

THE CAMDEN LGBT FORUM -- SURVEY of NEEDS, 2003
Detailed Report – Part 2

About your Perceptions about and Experiences of Camden Public Services

Camden Housing

27% (20) of our sample gave no answers in this section – missing data. Percentages given are based on the 54 respondents who addressed this section, except for the targeted questions, where the number qualified to answer is given.

- A. Do you feel that Camden Housing Department shows an understanding of LGBT issues?
Close to half (48.1% (26)) of our sample said 'No'. Nearly 3 in 10 (29.6% (16)) of our sample said 'Yes'.
- B. If you have been accommodated by Camden in a hostel, has it been a safe space for LGBT people?
Nearly one quarter (24.1% (13)) of our respondents said 'No'. None said 'Yes'.
- C. If you have been accommodated by Camden in bed and breakfast, has it been a safe space for LGBT people?
Nearly one quarter (24.1% (13)) of our respondents said 'No'. None said 'Yes'.
- D. Have you experienced homo/trans-phobic harassment from neighbours in Camden?
Nearly one quarter (24.1% (13)) of our respondents said 'Yes'. Close to half (46.3% (25)) said 'No'.
- D2. If you have, did you report it to Camden Housing Department?
7.7% (1) of our 13 respondents who have experienced H/T harassment, said 'Yes', they did report it.
84.6% (11) said 'No'. 92.3% of our respondents who answered 'Yes' to QD, responded. 7.7% (1) are missing data.
- E. If it did happen would you report it to Camden Housing Department?
Over one quarter (25.9% (14)) of our respondents said 'Yes'. One in 6 (16.7% (9)) said 'No'.
- F. Do you know Camden's policy on succession rights for Lesbian/Gay/Trans couples?
Three quarters (75.9% (41)) of our respondents said 'No'. One in 8 (13.0% (7)) said 'Yes'.
- G. If you rent from or co-own with a housing association, does it gives succession rights to Lesbian/Gay/Trans couples?
6 respondents are qualified to answer this question. Half (50% (3)) said 'Yes'. One-third (33.3% (2)) said 'No'.
16.7% (1) is missing data.
- H. If you are living in Camden Council supplied accommodation, are you confident that the council would deal sympathetically with your needs if you were experiencing homo/trans-phobic harassment at or near your home?
8 respondents were qualified to answer this question. 50% (4) said 'No', 37.5% (3) said 'Yes'. 12.5% (1) is missing data.
- I. Do you know anyone who has requested re-housing from Camden due to homo/trans-phobic harassment?
Over one-third (35.2% (19)) of our respondents said 'No'. Over 1 in 5 (22.2% (12)) said 'Yes'.
- I2. If you do know someone, did they get re-housed?
Two-thirds (66.6% (8)) of our 12 respondents who knew someone who has requested re-housing, said 'Yes'.
One-quarter (25% (3)) said 'No'. 8.3% (1) are missing data.
- J. If you are living in Camden Council supplied accommodation and need council staff to come into your home to do maintenance, etc. do/would you hide material that would 'out' you?
8 respondents were qualified to answer this question. 62.5% (5) said 'No'. 25% (2) said 'Yes'. 12.5% (1) is missing data.
- K. What do you need from Camden Council Housing Services/Registered Social Landlord?
Over 1 in 5 (22.2% (12)), 5F and 7M, of our respondents answered with 31 needs.

Quotes from Camden Council Tenants

"Camden Council's Housing Department's staff do express homophobic attitudes and a clear non-understanding of lesbian, gay or transgender issues, nor [do they know how to deal with] the gay community who have HIV or AIDS."

"I do not know the attitude/policy of CCHS, I have seen no literature explaining this. I would like all tenants and employees, including contractors, to be given literature that emphasises a non-discriminatory / non-harassment policy, and the penalties / consequences involved. More staff training on issues."

"[I need a] response to problems as if there is a need to move quickly, no long delays. Accommodation should be offered on a like for like basis as soon as possible without having to go through a points system. The fact that there is an existing property to relinquish should take away the need for this. Less patronising staff and [less] homophobia from staff, [which is] usually very subtle. [Would like a] drop in attitude which says 'I have been trained to be nice to you and treat you in a civil way even though you are gay'."

"[I want to be treated] the same as everyone else." "[I need] secure accommodation and a sympathetic service."

"Due to [my] experience of LGBT friends and those with HIV/AIDS, I would like to see Camden show more empathy on these issues, to affect those trying to find accommodation, as it is an issue constant and not just

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something to think about occasionally.”

Improvements needed in Camden Council Housing Services' Needed

Attitudes towards, Awareness and Understanding of LGBT People, -- eight respondents made 9 requests in this category: Understanding of HIV/AIDS issues that lead to Equal Treatment.

Profiling, Publicity and Policies -- four respondents made 8 requests in this category:

Promotion of LGBT rights, anti-discrimination, anti-harassment and that monitor services to LGBT tenants.

Service Provision – one respondent made four requests in this category, including

Re-housing for tenants who suffer homo/trans-phobic harassment, support in dealing with homo/trans-phobia from neighbours, better cleaning and maintenance, and the eviction of violent and criminal tenants.

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Camden Social Services

27% (20) of our sample gave no answers in this section – missing data. Percentages given are based on the 54 respondents who addressed this section.

- A. Do you know if Camden Social Services has a positive policy on adoption and fostering for LGBT people?
Close to 8 in 10 (79.6% (43)) of our respondents said 'No'. One in 9 (11.1% (6)) said 'Yes'.
- B. Have you attempted to foster or adopt in Camden?
Almost all (96.3% (52)) of our respondents said 'No'. None said 'Yes'.
- C. Do you have a carer provided by Camden SS?
Well over to 9 in 10 (94.4% (51)) of our respondents said 'No'.
- C2. If yes, (to QC) are they sensitive to LGBT issues?
None of our respondents qualified to respond.
- D. If you needed a carer, provided by Camden SS, are you confident they would be sensitive to LGBT issues?
Close to half (46.3% (25)) of our respondents said 'No'. Nearly 1 in 5 (18.5% (10)) said 'Yes'.
- E. Do you know any specific services for older LGBT people in Camden?
Over 8 in 10 (83.3% (45)) of our respondents said 'No'. 1.9% (1) said 'Yes'.
- F. Have you been assessed for services by Camden SS?
Over 8 in 10 (81.5% (44)) of our respondents said 'No'. 3.7% (2) said 'Yes'.
- F2. If Yes (to QF), were LGBT issues mentioned as part of their criteria or were they taken into account in any way?
One half (50% (1)) of the 2 respondents who have been assessed said 'Yes', one half said 'No'.
- G. Are you confident that Camden SS would recognise and support an LGBT person with Learning Difficulties according to their specific needs?
Close to 6 in 10 (55.5% (30)) of our respondents said 'No'. One in 9 (11.1%(6)) said 'Yes'.
- H. Are you confident that Camden SS would recognise and support an LGBT person with mental health issues according to their specific needs?
Close to 6 in 10 (57.8% (31)) of our respondents said 'No'. Close to 1 in 5 (18.5% (10)) said 'Yes'.
- I. Are you confident that Camden SS would recognise and support a disabled LGBT person according to their specific needs?
Over half (53.7% (29)) of our respondents said 'No'. Over 1 in 5 (22.2% (12)) said 'Yes'.
- J. Are you confident that Camden SS would recognise and support an elderly LGBT person according to their identity and specific needs?
Over half (53.7% (29)) of our respondents said 'No'. Over 1 in 5 (22.2% (12)) said 'Yes'.
- K. Are you confident that Camden SS would recognise and support an LGBT person who is under 21 according to their identity and specific needs?
Over half (53.7% (29)) of our respondents said 'No'. One in 5 (20.4% (11)) said 'Yes'.
- L. Do you think that children's homes would be safe places for LGBT users?
Close to 6 in 10 (57.8% (31)) of our respondents said 'No'. One in 7 (14.8% (8)) said 'Yes'.
- M. Are you confident that Camden SS would recognise and support an LGBT person who is a street-sleeper/homeless according to their identity and specific needs?
Over half (53.7% (29)) of our respondents said 'No'. One in 6 (16.7% (9)) said 'Yes'.
- N. Are you confident that Camden SS would recognise and support an LGBT person who has substance use issues according to their identity and specific needs?
Close to 6 in 10 (55.5% (30)) of our respondents said 'No'. Close to 1 in 5 (18.5% (10)) said 'Yes'.
- O. Are you confident that Camden SS would recognise and support an LGBT person who is a sex worker according to their identity and specific needs?
Close to 6 in 10 (57.4% (31)) of our respondents said 'No'. One in 7 (14.8% (8)) said 'Yes'.
- P. Are you confident that Camden SS would recognise and support an LGBT person who is an asylum seeker according to their identity and specific needs?
Over half (53.7% (29)) of our respondents said 'No'. One in 5 (20.4% (11)) said 'Yes'.

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Q. Are you confident that Camden SS would recognise and support an LGBT person who is from a black or ethnic minority community according to their identity and specific needs?

Half (50% (27)) of our respondents said 'No'. One in 5 (20.4% (11)) said 'Yes'.

R. What do you as an LGBT person need from Camden Social Services?

One-third (33.3% (18)), 7F and 11M, of our respondents answered with 43 needs.

Quotes

"Services that suit [our] needs – the issue of sexuality should not be a way of getting services if [we] need them, [we] should get them and [our] sexuality should only be a part of the assessment. However, there are issues around reporting homophobia / racism and abuse which should be given to all clients."

"Like any young people approaching social services, LGBT young people need to be listened to, have their choices, fears and needs respected, especially when they are potentially vulnerable when accessing."

"Social Services should serve all the community."

"There should be automatic access for young people to a chosen professional advocate (such as Voice of the Child in Care, who are very LGBT friendly) and to other support services, including LGBT youth projects and other community supports, e.g., Albert Kennedy Trust."

"There must be, if possible, one person or several key contacts, that regularly update the young [LGBT] person [in care] of their options, any developments, etc. and ensure they have an additional support during what can be a very stressful time. Everything should be centred around the expressed needs of the young person and with their consent."

"The problem is that in practice, people bring their own moral and personal beliefs into play. My experience professionally running an LGBT youth project in [a London Borough] has included social workers: judging and condemning sexually active, under 16 year-old, gay men; [making] accusations of 'not understanding African culture' when forcibly 'outing' African young people to homophobic families: failure to provide up-to-date information about their rights and who to speak with; resistance to provision of emergency accommodation to LGBT young people at risk, due to budgetary considerations and an over riding concern to keep (heterosexual) families together (even if they are violently homophobic and the young person is seriously at risk); failure to deal with the homophobia experienced by the young people and to listen to what they want (which is essentially institutional homophobic bullying); secretly arranging meetings with children and young people to prevent attendance of an advocate so they can get their own way. In addition, social workers can get so caught up in the 'interesting' nature of their clients' sexual orientation, and their feelings about this, that they are distracted from the job they are paid to do, i.e., identifying and protecting children and young people at risk from violence."

"I worry that as I grow older my needs will stand less chance of being met, for instance, in a gender specific provision with no cross gender care, as an absolute minimum."

"Equal rights re employment [of LGBT staff]. [I need] to feel safe from abuse / prejudice in the workplace."

Improvements in Camden Social Services' Needed

Service Provision -- twelve respondents made 19 requests in this category, including:

Day Centre and Hostel provision for LGBT People, Gender Specific elder Care, Advocacy for Young People, Protection for Young People from Homo/Trans-phobic Domestic Violence, services Suited to LGBT People, including our disabled people, and Information directed at the LGBT community

Attitudes towards, Awareness and Understanding of LGBT People -- ten respondents made 12 requests in this category, including:

Demonstrating Openness to and Friendliness towards LGBT people, Willingness to Listen to LGBT Young People, Respect for the Feelings of LGBT People, a commitment to Equal Treatment, and support for the Victims of Racist Crime.

Profiling, Publicity and Policies -- five respondents made 8 requests in this category, including:

Promote the Reporting of Homo/Trans-phobic and Racist Crime, LGBT rights, Police Protection for LGBT People, Partnership with LGBT Organisations, Equal Opportunity in Employment within CSS. They want CSS to Advertise and take Action on Equal Opportunity Access to Services and to Enforce Equal Opportunities Policies in the Groups and Organisations they Fund

Training and Education -- two respondents made 2 requests in this category:

Training in LGBT issues for CSS staff.

Funding and Resources -- two respondents made 2 requests in this category:

CSS funds and resources for LGBT Projects.

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Camden Education Services

27% (20) of our sample gave no answers in this section – missing data. Percentages given are based on the 54 respondents who addressed this section.

- A. Do/did you either go to school in Camden yourself or are/have you been responsible for raising a child / children who attend/ed school in Camden?

Nearly 9 in 10 (88.9% (48)) of our respondents said 'No'. One in 18 (5.6% (3)) said 'Yes'.

If Yes, please continue. If No, please go to QJ in this section.

- B. Were there any 'out' LGBT teachers in the school/s?

Two thirds (66.7% (2)) of our 3 respondents who have experience of Camden schools said 'No'.
One third (33.3% (1)) of those respondents said 'Yes', (no missing data).

- C. If you knew you/your child / children were LGBT at school, were you/they able to come out at school?

One third (33.3% (1)) of our 3 respondents said 'Yes'. One third (33.3% (1)) said 'No'. 33.3% (1) are missing data.

- D. Did you witness/hear about any homo/trans-phobic bullying at the school/s?

Two-thirds (66.7% (2)) of our 3 respondents said 'Yes'. One-third (33.3% (1)) said 'No'.

- D2. If Yes (to QD), did teachers in the main take effective action regarding that bullying?

One-third (33.3% (1)) of our 3 respondents who did witness/hear about homo/trans-phobic bullying at Camden schools, said 'No'. One third (33.3% (1)) said 'Yes'. 33.3% (1) is missing data.

- E. Did you or any of your children experience homo/trans-phobic bullying at school?

Two thirds (66.7% (2)) of our 3 respondents with experience of Camden schools, said 'Yes'. One third (33.3% (1)) said 'No', (no missing data).

- E2. If Yes (to QE), did you/they get appropriate support?

One half (50% (1)) of our 2 respondents who experienced homo/trans-phobic bullying at Camden schools, said 'Yes' and the other half said 'No', (no missing data).

- F. Were LGBT people mentioned positively in the curriculum or assemblies?

Two-thirds (66.7% (2)) of our respondents with experience of Camden schools, said 'No'. 33.3% (1) is missing data.

- G. Was Gay (LGBT) Pride celebrated in the school?

All (100% (3)) of our respondents with experience of Camden schools, said 'No', (no missing data).

- H. Were you given any information about LGBT issues in school?

Two thirds (66.7% (2)) of our respondents with experience of Camden schools, said 'No'.
one-third (33.3% (1)) said 'Yes', (no missing data).

- I. If you have a child/children at school in Camden, have they experienced bullying related to their having one ore more LGBT parents?

One third (33.3% (1)) of our 3 respondents with experience of Camden schools, said 'Yes'. None said 'No'.
The respondent who answered this question may be the only one of the 3 who currently has children at school in Camden.

- J. Are you confident that Camden Schools are safe places for LGBT young people and children of LGBT parents?

Over 6 in 10 (61.1% (33)) of our respondents said 'No'. Nearly 1 in 10 (9.3% (5)) said 'Yes'.

- K. Are you aware of any Camden Council-run LGBT youth clubs?

Over 7 in 10 (70.4% (38)) of our respondents said 'No'. One in 18 (5.6% (3)) said 'Yes'.

- L. Are you a Governor of a Camden school?

Over three-quarters (77.7% (42)) of our respondents said 'No'. None said 'Yes'.

- M. Are you confident that you would be welcome as a governor of a Camden school if you were out?

Nearly half (48.1% (26)) of our respondents said 'No'. Nearly 1 in 5 (18.5% (10)) said 'Yes'.

- N. Are you confident that Camden supports 'out and proud' LGBT teachers and staff in its schools?

Well over half (55.6% (30)) of our respondents said 'No'. One in 7 (14.8% (8)) said 'Yes'.

- O. Are you confident that if young people were truanting due to homo/trans-phobic bullying at school, Camden has appropriate support?

Close to 6 in 10 (57.4% (31)) of our sample said 'No'. One in 7 (14.8% (8)) said 'Yes'.

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- P. What do you need as a member of the LGBT community from Camden Education Department?
One in 5 (20.4% (11)), 4F and 7M, of our respondents answered with 29 needs.

Quotes

"Gay and lesbian parents do send [their] children out of Camden to get an education because of homophobic attitudes from staff and bullying."

"Where is the LGBT Youth provision in Camden?"

". . . Education Welfare need[s] help with [their] development plan to support LGBT young people."

"Name calling must be addressed."

"Young people we work with, some of whom live in Camden, complain of often day-to-day abuse and harassment; some have been forced out of schools because of bullying and even targeted within their communities."

"There must be bullying policies that include homophobic bullying and that is well publicised to staff, parents and students."

"Students need to have access to LGBT and LGBT-friendly information. LGBT websites should not be blocked by a school's web filtering policy."

". . . it is shocking that Camden does not currently have a LGBT Youth Project."

"Oh, and where is the LGBT youth provision in Camden?"

Improvements in Camden Schools Needed

Service Provision-- five respondents made 14 requests in this category, including:

Active Anti-H/T phobic Bullying, Teaching about LGBT People a Specific Support Person for students/staff with H/T phobia issues, LGBT Friendly Schools, LGBT Youth Project/s, Education on LGBT issues for Parents and Support Staff, Implementation/Practice and Monitoring of an Equal Opportunities Policy, and finally, Equal Treatment.

Attitudes towards, Awareness and Understanding of LGBT People -- six respondents made 10 requests in this category, including:

Positive Attitudes, Anti H/T-phobic Bullying, Open Minds towards LGBT Young People, and Respect for Lesbian Grandmothers.

Profiling, Publicity and Policies -- two respondents made 5 requests in this category, including:

a Policy supporting LGBT People, Access to LGBT Information in Schools, Unblocking of LGBT Websites, and LGBT Literature in School Libraries.

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Camden Arts and Leisure Services

21.6% (16) of our sample gave no answers in this section – missing data. Percentages given are based on the 58 respondents who addressed this section.

- A. Can you find LGBT books in Camden libraries?
Nearly 4 in 10 (39.7% (23)) of our respondents said 'Yes'. Over 13 in 10 (31.0% (18)) said 'No'.
- B. Does your local Camden library stock LGBT papers/magazines?
Over 4 in 10 (43.5% (20)) of our respondents said 'No'. Close to 3 in 10 (27.6% (16)) said 'Yes'.
- C. Are you aware of any LGBT events sponsored by Camden Borough?
Over 8 in 10 (81.0% (47)) of our respondents said 'No'. Nearly 1 in 8 (12.1% (7)) said 'Yes'.
- D. Are you aware of any LGBT theatre in Camden Borough venues?
Over 6 in 10 (63.8% (37)) of our respondents said 'No'. Over one-quarter (25.9% (15)) said 'Yes'.
- E. Do you use any Camden Borough sports facilities?
Six in 10 (60.3% (35)) of our respondents said 'No'. Well over one-third (36.2% (21)) said 'Yes'.
- E2. If Yes (to QE), are they LGBT friendly?
Over two-thirds (66.7% (14)) of our 21 respondents who use Camden sports facilities said 'Yes'.
Close to one quarter (23.8% (5)) said 'No'. 9.5% (2) are missing data.
- F. Are you aware of any single sex swimming times at Camden Swimming Baths?
Over two-thirds (67.2% (39)) of our respondents said 'No'. One in 6 (17.2% (10)) said 'Yes'.
- F2. If Yes (to QF), are they appropriately staffed?
One in 5 (20.0% (2)) of our 10 respondents who are aware of single sex swimming sessions in Camden, said 'No'.
One in 10 (10.0% (1)) said 'Yes'. 70.0% (7) are missing data.
- G. If you are a trans person, have you been treated appropriately, especially:
1. in relation to changing rooms in Camden baths?
No one responded to this question
2. in relation to single sex sessions in Camden baths?
No one responded to these questions.
- H. Are you aware of any publicity for LGBT tourists in Camden?
Over 8 in 10 (82.8% (48)) of our respondents said 'No'. One in 12 (8.6% (5)) said 'Yes'.
- I. What do you need as a member of the LGBT community from the arts and leisure department?
Over one-third (34.5% (20)), 8F and 12M, of our respondents answered with 44 needs.

Quotes

"Well, political and financial commitment to providing events and services that appeal to LGBT people. There are plenty of skilled people who are or would love to be involved in this work. Oh, and it must have a sense of fun."

"... more L & G Newspapers and magazines and also disabled L&G newspapers."

"Support LGBT Pride."

Improvements to Camden Arts and Leisure Needed

Profiling, Publicity, and Policies -- thirteen respondents made 24 requests in this category, including:

Publicising Camden LGBT Events, Using LGBT Newspapers, Advertising pro LGBT Policies in Council Public Places, Advertising Services, Celebrating LGBT Culture, Inviting Gay Tourists, Using the Internet, Advertising in LGBT Disabled Peoples' Newspapers, Working with LGBT Business, Working with the CLGBT Forum, Working with LGBT Organisations, and Issuing Leisure Cards for LGBT Venues/Events.

Service Provision -- ten respondents made 13 requests in this category, including:

Providing LGBT Events, Supporting the annual PRIDE festival, LGBT and Single Sex Swimming Sessions, Provision of Fun Events, Libraries highlighting LGBT Fiction and Non-Fiction, Making the Heath Safe for Cruising, providing Events for LGBT Young People, and providing Relevant Accessible Entertainment.

Attitudes, Awareness and Understanding of LGBT People -- four respondents made 4 requests, including:

Promoting Positive Attitudes, Promoting Events that improve the public's awareness, providing Safety at A & L Events, and providing Equal Treatment.

Funding and Resources -- two respondents made 3 requests in this category, including:

To fund LGBT Events, LGBT Services, and to improve the Arts in Camden.

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Camden Council Consultation & Information and Services Needed

13.5% (10) of our sample gave no answers in this section – missing data. Percentages given are based on the 64 respondents who addressed this section.

- A. Would it be useful to have a directory of LGBT venues in Camden?
All (100% (64)) of our respondents said 'Yes'. No one said 'No'.
- B. Would it be useful to have a directory of services that are particularly designed for LGBT people in Camden?
Over 9 in 10 (95.3% (61)) of our respondents said 'Yes'. No one said 'No'.
- C. How would you like Camden Council to consult with you about their services?

Table 15

CONSULTATION METHODS (Tick all that apply)	TOTAL % of 64 Respondents(No.)	F SAMPLE % of 23 (No.)	M SAMPLE % of 41 (No.)
CONSULT ON LINE	73.4% (47)	78.3% (18)	70.7(29)
SURVEYS & QUESTIONNAIRES	57.8% (37)	43.5% (10)	65.9% (27)
FOCUS GROUP MEETINGS	46.9% (30)	47.8% (11)	46.3% (19)
PUBLIC MEETINGS	39.1% (25)	34.8% (8)	41.5% (17)
SERVICE USER GROUPS	34.4% (22)	39.1% (9)	31.7% (13)
FACE to FACE INTERVIEWS	32.8% (21)	21.7% (5)	39.0% (16)
CITIZENS PANELS	25.0% (16)	26.1% (6)	24.4% (10)

96.8% (61)) of our respondents ticked one or more of the options.

The Options are listed in descending order of Total percentages, not necessarily the same order as for the F and M respondents.

- D. Do you believe the views of LGBT people are taken into account when Camden Council is planning local services?
Over 6 in 10 (62.5% (40)) of our respondents said 'No'. One in 7 (14.1% (9)) said 'Yes'.
- E. Do you believe that LGBT needs are taken into account when Camden is planning local services?
Close to 6 in 10 (57.8% (37)) of our respondents said 'No'. Close to one quarter (23.4% (15)) said 'No'.
- F. Do you expect Camden Council to advertise its services in the LGBT press/websites?
Close to 8 in 10 (78.1% (50)) of our respondents said 'Yes'. One in 6 (15.6% (10)) said 'No'.
- G. Do you expect Camden Council to advertise its jobs in the LGBT press/websites?
Over 8 in 10 (81.3% (52)) of our respondents said 'Yes'. Over 1 in 8 (12.5% (8)) said 'No'.
- H. Have you ever seen/heard Camden Council publicly expressing a belief in equality of opportunity for LGBT residents or employees?
Half (50.0% (32)) of our respondents said 'No'. Nearly 4 in 10 (39.1% (25)) said 'Yes'.
- I. What do you need as a member of the LGBT community from the Publicity Department of Camden Council?
Nearly 3 in 10 (29.7% (19)), 9F and 10M, of our respondents answered with 39 needs.

Improvements in Camden's Consultation and Information Services Needed

Profiling, Publicity and Policies -- fifteen respondents made 25 requests in this category, including:

Positive LGBT profile, More LGBT Material, better Support of LGBT People, better Outreach into LGBT Communities, Advertising Jobs and Services in the LGBT Press, demonstrating the Political Will, Remind People that we are Teachers, Neighbours, Vicars, etc., Consult with LGBT People on Education, raise LGBT Issues at Work Events, and Promote Joint Venture activities to Bring LGBT and wider community together.

Attitudes towards, Awareness and Understanding of LGBT People -- seven respondents made 10 requests in this category, including:

Promotion of LGBT Awareness, Accountability to LGBT community, Challenging Homo/Trans-phobia, Articles of Policy in the LGBT Press, and Consultation with the LGBT Community.

Service Provision -- three respondents made 3 requests in this category, including:

A Gay to Z Directory, and Equal Treatment.

Training and Education -- one respondent made 1 request in this category:

Training of staff of Camden's Consultation and Information Service in LGBT Issues.

- J. What LGBT specific services have you used that are Camden Borough based?
One in 6 (15.6% (10)), 7F and 3M, of our respondents answered with 10 replies.

Two respondents said "None exist," and another two said "Bars". The other replies, made by one respondent each were: "I want funds and resources for some", a "Lesbian Centre, now closed", the "Black Cap Pub", Youth Groups, "in the past", a 'Gay lawyer' ", "More than I can think of", and finally "Shops and community projects".

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K. What LGBT specific services do you think needs to be available in Camden?

Table 16

SPECIFIC SERVICE OPTIONS (Tick all that apply)	TOTAL % of 64 Respondents (No.)	F SAMPLE % of 23 (No.)	M SAMPLE % of 41 (No.)
LEGAL ADVICE	70.3% (45)	56.5% (13)	78.0% (32)
HOUSING AGENCIES / SUPPORT, COUNSELLING, OLDER LGBT GROUP	68.8% (44)	56.5% (13)	75.6% (31)
ONE STOP SERVICE for Homo/Trans-phobic Crime Victims and SME Sex Domestic Violence Victims with Housing & Legal Help	64.1% (41)	52.2% (12)	70.7% (29)
YOUTH GROUP	64.1% (41)	47.8% (11)	73.2%(30)
SERVICE TO LINK YOU WITH LGBT PROFESSIONALS	57.8% (37)	65.2% (15)	53.7% (22)
LGBT COMMUNITY CENTRE	53.1% (34)	56.5% (13)	51.2% (21)
SERVICE TO ADVISE & TRAIN COUNCIL & VOLUNTARY STAFF	53.1% (34)	56.5% (13)	51.2% (21)
MENTAL HEALTH GROUP	50.0% (32)	60.9% (14)	43.9% (18)
ADVOCACY	40.6% (26)	39.1% (9)	41.5% (17)
LGBT RESIDENTIAL HOME	40.6% (26)	39.1% (9)	41.5%(17)
LGBT HOSTEL/S	35.9% (23)	47.8% (11)	29.3% (12)

Over 8 in 10 (81.1% (60)) of our respondents ticked one or more options, 18.9% (14) are missing data.

The Options are listed in descending order of Total percentages, not necessarily the same order as for the F and M respondents.

Quotes

"I think it is important that , insofar as this is possible, services have a physical shared base. Otherwise we end up with segregation of LGBT people. This base should be high quality and act as a community centre for the LGBT community and friends. Perhaps, in the light of the Leicester LGB Centre, offer food, a bar, etc., as well as service provision."

"More in the way of bringing this excluded group into the 'include' section of Camden community and produce more material."

"there are none {LGBT specific services in Camden} as Camden has not given any funds for these groups to be set up."

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Camden Health Services & Your Health Needs

10.8% (8) of our sample gave no answers in this section – missing data. Percentages given are based on the 65 respondents who addressed this section, except for the targeted questions, where the number qualified to answer is given.

- A. Are you registered with a GP?
Over 8 in 10 (83.1% (54)) of our respondents said 'Yes'. One in 7 (15.4% (10)) said 'No'.
- A2. If Yes (to QA), are you out to your GP?
Close to two thirds (64.8% (35)) of our 54 respondents who are registered with a GP, said 'Yes'. Over 3 in 10 (31.5% (17)) said 'No'. 3.7% (2) are missing data.
- A3. If Yes (to QA2), have you been asked inappropriate questions about contraception?
Close to 6 in 10 (57.1% (20)) of our 35 respondents who are 'out' to their GPs, said 'No'.
Close to 3 in 10 (28.6% (10)) said 'Yes'. 11.4% (5) are missing data.
- B. Have you been informed about safe sex?
Over half (53.8% (35)) of our respondents said 'Yes'. Over one-third (35.4% (23)) said 'No'.
- C. Would you classify yourself as healthy?
Over 9 in 10 (90.8% (59)) of our respondents said 'Yes'. One in 16 (6.2% (4)) said 'No'.
- D. Have you seen a doctor for symptoms of depression in the year prior to now?
Close to 9 in 10 (86.2% (56)) of our respondents said 'No'. Over 1 in 8 (12.3% (8)) said 'Yes'.
- E. Do you drink more alcohol per week than is considered safe?
(14 units or less is 'not hazardous' for women, 21 units or less 'not hazardous' for men.
A unit is one measure of spirit, or one glass of wine, or one half-pint of beer.)
Half (50.8% (33)) of our respondents said 'No'. Nearly half (49.2% (32)) said 'Yes'.
- E2. If Yes (to QE), are you concerned by the amount of alcohol you drink?
Three quarters (75.0% (26)) of our 32 respondents who drink more than is considered safe, said 'No'.
Nearly 1 in 5 (18.8% (6)) said 'Yes'. No missing data.
- F. Do you use recreational drugs?
Close to two-thirds (66.2% (43)) of our respondents said 'No'. Over one quarter (26.2% (17)) said 'Yes'.
- F2. If Yes (to QF), are you concerned about your drugs use?
Over three quarters (76.5% (13)) of our 17 respondents who use recreational drugs, said 'No'.
Just under one-quarter (23.5% (4)) said 'Yes'.
- G. Do you smoke?
Close to 6 in 10 (58.5% (38)) of our respondents said 'No'. Four in 10 (40.0% (26)) said 'Yes'.
- G2. If Yes (to QG), are you concerned about your smoking?
Over 6 in 10 (61.5% (16)) of our 26 respondents who smoke, said 'Yes'. Well over one-third (34.6% (9)) said 'No'.
3.8% (1) are missing data.
- H. If you answered Yes to QE2, QF2 and/or QG2:
- H1. Would you consider using any of the statutory services to enable you to deal with any of the above addictions?
Over 6 in 10 (61.1% (11)) of those 18 who qualified to respond, said 'Yes'. Nearly 4 in 10 (38.9% (7)) said 'No'.
- H2. Would you consider using any of the voluntary groups to enable you to deal with any of the above addictions?
Half (50.0% (9)) of those 18 who qualified to respond, said 'No'. Well over 4 in 10 (44.4% (8)) said 'Yes'.
5.6% (1) is missing data
- H3. Would you prefer to use an LGBT service to deal with any of the above issues?
Two-thirds (66.7% (12)) of those 18 who qualified to respond said 'Yes'. One in 6 (16.7% (3)) said 'No'.
11.1% (2) are missing data.
- I. Have you ever attempted suicide?
Close to 9 in 10 (87.7% (57)) of our respondents said 'No'. One in 8 (12.3% (8)) said 'Yes'.
- I2. If Yes (to QI), have you sought help as an 'out' LGBT person?
Over 6 in 10 (62.5% (5)) of our 8 respondents who have attempted suicide, said 'Yes'.
One-quarter (25% (2)) said 'No'. 12.5% (1) are missing data.

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- J. Have you ever self-harmed?
Nine in 10 (90.8% (59)) of our respondents said 'No'. One in 13 (7.7% (5)) said 'Yes'.
- J2. If Yes (to QJ), have you sought help as an 'out' LGBT person?
Six in 10 (60.0% (3)) of our 5 respondents who have self-harmed, said 'Yes'. Four in 10 (40.0% (2)) said 'No'.
- K. Have you ever been admitted to a mental health institution?
Well over 9 in 10 (96.9% (63)) of our sample said 'No'. 1.5% (1) said 'Yes'.
- L. Have you ever used therapy or counselling?
Over to half (52.3% (34)) of our respondents said 'No'. Well over 4 in 10 (44.6% (29)) said 'Yes'.
- L2. If Yes (to QL), have you found an appropriate service where you could be out?
Nearly 7 in 10 (69.0% (20)) of those 29 who have used therapy or counselling, said 'Yes'.
Over one-quarter (27.6% (8)) said "No". 3.4% (1) are missing data.
- M. Have you ever had an HIV test?
Over 6 in 10 (61.5% (40)) of our respondents said 'Yes'. Close to 4 in 10 (38.5% (25)) said 'No'.
- N. Have you have had any sexually transmitted diseases?
Over to 6 in 10 (64.6% (42)) of our respondents said 'No'. Close to 4 in 10 (35.4% (23)) said 'Yes'.
- N2. If Yes (to QN), did you get a professionals service where you could be out?
Close to 9 in 10 (87.0% (20)) of those 23 who have had sexually transmitted diseases, said 'Yes'.
4.3% (1) said 'No'. 8.7% (2) are missing data.
- O. If you are female, have you had regular cervical screening?
Close to 6 in 10 (58.3% (14)) of our 24F respondents (30) said 'Yes'. Close to 4 in 10 (37.5% (9)) said 'No'.
- P. If you are female and aged between 50-64, have you had regular breast screening?
Two-thirds (66.7% (2)) of those 3 qualified to respond, said 'Yes'. One-third (33.3% (1)) said 'No'.
- Q. If you are female, do you regularly examine you breasts for lumps?
Two-thirds (66.7% (16)) of our 24F respondents said 'Yes'. One-third (33.3% (8)) said 'No'.
- R. If you are male, have been vaccinated against:
a. Hepatitis A?
Close to two thirds (65.9% (27)) of our 41M respondents said 'Yes'. Over 1 in 4 (26.8% (11)) said 'No'.
b. Hepatitis B?
Close to 7 in 10 (68.3% (28)) of our M respondents said 'Yes'. Nearly 3 in 10 (29.3% (12)) said 'No'.
- S. If you are male, do you regularly examine your testicles for lumps?
Close to 9 in 10 (85.4% (35)) of our 41M respondents said 'Yes'. One in 7 (14.6% (6)) said 'No'.
- T. If you are trans-gendered, has your doctor been supportive, professional and given you an appropriate service?
No one who is qualified to answer responded.
- U. What do you need as a member of the LGBT community from the Camden Health Authority?
One in 5 (23.1%(15)), 7F and 8M of our respondents answered with 37 needs.

Quotes

"Health Authorities need to undergo training in LGBT issues and clearly need to understand [our] needs."

"There needs to be a LGBT Team."

"Health Authorities need to treat LGBT people with more respect and this also applies to doctors."

"Take responsibility for your staff – train them regularly in LGBT issues and on challenging potentially homo-, heterosexual and trans-phobic behaviour, assumptions, and support them to refer onto LGBT agencies where appropriate, depending on the individual's needs."

"Mental Health organisations to critically examine their treatment of patients – many LGBT people suffer terribly within heterosexist, homophobic and trans-phobic service provision."

"Sexual health services are needed that continue to target gay & bisexual men but also lesbian and bisexual women and the trans-gendered communities, whose sexual health needs are too often ignored or assumed to be negligible."

Improvements in the Health Services Needed

Service Provision -- eleven respondents made 17 requests in this category, including:

a Lesbian Clinic, an LGBT Team, Health Advice for LGBT people, LGBT Sexual Health Provision, Referrals to LGBT Organisations, a Complaints Procedure, Sexual Health Education for Youth, Efficient STI Clinics, Information on HIV, and LGBT Counselling.

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Training and Education -- six respondents made 8 requests in this category including:

Training for Staff in LGBT Issues, and Training for Staff on Challenging Homo/Trans-phobia.

Attitudes toward, Awareness and Understanding of LGBT People -- five respondents made 7 requests in this category, including:

Promoting Respect for LGBT People, Equal Treatment, Awareness of the Issues, Friendliness to LGBT People, and Understanding of LGBT Mental Health Issues in their Mental Health Provision.

Profile, Publicity and Policies -- four respondents made 4 requests in this category, including:

making them more positive towards LGBT People, Promoting Free Condoms, and better STD Clinic Information.

Funding and Resources -- one respondent made one request in this category for the Provision of Proportional Treatment.

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Camden Community Safety and Police issues

13.5% (10) of our sample gave no answers in this section – missing data. Percentages given are based on the 64 respondents who addressed this section, except for the targeted questions, where the number qualified to answer is given.

- A. Have you ever reported a crime to the Police in Camden?
Six in 10 (60.9% (39)) of our respondents said 'No'. Nearly 4 in 10 (39.5% (23)) said 'Yes'.
- A2. If Yes (to QA), did you 'come out'?
Over half (52.2% (12)) of our 23 respondents who have reported a crime to the Police in Camden, said 'Yes'.
Nearly 4 in 10 (39.1% (9)) said 'No'. 8.7% (2) are missing data.
- A3. If Yes (to QA2), were you treated appropriately and professionally?
Three quarters (75.0% (9)) of our 12 respondents who 'came out' to the Police in Camden, said 'Yes'.
One quarter (25.0% (3)) said 'No'.
- B. Do you feel safe on the streets of Camden when you are with other LGBT people?
Half (50.0% (32)) of our respondents said 'Yes'. Over 4 in 10 (43.8% (28)) said 'No'.
- C. Do you modify your behaviour in Camden to keep you safe?
Nearly to half (48.4% (31)) of our respondents said 'Yes'. Close to half (46.9% (30)) said 'No'.
- D. Are you aware there is an LGBT liaison Officer in Camden Police?
Seven in 10 (70.3% (45)) of our respondents said 'No'. Over one quarter (26.6% (17)) said 'Yes'.
- E. Have you ever suffered an homo/trans-phobic incident 'outside' the home?
Close to half (46.9% (30)) of our respondents said 'Yes'. Well over 4 in 10 (45.3% (29)) said 'No'.
- E2. Have you reported it to the Police in Camden?
Close to 9 in 10 (86.7% (26)) of our 30 respondents who suffered an homo/trans-phobic incident outside the home, said 'No'. One in 7 (13.3% (4)) said 'Yes'.
- E3. If Yes (to QE2), were you satisfied with the service you got from the police?
Three quarters (75.0% (3)) of our 4 respondents who reported a homo/trans-phobic incident to the police, said 'Yes'.
One quarter (25% (1)) said 'No'.
- E4. If Yes (to QE3), was there a conviction of the perpetrator?
Two-thirds (66.7% (2)) of our 3 respondents who reported a H/T-phobic incident to the police, said 'No'.
33.30% (1) is missing data.
- F. Have you ever suffered same sex domestic violence?
Over 8 in 10 (81.3% (52)) of our respondents said 'No'. One in 6 (15.6% (10)) said 'Yes'.
- F2. If Yes (to QF), did you report it to the Camden Police?
Nine in 10 (90.0% (9)) of our 10 respondents who have suffered same sex DV, said 'No'.
One in 10 (10.0% (1)) said 'Yes'.
- F3. If Yes (to QF2), were you satisfied with the service you got from the police?
The only respondent (100% (1)) who reported the same sex DV to the Camden Police, said 'No'.
- G. Have you ever suffered a homo/trans-phobic incident 'in' the home?
Well over 8 in 10 (84.4% (54)) of our respondents said 'No'. One in 13 (7.8% (5)) said 'Yes'.
- G2. If Yes (to QG), have you reported it to the Camden Police?
All (100% (5)) our respondents who suffered a homo/trans-phobic incident in the home, said 'No'.
One respondent said, "Nothing would be done, and I might be in danger of arrest on homosexual charges".
- G3. If Yes (to QG2), were you satisfied with the service you got from the police?
No one reported to the police, and thus qualified to respond to this question.
- H. Are there particular places in Camden where you feel unsafe?
Over half (51.6% (33)) of our respondents said 'Yes'. Over one-third (35.9% (23)) said 'No'.

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I. Please specify the particular places in Camden where you feel unsafe.

Table 17

	PLACES	PLACES	PLACES	PLACES	PLACES	PLACES	PLACES
Numbers: F/M/TOTAL % of 32 RESP	Camden High St. / Central 4 / 9 / 13 40.6%	Sommers Town 1 / 2 / 3 9.4%	Agar Grove 1 / 0 / 1 3.1%	Bloomsbury Square 0 / 1 / 1 3.1%	Euston 0 / 1 / 1 3.1%	Pratt Street 0 / 1 / 1 3.1%	Southampton Row 1 / 0 / 1 3.1%
Numbers: F / M / TOTAL % of 32 RESP	Kings Cross 2 / 8 / 10 31.2%	Gospel Oak 1 / 1 / 2 6.3%	Bayham Street 1 / 0 / 1 3.1%	Camden Lock 1 / 0 / 1 3.1%	Hampstead Heath 0 / 1 / 1 3.1%	Prince of Wales Road 1 / 0 / 1 3.1%	Wilmot Place 1 / 0 / 1 3.1%
Numbers: F/M/TOTAL % of 32 RESP	Camden Underground 4 / 5 / 9 28.1%	Kentish Town 2 / 0 / 2 6.3%	Black Cap Pub (exiting) 0 / 1 / 1 3.1%	Chester Road 1 / 0 / 1 3.1%	Highgate Newtown 1 / 0 / 1 3.1%	St. Giles High Street 0 / 1 / 1 3.1%	York Way 1 / 0 / 1 3.1%

93.9% (31) of our 33 respondents who said there were particular places in Camden where they feel unsafe, responded with 21 places, 11F and 20M. 6.1% (2) are missing data.

Comments offered:

- "Lots of aimless teenagers, mostly white, hanging around. As a woman and a lesbian, I feel anxious". (F)
- "Most public places where there are lots of people, unless I modify my behaviour, i.e., don't hold hands or kiss my partner." (F)
- "Seems volatile there [Camden Underground], not necessarily due to homophobia. I modify my behaviour there." (F)
- "Most of Camden, lots of drugs on offer." (F)
- "Most of Camden after dark." (M)
- "Got mugged, not gay related." [Camden High St.] (M)
- "Bus stops." (M) *** "Some back streets near SOHO." (M)

J. Would you feel safer if there was one or more of the following?

Table 18

OPTIONS (Tick all that apply)	TOTAL % of 58 Respondents (No.)	F SAMPLE % of 21 (No.)	M SAMPLE % of 37 (No.)
INCREASED ACTIVITY TARGETED AT ANTI-SOCIAL BEHAVIOUR ON STREETS	66.2% (49)	85.7% (18)	83.8% (31)
INCREASED VISIBLE STREET WARDENS	62.2% (46)	81.0% (17)	78.4% (29)
INCREASED STREET LIGHTING	55.4% (41)	66.7% (14)	73.0% (27)
CCTV	52.7% (38)	57.1% (12)	70.3% (26)

90.6% (58), 21F & 37M, of our respondents ticked one or more options.

The Options are listed in descending order of Total percentages, not necessarily the same order as for the F and M respondents.

K. Do you feel confident that you would be dealt with sensitively and professionally if you needed to report a homo/trans-phobic incident?

Well over 4 in 10 (45.3% (29)) of our respondents said 'Yes'. Over 4 in 10 (42.2% (27)) said 'No'.

L. Do you feel you would come out or not hide LGBT material if police had to come to your home?

Well over 6 in 10 (64.1% (41)) of our respondents said 'Yes'. Over one quarter (26.6% (17)) said 'No'.

M. What do you as an LGBT person want from the Camden Police?

Nearly 4 in 10 (39.1% (25)), 11F and 14M, of our respondents answered with 48 needs.

Quotes

- "More lesbian and gay Officers."
- "Respect as a member of the public and an equal service. Training for all police on a regular basis (as they move around so much), and a widespread anti-homophobia billboard/poster/bus stops, etc., campaign that is not a naff victim style but thought-provoking and engaging for all the community."

Improvements in the Camden Police Service Needed

Service Provision -- twenty respondents made 25 requests in this category, including:

a Respectful Service, a Service the Same as for Everyone Else, Efficiency and Empathy, Support and Help, an LGBT Liaison Officer, Better Overall Service, as They Deal with a Crime, They Keep Me Informed, Safety, Police on the Streets, an LGBT Unit, and for Police to Deal with Anti-social Behaviour.

Attitudes towards, Awareness and Understanding of LGBT People -- eleven respondents made 15 requests in this category, including:

Not Patronising, pro LGBT attitudes, Equality for LGBT People Across the Board, Respect for LGBT Lifestyles, and Trust Building.

Profiling, Publicity and Policies -- four respondents made 5 requests in this category, including:

Posters and Literature expressing Positive approach to LGBT People, Not Naff or Victim Style Publicity, and a Policy of Listening to LGBT People.

Training and Education -- two respondents made 2 requests in this category, including:

Training that Targets the Unenlightened, and Regular Training in LGBT Issues.

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Funding and Resources -- one respondent made 1 request in this category for:
More LGBT Officers.

- N. What do you as an LGBT person want from the Community Safety Team of the Camden Council?
Over 3 in 10 (32.8% (21)), 7F and 14M, of our respondents answered with 35 needs.

Quotes

"... start from the base point that just because reported crime levels are low does not mean they do not happen (as with racist crime, domestic violence, etc., in the recent past which are now increasingly reported and resourced)."

"Put together creative projects working with key agencies, e.g., Education, Arts and Libraries, internally and externally with the Police, Mental Health providers, etc., to have a Borough-wide LGBT strategy, rather than bits and pieces of consultation or LGBT individuals or forums being left to do something (anything)."

"... the LGBT community will respond positively when [we] see changes start to happen."

Improvements in Camden's Community Safety Team's (CST) Needed

Service Provision -- twelve respondents made 13 requests in this category, including:

Treating LGBT People the Same as Everyone Else, Support for Police in their LGBT Work, Help for LGBT People, a Foundation for Safety, Services Relevant to LGBT Issues, Care about LGBT People, Dealing with Alcohol and Drug Abusers, Police on the Streets, and Dealing with Anti-Social Behaviour.

Profiling, Publicity and Policies -- seven respondents made 12 requests in this category, including:

Positive Profile toward LGBT People, Visible Policies toward LGBT, an Inter-agency Strategy for dealing with LGBT Issues, Publicise Their Results, and Help LGBT People to Recognise they are Serious About and Sensitive to LGBT Issues.

Attitudes towards, Awareness and Understanding of LGBT People -- six respondents made 7 requests in this category, including:

Awareness of LGBT Issues, and Respect for LGBT People.

Funding and Resources -- two respondents made 2 requests in this category, including:

More Presence in Gospel Oak, and More Wardens Visible on the Streets.

Training and Education -- one respondent made 1 request for:

Staff in LGBT Issues.