

**MINUTES OF THE  
TENANT LGBT OPEN MEETING**

Held at  
SHIVER OFFICES on 8<sup>th</sup> February 2010

Attending  
12 customers

Sandy Grundy  
Yvonne Hammond  
Andy Thompson (Shiver staff)

Item		Action by /before
	<p><b><u>1. Welcome</u></b> Sandy welcomed everyone and thanked them for attending.</p> <p><b><u>2. Pride</u></b> This years Pride will be the weekend of 11-12<sup>th</sup> June and held on North Pier. As yet the committee is to confirm if there will be a parade on the prom as the improvement works will not be completed by the time Pride takes place. Andy will confirm and update the group as and when new is available.</p> <p>Sandy noted that NBCH will be applying for a stand and a place in the parade if this is going ahead. Volunteers were asked for help to man the stall and take part in the parade. Several members volunteered. Sandy and Yvonne will liaise with them nearer the time.</p> <p><b><u>3. HATE crime statistics</u></b> Yvonne discussed Blackpool's crime statistics from 2007 – 2010 with the group and handed out a report. Main issues for BCH were crime against damage to property, offensive graffiti and harassment bullying and victimisation. These have increased since 2008, however, this reflects that BCH staff have been trained as 3<sup>rd</sup> Party reporting centre and also that our customers are confident to approach staff to report and resolve incidents.</p> <p><b><u>4. LGBT mystery shopping results –feedback</u></b> Sandy gave feedback on the recent LGBTY specific mystery shopping programme. The mystery shop was undertaken in order to evaluate the knowledge/awareness BCH staff have when providing support and advice on LGBT (lesbian, gay, bisexual and transgender) enquiries. The full report will be issued at the next enGAYge meeting for discussion.</p> <p><b><u>5. Guest Speaker</u></b> Lorraine from NHS attended the meeting to carry out a survey regarding LGBT perceptions of using the NHS.</p> <p><b><u>6. Any Other Business</u></b> One of the members present noted that they have a face book site called justice for transgender, if anyone would like to join it all would be welcome. Sandy to invite Police diversity officer Julie Hall to the next meeting.</p> <p><b><u>7. Date of next meeting</u></b> Next Meeting at the SHIVER office. 8<sup>th</sup> March 2011</p>	