

The National

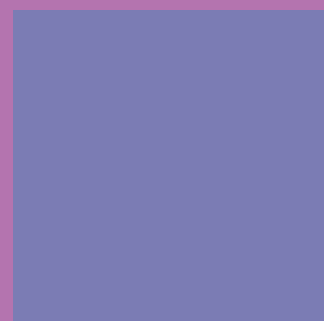


LGB&T Partnership

# Lesbian, Gay, Bisexual & Trans Priorities

Building an LGB&T voice into health systems

Information for LGB&T Organisations



# Identifying LGB&T Priorities

## Introduction

The National LGB&T (lesbian, gay, bisexual and trans) Partnership, a member of the Department of Health, NHS England, and Public Health England's Health and Care Voluntary Sector Strategic Partner Programme, is an England-wide group of LGB&T voluntary and community service delivery organisations that are committed to reducing health inequalities and challenging homophobia, biphobia and transphobia within public services.

The National LGB&T Partnership members positively influence the policy, practice and actions of Government and statutory bodies and ensure that health inequalities experienced by LGB&T people are kept high on the Government's agenda and that best use is made of the experience and expertise found within the LGB&T voluntary and community sector.

As part of this work, the National LGB&T Partnership have identified six key areas we would like commissioners and policy workers to take note of in order to reduce the health inequalities faced by LGB&T people. These priorities have been worked into short and concise briefing sheets and we encourage LGB&T organisations to share them with their local commissioners.

We also want to provide information and guidance to LGB&T organisations directly in order to help them make best use of these briefing sheets. We recognise that the health and care system can be a daunting place to navigate so have tried to bring together some key information into one place.

This guidance document provides information on:

- Identifying the 6 priority areas
- An overview of key health and social care policy and its relevance
- Identifying & understanding the key components of the health and care system
- Resources and evidence to use when stating the case for specialist services
- Knowing Your Ask
- Using local knowledge for improved LGBT outcomes
- Building partnerships for collaboration

Please ensure you read this resource alongside our Lesbian, Gay, Bisexual and Trans Health Priorities: Building an LGB&T Voice into Planning Systems publication.

# The Priorities

The National LGB&T Partnership recognises that each LGB&T organisation is likely to have its own set of specific priorities. What we aimed for with our priorities is to identify 6 key principles or actions the health and care sectors could focus on to improve services for our communities. We hope your organisation can identify with these priorities and see how they fit your work.

## Monitoring

Monitoring has been a central thread for the work of the National LGB&T Partnership from its inception as LGB&T people can only count if we are counted. This means everything from service delivery through to national surveys, and both sexual orientation and trans status monitoring.

## Changing Attitudes

In order to provide appropriate services to LGB&T people we want the health and social care system to be better informed about LGB&T issues and be non-judgemental when providing services, whilst also recognising that not every health need presented by an LGB&T person is because of their sexual orientation or gender identity.

We want to see a health and social care system that is free from judgemental attitudes and is well informed about lesbian, gay, bisexual and trans issues and concerns, that will support the community to have confidence in service providers and therefore support use of preventative services to reduce health inequalities.

## Access to Services

As well as wanting services to be non-judgemental, we want to encourage the health and care sectors to be actively inclusive of LGB&T people and service users. We also want to see all services, wherever they are based, to reach a certain level of quality and inclusion so all LGB&T people can feel they can access their local services.

## Collaboration & Community Engagement

We want those bodies funding and commissioning services to recognise the power of collaboration and how getting organisations to work together can increase impact and outcome results. Commissioners also need to be aware of the capacity issues of specialist sectors such as LGB&T organisations and must ensure that commissioned services allow them the opportunity to be included, even when favouring large providers.

## Co-Production & Co-Delivery

LGB&T inequalities can only be addressed by engaging and understanding the issues faced within our communities. We are encouraging commissioners and health and social care funders to ensure services are developed with, and delivered by, those with an active understanding of the issues.

## Raising Our Voices

We know that LGB&T health and social care needs go far beyond sexual health needs. We are keen to inform commissioners and other funders of health and social care services that LGB&T people are at higher risk of a range of health needs. Attention needs to be paid to the individual needs of lesbian, gay, bisexual and trans people, recognising differences across our communities.

# Health & Social Care Policy

The health and social care sectors can be a daunting area to get to grips with, with there being so many elements to it. The same is true when it comes to the policy that underpins each part of it so we have collated a number of key policy documents and resources we believe are useful for LGB&T organisations seeking to have their services commissioned in their locality. They are useful reference points when building a business case for funding and can be ways of linking your own service delivery to the system's priorities and focus. This is not an endless list so we would always encourage organisations to undertake their own research to identify relevant policy and resource to build your evidence base.

In the briefings for commissioners and policy developers, we have made reference to specific parts of these documents to help highlight where LGB&T needs should be met and can be embedded.

## Health and Social Care Act

This Act brought about the major changes to the health and social care sectors back in 2012. It established Clinical Commissioning Groups, Health Watch, and shifted many responsibilities from the Department of Health to what is now NHS England.

## Care Act

The Care Act 2014 provides the legislation that relates to care and support for adults and their carers. The Care Act stipulates that local authorities must promote an individual well being, which must take into account personal dignity and treating individuals with respect. Individuals should have control over their day to day life which includes how care and support is provided. The care act enables an opportunity for individuals to have choice and control over how their needs are met and what they want in their day to day life and by whom.

## Five Year Forward View (5YFV)

This document outlines how the three components of the health and care system (NHS England, Public Health England, NHS Improvement, Care Quality Commission, Health Education England and the National Institute for Health and Care Excellence (NICE)) see the future of the NHS. This publication is a particularly good reference point as it has the backing of all parts of the NHS and part of it talks about empowering patients and communities.

## NHS Operational Planning and Contracting Guidance

This guidance document provides information on how those delivering NHS services should be implementing the 5YFV over a period of time (the current document covers a 2 year period to 2018/19). It also provides a set of "must-dos" for 2017-19 and could be useful for linking LGB&T priorities to.

## Sustainability and Transformation Plans (STPs)

44 areas (covering the whole of England) have drawn up place based, multi-year plans which focus on the needs of local populations. They show how health and care services in each of those areas will evolve and aim to be sustainable within a 5 year period.

A local leader has been identified to push the STP forward and could be a very useful contact.

## Public Health Outcomes Framework

Sets out the vision for public health in England, detailing key outcomes and results aimed for so there is better understanding of how public health is being improved and protected.

The National LGB&T Partnership's Companion Document to the PHOF provides a good evidence base for LGB&T organisations.

## Adult Social Care Outcomes Framework

Similar to the PHOF, the ASCOF sets out the vision for social care in England, again detailing key outcomes and results aimed for to achieve better outcomes in social care.

The National LGB&T Partnership have also produced a Companion Document to the ASCOF.

## NHS Outcomes Framework

As with the PHOF and ASCOF, the NHS Outcomes Framework provides the framework to hold NHS England to account for improvements in health outcomes.

The National LGB&T Partnership, has also produced a Companion Document to the NHSOF.

## Vanguards

50 sites across England have been chosen to be Vanguard sites, where they are testing out new and innovative care models. These cover a range of health and care needs and will provide inspiration for the rest of the health and care sector moving forward.

A number of Vanguard sites have detailed connections with local voluntary sector organisations as key to their success. We would recommend checking out the Vanguards list to identify any activity local to your organisation and how this might link to your own services. Each site has a lead contact.

## NHS Constitution

The NHS Constitution outlines the principles and values of the NHS in England, giving details of rights for patients, public and staff. It also outlines what the NHS wants to achieve and its responsibilities so it runs fairly and effectively. All parts of the system are required by law to take the Constitution into account and is guided by 7 key principles, which specifically references sexual orientation and gender identity.

## NHS Mandate

This document, signed by the Secretary of State for Health, gives details of the objectives for NHS England during this financial year and outlines expectations under these objectives. It is a useful reference point to hold the health and care system to account against.

## JSNAs (Joint Strategic Needs Assessments)

These key documents look at the current and future health and care needs of the local population in each area of the country. They will use a range of data to inform the planning and commissioning of services in that local area. There are some good examples where LGB&T data has been used to help build the local JSNA. Conversely, there are also many examples where no LGB&T data is included and this is identified as a key area for improvement.

# Key Health Organisations

## Care Quality Commission

Is the independent regulator of health and adult social care in England. They ensure that health and social care providers offer safe, effective, compassionate and high quality care, whilst also encouraging service providers to improve.

The CQC work in partnership with other organisations, including voluntary organisations, to ensure their monitoring work is inclusive of diverse communities. The National LGB&T Partnership has supported the CQC to gain access to the views of LGB&T people during provider inspection.

## Healthwatch

A body that operates as the consumer champion within health and care settings. They have wide ranging statutory powers that ensure the voice of the public is strengthened and heard by those who commission, deliver and regulate health and care services.

The Healthwatch network consists of 152 local Healthwatch organisations covering each Local Authority, with Healthwatch England as the national body. Local Healthwatches bring in the views and experiences of local people receiving health and care services in focus. They also provide feedback to providers and commissioners where there are concerns.

## NHS England

Leads the National Health Service in England and set the priorities and directions of the NHS, encouraging national debate to improve health and care for England. The budget for NHS England is around £100 billion per year and it holds organisations such as hospitals to account for spending money effectively. NHS England focusses much of its work on the commissioning of health care services in England, for example GPs, pharmacists and dentists. They also support local Clinical Commissioning Group (CCGs).

## Public Health England

Exists to protect and improve the health and well being of the nation in England, and to reduce health inequalities. PHE sets out its priorities for the next 4 years in their strategic plan, with targeted prevention work forming part of this.

## Department of Health

The Government Department responsible for leading, shaping and funding health and care in England. They establish national policy and legislation which provides the long-term vision and ambition to meet current and future challenges.

## Clinical Commissioning Groups

CCGs are clinical-led bodies that are responsible for the planning and commissioning of health care services in their local area. Local GPs practices make up the membership of CCGs with other clinicians including nurses and secondary care consultants engaged. They are responsible for around 66% of the total NHS annual budget and commission services such as mental health services, urgent and emergency care, hospital services and community care.

# Resources from the National LGB&T Partnership

The National LGB&T Partnership aims to give a voice to lesbian, gay, bisexual and transgender people and communities in relation to health and wellbeing. Over the years, a number of resources have been produced on a range of health and wellbeing topics. We encourage LGB&T organisations to make use of this evidence base to build a business case for specialist LGB&T services and to share them with local commissioners.

A full list of all available publications are detailed at [www.nationallgbtpartnership.org](http://www.nationallgbtpartnership.org)

## Public Health Outcomes Framework LGB&T Companion

Recognising the health needs of LGB&T communities in public health

## Adult Social Care Outcomes Framework LGB&T Companion

Recognising the social care needs of LGB&T communities

## Sustainability & Transformation Plans (A Simple Guide)

Providing information on STPs for LGB&T voluntary organisations

## Out Loud: LGBT Voices in Health and Social Care

Assisting those designing care and support to meet the needs of LGB&T people

## Dementia Care and LGBT Communities: A good practice paper

Explore key issues around dementia for LGB&T people

## LGB&T People and Physical Activity: What You Need to Know

A summary of findings of research into physical activity, with practical recommendations

## Survey of Exercise and Physical Activity in LGB&T Lives in England

Exploring the patterns of physical activity amongst LGB&T people

## LGB&T People & Mental Health: Guidance for Services and Practitioners

Identifying the key needs of LGB&T people in relation to mental health

## Alcohol Identification and Brief Advice: LGB&T Briefing

Highlights how interventions can be made available to more LGB&T people

## Smoking and LGB&T Communities: A Guideline for Local Authority Services

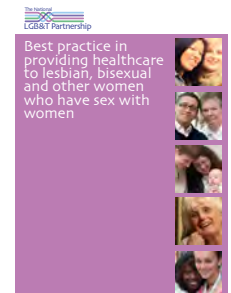
Identifies health concerns for LGB&T people and suggestions for effective services

## Trans Factsheets

A range of factsheets covering key issues for trans people and communities

## Best Practice in Providing Healthcare to Lesbian and Bisexual Women

Recommendations for both practice and strategy in order to improve women's health overall



The National LGB&T Partnership

Committed to reducing the health inequalities of lesbian, gay, bisexual and trans communities  
[www.nationallgbtpartnership.org](http://www.nationallgbtpartnership.org) @LGBTPartnership facebook.com/NationalLGBTPartnership  
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# Knowing Your Ask

We all know that commissioners, and other funders of services, are incredibly busy and pressed for time. It is vital when approaching them to seek funding for your services that you bear a few key elements in mind. They may sound simple but the more preparation you put into building your business case, the more chance you have of being heard.

## Top Tips

- Understand how your service relates to the outcomes of commissioners as they will be looking to fund work that helps them meet their own targets.
- Understand what other specialist services are being funded in your area. Perhaps talk to them about how they got funded and the approach they took with commissioners
- Explore collaborative opportunities for sub-contracting with generic providers. Many commissioners will look for a single provider when tendering out services, which can be a barrier for specialist areas like LGB&T services. Identify large local providers and build relationship with them with a view to them sub-contracting your organisation.
- Think about your ask, and pitch it right. What can you offer them? Remember that the relationship needs to be a two-way street.
- Think about the size, location and reach of your service when considering how much you are seeking to get funded. Never undervalue your services but equally don't outprice your organisation.
- Do you have existing key contacts with health and care services? If so, make use of them to better understand how their services works, what they are looking for and how your own services fit.
- Do your research. Understand what that commissioner or service is likely or not likely to fund or commission before making any approach.
- Remember that your organisation likely has something commissioners want or need--access to hard to reach communities. In your approach talk about your skills such as reaching vulnerable communities, ability to train service providers, support with implementing monitoring, etc.
- Pull together any evidence of the impact of your services and how many people they reach.
- Consider use of short case studies to highlight positive impact for service users, and good outcomes.
- Use their language to help them understand how your work and services fits into their own agendas and priorities. Bear in mind the system policy and priorities they will be bound by.
- Use the recommendations from the LGBT Companion Documents (Public Health and Adults Social Care Ourcomes Frameworks) to support your ask.
- If you don't have any relevant local data then draw on national data and localise it using case studies or small localised research, Consider undertaking small focus groups or local surveys.
- Establish contact with someone within your local Healthwatch and explore what they can do to support you in gaining evidence, or in formulating your discussions with commissioners.
- Attend local voluntary sector health networks to form new links and to find out how other are engaging. If appropriate, also engage in regional networks to maximise opportunities.



# Local Knowledge for Improved Outcomes

Many public bodies are keen to know what is taking place in their locality and struggle to include information that isn't locally relevant. One way to support ensuring LGBT inclusion in commissioning and in service delivery is to provide decision makers with the information they need. They are unlikely to provide resources for you to undertake large research but there are ways to provide information in ways that are not too time consuming.

## National Evidence

Find evidence about the national picture and provide a summary of this. There are a number of larger LGBT organisations who have produced research on a number of differing areas and we encourage use of the National LGB&T Partnership resources. Providing a briefing about the national picture will set the scene for you to then localise the information.

## Local Evidence Gathering

Holding focus groups, conducting face to face questionnaires, etc. will also provide you with evidence that can be useful. It is worth considering if you just want to gather the views of LGBT people or if getting information from those providing services would also enhance the information collected. For example, it may be difficult to find LGBT people who want to talk about their experiences of homophobia, biphobia or transphobia in the work place but other people may well be able to provide information on what they have witnessed others having experienced. Providing direct quotes and case studies also enables you to compile a compelling argument.

Local knowledge, strengthened by the national picture enables a more comprehensive picture, mitigating some of the disadvantage of limited local data. Providing this information is a clearly structured way and writing it focused on the needs of your audience will make a bigger impact.

## Comparisons and Other Localities

Look at local priority issues, and use the national data to give a picture of how LGB&T people could be affected locally. Look for similar geographical profiles as your area (e.g. size, rural/urban), and identify useful data from these areas as a comparator for your own data.

## Local People & Communities

Make use of your own networks and access to local LGB&T people and communities to survey on the issues you need local health and wellbeing data on. Whilst your evidence is not likely to be statistically significant it will provide local data that you could then compare and contrast with the national evidence.

Make use of other LGBT groups in the area, and look at collaborative opportunities, Also look for local online groups as you may reach different people through this approach. Look at how other equality groups in your area are represented, evidence need and see how you can replicate this.

## Existing Best Practice

Try and research examples of good practice and asking organisations to provide this may support them being more inclined to support you in gathering evidence. Also showing where good practice has taken place, also provides a local blue print as to how this could be replicated.

# Building Partnerships for Collaboration

## Local Involvement

One of the most effective ways of making a difference locally is to ensure involvement in local networks, helping raise the visibility of LGBT issues, alongside other equality and diversity issues. After a while you may well find others are raising the points that you usually raise. Attending local events, and identifying local forums, will also help you identify who are the key players in a particular area, with the local CVS a good source of help and support locating them. Networking in person can be advantageous, however making contact via the phone or emails can be equally effective, and often you need to use a range of ways of making contacts with the relevant people.

## Being Effective

Building effective partnerships takes planning and clear goals, ensuring limited financial and human resources go further. Collaborative working with other organisations can enhance the work that you undertake so look for organisations who have a remit and resources to work in the areas you focus on. Remember, both organisations are supporting each other to meet diverse communities needs.

## Potential Partners

As part of your strategy think about who you want to partner with, why and what influences this. Factors to consider are your remit and resources, local issues and who is available to partner with. Be clear about your priorities as this will help you decide who to partner with. Encourage open and honest discussions with potential partners to see how they can contribute to the overall aim. Some local health and wellbeing providers may have LGBT staff networks where possibilities for collaboration can be explored. Local Health Watch's and community engagement forums of the CCGs are likely to increase LGBT community input, as likely areas that are under represented.

## Cross-cutting Themes

Other partnerships can be formed through establishing areas of overlapping concern, for example work with the local refuge forum if you are aware of LGBT asylum seekers in your area. Both groups will have areas of expertise to share.

## Quick Wins

Whilst building partnerships can take time, there are many forms of partnerships and looking for quick wins can be a useful starting point. Providing a couple of small but clear examples where partners can actively show LGBT inclusion will enable you to evidence effective support while they will be able to demonstrate a positive change in their practice.

## Clear and Simple Strategy

Ensure that you focus your suggestions and assistance to help them meet their local priorities. Setting a clear action plan / strategy with those that you have partnered with will help you deliver on your priority as well as knowing when you have achieved what your original aim was.