



Quaggy Development Trust LGBTQIA+ Inclusion and Belonging Charter

1. Purpose

This Charter sets out Quaggy Development Trust's (QDT) commitment to promoting equality, inclusion, and belonging for LGBTQIA+ people in our workforce and across all areas of our work. We recognise the diversity of sexual orientations, gender identities, gender expressions, and sex characteristics within our local community and affirm our responsibility to provide safe, respectful, and inclusive services for people of all ages.

This Charter is guided by our core values of **Quality, Fairness, Transparency, Belonging, and Collaboration**.

2. Scope

This Charter applies to:

- All staff, trustees, sessional workers, and volunteers and service providers.
- All QDT services, including early years provision, youth work, services for older people, and counselling.
- All engagement with service users, families, carers, partners, and the wider community.

It informs our policies, safeguarding practices, service delivery, and organisational culture.

3. Our Values in Practice

Quality

We commit to delivering high-quality, inclusive services by:

- Ensuring our services are welcoming and accessible to LGBTQIA+ people at all life stages.
- Embedding inclusive principles into organisational policies, programs, and services.
- Providing training and professional development so staff and volunteers are confident in supporting LGBTQIA+ service users appropriately and sensitively.

- Regularly reviewing our practices to ensure they are respectful, responsive and are meeting the needs of our community.

Fairness

We commit to fairness and equity by:

- Upholding the Equality Act 2010 and actively preventing discrimination, harassment, or exclusion.
- Recognising that LGBTQIA+ people may face additional barriers, stigma, or isolation.
- Taking action to address inequality, including where discrimination intersects with factors such as age, disability, race, faith, or socio-economic status.

Transparency

We commit to transparency by:

- Clearly communicating our values, expectations, and policies relating to LGBTQIA+ inclusion.
- Being honest about areas where we are learning and improving.
- Providing safe, clear and confidential pathways for feedback, reporting concerns, and raising issues without fear of reprisal.

Belonging

We commit to fostering a culture of belonging by:

- Creating environments where LGBTQIA+ people feel safe, respected, and affirmed.
- Respecting names, pronouns, identities, and lived experiences.
- Supporting children, young people, adults, and older people to engage with our services without fear of judgement.
- Recognising the importance of dignity, privacy, and emotional safety of all.

Collaboration

We commit to collaboration by:

- Listening to and involving LGBTQIA+ people in shaping our services.
- Working in partnership with community organisations, allies, and stakeholders, families, carers, local organisations, schools, health services, and LGBTQIA+ community groups.
- Encouraging shared responsibility for inclusion across trustees, staff, volunteers, and partners.
- Learning from best practice across the public and voluntary sector.

4. Safeguarding and Care

We recognise that LGBTQIA+ people may be at increased risk of harm or discrimination. We commit to:

- Embedding LGBTQIA+ inclusion within our safeguarding policies and procedures.
- Responding promptly and appropriately to concerns, disclosures, or incidents.
- Balancing inclusion with professional boundaries, confidentiality, and duty of care.

5. Roles and Responsibilities

- **Leadership and managers** are responsible for embedding this Charter into practice, supervision, and service delivery.
- **Staff and volunteers** are responsible for acting in accordance with this Charter and contributing to an inclusive, respectful culture.

6. Accountability and Review

This Charter will be reviewed by the LGBTQIA+ Working Group regularly to ensure it remains relevant, effective, and responsive to the needs of our community. Feedback from service users, including LGBTQIA+ individuals, will inform ongoing improvement.

Date Adopted: July 2026

Review Date: (2 years)