



LGBT CHARTER FOR WORKPLACES

Your journey to LGBTQ+ inclusion in the workplace.

WHO WE ARE

LGBT Youth Scotland is Scotland's national charity for Lesbian, Gay, Bisexual, Transgender, Queer & Questioning (LGBTQ+) young people. For more than 20 years, we have been creating safe spaces where LGBTQ+ young people aged 13-25 can thrive and flourish; 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 interns, employees, customers, patients, or clients. At LGBT Youth Scotland we are committed to increasing 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 plus '+' aims to represent and respect everyone on the spectrum of gender and sexual orientation.



WHAT IS THE LGBT CHARTER FOR WORKPLACES?

The LGBT Charter is an equalities accreditation programme that enables your workplace to be LGBTQ+ inclusive for staff and customers.

By compiling a portfolio of evidence to demonstrate work undertaken in line with our LGBT Charter standards, the programme provides the opportunity to critically evaluate both the staff and customer experience; opening the door to honest and constructive conversations.

As a model for positive change, the LGBT Charter provides valuable insight into the experiences of your LGBTQ+ colleagues and customers, while helping transform your inclusive working practice.

During this journey you will undertake training, engage with communities for market research and outreach, review your policies, cultivate partnerships, and create resources. This will go beyond meeting legislative needs, ensuring that, in practice, you are as inclusive as you can be.

The programme has been developed in consultation with private sector organisations, guided by national research collating the voices of LGBTQ+ young people in Scotland, and is designed to help you deliver meaningful, practical change.

You will be guided through the programme with the help of a dedicated LGBT Charter Manager - a professional with expertise in LGBTQ+ inclusivity - who will be on hand to advise throughout the process.

Being awarded our LGBT Charter accreditation puts you in a strong position as an employer and service provider. Upon completion, you can say with confidence that your workplace is a proud champion of LGBTQ+ inclusion. One where current and future LGBTQ+ staff, customers, and stakeholders will be safe, supported, and included.



WHY SHOULD YOU DO IT?

There are numerous benefits to striving for a diverse and inclusive workplace, including social equality and an overall boost to business performance.

There are LGBTQ+ people involved in every workplace, both as staff and as customers. Over the past 20 years, there have been significant advances in legal protection for the LGBTQ+ community in the UK. However, a general lack of understanding about LGBTQ+ identities in society, and the judgement, discrimination, and prejudice often faced by LGBTQ+ people, can lead them to feel excluded.

In 2022, we published our most recent 'Life in Scotland' report; national research that engages with young LGBTQ+ people aged 13-25 in Scotland about their everyday lives.

The results were striking:

Only

54%

of participants overall told us they feel safe to be their authentic selves at work

22%

had experienced verbal abuse in the workplace

20%

had been ignored or socially excluded as staff or customers

We know that people are happiest and most efficient when they can be themselves at work

and operate as part of a diverse team. The LGBT Charter is an effective way to support that – improving your knowledge and building confidence in creating an inclusive working environment where LGBTQ+ people are valued.

We support Charter clients to identify and deliver effective solutions. Our research on workplace experiences tells us that when colleagues showed an interest in educating themselves on LGBTQ+ issues and how to support LGBTQ+ people, this had a profoundly positive impact. The introduction of inclusive working practice, protective and affirmative policy, and other practical steps for inclusion can grow your business.

Beyond the employee benefits of increased inclusion, safety and satisfaction, an inclusive working culture will also bring financial and performance benefits to your workplace. Research across the world has shown that LGBTQ+ inclusive workplaces attract and retain diverse talent, perspectives, and ideas which lead to faster and more efficient outputs and service.

A diverse and inclusive workplace earns trust and commitment from its employees, resulting in teams where people stay longer and work harder. This, in turn, leads to a workforce that is more motivated, entrepreneurial, and performs better financially. A diverse team is better equipped to anticipate and understand the needs of all customers, therefore expanding business reach to a wider customer and client base.

The LGBT Charter offers the tools and framework to commit to a systemic approach to inclusion, enabling you to weave new processes and practice into existing operations to create a truly diverse and inclusive working environment. Consideration of LGBTQ+ experience and inclusivity in the workplace is a valuable part of how we can all work together, toward a shared vision of a Scotland where LGBTQ+ young people can flourish and thrive.

HOW DOES IT WORK?

THE AWARDS LEVELS

We support clients towards three different levels of accreditation:



Bronze, Silver, Gold – For small to medium size organisations or businesses, these accreditations



focus on equipping staff with in-depth training, diving deep into the refinement of policy and working practice.



For our Gold accreditation, there is a pre-requisite to have gained accreditation at Bronze or Silver level.

Intersectional inclusion is a focus embedded into all levels of accreditation.

SIGN-UP INFORMATION

- Visit our website and complete the registration form.
- A member of our friendly and approachable team will be in contact to confirm your registration and issue an invoice for payment.
- You will be assigned a dedicated LGBT Charter Manager who will arrange an initial meeting with you.
- At the start of your journey, your Charter Manager will introduce you to the programme and help assess which award you will work toward; they will grant you access to the online materials – including an LGBT Charter Portfolio for uploading evidence, a detailed LGBT Charter Workbook to support your delivery, and other relevant resources.
- Throughout the 12-month Charter Journey, your Charter Manager will be on hand to guide you through our step-by-step programme. They will offer experience and expertise as professionals in the field of LGBTQ+ inclusion.
- All levels of Charter accreditation are valid for 3 years from the point of award.

OUTLINE OF EACH SECTION

1. Launch

Lay the groundwork for your Charter Journey through consultation and action-planning.

2. Training

Staff receive LGBT Awareness training through online learning and live workshops.

3. Policy

Perform an audit of existing policies, impact assessments, and the development of new inclusive policies in line with defined criteria.

4. Action

Engage with LGBTQ+ communities through campaigns, social media, and celebration of cultural events.

5. Brand & Representation

Make your inclusivity known and accessible through online presence, resources, and consideration of especially underrepresented groups.

6. Recruitment & Retention

Review and optimise processes to support representative hiring and embed sustainable wellbeing into your workplace.

7. Evaluation

Evaluate your progress and setting yourselves up for continuous improvement.




PRICING

“The Charter improved team engagement, communication, understanding of others and understanding of self. It allowed us all to broaden our knowledge and make positive new connections. It has strengthened our relationship with a lot of our customers and has improved the number of individuals approaching us for work.”

SILVER AWARDEE

There is a tiered pricing structure depending on the size of your workforce. This correlates to the minimum training requirements for each level of the Charter programme.

The first 12 months of the Charter process is the most resource intensive, as you refine overall practice and compile an evidence portfolio. This is reflected in the initial sign-up fee:

Number of Employees	 BRONZE	 SILVER	 GOLD
0-49	£3,000	£4,000	£5,000
50-100	£3,400	£4,400	£5,400
101-249	£4,500	£5,500	£6,500
250-499	£6,250	£7,250	£8,250
500+	POA	POA	POA

Please note that VAT will be added to all net prices as we are a VAT registered organisation.
Bespoke prices upon enquiry available for companies with over 250 staff.

Once awarded, there is an annual membership fee of £1,000 throughout the accreditation period. This grants continuous access to our LGBT Charter Hub for resources and best practice,

as well as additional training and exclusive networking opportunities available only to Charter awardees.

EXAMPLE

Your business employs **200** staff members and signs up to complete the Bronze level of the LGBT Charter. The sign-up fee for the initial **12 months** of support and training is **£4,500**, then for every year of your 3-year accreditation there is an ongoing membership fee of **£1,000**. This totals at a competitive **£7,500** across the 4-year period.

TESTIMONIALS

“It gives the team confidence with the LGBT terminology, it lets you understand the particular needs of LGBTQ+ people and patients, it is excellent equality and diversity training and can be applied to anyone. It has benefitted our LGBTQ+ patients and made a difference to how they access healthcare. This is something we feel is very important.”

GOLD AWARDEE

“It provides the opportunity to check in with the LGBTQ+ community in terms of best practice and having a more rounded perspective within all aspects of an organisation.”

SILVER AWARDEE

“The Charter has improved the culture in our working environment by increasing our awareness and giving the team confidence to openly discuss or challenge behaviours and comments from all internal and external stakeholders. For example, I now regularly hear consultants confidently asking which pronouns someone would like us to use.”

SILVER AWARDEE

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