




LGBT Awareness Welcome

Introduction: LGBT Awareness

This module has been written for all staff working for London Borough of Tower Hamlets.

The time taken to complete this module will be no more than 30 minutes.

Please note – this PowerPoint will only work properly if you use the arrow keys  to advance through the slides. Do follow instructions on the screen to get the most from this PowerPoint.



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Introduction: LGBT Awareness

This course is designed to help develop awareness of lesbian, gay, bisexual and trans issues (LGBT).

It is a brief introduction to the relevant legislation in relation to the rights of LGBT people and your responsibilities as representatives of the local authority.



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Learning Objectives

By completing this module you will be able to:

- Understand what is meant by sexual orientation and gender identity
- Understand the diversity of sexual orientation & gender identity
- Understand equality legislation as it relates to LGBT people
- Understand the importance of monitoring sexual orientation
- Understand some key issues that impact LGBT people
- Understand how to create an inclusive work and service delivery environment
- Gain knowledge of further resources and specialist support organisations



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Course Content

Part 1: Language: *Getting to grips with terminology*

Part 2: Legislation: *All equal under the law*

Part 3: Monitoring: *If you are not counted you don't count*

Part 4: Good practice tips

Part 5: Further support and contact information



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Disclaimer



Every effort has been made with this e-learning module to ensure it is accurate at the time of publication. However, please be aware that information can become out of date and you should always take further advice if decisions need to be made.

This is a brief introduction to LGBT awareness and will not provide all the information needed in all circumstances. Further information and specialist organisations are listed at the end of this e-learning module.

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Introduction: LGBT Awareness

Research shows that people are happier and more productive at work in an environment where they can be themselves without the fear of harassment or abuse.

Whilst there have been many legal changes as well as changes in social attitudes, one in five people still think that any form of same sex relationship is wrong. Sadly, prejudice against lesbian, gay, bisexual and trans people is still apparent in many institutions, organisations and communities.



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Introduction: LGBT Awareness

This discrimination continues to have an extremely negative impact on the lives of LGBT people.

LGB and trans people can face similar prejudice and discrimination, however LGB issues are related to sexual orientation and trans issues relate to gender. Bisexual and trans issues have been, until recently, more invisible.



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Part 1: language

This section will introduce you to definitions and language used to describe LGBT people. By the end of part 1 you will be able to:

- Explain what LGBT means
- Understand a range of common terms relevant to this topic
- Define areas of discrimination faced by LGBT people



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Language Matters

A word of caution: terminology changes over time and individuals assign different meanings to the same word. Language needs to be used sensitively and asking people how they describe their own identity and allowing them to self identify is often the most useful thing.



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Language: Words Hurt



We often use language without thinking about it and assume that others know and understand what we mean. In addition, we are sometimes cautious of using some language in case we cause offence, often as we aren't confident with the meaning of the word/s.

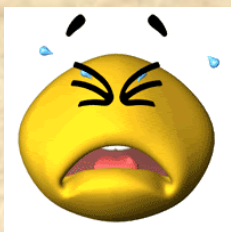
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Language: Words Hurt

Whilst the word homosexual is an accurate description for anyone who is attracted to people of the same sex it is not often used nowadays as it has strong negative associations as an offensive term from when homosexuality was illegal (pre-1967) and was regarded as a mental illness (World Health Organisation pre-1990).



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Language: Words Hurt

When talking with or about someone who feels the label of male or female that they were given at birth doesn't match their gender identity, people can get in a muddle with which word to use, for example, trans, transgender, transsexual and so on.

The best term to use is simply trans as this makes no assumptions about whether someone experiences gender dysphoria (the medical term for being transgender) or whether they have taken any medical or surgical steps.

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Language

Trans is a more inclusive term, allowing for a wider range of people to fall under this umbrella term. Some people see themselves as gender neutral and would be included in this umbrella term.

Similarly, people can get in a muddle with which gender pronoun to use when talking with a trans person.



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Pronouns Matter

The easiest way to prevent causing offense (if you are not sure) is to ask the person how they identify themselves and use this to guide you through your interaction. Not using the correct pronoun means that you are denying someone their identity.

If you do make a mistake an apology goes a long way and is very respectful. These are all pronouns that people may use to describe themselves.

	HE	THEY	EY	
THEM	SHE	HIM	HER	XE



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Gender Identity: Definitions

In the UK, it is estimated that 1 in 4,000 people is receiving medical help for gender dysphoria. However, there may be many more people with the condition who have yet to seek help. On average, men are diagnosed with gender dysphoria five times more often than women (NHS direct) (i.e. there are more trans women than trans men). The Gender Identity Research Education Society estimate that there are 500,000 people in the UK who are trans.



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Definitions: Gender Identity

Some terms you may or may not be familiar with...

Gender identity – A person's inner sense of being either male or female, masculine or feminine or somewhere in between

Transgender - An umbrella term for people whose gender identity and/or gender expression differs from the sex they were assigned at birth. The term may include, but is not limited to; transsexuals, cross-dressers and other gender-variant people

Transsexual – Someone who changes their body and lifestyle to conform to their gender identity; this may include medical treatment such as hormones or surgery, but does not have to.



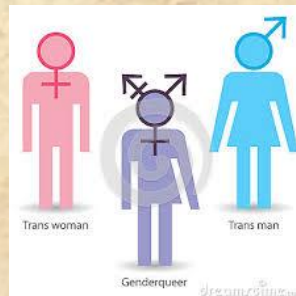
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Definitions: Gender Identity

Non-binary – Someone whose gender identity does not fit within the ideas of male or female; someone who disagrees that there are only two genders and that they are opposite. Can include gender identities such as genderfluid, genderqueer and gender neutral.

Intersex – A person whose gender is ambiguous due to a medical condition such as micro phallus or Klein syndrome.

Gender expression – How a person presents and performs their gender to the world.



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Gender Identity

Most people never question their gender identity, but gender variations are probably more common than we generally think. However, many people have tried to appear how others expect them to for fear of being ridiculed or for their own safety. Recent high-profile transitions of famous people have both brought awareness to trans issues but discriminatory attitudes have also been apparent in media reporting.

A trans person may be 'visible' should they decide to transition - to begin to live in a gender different to the one assigned at birth.



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What word describes a person's inner sense of their masculinity or femininity?

Press on each row below for possible answers and then press the answer you think is correct

A Transsexual

B Intersex

C Gender Identity

D Non Binary

Answer

A Transsexual

B Intersex

C Gender Identity

D Non Binary

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Sexual Orientation

Bisexual

men and women
who are emotionally
and sexually
attracted to both
men and women

Gay

A man who is
emotionally and
sexually attracted to
other men (can also
be used for women)

Sexual Orientation:

Pattern of emotional, romantic
& sexual attraction to men,
women, both genders, neither
gender or another gender

Heterosexual

men and women
who are emotionally
and sexually
attracted to the
opposite sex

Lesbian

A woman who is
emotionally and
sexually attracted to
other women

Click 4 times

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Other Definitions

Bisexual (or bi) people are people who are attracted to more than one gender.

However many bisexual people tend to prefer the definition “a changeable sexual and emotional attraction to people, where gender may not be a defining factor” (Stonewall)

Cisgender – The opposite of transgender; someone whose gender identity has remained consistent with their biological sex from birth. This term was added to the Oxford Dictionary in 2015.

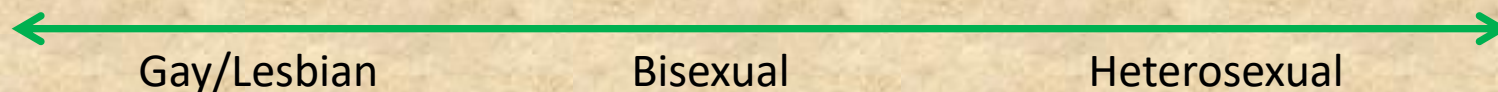


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Sexual Orientation

- Everyone has a sexual orientation even if they are not sexually active
- The majority of people identify as heterosexual
- Some people are asexual and neither attracted to people of the same sex or opposite sex
- For some people sexual orientation is not necessarily static and may change with time

How do you identify your sexual orientation?



There are many people who may define as heterosexual who have had same sex sexual experiences at some point in their lives. Currently, we do not have an accurate number of how many people identify as lesbian, gay or bisexual.

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At what age did you first know your sexual orientation?

Some people who identify as heterosexual have had to do very little thinking about what it means to be attracted to the opposite sex. LGBT people have often done a lot of thinking about their sexual orientation.

Why do you think this is? **Click here three times for possible answers**

Having internalised negative assumptions from society

Unsure of how others will react

Lack of information or role models for children to explain why they may feel different

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Discrimination

LGBT people may be fearful of facing discrimination if their sexual orientation is known as they may have already experienced this or seen or heard other people face discrimination.

The messages that LGBT people have received about their sexual orientation or gender identity from either overt discrimination or the lack of positive portrayals of LGBT people generally is likely to make some people concerned about being “out” i.e. revealing their sexual orientation or gender identity.



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Homophobia

Homophobia is the hatred of people who are lesbian or gay and can take many forms and can also be experienced by those who are perceived lesbian or gay. Examples of homophobia include:

- **Homophobic language**

Insults, jokes, negative vocabulary that stigmatises same sex sexual orientation and lesbians and gay men

- **Personal homophobia**

Personal feelings or beliefs that lesbians and gay men are abnormal, bizarre, or sick

- **Interpersonal homophobia**

Insults, avoidance, verbal and physical abuse

- **Institutional homophobia**

Institutions, laws, rules that discriminate against same sex relationships or lesbians and gay men.



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Heterosexism

Heterosexism describes attitudes, bias and discrimination in favour of heterosexual orientation and opposite sex relationships.

Examples of this include:

- the presumption that people are heterosexual
- the belief that heterosexual relationships are superior to same sex relationships.

There has been growing recognition of same sex relationships in our legal system such as the introduction of Civil Partnerships and more recently equal marriage through the Marriage (Same Sex Couples) Act

However, heterosexism is still very evident in wider society. For example, how many gay characters can you name in comparison to heterosexual characters in soaps or adverts?



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Biphobia

The hatred of people who are bisexual. Biphobia is a source of discrimination against bisexual people and often based on negative stereotypes of bisexual people.

Examples of biphobia:

- Assuming that it is only possible to be attracted either to the opposite sex or the same sex, but not both
- Assuming that bisexual people have not made their mind up yet
- Thinking that bisexual people are promiscuous or greedy
- Thinking that bisexual people can not be monogamous

Bisexuality is often invisible; as often other people see the gender of the person that someone is in a relationship with and then equate this as either a same sex or opposite relationship, which then denies bisexual people their identity.



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Transphobia

Transphobia is hatred and hostility toward people who are trans or who otherwise transgress traditional gender norms.

Transphobia is intolerance of gender diversity. It is based around the idea that there are only two sexes – male or female, which you stay in from birth. Furthermore, people who fit gender stereotypes (by sounding, looking or behaving like men and women are ‘supposed to’) are somehow better than those who don’t.

Transphobia in the work place, in education and in society in general takes place more often than homophobia.



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Transphobia

Examples of transphobia include:

- Violence & extreme malice
- The refusal to accept a person's new gender identity
- The view that trans people are gay (have same sex relationships), which is true for some but not the majority
- Being outed as trans / unwanted disclosure
- Bullying and harassment
- Issues related to the use of single sex toilets.

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Cissexism

Cissexism – The assumption that everyone is cisgendered or non-transgendered and the indirect discrimination that comes out of this.

It is the belief that being cisgendered is the desired or normal/natural way

Often, it comes with either the belief that people who are trans have chosen to be trans, or...

...that trans people are not real men or real women.



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What word means that opposite sex relationships are seen as superior to same sex relationships.

Press on each row below for possible answers and then press the answer you think is correct

A Homophobia

B Heterosexism

C Cissexism

D Biphobia

Answer

A Homophobia

B Heterosexism

C Cissexism

D Biphobia

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Final Thoughts on Language

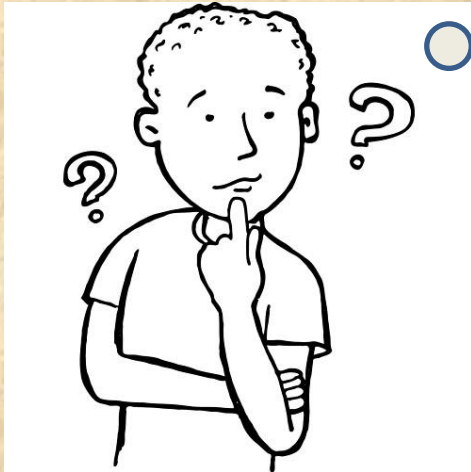
Some words are in common usage, such as straight which refers to heterosexual people. It is worth bearing in mind that not everyone is comfortable with this as a term.

There are other words that have been used in a derogatory way to describe LGBT people, and are still used at times in this way, which have been reclaimed by some to be used in an empowering way, such as the word 'queer'.

However, many LGBT people will find this word offensive, especially when it is used by those outside the LGBT community.

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It is best to treat people as if they were heterosexual unless you know for a fact they are lesbian, gay or bisexual. Press on true or false for your answer



True

False

NEXT 

Answer



True - this is the **Wrong** answer

it is likely that if you make this assumption, then those that are lesbian, gay or bisexual will not feel that they can be open with you. Encouraging greater visibility for LGBT people is an important part of achieving equality.



False - this is the **right** answer

By avoiding making the assumption that everyone is heterosexual and being open to the possibility that someone may be lesbian, gay or bisexual means you are less likely to communicate that you expect everyone to be heterosexual and will create a more inclusive environment.

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Part 2: Legislation

This section will introduce you to current equality legislation.

By the end of part 2 you will be able to:

- Name the types of discrimination covered by the Equality Act
- Understand the Public Sector Equality Duty
- Understand how personal beliefs and sexual orientation are both protected and what this means
- Identify the legislation that gives privacy of information about someone's previous gender



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Part 2: Equality Legislation

Trans/transgender and gender variant people are disproportionately affected by discrimination in the UK.

Research indicates that trans people experience high levels of street harassment, assault and verbal abuse, as well as discrimination in employment and goods & services.

This type of discrimination, when aimed at trans people is illegal under *The Equality Act (2010)*. It is the responsibility of all employers and service providers to ensure that transgender people are treated with the same dignity and respect as anyone else.



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Equality Act (2010)



There are 9 protected characteristics in the Equality Act:

1. Age
2. Disability
3. Gender Reassignment
4. Marriage and Civil Partnership
5. Pregnancy and Maternity
6. Race
7. Religion and Belief
8. Sex
9. Sexual Orientation



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Equality Act 2010

The Equality Act brings all equality legislation together. Its aim is to ensure that there is a level playing field for everyone, recognising that some people need specific support and protection to counteract the negative effects of discrimination and prejudice.

Three key concepts are: **Click three times**

1. There is no hierarchy of protected characteristics.
2. No individual can refuse to deliver a service to another of a particular characteristic on the basis of their privately held beliefs.
3. It is irrelevant for the purposes of determining whether unlawful discrimination has taken place that the discriminator shares the victim's protected characteristic



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Equality Act 2010

Gender reassignment under The Equality Act does not cover all people who would consider themselves trans.

The 'protected characteristic' of 'gender reassignment' covers people who are proposing to undergo, are undergoing or have undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex.

The act prohibits the following:

- Direct Discrimination
- Indirect discrimination
- Associative Discrimination
- Perceptive Discrimination
- Victimisation
- Harassment

Press here for
further information



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Protection From...

- Discrimination - treating someone less favourably on the basis of a protected characteristic
- Indirect Discrimination - the application of a provision, criterion or practice which is applied equally to persons of all groups, but which puts a person of a particular group at a disadvantage and which cannot be shown to be a proportionate means of achieving a legitimate aim and that there is no less discriminatory alternative
- Associative Discrimination - when an individual is treated less favourably because they are associated with an individual with a protected characteristic
- Perceptive Discrimination - when an individual is treated less favourably because they are perceived, correctly or incorrectly, to have a protected characteristic



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Definitions in Equality Act

- Victimisation - treating someone less favourably or retaliating against someone because they have made a complaint or allegation of discrimination
- Harassment - defined as unwanted conduct (including conduct of a sexual nature) related to a protected characteristic which has the purpose or effect of violating a person's dignity, or creating an intimidating, hostile, degrading or humiliating environment.



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What kind of discrimination is this?

Shannon starts a new job. She does not mention a husband or boyfriend and after a few weeks one of her work colleagues starts making remarks to her about how lesbians just need to meet the right man. He starts to infer that she should not work alone with other female colleagues.

Press on the correct answer:

Discrimination



Indirect discrimination



Associative discrimination



Perceptive discrimination



Victimisation



Harassment



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Incorrect

If you have landed on this slide please click
BACK
and try again



BACK



NEXT

Answer

-  Discrimination
-  Indirect discrimination
-  Associative Discrimination
-  Perceptive Discrimination
-  Victimisation
-  Harassment

This is harassment and it does not matter if Shannon identifies as lesbian, bisexual, or heterosexual.

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Public Sector Equality Duty

In addition, the Act stipulates organisations in receipt of public funding have a duty to show due regard to the protected characteristic groups in their service design and delivery, and:

- Eliminate unlawful discrimination, harassment and victimisation
- Advance equality of opportunity between different groups
- Foster good relations between different groups



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What does this mean for you as representatives of the local authority?

It is unlawful for public authorities to discriminate when providing public services.
This could include : (**press four times**)

- The need to ensure equal access to services for lesbian, gay, bisexual and trans people
- The need to take action to help a lesbian, gay, bisexual or trans client who is experiencing homo/bi/transphobic abuse or harassment and therefore prevented from using services etc.
- Staff should treat LGBT users as courteously and professionally as they do other users, whatever their own personal views.
- Planners of services will need to take steps to ensure that LGBT people have fair access to the services which they need



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Supreme Court Ruling



Bull and Bull V Preddy and Hall

This was the case where two men in a civil partnership were turned away from the hotel because the owners said it was against their religious belief to allow unmarried couples to share double rooms. They did not recognise the civil partnership as equal to marriage.

The supreme court ruled that whilst everyone has the fundamental freedom to practise their religion this right can be limited where necessary to protect the rights of others.

This enshrines in law again the right for same sex couples to not be discriminated when accessing services.



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Personal Beliefs

Whilst everyone has a right to their personal belief, when it comes to the delivery of services all staff must conduct themselves in a non-discriminatory way with every service user. Within the workplace, the Equality Act protects those from the 9 characteristics groups and they have the right to be protected from discrimination on these grounds.

Case law clearly shows that personal beliefs do not allow individuals to discriminate against others and services have to be delivered in a non-discriminatory way regardless of your personal view point.



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Personal Beliefs

Good practice would expect staff to work within organisational policy and procedures and all legislative requirements. It is appropriate to ensure that discussion of personal beliefs are treated with sensitivity and all people are treated with dignity and respect.

Open dialogue in a respectful atmosphere is a good starting part for exploring these issues, although more formal routes may be taken if discrimination is occurring.

It is worth remembering that LGBT people may also be members of faith communities and that there are a number of faith LGBT organisations.



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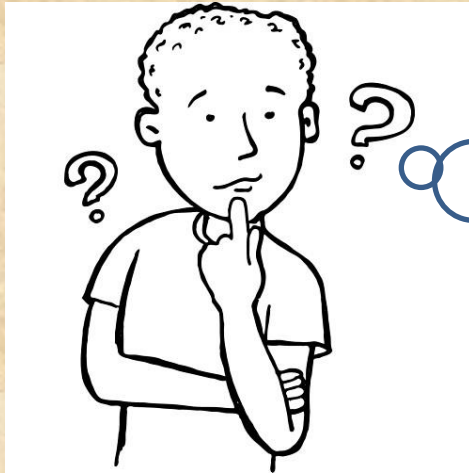
Gender Recognition Act 2004

To date, over 2400 Gender Recognition Certificates (GRC) have been issued. These are certificates that are issued to those seeking a change of gender status. Those seeking a GRC must have lived in the acquired gender for at least two years.

This act also provides a right of privacy and legal protection and prevents disclosure. If someone in an official capacity is aware of the GRC then they have to protect this information and not share it.



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True

False

Sexual orientation is a private matter which is not relevant in the workplace.

Press **true** or **false** for your answer

NEXT

Answer



True - is the **wrong** answer

Sexual orientation is part of all of our identities and it is something that has always been in the work place, for example people wear wedding rings which until very recently was an indication of being heterosexual as weddings/ civil partnerships were not available to LGBT people. Having greater visibility and enabling LGBT people to be open at work is part of achieving equality for all.



False - is the **right** answer

Staff who can be open about their sexuality at work are more likely to enjoy going to work, feel able to be themselves, form honest relationships with their colleagues, are more confident, and ultimately more productive. LGBT equality at work makes good business sense.

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Final Thoughts on Equality Legislation

Unless LGBT people are visible in society there is a danger that they become forgotten and made to feel unimportant.

This can mean that organisations do not think about the specific needs of LGBT people when services are designed or commissioned. Often the specific needs of LGBT people may be unknown to those designing services and assumptions made that there are no differences in needs or how services need to be delivered

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Part 3: Monitoring

By the end of this section you will be able to understand

- The reasons for monitoring sexual orientation & gender identity
- The benefits of monitoring sexual orientation and gender identity
- The complexity and dilemmas of monitoring gender identity
- Identify some outcomes of monitoring sexual orientation
- Some knowledge of current research into the needs of LGBT people




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Monitoring


There are many reasons to monitor on the grounds of sexual orientation and gender identity.

Can you name some key reasons why it would be appropriate to monitor those using services and within the workplace?


Click **three** times to see if you had any of the following reasons



Helps identify potential barriers to services



Helps highlight inequalities between different groups



Helps identify issues affecting LGBT & other people



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Monitoring

Click **five** times to see if you had any of the following reasons

Ensures
equality of
access to
work &
services

Helps improve
existing services &
tailor services to
meet needs

Helps measure
performance &
make
improvements

Helps monitor
incidents of
discrimination &
prevent future
incidents

Builds confidence
in organisation
that leads to
openness
elsewhere

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Monitoring

Being LGBT is now more accepted by society, but there is still a huge lack of evidence about LGBT people, their needs and experiences. Monitoring sexual orientation & gender identity is a proven way to address that lack of evidence.

Current estimates of the LGB population in the UK range from 1.5% to between 5-7%. Neither of these gives the true picture of LGB people's lives.

Carrying out monitoring helps to build the evidence base about LGBT communities, which in turn will help organisations to understand and provide for LGBT needs.



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Monitoring

Sexual orientation & gender identity monitoring provides a range of benefits as discussed earlier for both service users and for LGBT employees.

Monitoring provides recognition that sexual orientation is as important a part of someone's identity as gender or ethnicity, but it doesn't necessarily define someone as a person.

For many LGBT people, being visible and counted in monitoring statistics helps raise self-esteem and provides much needed validation that often has been missing in many areas.



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Monitoring

Being confident and having the knowledge of why and how monitoring is carried out will support you in answering questions any service users may have about why this information is taken and what is done with it.

Monitoring data should always be kept confidential and stored in line with the Data Protection Act. People always have the right to not fill in monitoring statistics.

Not monitoring sexual orientation or gender identity of services users gives a signal to both staff and service users that they don't count, as they are not counted.



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Monitoring

Monitoring sexual orientation & gender identity leads to improved outcomes for LGBT people. A few examples are:

Lesbian and bisexual women are less likely to attend cervical screening tests than straight women. If a healthcare provider knows that a low proportion of their service users are lesbian and bisexual women, then they can run a targeted awareness campaign to encourage more lesbian and bisexual women to go for screening.

Data from staff satisfaction surveys can be used to identify incidents of bullying and harassment related to sexual orientation & gender identity and support targeted work to address these.



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Monitoring Gender Identity

The Equality & Human Rights Commission states:

“Monitoring numbers of transgender people is a very sensitive area and opinion continues to be divided on this issue. Many transgender people have been bullied, harassed and marginalised, and could be very negatively affected by disclosure of their status. Without gathering some form of evidence, however, it may be difficult to monitor the impact of policies and procedures on transgender people or their employment patterns such as recruitment, training, promotion or leaving rates”.

It remains important to ensure that staff are sensitive to the concerns of trans people when asking monitoring questions. There is further guidance available from a range of trans organisations.



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LGBT Research

As with monitoring, there has often been limited research done in the UK generally in relation to the needs of LGBT people.

Research has also been able to demonstrate the differences between LGBT people for an example please **click**

A new study by the Scottish equality Network (2015) has found that 48% of bisexual people have experienced biphobia when accessing essential services.

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LGBT Research

Click four times for more research highlights

A quarter of the UK's homeless youth are LGBT, according to a new survey carried out by the Albert Kennedy Trust (2015)

Research has shown that nearly half of all LGBT young people repeatedly attempt suicide and make up almost 30% of actual teen suicides

97% of all young people report hearing homophobic language on a daily basis

Nearly 1 in 10 of LGBT young people (8%) have had to leave home for reasons relating to their sexuality or gender identity

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LGBT Research

Click four times for more research highlights

A YouGov survey commissioned by Stonewall found that older gay and bisexual men are three times more likely than heterosexual men to be living alone

The research found that older LGBT people are more likely to rely on formal support services, rather than family and friends

LGBT people with disabilities often find that their rights to sexual relationships are not widely accepted; the fact that some may wish to have a same-sex relationship is still largely unconsidered.

Trans young people face the greatest levels of disadvantage and discrimination and report lower overall satisfaction with their lives

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LGBT Research

Click four times for more research highlights

Research has consistently shown that LGBT people are over-represented in mental health services, are more likely to self-harm and to attempt suicide. This is believed to be due to both direct and indirect experiences of stigma, prejudice, exclusion, homo/bi/transphobia

Bisexual women are more likely to self-harm, have eating problems and feel depressed. Bisexual women are more likely to experience poor mental health and mental distress than lesbians

There is a high prevalence of HIV in men who have sex with men (MSM), although the rate of new diagnoses is now growing faster in BME communities

London based research found that BME LGBT people were more likely to experience physical abuse and more likely to have experienced harassment from a stranger than white LGBT people

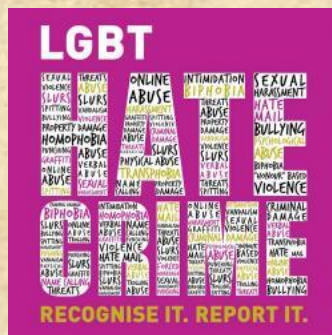
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LGBT Hate Crime



LGBT hate crimes and incidents occur commonly in the everyday lives of LGBT people. Too many LGBT people worry about being the victim of crime and feel at risk of being a victim of hate crime. Both the experience and fear of LGBT hate crimes and incidents have a dramatic impact on the quality of life of millions of LGBT people.

A recent report in June 2015 revealed that 88% of LGBT had experienced some form of hate incident.



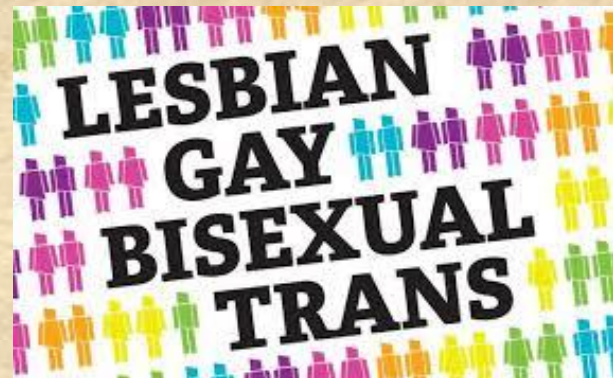
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Part 4: Good Practice Tips

Developing a reflective and questioning approach alongside utilising good practice techniques will help to create an environment where discrimination is challenged in relation to sexual orientation and gender identity.

By the end of this section you will be able to identify some key factors that will support a better working and service delivery environment which will include a focus on:

- Language
- Avoiding assumptions
- Visibility
- Inclusion
- Zero Tolerance to discrimination
- Review and Monitor



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Good Practice Tips

Be aware of the language you are using and avoid assumptions - your assumptions may be incorrect.

When you have not been informed of someone's sexual orientation or gender identity try to use gender neutral pronouns such as person rather than he or she, or partner rather than boyfriend and girlfriend.

Be prepared to adapt your language depending on the person you are working with if they indicate a particular preference for a word or term.

Challenge the use of the word gay to describe anything that is bad, or useless. The use of "that's gay" in this way is offensive to many even if the person does not mean to be offensive.



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Good Practice Tips

Always challenge homophobic, biphobic and transphobic comments.

Be familiar with the policies, procedures and practice which promote equality and deal effectively with bullying, harassment and discrimination in your work place.

Avoid assuming that everyone is heterosexual or cisgendered and show this in your choice of language.

Do not assume that LGBT people do not have children and do explore any value-laden assumptions that you may hold around how you think children should be raised.



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Good Practice Tips

Do look at challenging the invisibility of LGBT people. Look at promotion and publicity materials; are LGBT people reflected in these?

Recognise LGBT culture & remember LGBT history. You can send a clear message of inclusion through the promotion of services aimed at LGBT people, promotion of LGBT events, and recognition of such days as Trans Remembrance Day, Pride and International Day against Homophobia, Biphobia and Transphobia



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Final Thoughts on Good Practice

Preparing in advance for working with LGBT service users enables us all to explore our knowledge and attitudes and to explore what else we need to know, or the potential need for training.

It is likely that within many service based provisions there may be specific issues that are different for LGBT service users.



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Final questions

The following slides provide some opportunity to review your learning and the final slides direct you to specialist organisations and further information...



NEXT

'A heterosexual man or woman can be the victim of homophobic abuse or harassment'

Is this statement **True** or **False**?



True

False

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Answer



True: CORRECT You do not have to be LGBT to be a victim of homophobic harassment. Many young people in schools who do not identify as LGBT are also the victims of homophobic bullying; often because they do not conform to gender stereotypes and this is equated by some with being LGBT. So a girl who is good at football is targeted as if she were a lesbian and a boy who is not good at football is seen as like a girl and assumed to be gay.



False: INCORRECT Anyone can be the victim of homophobic bullying. For those that are LGBT the psychological impact is likely to be more pronounced. Homophobic bullying in schools is known to affect the mental health of some LGBT people in adult life.

NEXT 

What is the estimated number of trans people
in the UK?

Click each row and then click the answer you think is correct

A 1 million

B 300,000

C 3.5 million

D 500,000

Answer

A 1 million

B 300,000

C 3.5 million

D 500,000

NEXT

Sandra is a trans woman who applies for a job in a school and is told by the parent governor that she did not get the job as she was not the image the school wanted to present.

What is this called?

Click on the rows below and then click your answer

A Prejudice

B Discrimination

C Homophobia

D Biphobia

Answer

A Prejudice

B Discrimination

C Homophobia

D Biphobia

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Part 5: Further Support

Broken Rainbow (LGBT Domestic violence) 0800 999 5428 www.brokenrainbow.org.uk

ELOP (Counselling, support groups (all ages), schools work, training) 020 8509 3898
www.elop.org

Gendered Intelligence www.genderedintelligence.co.uk (Trans* Organisation)

Positive East (HIV Support) 02077912855 www.positiveeast.org.uk

Rainbow Hamlets (community Forum and Wednesday drop in) www.rainbowhamlets.org

Step Forward (services for LGBT young people) www.step-forward.org/what-we-do/our-services/lgbt-group

Stonewall Housing 02073595767 www.stonewallhousing.org



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Further Information

Stonewall - <https://stonewall.org.uk/>

GIRES www.gires.org.uk

LGBT Companion Document Public Health Outcomes Framework
<http://lgbt.foundation/phof>

LGBT Companion Document Adult Social Care Outcomes Framework
<http://lgbt.foundation/policy-research/ASCOF/>

Trans Fact Sheets - <http://nationallgbtpartnership.org/publications/>

Best Practice Guidelines in Monitoring Sex, Gender Identity and Sexual Orientation - <http://nationallgbtpartnership.org/publications/>



NEXT

This PowerPoint e-learning tool has been produced by ELOP, East London Lesbian & Gay Centre for the London Borough of Tower Hamlets.

ELOP Working for 20 years with LGBT People

For further guidance to help create LGBT friendly, inclusive services contact ELOP

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