



## **Application for the Navajo Lesbian, Gay, Bisexual & Trans (LGB&T) Charter Mark**

Before completing the application and action plan for the Navajo Charter Mark, take the time to read the Information and Guidance Notes below – there's useful information about the evidence requirements for the application.



**Whenever you see this sign in the application you will need to provide supporting evidence.**

If your workplace Trade Union has a LGB&T self-organised group and/or Equality Officer, we recommend that you consult with them. Also, if you have a workplace LGB&T staff network, we recommend that you consult with them too.

Email or post your application and supporting evidence to the Navajo Charter Mark Panel at the following address:

**Navajo Charter Mark Panel  
c/o LGBT Project Officer  
Age Concern Central Lancashire  
Arkwright House  
Stonegate  
Preston  
PR1 3XT**

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

# **Information & Guidance Notes for the Navajo Lesbian, Gay, Bisexual & Trans (LGB&T) Charter Mark**

## **Information**

### **What is Navajo?**

Navajo is a Lesbian, Gay, Bisexual and Trans people's project in Lancashire that aims to involve and serve the LGB&T community in terms of their physical, mental and social health and well-being. It operates as a network of LGB&T-inclusive organisations and has strong links with the LGB&T community.

Navajo was set up in 1999 after focus groups were carried out and a stakeholder conference was held with the LGB community and local statutory and voluntary sector agencies. The concept was initiated from what was the North West Lancashire Health Promotion Unit. Tackling oppression, inequality and prejudice in society against LGB&T people has a direct positive impact on LGB&T people's health and well-being.

The name 'Navajo' was chosen by those involved at the start of the project in 1999, to pay tribute to the traditions of tolerance, non-discrimination and goodwill that historically formed a central part of the Navajo Nation's belief, including respect being paid to 'two-spirit people' whom in our own society we recognise as lesbian, gay, bisexual and trans people.

## **What does Navajo do?**

### **The Navajo Charter Mark**

Private, public and third sector organisations that take positive steps to promote LGB&T equality within their organisation and service provision can apply for the Navajo Charter Mark. Charter Mark applications will require an evaluation of the organisation by the Navajo Charter Mark Panel.

If the application meets the required standard then organisations will be awarded the Charter Mark at a special ceremony held annually. Organisations will be reviewed every two years to ensure that they still meet the criteria. Over 150 services and organisations now hold the Charter Mark.

## **Navajo Consultative Partnership**

The Navajo Consultative Partnership (NCP) has been established to provide a strategic platform for organisations to address LGB&T issues across Lancashire including Blackpool and Blackburn with Darwen.

The NCP is open to all people regardless of their own sexual orientation or gender identity. All members must be able to effect change within their own organisations or groups and be able to offer support to NCP through pro-active involvement this includes management, staff or volunteer representation from Statutory, Voluntary and Community Sector organisations. This includes Equality and Diversity Leads, Health and Social Care professionals, LGB&T community groups or project representatives, Human Resources and Training professionals, Education professionals.

The main aims and objectives of the NCP are to support organisations in the following areas:

- To carry out Equality Impact Assessments (EIA) on sexual orientation and gender identity/gender reassignment issues.
- To ensure a co-ordinated approach to the delivery of high quality LGB&T awareness training across organisations and within communities.
- To ensure a co-ordinated approach to tackling homophobia and transphobia in educational settings.
- To support national days of action e.g. LGB&T History Month and IDAHO.
- To act as a forum for sharing good practice around LGB&T issues.
- To monitor and respond to relevant consultations e.g. any proposed new legislation affecting LGB&T communities across Lancashire.
- To work closely with other forums including the Lancashire Diversity and Equality Network and the Navajo Charter Mark Panel.

## **Training**

The Navajo Five Day Training for Trainers Course called 'Understanding Sexuality' is available to organisations irrespective of whether they hold the Charter Mark. The training course attendees are taken on a journey of experience and learn about sexuality, equality and diversity and breaking down stigma and discrimination, oppression and internalisation of these. Participants will understand how to challenge homophobia and transphobia.

During the five days participants will have an opportunity to practice what they have learned. They will prepare and present materials and receive feedback from the trainer and other participants. The course will end with peer

assessment, review and suggestions for additional training needs. This course is accredited by City and Guilds.

In addition a number of Navajo organisations offer one day LGB&T basic awareness courses, either in house or open to other local organisations.

## **What are you already doing in order to receive a Navajo Charter Mark?**

You may want to apply for the Navajo Charter Mark - before you do here are some of the things you could be doing or considering to achieve Charter Mark status. If you are already involving yourself as an organisation in any of the following then you're already on your way to achieving possible Navajo Charter Mark status.

- Become a participant in, or nominate someone in your organisation to attend a Navajo training course.
- Deliver a project around LGB&T issues.
- Strengthen your knowledge around the issues around being Lesbian, Gay, Bisexual or Trans.
- Support Navajo's work by providing resources and recommending the Charter Mark and Navajo training to other agencies.
- Include sexual orientation and gender identity/gender reassignment in your Equality and Diversity policy – this is required under the Equality Act 2010.
- Provide equality and diversity training on or including LGB&T equality issues for all staff and volunteers.
- Monitor the sexual orientation of your staff and service users – ensuring this information is kept confidential.
- Have an LGB&T champion on your management board.
- Challenge anti-homophobic and transphobic language and behaviour.
- Make a statement on your website demonstrating that you are LGB&T inclusive, e.g. an equal opportunities statement.
- Display rainbow flags in your reception, offices, service base, etc.
- Include images of LGB&T people in your promotional material.
- Promote your services and job opportunities in the LGB&T press e.g. Out North West magazine, Pink Paper.
- Put LGB&T information, signposting, flyers, leaflets and magazines etc in places where employees and service users can see them i.e. reception or staff notice boards.
- Create partnerships with LGB&T organisations.

- Consult with your LGB&T staff asking them how you can help to make the workplace and your services more LGB&T inclusive.
- Invite an LGB&T person, either an expert in your field, or a service user to speak at your AGM or annual conference.
- If you are a larger organisation you could set up an LGB&T Staff Network, either virtual or actual for staff.
- If appropriate you could have presence at LGB&T events in your region such as Pride events to promote your organisation / services.
- Mark LGB&T events e.g. Pride, LGB&T History Month and International Day Against Homophobia (IDAHO).
- Get up to date with the Equality Act 2010 and see how it affects your organisation and service provision.

**For further information, call the LGB&T Project Officer on 01772 552862.**

## Guidance Notes

### Navajo Mission Statement

Navajo promotes Lesbian, Gay, Bisexual and Trans (LGB&T) inclusive services to support the needs of all members of the LGB&T community.

### Definition of 'LGB&T-Inclusion'

We define 'Lesbian, Gay, Bisexual and Trans Inclusion' as a comprehensive recognition and acceptance of equality between LGB&T and heterosexual people, cultures and lifestyles.

### The Application and Action Plan

This application is designed to help you and help us to assess where your organisation currently stands in terms of LGB&T-inclusion. We are looking to identify organisations that are **actively involved or are committed to** developing appropriate services to address the needs of the LGB&T community. The application form includes five distinct elements to consider (Practices and Policies, Training, Staff Recruitment & Engagement, Monitoring, and Service Users and LGB&T Engagement) in order to give us a comprehensive view of how you are performing now and how we can assist you in developing your services further.

The second part of the application is the Action Plan – this is where your organisation identifies clear actions it can take to develop its LGB&T-inclusion. The Action Plan will be agreed at your initial assessment. If you are awarded

the Navajo Charter Mark you will be required to provide updates on the progress of your plan every 12 months up to a full review in 2 year's time.

### **What do I do next?**

Below is your copy of the Navajo Charter Mark application form and action plan. Take your time to complete it. Don't worry if you can't complete it fully - we don't expect you'll be able to answer everything. Some parts may only be appropriate for larger organisations.

When you are completing your application and action plan you will be asked to provide evidence such as certain documentation or information that will enable you to achieve your Charter Mark status. Gather as much evidence as you can and include this with your application. If any of the evidence is paper-based then provide copies of this at your initial assessment.

Once you have completed your application and action plan you can email or post it to the address below. Once your application is received you will be contacted by one of the Navajo team to arrange for your first assessment.

**LGBT Project Officer**  
**Age Concern Central Lancashire**  
**Arkwright House**  
**Stoneygate**  
**Preston**  
**PR1 3XT**

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

## Guidance Notes - Evidence Requirements



When you see this sign in the application you will need to provide supporting evidence.

Where possible include your supporting evidence in your application (cut and paste supporting documents/extracts into the relevant text box in the application).

Supporting evidence that cannot be included in your application (e.g. flyers, posters) must be provided at your first assessment.

The guidance notes below give an outline of the kind of evidence we are looking for.

The guidance notes are in italics in the text boxes. Delete the italicised text when you give your response and evidence to the question.

## Part One: Application

### Section One: Organisation / Service

#### Part A: Contact Person Details

##### Name of Contact Person:

*Ensure that you have a named contact person to act as the liaison with the Navajo Charter Mark team.*

##### Job Title of Contact Person:

##### Department / Section of Contact Person:

##### Address of Contact Person:

Address:

Town/City:

Postcode:

##### Telephone Number of Contact Person:

##### Email Address of Contact Person:

##### OFFICE USE ONLY

Ref Number:

Date Received:

## Section One: Organisation / Service

### Part B: Your Organisation / Service

#### Organisation / Service Name:

#### Industry and Sector:

*Indicate the industry of your organisation / service e.g health care, housing, education, and which sector your organisation / service is in i.e. public, private or third (voluntary, community, faith) sector.*

#### Number of Employees:

#### Number of Customers / Service Users:

#### 1.1 Service Description – give a brief description of the service(s) your organisation / service provides:

#### 1.2 Why are you applying for the Navajo Charter Mark? – give a brief outline of your reasons, include any benefits you think your organisation / service will gain:

**1.3 Benefits of the Navajo Consultative Partnership** – would your organisation / service like to know more about:

<b>Navajo LGB&amp;T Training</b>	<b>Yes / No</b>
<b>Membership of the Navajo Consultative Partnership</b>	<b>Yes / No</b>

**1.4** Has your organisation / service consulted with any of the following to complete this application?

- LGB&T Customers / Service Users **YES / NO**
- LGB&T Staff **YES / NO**
- Workplace LGB&T Staff Network **YES / NO**
- Workplace LGB&T Trade Union Group **YES / NO**
- LGB&T Community Groups **YES / NO**
- Any other LGB&T group/ person **YES / NO**
- Your organisation’s Equality Team / Person **YES / NO**



**If you have answered ‘YES’ to any of the above, provide a brief description of your consultation(s) AND provide supporting evidence.**

*We are looking for evidence that you have carried out some consultation with LGB&T staff, service users and/or any relevant LGB&T groups (e.g. LGB&T staff group, workplace Trade Union LGB&T group, local LGB&T community groups) **before** completing the application. For example, getting the views of staff and service users on your equality and diversity policies, asking staff their views on monitoring sexual orientation, asking staff their views on the equality and diversity training you may provide.*

*It may be that you can obtain additional supporting evidence for your application through consultation.*

## Section Two: Practices & Policies

**2.1** Does your organisation / service have an Equal Opportunities Policy that specifically includes Sexual Orientation and Gender Identity/Gender Reassignment?

YES / NO



If you have answered 'YES', include the relevant section(s) of your Policy below **AND** describe how the Policy is publicised to your staff and service users.

*By 'Equal Opportunities Policy' we mean some kind of policy that aims at advancing equality of opportunity, promoting the diversity of the workforce and which states the organisation / service's commitment to treat all employees fairly and considerately.*

*We are looking here for evidence that you have an Equal Opportunities Policy that specifically includes sexual orientation and gender identity/gender reassignment.*

*If you have a policy which does this, then cut and paste the relevant section of the policy into the text box for this question.*

*In addition, we are looking for evidence of how you have publicised this policy to staff and service users, for example through staff bulletins, newsletters, induction material, in promotional service literature.*

***NB: Your 'Equal Opportunities Policy' and 'Equality & Diversity Policy' may be the same document.***

**2.2** Does your organisation / service have an Equality & Diversity Policy that prohibits discrimination, harassment and victimisation based on, and specifically referring to, Sexual Orientation and Gender Identity/Gender Reassignment?

**YES / NO**



**If you have answered 'YES', include the relevant section(s) of your Policy below AND describe how the Policy is publicised to your staff and service users.**

*By 'Equality & Diversity Policy' we mean some kind of policy that aims to protect staff and service users from discrimination, harassment and victimisation.*

*We are looking here for evidence that you have an Equality and Diversity Policy that makes specific reference to prohibiting discrimination, harassment and victimisation on the grounds of sexual orientation and gender identity/gender reassignment.*

*If you have a policy which does this, then cut and paste the relevant section of the policy into the text box for this question.*

*In addition, we are looking for evidence of how you have publicised this policy to staff and service users, for example through staff bulletins, newsletters, induction material, in promotional service literature.*

***NB: Your 'Equal Opportunities Policy' and 'Equality & Diversity Policy' may be the same document.***

**2.3** Does your organisation / service have a Bullying & Harassment Policy that specifically includes Sexual Orientation and Gender Identity/Gender Reassignment?

**YES / NO**



**If you have answered 'YES', include the relevant section(s) of your Policy below AND describe how the Policy is publicised to your staff and service users.**

*By 'Bullying & Harassment Policy' we mean a written statement of how your organisation / service aims to prevent and tackle bullying and harassment in the workplace and in service provision.*

*We are looking here for evidence that you have a Bullying & Harassment Policy that specifically includes sexual orientation and gender identity/gender reassignment.*

*In particular, does your policy give specific examples of what might constitute bullying and harassment on the grounds of sexual orientation and gender identity/gender reassignment?*

*Cut and paste the relevant sections of your Bullying & Harassment Policy into the text box for this question.*

**2.4** Does your organisation / service have a procedure in place for reporting and monitoring LGB&T-related bullying and harassment?

**YES / NO**



**If you have answered 'YES', include the relevant section(s) of your Procedure below AND provide evidence of how you monitor AND give a brief description of the actions your organisation takes to deal with LGB&T-related bullying and harassment.**

*We are looking here for evidence that you have procedures in place for reporting and monitoring LGB&T-related bullying and harassment. If you have written procedures, cut and paste the relevant sections into the text box for this question.*

*In addition, we are looking for evidence of your understanding of the barriers that LGB&T staff and service users may face in reporting bullying and harassment, and how your organisation / service tackles these barriers.*

*We are also looking for evidence of how you monitor LGB&T-related bullying and harassment and what actions your organisation / service takes based on monitoring data.*

**2.5** Does your organisation / service have a procedure in place for supporting members of staff who are making a gender transition in the workplace?

**YES / NO**



**If you have answered 'YES', include the relevant section(s) of your Procedure below.**

*We are looking here for evidence that your organisation / service has a procedure in place for supporting members of staff who are making a gender transition in the workplace.*

*If you have a written procedure, cut and paste the relevant sections into the text box for this question.*

*We are looking for evidence of your organisation's understanding of the issues involved in making a gender transition in the workplace and how you can best support staff who are making a gender transition, for example, a confidential contact in HR, taking time off work if making the gender transition under medical supervision, changing records, work passes etc to the new identity.*

**2.6** Does your organisation have an Equality & Diversity Strategy and Action Plan that specifically includes LGB&T equality and diversity and relates this to the wider aims of your organisation? (This may only be relevant for larger organisations, smaller organisations will not be marked down.)

**YES / NO**



**If you have answered 'YES', include the relevant section(s) of your Strategy and Action Plan below AND describe how the Strategy and Action Plan are publicised to your staff and service users.**

***This question may only be relevant for larger organisations, smaller organisations will not be marked down.***

*By 'Equality & Diversity Strategy' we mean an organisational strategy which states how promoting LGB&T equality and diversity is strategically important to your organisation.*

*By 'Equality & Diversity Action Plan' we mean a plan which accompanies the strategy and which sets out clear aims and milestones and which is LGB&T-inclusive.*

*We are looking for evidence that you have an equality and diversity strategy and action plan that specifically includes LGB&T equality and diversity and which links this to the wider aims of your organisation.*

*If you have a strategy and action plan which does this, then cut and paste the relevant section into the text box for this question.*

*We are also looking for evidence of how you have publicised this strategy to staff and service users, for example through staff bulletins, newsletters, induction material, in promotional service literature.*

**2.7** Are Sexual Orientation and Gender Identity/Gender Reassignment specifically included in any other relevant Organisational Policies, e.g. Pension Policy, Confidentiality Policy, Recruitment Policy, Training Policy, Carers' Leave Policy, Compassionate Leave Policy, Complaints/Grievance Policies?

**YES / NO**



**If you have answered 'YES', include the relevant section(s) of the organisational policies below.**

*We are interested here in whether any organisational benefits are offered equally to LGB&T staff and whether these and other relevant organisational policies use LGB&T-inclusive language (e.g. using civil partnership as well as marriage, and stating that 'partner' includes same-sex partners).*

*If you have any relevant policies, then cut and paste the relevant sections of the policies into the text box for this question.*

*We are interested to see if you have evidence of how you have equality impact assessed these policies to ensure that they are LGB&T-inclusive. If you have carried out any equality impact assessments, include evidence of these in this section.*

**2.8** Does your organisation have an Equality & Diversity Team / Person whose remit includes LGB&T equality?

**YES / NO**



**If you have answered 'YES', give a brief description of the Equality & Diversity Team / Person AND their duties with regard to LGB&T equality and diversity.**

*We are looking here to see if you have a dedicated Equality Team / Person and whether LGB&T equality and diversity issues are explicitly included in their remit. If you have a dedicated Equality Team / Person provide evidence of their duties and how these explicitly include LGB&T equality and diversity.*

*Provide any evidence of the work they have done regarding LGB&T issues and what relationship they have with senior management in your organisation / service.*

**2.9** Has your organisation / service reviewed and updated its Equality policies and procedures, strategy and action plan, and any other relevant organisational policies in view of the new Equality Act 2010 and its provisions relating to Sexual Orientation and Gender Identity/Gender Reassignment?

**YES / NO**



**If you have answered 'YES', give a brief description of how you have updated your equality policies and procedures. Provide supporting evidence.**

*We are interested here in any evidence you can provide that your organisation / service has reviewed and updated its existing equality and diversity policies, strategies and action plans and any other relevant organisational policies in view of the new Equality Act 2010 and its provisions relating to sexual orientation and gender reassignment.*

*Provide a brief description and evidence of how your existing equality and diversity policies were reviewed and cut paste the relevant sections of the updated policies into the text box for this question.*

**2.9.1** Is your organisation / service a public service provider?

**YES / NO**



**If you have answered 'YES', give a brief description of your plans under the new Public Sector Equality Duty to: eliminate unlawful discrimination; advance equality of opportunity; and foster good relations, specifically in relation to sexual orientation and gender identity/gender reassignment AND provide supporting evidence.**

*We are want to know what your organisation / service's plans are to carry out your duties under the new Public Sector Equality Duty specifically in relation to sexual orientation and gender identity/gender reassignment.*

*Provide any evidence you have of your plans to carry out your duties under the Public Sector Equality Duty in relation to sexual orientation and gender identity/gender reassignment and your action plan.*

## Section Three: Training

**3.1** Do the staff of your organisation / service receive equality and diversity training which specifically includes LGB&T issues?

**YES / NO**

If 'YES', which of your following staff groups receive training on LGB&T issues:

- |   |                 |
|---|-----------------|
| ● New Starters                            | <b>YES / NO</b> |
| ● Line Managers                           | <b>YES / NO</b> |
| ● Senior Managers                         | <b>YES / NO</b> |
| ● Staff with recruitment responsibilities | <b>YES / NO</b> |
| ● All other staff                         | <b>YES / NO</b> |



If you have answered 'YES' to any of the above, give a brief description of the LGB&T-inclusive training provided **AND** provide supporting evidence that these staff groups have received LGB&T-inclusive training.

*We are looking for evidence here that you provide diversity training for your staff which includes LGB&T issues. The training could be general diversity training but it must explicitly include LGB&T issues.*

*In addition, we want to know which staff groups receive this training. Provide relevant evidence that the staff groups you have indicated have received the training, for example a training report giving a breakdown by staff group or evidence of training programmes aimed at different staff groups, e.g. induction/new starters, line manager training, senior manager training, refresher training for staff.*

**3.2** Please indicate the subject area(s) of the LGB&T-inclusive training that your staff have received:

- |  |          |
|--|----------|
| ● LGB&T Awareness                                    | YES / NO |
| ● Recognising & Challenging Homophobia & Transphobia | YES / NO |
| ● Understanding Equality Legislation re: LGB&T       | YES / NO |
| ● Training for Trainers in LGB&T issues              | YES / NO |



If you have answered 'YES' to any of the above, give a brief description of the LGB&T-inclusive training **AND** include relevant section(s) of your training programme.

*We are looking for evidence of different levels of training provision on LGB&T issues.*

*By 'LGB&T Awareness' we mean **any** introductory level training that raises awareness of LGB&T issues and informs staff of your equality policies and procedures.*

*By 'Recognising & Challenging Homophobia & Transphobia' we mean **any** higher level training that involves staff becoming more aware of their attitudes and behaviour and which develops their ability to challenge homophobia and transphobia.*

*By 'Understanding Equality Legislation' we mean **any** higher level training which raises awareness of up-to-date and relevant equalities legislation covering sexual orientation and gender reassignment and the need for staff to comply with legislation.*

*By 'Training for Trainers' we mean **any** advanced level training which enables participants to deliver training on LGB&T issues and to effect change within their organisation / service.*

*If you provide training which corresponds with any of the levels above, then provide us with evidence of these training programmes. Cut and paste the relevant sections of your training programmes into the text box for this question.*

**3.3** Can your organisation / service give an estimate of the proportion of your staff that have received LGB&T-inclusive training (e.g. 50%):

**YES / NO**



**If you have answered 'YES', give the proportion of your staff that have received LGB&T-inclusive training AND give a description of how you have arrived at this estimate (provide supporting evidence if possible).**

*We are looking for evidence here of the proportion of your staff that have received LGB&T-inclusive training.*

*State the proportion of your staff who have received LGB&T-inclusive training. If you are not able to give a precise figure, provide an estimate and briefly describe how you have arrived at this estimate.*

*If your organisation / service provides different training programmes on LGB&T issues give a breakdown, where possible, of the numbers of staff who have attended the different training programmes.*

**3.4** Does your organisation / service ensure that its Line Managers are skilled to manage diverse groups of staff?

**YES / NO**



**If you have answered 'YES', give a brief description of how your organisation / service's Line Managers are skilled to manage diverse groups of staff AND provide supporting evidence.**

*By 'Line Manager' we mean any member of staff responsible for managing others.*

*We are looking for evidence here of how your organisation / service ensures Line Managers are skilled to manage diverse groups of staff.*

*Evidence could include: specific higher/advanced level and refresher training on diversity including LGB&T issues for Line Managers, specific equality and diversity criteria including LGB&T in job criteria for Line Managers, equality and diversity targets including LGB&T for Line Managers' performance targets.*

*Provide evidence relating to any of the above or any other form of evidence to show how your organisation / service ensures Line Managers are skilled to manage diverse groups of staff.*

## Section Four: Staff

**4.1** When recruiting staff or volunteers does your organisation / service use LGB&T printed and/or electronic press (e.g. Out North West magazine, LGB&T community websites and networks) to advertise jobs?

YES / NO



If you have answered 'YES', give a brief description **AND** provide supporting evidence.

*We are looking for evidence here that you include the LGB&T community when recruiting for staff / volunteers by using LGB&T printed and electronic media.*

*Evidence could include: job adverts in LGB&T printed and electronic press, e.g. Out North West magazine, LGB&T websites, recruitment drives at LGB&T job recruitment fairs. Where possible cut and paste evidence into the text box for this question otherwise provide evidence at your first assessment.*

*Provide any relevant evidence of how you have used LGB&T media to recruit staff / volunteers.*

**4.2** Do your job advertisements and applications include information about welcoming applicants from the LGB&T community and other diverse groups?

**YES / NO**



**If you have answered 'YES', give a brief description AND provide supporting evidence.**

*We are looking for evidence here that your job adverts and application forms explicitly state that applications are welcome from people in the LGB&T community and other diverse groups.*

*Cut and paste the relevant sections of any job adverts and application forms into the text box for this question.*

**4.3** Does your organisation / service have a LGB&T Staff Network? (This question may only be relevant for larger organisations, smaller organisations will not be marked down.)

**YES / NO**



**If you have answered 'YES', give a brief description of the LGB&T Staff Network and its roles and functions AND provide supporting evidence.**

***This question may only be relevant for larger organisations, smaller organisations will not be marked down.***

*We are interested here in whether your organisation / service has a LGB&T Staff Network. Cut and paste any relevant evidence of your LGB&T Staff Network and/or include a website link.*

*In addition, provide any relevant evidence of the role and functions of your LGB&T Staff Network. Evidence could include: its role as a consultative body for audits, policies and procedures, supporting staff, providing advice, engaging with the wider LGB&T community. Cut and paste any relevant evidence into the text box for this questions.*

*We are also interested to know what level of support your LGB&T Staff Network receives. Provide evidence of budget and resource support and the relationship between the LGB&T Staff Network and senior management.*

**4.4** Does your organisation/service offer personal/career development opportunities e.g. mentoring, leadership programmes, counselling for staff including LGB&T staff? (This question may only be relevant for larger organisations, smaller organisations will not be marked down.)

**YES / NO**



If you have answered 'YES', give a brief description of these opportunities and how they are inclusive of LGB&T staff **AND** provide supporting evidence.

***This question may only be relevant for larger organisations, smaller organisations will not be marked down.***

*We are interested to know whether your organisation / service provides any personal/career development opportunities to staff including LGB&T staff.*

*In particular, if your organisation / service provides mentoring, leadership programmes, career counselling or any other opportunities, how does you ensure that LGB&T staff are aware of and able to access these opportunities?*

*Provide any relevant evidence to demonstrate how your organisation / service ensures that LGB&T staff are aware of and access relevant career development opportunities.*

*Evidence could include: a specific LGB&T mentoring scheme, promotion of career development opportunities through the LGB&T Staff Network, monitoring of uptake of career development opportunities.*

## Section Five: Sexual Orientation Monitoring

**5.1** Does your organisation / service monitor the sexual orientation of staff? (This may only be relevant for larger organisations, smaller organisations will not be marked down.)

YES / NO



If you have answered 'YES', give a brief description of how you monitor staff sexual orientation **AND** give a breakdown of staff sexual orientation (e.g. lesbian 8%, gay 8%, bisexual 4%, heterosexual 80%) **AND** describe what actions your organisation takes based on the monitoring data. Provide supporting evidence.

*This question may only be relevant for larger organisations, smaller organisations will not be marked down.*

*Note: This question only refers to monitoring of sexual orientation not gender identity.*

*We are interested to know whether your organisation / service monitors the sexual orientation of staff to assess the diversity of its workforce and to take actions to promote diversity.*

*Provide evidence if you monitor the sexual orientation of your staff. In particular, provide evidence of what stage(s) you monitor e.g. at application, at recruitment, promotion, exit, staff attitude surveys. Cut and paste the relevant sections of any monitoring documents into the text box for this question.*

*If you monitor the sexual orientation of staff give a breakdown of your most recent monitoring data.*

*In addition, provide any relevant evidence of actions your organisation / service has taken based on monitoring data. Evidence could include: a recruitment drive through the LGB&T media, engaging with the wider LGB&T community.*

*We are also interested to know how your organisation / service ensures the confidentiality of monitoring data. Provide any relevant evidence to demonstrate how you maintain confidentiality.*

**5.2** Does your organisation / service monitor the sexual orientation of customers/service users?

**YES / NO**



If you have answered 'YES', give a brief description of how you monitor customer/service user sexual orientation **AND** give a breakdown of sexual orientation (e.g. lesbian 8%, gay 8%, bisexual 4%, heterosexual 80%) **AND** describe what actions your organisation takes based on the monitoring data. Provide supporting evidence.

***NB: This question only refers to monitoring of sexual orientation not gender identity.***

*We are interested to know whether your organisation / service monitors the sexual orientation of customers / service users to assess the diversity of its customer / service user base and to take actions to promote diversity.*

*Provide evidence if you monitor the sexual orientation of your customers / service users. In particular, provide evidence of how you monitor e.g. equal opportunities monitoring form. Cut and paste the relevant sections of any monitoring documents into the text box for this question.*

*If you monitor the sexual orientation of customers / service users give a breakdown of your most recent monitoring data.*

*In addition, provide any relevant evidence of actions your organisation / service has taken based on monitoring data. Evidence could include: a marketing campaign targeted at the wider LGB&T community, networking with local LGB&T groups.*

*We are also interested to know how your organisation / service ensures the confidentiality of monitoring data. Provide any relevant evidence to demonstrate how you maintain confidentiality.*

## Section Six: Service Users & LGB&T Engagement

**6.1** Is your promotional / organisational service literature inclusive of LGB&T people? (e.g. use of imagery and language).

YES / NO



If you have answered 'YES', give a brief description of the LGB&T-inclusive literature **AND** provide supporting evidence.

*We are interested to know whether your promotional / organisational service literature is inclusive of LGB&T people. Provide any relevant evidence.*

*Examples of imagery could include images of LGB&T people, use of the Rainbow flag, images of same-sex couples.*

*Examples of language could include civil partnership as well as marriage and stating that 'partner' includes same-sex partners.*

*Evidence for this question could include: service leaflets, flyers, posters, web-pages.*

**6.2** Do you have targeted / appropriate information (posters, leaflets etc) available for LGB&T people?

**YES / NO**

**If 'YES', indicate which of the following:**

- |   |                 |
|---|-----------------|
| ● Targeted information for your organisation's own service(s) | <b>YES / NO</b> |
| ● LGB&T Helplines provided by other organisations             | <b>YES / NO</b> |
| ● LGB&T Community Groups and Events                           | <b>YES / NO</b> |
| ● Transgender Information and Support                         | <b>YES / NO</b> |
| ● LGB&T media e.g. Out North West, Oscar                      | <b>YES / NO</b> |
| ● Reporting Homophobic/Transphobic incidents to the Police    | <b>YES / NO</b> |
| ● Other   | <b>YES / NO</b> |



**If you have answered 'YES' to any of the above, give a brief description of the information AND state whether the information is accessible or only available on request. Provide supporting evidence.**

*We are interested to know whether your organisation / service provides targeted / appropriate information for LGB&T people.*

*Examples of what we mean by this include the following kinds of information: information about your own service / organisation that is targeted at LGB&T people; information on LGB&T Helplines provided by LGB&T organisations, information on LGB&T community groups and events, transgender information and support, LGB&T press (newspapers and magazines), information on reporting homophobic and transphobic incidents to the police.*

*Provide evidence of any of the information you make available to LGB&T people.*

*In addition, is this information easily accessible or only available on request, e.g. is the information freely available in reception/customer areas or on noticeboards?*

*Provide any supporting evidence to demonstrate the accessibility of the information.*

**6.3** Does your organisation /service offer any particular provision for LGB&T service users (e.g. specific LGB&T workers, projects, or specific services for LGB&T people?)

**YES / NO**



**If you have answered 'YES', give a brief description of the LGB&T-specific service provision AND provide supporting evidence.**

*We are interested to know whether your organisation / service offers any specific provision for LGB&T service users.*

*Examples of what we mean by this include: specific LGB&T workers, e.g. LGB&T community engagement worker, specific LGB&T projects, specific LGB&T services e.g. LGB&T youth group, LGB&T counselling service.*

*Provide any relevant evidence of specific provision your organisation / service provides for LGB&T service users.*

**6.4** Does your organisation / service actively network and consult with LGB&T community groups and organisations in your area?

**YES / NO**



**If you have answered 'YES', give a brief description of the networking and consultation with the wider LGB&T community and groups AND provide supporting evidence.**

*We are interested to know whether your organisation / service actively networks and consults with the wider LGB&T community and LGB&T groups.*

*Provide any relevant evidence of networking and consultations your organisation / service has taken part in with the wider LGB&T community and LGB&T groups, e.g. dates of consultation events, names of LGB&T groups, flyers, posters.*

**6.5** Does your organisation / service carry out Equality Impact Assessments of new policies, procedures and new services to ensure that they are inclusive of LGB&T service users and staff?

YES / NO



**If you have answered 'YES', give a brief description of the Equality Impact Assessments AND provide supporting evidence.**

*We are interested to know here whether your organisation / service carries out Equality Impact Assessments of new or revised policies and procedures and new/changed services to ensure that they are inclusive of LGB&T service users and staff.*

*In particular, we are interested in **how** you carry out Equality Impact Assessments to ensure that they are LGB&T-inclusive.*

*Provide any relevant evidence of Equality Impact Assessments you have carried out.*

*In addition, provide evidence of any engagement you have made with LGB&T staff, service users and/or LGB&T community groups and organisations when carrying out Equality Impact Assessments.*

*If possible, cut and paste the relevant evidence into the text box for this question, otherwise provide the evidence at your first assessment.*

**6.6** Does your organisation / service ensure that your suppliers / partner organisations comply with your policies on equality and diversity including LGB&T equality, e.g. tender criteria on equality and diversity, contracts monitoring? (This may only be relevant for larger organisations, smaller organisations will not be marked down.)

**YES / NO**



**If you have answered 'YES', give a brief description of how you ensure suppliers/partner organisations comply with your equality and diversity requirements AND provide supporting evidence.**

***This question may only be relevant for larger organisations, smaller organisations will not be marked down.***

***Note: Before answering this question we recommend that you consult with your Contracts Team / Person.***

*We are interested to know here whether your organisation / service uses its procurement / contracts process to ensure compliance from your suppliers / partner organisations with your policies and procedures on equality and diversity including LGB&T equality and diversity.*

*Evidence could include LGB&T-inclusion in the following: tender criteria, the awards of contracts process, contracts monitoring.*

*Provide any relevant evidence to demonstrate that your supplier and partner organisations comply with your policies and procedures on equality and diversity including LGB&T equality and diversity.*

*If possible, cut and paste the relevant evidence into the text box for this question, otherwise provide the evidence at your first assessment.*

## Section Seven: Additional Information

7. Give a brief description of any other work your organisation / service has carried out on LGB&T issues that have not been covered above. Provide supporting evidence.

**NB: Any supporting evidence that cannot be included in this application must be provided at your initial assessment interview.**

**I wish to apply for the Navajo Charter Mark on behalf of this organisation.**

**Signed:**

**Date:**

**Please turn to next page to complete the Action Plan**

## Part Two: Action Plan

To complete the Action Plan below, refer back to your Application to identify any actions your organisation / service can make. **The Action Plan must be completed before your initial assessment interview.**

The Action Plan will then be discussed, agreed and signed at the initial assessment interview. The application, supporting evidence and the agreed action plan will then be reviewed by the Navajo Charter Mark Panel.

**Your Navajo Charter Mark Commitment** – By agreeing to the following action plan you will be required to provide updates on the progress of your plan every 12 months up to a full review in two year's time.

### Section Two: Practices & Policies

**Actions:**

*Identify any actions your organisation / service can carry out to make your organisational policies and procedures more LGB&T-inclusive.*

### Section Three: Training

**Actions:**

*Identify any actions your organisation / service can carry out to improve the LGB&T-inclusive training available to your staff.*

### Section Four: Staff

**Actions:**

*Identify any actions your organisation / service can carry out to improve LGB&T-inclusion in staff recruitment and staff development and to promote staff engagement with LGB&T equality issues.*

## Section Five: Sexual Orientation Monitoring

**Actions:**

*Identify any actions your organisation / service can carry out regarding monitoring of sexual orientation of staff and/or service users. For example, if your organisation / service does not currently monitor, you could actively engage with your staff and service users on the issue of monitoring and its benefits.*

## Section Six: Service Users & LGB&T Engagement

**Actions:**

*Identify any actions your organisation / service can carry out to improve LGB&T-inclusion in service provision and service development and to actively engage with the wider LGB&T community.*

**This review should not be considered as comprehensive, the recommendations and action plan agreed here should be used to inform the development of services. Please compile all evidence collected for use at the next review.**

**I agree to the above action plan on behalf of this organisation:**

**Name:**

**Position:**

**Date:**

**Signature:**

**Date of first review to take place on:**