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INCLUSIVE SERVICE DELIVERY

POST SESSION RESOURCE

Stonewall is proud to provide information, support and guidance on LGBTQ+ inclusion; working towards a world where we're all free to be. This does not constitute legal advice and is not intended to be a substitute for legal counsel on any subject matter.

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LANGUAGE AND TERMINOLOGY

Key Terminology

Lesbian refers to a woman who has a romantic, emotional and/or sexual orientation towards women. Some non-binary people may also identify with this term.

Gay refers to a man who has a romantic, emotional and/or sexual orientation towards men. Also a generic term for lesbian and gay sexuality. Some women non-binary people use this term.

Bi is an umbrella term used to describe a romantic and/or sexual orientation towards more than one gender.

Trans is 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.

Queer is often used as a more fluid term to describe someone's romantic/sexual/emotional attraction to others and/or their gender identity. Queer has been and still can be used as a slur, others view it as a word that has been reclaimed.

Language and terminology

Transition	The steps a trans person may take to live in the gender with which they identify. This can be different per person. Some have medical intervention i.e. hormone therapy/surgeries, for others non-medical changes.
Pronouns	Words we use to refer to people's gender in conversation - for example, 'he' or 'she'. Some people may prefer others to refer to them in gender neutral language and use pronouns such as they/their and ze/zir.
Non-binary	An umbrella term for a person whose gender identity doesn't sit comfortably with 'man' or 'woman'. This includes people who identify with some aspects of binary identities, while others reject them entirely.
Cisgender	Someone whose gender identity is the same as the sex they were assigned at birth. Non-trans is also used by some people.

Language and terminology

QTIPOC

Queer, Trans, Intersex People of Colour. Due to their intersectionality Black, Indigenous and other non-white Queer, Trans and Intersex People of Colour experience the world differently to their white Queer Counterparts.

Ace and Aro Spectrum

Umbrella terms used to describe the wide group of people who experience a lack of, varying, or occasional experiences of romantic and/or sexual attraction, including a lack of attraction.

Pan

Refers to a person whose romantic and/or sexual attraction towards others is either not limited by or not defined by gender.

Intersex

A term to describe a person who 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 may identify as male, female or non-binary.

Inclusive language

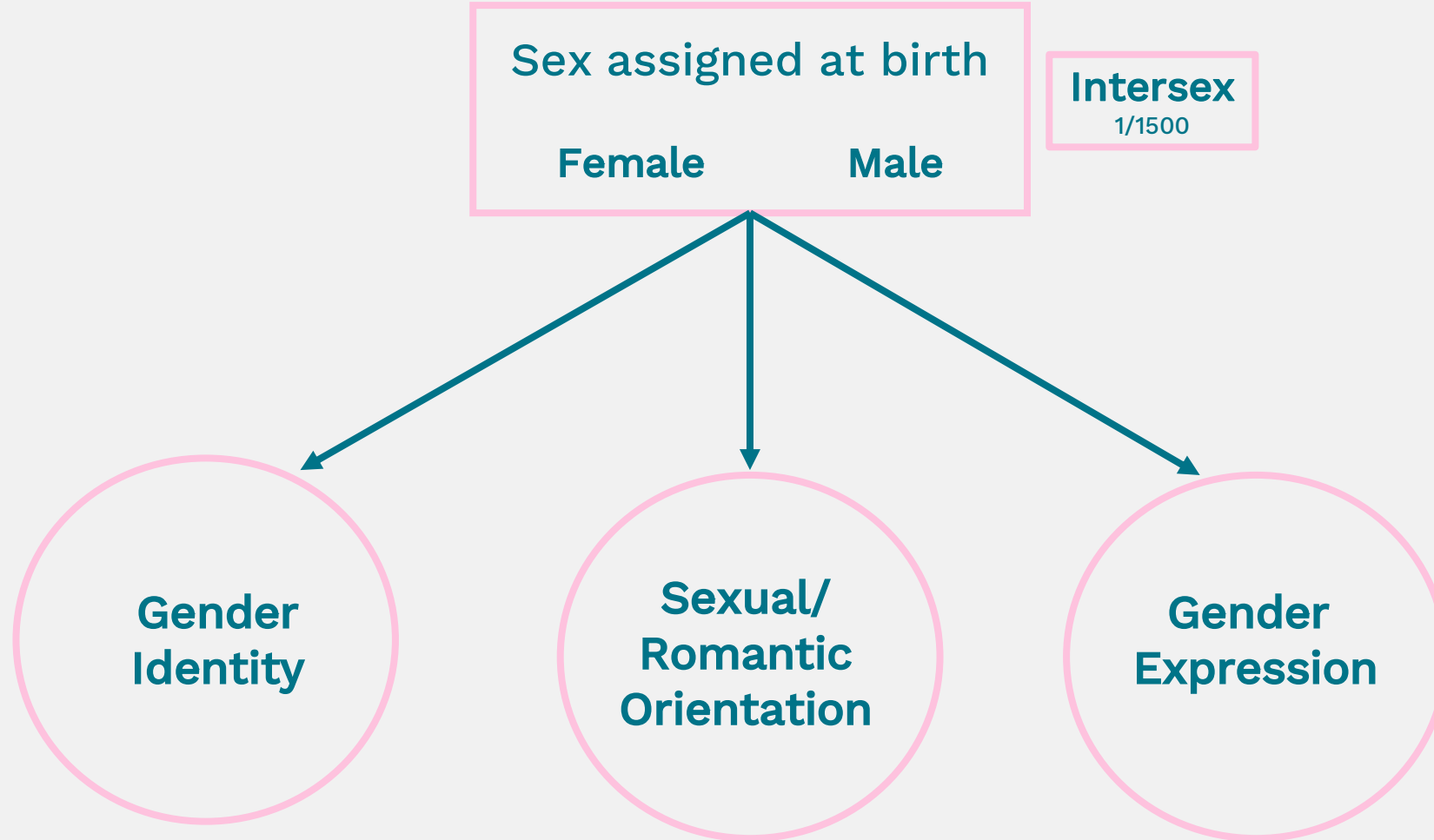**Most of us worry about saying the wrong thing and causing offence to the person we're talking to. Some ways to avoid or approach that include:**

- Keeping things gender neutral until you've been told someone's pronouns or gender or the gender of someone they're referring to.

- If you do make a mistake apologise, correct yourself and move on. Think about what you can learn from the experience afterwards but don't over-apologise in the moment.

- Keep things open – there are a huge range of experiences within the LGBTQ+ community (Transphobia, Biphobia). If something comes up it's absolutely okay to say "I have a bit of an understanding of xxx but could you tell me a little more about what that means for you?"
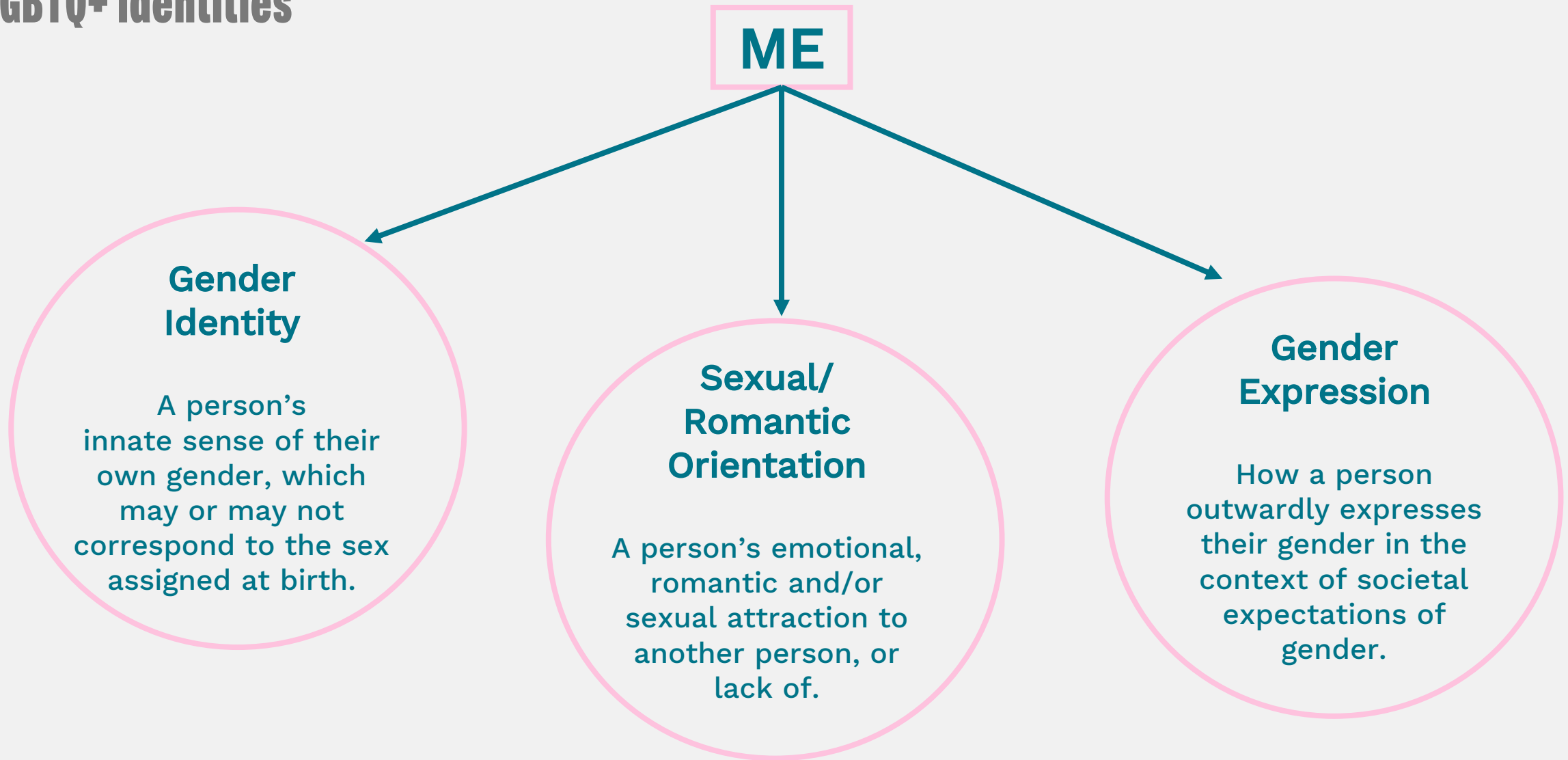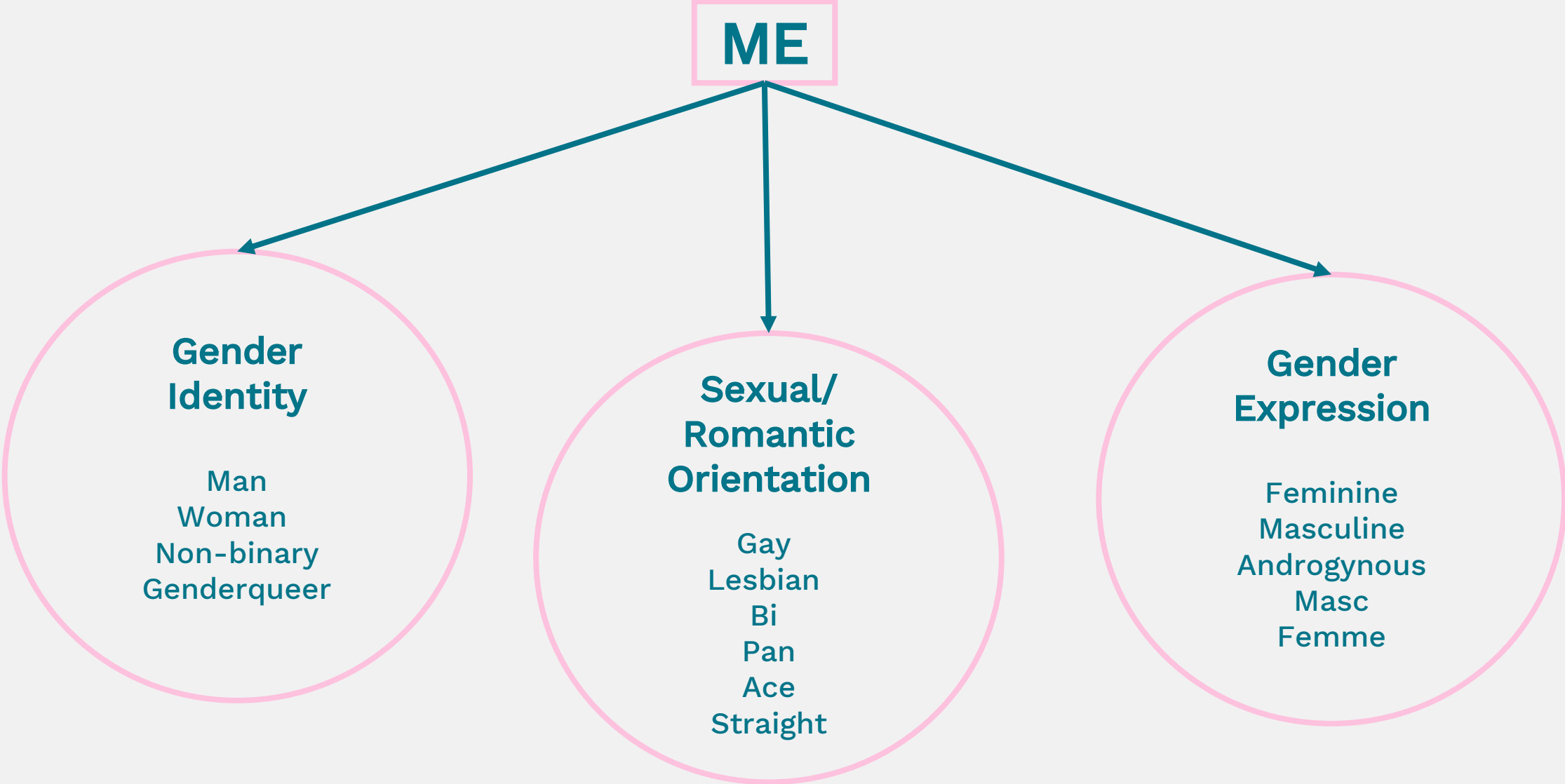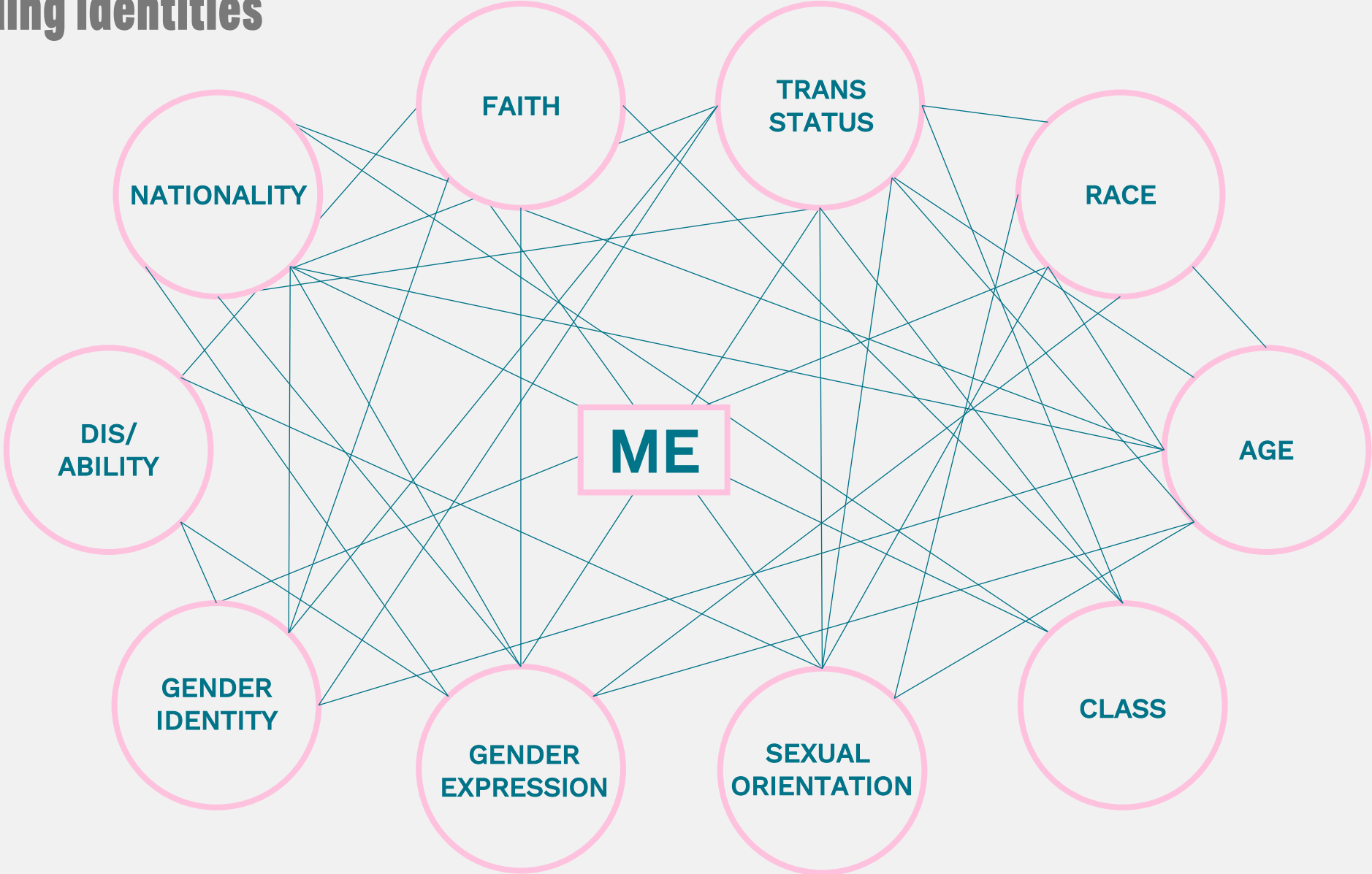
Understanding identities

Sex assigned at birth

Female   Male

Intersex
1/1500

Gender Identity

Sexual/ Romantic Orientation

Gender Expression

LGBTQ+ identities

ME

Gender Identity

A person's innate sense of their own gender, which may or may not correspond to the sex assigned at birth.

Sexual/ Romantic Orientation

A person's emotional, romantic and/or sexual attraction to another person, or lack of.

Gender Expression

How a person outwardly expresses their gender in the context of societal expectations of gender.

Understanding identities

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ME
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Gender Identity

Man
Woman
Non-binary
Genderqueer

Sexual/ Romantic Orientation

Gay
Lesbian
Bi
Pan
Ace
Straight

Gender Expression

Feminine
Masculine
Androgynous
Masc
Femme

Understanding identities

Understanding identities

FAITH

RACE

NATIONALITY

TRANS STATUS

DIS/ ABILITY

ME

AGE

GENDER EXPRESSION

GENDER IDENTITY

SEXUAL ORIENTATION

CLASS
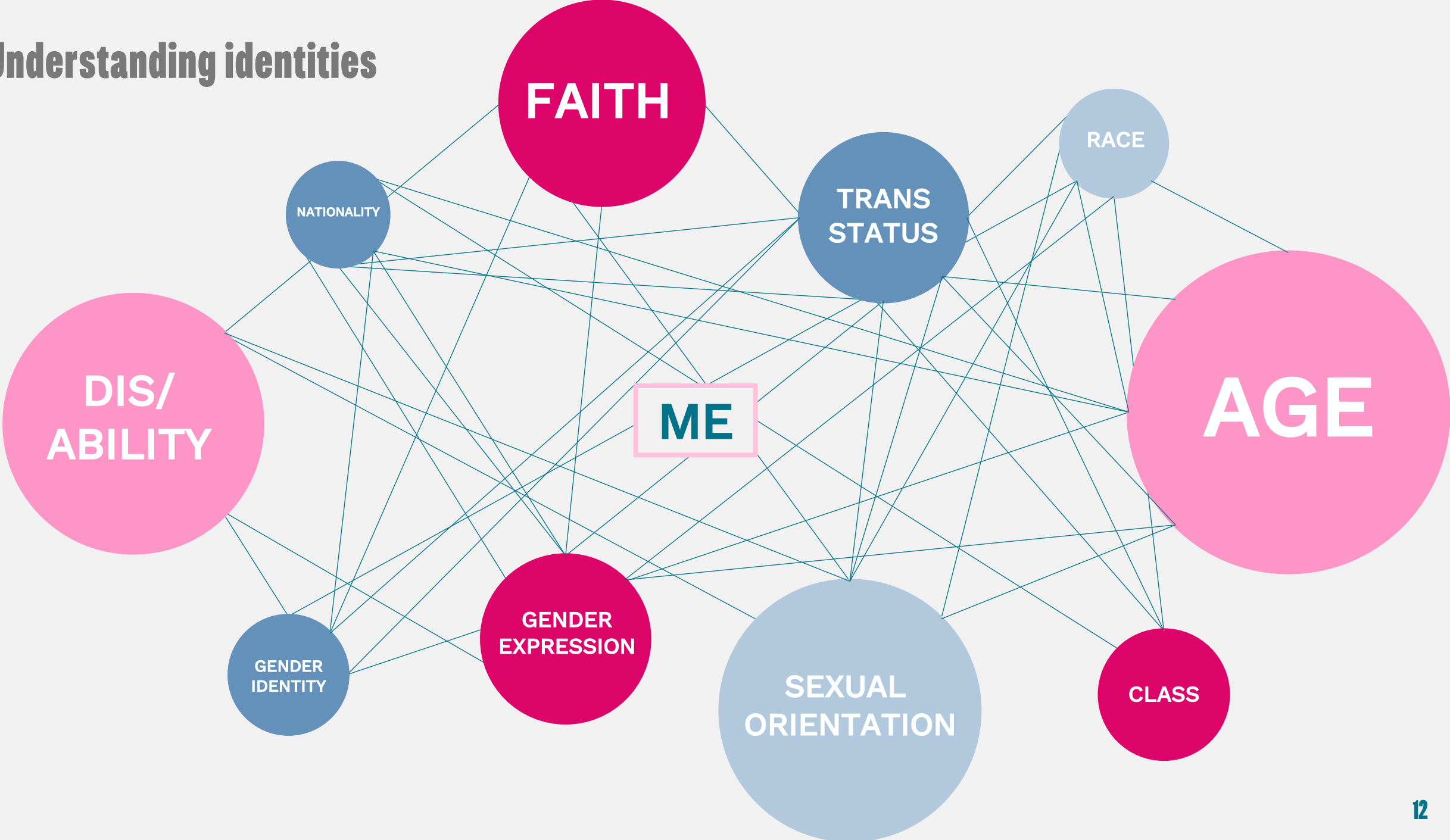
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LGBTQ+ EXPERIENCES

Understanding Identities

67 countries where same-sex relationships are illegal.

11 countries where being LGBT is punishable by death.

1 in 5 people disagree that human rights should be applied to everyone regardless of their sexual orientation or gender identity.

1 in 4 of the world's population believe being LGBT should be a crime

ILGA World and RIWI, 2017, Global Attitudes Survey on Sexual, Gender and Sex Minorities.
ILGA World, 2017, State Sponsored Homophobia Report.
ILGA World, 2016, Trans Legal Mapping Report.

LGBTQ+ Experiences in England, Scotland and Wales

1 in **5** LGBTQ+ people of colour have experienced abuse online in the last month.

1 in **3** LGBTQ+ people say they don't feel comfortable walking down the street holding their partner's hand.

1 in **6** LGBTQ+ people who visited a café, restaurant, bar or nightclub in the last 12 months have been discriminated against because of their sexual orientation or gender identity.

Almost **1** in **2** trans people don't feel comfortable using public toilets.

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DELIVERING INCLUSIVE SERVICES

Best practice

Here are some quick suggestions for your staff to put this into practice:

1, Not making assumptions about gender based on someone's tone of voice
2, Understanding trans identities and the impacts of misgendering
3, Being able to signpost to LGBT-specific services where appropriate
4, Avoid assumptions about people's partners and families
5, Being led by the service users on their identity and experiences
6, If you need to ask questions about someone's identity then clearly explain why

Implementing change

Monitoring & consultation

Training

Communication

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CASE STUDIES

Monitoring and consultation

A staff member in your organisation points out areas where your organisation is not inclusive for trans employees. As a result of this work you also realise that your service might not support trans users. To identify whether this was the case, and to what extent your service is inclusive, you decide to engage in monitoring. After you have viewed your monitoring data and identified areas where your service is not inclusive you decide to consult the trans community to understand why this might be.

MONITORING & CONSULTATION

Collecting monitoring data

- User records

- Satisfaction surveys

- Complaints and feedback

MONITORING & CONSULTATION

Reaching out for consultations

- Promote the opportunity with all of your communication channels
- Encourage a diversity of voices
- Partner with local LGBTQ+ organisations
- Work with existing LGBTQ+ service user groups
- Hold trans specific consultations

Training

Your organisation is a youth support service which is predominantly delivered through the phone and occasionally, because of COVID-19, in online calls. You are planning training for frontline staff in delivering LGBT inclusive services. The aim of the training is to;

• Raise awareness of the importance of LGBTQ+ inclusion for your specific service

• Build confidence across your staff in delivering a service that can effectively support LGBTQ+ people

You are planning the training from scratch, so will use this as a template for other and future trainings.

TRAINING

What topics would you cover?

- Organisational policies and reporting procedures

- Sector context

- The needs of your LGBT service users

- Terminology

- External services

- Challenging inappropriate behavior

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TRAINING

How would you tailor your training?

- Consult your staff to discuss their confidence and any common challenges

- Interrogate monitoring data to understand where LGBT people do not engage or are unhappy with your service

Communication

You have undertaken work in reviewing your work for LGBTQ+ inclusion (including consulting with the community), resulting in training for staff delivering services. You know that service users or potential service users have previously assumed that your work doesn't include them, might not realise that you are inclusive of LGBTQ+ people or that you have undertaken this work. To combat this, you decide to release a series of communications.

COMMUNICATION

Communicating your actions to the community

- Service user policies

- Articles in service user newsletters

- Posters and leaflets

- Social media and videos

- Dedicated LGBT webpage

- Frontline staff visibility

- Local events and local press