Your journey to lesbian, gay, bisexual and transgender inclusion
The LGBT Charter is a straightforward programme that enables your organisation to proactively include LGBT (lesbian, gay, bisexual and transgender) people in every aspect of your work, supporting staff and volunteers and providing a high quality service to your customers or service users.

The programme has been developed to support your organisation to undertake training and review policies, practice and resources to make sure that you’re not only meeting legislative needs but are as inclusive as you can be.

You will be guided through the programme with the help of our expert facilitators, step by step LGBT Charter Workbook and your dedicated LGBT Charter Manager who will be there to advise you throughout the process.

Being awarded our LGBT Charter enables you to send a positive message, with confidence, that your organisation is a champion of LGBT inclusion where LGBT 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.

“We are incredibly grateful to LGBT Youth Scotland for their ongoing support throughout the LGBT Charter process, and for the engaging and invaluable training they delivered to our staff team.”
– LGBT Charter Silver
“The LGBT Charter allowed us to focus and ensure we were covering all areas to be inclusive and supportive in our practices and procedures and that we could also have an impact across the Borders by supporting our members in building capacity, learning and inclusion.”
– LGBT Charter Foundations

**SHOULD WE DO IT?**

LGBT 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 legal changes for the LGBT community in the UK to almost full legal equality. However, with 71% of young people still facing bullying in school, 25% in college and 14% in university, 26% experiencing verbal abuse in the workplace and 5% being physically assaulted at work, there is still work to do.¹

A general lack of understanding about LGBT identities in society, and the judgement, discrimination and prejudice often faced by LGBT people can lead them to feel excluded in communities.

The LGBT Charter will improve your organisation’s knowledge and confidence to challenge prejudice and proactively create an inclusive environment where LGBT people are valued.

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There are four LGBT Charter awards 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 smaller organisations or business areas of larger organisations establishing a strong core of inclusive policies and practices. These policies and practices are built upon through Silver, with a greater focus on Human Rights at Gold.

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


**LGBT PEOPLE HAVE A RIGHT TO:**

- BE THEMSELVES
- BE KEPT FROM HARM
- BE HEARD
- BE HEALTHY
- FORM RELATIONSHIPS
- PRIVACY
- EDUCATION
- BE CARED FOR

**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’.

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HOW DOES IT WORK?

Signing up is easy:

- visit our website and complete the registration form
- a member of our team will confirm your registration and issue your invoice for payment
- your LGBT Charter Manager will arrange a meeting with you to introduce you to the programme and agree which award you will work towards
- you will be issued your LGBT Charter Portfolio upload link and LGBT Charter Workbook

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:

- Training – LGBT awareness training is delivered to a percentage of your staff team dependent on the award you are working towards
- Policy – review and update relevant policies with a particular focus on the Equality Act 2010, and undertake impact assessments
- Practice – engage with the LGBT cultural calendar and LGBT communities in your area

- Promotional Material and Resources – promote your LGBT Charter journey and make sure relevant resources are inclusive
- Monitoring and Evaluation – have processes in place to monitor your progress and consult with LGBT staff, partners, customers or service users

Hints and tips

- the programme takes about a year 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

“The process has been a rewarding experience as not only has it developed and changed our organisation, it has also done the same to me.”
– LGBT Charter Bronze

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**PRICING**

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Fee includes one standard training session at the required LGBT Charter award level and 12 months support from LGBT Youth Scotland. Charter portfolio must be submitted for review within 18 months. Additional training sessions charged at a standard rate. Award expires after 4 years.
Embarking on our LGBT Charter journey we wanted to reach out to the LGBT community and send a positive message that we are an organisation they can come to and feel safe, included and supported. We wanted to achieve an ethos across the organisation where LGBT inclusive learning, activity and practice was the norm and staff would feel confident and empowered to support LGBT young people.

Through a review of policies and practices, liaising with LGBT organisations for support and advice, we recognised improvements could be made allowing for a more positive experience for our LGBT service users.

Professional development was also key for us and we have embarked on an education and training journey, equipping our staff and volunteers with the knowledge and skills to best support and understand LGBT people’s needs and challenges. Staff have commented via our internal survey that training and education opportunities have definitely helped them improve their knowledge and skills.

For 2 years running we have attended Pride and inspired our colleagues down south to do the same. We have hosted LGBT events on Purple Friday and engaged our partners via campaigns that address prejudice and discrimination with many of them joining in the conversation and calls to action.

Our future plans are to continue with our LGBT Charter work and reach out more to the young LGBT community, with the help of organisations such as LGBT Youth Scotland, letting young people know of the opportunities we provide.
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To find out more and sign-up for the LGBT Charter please visit lgbtyouth.org.uk/charter

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