



Are You Being Served?

Fair Treatment in health, housing, education
and employment

Consultation responses from the 2006 Annual Conference

Collated by Stonewall Cymru. April 2006.

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Introduction

In 2002 the Lesbian Gay and Bisexual Forum/Stonewall Cymru was launched at a conference in Cardiff. Since then, the annual conference has travelled to Swansea, Aberystwyth and Llandudno. In each location, LGB people have been consulted about how to address inequality in media, community development, and education respectively.

In April 2006, the Stonewall Cymru conference, '*Are you Being Served*'? returned to Cardiff, where over 130 delegates joined us to review progress towards some of the equality aims identified by lesbian, gay and bisexual (LGB) people in Wales, and to consider how new regulations to provide equal treatment in the provision of goods, facilities and services (GFS) might deliver equality in practice.

At the 2006 conference, delegates were asked to discuss 4 questions related to achieving equality in everyday life. Their informed opinions will contribute to the current government consultation on the implementation of new GFS protections, and the National Assembly of Wales' *mainstreaming equality* and *Making the Connections* strategies. The latter, is a review of citizens' requirements from public services in Wales and will inform how provision is made over the next decade.

This report sets the context for the campaigning, advisory, policy and research work of Stonewall Cymru. It briefly reviews progress in the past four years, and describes how LGB people in Wales wish to see equality progress, now, and with a view to the work of the forthcoming Commission for Equality and Human Rights (CEHR).

Stonewall Cymru wish to thank the Welsh Assembly Government for sponsoring the 2006 Annual Conference, and Cardiff Council for hosting '*Are You Being Served*'? at County Hall.

Brief overview of progress 2002- 2006

In 2002 conference delegates asked the National Assembly of Wales to:

- Put an end to the insidious effects of section 28 of the Local Government Act 1986
- Promote, the then, forthcoming Employment Equality (Sexual Orientation) Regulations 2003
- Champion recognition of same-sex partnerships
- Provide advice and peer support
- Address the lack of awareness of LGB equality issues in Wales, by including equality for LGB people in all polices and public services

Following these requests, and analysis of the findings of the All-Wales LGB Survey, the National Assembly adopted the 25 recommendations of the *Counted Out* (2003) report. The minister responsible for equality reviews progress annually towards these recommendations, and those contained in the *Count us in!* (2004). The most recent report of policy progress can be found on the National Assembly website: Equality Committee (October meeting 2005): <http://www.wales.gov.uk/keypubassemequalcomm2/index-e.htm>

In policy and legislative terms, the National Assembly has:

- In 2003, issued anti-bullying guidance to all schools, which effectively repealed s28 in Wales; instigated a review of all anti-bullying policies; launched an anti-bullying network
- Supported legislative change for the Employment Equality Regulations 2003, Criminal Justice Act 2003, Civil Partnership Act 2004, and a 2005 Amendment to the Children and Adoption Act 2002
- Made representations via the Minister for Business, the Equality of Opportunity Committee, AMs and MPs in Wales, which had significant affect in persuading the Westminster Government to include anti-discrimination protection for LGB people in the provision of goods, facilities and services in the Equalities Act 2006

In 2002 delegates asked Stonewall Cymru to:

- Tackle homophobic bullying in education
- Address neighbour harassment, which can lead to housing crisis
- Promote equality and diversity polices for LGB people in the workplace
- Challenge negative and stereotypical media reporting of LGB lives in Wales, which can lead directly to their feeling unsafe in public spaces and places
- Develop LGB community participation and activism
- Address community safety concerns

With the support of core funding from the Welsh Assembly Government (WAG), Strategic Equality and Development Unit, considerable progress has been made towards these aims.

Stonewall Cymru is:

- Engaged in the Education For All campaign, which aims to tackle homophobic bullying in schools
- With Triangle Wales, managing research funds from WAG to understand how LGB people experience housing crisis and subsequent interaction with service providers
- Providing employer support through Diversity Champions Cymru; a programme of support to assist organisations to become 'employers of choice' for LGB people in Wales
- Operating the Look Out project, which challenges homophobic reporting and increases the diversity of positive images of LGB people in Wales
- Helping to support 3 regional networks of LGB people so that their voices are heard by a range of public services providers who deliver policing, civil partnerships, health, social care and advice services
- Working closely with police liaison and diversity officers to address hate crime and increase confidence among LGB people to report homophobic incidents
- Lobbying for LGB research to be included in all large data sets so that we can mainstream equality in Wales based on evidence of inequality or disadvantage

- Maintaining a website of campaigning, research, news, views, advice, support, and events information
- Working with equality partner organisations across voluntary and statutory sectors, to ensure that LGB equality is part of their remit, and cross-strand equality is part of ours.

Consultation response Synopsis

The 130 delegates at the conference 'Are You Being Served'? were asked to consider 4 questions in a series of round-table discussions.

The questions, set by speakers, were in some instances supported by vignettes of the kinds of inequalities that LGB people can experience when interacting with service providers (where sexual orientation is relevant to the type and way in which the service is delivered). Full delegate responses are provided in the Annex to this report.

The questions asked of conference participants were:

- What are the practical things that the Welsh Assembly Government can do to deliver better services to the LGB community in Wales?
- What we can do as individuals and within our communities in order to make a difference within public services?
- What should the new Commission for Equality and Human Rights (CEHR), which will be serving us for the first time, be doing for lesbian and gay and bisexual people in Wales?
- What should public sector employers do (those who employ teachers, nurses doctors etc.), to signal that any form of homophobia aimed at their staff, from service users, patients, students etc., will not be tolerated?

The first question was posed by Jane Hutt, AM, Minister for Business, Children and Equality.

1) What are the practical things that the Welsh Assembly Government can do to deliver better services to the LGB community in Wales?

a) Service delivery generally.

There is a need to make it clear that services are for all members of society. This would involve specifically advertising 'mainstream' services as available and reflexive to LGB needs. Before marketing to LGB people to encourage them that 'mainstream' services are for them, some adjustments to the types of services and the ways in which they are delivered may need to be made, LGB specific needs.

For example, designating young LGB people as a 'vulnerable group' for the purposes of housing support, may encourage service providers to create an environment that will encourage young people to disclose where 'coming out' has led to housing crisis by ejection from the family home/family relationship breakdown. Providers should design services to address the specific housing and support needs that arise in these circumstances.

Changes to service practices are needed first, and then LGB communities need to know that providers have created services that are responsive to needs arising out of inequalities before they will be confident to ask for that service.

Delegates offered other general examples from health, education and policing where the assumption of certain gender roles and family structures were built into the questions, which provide initial access to services. Feeling that their circumstances could not fit into this mindset, they perceived the services as inaccessible and not fit for their requirements. Examples of such 'gate-keeping' questions are given in delegates' words in the Annex.

The very fact that many delegates referred to 'mainstream' services and the perception that they were not for them, indicates a feeling of exclusion from the 'mainstream' of society. As a consequence requests were made for the provision of LGB specific services in advice, health, housing, older people's service, younger people's support groups etc., and for directories of LGB 'friendly' service providers. Requests made previously to the Welsh Assembly Government for funding to support LGB community centres, providing 'one-stop shop' access to services, forums, peer-support and social events, were repeated.

The question of mainstream services v. LGB specific services should not be viewed as a dichotomy. There is a need for both mainstream services to be reflexive to individuals' circumstances, which are created through shared cultural or material disadvantage, and specific provision where this would constitute best practice.

Delegates called upon the Welsh Assembly Government to ensure changes to service provision are enabled by being factored into the processes of commissioning, monitoring and evaluating services.

b) Education

In all 4 of the consultation questions, education was the issue that concerned delegates most. There were repeated calls for changes to address heterosexism and homophobia in schools and throughout the education system. Education was also the focus of most suggested methods for change.

There was a consistent demand for equality training, which would specifically include educating participants about LGB lives, across the public service, for all levels of staffing, and annually updated.

In the education system, this should be underpinned by support for teachers who 'come out' and who may be risking their careers by acting as role models. A whole school approach to equality should underpin the curriculum but should also extend to specific actions to address the 'drip' 'drip' effect of the negative use of 'gay' by teachers and pupils.

There was a concern that governors can ignore diversity and that there is no requirement for them to be committed to equality as a requirement of becoming a governor. There were calls for WAG to retain a multi-ability and multi-faith/no faith school system, where the

PSE or SRE requirements of National Assembly could not be ignored.

Suggested actions included; ensuring implementation of policies and complaints procedures, that policies should be inspected, the use of drama and comedy to educate, and the provision of skills training for teachers/heads/classroom assistants so that they can deal with homophobia but also be able to talk freely, comfortably and positively about sexual orientation.

There was a suggestion for LGB forums in education, which would include teachers, pupils and families. Education was described as 'the key place to fight LGB discrimination 'at the root' of society'.

The second consultation question was posed by Neil Wooding and Sylvia Jones, Co-Chairs of Stonewall Cymru:

2) What we can do as individuals and within our communities in order to make a difference within public services?

As individuals and as part of communities, delegates thought that they could help enable change in public services by raising their concerns in public forums: becoming school governors; joining local political forums; health and housing boards; visiting professionals in their local area and 'being out' to inform their context; lobbying their AM or MP.

They suggested that they should get together to form self-help groups; join their local LGB forum, become 'mystery shoppers'; lobby those who implement policy like the Local Education Authority (LEA), and send positive LGB stories to newspapers.

Delegates' said that they may need support to find the courage, 'to be visible' and be prepared to take the risk to 'stand up and be themselves' in the public arena. They suggested having access to training that could enhance advocacy skills.

The suggestion that LGB people could test services and that WAG should undertake to be responsive their experiences came through in several of the sessions. Stonewall Cymru has already launched a 'Mystery Shopper' campaign (www.stonewallcymru.org.uk), and as a

result of these consultations will undertake a review to ascertain how to increase participation and effectiveness.

The third consultation question was asked by Ben Summerskill, Chief Executive of Stonewall Cymru, and a member CEHR Steering Group.

3) What should the new Commission for Equality and Human Rights, which will be serving us for the first time, be doing for lesbian and gay and bisexual people in Wales?

Delegates showed a concern that LGB issues should be adequately funded and represented in the structures of the Commission (Board, Commissioners and staffing), and that LGB issues are integral to research (including incorporation in the Census).

This 'strand-specific' request mirrors that of those who see their interests being represented within other 'strands' of inequality. However, conference delegates' responses also showed significant calls for cross-strand working on cross-cutting campaigns, so that compounded disadvantages could be tackled.

Delegates called for parity in equalities legislation including a duty to promote LGB equality. The CEHR should monitor, evaluate and hold service providers accountable in this regard.

The CEHR should have a duty to positively engage with LGB communities through consultation and ensure user involvement.

Delegates viewed the CEHR as responsible for providing capacity building in community LGB organisations to facilitate consultation and ‘test’ services; for encouraging good quality equality training; for tackling the education inequalities in schools by providing tools for teachers, and for adequately funding case-work to prevent this being delegated to CABs who may not have the expertise or resource.

Delegates also see the CEHR as key to monitoring media and using it effectively to address cultural changes to old prejudices.

They were also many questions revealing uncertainties about the CEHR in regard to regional arrangements within Wales, funding, the relationship of the CEHR to both the Welsh Assembly Government and Stonewall Cymru, and the influence of ‘the English branch’.

These responses are a rich source of information for CEHR planners both in terms of aspirations, and concerns that should be addressed ahead of operations.

The final question was asked by Alison Parken, Director of Stonewall Cymru

4) What should public sector employers do (those who employ teachers, nurses doctors etc), to signal that any form of homophobia to their staff, from service users, patients, students etc. will not be tolerated?

In response to this question, delegates captured the dual benefit of having a visible sign (poster, policy, 'charter mark'), in the public spaces of service provider's premises to clearly demonstrate the unacceptability of homophobic abuse from pupils, patients etc. Such information would at once help employees to feel protected by their employer, and encourage LGB service users to feel the service provider was aware and receptive to LGB needs. It may encourage them to disclose their sexual-orientation when it is relevant to their service needs.

Whilst an LGB friendly 'charter-mark' idea has been in circulation for some time, it is not clear how this could be regularly evaluated. However, Stonewall Cymru is heartened by the feedback on visible media in public places, and will pursue more urgently initial discussions that have already taken place with several Diversity Champion Cymru members, about the development of a poster campaign for public service workplaces.

Other suggestions for action to protect service workers included: strictly enforced zero tolerance policies; public services visibly

supporting LGB organisations; support for teachers, doctors, nurses, police officers and care workers so they can 'come out' at work; a commitment to respond to 'mystery shopper' findings; a media campaign to address the negative stereotypes of LGB people; training for managers to be able to enforce policy; the use of more inclusive questions that open up access to delivery, as a benefit to all customers; and education through research, monitoring service users, and complaints from LGB staff who have experienced abuse from 'the public'.

Conclusion

This brief synopsis gives an overview of LGB equality needs in public service provision in Wales, as identified by over 130 delegates to the Stonewall Annual Conference 2006.

Their understandings of inequality and how it should be addressed will be supplemented by findings from the All-Wales LGB Survey, which is being conducted between April and November 2006. (See www.stonewallcymru.org.uk/survey to download a copy).

Stonewall Cymru would like to extend thanks to those who took part in 'Are You Being Served'? and who provided such practical suggestions for making improvements to LGB lives in Wales.

Wales' populations are fortunate to live in a country, which has seen the unique commitment in s.120 Government of Wales Act to promote equality for all, largely translated into policy. The next step is change in service delivery. Those who work directly with the public must now be enabled to fulfill these commitments in their everyday interactions with lesbian, gay and bisexual people.

Annex

Delegates responses to questions at the
Stonewall Cymru Conference 2006:
*Are You Being Served? Fair Treatment in health, housing,
education and employment.*

1) What are the practical things that we think that the Welsh Assembly Government can do to deliver better services to the LGB community in Wales?

Initiative – joined up programme to reduce the risk of homelessness to young people lesbian, gay and bisexual people (LGB) linked to anti-bullying programme

Resourcing of a centre where LGB people can access information, support, meet

A central point for users – press, youth group, etc. Internet, library, housing advice. Starter workshops – skills, employment, confidence. Group information – referral advice

Coordinate LGB awareness and service needs across education, housing, health, and local government – awareness that services are for all members of society

Valleys - people frightened to come out; nothing in Rhonda Cynon Taff for youth

Promote Civil Partnerships – promotes respect

Services not advertised for LGB people

No local equalities group on council despite support of AM, labour party, Unison, local councillors

Health avenues – only in Cardiff, free condoms etc

Equalities groups (e.g. Powys) feeling powerless in getting chief officers to take them seriously

LGB people never being seen as needing mainstream services, always assumption of heterosexuality. More LGB specific services but without isolation.

Things need to be properly monitored

Where are the gold-standard for LGB services within: health, housing, education, public and government?

Housing providers have to consider individual's needs – specific LGB needs

Welsh assembly Government (WAG)should work to collect MORE data re LGB experiences, and facilitate diversity training in NHS and other public services

WAG should learn from and make use of examples of good practice – mainly Department for Work and Pensions (DWP)

Education – WAG to promote/facilitate LGB forums within education system - inclusive of teachers, pupils, families

Enforce legislation

Increased funding - has to be core funding

National Assembly for Wales (NAW) need to sanction (censure?) non - compliance

It should come from the Assembly - name carries more weight

If there are LGB WAG/NAW members, they need to be more visible

Don't lose the complexities of LGB issues under 'equal opportunities'

Mainstreaming LGB issues into every aspect of WAG business/legislation/services

Better signposting of LGB issues and services available

Website – easier to use and more links to other LGB sites

Needs to be a dedicated ‘LGB’ person at WAG, perhaps a secondee

Besides not discriminating, service providers should create services that are tailored and specific for LGB people

Identify ways of promoting fairness for LGB people, maybe through a support network for LGB service users

Housing - provision for older people - sheltered accommodation, nursing homes, investment of money into specific ‘gay’ homes - consultation with gay communities – Research needs

Education – user- friendly information

Education: Proactive (positive education on LGB lives), included in curriculum as a matter of course. WAG support role models – publicly support LGB teachers who ‘come out’; teacher training; public positive campaigns

Monitoring

Language ‘so gay’ - negative

More TV images - more ‘promotion’

WAG - continue opposition to an all-Wales police force - cannot provide services sensitive to the varied LGB population

WAG should continue to support multi-faith/multi-ability comprehensive school system. Also insist on diversity issues and policies being implemented in faith schools in Wales

There should be more provision for young lesbian, gay, bisexual and transgender people (LGBT)¹ all over Wales, and more community projects

¹ Where delegates included transgender with lesbian, gay and bisexual this has been noted, giving the acronym LGBT.

All age groups should have more accessible services

Community Centres. Remember the North!

More info on Personal and Social Education lessons

Young gay men are more likely to commit suicide - this needs to be addressed

Robust policies re: anti-homophobic bullying - practice not just policy

Heterosexist practice still prevails in health, social care, and education - this needs to be challenged for inclusive practice

Awareness raising for professionals. Target school governors - to raise awareness of issues faced and importance of inclusion

Church in Wales schools still able to ignore LGB issues (+ SRE)

Recognition/promotion of those services that are LGBT friendly

More sexual health information for lesbian women - include in sexual health strategy/spec.

Fighting homophobia in schools and the education system: removing discrimination from the root of society. Also working with parents to tackle homophobia at home. Diversity in the curriculum

Public services are simple to affect with reference to stopping homophobia. The Assembly must work with the private sector, working against homophobia in contracts and leases and working with diversity champions and not with groups/companies with a poor level of protection for minorities. Trade Associations should be involved, working with Codes of Practice

The creation of a bilingual directory of LGBT services, events, and activities.

Finance more Stonewall officers and projects.

Regional infrastructure for equality across the board (widen funding)

Mapping and Gapping. Include in the Census - keep pressure up!

Promote partnerships; joint projects and funding bids

Let no incidents of discrimination or homophobia go unreported to the authorities

Gay men are not being allowed to give blood. Questions asked to men: 'Are you a gay man'? To women, 'Have you had sex with a gay man'? Smear tests: questions based on heterosexual sexual activity; housing: policies and provision for LGB communities; schools: champion coordinator, teachers don't have relevant skills, schools liaison officers with SW Police (police give extra training to SLO's).

More than legislation – schools and organisations made to address/educate. Outside specialists into schools

Awareness training around GL issues – statutory services - invisibility because of heterosexual assumption - particularly care workers

Support from Welsh Assembly when negative media imagery/reporting is challenged. Equality training

Fully implemented policies against homophobic bullying in schools

Give support to older GL issues and ethnic minority older GLs

Give Rainbow project support, i.e. a grant so that a GL centre can be established to serve the needs of the community.

Increase funding for local groups that might be able to reach out to 'hard to find' people (i.e. people whose sexual orientation is not disclosed).

Can a pilot feedback system be set up for LGB people to feedback experiences and issues back to WAG (i.e. anonymous feedback system like 'vision')?

Encourage LGB people to become involved in public life

An Intervention Minister to be appointed to police the new legislation

Promote a whistle blowing system

How are issues around the anti-bullying policies being followed through? Training for teachers – prevention as well as how to handle incidents. Curriculum content and training for student teachers. Faith schools? How far can improvements go in that context?

Housing: young people recognised as a vulnerable group in terms of housing and homelessness. Address poverty issues.

2) What we can do as individuals and within our communities in order to make a difference within public services?

Stand up and be counted – be ourselves!

Get involved with groups – fundraising – poster distribution - there's always something we can do

Mainstreaming – never miss an opportunity to discuss. Be role models

High profile individuals to be open and out

Confidence – take on roles, become school governors etc

Media – challenge stereotypes

Ensure homophobic crime is noted as such

Positive support for each other – reduce isolation

Don't make assumptions about others.

Challenge, and take ourselves seriously, and have the guts to stand up!

LGB taking responsibility for themselves

Not all LGB people are extrovert

Challenge discrimination: don't accept unfair treatment

People need to be more publicly active – especially young LGB community – they don't realise that discrimination is a big issue

We need to be out and visible - shouldn't feel we need to be hidden away

Raise awareness re: Sexual Health. Honesty – Lesbians bottom of risk

'Come out' and be a positive role model

Form self-help support groups

You don't come out once

Don't assume the new person you meet is straight or gay – probably everyone is a bit of both

Stop self-segregation

Challenge and make stand (e.g. change doctor and report)

Truly celebrate the positives not hang on to the past – things have moved on

Stop making an issue of being gay – 'live it'

Stop spending money where it is illegal to be gay – campaign for LGB people in those countries

Actively test the service providers

Get elected to Housing Boards – make people aware of LGB issues

Become panel members – committees – put ourselves forward

Send positive stories to the free papers

Stop undermining/sabotaging each other

Take an active part in other groups e.g. Age Concern/ Refugee Council

We need to know that the support exists to back up LGB community – so ALL population needs to be encouraged to think about and challenge prejudice

Become a member of an LGB group

Educate and support our children

Lobbying those who implement policies

Greater presence of Stonewall Cymru across geographical areas – not just urban areas/large towns

Target Governors

Promote diversity for all

In education lobby LEAs and schools to support LGBT diversity, training for staff, PTAs

We almost need mystery customers [to test services]

Make people/organisations aware of what we expect from the legislation.

Challenge (if we can)

Be more open

Courage

Take risks

All above versus feeling vulnerable

Visit local professionals – be out – inform in their context

Support local individuals recommended by community

Volunteer to be part of equality training

Difficult to know what we can do

Is this preaching to the converted?

Join SW LGB Forum – often same faces involved in many things

Mystery shoppers

In order to involve more people and engage them may require a 'pay-off' in terms of acquiring new skills etc.

There are some geographical areas where it is very difficult to come out; so it's difficult to raise LGB issues

Join school governors in changing policies

Lobby local MP/AM

Housing:

- Workers don't understand what it means to be out in the community
- we shouldn't have to move to avoid harassment
- building networks for support can help – so we don't feel so alone

Civic Life:

- Hard for us as individuals to keep on challenging/tackling issues
- lots of women don't vote
- disabled people can internalise oppression – need self-confidence to deal with prejudice
- lack of role models, positive images in the media, not just melodrama

Family Life:

- How do we get courage?
- Challenging inappropriate humour

If we're asking people to challenge their own prejudices, we need to think about how it feels to challenge our own – we need to understand what we're asking of others

3) What should the new commission for equality and human rights, which will be serving us for the first time, be doing for lesbian and gay and bisexual people in Wales?

Adequate funding for LGB issues – particularly education

Enforcement of equality in services

Publicise – adverts in every medium

An obligation for commissioner to have at least one LGB commissioner

LGBT user involvement

Must be an LGB led sub committee

Regional offices across Wales

Commissioner for Wales has a duty to engage positively with LGBT community

As LGB people we don't want our issues to be lost

CEHR should work closely with BME groups, for example, to engage with more LGB people and different communities

Break/challenge barriers amongst communities (BME, LG B disabled groups)

National and regional fora - key is communication. Take networks to communities, rather than communities go to them

An educational package on respect and diversity that goes into schools

Make sexuality a part of Personal Social and Health Education (PSHE) - start earlier in schools - pre-school

Raise awareness of all these issues (disability, LGB etc) among young people

Use media, cartoons, etc to target/challenge attitudes with young people

Ensuring LGB people are represented in the CEHR structures

How is advice on the ground going to be funded and improved once the CEHR comes into place?

The CEHR, in taking a strategic approach, should ensure they are not losing touch with services and needs on the ground (feedback and consultation).

The CEHR should focus on challenging and changing the culture in Wales and not only individual issues

Ensuring that funding for organisations like Stonewall Cymru is maintained and relationships nourished.

The CEHR should empower LGB organisations to catch up with other strands that have been around for longer and have historically had more resources

Push for LGB monitoring to be included in the Census and promoted all-round to highlight statistics and increase credibility and weight

Tests – cases – have more responsibility to bring to the public domain

Need to continually challenge media attitudes towards LGB people. Proactively challenging.

General duty to proactively protect/promote/develop policies and services for LGB population on a level equal to all the other disadvantaged groups/strands

Resources to take legal cases: many LGB people cannot afford legal support and are not eligible for legal aid.

Easily accessible information on legal services

Powerlessness of equalities officers in councils needs addressing (in councils, police etc)

Run a scheme like Investors In People

Embryologists – should not have right to refuse treatment for lesbian women

LGB cause treated as equal to other causes

Negative use of 'Gay' not tolerated

Adverts for Disability Act challenged awareness/views – we want same level of challenge

Positive advertising of gay lifestyle

Responsible for monitoring media for: stereotyping, negativity, invisibility of LGB portrayal and participation

Ensure organisations are delivering what they are funded for – accountability

Increase resources for grassroots organisations esp. young people/ older people – organisations that break down barriers or unite communities e.g. arts/sports

1 Commissioner – 1 pot of money – exchange good practice = 1 practice

Assistant Commissioner for each diversity strand

Next Census should try to collect some statistics

Greater research into the needs of LGB community

Expertise /support to organisations/employers

What can realistically be achieved with minimal funds?

Fund LGB groups to self organise to form support network – fund consultative groups

Focused! Continued momentum. Welsh perspective. Collaboration between private and public sector. Collaboration with the multi-disciplinary team.

Don't focus on individual rights – focus on cross-cutting themes

Work together – have a vision co-created

What will its relationship be with WAG?

How will Stonewall Cymru fit in?

Geographical location important – central or keep mobile?

Influence of English branch?

Will a LGB representative be on Board?

Need to have the same level of power that other commissioners have e.g. Children's Commissioner

Can they establish as positive duty with regard to sexual orientation?

Should instigate training and awareness raising as well as enforcement role.

Needs to work out its relationship with Stonewall Cymru and the LGB community as a whole

How will CEHR get feedback/input/views from the community?

Positive point might be that people whose identity is related to a number of so called minority states e.g. lesbian, disabled and from a

minority ethnic group, may be better represented rather than ghettoised into a specific group

Really important that the CEHR is in a position to serve a 'case work' function

Concern that if the case-work is 'delegated' to CABs that the specialist expertise may not exist within this service.

The CEHR should promote itself to community members so that people can gain an awareness of what it is set up to do. The concern though, is that it may raise expectations but not be able to follow through with practical support.

Recognise the proportion of LGBT people in the population and press for sexual-orientation in the Census

Appointments to the Commission will include LGBT people

How will the commission deal with potential internal conflicts religion/sexuality?

All public bodies have a duty to provide diversity and equality training – including sub contractors, bodies receiving funding, including voluntary sector (once a year – to be updated).

Raise the profile of LGB issues

Promote / facilitate cross-strand working

Active monitoring- customer testing / mystery shopper type activity

Set clear objectives for Wales – prioritise

Consult LGB people

Duty to promote – like the Disability Equality Duty

Funding for individuals to bring cases

Schools won't do anything – staff will need support.

Research and act as resource

Keep an eye on ID cards in case gay gene ever found

Evaluation and monitoring of services

Parity of status and funding

Diversity and not 'pigeon-hole' – people do not fit neatly

Promote best practice

Be proactive with service providers and provide support

How will young people be represented in the new commission?
Concentrate on education particularly primary

Social and Religious Education (SRE) 'supposedly' statutory in schools

Training to be made compulsory for education governors

Wales's context - plan rationalisation - commission should work collaboratively with children and young people, and the Youth and Pupil Participation (YPP) plan.

Address immigration rights for LGB people

Undertake functions of commission at local authority level

Monitor media

Make links with poor emotional health in young people and as a result of homophobia/heterosexist cultural prevalence

4) What should public sector employers do (the people who employ teachers, nurses doctors etc), to signal that any form of homophobia to their staff, from service users, students etc. will not be tolerated.

Zero tolerance policy

Prosecute them!

Visible notices in public areas than homophobic abuse won't be tolerated

Ad campaigns – tackle it visually

Obligation for service providers to enforce anti-discrimination policy

Positive campaigning – using media to influence

Signage that states that homophobia is unacceptable

Sponsor Mardi Gras – get involved in Mardi Gras and other groups

Give staff time off to get involved with community groups

Encourage LGB employee networks and associations

For uniformed services – let their employees march in uniform at Pride/Mardi Gras events

Proactively work with unions around support for LGB staff

Ongoing programmes of awareness training

Challenging in appropriate/prejudice language or behaviours

Effective dignity at work policies

Displays of positive and diverse images to convey the message of acceptance and respect from that organisation

Respond quickly and decisively when problems arise to show it is taken seriously

The funding of public services should be dependent on them meeting certain criteria

Employees to be empowered to refuse to provide that service if they are subject to homophobic abuse

Commitment to respond to the outcome of 'Mystery Shopper' exercises and ensuring these affect positive changes to services

Service providers must use neutral language e.g. partner

Create a comfortable atmosphere for disclosure

Train service providers – equality training is not just awareness training.

Acknowledge diversity in written materials to create right impression

Training is top down – should be user led: including LGB people and should represent lesbian issues – we are specifically – we are still invisible

Cultural development is needed – takes time; acknowledge historical roots

All kinds of events can help to change perceptions: e.g. theatre, forum theatre, citizens' jury

Methods should be: Participatory, non-prescriptive, inventive, fun

Change culture

Equalities training

Explicit inclusion of refusal to tolerate homophobia within public notices regarding offensive behaviour towards staff

Employers compelled to provide diversity training, including LGB issues, and monitor diversity in the workplace

Danger of being token LGB in organisations

Lack of seriousness with which equalities treated budget-wise: try investing in it

Positive role models promoted consistently

Absolute zero tolerance policy

Customers should be able to see (visually) an equality and diversity policy, sign, logo

Media should represent homosexual, gay, lesbian or bisexual in a positive manner

Prime time programme or even channel for LGB people

Advertisements against homophobia

The creation of regional support officers to provide information and support to LGB people, and employers

Eradicate sexism and sexist attitudes e.g. questions like are you male/female? Better and open ended questions

Begin talking about sexuality (identity) etc. in nursery school
Resources that openly display sexuality-diversity in families!

No more sexist/heterosexist books etc. in schools!

Force schools to recognise and validate reported bullying especially in primary schools.

If an LGBT parent complains that their child is being bullied – action should be taken

A lot more education/instruction for teachers to handle bullying AND deal with children coming out to them

Faith schools – what about LGBT children in Catholic/Islamic schools?

Section 28 is gone but what can you do to correct this? Schools should promote/raise awareness of the diversity of sexuality and gender identity and its fluidity

Health – educate midwives and nurses – largest part of NHS workforce – change attitudes about sexuality and ENFORCE anti-discriminatory policy

Have a whistle blowing policy

Balance tensions between service user rights and employee rights

Have the policy and enforce it

Managers should be aware and monitor harassment by the public

Clear equal opportunities statements, which specifically refer to LGB people

Make frequent references to lesbians and gay men as historical role models

Let it be made easy and pain free to come out in workplace and demonstrate support and offer counselling for employees and service users

Support for worker to enable them to challenge sensitively homophobia from clients/customers

Posters on notice boards

Better integration of employees

Official sanction (censure?) with backing of Unions

Employees need to know complaints procedures

Take personal responsibility

The right friendly messages should be displayed

Support groups who are pro-diverse

Centralised information service which gives access to information on LGB services

Trade Unions should promote diversity

Evaluation of services to assess how they are meeting LGB needs/ handle homophobia from service users; education and promotion; positive and healthy images; action taken rather than ignored; leadership

Monitor how many LGB are staff, training, make LGB issues visible, make clear homophobia not tolerated – contracts, posters etc, Support groups for staff, ‘Road traffic’ symbol to show homophobic behaviour is not tolerated, complaints procedure – fair and that it works; mentor support if making a complaint; monitor complaints and outcomes; public results.

[LGB people in public services] be visible; challenge heterosexual assumptions.

What about transphobia? No mention of this issue today.

Highlight that just because you are LGBT it doesn't mean/equate that you're a paedophile

High profile jobs for LGBT so people can see we're good at what we do, respectable, responsible and not WEIRDOS

Employees take ownership of behaviour within workplace - up to organisation's personnel to draw up acceptable codes of behaviour

Be validated/certificated by CEHR (renewable)

Stop ignoring lack of activity 'We don't have any of them – so no problems'

Challenge unwritten/ spoken culture i.e. say expressly you can invite your same-sex partner to the Christmas 'do'.

Don't hide behind political correctness - challenge deeply held beliefs and values

It's easy – address it through recruitment processes: 'We welcome applications from LGB people'.

Need grievance procedures in place, which will be taken seriously and acted upon. Sack people if necessary - zero tolerance to homophobia - a serious disciplinary offence.

Someone in Human Resources should have specific knowledge of LGB issues - attend training, attend Stonewall Cymru conferences?

Monitoring effectiveness of procedures

Change to a matriarchal society - put women in control!

Investigate different occupations that lesbian women and gay men work in i.e. outdoor work vs. arts - are stereotypes true?

Challenge negative and harmful stereotypes about LGB people working in social care, schools etc

Engage with environment sector - i.e. countryside access and recreation, green spaces etc