Associations:

The **Affinity Sutton Group** helps people to put down roots. They are a provider of affordable housing in the country.

**Circle Housing** - Circle Housing operates as an inclusive workplace based on equal opportunities. Their aim is to embed diversity and inclusion into everything that they do. With a brilliant and diverse workforce, whom work well together creating a culture where everyone is given the freedom to be themselves at work, it ensures that Circle Housing are a stronger and more innovative company with a workforce that can better understand their 300,000 customers.

Ranked in the top 25 most LGBT friendly employers in the UK, Circle Housing want to attract the very best, and talented to their organisation.

**Genesis Housing** - Is proud to be taking part in and being a part of the House Proud network.

We are living in a society which is so diverse now, that we have to take a stand against different forms of Hate Crime.

House Proud is a valuable platform for the housing sector in its commitment to supporting LGBT staff and residents and enabling them to come together and to take this commitment to the LGBT community even further, by actively helping to support the needs of their LGBT staff, residents and communities.

House Proud gives Genesis Housing the opportunity to work together and share experiences with the other Housing Associations and to be able to learn from each other. This is quite unique among social landlords.

**Metropolitan Housing Partnership** - named as a gay friendly employer by lobby group Stonewall, Metropolitan Housing Partnership has been campaigning for the rights of the LGBT community within housing for a number of years. Inclusion and diversity is deeply embedded into Metropolitan Housing Partnership. They would like to have all their members of staff, to feel free and comfortable in their working environment, and for them to be able to walk around the offices and to be themselves at work. Metropolitan Housing feels that this can create a real buzz and energy within the office.

**L&Q Housing** - We believe in recognising and celebrating the diversity of our residents and our staff. We value talented people who have the right attitude and who share our values, diversity, learning, passion and responsibilities, as it makes L&Q Housing a better employer and landlord for LGBT people.

**Notting Hill Housing-Are** creating genuinely inclusive workplaces and communities for all.

**Peabody Housing Association** - As a housing provider, we stand together in support of the LGBT community across the world. And it is our aim to ensure that each and every one of our residents feels respected and supported.

**Tower Hamlets Homes** - Fights for the rights, equality and diversity of their LGBT staff and tenants.



Mind runs an online peer support space where individuals can talk about how they are feeling.

LGBTQ people can be at a higher risk of experiencing a mental health problem than the wider population. The LGBTQ community are not alone when it comes to Mental Health, as there are a number of charities out there to support the community.

Discrimination, Bullying, Homophobia, Biphobia, transphobia, rejection, negative reactions or hostility from a family member, friend, employer or members of the religious community, can all

cause a member of the LGBTQ community to have a mental health problem.

Talking about these issues and seeking support is a good thing to do.

**Elefriends details:**

<https://www.elefriends.org.uk/>

<http://mind.org.uk/elefriends/>



Mind based in Islington, is a charity which promotes mental health

and the well-being of service users.

Outcome is a client led LGBT service that has been run by a Lesbian, Gay, Bisexual and transgender team for over 15 years and is one of the few LGBT mental health services in London.

Their main aim is to provide a sanctuary for LGBT people, so that they can be themselves.

The service offers therapies such as psychotherapy, counselling, one-to-one and group art therapy. Alternative therapies such as head massage and acupuncture throughout the day. As well as activities such as music tuition, drama, yoga, card making, a walking group, film club, computer training and board games. An LGBT support group for individuals, whom suffer from paranoia and/or unusual beliefs, is also on offer, as well as a drop-in session.

Mind in Islington uses volunteers to help out with some of the services which they run. It is a good way of developing new skills, building up your confidence and helping others out.

It is always best to call first to double check that the service you are interested in will still be running.

Employment outcome is a project aiming to support LGBT people. They will support you with work related issues such as CV writing, interview practice, search's for volunteer placements, job searches and job application forms.

Mind in Islington believes that everyone is entitled to have good mental health, offering a safe space for LGBT people whom suffer from their own mental health.

**Mind Islington contact details are:**

35 Ashley Road, London N193AG

Tel. 020 7272 6936

<http://www.islingtonmind.org.uk/the-mind-spa.asp#WJneFdKLSUK>

<http://www.islingtonmind.org.uk/>



Mind out of Brighton and Hove, is a Lesbian, Gay, Bisexual, Transgender, Queer, Mental Health Service in Brighton and Hove. They can offer advice and information over the telephone, via e-mail or through an online chat service.

**Mind, Out of Brighton and Hove contact details are:**

Community Base, 113 Queens Road, Brighton, BN13XG, 01273 234 839

[info@mindout.org.uk](mailto:info@mindout.org.uk)

<https://www.mindout.org.uk/>

<https://www.mindcharity.co.uk/>

<https://www.mindout.org.uk/our-services/100s/mindout-online/>

<http://www.mindlive.co.uk/>



**London friend LGB&T health and wellbeing**

supports the health and mental well-being of the LGB&T community in and around London.

Established in 1972 London Friend is the UK's oldest Lesbian, Gay, Bisexual and Transgender charity. London Friend

London Friend offer counselling and support around issues such as same-sex relationships, sexual and gender identity, promoting personal growth and self-confidence. London Friend is also home to Antidote. Antidote is a UK LGB&T drug and alcohol service, who works with Healthcare professionals, volunteers and individuals who have a good understanding of the effects of drink and drugs. Antidote runs a social group safe space for individuals, for them to meet and socialise in a safe environment as an alternative to the bar and club scene.

Some of the services which London Friend provides are:

LGB&T counselling, Antidote drug and alcohol support, Social and support groups, Coming out groups, Volunteering Opportunities, Resources on LGB&T health issues, Domestic Abuse and a selection of LGB&T books, magazines and information.

**London Friend contact details are:**

86 Caledonian Road, London, N1 9DN

020 7833 1674, office@londonfriend.org.uk

<http://londonfriend.org.uk/>

<http://londonfriend.org.uk/get-support/drug-and-alcohol/>

**antidote  
@friend**  
LGBT drug and alcohol



**stonewall**

(The Charity)

Stonewall the charity was founded by a small group of individuals who had been active in the struggle against Section 28 of the Local Government Act, in the late Eighties. The group was formed of political activists and

lobbyist. Stonewall the charity, is a lesbian, gay, bisexual and transgender (LGBT) rights charity.

Stonewall was founded in 1989, due to section 28 of the Local Government Act, which the gay community found an offensive piece of legislation and designed to prevent the so-called 'promotion' of homosexuality in schools, as well as stigmatising the lesbian, gay and bi community.

From the outset, Stonewall was a professional lobbying group that would fight and campaign to prevent attacks on the lesbians, gay, LGBT community. Stonewall now campaigns in the UK and across Europe.

An interesting piece of information for readers: The Stone Wall Inn is a gay bar in the Greenwich Village neighbourhood of Lower Manhattan, in New York City, America. This was the site of the Stonewall riots of 1969, which is widely considered to be the single most important event leading to the gay liberation movement and the modern fight for gay and lesbian rights in the United States. Stonewall was named after this event.

Ian McKellen is a very strong supporter of Stonewall.

Michael Cashman was one of the founding members of Stonewall.

**Stonewall contact details are:**

Tower Building, York Road, London, SE17NX

020 7593 1850 or 08000 50 20 20, info@stonewall.org.uk

<http://www.stonewall.org.uk/>

**stonewall  
housing**

Stonewall Housing is a specialist lesbian, gay, bisexual and transgender (LGBT) housing advice and support service. We provide housing support for LGBT people in their own homes.

Stonewall Housing also delivers a free, confidential housing advice helpline to the LGBT community, for all ages. They have a drop-in housing sessions for the LGBT community, and also deliver a specialist and awareness training for social housing staff and tenants.

Stonewall regularly lobbies and campaigns for the housing rights of the LGBT community.

**Stonewall Housing contact details are:**

2A Leroy House, 436 Essex Road, London N1 3QP, 020 7359 6242

There is an Advice Line open during specific times 020 7359 5767

[info@stonewallhousing.org](mailto:info@stonewallhousing.org)

<http://stonewallhousing.org/>





Switchboard was founded In March 1974 as the London Lesbian and Gay Switchboard, providing help and Infonnation to London's gay community . It has expanded considerably over the years to more than 30,000 callers each year.

Switchboard provides a listening service for people to discuss their feelings in an impartial and non-judgemental way, as well

as information and advice for going out In London and the UK. It's a place where you can receive those calm words when you need them most.

Switchboard also operates an internet database of LGBT organisations in the UK.

In 2014 Switchboard won an award known as the Queen's Award for Voluntary Service. Switchboard collected its award at Buckingham Palace.

Some Switchboards patrons are:

Tom **Daley-A** British Diver, who has taken part In the Commonwealth Games, the Olympics and has won a number of medals over the years, and Is also now a TV presenter .

**Fox Asher**- Film-maker, Trans Campaigner and Artist

**Topher Campbell** - Director of film, television, theatre and a writer and part-time actor

**Chris Smith** - British Politician

**Lewis Hancox** - Comedian, Writer, Actor and Filmmaker

#### Switchboards contact details are:

Office: Switchboard, PO Box 7324, London, NI 9QS, 020 7837 6768

03003300630 - 10am-10pm every day

<https://switchboard.lgbt/>



The LGBT Consortium Is a charity which focuses on the development and support of LGBT groups, organisat ions and projects, so that they can deliver direct services and campaigns to the LGBT Community.

#### LGBT Consortium contact details are:

020 7064 6500-Somerset, admin@lgbtconsortium.org.uk

<http://www.lgbtconsortium.org.uk/events>



The LGBT Foundation Is a national charity delivering a wide range of services to lesbian, gay and bisexual and transgender (LGBT) communities.

Many people will face housing problems at one time or another, the LGBT community still face discrimination and pt"ejudlce to this day. There are a series of laws and policies that could protect the LGBT community regards this subject on the LGBT Foundation website.

#### LGBT Foundation contact details are:

Advice, and Support and Information: 0345 330 3030- Manchester

[info@lgbt.foundation](mailto:info@lgbt.foundation)

<http://lgbt.foundation/>

<http://lgbt.foundation/Your-rights/housing/>



The Gay London Police Monitoring Group (GALOP)

Galop Is an LGBT anti-violence charity .

If you have experienced a hate crime, sexual violence, or domestic abuse, then they are here for you. GALOP also supports the LGBTTQI community whom have had problems with the police, or have questions about the criminal justice system.

A completely Independent community led group. Galop has provided advice, support, research and lobbying around the Issues of LGBT policing for a number of years.

Intially a voluntary group of Lawyers, etc, Interested In providing a free service to gay men, GALOPS first major achievement was to prove that the police were using Agent provocateurs to gain arrest and convictions of gay men, back in the 1980's. This was known as entrapment.

A splinter group which supported lesbians 1985-1987 was fann ed. The Lesbians and Policing Project (LESPOP). This group worked as an Independent organisation alongside Galop.

The Stephen Lawrence Inquiry saw a huge change In police response to race hate crime. Ultimately this led to the implementation of minimum standards for homophobic crimes. 1999-2001

Galop continues to this day, launching a project providing specialist LGBT sexual abuse support, and publishing a report about the unreported LGBT hate crimes that happen, and Informing individuals of services that are available to victims of this type of crime.

GALOP also supports the young LGBT community.

#### Galop.org.uk contact details are:

020 7697 4081 - Office

0800 999 5428 - LGBT Domestic Abuse Helpline

0207 704 2040- LGBT Anti-violence advice

[info@galop.org.uk](mailto:info@galop.org.uk)

[www.galop.org.uk](http://www.galop.org.uk)



True Vision is a website owned by the National Police Chiefs Council. It Is a website which allows individuals to find out Information about hate crimes and or incidences and how to report them.

- What Is a hate crime or hate Incident?
- How do I find out **ways** to report a hate crime?
- A Hate crime can be reported online.
- You can find out information about people that can help and support you if have been a victim of crime .

A homophobic hate crime is:

#Any criminal offence whkh Is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's sexual orientation or perceived sexual orientation."

A transphobic hate crime Is:

" Any criminal offence which Is perceived, by the victim or any other person, to be motivated by a hostility or prejudice against a person who Is transgender or perceived to be transgender."

#### Website details are:

[http://www.report-it.org.uk/homophobic\\_and\\_transphobic\\_hate\\_crime](http://www.report-it.org.uk/homophobic_and_transphobic_hate_crime)



Pride in London provides a platform for the LGBT community to raise awareness of LGBT issues (Lesbian, gay, bisexual, transgender, queer, questioning, intersex, non-binary, asexual, polysexual,

genderqueer and gender variant Individuals).

<http://pridelondon.org/>



There are almost 100 pride events in and around the UK. Details of these events can be found on the Pride In London website (<http://pridelondon.org/> or [plan-your-pride/other-prides](http://plan-your-pride/other-prides)), or the European Pride Organisers Associations website, listing locations, times and dates of these events.

The UK Pride Organisers network, is trying to pull all the UK events together, so individuals know what's on and where. <http://ukpridenetwork.org.uk/>

Pride is known being a fully inclusive organisation, including individuals from every race, faith, be they able-bodied or disabled. Pride also includes straight people. Pride In London Is run entirely by volunteers.

To make pride a sustainable organisation and to be able to run the festivals, and to provide a place where individuals can celebrate their lives and the person whom they are, Pride in London want to grow the festival over time, so that they can better serve the LGBT community In their fight for equality, and against peoples prejudices.

Pride in London Is willing to work alongside residences, businesses and any other organisation which Is either involved in Pride In London or affected by Pride In London.



Pride In London is also a member of the European Pride Organisers Association.

European Pride Organisers Association

<http://epoa.eu/>

<http://www.interpride.org/>

The European Pride Organisers Association, organises, Pride events all across Europe.

Founded In 1991, EPOA have supported each local organisation for these events. EPOAs main goal is to organize activities and events In public spaces and create public awareness for the LGBT rights, both national and international, In the hope that one day the pride organisations In their efforts to plan and promote their events, will bring individuals together In a safe environment. Visitors from all over Europe will join theses festivals to celebrate their freedom, but also to fight for equal rights within Europe.

EPOA has an annual conference which allows them to use this as a way of supporting Pride in Europe.

In 2016/2017 InterPride had a report carried out, by PrideRadar. It found that there were a total of 339 Pride organisations within Europe. But some Pride events have been forced Into financial difficulty as a result of terrorist attacks, forcing them to postpone their events. But EPOA Is hoping to get more European Prides to join the Association, so together they can support theses Prides, and the Pride events in hostile countries.

Contact details for European Pride Organisers Association (epoa) aisbl are:

Rue du March'e au Charbon 42

1000 Brussels

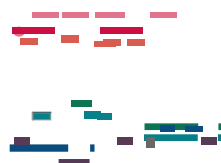
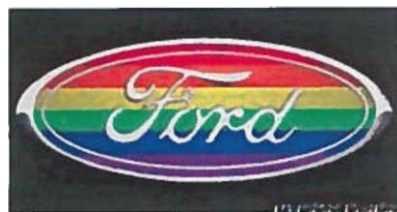
Belgium







You have got to love the look of an organisation lending support to the LGBT community.





LGBT:  
Lesbian, gay, bisexual, and transgender

LGBTQ:  
Lesbian, gay, bisexual, transgender and questioning

LGBTQIA:  
Lesbian, gay, bisexual, transgender, queer/questioning,  
intersex and Asexual/ Allies





In 'on h+on nel Hove

InterPride





# Recruitment & Selection Training

Presented By:

Resourcing and Local Counter Fraud  
Teams





# Contents

## Introduction & Objectives of the day

- Fraud Awareness
- Recruitment Process Flowcharts: Recruiting manager & Resourcing Team's roles
- Interview process
- Shortlisting process
- Notification of successful candidate
- Recruitment of internal staff
- Immigration
- Best practice for recruitment: Protecting employer reputation and 'brand'

# Aims & Objectives

- To Understand Trust's Recruitment & Selection Policy and Procedure
- To identify the key points in writing up the JD & PS
- To understand the short listing process
- To be able to draw up competency based questions, advert, and conduct interviews successfully
- Be familiar with various skills and techniques for shortlisting and interviewing
- To have an understanding about pre-employment checks and Immigration
- To have an understanding about Discrimination and Best Practice within Resourcing

# Introduction

## What is Recruitment & Selection?

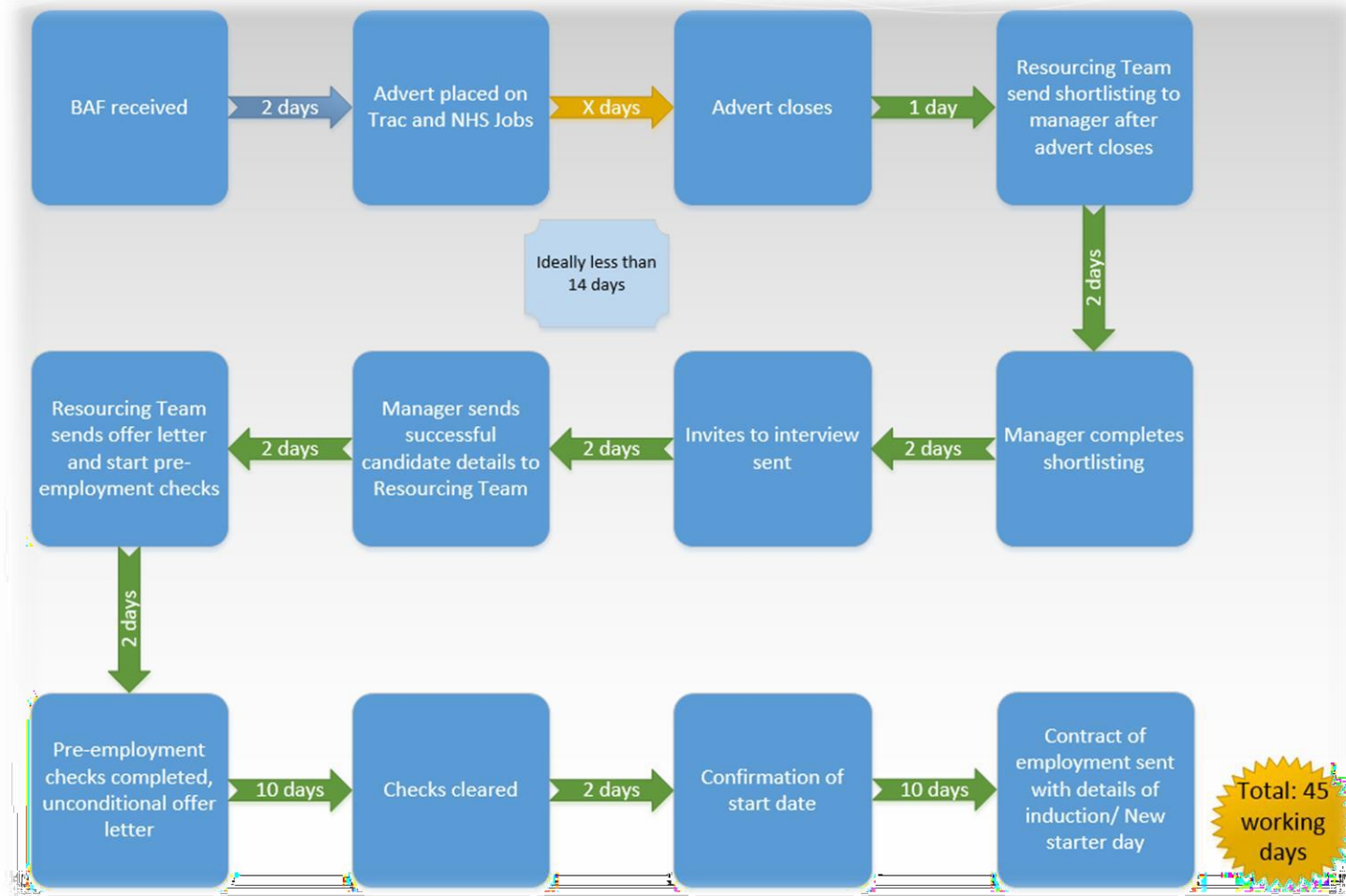
- Recruitment is the process of identifying that the organisation needs to employ someone.
- Selection is the process of choosing from applicants a suitable candidate to fill a post.
- Recruitment can be done either internally by recruitment within the organisation, or externally by recruiting people from outside the organisation.



# Key Stages of Recruitment

- Budget Authorisation (BAF)
- (Redeployment/At Risk Staff)
- Advert
- Shortlisting
- Interview
- Offer
- Unconditional Offer (Start date discussion)
- Contract
- Trust Induction

# Recruitment SLA



# Reasons for Not Meeting Our SLA

- Shortlisting not done by the Recruiting Manager on time
- Leave and absences
- Interview date set/moved too far in advance
- Interview paperwork not scanned to the Resourcing Team
- Candidate not booking an appointment/delay in booking an appointment
- Delays in receiving checks back (DBS, Occupational Health, and Reference)
- Salary Variations (Queries over salary)
- Recruiting Managers & Candidates agreeing start date

# Reasons for Not Meeting Our SLA

## **Shortlisting**

Not done in 2 days  
SLA 3 days (47% over SLA)

## **Interviews**

Not set prior to advert going live  
Time not held in diary of panel members

## **Returning Interview Paperwork**

Should be sent on same day  
Gaps left on Notification of Successful Candidate form on Trac

## **Conditional Offer**

Not done in 2 days due to missing documents or information from RM

## **Pre employment checks**

DBS  
References covering a 3 year period  
OH

## **Start Date agreed**

Start date not communicated to the Resourcing Team or delay in arranging start date after clearance

# Budget Authorisation

- Electronic form available on the Intranet:  
<http://finweb:81/esrforms/recruit.php>
- Why is a BAF required?
  - To gain finance approval and confirmation that the vacancy exists (position number etc.)
  - For the Resourcing Team to have all the information required to put an advert out
  - To help plan the recruitment process and avoid any potential delays



# Redeployment Process

- Resourcing Team Leaders will 'pre-Job match' any staff on the At-Risk Register prior to the advert being advertised.
- Resourcing Team inform Redeployment & Careers Adviser of any suitable roles
- Redeployment & Careers Adviser to confirm re-deployee suitability within 48 hours
- If identified as Suitable Alternative Employment (SAE), vacancy is advertised on a restricted basis for candidate to apply and manager has to interview candidate.
- Trial period 4 weeks, can be extended to 8 weeks



# Job Description & Person Specification

- Use the Trust's template:

## JOB DESCRIPTION

JOB TITLE:	
BAND:	
DEPARTMENT:	
DIRECTORATE:	
REPORTING TO:	
ACCOUNTABLE TO:	

### JOB SUMMARY

--

## PERSON SPECIFICATION

JOB TITLE:	
BAND:	
DEPARTMENT:	
DIRECTORATE:	
REPORTING TO:	
ACCOUNTABLE TO:	

**JOB  
DESCRIPTIONS**



# Purpose of JD and PS

- The objective of a job description is to have a clear outline of duties and responsibilities
- It ensures that you get the best qualified person for the role, and that person can identify what they need to achieve when they begin employment.
- It is not a statement of their employment terms and conditions. Their statement of employment terms and conditions is contained within their contract, but it does form part of their contract.



# Writing a JD/PS

- Review current post holders JD & PS to see if it is still relevant and in the correct format
- Ensure the Person Specification is based on the shortlisting criteria
- Clearly state what tasks the person will have to do and what skills they will need.
- PS shouldn't have any requirements that are not directly related to the job. Desirables should be kept to a minimum

# Writing a JD/PS

- Focus on what needs to be done not how the work should be done (disabled candidates maybe able to demonstrate how to do a job with adjustments)
- To avoid age discrimination do not use phrases such as “young and dynamic”, “would suit someone who has just qualified/recent graduate”, “mature”, “enthusiastic”, “highly experienced” or “minimum of ten years' experience” as these may lead to age bias.
- Remove any years of experience – e.g. for admin posts, most JDs will say “at least one year's experience” – not essential to the role

# Occupational Requirements

- You can state being of a particular sex, race, religion/belief, age or sexual orientation is a genuine occupational requirement for the job.
- Organisations are exempt from the Sex Discrimination Act under the Equality Act 2010, when providing accommodation:
- Voluntary bodies that are single sex, non-profit -making and not set up under any laws can restrict membership to one sex and provide accommodation to those members. It can also provide accommodation to members of the public of one sex only where this is the main object of the organisation.

There is a similar exception for single sex charities where the provision of single sex accommodation is contained in a charitable instrument.

# Internal & External Adverts

## Source of Recruitment

You can recruit in two ways, either by filling the vacancy from within the existing workforce or looking for suitable applicant outside the Trust

### Internal

- Quicker recruitment process especially for secondments
- Candidates already familiar with the Trust and how it operates
- Provides opportunities for development and career progression increasing employee engagement, motivation and retention
- Supports succession planning.

### External

- Larger talent pool
- Candidates bring knowledge, skills and experience gained in other companies often yielding new ideas that can be integrated into department best practices
- Promotes a 'diverse' workplace
- Use of speciality journals/ magazines social & print media, recruitment fairs and professional organisation/ University websites

# Recruitment & Legislation

- **Equality Act 2010** (Replaced the previous antidiscrimination laws with a single Act with the aim to make discrimination legislation easier to understand).
  - Equal Pay Act 1970
  - Sex Discrimination Act 1975
  - Race Relations Act 1976
  - Disability Discrimination Act 1995
  - Employment Equality (Religion or Belief) Regulations 2003
  - Employment Equality (Sexual Orientation) Regulations 2003
  - Employment Equality (Age) Regulations 2006
  - Equality Act 2006, Part 2
  - Equality Act (Sexual Orientation) Regulations 2007
- Others.....
  - Fixed Term Employees 2002 Equal Pay / Minimum Wage
  - Agency worker regulations



# Recruitment & Legislation

- It's important to understand the legislation that governs all recruitment and selection episodes and what must be adhere to, to ensure a fair and robust recruitment process.
- The Equality Act 2010 came into force on 1st October 2010.
- The Main provision of the Act is 'protected characteristics' these are the grounds on which employees cannot be discriminated against: Age, Disability, Gender reassignment, Marriage & Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex and sexual orientation
- The 'New' Act simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways to help tackle discrimination and inequality.



# Disabled Applicants (Two Tick Scheme)

- Employers who have committed to this scheme have agreed to interview all disabled applicants who meet the **minimum criteria** for a job vacancy and consider them on their abilities
- The Trac system will alert you if a candidate has indicated that they are disabled and you have not shortlisted them. You must consider whether they will meet the minimum criteria outlined in the person specification and you must shortlist them if they do.
- This is to encourage the recruitment and retention of disabled applicants who traditionally find it more difficult to be shortlisted or find employment. This is known as positive discrimination and is allowable under current employment legislation.

# Unconscious Bias

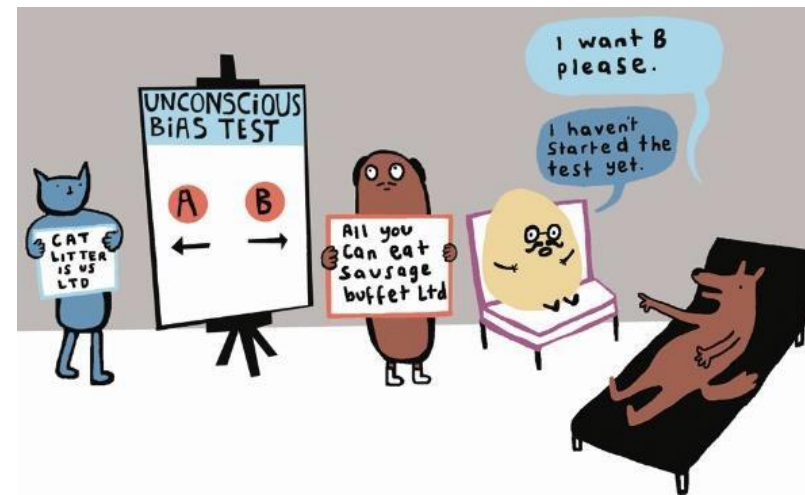
## What is bias?

Bias

A judgment made even with compelling data and information to the contrary

Unconscious Bias

A judgment made without being aware that we are doing so





# Unconscious Bias

## A Head for Hiring: The Behavioural Science of Recruitment

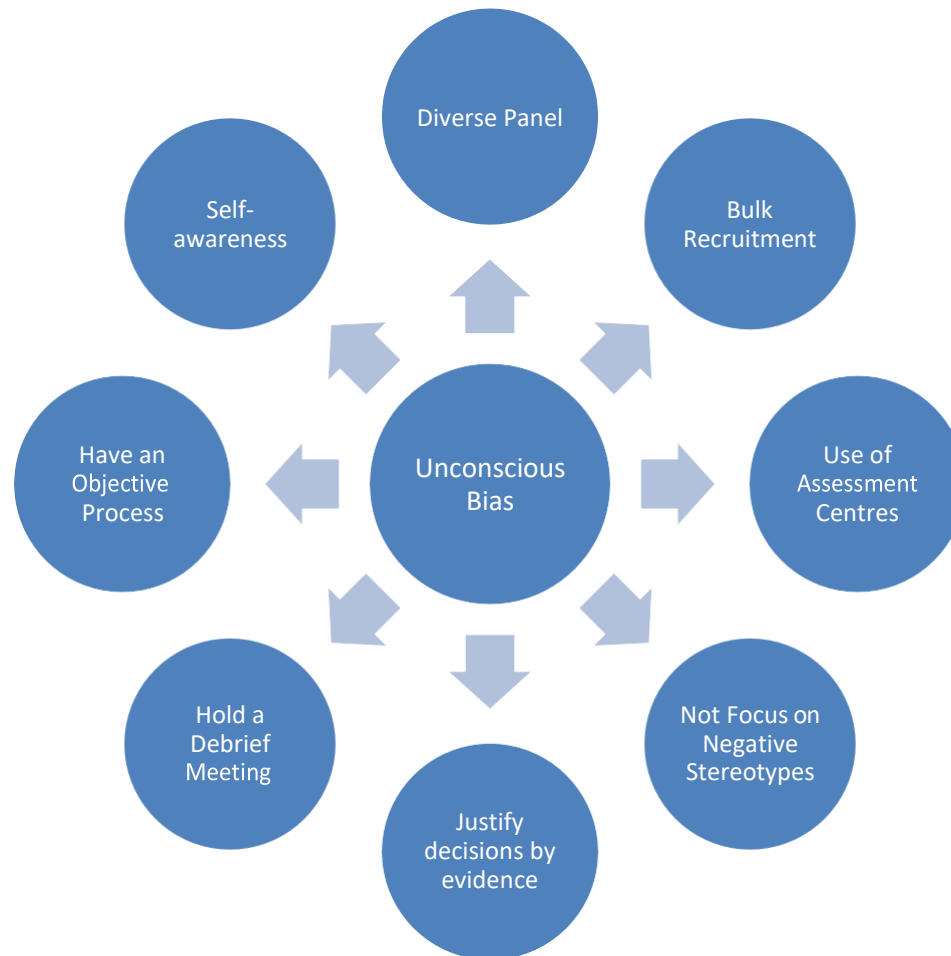
The report shows that employers' initial perceptions of whether a person will be a good fit can be determined by factors which have no real impact on performance, including visual, cultural, demographic and situational factors.

For example:

- Both male and female managers tend to favour men over women in hiring decisions
- Evidence suggests that we hire 'Mini-Me's'
- Identical CVs seem to get more call-backs when the applicant is typically deemed to have a 'white' name as opposed to one that can be 'associated' with an ethnic minority group
- Open-ended interviews can lead to different participants being asked different questions to unconsciously re-affirm initial impressions
- Even physical factors can effect hiring decisions

# Overcoming Unconscious Bias

## A Head for Hiring: The Behavioural Science of Recruitment



# Types of Discrimination

## **Direct Discrimination.**

- A senior manager, turns down a application for a supervisory position. Applicant is a lesbian, and finds out manager did this because he believes the team that she would manage are homophobic. Manager's view is the applicant's sexual orientation would prevent her from gaining respect and being able to manage the team.

## **Associative Discrimination.**

- Valerie works as a call centre operative and is looking forward to a promotion promised after a Process Design Review. After she tells her boss that her father, with whom she lives at home, has MS, the promotion is withdrawn. Her manager thinks that Valerie will not be able to focus on her new role due to caring responsibilities for her father. This is discrimination against Valerie because of her association with a disabled person.

## **Perception Discrimination.**

- Pete is 51, but is much younger of appearance. Most people believe that he is in his late-30s. He is not allowed to represent his company at an international trade fair because the Managing Director thinks that he lacks the appearance of more mature-looking colleagues. Pete has been discriminated against on the perception of a protected characteristic.

# Types of Discrimination

## **Pregnancy and Maternity.**

- Amy is pregnant and works in a hotel reception. The manager knows Amy is pregnant but still disciplines her for taking too many toilet breaks, as the manager would do for any other member of staff. This is discrimination, because of pregnancy and maternity as this characteristic doesn't require the normal comparison of treatment with other employees

## **Indirect Discrimination.**

- Farrell's Estate Agency is a fast-growing business and asks all staff to work on Saturdays. One employee requests to be excused Saturday shifts due to religious duties. Farrell's try unsuccessfully to accommodate the request and finally dismiss him

## **Harassment.**

## **Third Party Harassment.**

## **Victimisation**

# Discrimination Pay-outs (£)

## Discrimination payouts reach new high

A record amount of compensation awarded in discrimination cases was paid out in 2011, according to a recent survey by the Equal Opportunities Review (EOR). Awards totalled £8.77 million last year, £3.5 million more than in 2010.

However, very large payouts in two NHS cases are primarily responsible for the record sum. One case involving an "extensive process" of sex and race discrimination against a female doctor resulted in an award of almost £4.5 million, including compensation for loss of earnings up to retirement. This is thought to be the largest award in a UK discrimination case.

In the other case a senior NHS worker, who had been subjected to racial discrimination and unfair dismissal, was awarded almost £1 million.

Taken at face value, the average 2011 payout is £38,848 per case. But if the two exceptionally large payouts are excluded, the average payout drops to £15,130, a small increase on the 2010 average of £13,624.

Analysts point out that it's relatively rare for awards to go into tens of thousands of pounds, and even more unlikely for all but the most serious cases to exceed £50,000.

# Discrimination Pay-outs (£)

## **Disciplinary process mishandled for bipolar council worker**

In [\*Richman v Knowsley Metropolitan Borough Council\*](#), a disabled support worker with a bipolar disorder was awarded **£101,183** for the way in which disciplinary allegations over an altercation with a member of the public were handled.

## **Disciplinary procedure not adapted for NHS worker with learning difficulties**

In [\*Benedetto v Guys' and St Thomas' NHS Foundation Trust\*](#), the disciplinary process was not adapted for a kitchen assistant with a “very significant” learning disability who was accused of spitting in a colleague’s coffee. The kitchen assistant was awarded **£121,863** for unfair dismissal and disability discrimination.

## **Disciplining of RBS employee should have been delayed because of depression**

In [\*O'Doherty v Royal Bank of Scotland\*](#), an employment tribunal awarded a former Royal Bank of Scotland (RBS) employee with depression **£126,348** over the bank’s handling of allegations that he inappropriately accessed a number of accounts.

# Discrimination Pay-outs (£)

## **Race discrimination against long-serving Sikh police officer**

In [\*Bahra v Chief Constable of Bedfordshire Police\*](#), a long-serving police officer of Sikh origin successfully claimed that Bedfordshire Police committed race discrimination against him after he was passed over for promotion. He was awarded **£209,188**.

## **Welfare officer's ill-health dismissal was unfair**

In [\*Harris v Monmouthshire County Council\*](#), a senior education welfare officer was awarded **£238,216** for unfair dismissal and discrimination arising from disability. The award was made following an employment tribunal finding that the council mishandled her ill-health dismissal.

## **Executive made redundant after blowing the whistle**

In [\*Gill v Sweett \(UK\) Ltd\*](#), an executive who was made redundant after he made disclosures in a grievance about accounting irregularities was awarded **£254,611** for unfair dismissal.



# Shortlisting

- Minimum 2 people to shortlist
- Interview Guarantee (Two Tick) scheme (Check Disability)
- Internal applicants
- Shortlisting criteria to be assessed against Person Specification criteria
- Anonymous Application forms
- All applicants have a right to feedback, you need to retain your notes to offer feedback. They must be fair, as they can be produced as evidence in court
- Essential means essential



# Interview

- Minimum 3 members on the panel, at least one should have attended R&S training at this Trust
- Try to have a mixed panel: diverse in gender, race, skills set
- Ensure you have contacted and booked for a Service User at [elft.people-participation@nhs.net](mailto:elft.people-participation@nhs.net) for **all** interviews.
- Give at least one working week's notice
- Book venue/Room/Equipment needed, think about disabled candidate access
- Provide details of any tests or presentations
- Arrange for IT tests & laptops for presentations beforehand
- Arrange time for lunch as interview
- Arrange access to photocopier to take copies of ID & qualifications submitted by the candidates

# Interview

- All candidates are asked to bring Passport, Professional Registration, and relevant qualification certificates to interview. RMs to check & take copies for record
- Pre-meet time- Setting up room, panel to decide the order for questions
- Introductions and letting candidates know you will be taking notes
- Housekeeping – Water, Room temperature, seating arrangements
- Under Data Protection Act, interview notes are accessible to the applicant
- Applicants may request a informal visit to the department, this should be arranged with a member who is not on the panel ideally

# Interview Scoring

## ➤ Scoring to be used

- 0 Not Met
- 1 Partially Met
- 2 Fully Met

Candidate Name:

Interview Date:

Panel Members Name:

Job Title:

Job ref: 363-

Questions	Answer to include	Comments	Score

Interview Scoring: 0 = Criteria not met

1 = Partially Met

2= Fully Met/Exceeded

# Safer Recruiting: What to Check?

- Employment history
- Employment gaps
- References completely covering 3 years
- DBS conviction – spent and unspent
- Professional registration
- Relevant qualifications (as per person specification)
- Use the Trust standard scoring sheet



# Improving the effectiveness of an interview

## The interviewer should ask:

- **Open questions** “tell me about your experience of working in ...”
- **Closed questions** (only a few)- “How long were you there?”
- **Probing questions** (i.e. press for more detailed answer) “can you describe exactly what you did?”
- **Reflective questions** “you said the team was very proactive, can you tell us a bit more ?”
- **Comparison questions** (to extract information) - “If you were in the same position right now, would you deal with the situation in the same way as you have described in your example?”
- Questions to **clarify** information submitted such as declarations of previous criminal convictions and gaps in work history!

# Competency Based Questions

- Competency-based questions let the candidate talk; they are open and invite a response that tells the recruiter about a real-life challenge that they have faced
  
- Competency interview questions are asked to find out whether the candidate:
  - Has relevant experience for the job you're applying for.
  - Is reflective of their past work experience and aware of instances where they have developed professionally.
  - Are aware of what they need.
  - Can cope under pressure.
  - Has the personality to fit with existing employees.

# Competency Based Questions

- Ask open questions  
“tell me about, which, why, how, where, when and who”.
- Ask questions requiring real situations they have experienced-  
“Tell me about a time...? How did you handle it?”

*For Example*

- Tell me about a time when you failed to complete a task or project on time, despite intending to do so.

*Instead of*

- How you manage your time during difficult tasks and the reason why you failed to meet your deadline on this occasion.
- All candidates must be asked the same questions

# Competency Based Questions

## Try It!

- Devise 2 questions based on competencies below:

### **Band 6 Occupational Therapist**

- 1. Evidence of basic ability to supervise and manage junior staff and a student with commitment to developing these skills**
- 2. Ability to prioritise own work load**



# Competency Based Questions

## More Examples

- Give an example of a time you handled conflict in the workplace.
- Tell me about a big decision you've made recently. How did you go about it?
- What has been your biggest achievement to date?
- Describe a project where you had to use different leadership styles to reach your goal.
- Tell me about a time when your communication skills improved a situation.
- Give me an example of a challenge you faced in the workplace and tell me how you overcame it.
- How do you influence people in a situation with conflicting agendas?
- Tell me about a time that you made a decision and then changed your mind.
- Describe a situation where you were asked to do something that you'd never attempted previously.
- Tell me about a time when you achieved success even when the odds were stacked against you.

# Interview Questions Do's and Don'ts

## Avoid

- ✗ Hypothetical questions - where no evidence of past performance can be provided
- ✗ Multiple/marathon questions - the candidate will either answer the last question or the easiest *"How long were you there? What did you do? Were you able to achieve your objective?"*
- ✗ Leading the subject to the answer required or preferred *"I presume you checked it out first"*

## Do not ask

- ✗ About anything related to a protected characteristics (age, race, religious beliefs etc.)
- ✗ About a candidates health
- ✗ If the candidate is married, single or in a civil partnership
- ✗ If the candidate has children or plans to have children

# Interview Questions Do's and Don'ts

**You can** ask about health or disability if:

- ✓ there are necessary requirements of the job that can't be met with reasonable adjustments
- ✓ you're finding out if someone needs help to take part in a selection test or interview (adjustments to interview)
- ✓ you're using 'positive action' to recruit a disabled person (must be discussed with the Recruitment Partner for your division prior to advertisement)

The recruiting manager/panel should avoid asking discriminatory questions or taking account of information that is not relevant to the job but could potentially have a discriminatory effect if it were applied in the recruitment process.

# Body Language

## Discussion:

## Negative and Positive Body Language

# Qualities of a Good Interviewer

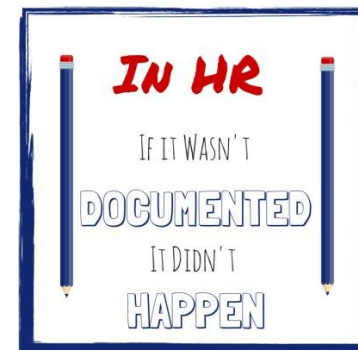
- Knowledge of job and role of person looking for
- Able to put people at their ease
- Communication skills - encourage answers from candidate
- Good listening skills
- Prompts to get best out of candidates e.g. rephrasing questions if candidate does not understand question
- Have to be fair to all candidates
- May have to be flexible/adaptable to give all candidates a chance
- Good body language

# Qualities of a Good Interviewer

- Treating candidates with respect
- Must remain in control of interview
- Being aware of own biases
- Being aware that it takes time for interview panel to work together
- Keep numbers of interviews down (if have too many, can get tiring)
- A good interviewer will allow the candidate to talk for more than 70% of the time
- Aware of unconscious bias

# Documentation

- Interview notes have been taken, but why are they important?
- How could they be used?
- What happens if Recruitment don't have the notes?
- Importance of completing 'Interview Outcome' on TRAC 'Moving to Offer' and information on it, how is it used?



# Interview Role Play

## ➤ Recruiting for Receptionist, Band 3

Questions	Answer to include	Comments	Score
Can you tell us about yourself and what has prepared you for this role? (NB.This is an opportunity to explore employment history and question any gaps and capture reasons given).	<ul style="list-style-type: none"> <li>• Academic achievements</li> <li>• Work experience</li> <li>• Interests</li> <li>• Skills</li> </ul>		
What knowledge, skill and abilities do you consider important for this post?	<ul style="list-style-type: none"> <li>• Customer</li> <li>• Organisational skills</li> <li>• People management skills</li> <li>• Interpersonal skills</li> <li>• IT skills</li> <li>• Training/development skills</li> <li>• Negotiation &amp; Influencing skills</li> </ul>		



# The Final Selection Stage

## Making a Decision Appointing a candidate

- ❑ The Interview performance of all candidates should be discussed and scored against the person specification in rank/rating order
- ❑ Any candidate who has not sufficiently demonstrated any of the “essential” criteria should not be considered for appointment to the role
- ❑ Should two candidates score equally, then identify which candidate scored higher against the most important/desirable criteria(s)
- ❑ If none of the candidates sufficiently meets your criteria, do not feel you have to appoint – but consider the implications on your service or department if you do not
- ❑ Ensure you write down the justification for your chosen candidate to support that your recruitment was fair and to be used in a freedom of information request (Freedom of Information Act 2000) about your recruitment campaign.
- ❑ Give Feedback to unsuccessful candidates

# Interview Feedback

- Best Practice is to call all successful and unsuccessful candidates
- Use the notes taken during the interview
- Agree a designated panel member to provide the feedback.
- Be prepared and think carefully about what you say. Balance your comments with positive and negative feedback. Tell the candidate where they did well, as well as making it clear the areas where they could improve and offer suggestions for improvement.
- Sometimes the candidate will not have interviewed particularly badly. There may just have been a more experienced or successful candidate on the day.
- Some candidates may challenge you during the feedback conversation, others may appear to accept feedback and challenge you later

# Feedback Received

"I attended for the interview at 3.45 on Friday afternoon having driven 70 miles. Two of the advertised panel (service user and consultant) were absent.

I was asked 7 set questions by the panel of 3 who read them from a set format from behind a desk. I have to say that this was the worst interview panel I have ever come across in terms of showing any interest in the person in front of them. For a mental health panel it is a pretty poor show. It was 4 working days before I was contacted by email (a phone call would have been more dignified, and that was after I had emailed on Tuesday to find out the outcome of my interview) informing me I was unsuccessful.

Please send your panel on some interviewing training. Perhaps add in more that one way of finding out your interviewee's potential, e.g presentation, or even a role play. I don't think I did too bad a job under the circumstances. I have asked for some feed back but still waiting from the panel. You don't have a zero star rating on your feedback scale so I had to give 1 for each, my apologies."

# Appointment

- Recruitment Manager provides all candidates with results and feedback
- Recruiting Manager must complete 'Offer outcome' section on TRAC and attach interview notes. A conditional offer will not be sent without them
- Interview notes and test/presentation results for **all** candidates (including unsuccessful) must be attached via TRAC
- For internal appointments, Recruiting Managers to complete a change form and submit to the ESR Workforce Team once all checks are cleared and unconditional offer released

# Onboarding

## Pre-Employment Checks

- NHS Employment Check Standards outline the type and level of checks employers must carry out before recruiting staff into NHS positions.
- This includes staff on fixed-term contracts, volunteers, students, trainees, highly mobile staff (such as temporary workers, including locum doctors), those working on a trust bank, and other workers supplied by agencies and third party contractors.

The 6 pre-employment checks are:

- Identity
- Right to work
- Professional registration and qualifications
- Employment history and reference
- Disclosure Barring Service check
- Work health assessments

# Can You Withdraw an Offer?

- YES – You can withdraw a job offer at any time before it is accepted by the employee. However, if the reason for withdrawal of an offer is discriminatory, the employer may be exposed to a discrimination claim.  
**SEEK HR ADVICE FIRST**
- A contract of employment exists from the moment the employee accepts.
- Verbal job offer - A contract may be formed at the interview stage if an employer makes a binding, unconditional offer of employment which is clearly accepted by the employee. If the employer subsequently attempts to withdraw the offer, the employee will be able to sue for breach of contract – which may lead to compensation.
- Written job offer - you can withdraw a written job offer if it pertains to the results of the NHS pre-employment checks e.g. Unsatisfactory references, Criminal convictions
- If a job offer is withdrawn because, for example, the employer decides that making reasonable adjustments to accommodate a disabled prospective employee would be 'too difficult', there would be grounds for a discrimination claim (*Kenny v Hampshire Constabulary* (1998)).

# Starting

- Provisional Start date to be discussed with Recruiting Manager and the Resourcing Team must be informed
- Start date will be confirmed only when all the pre-employment checks are completed by the Resourcing Team
- Candidates must not start without receiving a confirmation letter - they will not be entered onto payroll & will not be paid

# Starting Salary on Appointment

## New to the NHS

Giving incremental credit without a good reason is contrary to the general principles of 'fair pay' within Agenda for Change

Managers will have discretion to offer new entrants to the NHS a salary above the minimum of the scale to recognise 'completed years' of relevant experience gained outside the NHS.

**DO NOT PROMISE THE SALARY POINT AT INTERVIEW OR  
THEREAFTER**

**All increment credits need to be approved by Human Resources and the  
Service Director**



# Starting Salary on Appointment

In determining whether experience is 'relevant' due consideration will be given to the following:

- Is the post with the Trust substantially the same as that/those held with other employers, and were they operating at the same level or higher?(e.g. general secretarial/PA roles)
- Are the skills, experience and abilities required in the Trust post evident in post(s) held previously?
- Is the field of work in the Trust post similar or comparable with previous employers? (e.g. Trust physiotherapy role could be comparable to therapist in sports injury unit)
- Is the organisation(s) at which they were previously employed similar or comparable to the NHS? (e.g. private healthcare provider, GP surgery)

Only 'completed years' will be counted for incremental credit for appointment above the minimum of the salary scale.

**Current salary will not be counted!**

# Induction/New Starter Day

- Once pre-employment checks have completed and a start date arranged, a contract of employment will be sent to the new starter and the Resourcing Team will book your new starter onto the New Starter Day and Corporate Induction via Trac. The recruiting manager will also receive a confirmation by email.
- IT Log in details, Smart cards & ID Badges are released at the New Starter Day. Staff to report to working site in the afternoon
- Department to make local induction arrangements. Local Induction Checklist to be completed
- Introductions to key staff/buddy/social activities to be arranged locally.

# The End...



# Introduction to Trans Awareness

**‘Introduction to Trans Awareness’ is an entry-level session that introduces the key information people need to know to support trans colleagues or to work with trans clients or pupils.**



**The session is useful in one or more of the following circumstances:**

- The organisation is committed to equality, but has had little or no contact with trans people and wants to increase understanding of trans issues
- People want to develop more confidence about working with trans colleagues, clients or pupils
- The organisation would like to make sure everyone has the same core knowledge and understanding of trans issues

**At the end of the session, delegates will have:**

- An appreciation of how sex, gender and sexual orientation interact
- Improved understanding of trans identities, terms and language
- A basic grounding in the key laws relating to trans people
- Increased awareness of trans issues and ways to be trans inclusive
- Increased confidence in working with trans colleagues/clients/students
- Information about helpful resources

**Is this session right for us?**

Please feel free to contact us for more detail and/or to discuss whether the session is right for your organisation: **07950 471414** [training@genderedintelligence.co.uk](mailto:training@genderedintelligence.co.uk)

## Arrangements

- Date / Time:** By arrangement, weekend / evening availability if required
- Duration:** 3.5 hours (pls allow a further 15 mins ‘arrival time’ to ensure a prompt start)  
A compressed 3 hour version is available in some circumstances
- Cost:** £760\*, exclusive of travel / accommodation expenses  
\*Discounts apply to certain sectors including the education and not-for-profit sectors. Contact us for details.
- Venue/Facilities:** We supply all handouts / session materials and attendance certificates.  
We will need your organisation to provide:
- A suitable venue (access needed 45 mins prior to session)
  - A laptop and projector with cables (*contact us if this is not possible*)
  - A table for the laptop & projector
  - Either a suitable blank wall or a screen for projecting onto
  - Flipchart and paper
  - Tables for participants to work on (in a horseshoe shape is ideal)
  - Refreshments (if you wish)
- Access:** If any of your delegates have particular access needs (e.g. large print), please let us know as soon as possible.
- Numbers:** Up to 15 people - we can quote for larger sessions if required

# Detailed Session Outline:

## Introduction to Trans Awareness



Delivered by **Gendered Intelligence:**

“Everyone can be more intelligent about gender”

The session is based around interactive exercises, encouraging participants to get involved in thinking through what trans means and ways to achieve equality and inclusivity in practice.

### ***Introduction and Expectations***

#### ***The Wider Context***

- Sex, gender and sexual orientation – how do they interact?

#### ***Language and Terminology***

- What does ‘trans’ mean?
- The diversity of trans lives
- Key terms
- Straightforward guidance on managing language

#### ***The Law and Trans People***

- The Equalities Act (2010)
- The Gender Recognition Act (2004)
- How might trans people be discriminated against or harassed?

#### ***Becoming Trans Aware and Trans Inclusive***

- Common good practice in trans equality and inclusion
- The real experiences of trans people
- How trans might appear in your workplace – developing a positive approach and confidence

#### ***Resources***

- Gendered Intelligence resources
- Other organisations, free online resources and reports

#### ***Summary, Evaluation and Close***



## East London NHS Foundation Trust LGBTQ Staff Network Terms of Reference



### Membership

The ELFT LGBTQ staff network is aimed at staff who identify as Lesbian Gay Bisexual Trans and Non-binary at East London Foundation Trust. However the group is open to anyone who may have an interest in and supports the aims of the group.

### Aims

- To provide a visible LGBTQ presence to promote inclusivity and acceptance in all areas of ELFT
- To offer support to LGBTQ staff where needed and to raise awareness amongst colleagues of issues of concern to LGBTQ staff and service users
- To ensure policies are fully LGBTQ inclusive and to provide governance for the Trust around LGBTQ issues
- To provide a safe and sociable space for LGBTQ staff
- To work with the wider LGBTQ community to share ideas, offer support and ensure our values are embraced by all we serve

### Composition and Structure

The Network has 2 Leads with two days a week dedicated to LGBTQ work, with an Executive Sponsor feeding back work directly to the Trust board. In addition, there are local Network Leads in the City and Hackney, Tower Hamlets, Newham, Forensics and Corporate Directorates.

### Get involved

There are plenty of ways you can get involved in the Network, from attending our annual conference to helping put on an event in your local Directorate or attending a local or trust-wide Network meeting.

For more information or to join, email Fiona Lord, [fiona.lord1@nhs.net](mailto:fiona.lord1@nhs.net) or Rachael Levett, [Rachael.Levett@nhs.net](mailto:Rachael.Levett@nhs.net) and follow us on the Intranet LGBTQ Page and on Twitter: @ELFT\_LGBTQ

### Key Achievements

- Organised a series of events for LGBT History Month
- Participation in the Stonewall Equality Index
- Joined the London Pride Parade 50 Years Since Stonewall Riots with an open-top bus and over 100 staff members and service users
- Held our first ELFT stall at Black Pride
- Organised a successful Intersectionality conference for staff

		Non-medical								Medical							
Equal ops category	Answer	Applied	Shortlisted	Interview attended	Appointed	Applied %	Shortlisted %	Interview attended %	Appointed %	Applied	Shortlisted	Interview attended	Appointed	Applied %	Shortlisted %	Interview attended %	Appointed %
Gender	Not stated	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Male	4503	1222	689	243	31.55	27.14	56.38	35.27	83	33	23	5	54.61	39.76	69.7	21.74
	Female	9647	3056	1723	632	67.6	31.68	56.38	36.68	69	42	38	16	45.39	60.87	90.48	42.11
	I do not wish to disclose	121	31	19	5	0.85	25.62	61.29	26.32	0	0	0	0	0	0	0	0
Total		14271	4309	2431	880	100.00	30.19	56.42	36.2	152	75	61	21	100.00	49.34	81.33	34.43
Age	Under 20	112	17	10	6	0.78	15.18	58.82	60	0	0	0	0	0	0	0	0
	20 - 24	2810	560	272	99	19.69	19.93	48.57	36.4	4	1	0	0	2.63	25	0	0
	25 - 29	3320	907	472	202	23.26	27.32	52.04	42.8	32	10	6	1	21.05	31.25	60	16.67
	30 - 34	2364	686	373	147	16.57	29.02	54.37	39.41	24	14	11	1	15.79	58.33	78.57	9.09
	35 - 39	1692	583	339	109	11.86	34.46	58.15	32.15	23	16	13	4	15.13	69.57	81.25	30.77
	40 - 44	1233	443	279	111	8.64	35.93	62.98	39.78	24	17	16	8	15.79	70.83	94.12	50
	45 - 49	1097	437	251	77	7.69	39.84	57.44	30.68	12	6	6	2	7.89	50	100	33.33
	50 - 54	983	417	267	79	6.89	42.42	64.03	29.59	18	9	7	5	11.84	50	77.78	71.43
	55 - 59	475	188	127	40	3.33	39.58	67.55	31.5	12	2	2	0	7.89	16.67	100	0
	60 - 64	146	52	31	7	1.02	35.62	59.62	22.58	3	0	0	0	1.97	0	0	0
	65+	36	19	10	3	0.25	52.78	52.63	30	0	0	0	0	0	0	0	0
Total		14271	4309	2431	880	100.00	30.19	56.42	36.2	152	75	61	21	100.00	49.34	81.33	34.43
Ethnic Origin	Not stated	433	123	71	30	3.03	28.41	57.72	42.25	4	3	3	1	2.63	75	100	33.33
	WHITE - British	2801	1102	646	285	19.63	39.34	58.62	44.12	18	13	13	6	11.84	72.22	100	46.15
	WHITE - Irish	172	93	68	37	1.21	54.07	73.12	54.41	0	0	0	0	0	0	0	0
	WHITE - Any other white background	1720	425	230	81	12.05	24.71	54.12	35.22	32	17	12	4	21.05	53.13	70.59	33.33
	ASIAN or ASIAN BRITISH - Indian	1115	282	148	48	7.81	25.29	52.48	32.43	41	18	17	3	26.97	43.9	94.44	17.65
	ASIAN or ASIAN BRITISH - Pakistani	664	139	68	23	4.65	20.93	48.92	33.82	20	8	6	3	13.16	40	75	50
	ASIAN or ASIAN BRITISH - Bangladeshi	1617	347	174	56	11.33	21.46	50.14	32.18	5	2	1	0	3.29	40	50	0
	ASIAN or ASIAN BRITISH - Any other Asian background	377	117	60	23	2.64	31.03	51.28	38.33	8	3	2	1	5.26	37.5	66.67	50

		Non-medical								Medical							
Equal ops category	Answer	Applied	Shortlisted	Interview attended	Appointed	Applied %	Shortlisted %	Interview attended %	Appointed %	Applied	Shortlisted	Interview attended	Appointed	Applied %	Shortlisted %	Interview attended %	Appointed %
	BLACK or BLACK BRITISH - Caribbean	863	242	146	60	6.05	28.04	60.33	41.1	2	0	0	0	1.32	0	0	0
	BLACK or BLACK BRITISH - African	3159	1045	591	156	22.14	33.08	56.56	26.4	9	3	2	0	5.92	33.33	66.67	0
	BLACK or BLACK BRITISH - Any other black background	191	62	35	12	1.34	32.46	56.45	34.29	0	0	0	0	0	0	0	0
	MIXED - White & Black Caribbean	188	48	31	12	1.32	25.53	64.58	38.71	0	0	0	0	0	0	0	0
	MIXED - White & Black African	121	28	17	4	0.85	23.14	60.71	23.53	0	0	0	0	0	0	0	0
	MIXED - White & Asian	93	24	17	8	0.65	25.81	70.83	47.06	0	0	0	0	0	0	0	0
	MIXED - any other mixed background	167	52	31	11	1.17	31.14	59.62	35.48	1	1	0	0	0.66	100	0	0
	OTHER ETHNIC GROUP - Chinese	78	26	16	8	0.55	33.33	61.54	50	1	1	1	1	0.66	100	100	100
	OTHER ETHNIC GROUP - Any other ethnic group	449	135	65	18	3.15	30.07	48.15	27.69	11	6	4	2	7.24	54.55	66.67	50
	I do not wish to disclose my ethnic origin	63	19	17	8	0.44	30.16	89.47	47.06	0	0	0	0	0	0	0	0
Total		14271	4309	2431	880	100.00	30.19	56.42	36.2	152	75	61	21	100.00	49.34	81.33	34.43
Disability	Not stated	26	25	25	20	0.18	96.15	100	80	0	0	0	0	0	0	0	0
	No	13222	3898	2176	798	92.65	29.48	55.82	36.67	149	74	60	21	98.03	49.66	81.08	35
	Yes	722	284	178	49	5.06	39.34	62.68	27.53	1	0	0	0	0.66	0	0	0
	I do not wish to disclose whether or not I have a disability	301	102	52	13	2.11	33.89	50.98	25	2	1	1	0	1.32	50	100	0
Total		14271	4309	2431	880	100.00	30.19	56.42	36.2	152	75	61	21	100.00	49.34	81.33	34.43
Guaranteed interview scheme	Not stated	10566	2879	1461	460	74.04	27.25	50.75	31.49	144	70	56	20	94.74	48.61	80	35.71
	No	3167	1232	856	391	22.19	38.9	69.48	45.68	8	5	5	1	5.26	62.5	100	20
	Yes	538	198	114	29	3.77	36.8	57.58	25.44	0	0	0	0	0	0	0	0
Total		14271	4309	2431	880	100.00	30.19	56.42	36.2	152	75	61	21	100.00	49.34	81.33	34.43



		Non-medical								Medical							
Equal ops category	Answer	Applied	Shortlisted	Interview attended	Appointed	Applied %	Shortlisted %	Interview attended %	Appointed %	Applied	Shortlisted	Interview attended	Appointed	Applied %	Shortlisted %	Interview attended %	Appointed %
Disability Description	Not stated	3029	1180	826	396	21.22	38.96	70	47.94	7	5	5	1	4.61	71.43	100	20
	Physical impairment	58	12	10	1	0.41	20.69	83.33	10	0	0	0	0	0	0	0	0
	Sensory impairment	40	14	10	3	0.28	35	71.43	30	0	0	0	0	0	0	0	0
	Mental health condition	165	62	40	9	1.16	37.58	64.52	22.5	0	0	0	0	0	0	0	0
	Learning disability/difficulty	197	86	49	15	1.38	43.65	56.98	30.61	0	0	0	0	0	0	0	0
	Long-standing illness	142	60	37	14	1	42.25	61.67	37.84	1	0	0	0	0.66	0	0	0
	Other	120	50	32	7	0.84	41.67	64	21.88	0	0	0	0	0	0	0	0
		10520	2845	1427	435	73.72	27.04	50.16	30.48	144	70	56	20	94.74	48.61	80	35.71
Total		14271	4309	2431	880	100.00	30.19	56.42	36.2	152	75	61	21	100.00	49.34	81.33	34.43
Sexual Orientation	Not stated	19	18	18	14	0.13	94.74	100	77.78	0	0	0	0	0	0	0	0
	Bisexual	230	63	37	11	1.61	27.39	58.73	29.73	4	2	2	1	2.63	50	100	50
	Gay	209	65	39	19	1.46	31.1	60	48.72	6	2	2	1	3.95	33.33	100	50
	Heterosexual	12642	3814	2130	768	88.59	30.17	55.85	36.06	128	62	49	15	84.21	48.44	79.03	30.61
	Lesbian	80	32	19	8	0.56	40	59.38	42.11	2	2	2	2	1.32	100	100	100
	I do not wish to disclose my sexual orientation	1091	317	188	60	7.64	29.06	59.31	31.91	12	7	6	2	7.89	58.33	85.71	33.33
Total		14271	4309	2431	880	100.00	30.19	56.42	36.2	152	75	61	21	100.00	49.34	81.33	34.43
Transgender	Not stated	14271	4309	2431	880	100	30.19	56.42	36.2	152	75	61	21	100	49.34	81.33	34.43
Total		14271	4309	2431	880	100.00	30.19	56.42	36.2	152	75	61	21	100.00	49.34	81.33	34.43
Marital Status	Not stated	479	166	100	37	3.36	34.66	60.24	37	6	3	2	0	3.95	50	66.67	0
	Single	8638	2286	1203	442	60.53	26.46	52.62	36.74	58	28	19	5	38.16	48.28	67.86	26.32
	Married	4129	1489	894	316	28.93	36.06	60.04	35.35	77	37	33	10	50.66	48.05	89.19	30.3
	Civil partnership	211	71	46	20	1.48	33.65	64.79	43.48	3	2	2	2	1.97	66.67	100	100
	Legally separated	92	27	15	4	0.64	29.35	55.56	26.67	0	0	0	0	0	0	0	0
	Divorced	452	155	86	31	3.17	34.29	55.48	36.05	6	3	3	3	3.95	50	100	100
	Widowed	72	20	13	3	0.5	27.78	65	23.08	1	1	1	1	0.66	100	100	100
	Other	122	63	50	15	0.85	51.64	79.37	30	1	1	1	0	0.66	100	100	0
	I do not wish to disclose this	76	32	24	12	0.53	42.11	75	50	0	0	0	0	0	0	0	0
Total		14271	4309	2431	880	100.00	30.19	56.42	36.2	152	75	61	21	100.00	49.34	81.33	34.43

		Non-medical								Medical							
Equal ops category	Answer	Applied	Shortlisted	Interview attended	Appointed	Applied %	Shortlisted %	Interview attended %	Appointed %	Applied	Shortlisted	Interview attended	Appointed	Applied %	Shortlisted %	Interview attended %	Appointed %
Religion	Not stated	19	18	18	14	0.13	94.74	100	77.78	0	0	0	0	0	0	0	0
	Atheism	1334	452	272	131	9.35	33.88	60.18	48.16	16	11	10	5	10.53	68.75	90.91	50
	Buddhism	121	39	26	12	0.85	32.23	66.67	46.15	2	0	0	0	1.32	0	0	0
	Christianity	6497	2021	1152	393	45.53	31.11	57	34.11	49	23	22	9	32.24	46.94	95.65	40.91
	Hinduism	670	164	90	25	4.69	24.48	54.88	27.78	26	12	10	1	17.11	46.15	83.33	10
	Islam	2856	696	361	119	20.01	24.37	51.87	32.96	35	16	11	4	23.03	45.71	68.75	36.36
	Jainism	17	5	4	1	0.12	29.41	80	25	0	0	0	0	0	0	0	0
	Judaism	66	26	13	4	0.46	39.39	50	30.77	1	0	0	0	0.66	0	0	0
	Sikhism	187	65	29	9	1.31	34.76	44.62	31.03	2	1	1	0	1.32	50	100	0
	Other	1071	386	216	84	7.5	36.04	55.96	38.89	7	5	1	1	4.61	71.43	20	100
	I do not wish to disclose my religion/belief	1433	437	250	88	10.04	30.5	57.21	35.2	14	7	6	1	9.21	50	85.71	16.67
Total		14271	4309	2431	880	100.00	30.19	56.42	36.2	152	75	61	21	100.00	49.34	81.33	34.43
Convictions	Applicant has indicated that they may have convictions etc which should be taken into account	290	122	68	20	2.03	42.07	55.74	29.41	2	2	2	2	1.32	100	100	100
	Applicant has indicated that they DO NOT have convictions which should be taken into account	13953	4160	2336	839	97.77	29.81	56.15	35.92	150	73	59	19	98.68	48.67	80.82	32.2
	Not stated	28	27	27	21	0.2	96.43	100	77.78	0	0	0	0	0	0	0	0
Total		14271	4309	2431	880	100.00	30.19	56.42	36.2	152	75	61	21	100.00	49.34	81.33	34.43
Source	Not stated	31	30	30	23	0.22	96.77	100	76.67	0	0	0	0	0	0	0	0
	jobs.nhs.uk	10223	2848	1418	427	71.63	27.86	49.79	30.11	131	63	50	18	86.18	48.09	79.37	36
	Search Engine	277	56	30	4	1.94	20.22	53.57	13.33	3	1	0	0	1.97	33.33	0	0
	Facebook	11	1	0	0	0.08	9.09	0	0	0	0	0	0	0	0	0	0
	Twitter	4	2	1	1	0.03	50	50	100	0	0	0	0	0	0	0	0
	LinkedIn	84	15	6	3	0.59	17.86	40	50	0	0	0	0	0	0	0	0
	Careers Fairs	9	0	0	0	0.06	0	0	0	0	0	0	0	0	0	0	0
	British Dental Journal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

		Non-medical								Medical							
Equal ops category	Answer	Applied	Shortlisted	Interview attended	Appointed	Applied %	Shortlisted %	Interview attended %	Appointed %	Applied	Shortlisted	Interview attended	Appointed	Applied %	Shortlisted %	Interview attended %	Appointed %
	British Medical Journal	4	0	0	0	0.03	0	0	0	5	1	1	1	3.29	20	100	100
	College of Occupational Therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Community Care	7	3	2	0	0.05	42.86	66.67	0	0	0	0	0	0	0	0	0
	GP	6	1	1	0	0.04	16.67	100	0	0	0	0	0	0	0	0	0
	Health Service Journal	8	3	3	1	0.06	37.5	100	33.33	0	0	0	0	0	0	0	0
	Hospital Doctor	7	2	1	1	0.05	28.57	50	100	1	0	0	0	0.66	0	0	0
	Nursing Standard	2	0	0	0	0.01	0	0	0	0	0	0	0	0	0	0	0
	Nursing Times	1	1	1	0	0.01	100	100	0	0	0	0	0	0	0	0	0
	Pharmaceutical Journal	2	0	0	0	0.01	0	0	0	0	0	0	0	0	0	0	0
	Podiatry Now	1	1	0	0	0.01	100	0	0	0	0	0	0	0	0	0	0
	RCN	2	0	0	0	0.01	0	0	0	0	0	0	0	0	0	0	0
	Therapy Weekly	2	1	0	0	0.01	50	0	0	0	0	0	0	0	0	0	0
	Other Professional Journal	3	2	1	1	0.02	66.67	50	100	0	0	0	0	0	0	0	0
	Radio Advertising	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Civil Service Jobs	1	0	0	0	0.01	0	0	0	0	0	0	0	0	0	0	0
	>Civil Service Jobs – job alert email	5	1	0	0	0.04	20	0	0	0	0	0	0	0	0	0	0
	Jobs Go Public	4	0	0	0	0.03	0	0	0	0	0	0	0	0	0	0	0
	Physiobob	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Universal Jobmatch (previously 'Job Centre Plus')	113	8	5	1	0.79	7.08	62.5	20	0	0	0	0	0	0	0	0
	Other Website	118	36	23	8	0.83	30.51	63.89	34.78	0	0	0	0	0	0	0	0
	Local Newspaper	1	0	0	0	0.01	0	0	0	0	0	0	0	0	0	0	0
	National Newspaper	7	5	4	1	0.05	71.43	80	25	0	0	0	0	0	0	0	0
	Internal Notice Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Find a job	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Other	462	159	114	46	3.24	34.42	71.7	40.35	5	5	5	1	3.29	100	100	20
	Bio Medical Journal / Gazette	3	0	0	0	0.02	0	0	0	0	0	0	0	0	0	0	0

		Non-medical								Medical							
Equal ops category	Answer	Applied	Shortlisted	Interview attended	Appointed	Applied %	Shortlisted %	Interview attended %	Appointed %	Applied	Shortlisted	Interview attended	Appointed	Applied %	Shortlisted %	Interview attended %	Appointed %
	British Journal of Midwifery	2	0	0	0	0.01	0	0	0	0	0	0	0	0	0	0	0
	East London NHS Foundation Trust Website or intranet	1199	644	474	236	8.4	53.71	73.6	49.79	2	1	1	0	1.32	50	100	0
	Employer vacancy bulletin	76	45	33	19	0.53	59.21	73.33	57.58	0	0	0	0	0	0	0	0
	Friend or work colleague told me	164	95	83	46	1.15	57.93	87.37	55.42	2	2	2	1	1.32	100	100	50
	Global Medical	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Guardian Newspaper	4	1	1	0	0.03	25	100	0	0	0	0	0	0	0	0	0
	Guardian Website	7	0	0	0	0.05	0	0	0	0	0	0	0	0	0	0	0
	Health Service Journal (HSJ) Website	25	4	1	0	0.18	16	25	0	0	0	0	0	0	0	0	0
	Health Service Journal Magazine	6	1	0	0	0.04	16.67	0	0	0	0	0	0	0	0	0	0
	HealthJobsUK.com / NursingNetUK.com	250	60	23	6	1.75	24	38.33	26.09	0	0	0	0	0	0	0	0
	Indeed	455	87	52	10	3.19	19.12	59.77	19.23	0	0	0	0	0	0	0	0
	Job Centre	25	1	1	0	0.18	4	100	0	0	0	0	0	0	0	0	0
	Job Centre Website	65	9	4	3	0.46	13.85	44.44	75	0	0	0	0	0	0	0	0
	Job Fair Stall	4	2	1	1	0.03	50	50	100	0	0	0	0	0	0	0	0
	NHS Jobs - nhsjobs.com or nhsjobs.net	546	173	111	39	3.83	31.68	64.16	35.14	2	1	1	0	1.32	50	100	0
	Nursing Standard Journal	1	0	0	0	0.01	0	0	0	0	0	0	0	0	0	0	0
	Nursing Times - Journal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Nursing Times - Website	2	1	0	0	0.01	50	0	0	0	0	0	0	0	0	0	0
	People Management	1	1	1	0	0.01	100	100	0	0	0	0	0	0	0	0	0
	Pharmaceutical Journal Web-site	2	0	0	0	0.01	0	0	0	0	0	0	0	0	0	0	0
	Physiotherapy Frontline Website	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

		Non-medical								Medical							
Equal ops category	Answer	Applied	Shortlisted	Interview attended	Appointed	Applied %	Shortlisted %	Interview attended %	Appointed %	Applied	Shortlisted	Interview attended	Appointed	Applied %	Shortlisted %	Interview attended %	Appointed %
	Physiotherapy Frontline	1	0	0	0	0.01	0	0	0	0	0	0	0	0	0	0	0
	RAD (Radiographers)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	RCN Bulletin - paper version	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	RCN Bulletinjobs.co.uk - web-site	1	0	0	0	0.01	0	0	0	0	0	0	0	0	0	0	0
	Radio advertisement	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Royal College of Midwives (RCM) Bulletin	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Synergy News (Radiography Today)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	The Diversity Group Jobsite	1	0	0	0	0.01	0	0	0	0	0	0	0	0	0	0	0
	jobsite.co.uk	35	9	5	3	0.25	25.71	55.56	60	1	1	1	0	0.66	100	100	0
	staffnurse.com	1	1	1	0	0.01	100	100	0	0	0	0	0	0	0	0	0
	www.bodma.com web-site	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total		14271	4309	2431	880	100.00	30.19	56.42	36.2	152	75	61	21	100.00	49.34	81.33	34.43

# Clinical Scenarios

# Heterosexism

A bias exhibited by society whereby cultural institutions and individuals are conditioned to expect others to live and behave as if everyone were heterosexual

Heterosexist:

- “Do you have a husband/boyfriend?”
- “Do you have a wife/girlfriend?”
- “Hello, Mrs X”



# Consequences of heterosexism

- Reinforces idea that LGB people are 'other'
- Can be alienating and cause patients to disengage from services
- You may not have all the information you need to treat the patient

*"Healthcare workers continually assume I am heterosexual and ask inappropriate questions about my relationships. I am often lectured about safe sex and preventing pregnancy without being given a chance to say that I do not sleep with men anymore."*

**Maya, 28, South West**

*Prescription for Change: Lesbian and Bisexual Women's Health Check, Stonewall, 2008*



# Communication

What would be good practice when discussing relationships?

# Language

- Use inclusive language with **everyone**
  - “Who are the important people in your life?”
  - “Do you have a partner”
  - “Are you in a relationship?”
- Tip: mirror the patient’s language

# Scenario 1: Anna

- *Anna, age 84, confides in you that she is struggling to cope at home with Frances who has dementia*
- *You suggest a referral to OT to discuss whether they could benefit from carers coming into the house*
- *Anna is very reluctant to have anyone coming into the house*

Why do you think that is? Do you think there are specific issues faced by older LGB people (and older trans people)?

# Video



[https://www.youtube.com/watch?v=DbIX\\_WXhHr4](https://www.youtube.com/watch?v=DbIX_WXhHr4) watch from 06.20

*'I was first Sent to see a psychiatrist in 1925 when I was 17 years old. I remained under treatment for 25 years receiving aversion therapy and drug treatment. This included periods as an inpatient. In 1950 I was discharged and told I was incurable. It is only in the last 5 years that I have felt good about myself and my sexuality.'*

**Arthur (86), Sussex**

# Older LGBT+ people

- May not have contact with siblings/extended family
- Less likely to have children
- May not have entered a civil partnership/married therefore there may be issues around advanced care planning, inheritance etc.
- More reliant on care services but may find strangers coming into house difficult due to previous stigma/trauma

# Scenario 1: take-home messages

- Heterosexism can be a barrier to healthcare
- Use open and inclusive language with **everyone** (eg partner/ are you in a relationship?)
- Don't make assumptions based on appearance
  - E.g. older LGBT+ patients may face specific issues and are less likely to be asked about them

# How to react if a patient comes out?

## Try to



Acknowledge what they have said



Be non-judgmental

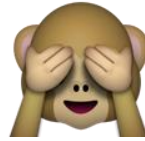


Mirror their language



Reassure about confidentiality

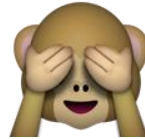
## Avoid



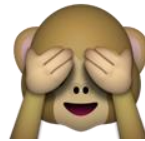
Giving them a label they haven't given themselves



Acting surprised



Being patronising  
“good for you!”



Conveying your personal views



Going straight to sexual health



# Acknowledging partners

*"My partner had breast cancer and although the care she received generally was good, our relationship was never acknowledged and at best I was treated as her 'friend' which at times we found difficult and stressful. We didn't like to say anything critical to staff about this because the important thing was that they behaved well to my partner and her care was good."*

**Olivia, 49, London**

VS

*'As someone who is currently receiving multiple complex treatments from a number of consultants and other sources I have been treated exceptionally well. My sexual orientation has been both acknowledged and treated positively and my partner has been fully involved at all stages.'*

**Dominic, 59, North East**

# Risk assessment vs stereotyping

It is possible to be aware of high risks in specific populations and to appropriately screen without stereotyping and making assumptions

I have heard colleagues telling others to make sure they always wear gloves as a gay service user probably has AIDS.

**Emma, Support Worker, East of England**

# Scenario 2: Maya

- *You are a doctor on a ward. You have some medical students with your team.*
- *Maya has EUPD, and has been admitted from A&E for a crisis admission due to self-harm and suicidal ideation.*
- *The consultant tells the students “Maya’s transgender – have you met a trans person before? Take a full gender history, mental state examination and risk assessment”*

What do you think about what the consultant has asked them to do?

# Emotional crisis, not a trans crisis!

It is usually inappropriate to talk about a patient's gender history when they present with something unrelated like a broken leg. The same can be true when a trans person has EUPD or depression and are actually quite comfortable and accepting of their gender presentation.

The risk as a doctor here is that ignorance and prejudice lead you to think that their gender is pathological and that it either needs to be “fixed” or is the main cause of the psychological distress.

[@...](#) All docs have to unbiddenly talk to me about trans\* after learning why I'm taking hormones. Even when I see them about a cold. #TransDocFail

[@...](#) District nurse taking blood asked me if I was going to have genital surgery. Only there for bloods! #TransDocFail

# Patient not educator

The patient is not there to educate you about trans issues.

In a general health setting (e.g. GP or hospital), nearly 2/3 trans people have been asked questions about trans people which made them feel that they were educating the healthcare professional

# Scenario 2: Maya

- *On the ward round the next day, the consultant discusses Maya's case. He uses her old name (Max), asks you to 'bring up **his** notes'*

How might it feel for Maya to be addressed by her old name and to be described as 'he'?

# Respecting names and pronouns

- Being misnamed or misgendered can be extremely distressing
- 1/2 trans people have had healthcare professionals use the wrong name or pronoun by mistake
- 1/4 have been misgendered or misnamed ***on purpose***
- 1/4 have had the wrong gender listed on ID or forms



# Respecting names and pronouns

- If you do not know what name and pronouns a patient prefers, ask them.
  - “What would you like me to call you?”
  - “Which pronouns do you use?”
  - Would you like me to share that with the rest of the team?
- Share with rest of team ***if that is what the patient wants.***

A grid of eight cards, arranged in two columns and four rows. Each card has a colored header with the word 'Hello' and 'Address me as' below it. Below the header is a white box for the patient's name. Below the name box is a colored footer with 'Please Use:' followed by a list of pronouns. The cards are as follows:

Card Color	Header	Name Box	Footer
Red	Hello Address me as		Please Use: They, Them, Theirs
Orange	Hello Address me as		Please Use: He, Him, His
Yellow	Hello Address me as		Please Use:
Green	Hello Address me as		Please Use: She, Her, Hers
Teal	Hello Address me as		Please Use: Ze, Hir, Hirs
Purple	Hello Address me as		Please Use: Xe, Xem, Xyrs



# Privacy and confidentiality

- Non-essential disclosure of trans status should not occur (either to other healthcare professionals or to the public) - trans patients are entitled to privacy.
- If patients have their gender history revealed, they may be at risk of transphobia while in hospital.

When is it appropriate to disclose someone's gender history?

# When can you disclose someone's gender history?

- To a healthcare professional for a medical purpose where gender history is **directly relevant**
  - Referring a patient to a gender identity clinic
  - Referring a trans man to gynaecology
  - Referring a trans woman to urology
- With **consent** of patient



# Privacy and confidentiality: medical records

- Patients may be accidentally ‘outed’ in hospital or GP waiting rooms if records are not updated to reflect their preferred name/title/pronouns.
- [@...](#) just transitioned nervously sat in drs waiting room. Doctor shouted “old name!”, outed by gp. #TransDocFail
- With paper notes, you may see records with the patient’s old name/pronouns – there is no need to bring this up unless relevant to the current presentation.

# Updating records

- Trans patients have a legal right to have their name and gender changed in their NHS records
- **A gender recognition certificate (GRC) is not needed (and should never be asked about).**
- GP can make request for change on patient's behalf with any of following evidence:
  - Statutory declaration
  - Deed poll document
  - **Request in writing signed by patient**

# Scenario 2: Maya

- *Later that day, you overhear an SHO and a nurse discussing Maya, saying she “doesn’t even look like a woman” and using transphobic language to describe her*

How would you react if you witnessed this?

# The impact of transphobia

- Transphobic language and behaviour affects both patients and staff

“A transgender nurse is often referred to as ‘he-she-it’ by other staff and service users alike. Some service users have complained about being cared for by this nurse based on her being trans and not based on the quality of care”, Elsa, Nurse, South East

How can you challenge transphobia?

# The impact of transphobia: you can make a difference

- Ways in which you can help
  - Try to use inclusive language yourself
  - Be aware of and show that you do not agree with transphobia (or homophobia, biphobia or any other form of prejudice) when you come across it.
  - Mention Trust guidelines

# 'Passing'

- To “pass” means that someone appears the gender they have chosen.
- You may come across trans patients at different stages of their transition
- Whether or not you think a patient ‘passes’ according to visual and social norms of the gender they identify with, is not helpful to comment on.
- This includes what you may think is a compliment e.g. “I’d never have guessed”



# Scenario 2: take-home messages

- Beware of the “trans broken arm” – not everything is related to gender!
- Patients are not there to educate you about what it means to be trans
- Do not disclose a patient’s gender history unless it is necessary for their care and you have their consent
- Respect patients’ names and pronouns
- Do not comment on whether a patient ‘passes’
- Combatting prejudice is everyone’s responsibility

# Scenario 3: Mark

- You are covering the wards overnight and have been asked to see Mark. He is 24, on Lea Ward recovering from an episode of mania. Mark tells you he has a six hour history of very severe (9/10) lower abdominal pain, associated with nausea and a fever. He also tells you that he is trans.*

What important differentials for abdominal pain could be relevant in Mark that you would not consider in a cisgender man?

# Scenario 3: Mark

- If Mark has ovaries and a uterus, important differentials are gynaecological causes of abdo pain
  - Ovarian cyst complications
  - Pelvic inflammatory disease
  - Ectopic pregnancy
- Trans people may not have the anatomy you are expecting

Can you think of any examples when this could be relevant?

# Medical care for trans people

- Trans men may need:
  - Cervical smears
  - Breast examination
  - Contraception
  - Pregnancy care
  - Abortion
- Trans women may need:
  - Prostate examination/PSA levels
  - Testicular examination

# Medical care for trans people

When asking Mark about his body/anatomy, how will you be sensitive in your use of language?

# Use of language

- If you need to ask something personal, it is best to **explain why** you are asking it
- Try to avoid using 'female' or 'male' to describe body parts or hormones - neutral terms can be helpful e.g. 'genitals', 'chest', "testosterone".

28% of trans patients have had healthcare professionals use terms to describe their body which made them uncomfortable

- Mirror the patients language *even if the terms they use do not fit your understanding of them*

# Taking a sexual history from trans people

What kind of assumptions do people make?

X All trans people are straight

X Trans people with gender dysphoria will not have sex with their genitals if they have not had lower surgery

X Trans people cannot reproduce



# Scenario 3: take-home messages

- Trans people may have anatomy which requires an individual approach to treatment
- Ask questions about gender history in a sensitive way, asking only what you need to know
- Don't make assumptions about sex and reproduction
- Respect a patient's gender identity and where they prefer to be when accommodating them in hospital



# Which ward?

- **Most important: patient preference and discussion about what the options are**
- Single sex wards
  - Accommodate according to gender *identity*
  - May be particularly difficult for non-binary patients
- Where treatment is sex specific e.g. gynaecology/urology, a compromise may be possible e.g. a side room
- Steps must be taken to maintain privacy and dignity - there may be difficulty in maintaining gender expression while in hospital e.g. trans women who normally shave or wear a wig

# Gender Recognition Certificates

This is an amended birth certificate with your gender changed to that which you identify.

The process of getting a GRC includes

- a psychiatric evaluation that diagnoses you with gender dysphoria
- providing evidence that you have been living in a gender other than that assigned at birth for a minimum of two years.

What do you think might be difficult about this?

# Gender Recognition Act Consultation

GRA consultation was exploring people's opinions on whether we could remove this aspect of the process and instead rely on some self-certifying their gender with a statutory declaration that to the best of your knowledge you were changing your gender for the rest of your life.

The arguments against it were numerous but to my mind not compelling, essentially a group of people were concerned that malevolently intentioned men would use the GRC to gain access to otherwise women-only services in order to assault women more easily.

Unfortunately this debate has been very vocal and often hostile in social media and somewhat unavoidable and indeed campaigns have been going on either side of the debate, one side with considerably more funds is circulating and publishing a lot of mis-information.

# Scenario 4: Kate

- *Kate is an inpatient on Brick Lane ward. She is a trans woman who has been self-medicating with oestrogen bought off the internet for some time. Since she is detained under Section 3 due to paranoid schizophrenia, she does not have access to her hormones.*
- *When discussing her health, she mentions that she had her testes removed privately some years ago.*
- *How do you best treat Kate?*
- *What are the risks if she does not receive hormones?*

# Scenario 4: GMC Guidelines

- GMC guidelines for GPs, and RCPsych guidelines
- Bridging prescriptions to reduce harm from self-medicating:  
“It may be that the risk to your patient of continuing to self-medicate with hormones is greater than the risk of initiating hormone therapy before they’re assessed by a specialist.”
- Get advice from GIC - Charing Cross re prescribing and monitoring

# Key take home messages

- Use LGBT+ inclusive language for all patients
- Remember increased risks in the LGBT+ population whilst avoiding stereotypes
- Respect people's right to define their own identities – mirror their language, in terms of how they describe themselves, the name and pronouns that they use

# Relevant organisations for our patients

- Albert Kennedy Trust - for homeless LGBT+ age 16-25 <https://www.akt.org.uk>
- Stonewall Housing - supported accommodation and housing advice for LGBT+ people <https://stonewallhousing.org>
- Outside Project - for homeless LGBT+ people <http://lgbtiqoutside.org>
- Imaan and Inclusive Mosque - for LGBT+ Muslims  
<https://imaanlondon.wordpress.com>  
<http://inclusivemosqueinitiative.org>
- Gendered Intelligence - for trans people including different groups for ages 8-30 <http://genderedintelligence.co.uk>
- Opening Doors London - support for LGBT+ people aged over 50  
<http://openingdoorslondon.org.uk>
- London Friend - LGBT+ support including drug & alcohol support  
<http://londonfriend.org.uk>
- CliniQ - sexual health and wellbeing for trans people <https://cliniq.org.uk/about/the-team/>
- Galop - LGBT+ charity for hate crime, sexual violence, domestic abuse <http://www.galop.org.uk>

# Want to learn more?

<http://elearning.rcgp.org.uk/gendervariance>



**gendered intelligence**  
understanding gender diversity in creative ways



**OPENING DOORS  
LONDON**



## Mental Health access for LGBTQ+ people from Black, Asian and Minority Ethnic Backgrounds

East London NHS Foundation Trust are committed to improving the quality of life for all we serve We would like your views to help us fulfil this

Ensuring equality and valuing diversity is one of the Trust's core values This means offering the right services regardless of people's age, gender, ability to speak English, religion, race, disability, sexual orientation, marital or civil partnership status or culture

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Are you from a Black, Asian or Minority Ethnic background ?

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Can you identify barriers LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds face in accessing mental health services?

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Can you identify positive ways mental health services engage with LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds.

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Are you from a Black, Asian or Minority Ethnic background ?

☐ Yes

☐ No

2.

How can mental health services be improved for LGBTQ+ people who are from Black, Asian and Minority Ethnic backgrounds ?

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1.

Are you from a Black, Asian or Minority Ethnic background ?

Mark only one oval.

☒ Yes

☐ No

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How can mental health services be improved for LGBTQ+ people who are from Black, Asian and Minority Ethnic backgrounds ?

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Can you identify barriers LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds face in accessing mental health services?

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1.

**Are you from a Black, Asian or Minority Ethnic background ?**

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1.

Are you from a Black, Asian or Minority Ethnic background?

, mark only one box.

Yes

No

2.

How can mental health services be improved for LGBTQ+ people who are from Black, Asian and Minority Ethnic backgrounds?

How can mental health services be improved for LGBTQ+ people who are from Black, Asian and Minority Ethnic backgrounds?

3.

Can you identify barriers LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds face in accessing mental health services?

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Can you identify positive ways mental health services engage with LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds?

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1.

Are you from a Black, Asian or Minority Ethnic background ?

Mark only one oval

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1.

Are you from a Black, Asian or Minority Ethnic background?

*(Mark only one box)*

☒ Yes

☐ No

2.

How can mental health services be improved for LGBTQ+ people who are from Black, Asian and Minority Ethnic backgrounds?

*(Write your answer in the box below)*

3.

Can you identify barriers LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds face in accessing mental health services?

*(Write your answer in the box below)*

4.

Can you identify positive ways mental health services engage with LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds?

*(Write your answer in the box below)*

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**Are you from a Black, Asian or Minority Ethnic background ?**

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**Can you identify positive ways mental health services engage with LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds.**

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1. Are you from a Black, **Asian** or Minority Ethnic background ?

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2. How can mental health services be improved for LGBTQ+ people who are from Black, Asian and Minority Ethnic backgrounds ?

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3. Can you identify barriers LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds face in accessing mental health services?

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4. Can you identify positive ways mental health services engage with LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds.

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1.

**Are you from a Black, Asian or Minority Ethnic background ?**

*Mark only one oval*

☐ Yes

☐ No

2.

**How can mental health services be improved for LGBTQ+ people who are from Black, Asian and Minority Ethnic backgrounds ?**

3.

**Can you identify barriers LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds face in accessing mental health services?**

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**Can you identify positive ways mental health services engage with LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds.**

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1.

**Are you from a Black, Asian or Minority Ethnic background ?**

*Mark only one oval*

☐ Yes ☐ No

2.

How can mental health services be improved for LGBTQ+ people who are from Black, Asian and Minority Ethnic backgrounds ?

What can be done to improve mental health services for LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds?

3.

Can you identify barriers LGBTQ+ people from Black, **Asian** and Minority Ethnic backgrounds face in accessing mental health services?

What barriers do you face in accessing mental health services?

4.

Can you identify positive **ways** mental health services engage with LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds.

What positive ways do you see mental health services engaging with LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds?

What positive ways do you see mental health services engaging with LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds?

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1.

**Are you from a Black, Asian or Minority Ethnic background?**

*Please mark only one box*

☐ Yes

☐ No

2.

How can mental health services be improved for LGBTQ+ people who are from Black, Asian and Minority Ethnic backgrounds?

3.

**Can you identify barriers LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds face in accessing mental health services?**

4.

Can you identify positive ways mental health services engage with LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds?

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1.

**Are you from a Black, Asian or Minority Ethnic background ?**

*(Mark only one box)*

☐ Yes  
☐ No

2.

How can mental health services be improved for LGBTQ+ people who are from Black, Asian and Minority Ethnic backgrounds ?

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3.

Can you identify barriers LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds face in accessing mental health services?

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4.

Can you identify positive ways mental health services engage with LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds.

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Are you from a Black, Asian or Minority Ethnic background?

☒ Yes

☐ No

☐ No

2

How can mental health services be improved for LGBTQ+ people who are from Black, Asian and Minority Ethnic backgrounds?

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Can you identify barriers LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds face in accessing mental health services?

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Can you identify positive ways mental health services engage with LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds?

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## Mental Health access for LGBTQ+ people from Black, Asian and Minority Ethnic Backgrounds

East London NHS Foundation Trust are committed to improving the quality of life for all we serve. We would like your views to help us fulfil this.

Ensuring equality and valuing diversity is one of the Trust's core values. This means offering the right services regardless of people's age, gender, ability to speak English, religion, race, disability, sexual orientation, marital or civil partnership status or culture.

1.

**Are you from a Black, Asian or Minority Ethnic background?**

*(Please tick only one box)*

☐ Yes

☐ No

2.

**How can mental health services be improved for LGBTQ+ people who are from Black, Asian and Minority Ethnic backgrounds?**

*(Please write your answer in the space below)*

3.

**Can you identify barriers LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds face in accessing mental health services?**

*(Please write your answer in the space below)*

4.

**Can you identify positive ways mental health services engage with LGBTQ+ people from Black, Asian and Minority Ethnic backgrounds?**

*(Please write your answer in the space below)*