



BEST PRACTICE

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Introduction

This booklet showcases some examples of best practice from across Scotland. The examples are not a complete list of the good work happening across Scotland on LGBT engagement and inclusion but a representative sample of best practice.

If you're organisation or group is interested in any of the examples or would like to work on similar projects in your area we'd be keen to hear from you.

We're also keen to hear about other good practice examples which we can share, you can get in touch through the contact details on the Introduction booklet.

Ayrshire

In February 2012, East Ayrshire Council, North Ayrshire Council, Strathclyde Police, NHS Ayrshire and Arran and South Ayrshire Council signed a partnership agreement with the Equality Network and LGBT Youth Scotland in order to better support and understand the needs of LGBT people in Ayrshire.

The partners agreed to:

- ◆ Engage local people in a shared vision for revitalising their communities.
- ◆ Develop a range of community initiatives and projects to achieve long-term positive change.
- ◆ Build local skills and knowledge to increase participation in community life and improved delivery of services locally.
- ◆ Increase opportunities for positive social interaction within communities.
- ◆ Encourage and celebrate social and cultural diversity.



The signing of the Ayrshire Partnership Agreement.

- ◆ Improve understanding, value of and utilisation of community assets and strengths.
- ◆ Seek funding for sustainable long term goals.

LGBT Youth Scotland established an LGBT Development group in the area, which is made up of service providers and voluntary agencies to better coordinate information and share good practice. LGBT Youth Scotland are also supporting young people in Ayrshire to take up seats on the National Youth Council, and are supporting the development of new youth groups and initiatives across Ayrshire.

Equality Network held a residential leadership programme which involved 12 local LGBT people. The participants are now being supported to develop local groups and networks across Ayrshire and are actively engaging and building new relationships with development group members.

East Lothian Council

Since 2008, East Lothian Council (ELC) have focused on LGBT History Month, a well-known awareness raising vehicle that takes place every February, as a way of engaging with LGBT people who live and work in the local area. Various events have taken place over the past few years, including:

- ◆ A celebratory lunch workshop for Council staff, giving feedback on the Council's work to date and services for LGBT people (2008).
- ◆ A 'verbal histories' session was held with ELC's museums service and Our Story Scotland, where people shared very personal stories about their experience being LGBT in East Lothian (2009).
- ◆ An awareness raising concert from Edinburgh Gay Men's Chorus, attended by 110 people including a local councillor. This was not a specific consultation event, but a network of potential contacts with LGBT interests was gathered from attendees (2010).

- ◆ Another even more successful choir event, with a follow-up evaluation via email, and a “secret valentine” event in conjunction with Our Story Scotland (2010).
- ◆ A talk by the first openly gay UK diplomat, and a brief consultation on the development of an LGBT History Trail for East Lothian. The consultation helped develop ideas for the History Trail and also raised awareness of the need for an LGBT youth group in North Berwick, one of the bigger population areas. The group was established in May 2011 (2011).
- ◆ A drinks reception and film screening at a local theatre, where an LGBT awareness raising film produced by local school pupils was shown (2012).

The success of these events is helped by their regular occurrence in History Month and involvement of community facilities and resources – events are held in well-known local venues and publicised widely, which encourages high attendance. The importance of evaluation and feedback is also welcomed and utilised effectively.

West Dunbartonshire

The West Dunbartonshire LGBT Equalities Network worked in partnership with the Equality Network to carry out a consultation exercise with the LGBT community in West Dunbartonshire.

Young people and adults from the LGBT community were consulted, and the resulting report recommendations focused on issues identified as a priority by the participants – social opportunities, education and training, and visibility of LGBT people and issues locally, with an emphasis on greater local service provision.

West Dunbartonshire Council have been working with Stonewall Scotland's Good Practice Programme since 2010 in order to make sure their policies and services are inclusive of LGBT people, and that relevant Council staff are aware of the West Dunbartonshire LGBT Equality Network and other ways to access and engage with LGBT service users in the area.

From 2011 an LGBT community group has been established in West Dunbartonshire, supported by the Equality Network through the SpeakOut leadership programme. This group has established a formal leadership structure to facilitate planning and direction of the group, and participates as an advisory group to West Dunbartonshire Council, as well as being an



The launch of the 'Stronger, Safer and Supported' report at Clydebank College.

opportunity to socialise with other LGBT people living in West Dunbartonshire. An LGBT youth group has also been established locally, supported and facilitated by local youth advice and advocacy project Y-Sort-It. West Dunbartonshire Council continue to work with Stonewall Scotland around policy development and achievement of outcomes around the plans of the community group.

As part of its commitment to inclusive consultation and involvement, the West Dunbartonshire Council Community Planning Team has extended equality monitoring to include sexual orientation and religion & belief to the key consultation structure that is represented by the West Dunbartonshire Citizens' Panel.

NHS Health Scotland and NHS National Services Scotland

Since 2010, both NHS Health Scotland and NHS National Services Scotland have been working with the Scottish Transgender Alliance to address transgender health inequalities.

This partnership work has included the Scottish Transgender Alliance providing multiple sessions of transgender equality training to NHS policy managers and assisting them in evidencing transgender healthcare needs across a range of service areas, including cancer screening, mental health, sexual health and fertility services, as well as specialist gender reassignment services.

The most major piece of work undertaken together is the development during 2011 and on-going implementation during 2012 of a new Scottish Gender Reassignment Protocol and Improvement Plan. This included jointly carrying out ten focus groups across Scotland in Spring 2011 to enable a diverse range of gender reassignment service users to participate in shaping the protocol's development. It also involved NHS Health Scotland securing four dedicated places within the NHS Gender Reassignment Protocol Development Working Group for trans people with particular healthcare, equality and research knowledge.

Renfrewshire Council

Renfrewshire Council's 2011 community planning partnership events took place in autumn 2011 and were attended by a very large number of local community members. Evaluation of these events included full diversity monitoring, and this has led to further community events with an equalities focus, where organisations like Stonewall Scotland have provided information stands and met with community members to discuss the work that is being done in the area.



Planning partnership events took place all over Renfrewshire.

Our Renfrewshire, Our Future

Renfrewshire's Annual Community Planning Conferences are back! And this year they are bigger and better!

Where?

There are three venues to choose from:

Renfrew

Monday
12 September 2011
Glynhill Hotel

Johnstone

Wednesday
14 September 2011
Johnstone Town Hall

Paisley

Tuesday
20 September 2011
Paisley Town Hall

What happens on the day?

All conferences will run a daytime and an evening programme.

You will be able to share your opinions during an interactive question and answer session and give us your views in discussion groups about:

- Your local area.
- Bridging communities together.
- Citizens and services: working together.
- Tackling crime and offending.
- Improving our health.
- Improving our environment.

New this year

If you can't attend the full conference, we are running drop-in events at each venue. Highlights include an electronic survey of the discussion topics, video clips showing services and projects taking place in Renfrewshire, and information stands!

You can also find out more about the events and the new year format we are using this year during the discussion groups!

Come along and get your voice heard! All you need to do is book a place. It's easy, and it's free!

You can get a...

South Lanarkshire Council

Universal Connections is a youth centre in Hamilton, run by South Lanarkshire Council. It caters for young people aged 12-25 who take part in a variety of youth groups, drop in's and project activities.

In 2010 Universal Connections got in touch with LGBT Youth Scotland for guidance and support to develop an LGBT youth specific service in the area. This aim came from a youth consultation carried out by the centre which identified a need for an LGBT specific services in the area.

Through partnership work, the centre set up a group, advertised widely and supported young people to name and launch the service. Once the group was established, the young people were empowered to develop their own agenda and feed into national youth participation platforms. The local authority, in partnership with LGBT Youth Scotland supported the group to:

- ◆ Visit other LGBT youth groups.
- ◆ Attend Pride events around Scotland.
- ◆ Host youth workers from LGBT Youth Scotland to deliver thematic sessions.



LGBT Youth Scotland support youth groups all over Scotland.

Through this relationship, the local authority could see the benefit partnership work was having and choose to sign up to LGBT Youth Scotland's National Youth Council.

The local authority have utilised this link to empower young people to influence decisions that affect LGBT young people locally and across Scotland. It is also a key method to explore issues affecting LGBT young people that the local authority can act upon and improve.

In March 2012 LGBT Youth Scotland ran a pilot consultation with this South Lanarkshire group to aid in the progression and development of the largest LGBT youth national survey. This progressive relationship with this group has not only aided in the development of LGBT youth services in the South Lanarkshire area, but also created strong partnerships with LGBT Youth Scotland.

British Transport Police

The British Transport Police (BTP) in Glasgow got in touch with LGBT Youth Scotland through their Neighbourhood Policing Team in early 2009. They wanted to find out more about how LGBT young people felt and what they understood about hate crime reporting. This was a proactive decision by BTP to build better links with underrepresented communities and respond to equality legislation.

Although initially BTP wanted to consult with young people, through partnership planning with LGBT Youth Scotland they formulated a series of 'soft' approach events that would allow a trusting relationship to be built with young people in that area before a consultation event was held. BTP led a number of events for young people including:

- ◆ Youth discos with community safety themes.
- ◆ Holding stalls at youth pride events.
- ◆ Inviting young people to speak at internal conferences.



British Transport Police reached out to LGBT Young people.

After these events, BTP held a hate crime workshop and linked young people into online consultation work.

By this point BTP had built up a strong relationship with both young people and staff within the organisation and went on to fundraising for local youth groups, inviting young people to tour their buildings, and achieved the LGBT Charter Mark in Edinburgh and Glasgow for their Neighbourhood Policing Teams.

Although the process to consultation was longer than first anticipated, BTP has consistently given feedback that the benefits that they have received by planning and developing a youth friendly approach to engagement has exceeded their expectations.

EQUALITYNETWORK

Lesbian, Gay, Bisexual and Transgender Rights in Scotland



Stonewall
S C O T L A N D

Community Connections

has been developed in partnership by Equality Network, LGBT Youth Scotland and Stonewall Scotland in order to achieve meaningful engagement with lesbian, gay, bisexual and transgender communities.

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2 Engaging Public Bodies

3 Engaging Young People

4 Engaging Transgender People

5 Best Practice

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