



LGBT CHARTER FOR ORGANISATIONS

Your journey to LGBTQ+ inclusion on your organisation.

WHO ARE LGBTQ YOUTH SCOTLAND?

LGBT Youth Scotland is Scotland's national charity for Lesbian, Gay, Bisexual, Transgender, Queer & Questioning and Intersex (LGBTQ+) young people. For more than 20 years, we have been creating safe spaces where LGBTQ+ young people aged 13-25 can flourish and thrive; reaching their full potential in life, work, and education. LGBTQ+ young people face unique and additional barriers to realising their potential and we work alongside them to remove those barriers; working with young people individually while also amplifying their collective voices to influence change.

LGBTQ+ young people will interact with a wide range of different services and organisations throughout their lives; whether as students, employees, customers, patients, or clients. At LGBT Youth Scotland we are committed to increasing the knowledge, skills, and confidence to support LGBTQ+ young people

in work, health, and education settings across Scotland, to ensure they feel included and valued wherever they are.

A key part of our work toward this goal is delivering the LGBT Charter in as many places as possible, to ensure that LGBTQ+ young people can have positive and affirming experiences wherever they are.

Young people in Scotland with lived experience told us that LGBTQ+ is the acronym that best represents them. LGBTQ+ stands for lesbian, gay, bisexual, trans, queer & questioning, and the positive '+' aims to represent and respect everyone on the spectrum of gender and sexual orientation.



WHAT IS THE LGBT CHARTER ?

“The LGBT Charter is a great way for organisations to provide their staff with the training and confidence to create safer sanctuary spaces for LGBTQIA+ young people. This is such a brilliant resource that we’re lucky to have in Scotland - please make the most of it.”

BRONZE AWARDEE

The LGBT Charter is an equalities accreditation programme for organisations across Scotland. Participating in the programme enables your organisation to proactively include LGBTQ+ people in every aspect of your work; supporting staff and volunteers, whilst also providing a more inclusive service to your customers or service users.

The Charter provides an opportunity for you and your colleagues to review and refine existing processes and policies whilst putting your organisational values into practice by generating new and inclusive resources. By building a portfolio of evidence to demonstrate work undertaken in line with our LGBT Charter standards, the programme gives organisations the opportunity to critically evaluate the service user experience; opening the door to honest and constructive conversations about changes that are needed.

The LGBT Charter includes dedicated support from a member of staff at LGBT Youth Scotland, known as your Charter Manager, as well as access to best practice from the sector, in-depth and bespoke training for staff, and a suite of resources to support you throughout your journey. To supplement this, we have also created digital Charter Workbooks to guide you step-by-step through the process from start to finish.

Obtaining an LGBT Charter accreditation enables you to send a positive message, with confidence, that your organisation is a champion of LGBTQ+ inclusion where LGBTQ+ employees, customers, and service users will be safe, supported and included. The LGBT Charter makes a clear statement that equality and diversity are at the heart of your organisation.

“This is a great way to ensure that all staff have up to date and relevant information to help everyone give the best support possible. This is also a great way to show that your organisation is inclusive and a safe space for the LGBT community. It creates great relationships with LGBT Youth Scotland for guidance and support.”

SILVER AWARDEE

WHY SHOULD WE DO IT?

LGBTQ+ people can face discrimination on a daily basis: in the street, in their place of work, and sometimes in the services that they use.

Over the past 20 years there have been significant advances in legal protection for the LGBTQ+ community in the UK. However, with 63% of young people still facing bullying in school, 22% experiencing verbal abuse in the workplace and 8% being physically assaulted at work, there is still work to do.

The LGBT Charter supports participating organisations in making small positive changes that add up to real systemic change within their organisation and community.

During the journey to complete the LGBT Charter, an organisation will find themselves becoming a more inclusive place to work, able to deliver their services to more service users, and visibly demonstrating meaningful support for LGBTQ+

inclusion. This, in turn, helps create a Scotland where more LGBTQ+ young people experience inclusive access to services, support, and employment opportunities.

Something that may seem like a small change – such as wearing a rainbow lanyard – can open the door to a conversation that empowers a LGBTQ+ young person to live their authentic life. An inclusive workplace or service policy can help someone feel safe to apply for a career, access support they were hesitant to ask for, or help an existing team member to come out and bring their full self to work.

LGBTQ+ young people often face many barriers that others do not; working to remove those barriers facilitates joy, positivity, inclusion and collaboration. It makes Scotland a place where all LGBTQ+ young people can flourish and thrive, one organisation at a time.

FROM LIFE IN SCOTLAND 2022...

At LGBT Youth Scotland, we have been supporting young LGBTQ+ people in Scotland for over 20 years. In 2022, we published our latest Life in Scotland Report. This research, which represents our largest sample size to date, engaged with young LGBTQ+ people aged 13-25 in Scotland about their everyday lives.

33%

of participants expressed that homophobia, biphobia, or transphobia had had a negative impact on their employment opportunities.

22%

of participants stated that there are not enough places where they can safely socialise and be open about your sexual orientation and/or gender identity.

8%

of participants reported that transphobia is a big problem in Scotland.

LGBT CHARTER

THE ACCREDITATION LEVELS



There are four levels of the LGBT Charter available:

Foundations – for large, membership, or umbrella organisations with a focus on developing tools and processes that can be used to increase inclusion across the organisation and member organisations.

Bronze, Silver, Gold – for small organisations or departmental areas of large organisations establishing a strong core of inclusive policies and practices. Bronze is the entry level and where we recommend starting with your first Charter journey. There is more detailed support and requirements for inclusive policies at Silver level, and a greater focus on human rights and trans & non-binary identities at Gold.

LGBT CHARTER - THE RIGHTS



The LGBT Charter helps safeguard lesbian, gay, bisexual, and transgender people's human rights.

The LGBT Charter Rights are based on the Universal Declaration of Human Rights and The United Nations Convention on the Rights of the Child.

Article 1 of the Universal Declaration of Human Rights (UDHR) states that 'all human beings are born free and equal in dignity and in rights'.

Article 2 of The United Nations Convention on the Rights of the Child (UNCRC) states that 'children's rights should be respected and ensured without discrimination of any kind'.

HOW DOES IT WORK ?

SIGNING-UP IS EASY

- Visit our website and complete the registration form.
- A member of our friendly team will confirm your registration and issue a Charter Agreement for signature and an invoice for payment.
- You will then be assigned an LGBT Charter Manager and issued your LGBT Charter Portfolio upload link.
- Your LGBT Charter Manager will arrange a meeting with you to introduce themselves and officially start the Charter journey.

Your LGBT Charter Workbook and LGBT Charter Manager will then guide you through the step-by-step programme ensuring that you meet the LGBT Charter Standards across the following areas:

1. Launch

Establish a Champion Group, set up regular meetings, undertake consultation work with staff and service users, create an Action Plan for the Charter journey.

2. Training

All participating organisations will receive up to 100 training licenses for staff to complete a self-directed LGBT Awareness Training course.

3. Policy

Review and update relevant policies, with a particular focus on the Equality Act 2010, and undertake impact assessments.

4. Practice

Engage with the LGBTQ+ cultural calendar and LGBTQ+ communities in your area.

5. Visibility

Promote your LGBT Charter journey both internally and externally while making sure relevant resources are inclusive.

6. Monitoring and Evaluation

Have processes in place to monitor your progress and consult with LGBTQ+ staff, partners, customers, or service users.

HINTS AND TIPS



- The programme takes around 12 months to complete.
- Make sure you have support from Senior Management to help you make any changes, particularly to policies.
- Get the right team on your Champion Group to help you engage colleagues across your organisation. Representation from multiple roles and departments is beneficial, as is having a diverse group in terms of identity.

“The LGBT Charter increases awareness of inclusion; creates a safe space for staff and stakeholders; invites a visible and action-based commitment by the organisation to counteract inequalities.”

BRONZE AWARDEE

PRICING

The Charter sign-up fee includes 12 months of tailored support from your LGBT Charter Manager, training for up to 100 staff members, 3 years of accreditation upon successful

completion of the programme and a total of 4-years of access to the LGBT Charter Hub, our platform for collating and sharing best practice across sectors.

PUBLIC SECTOR

			
Public Sector	£2,000	£2,250	£2,500

Public Sector examples - NHS teams, Local Authority Departments, national parks or emergency services.

THIRD SECTOR

					
Annual Income level	Large/Umbrella	£3,000	n/a	n/a	n/a
	<£250k	n/a	£1,000	£1,500	£2,000
	£250k - £750k	n/a	£1,500	£1,750	£2,250
	>£750k	n/a	£2,000	£2,000	£2,500
	>£1.25M	n/a	£2,250	£2,250	£3,000

Third Sector examples - youth work organisations, domestic abuse and gender based violence organisations or independent arts, culture and creative groups.

Please note that as we are a VAT registered organisation, VAT will be added to all net prices quoted on this brochure.

CASE STUDY

CYRENIANS

“I would say that undertaking the Charter has given us the tools we need to “ask and act” in relation to being more inclusive. We are now a more inclusive organisation; we are better informed due to the development of ongoing fun ways of learning, which has included safe space quizzes and learning sessions. As a result, LGBTQ+ people have a better experience when working with us or for us.”

LGBT CHARTER FOUNDATION

We started off with an LGBT Champions group, through which we undertook the Charter and now have an Inclusion and Diversity group, with a LGBTQ+ subgroup that is very active and growing. These groups are open to all staff and have representatives from all levels across the organisation. They promote ongoing training, take part in campaigns throughout the year, and provide updates on our activities post meetings, through our weekly staff updates and through social media.

Undertaking the Charter helped us to identify training needs, as well as the need to review our organisational imagery, policies and paperwork. We now attend different Pride events every year, promoting our services and to recruit staff and volunteers.

We also now use the same model of change in other organisational groups, i.e. training, policy work, communications.



TESTIMONIALS

“Completing the charter mark has allowed us to involve all management, staff and service users in some of the discussions around LGBTQ+ inclusion, as well as move forward on more inclusive practice in an effective way. The training also allowed for staff to have access to the same information to improve practice and service provision.”

FOUNDATION AWARDEE 2022

To find out more and sign-up for the LGBT Charter, please visit lgbtyouth.org.uk/charter