Including Intersectional Identities: guidance on including intersectional LGBTI people in services

Equality
Network

Contents

The grounds that this guidance focuses on
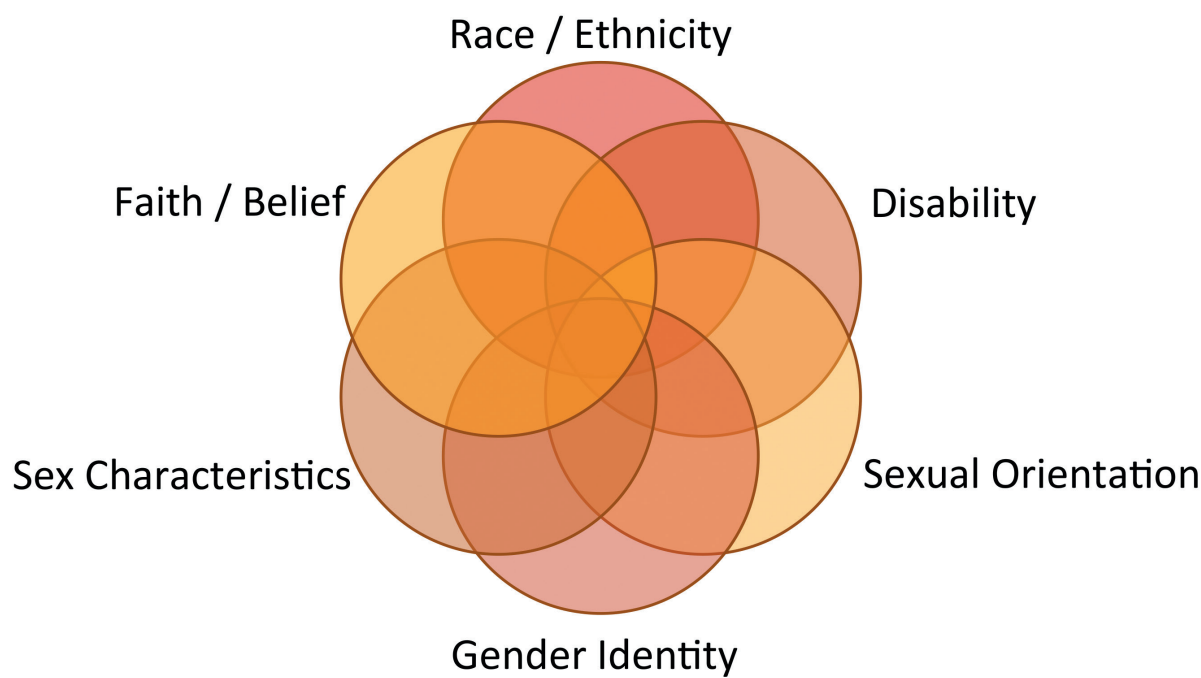
This is not an exhaustive list. Different grounds are covered in various ways in different jurisdictions (E.g: age in the GB Equality Act 2010). These are the grounds that are focused on in this guidance as a starting point. When progressing your equalities work, remember to include all relevant grounds for your jurisdiction (E.g: age, pregnancy/maternity, and marriage/civil partnership).

Introduction

About this resource

'Including Intersectional Identities' is a film and booklet resource that explores the intersections of gender identity, sexual orientation, and sex characteristics with disability, ethnicity, and faith.

We hope it will encourage service providers to better support the needs of everyone engaging with their services. We are all complex, unique human beings. Our individual experiences intersect across so many different grounds that simplistic 'tick one box only' assumptions neither do us justice nor meet our needs. Above all, we hope service providers will remember that we are all more than the sum of our parts and that real inclusion means respecting and supporting all aspects of our identities, experiences, bodies, and needs.

Many service providers who wish to improve intersectional inclusion have difficulty knowing where to begin. Therefore, this guidance includes a practical section. It is a self-evaluation tool designed to facilitate reflection and to help you identify areas for future improvement. There are no scores and no wrong answers. It is just to help you think things through and identify in which areas you would like to start.

Introduction to Intersectionality

Intersectionality is a term that is used in a number of different ways. It can be used in reference to the identity and/or experiences of a person who has more than one protected characteristic (E.g.: a black lesbian who uses a wheelchair). It can be used in reference to how protected characteristics, and the distinct forms of discrimination associated with them, can intersect and interact (E.g.: when racism and transphobia are both directed towards the same person). It can also refer to an approach to tackling equality issues and needs for those who have more than one protected characteristic (E.g.: intersectional analysis highlights specific issues for LGBTI asylum seekers that are easily overlooked if only a single-stranded analysis is used). In this final context, the term "cross-strand" is sometimes used as a synonym. We at the Equality Network have chosen to avoid using the term "cross-strand", as it is easily confused with the term "multi-strand", which refers to equalities work or issues that affect multiple protected characteristics such as hate crime.

Apart from our protected characteristics, many other aspects of our identities and experiences intersect and interact with how we experience discrimination and access to services (E.g.: rurality, class, and income). These should of course be taken into account when considering both equality and human rights, as they also greatly impact on situations and solutions. However, the term intersectionality itself is generally accepted in academia and the equalities sectors to refer primarily to intersections of protected characteristics (E.g.: in multiple discrimination laws).

To watch the Including Intersectional Identities film of personal testimonies and download our other intersectional resources go to www.equality-network.org/iii

Multiple Discrimination

Multiple discrimination has many permutations. How laws address, describe, or ignore multiple discrimination in different jurisdictions is one of many factors that affect how people conceptualise, describe, identify, challenge, and protect service users from it. When including intersectionality within services, the most important point to understand is that multiple discrimination arises in a variety of ways. It is therefore vital that a service is aware of this complexity and of the subtlety with which some forms of multiple discrimination can pervade without being identified, because they can manifest very differently.

Being familiar with the concepts below will help you to engage in discussions about multiple discrimination and develop strategies to challenge it.[1]

Multiple Discrimination: discrimination on more than one protected characteristic, either on different occasions or at the same time. Different EU law and policy documents describe kinds of multiple discrimination in different ways, but they generally refer to three ways in which it manifests:

1.   **Sequential (Multiple) Discrimination:** a type of multiple discrimination in which the discrimination is based on different grounds on separate occasions within the same organisation. This can be the easiest form to identify and guard against.

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 1 These terms are not included in the glossary to avoid repetition. As with all terms in the glossary, these terms are also often defined slightly differently by different groups and in different circumstances. Some may prefer alternative terms to describe the same or similar concepts to better suit their needs. We have based some of our definitions on Sandra Fredman's explanations in "Intersectional discrimination in EU gender equality and non-discrimination law" (May 2016) http://ec.europa.eu/justice/gender-equality/document/files/intersectionality.pdf

E.g.: if a person was harassed by other service users because of their prejudice against that person's ethnicity one day, and then because of their prejudice against that person's sexual orientation the following week within the same service.

Some groups may refer to this, or similar situations, as Cumulative Discrimination.

2. Additive (Multiple) Discrimination: a type of multiple discrimination in which the discrimination is based on different grounds on the same occasion, but can be easily identified as based primarily on prejudice of distinct individual grounds rather than based on specific prejudice against intersectional identities.

E.g.: if a person using a wheelchair cannot access a service effectively because there is no wheelchair-accessible toilet available and the service is also making it difficult to update their name and gender in their records. While both these issues are separate and related to different aspects of their identity, when added together they create multiple layers of barriers that services and individuals need to overcome to achieve equal and fair access for all.

Some groups may refer to this, or similar situations, as Compound Discrimination.

3. Intersectional Discrimination: a type of multiple discrimination that would not have arisen in the same way if the specific grounds discriminated against were not intersecting in the situation. Intersectional discrimination may present differently depending on which combinations of grounds are being discriminated against. Therefore it can easily go unrecognised if only a single strand approach is applied to equality work.
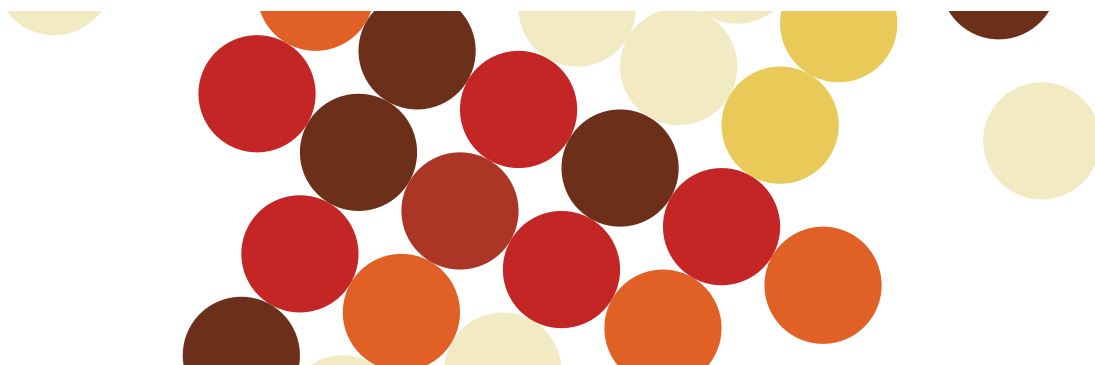
E.g.: if a person is overlooked for hire or promotion because they are both older and a woman. Without using an intersectional approach, it would be difficult to identify the issue if that service discriminates less against older men and younger woman but discriminated more against women as they aged, such as in the case Miriam O'Reilly brought against the BBC.[2]

Some groups use multiple discrimination as a synonym for intersectional discrimination. We suggest that you may wish to avoid doing, so as then it will remain clear whether you are referring to all types of multiple discrimination or this specific sub-type.

Dual Discrimination: multiple discrimination on two grounds.

The examples above are all examples of dual discrimination because they refer to only two grounds. It can be useful in the early stages of exploring intersectionality to explore multiple discrimination on only two grounds at a time at first. However, it is important to remember that in many real life situations multiple grounds often intersect to create a much wider range of barriers and issues that can only be understood and improved if all the grounds that are being discriminated against are recognised and included.

The greater the number of grounds in play, the harder it becomes to try to unpick exactly where one kind of discrimination ends and another begins in any specific situation. Outside of a court of law or employment tribunal, spending time technically analysing exactly where one kind of discrimination ends and another begins is not always particularly useful or necessary. In relation to service provision, it is generally more important to simply be aware that dual discrimination is not the same as multiple discrimination and that any model that forces people to choose only two grounds when more are in play falls short of intersectional best practice.

2 http://www.telegraph.co.uk/news/bbc/11349310/BBC-had-an-informal-policy-to-discriminate-against-older-women-say-peers.html

7 Top Tips for Including Intersectional LGBTI Individuals in Services

1. Use a person-centred approach

Intersectionality is an umbrella term used to describe a wide variety of people with very different experiences and needs. Therefore, the more person-centred a service is, the easier it is to identify and meet any individual's specific needs.

Person-centred services avoid assumptions and ask questions without value judgements

Be open to discussing people's needs and experiences rather than making assumptions. People prioritise different aspects of their identities and experiences in different ways and in different contexts. Be sensitive to that possibility; accept that people may not wish to share information on all aspects of their identities or experiences at all times. Remember that although no one may have "come out" as having a particular identity or experience, this does not mean your service has no such people using your services. Phrasing questions neutrally is one key tool that can help us to avoid assumptions. Remember that when people feel judged, we will be less likely to communicate openly and honestly about our needs.

A service user who identifies as a non-binary person wanted to attend a Catholic social support group in the north-eastern United States. They wanted to be referred to without binary gendered language by caseworkers, but wanted to be treated as just a binary man in the social support group. Staff and group facilitators were careful to accommodate this request and to respect the distinct needs this person had when receiving casework services versus when interacting with other Catholics in the support group.[3]

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[3] All examples in this booklet are from real life services with which the authors have had personal contact. Some details about the individuals involved have been composited for confidentiality and privacy reasons.

Person-centred services are flexible

Be aware that people's actual needs may be complex and therefore require flexibility. Allow people to direct you in meeting their needs in the way that is most comfortable for them. Be aware that these needs may include aspects with which you may not be familiar at first.

A trans man who needed personal care was receiving home-based care services in a rural Australian town. He needed assistance with his penile prosthesis and with chest binding. Care staff had not previously received instructions on how to handle such requests. They provided the necessary care and notified the service provider about this gap in staff training. Staff advocacy led to changes in agency policy and training.

Some terms that people may use to describe different aspects of themselves
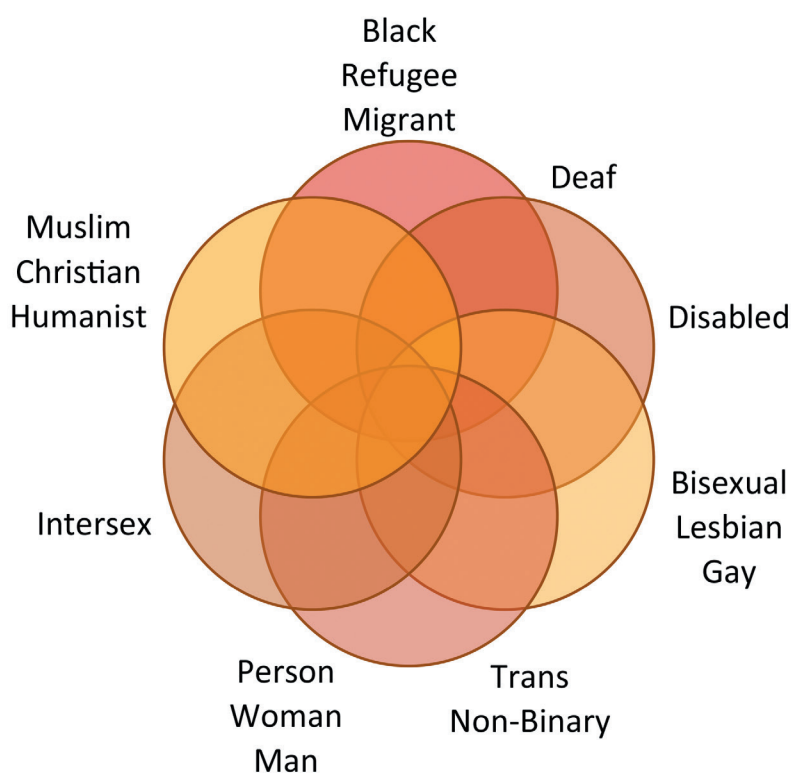
This is not an exhaustive list. People use a very wide variety of terms to describe different aspects of their characteristics or identities. This is a very small sample of some that are used in relation to the grounds focused on in this guidance.

2. Increase knowledge and understanding

Comprehensive diversity training on all the protected characteristics makes a huge difference to how intersectional people can access services. By understanding how our needs can be complicated by our intersectionality and how differently we can experience discrimination, services can cater for us more quickly and smoothly.

Make sure that your diversity training includes all protected characteristics and pays specific attention to intersectionality

Services can create a professional culture in which acknowledging a lack of knowledge is safe and seeking new knowledge is rewarded. By providing professional incentives to learn more, services can better align their practices with their organisational values and service users' needs. Create safe diversity training spaces where staff and volunteers can comfortably acknowledge and challenge their own prejudices and assumptions. Encourage self-reflection and provide professional incentives for inclusive practice.

As part of their equality and diversity programme, a Scottish university annually hosts an equality and diversity week. Staff and students are invited to a series of events and workshops. Each year, various intersections are a key focus, in both general and specific intersectional workshops.

Ask questions patiently and be honest about gaps in your knowledge

Acknowledging what you do not know helps to build understanding and trust more effectively than trying to improvise. Keep in mind that some concepts and language about identity and values are not always easily translated into other languages, including sign language. You can help people who are struggling to explain aspects of their characteristics, identities, values, and experiences by not rushing into assumptions or labels: time, encouragement, and confidence are needed for someone to share their personal information in their own

words. Be gentle and recognise that some information you may need might be painful or difficult for people to share. You may need to use images or make accommodations to ensure accessible communication.

An intersex man from a refugee background needed bladder x-rays due to uncomfortable fluid retention at an urban Australian medical centre. He was afraid of persecution and abuse by health professionals, as he had been subjected to invasive and unnecessary medical interventions and stigmatised as an "inferior being" in his home country. He placed high personal value on being treated with respect, to the extent that he had decided to avoid or discontinue health care if he could not find a respectful service. The radiographer asked him in a gentle and non-judgemental tone, "do you know what a prostate is?" The radiographer showed him a medical diagram that displayed the prostate. When he said he understood, the radiographer said, "I must treat all people with respect, people with any body parts. You do not have a prostate, right?" The man replied that no, he did not have a prostate. The radiographer was able to get the information she needed while addressing his needs.

Staff from various equality organisations in Glasgow that have been working together on promoting intersectional approaches to their work since 2008.

3. Consult and collaborate

We all have stronger and weaker areas of expertise. By working together, we can learn from each other for the benefit of all stakeholders. This is particularly important for intersectional service users, who may need to be supported by service providers from multiple sectors. Our experiences of accessing services are greatly improved when our service providers are consistent in their support of intersectional inclusion within their own organisations and work productively with other sectors.

Build support within your organisation

Consult widely and involve other staff, board members, volunteers, and service users before you start doing intersectional-specific work. Prepare clear arguments outlining the importance of intersectional inclusion and get commitments from management and your board. Show how this work will benefit the organisation and your service users. Give examples of small, specific steps that can be taken.

A mental health charity in Glasgow brought together members of their staff, board, volunteers, and service user groups for a workshop on planning how to provide more intersectional services. In this workshop, everyone worked together to create an action plan on intersectional inclusion. This action plan was displayed in their offices and progress on the plan discussed as a standard agenda item at each staff meeting.

Develop and maintain diverse relationships

Actively involve people from diverse protected characteristics and groups from the start of your intersectional inclusion work. Build relationships and conversations with intersectional people and projects. Increase knowledge, understanding, and your capacity to be inclusive by developing relationships with organisations that provide services for people from diverse protected characteristics. Understand the potential issues faced by local service users and work with others to find creative and cost-effective solutions.

A religious youth service provider in the greater London metropolitan area invited representatives from diverse equality organisations (E.g.: disability, minority ethnic, trans, intersex, and sexual orientation) to a monthly pot-luck event and hosted regular forums to maintain relationships with multiple stakeholders.

Tatenda and James Hiwatari at Pride Glasgow 2010. They staffed a stall that showcased information resources from a wide range of race, disability, faith and LGBT organisations. These organisations met quarterly to work together on raising awareness of multiple discrimination and promoting intersectional approaches to equalities work. Similar networks also ran in Edinburgh and Dumfries. This was the first time that information on race and disability were available at a Pride event in Scotland.

4.   Increase accessibility

While most access issues are single strand, disability-focused concerns, some barriers to equal access can be intersectional, can affect intersectional service users disproportionately, or highlight ideological differences between different groups of service users. Therefore, it is important to review all aspects of accessibility from an intersectional perspective.

Ensure maximum levels of accessibility by following the social model of disability

The social model of disability provides a framework for services to maximise access on three levels:

- The environmental level focuses on physical access and communication support;

- The attitudinal level can be improved with increased awareness and understanding;

- The organisational level encompasses policies and procedures, strategic planning, and budgets.

An Edinburgh-based LGBT group annually conducts a satisfaction survey of their service users. As part of this survey, users are asked about access. This feedback is then incorporated into the following year's planning on environmental, attitudinal, and organisational levels.

For more information on applying the social model of disability at these three levels, specifically in relation to LGBT people, please see our 'Putting the Pieces Together' report, which can be found at **www.equality-network.org/iii**

5.   Deal with discrimination

People with intersectional identities can be at higher risk of experiencing particularly high levels of discrimination. This is because the more protected characteristics we have, the more likely it is that we experience discrimination against each characteristic separately and in various combinations (which is known as multiple discrimination).

Implement policies to discourage and deal with discrimination

Be prepared to deal with enquiries and challenges from service users that are motivated by prejudice, fear, or ignorance. Ensure that all protected characteristics are given equal and proper consideration and that concerns are treated respectfully and seriously. (E.g.: the right to freedom of belief and the right to access services without harassment are both important and need to be protected for all stakeholders.) When dealing with challenges, highlight how being respectful of diversity and ensuring an environment free from harassment makes spaces safer for everyone. Focus on the benefit to all service users rather than challenge people's personal beliefs.

A refuge accommodation service for people experiencing homelessness in the greater New York City metropolitan region provides a brief orientation for each new resident that includes intersectional diversity across all the protected characteristics. Residents are informed that all aspects of people's identities are respected and that bullying, harassment, and discrimination related to any protected characteristics would not be tolerated. When some residents questioned why they had to share space with trans people, staff explained that it was important for everyone to feel safe in the refuge and that everyone was protected without exceptions. Hearing this commitment from staff was educational for some residents and made the social environment more inclusive.
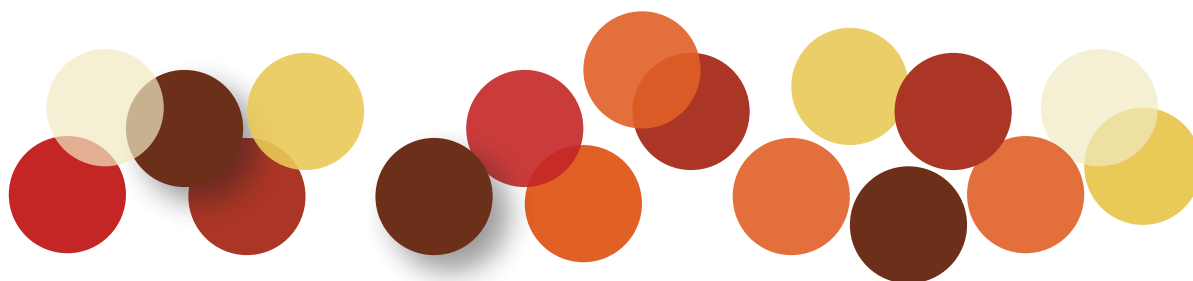
Ensure consistent inclusion of all protected characteristics

Include references to all protected characteristics, types of discrimination, and intersectionality in policies. This puts multiple forms of discrimination on the agenda, reminds staff about the full diversity of service users, and sends out a message of inclusivity to people seeking services.

A Scotland-wide women's domestic abuse organisation developed their trans inclusion policies by firstly including workshops on trans women in their conferences to raise awareness and understanding. They then developed a dialogue between their members and trans-specific groups before updating their policies.

Make bold and proactive statements about tackling discrimination

For example, you can display a code of conduct in your public areas noting all of the protected characteristics and outlining steps that may be taken if the code is broken. This notice shows that your organisation takes inclusion and discrimination on all grounds seriously, which makes people feel safer. It also aids staff in challenging discriminatory behaviour and will lessen the number of future incidents. It is also important to make sure this information is included in staff or volunteer documentation and that consequences for discriminatory behaviour are applied consistently.

An annual UK-based, bisexual-specific event has a comprehensive code of conduct. It is reviewed by each year's volunteer-led organising team. The document explicitly references all protected characteristics and gives examples of acceptable and unacceptable behaviour and language. It also provides information on how to report possible breaches of the code of conduct and what steps can be taken if a report is made. The code of conduct is made available to all participants before the event. All participants are informed that by signing into the event on the day, they are also confirming that they have read and understood the code of conduct and are committing to uphold it.

6. Positive representation and messages

When deciding if and how to access a service, many people look for signs or signals as to how that organisation is inclusive. People with intersectional identities search for these signs on various aspects of our identities. Many use this research to inform our decisions about what information to share, how safe to feel, or even if we feel confident enough in a service to use it at all.

Make your inclusive practice visible

Celebrate and reach out to the full diversity of people coming to your service by displaying information resources on all the protected characteristics in your offices and by having a presence at a variety of equality events, E.g.: commemorating Trans Day of Remembrance, Intersex Awareness Day and LGBT (February), Black (October), and Disability (December) History Months.

A multi-strand equalities organisation in Glasgow displayed a wide variety of information about all of the protected characteristics in their reception area. They also shared a stall with diverse equality organisations at Pride events and worked in partnership with disability and LGBT organisations to create intersectional-specific conferences and trainings. A race-focused organisation in Boston, USA has also done similar work.

Demonstrate your awareness and understanding of intersectional diversity

Consider the full range of diversity in our communities when selecting the pictures you use (E.g.: all of the protected characteristics). Avoid stereotypes and sexually explicit images. (E.g.: not all gay people are male, white and middle class.) The greater the range of diversity you feature, the better. An image depicting a person of one minority ethnicity will not necessarily make someone of a different ethnicity feel included. Publishing your code of conduct and other intersectionally-inclusive policies on your website is one effective way to send a clear message of inclusion and safety.

A health and social care service in the London metropolitan area made sure that their materials representing LGBTI populations included people from diverse ethnicities and cultures, such as a heterosexual Muslim trans woman and a black gay man who used a wheelchair.

In Cape Town, South Africa, an LGBT organisation hosted an annual arts festival at a community arts college to celebrate South Africa's diverse cultures and LGBT communities.

7. Integrate intersectionality into your systems

Once you have experimented with various ways of including intersectionality, ensure that those strategies that work for you are incorporated into your systems. This will allow progress to continue throughout your organisation.

Attract and retain diverse people to work and volunteer for your organisation

Question why some groups are underrepresented in volunteer, staff, board, and management recruitment and promotion. Create a welcoming environment and actively recruit diverse people instead of waiting for them to come to you. Provide options for diverse volunteers to apply for paid work and ensure that people with intersecting protected characteristics are proportionally represented among volunteers, staff, boards, and management. Encourage diverse people to apply for work by marketing vacancies to diverse organisations across all of the protected characteristics. Screen employee recruitment materials for subtle messages that may unintentionally feel exclusionary. Some organisations use community-based focus groups to identify such messages and improve their recruitment materials.

Ensure that your referral systems include specialist services across all of the protected characteristics

No organisation is able to meet all the needs of all intersectional service users all the time. Aim to collaborate with relevant specialist services with which you have built relationships, in order to avoid service user burnout from being bounced between organisations.

Publicise your respect for people's privacy

People with intersectional identities may be especially concerned about our privacy because we face discrimination on multiple grounds, and therefore may value discretion in relation to more than one protected characteristic. Make clear and explicit statements about your confidentiality policies, both in

writing and verbally, to all people coming to your service. No one should be afraid that private information may be deliberately or accidentally made public. (E.g.: avoid "outing" people through office gossip, unnecessary notes in their files, arranging details of our care at a reception desk or within earshot of other service users or when in discussion with carers, family members, or friends.)

A health service run by a particular ethnic and religious community in the USA placed large placards in several prominent areas in their waiting room notifying people that they would be addressed by the name, gendered language, and gender identity they wished. It also stated that information about someone's gender history or anatomy would be kept private. The sign was translated into several languages. An audio message and a Braille version were also provided to service users at the time of check-in.

For people who have significant worries about being seen at a specific service, it can be especially helpful to meet at an alternative location. This option can be vital for some people who choose to remain discreet about some aspects of their identity or experiences in order to protect themselves from prejudice and discrimination.

A bisexual Orthodox Jewish man did not feel safe walking into a visibly LGBTI resource centre in Manchester, as he worried that people in his tightly knit religious community might find out about his sexual orientation. The caseworker arranged to meet him at a local community health centre instead. This meant that he could access services in a way that was comfortable for him and met his privacy needs.
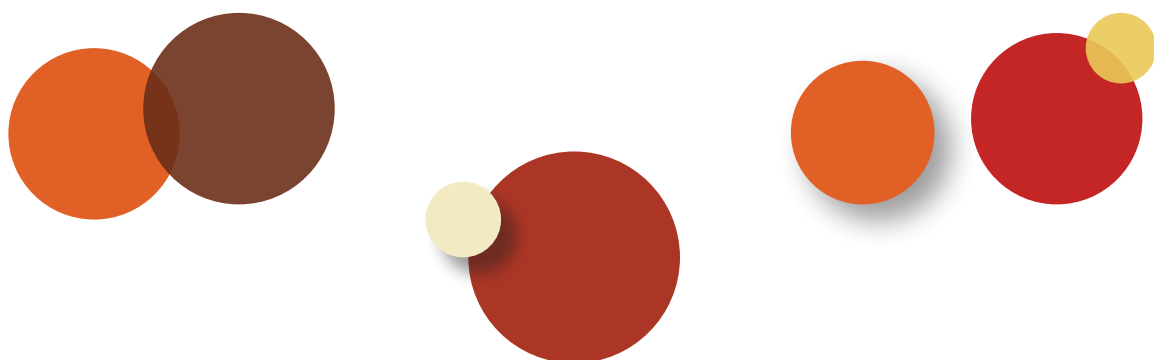
Respect people's wishes and comfort levels regarding language and labelling

Translation and interpretation of language used to discuss LGBTI and disability can be particularly tricky. Many people may consider their sexual orientation, relationships, gender history and expression, and impairments as life experiences rather than identity labels. Many people prefer not to be described by externally imposed medical diagnoses as they want service providers to focus more on their individual needs and situations. In contrast, the Deaf Pride movement contains many activists who want their unique cultural experience as deaf people to be recognised and celebrated. Many people born with intersex characteristics might use more specific terms to describe their variations. Intersex people may have complex feelings about medicalised labelling. Intersex people may feel pressured to use diagnostic language with which they are uncomfortable in order to access services.

Service users can also be understandably fearful of breaches of confidentiality and prejudice from interpreters. Some may prefer an interpreter from a different ethnicity, religion, or culture to safeguard their privacy. Many service providers are very familiar with the issues around funding and training of interpreters and translators.

It is also important to remember that not all concepts and terms directly translate across all languages and cultures. Although some of these issues are difficult to resolve completely, understanding and awareness of these challenges can really help as a first step toward finding solutions.

Some of these problems can be tackled by using an over-the-phone interpreting service and standard statements about confidentiality and prejudice at the start of each session using an interpreter. One benefit of using an over-the-phone interpreter is the ability to avoid revealing people's identities, as they will not be visually identified and their family name and other identifying details can be withheld.

A Sikh lesbian woman requested a Punjabi translator to explain to her caseworker at an Australian multicultural community health service what happened when her partner physically assaulted her. When the translator arrived, she recognised the translator as an in-law who had married one of her cousins. She changed the topic and did not mention having a woman partner. The service provider observed her discomfort and found a pretext to conclude the session, thanking the translator for her time. The service provider discussed her options with the user. As the woman could also speak Hindi, they decided together that the use of a Hindi translator from a different part of India would better protect her privacy.

More information on how to make translation and interpretation easier for LGBTI people can be found in our 'Safety', 'Sanctuary', 'Solidarity' booklets which can be found at **www.equality-network.org/iii**

"We are not just issues or problems to be solved but are people with identities that should be celebrated." Ajamu

Intersectional Inclusion Self-Evaluation

1. Person-centred How well do your staff...	Great	OK	Poor	Don't know
1A ...avoid making assumptions about people? E.g.:	🙂	😐	🙁	?

- Are staff trained to value and respect how people define themselves and explain their experiences?
- Do staff assume that: ... any minority ethnic person will be offended if asked about sexual orientation?
- ...disabled people don't have sex?
- ...you can tell a person's intersex status, gender identity, sexual orientation, or ethnicity by outward appearance?
- ...LGBTI people are not religious?
- ...everyone will tell you all the ways in which they identify?

	Great	OK	Poor	Don't know
1B ...phrase questions to avoid subtle value judgements? E.g.:	🙂	😐	🙁	?

- "What is your relationship?"
  rather than "This must be your sister?" or "Is that your husband?"
- "What title would you prefer, if any?"
  rather than "Are you a man or a woman?"
- "What personal care needs do you have?"
  rather than "Do you have ambiguous genitals?"
- "Do you have any access requirements that we should know about?"
  rather than "What's wrong with you?"

	Great	OK	Poor	Don't know
1C ...flexibly deal with people with complex needs? E.g.:	🙂	😐	🙁	?

- Are staff able to offer various types of logistical and practical support?
- Able to provide additional time for more complex situations?
- Able to respond to the different needs of diverse individuals?
- Able to offer a range of solutions rather than a one-size-fits-all approach?
- Responsive to a person's individual needs, when those needs are not already included in the expected list of services?

2. Specific knowledge How well does your organisation…	Great	OK	Poor	Don't know
2A …provide training on all the protected characteristics and intersectionality? E.g.:	🙂	😐	☹️	?

- Do you reward people for seeking greater knowledge and for providing suggestions about how the organisation could be more inclusive?

- Do you encourage people to challenge their own prejudices?

- Do you encourage reflection on practice and support inclusive practice?

2B …promote honesty and questions about gaps in knowledge? E.g.:	🙂	😐	☹️	?

- How confident and encouraged do staff feel to acknowledge and address gaps in their understanding?

- How confident are you about gently asking clarifying questions?

- How confident are you in the support you provide people to explain complex situations?

- How aware are you of the issues around translation?

2C …connect with organisations that can provide you with support and training? E.g.:	🙂	😐	☹️	?

- On trans, intersex, LGB, faith, disability, and minority ethnic-specific issues?
- About dealing with discrimination?
- On intersectional-specific issues?
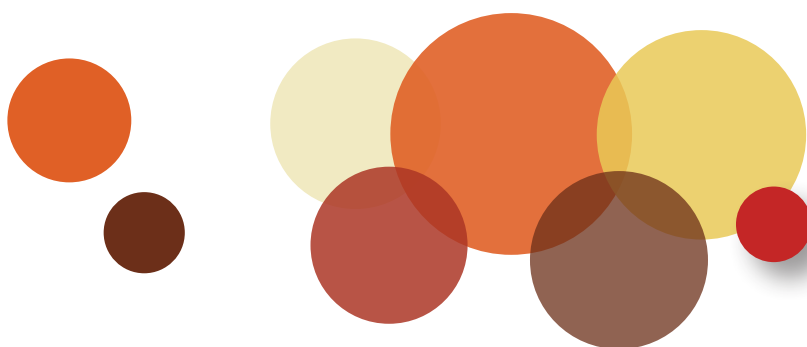
3. Consult and collaborate How well does your organisation...	Great	OK	Poor	Don't know
3A ...support and promote intersectional inclusion internally? E.g.:	🙂	😐	☹️	?

• Internally consult about intersectionality?
  • Have commitment of management and staff?
  • Regularly take small specific steps to promote intersectional inclusion?				

3B ...develop and maintain diverse relationships? E.g.:	🙂	😐	☹️	?
• Involve diverse intersectional people and organisations in service development plans?				

4. Increase accessibility How well does your organisation ensure maximum levels of accessibility by following the social model of disability?	Great	OK	Poor	Don't know
4A. How well does your organisation create an accessible environment? E.g.:	🙂	😐	🙁	?

- Do you have enough information about the physical access needs of people across each protected characteristic to evaluate the extent to which your organisation is accessible?

- How physically accessible are your buildings, your information resources, and your website across each of the protected characteristics?

4B. How well does your organisation demonstrate an accessible attitude? E.g.:	🙂	😐	🙁	?

- Do people feel respected and believed when communicating their identities, experiences, and needs?

- Do you have effective methods to determine whether service users feel your organisation is accessible and which improvements are needed?

4C. How accessibly structured is your organisation? E.g.:	🙂	😐	🙁	?

- Does your organisation have an explicit commitment to seeking and removing potential barriers, without waiting for people to complain?

- How well does your organisation process access requirements such as changing name and gender on records?

- Are access audits carried out prior to booking venues and access reports of the venues distributed to participants before events are held in them?

- Do you check that the independent contractors you hire follow best practice and uphold equalities law?

| 5. Deal with discrimination How well does your organisation…	Great	OK	Poor	Don't know
5A …institute policies to discourage and deal with discrimination? E.g.:	🙂	😐	☹️	?

- Does your organisation express a clear commitment to continual improvement through identifying and responding to discrimination and exclusion?
- Do you provide formal support for staff dealing with challenges to inclusion?

5B …ensure consistent inclusion of all protected characteristics? E.g.:	🙂	😐	☹️	?

- Do you communicate effectively that all protected characteristics are equally valued and included?
- Do you include references to all protected characteristics, types of discrimination, and intersectionality in all relevant policies?

5C …uphold a code of conduct? E.g.:	🙂	😐	☹️	?

- Do you make sure that service users can easily access information about how they should be treated and how to complain if necessary?
- Is the code of conduct on display?
- How effectively are breaches to your code of conduct handled?

6. Positive representation and messages **How well does your organisation...**	Great	OK	Poor	Don't know
6A ...make your inclusive practice visible? E.g.:	🙂	😐	☹️	?
• Does your service explicitly welcome all protected characteristics? • Do you have a presence at a variety of equality events?				
6B ...demonstrate your awareness and understanding of intersectional diversity? E.g.:	🙂	😐	☹️	?
• Do you use a wide range of diversity and intersections in your pictures and text?				
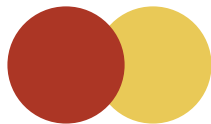
7. Integrate intersectionality into your systems How well does your organisation...	Great	OK	Poor	Don't know
7A ...attract and retain diverse staff and volunteers? E.g.:	☺	😐	☹	?

- Do the people volunteering and working for your organisation fully reflect the diversity of your target populations?
- Do you specifically target your recruitment efforts to the full range of diversity of your service user communities?

	Great	OK	Poor	Don't know
7B ...refer to specialist services? E.g.:	☺	😐	☹	?

- Do you know which specialist services are available in your area?

	Great	OK	Poor	Don't know
7C ...protect and respect people's privacy? E.g.:	☺	😐	☹	?

- Is your confidentiality policy available on your website?

	Great	OK	Poor	Don't know
7D ...respect people's wishes and comfort levels regarding language and labelling? Eg.:	☺	😐	☹	?

- How aware are you of the issues around translation and interpretation?
- Have you sought ways that your service can deal with these issues?
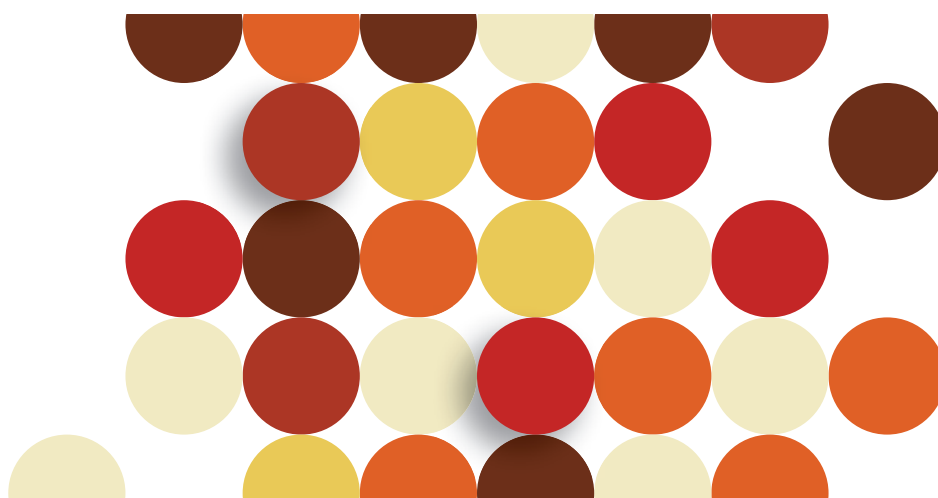
Glossary

It is important to remember that language around equality issues is constantly changing and evolving. Particularly since many terms are related to people's personal identities, the same terms may be used by different people to mean different things. This is a non-exhaustive list of some of the terms used in this guidance and our current understandings of their definitions.

Asylum seeker: a person who has left their country of origin, has applied for recognition as a refugee in another country, and is awaiting a decision on their application.

Binary gendered: see Gender binary

Bisexual person / bi person: a person who is emotionally and/or sexually attracted to people of more than one gender or regardless of gender.

Come out: to openly identify as having a protected characteristic that may not be obvious or visible. (E.g.: bisexual or autistic.)

Disability: this document uses the social model of disability. It proposes that disability is created by barriers in society or by the way that society is organised, which does not take into account the various mental and physical differences and impairments that people may have.

Ethnicity: a socially defined category of people who identify with each other based on common ancestral, social, cultural, or national experience.

Gay person: a person who is emotionally and/or sexually attracted to people of the same gender.

Gender binary: the dominant idea in Western society that there are only two genders ('man' and 'woman'), that all people are one of these two genders, and that the two are opposite.

Gender expression: refers to all of the external characteristics and behaviours that are socially defined as either masculine or feminine, such as clothing, hairstyle, make-up, mannerisms, speech patterns, and social interactions.

Gender identity: refers to how we see ourselves in regards to being a man or a woman or somewhere in between or beyond.

Gender reassignment: the language used in the Equality Act 2010 to refer to any part of a process of transitioning to live in a different gender (regardless of whether any hormonal or surgical changes take place).

Grounds: aspects of identity that are protected from discrimination by law. Different laws refer to different grounds in various jurisdictions and may use other terms to refer to the grounds that they cover (E.g.: The Equality Act 2010 refers to protected characteristics). In many jurisdictions various grounds may be covered in different pieces of legislation that may also be from different bodies that operate on different levels (E.g.: From national and EU parliaments in the European Union).

Heterosexual person / straight person: a person who is emotionally and/or sexually attracted to people of a different gender only.

Impairment: one or more conditions that negatively affect a person's ability to carry out day-to-day activities.

Intersectionality: identities, experiences, or approaches to equality work that fall into more than one protected characteristic at the same time. Intersectional approaches to equalities work are referred to as "cross-strand" work by some.

Intersex: umbrella term used for people who are born with variations of sex characteristics which do not always fit society's perception of male or female bodies. Intersex is not the same as gender identity or sexual orientation.

Lesbian: a woman who is emotionally and/or sexually attracted to other women.

LGBTI: Lesbian, Gay, Bisexual, Transgender, and Intersex

Minority ethnic / ethnic minority: a group within a community (E.g.: Scotland or the UK) which has different national or cultural traditions from the majority of that population.

Multiple discrimination: experiencing discrimination on more than one protected characteristic, either on different occasions or at the same time. (For definitions of further multiple discrimination terms please see pg 6-8.)

Multi-strand: equalities work or issues that affect multiple protected characteristics or grounds (E.g: hate crime).

Non-binary person: a person identifying as either having a gender which is in-between or beyond the two categories 'man' and 'woman', as fluctuating between 'man' and 'woman', or as having no gender, either permanently or some of the time.

Protected characteristics: the nine personal qualities that are legally covered by the Equality Act 2010: age, disability, gender reassignment, pregnancy/ maternity, marriage/civil partnership, race, religion/belief, sex, and sexual orientation.

Race: refers to defining a person or groups of people by physical characteristics such as skin colour, hair type, and facial features. It can also include aspects of cultural, ethnic, national origins, and national identity. The Equality Act 2010 refers to race as including colour, nationality, ethnic or national origins.

Refugee: a person who has been granted protection and leave to remain after successfully making a claim for asylum via the Home Office.

Sex characteristics: the anatomical and physiological characteristics that are associated with physical sex, such as chromosomes, hormones, size and shape of genitalia, hair growth, balding patterns, and breast tissue.

Sexual orientation: a person's identity in relation to the gender(s) to which they are emotionally and/or sexually attracted.

Trans / transgender: equivalent inclusive umbrella terms for anyone whose gender identity or gender expression does not fully correspond with the sex they were assigned at birth. At the Equality Network, we use 'trans' to refer to trans men and trans women, non-binary people, and cross-dressing people.

Trans man: a person who was assigned female at birth but has a male gender identity and therefore transitions to live fully as a man.

Trans woman: a person who was assigned male at birth but has a female gender identity and therefore transitions to live fully as a woman.

Summary

1. **Use a person-centred approach**
   - Person-centred services avoid assumptions and ask questions without value judgements
   - Person-centred services are flexible

2. **Increase knowledge and understanding**
   - Make sure that your diversity training includes all protected characteristics and pays specific attention to intersectionality
   - Ask questions patiently and be honest about gaps in your knowledge

3. **Consult and collaborate**
   - Build support within your organisation
   - Develop and maintain diverse relationships

4. **Increase accessibility**
   - Ensure maximum levels of accessibility by following the social model of disability

5. **Deal with discrimination**
   - Implement policies to discourage and deal with discrimination
   - Ensure consistent inclusion of all protected characteristics
   - Make bold and proactive statements about tackling discrimination

6. **Positive representation and messages**
   - Make your inclusive practice visible
   - Demonstrate your awareness and understanding of intersectional diversity

7. **Integrate intersectionality into your systems**
   - Attract and retain diverse people to work and volunteer for your organisation
   - Ensure that your referral systems include specialist services across all of the protected characteristics
   - Publicise your respect for people's privacy
   - Respect people's wishes and comfort levels regarding language and labelling

About the Authors

Dr Gávi Ansara has a PhD in Psychology from the University of Surrey. He received the American Psychological Association's 2012 Transgender Research Award for a significant and original research contribution to the field and the UK Higher Education Academy's 2011 National Psychology Postgraduate Teaching Award for excellence in teaching. Dr Gávi is a Senior Research Consultant for Scotland's Equality Network and was a co-author of Equality Network guidelines on working with LGBTI people who are refugees or seeking asylum. He is also a psychotherapist and relationship counsellor at Ansara Psychotherapy, where he provides polycultural and non-pathologising services in person and by distance for individuals, partners, and families.

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Equality
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