

# Diversity News

Winter 2016

Older People 'The AGenda'

## 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 Winter  
2016 newsletter.**

You'll notice we called this newsletter issue The AGEnda, as it focuses on how our work supports older and elder people in our communities.

You can also read about a research project at the University of Bristol. You'll see updates from our friends at the Terrence Higgins Trust (THT). And hear news from our partners at Survive (the domestic abuse charity).

Our very own Dave Sully wrote a review on our Easy Read course. It took place in Bristol last month, where we all learnt a lot to help us reach the NHS Accessible Information Standards. It leads into a short article on Writing in Plain English, with some hints and tips from Dave.

Our case study from Aaron Barnes explores our access to sexual health services. Aaron joined us as a freelance trainer and he focuses on working with Trans communities.

We celebrate our close partnership with SARI, your local hate crime charity. Our article highlights how we work with them and on how important it is to encourage hate crime reporting.

We have a heart-warming story from Bristol Community Health (BCH), which shows how essential its palliative care service is.

We're so pleased to tell you that our Alphabets LGBTQ youth group in South Gloucestershire was awarded a grant from Merlin Housing Society. The funding means we can create a short film for schools on coming out as LGBTQ, what it's like being LGBTQ in school, and how we can tackle bullying.

Let me tell you about this week. I took a group of LGBTQ young people from Alphabets to run an assembly on coming out as Trans at a school in Coleford, Gloucestershire. I was then a speaker in my role as a Stonewall Education Champion at another school, this time in Dorset, with Years 7-9. I ran a workshop at a conference on rape and sexual assault in Bristol. Cheryl attended both Transgender Day of Remembrance (TdoR) events in Bath and Bristol. I ended the week meeting Alex Raikes at SARI and Charlotte Gage from Bristol Zero Tolerance. We looked at the inclusion of sexist and misogynist hate within local definitions of hate crime. It was quite a week!



I am also excited to announce we're working closely with Brandon Trust, Bristol City Council Public Health and SARSAS to launch a brand new group in Bristol. It's for LGBT+ adults with learning disabilities. We officially launch the group on Thursday 15 December. To find out more visit: <https://www.eventbrite.co.uk/e/meeting-the-accessible-information-standard-tickets-29610335310>

Keep warm, enjoy the winter holidays! And thank you for reading our newsletters and for helping us create some exciting stories. We look forward to working with you in the new year.

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 roundup 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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Company Number: 8141031  
Registered Address: PO  
Box 5189, Somerset BA6  
0BN

## News Flash from Bristol University!

Have you experienced some form of Gender Based Violence? of Bristol.

- ★ Forced Marriage
- ★ Sexual Violence
- ★ Sexual Abuse
- ★ 'Honour-Based' Crimes
- ★ Domestic Violence and Abuse

If you have, and you are over 18, then we would like to talk to you.

It doesn't matter if you have told the police, your community, or not, we want to know what you think justice would look like.

The research is being conducted by experienced researchers from the University

To register an interest or ask us more about the research please contact us:

Website: <http://tinyurl.com/hj5oda5>

Email: [sps-justiceproject@bristol.ac.uk](mailto:sps-justiceproject@bristol.ac.uk)

Telephone: 07807 799967.



If you take part, we can conduct an interview via: telephone, skype, on-line, or in person, which would take about one hour.

Thank you,  
Emma Williamson.

# News in Brief (continued):

## Terrence Higgins Trust, Bristol – Health, Wealth, Happiness

If you're over 50 and living with HIV there's a Health, Wealth and Happiness project at the Terrence Higgins Trust West. The project supports your financial, emotional, physical and wellbeing needs through workshops, group work, peer support and so on.

For more information please contact Terrence Higgins Trust West on:

Terrence Higgins Trust Bristol: 0117 955 1000

## Survive Support Line

If you or someone you know is experiencing domestic abuse, which can be emotional, mental, sexual, financial or physical please call our support line:

Support Line: 0117 961 2999

Free phone 24-hour National Domestic Violence Helpline: 0808 2000 247

Survive will support, believe and give you a non-judgemental service.

**SURVIVE**  
**WORKING TOWARDS**  
**FREEDOM FROM**  
**DOMESTIC ABUSE**



## Cycle ride for Precious Time

The Precious Time Consortium works across Patchway. It's about involving older people in their Patchway community where they can use their skills and have fun through various activities. It also gives people with dementia a sense of value and acceptance while reducing isolation. There's a Memory Café, a Men in Sheds project, a Silver Surfers drop-in and much, much more. These projects are led and coordinated by Southern Brooks Community Partnership Trust.

Southern Brooks staff will take turns to cycle on a stationary bike from Tuesday 10 January to Wednesday 11 January 2017 in Coniston Parade. BS34 5LP. Please drop-by and donate whatever you can, so older people in Patchway can benefit from their community for years to come.

## BBC Radio Bristol with Dr Phil Hammond

I was a guest speaker on BBC Radio Bristol on Saturday 26 November with Tom Renhard, from Bristol Independent Mental Health Network. Dr. Phil asked questions about LGBTQ mental Health support in Bristol. I presented our research, which says that there's an increase in LGBTQ people experiencing mental health issues compared to the general population. For example, we are 80 times more likely to self-harm. Why? Most LGBTQ grow up in a society where their gender identity and sexual orientation isn't accepted, especially in the past, and this can affect our mental health. And many people fear more discrimination when going to access services. Therefore, we aim to train services on the issues affecting LGBTQ people, as well as facilitating service redesign, so everyone's needs are met and nobody slips through the net. To hear my radio interview visit:

<http://www.bbc.co.uk/programmes/p04fgg88>

# Diversity Trust Training

Our training will support every service and organisation to become more equal and inclusive for its customers and staff while embracing its diversity. Our training will show how you can access and benefit every community with more tailored support. We have courses on Easy Read, Trans awareness, Gender awareness and so on.

You can also visit [www.diversitytrust.org.uk](http://www.diversitytrust.org.uk) for more information, and you can 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 key equality, diversity and inclusion themes, but we'll apply these themes in your organisation to achieve cultural competence. Our course will analyse key themes and what they mean in practice. It will also include an overview of 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](http://www.diversitytrust.org.uk/system/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, 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

"Thank you so much. Presented beautifully. Thought provoking and so informative. Captured my attention – which usually wanes a lot! Thanks."

"Very informative session that has extended my knowledge."

"Highly valuable training. Opened my eyes. Thank you."

"Enjoyable day which went very quickly – made you think of your own service and ways to improve or redesign."

"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."

# Mental Health Matters - follow up

Following our last newsletter, which focussed on Mental Health, we're hosting a workshop in Bristol on Friday 9 December at Triodos Bank, Bristol. We'll discuss and look at Mental Health services for LGBTQ people in Bristol and questioned if current services are appropriate, timely, available and meeting LGBTQ+ needs.

It's open to everyone. However, we're mainly targeting LGBTQ people who use mental health services, as well as mental health services and community groups from the public and third sectors.

We'll write and analyse the information from our workshop discussions and activities. Please read our next newsletter to see what was said and how we'll use the information to make a difference. We'll also include some quotes and case studies.

Exciting times ahead. We're co-hosting this workshop with our Bristol Clinical Commissioning Group, Bristol Independent Mental Health Network, Community Access Support Services and LGBT Bristol. How amazing that these organisations are reviewing what's needed for our LGBTQ communities, which have a higher than average self-harming, suicide and mental health rate.

Your stories, views and questions will still help shape the mental health services we need, so please contact us and have your say before, during or after our event.

Our contact details are at the end of this newsletter.



To join our FREE LGBT Mental Health Matters event visit:

<https://www.eventbrite.co.uk/e/lgbt-mental-health-matters-tickets-28835652212?aff=eac2>

Thank you.

# Our Easy Read Course

We ran a heart-felt, thought-provoking and highly-informative Easy Read workshop on Wednesday 2 November from 10am until 4pm. Joyce Howarth led our workshop with her Easy Read slides, clear examples and exercises, where we practised and developed some Easy Read techniques to take back into our work. We were thrilled to see people joining us from a range of organisations, such as Relate, Somerset Clinical Commissioning, Bristol Drugs Project, St Mungos and many more.

The Care Quality Commission (CQC) will now assess if you're making your information accessible. We noticed our workshop members feeling frustrated by the lack of guidance in achieving the standards set by the NHS, so we, the Diversity Trust, stepped in!

Joyce, our workshop leader, has supported people with learning disabilities for over thirty years. She felt the information they received wasn't always accessible, so Joyce specialised and developed her skills in Easy Read. Joyce now trains and translates reports and other written materials for a range of organisations, including the Welsh Government.

As always we started our workshop with an Ice Breaker called Name Bingo. We won't ruin the surprise by telling you what we did, but our Ice Breaker clearly showed how crucial images are in Easy Read. We brain stormed who Easy Read is for. We listed those with sight problems, older people, people who can't read well and even Managers and Directors who need quick access to the information they need. However, we mainly explored Easy Read through the eyes of someone with learning disabilities. Joyce explained what learning disabilities are, the different types of learning disabilities, where they come from, how many people

experience it, and some key facts.

We did a few exercises where we thought about what we write in our organisation and if it's useful, relevant and or interesting for a customer with learning disabilities. Everyone had written information from their organisation, so we worked in pairs to identify the aim of our document and the main points. We also looked at how we use words and images in our documents as the workshop progressed.

The Equality Duty (2011) says "You must make reasonable adjustments to your service" and "You cannot wait until a disabled person wants to use your services, but must think in advance about what people with a range of impairments might reasonably need".

Anne Yate, an advocate of Easy Read, says "It feels wonderful to have an Easy Read document at a meeting. I feel equal. It's important that we understand all the changes that affect our lives."

With this in mind our Easy Read course covers:

- ★ What Easy Read is
- ★ Writing Easy Read documents
- ★ Writing active and personal language
- ★ Using numbers in Easy Read
- ★ Using layout in Easy Read documents
- ★ Using pictures and images in Easy Read documents

We'll plan more Easy Read workshops as well as our new Writing in Plain English workshops. Please contact us to register your interest as the Care Quality Commission will now assess your organisation's Accessible Information Standards set by the NHS.

# 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.

## Writing a news release introduction

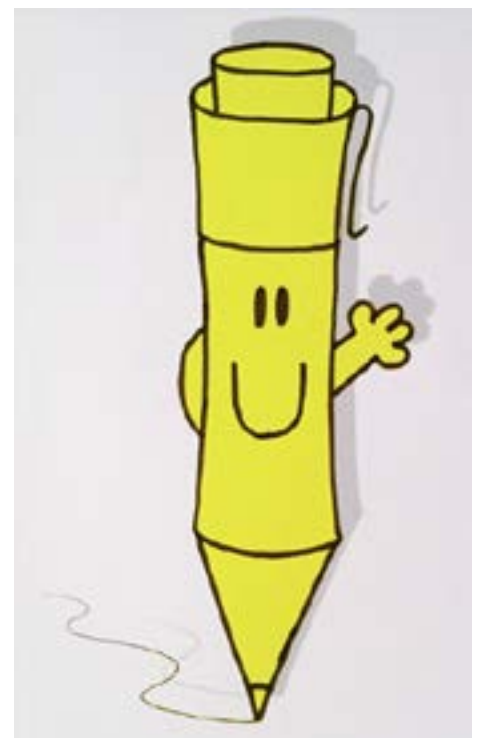
Every journalist is taught the importance of the **5Ws** – **who**, **what**, **when**, **where**, **why** and **how**. So write your main, most newsy facts first, then check you've covered the 5Ws. The "Why" often follows on naturally. The rest of your facts, including "how" should come in descending order of importance.

It takes practise. But think who, what, when, where, why and how when you approach any writing to make sure your readers' questions are answered.

Here's an example:

A new computer video package (what) that delivers a driver's eye view of the road ahead will be introduced next week (when) by transport operator First (who) to ensure bus drivers in Manchester (where) keep on the right route (why).

Happy writing!



# Data Gathering As Activism

## Case Study Aaron Barnes

One of the wonderful things about many LGBT Pride events is the availability of free, often anonymous, STI screenings, usually offered by a local sexual health clinic or charities. Last summer I took advantage of this opportunity, and went in to get checked for gonorrhoea and chlamydia.

I'm a big advocate of getting tested for HIV and other STIs regularly, even when I'm not engaging in risky behaviours. It's just a good habit to be in, so when the time comes, I'm used to the process. When I go I usually do so in a public way, in order to set a good, visible example to others. This was another chance to do that; I hoped that by being seen to enter the tent cheerfully and enthusiastically I might put others at ease, so more people would get tested.

A little about this process: it's very simple. You go into the tent and you are given a form to fill out. In a situation like this, almost all of the information you provide is optional, to allow you to be anonymous. They just require some way of contacting you in case your results come back positive, so they can give you advice on what to do next. But they do ask for quite a bit of optional information, for the purpose of gathering statistics.

They assign you a number (again, keeping you anonymous), write your number on a couple of stickers, and stick the stickers on some test tubes.

Then, you have a choice at this point. Option one: pee in a cup. Anyone can do this, since all of us produce urine and have to pass it out of our bodies somehow. Option two: The Swab! The cotton blob on the end of a long stick is supposed to swab the insides of the internal cavity.

Of course, some people are easily confused by this, and may think it goes up your bum or up your urethra. These are perfectly



reasonable assumptions, and there are swabs that are used this way, but this particular swab is employed to take samples from the internal cavity often referred to as the vagina.

It's this language – “internal” and “external” anatomy – and the gender, sexual, and biological assumptions that are attached to them, that presented a problem for me. See, when I say “external anatomy” I mean what most people call “a penis” and “internal” means what most people call “a vagina.” And most people assume that those attached to one are “men” and the other come with “women.”

Except that's not entirely accurate. Exhibit A: Myself. I am a man. Most people wouldn't question this on looking at me, based on my short hair, beard and general hairiness, obvious Adam's apple, thick brow, rough hands, etc. Sometimes it's good that people don't question my gender, but in this instance, the assumptions that go with it – for example, the shape of my genitals – are unhelpful. Because, unlike the majority of “men,” I have “internal” genitals, and therefore should be given both options when I want to take an STI test.

But the only question on the form was: Are you Male or Female? (Pick one). I tried to explain how this was inappropriate to the helpful, but unsure volunteers in the tent, and to all our dismay, found the whole situation becoming more confusing instead of clearer.

After all, the form was a relatively small one; adding even just one more question would probably have meant adding a whole page. There are probably loads of other questions that could be asked as well, come to think of it! But who wants to sit in a tent all day filling out pages and pages of invasive medical questionnaires when all you wanted to do was get a quick STI test and go back to the fun of Pride? Not me.

It's difficult to design truly inclusive questionnaires. Transgender people are a small percentage of the population; a 2011 study by GIRES estimates that about 1% of the population of the UK experiences some degree of gender variance, among some 64 million people. Of course among attendees at an event specifically geared towards LGBT people, the percentage of Trans people will rise. But you're still talking about a questionnaire that is going to be filled out and read mainly by non-transgender people.

Most cisgender people haven't even considered the idea that genitals and gender do not always match, or that someone might not agree with describing theirs as "penis" or "vagina" (or any of the many other words cisgender people commonly use).

So a question like "what kind of genitals do you have?" may seem obvious and redundant, and "are your genitals external or internal" sounds downright confusing. As for trans people ourselves, we get asked invasive questions about our bodies, especially our genitals, all the time, so getting asked these questions within the supposedly "safe" space of Pride can trigger a strong negative emotional reaction.

There's no easy solution. The only guaranteed

way to improve the experience for everyone is to raise more awareness of trans people, issues, and appropriate language, and offer training for the people who offer services like STI testing. Especially if you're going to be offering those services specifically to the LGBT+ community! The more you know, the more you can help people.

**If you would like to work on the issues highlighted in Aaron's case study, along with other barriers trans people face in their day-to-day lives, sign up for our Trans Awareness training.**

### **Transgender Awareness: Working with the Trans Community**

Our transgender community is very diverse, but poorly understood, after years of misgendering and stereotyping. Your service may focus on children and young people, older people, those with poor mental and / or physical health and equalities communities. You may also have staff running, administering and managing your services. Everyone we mentioned may belong to or associate with the trans community in some way.

Therefore, our course is about supporting you to improve your services for transgender people. It applies to your administrators, practitioners and managers. So, if you work in the public, social, voluntary and community sectors our half-day course is for you.

We'll cover the social, biology, medical and history of being trans. We'll look at the legal overview, some best practice and explore some practical ideas, such as how to support transgender staff, and when and how to monitor gender identity.

[http://www.diversitytrust.org.uk/system/assets/144/original/Healthwatch\\_Jan16\\_1\\_.pdf](http://www.diversitytrust.org.uk/system/assets/144/original/Healthwatch_Jan16_1_.pdf)

# How we work with SARI



Bristol celebrates its past and present richness of world cultures, faith, sexual orientations and gender identities. We also support those with disabilities and mental health issues to live independently and to achieve their full potential. However, these 'protected characteristics' distinguished by the Equalities Act 2010 are sometimes targets of hate crime, which is unlawful.

This is when SARI (Stand Against Racism & Inequality) steps in. The charity doesn't tolerate hate crime of any kind and it supports and empowers victims who feel their protected characteristics, we call this identity, have been a target.

Since the European Union Referendum, we've seen race, faith, LGBT+ and disability hate crime increase. The Diversity Trust works very closely with us to lead workshops, training and we guide each other's equality, diversity and inclusion practice. In this case, we can help you identify victims of hate crime and anti-social behaviour across Avon and Somerset.

We can offer you:

- ★ practical and emotional support;
- ★ home security assessments and install security equipment;
- ★ support through legal proceedings;
- ★ talk to other agencies (for example, the

police, housing associations, the council and more) on your behalf;

- ★ help to make complaints against other agencies; or simply
- ★ refer you to the other services you may need.

Our services are completely free and confidential, and are available to victims throughout Bristol, South Gloucestershire, Somerset, North Somerset and Bath and North East Somerset.

We're also part of the 'AVoice' advocacy service, which is funded by the Police and Crime Commissioner. It's for victims who's protected characteristics were targets of hate crime. They're also vulnerable because of their needs or what has happened to them. Led by the Care Forum, SARI is a key partner in this collaborative service jointly with SEAP (Support, Empower, Advocate, Promote). AVoice guides victims through the criminal justice system. It supports victims who need information about the criminal justice process. Though our AVoice service we can go to legal proceedings with them, so they're not alone, clarify legal letters and processes, liaise with the police on their behalf, and support their needs when attending court. The victim can come to us for support at any stage in the legal process. Our AVoice service is completely free and confidential.

Recently we've worked with a young victim of transgender hate crime. The years of physical and emotional bullying at school have caused issues including self-harm. While the police pursue the offenders, we continue supporting and empowering the victim. However, if you or someone you know has been a victim of hate crime please contact us. We support your decision in

reporting to the police or not. Everything we do for you will be directed by you, and we will only act with your express permission.

Alex Raikes MBE, Director (Strategic) at SARI says "Stand Against Racism & Inequality (SARI) is working very closely with the Diversity Trust on several projects. They have been a fantastic ally to us in our quest for tackling hate crime - promoting cultural competency and addressing inequalities in general. They have been a pivotal partner in our Bristol, Somerset and South Gloucestershire hate crime services bringing expertise into our new services which respond to homophobic, biphobic and transphobic abuse faced by LGBT communities."

We're concerned we're not hearing LGBT+ hate crime reporting in the Bath & North East Somerset and South Gloucestershire areas. Hopefully this is good news. However, please contact us if you see, hear, notice or experience any hate crime in B&NES or South Gloucestershire, as well as across the whole Avon and Somerset area. Your hate crime and Anti-Social Behaviour may include verbal abuse, physical assault, vandalism, intimidation, social media abuse (called cyber bullying) and / or any other criminal or anti-social behaviour aimed at your identity.

We have a LGBT project worker at SARI, so you can call us on: 0750 172 2890

For more information and for accessing our services you can also contact us on:

Telephone (0117 942 0060)

Through our website: [www.sariweb.org.uk](http://www.sariweb.org.uk)

# Palliative Care

## Looking to the future



After almost fifty years together, Edward lost his life partner John to pancreatic cancer last year. Here he remembers the things that made John special and talks about how he's trying to face the future with a smile on his face.

"I often think about bringing octopus and fish home from the sea near our flat in Malta – I have some fantastic memories of the time John and I spent there. We had a wonderful 47 years together."

Edward remembers fondly the travelling he did with his partner, who died in 2015 of pancreatic cancer. "I went back to Malta after John died to scatter his ashes there. It was nice to see it again, but it wasn't quite the same."

Aged 82 Edward is still adjusting to life

without John, but he tries to stay upbeat. "My view is: I can't sit around moping," he says. "I have moments of sadness, but I don't feel sad about my lot. I'm a reasonably steady person and I'm quite realistic."

### A new chapter

John hid the severity of his illness from Edward after being diagnosed. "When he finally told me, all I could think was, "Don't break down, Edward. He's got enough to deal with."

Edward did his best to care for John. "John always liked a bowl of porridge. One morning I heard a crash and he had fallen down. I said to him: Anything you want, I'll do. I made a point not to tell him how tired I was. He was always worried about giving me a break, but I didn't want a break. I enjoyed

looking after him. And he'd have done the same for me."

Eventually it became too much for one person to manage. John's GP referred him to Bristol Community Health's Palliative Care Home Support for the extra support he needed.

"They were all like Florence Nightingale. I don't know what we would have done without them. Before they helped us, I was doing most of it myself. And all the things that were making life difficult were fixed," Edward remembers.

Other Bristol Community Health teams were on hand to help. One morning Edward found John stuck between the bed and the sofa, and couldn't move him.

Calling the hospital, a Rapid Response Team arrived quickly with an inflatable cushion to raise John back up onto the bed. "They were wonderful people, too," says Edward.

"John was still thinking clearly at the end, but he was in shock about the whole thing. He never spoke to me about it as he should have done. I think he was numb. His last words were: "Why is this happening to me? How can it be happening?" But he was always so funny, even near the end. He liked to call me "a sore with a bare head" because I was going bald."

### Looking to the future

Still with a keen desire to travel – cigars are much cheaper in Amsterdam than they are here – Edward keeps himself active. He walks a lot around hilly Clifton and beyond to keep fit.

"Feeling old is all in the mind – you can easily let yourself go. And you have to take an interest. I've started watching Jeremy Kyle to know what kind of people there are in the world. It gives me hope, really, that I've avoided such things. I've been very lucky in my life."

## Palliative Care Home Support Team

The Bristol Community Health Palliative Care Home Support Service works with other healthcare professionals to offer personal care and emotional support when patients are reaching the end of their life. The team has nurses and healthcare assistants and is based in Avonmouth. All care is provided in patients' homes.

Referrals to our service is made only by health or social care professionals for patients registered with a Bristol or South Gloucestershire GP. After referral the team assesses the patient to work out how many visits are needed – if they need one, two or three a day. Their care includes: personal care, for example:

- ★ washing;
- ★ offering emotional support for patients and their families;
- ★ moving patients to stop pressure sores and to keep them comfortable; and
- ★ alleviating breathing difficulties, pain and any other symptoms.

Bristol Community Health is a not-for-profit social enterprise delivering NHS health services to adults and children in the community, at home and in local prisons. All surpluses that we make are reinvested back into services for the good of our community. For more information visit [www.briscomhealth.org.uk](http://www.briscomhealth.org.uk) or follow us on Twitter at @BrisComHealth or [www.facebook.com/Briscomhealth](https://www.facebook.com/Briscomhealth)

\*Names have been changed to preserve patient anonymity.

# Older Men at the Margins research project



There's a new project aiming at reducing social isolation for older men (65+). The project will interview older men inside and outside of minority groups, to compare, measure and analyse their different views. The NHS and Bristol University started leading the research with its Advisory Board for two years from October 2016. Although the research is gathering evidence from South West locations it will make interesting reading nationwide.

The project is called the Older Men at the Margins (OMAM) project, which is exploring the following groups:

1. older men living alone in rural areas;
2. older gay and bisexual men who are single and living alone; and
3. older men who are carers for significant others.

So do we know if these older men (65+) are staying connected with others and are not alone? The research will help us to better understand this, especially within minority communities. And it will identify ways to alleviate loneliness and unwanted social isolation.

Investment by the National Institute for Health Research (NIHR) School for Social Care Research, with guidance from Age UK, has made this project possible. However, the project isn't only targeting older men (65+) - the funding will also allow for interviewing health professionals working with older men across the South West. We hope the research will help social care services to support older men in marginalised groups to regularly stay connected with others.

The advisory board includes members of the

public and health professionals. They advise and guide the research project. However, to find out more or to see how you can take part contact Paul Willis (lead investigator) on:

Email: [paul.willis@bristol.ac.uk](mailto:paul.willis@bristol.ac.uk)

Address: School for Policy Studies, 8 Priory Road, Bristol BS8 1TZ

Telephone: 0117 3310640.

## **Our Health Needs Assessment Report – Older People**

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

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

If you need an easy read version or our reports in a different accessible format, such as an audio recording or in braille we can arrange this too.

### **B&NES**

For some older people earlier negative experiences informed their mistrust of the police, hence their decision not to report crimes targeted against themselves. The following account shows how homophobic hate crime can contribute to feelings of isolation and alienation, as well as mistrust of the police:

"30 years ago when at university I was badly beaten up in a street attack which was an antigay hate crime. Police took no action and I could not find much support when

trying to recover. A lot of people thought it was my fault because of how I was dressed. I felt very low and it was hard to carry on each day as if I was ok, which is what was expected. At that time I struggled to find a meaning to my life and had some very dark and disturbing thoughts along the lines of 'it would make no difference if I wasn't here'... Now when people are threatening or just unpleasant with me, it takes me back to that experience. I still do not believe the police can or would want to help me." (Gay, Male, aged 51-55)

### **Our recommendations:**

- ★ Train frontline staff on achieving cultural competence
- ★ Have Equality, Diversity and Inclusion training for staff

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

### **South Gloucestershire**

Some older people were concerned about accessing services as an LGB and / or Trans person in later life.

"I went to the funeral of someone that I actually met through the (social group) that died alone. Nobody found him for days and I was the only person at his funeral because I vaguely know him from my days when I was attending (social group). I sort of thought 'this is so sad' and his partner predeceased him and nobody knew they were a gay couple until this guy died and the house was being cleared out and their letters to each other were found." (Gay, Male, aged 46-50)

### **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/system/assets/204/original/SGLOS\\_report\\_2.pdf](http://www.diversitytrust.org.uk/system/assets/204/original/SGLOS_report_2.pdf)

## Bristol

Our Bristol report explored if health services in Bristol were accessible for Lesbian, Gay, Bisexual, Trans and LGBT+ communities. An older person said:

“No support for older people - sexuality seems less and less important in older age in the eyes of the medical professionals while it actually becomes more important in some ways. Ovarian cancer [is] a big killer yet it is assumed if you are a lesbian it is less likely to get ovarian cancer while it is actually more likely.”

Lesbian, 56-60

## Our Recommendations:

- ★ Domiciliary and residential care services should make sure staff training covers LGBT+ awareness within core equality and diversity training programmes
- ★ Consider the sex and relationship needs of older LGBT+ people
- ★ Consider the needs of (LGBT+) people in same-sex relationships in domiciliary and residential settings
- ★ Increase the profile of LGBT+ within the Bristol Ageing Better (BAB) programme
- ★ Increase the cultural competence of staff working in domiciliary and residential services of the needs of the intersectional identities within LGBT+ communities.

The full report: [http://www.diversitytrust.org.uk/system/assets/189/original/Diversity\\_Trust\\_Report\\_2016.pdf](http://www.diversitytrust.org.uk/system/assets/189/original/Diversity_Trust_Report_2016.pdf)

# Partners we work with – Merlin Housing updates



## By Merlin Housing

Merlin Housing Society strives to be world class, where customers always come first. This is why Merlin works closely with us, the Diversity Trust, so nobody is disadvantaged, excluded or treated unfairly.

We'll cover some great Merlin Housing examples in our newsletters during 2017 and we'll start with Merlin's Community Action Groups (CAG). These groups are currently operating in the Kingswood and Patchway areas and more will appear across South Gloucestershire soon. The Community Actions Groups are led by volunteers living in Merlin Housing properties.

We recently launched our new Communities Grant Pack. It enables community groups to bid up to £3,000 for their local projects. The aim of the grant is to enable local communities to improve where they live. Grants are awarded in areas we can make the most impact and fit in with our five

key themes:

- ★ Employment and Education
- ★ Health and Wellbeing
- ★ Community Safety
- ★ Environment and Regeneration
- ★ Financial Inclusion

The new Communities Grant Pack allows small grants, up to £1,000, to be actioned by the individual Community Action Groups in their monthly meetings. However, the larger grants, up to £3,000, are put into action by a residence panel called Dragons' Den, which meets quarterly. This allows each community group an opportunity to showcase their project to the panel. The panel can better understand each project proposal, and community links can be made.

Merlin Housing supports each Community Action Group in writing their project proposal before they enter our Dragon's Den.

The first Dragons' Den meeting saw five community groups present their projects. The residents' panel were fantastic at digging deeper with their questions, which supported our residents in bringing their projects to life by demonstrating the community benefits. It was a huge success, where each project was awarded funding. Some of the projects included: a counselling service for young people, and a family support programme with making positive steps to a better quality of life.

Our very own Alphabets LGBTQ youth group in South Gloucestershire was awarded a community grant from Merlin Housing. It will develop a short film to educate schools and challenge homophobic, biphobic and transphobic bullying. And it will showcase the great work Alphabets are doing locally. We'll update you on this in our future newsletters.

The panel will visit each project during its lifespan. Therefore, our Diversity Newsletter will feature some great equality, diversity and inclusion examples during 2017 from Merlin Housing residence.

### **Keep Warm Keep Well**

This December 2016 Merlin is teaming up with Age UK to support its older customers during the winter months. The Keep Warm Keep Well project identifies customers aged 75+ living alone. We all know how tough the winter months can be on our health and wellbeing. So, we'll deliver resourceful bags to our customers who need it most. The resource packs will have goodies and helpful tools to help in the colder months, which includes blankets, food, tools on how to cope in the winter and information on local clubs and activities.

# 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: New Social and Support Group in Bristol for LGBT People with Learning Disabilities**

**Date:** Thursday 15 December

**Where:** Community of Saint Stephen's, 21 St Stephens St, Bristol

**Time:** 3.30 – 5.30pm afternoon

**Why you should go?** Are You Lesbian, Gay, Bisexual or Trans?

A chance to meet other people. Meet up with old friends and new ones. Meet for fun. For people with learning disabilities who live, work or go to college in Bristol.

**Telephone:** 0844 800 4425 Text: 07747 752 454

**Eventbrite** <https://www.eventbrite.co.uk/e/social-support-group-in-bristol-for-lgbt-people-with-learning-disabilities-tickets-28836425525>

## **Event: Meeting the Accessible Information Standard training**

**Date:** Wednesday 11 January 2017

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

**Time:** 10am-4pm

**Why you should go?** Since July 2016 the Care Quality Commission will assess if your making your information accessible for everybody. Our workshop will give you the tools you need to achieve this. We will learn how to ask, record and supply how each person need their information, so we meet the NHS Accessible Information Standards.

**Telephone:** 0844 800 4425 Text: 07747 752 454

**Eventbrite** <https://www.eventbrite.co.uk/e/meeting-the-accessible-information-standard-tickets-29610335310>

# Twitter

## November 16

We are @TheBridgeSARC conference today on rape and sexual assault with @BerkeleyWilde @DiversityTrust

## November 15

Thank you to @PurbeckSchool and @stonewalluk for inviting me to speak to Years 7-10 today as a role model celebrating anti-bullying week.

## November 10

Loved working with young people and youth workers @2BUSomerset last night on awareness about hate crime with @DiversityTrust @SARlcharity

## November 9

At event in Bath today on building an inclusive community.

## November 8

Looking forward to speaking alongside @JustinWelby @Araikes @SARlcharity @DiversityTrust tomorrow at Faith in Community event in Bath.

## November 5

Thank you @gaywestsocial for letting us visit Rainbow Cafe in Bath today to talk about hate crime services with @BerkeleyWilde @SARlcharity



# Donations to the Diversity Trust

Your donation will help us in our work to:

- ★ stop hate crime
- ★ end discrimination
- ★ tackle inequality
- ★ improve the lives of vulnerable adults and young people
- ★

To donate visit: <http://www.diversitytrust.org.uk/donations/>

# Credits

## Our newsletter was:



**Written and edited** by David Sully at Mr Pen – Content Specialist

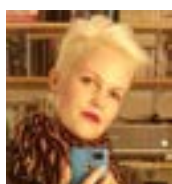
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**Design and layout** by Frank Duffy – designer and illustrator. Check out my beautiful new website!

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## 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.

**CAG** - these are Community Action Groups at Merlin Housing Association. Merlin

Housing tenants and home owners volunteer their time to help make their Merlin Housing community better through funded projects in this scheme.

**SARSAS** - Somerset & Avon Rape & Sexual Abuse Support

**STI** - Sexually Transmitted Infection

## 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.