

# Diversity News

Autumn 2016

Mental Health Matters

## About the Diversity Trust

**The Diversity Trust is a non-profit business, which provides equality, diversity and inclusion training throughout the UK.**

Our work covers Avon, Devon and Somerset to implement research and

engagement and we are a partner in domestic abuse, hate crime and substance misuse services.

To learn more, subscribe to our newsletter at:

<http://www.diversitytrust.org.uk/>

  
**The Diversity Trust**  
Influencing Social Change

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**Welcome to our Autumn  
2016 newsletter.**

Our focus this time is on mental health. It was World Mental Health Day on 10th October, so we're sharing information, ideas and stories about mental health in this issue from our Equalities, Diversity and Inclusion perspective. In the newsletter you'll see updates on our LGBTQ youth project in South Gloucestershire as well as our latest LGBT+ health research in Bristol news.

There's hot off the press news about a new support line from Bristol and Taunton Mind for local Trans Communities. And there's information about a Bristol Independent Mental Health Network known as BIMHN.

You can read about the range of equality, diversity and inclusion training options we offer as well as our new course on Easy Read titled "Making Things Easy to Read and Understand". This course also supports organisations to meet the new Accessible Information Standard from NHS England.

We have news on local activity and walking projects to improve mental health through exercise. There's the day in the life of Letty Anderson a networker from Community Access Support Service. And a day in the life from Ruth Arnold the hate crime caseworker at LGBT Bristol.

At last, we celebrated the first Trans Pride South West in Bristol last September 2016; Lexi updated us on how it went. We have an article written by Helen Farmer on "Not Fitting in".

There's a special feature about World Mental Health Day, which inspired the mental health theme in this newsletter. This is timely, as our partners Merlin Housing, Second Steps and AWP launched a new Wellbeing College in South Gloucestershire, read all about it on page 19-20.

Hannah Jaine from HMP Ashfield is back to talk about her equality and diversity work at the prison, which showcases their Foreign National Forum.



There's also news from Southern Brooks about their mental health and wellbeing drop-in services in Patchway, Filton and Yate.

Don't miss our Easy Read course in Bristol on Wednesday 2 November, you can book tickets online via Eventbrite.

Making Things Easy to Read and Understand <https://www.eventbrite.co.uk/e/making-things-easy-to-read-and-understand-tickets-27724575953>

We look forward to welcoming you in our Equalities, Diversity and Inclusion training and workshops!

Berkeley Wilde, Director of the Diversity Trust



# News in Brief:

## Send us your news!

We launched our newsletter, Diversity News, in May 2015. It's a round-up of our news and impact in making your services accessible for everybody while creating a culturally competent workforce, which serves the whole community. This means communities across the UK will get the timely and tailored help and support they need. Our newsletter is read by managers and senior managers working in councils, health and support services, the police and charities, so we believe your news and adverts will reach your intended audiences.

We'll support you in getting

your news out there, especially if it matches the equality, diversity and inclusion themes and key messages in our newsletters. You only need to send 300-500 words along with your exciting images and logos. However, we aim to follow the writing in Plain English guidelines as much as we can. Therefore, we're happy to edit what you send.

Here's what the extra adverts will cost. The first price is text only and the second price is for an advert designed:  
£5/£25 – quarter page  
£8/£38 – half-page  
£14/£54 – full page

Compared to most community newsletters these are bargain prices, perfect for promoting your Annual General Meetings, your events and conferences, recruiting staff and volunteers and so on.

### Payment:

Please send your Purchase Orders and Cheques to:

**Media Enquiries:** The Diversity Trust, PO Box 5189, Somerset BA6 0BN 0844 800 4425

**Email:** [info@diversitytrust.org.uk](mailto:info@diversitytrust.org.uk)

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## LGBT+ Youth Group thrives in South Gloucestershire.

Our South Gloucestershire LGBT+ Health Needs Assessment report showed young LGBT+ people needed their own youth group. We secured funding from South Gloucestershire Council to trial a youth café, which worked! So, a big well done to the young people who achieved further funding to expand our youth work across South Gloucestershire. Watch this space! An LGBT+ youth group may open in your South Gloucestershire area soon!

## We starred on Shout Out Radio.

We starred on Shout Out Radio on Thursday 11 August to talk about the Alphabets LGBT+ Youth Group and the issues young LGBT+ people face.

Have a listen.

<http://shoutoutradio.lgbt/shows/2016-08-11>



# News in Brief (continued):

## Western Boys



I ran an empowerment session with Western Boys in Taunton on Wednesday 17 July. We work with Stand Against Racism & Inequality (SARI) to raise awareness of hate crime and local hate crime services. Our earlier newsletter covered a trans-masculine support group in Taunton. Therefore, my session covered the definition of a hate crime, how to deal with a hate crime and the services you can access. They took the power back with this information. Please contact us if you would like more information.

[Report\\_2016.pdf](#)

## A New Trans\* MindLine - Here to listen not to judge

Our Trans communities across the South West can call Bristol Mind's Trans-specific helpline for emotional support and information from February 2017.

It can only happen with volunteers offering a listening ear every other Monday. There's information sessions before you decide on taking any training and committing to volunteering. To find out more contact:

**Telephone:** 0117 980 0381

**Email:** [mindline@bristolmind.org.uk](mailto:mindline@bristolmind.org.uk)

## Bristol's LGBT+ Health Needs Assessment report

It's here! After covering Somerset, Bath & North East Somerset and South Gloucestershire with our LGBT+ health and wellbeing research we now have our report covering Bristol.

Read our latest research published with Bristol Healthwatch on the health needs of LGBT+ communities in Bristol.

[http://www.diversitytrust.org.uk/system/assets/181/original/Diversity\\_Trust](http://www.diversitytrust.org.uk/system/assets/181/original/Diversity_Trust)

**Website:** [www.bristolmind.org.uk](http://www.bristolmind.org.uk)

## Bristol Independent Mental Health Network (BIMHN)

BIMHN is a voice for people who are using, have used or may use mental health services, as well as those experiencing mental health issues.

You can confidentially share your needs and experiences, which helps BIMHN pin-point the changes we need in our local mental health services., as well as sharing best practice.

BIMHN also acts against discrimination and promotes an understanding of mental health through education, which may help reduce mental health stigma.

By becoming a member you'll have access to BIMHN's monthly meetings and newsletters. Both service providers and the public can join. Therefore, to check if you're eligible and for more information, visit:

[www.Bimhn.org.uk/join](http://www.Bimhn.org.uk/join)

# Diversity Trust Training

**This newsletter focuses on the barriers people face in accessing mental health services.** So, you may struggle reaching everyone who needs your service. Our training will show how to access diverse communities by making your services more inclusive and accessible.

Explore our useful training options below and visit: [www.diversitytrust.org.uk](http://www.diversitytrust.org.uk) for more information.

You can also save, print and share our flyers and posters and book your training online at: <http://www.diversitytrust.org.uk/services/training-consultancy/overview/>

## Achieving Cultural Competence

Our course covers the key equality, diversity and inclusion themes, but we'll apply these themes in your organisation to achieve cultural competence. Therefore, our course will analyse the key themes and what they mean in practice. It will also include an overview of key equalities legislation, we will look at the barriers faced by equalities communities, and explore embedding what we learn into practice.

<http://www.diversitytrust.org.uk/system/>

[assets/155/original/culturalcompetencyflyer\\_feb16.pdf](assets/155/original/culturalcompetencyflyer_feb16.pdf)

## Diversity in Practice

Is your service delivering for Lesbian, Gay, Bisexual and Trans (LGBT+) communities? Our course explores key legislation, our local research, barriers to access, best practice, monitoring and supporting gender identity and sexual orientation.

<http://www.diversitytrust.org.uk/system/assets/172/original/diversity4.pdf>

## Equality, Diversity & Inclusion

Our course brings us together to learn about direct and indirect discrimination, harassment and victimisation, putting equalities into practice, cultural competence and unconscious bias. We'll have a safe learning environment to explore our own and others' attitudes, beliefs and values.

[http://www.diversitytrust.org.uk/system/assets/146/original/EDI\\_jan16\\_1.pdf](http://www.diversitytrust.org.uk/system/assets/146/original/EDI_jan16_1.pdf)

## Gender Awareness

What is meant by sex and gender? Why is gender bias a problem? Who's gender bias against? We'll explore unconscious bias and its



impact on recruitment, employment, management, staff retention and when serving customers.

<http://www.diversitytrust.org.uk/system/assets/141/original/GenderAwareness.pdf>

Our training costs from £350 to £700. Visit: [www.diversitytrust.org.uk](http://www.diversitytrust.org.uk) to see our rates and to book your training. You can also call us on: 0844 800 4425

## Quotes

An Achieving Cultural Competences course attendee from Bristol Community Health said, "Enjoyable day which went very quickly – made you think of your own service and ways to improve or redesign."

A Trans Awareness Workshop attendee from Healthwatch Devon said, "Thank you very much. I found it really fascinating and it's really broadened my awareness of the subject and made me think a lot."

# Diversity Trust Training

## continued

### URGENT: Making Things Easy to Read and Understand

NHS England and the Care Quality Commission (CQC) set last July 2016 as the deadline for making your information accessible. We can help you with our Easy Read training. Understanding information is vital for health, organising your home and family and daily living. Yet many people with learning disabilities are excluded as they find general information difficult to understand. Easy read is a way of presenting information, which is easier for people with learning disabilities to understand.

During the day we'll cover:

- ★ what easy read is
- ★ legal issues
- ★ how to meet the new Accessible Information Standard
- ★ using clear words and ways of writing
- ★ using pictures and images to help make the text clear
- ★ start writing easy read
- ★ Please bring a leaflet or letter from your organisation, so we can begin the easy read process.

**WHEN:** Wednesday, 2 November 2016 from 10:00 to 16:00

**WHERE:** St Pauls Learning & Family Centre - 94 Grosvenor Road, Bristol, BS2 8XJ



image: Google Maps

# Easy read and the Accessible Information Standard



Easy read is a way of writing information in an uncomplicated way with images to help illustrate what is written. People with learning disabilities/difficulties often have problems understanding information. Easy read makes it easier for people to understand and remember information. It can also be useful for people whose second language is English, and those with low reading skills.

A woman with learning disabilities says “It feels wonderful to have an Easy Read document at a meeting. I feel equal.”



From 31 July 2016, all organisations that provide NHS care or adult social care are legally required to follow the **Accessible Information Standard**.

Organisations receiving funding from the NHA are expected to meet the standard. The standard aims to make sure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand with support so they can communicate effectively with health and social care services. More information at [www.england.nhs.uk/accessibleinfo](http://www.england.nhs.uk/accessibleinfo)

This means that communication with people with learning disabilities/difficulties may need to be available in easy read.

Communication such as:

- ★ letters about appointments
- ★ information about your organisation
- ★ information about support you can offer
- ★ information about treatment
- ★ reports.

So producing your information in easy read can make people feel they are respected as equals, as well as help you keep a new legal standard. Diversity Trust are offering a one-day course on producing easy read on 2 November in Bristol Details at ... **(or you may want to put more details here)**

[http://www.diversitytrust.org.uk/system/assets/170/original/accessible\\_2\\_.pdf](http://www.diversitytrust.org.uk/system/assets/170/original/accessible_2_.pdf)

The 4 things we want to do for children and young people in Somerset are:

1. to support good **mental health** and see when children and young people are having **mental health** problems
2. give children and young people really good help that is easy to get
3. train staff about **mental health** and children and young people
4. make care and support better for **vulnerable** children and young people. And who have a difficult home life.

**vulnerable** - children and young people who might be more at risk from abuse because, for example, they have a learning disability

# Clear communication

Below is a Writing in Plain English tip from David Sully, which may give you further ideas about making your information more accessible.

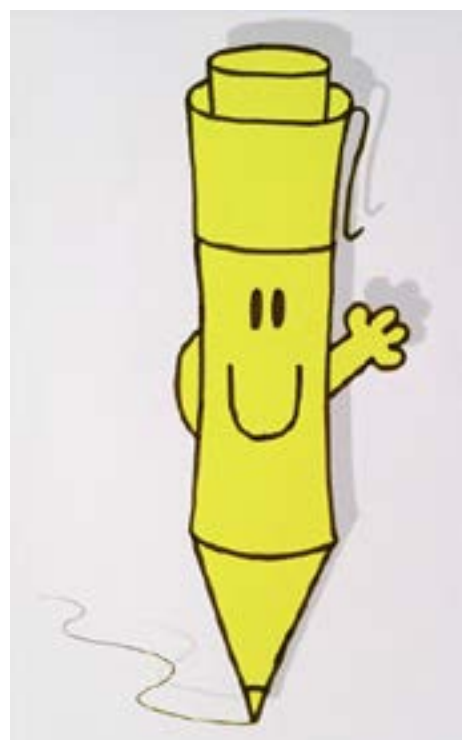
## Avoid Jargon

When talking to your reader/s, say exactly what you mean, using the simplest words that fit. This doesn't mean only using simple words, just words that your reader/s understand. You'll decide what words are suitable. However, only use jargon if your reader/s will understand it. Even then, ask yourself if everyday English wouldn't do just as well. Jargon's a useful form of shorthand, but try to avoid using specialist jargon on the general public. Explain technical terms to a non-technical audience and use a glossary of terms if necessary.

Here's some examples:

- ★ additional (extra)
- ★ advise (tell)
- ★ applicant (you)
- ★ commence (start)
- ★ complete (fill in)
- ★ comply with (keep to)
- ★ consequently (so)
- ★ ensure (make sure)
- ★ forward (send)

Happy writing!





# Yate Active Wellbeing Group

People with mental health issues often struggle with joining a regular sports group or club, which could lead to further isolation and declining health. South Gloucestershire Council recognised a need to support those using mental health services to become more physically active with other like-minded people. In 2013 it set up and funded Exercise SG community groups, which mainly offered badminton and table tennis activities and peer support. Each group was led by an Activator who arranged the activities. Although the project was tested in Active leisure centres in Kingswood, Thornbury, Bradley Stoke and Yate it only developed in Yate. Therefore, in February 2016 the group became independent from the council and was renamed Yate Active Wellbeing Group YAWG. The group still works with the council as a close partner and applies for further grants using the Coniston Community Centre bank account until it explores becoming its own charity.

Research says the warm feeling we get while exercising releases feel-good hormones in the brain. Exercise also promotes positive self-talk and gives a sense of achievement. So the group's planning to include more activities such as Pilates, Tai Chi and Kerling, which stimulates positive mental health and mindfulness.

Since becoming an independent service the group's encouraging local organisations to sign-post rather than make referrals. The group is led by a Coordinator, with qualifications and experience in running group sessions, and a volunteer who worked as a mental health practitioner. More volunteers are welcome with the right experience and qualifications.

The group runs every Thursday from 11am at Yate Active Leisure Centre for two hours. The first hour involves the activities and

is followed by a social in the Leisure Centre's café. It's only £2 per person and the first session is free. The fee mainly supports the weekly hall and equipment hire. Therefore, they need to increase from five to eight regular members to at least fourteen regular members, so more people are supported while sustaining and possibly expanding the service.



You're welcome to contact YAWG and visit the group for more information.

**Telephone:** 0784 023 7736

**Email:** [sfbdavid@gmail.com](mailto:sfbdavid@gmail.com)

**Address:** Coniston Community Centre, The Parade, Coniston Road, Patchway BS34 5LP

# Walk Out Bristol

## Your weekly LGBT walking group in Bristol

There's a FREE Lesbian, Gay, Bisexual and Trans walking group in Bristol called Walk Out Bristol. Family, carers and friends are welcome. The group meets outside the Watershed, Bristol Harbourside every Wednesday at 10.30am, and during Spring, Summer and Autumn extra evening and weekend walks are arranged. LGBT Bristol organises the walks with funding from Bristol City Council and the Lloyds Foundation grant. It's part of a national Walking for Health scheme, which trains volunteers to lead walks for specific groups, such as older people, recent mums and so on. The walks last up to ninety minutes with refreshments at the end in the nearest café.

Every month there's regular walks that could be along the watery Harbourside, feeding the squirrels on Brandon Hill or exploring a church on the way to Bristol Temple Mead. The walking group aims to include as many people as possible. Therefore, the group can divide into 'Ramblers' for fast walkers and 'Striders' for those wanting to take it easy, so you can walk at your own pace. This means everyone can join in and those with health needs are encouraged to take part. Therefore, LGBT Bristol health questionnaires all new walkers so they're aware of your health needs.

However, it's not all about walking. The group shares relevant, interesting and useful LGBT+ information and experiences, which is great for peer support, meeting new people and reducing isolation.

The group regularly sees six to eight walkers and the numbers are growing. However, numbers do drop according to the time in the year or people moving on after they get what they need. Some walkers may be new to Bristol,

seeking asylum; they may feel isolated or be rejected by their family after 'coming out'. The walking group offers a space to be yourself, to have fun, find information and to feel comfortable in your own skin.

It goes without saying that Walk Out Bristol also addresses our physical needs. We have less active jobs, more people own cars and there's an explosion of labour-saving technology in our homes and offices. We only need thirty minutes of moderate heart-raising activity a day, which could be a brisk walk, a swim or a spell of gardening. A lack of physical activity contributes to one in six deaths in the UK and cost us an estimated £7.4 billion a year.

Therefore, we understand our walks have a huge social, personal, physical and emotional impact. So visit the LGBT Bristol Website, like them on Facebook and Twitter and there's no need to book, just drop by the Watershed, BS1 5TX.

**Visit:** <http://lgbtbristol.org.uk/contact-us/>

**Call:** 0117 353 4621

**Stay connected:** Search 'LGBT Bristol' on Facebook and Twitter



# A day in the life: Letty Anderton

## Community Access Support Service (CASS) Networker.



Our Community Access Support Service is part of Bristol Mental Health, which helps community groups learn about mental health and connect with mental health services in Bristol.

I'm one of three networkers. I cover North Bristol to promote mental health awareness to community leaders and local services. I have experience in mental health, support and community engagement work, so my role as a networker unites these experiences. I have the opportunity to contact and then work creatively with different community groups, so I can help the people using these groups to access the mental health services they may need.

My typical day involves visiting a community group, which could be a faith group, a knitting group or a sports group. I give each community group mental health service information while noting what their barriers are to accessing these services in Bristol.

My work has been so varied and interesting:

- ★ I ran a local sports campaign in North Bristol, which promoted the mental and physical benefits of sport.
- ★ I facilitated different church groups to

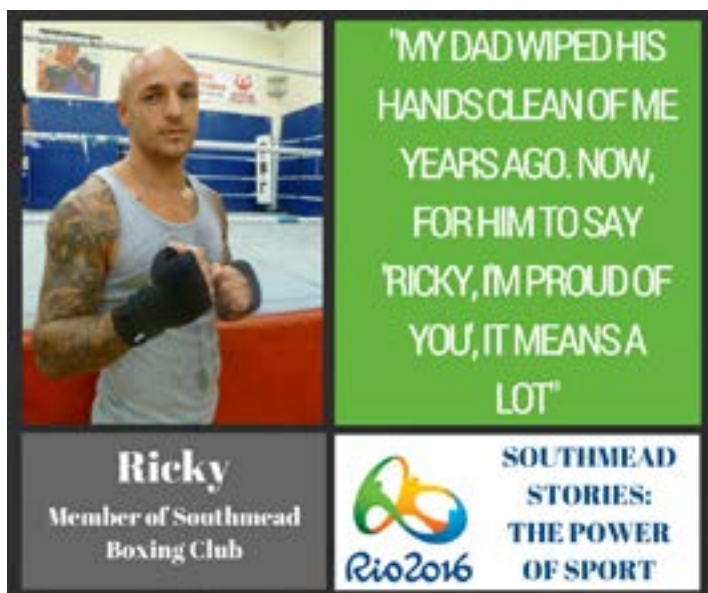
use the Assertive Contact and Engagement service (ACE). ACE helped them work together to create guidelines for supporting people with mental health issues.

- ★ I organised display boards in Lawrence Weston to encourage mental health discussions.
- ★ We featured the film 'Inside Out', which explored a girl's experience in moving to a new city during Time to Talk Day last February 2016. Over 140 people came, which encouraged discussions and raised mental health awareness.
- ★ I've worked with Avonmouth Community Centre, Foodbanks, Faith Communities, Sports groups (boxing, rugby and football clubs), the Housing Association United Communities, and Learning Partnership West.



We're currently working with Berkeley Wilde at the Diversity Trust. He worked with Healthwatch Bristol to search and write an LGBT+ health needs assessment report for Bristol. This report supplies our commissioners with the evidence they need for supporting our mental health advocacy service. It highlights the barriers and needs in accessing mental health services for LGBT+ people in Bristol. We'll keep working towards making our Bristol mental health services accessible to everyone, in a person-centred, mindful, comfortable and open way.

If you are a community group please visit: [www.cassbristol.org](http://www.cassbristol.org) or email [info@cassbristol.org](mailto:info@cassbristol.org) There's a list of Mental Health services towards the end of this newsletter, which the general public can use.



# LGBT Hate Crime worker Ruth

My service is for victims of Hate Crime, any crime committed against a perceived protected characteristic, and my clients are targeted for their gender identity or their sexual orientation.

I work with SARI, Brandon Trust and Bristol Mind as a partnership service where I bring an LGBT+ specialism.

I always wanted to work for an LGBT+ charity and in a role I felt a passion for while completing my counselling training. My ambition came from writing my Lesbian Identity Development dissertation in my Psychology degree at London Metropolitan University. I guess there's a part of me which felt angry about my community being targeted for something I felt proud of. I feel lucky I felt supported and I now want to be there for people who don't have this support.

My typical day involves giving my clients emotional support by calling them. I check if anything's happened. A big bulk of my job is liaising with the police, Bristol City Council and Housing Associations. I speak to other mental health services to make sure our clients' needs are being met. I train and meet other services in Bristol, such as the Citizens Advice Bureau and other mental health services.

My clients come from the Police Lighthouse Witness and Victim Care Support, Housing Associations, and they can self-refer, especially if they visit our online Bristol Hate Crime Service at [www.Bristolhatecrime.org](http://www.Bristolhatecrime.org)

Here's an example of a hate crime case. I

supported a client for two years. They had mental health needs and experienced violent attacks. I helped them to move house and I had regular meetings with all their support workers, so my client's overall support linked up and was tailored to their needs.

My client now lives in a safe place, feels fully supported and is looking for volunteering opportunities, which wasn't possible before.

We aim to empower people to report their hate crime; they can do so directly to LGBT Bristol if they prefer an LGBT charity to help them. However, referrals always go through SARI – Stand Against Racism Inequality. Here's their 24-hour number: 0800 171 2272

Berkeley Wilde at the Diversity Trust chairs LGBT Bristol and supervises my work, so I know I all my cases, like the example I gave in this article, is fully covered.

Visit our Bristol Hate Crime website: <http://www.bristolhatecrimeservices.org/>



# Case Study

## Joint Domestic Violence Homicide and Drug Related Death Review

Michael and Daniel drove to London on Wednesday 27 May 2015. They stopped at a motorway service station. Michael went to the toilet while Daniel stayed in the car making work telephone calls. Michael was seen roughly twenty minutes later, wandering around with blood on his t-shirt. Michael appeared to be hallucinating and having a panic attack. Wiltshire Police and the ambulance were called. When the police arrived Michael was communicative and awake, but the officers noticed Michael's dilated eyes and pasty skin. Michael's condition gradually declined until resuscitation (CPR) was administered without success. A doctor at the scene declared Michael dead after trying to revive him. The death was deemed non-suspicious. Daniel, Michael's partner, told the police that Michael, a user of heroin and crack cocaine, was on methadone but had not had a prescription for ten days.

Michael's post mortem toxicology report revealed a drug overdose caused his death. The tests showed a significant amount of morphine, and other drugs including methadone, in his blood and urine. The Coroner's Inquest happened on 9 September 2015, which showed Michael had a cocktail of drugs including heroin, methadone and cocaine and died from heart failure.

Michael was a model pupil. He respected his teachers and peers and many regarded Michael as one of the brightest pupils in his year group. However, he started smoking cannabis which led to further drugs and alcohol-taking from around age fifteen. Sadly, Michael failed to finish any GCSEs, as his school attendance dropped dramatically. The Joint review explored how a number of agencies responded to Michael's alleged domestic violence from his partner Daniel while dealing with his drug, alcohol and accommodation issues. It seems Michael's



complex needs, including his housing, unemployment and abusive relationship, deepened his anxiety and depression, which led to further drug taking.

I took part in the review panel to give specialist advice about LGBT+ communities and male sex workers, as Michael exchanged and sold sex. That's how he met Daniel. We also analysed the Equalities, Diversity and Inclusion questionnaires as Michael entered various services. Our discussion paper, which highlighted vulnerable young men as male sex workers also supported analysing Michael's service review. We had further LGBT+ data in our "LGBT+ Research Report" published in January 2015 for Bristol ROAD's alcohol and drugs Service. This report indicated LGB people being more substance-dependent compared to the general population in Bristol. The Chair at the review thanked our invaluable specialist advice in reviewing Michael's case.

The Bristol Outreach Team now follows guidance from the Diversity Trust around asking questions about equalities at the start of new assessments, where appropriate, to fully monitor equality and diversity. This means clients may feel comfortable disclosing equality information and it makes them aware that their equality needs are considered in their service. Sadly, Michael didn't disclose any further information



about his previous relationships or his domestic violence or abuse. The Review Panel acknowledged that assessments have changed to reflect the recommendations made by the Diversity Trust.

The Diversity Trust has played a significant part in Michael's Review by drawing attention to particular problems faced by gay men in relation to domestic abuse, mental health and drug and alcohol abuse.

The agencies involved in this review were reassured about our research, partnership work and training on domestic abuse and drug and alcohol misuse.

To read the report visit:

<http://www.southglos.gov.uk/community-and-living/community-safety/domestic-abuse-violence/domestic-homicide-reviews/>  
Please see DHR4

# Trans Pride South West 2016

## Important News!

Bristol welcomed its first Trans Pride South West event! Hooray! It started on Thursday 22 September until Sunday 25 September. It was about encouraging openness, awareness and interaction. So everyone was welcomed to celebrate the rich diversity of Transgender, Non-Binary, Intersex, & Gender-variant people in the South West.

We gathered outside City Hall, Bristol, to raise not only the Trans, but also the Bisexual flag for the very first time at City Hall on Friday 23 September from 6pm. The programme included a fashion show, a film night, Trans Caf, art shows, music, open mic, a pop-up community centre and much, much more.

Lexi Denham helped organise Trans Pride South West. She said “What a rollercoaster weekend! Trans Pride South West has come and gone but all-in-all has been a success. Thank you to everyone who turned up and helped make this happen. Extra thanks to those who stuck the course and saw it all through even when the teething problems arose, love to you all!”

For more information, visit:  
<http://www.transpridesw.org.uk/>



# Most of my life I've felt like I don't fit in...

Hello, I'm Helen. I work in marketing and events and now I run my own business, working to accelerate diversity, especially for women in business, while writing children's books on real role models.

## The good stuff

When I was younger I moved around a bit, moving from three primary schools and secondary schools in Scotland and England. As one of five children, I got on with it as best I could. For me it was my 'normal'.

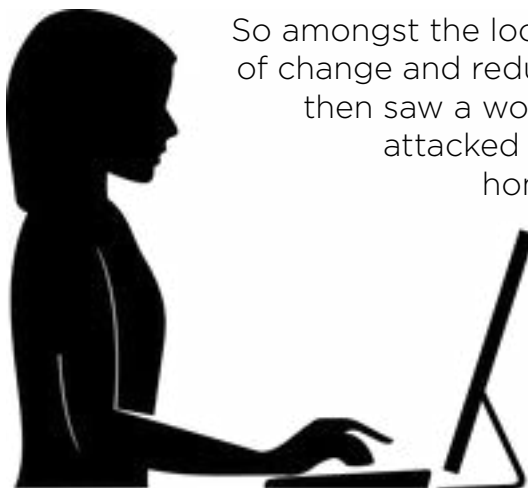
I studied, travelled and worked overseas during my teens and twenties. It gave me a taste of the world out there. I've now settled in Bristol and it's the longest I've lived anywhere, which I find exciting.

## The hard stuff - 'Not Fitting in'

The hard stuff came in my thirties, when my first child entered the world and my relationship with myself and my world changed.

I returned to work after my maternity leave to find my job wasn't fully covered and didn't really exist anymore. There were gaps in Senior Management and organisational restructuring. It was unsettling and I became anxious and stressed.

Myself and my work, two big parts of my identity, weren't the same any more.



So amongst the looming threat of change and redundancy, I then saw a woman violently attacked outside my home, on the eve of my husband's fortieth birthday. It was around the time of

the Jo Yates murder and no one had been arrested yet. So when we rang the police, five police cars came round, really fast. My husband stayed on the phone describing the incident. We witnessed a man holding a woman in a headlock and kind of dragging her along until she laid still on the tarmac with him on top and seeming to strangle her. That was when the police showed up and took him away. The victim disappeared in an ambulance. (She's now ok and it turns out he has mental problems and hadn't taken his medication).

After the shock and trying to carry on with my life the best I could, I physically and mentally felt a dark unsettling fog settle around me.

A combination of 'triggers' combined - the incident I witnessed; facing possible redundancy; experiencing trauma in my childhood; and dealing with two previous separate occasions of date rape (one which I reported). I felt overwhelmed and often struggled not to cry at work. Human Resources recommended I see a doctor and I got signed off for three weeks, with a phased return.

During this time, I attended several workshops and doors started opening for me. This included going to a Stress Workshop. However, I was even stressed about what a stress workshop could be! Most people in the workshop were in their 60s or older. Apart from one person with learning difficulties, I was the youngest. I now feel like I got a 20-30 years head start on some of those people.

An eight-week Mindfulness course helped too. I explored and acknowledged my physical feelings and assumptions. I observed myself at the most basic level, such as my breath and the sensations in



# Most of my life I've felt like I don't fit in (cont...)



my body through Mindfulness meditation. I learnt how my thoughts aren't necessarily real facts, and I don't have to pay attention to them.

I noticed when I control my feelings it makes those feelings last longer. Instead, I say "Oh anxiety, hi, how are you? I didn't realise you were spending time with me today?".

Acknowledging and accepting and making choices about when I express or refrain from saying something, rather than repressing or controlling it, is becoming easier, and I'm still on that journey.

So, in 2013 I took voluntary redundancy. My self-esteem and motivation were low. I felt my employers didn't value me, which made me feel worthless. However, I threw myself

into a Leadership Course where I met new people. And, I chose to see my Voluntary Redundancy as a fresh new start. Here's my top-tips for better mental health and wellbeing, whether it's for you or for someone else:

1. Join a Community that Cares: [Blurt Foundation](#)
2. Listen to someone: [TEDX: DEPRESSION AFFECTS EVERY ASPECT OF MY LIFE](#)  
Jayne Hardy, Blurt Foundation - Ted Talk, July 6, 2016
3. Understand how your brain works: [Taming And Tending Your Meerkat Brain](#)
4. Take action: [Join the brand new mental health campaign called "Help #zottiedottie #connectthedots."](#)

# World Mental Health Day

MHFA England supporting

World Mental Health Day 10.10.16

#MentalHealthFirstAid



#Take  
10Together

Every year we stop and think about mental health on World Mental Health Day. The World Health Organisation raises awareness of mental health issues and encourages us to support it on 10 October every year. This year, the day promoted the timely and relevant support for anyone experiencing a crisis. It could range from losing a loved one, coping with illness, facing redundancy and surviving abuse and so on, any of which could lead to mental health problems. Having support available at the right time is necessary on a global and personal level. The World Federation for Mental Health has set 'Psychological First Aid' as the theme this year.

Psychological First Aid means all of us may need to step in to help someone in need and identify if they require professional help. The day is about building the confidence to do this for our family, friends and colleagues and so on.

The World Federation for Mental Health has organised a Take-10-Together campaign for WMHD. The campaign is for everyone to check in on someone - a friend, a family member, a colleague - and have meaningful 10-minute chats about their mental health and wellbeing. This campaign will support people in taking the necessary steps to improve their mental wellbeing, while encouraging people to use Mental Health First Aid.

You'll find resources and further information about the Mental Health First Aid training at: <http://mhfaengland.org/>

The Mental Health Foundation launched a new resource on how to manage and reduce

stress on World Mental Health Day. You'll see a series of blogs and personal stories, the impact of traumatic events on people's mental health and guidance on helping yourself and others.

<https://www.mentalhealth.org.uk/campaigns/world-mental-health-day>

## Tea and Talk

Anyone can take part in World Mental Health Day. There might be an event happening near you or you could:

- ★ put the kettle on,
- ★ gather your friends, family and colleagues around, and then
- ★ chat about mental health while donating money to a mental health charity.

Please contact the Diversity Trust who can suggest a mental health project which would welcome funding. And you can schedule a Tea and Talk event any time in the year.

This Year South Gloucestershire Council held a Great Minds event at Kingswood Civic Centre on WMHD. This event was open to everyone, so you could learn about South Gloucestershire's new Wellbeing College as well as the Service User and Carer Engagement Forum. The event focused on positive mental health and wellbeing, so there were free taster sessions, information to browse and various conversations were encouraged while enjoying some light refreshments.

Please contact [cengagement@southglos.gov.uk](mailto:cengagement@southglos.gov.uk) if you need more information about the South Gloucestershire's Wellbeing College and / or the Service User and Carer Engagement Forum.

# Wellbeing College

Is your mental health and wellbeing holding you back from living your life and fulfilling your potential? There's a new Wellbeing College to help people better understand and improve their own mental health and wellbeing. The college offers a range of courses each term. So you're in a learning environment rather than in a clinical setting.

## How does it work?

- ★ Email or call the service
- ★ Meet your Student Development Advisor
- ★ Officially sign up
- ★ Attend courses, taster sessions and wellbeing activities across South Gloucestershire
- ★ Final meeting with your Student Development Advisor

## Who can join?

The Wellbeing College is a FREE service for anyone with low to moderate mental health issues and living and / or working in South Gloucestershire. You can self-refer or a health professional may refer you. You'll find the contact details at the end of this article.

## Where?

Merlin Housing is one of the three lead organisations; its Chipping Sodbury head office is where the Wellbeing College is based. However, your appointed Student Development Advisor (SDA) works across South Gloucestershire. You can arrange to meet your SDA in your local library, coffee shop at home or in the office and so on. You're then supported in searching and choosing which courses, taster sessions and activities will help you meet your wellbeing goals, which may include:

- ★ A Mindfulness course
- ★ Managing Anxiety Training
- ★ Money Management Training
- ★ Sports and Physical activities

- ★ Art sessions
- ★ Complimentary therapies
- ★ Gardening
- ★ Nature walks

## When?

You'll arrange a time and place to meet your Student Development Advisor, who can support you in creating your individual timetable of courses and activities. Your wellbeing will be monitored and reviewed.

## Which services are involved?

The Wellbeing College is led by Second Step, Avon and Wiltshire Mental Health Partnership Trust and Merlin Housing. Between them they're responsible for managing the college.

Other organisations offer the courses, taster sessions and activities for students to choose. These organisations are:

- ★ Avon LPC
- ★ Community Ignite
- ★ Curo
- ★ Juice Community Projects
- ★ Kingsmeadow Community Flats
- ★ SARI
- ★ SportsPound
- ★ South Gloucestershire Council
- ★ Southern Brooks Community Partnership Trust

And more coming on board each day!

By bringing these services together we can offer you a one-stop-shop for learning and wellbeing activities across South Gloucestershire.

If your service has something great to offer our students, please email us at [TheWellbeingCollege@merlinhs.co.uk](mailto:TheWellbeingCollege@merlinhs.co.uk)

### Contact details:

If you or someone you know may benefit from our Wellbeing College please contact:

**Email:** [TheWellbeingCollege@merlinhs.co.uk](mailto:TheWellbeingCollege@merlinhs.co.uk)

**Telephone:** 01454 821856

**Twitter:** <https://twitter.com/Wellbeingcolleg?lang=en-gb>

Merlin Housing customer, Debra Nott, said, "I am so excited about the creation of the Wellbeing College. In this fast-paced world it's increasingly hard to achieve good mental wellbeing."

Fellow Merlin Housing customer William Lusmore said he thought the college would have a positive impact on people. "I think it's going to be very successful," he said. "I think people are going to learn a lot about themselves and how they can change and improve their lives. It's great to see how many organisations are getting involved in this and supporting it."

Cam Kinsella, Merlin's Leader for Equality,

Diversity, Inclusion and Partnerships said she was excited about the launch of the college and was looking forward to seeing the difference it would make to people's lives. "This education and empowerment model really invests in the power of people. It teaches people how to improve their own lives in an environment supported by a whole host of fantastic partners. The Wellbeing College will plug an ever increasing gap for people with low level mental health disorders and will add to the local mental health offer - meaning more support for you when needed."

Amanda Hedley-White from Second Step explained that what makes this different from other services is that the focus is all on the student. "The college is based around the student and the student makes the choice. They choose what they want to do rather than the expert saying 'I think this is what would be good for you.' You are the expert on yourself so it should be you making the choices."



**The Wellbeing College**

Smile Grow Learn

**A College based around your needs and where 'being well' is actually on the curriculum!**

# LGBT Health Needs Assessment reports

Local Authorities asked us to research and report on LGBT+ health needs in Bath & North East Somerset, South Gloucestershire and then Bristol with Healthwatch. Our reports present local data and pinpoints any equality, diversity and inclusion issues in our local Health services.

We'll cover our key findings and recommendations in each Diversity News. In this newsletter you'll find our recommendations for addressing mental health needs below. This is only a sample, so please click on our web links to read our report executive summaries as well as the full reports.

## B&NES

- ★ Over 50% received medical help for anxiety or depression.
- ★ Over 30% self-harmed or self-injured themselves.
- ★ Over 40% had thought about suicide or tried to kill themselves.

## Our recommendations:

- ★ We should include the health and wellbeing of LGBT+ populations in the B&NES Health & Wellbeing Strategy and Joint Strategic Needs Assessment, so council strategy and planning is relevant for LGBT+ people.
- ★ B&NES develop a Health Improvement Strategy for LGBT+ people.
- ★ Train frontline staff on achieving cultural competence for achieving an inclusive service to LGBT+ communities.
- ★ Teachers, school nurses, health and social workers who are in regular contact with young people should meet the concerns of LGBT+ young people sensitively.

Equality, Diversity and Inclusion training for staff can meet this need.

The full report: <http://www.diversitytrust.org.uk/news/2014/11/27/lesbian-gay-bisexual-and-trans-health-and-wellbeing-in-bath-and-north-east-somerset/>

## South Gloucestershire

- ★ Just over 50% received medical help for anxiety or depression
- ★ Just under 30% self-harmed or self-injured themselves
- ★ Just under 50% thought about suicide or tried to kill themselves

## Our Recommendations

- ★ Generic health messages often don't reach LGBT+ people. More targeted health campaigning is needed.
- ★ Have specialist services, as well as targeted services.
- ★ Increase the "cultural competence" in generic health services
- ★ Effective monitoring of gender identity and sexual orientation across services.
- ★ Do outreach activities for LGBT+ communities.
- ★ Services should target information at LGBT+ communities through targeted advertising, publicity and promotion campaigns.
- ★ Keep websites and other online resources, including social media, updated with information targeted at LGBT+ communities.
- ★ Explore the health and wellbeing needs of Trans communities in South Gloucestershire.
- ★ Use positive images reflecting the lives of LGBT+ people in small and mass media

campaigns and communications.

The full report: <http://www.diversitytrust.org.uk/news/2014/09/05/south-gloucestershire-lgb-and-trans-health-and-wellbeing-needs-assessment-report-published/>

## **Bristol**

- ★ 61% of subjects had sought help for anxiety or depression
- ★ 32% had hurt or injured themselves (known as self-harm)
- ★ 20% were feeling unhappy and depressed in recent weeks
- ★ 59% had thought about suicide or tried to kill themselves

## **Our Recommendations:**

- ★ Increased engagement with LGBT+ groups and organisations by mental health services
- ★ Ensuring availability of out LGBT+ therapists and counsellors as well as LGBT+ affirmative counsellors
- ★ Increased cultural competence of staff working in mental health services of the diverse needs of the intersectional identities within LGBT+ communities

The full report: <http://www.diversitytrust.org.uk/news/2016/08/16/lgbt-health-research-report/>

# Case Study – Different part

## My story from Hannah Jaine, Equality Manager at HMP Ashfield

**HMP Ashfield is a Category C prison on the outskirts of Bristol. We have 400 beds for male sexual offenders, aged 21 up. They come from all over the UK, as well as a few foreign nationals. In the last two years I've worked hard to embed a culture of equality awareness, acceptance and understanding for both inmates and officers.**

I'm extremely proud of what we've achieved as a team. Our Equality department in HMP Ashfield is vibrant and exciting, which staff and prisoners embrace. Our statement 'Working together for fairness and equality for all' sums up all we hope to achieve. We have zero tolerance towards all discrimination, aiming to create an understanding of differences rather than a culture of ignorance.

### **So what is Equality within HMP Ashfield?**

"You may have read our article about how our prisoners lead Equality Forums in the last Diversity News? Our forums meet monthly with their 'Senior Management Team' lead. They discuss their equality needs in the prison. The Equality forums also arrange monthly drop-in sessions for all prisoners, which is advertised so everyone knows about them. We'll explain one forum group at a time in each Diversity News. "So keep reading Diversity News. Each newsletter will show how each HMP Equality Forum works. You'll gain insights about our equalities practice, giving you food for thought about your Equalities, Diversity and Inclusion training, development, research and how you can use the Equality Act 2010."

### **Here's our Foreign National Forum**

"Our Foreign National Forum helps us work closely with Foreign Nationals who need extra help. Such challenges range from basic reading and writing. However, this extends



to translating, interpreting and immigration assistance, which we offer without prejudice. "We recently created a 'frequently asked questions' pack for all new and existing Foreign Nationals. It provides quick advice and reduces duplicated effort from staff and forum members."

# Southern Brooks

## Mental Health and Emotional Wellbeing Programme

Adults experiencing mental health difficulties and social isolation can now drop into a new weekly wellbeing community group in Patchway, Filton and Yate. Southern Brooks Community Partnership Trust is leading our Mental Health and Emotional Wellbeing programme with funding from South Gloucestershire Council, which means it's FREE.

Our groups decide what activities would interest them. So far we've arranged:

- ★ A variety of craft workshops
- ★ Community gardening
- ★ A fun bake and share event
- ★ Badminton sessions
- ★ Tai Chi sessions
- ★ A Mindfulness course.

As our community groups grow we'll evolve and add to these activities.

We have a trained Mental Health and Wellbeing worker who facilitates our peer support sessions and the activities each community group expressed an interest in. The programme follows the resources put together by the NHS, which highlights the five ways to wellbeing, which are:

- ★ being connected
- ★ being active
- ★ being mindful;
- ★ giving
- ★ continuing to learn

We hope people will feel happier, less alone and have a much better knowledge of the resources available to them locally.



### Every week you'll find us in:

**Yate** - Mondays - 1pm to 3pm at the - Armadillo Centre

**Patchway** - Thursday - 11.30am to 1.30pm at - Coniston Community Centre

**Filton** - Wednesday - 6.30pm to 8.30pm at - Filton Library

We're working with Coniston Community Centre, Battle Against Tranquilizers and South Gloucestershire Wellbeing College to bring our resources and knowledge together so we can run our Mental Health and Wellbeing Programme.

Please contact us for further information, if you'd like to visit or join us and / or refer someone to us:

**Clare Allen:** 01454 868570 / [clareallen@southernbrooks.org.uk](mailto:clareallen@southernbrooks.org.uk)



# Dates for your diary

## Event: LGBTQ Youth Cafe

**Date:** Every last Sunday of the month.

**Venue:** Yate. For the exact location please contact us.

**Time:** 7pm till 9pm

**Why you should go?** If you're age 13 to 19 and LGBTQ we have an LGBTQ youth café for you. We meet for peer support, information and socialising.

**To contact us:** write: [info@yatearmadillo.co.uk](mailto:info@yatearmadillo.co.uk) call: **01454 869 441** and or join our closed Facebook group <https://www.facebook.com/groups/LGBTQyate/>

## Event: Making Things Easy to Read and Understand

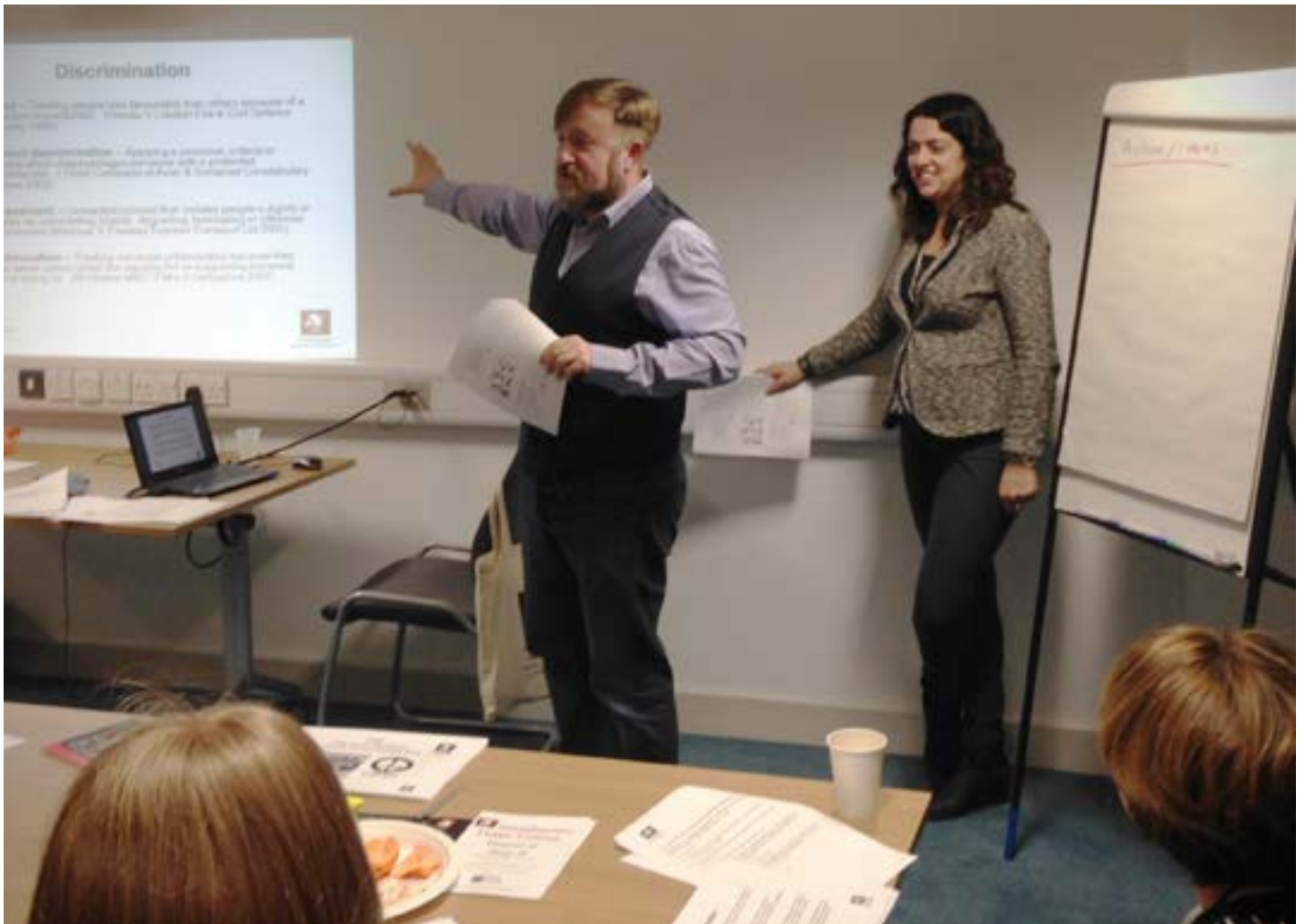
**Date:** Wednesday 2 November 2016

**Where:** St Pauls Learning Centre, 94 Grosvenor Road, St Pauls, BS2 8XJ

**Time:** 10am to 4pm

**Why you should go?** When servicing a diverse population, not everyone understands English as their first language, has 20/20 vision or has the same learning capabilities. As we support people to manage their own health it's important they understand the information we have. This one-day course will cover using images, using clear words and exploring some easy read methods.

**To book:** <https://www.eventbrite.co.uk/e/making-things-easy-to-read-and-understand-tickets-27724575953>





# Key Findings National Research

The Department of Health found a range of LGBT+ health inequalities in 2013.

These inequalities included, but are not limited to higher levels of; anxiety and depression, self-harm, suicidal ideation, domestic violence and abuse (DVA), and substance misuse.

Here's some key data from the Public Health Outcomes Framework document:

1. LGBT people- Higher levels of health risk behaviours - alcohol misuse / substance misuse / smoking
2. LGBT people - Less likely to engage with generic services.
3. LGBT people - Higher levels of need for interventions and targeted support.
4. LGBT people - More likely to experience health inequalities in public health



## Did you know?

- ★ In the UK, 1 in 4 people will experience a mental health problem each year.
- ★ 1 in 10 young people will experience a mental health problem.
- ★ People with severe mental health issues, on average, have higher fatality rate than the rest of the general population.



# Twitter

## September 1

Congratulations to the young people at our #LGBTQ youth group awarded a grant to increase our youth work across South Gloucestershire #LGBT

## August 30

“This is really important research and very powerful in terms of some of the qualitative statements.” Fiona Spence  
[http://www.diversitytrust.org.uk/system/assets/181/original/Diversity\\_Trust\\_Report\\_2016.pdf](http://www.diversitytrust.org.uk/system/assets/181/original/Diversity_Trust_Report_2016.pdf) ...

## August 26

Thank you @Matthew\_A83 for the lovely feedback “I think this is an incredible and comprehensive piece of work”  
[http://www.diversitytrust.org.uk/system/assets/181/original/Diversity\\_Trust\\_Report\\_2016.pdf](http://www.diversitytrust.org.uk/system/assets/181/original/Diversity_Trust_Report_2016.pdf) ...

## August 19

“61% of participants had sought help for anxiety and depression” Vital #mentalhealth findings from this new research

## August 10

Meeting @DiversityTrust later to discuss Hate Crime reporting and an effective response for our communities #byyourside



- ★ Wellbeing Therapies - talking therapies for people experiencing low mood, anxiety and stress
- ★ ACE - working with people who may find it difficult to access mainstream mental health services
- ★ Bristol Sanctuary - a safe place for people who are severely emotionally distressed to go for support

## **Other services available locally or through helplines:**

- ★ Changes - support groups for anyone experiencing mental distress
- ★ Womankind - free or affordable counselling, psychotherapy and support for women
- ★ Bristol Mindline - local helpline offering telephone support
- ★ Samaritans - telephone helpline offering confidential, emotional support 24 hours a day
- ★ Campaign Against Living Miserably (CALM) - support for men through a helpline and webchat service

These services and more are listed at:

<http://bristolmentalhealth.org/>

# Credits

## Our newsletter was:



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**Design and layout** by Frank Duffy – designer and illustrator. Check out my beautiful new website!

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**Twitter:** [@MxFrankDuffy](https://twitter.com/MxFrankDuffy)

# Jargon Busters

**Equality** - Creating a fairer society, where everyone can participate and has the opportunity to fulfill their potential.

**Diversity** - It literally means difference. Recognising individual as well as group differences. Treating people as individuals, and placing positive value on diversity in the community and in the workforce.

**Inclusion** - Giving everyone equal access and opportunities and getting rid of barriers, discrimination and intolerance.

**LGB and Trans** - Lesbian, Gay, Bisexual and Trans

**LGBTQ** - Lesbian, Gay, Bisexual, Trans and Questioning

**LGBT+** - Lesbian, Gay, Bisexual, Trans, Asexual, Intersex and so on

**SARI** - Stand Against Racism and Inequality

**Trans** - Trans is an umbrella term for people whose gender identity and /or gender expression diverges in some way from the sex they were assigned at birth.

**ROADS** - Bristol Recovery Orientated Alcohol and Drug Service

# Our Services

**Training and Consultancy:** We can help you serve the community where those who need you can access you. We cover cultural competence, research, policy writing, audits and reviews and so on.

**Research and Development:** We tailor our 'equality, diversity and inclusion' research so you have better access and inclusion in your organisation.

**Filming:** We can project manage or facilitate promoting your 'equality and diversity inclusion' on film. You can choose a web ready format or a full DVD package.

## For more Information:



**Call:** 0844 800 4425

**Visit:** [www.diversitytrust.org.uk](http://www.diversitytrust.org.uk)

**Email:** [info@diversitytrust.org.uk](mailto:info@diversitytrust.org.uk)

**Twitter:** <http://twitter.com/DiversityTrust>

**Facebook:** <http://www.facebook.com/DiversityTrust>

If you would like to submit an article about your group, project or service please email us at [info@diversitytrust.org.uk](mailto:info@diversitytrust.org.uk)

We cannot guarantee to publish every article we receive but we will try to publish what we can.