Young LGBT+ people have the right to be actively involved in the mental health support they access. Young people have the right to engage with a workforce that is reflective of them, be asked relevant questions about their needs and experiences, which is framed in accessible and LGBT+ affirmative language. It should never be assumed that a young person is cis-gender and/ or heterosexual; equally, it should not be assumed that all LGBT+ young people would prefer to see an ‘out’ LGBT+ worker. Any changes to gender or sexuality should be quick and easy to record, at the request of the young person. The mental health practitioner who supports them should have an awareness of the impact of discrimination and prejudice that occurs in the home, at school and wider society, as this may have had an effect on their mental health.

**FACTSHEET: MENTAL HEALTH AND EMOTIONAL WELLBEING SERVICES**

- 74% of respondents identified that support around self harm was relevant to them. 37% of young people experienced services as ‘helpful’ and 37% experienced services as ‘unhelpful’ in relation to self-harm.
- 56% young people identified that mental health difficulties made it harder to ‘come out’.
- Of those who it related to, 50% felt mental health services rated as ‘good’ or ‘above average’ and 50% rated these services as ‘below average’ or ‘poor’ in terms of their LGBT+ inclusivity.
- When considered specifically in terms of trans inclusivity, 92% of respondents who had accessed services perceived that health services were ‘below average’ or ‘poor’.
- Two thirds of young people agreed that either ‘all’ or ‘some’ services understood the multiple elements that make up their identity.
- High numbers of young people identified changes in relation to environment, people and practice that would enhance LGBT+ inclusivity. For example, 91% suggested gender neutral toilets as a key improvement and 90% said staff actively challenging discrimination and prejudice would improve services. 82% highlighted the importance of ‘out’ LGBT+ professionals, feeling that ‘staff who share an element of my identity’ enhanced the sense of feeling understood by services.
1. Ensure that your environment is visibly representative of the diverse communities in Greater Manchester, including LGBT+ people.

2. Ensure your workforce reflects these communities, and you have ‘out’ staff within your staff team whose specific skills, knowledge and experience is reflected and shared in practice.

3. Always challenge discrimination and prejudice.

4. Be clear with young people, service users, staff and visitors about what you expect from them and what they should expect from you. You should be clear about boundaries and ensure young people, staff and visitors know how they can take action if they feel they need to.

5. Ensure that all referral, assessment, support and monitoring forms affirm LGBT+ identities. Enable young people to identify their own pronoun and ensure any changes to gender or sexuality markers are quick and easy to amend, at the request of the young person.

6. Actively involve LGBT+ young people in your service, including planning, leading and evaluating projects. Young people should be actively involved in shaping and making decisions about individual mental health support they access. Involving LGBT+ young people in decisions about how the service develops will improve the service for all young people. You might want to consider assessing your service using the ‘You’re Welcome’ quality standards.

7. Create dedicated groups and projects for LGBT+ young people, in addition to ensuring that all individual and group spaces are welcoming and inclusive.

8. Recognise that staff will hold differing levels of knowledge and skills – induction and ongoing staff training should explicitly focus on LGBT+ identities in the context of emotional wellbeing and mental health. This is essential both to increasing staff confidence in asking the right questions at the right time, and to consistently develop knowledge and encourage best practice.

9. As an individual practitioner, ensure that your practice is LGBT+ aware and that you understand the mental health research and statistics around LGBT+ young people. Be aware of possible experiences and fears which may impact upon emotional wellbeing and mental health of LGBT+ young people.

10. Ensure that your environment is LGBT+ inclusive, from information leaflets, flyers and posters through to gender neutral toilets. If you operate from a shared venue, speak to partners and use evidence to effectively convey the impact that changes will make to all staff and visitors to the building.

**TOP TEN THINGS YOU CAN DO:**

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