LGBTQI+ Inclusivity

September '21 Community
of Practice

What does the
perfect Service look
like?

Group 2

set up of physical space: is it welcoming for all?

why are you asking for the information and what are you doing with it?

accessibility: using video / telephone rather than face to face

openness to try new things

You are asked about your identity for a purpose that benefits the person, not the service

accessibility of travel: do they need to come to you?

different modes of communication: written in different languages, visual, audio etc

Group 3

Work with translators

Make sure your IT system and your database are inclusive, that you can input accurate information

Can you be inclusive in the service you provide if the organisation is not inclusive for its employees?

How do you flag it if someone uses a different name with different services?

How do you ask questions about sexuality/gender identity? Give information beforehand, before even asking the questions, to make it safer and more comfortable

Group 4

Asking open questions to ther service user

Put up posters on sites where customers visit and include on your website too that you are a inclusive service

always be kind

Be non-judgmental and open minded when engaging with service users

Ways to ask for private data without offending a client?

Group 5

Explicitly talk about our inclusivity in external advertising. being bold and explicit about this.

Inclusivity on posters/ signs at sites/ locations, as well as websites etc.

All staff having training, devilered by professionals, and for it to be mandatory.

Groups/ networks might evolve e.g. LGBTQ groups - designing training in awareness

rainbow images/ flags/ lanyards - understandable for those who don't speak English

Perhaps having inclusivity as a objective in APRs - have to talk about how you actively work towards this in your work.

Client involvement/ consultation - where they dont have to out themselves. i.e. 'what makes a safe space?', 'what would make you feel comfortable?' 'what would best practice look like?'

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What do we need to ask to review our own services?

Group 1

Group 2

Group 3

Group 4

Group 5

Group 6

Group 7