

Social Care, Health and Wellbeing

Lesbian, Gay, Bisexual and Transgender Support Toolkit

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Lesbian, Gay, Bisexual and Transgender Support Toolkit

1. Foreword

This document is a toolkit to help promote and embed good practice when working with lesbian, gay, bisexual and transgender [LGB&T] people. It contains a number of case studies and good practice examples, as well as links to other resources that staff may find useful in working with LGB&T individuals.

This document is intended to raise awareness of:

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

Anne Tidmarsh, Director Older People and Physical Disability and Chair of the Directorate Equalities Group:

“The LGB&T Support Toolkit provides important information and guidance for staff in an area that they may not be familiar with.

The toolkit helps to remind us to not make assumptions about who we are talking to and recognise the importance of sexual orientation in someone’s life. The key message is ‘remember it is okay to have conversations with people and don’t be afraid to ask questions’.

By providing a range of information on the LGB&T Community, practical case examples and useful links to further advice and guidance this is an invaluable toolkit and will add to your professional skills and knowledge.”

2. Definitions

LGB&T: Lesbian, Gay, Bisexual and Transgender.

Transgender: is an inclusive, umbrella term used to describe the diversity of gender identity and expression for all people who do not conform to common ideas of gender roles.

A note about the term LGB&T:

The term ‘Lesbian, Gay, Bisexual and Transgender’ is common around the world; however it is not universally accepted by those to whom it may apply. For example, there is some disagreement around whether Transgender people have needs that are distinct and different from Lesbian, Gay and Bisexual people since ‘Transgender’ refers to gender identity and ‘Lesbian, Gay and Bisexual’ refers to sexuality.

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For this document the term 'LGB&T' has been adopted as a convention, but it is important to note that issues around sexuality and gender identity are in many ways very distinct (including in their treatment under English Law). In some places the term LGB is used to denote where something is only affecting the lesbian, gay and bisexual community.

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 Lesbian, Gay, Bisexual and Transgender (LGB&T) individuals in Kent to feel supported to achieve their goals, staff must be well equipped to appreciate the specific care and support needs of LGB&T people.

3.3 There has been increasing recognition in both Government and society that discrimination against LGB&T 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 **unlawful to discriminate in the provision of goods and services on the basis of gender reassignment or sexual orientation. Gender reassignment includes individuals contemplating, commenced or who have completed the process.** There is also a Public Sector Duty which includes gender assignment and sexual orientation which applies to all organisations that provide a service to the public or a section of the public. More detail of the relevant legislation is given in the section 'Legislative Duties' below.

4. Sexual orientation and gender identity

4.1 Our sexual orientation and gender identity are an intrinsic part of who we are. Most of us are born as clearly male or female, we grow up in a society where being heterosexual is considered 'the norm' and most of us go on to develop sexual feelings for the opposite sex.

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Society expects that we will settle down with a partner and have children together, and this heterosexual expectation 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 both men and women. 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 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). The term Transgender is an umbrella term that includes transsexuals as well as gender identity issues not covered within the legal framework such as transvestites.

5. History of LGB&T rights

- 5.1 Some of the rights taken for granted by heterosexual people have only been extended to LGB&T 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 LGB&T rights in Britain, and the discrimination still faced by LGB&T 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 was decriminalised by The Sexual Offences Act of 1967.
- 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 LGB&T people to celebrate and be proud of their sexual orientation and gender identity (as well as those who support LGB&T 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 LGB 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 LGB community today, as it was a law which appeared to sanction homophobia.

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- It indicated that homosexuality was a choice because it could be ‘promoted’ and arguably implied a link between homophobia and paedophilia.
- Stonewall UK, a leading campaign group for gay rights, was set up in 1989 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 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 1999, the United Nations declassified homosexuality as a mental illness.
- 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 LGB people in the workplace.
- In 2004, the Civil Partnership Act was passed, and 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 transsexuals legal recognition as member of the sex appropriate to their gender.
- Canterbury Pride held its first event in 2005. Thanet Pride has been running since 2007. Both events reflect an increasing recognition and acceptance of LGB&T 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 lesbian parents who conceive a child through fertility treatment.
- 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.

6. LGB&T culture and community

- 6.1 Lesbians, gay men, bisexual and transgender 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 LGB&T community (or lesbian or gay or bisexual or transgender community).

Some LGB&T people may hide their sexuality or gender identity for cultural or religious reasons.

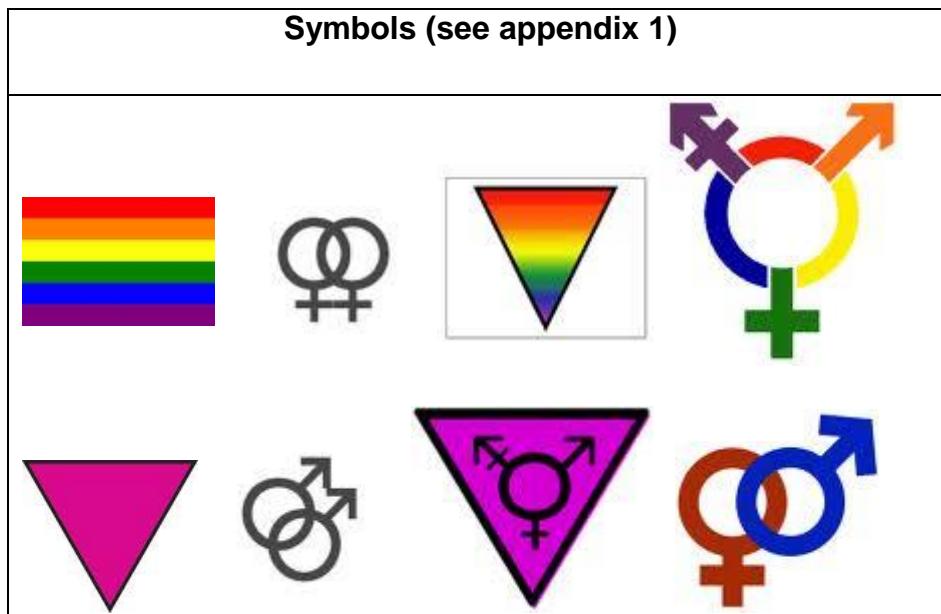
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In the same way that LGB&T people have a shared history they also have a shared culture. This is expressed in many different ways and as with any culture there are distinctions within the broad spectrum of LGB&T. Some gay men, for example, may only 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 LGB&T Culture – these are only selective examples, there are many other famous people, political movements and symbols used by the LGB&T community and different aspects of that community. If you are interested to know more, then a simple internet search can provide further information.

Example	Lesbian, gay, bisexual	Transgender
Famous People	Martina Navratilova, Gareth Thomas, Florence Nightingale, Drew Barrymore, Dusty Springfield, Harvey Milk, Angelina Jolie, Will Young, Justin Fashnu, Tracy Chapman, Steven Davies, Cara Delevingne, Jodie Foster	Christine Jorgensen, April Ashley, Caroline Cossey Dana International, Dee Palmer, Nadia Almada, Alexis Arquette, Chaz Bono, Lea T, Caitlyn Jenner
LGB&T Political Movements	Stonewall Anti Hate Crime events LGB&T History Month (February) International Day Against Homophobia, Transphobia and Biphobia (IDAHOT) (17 May)	Anti Hate Crime events Feminist movements Press for Change (UK's key lobbying and support organisation for Trans people) LGB&T History Month Transgender Day of Remembrance (20 November)
Pride Marches	Kent Gay Pride (Margate) and in most UK towns: Brighton, Chester, London, Liverpool, Manchester, Portsmouth and others.	

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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 LGB&T people like to participate in the LGB&T 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 LGB&T friendly pub or club, using online forums, or by going on holidays that cater for LGB&T people. It is important that LGB&T 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 LGB&T specific magazines or books, websites such as Pinknews.com provide access to LGB&T news stories. Often mainstream media is not accessible or does not feature reports on LGB&T 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 LGB&T people may have no interest in the LGB&T community at all.

7. National and local statistics

- 7.1 There is very little reliable data about the size of the LGB population, and even less for the transgender population. This is because this information is not routinely gathered – for example the 2011 census did not ask sexual orientation or provide an option to mention gender reassignment in the gender field –

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although it should be noted that many people would not want to answer a question on transgender status and it should not be considered a third gender.

- 7.2 The Government estimates that between 5-7% of the adult UK population is lesbian or gay which Stonewall (the leading LGBT rights charity in the UK) feels is a reasonable estimate.

Based on 2013 data of a UK population of 64.10 million, this corresponds to between 3.2 and 4.4 million gay or lesbian adults. This suggests that there are between 75,000 and 100,000 lesbian or gay adults in Kent County Council area. . However, there is no hard data on the number of lesbians, gay men and bisexuals in the UK as no national census has ever asked people to define their sexuality.

- 7.3 There is no official estimate of the transgender population. In 2000 Press for Change estimated there were around 5,000 transsexual people in the UK, based upon numbers of those who had changed their passports (Home Office 2000).

As of March 2015, 3906 people had been awarded a Gender Recognition Certificate (GIRE website). It is estimated that 1% of the population has the protected characteristic of gender reassignment (Equality Act, 2010), and approximately 0.2 of the population is likely to change the gender (social) role permanently – roughly 140,000 in the UK. (GIRE)

- 7.4 1,106 civil partnerships have been formed in Kent since 21 December 2005 (the first day a couple could form a civil partnership in England and Wales) and 66,730 nationally (from the Office of National Statistics). The Kent registered civil partnerships may or may not be formed by Kent residents.

- 7.5 The first marriages of same sex couples took place on 29 March 2014. A total of 1,409 marriages were formed between same sex couples between 29 March and 30 June 2014. From 10 December 2014 civil partners can convert their civil partnership into a marriage.

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 LGB&T community. In particular, older LGB&T people 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.)

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- 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.)¹

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.²

8.3 Older LGB people often talk about leading a double life as due to the relatively recent advancement of rights and positive changes to public attitudes to LGB&T people, they may have grown up in an environment which means they find it more difficult to take advantage of the changes in culture.

¹ Lesbian, Gay and Bisexual People in Later Life, Stonewall, 2011

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

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 had been married and had one son from that union which ended in divorce. He met Phil who was the son of his next door neighbour when Phil was 18. They became lovers shortly after this and Phil's family were outraged and threw him out of the family home.

In order to keep their relationship secret they moved to a different area of Kent and 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 every one they knew. This was also the case with all official bodies such as health care professionals and local authorities. 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 that it should still be kept a secret. They did not take part in any gay social activities and had no other 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 one day 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 Case Manager 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.

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9. LGB&T specific needs – what you can do and where you can get help

The needs of LGB&T People	What can I do?	Where can I go for help?
<p>Having a safe environment to be myself.</p> <p>Being able to declare my sexual orientation, called coming out.</p>	<p>Be sure to ask everybody about sexual orientation. It is important to not just target those you assume or think may be gay. Otherwise you may be questioning people based on your own assumptions.</p> <p>It is important to record a person’s sexual orientation and be aware of this before meeting them – this way someone doesn’t have to out themselves each time.</p> <p>Remember that someone’s Trans status may be protected under the Gender Recognition Act. You should not disclose any information about someone’s gender identity without their written permission. In practice this means respecting the gender identity a person presents with and keeping any previous identity confidential.</p>	<p>London Lesbian and Gay Switchboard provides information and support for people who are LGB Tel: 0300 330 0630 or website https://switchboard.lgbt/</p> <p>The Lesbian and Gay Foundation offer guidance to coming out http://www.lgf.org.uk/coming-out/</p> <p>It is important to remember the needs of LGB&T people when working in safeguarding and applying the safeguarding policy.</p> <p>Age UK provide comprehensive guidance for older people who are LGB http://www.ageuk.org.uk/health-wellbeing/relationships-and-family/older-lesbian-gay-and-bisexual/</p>
<p>Being able to declare my sexual orientation – a case study</p> <p>Alice, an Assessment Worker, was holding a drop-in session at a Gateway when a middle aged woman, Lucy, came to see her. When gathering information about Lucy, although nervous about doing so, Alice asked her sexual orientation. To Alice’s surprise Lucy was pleased that she’d been asked this question. She told Alice she was a lesbian but also that she was glad she had asked as her partner was more nervous about asking for help and thought social services wouldn’t understand their situation.</p>		

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The needs of LGB&T People	What can I do?	Where can I go for help?
<p>Not to have assumptions made about me, such as assuming I'm straight.</p> <p>Whilst not making assumptions accept me for who I am.</p> <p>Accept me for who I am without having to put a label on me.</p>	<p>If you are unsure then ask for specific LGB&T training to understand the issues.</p> <p>Recognise a person's Trans status.</p> <p>Be respectful, non-judgemental and value the difference people bring.</p> <p>Target everyone with positive messages, don't just single out people you think may be LGB&T.</p>	<p>The Social Care In Excellence (SCIE) website has a number of LGB&T case studies SCIE LGBT Case Studies</p>
<p>Not to have assumptions made about me – a case study</p> <p>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 LGB&T people and a positive response to them over the years has resulted in her not being threatened by the mistaken assumptions of others.</p>		

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The needs of LGB&T People	What can I do?	Where can I go for help?
<p>Understand my concept of the family. For people who are LGB&T the definition of family may be different.</p> <p>The LGB&T Community develop strong social networks and friends become family. Sometimes this is strengthened by the fact that a person's natural family may have rejected them.</p> <p>Understand if I have children or want to have children.</p> <p>Understand that I may not have access to support.</p>	<p>Recognise that my next of kin or support networks may not be an immediate family member.</p> <p>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.</p> <p>Recognise same sex families and that terms may be used differently such as mums and dads.</p> <p>Find a way to support the person to access gay/trans support groups and help them to stay in touch with close friends.</p>	<p>The Lesbian and Gay Foundation offer support for carers http://www.lgf.org.uk/carers/ This includes access to support groups and online forums.</p> <p>It is important to record any significant support networks or next of kin on SWIFT.</p> <p>Lesbian and gay adoption service www.newfamilysocial.co.uk or find out more information about gay parenting at http://www.stonewall.org.uk/at_home/default.asp</p> <p>Gay people often use a different definition for words. Since the early 1980s the word 'family' is often used to refer to people who are also gay. ["He's family," meaning he is gay.]. This definition is taken from Robert Scott's Gay Slang Dictionary.</p>
<p>Recognise my identity – a case study</p> <p>Bill and Mary had been married for over 10 years. Throughout that time they had been exploring Bill's sense of gender identity. Eventually due to changes in legislation and in public perception Bill decided he wanted to transition from male to female. Mary supported him on this and they were happy that they would continue together as a same sex couple.</p> <p>Understand my concept of family – a case study</p> <p>An LGB&T 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 LGB&T people who had also been carers – they often described the relief they experienced in talking with 'family'.</p>		

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The needs of LGB&T People	What can I do?	Where can I go for help?
<p>To be myself without being judged and not to have assumptions made about me.</p>	<p>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.</p> <p>If you don't know or aren't sure then ask someone's friends.</p> <p>Be sure that your attitudes and behaviours are not discriminatory or judgemental. If you are unsure then ask for specific LGB&T training to understand the issues.</p>	<p>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.</p>

Don't make assumptions about me – a case study

Peter is a gay man and well involved in the life of the LGB&T 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 had once been a woman 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.

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The needs of LGB&T People	What can I do?	Where can I go for help?
<p>Make me feel welcome.</p> <p>Listen to me, show me empathy and respond appropriately.</p> <p>Have awareness of specific issues that I might face.</p>	<p>Use pictures of same sex couples, men, and women or use logos on paperwork or in windows.</p> <p>Provide information in welcome packs and make sure this is provided to everyone, not just those you think may be gay.</p> <p>Challenge homophobia/transphobia when you hear it. Understand what language is or isn't acceptable and why.</p> <p>Provide access to books, magazines, news that is LGB&T specific.</p> <p>Educate yourself on issues facing LGB&T people in our society today.</p>	<p>Pink News is an LGB&T news website http://www.pinknews.co.uk/</p> <p>Diva Magazine is a website and magazine for Lesbians http://www.divamag.co.uk/diva/</p> <p>Gay Times is a website and magazine for gay men http://www.gaytimes.co.uk/</p> <p>Stonewall has information on current issues facing LGB people www.stonewall.org.uk</p> <p>GIRES provides information and education on gender identity www.gires.org.uk</p>

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.

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The needs of LGB&T People	What can I do?	Where can I go for help?
<p>To feel safe, and not be targeted as ‘the gay one’, or ‘the trans one’.</p> <p>Understand that I may feel defensive or cautious and be afraid of bullying and harassment.</p>	<p>Challenge and report homophobia/transphobia. Remember this is everyone’s responsibility within professional practice and code of conduct.</p> <p>Understand and recognise that there may be an increased risk or fear of bullying and harassment for people in the early stages of transition.</p>	<p>Information about safeguarding for adults can be found at http://www.kent.gov.uk/adultprotection</p> <p>Broken Rainbow is the LGBT Domestic Violence Charity and provides help and information on domestic violence. Tel: 0800 999 5428 or 0300 999 5428 www.brokenrainbow.org.uk/</p> <p>Galop provides help and information relating to hate crime/ harassment/ domestic abuse and sexual violence. Tel: 020 7704 2040 www.galop.org.uk</p>

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.

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The needs of LGB&T People	What can I do?	Where can I go for help?
<p>To go out to LGB&T activities.</p> <p>This is important in maintaining my identity, providing social networks and celebrating who I am.</p>	<p>Provide support to find and/or attend gay/trans venues, theatre, reading groups etc.</p> <p>Connect me to LGB&T groups or friends or help me access online activities.</p> <p>Understand and recognise that going to LGB&T venues may be new for you but is important for the person and it is not about you as a support worker.</p> <p>Remember it is okay to have conversations with people and don't be afraid to ask questions.</p>	<p>http://www.turingnetwork.org.uk a resources database provided by Switchboard - the LGBT Helpline</p> <p>www.pinknews.co.uk</p> <p>Diva Magazine for lesbians Gay Times/The Advocate for gay men</p>

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 out for a walk.

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The needs of LGB&T People	What can I do?	Where can I go for help?
<p>To maintain my faith and/or religion.</p>	<p>Recognise that people may still have faith or a religion and support them to attend faith based activities.</p> <p>Find out more about specialist religious or faith groups for LGB&T people.</p>	<p>LGB Christian Movement http://www.lgcm.org.uk/</p> <p>Founded in 2001, GCN is a nonprofit Christian ministry dedicated to building bridges http://www.gaychristian.net/</p> <p>Quaker Quest www.quakerquest.org</p> <p>LGB&T Muslim Group http://www.imaan.org.uk/about/about.htm</p> <p>Jewish Gay and Lesbian Group http://www.jglg.org.uk/</p> <p>Quest – Catholic Group http://questgaycatholic.org.uk/</p>

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 LGBT 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 LGBT couples should be welcomed to all church events: that 82% agreed to welcome those in same sex relationship to apply for membership; that 72% agreed to welcome those in same sex relationships leading the worship of the church.

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The needs of LGB&T People	What can I do?	Where can I go for help?
<p>Understand my needs if I have dementia.</p> <p>Older individuals will be mostly living alone.</p> <p>Recognise that sexual orientation is as much a state of being for the very old as for those younger.</p>	<p>Involve my support networks in my care.</p> <p>Be clear about what I want and who my relationships are with.</p> <p>Remember if someone is trans to still dress them appropriately and involve others who know their wishes in making decisions.</p>	<p>Alzheimer's society http://alzheimers.org.uk/Gay_Carers/</p> <p>Age UK http://www.ageuk.org.uk/health-wellbeing/relationships-and-family/older-lesbian-gay-and-bisexual/</p> <p>Depend provides support for family and friends of trans people www.depend.org.uk</p>
<p>Be clear about my relationships – a case study</p> <p>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!</p> <p>Understand my needs – a case study</p> <p>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.</p>		

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Provide appropriate personal care.	<p>Check if someone wants a gender specific carer.</p> <p>Provide appropriate access to facilities and understand that a person's physiology may be different to their gender identity.</p>	<p>Information about choices in Care can be found on the Alzheimer Society website http://www.alzheimers.org.uk/site/scripts/documents_info.php?&documentID=1467</p> <p>Age UK's guidance has information on specific services for people are LGB http://www.ageuk.org.uk/health-wellbeing/relationships-and-family/older-lesbian-gay-and-bisexual/</p>

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. On the agency staff are two African Evangelical Christians who, on 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.

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<p>Support me through bereavement and loss and recognise my concept of family.</p> <p>Remember that I may not be out or able to be open about the nature of my relationship I've just lost.</p>	<p>Recognise the nature of friendship which is different and understand the nature of family for people who are LGB.</p> <p>Don't be frightened to talk about it – take it seriously, if you're embarrassed by hearing about LGB&T issues then find your own ways to manage that.</p> <p>When the bereaved person is ready, help them reconnect with other groups – you may need to find out where these are.</p>	<p>London Friend –helpline developed to improve the health and mental well-being of Lesbian, Gay, Bisexual and Transgendered people (LGB&T. Tel: 020 7837 3337. http://londonfriend.org.uk/get-support/helpline/</p> <p>Age UK's guide has information on coping with bereavement http://www.ageuk.org.uk/health-wellbeing/relationships-and-family/older-lesbian-gay-and-bisexual/</p>

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.

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The needs of LGB&T People	What can I do?	Where can I go for help?
<p>I want to celebrate my culture</p>	<p>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.</p> <p>Remember that LGB&T people may also be from other cultures for example black, disabled or people of faith. An example could be to think about groups for LGB&T who are Deaf. Do they need to go to places where people use sign language etc?</p> <p>Recognise History Months – October is BME and February is LGB&T. Use them as an opportunity to promote inclusion for everyone and share positive support messages.</p> <p>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.</p>	<p>Information on LGB&T History Month can be found at http://www.lgbthistorymonth.org.uk/</p> <p>20 November is the International Transgender Day of Remembrance http://www.transgenderdor.org/</p> <p>World Aids Day (December 1st) is recognised by people wearing red ribbons www.worldaidsday.org</p> <p>The International Day Against Homophobia (IDAHO) takes place on 17 May www.dayagainsthomophobia.org</p> <p>Regard provides support and information to disabled people who are LGB&T http://www.regard.org.uk/</p>

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 in turn led to going to a gay pub and eventually meeting a man who became his partner.

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A final reminder:

- Be sure to ask everybody about sexual orientation. It is important to not just target those you assume or think may be gay. Otherwise you may be questioning people based on your own assumptions.
- Be sure that your attitudes and behaviours are not discriminatory or judgemental. If you are unsure then ask for specific LGB&T training to understand the issues.
- Challenge and report homophobia/transphobia. Remember this is everyone's responsibility within professional practice and code of conduct.
- Remember it is okay to have conversations with people and don't be afraid to ask questions.








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Appendix 1 – LGB&T Symbols

	<p>The Rainbow Flay, Freedom Flag, Pride Flag is a symbol of LGB&T pride since the 1970s originating in California.</p>
	<p>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.</p>
	<p>Modification of classic gender symbols used since the 1990s to express LGB&T identities.</p>
	<p>A combination of the rainbow flag and the pink triangle. Each colour has a significance and together they represent the diversity of the LGB&T community.</p>
	<p>A transgender symbol using the colours of the Rainbow flag. It identifies all members of the Trans community from transvestites to transsexuals.</p>
	<p>A combination of the transgender symbol and the pink triangle.</p>
	<p>A transgender symbol which modifies the classic gender symbols.</p>