

**GREATER
MANCHESTER**

**LGBT
ACTION PLAN**

LGBT
foundation



MANCHESTER
CITY COUNCIL

EXECUTIVE SUMMARY

Welcome to the first Greater Manchester LGBT Action Plan.

Greater Manchester is home to an estimated 215,000 LGBT people. A population larger in size than that of the whole of Rochdale, LGBT people face a significant number of inequalities compared to their heterosexual neighbours; from poorer physical and mental health, increased risk of hate crime and discrimination, to loneliness and isolation and negative experiences in employment.

It is with these issues in mind that LGBT Foundation has developed the LGBT Action Plan with colleagues from across sectors and Greater Manchester boroughs. As a group we have worked collaboratively to understand the key issues in Greater Manchester and identify subsequent actions that will benefit LGBT lives, fitting under the four areas of leadership, monitor, services and visibility.

- ▶ Firstly, we call for the leaders within all sectors to champion and advocate for LGBT voices and inclusion. With the opportunities brought through Devolution in Greater Manchester we hope that LGBT people's needs can be brought to the fore and considered within commissioning.
- ▶ We encourage Greater Manchester to become the first region to monitor sexual orientation in services as standard, and to continue to develop the monitoring of trans status.
- ▶ We urge all of Greater Manchester's public services to continue to seek out the experiences of LGBT people and use these stories to improve service provision and accessibility for all.
- ▶ Lastly, we ask that Greater Manchester continues to promote and improve its inclusivity for LGBT people through collectively celebrating the calendar days important to LGBT people, and training staff in LGBT awareness.

Following the launch of this report we will be taking this Action Plan forward with colleagues across Greater Manchester to ensure needs of LGBT people are acknowledged and addressed. We appeal to the Mayor of Greater Manchester and all other leaders of the region to take notice of recommendations and work with us to implement them for the prosperity and security of Greater Manchester.

INTRODUCTION AND PROCESS

The Greater Manchester LGBT Action Plan presents the actions and overarching priorities for improving the lives and opportunities of lesbian, gay, bisexual and trans people in Greater Manchester over the next 5 years.

LGBT Foundation worked with a large stakeholder group of representatives from the public, voluntary and private sectors, as well as community members, to identify issues most important to them and their organisations. We facilitated a workshop in August 2016 to launch the development of this Action Plan which was opened by the Lord Mayor of Manchester and attended by upwards of 50 people, to generate the themes and priorities of this LGBT Action Plan, and how these can be actioned. From this workshop a Task & Finish group was created who continued to guide development of the Action Plan through regular face-to-face meetings and online engagement. With the support of this diverse group we identified the actions required to generate change within organisations, communities and society at large and create a more inclusive, fair and positive environment for all of Greater Manchester's LGBT citizens.

LGBT Foundation would like to thank the following stakeholders for their input and support throughout this process, as well as individuals who contributed to the workshop and Task & Finish group:

- Manchester City Council
- Salford City Council
- Salford CVS
- Stockport Council
- Greater Manchester Police
- Manchester Metropolitan University
- The Christie Foundation Trust
- Contact Theatre
- The Proud Trust
- Central Manchester Foundation Trust
- The Albert Kennedy Trust
- Bury Council
- Bolton NHS Foundation Trust
- People's History Museum
- The Co-operative
- Manchester Parents Group
- Macc
- Tameside Council
- Gaydio
- Arawak Walton Housing Association

GLOSSARY OF TERMS

Some of these terms will be used within the Action Plan; all are useful terms to be aware of when thinking in an LGBT context.

LESBIAN:

A woman who primarily experiences romantic love or sexual attraction to other women.

GAY:

Used to describe a person, normally a man, who primarily experiences romantic love or sexual attraction to other people of the same gender.

BISEXUAL:

A person who experiences sexual and/or romantic attraction to people of more than one gender, also referred to as “bi”.

HETEROSEXUAL / STRAIGHT:

A person who experiences romantic love or sexual attraction to people of a gender other than their own.

TRANS*:

An umbrella term to refer to anyone whose gender identity doesn't completely match the gender they were given at birth. This includes trans women, trans men, and non-binary people.

NON-BINARY:

Somebody who does not identify as a man or a woman, or who identifies as both, or as something else—identities which are outside of the man/woman gender binary. Non-binary people may refer to themselves as: genderqueer, transmasculine, transfeminine, agender, neutrois, bigender or in a number of other ways.

CISGENDER:

Somebody whose gender identity matches the gender they were given at birth.

HETERONORMATIVITY:

The assumption that people fall into distinct and complementary genders (man and woman) with natural roles in life. It assumes that heterosexuality is the only sexual orientation and that sexual and marital relations are most (or only) fitting between men and women.

HETEROSEXISM:

Often described as 'the assumption that everyone is straight.' A system of attitudes, bias, and discrimination which can include the presumption that other people are heterosexual or that opposite-sex attractions and relationships are 'normal' and therefore superior. People of any sexual orientation can have heterosexist views and in some cases it can form a part of internalised hatred of a person's own sexual orientation.

CISSEXISM:

Often described as 'the assumption that everyone is cisgender'. A set of attitudes and norms including the presumption that other people are cisgender, or not trans, resulting in the oppression of trans identities. As a system, cissexism enforces the socially constructed concept of gender binary, asserting that there are exclusively two genders which will be assigned at birth.

HOMOPHOBIA:

Hatred, fear of or discrimination towards somebody because they are lesbian or gay or are perceived to be lesbian or gay.

BIPHOBIA:

Hatred, fear of or discrimination towards somebody because they are bisexual or are perceived to be bisexual.

TRANSPHOBIA:

Hatred, fear of or discrimination towards somebody because they are trans or are perceived to be trans.

BAME:

An acronym meaning Black, Asian and Minority Ethnic. This term is used to refer to members of non-white communities in the UK.

LEADERSHIP

ACTION

All Greater Manchester leaders will maximise the potential of Devolution to ensure that LGBT people are included, valued and feel safe.

ACTION

All organisations will appoint LGBT champions at Board level who advocate the needs of LGBT communities, service users and staff.

ACTION

LGBT people will create and take opportunities to stand for elected positions, committees and Boards across all sectors and participate actively in public life.

Greater Manchester can and should be a place that facilitates LGBT people to reach their full potential in all aspects of life and work, with the drive and commitment of all of its leaders.

Strong and diverse leadership is essential to improving the lives of lesbian, gay, bisexual and trans people in Greater Manchester. We want people in positions of power and influence, whether MPs, councillors, council leaders or the elected Mayor, or leaders in the private, public and voluntary sectors and community leaders, to champion and advocate for LGBT voices to be heard and acted upon. Through doing so, the lives and opportunities for our LGBT residents can be improved step by step, sector by sector.

The recruitment of an LGBT champion at Board level in any organisation or structure is a significant and visible commitment to LGBT inclusion and equality. A dedicated and accessible LGBT champion or representative will support the organisation and the Board itself to identify areas of improvement in service delivery and in the workplace; to work strategically to improve inclusivity; and to keep the organisation up to date with research

and evidence relating to LGBT need relevant to the organisation's area of operation. We will continue to add case studies on our website showing examples of how LGBT champions have worked in different organisations and brought about improvements for LGBT people.

We've entered a unique period of opportunity in Greater Manchester through the devolution of power. Localised decision making and leadership has the potential to ensure that communities are better meeting the needs of all local people, and that we all can participate in decision making processes. We encourage the leaders of Devolution to act upon this and ensure that LGBT people as a community of identity are included, valued and feel safe in Greater Manchester.

LGBT people themselves can and should stand up and be counted within this process. We believe that leadership is best when it's both diverse and representative; we're therefore asking lesbian, gay, bisexual and trans people to make their voices heard and experiences count by reaching for leadership roles across all sectors, including standing for elected positions, positions on boards and committees, and other influential networks. We know that discrimination and prejudice within the community – manifesting as the prevalence of daily negativity and homophobia, biphobia and transphobia – can affect outcomes and have lasting impact on careers. Research from the USA for example suggested 4 in 10 trans people who are currently working are underemployed.¹ We want Greater Manchester to be a place where all LGBT people can lead change.

Organisations need to ensure that they monitor the sexual orientation and trans status of all staff and applicants; this can identify whether LGBT people are represented within all levels of an organisation. All roles and positions can be promoted through LGBT networks, the voluntary sector and other networks working with underrepresented groups.

TOOLS

Stonewall's Workplace Equality Index is a free benchmarking tool for employers to measure and progress around LGBT equality in their workplace. The criterion looks at key areas of employment policy and practice, including employee network group, all-staff engagement and community engagement. Having an LGBT champion at a very senior level helps integrate this equality work into the way an organisation is run, and can help keep momentum on your progress against the Equality Index. For more information on the Workplace Equality Index visit:

www.stonewall.org.uk/get-involved/workplace/workplace-equality-index

GOOD PRACTICE

The University of Sheffield promotes LGBT Role Models and Allies from within the University and those in the local community. The University has a senior LGBT champion, who's currently the Pro-Vice-Chancellor, Faculty of Social Sciences. This role plays the vital task of championing LGBT staff at all levels of the institution, representing their views to the University Executive in order to raise the profile of LGBT equality in the University.

¹ Human Rights Campaign, 'Transgender Workers at Greater Risk for Unemployment and Poverty'. Available from: <http://www.hrc.org/blog/transgender-workers-at-greater-risk-for-unemployment-and-poverty>

MONITOR

ACTION

All organisations will monitor the sexual orientation and trans status of service users and staff as part of standardised demographic monitoring, using the sexual orientation monitoring Information Standard and Trans Status Monitoring guidance as good practice.

ACTION

The devolved Greater Manchester administration will be the first to implement the sexual orientation monitoring Information Standard system-wide.

ACTION

LGBT people will be empowered to disclose their sexual orientation and trans status whilst using services, where they feel confident to do so.

Monitoring the sexual orientation and the trans status of service users and staff allows organisations to understand and better meet the needs and expectations of lesbian, gay, bisexual and trans people. LGBT Foundation's guidance on how to monitor both sexual orientation and trans status is available from: www.lgbt.foundation/monitoring.

Consistent monitoring will provide unparalleled insight into, and visibility of, inequalities facing LGBT people at a large scale. Many LGBT people have worse outcomes and experiences than the general population. However, the current lack of sexual orientation and trans status data obscures the extent of inequalities faced by LGBT people across public services, access to goods and services and wider wellbeing. Data collected through demographic monitoring can be used locally to take action to improve provision and outcomes to better meet the needs of LGBT people.

From Summer 2017 an Information Standard for sexual orientation monitoring will be in place across health and social care services. This Standard will enable organisations to monitor sexual orientation in a way that is agreed and consistent. As a system Greater Manchester health and social care partnership will adopt the Standard to monitor sexual orientation consistently and report back on progress, therefore leading the way in monitoring standards and generating useful data. Organisations across other sectors should implement the Standard too, and additionally follow trans status monitoring best practice guidance to similarly collect data on gender identity and trans status.

Recognising the sexual orientation of an individual, particularly in the health and social care services, can empower people to have open conversations about their LGBT identity, build trust and ensure appropriate signposting can be made. Some LGB people are more likely to have poor mental health and more likely to attempt suicide; a recent study reported that in the face of repeated hate and discrimination suicide became a 'pragmatic consideration' for trans people.² Only 8% of LGB people in Greater Manchester say they have never experienced a mental health problem.³ Being aware of somebody's identity in a service enables practitioners to address these inequalities earlier.

Research within Greater Manchester has shown that 90% of lesbian, gay and bisexual people are happy to answer a question about their sexual orientation. We are encouraging all LGB people to disclose their sexual orientation within services, because if we aren't counted then we don't count. If comfortable and confident, we're also asking

2 Williams, L., and Tregidga, J. 2014. 'Hate Crime Victimization in Wales: Psychological and Physical Impacts Across Seven Hate Crime Victim Types'. British Journal of Criminology, 5. Available from: <https://academic.oup.com/bjc/article-abstract/54/5/946/359971/Hate-Crime-Victimization-in-WalesPsychological-and?redirectedFrom=fulltext>

3 LGBT Foundation. 2012. I Exist. Available from: <http://lgbt.foundation/policy-research/i-exist-survey-research-into-LGB-needs-and-experiences/>

LGB people and allies to approach a conversation with service providers when sexual orientation is not monitored as part of standard demographic monitoring. This could be done face-to-face with a practitioner, or independently through comments, complaints and/or suggestion boxes or online systems. The more visible LGB people become within services, the greater likelihood there is that as a group LGB people's needs and experiences will be considered and heard.

It's also imperative that service providers monitor trans people's existence, and we similarly encourage that wherever able to do so, trans people disclose their trans status in relevant services. A survey of trans patients experiences of their GP survey in 2013 conducted by TransForum in partnership with LGBT Foundation found that 90% of respondents would be comfortable disclosing their trans status with the right provision of confidentiality and rationale for monitoring. However, we recognise that trans people face overwhelmingly high levels of discrimination and transphobic behaviours and attitudes, including 81% of respondents to the Trans Mental Health Study saying they avoid certain situations due to fear of transphobia.⁴ For many reasons trans people may not want to disclose their status, and we fully respect this.

Good practice in monitoring involves training staff to build knowledge and confidence, as well as practical skills on speaking to people about their LGBT identity. Organisations should ensure IT infrastructures are able to record data, and set guidance on using collected data in meaningful ways. Staff and service users should be told about what data is being collected and why, and how their information is being safeguarded.

TOOLS

The sexual orientation monitoring Information Standard covers the health and social care sector, but acts as good practice for all organisations. See LGBT Foundation's website for further information and for guides on monitoring sexual orientation and trans status: www.lgbt.foundation/monitoring

The Equality Act 2010 protects people from discrimination. The Act's public sector Equality Duty means that public bodies have to consider all individuals when planning and delivering services, work to eliminate discrimination and foster good relations between those with and without protected characteristics. Monitoring can be a step towards understanding service users and mitigating risk of discrimination.

GOOD PRACTICE

Greater Manchester Police's Domestic Violence and Abuse (DVA) reporting recorded same-sex incidents, but didn't allow for recording if the incident concerned a same-sex relationship. Anecdotal evidence showed a lack of reporting from the lesbian, gay and bisexual community, likely relating to false perceptions around what constitutes DVA and what support would be available. Through their participation on Greater Manchester's Sexual Orientation Monitoring Task & Finish group, Greater Manchester Police (GMP) initiated a pilot for the monitoring of sexual orientation in DVA cases in the city of Manchester division.

Whilst monitoring, a total of 101 DVA incidents between same gender partners and ex-partners have been captured over a 6 month period in this division. This monitoring will now be rolled out force-wide in 2017, and the force-wide training of all frontline officers has already begun.

4 McNeil, J. et al. 2012. Trans Mental Health Study. The Scottish Transgender Alliance [no place]. Available from: <https://docs.google.com/spreadsheets/d/1g2w8PEWb88z0W-WfeX5dPZCaig1gtXFQi0u0JBpI0os/edit?ts=57adc254#gid=206414510>

SERVICES

ACTION

All organisations will ensure mainstream services are appropriate for LGBT people, and consider providing targeted services where necessary, by using the available emerging data on LGBT need.

ACTION

Decision makers generating and presenting local data will include indicators on sexual orientation and trans status within all research, studies and reports.

ACTION

LGBT people will actively share their experiences and engage in consultations about public service design and delivery.

All providers of public services across Greater Manchester should commit to using evidence into the needs and experiences of all lesbian, gay, bisexual and trans people when designing, commissioning and reviewing services.

All mainstream public service providers should assess their services for inclusivity, using data into LGBT people's experiences to gauge accessibility and further need. Relevant information can include demographic data as well as surveys and other information collected through engagement with service users, and can be supplemented by local and national research on prevalence and need. Local LGBT organisations and other voluntary sector groups should be a key point of contact throughout the process, and as service providers themselves they should also ensure their services are fully inclusive and reflect actual need. Sometimes data will show specialised, targeted services are the most appropriate; where this is the case, a business case for specialised services for LGBT people should be explored.

Insight into community need is essential because LGBT people are likely to hold low expectations about accessing a service and providers should subsequently ensure services are safe, inclusive and appropriate to the needs of all who use them. 30% of LGB people would expect to be treated worse than heterosexual people when accessing a range of public services and this perception can stop people using services or benefitting from them as fully as the general population.⁵

These real and perceived barriers, including lack of visible inclusion, lack of specific, targeted services, and perceived discriminatory views held by professionals, means many LGBT people aren't always able to access the services they need when they need them most, fuelling a cycle of inequality.

Local data collection therefore needs to collect and analyse information about people with an LGBT identity. Our knowledge about inequalities faced by LGBT people within health and wellbeing public services is well established, although less is known about the specific needs of trans people who face particularly high levels of inequality.⁶ As

⁵ Stonewall, *Gay In Britain*, 2013.

⁶ GEO, 'Inequality among lesbian, gay, bisexual and transgender groups in the UK: a review of evidence', July 2016.

we increase our awareness about the needs of LGBT people experiencing severe and multiple disadvantage, other sectors, including housing, older people's services, the criminal justice system, looked-after young people and children's social care, must consider their accessibility and inclusivity. Identifying inequalities and barriers across services in the city region will support people to contribute to Greater Manchester's developing growth and prosperity with services that truly meet the needs of all Greater Manchester's residents.

Lesbian, gay, bisexual and trans people in Greater Manchester should be vocal about their experiences in the city region. It's the responsibility of service providers to provide opportunities to feed into service design, whether that's through face-to-face consultation or feeding in digitally, and it's down to LGBT people to be willing to contribute to these consultations with their experiences and help translate this into action and improvement. Everyone should have the opportunity to have their needs heard and taken account of, and this is particularly true for traditionally underrepresented groups including bisexual and trans people, and LGBT people from minority ethnic backgrounds.

TOOLS

The public sector equality duty, set out in the Equality Act 2010, ensures that all public bodies play their part in making society fairer and can provide equality of opportunity for all.

The NHS Constitution outlines that the NHS provides a comprehensive service, available to all, with a 'wider social duty to promote equality through the services it provides and to pay particular attention to groups or sections of society where improvements in health and life expectancy are not keeping pace with the rest of the population'.

The first performance area of the Equality Framework for Local Government is 'knowing your communities'. The Framework states that good equality analysis enables authorities to understand the differences in outcomes and opportunities experienced by people in different communities.

GOOD PRACTICE

Manchester Metropolitan University has an active LGBT Staff Forum which routinely advises on the development of policies, ensuring that accessibility is considered and inclusive language is consistently used. Recent examples include a review of the Maternity, Paternity and Shared Parental Leave policies. Manchester Metropolitan University recently consulted the Forum on developing a policy and procedure to support trans staff.

Since 2015, The University of Manchester has provided an online map of its gender neutral toilets on campus. Anybody can, and may want to, use gender neutral toilets but a variety of reasons but they can be particularly beneficial for trans and non-binary people who can see gender neutral toilets as a safe and comfortable option. The map can be found online at: <http://documents.manchester.ac.uk/display.aspx?DocID=26074>

VISIBILITY

ACTION

All organisations will provide LGBT awareness training for all staff and proactively tackle homophobic, biphobic and transphobic bullying.

ACTION

All organisations will celebrate and commemorate LGBT visibility days and festivals in the calendar.

ACTION

LGBT people will share their stories, building on their proud history of promoting equality and asserting their identities.

Working to improve LGBT awareness can have a long-term impact in organisations by creating workplaces and services that are accessible and which can proactively demonstrate they are considering the needs of all staff and service users.

All organisations can promote inclusion for LGBT communities in Greater Manchester. There are many different ways to build and maintain an inclusive environment for staff and people using your organisation, from providing LGBT awareness training for staff and facilitating LGBT staff networks to celebrating LGBT visibility days and supporting local Pride events. Organisations should decide what works for them and can even run an LGBT specific strand within a broader programme promoting inclusion, understanding and community engagement if capacity is limited.

Training is fundamental to increasing awareness and improving knowledge within staff teams, raising the visibility of the existence of LGBT people within staff and service user groups. Within healthcare, almost three-quarters of patient-facing staff have never received training on the health needs of LGBT people or how to implement LGBT-inclusive services.⁷ Specific LGBT awareness training can create a dedicated space to focus on LGBT identities and can provide practical tools for staff, such as an overview of terminology or guidance on how to begin conversations about an individual's sexual orientation or gender identity.

Too many LGBT staff and service users continue to have poor experiences in all areas of life including in the workplace and when accessing services, such as experiencing bullying and hearing discriminatory remarks. In addition to training, communicating about and visibly displaying a zero tolerance policy that explicitly refers to discrimination on the ground of sexual orientation, gender identity or trans status is essential.

Actively celebrating LGBT events and awareness days such as local LGBT Pride events and International Day against Homophobia, Transphobia and Biphobia

⁷ Stonewall, Unhealthy Attitudes, 2015.

(IDAHOBIT) can help raise awareness of LGBT identities in the workplace. This helps to create a visibly inclusive environment for LGBT staff, increasing wellbeing and productivity.

We also encourage LGBT people to continue to talk about their lives as LGBT people, be that through social media, face-to-face or through consultation with organisations and services, to continue the shared history of promoting equality and asserting LGBT identities. Engaging in community events or action helps to unite people and brings people together across Greater Manchester, whether that be through going to a local Pride or fringe event, attending or supporting an LGBT community group, or being part of events in the city that demonstrate its unity – such as the ‘Safe to Sing’ response to a homophobic attack on the tram in 2014.

TOOLS

LGBT History Month is celebrated every February in the UK. Co-ordinated by Schools Out UK, the overall aim of LGBT History Month is to promote equality and diversity for the benefit of the public. Their website hosts a wide range of tools and resources for organisations and individuals every year:

<http://lgbthistorymonth.org.uk/lgbt-history-month-resources>

As of 2017, 9 of the 10 boroughs in Greater Manchester host their own annual Pride event. Various websites host Pride listings, and you can make contact with the event organisers to find out how your organisation can support or take part in your local Prides.

GOOD PRACTICE

Salford City Council’s visibility programme is heavily based in partnership working and collaborative activities across the city to raise visibility and celebrate LGBT calendar days. Over IDAHOBIT the city visibly shows its support by flying the LGBT rainbow flag and trans flag over the Civic Centre in Swinton, Salford CVS offices, and partner buildings at the University of Salford, Salford City College and Healthwatch.

The Rainbow Flag Award programme from the Proud Trust is a quality assurance framework providing training and additional resources which is available across the region for schools to improve the environment and support for the school’s lesbian, gay, bisexual and trans pupils. More information can be found on the Proud Trust website:

www.theproudtrust.org

Manchester Lesbian & Gay Chorus (MLGC): Safe to Sing event. MLGC arranged a mass singalong called Safe to Sing in late 2014 in response to a homophobic attack on two young men who were singing on a Manchester tram. Several hundred people joined the event in Manchester’s Piccadilly Gardens whilst volunteers gave out rainbow coloured cupcakes on the trams. The Police & Crime Commissioner said the event was about ‘reclaiming our streets, reclaiming our public transport, reclaiming our city centre and showing that when we act together we are stronger than those who would seek to drive us apart’.⁸

8 Helen Pidd, ‘Choir stages singalong on Manchester trams after homophobic attack’, The Guardian, Monday 17 November 2014. <https://www.theguardian.com/uk-news/2014/nov/17/lgbt-choir-stagea-singalong-manchester-trams-homophobic-attack>

FURTHER INFORMATION

This LGBT Action Plan has been developed in collaboration with stakeholders from across sectors in Greater Manchester.

Along with these stakeholders, LGBT Foundation is committed to taking this Action Plan forward across Greater Manchester to ensure that the needs of LGBT people are acknowledged and addressed.

For more information and support following the Action Plan's recommendations, please contact research@lgbt.foundation. Case studies demonstrating how organisations across Greater Manchester are using the Action Plan are available at: lgbt.foundation/actionplan

We believe in a
fair and equal
society where all
lesbian, gay,
bisexual and trans
people can achieve
their full potential.

This report is available in large print by calling
0345 3 30 30 30 or email **info@lgbt.foundation**

Published in June 2017 by

LGBT Foundation, 5 Richmond Street, Manchester M1 3HF.

Tel: 0345 3 30 30 30 **Email:** info@lgbt.foundation **Web:** www.lgbt.foundation

Design: www.markeastwood.co.uk

LGBT

foundation

*Reg. Company No. 3476576
Reg. Charity No. 1070904*