



# LGBTQ+ COMMUNITY STEERING GROUP

HEALTH AND INCLUSION PROJECT (HIP) REPORT

MARCH 2019

**SWITCHBOARD**

[WWW.SWITCHBOARD.ORG.UK](http://WWW.SWITCHBOARD.ORG.UK)

Community Base, 113 Queens Road, Brighton, BN1 3XG

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# LGBTQ+ Community Steering Group Report

March 2019

## THE LGBTQ+ HEALTH AND INCLUSION PROJECT

Brighton and Hove NHS Clinical Commissioning Group (BH CCG) and Brighton and Hove City Council (BHCC) have commissioned the [LGBTQ Health and Inclusion Project](#) at [Switchboard](#) to engage with local lesbian, gay, bisexual, trans, non-binary, queer and gender- or sexual orientation- questioning people (LGBTQ+) people. The aim is to use the information gathered to feed into local service commissioning, planning and delivery.

*Please note, the following report presents information about the consultation and engagement work conducted by LGBTQ HIP, and should not be taken as a position statement of Switchboard or of any participating organisation.*



# Rationale

The LGBTQ+ Community Steering Group (or 'Steering Group') is grounded in the belief that services and strategies are more effective if service users are directly involved in their design, development, delivery and evaluation and that communities and people are empowered by having control over the services that support them.

The Steering Group project is a way of Switchboard working with local LGBTQ+ people in partnership to identify the strengths and challenges in Switchboard and our local communities to work together towards better lives for local LGBTQ+ people.

Once established, it is our aim that the Steering Group will be a robust resource for directly engaging and consulting a committed group of individuals with intersectional experiences on health and inclusion matters. The emphatically intersectional nature of the group will mean that input from the Steering Group will have scope and value beyond LGBTQ+ advising alone, to be able to provide insight and guidance on the experiences and needs of people from other under-represented populations.

The aims of the Steering Group are threefold:

- **Influence HIP Engagement:** To help guide, support and inform the Health and Inclusion Project's (HIP) engagement provided as part of the CCG and BHCC contracts, from the perspective of group members' lived experiences, adding depth, meaning and relevance to the research carried out, and communicating findings into communities in meaningful and accessible ways.
- **Improve intersectional representation:** To improve representation of under-represented voices in the mainstream LGBTQ+ community sector – particularly BAME/PoC/QTPOC<sup>1</sup>, disabled and trans and/or non-binary LGBTQ+ people by protecting spaces in the group for people from these communities.
- **Direct Community – Board link:** To serve as a formalised point of contact directly between community members and the Board of Trustees, providing direct feedback to the board and helping to hold the board, and Switchboard staff, accountable to co-agreed inclusion goals.

The impetus for the group had also emerged from recent engagement into the intersectional experiences and needs of BAME/PoC LGBTQ+ people (June 2018), a project Switchboard carried out in partnership with the Trust for Developing Communities (TDC). This engagement recognised and explored the ways in which under-representation of BAME/PoC at Switchboard – and in the mainstream LGBTQ+ community sector at large – needed addressing. Improving mechanisms for engagement

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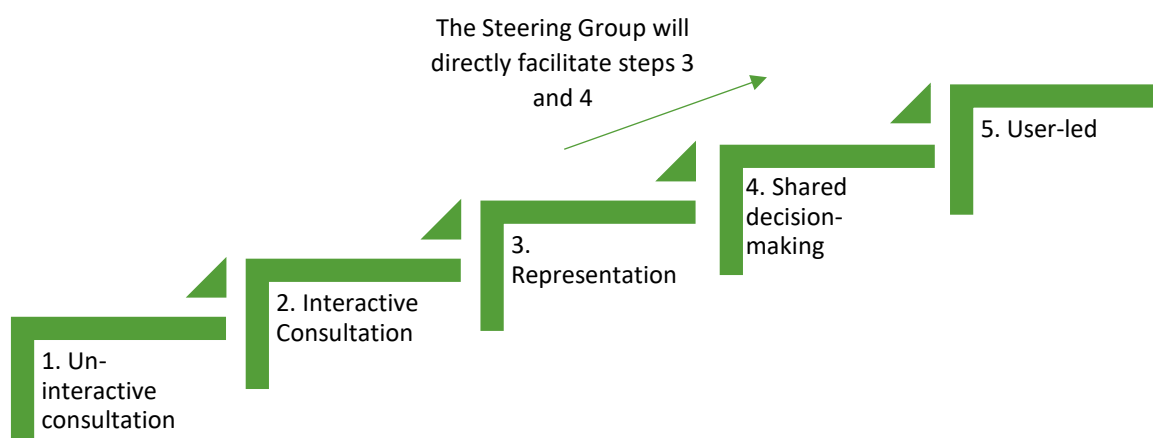
<sup>1</sup> BAME: Black, Asian and Minority Ethnic; PoC: People or Person of Colour; QTPOC: Queer, Trans and Intersex People of Colour – a preferred term for some BAME/PoC people as the mainstream 'LGBTQ+' acronym's association with whitewashing

and representations were key recommendations of this report that the Steering Group project will begin to help address.

The group is designed to provide a mechanism that guarantees a minimum level of engagement and inclusion to build upon, by way of safeguarding places in the group for people from under-represented communities including, but not limited to, BAME/PoC.

# The Ladder of Engagement

Central to most approaches to service user involvement is a concept of ‘levels’ or ‘ladders’ of participation. Adapted from various models, as part of our Service User Involvement Strategy, Switchboard recognises five key levels of participation. These are:



<b>Level One</b>	<b>Un-interactive Consultation.</b> This would include methods like surveys and questionnaires.
<b>Level Two</b>	<b>Interactive Consultation.</b> This would include focus groups, public forums, and interviews.
<b>Level Three</b>	<b>Representation.</b> This is where people or groups have an ongoing or regular role to represent the perspective of users in order to inform an organisation’s decisions and planning. This would include reference or advisory groups or the use of lay advisors.
<b>Level Four</b>	<b>Shared-Decision Making.</b> This is where people or groups representing users are given some level of authority and control over the organisation’s decision making. This would include project steering groups or having places on a Board of Trustees set aside for service users.
<b>Level Five</b>	<b>User-Led.</b> This is where services, initiatives or campaigns are initiated and controlled by service users, with the organisation playing a facilitative role only.

At present at Switchboard the majority of our engagement activity is focused at Levels One and Two, largely driven by the Health Inclusion Project and Older LGBT Project.

The Steering Group project is a way of engaging at Levels Three and Four – Representation and Shared Decision Making – by fostering an opportunity for representation and further by facilitating a level of meaningful contribution to decision-making via direct contact with the board of trustees, and co-deciding on topics for future HIP engagement topics.

Put another way, the Steering Group provides an opportunity to move beyond simply informing, consulting and engaging, to co-designing and even co-producing future projects and initiatives. We move from ‘doing for’ – engaging and consulting – to ‘doing with’, making decisions together in reciprocal partnership, opening up potential for user-led projects and initiatives. The greater depth of engagement possible at levels three and four will greatly enrich the engagement work carried out under the HIP contract, benefitting service users/ the local LGBTQ+ community, Switchboard, and the BH CC and BH CCG.

# Intersectional Identities

The HIP (2018) Intersectionality: Race/Ethnicity and LGBTQ Identity in Brighton & Hove report explains Intersectionality in the following way:

*All of us live with multiple identities. We are members of more than one community at the same time. These communities can be tied to our gender, sexual orientation, health, disabilities, race or ethnicity, location, religion, faith, or spirituality, socio-economic status, education level, and many more.*

*Our positions in these communities means that we face different kinds of oppression – even if we share LGBTQ identities. We can be asexual and live in insecure housing. We can be Jewish and non-binary. We can be queer and visually impaired. We can be black and a lesbian. Our experiences can never be reduced to one part of our identity alone.*

*Working intersectionally means looking at how all of these positions come together to impact our lives. A starting point can sometimes be to think about the many communities that we are part of. That doesn't mean creating a simple list of our identities. Intersectionality recognizes that when our identities come together (or intersect) they multiply. We don't experience our identities as separate factors - they combine to create new forms of oppression.*

*For example, a black gay man doesn't face racism and homophobia separately. His experience is shaped by how those forces come together. The racism he faces is reinforced by homophobia - his experience is different to a black man who is straight. At the same time, the homophobia he faces is reinforced by racism - his oppression is different to a white man who is gay. The total impact on him is more than racism plus homophobia, because when these forces come together they amplify their impact. Paying attention to these intersections is at the heart of intersectional approaches.*

The Steering Group is predicated on the principle of intersectionality and is designed to be intersectional in its approach in a number of ways. Firstly, by ensuring that a minimum number of posts are reserved for people whose identities and experiences fall under groups that are typically under-represented in the mainstream LGBTQ+ sector. While it is by definition impossible to represent every possible intersection, this does mean that the voices of some individuals living in commonly overlooked intersections of experience can be amplified.

Secondly, by creating a space that is explicitly open to the multiple and complex facets of each person's experience, with the Terms of Reference making clear from the outset that no individual is to be reduced to any individual characteristic, and that no-one is expected to speak on behalf of their entire community. This is particularly important for people from



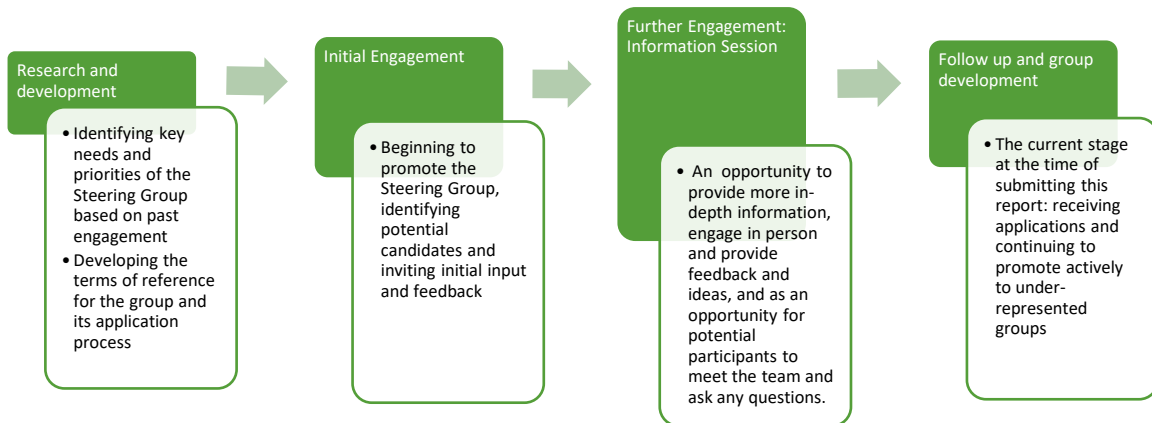
communities that have historically been subject to tokenisation in inclusion efforts, such as disabled LGBTQ+ people and BAME/PoC/QTPOC.

Furthermore, in the spirit of valuing above all else the voices of lived experience, the group's terms of reference is an 'open' document, meaning that group members can contribute and decide together about changes and additions as these emerge from discussion and reflection on lived experience (see the Terms of Reference [p. 11] for more detailed information about the steering group).

# Project Structure

The Steering Group project was developed over a six-month period, from October 2018 – March 2019.

The project is by its nature ongoing and iterative, but the initial development was composed of four key stages:



- See sections ‘Rationale’ (p.3) and ‘Terms of Reference’ (p. 11) for more information and detail about the background of the project and the terms of reference developed.
- See section ‘Steering Group Information Session’ (p. 18) for more detailed information on this aspect of the project and its engagement.
- See section ‘Next Steps’ (p. 24) for more information about current and future plans for progressing the Steering Group.

## Outreach & Promotion

We promoted the Steering Group widely using both online and traditional communications methods. These included:

- Social Media: Twitter, Facebook and Instagram
- Email campaign to newsletter list via MailChimp
- Email campaign to other third sector organisations to share with their service users
- Paper posters and flyers, distributed in a range of locations

In addition to general outreach to a range of third sector organisations, outreach included targeted communications to BAME/PoC communities via the Trust for Developing Communities (TDC) communications channels.

Continued outreach and promotion to people from currently under-represented communities – particularly BAME/PoC, trans and/or non-binary and disabled LGBTQ+ people—will continue as an ongoing part of this project.

**Switchboard**  
Connecting you to LGBTQ support

**YOUR VOICE MATTERS!**

Make it heard at Switchboard's new  
**LGBTQ+ COMMUNITY STEERING GROUP**  
and help improve local services  
for LGBTQ+ communities

Come along to our  
**INFORMATION SESSION**  
to learn more and find out how you can get involved!

**TUESDAY 5TH MARCH @ 6:00PM-7:30PM**  
Community Base, 113 Queens Road, Brighton BN1 3XG

Wheelchair Accessible / Gender-neutral Toilets  
Hearing Loop / BSL Interpreted  
Refreshments Provided

Please register by contacting  
sophie.barnes@switchboard.org.uk / 01273 234009  
Or by 'attending' on our Facebook event  
<http://bit.ly/SteeringGroup>

Figure 1 The poster for the information session was shared widely via online and paper formats

# LGBTQ+ Community Steering Group Terms of Reference

*Below is a copy of the Terms of Reference as supplied to potential group members in the Information and Application Pack, an all-in-one document containing the Terms of Reference as well as details on how to apply.*

These terms of reference are to provide information about the aims and scope of the group and what taking part will involve.

## Purpose

The purpose of the group is to **support, drive** and **advise** Switchboard on inclusion matters, based on the **lived experiences** of Steering Group members.

## Aims

- a. Ensure Switchboard's work reflects the needs of a diversity of LGBTQ+ people in Brighton & Hove, especially those who have been under-represented at Switchboard.
- b. Act as a community voice on inclusion matters to Switchboard's Trustee Board.
- c. Steer inclusive practices and community links for the Health & Inclusion Project (HIP)

## Values

There are five key values that guide Switchboard's work. We will aim for the Steering Group and the members who make it up will reflect these, by being:

- d. **Supportive** – we are supportive of one another, of all our LGBTQ communities and of all those using our services
- e. **Inclusive** – we are inclusive and we promote and celebrate the diversity of all people and aim to be intersectional in our approach
- f. **Passionate** – we are passionate about making a difference to the lives of all LGBTQ individuals and communities
- g. **Friendly** – we are friendly with everyone that we work with

- h. **Professional** – we are professional in our approach to providing services, undertaking research and working with others

## Remit

- i. Ensure Switchboard’s work reflects the needs of a diversity of LGBTQ+ people in Brighton & Hove, especially those who have been under-represented at Switchboard.
  - i. Draw from lived experiences to act as a critical friend to Switchboard.
  - ii. Ask difficult questions, evaluate, and monitor who is represented and included in Switchboard’s projects.
  - iii. Develop practices that are affirmative, accessible, and responsive to all LGBTQ+ people. This includes creative and practical solutions to promote inclusion.
- j. Act as a community voice on inclusion matters at Switchboard’s Trustee Board.
  - i. Ensure a priority on inclusion is present in Trustee Board decision-making, strategic planning, and future development.
  - ii. Develop targets on inclusive working, in partnership with the Trustee Board.
  - iii. Hold the Trustee Board accountable on the agreed targets.
- k. Steer inclusive practices and community links for the Health & Inclusion Project.
  - i. Support Switchboard’s LGBTQ Engagement Officer by reviewing challenges in HIP research, identifying gaps, and sharing ideas, connections, and contacts.
  - ii. Help to reflect HIP findings into communities in an accessible way.
  - iii. Contribute ideas for the 2 open HIP research topics each year and identify priorities for pre-defined research topics

## Structure and Reserved Posts

- l. The Steering Group has up to 12 members at any time.
- m. The Steering Group is designed to include people from communities that have been underrepresented at Switchboard. We have reserved a number of posts for people from these communities, in order to take action on the lack of diversity at Switchboard (particularly with regards to race).

- i. The reserved posts are minimum and not maximum limits; we explicitly welcome more members from the listed communities to participate.
  - ii. If we do not fill the reserved posts, they will remain vacant and targeted recruitment will continue until they are filled.
  - iii. The reserved posts are intended to recognise the value of people's lived experiences; no Steering Group member is expected to speak on behalf of their entire community. We actively ask about the access and inclusion needs of group members on an ongoing basis and make efforts to meet needs wherever possible.
- n. As part of the reserved posts initiative, the Steering Group includes at least:
- i. One (1) person from Switchboard's LGBTQ Disability Project
  - ii. One (1) person from Switchboard's Older People's LGBTQ Project
  - iii. Four (4) people of colour and/or Black, Asian, and Minority Ethnic people (self-defined, including people who are not exclusively White British).
- o. The overall gender balance in the Steering Group includes at least:
- i. Three (3) people from the trans community (self-defined, including people who are agender, bigender, genderqueer, non-binary, transfeminine, transmasculine, trans men, trans women and others).
  - ii. Five (5) women (self-defined, including anyone who identifies as a woman at least some of the time).

## Operation

- p. The Steering Group will meet at least four times per year, with more meetings during the set-up phase.
- q. Meetings will be co-facilitated by the Chief Executive Officer, the LGBTQ Engagement Officer, and a member of the Trustee Board (who will act as a key link point with the Board). An agenda will be shared in advance of each meeting as an opportunity for group members to familiarise and add to this.
- r. Steering Group members should confirm attendance or send apologies if they cannot attend meetings, in advance of scheduled meetings.
- s. Members of the Steering Group may form smaller working groups to lead on different issues and projects.
- t. Steering Group decisions will be made by agreement of the majority. Steering Group members are encouraged to take collective responsibility for the actions agreed at meetings. Issues or conflicts

about decision-making can be brought to the Trustee Board link member, or to Switchboard's Chief Executive Officer.

## Confidentiality

- u. Because the group will involve discussing Switchboard's operations and speaking from lived experience, maintaining confidentiality is important so that group members feel safe and comfortable to speak freely. This means:
- v. Anything shared by a person in the meeting stays in the group meeting room. No information shared should be repeated outside of the room, without the person's clear consent.
- w. Some people will be happy to publicly share that they are a member of the Steering Group, while others will not. For the sake of protecting those who do not wish to be identified, group members should not disclose any potentially personally identifying Information about anyone else in the steering group, outside of the group itself.
- x. Like other parts of this document, this confidentiality policy is open to discussion in the group and changes can be made as needed.

## Membership criteria

You don't need any kind of academic or professional experience. **We are recruiting based on your expertise from your personal lived experiences**, not any specific skills.

The following characteristics are valuable for Steering Group members:

- y. Lived experience:
  - i. You fall in the spectrum of gender and/or sexual diversity that is often called LGBTQ+.
  - ii. You do not need to be 'out' to anyone else to join the Steering Group, and you will not be outed by participating. If you are unsure and/or questioning, you are equally welcome to participate.
  - iii. You will not be asked to justify your identity at any point during the recruitment process.
  - iv. You might not identify with the term 'LGBTQ+' because of whitewashing, linguistic and/or cultural differences. You may use other terms like QTPOC, for example. You are welcome to apply to the Steering Group regardless of how you identify.
  - v. We explicitly encourage applications from people of colour and/or Black, Asian, and Minority Ethnic people, D/deaf

people, people with disabilities, long-term health conditions, learning differences, impairments, and neurodivergence, people of faith, as well as people who are migrants, refugees, and asylum seekers.

- vi. Members attend as representatives of their lived experience, not as representatives of organisations, professional bodies or other interest groups. If you do have a job role in a sector related to LGBTQ+, health or social care, please be aware that the group focuses on your lived experience as someone from the LGBTQ+ and other communities rather than any professional experience in this area.
- z. Passionate:
  - i. You are passionate about inequalities, access, and inclusion.
  - ii. You want to support Switchboard to improve its work with Brighton & Hove's LGBTQ+ communities.
- aa. Problem-solving
  - i. You are willing to be a critical friend to Switchboard and ask difficult questions.
  - ii. You are keen to solve problems by coming up with practical and creative solutions.
- bb. Team-work
  - i. You enjoy working with other people as part of a team.
  - ii. You are respectful of people whose lived experiences and needs are different to your own.
  - iii. You are able to negotiate and compromise with other people.
- cc. Commitment
  - i. You are willing to commit to the Steering Group for at least 1 year.
  - ii. We understand that it is not always possible to plan ahead, and no one will be penalised if they need to step down from the Steering Group for personal reasons.

## Benefits

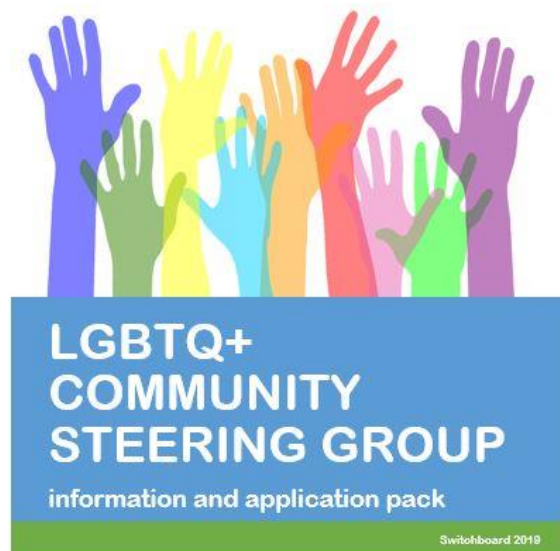
- dd. Participation in the Steering Group is unpaid, though members expenses will be covered. Expenses include travel to and from meetings, as well as caring costs such as childcare. Expenses can be paid in advance of the meeting upon request.
- ee. You will gain a hands-on understanding of equalities and inclusion work.
- ff. You will gain experience of planning and service-delivery at a Charity.



- gg. You will have a voice in steering Switchboard's work whilst enjoying fewer obligations than Trustees.
- hh. We will supply a reference for your participation in the Steering Group, if you require one.

## Ownership

- ii. These Terms of Reference (ToR) are a starting point and not a fixed policy. They are flexible and will change alongside the work of the Steering Group, in response to expanding ideas about inclusion.
- jj. The ToR are owned collectively by the Steering Group. All members are invited to suggest changes, and the group shares responsibility for documenting edits.
- kk. The ToR will be formally reviewed *at least* once per year, before the Annual General Meeting.
- ll. This document should be read in conjunction with the Steering Group's Safe Spaces Agreement.



*Figure 2 The terms of reference were translated into a more accessible all-in-one format, in which applicants could also read summary information and apply.*

# Safe Spaces Agreement

*This policy will be discussed and reviewed in the initial Steering Group meeting, and is open to changing alongside the Terms of Reference.*

- **Meeting spaces.** We will hold meetings in wheelchair accessible spaces, with wheelchair accessible and gender-neutral toilets available.
- **Advance notice.** We will circulate agendas in advance, including information about the location (access points to premises, access to toilets, restrictions about arrival and departure time, information on travel & public transport, parking locations). We will avoid changes of plan unless absolutely necessary, in which case we will communicate the changes to members as soon as possible.
- **Timings.** Facilitators will make sure meetings and activities keep to time.
- **Avoid assumptions about identity.** We do not assume anyone's pronouns or gender, and respect how they choose to define themselves.
- **Tone.** Sometimes talking about issues such as gender, race, and disability gets emotional and heated; we do not tell a person who experiences structural oppression on a daily basis to "calm down" or accuse them of getting too emotional.
- **Boundaries.** Not everyone will want to engage in social interaction, physical contact or sustained eye contact. We are mindful that not everyone is neurotypical, and our comfortable boundaries of interaction may not hold true for others.
- **Listening and dialogue.** People speak from different positions of power, but nevertheless it is important for everyone participating to be given a fair chance to be heard if they are sincerely trying to speak. Mutual active listening and dialogue are central for understanding. We do not interrupt or speak over other people.
- **Tokenization.** People sometimes assume that someone from a marginalized group can speak for their community. That places a real burden on one person. We recognize that people can only speak about their own lived experiences, and avoid asking anyone to be a spokesperson for their race, gender, class, sexuality, neurotypicality, ability, nationality, etc.
- **Privilege.** We take a moment to consider which privileges help you move through the world (race, sexuality, gender, class, neurotypicality, ability, language, etc.) before engaging in discussions.
- **Violence.** We do not tolerate violence, including physical violence and violent language. We do not allow sexism, racism, ableism, ageism, homophobia, fatphobia, transphobia, classism, or the dismissal of experiences and pain.

Safe Spaces Policy (adapted from Resisting Whiteness conference 22.9.18 (<https://resistingwhiteness.wordpress.com/blog/>) and Transgender Intersectional/International conference 28-29.5.19 <https://transgender-intersectional-international.com/conference-details/call-for-papers/>)

# Steering Group Information Session

## Overview

We held an information session open to anyone interested in learning more about the Steering Group project and how to apply. The aim of the session was to provide an approachable and accessible way for people to learn more about the group.

The session was led by the LGBTQ Engagement Officer, and co-facilitated by the Chief Executive Officer and a representative from the Board of Trustees. The session involved a brief powerpoint presentation, followed by a Q&A session with the Engagement Officer, CEO and Trustee representative. This was followed by a World Café style engagement activity, where participants provided their thoughts and feedback on a number of prompts.

Seven people attended the evening. However, overall interest and engagement was much higher, with 20 people confirming attendance to the group and a further 28 expressing tentative interest. Individuals who had to cancel or did not attend for an unknown reason were followed up with via email and telephone to provide further information and opportunities to engage and apply.



**YOUR VOICE MATTERS.**

**LGBTQ+ Community Steering Group  
INFORMATION SESSION**

## Accessibility

The session itself was conceived as an opportunity to make the engagement and application process more accessible for people for whom accessing content online or reading lengthy documents would not be a realistic or comfortable way to engage.

The session was BSL interpreted by an interpreter from the LGBTQ+ community. It was held on a weeknight evening to help accommodate for those with daytime work commitments.

Print-outs of the presentation and Information and Application Pack were provided in a dyslexia-friendly format.

It was emphasised that applications could be made in alternative formats – for example in a face-to-face conversation or over the phone.

## Demographics of participants

Of the seven who attended, five provided equalities and monitoring information:

### Postcode

Four people provided this information – all from BN2.

### Sexual Orientation

All five gave this information. One person identified as lesbian, two as gay, one as queer, and one as bi and asexual.

### Age

Three were in the 55-64 age range, one 25-34 and a further one 65-74.

### Gender

One person identified as a woman, two as men and two as non-binary.

### Trans status

Three participants were cis-gender while two were trans and/or non-binary.

### Intersex

None of the five participants who provided forms were intersex.

### Disability

Three had no known disability, long-term health condition of neurodivergence. Two did, including Physical Impairment, Long-term illness, Mental health difficulty and neurodivergence. One chose prefer to self-describe and said Visual impairment.

### Faith and belief

Two said they had no religion, one was Christian, one Spiritual, and one Wiccan.

### Race and ethnicity

All five who gave forms were White British.

## Engagement and feedback

Questions and queries raised during the Q&A included:

- Potential conflicts of interest and involvement in other LGBTQ+ activism in Brighton & Hove
- Time and engagement commitment between Steering Group meetings
- Remit of the group to influence issues further afield into neighbouring towns and cities beyond Brighton & Hove
- Querying the choice to form a specific group rather than garner general feedback from existing volunteers and service users and feed this into HIP work and Trustee meetings

## World Café Engagement

We asked the following questions as part of the World Café Engagement activity:

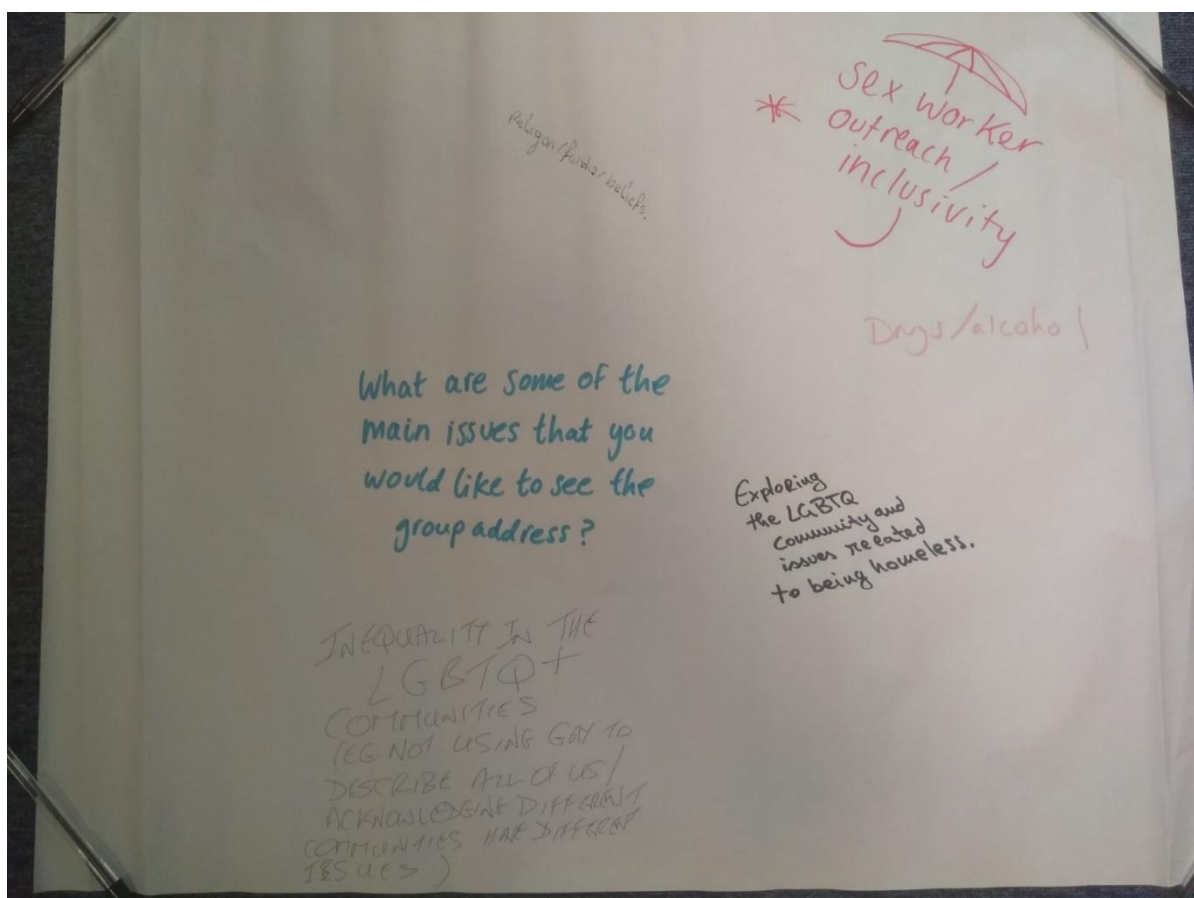
- What are some of the main issues that you would like to see the group address?
- What would make the group easier for you to access?
- What would help to make the group more inclusive for people from groups that are currently under-represented?

Feedback provided was as follows:

## WHAT ARE SOME OF THE MAIN ISSUES THAT YOU WOULD LIKE TO SEE THE GROUP ADDRESS?

Feedback included:

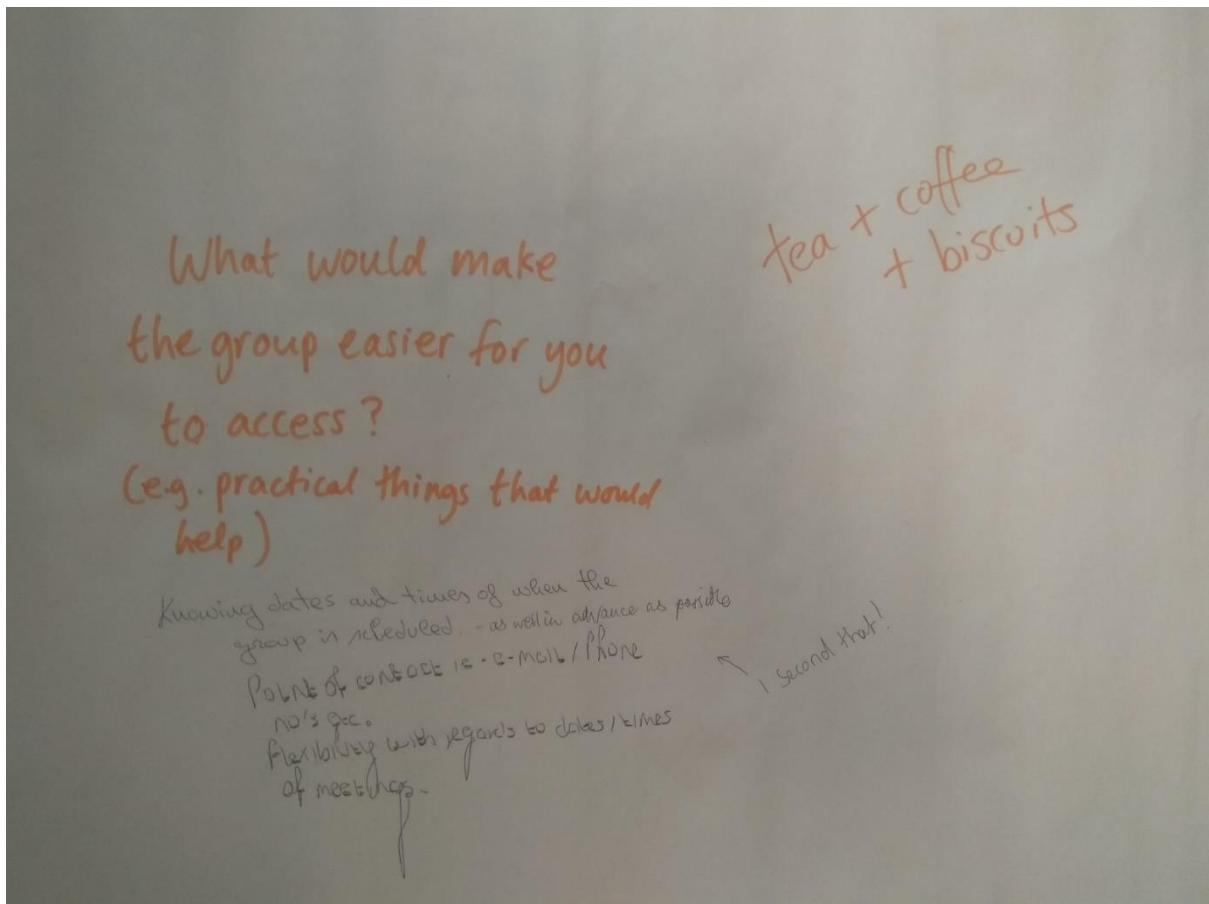
- Sex-worker outreach/ inclusivity
- Drugs/ alcohol
- Religion/ Faith and belief
- Exploring LGBTQ issues relating to homelessness
- Inequality within the LGBTQ+ communities (e.g. not using gay to describe all of us/ acknowledge different communities have different issues)



## WHAT WOULD MAKE THE GROUP EASIER FOR YOU TO ACCESS?

Feedback on this question included:

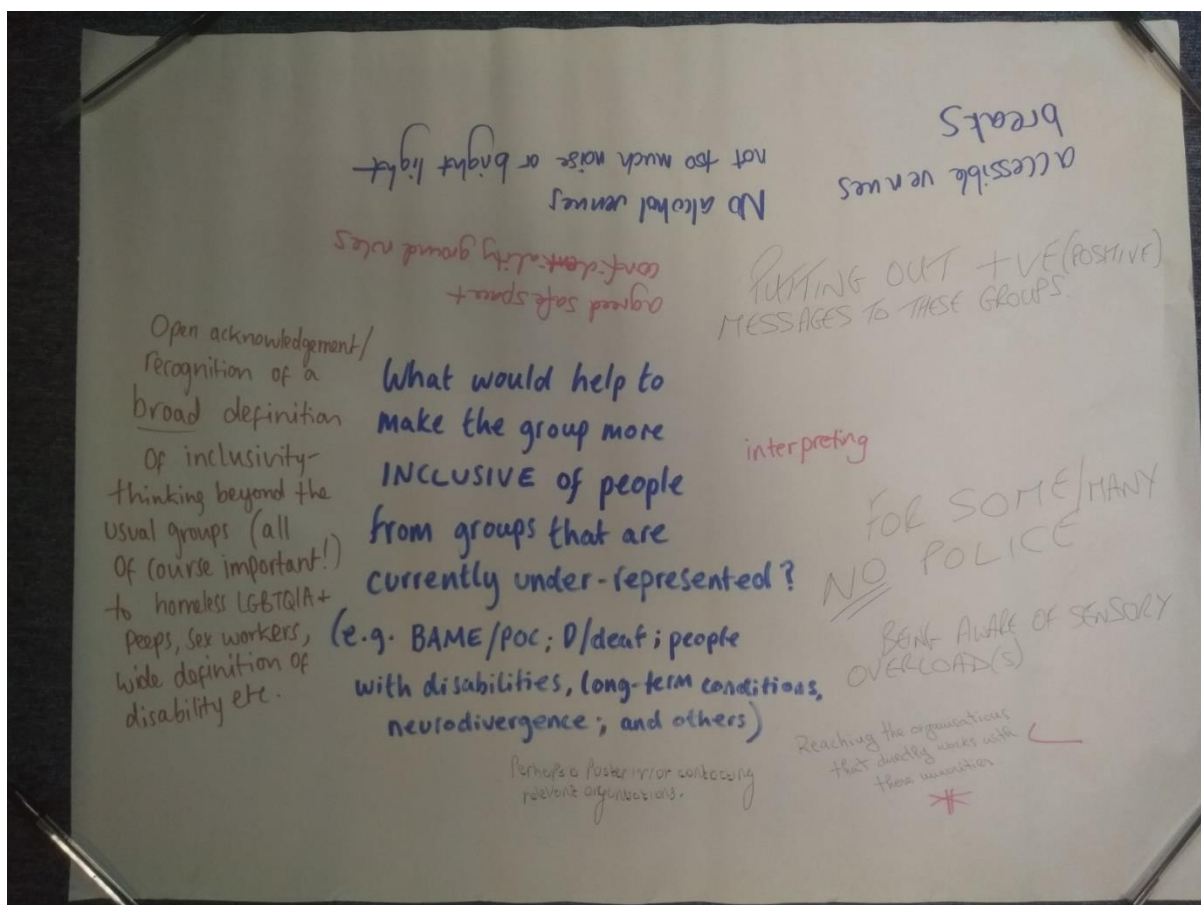
- Knowing dates and times of group well in advance (another person seconded this)
- Tea, coffee and biscuits
- Having a direct point of contact regarding the group via phone or e-mail



## WHAT WOULD HELP TO MAKE THE GROUP MORE INCLUSIVE FOR PEOPLE FROM GROUPS THAT ARE CURRENTLY UNDER-REPRESENTED?

Feedback to this question included:

- Interpreting
- Open acknowledgement/ recognition of a broad definition of inclusivity – thinking beyond the usual groups (all of course important) to homeless LGBTQIA+ people, sex workers, wide definition of disability, etc.
- Accessible venues
- Breaks
- Putting out positive messages to these groups
- For some/many: no police
- No alcohol venues
- Not too much noise/ bright light
- Agreed safe space and confidentiality ground rules





# Next Steps

Below is a timeline of the key deadlines and meetings for the project for **2019**.

## Late March

### **General Deadline**

Applications open until minimum Reserved Posts filled - see Section 5. Targeted promotion continues if an insufficient number of applicants from under-represented backgrounds.

## Early April

### **Informal interviews and review**

Arranging a mutually convenient time to meet selected applicants for an informal one-to-one interview. Assessing applicant suitability and notifying of outcome within week.

## Late April

### **Group Pre-Meeting**

This will be our first time getting together as a group to get to know each other and discuss how you would like it to run before the first official meeting. This will be an opportunity for additional engagement into how the group could best be run.

## Early May

### **1<sup>st</sup> LGBTQ+ Community Steering Group Meeting**

This will be the first official meeting of the Community Steering Group with a full agenda, provided in advance.

## July

### **2<sup>nd</sup> LGBTQ+ Community Steering Group Meeting**

## October

### **3<sup>rd</sup> LGBTQ+ Community Steering Group Meeting**

# Recommendations

As this project was a little different from the usual HIP format and did not involve consulting or engaging on a particular topic impacting the LGBTQ+ community per se, the recommendations are more general with regard to the operation of the Steering Group itself.

## Switchboard Recommendations

### 1. Accessibility and inclusion

- The structure and delivery of the Steering Group must be accessible and inclusive, including use of:
  - accessible, no-alcohol venues
  - breaks and refreshments
  - limited noise and bright lighting
  - and an agreed safe space and confidentiality ground rules.
  - Interpretation should be provided where needed (BSL interpretation is already provided as standard to help improve inclusion for people from D/deaf communities.)

### 2. Engaging under-represented communities

- Switchboard to continue and develop targeted outreach to under-represented groups, particularly BAME/PoC, disabled and trans/non-binary people from the LGBTQ+ communities, through use of positive targeted messages.
- Switchboard also to target groups often overlooked in traditional notions of inclusion to include, for example, sex workers, homeless and insecurely housed people, and others not currently served by traditional protected characteristic models of inclusion.
- These groups and needs to be identified in partnership with the Steering Group from the lived experiences of members.

## CCG and BHCC Recommendations

### 1. Seek input from Steering Group on the setting of engagement topics

- Where possible, BHCC and CCG to consider direction from the Steering Group in decision-making on future engagement work and topics to be undertaken (beyond 'free topics' alone)
- Different topics will become relevant at different times, so it is important that there is a live link (via the LGBTQ Engagement Officer) between the Steering Group and ECHO on currently salient or time-sensitive topics, and that this feedback is taken into consideration in the setting of ECHO engagement topics.

### 2. The CCG and BHCC should consider setting 2020 engagement on the following topics/populations, as identified by Steering Group

- While, as noted above, there should ideally be an on-going conversation about engagement needs identified by the Steering Group, the initial project engagement identified the following key areas as having an unmet engagement need on an ongoing basis:
  - Sex workers' health and inclusion needs
  - Homelessness and housing insecurity
  - Drugs and alcohol

# References

- Full terms of Reference ('Information and Application Pack') available for download at <https://www.switchboard.org.uk/new-lgbtq-community-steering-group/>
- BAME/PoC and LGBTQ+ Intersectionality Report : <https://www.switchboard.org.uk/wp-content/uploads/2019/02/Intersectionality-report.pdf> (Switchboard and TDC, 2018)

# Key Contacts

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