



City of Westminster

**Westminster City Council
LGBT Equality Action Plan**

September 2009

Westminster City Council LGBT – Equality Action Plan

Westminster City Council commissioned GALOP to undertake a survey of the needs and experiences of LGBT people who live work, socialise, study or use services in the City of Westminster. This was part of Westminster's 'One City' Programme.

Westminster is one of London's most diverse boroughs with a unique community profile. Although it is not possible to know the exact figures for LGBT people who live in the City of Westminster, it is estimated that up to 10% of the population identify as being lesbian, gay or bisexual. The LGBT community itself has multiple identities, illustrating the diversity of LGBT people. There are LGBT people who are young and old, disabled and from different faiths and ethnicities who live and work in the city and use the services that the Council provides.

The Council is continuing to make significant progress in its equality work and we recognise the need to support and involve all our communities.

The Council has considered the recommendations in the GALOP mapping research report and this action plan outlines the steps that the Council is taking to better meet the needs of the LGBT community and to ensure access to our services. This action plan should be read in conjunction with the GALOP report 'Mapping LGBT in Westminster - Investigating the needs and experiences of LGBT people in Westminster' which is available on the Council website:
<http://www.westminster.gov.uk/services/socialissues/equalities>

Action	Timeframe	Responsibility
Housing		
Information for LGBT people to be included in information packs for those registering as non priority homeless.	September 2009	Housing
Floating support services will be reviewed to ensure tailored services to LGBT people.	September 2009	Housing
Training for front line housing options staff on the impact that sexuality and gender identity can have on housing need to and raise awareness of needs/services available to LGBT customer.	December 2009	Housing
City West Homes to review housing management information relevant to LGBT people.	September 2009	Housing
Investigate where LGBT rough sleepers are sleeping and develop a response, subject to findings, with multi agency groups.	December 2009	Housing

Community Safety		
Publicity in Westminster which addresses hate crime to include information on homophobia and transphobia, anti-harassment procedures and details of successful prosecution of perpetrators of homophobic or transphobic hate crime.	Ongoing	Community Protection
A joint working approach between the Council, the Police, PCT and the voluntary sector is being explored to ensure greater consistency in the reporting of crime, including online reporting facilities.	Ongoing	Community Protection
The Metropolitan Police and the Council will review the role of the LGBT liaison officer and ensure the right support is being provided.	March 2010	Community Protection
Health and Social care		
Needs assessments now include LGBT needs, where evidence exists. This has been used to inform individual commissioning strategies. For example the needs assessment to inform suicide and sexual health strategies included explicit LGBT analysis.	Ongoing	Adults and Health
The Council will develop a joint strategy with the PCT which will include: <ul style="list-style-type: none"> • promoting awareness of LGBT people especially, older people, women and trans-gendered people • providing guidance to Westminster's health providers on the health needs of LGBT people. Joint Voluntary Sector Grant funding is being used to resource a project with KAIROS to develop a joint strategy.	2009/10	Adults and Health
The Council will review existing policies on commissioning i.e. of residential care, home care services etc. to ensure that organisations have clear policies and practices on "improving access to and satisfaction with services for lesbian, gay, bisexual and transgender people", including training of care staff.	From 2009/10	Adults and Health
Westminster Equalities Partnership will work closely with the City Partnership's Health and Social Network to influence the agenda to incorporate LGBT people's needs.	Ongoing	Policy Unit

Community Participation		
The Council will work with its contractors to ensure that awareness training on LGBT issues is provided to all staff in leisure services, in line with training provided to Council staff.	March 2010	Leisure
Work will be undertaken to understand the demand for private changing facilities in Leisure facilities, and to find examples of good practice in meeting the needs of the Trans community in provision of Leisure services.	March 2010	Leisure
The Council will tender for a feasibility study for the development and function of a LGBT centre in Soho.	August 2009	Planning
Joint Strategic Needs Assessments (JSNA) in Adult Services and Older People's (OP) Commissioning will identify the needs of older LGBT people. The Council has completed a LGBT profile which collated existing evidence and the rolling programme includes OP and LGBT issues.	2010/11	Adults and Health
Education, Youth Services and Young People		
The Council will review the range of services available for LGBT young people and the resources available, to develop targeted provision that complements and builds on existing services.	Review and recommendations to be undertaken by April 2010	Schools and Children's (Strategy & Performance with partners)
An action plan for extending capacity to work with transgender young people will be developed, and this should incorporate all areas of young peoples' services, i.e. Connexions, Youth Offending Team, Adolescents Leaving Care team, not just Children & Youth Services.	Action Plan included in Young People Services project plan (autumn 2009). Action plan to be drawn up by April 2010	Schools and Children's (Young people Services and partners)
Children's Services will work on a package of training around inclusiveness and homophobia for schools to complement the existing programme of support for PSHE and Citizenship.	April 2010	Schools and Children's (Young Peoples Services & Schools and Learning & partners)
Children's Services have piloted a project to encourage secondary schools to participate in LGBT History Month and have access to information and websites. If successful this will be rolled out across the Council.	Pilot to be completed by April 2010 .	Schools and Children's (Young Peoples Services & Schools & Learning & partners)

The Council will collaborate with schools in order to support a consistent approach to training teachers to promote knowledge and understanding so that all members of the school community feel safe in line with Department for Children, Schools and Families (DCSF) statutory requirements for promoting well-being and community cohesion. This will include high quality Sex and Relationship education delivered through a robust PSHE programme.	April 2010	Schools and Children's (Young Peoples Services & Schools & Learning & partners)
Procurement		
The Council will review procurement process to ensure that Equality and Diversity requirements are embedded into the procurement process so that sub-contractors and suppliers are complying with anti-discrimination practice.	March 2010	Policy Unit/Procurement
Westminster City as an employer		
Induction for new starters includes awareness of LGBT issues. An e-learning tool is to be launched in 2009 for all Council staff and LGBT issues have been incorporated into this. The impact of the e-tool will be evaluated to highlight specific training needs.	December 2009	Human Resources
A campaign to raise confidence around reporting incidents of discrimination, bullying and harassment.	December 2009	Human Resources
Consultation and engagement		
The Council will publish LGBT Mapping report and action plan on the website.	December 2009	Policy Unit
The Council and PCT are developing a joint Involving People Strategy that will cover groups that have been excluded or categorised as 'hard to reach' including the LGBT community.	April 2010	Communications
The Council will ensure that the Westminster Equalities Partnership provides expertise on LGBT issues to the Westminster City Partnership.	Ongoing	Policy Unit