

Records and self-identification.

- If it is absolutely necessary for you to collect data on an individual's gender ensure that your reporting forms are inclusive of people who do not use binary terms like 'Male' or 'Female' to describe themselves.
- Avoid terms like 'Other' which may invalidate people and consider using 'Not listed' or 'None of the above'.
- Understand that a person's name and pronouns may change over time and your record keeping should allow self-identification to reflect this.

Protecting privacy.

- **It is never OK to out a young person without their consent and doing so may put them at risk.**
- If you should need to contact the young person it's important to be clear about how they wish you to do so.
- A voicemail or email with sensitive information including their preferred name and pronouns may out that young person to people around them.
- Ask the young person how you can contact them and ensure that this detail is shared with any relevant individuals.

Contact

Updating your policies and procedures to be inclusive of LGBT+ young persons should be done in consultation with those it affects.

Mosaic can help you improve outcomes for LGBT+ young persons through the collaborative development of inclusive policy, training for frontline staff, and other young person centred support.

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 Mosaic LGBT+ Young Persons' Trust



Ask.
Listen.
Act.

Supporting Adolescent
Victims of LGBT+phobia
and Hate Crime

Mosaic LGBT+ Young Persons' Trust exists to support, educate and inspire young LGBT+ persons and those around them.

This guide is for professionals who support LGBT+ young persons who may be victims of LGBT+phobia.

The LGBT+ Community

LGBT+ is an umbrella term for identity terms used to describe diverse gender identities and sexualities.

How we see ourselves and relate to others is intrinsically subjective and often the way people use and understand identity terms will differ between people. This is true in the LGBT+ community as in any other community.

Using the right language is more about clear and open communication than it is about a list of dictionary definitions.

In supporting a young person who is the victim of LGBT+phobia it is not always appropriate to ask them to define their sexuality and/or gender identity, they may not have the language to describe how they feel and it is unlikely to impact your ability to connect them to help.

Avoid making assumptions about young persons you support by using gender neutral language and where necessary asking them which terms they feel are most appropriate to them.

LGBT+phobia

LGBT+phobia may in some instances be very obvious to those to whom the crime is reported. The use of slurs, or gendered language will clearly signify the hate motivation for the incident.

In all instances it is important to respect the perception of the young person on the motivation of the person that harmed them.

What might it look like?

- verbal and physical abuse
- physical violence
- teasing
- bullying
- threatening behaviour
- online abuse
- damage to property
- name-calling
- outing without consent
- faith and belief based discrimination



Barriers to accessing help

Many young persons fear that by speaking up about LGBT+phobia that they've experienced that they are at risk of being misunderstood, invalidated, or outed by the person to whom they make a report either through negligence or in retaliation.

Given the devastating effect that these incidents can have on LGBT+ young persons it's vital that their report is received with empathy, compassion and with that young persons' well-being as the highest priority.

Supporting LGBT+ Young Persons

Names and pronouns.

- It's important that how you refer to a person matches how they see themselves. Getting someone's name and pronouns right is key to making them feel seen and understood.
- Introducing yourself with your name and gender pronouns makes it clear to others that there is space for them to tell you theirs.
- If you make a mistake apologise and correct yourself.