
LGBT Liaison Officer's Manual of Guidance



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1. Foreword

I have pleasure in introducing the Metropolitan Police Service's (MPS) corporate LGBT Liaison Officer's Manual of Guidance, which will support Liaison Officers (LO), Coordinators and others engaged in managing LGBT matters.

The policing of homophobic & transphobic hate incidents and wider LGBT matters is a sensitive and complicated business. This is as a consequence of a number of different facets including history, legacy issues and the diversity of LGBT people, which has impacted on their trust and confidence in the MPS.

The MPS has been on a notable journey over the last four decades in how it has interacted with LGBT people. That said, as a learning organisation we have worked with and listened to; LGBT people, their informed representatives and our staff, including LGBT staff members, some of which perform the role of LGBT Liaison Officers.

We have responded to their advice and guidance and learnt from our experiences. This coupled with societal and legislative changes have contributed to leading us through the many changes which have and continue to take place.

It has been recognised that LGBT Liaison Officers and other staff members have played a fundamental role in assisting the MPS to shape and improve its service delivery to LGBT people, its knowledge and expertise and its performance outcomes. The MPS is wholly committed to further improving its services to LGBT people as victims, witnesses and mainstream users. In addition we are also committed to working with LGBT focussed organisations and other partners dealing with LGBT matters and our LGBT LOs have a key role to play in making this happen.

This Guidance Manual, which I commend to you, highlights key human resource and support products, contact details of internal and external partners (including key Non Governmental Organisations) as well as other essential information regarding the policing of Public Sex Environments.

The manual - an informative and useful guide - has been developed primarily to support you in your role, although it should not be seen as the sole resource for you to draw on.

Finally, on behalf of the MPS thank you for the invaluable work that you do.



Mark Simmons
Commander Crime

2. Introduction

Territorial Policing

The purpose of the MPS LGBT Liaison Officers (LOs) Manual of Guidance is to provide advice that assists LGBT LOs or any staff dealing with LGBT matters, to perform their duties effectively, professionally, efficiently and in an informed way.

The manual will also support line managers who have accountability for those delivering the day-to-day application of the LO role.

In addition the manual is designed to act as a point of reference for those already undertaking the role and will provide useful tactical support for newly appointed staff. The manual has been structured as guidance for LO work and includes reference to current MPS policy for dealing with homophobic/transphobic hate crimes and incidents and associated LGBT matters.

It must be recognised the Manual cannot cover every individual scenario that may occur. In these situations the role holder should seek advice from relevant specialist teams and from other established and experienced part time or full time LOs.



3. LGBT History

1290 First mention of homosexuality in English law - as an offence.

1885 Criminal Law Amendment Act made sexual acts between men illegal in the UK.

1895 Oscar Wilde was accused of being homosexual, tried and sentenced to 2 years hard labour.

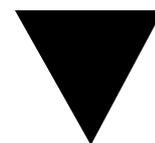


1928 The book “The Well of Loneliness” was written by a lesbian writer Marguerite Radclyffe-Hall. The Home Secretary declared the book was obscene and proceedings were brought under the Obscene Publication Act 1861. Despite the fact the book contained no graphic description of sex or profanities it was banned from sale.

1939-45 During World War 2 there were more Court Martials for alleged indecency with males than for any other offence. The Nazi regime saw homosexuals persecuted and placed in concentration camps, they were forced to wear a pink triangle and it is believed some 50,000 gay men died. Anti social women which would include lesbians had to wear a black triangle. A yellow star of David under a superimposed pink triangle marked in the Nazi’s eyes the lowest of all prisoners, a gay Jew.



Gay



Lesbian

1950's In the 1950s homosexuality was designated a disease, aversion therapies were used and in some cases lobotomies and chemical castration in the form of hormone therapy was carried out.

1957 In September 1957 the “Report of the departmental committee on homosexual offences and prostitution” better known as the “Wolfenden Report” was published. The committee recommended that “homosexual” behaviour between consenting adults (over 21) in private should no longer be a criminal offence”.

1967 Sexual Offences Act -Implemented the Wolfenden report’s proposals of decriminalising sex between men over the age of 21 and over.

1969 Stonewall Riots started in a gay bar in New York on the night of Judy Garland’s funeral. The police had started arresting gay men and for the first time the community fought back. This was a turning point and Gay pride events were held across the world to commemorate this point. The term gay began to be used and one theory as to why the term was used but it is widely held that it started as an acronym which stood for “Good As You”

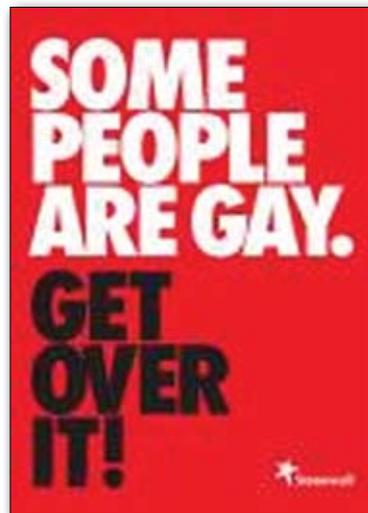


1970 “The Gay Liberation Front” started. It was a more militant campaigning organisation than the “ Homosexual Law Reform” society which later became the “CHE” - Campaign for Homosexual Equality “ The first Gay switchboard was set up , which is still running as London Lesbian & Gay Switchboard.

1985 The papers reported the coming of the “Gay Plague” (HIV), this resulted in a rise in anti gay violence and harassment.

1988 Section 28 of the Local Government Act made it illegal for a local authority to intentionally promote homosexuality or promote the teaching in schools of the acceptability as a “pretend family relationship”.

1989 Sir Ian McKellen, Michael Cashman and Angela Mason founded Stonewall to campaign for equal rights within the law for Lesbians and gay.



1990 Gay Police Association formed.

Work towards equal opportunities for gay police service employees.

Offer advice and support to gay police service employees.

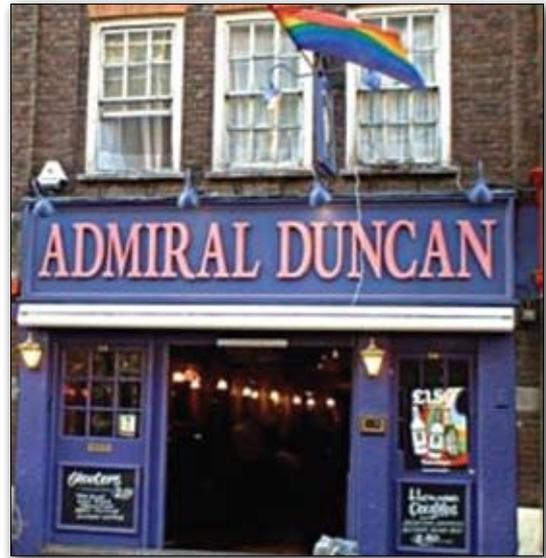
Promote better relations between the police service and the gay community.

1992 On May 17th “homosexuality” was removed from the International Classification of Diseases of the World Health Organisation. This date is now designated International Day Against Homophobia (IDAHO) used to remind people of the atrocities that many LGBT people face including the penalty of death in a number of countries for simply being LGBT.

1994 The age of consent for gay men lowered from 21 to 18 years old.

1999 The European Court of Human Rights stated that the UK’s policy on banning LGBT personnel from the Armed forces was unlawful, unjust and unfair. Subsequently all investigations and discharges were suspended.

1999 Admiral Duncan nail bombing - three people killed (including a pregnant woman). David Cope-land sentenced to life imprisonment.



1999 Sex Discrimination (Gender Reassignment) Regulations 1999. Makes it unlawful for employers to discriminate against trans people. This includes those who intend to undergo, are undergoing or have undergone gender reassignment in the past.

2000 The Sexual Offences (amendment) Act “Age of Consent, decriminalisation and abuse of trust “reduced the age of consent from 18 to 16 years old.

2002 Christine Goodwin a 65 year old male to female transsexual wins a case at the European Court of Human Rights to be recognised as a woman and get married in the UK. The result of this ruling meant that British law must change.

2003 Section 28 (Clause 28) finally repealed.

Employment Equality (Sexual Orientation) Regulations 2000 to protect people against discrimination based on their sexual orientation

The Sexual Offences Act 2003 overhauled the legal framework for dealing with sexual offences and also strengthened the law on consent, by creating for the first time a definition of consent.

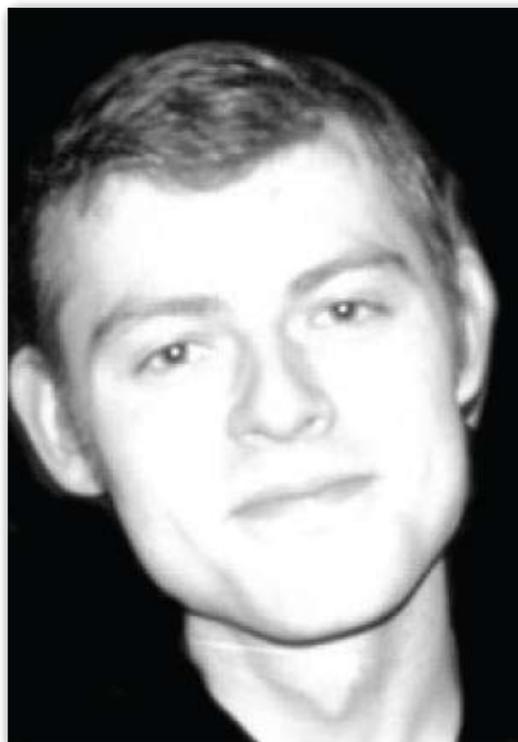
2004 On 18th November the Civil Partnership Act 2004 received Royal Assent and became law. The first civil partnership ceremonies took place in December 2005.



Also in 2004 The Gender Recognition Act enabled trans people to change the gender on their birth certificate to their acquired gender. Once granted the person became entitled to the same benefits as anyone of that gender. This came into effect on April 4th 2005

2005 Section 146 of the Criminal Justice Act 2003 came into effect in April 2005, empowering courts to impose tougher sentences for offences motivated or aggravated by the victim's sexual orientation in England and Wales.

2005 Homophobic Murder of Jody Dobrowski on Clapham Common. Two men sentenced to life imprisonment.



4. MPS/ACPO Definitions of Hate Crime

ACPO Hate Crime definition: A hate incident is defined as any incident which may or may not constitute a criminal offence which is perceived by the victim or any other person as being motivated by prejudice or hate.

MPS definition: Any incident that is perceived by the victim or any person to be racist, homophobic, or due to a persons religion, belief, gender identity or disability.

Hate crime is defined as: Any hate incident, which constitutes a criminal offence perceived by the victim or any other person as being motivated by prejudice or hate.

5. Definitions & Appropriate Terminology

Gay	Is a man or woman who is sexually and emotionally attracted to people of the same sex.
Bisexual	Is a person who is sexually and emotionally attracted to either sex.
Homosexual	Is a person who is sexually and emotionally attracted to people of the same sex. (Term no longer in general use) However this term may still be used by elder gay men.
Heterosexual	Is a person who is sexually attracted to the opposite sex. Commonly referred to as “Straight” by LGBT people.
Transsexual	An individual whose gender identity does not match the sex that was assigned to them at birth. Many transsexual people will seek hormonal and/or surgical treatment in order to bring their body into alignment with their gender identity.
Transgender	The umbrella term used to describe people who do not fit the binary norm of male or female. This includes transsexuals and cross dressers/transvestites. Being trans is a matter of gender identity not sexual orientation.

Drag Artist	A performer, male or female, who dresses up and “performs” as the opposite gender. Drag artists can be lesbian, gay, straight, bisexual or transsexual
Transvestite/ Cross dresser	A person who dresses in the clothing of the opposite gender for a variety of different reasons.
Sexual Orientation	Is your sexual identity i.e. whether you are lesbian, gay, heterosexual, bisexual or undecided. This is not necessarily fixed and may change over time.
Sexuality	How you express you sexual orientation and your awareness of yourself as a sexual being i.e. your sexual behavior and preferences.
Homophobia	Prejudice against (fear or dislike of) homosexual people and homosexuality
Internalised	The fear and self-hatred that can occur in people who have Homophobia incorporated negative ideas about homo-sexuality.
Hetrosexism	Is a term that applies to negative attitudes, bias, and discrimination of opposite-sex sexuality and relationships. It can include the presumption that everyone is heterosexual or that opposite-sex attractions and relationships are the norm and therefore superior.
Coming Out	Is a figure of speech describing an LGBT person’s voluntary disclosure or public announcement of his or her sexual orientation or gender identity. Once having made this information known, the LGBT person is “out” and no longer “closeted”
LGBT	Lesbian, Gay, Bisexual and Transgender

6. Role of an LGBT LO

6.1 Person Specification

LGBT Liaison Officers have played and continue to play a fundamental role in how the MPS shapes and delivers its services to LGBT people. The role of the LGBT Liaison Officer is performed by both police officers and police staff members in either a full time or part time capacity.

This role, which is invaluable, serves to increase and improve the trust and confidence of LGBT people in our police service.

Fundamental to achieving this is providing an effective conduit of communication to internal & external agencies and LGBT people, stakeholders and agencies.

This must include raising the awareness of LGBT matters and sharing information including hate crime perpetration rates within your geographic area of responsibility.

As a LGBT LO you may be employed in a strategic and/or tactical role, with a view to developing reassurance, building and maintaining trust & confidence. Furthermore you will be pivotal in managing critical incidents and supporting day-to-day police proactive/reactive investigations, developing systems & processes to provide a seamless level of professional service, encourage crime/incident reporting and securing the provision of community intelligence from LGBT people.

6.2 Job Description

‘Recognising and professionalising the role of LGBT Liaison Officers’

Lesbian, Gay, Bisexual and Transgendered (LGBT) Liaison Officer Job Description

The role of the LGBT Liaison Officer is performed by both police officers and police staff members in either a full time or part time capacity. This is an invaluable role and serves to increase and improve the trust and confidence of LGBT people in our police service. Fundamental to achieving this is providing an effective conduit and communication link to internal & external agencies and LGBT people - this must include raising the awareness of LGBT matters and sharing information including hate crime perpetration rates within your geographic area of responsibility.

As a LGBT LO you maybe employed in a strategic and tactical role (as the circumstances dictate), developing reassurance, building and maintaining trust & confidence. Furthermore you will be pivotal in managing critical incidents and supporting day-to-day police proactive/reactive investigations, developing systems & processes to provide a seamless level of professional service, encourage crime/incident reporting and the provision of community intelligence from LGBT people.

6.3 Roles and Responsibilities

Investigation

- Liaison Officers are first and foremost hate crime investigators. They are a fundamental part of homophobic (HO) and transphobic (HT) hate crime investigations, however this does not mean they take the lead role in all HO/HT motivated crimes or incidents.
- To assist and advise units (e.g. CSUs) in proactive/reactive operations that involve or impact on LGBT people.
- To act as a resource for Hate Crime investigators with regards to liaison with victims, witnesses (who identify as LGBT) and referrals to appropriate support agencies.



Liaison both internally and externally

- To actively develop links with local borough based LGBT groups and venues.
- To assist the setting up of LGBT forums.
- To provide advice, guidance and information to internal and external agencies.
- To encourage and facilitate LGBT representations on borough IAG Consultative Groups etc.

- To aid linked community stakeholder awareness with local LGBT contact organisations.
- To ensure the list is kept up-to-date and relevant, and is immediately accessible to MPS staff, LGBT People and community assets e.g. voluntary agencies.

Promoting awareness of LGBT matters

To promote the role of the LGBT LO internally and externally

- To raise the profile of their role (at stations) across their borough to ensure that police officers and police staff are conversant with their roles and the services available e.g. refer suitable incidents to them.

To develop an understanding of general LGBT matters with colleagues and the diversity which exists amongst LGBT people.

- Highlighting LGBT issues for consideration in developing local crime and disorder strategies and boroughs strategic plans e.g. hate crime strategy.

To have monitoring systems in place that raise awareness of LGBT crimes/ incidents within the borough - including sharing PIB (Performance Information Bureau) statistics with community partners.

To increase the trust and confidence of LGBT People

To develop initiatives to encourage the reporting of LGBT crime/incidents.

- To facilitate effective two way communication between LGBT people and the MPS (including BOCU command teams and investigating officers. LGBT LOs are not FLOs unless otherwise trained to perform this role - they could however be co-deployed or otherwise act as an advisor to the FLO.

Continuity

To ensure that the LO keeps a record of all work conducted on the borough in a format that is accessible to all colleagues and for those who are taking on the role of LGBT LO.

Part time LGBT LOs will be appointed by the current LGBT LO and appointed SMT leads. Applicants should be required to complete a form 728 which requires written support from their line manager. Applicants should ensure that they detail the relevant skills and experience they can bring to the role. This process will vary from borough to borough and advice can be sought from VCD or DCFD.

The role is open to all police officers/staff. The sexual orientation of an applicant is not a criteria for appointment. However knowledge, understanding and commitment to LGBT communities and the role are required.

LGBT LOs in the main will work part - time alongside their current duties and commitments. Part of the role will include working in partnership with the CSU/CID, victims, witnesses and NGOs engaging with the community and their informed representatives.

The number of hours that part-time LOs are able to dedicate to perform the LGBT LO role will be determined by their current role, duties and their line manager.

Some of the roles you may be required to perform

- To help assist the CSU/SMT/SIOs with HO/HT crimes/incidents.
- To help report any HO/HT crimes/incidents.
- To be a point of contact for a victim of HO/HT crime and to liaise with other agencies for the victim.
- Help patrol in uniform or plain clothes (unless PCSO or police staff) around venues, events or P.S.Es (Public Sex Environments).
- To be a point of contact for LGBT communities
- Developing close links with the LGBT/stakeholders in the community to build trust and confidence in the policing of the Borough.
- Advise and help CID/Teams/SIOs with critical incidents, press (via DPA) legislation or community issues including statement taking where applicable.

7. Setting up new LO role

7.1 Promoting the Role

Venues and Places of contact may include the following:

Clubs - either solely LGBT or those that have 'gay nights'

Pubs (both straight and gay)

Social groups

Youth groups

Sexual health clinics

Borough council

Local media e.g. Newspapers, community radio

Neighbourhood Watch

Local LGBT Forums

Hospitals

GP Surgeries

Public Sex Environments (P.S.E's)

Libraries

Non Government Organisations (NGOs)

Arranging talks to all teams and units to enable you to explain your role as a LGBT LO. This will also allow you to instill, as 'core business', an understanding of LGBT people and how to deal with homophobic/transphobic crimes effectively.

Notice Board

It is strongly recommended that a dedicated notice board is provided and ideally placed where the majority of staff see it. A LGBT notice board is a great way to share information and acts as a central information point. This should be regularly updated with LGBT community information.

7.2 Promotional Materials

All BOCUs have access to funds to support local community engagement work. Business case requests for funding to support LGBT events should be supported through local SMT.

Consideration should also be given to reviewing the calendar events for the year where LO presence would be anticipated e.g. LGBT History month and International Day Against Homophobia (IDAHO) 17th May. This will aid bulk purchase of requested items and reduces cost outlay.

Guidance on the types of materials presently used by MPS LGBT central teams can be obtained from DCFD LGBT Strand, TP VCD service delivery team or via other BOCU LGBT LOs.

7.3 Neighbouring Borough LGBT LO's

Networking is an essential tool for LGBT LOs and regular engagement with neighbouring LO colleagues is encouraged. This supports the sharing of best practice, community information/intelligence which allows an opportunity to redress common barrier. It also supports the building of pooled resources when committing to community events, venue visits and dealing effectively with cross border crime prevention, proactive patrolling etc.



7.4 LGBT Venues

Not every borough will have bars and clubs aimed exclusively at LGBT communities. This does NOT mean there are fewer or no LGBT people on that borough. In addition it shouldn't be assumed that all venues will be well-known or well attended.

There are some areas where ad-hoc 'gay nights' are held and areas that have regular but un-advertised meetings. It is essential for a LGBT LO to become familiar with their borough community and geographical profile paying particular attention to identified LGBT venues, LGBT events, promotions and so forth. A key responsibility for the LO being; to make themselves known in all LGBT and wider community venues and provide the venues with details of how they can contact the LO or their respective Community Safety Unit.

Venue Security

CO14 Clubs and Vice OCU is a specialist command unit providing both tactical advice and operational support to other BOCU's in the MPS around a number of key areas including the policing of the night time economy of nightclubs, licensed premises and casinos; vice including both on street and off street prostitution.

It is important that when conducting LGBT Venue visits that certain factors are considered and advice sought from local licensing officers or CO14 direct.

Considerations when conducting visits:

- Risk assessment/management of the visit/inform line manager/licensing officers.
- Are the door staffed fully SIA (Security Industry Authority) qualified?
- Are they displaying their badges and if not report this to local licensing officer.
- Are they fully trained and aware of procedures around searching customers, bags, oversized coats, searching for prohibited articles?
- Are the staff aware of what to do in the event that a suspicious package or object is found in or near the venue?
- Are staff aware of their evacuation procedure?
- Is there a local protocol in relation to controlled drug discovery and confiscations?
- Do the SIA staff regularly patrol the venue including inspection of toilet facilities? Is the venue searched at the start and end of business hours?

For full information and tactical and strategic advice in relation to licensed premises, nightclubs etc please contact CO14 website via the intranet.

7.5 Gaydar Profiles

The MPS has corporate Gaydar/Gaydargirls profiles, which are managed by TP VCD and DCFD. The MPS profiles can be used for bespoke borough witness appeals, good news articles and also to promote the reporting of Homophobic and Transphobic incidents, please note this is NOT a third party reporting system. The profile is a one-stop shop for members of the public to identify their local LGBT LOs or indeed any LGBT matters.

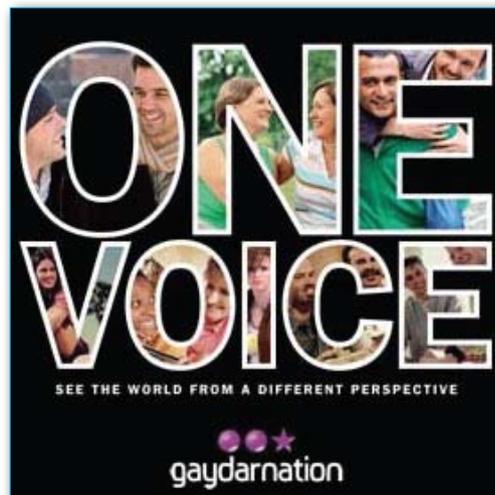
As stated the MPS profile is managed by VCD/DCFD and any information sought in relation to the profiles or using the profiles for appeals, should be directed to contact the TP VCD CSU Service Delivery Team.



Gaydar Radio

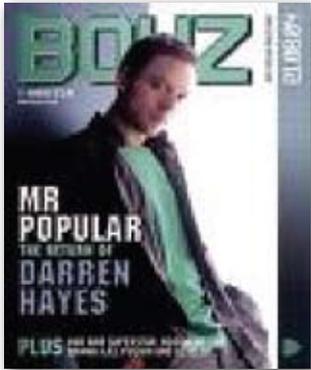
Reflects gay lifestyles with broadcasting 24 hours a day. News on the hour, interactive personals, dedications, chat, and more. The radio station is ideal to use for witness appeals via the airways or promote local borough LGBT events.

Contact the radio Manager direct on 020 8744 128



7.6 General LGBT Magazines & Websites

To assist you with searching for venues which may be currently operating on your borough the following links may be useful. You may have to use a standalone computer due to MPS restrictions via AWARE.



Boyz Magazine
www.boyz.co.uk



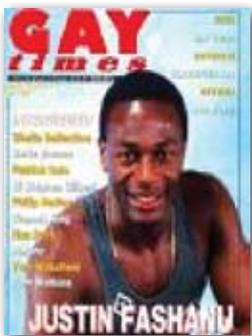
DIVA
www.divamag.co.uk



Fyne Times
www.fyne.co.uk



G3
www.g3mag.co.uk



GAYTIMES Magazine
www.gaytimes.co.uk



Gingerbeer - Lesbian Guide
www.gingerbeer.co.uk

NEWSNOW

www.newsnow.co.uk/h/Life+&+Style/Sex+&+Gender/Gay+&+Lesbian



Pink News
www.pinknews.co.uk



QX Magazine
www.qxmagazine.com

7.7 Internet safety and safer travelling

When giving advice in relation to using social networks and meeting people via these networks the following may assist:

- When chatting on the internet to people you don't know, never give out information that identifies where you live or allows you to be contacted offline. Don't give out your home address, home phone number, mobile number, etc.
- People are not always what they appear to be on the internet. To be confident that the person you are getting to know is genuine, first spend time chatting on the online or by email. Build some trust before you speak on the phone or meet in person.
- Don't be pressured into meeting. If you don't feel ready or comfortable, wait a while. If someone you're chatting to online seems pushy then there's good reason to be cautious.
- When meeting for the first time, always remember to meet in a public place where there are sure to be other people around. Preferably meet during the daytime, in a place you are familiar with and feel comfortable. Tell a friend or family member that you are meeting someone for the first time and let them know where you are going and what time you expect to be home. They can keep an eye on the time and check up on you should you be late. Take a mobile phone with you so you can be contacted easily.
- Never go back to someone's house who you have just met. You may think they seem nice and can be trusted. Don't risk getting into a situation that's awkward or even difficult to get out of.

Webcam

- If you have a webcam it's very tempting to hurriedly link up with a new internet friend. But first, make sure you are not revealing details about where you live, and be as sure as you can be about the person on the other end of the video-feed.
- Use your instincts. If something doesn't feel right, then it isn't.
- Nearly all of the social networks carry their own safety advice and these should be viewed by users and followed.
- Be aware that Alcohol/drugs may affect peoples judgements

Safer travelling

- Always stick to well lit areas and if travelling by public transport use a registered form of transport i.e. London Transport, Registered and licensed cabs or hackney carriage. Visit www.tfl.gov.uk for more information:

<http://www.tfl.gov.uk/tfl/gettingaround/findaride/default.aspx>



7.8 Strategic and Operational Non Government Organisations (NGOs) listed are just some of the NGOs both locally and nationwide

TP VCD CSU Service Delivery Team - The CSU Delivery Team has the strategic and policy lead with overall responsibility for MPS delivery on Domestic Violence and Hate Crime performance and compliance, ensuring accountability and ownership. Details via AWARE:

http://intranet.aware.mps/TP/CSU_Service_Delivery_Team/index.htm

LGBT Strand - The team has responsibility for engaging with the lesbian, gay, bisexual and transgender community at a pan London level. It provides support to Boroughs and other specialist departments on major enquiries, Gold Groups and at ACPO level. The team also facilitates the LGBT Advisory Group.

http://intranet.aware.mps/TP/DCF/03_Diversity_Advice/LGBT.htm

Language and Cultural Service (Formally CCRU) - This new department, aims to consolidate the management of linguistic skills and cultural expertise within the MPS to deliver an enhanced service to customers, citizens and front-line policing.

LCS has five key business areas:

- Operations - Interpreter deployments & Specialist deployments.
- Covert Operations - Sensitive or specialist requirements for language support.
- Language Programme - Improving service delivery and enhancing the overall customer experience.
- Language Policy & Co-ordination - Recruitment, support, vetting, payment and training of interpreters, translators and any **MPS staff who have been resourced to cultural or linguistic deployments.**
- Business Development - Exploring income generation opportunities.

See the link below for contact details and further information:

http://intranet.aware.mps/HR/LogisticalServices/Language_and_Cultural_Services/06_LCS_Contacts/index.htm

Partnership Working

The extent to which the LO engages with partnership agencies and LGBT communities will depend on the locally agreed ring fenced time made available to the role holder.

Agencies will vary from Borough to Borough but it will be the responsibility of the LO to source those within their geographical boundaries.

As the LO becomes more established in their role, work records will reflect engagement work taken forward and will support local bids for hours to be expanded so that time can be invested in longer term projects.

Age Concern - The UK's largest charity working with and for older people. Has a comprehensive list of resources and links for older LGBT people, and runs the Opening Doors Project, an older persons LGBT support group.

n.maxwell@ageconcerncamden.org.uk

d.Neil@ageconcern.camden.org.uk

Albert Kennedy Trust - The Albert Kennedy Trust support lesbian, gay, bisexual and trans homeless young people in crisis.

www.akt.org.uk

Broken Rainbow - provides support to LGBT people experiencing Domestic Violence.

www.broken-rainbow.org.uk

National LGBT DV helpline: 08452 60 44 60 or 0300 999 5428

Monday: 2 - 8pm

Wednesday: 10 - 1pm

Thursday: 2 - 8pm

Brothers and Sisters Club - Safe space for deaf people

www.brothers-and-sisters-club.com

FFLAG - is dedicated to supporting parents and their gay, lesbian and bisexual sons and daughters.

Central Helpline no: **0845 652 0311**

www.fflag.org.uk

GALOP - Gives advice and support to the LGBT community to those who have experienced homophobic or transphobic violence, abuse or harassment and assist callers when dealing with the police.
Tel: **0207 704 2040**

www.galop.org.uk

GPA - National staff association that specifically represents the needs and interests of lesbian and gay police employees in the United Kingdom.

www.gay.police.uk

The Gender Trust - is a Registered Charity which provide help and support to anyone with queries about all aspects of gender identity issues.
Tel: **0845 231 0505**.

www.gendertrust.org.uk

Gires - Information for Trans people, their families and professionals

www.gires.org.uk

GMFA - aimed primarily at gay men seeking information about their health and what services are available to them in the UK.

www.gmfa.org.uk

Imaan - is a social support group for LGBT Muslims, their families, friends and supporters and those questioning their sexuality or gender identity.

www.iman.org.uk

infor@imaan.org.uk

Lesbian & Gay Christian Movement - Support group for LGBT Christians

lgcm@lgcm.org.uk

London Lesbian & Gay Switchboard - aims to provide an information, support and referral service for lesbians, gay men, bisexual people and anyone who needs to consider issues around their sexuality.

HELPLINE No. **020 7837 7324** (daily 10am -11pm) Office No. **020 7837 6768** (mon-fri 10am - 6pm).

www.llgs.org.uk

London Friend - offer counselling and support services which set out to explore issues of same-sex relationships, sexual identity and promote personal growth and self-confidence. LF also provide social groups and a safe space as an alternative place to meet and socialise.

General LGBT Helpline - **020 7837 3337** (7.30pm-9.30pm Tue, Wed & Fri).

www.londonfriend.org.uk

Mermaid - Family Support Group - for youth gender identity issues
BM Mermaid , London WC1N 3XX.

Tel: 07020 935 066

www.mermaidsuk.org.uk

Metro Centre - charity working in partnership with statutory and voluntary organisations serving lesbians, gay men, bisexual and transgender (LGBT) people and those questioning their sexuality.

www.metrocentreonline.org

info@metrocentreonline.org

MOSAIC LGBT Youth Project - Social Support group for men under 25 years old.

www.mosaicyouth.org.uk

<mailto:info@mosaic youth.org.uk>

Naz Product - Naz Project London (NPL) provides sexual health and HIV prevent and support services to Black and Minority Ethnic (BME) communities in London.

Tel: **020 8741 1879**

www.naz.org.uk

Outwest - Cover a large area of interest and support including immigration, housing, LGBT sport, police liaison, health, sexual health awareness and education. Based in West London

www.outwest.org.uk

info@outwest.org.uk

P.A.C.E - PACE is London's leading charity promoting the mental health and emotional wellbeing of the lesbian, gay, bisexual and transgender community.

www.pacehealth.org

Pink Parents - Provides support services and social activities for all LGBT Families.

www.pinkparents.org.uk

Positive East - East London's HIV charity, offering support for individuals and communities affected by HIV.

www.positiveeast.org.uk

Pride London - Pride London is responsible for promoting, managing, arranging, supporting and conducting all the events of London Pride.

www.pridelondon.org

REGARD - raise awareness of disability issues within the Lesbian, Gay, Bisexual and Transgender (LGBT) communities, and to raise awareness of sexuality issues within the disability communities

www.regard.org.uk

secretary@regard.org.uk

SW5 - Working with men and transgender people who work in the sex industry

www.sw5.info

Stonewall - is an Advocacy Group working for the rights of LGBT People.

Tel: 0207 593 1850

www.stonewall.org.uk

Stonewall Housing - Stonewall Housing provides supported housing, advice and advocacy for the lesbian, gay, bisexual and transgender communities in London.
www.stonewallhousing.org

Terrence Higgins Trust (THT) - Whatever your sexuality, HIV status, gender, cultural background or ethnic origin, THT have services set up.

Tel: 020 7812 1600 for switchboard

www.tht.org.uk

The Havens



The havens are specialist centres in London for people who have been raped or sexually assaulted. Since the first of The Havens was opened in 2000 they have helped over 11,000 people.

http://www.thehavens.co.uk/what_happens.htm

Trans Police Association - The Trans Police Association was officially launched on 11th November 2009 to promote the understanding of transgender people within the police service. To mentor, assist and support staff where appropriate along with many other objectives. Email address in confidence or information via AWARE.

HR Mailbox - TransStaffSupportAssociation@met.police.uk

7.9 LGBT Sports Contacts

www.info@outforsport.org

Website with news and contacts details for numerous LGBT sports groups and forthcoming sporting events. Listed are just a few of the groups contact details. Please check website for full events and groups as this is regularly updated.

London LGBT Friendly Football Teams

Hackney Women's FC

www.hackneywfc.intheteam.com



London Titans FC

www.londontitans.com



Leftfooters FC

www.leftfooters.org.uk



Phoenix FC

www.phoenixfootball.co.uk



www.

London Falcons FC

www.londonfalconsfc.com



Stonewall FC

[stonewallfc.com](http://www.stonewallfc.com)

www.



London Lesbian Kickabouts

www.intheteam.com/kickabouts



Gay Football Supporters' Network (GFSN)

www.gfsn.org.uk



Hockey

Remnants Hockey Club

www.remnantshockey.org.uk

The London Knights

www.pinkhockey.com



Rugby

Kings Cross Steelers

www.kxsrfc.com



Swimming

Out To Swim London

www.outtoswim.org

7.10 Contact cards

Contact cards provide corporate recognition of the LOs role across the 32 London Boroughs to LGBT communities.

Application for the corporate MPS contact cards to be made to TP VCD CSU service delivery team who will arrange for supplies to issued. Personal details should be added to the cards enabling LOs to leave them at external venues and with local MPS business operational units.

It is recommended that application for the cards are made as soon as the role holder has been identified together with a request for the **corporate LGBT LO posters** (also held by TP VCD) to support local promotional campaigns.

7.11 Special Interest Group (SIG)

LOs should register on the LGBT LO Special Interest Group (SIG) so that they can receive regular information updates.

This forum of information is on the MPS intranet site and it is recommended that registration is made at the earliest opportunity. The site provides opportunity to share operational best practice, raise awareness of LGBT matters from a pan London perspective and engage in operational dialogue with all MPS LOs.

To access the web site: click on the 'special interest groups' in the left column of the front page, click on 'L' and then click on LGBT Liaison Officers. It can then be saved to the Outlook toolbar.

7.12 Registration on the DCFD LGBT Strand Data Base

DCFD LGBT Strand maintains this database and recommends that newly appointed LOs register their details at the earliest opportunity. Role holders receive regular information on pan London LGBT community events, activities, external programmes of best practice, information from external LGBT support agencies and business groups, alongside corporate MPS reassurance messages that need to be disseminated to pan London LGBT communities.

The database also acts as another support tool aiding LOs building their own local contact registers.

7.13 Dedicated LGBT LO contact eg Mobile phone

A Police-issue mobile phone is an essential tool in supporting communication with the LGBT communities and police staff colleagues. Especially for LO who may not have a permanent office and who may work shifts.

Applications should be made through local Finance and Resources Units with the support of SMT member. Once received, it is important to have the number recorded on all respective LO promotional materials. This includes advertising the number as your main point of contact for all internal and external audiences.

Always make sure that the voicemail message reflects that the phone is NOT an emergency number and all urgent calls should be directed through the usual channels. It is essential that all voicemails and answerphone messages etc are responded to promptly. Delays can often impact on callers trust and confidence in Police and may reflect a lack of priority or concern. It is also vital that the correct number is advertised and any changes to this number are communicated to VCD and DCFD.

7.14 Record of Work Log (part time and full time LOs)

It is recommended that all LOs maintain a record of work. Keeping the log in an accessible format supporting the ethos of openness and transparency. Recording of the varied community engagement work taken forward.

While all investigations will be recorded on CRIS, venue visits and community meetings and a variety of other tasks that cannot be recorded in these ways. Thus, the record of work is a useful tool to record the LOs activities and achievements. These records can be made in any suitable format - word document, diary or notebook.

SMT/Line Managers should be made aware of your role and how you can be contacted.

7.15 Under Reporting

It is widely recognised that by Police, H M Government, NGOs and others that homophobic and transphobic hate crime is under-reported. This is of course for all forms of hate crimes. Under-reporting represents missed opportunities to support victims, many of these being repeat victims, Identifying and taking on perpetrators and gather intelligence to identify hate crime hot spots and hate crime perpetrators.

Some Reasons why LGBT people may not report Incidents

- Historical Issues with the Police.
- Believe the Police will be homophobic/transphobic.
- Lack of trust and confidence in the Police.
- Don't expect to be treated with same respect as others.
- Don't expect to be believed or taken seriously when reporting an incident.
- Fear of having to “out” themselves or being outed (Deliberately, intentionally or recklessly).
- Scared of police and other governmental agencies.
- Too embarrassed.
- Bad personal experience with police.
- Too trivial to believe it's a crime (name calling etc).
- Fear of retribution

7.16 Daily/weekly/monthly duties

Daily Duties

- Check your borough's **LGBT Email Inbox (If Applicable)** for new messages.
- Search the **CRIS** reporting system for new HO, HT or DI flagged crimes
- Contact OIC to offer support
- Search the **CRIMINT Plus** system for any new LGBT flagged matters. Consider searching using other LGBT related keywords. Contact victims if applicable.
- Check the Dedicated **LGBT mobile phone/Landline** for text and voicemail messages and respond. Note any actions that need to be taken.
- Check activity relating to any locally agreed activities.

Weekly Duties

- Contact **LGBT venues** where applicable, ascertain any problems or issues.
- Contact CSU and speak with DS or DI to check ongoing investigations to be aware of or to assist with.
- Check posters, replenish leaflets at Station Office, update (where applicable) LGBT notice board.

Monthly Duties

- Meeting with Line Manager.
- Liaise with other LGBT LOs on borough.
- Update a log of HO, HT and DI incidents.

8. LGBT LO Coordinators

The role of the LGBT Liaison Officer Coordinator is essential to enable a professional, effective and efficient service delivery by LGBT liaison officers and to support LOs in their role.

There will be borough based Coordinators and those which operate across the borough clusters.

It is desirable that Coordinators who operate on a cluster basis should be of at least Inspecting rank, so that they can make and drive informed decisions (and have the authority to reinforce and operate across OCU boundaries). Borough based coordinators maybe of any rank or grade, provided they are empowered to enable them to despatch their duties effectively and efficiently. If not of Inspecting rank, they should be line managed by at least an Inspector or senior member of Police staff.

Coordinators must be conversant with all aspects of MPS Equalities Scheme, hate crime investigation policies, guidelines and HR Resources to ensure the effective discharge of their responsibilities.

Their overarching role is one of ensuring that:

- Liaison Officers are supported effectively professionally, co-ordinated and that their welfare needs are met
- The support of investigation managers in cases where more specialist liaison, advice or case specific co-ordination is required
- The resource of LGBT liaison at the BOCU level is informed, robust, resilient, and available
- The understanding of roles are raised, operationally and in the line management structure of the discipline concerned
- There is on-going training, coaching and support for Liaison Officers.
- The enhancement of LGBT liaison as a specialism.

Whilst performing the role of a LGBT Liaison Coordinator, officers (or staff members) should not be assigned in the role of LGBT Liaison Office in the specific enquiry being managed.

8.1 Roles and responsibilities of the LGBT Liaison Officer Co-ordinator

LGBT Liaison Officer Coordinators will be the primary link between TP Violent Crime Directorate, DCFD LGBT Strand and operational TP Liaison Officers, ensuring that policy developments, MPS and external resources, shared knowledge of good practice and up-to-date skills databases are available at the operational level.

In addition the Coordinators will be responsible for ensuring the local management of the Liaison Officer structure in terms of:

The maintenance of a register of all BOCU LOs, providing:

- Staff members equalities data, if disclosed.
- LO experience (types of incident where deployed) and brief synopsis of specific skills used and enhanced (for example, split families, working with intermediaries, etc).
- Details of other skills or qualifications held by the officer (for example, trained to investigate sexual offences, language/communication skills).
- Current availability status.

Liaising with TP Violent Crime Directorate (CSU Service Delivery Team and DFCD LGBT Strand) to ensure that central records relating to LOs are current.

Establishment of a BOCU list of available LOs (for deployment, MPS/MPS reports etc)

Providing briefing and support documents

Including the areas highlighted above under 'overarching role'.



8.2 LGBT Liaison Officer Support

The Coordinators will have responsibility for a number of LOs allocated to them for the OCU concerned in respect of their general welfare and support in connection with their LGBT liaison work. Their role in this regard will not be case specific. Any issues, which may impact on the conduct of an investigation concerning welfare and support issues, must be discussed with their line manager or the investigation manager (as appropriate) and action agreed with the LO's consent.

LGBT Liaison Officer Co-ordinators will support LGBT liaison officers by:

- Acting as a point of immediate practical advice for LOs who encounter complexities in the liaison function.
- Intervening or acting as a mediator in connection with cases of dispute between LOs and others (for example, with line managers re deployments).
- Acting as the gatekeeper to other appropriate organisations/independent persons/professional consultants who may be able to support the LO in service delivery.
- Liaising internally and externally to establish and maintain a register of local contact details of appropriate organisations/independent persons/professional consultants to assist them in their role.

- Acting as an independent channel for LO de-briefing to draw out good practice and areas for improvement
- Through Violent Crime Directorate providing a networking point for LOs requiring advice from other LOs who have experience in dealing with particular scenarios (in addition to the LGBT LO Special Interest Group site).
- Promoting/facilitating mutual LO peer group support.
- Monitoring LO workloads and advising in connection with formulating exit strategies.
- Establishing regular meetings with their LO group to allow opportunities to impart good practice, new legislation and give any additional training input that is appropriate.

The Coordinator should meet formally with all the LOs not less than four times a year. Notwithstanding this, the Co-ordinator should encourage staff members themselves to arrange informal/ad hoc meetings to share experiences.

8.3 Investigation manager (SIO/IO) support

The LGBT Liaison Officer Coordinators will be able to act as a support point for investigation managers concerning the liaison function in a number of ways: To assist and inform investigation managers in case-specific selection of LOs.

- To advise investigation managers concerning LGBT liaison strategies, particularly in complex cases where there are multiple deployments or unusual needs in meeting the liaison function.
- To assist investigation managers to:
 - monitor the welfare of assigned LOs;
 - in conjunction with LOs, to formulate exit strategies and review their implementation; and
 - assess the retention of the LOs in the role. In cases with multiple deployments of LOs, assist and advise the investigation manager in co-ordination and communication strategies.
- To advise investigation managers in connection with the concept of 'Victimology' or lifestyle analysis based investigation and the LOs role in this regard.

- To assist investigation managers regarding the introduction of independent/community involvement or specialist advisors/consultants.
- In cases where family members (chosen/biological) etc reside outside the MPS, to undertake consultation with the relevant force to ensure there is appropriate liaison which can be deployed on behalf of the MPS and to ensure that there is a MPS LO to undertake ongoing liaison with the relevant force to ensure appropriate information flow.

Additional responsibilities

In cases of major incident where there are multiple victims (and families), when a MPS response is required, Coordinators will have the ability to perform the role of co-ordination or team leaders for small teams of LOs who will be drafted in as part of the response.

As part of their role Coordinators are expected to support the raising of awareness of the concept, including the needs and benefits of LGBT liaison officers, operationally and in the line management structure of the discipline concerned. Additionally the Coordinators will engage local policing partners and supporting agencies to provide awareness of the LGBT liaison officer role.

9. Transgender Matters

Transgender people have always been a part of our Society. In recent years their existence has been formally recognised through legislation and their visibility raised. Transgender people like all people have the fundamental human right to be treated with respect and dignity.

Transgender - Frequently Asked Questions

9.1 What does the term Transgender actually mean?

Transgender is the umbrella term used to describe people who identify as transsexual, cross dressers (transvestite) and other groups who do not conform to the gender identity norms of male and female. Cross dressers are usually male who are generally happy with their gender identity but who, for a variety of reasons, choose to wear some or all of the clothing of the opposite gender. These reasons can include sexual desire, comfort, and a deep seated need through to financial gain (Drag Queens for example).

9.2 Why does someone want to change gender?

People who wish to change their birth gender have a very strong feeling of being at odds with their body. This is a recognised medical condition called gender dysphoria. Someone with gender dysphoria is described as transsexual. If appropriate for that person the condition can be treated with hormone therapy and possibly surgery. The process of changing gender is called transition.

9.3 Does every transsexual have surgery?

No. For some people they may have underlying health reasons as to why surgery is unsuitable. Some transsexual people may choose not to have any surgery or only partial surgery. For trans men particularly the success rate of creating male genitalia is roughly only 50% successful and this can be the deciding factor when an individual is contemplating surgical intervention.

9.4 Does hormone therapy make trans people 'unstable'?

Everyone responds to hormones differently and there may be a period of time when the changes that hormone therapy induces on the body leads to emotional upset and different behaviour. However this is an exception rather than the rule.

9.5 Is a trans person restricted in what role they can perform in the MPS?

Absolutely not. Each individual is assessed on merit and suitability and their trans status is irrelevant. The only area where this ever becomes an issue is the searching of prisoners. Trans Police Officers and Police Staff with searching roles may be required to be exempted from more thorough custody searches or intimate searches unless they hold a Gender Recognition Certificate (GRC).

9.6 What is a Gender Recognition Certificate (GRC)?

A GRC is a legal document issued by the Gender Recognition Panel to a trans individual who has satisfied the criteria laid down. These criteria include: supporting medical assessment of gender dysphoria, an intention to live permanently in the acquired gender, a change of name and having lived in their acquired gender for two years or more. Upon issue of a GRC the birth certificate can be changed to the acquired gender. At this point the trans person is legally their acquired gender.

9.7 What about identification in the early stages of transition?

As far as Met identity is concerned once someone signs the Formal Declaration to Transition Form, their ID, Personal File, AWARE name and so on can be changed. External documentation such as passport and driving licence can be changed by deed poll. The only document which can't be changed unless a GRC is issued is the birth certificate. Of course not all trans people will have documentation matching their gender presentation - this is particularly so for cross dressers. This can create pitfalls for police officers and frontline staff and an awareness of the possibilities is essential.

9.8 Why do more men than women transition?

Actually they don't. There are likely to be as many women transitioning although exact numbers are not known. The reason why it seems that there are more men transitioning is because sometimes they are more visible. Unfortunately the effects of testosterone on the body are hard to erase even with facial feminisation. Stature and build are other characteristics which are hard to disguise and lastly the voice may remain male sounding. Women who transition on the other hand acquire facial hair, a deepening of the voice and a more manly physique through hormone therapy. Stature is not such an issue as there are many born males who are short in stature. So trans men quite often pass unnoticed.

9.9 What about the toilets?

This is an issue which often causes the most problems and really it is very simple. If someone presents as say female then they use the female toilet and vice versa. There is no legislation prohibiting either sex from using whichever toilet they like. A trans person does not need to “prove” their right to use the toilet by producing a GRC. The same goes for changing facilities although in a workplace scenario it is advisable to inform colleagues of the change if the trans person is under-going or about to under-go transition. This enables learning and understanding to take place and any fears to be discussed.

10.0 Are trans people gay?

Some are. Sexual orientation is a completely different issue to gender identity. Just as non-trans people identify as straight, gay, lesbian and bisexual so do transgender people. Generally when someone transitions their sexual orientation remains the same as pre-transition. This can be a bit confusing - e.g. a straight male transitioning to female will then identify as lesbian. A lesbian transitioning to male will then identify as straight and so on. Occasionally a trans person’s sexual orientation will change after transition so never assume.

10.1 Does the Met actively recruit trans people?

The MPS is an employer of choice for everyone. We have a transgender policy, which provides advice and guidance to managers and trans colleagues around the issues of transitioning in the workplace. We also have a Met Transgender Support Group for trans colleagues. Trans colleagues are included in the Commissioner’s LGBT Focus Group and data on trans staff is collected via MetHR Self Serve. Whilst the numbers may be small percentage wise the Met employs a higher than average number of trans people.

Searching Trans people

All stops and searches must be carried out with courtesy, consideration and respect for the person concerned. This has a significant impact on public confidence in the police. Every reasonable effort must be made to minimise the embarrassment that a person being searched may experience. (3.1, Code A, PACE 1984).

A transgender person being searched in the street can be searched by any officer as long as that search is necessary, carried out in accordance with the provisions of Code A, PACE and is restricted to outer clothing, footwear, bags and so on.

In the custody suite, where a more thorough search is likely to be required, an officer of the same gender as the prisoner will be required to conduct such a search. Where there is an objective, honestly held doubt about a person's gender on behalf of the decision maker, every effort must be made to establish the person's own definition of their gender status.

- **Do not** initiate any conversation about whether the prisoner holds a Gender Recognition Certificate (GRC). However if they volunteer the information they have one, be aware that they have all the rights and entitlements of a person of the acquired gender, regarding the sex of the searching officer and so on.
- **Do** ask the prisoner what gender they consider themselves to be and then treat them in that gender. Ensure they sign the custody record stating this preference.
- **Remember** that not all people who are transsexual will have had full corrective surgery - some may still have genitalia of their previous gender.
- **However** - they must still be treated according to the gender they prefer or present as. Some may express a wish to have two officers (male and female) to search appropriate areas of their body.
- **If** a prisoner is unwilling to elect their gender preference then efforts must be made to establish the predominant lifestyle of the prisoner. So for example if they predominantly live as a woman then that is how they must be treated.
- **If** efforts to establish the prisoner's preferred gender with their cooperation fail then they you must act in good faith on the basis of what gender the prisoner appears to present to you as. Tell the prisoner which gender you believe them to be, and that you will be dealing with them on that basis unless they tell you otherwise. You must evidence the reason for your decision in the custody record with reference to objective observable facts e.g. physical appearance, manner of dress, name used, etc.
- **Reasonable force** must only be used to search as a last resort.

Vulnerabilities for the MPS and searching officers

- Custody officers must ensure that all decisions around searching (especially if they breach PACE) are properly recorded in the custody record and that the prisoner has an opportunity to sign these.
- Searching officers must, where possible, be appraised of the prisoner's gender status to ensure the officer's dignity and correct searching procedure.

What you should know about the Gender recognition Act 2004?

Section 22, of the Gender Recognition Act, 2004, creates an offence for an individual who has acquired 'protected information' (i.e. information relating to a person who has made an application under the act) in their official capacity (including as a police officer or police staff) if they disclose this to any other person. It is not an offence under this section to disclose protected information relating to a person who has applied for a Gender Recognition Certificate (GRC) if, among other reasons, the disclosure is for:

- a) the purpose of instituting or otherwise for the purposes of, proceedings before a court or a tribunal.
- b) the purpose of preventing, or investigating crime

It is vital; therefore, that gender change information is handled sensitively and professionally and is **not communicated** to any person inappropriately, where the purpose of the disclosure is not in accordance with the legislation above. This will be particularly important where communication is made over airwaves or other insecure method, or where printouts are used.

10. TP VCD's & LGBT Equality Strand's Role and Contact Points

The CSU Delivery Team has the strategic and policy lead with overall responsibility for MPS delivery on domestic violence and hate crime performance and compliance, ensuring accountability and ownership. For further information and DV/Hate crime SOPS and advice please visit:

http://intranet.aware.mps/TP/CSU_Service_Delivery_Team/index.htm

The LGBT Team at DCFD has responsibility for engaging with the lesbian, gay, bisexual and transgender community at a pan London level. It provides support to Boroughs and other specialist departments on major enquiries, Gold Groups and at ACPO level. The team also facilitates the LGBT Advisory Group to the MPS.

The team supports and promotes community engagement programmes both internally and with the wider external community.

Contact us:

- For Operational enquiries relating to LGBT Liaison Officers and LGBT Matters initial contact: D/Supt Gerry Campbell on 020 7321 9127/07768 504 220 or DC Tony Forsyth Ex. 47156
- All other LGBT Liaison Officer enquiries, including promotional/publicity materials or events contact:
- **Andy Pakouta - andrew.pakouta@met.police.uk> Ex. 782842**
- **Dee Caryl - dee.caryl@met.police.uk> Ex. 782845**
- **Amanda Gutierrez-Cooper - amanda.cooper@met.police.uk> Ex. 782751**

11. Borough SMT Support

It's essential that the Senior Management Team (SMT) recognise and understand the roles & responsibilities of their LGBT Liaison Officers and how they contribute to the achievement of;

- The Equalities Strategy;
- Hate crime strategy and performance outcomes;
- Improving service delivery to LGBT People; and
- Improving LGBT people's confidence in the MPS.

SMTs should provide the Liaison Officers with leadership support to assist them to more effectively discharge their responsibilities.

This leadership support may take the form of;

- The engagement of a manager (Sergeant or Inspector) to effectively support & lead them;
- A proportionate amount of 'official' time to undertake their roles and responsibilities;

- Marketing resources;
- Access to a proportionate amount of funds to undertake their roles & responsibilities.

The contributing support of local SMT for LGBT LO role provides a key platform in building confidence within local LGBT communities and their respective business associations. SMT contributions whether through visibility and or written endorsement also builds upon public recognition that the role of the LGBT LO is important to the MPS and reaching all communities is important to all serving within the organisation.

Consideration should always be given to when and where to include SMT in LGBT events, media and photo opportunities, partnership meetings etc. Therefore it is important for LOs and their respective line managers to have a structured two-way line of communication placed in support of agreed working practices.

Some crimes may be flagged directly to the SMT by-passing the CSU or other units. This is relatively common with LGBT Critical Incidents.

There are also occasions where SMT will want advice and guidance from the LO as part of routine planning.

12. LGBT Advisory Group

The LGBT Advisory group is a voluntary group of independent advisors working with the Metropolitan Police Service. They advise on and monitor police matters that affect LGBT people who live in, work in, study in or are visiting London.

For more details about the advisory group please visit the following link:

<http://www.lgbtag.org.uk/about/main.htm>

Aims

- making sure that lesbian, gay, bisexual and transgender (LGBT) issues are always on the agenda of the Metropolitan Police Service (MPS);
- proving transparency of the police service by advisors having access to most areas of the MPS;
- providing advice on LGBT-related issues to the MPS ‘on demand’;
- formulating our own agenda of issues on which to advise the MPS;
- assisting with critical incidents;
- keeping the LGBT community in London informed of police initiatives;
- providing a channel for complaints about poor policing;
- encouraging the community to report homophobic and transphobic incidents to the police or through third parties;
- supporting, informing and facilitating liaison between local LGBT forums;
- creating and sustaining a network of LGBT Liaison Officers throughout the MPS.



13. Effective management of Public Sex Environments (PSE) (including saunas and public toilets)

There are **very** few boroughs in London that don't have a PSE - however infrequently it is used. There are certain websites that will provide information on this including: www.squirt.org and www.cruisingforsex.com.

PSEs are complex environments and the Police have a key role in ensuring that they are safe places for all users. The management of PSEs is a wider issue involving various agencies and partners that the service must seek out and build relationships with if we are to successfully police them.

PSEs are public locations where people visit and engage in consensual sexual contact. The people can be same sex or opposite sex.

The use of public and often open-air environments for sexual activity is an emotive issue on which many people may hold strong and sometimes prejudicial and stereotypical views. It is a fact of life that many people make use of public spaces to engage in sexual activity. Dependent upon the nature of the sexual activity, this determines the name the location is often referred to.

In general, locations where heterosexual couples resort to together are known as 'lovers lanes' or if this is to meet previously unknown partners for sexual activity this is often referred to as a 'dogging site' with the sexual activity being referred to as 'dogging.'

In general, locations used by gay men to meet previously unknown men for sexual activity are often referred to as 'cruising grounds' with the sexual activity being referred to as 'cruising' or in the case of public toilets it is known as 'cottaging.'



For purposes of clarity and to ensure equitable treatment of all people visiting these areas, such locations are referred to as 'PSEs'. In helping to develop this guidance many individual police forces have indicated that many of the PSEs in their areas consist of both dogging and cruising activity.

It must be pointed out that there is a great diversity in the people who visit public sex environments and it is not possible to generalise on the type of person most likely to visit them. However, we also need to acknowledge that many PSEs include dogging and cruising at the same locations and their presence can have an adverse impact on the quality of life of other users of these public locations, including the presence of unhygienic litter, witnessing sexual acts taking place and a restriction in the use of the open space. On the other hand, the impact of enforcement can also be severe and rarely resolves the community problems associated with the existence of a PSE. This impact can include humiliation, breakdown of relationships, the 'outing' of gay men who were living in a heterosexual relationship and even suicide of persons who may have been arrested and charged.



It is essential that staff are familiar with Special Notice 02/2009 in relation to the management of PSEs.

14. HIV - Key Facts for Police

HIV - Six immediate things you need to know

- 1 You cannot get HIV from someone through everyday contact. There is absolutely no need for gloves, masks or any form of additional protection or precaution for normal interaction. For spillages of body fluid or handling of sharps, universal precautions apply as usual.
- 2 It is unlawful to discriminate against someone with HIV. This can include abusive or judgemental comments whether around HIV, sexual behaviours, sexual orientation or race. All communication should be respectful and supportive.
- 3 Use the word 'HIV' - avoid using the term 'AIDS'
- 4 If someone tells you they are worried they may have been infected in the previous 72 hours, you must advise them to go immediately to either an open sexual health clinic or the nearest hospital Accident and Emergency Department to ask for PEP (Post Exposure Prophylaxis) which can prevent HIV infection.
- 5 If someone tells you that they or someone else has HIV, take care to protect the confidentiality of the HIV positive person.
- 6 If someone is in custody with HIV it is essential to find out whether they are taking drugs for their HIV treatment, and, if they are, ensure that they have continuing and uninterrupted access to their medication.

15. Police management of hate crime artists performing at music events/venues

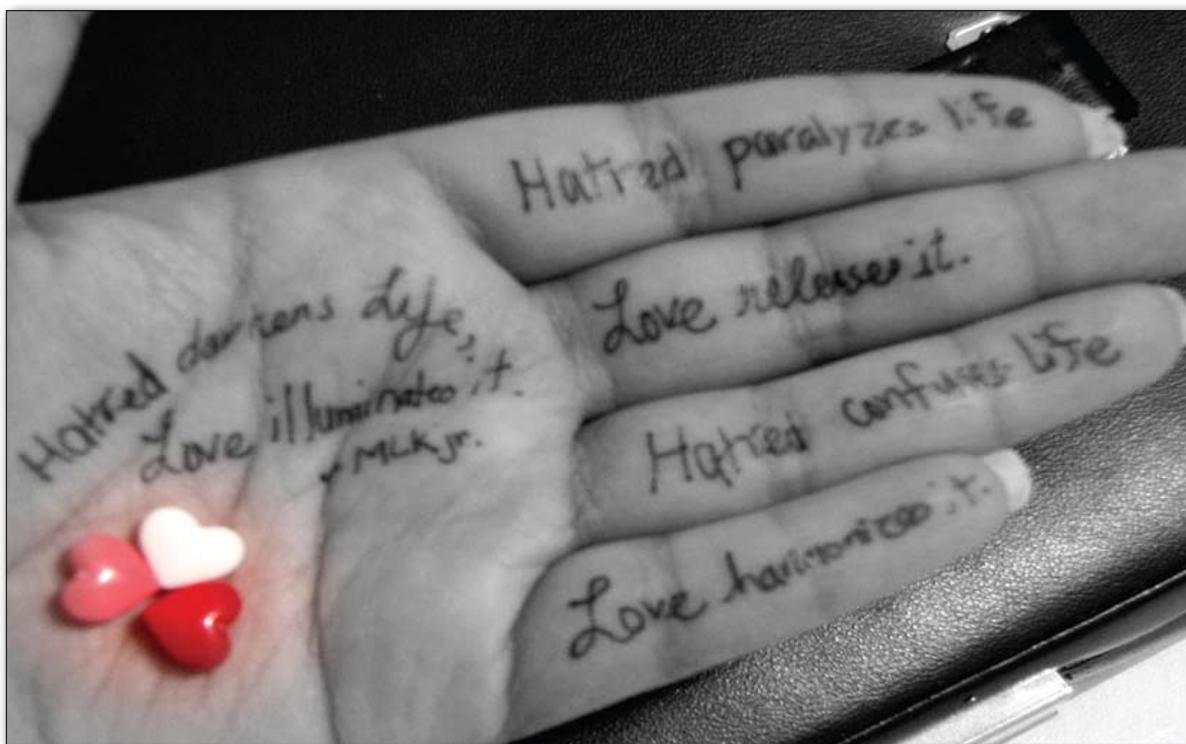
A policy has been created to provide MPS guidance in relation to the management of the policing response to artists performing within London venues who use or otherwise promote discriminatory violence and/or other hate crime offences including racist and/or homophobic song lyrics.

Such performers have the potential to attract active protest and are likely to cause raised community tensions within those communities targeted by the performers' discriminatory stance.

It is also recognised that such performers may be likely to commit criminal offences through some of their lyrics used during public events.

However, it is important to note here that some performers who have been previously known for this stance during past performances may no longer hold/promote those views. However their performances must still be managed as the artist is likely to attract activists' attention, which could result in public order and/or other crimes being committed.

[A copy of the policing in relation to this document can be obtained via the CSU Service Delivery website.](#)



16. Critical Incident Management

The MPS respond to numerous and varied Critical Incidents each year, these can be both external and internal.

The MPS definition of a critical incident is:

“Any incident where the effectiveness of the police response is likely to have a significant impact on the confidence of the victim, their family and/or the community.”

The link below refers to the MPS policy and SOPS in relation to critical incidents.

http://intranet.aware.mps/Corporate/Policy/Territorial_Policing/Critical-Incidents.htm

Associated Documents

Critical Incident Standard Operating Procedures

Critical Incident Manual

CRIS and CrimInt Guidelines

Information Systems

CRIMINT plus

All Crimints relating to LGBT activities should be flagged as such. Crimint Plus has a drop-down menu including LGBT. This should be used for information or intelligence relating to: Lesbian, Gay, Bisexual and Trans activities, incidents, people etc.

QQHOM still to be used (as well as QQLGBT) for homophobic incidents.

CRIS

HO = HOMOPHOBIC INCIDENTS/CRIMES

HT = TRANSGENDER INCIDENTS/CRIMES

BRANCH FLAG = Still to be used for any transgender hate crime incidents (transvestite or transexual)

DI = LGBT DV

HV = Honour Based Violence

FM = Forced Marriage

