Adult Social Care and Health Directorate

Lesbian, Gay, Bi, Trans, Queer, Questioning and Ace (LGBTQ+) Support Toolkit

Revised date:	October 2022
Review date:	October 2024
Version	6
Owner:	Policy and Quality Assurance Team



Revisions:

Version	Date issue	Main changes summary	Reviewed by
6	Oct 2022	Feedback from Rainbow staff group	Kwame Dapaah
5	April 2022	Widened the scope of the toolkit from LGBT to LGBTQ+ Updated the whole document, including resources, websites and sources used to write the document.	Yolaine Jacquelin
4	April 2022	 Updated the history of LGBT rights Updated list of famous LGBT people Updated national and local statistics Updated list of resources Introduced a glossary Added an appendix about need to monitor sexual orientation and updated links 	Yolaine Jacquelin
3	1/09/2017	 Updated the history of LGBT rights Updated list of famous LGBT people Updated national and local statistics Updated list of resources Introduced a list of resources specifically for LGBT Youth 	Yolaine Jacquelin
2	1/09/2015	 Introduced Care Act 2014 and duty to promote wellbeing Updated the history of LGBT rights Updated list of famous LGBT people Updated national and local statistics 	Yolaine Jacquelin
1	31/05/ 2011	First issue . Acknowledgement and thanks are due to the members of the editorial working group for their contribution in making the production of this guide possible: Jo Frazer, Roger Newman, Rebecca Brough Amanda Potter, Mags Harrison, Yolaine Jacquelin, Caroline Hillen and Adam Webb.	

Contents

1. Foreword	4
2. Key Definitions	4
3. Context	5
4. Sexual orientation and gender identity	6
5. History of LGBTQ+ rights	6
6. LGBTQ+ culture and community	9
7. A few National Statistics	10
8. Local context	11
9. LGBTQ+ specific needs – what you can do and where you can get help	13
Appendix 1 – Sexual Orientation Monitoring	27
Appendix 2 - Glossary	29
Appendix 3 – LGBTQ+ symbols	34
Appendix 4 – The Gingerbread person	35

Foreword

This document is a toolkit to help promote and embed good practice when working with Lesbian, Gay, Bisexual, Transgender, Queer, Questioning and Ace (LGBTQ+) individuals. It contains case studies and good practice examples, as well as links to resources that staff may find useful.

This document is intended to raise awareness of:

- issues specific to LGBTQ+ individuals
- what this means for anyone working with or supporting LGBTQ+ people
- how this may affect their carers and support networks
- how to address homophobia, biphobia and transphobia
- our legal responsibilities

2. Key Definitions (refer to appendix 2 for glossary of terms)

LGBTQ +: Lesbian, Gay, Bi, Trans, Queer, Questioning and Ace. The 'Q' covers both queer and questioning, and the '+' recognises asexual (ace), aromantic (aro) and other sexual and gender minority identities.

Lesbian is a woman who is physically and romantically attracted to other women.

Gay refers to a person who has an emotional, romantic and/or sexual orientation towards someone of the same gender. Both men and women use this term to describe their sexual orientation.

Bi is an umbrella term used to describe a romantic and/or sexual orientation towards more than one gender. Bi people may describe themselves as bisexual, pan, queer and other non-monosexual identities.

Trans is an umbrella general term to describe people whose gender is not the same as or does not sit comfortably with the sex they were born with. Transgender does not imply any specific form of sexual orientation. For more information about supporting trans people, read the "Supporting Transgender users of our services" found on Tri-x.

Queer is a term which is increasingly used by LGBTQ+ young people who do not identify with traditional categories around gender identity and sexual orientation.

Questioning refers to the process of exploring your own sexual orientation and/or gender identity.

Ace is an umbrella term used to describe a variation in levels of romantic and/or sexual attraction, including a lack of attraction. (See more in appendix 2)

3. Context

- 3.1 The Care Act 2014 set out key legal principles for supporting people with care and support needs. One of the most important of these is the need for local authorities to ensure that all their care and support functions focus on helping people to achieve the outcomes that matter to them in their life. Underpinning this is the duty to promote wellbeing which includes:
 - personal dignity (including treatment of the individual with respect)
 - physical and mental health and emotional wellbeing
 - protection from abuse and neglect
 - control by the individual over day-to-to-day life
 - domestic, family and personal relationships
- 3.2 To help LGBTQ+ individuals in Kent to feel supported to achieve their goals, staff must be well equipped to appreciate their specific care and support needs. This toolkit will support staff to put into practice the fundamental principle they work to in adult social care, mainly: a person-centred approach. This approach means that staff will focus on getting to know the person as an individual with strengths, preferences and aspirations and put the LGBTQ+ person at the centre of identifying needs and making choices about how and where they are supported to live their lives. Taking into account the whole of the person's identity will help the LGBTQ+ person feel safe, listened to and supported.
- 3.3 There has been increasing recognition in both Government and society that discrimination against LGBTQ+ people should be tackled. In April 2010, the Equality Act replaced all previous equality legislation and extended previous protection from discrimination, including for the protected characteristics of sexuality and gender assignment.
- 3.4 Under the Equality Act 2010, it is <u>unlawful</u> to discriminate in the provision of goods and services on the basis of gender reassignment or sexual orientation. Gender reassignment includes individuals contemplating, commencing or who have completed the process.

Important note: In order to be protected under the Act, a person will not necessarily have to be undergoing a medical procedure to change their sex, but they must be living permanently in their preferred gender or intending to do so.

For more information, go to "Supporting Transgender Users of our services" on Trix.

4. Sexual orientation and gender identity

4.1 Our sexual orientation and gender identity are an intrinsic part of who we are. The majority of people are born cisgender/cis (they identify as the sex they were assigned at birth).

Most people in society are heterosexual and go on to develop sexual feelings for the opposite sex. Societal expectations suggest that we will settle down with a partner and have children together, and this heteronormative narrative is portrayed everywhere – on television, in film, in advertising, leaflets and posters, and even in our day-to-day language.

- 4.2 Not all people are heterosexual though: lesbians and gay men are emotionally and/or sexually attracted to people of the same sex and bisexual people are attracted to more than one gender. Sexual orientation is not just about who we are sexually attracted to, or who we have sexual relations with, it is also part of our personal and social identity, how we express it and may also include being a member of a community that shares that identity.
- 4.3 Transgender or trans refers to people whose own gender identity (how they identify themselves, as a woman, man, neither or both) does not match their assigned sex (how they are identified by others based upon the gender they were assigned at birth).

5. History of LGBTQ+ rights

- 5.1 Some of the rights taken for granted by heterosexual people have only been extended to LGBTQ+ people very recently; most anti-discrimination legislation has only been in existence since the late 1990s. Therefore, it is important to understand the history of LGBTQ+ rights in Britain, and the discrimination still faced by LGBTQ+ people today. This is particularly important in relation to older people, who may have grown up in a society where discrimination was widespread and, in some cases, institutional, which in turn may lead to a reticence and fear in coming out.
 - In the UK, homosexual acts between men over 21 and 'in private' was decriminalised by The Sexual Offences Act of 1967.
 In 2000 changes were made to the Sexual Offences (amendment) Act and the age of consent for same-sex relations between men was reduced to 16 and group sex between men was also decriminalised.
 - In 1969, the first British gay activist group, the Campaign for Homosexuality Equality was formed, followed a year later by the Gay Liberation Front.
 - In 1972 the first Gay Pride rally was held in London. Pride events are an opportunity for LGBTQ+ people to celebrate and be proud of their sexual orientation and gender identity as well as those who support LGBTQ+ rights.

- In the 1980s, the first AIDS cases were reported in Britain. Ignorance about the condition and negative portrayals in the media worsened some people's perceptions of LGBTQ+ people.
- In 1987, Section 28 was introduced into the Local Government Bill, and was enacted in the Local Government Act 1988. Section 28 stipulated that a Local Authority "shall not intentionally promote homosexuality or publish material with the intention of promoting homosexuality".
 Section 28 is still a very emotive subject for many in the LGBTQ+ community today, as it was a law which appeared to sanction homophobia. It indicated that homosexuality was a choice because it could be 'promoted' and arguably implied a link between homophobia and paedophilia.
- In 1989 Stonewall UK, (which started as a leading campaign group for gay rights but now represents all LGBTQ+ people) is set up to oppose Section 28 and promote equality.
- In 1990, Manchester held its first gay pride event followed two years later by the Brighton's first pride festival.
- In 1992 the World Health Organisation declassifies same-sex attraction as a mental illness
- In 1994, the homosexual age of consent was lowered to 18 and in 2001 it was lowered to 16 to give parity with heterosexuals.
- 1990s Press for Change, leading Transgender lobby group established.
- In 1999, The Sex Discrimination (Gender Reassignment) Regulations were passed which for the first time respected the rights of people who are transsexual and included people within the Sex Discrimination Act 1975 for the purposes of employment and vocational training.
- In 2002, the Adoption and Children Act was passed, giving same sex couples the right to adopt. It came into force in 2005.
- In 2003, Section 28 was repealed in England and Wales and in the same year, Employment Equality Regulations made it illegal to discriminate against LGBTQ+ people in the workplace.
- In 2004, the Civil Partnership Act was passed, came into force a year later. The Act gives same-sex couples the same legal rights and responsibilities as married heterosexual couples.

- The Gender Recognition Act was passed in 2004 and came into effect in 2005. It gave trans people¹ legal recognition as member of the sex appropriate to their gender.
- Canterbury Pride held its first event in 2005. Thanet Pride (now called Margate Pride) has been running since 2007. Both events reflect an increasing recognition and acceptance of LGBTQ+ people in Kent and a willingness to celebrate Kent's diversity.
- In 2007, The Equality Act (Sexual Orientation) Regulations 2007 becomes law on 30 April making discrimination against lesbians and gay men in the provision of goods and services illegal.
- In 2008, Provisions from the Human Fertilisation and Embryology Act 2008 come into force to give legal recognition to same sex couples who conceive a child through the use of donated sperm, eggs or embryos.
- The Equality Act 2010 officially adds gender reassignment as a protected characteristic.
- In 2012, The Protection of Freedoms Act is passed, allowing for historic convictions for consensual sex to be removed from criminal records.
- In 2014, same-sex marriage becomes legal in England and Wales on the 29th March under The Marriage (Same-Sex Couples) Act 2013.
- In February 2015, Stonewall (campaigning for sexual orientation equality since 1989) extended its remit to include campaigning for and trans equality.
- In 2015, Ireland voted by a huge majority to legalise same-sex marriage, becoming the first country in the world to do so by referendum.
- In 2017, the British government issued a posthumous pardon to all gay and bi men who were convicted under sexual offences laws in the last century which enabled police to criminalise people for being gay or bi.
- In 2017, Amendments to the Children and Social Work Bill are passed which makes relationships and sex education (RSE) mandatory in all schools in England and Wales from 2019.

¹ "Trans" or trans people is not deemed to be an offensive term by the transgender community and is used as an easy, inclusive shorthand term.

- In 2019, the first Bi Pride UK event is held, the first bi-specific Pride event in the UK and the largest bi gathering in history.
- In 2021, the UK census includes questions on gender identity and sexual orientation for the first time, meaning that data can be gathered on the numbers of LGBTQ+ people across the country.

6. LGBTQ+ culture and community

6.1 Lesbians, gay men, bi, trans, queer and questioning people are part of every community. They may be from the black and minority ethnic communities, disabled communities, and faith groups, and they may actively participate in these communities as well as the LGBTQ+ community.

Some LGBTQ+ people may hide their sexuality or gender identity for cultural or religious reasons.

In the same way that LGBTQ+ people have a shared history they also have a shared culture. This is expressed in many different ways and as with any culture there are distinctions within the broad spectrum of LGBTQ+. Some gay men, for example, may only wish to identify with gay culture, and others may not want to identify with a culture or participate in the community at all.

6.2 Elements of LGBTQ+ Culture – these are only selective examples, there are many other famous people, political movements, and symbols (see appendix 3 for a selection) used by the LGBTQ+ community and different aspects of that community. If you want to know more, a simple internet search can provide further information.

LGBTQ+ Famous people: (in no particular order) Sir Ian McKellen, Kristen Stewart, Demi Lovato, Sam Smith, Miley Cyrus, Cara Delavigne, Jake & Hannah Graf, Munroe Bergdorf, Trace Lysette, Elliot Page, Juno Dawson...

LGBTQ+ Political Movements:

Stonewall, Press for Change (UK's key lobbying and support organisation for Trans people), Anti- Hate Crime events, LGBT History Month (February), International Day Against Homophobia, Transphobia and Biphobia (IDAHOT) (17 May) Transgender Day of Remembrance (20 November)

Local Pride Marches (just a selection): Margate; Canterbury; Folkestone; Tunbridge Wells, Faversham Trans Pride: Brighton (first took place in 2003) Black Pride UK (since 2006) in London

These elements of culture are important because they may help validate someone's identity through role models, personal expression, and shared activities such as Pride events.

6.3 Like other minority groups many LGBTQ+ people like to participate in the LGBTQ+ community or specific sub-communities because they want to be in an environment where they can be themselves. This might include going to their local LGBTQ+ friendly pub or club, using online forums, or by going on holidays that cater for LGBTQ+ people.

It is important that LGBTQ+ people have access to safe spaces where they can feel free from discrimination or abuse and are able to be themselves.

6.4 Some people might like to read LGBTQ+ specific magazines or books, websites such as Pinknews.com provide access to LGBTQ+ news stories. Often mainstream media does not feature reports on LGBTQ+ events, crimes or celebrations. Access to books or films that represent your identity is also important in ensuring that you do not feel isolated but can see you are part of a wider community and culture.

It is important to remember that like all communities and cultures some LGBTQ+ people may have no interest in the LGBTQ+ community at all.

It is also important to note that within LGBTQ+ community, there are certain organisations who are pro LGB but may be being trans exclusionary.

7. National statistics

From Stonewall website (accessed April 2022):

"Research from the <u>Office of National Statistics</u> found that, in 2018, an estimated 2.2% of the population aged 16 years and over (1.2 million people) identified themselves as lesbian, gay or bisexual (LGB).

However, it's likely that the real figure is much higher. Previously, the <u>government</u> <u>estimated</u> that 5-7% of the population of England and Wales are LGB – but not all of them will identify themselves as such in research. The government's 5-7% estimate would mean an LGB population of up to 4 million.

There's very little reliable evidence on the trans population in the UK. There were no questions about trans identity in the census until this year, and we're awaiting those results. There also isn't any existing research that covers enough people to be statistically significant. The best estimate at the moment is that around 1% of the population might identify as trans, including people who identify as <u>non-binary</u>. That would mean about 600,000 trans and non-binary people in Britain, out of a population of over 60 million."

8. Local context

8.1 Kent County Council is the largest non-metropolitan council in England. Deprivation levels across Kent are highest in and around the coastal towns, with many of these areas falling within England's top 20% deprived. (www.kent.gov.uk)

- 8.2 With large rural communities, the potential for social isolation is quite high, and this is more pronounced in the LGBTQ+ community. In particular, older LGB people (based on LGB specific research carried out by Stonewall in 2011) are:
 - More likely to be single
 - More likely to live alone (41 per cent of lesbian, gay and bisexual people live alone compared to 28 per cent of heterosexual people)
 - Less likely to have children (Just over a quarter of gay and bisexual men and half of lesbian and bisexual women have children compared to almost nine in ten heterosexual men and women.)
 - Less likely to see biological family members on a regular basis. (Less than a quarter of lesbian, gay and bisexual people see their biological family members at least once a week compared to more than half of heterosexual people.)²

This means they are more likely to experience high levels of isolation, discrimination and mental health issues related to their sexuality or gender identity.

Older lesbian, gay and bisexual people:

- Drink alcohol more often. 45 per cent drink alcohol at least 'three or four days' a week compared to just 31 per cent of heterosexual people.
- Are more likely to take drugs. 1 in 11 have taken drugs within the last year compared to 1 in 50 heterosexual people.
- Are more likely to have a history of ill mental health and have more concerns about their mental health in the future <u>https://www.stonewall.org.uk/media/lgbt-facts-and-figures</u>
- 8.3 Older LGBTQ+ people often talk about leading a double life as due to the relatively recent advancement of rights and positive changes to public attitudes to LGBTQ+ people, they may have grown up in an environment which means they find it more difficult to take advantage of the changes in culture.

For more information about meeting the needs of older LGBTQ+ people using health and Social care services, read "Safe to be me", a resource pack published by Age UK: <u>https://www.ageuk.org.uk/globalassets/age-uk/documents/booklets/safe_to_be_me.pdf</u>

Case Study – John and Phil

John and Phil lived together in a large village in Kent. They had done so for a number of years and had told all their neighbours that they were brothers. John was 20 years older than Phil and when they had become lovers, Phil's family had thrown him out of the family home.

² Lesbian, Gay and Bisexual People in Later Life, Stonewall 2011

In order to keep their relationship, secret they moved to a different area of Kent where John purchased a bungalow for them both to live in. They felt that this would be best as this was in the early 1960's and homosexuality was then illegal. In 2005 John and Phil had been together for approximately 40 years, but John still insisted that they were brothers to everyone they knew, including all official bodies such as health care professionals and the local authority. Phil had said to John that he wished to be open about their relationship, but John was the product of a different era and was adamant it should still be kept a secret. They did not take part in any gay social activities and had no gay contacts.

Phil was the main carer for John who was also supported by Social Services via a care agency. As John's health became worse, Phil became more distressed, and the support worker noticed this and asked Phil if there was anything she could do to help. She realised that Phil and John may not be brothers but partners and seeing Phil's nervousness she gently asked him if this was the case.

Phil broke down and admitted that he and John were in a relationship. They discussed his fears about John's deteriorating health. Phil stated that he did not know where he stood in relation to John's care needs and if John deteriorated whether he would be able to ensure that John's wishes were carried out. John agreed to a referral for further support and was able to talk openly about his and Phil's relationship for the first time ever.

The practitioner involved was sensitive to the needs of them both and Phil was recognised finally as John's partner, a solicitor visited John at home and Phil was also made power of attorney and so managed all John's financial affairs.

9. LGBTQ+ specific needs – what you can do and where you can get help

The needs of LGBTQ+ People	What can I do?	Where can I go for help?
	Be sure to ask everybody about sexual	Switchboard- the LGBT + Helpline provides a
Having a safe environment to be myself.	orientation. It is important to not just target	one-stop listening service for people who are
	those you assume, or think may be gay.	LGBTQ+ (this encompasses a spectrum of
Being able to declare my sexual	Otherwise, you may be questioning people	gender & sexuality) Tel: 0300 330 0630,
orientation, called coming out.	based on your own assumptions.	10 am -10pm everyday or website
		https://switchboard.lgbt/
	It is important to record a person's sexual	
	orientation and be aware of this before	The LGBT Foundation is a national charity
	meeting them – this way someone doesn't	delivering advice, support, and information
	have to out themselves each time.	services to lesbian, gay, bisexual and trans
		(LGBT) communities: <u>https://lgbt.foundation/</u>
	Remember that someone's Trans status	
	may be protected under the Gender	
	Recognition Act. You should not disclose	It is important to remember the needs of
	any information about someone's gender	LGBTQ+ people when working in
	identity without their written permission. In	safeguarding and applying the safeguarding
	practice this means respecting the gender	policy.
	identity a person presents with and keeping	
	any previous identity confidential.	Age UK provide comprehensive information
		and advice for older people who are LGBTQ+
	Read KCC ASCH guidance: "Supporting	https://www.ageuk.org.uk/information-
	transgender users of our services" on ASCH	advice/health-wellbeing/relationships-
	Tri-x.	family/lgbt/

The needs of LGBTQ+ People	What can I do?	Where can I go for help?
Not to have assumptions made about me, such as assuming I'm straight.	If you are unsure, then ask for specific LGBTQ+ training to understand the issues.	The Social Care In Excellence (SCIE) website has a number of LGBTQ+ case studies (Working with lesbian, gay, bisexual and
Whilst not making assumptions accept me for who I am.	Recognise a person's Trans status. Be respectful, non-judgemental and value	transgender people) on its Social Care TV page: http://www.scie.org.uk/socialcaretv/
Accept me for who I am without having to put a label on me.	the difference people bring. Target everyone with positive messages, don't just single out people you think may be LGBTQ+.	Closer to home is Medway Gender & Sexuality Diversity Centre, it may not be appropriate for Kent to direct people there, but here is the link <u>https://mgsd-centre.org/</u> there is also thebeyouproject.co.uk, which is Kent- wide.

Not to have assumptions made about me – a case study

Denise is a 45-year-old married woman who has all the looks and mannerisms of a stereotypical lesbian woman. Whenever she goes out socially, she is often 'hit on' by lesbian women who just assume she is lesbian too. Her contact with LGBTQ+ people and a positive response to them over the years has resulted in her not being threatened by the mistaken assumptions of others.

The needs of LGBTQ+ People	What can I do?	Where can I go for help?
Understand my concept of the family. For	Recognise that my next of kin or support	The LGBT foundation offer information and
people who are LGBTQ+ the definition of	networks may not be an immediate family	advice to LGBT people and carers:
family may be different.	member.	https://lgbt.foundation/
The LGBTQ+ Community develops strong social networks and friends become family. Sometimes this is strengthened by the fact that a person's natural family may have rejected them.	Always include the terms partner, husband, and wife when talking to people and completing paperwork and make sure you accept answers may not be heterosexual based.	It is important to record any significant support networks or next of kin on the client system(s). The UK network for LGBTQ+ adoptive and foster families: New Family Social: <u>https://newfamilysocial.org.uk/</u>
Understand if I have children or want to have children.	Recognise same sex families and that terms may be used differently such as mums and dads.	Parenting and transparenting rights: <u>http://www.stonewall.org.uk/</u>
Understand that I may not have access		Gay people often use a different definition for
to support.	Find a way to support the person to access	words. Since the early 1980s the word 'family'
	gay/trans support groups and help them to	is often used to refer to people who are also
	stay in touch with close friends.	gay i.e. "He's family," meaning he is gay
		(from Robert Scott's Gay Slang Dictionary)

Recognise my identity – a case study

Bill and Mary had been married for over 10 years. Throughout that time, they had been exploring Bill's sense of gender identity, with Bill identifying as female. Eventually, due to changes in legislation and public perception Bill started the process of transitioning to female. Mary was supportive of the transition, and they were happy.

Understand my concept of family – a case study

An LGBTQ+ Support Group for carers of those with dementia was set up not just to deal with potential discrimination showed by service providers but also because it was apparent that such carers benefited not only from empathetic professionals but also from other LGBTQ+ people who had also been carers – they often described the relief they experienced in talking with 'family'.

_

The needs of LGBTQ+ People	What can I do?	Where can I go for help?
To be myself without being judged and not to have assumptions made about me.	Take your cue from the LGBTQ+ person, listen to their language and use those terms back. Open up conversations by making it routine to say "Hi, my name is xxx and I use xxx pronouns, how would you like to be addressed (today)?".	Remember that assumptions can become an opportunity for growth – don't make assumptions, ask questions instead and don't be afraid to ask as long as you're being sincere, sensitive and it's relevant to what you're trying to achieve.
	Respect how I look and where appropriate help me to continue to dress the way I like to dress or have my hair the way I like.	
	If you don't know or aren't sure, then ask someone's friends.	
	Be sure that your attitudes and behaviours are not discriminatory or judgemental. If you are unsure, then ask for specific LGBTQ+ training to understand the issues.	

Don't make assumptions about me – a case study

Peter is a gay man and well involved in the life of the LGBTQ+ community. At a recent conference he met Brian a young attractive and intelligent student. As they chatted about gay issues Peter was taken aback when Brian told him that he was a trans person. It was a new experience to have met a man who was assigned female at birth and suddenly Peter felt confused and concerned about both his language and what to talk about. Brian sensed this confusion and enabled Peter to ask and discuss whatever he wished.

The needs of LGBTQ+ People	What can I do?	Where can I go for help?
	Use pictures of same sex couples, men, and	Pink News is an LGBTQ+ news website
Make me feel welcome.	women or use logos on paperwork or in windows.	http://www.pinknews.co.uk/
Listen to me, show me empathy, and		Diva Magazine is Europe's leading magazine
respond appropriately.	Provide information in welcome packs and	for LGBTQI women and non-binary people:
	make sure this is provided to everyone, not	http://www.divamag.co.uk/
Have awareness of specific issues that I	just those you think may be gay.	
might face.		Gay Times is a website and magazine for
	Challenge homophobia/transphobia when	LGBTQ+ community
	you hear it. Understand what language is or	http://www.gaytimes.co.uk/
	isn't acceptable and why.	
		Stonewall has information on current issues
	Provide access to books, magazines, news that is LGBTQ+ specific.	facing LGBTQ+ people <u>www.stonewall.org.uk</u>
		GIRES provides information and education on
	Educate yourself on issues facing LGBTQ+	gender identity <u>www.gires.org.uk</u>
	people in our society today.	GIRES is a UK wide organisation whose
		purpose is to improve the lives of trans and
		gender diverse people of all ages, including
•		those who are non-binary and non-gender.

Listen to me and recognise who I am - a case study

Brenda is a lesbian woman of 58 years. She is at ease about her sexuality and largely out. She decided years ago that her doctor would be told that she was lesbian, largely because she believed that any treatment, she needed should take the fact of her sexuality into consideration. However, she is frustrated by the fact that her doctor never interacts with her as a lesbian woman and ignores this important fact particularly when dealing with any emotional problems she might be having.

The needs of LGBTQ+ People	What can I do?	Where can I go for help?
To have relationships.	Provide support where appropriate - ensure there is access to LGBTQ+ books or	Gaydar app is a dating app for gay and bi men
	magazines.	http://www.ageuk.org.uk/ and type in LGBT for dating advice/ friendships etc.
	Provide support to LGBTQ+ venues or make	
	a room accessible for the group to come to any residential or day settings.	https://livewellkent.org.uk/ The Live Well Kent website helps the people of Kent maintain their wellbeing and link them
That people understand I may not be relaxed to show affection.	Help create a positive environment and safe spaces for people. Ensuring privacy and	into what is available locally.
	respect – for example don't stare or make comments if you see a same-sex couple kiss or hold hands.	Let your MP know if there is an ongoing issue in your community. Ask them to send out public messages and champion initiatives to tackle anti-LGBTQ+ hate and improve safety
	Challenge and report homophobia/transphobia. Remember this is	with local police.
	everyone's responsibility within professional practice and code of conduct.	Galop is the LGBTQ+ anti-violence charity. It provides help and information relating to hate crime, domestic abuse and sexual violence.
		LGBTQ+ Domestic Abuse Helpline <u>0800 999 5428</u> www.galop.org.uk

Understand my fears and anxieties - a case study

James and Don have been in a relationship for 6 months and at home they are both tactile and affectionate. James is more at ease with his sexuality in public than Don. When they are out together, and James goes to put his arms around Don – Don often recoils and tells James not to do it. Don says he doesn't do public affection, but James is hurt by this seeming rejection. Home office statistics indicate a recent rise in sexual orientation hate crime <u>Home Office Statistics - Hate crime - England & Wales 2020 -2021</u>

The needs of LGBTQ+ People	What can I do?	Where can I go for help?
To feel safe, and not be targeted as 'the gay one', or 'the trans one'. Understand that I may feel defensive or cautious and be afraid of bullying and	Challenge and report homophobia/transphobia. Remember this is everyone's responsibility within professional practice and code of conduct.	Information about safeguarding for adults can be found at <u>https://www.kent.gov.uk/social-care-and-</u> <u>health/information-for-professionals/adult-</u> <u>safeguarding</u>
harassment.	Understand and recognise that there may be an increased risk or fear of bullying and harassment for people in the early stages of transition.	Galop is the LGBTQ+ anti-violence charity. It provides help and information relating to hate crime, domestic abuse, and sexual violence. LGBTQ+ Domestic Abuse Helpline 0800 999 5428 www.galop.org.uk

My need to feel safe – a case study

Christine and Mary have recently decided to live together, and Mary has moved into Christine's house. Christine has lived in the house for about 10 years and knows some of the neighbours well. Christine wants Mary to live with her very much, but she acknowledges that she is anxious especially when they leave the house together. Should she introduce her new partner to her neighbours? If she does what will she tell them? She is anxious that they might become a target for homophobic activity.

The needs of LGBTQ+ People	What can I do?	Where can I go for help?
To go out to LGBTQ+ activities.	Provide support to find and/or attend	https://www.stonewall.org.uk/ and click on
	gay/trans venues, theatre, reading groups	"near you" to find out what's available locally
This is important in maintaining my	etc.	
identity, providing social networks, and		www.pinknews.co.uk PinkNews covers
celebrating who I am.	Connect me to LGBTQ+ groups or friends or	politics, entertainment, religion, and
	help me access online activities.	community news for the gay, lesbian,
		bisexual, and transgender community in the
	Understand and recognise that going to	UK and worldwide.
	LGBTQ+ venues may be new for you but is	
	important for the person and it is not about	Diva Magazine: Europe's leading magazine
	you as a support worker.	for LGBTQI women and non-binary people:
		http://www.divamag.co.uk/
	Remember it is okay to have conversations	
	with people and don't be afraid to ask	Gay Times: a useful resource for the LGBTQ+
	questions.	community: community news; entertainment
		and style: <u>http://www.gaytimes.co.uk/</u>
		https://www.openingdoorslondon.org.uk/
		biggest charity for LGBT+ people over 50 in
		the UK.

Maintaining my identity – a case study

Jim is 80 and lives in a residential home which is a pleasant place, and he is well looked after. He is largely happy there except for the fact that he feels that he needs to be discreet about his sexual orientation. He has gay friends who come to visit but when they do, he makes sure that they shake hands, instead of kissing. Last week one of them brought him some back copies of Gay Times but he was scared of them being discovered and questions being asked and so he threw them away when he went out for a walk.

The needs of LGBTQ+ People	What can I do?	Where can I go for help?
		One Body one Faith (formerly the Lesbian and
To maintain my faith and/or religion.	Recognise that people may still have faith or	Gay Christian Movement):
	a religion and support them to attend faith- based activities.	http://www.onebodyonefaith.org.uk/about-us/
		Quaker Quest
	Find out more about specialist religious or	www.quakerquest.org
	faith groups for LGBTQ+ people.	
		The UK's leading LGBTQ Muslim charity:
		http://www.imaan.org.uk/about/about.htm
		Jewish LGBT + group (formerly Jewish Gay
		and Lesbian Group):
		http://www.jglg.org.uk/
		Quest – Catholic Group: <u>https://questlgbti.uk/</u>
		Pastoral Support for LGBT+ Catholics

Maintaining my faith – a case study

Sandra and Jackie have been attending the same church for a year and they decided that they would be open about their relationship to both the minister and the congregation. They also felt that they needed to pave the way for other LGBTQ+ couples to attend the church and feel accepted so they asked the church meeting to discuss the matter of sexual orientation and make decisions about welcoming all such couples. At a recent church meeting the discussion was measured and thoughtful and when votes were taken it was unanimously agreed that all LGBTQ+ couples should be welcomed to all church events: that 82% agreed to welcome those in same sex relationships to apply for membership; that 72% agreed to welcome those in same sex relationships leading the worship of the church.

The needs of LGBTQ+ People	What can I do?	Where can I go for help?
Understand my needs if I have dementia.	Involve my support networks in my care.	Alzheimer's society https://www.alzheimers.org.uk/ and type in
Older individuals will be mostly living alone.	Be clear about what I want and who my relationships are with.	LGBTQ+ for specific advice
Recognise that sexual orientation is as much a state of being for the very old as for those younger.	Remember if someone is trans to still dress them appropriately and involve others who know their wishes in making decisions.	Age UK <u>https://www.ageuk.org.uk/information-advice/health-wellbeing/relationships-family/lgbt/ageuk.org.uk/</u> : "Transgender issues and later life" published July 2019
		Depend provides support for family and friends of trans people <u>www.depend.org.uk</u>

Be clear about my relationships - a case study

Sharon was a lesbian with dementia living in a residential home. After having been in the home for some time they needed to move Sharon to a different room. Following this move Sharon was frequently found to be going back to the old room and found in bed with David who now lived in that room. Some staff felt that providing both Sharon and David were happy then this behaviour was fine. But when Sharon's friends found out they reminded staff that Sharon was a very out and proud lesbian for whom being in bed with a man was not something she would be happy about!

Understand my needs – a case study

A local group for older lesbian women became concerned for Joan who was clearly showing signs of dementia. They realised that they needed to prepare for others in their group who might develop the condition, so they created a buddying system to ensure that they would not be left without support should the need arise.

The needs of LGBTQ+ People	What can I do?	Where can I go for help?
Provide appropriate personal care.	Check if someone wants a gender specific carer.	Information about choices in Care can be found on the Alzheimer Society website: <u>https://www.alzheimers.org.uk/about-us/our-dementia-programmes/personal-choice-programme</u>
Being disabled and LGBTQI	Provide appropriate access to facilities and understand that a person's physiology may be different to their gender identity.	Age UK's guidance has information on specific services for people are LGBT: <u>https://www.ageuk.org.uk/our-impact/programmes/safe-to-be-me/</u>
	offer the link to Stonewall resources page familiarise yourself what specific resources	ageuk.org.uk/: "Transgender issues and later life" published July 2021 https://www.stonewall.org.uk/resources-disabled-lgbt-people-and-lgbt- people-accessibility-needs

Provide appropriate personal care – a case study

David is an out gay man in his mid-eighties who is supported by a domiciliary care agency with his personal care needs. The care agency has refused to tell carers about his sexual orientation and David argues that they do not send gay friendly staff. The agency staff's religious beliefs contain anti-homosexual teachings, and upon seeing the beautiful male nude paintings in David's bedroom, tell him that he will go to hell. They do support David with his personal care as well as any other support worker, but David feels violated in his own home because of their homophobic language.

The needs of LGBTQ+ People	What can I do?	Where can I go for help?
Support me through bereavement and loss and recognise my concept of family. Remember that I may not be out or able to be open about the nature of my relationship I've just lost.	Recognise the nature of friendship which is different and understand the nature of family for people who are LGBTQ+. Don't be frightened to talk about it – take it seriously, if you're embarrassed by hearing about LGBTQ+ issues then find your own	Switchboard- the LGBT+ Helpline provides a one-stop listening service for people who are LGBT+ (this encompasses a spectrum of gender & sexuality) Tel: 0300 330 0630 , 10- 10pm everyday or website https://switchboard.lgbt/
	ways to manage that. When the bereaved person is ready, help them reconnect with other groups – you may need to find out where these are.	Opening Doors London runs a befriending service for LGBT +people aged 50+who are feeling isolated: <u>https://www.openingdoorslondon.org.uk/</u>

I've not just lost 'a friend' - a case study

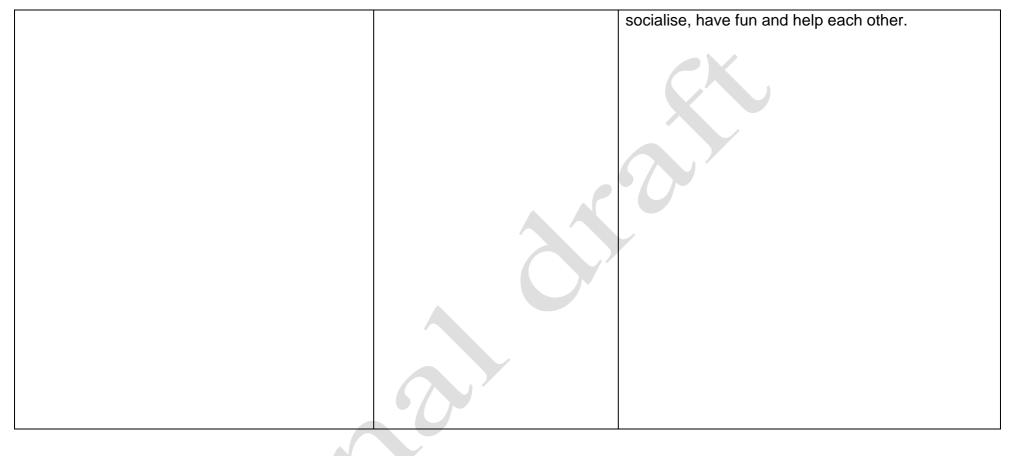
Amin is an Asian man who had been living with Alan for 28 years. Amin had never told his family that he was gay and simply said that Alan was a good friend. Last year Alan died, and Amin is distraught. His family are sympathetic but to them losing a friend is not the same as losing a wife or husband and Amin cannot receive the support and understanding he needs because he feels that he cannot talk to his family about the man he loved and still loves.

The needs of LGBTQ+ People	What can I do?	Where can I go for help?
I want to celebrate my culture	Know when celebratory dates are and what they represent and celebrate with them! For example, on Pride days people often like to have a drink. Remember that LGBTQ+ people may also be from other cultures for example black, disabled or people of faith. An example could be to think about groups for LGBTQ+ who are Deaf. Do they need to go to places where people use sign language etc? Recognise History Months – October is Black History Month and February is LGBTQ+ History Month. Use them as an opportunity to promote inclusion for everyone and share positive support messages.	Information on LGBTQ++ History Month (February) can be found at https://lgbtplushistorymonth.co.uk/ World Aids Day (December 1 st) is recognised by people wearing red ribbons www.worldaidsday.org The International Day Against Homophobia , Transphobia and Biphobia (IDAHO) takes place on 17 May www.dayagainsthomophobia.org Regard provides support and information to disabled people who are LGBTQ+ http://www.regard.org.uk/
	Remember that some people may not want to participate in community activities. Particularly for people who are transgender as they may not feel there is a trans culture.	Black Pride: https://www.ukblackpride.org.uk/

Celebrating my culture – a case study

David is a 35-year-old teacher. When he was 28, after some years of agonising about his sexuality he decided that the time had come to acknowledge that he was gay. He was fortunate enough to have a gay men's group in the area and immediately but also anxiously made phone contact with them. He was impressed with the friendliness of his initial contact and decided to join the group. One of the older members, also a teacher, took him under his wing and gradually introduced him to others. His confidence was strengthened by being in gay society and this is in turn led to going to a gay pub and eventually meeting a man who became his partner.

Where can I go for help? TRO is an equality & diversity charity, providing alth, community & youth services in England. os://metrocharity.org.uk/ onewall youth branch: os://www.stonewall.org.uk/young-stonewall aumont society is a UK charity with a primary us on the transgender individual. It offers
alth, community & youth services in England. <u>os://metrocharity.org.uk/</u> onewall youth branch: <u>os://www.stonewall.org.uk/young-stonewall</u> aumont society is a UK charity with a primary
by the transgender individual. It offers boot to trans youth: bs://www.beaumontsociety.org.uk/teenagers.html e Albert Kennedy Trust: supports young BTQ+ 16–25-year-olds who are made homeless living in a hostile environment: b://www.akt.org.uk/ bs://www.mermaidsuk.org.uk/ bs://www.mermaidsuk.org.uk/ boots transgender, non-binary, and gender- erse children, young people and their families.
e "BeYou Project" connects young people in nt and Medway who are or may be LGBTQ+. It ers a safe, welcoming and non-judgemental
o e n



Appendix 1

Sexual Orientation Monitoring

- 1. Why do we need to ask service users about their sexual orientation?
- To comply with the law: KCC has a specific Public Sector Equality duty under the Equality Act 2010 to publish data annually to demonstrate their compliance with the duty by tackling inequalities.
 Given the wealth of clear evidence of the inequalities experienced by many LGBTQ+ people when accessing a range of public services, KCC would find it
- difficult to justify not setting equality objectives covering sexual orientation.
- To send a signal that the needs of LGBTQ+ people are being considered
- To provide good services to LGBTQ+ people in Kent
- To ensure the needs of service users and their carers are appropriately considered

2. What does KCC do with the information?

- It is used to ensure the appropriate care and support is provided to individuals
- It is used to help us to find out whether LGBTQ+ people are accessing services and whether these services are sufficiently meeting their needs
- It is used to help us to target resources to particular areas
- It is used to help us to deliver a quality service that meets the needs of all our Kent communities

3. I feel uncomfortable asking. What is the best way to go about it?

- Prepare by ensuring you understand why you are asking and how privacy will be protected (as you may need to explain that to the person you are asking)
- Give the persons options for them to decide which box they would prefer to tick
- You are doing it in the context of asking other questions as part of your assessment, so after establishing some level of trust, ask the question as you would ask any other monitoring question. If people do now want to answer, they do not have to.
- Remember that you are not asking the person what they do in private with their sexual orientation and you are not asking them or encouraging them to "come out", the person will tell you what they want to tell you.

4. How might a LGBTQ+ person respond to the question?

All LGBTQ+ people are unique just like heterosexual people so some people will:

- Be concerned and decline to answer
- o Ask for confirmation as to who else will see this information
- Answer quite happily
- Be happy to know that with that information, you may be planning to change things for the better
- Be happy about sharing information because you appear confident about asking. This may have a big impact on being able to explore and meet their specific care needs.

5. I do not know much about specific issues facing LGBTQ+ individuals in 2022 especially around Health and Social Care, where can I find out more?

- Go to Stonewall website: <u>https://www.stonewall.org.uk/</u> Stonewall is the leading LGBTQ+ rights charity in the UK. Use the search button to find the "LGBTQ+ Britain Health report" published in November 2018 or the "LGBTQ+ in Britain Trans report" published in 2018
- Go to Stonewall website: <u>https://www.stonewall.org.uk/</u> Use the search button to find the "Unhealthy Attitudes the treatment of LGBTQ+ people within health and social care services "published in 2015
- Go the SCIE website (<u>http://www.scie.org.uk/</u>) and type in "LGBTQI" into the search button for a long list of resources. Also search for "Social Care TV LGBT" to watch LGBTQ+ service users talk about their experience of Care
- Go to Age UK website (<u>www.ageuk.org.uk</u>) and type in "LGBTQ+" in the search button to get a long list of useful resources
- Read "Safe to be me" published by Age UK in 2012. This document is for professionals about " meeting the needs of older lesbian, gay, bisexual and transgender people using health and social care service": <u>https://www.ageuk.org.uk/globalassets/age-</u> <u>uk/documents/booklets/safe to be me.pdf</u>

April 2022 Policy and Quality Assurance Team Adult Social Care and Health

Appendix 2: Glossary

Language is important. In relation to gender and identity, language is nuanced, contextual and complex. It has evolved over time, it has developed as our understanding of gender has developed, to accommodate a wide variety of lived trans and gender diverse experiences. This can make our use of language difficult, so we hope this glossary is helpful. Keep in mind that the language and definitions below are open to change.

Γ	
Term	Means:
Ace	Ace is an umbrella term used to describe a variation in levels of romantic and/or sexual attraction, including a lack of attraction. Ace people may describe themselves using one or more of a wide variety of terms, including, but not limited to, asexual, aromantic, demis and grey-As.
Agender	Agender is a term which can be literally translated as 'without gender'. It can be seen either as a non-binary gender identity or as a statement of not having a gender identity. People who identify as agender may describe themselves as one or more of the following: Genderless or lacking gender, Gender neutral.
Asexuality	Asexuality is generally defined as a lack of sexual attraction to others or the lack of interest in sex.
Assigned sex/ sex assigned at birth/ natal sex	Either of the 2 main categories (male and female) assigned to a person on the basis of primary sex characteristics (genitalia) and reproductive functions. Sometimes used interchangeably with 'gender' 'male' or 'female'. Some people are born with sex characteristics that are not easily categorized as male or female, this is known as intersex.
Bi	Bi is an umbrella term used to describe a romantic and/or sexual orientation towards more than one gender. Bi people may describe themselves as bisexual, pan, queer and other non-monosexual identities.
Bi-gender	Person identifies as both male and female and will therefore presents either as male or female depending on how they feel.

Cisgender or cis	Someone whose gender identity is the same as the sex they were assigned at birth. Non-trans is also used by some people.
Coming out	When a person first tells someone/others about their identity as lesbian, gay, bisexual or trans. This may be the first time someone shares their identity, although many LGBT people will feel the need or want to come out multiple times in their life as they meet new people.
Deadnaming	Calling someone by their birth name after they have changed their name. This term is often associated with trans people who have changed their name as part of their transition.
Demisexual	A demisexual is a person who does not experience sexual attraction unless they form a strong emotional connection with someone. It's more commonly seen in but by no means confined to romantic relationships.
Gay	Refers to a person who has an emotional, romantic and/or sexual orientation towards someone of the same gender. Both men and women use this term to describe their sexual orientation.
Gender	Often expressed in terms of masculinity and femininity, gender is largely culturally determined and is assumed from the sex assigned at birth. (source: Stonewall)
Gender Dysphoria	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 does not feel comfortable with the sex they were assigned at birth.
Gender Fluid	Describes a person who does not identify as solely man or woman, but may feel more like a combination of, or move between the gender binary. Gender fluid people may feel that their identity is more complex than an either/or choice. They may feel like neither, both, or move between the two as they feel comfortable.
Gender Identity	A person's internal sense of their own gender, whether male, female or something else Someone's identity can change at any time in life, and that it can change more than once as people discover more about themselves.
Genderless	See agender

Gender- queer	A gender diverse person whose gender identity is neither male nor female, is between or beyond genders, or a combination or male and female. For some this is also a political statement and a rejection of the rigidity of gender norms and the need to identify at all.
Gender reassignment	Another way of describing a person's transition. To undergo this usually means to undergo some sort of medical intervention, but it can also mean changing names, pronouns, dressing differently and living in your self-identified gender. It is a characteristic that is protected by the Equality Act 2010.
Gender variance	Gender variance, or gender nonconformity, is behaviour or gender expression that does not conform to dominant gender norms of male and female. People who exhibit gender variance may be called gender variant, gender non- conforming, or gender atypical.
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 may identify as male, female, or non- binary.
Misgendering	Misgendering is when someone refers to a trans person using the gender they were assigned at birth instead of their real gender.
Neutrois	Neutrois is a non-binary gender identity that falls under the genderqueer or transgender umbrellas.
	There is no one definition of Neutrois, since each person that self-identifies as such experiences their gender differently. The most common ones are:
	 Neutral-gender or Null-gender Neither male nor female Genderless or agender
Non-binary	An umbrella term for people whose gender identity doesn't sit comfortably with 'man' or 'woman'. Non-binary identities are varied and can include people who identify with some aspects of binary identities, while others reject them entirely.
Non-gender	Someone who identifies as neither male nor female
Pansexual or Pan	Refers to a person whose emotional, romantic and/or sexual attraction towards others is not limited by sex assigned at birth or gender identity.

Passing	Being seen, viewed or 'read' as the gender you present yourself as e.g. a male identifying person being seen as male by others.
Pronoun	Words we use to refer to people's gender in conversation – for example, 'he' or 'she'. Some people may prefer others to refer them into gender neutral language and use pronouns such as they/their and ze/zir.
Queer	In the past 'queer' was used as a derogatory term for LGBTQ+ individuals and continues to be viewed as derogatory by some. However, the term was reclaimed in academic circles as a way to reject gender and social norms and labels. The term is increasingly used by LGBTQ+ young people who do not identify with traditional categories around gender identity and sexual orientation.
Questioning	The process of exploring your own sexual orientation and/or gender identity.
Sex	Either of the two main categories 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'.
Sexual orientation	A person's emotional, romantic or sexual attraction to another person.
Third gender	Is a concept in which individuals are categorised, either by themselves or by society, as neither man nor woman. The term "third" is usually understood to mean "other".
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. Trans people may describe themselves using one or more of a wide variety of terms, including (but not limited to) transgender, transsexual, gender-queer (GQ), gender-fluid, non-binary, gender-variant, crossdresser, genderless, agender, nongender, third gender, bi-gender, trans man, trans woman, trans masculine, trans feminine and neutrois.
Trans feminine	Transfeminine is an umbrella term describing individuals who were assigned male at birth but align more closely with the female side of the gender spectrum. A transfeminine individual may identify with many aspects of

	femininity but not describe themselves as a "woman".
Trans masculine	Transmasculine is an umbrella term describing individuals who were assigned female at birth but align more closely with the male side of the gender spectrum. A transmasculine individual may identify with many aspects of masculinity but not describe themselves as a "man".
Transgender man	A term used to describe someone who is assigned female at birth but identifies and lives as a man. This may be shortened to trans man, or FTM, an abbreviation for female-to-male.
Transgender woman	A term used to describe someone who is assigned male at birth but identifies and lives as a woman. This may be shortened to trans woman, or MTF, an abbreviation for male-to-female.
Transsexual	This was used in the past as a more medical term (similarly to homosexual) to refer to someone whose gender is not the same as, or does not sit comfortably with, the sex they we assigned at birth.

Appendix 3 – LGBTQ+ Symbols

	The Rainbow Flay, Freedom Flag, Pride Flag is a symbol of LGBT pride since the 1970s originating in California.
	The Progress Pride flag was developed in 2018 by non-binary American artist and designer Daniel Quasar. Based on the iconic rainbow flag from 1978, the redesign celebrates the diversity of the LGBTQ+ community and calls for a more inclusive society.
	The Pink Triangle was used in to identify homosexuals in Nazi concentration camps. By the end of the 1970s it was adopted as a symbol for gay rights protest.
ф Ф	Modification of classic gender symbols used since the 1990s to express LGBT identities.
	A combination of the rainbow flag and the pink triangle. Each colour has a significance and together they represent the diversity of the LGBT community.
St.	A transgender symbol using the colours of the Rainbow flag.
Ϋ́Υ	It identifies all members of the Trans community from transvestites to transsexuals.
	Transgender flag: first shown at a Pride Parade in 2000 in the US.

Appendix 4 : a visual explanation of gender identity/ expression; biological sex; sexual orientation

