

lancashire **lgbt**

LANCASHIRE LGBT QUALITY MARK



WWW.LANCSLGBT.ORG.UK

WHAT IS THE LANCASHIRE LGBT QUALITY MARK?

The **Lancashire LGBT Quality Mark** is a quality assurance programme for service providers. First introduced in 2015, the **Quality Mark** was developed as an updated version of the former **Navajo LGBT Charter Mark**. The programme assists service providers to help measure how well the needs of Lesbian, Gay, Bisexual and Trans service users, volunteers and staff are being met.

LGB&T people are more than twice as likely to be bullied or discriminated at work than heterosexual people.

More than half of LGB&T people in Lancashire feel that being LGB or T has an impact on the way they are treated by service providers.

The **Lancashire LGBT Quality Mark** can help you create a positive and productive environment for your employees and reduce barriers for **LGB&T** service users.

**LANCASHIRE LGBT, BRENTWOOD HOUSE, 15 VICTORIA RD,
FULWOOD, PRESTON, PR2 8PS**

HOW DOES IT WORK?

LGB&T ORGANISATIONAL AUDIT

Your service will undertake a free 'LGB&T Audit' designed to assess your service's performance across a range of indicators.



STAGE

1

BESPOKE ACTION PLAN

Lancashire LGBT will develop a bespoke action plan to help you to identify any changes and improvements that may need to be made to your service.



STAGE

2

IMPLEMENTATION OF ACTION PLAN

Lancashire LGBT will work closely with your organisation to assist you in making the changes identified in the action plan. During the implementation phase, you will be entitled to use the 'Working Towards' logo on your resources.



STAGE

3

QUALITY MARK AWARD

Once you have successfully implemented all changes, your service will be awarded the full Lancashire LGBT Quality Mark.



STAGE

4

“SO MANY IDEAS TO DEVELOP MY SERVICE, INCLUDING POLICY CHANGES AND THE ENVIRONMENT FOR THE SERVICE USER”

LGB&T ORGANISATIONAL AUDIT

Initially, your service will undertake a **FREE 'LGB&T Organisational Audit'** - a tool designed to assess how well your organisation is supporting LGB&T staff, volunteers and service users across a range of performance-related indicators.

BESPOKE ACTION PLANNING

We help you to identify changes and improvements that may need to be made and create a **Bespoke Action Plan** for your service.

Once the Action Plan has been drawn up and agreed, the service is awarded 'Working Towards' status, valid for up to 2 years.



IMPLEMENTATION & AWARD

Lancashire LGBT will work closely with your organisation to assist you in implementing the changes identified by the Action Plan.



Once we are satisfied that you have implemented the changes, your service is awarded the **Quality Mark**, which is valid for 3 years.

“WE HAVE LEARNED THAT YOU CAN’T TREAT EVERYONE THE SAME - IT MATTERS THAT PEOPLE ARE LGBT JUST AS IT MATTERS IF THEY ARE DISABLED”

WHAT ARE THE BENEFITS?

Quality Mark holders benefit from:

- **A named contact at Lancashire LGBT** for ongoing support or queries
- **Updates on changes to legislation and best practice guidelines**
- **Access to resources and practical support**
- **Reduction in barriers that LGB&T people experience when accessing your service**
- **The right to display the Quality Mark logo on your e-mail signatures, website and other publicity materials.**

WHAT DOES IT COST?

Pricing is tiered depending on the size of your organisation, the sector and the level of work required in the Action Plan.

STAGE 1: LGB&T Audit - FREE

STAGE 2 & 3: Action Plan & Implementation

VOLUNTARY SECTOR - VARIABLE

Average Estimate - £250

(dependent on size of organisation)

PUBLIC SECTOR - VARIABLE

Average Estimate - £350 for first service assessed; less for any subsequent services assessed

“IT HAS HELPED US LOOK AT OUR RECRUITMENT PRACTICES AS WELL AS ADVERTISING AND MONITORING”

ABOUT LANCASHIRE LGBT

Lancashire LGBT is a registered charity working across Lancashire (including Blackburn-with-Darwen and Blackpool) for Lesbian, Gay, Bisexual and Trans people. Our aim is to support LGB and/or T people in Lancashire to be happier, healthier, and well connected.

CONTACT US

For more information or an informal chat about how your organisation can get involved with the **Lancashire LGBT Quality Mark**, contact John Miller at Lancashire LGBT by calling **01772 717461** or by e-mailing **JohnM@lancslgbt.org.uk**

Alternatively, further information is available on our website at **www.lancslgbt.org.uk**

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www.lancslgbt.org.uk

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