

## Recommendations for Health and Social Care Services

Herefordshire and Worcestershire Clinical Commissioning Group, Worcestershire Health and Care NHS Trust, Worcestershire Acute Hospital NHS Trust, Worcestershire GP Practices and Worcestershire County Council should consider:  
LGBT+ Awareness and Training

1. How to promote a positive culture and attitudes towards LGBT+ people within services and challenge discrimination, stereotypes and assumptions

*The Council Equality and diversity policy emphasises the value of “each unique individual who lives, works in and visits our County. Worcestershire County Council is working to develop strong, inclusive communities, free from all forms of unlawful or unjustifiable discrimination. We are committed to enabling all Worcestershire residents to achieve their potential by removing barriers that prevent fair access to services, to participation in public life, and to employment with the County Council itself”.*

*we require all staff to complete eLearning addressing Workplace Equality and unconscious Bias. Transgender Awareness and Bullying and Harassment modules are also provided.*

*Additional Diversity training (which includes consideration of Gender Identity and Sexual orientation) is provided for all newly qualified Social Workers. Our Equality and Diversity manager maintains informal contact with a number of LGBT+ colleagues who are proactive in contributing information and ideas for maintaining an inclusive workplace.*

2. Increasing awareness and understanding of LGBT+ for all staff

*The Council has a specific Gender Reassignment policy detailing what is required to ensure that colleagues’ dignity, wellbeing and data rights are maintained. Staff are able to note their Sex and Sexual Orientation in their personal data, if they wish to do so, and staff surveys routinely provide opportunities to note their Sex and Sexual orientation, if they wish to do so. (In addition, please refer to response to Q1).*

3. Introducing the NHS Rainbow Badge scheme (*where applicable*)

*See 5 below (Museums)*

4. Ensuring specific knowledge and understanding of gender identity and gender transformation processes for appropriate staff / services e.g. GPs, sexual health services, adult and children and young people’s mental health services.

LGBT+ Visibility within Services

5. Increasing the use of LGBT+ logos and posters in areas such as waiting rooms, reception areas

*Libraries*

*WCC are happy to share images (plasma screens) and incorporate ‘logos/brands’ that establish Worcestershire libraries as LGBTQ aware*

*WCC already attend Pride celebrations – book and information stand (Malvern Pride 2019) / run book displays and social media campaigns during Pride week and LGBT History Month*

*Libraries also purchase early years stock that is inclusive and selected titles that celebrate LGBT families, they also have some LGBT titles on Borrowbox but perhaps this content could be expended.*

*The Hive in partnership with Out2gether host an LGBTQ readers group*

*Recently re-classified stock so they more easily identified as LGBTQ titles*

*British Library Living Knowledge Network streamed events included 'Michael Cashman in Conversation With Ian McKellen' this year – hosted in main Worcestershire libraries*

*WCC could also engage further with the University of Worcester's LGBTQ social group to develop and promote targeted services – cross promote any digital resources/ activities they are engaging in. This would apply to other LGBTQ groups too.*

*Introduce/promote more gender-neutral toilets (there is one at Hive)*

*Coroners/Registrars*

*Within WCC publications (ceremony brochure) we have tried to ensure that all of our community is represented which rightly mirrors the services we provide.*

*In terms of posters etc, we do have waiting areas where WCC could display posters etc, but we would hope that every citizen of Worcestershire would be reassured that we are completely inclusive in any case.*

*Countryside/Greenspace*

*A few years ago, WCC removed all posters in our community meeting rooms to make them autism friendly, therefore, unfortunately there aren't any spaces currently to display posters/materials these days. Our Countryside Service website and publications have professional photos that were commissioned some time ago, however, they do illustrate diversity in the images (BAME, disabilities etc), but we don't specifically have any that show LGBT+*

*Despite Gypsies and Travellers being a very traditional group with very conservative and, on occasion, bigoted views, WCC do have LGBT+ residents on our traveller sites and our application process would consider this positively for people on our waiting list.*

*Museums*

*WCC don't have any posters at all from any group as there is no obvious place in the museums to display them.*

*There are, however, excellent examples of good practice, eg the NHS rainbow badge scheme, and we are hoping to introduce this into our front-line team development planning*

*6. Introducing LGBT+ diversity to images used in information about services, including printed leaflets and publications, website, social media and displays in public spaces.*

*Over the last 3 years WCC have held 3 exhibitions that have featured publicly out LGBT+ artists (including a community intervention alongside Worcester Pride). Images of their work were included in our publicity. Interpretation always includes orientation/identity if it is part of an artist's work/public profile.*

*It's harder with more historical material, and we're currently struggling with the parallel issue to do a better job of sharing Worcestershire's black history. We are currently planning to do more research and integrate more community voices into WCC's information about Worcestershire's diverse histories.*

*Our current re-opening publicity for example is illustrated by a great photo of a young lesbian couple visiting our museum*

*We currently don't have any publicity photos of same-sex couples to illustrate our commercial weddings offer, however, WCC are planning to have so for the future.*

*WCC have LGBT+ staff as do our partner organisations who offer advice and share their personal experiences with us.*

#### Information

7. Ensuring relevant information is available – in printed formats within services, on organisation website and promoted online via social media where appropriate about: a. Local sources of LGBT+ information, advice and support groups

*The Council does not include details of local groups on its intranet but would consider requests to raise awareness of relevant groups and activities as part of News in Brief.*

b. LGBT+ specific health related information – for example, fertility treatment for same sex couples and sexual health.

c. LGBT+ specific information on relevant websites, such as Healthy Minds and sexual health clinic website ‘Know Your Stuff’

d. Support and advice available for LGBT+ carers via Worcestershire Association of Carers

e. Confidentiality, in particular for young people about how confidentiality will be maintained and when parents / carers may need to be informed.

f. How to raise a concern or make a complaint about the service

*We already produce a leaflet in print and on our website and Social Workers are encouraged to give them to every service user. We also send them out to service points, can make them available in large print, other languages and LD appropriate style.*

#### Information and Data Collection

8. Ensuring data collection and collation of gender identity and sexual orientation is carried out, to enable a better understanding of health needs and outcomes of LGBT+ community in Worcestershire.

*Gender identity and sexual orientation are recorded in the Liquid Logic Adults System (LAS). Gender is a mandatory field (options being male and female only) and is consistently recorded across the full caseload.*

*Sexual orientation is recorded on the person demographics section and also on the Deprivation of Liberty request form. For both this is not a mandatory field. The options currently are:*

Bisexual
Gay/Lesbian
Heterosexual/Straight
Not known
Prefer not to say
Other

*Sexual orientation is recorded on the demographics screen for 17% of open cases.*

9. Ensuring information systems and forms accommodate diversity of gender identity. For example: a. Ensuring forms do not simply ask to specify either male or female

*We ensure forms do not ask to specify either male or female gender, however, on social care case recording management system, male and female are captured currently.*

*There is, however, currently some variation in our approach which is being further explored.*

b. Ensuring that staff treating or supporting individuals know their preferred pronouns

*This is done through HR training*

c. Considering how gender specific information is presented e.g. Mr / Mrs / Miss being used on screens calling into an appointment or on prescriptions.

*For Social Care, the case management system in Worcestershire supports a selection of 28 gender specific options which can be utilised when there is a requirement to formally correspond with our citizens and their families.*

*Where we use screens to call customers to appointments this should be covered in specific customer service training for relevant staff*

d. Screening programmes identifying those requiring screening and considering how this can be carried out in a sensitive way e.g. cervical screening and breast screening.

Guidance on Same Sex Accommodation for Hospitals

10. Ensuring NHSE guidance on delivering same sex accommodation is followed

II. Emotional wellbeing: Children and young people

The feedback we received from young people suggested that most felt they had someone they could talk to about issues or concerns relating to sexuality or gender identity, mainly friends and in some cases family. However, 81% of the young people who responded to our survey told us they had experienced negative attitudes from others relating to sexuality or gender identity and many felt they were not able to talk about this with staff at school, health professionals and in some cases their families. Findings suggest there is a need for increased information, understanding and support for young people as they develop their own understanding of their sexuality and gender identity.

Recommendations for emotional wellbeing of children and young people  
Worcestershire Health and Care NHS Trust, Herefordshire and Worcestershire Clinical Commissioning Group and Worcestershire Children's First should consider:

Information

11. Ensuring relevant information is available – in printed formats within services, on organisation website and promoted online via social media where appropriate about:

- a) Different LGBT+ identities
- b) Gender identity and transition
- c) Sex, sexual health and how to access sexual health services
- d) Local LGBT+ support groups and youth groups
- e) How to access support for mental health and emotional wellbeing
- f) Trusted sources of online information and support

Advice and Support

12. How to support and encourage local LGBT+ groups and support services for young people.

13. How to provide LGBT+ information and support for parents / carers.

Schools and Colleges

14. Encouraging schools and colleges to:

- a) Ensure teaching and support staff in schools have an awareness and understanding of LGBT+
- b) Consider how they could raise awareness and understanding of LGBT+ amongst pupils through PHSCE lessons, assemblies, LGBT+ groups or clubs, displays and events
- c) Consider how they include LGBT+ information as part of sex education and sexual health promotion

### III. LGBT+ Carers

As part of our LGBT+ work Worcestershire Association of Carers were keen to identify any specific issues for LGBT+ carers and how they may be able to develop the information and support they provide. Of the 15 adults who completed our survey who identified themselves as Carers, 6 felt that being able to access a specific support group would be beneficial. It may therefore be useful for Worcestershire Association of Carers to consider if they are able to develop the support they offer in this area.

The feedback we received relating to accessing health and care services also suggests that, as a provider of information and support services for Carers in Worcestershire, it would be beneficial for Worcestershire Association of Carers to consider how they could implement recommendations for Health and Care Services within their own organisation, in relation to: LGBT+ awareness and training, LGBT+ visibility, information and data collection.

#### WCC Response

- *Peer support group for LGBT Carers – WAC are looking at exploring setting up a peer group – the ‘need’ for this not known at this time as data of this nature not currently collected.*
- *LGBT awareness raising and training – This is important both for WCC & WAC staff? – Member of WAC’s staff has undertaken LGBT Champion training, which will be disseminated down to staff and policies and procedures will be looked at & updated as necessary and service development will take learning from this intensive training course (10 sessions) to be implemented.*
- *LGBT visibility – relates to advertising Carer services and information being provided in community facilities that this community may specifically attend or local groups. WAC recognise ‘Pride’ week and tweaked tree logo to include the rainbow symbol & support local and national activity (stall at Worcester Pride event etc). Development of on line resources – especially due to Covid 19. WAC on Equality Advisory Group – look at protected characteristics etc.*
- *In terms of data collection we are in the middle of updating the data collection tool – discussed how to collect this information. Agreed this may be collected in future – people may or may not wish to declare this, would be self-identification optional question as in census. We thought we could use national and local statistics to know how many LGBT community there are in Worcestershire (e.g. self-identify in next census) and look at % of people who are Carers – this would give an estimated base line of numbers.*