

RAINBOW CITIES Network

One pagers on local LGBTI policies and current good practices 2017



RAINBOW CITIES Network

On the occasion of the 5th annual meeting of the Network
9-10 November 2017, Ljubljana, Slovenia

All over the world, attention for LGBTI (lesbian, gay, bisexual, trans and intersex) citizens is increasing. Marriage equality is becoming more widespread, equal rights for rainbow families are increasing and LGBTI people have again become more visible in the public domain. There are worrying developments as well, however: violent incidents against transgender persons have increased, pride marches have been banned by local and national governments and all over the world, LGBTI people are still victims of hate crimes.

Since discrimination against LGBTI people often takes place in their direct surroundings, municipal and regional authorities have an important and specific task in combating discrimination against LGBTI people. Combating discrimination against LGBTI people is rarely explicitly dealt with by most local administrations. These Rainbow Cities are the exception; they consider it their responsibility to protect and support their LGBTI citizens.

Exchange of good practices, interventions and initiatives between these cities is important to increase the impact of local approaches and to spend budgets effectively. With all developments regarding sexual diversity and gender identity worldwide, exchange between cities from different countries only seems logical.

The Rainbow Cities Network is a network in motion. Political shifts in local governments can mean an increased attention for LGBTI citizens, but it can also have the opposite effect. New members joined, while other members decided to prioritise differently. The Network remains an interactive, inspiring place to discuss, exchange and work together on increasing social inclusion and equality for all.

The aim of the network is threefold:

1. Exchange experiences among cities, by local policy makers, on mainstreaming or including LGBT issues in local policies.
2. Exchange of local good practices with regard to sexual orientation and gender identity.
3. Link up with (developments in) international networks and organisations.

Members of the network contribute to the annual meetings by delivering a so-called one pager, in which the focus and progress of their local LGBT policies and initiatives are summarised. These one pagers are the basis for reflection and exchange on certain themes.

On 1 November 2017 the Rainbow Cities Network had 32 members: Amsterdam, Barcelona, Bergen, Berlin, Beşiktaş-Istanbul, Bologna, Brighton & Hove, Bruges, Brussels, Cologne, Esch-sur-Alzette, Geneva, Ghent, Hamburg, Hannover, Leuven, Ljubljana, Mannheim, Mexico City, Munich, Nilüfer, Nuremberg, Oslo, Paris, Parma, Ripollet, Rotterdam, São Paulo, Şişli-Istanbul, Turin, Vienna and Zürich.

These cities all signed a Memorandum of Understanding, committing to the goals and activities of the Network. This MoU can be found in this document. Representatives of the member cities meet once a year, each time hosted by a different European city. The coordinator is Ms Juul van Hoof, program manager LGBTI issues at Movisie, Netherlands centre for social development.

In case of any questions regarding the Network or for details on the membership procedure, please contact the coordinator via j.vanhoof@movisie.nl.

Memorandum of Understanding Rainbow Cities Network

The Rainbow Cities agree:

Local governments have responsibilities in a wide range of policy areas and provide services to all their citizens. They make sure that all citizens are treated equally and have equal access to services provided by the local administration. Furthermore, they are responsible for creating an environment that is defined by respect for diversity and inclusion. Within mainstreaming diversity, implementation of local LGBT(I) policies is an important element.

The Rainbow Cities Network as a means to strengthen local LGBT(I) policies

Local governments are becoming more committed to establishing LGBT(I) Policies to promote safety, equality, self-determination, empowerment and social inclusion within their cities and beyond.

The participating local governments within the Rainbow Cities Network share a commitment to ensuring that LGBT(I) people are fully included without facing any form of discrimination or violence in the city. Therefore, Rainbow Cities commit themselves to playing an active part in this. In order to do so they join forces and form the Rainbow Cities Network.

The main objectives of the Network are:

- Promoting the inclusion of LGBT(I) people and increase visibility of LGBT(I) issues.
- Sharing experiences, expertise, materials, good practices and challenges.
- Exploring possible common actions on special days, events or occasions.
- Developing projects / collaboration between two or more cities.

Every Rainbow City commits itself to:

- Executing and enhancing an active LGBT(I) policy or mainstreaming LGBT(I) issues within the general local policies.
- Designating one or two representative(s) of the municipal administration in charge of LGBT(I) issues to participate in the Network. This representative will participate at the annual meeting and actively contribute to the exchange within the Network.
- Contributing to the exchange within the Network by annually drawing up an overview of their actions with regard to LGBT(I) policies in the provided template. This one pager will become publicly available via the Rainbow Cities Network website.

Signed and agreed upon by

Title:

Representing:

Acknowledgement:

The Rainbow Cities Network (RCN) appreciates the efforts and support of the Dutch Government as well as the City of Amsterdam for bringing together different cities with an active LGBT(I) policy and for encouraging the creation of a network.

Table of contents

Amsterdam (The Netherlands) – Overview	6
Amsterdam (The Netherlands) – Good practice	7
Barcelona (Spain) – Overview	8
Barcelona (Spain) – Good practice	9
Bergen (Norway) – Overview	10
Bergen (Norway) – Good practice	11
Berlin (Germany) – Overview	12
Berlin (Germany) – Good practice	13
Beşiktaş-Istanbul (Turkey) – Overview	14
Beşiktaş-Istanbul (Turkey) – Good practice	15
Bologna (Italy) – Overview	16
Bologna (Italy) – Good practice	17
Brighton & Hove (United Kingdom) – Overview	18
Brighton & Hove (United Kingdom) – Good practice	19
Bruges (Belgium) – Overview	20
Bruges (Belgium) – Good practice	21
Brussels (Belgium) – Overview	22
Brussels (Belgium) – Good practice	23
Cologne (Germany) – Overview	24
Cologne (Germany) – Good practice	25
Esch-sur-Alzette (Luxembourg) – Overview	26
Esch-sur-Alzette (Luxembourg) – Good practice	27
Geneva (Switzerland) – Overview	28
Geneva (Switzerland) – Good practice	29
Ghent (Belgium) – Overview	30
Ghent (Belgium) – Good practise	31
Hamburg (Germany) – Overview	32
Hamburg (Germany) – Good practice	33
Hannover (Germany) – Overview	34
Hannover (Germany) – Good practices	35
Leuven (Belgium) – Overview	36
Leuven (Belgium) – Good practice	37
Ljubljana (Slovenia) – Overview	38
Ljubljana (Slovenia) – Good practice	39
Mannheim (Germany) – Overview	40
Mannheim (Germany) – Good practice	41
Mexico City (Mexico) – Overview	42
Mexico City (Mexico) – Good practice	43
Munich (Germany) – Overview	44
Munich (Germany) – Good practice	45
Nilüfer (Turkey) – Overview	46
Nilüfer (Turkey) – Good practice	47
Nuremberg (Germany) – Overview	48
Nuremberg (Germany) – Good practice	49
Oslo (Norway) – Overview	50
Oslo (Norway) – Good practice	51
Paris (France) – Overview	52
Paris (France) – Good practice	53

Parma (Italy) – Overview	54
Parma (Italy) – Good practice.....	55
Ripollet (Spain) – Overview	56
Ripollet (Spain) – Good practice	57
Rotterdam (The Netherlands) – Overview.....	58
Rotterdam (The Netherlands) – Good practice	59
São Paulo (Brazil) – Overview	60
São Paulo (Brazil) – Good practice	61
Şişli-Istanbul (Turkey) – Overview.....	62
Şişli-Istanbul (Turkey) – Good practice	63
Turin (Italy) – Overview	64
Turin (Italy) – Good practice	65
Vienna (Austria) – Overview.....	66
Vienna (Austria) – Good practice	67
Zurich (Switzerland) – Overview	68
Zurich (Switzerland) – Good practice	69

Amsterdam (The Netherlands) – Overview



Pink Policy Amsterdam 2015-2018

Since 1982 Amsterdam has been familiar with a specific, local LGBTI policy. The latest LGBTI policy of the city of Amsterdam, which dates from December 2015 (configured in the Pink Agenda), ensures and gives priority to attention for LGBTI in the fields of safety and anti-discrimination, education, youth, diversity, health, care, sports, work & economy, arts & culture and international exchange on good practices for the years to come.

Goals

- I) More social acceptance, visibility and empowerment of LGBTI's.
- II) Structural embedding and implementing of LGBTI component within the policies of the own municipal organization and the partner organizations.

Key focus areas (short term and long term)

1) *Promoting willingness to report discrimination in the LGBTI community*

Improving the willingness to report discrimination, assaults, by Pink department at ADP. In 2017, two municipal investigations were conducted on behalf of the municipality aimed at victims of serious discrimination incidents among the LGBTI target group. The research focuses on the needs of LGBTIs who have become victims of a (violent) crime with discriminatory basis and which impede or promote reporting. Important to the LGBTI group is the social / police victim care after an incident. Such a good care also stimulates the reporting willingness.

2) *Empowerment of vulnerable groups: bi-cultural LGBTI's*

- Hosting a dinner in the residents of the mayor with vice mayor diversity and bi-cultural (trans) woman (goal empowerment and networking).
- Bi-cultural (trans) women meeting, organised by all bi-cultural organisations (goal is collaboration).
- Film screening 'De Beslissing' (The Decision) and accompanying counseling.
- Project support ex-asylum seekers.
- Veilige Haven (Safe Haven): psychosocial relief efforts for bi-cultural-LGBTI's.
- Amsterdam Shelter city with a focus on LGTBTL.

Policy implementation

All Amsterdam municipal sectors and services, city districts and partners are involved in the process of implementation of the Pink Agenda. The municipality of Amsterdam seeks collaboration with social welfare organizations, NGO's, etc.

Collaboration with advocacy/interest groups

LGBTI general interest groups COC Amsterdam and COC Netherlands, International Gay and Lesbian Archive (IHLIA), LGBTI sports organizations (GUTS, JBF), Lesbian organization Let's Be Open, bi-cultural LGBTI interests groups, senior LGBTI citizens interest group, Transgender organizations, Amsterdam Gay Pride, LGBTI employee networks (Work Place Pride).

Other collaboration partners

Companies, municipalities (national and international), national governmental departments and research institutes.

Contact person at the municipality

Mr Arnold van den Broek (van.den.broek@amsterdam.nl)

URL to (information on) local LGBT policy on municipal site

www.amsterdam.nl/gemeente/organisatie/sociaal/onderwijs-jeugd-zorg/diversiteit/roze-agenda-2015/

Amsterdam (The Netherlands) – Good practice

Declaration of Dordrecht

Policy

Declaration of Dordrecht (Trans rights), one of the themes from the Execution of the Pink Agenda.

Goal

A transgender friendly work environment, social acceptance and emancipation of transgender

Since 1982 Amsterdam has been familiar with a specific, local, LGBTI policy. Last year Amsterdam signed the Declaration of Dordrecht. Different departments (Human Resource and Work, Participation and Income) collaborated in starting implementing the subjects of the declaration and more! They also started a pilot to get 20 trans persons from unemployed to employed.

Key focus areas

Gender inclusion / neutral language, no unnecessary sex registration on city forms, increasing the employment of transgender, raising awareness and expertise about transgender thematic.

Municipal sectors/services involved

Started with Human Resource, Amsterdam Inclusive and Pink Officials Network. Then the Department of Work and Party Counseling, Youth (Home and Home Young Transgender), Career Department: Program Prostitution and Safe Harbor = Short-term Assistance and Counseling, Department of Communication (including language use).
2018, the Service Department is picked up (Civil Affairs, City Locks and the like).

Collaboration with advocacy/interest groups

LHBTI-network in Amsterdam: trans United, Mokum Roze, IHLIA (documentation and LGBTI heritage, Other Dutch interest groups: COC, Transgender Network Nederland, Movisie (knowledge and development organisation).

Collaboration with social and/or health-care and welfare organisations

Youth Care like HVO Querido, Spirit, Centram, Prostitution: P&G 292

Other collaboration partners

Foundation Gendertalent, Politie Roze in Blauw (Police - Pink in Blue) and small organisations like Connecting Differences (bi-cultural trans persons).

Which parties will implement the policy?

Human Resource department (working on empathy and understanding of people in transition, acceptance and getting a diverse group of employments, Department Work, Participation and Income (working on reintegration of transgender unemployed back to work), department of Communication and Transgender Network Netherlands: info@transgendernetwerk.nl.

Contact person at the municipality

Carlo van der Linden (carlo.van.der.linden@amsterdam.nl)

URL to (information on) local LGBT policy on municipal site

Declaration of Dordrecht in English: <https://www.transgendernetwerk.nl/wp-content/uploads/20162106-The-Declaration-of-Dordrecht-EN.pdf>

Foundation GenderTalent in Dutch: <http://gendertalent.nl/?q=about>

Barcelona (Spain) – Overview



Ajuntament
de Barcelona



Department of Feminism and LGBTI Affairs
Department for the Promotion of Women and LGBTI Rights

Policy

Barcelona City Council has long been noted for its pioneering commitment to the defence of civil rights in the city. The Councillor's Office for Civil Rights was set up in 1995 and the Office for Non-Discrimination followed in 1998. The LGBTI Municipal Council was set up in 2004 to coordinate policies in defence of the LGBTI community. Later the City Council launched the 2010-2015 Municipal Plan for the LGBTI Community which applies to the whole municipal structure. A new plan is now being drawn up for 2016-2021.

Goals

- Organise and coordinate the local authority's actions in relation to the LGBTI community.
- Imbue the whole municipal structure with an LGBTI perspective
- Encourage LGBTI organisations to get involved in designing and implementing LGBTI public policies.

For how long when has there been a specific LGBTI policy?

The creation of the Office for Non-Discrimination in 1998 marked the beginning of a direct relationship with the LGBTI community for the defence of their rights. Setting up the LGBTI Municipal Council in 2004 marked the start of a process that culminated in 2009 with the passing of the first LGBTI Municipal Plan, drawn up with the active involvement of the city's LGBTI community. The implementation of the 2010-2015 Plan helped specific services become established inside the City Council and another five-year LGBTI Municipal Plan is now being applied. The current term of office, which began in May 2015, includes the acronym in the title for the Councillor's Office for Feminism and LGBTI, raising the profile of the community and specific actions that target them.

Key focus areas (short and long term)

All City Council areas and departments are involved. The plan puts special emphasis on guaranteeing the rights of lesbians, gays, transgenders, bisexuals and intersex people, wiping out homophobia, biphobia and transphobia and introducing measures for the transgender community, the elderly and more vulnerable groups, as well as training for service staff. The Barcelona LGBTI Municipal Resources Centre should be mentioned here.

Municipal sectors/services involved

Social and citizen rights, citizen participation, children, young people, senior citizens, education, health, sport, culture, international relations, cooperation, immigration, employment, prevention and safety and other municipal sectors.

Collaboration with advocacy/interest groups

The relationship and participation with formal and informal LGBTI organisations in the city is coordinated by the LGBTI Municipal Council, while issue-based and flexible working groups tackle issues of interest to the community and implement actions and activities coordinated by the Municipal Plan.

Collaboration with social and/or health and welfare/social assistance organisations

The plan is a cross-cutting initiative and applies the LGBTI perspective to all services, whether welfare or social assistance, through specific training.

Other collaboration partners

During the current term of office (2015-2019) a stronger relationship is being forged with professionals and experts to gather information and knowledge needed to design the new plan. Examples include the research done to find out what the situation elderly LGBTI people, intersex people and transgender people in the city face, including research and recommendations for acting without adopting a pathologised view. The organisations collaborating on these aspects are people with recognised experience and university research teams.

Which parties will implement the policy?

Everything is directed from the Councillor's Office for Feminism and LGBTI, where a team of two professionals coordinate the LGBTI Municipal Plan and the LGBTI Municipal Council.

Contact persons at the municipality

Andreu Agustín Andres (aagustin@ext.bcn.cat)
Meritxell Sáez i Sellarès (msaezs@bcn.cat)

URL to (information on) local LGBT policy on municipal site

Currently under construction.

Barcelona (Spain) – Good practice

The photographic installation ‘Molt amor per fer’ [Lots of love to make]

which forms part of the program of commemorative activities to mark the 40th anniversary of the 1977 LGBTI demonstration in Barcelona, the first of its kind to be held in the Spanish state

Reason: why this initiative on this topic?

The installation starts off a program of commemorative events marking 40 years since the first LGBTI demonstration organised by the FAGC in the city of Barcelona in 1977.

Forty years ago, around four thousand people attended the demonstration organised by the Front d'Alliberament Gai de Catalunya (FAGC) along La Rambla in Barcelona. The organisation was illegal at the time due to the fully enforced *Law of social danger*, which persecuted and imprisoned the LGBTI collective. This was the first demonstration for LGBTI freedom and pride in Barcelona, organised to commemorate the Stonewall riots in New York in June 1969. The demonstration in favour of sexual and gender freedom mobilised gays, lesbians, transgender and many other young people, including libertarians, feminists, trade unionists and sympathisers, all coming together for this first great LGBTI event in Spain.

Barcelona City Council, together with the city's network of LGBTI associations and other entities, wanted to benefit from the commemoration of the demonstration by proposing a series of events which strengthen Barcelona's position as a leading city in the defence of rights while bearing the future in mind, based on these shared experiences.

The events proposed by Barcelona City Council to commemorate the demonstration of '77 start with the installation 'Molt amor per fer' [Lots of love to make] headed by Ricard Martínez from the 'Arqueologia del punt de vista' team. Based on graphic testimonies from different periods, Ricard Martínez constructs a narrative based on three moments in time, with the demonstration as a focal point from which we draw a vision of love and vindication. 'Molt amor per fer' expresses the quest for love beyond sex and gender. Barcelona, a city which, even in the 1930s, had places where LGBTI people could meet, interact and behave openly.

Goal

Opening of the events for the 40th anniversary of the LGBTI demonstration of '77, bringing the memory of the struggle for the LGBTI rights in the city of Barcelona to the streets.

Target audience

The general public and specifically the LGBTI collective.

Partners

In collaboration with the work group for the 40th anniversary of the LGBTI Municipal Council, made up of significant entities and figures of the city's LGBT movement.

Duration of the project

From 16 June to 31 July 2017.

Role of the City

The city is the recipient of this installation organised by the Barcelona City Council through the Department of Feminism and LGBTI and the Department for the Promotion of Women's and LGBTI Rights.

(expected) Outcome/results

The installation was well-received by the public and LGBTI entities in the city. However, maintenance work had to be carried out in response to LGBTI-phobic messages suffered by the installation at some point.

Link to more information

<http://lameva.barcelona.cat/40lgtbi/ca/>;

<https://www.youtube.com/watch?v=Ea0iUuUnA98&feature=youtu.be>

Bergen (Norway) – Overview



BERGEN KOMMUNE

Policy and Goal

The City Council in Bergen in March 2017 approved The Rainbow City – A plan for sexual- and gender diversity 2017-2021. In this plan we have 25 measures to improve the situation for LGBTI in our city. Recent developments surveys show sexualized and homophobic hate speech is common in schools and other social settings. The fight against homophobia has a top priority for our city. The City of Bergen will meet people with different sexual orientation, gender identity and gender expression with respect and knowledge of their situation. It is a goal that municipal employees are aware of the sexual- and gender diversity in our city and the prevailing 'heteronormative' environment in our services. Further we are aiming for providing more 'gender neutral' services to our population. In previous plans we have not highlighted the situation for transgender people sufficiently.

Erlend Horn, deputy mayor for social affairs and responsible for LGBTI-issues in Bergen:

"I am delighted with our new plan for gender- and sexual diversity in Bergen. We are demonstrating how we are working for a city that is open, inclusive and diverse. Refugees that are LGBTI are often vulnerable and unsafe – even in European cities. I want them to know they are especially welcome in our Rainbow city."

For how long has there been a specific LGBT emancipation policy?

Since 2007

Key focus areas (short term and long term)

- Information and visibility of LGBTI emancipation in secondary schools.
- Being a safe city for LGBTI-refugees and migrants.
- Being an inclusive employer of LGBTI staff. In 2015 the city has been offering LGBTI-awareness courses to municipal staff in different departments.
- Combating 'sexualized' hate speech.
- Adapting services to people of all gender identities and gender expressions.
- Supporting and facilitating LGBTI visibility and celebration of sexual and gender diversity in the city.

Collaboration with advocacy/interest groups

We are cooperating closely with FRI Bergen og Hordaland (the Norwegian LGBT Association) as well as other relevant NGOs.

Contact persons at the municipality

Sølve Sætre, Department of social affairs, housing, and inclusion (solve.saetre@bergen.kommune.no)

Tale Berntsen, HR-department City of Bergen (tale.berntsen@bergen.kommune.no)

URL to (information on) local LGBT policy on municipal site

Action plan The Rainbow City – A plan for sexual- and gender diversity 2017-2021 (in English):
<https://www.bergen.kommune.no/omkommunen/avdelinger/byradsavd-for-sosial-bolig-og-inkluderings/9130/9183/article-149626>.

Bergen (Norway) – Good practice

Bergen – a safe city for LGBTI refugees and migrants

Reason: why this initiative on this topic?

Migrant LGBTI often originate from countries with a different view on gender and sexual diversity than in Norway. Some of the migrants come to Bergen to seek protection from persecution because of their LGBTI identity or partly because of this. In order to raise awareness of the situation for LGBTI newly arrived migrants participating in the mandatory course in social studies receive information about the situation in Norway for people with a different sexual orientation, gender identity or gender expression. Furthermore the City has encouraged and helped the LGBTIs migrants in Bergen to establish their own organisation and provide them with financial support.

Goal

By establishing an open network of LGBTI refugees in Bergen we want to encourage more LGBTI migrants to be open about their sexual or gender identity. We also want to increase awareness of LGBTI among people who are new in Norway.

Target audience

Newly arrived foreign migrants to Bergen participating in compulsory Norwegian language courses. Currently we have around 2000 people attending our Norwegian language courses. Around 30 of the refugees are openly LGBTI.

Partners

NGOs: Queer World, FRI, Western Norway police district

Role of the City

Facilitating and providing financial support.

(expected) Outcome/results

More newly arrived LGBTI migrants in Bergen are open about their sexual identity. More than 30 people in our qualification programs are now open about being LGBTI. Most of these come from Syria. This is significant increase on the situation a few years ago. We also observe an increased knowledge about the situation for the LGBTI-population among other people participating in our programs.

Link to more information

<https://www.bergen.kommune.no/omkommunen/avdelinger/byradsavd-for-sosial-bolig-og-inkludering/9130/9183/article-149626>

Berlin (Germany) – Overview



Senate Department
for Labour, Integration
and Women's Issues



Policy

One of the main socio-political objectives of the Senate of Berlin is to enforce the right to equal treatment and non-discrimination. The State Office for Equal Treatment and against Discrimination (LADS) was established for this purpose in 2007. It is assigned to the Department of Justice, Consumer Protection and Anti-Discrimination. Part of the State Office's specific profile is to cover the LGBTI Unit that deals with lesbian, gay, bisexual, transgender and intersex (LGBTI) topics.

General goals

- Promote the emancipation of lesbians, gays, bisexuals as well as of transgender and intersex people.
- Combat and reduce discrimination in all spheres of life as well as hate crime.
- Promote acceptance within Berlin administration and society.
- Implementation of the Berlin Action Plan against Homophobia and Transphobia of 2010 called 'Berlin supports self-determination and the acceptance of sexual diversity' initiative as well as further development of this action plan (general fact sheet).

For how long has there been a specific LGBT-inclusive policy?

Since 1989

Key focus areas for 2017

- **LGBTI refugees:** strengthening the support structure for LGBTI refugees; recognition of LGBTI refugees as 'particularly vulnerable group'; further development and implementation of the 'Berlin Model for the Support of LGBTI Refugees' with several actions such as a specialized LGBTI refugee shelter, trainings for all staff of other refugee shelters, funding of specialized counselling centres and empowerment of LGBTI refugees among other actions.
- **Lesbian visibility:** development of measures to promote the visibility of Lesbians and Lesbian Life such as the publication (in German only) on Lesbian Visibility in Berlin history.
- **LGBTI History:** further research and documentation of LGBTI history in Berlin; support of different initiatives such as the national law to rehabilitate gay men condemned by §175 StGB (penal law) from 1945 to 1969, oral history projects and other projects.
- **Strengthening the fight against homophobic and transphobic incidents:** strengthening the victims' support structure through additional funding and new publications such as a Factsheet on 'Violence and discrimination against the LGBTI community' and a Folder to support victims of homophobia and transphobia.
- **Sensitization and awareness raising in education and youth issues:** development of new materials in different languages for parents, teachers, principals; peer to peer projects; Diversity Suite Case for primary and secondary schools, trainings for teachers and youth officers, establishment of LGBTI contact persons at all Berlin schools and implementation of an annual Queer History Month.

Municipal sectors/services involved

The Berlin Action Plan against Homophobia and Transphobia of 2010 called 'Berlin supports self-determination and the acceptance of sexual diversity' Initiative involves all sectors of Berlin Public Administration.

Collaborations

Collaborations on different levels: on international, European, national, regional and local level with public bodies and LGBTI organizations.

Contact person at the municipality

Florencio Chicote, LGBTI Unit (florencio.chicote@senaif.berlin.de)

URL to (information on) local LGBTI policy on municipal site

LGBTI policy / LGBTI unit (German): www.berlin.de/lads/lbsbti

Berlin (Germany) – Good practice

The ‘Berlin Model for the Support of LGBTI Refugees’

Reason: why this initiative on this topic?

LGBTI refugees are fleeing countries where they have to mask their sexual orientation and gender identity out of fear for their own safety. This risk can be present both while they are in the process of fleeing and once they arrive in their host country. For many, arrival in Germany does not automatically mean the end of persecution and discrimination; they will still face considerable challenges even once they have succeeded in fleeing. Although same-sex relationships are becoming increasingly accepted in our society, homosexual refugees still face violence and discrimination in many aspects of daily life, in public and in their accommodation. The same is true for transgender and intersex refugees. They frequently keep their identity a secret as they may often be sharing space with people from the same country of origin or city; the fear of reprisals and violence or of being outed in their home country remains. That is why the situation facing LGBTI refugees when they apply for asylum is unique and their needs are particular. Berlin is the first federal state in Germany to recognise that LGBTI refugees belong to a *particularly vulnerable group* and have a special need for protection. This gives LGBTI refugees the right to access special services.

Goal

The ‘Berlin Model for the Support of LGBTI Refugees’ was developed to be able to offer comprehensive support to LGBTI refugees. It consists of different actions that creates a wide support structure facing the needs of LGBTI refugees, such as low-threshold initial counselling services, specific counselling on processes and applying for asylum as well as asylum and migration law, specific counselling on anti-violence and anti-discrimination, specialised counselling for adult LGBTI refugees as a particularly vulnerable group, psychological counselling and healthcare, empowerment and setting up of self-help groups, coordination of voluntary work set up to assist LGBTI refugees, a specific shelter for LGBTI refugees, a specific anti-violence concept for refugee shelters focusing on the protection of LGBTI and women, training for managers and staff members of refugee shelters, public administration, refugee advice centres, interpreters and others as well as a LGBTI contact person at the social services office of the State Office for Refugee Issues (LAF).

Target audience

Target groups are LGBTI refugees, professionals, counselling centres, public administration, refugee shelters among others.

Partners

LGBTI organisations as well as different departments of the public administration are involved in establishing such a support structure for LGBTI refugees.

Duration of the project

The ‘Berlin Model for the Support of LGBTI Refugees’ has been developed in 2015 and became part of the LGBTI support infrastructure in Berlin. The different actions are being developed further.

(expected) Outcome/results

The outcome of the development and the implementation of the ‘Berlin Model for the Support of LGBTI Refugees’ is a specific support infrastructure for LGBTI refugees.

Link to more information

For further information on the issue of LGBTI refugees as well as contact details for organisations and advice centres, please visit the website of the Berlin State Office for Equal Treatment and Against Discrimination at www.berlin.de/lads/lbsbti-gefluechtete or <http://www.berlin.de/sen/lads/schwerpunkte/lbsbti/themen/#flucht> [only German].

Beşiktaş-Istanbul (Turkey) – Overview



Policy

After Mayor Murat Hazinedar has signed SPoD LGBTI Association's 'LGBTI-Friendly Municipality Protocol Text', the Municipality of Beşiktaş included LGBTIs as a part of its diversity policies.

Goal

Beşiktaş Municipality strives to build a city where everybody enjoys a free environment where they can express themselves without pressure or boundaries. As a part of this goal, the Municipality supports the emancipation of LGBTI community and the fight against homophobia and transphobia within society. In addition, it aims to set a good example for other cities in Turkey regarding the LGBTI policies.

For how long has there been a specific LGBTI (inclusive) policy?

Since the local elections of 30 March 2014

Key focus areas (short term and long term)

- To plan and carry out training activities in order to raise the awareness on gender equality and LGBTI rights among the municipal staff.
- To conduct awareness raising campaigns in order to fight against homophobia and transphobia within society.
- To promote the gender equality within the municipal strategic plan while being in cooperation with the local non-governmental organizations.
- To promote the creation of inclusive workplaces for openly LGBTI employees.
- To put legal and psychological consultancy service for the LGBTIs into practice.
- To provide funds and donations that will contribute to promoting the development of the cooperation between the public, private sectors and the NGOs advocating for the rights of LGBTIs.

Municipal sectors/services involved

All sectors and services are involved. However, the Gender Identity Equality Commission of the Municipal Assembly is responsible for building the LGBTI policies of the Municipality, whereas the Equality Unit under the Directorate of Foreign Affairs is responsible for implementing these policies.

Collaboration with advocacy/interest groups

SPoD (Social Policies Gender Identity and Sexual Orientation Studies Association), LISTAG Families of LGBTIs and Lambdaistanbul LGBTI Solidarity Association.

Contact person at the municipality

Ms. Deren Evcilmen (derenevcilmen@besiktas.bel.tr)

Mr. Adem Yavuz (ademyavuz@besiktas.bel.tr)

Bologna (Italy) – Overview



Comune di Bologna

Policy

The prevention of and fight against any form of discrimination are among the basic principles included in the Municipal Statutes of Bologna. In its Programme Guidelines for the 2011-2016 mandate, the City reaffirmed its commitment to overcome any form of sexual orientation discrimination; furthermore, in its Overall Planning Document for the period 2016-2018, a specific project was outlined to implement actions aimed at fighting any form of discrimination based on sexual orientation or gender identity, as well as preserving and promoting every citizenship fundamental right of LGBT people.

Goal

Orienting the City Government action to prevent and fight any form of discrimination of LGBT people. Embracing diversity as a richness for the community.

For how long has there been a specific LGBT-inclusive policy?

Since 1982, when the Bologna City government was the first in Italy to decide to entrust a municipal space to a gay club, to defend the rights of LGBT people.

Key focus areas (short term and long term)

- **'Discriminations in the workplace':** a **Survey** carried out in 2013 among the employees of the City of Bologna, with the aim to detect gender-based prejudice and homophobia, to make relevant decisions, to raise awareness and promote training initiatives to improve public services for citizens; **LGBT National Strategy 2013-2015:** coordination of the local Project within the Employment Axis in the regional area of Emilia Romagna, including the implementation of a training course for managers and a local event addressed to citizens.
- **Culture:** various initiatives within the framework of the city festivals, especially those promoted by the Municipality of Bologna during the Week of Children's Rights; planning and implementation of projects and actions aimed at raising awareness about the topics connected to gender and gender differences.
- **Bibliography 'Reading diversity'**, constantly kept up-to-date, it offers reading cycles to young readers and to teachers on the topic of diversity, with stories of varieties, identities, and families. The reading material is divided into thematic areas and by age groups (0-14 years) and was prepared to be consulted and disseminated on the web: www.bibliotecasalaborsa.it/ragazzi/bibliografie/24650.
- **Workshops for children**, organised in the library rooms, aiming to supply education tools to fight prejudice and social discrimination towards every kind of diversity, with special attention to those connected with non-traditional families and to a gender-identity not complying to stereotypes and pre-set gender roles.
- **Training for teachers and educators** to favour the inclusion of same-sex parented families. The training process is included in the Project 'Educate to Diversity', which aims at raising awareness and promoting culture in the respect of gender diversity, within the school context and is addressed to staff working in the education services for children aged 0-6 years.
- **Celebration of special anniversaries:** IDAHOBIT (17 May); LGBT Pride (28 June); GENDER BENDER International Festival (between October and November); Transgender Day of Remembrance (20 November).

Municipal sectors/services involved

All sectors are involved.

Collaborations

Arcigay Il Cassero, Arcilesbica Bologna, MIT (the Italian Movement for Transsexual Identity), Agedo (association of parents and friend lgbt persons), Famiglie Arcobaleno, FRAME (Family, Research, Antidiscrimination, Minors and Education), BOGA Sport (association gay sportsman), Indie Pride (Independent musicians against homophobia, sexism, bullying), KOMOS (gay Choir of Bologna), AlbertStanley (association of contemporary artists), Gay LEX (network of lawyers), Migrabo lgbt (association to help immigrants of LGBTQI community), Centre LGBTI resource, READY (National Network of Public Administration combating discrimination on the grounds of sexual orientation and gender identity), ECCAR (European Coalition of Cities against Racism)

Contact person at the municipality

Ms Manuela Corazza (manuela.corazza@comune.bologna.it)

Ms Alessandra Ognibene (parioportunita@comune.bologna.it)

URL to (information on) local LGBT policy on municipal site

<http://www.comune.bologna.it/politiche/pari-opportunita?catid=2511>

Bologna (Italy) – Good practice

Cooperation between local government and civil society, so as to grant every citizen (both male and female) the right to live their gender identity and sexual orientation freely.

Reason: why this initiative on this topic?

The Council of Europe invites the Member States to adopt adequate measures to grant everybody the real right to express one's sexuality and to be free from discrimination based on sexual orientation or gender identity. The cultural context and the public space are fields where differences of expressions, imagineries and words may favour a more open and inclusive social environment, a close community, with the possibility to have mutual cultural contaminations. The city of Bologna holds a rich heritage of LGBTQI culture which, although rooted in the past, needs to be further enhanced, in order to help the city be more and more welcoming.

Goal

Promote and develop a more open and inclusive social and cultural environment, educating people to accept the differences to prevent and tackle the creation of stereotypes and prejudice. Create a synergy between the city government and the associations representing the LGBTQI community, in order to consolidate a more effective and efficient network in promoting and protecting the rights of LGBTQI persons and community.

Target audience

LGBTQI Persons and community; all the citizens.

Partners

Arcigay Il Cassero, Arcilesbica Bologna, MIT (the Italian Movement for Transsexual Identity), Agedo (association of parents and friend lgbt persons), Famiglie Arcobaleno, FRAME (Family, Research, Antidiscrimination, Minors and Education), BOGA Sport (association gay sportsman), Indie Pride (Independent musicians against homophobia, sexism, bullying), KOMOS (gay Choir of Bologna), AlbertStanley (association of contemporary artists) Gay LEX (network of lawyers), Migrabo lgbti (association to help immigrants of LGBTQI community), Centre LGBTI resource.

Duration of the project

4 months

Role of the City

The Municipality of Bologna launched a public call, in which 14 associations of the city did participate with 52 project proposals. This richness of projects and experiences, as implemented in the last 35 years, corresponds to a real pattern of how gender and sexual orientation differences can provide a practical contribution to the building of a 'prejudice-free' society, more welcoming and rich from the human, social and cultural point of view, and to the identification of Bologna as one of the most inclusive and open cities in Italy as regards such issues.

The projects received were conveyed into a process made of seminars and group works, subdivided by topics: services to persons, Education and training, Culture and socialization. Such a subdivision was provided according to the prevalence of the project activities, and each group was attended by representatives of the different municipal divisions/offices involved by competence.

(expected) Outcome/results

General cooperation agreement and definition of a local action plan for the promotion and protection of the rights of LGBTQI persons and community in the city of Bologna.

Link to more information

<http://www.comune.bologna.it/news/patto-di-collaborazione-la-promozione-dei-diritti-delle-persone-lgbtqi>

Brighton & Hove (United Kingdom) – Overview



Policy

Brighton & Hove City Council's Equality and Inclusion Policy covers all our work: commissioning and delivering services, civic leadership, community engagement, partnership working and workforce development.

Goal

The policy describes our vision and objectives to promote, facilitate and deliver equality both within Brighton & Hove City Council and the rest of the city. It specifically references groups protected within UK legislation (the Equality Act 2010), including LGB and T people. Actions across the council enable us to achieve this (see below).

For how long has there been a specific LGBT-inclusive policy?

Since at least the mid-1990s.

Key focus areas (short term and long term)

An action plan underpins the policy (recently updated from actions embedded in council service actions plans and monitored corporately). Following the publication of our Trans Needs Assessment in 2015 ([available online here](#)) our priorities are mainly focused on developing this area of work.

Municipal sectors/services involved

All council services are covered by this policy. Our new policy is currently being redrafted and contains the following areas of focus:

- Services that understand their diverse customers
- Strong and fair leadership
- Effective partnership working
- Fair and open service delivery and commissioning
- A workforce that better reflects the community

Collaboration with advocacy/interest groups

Community and voluntary sector groups locally are involved in policy reviews and in monitoring progress against the action plan underpinning the policy. This includes the range of LGB&T focused organisations in the city with whom we work closely.

Collaboration with social and/or health-care and welfare organisations

As above, the policy is regularly reviewed and partners are involved in this process, including our local statutory health providers, and local community and voluntary groups with a focus on health and well-being.

Other collaboration partners

None specifically beyond those identified above.

Which parties will implement the policy?

All services within the council have actions to complete under the policy and work to implement it. The council also conducts a comprehensive programme of Equality Impact Assessments. These evidence our consideration of the consequences of our functions on all legally protected characteristics, including sexual orientation and trans people.

Contact person at the municipality

Sarah Tighe-Ford, Equalities Co-ordinator (sarah.tighe-ford@brighton-hove.gov.uk)

URL to (information on) local LGBT policy on municipal site

www.brighton-hove.gov.uk/content/council-and-democracy/equality/equality-and-inclusion-policy-2012-2015

Brighton & Hove (United Kingdom) – Good practice



Trans and Non-Binary Conference 2017

Reason: why this initiative on this topic?

There were a number of reasons to hold this conference: it was a learning forum, enabling researchers from both universities and communities, to share their activities around trans and non-binary inclusion and to seek constructive feedback on their actions. It was also an opportunity for people in the public sector and other service-providers in the city to learn about trans and non-binary issues and how they can be more accessible and welcoming. The public sector organisations also have an annual commitment to report back on progress on their actions from the Trans Needs Assessment 2015. Finally, it was the opportunity for an event focused on trans and non-binary people and their lives and experiences.

Goal

This year's Annual Brighton Trans Conference aimed to bring trans and non-binary people, researchers and allies (as well as those who seek to work better with trans and non-binary people) together in order to work towards making a more trans and non-binary inclusive society.

Target audience

Trans and non-binary people; researchers; people from the public sector (frontline workers, heads of services and policy makers) and from the community and voluntary sector, and those who want to know more about trans lives and trans issues. The conference organisers particularly encouraged those less visible in trans and non-binary communities, including people of colour, disabled people, deaf people, to contribute.

Partners

University of Brighton, University of Sussex, National Health Service providers, Sussex Police, local community and voluntary sector groups (including the Trans Alliance and LGBT Switchboard) and Brighton & Hove City Council.

Duration of the project

The conference lasted one day, with a nine month preparation time.

Role of the City

A representative of the city council was a member of the conference planning group and co-ordinated other public sector partners involvement, funding and attendance. The council also contributed funding to the conference and supported the publicising of it. Finally, the council representative took part in developing all the paperwork calling for submissions and assessed the papers received.

Outcome/results

The conference was an opportunity for researchers to meet, share their findings and plans and potentially make links to work together. It also allowed public sector organisations to feed back on the work being done to improve services and broaden their workforce diversity. Finally, and most importantly, it enabled trans and non-binary to meet together in a safe space, hear and contribute to research reflecting their gender identities.

The intention is to hold the conference annually. The 2018 conference will be hosted by the University of Sussex, in collaboration with all the current partners, including the city council.

Link to more information

Link to Facebook page: The Annual Brighton Trans & Non Binary Conference, hosted by Trans Pride Brighton: www.facebook.com/events/298590050566589

Bruges (Belgium) – Overview



Policy

LGBTI equality is high on the city of Bruges's priority list. It is one of the main goals of our diversity policy, which is incorporated in city's general policy. This transversal policy ensures that diversity is present in all our policy areas. The municipal diversity office creates, follows and implements the diversity policy. Our diversity expert is currently cooperating with her colleague, an integration expert, and a head of department to work on three subjects: gender, diversity and integration.

Goal

- Fighting discrimination and prejudices inhabitants or visitors of the city may have towards LGBTI communities.
- Strengthening local LGBTI associations through subsidies and a forum.
- Making sure the LGBTI situation is known and respected by municipal services as well as inhabitants (civilians, schools and societies).

For how long has there been a specific LGBT-inclusive policy?

Since 1998, an emancipation officer has been working on emancipation and diversity. Later on, this emancipation officer became the head of the diversity office, which continued to grow with the addition of 2 new employees. Since 2004, our focus has not only been on gender but has broadened to include ethnic and cultural diversity and sexual orientation.

Key focus areas (short term and long term)

- Raising awareness of LGBTI people and their situation within the city administration. E.g. screening and adjusting of documents related to sexual orientation and gender identity.
- Improving equality and inclusion by providing a better information flow from the city.
- Facilitating and supporting LGBTI visibility in the city.
- Demanding specific attention for the non-discrimination of LGBTIs within the ethical framework.
- Increasing safety and fighting homophobic and transphobic violence.
- Contributing towards a safe and tolerant school climate in which LGBTIs are accepted.
- Educating and informing students.
- Collaborating and consulting with various organisations.

Municipal sectors/services involved

In order to reach the above focus objectives, we collaborate with as many municipal departments as possible (e.g. the Register office, the departments for Personnel and Organization, Internal communication, Communication and City Marketing, Local Education Policy ...).

Collaboration with advocacy/interest groups

We collaborate with Rebus (a local organization that provides information about sexual orientation and gender identity), umbrella organization Cavarria and several other interest groups and umbrella organizations in the fields of education and LGBTI communities in Bruges, the hotel and catering industry in Bruges, etc.

Collaboration with social and/or health-care and welfare organisations

We collaborate with discrimination hotline Unia Brugge, the police of Bruges, the Social Service Department OCMW Brugge, the network of schools, ...

Other collaboration partners

Schools, the police, teaching material providers, etc.

Which parties will implement the policy?

The diversity office of the city of Bruges will implement the policy in collaboration with other municipal departments.

Contact persons at the municipality

Babet Brilleman (babet.brilleman@brugge.be)

Annick Vandamme (annick.vandamme@brugge.be)

URL to (information on) local LGBT policy on municipal site

On the city of Bruges's website, you will find out more about the diversity office. We aim to offer more and better information about Bruges's LGBT policy in the future: www.brugge.be/beleid-holebi-s-en-transgenders

Bruges (Belgium) – Good practice

Education café

Reason: why this initiative on this topic?

LGBTI organizations tell us that it is very hard to reach teaching staff and that there is an urgent need for (educational) tools to work with their students on the subjects of gender, sexual diversity and stereotypes. That is necessary to ensure equal educational opportunities and a safe school environment for every student taking into account the broad diversity among every school population.

Goal

The 'education café' provides a forum for teaching staff in Bruges, to network and share experiences and good practices with each other and provide information & tools concerning the topic.

Target audience

Care coordinators, teachers, school counselors, school management, ...

Partners

Cavaria & Rebus (rainbowhouses)

Duration of the project

1 session but possible to repeat when necessary or desirable.

Role of the City

Organizer

(expected) Outcome/results

Teaching staff know their way around subjects like talent development, creating a safe school environment and taking into consideration the welfare of a big and diverse group of students. We also hope that they advocate for a school culture where homo- and transphobia are not tolerated and precautionary actions are taken.

Link to more information

www.brugge.be/onderwijscafe

Brussels (Belgium) – Overview



RÉGION DE BRUXELLES-CAPITALE
BRUSSELS HOOFDSTEDELIJK GEWEST
BRUSSELS-CAPITAL REGION

Policy

Equal.brussels is located in the Brussels Capital Regional Public Service Department. On the political level the Regional Office of Equal Opportunities is coordinated by the State Secretary responsible for Equal Opportunities. The Coalition Agreement 2014-2019 of the Brussels Capital Region and, more specifically, the policy note 2014-2019 of the State Secretary for Equal Opportunities, presents the mission, the strategic and operational objectives, the measures and methods to promote and facilitate equality within the Brussels Capital Region. In 2017, the State Secretary has presented a new action plan regarding sexual orientations and gender identity that summarizes the current engagements and gives impulses for new activities.

Goal

To improve the equal opportunities of lesbian, gay and trans people who live in the Brussels Capital Region. The aims are twofold: one aim is to work with and through civil society and raise awareness for LGBTQI+ issues, the other aim is to help LGBTQI+ citizens facing discrimination on the ground of sexual orientation and gender identity.

For how long has there been a specific LGBT-inclusive policy?

Since 2009.

Key focus areas (short term and long term)

- Developing awareness-raising projects on the topics of homophobia and transphobia, aimed at citizens and public institutions.
- Strengthening the fight against homophobic and transphobic incidents such as hate speech and hate crime.
- Providing training courses on LGBTQI+ issues for the Brussels police departments.
- Financial support of projects developed by Brussels LGBTQI+ organisations.
- Contribution to and implementation of the Federal Action Plan against Homophobia and Transphobia 2016-2019.
- Being an inclusive employer of LGBTQI+ staff.

Regional sectors/services involved

All regional services and sectors are involved.

Collaboration with advocacy/interest groups

Civil society is a key partner in the implementation of the equal opportunities policy. Therefore, the Brussels-Capital Region is committed to work closely with LGBTQI+ organizations, including:

- LGBTQI+ general interest groups like Rainbowhouse Brussels and Çavaria
- Organizers of the Belgian Gay Pride: Pride vzw
- Police: Rainbow cops
- Sports: Brussels Gay Sports
- Sexual health and prostitution: Ex Aequo
- LGBTQI+ youth and ethnicity: Merhaba, Omnya, les identités du baobab

Other collaboration partners

- Brussels municipalities
- Unia: Interfederal Centre for Equal Opportunities and the Institute for the Equality of Women and Men
- French Community Commission (COCOF), Flemish Community Commission (VGC) and the Common Community Commission (COCOM)
- Research Institutes

Contact person at the municipality

Charline Desmecht, Regional Office of Equal Opportunities ((cdesmecht@gob.brussels))

URL to (information on) local LGBT policy on municipal site

www.gelijkekansenbrussel.irisnet.be/nl/lgbt/
www.egalitedeschancesbruxelles.irisnet.be/fr/lgbt/

Brussels (Belgium) – Good practice

Brussels Action Plan regarding Sexual Orientation and Gender Identity 2017-2020

Reason: why this initiative on this topic?

Shortly after a cruel hate crime leading to murder in 2012, the Belgian governments approved a national action plan against homophobic and transphobic violence. A few years later, the federal government started working on a new plan with the different regions and communities. In order to give this engagement a new impulse the Brussels-Capital Region presented a regional action plan in 2017.

Goal

Goal of this action plan is to identify the actions that benefit the rights and the needs of the LGBTQI+ community in the Brussels context. We are convinced that adopting and promoting these actions can help to create a better environment for all citizens of the Brussels-Capital Region. First and foremost, this plan wants to put forward the actions of the numerous Brussels NGO's that have been fighting so thoroughly and successfully over the years for a more inclusive and open city, and help to create new initiatives by assembling the different partners through their current projects and engagements.

Target audience

The target audience of this action plan are all the stakeholders concerned by LGBTQI+ rights: NGO's, public authorities and the whole Brussels population.

Partners

Some important partners for this action plan are:

- National equal opportunities institutions: UNIA and the Institute for the Equality of Women and Men.
- Rainbowhouse: an important umbrella organisation of different LGBTQI associations.
- The Belgian Pride: the organizing NGO of the annual Pride manifestation.
- visit.brussels: the Brussels agency for tourism in charge of enhancing the image of the Brussels-Capital Region.

Duration of the project

The action plan has been launched very recently and contains 23 specific actions, starting from October 2017 until the end of 2020.

Role of the City

The Brussels-Capital Region is at the cradle of this initiative, through the regional Secretary of State for equal opportunities. The plan is coordinated by the executing service of equal opportunity policies: equal.brussels.

(expected) Outcome/results

Some of the most important expected results of this action plan are:

- A better cooperation and exchange between the different governmental and non-governmental institutions.
- The implementation of an impact analysis on legislative initiatives.
- Data collection, monitoring and publication on inequality and discrimination.
- Training for police officers on hate crimes and gender based violence.
- Training for public servants regarding the new transgender legislation.
- An international survey regarding the needs of LGBTQI tourists.
- Validation of a 'night charter' for the LGBTQI nightlife organisations.
- International engagements and pioneering, e.g. through IDAHOT and RCN.

Links to more information

<https://visit.brussels/en/profile/lgbt>;

<http://unia.be/en/grounds-of-discrimination/sexual-orientation>;

<http://igvm-iefh.belgium.be/en>;

<http://rainbowhouse.be/en/>

Cologne (Germany) – Overview



Policy

The City of Cologne has an LGBT Office staffed with one full-time and one part-time position. In order to increase the political representation of the LGBT community, the Cologne City Council has an LGBT Advisory Committee. It has an advisory function towards related council committees, meets about four times a year and consists of representatives of LGBT NGOs, members of the political parties elected into the Cologne City Council and members of the city administration.

Goal

The LGBT office's main goals are to reduce discrimination of LGBT in Cologne; to improve equal opportunities for LGBT in Cologne and to increase acceptance of LGBT in Cologne.

For how long has there been a specific LGBT-inclusive policy?

In 2006 the Cologne City Council decided to establish the LGBT Advisory Committee. In 2007 Cologne signed Germany's diversity charter. The LGBT Office was established in 2010.

Key focus areas (short term and long term)

The main tasks of the LGBT Office are:

- to represent the interests of the LGBT people inside and outside the city administration;
- to mediate between politics, the city administration and members of the LGBT communities;
- to organise and support public events reducing homo- and trans*phobia and promoting diversity;
- to administer the LGBT Advisory Committee and implement its decisions.

Within the last year the LGBT office has worked:

- to develop a local action plan against homo- and trans*phobia;
- to administer a study about the city's LGBT community as an economic location factor;
- to organise suitable accommodation for LGBT refugees;
- to increase the visibility of lesbians and rainbow families;
- to re-establish a network for LGBT employees within the city administration;
- to empower LGBT activists (mainly lesbians) of Cologne's sister cities (e.g. Volgograd/Russia, Cluj/Romania, Katowice/Poland) by organising an international exchange during Cologne Pride.

Municipal sectors/services involved

The LGBT office is part of the Diversity Unit within the Department for Social Affairs. Depending on the agenda all municipal sectors and services are involved.

Collaboration with advocacy/interest groups

With all members of the city's LGBT Advisory Committee including: an LGBT sports club, an advisory and counselling center for LGBT, a youth center for LGBT, the organisers of the Cologne Pride event, the Cologne AIDS foundation, a gay fetish group, a network of gay managers, a support group for trans* people, an organisation for LGBT rights, a traditional shooting club for gays and lesbians and a gay and lesbian business network. In addition: Dyke March Cologne, a gay history group and various support groups for LGBT refugees.

Collaboration with social and/or health-care and welfare organisations

Depending on the agenda, different organisations will be invited into the LGBT Advisory Committee.

Other collaboration partners

There is a regular exchange with other LGBT offices on a regional and national level.

Which parties will implement the policy?

The City of Cologne and all other collaboration partners.

Contact person at the municipality

Christian Rahmfeld & Susanne Bonnemann (Ist@stadt-koeln.de)

URL to (information on) local LGBT policy on municipal site

www.stadt-koeln.de/leben-in-koeln/soziales/lesben-schwule-transgender

Cologne (Germany) – Good practice

International Exchange with LGBT activists from Cologne's Sister Cities

In July 2017, during Cologne Pride, the City of Cologne hosted a 4-day international exchange programme for LGBT activists from 5 of Cologne's 22 sister cities including guests from Volgograd (Russia), Katowice (Poland), Cluj-Napoca (Romania), Thessaloniki (Greece) and Tunis (Tunisia) – focusing on lesbian visibility and empowerment of lesbians: 10 out of these 14 international guests were lesbian/queer women.



Reason: why this initiative on this topic?

The exchange was a successful collaboration between the city's LGBT office, local NGOs and local LGBT activists, which received good media coverage (newspaper and TV) and a lot of positive feedback from everyone involved.

Goal

- Empowering and supporting LGBT (mainly lesbian) activists mostly from countries with high rates of discrimination and low social acceptance of LGBT.
- Highlighting the situation of lesbians in these countries and increasing lesbian visibility.
- Inspiring local lesbian activists as well as international lesbian activists.
- Building networks and connecting lesbians on an international level.

Target audience

LGBT activists – mainly lesbian/queer women – from Cologne's sister cities and from Cologne itself.

Partners

Within the city administration the LGBT office worked closely with the Mayor's Office for International Affairs, which helped to organise and fund the exchange. In addition, 3 other groups were involved: a working group established by the city's LGBT Advisory Committee, a group of lesbian activities from Cologne aiming to increase lesbian visibility and a group of members of an LGBT NGO which organised and funded the exchange with the 4 queer activists from Tunis separately.

Duration of the project

While the planning phase started about 9 months beforehand, the actual exchange programme included 4 days (arrival Thursday afternoon, departure Monday morning). The programme included: a welcome dinner; a half-day conference (attended by approx. 70 people, where the lesbian guests spoke about the situation for LGBT in their home countries and the volunteer work they engage in); an official reception in the town hall, visiting two LGBT NGOs, exploring the Cologne Pride street festival and participating in Cologne's Pride Parade as a group with its own banner accompanied by the Mayor of Cologne (see photo).

Role of the City

The City of Cologne was the main body responsible for organising, hosting and funding this exchange. About 7500 Euros were available to pay for flights, hotel accommodation and the half-day conference. The Mayor of Cologne personally welcomed the international guests during her official Cologne Pride reception at the Historic Town Hall.

Outcome/results

The international guests as well as everyone involved from the German side, felt inspired and empowered for their work as activists by this mutually beneficial exchange. International contacts were established so that, for example, one of the Romanian activists was able to receive funding to participate in the European Lesbian Conference in Vienna in October 2017. Lesbian activists from Cologne are now planning visits to these sister-cities, for example, to support the second ever pride march in Cluj/Romania next year. Cologne is planning to continue this exchange in 2018 with LGBT activists from different sister cities. Other German cities, such as Essen, felt inspired and are planning a similar exchange next year.

Esch-sur-Alzette (Luxembourg) – Overview



Policy

The City of Esch-sur-Alzette has since 2002 a department dedicated to gender and diversity policies (Service à l'égalité des chances). Since 2004 it also deals with specific LGBT issues. The Diversity Charter Luxembourg (Charte de la Diversité) was signed in 2014 and since 2015 a signed agreement between the City of Esch-sur-Alzette and Rosa Lëtzebuerg a.s.b.l. (National LGBT rights association) exists. In July 2015 the City Council voted unanimously in favour of joining the Rainbow Cities Network.

Goal

- Promoting equality and inclusion for all.
- Improving equal opportunities and acceptance of LGBT people.
- Zero tolerance towards discriminatory behaviour.

For how long has there been a specific LGBT-inclusive policy?

Since 2004

Key focus areas (short term and long term)

- Development of a concept for an LGBT policy.
- Organization of and participation in LGBT visibility events.
- Close cooperation with LGBT organizations.

Municipal sectors/services involved

Equality being a subject of interest for everyone, all services are involved.

Collaboration with advocacy/interest groups

The Grand-Duchy only has one specific LGBT rights group (representing all orientations). It is active throughout the country: Rosa Lëtzebuerg a.s.b.l. They are a privileged partner for LGBT questions for the City of Esch-sur-Alzette.

Collaboration with social and/or health-care and welfare organisations

Social, health-care and welfare organisations present and active in Luxembourg are partners.

Other collaboration partners

LGBT organisations from the 'Greater Region' (Border regions of France, Belgium and Germany)
Ministry of Family, Ministry of Health, Ministry of Justice.

Which parties will implement the policy?

Municipality of Esch-sur-Alzette and collaboration partners.

Contact persons at the municipality

Mr Dominique Vitali, contact for Rainbow Cities Network (dominique.vitali@villeesch.lu)

Ms Nicole Jemming, Service à l'égalité des chances (nicole.jemming@villeesch.lu)

URL to (information on) local LGBT policy on municipal site

www.esch.lu/citoyen/egalitedeschances/Pages/Discriminationpourmotifd'identit%C3%A9degenreoud'orientationsexuelleActualit%C3%A9.aspx

Esch-sur-Alzette (Luxembourg) – Good practice



Exhibition ‘Lesbisch, Jüdisch, Schwul’ (Lesbian, Jewish, Gay)

On loan from Schwules Museum Berlin at the National Resistance Museum in Esch-sur-Alzette. Information panels with photos and text in German with French translations available.

Reason: why this initiative on this topic?

This exhibition was chosen by our national NGO ‘Rosa Lëtzebuerg’ to be opened at the beginning of Pride week in Luxembourg. The city saw an opportunity to organise visits by classes and religious groups of the exhibition and launch discussions within schools.

Goal

Get young people (age 14 to 20) to visit the expo and answer questions such as ‘How does religious identity impact on acceptance of a sexual identity?’

Target audience

School children and students, members of religious communities, citizens

Partners

Rosa Lëtzebuerg a.s.b.l., Schwules Museum Berlin

Duration of the project

From July 3rd until October 1st, 2017

Role of the City

Contact and motivate schools to visit the expo.

(expected) Outcome/results

A more open discussion on sexuality within various religious groups and different age categories.

Link to more information

http://www.esch.lu/culture/musee/fr/Pages/Exposition_lesbisch.aspx

Geneva (Switzerland) – Overview



Capital of human rights, host of the Human Rights Council and of the Office of the High Commissioner for Human Rights (OHCHR), the City of Geneva remains faithful to its humanist tradition. It has been working for several years against discriminations based on sexual orientation or gender identity (SOGI). To reinforce this policy, a civil servant position specially dedicated to LGBTIQ issues was created in September 2012.

The position covers the following areas:

1. Support of LGBTIQ organisations

The position is used as a City contact point for individuals and organisations and brings financial and logistic support to projects. The officer offers his expertise to other City departments when developing projects and analysing funding requests.

2. Development of projects

The City develops awareness-raising projects, aimed at its citizens. Once a year, a large campaign is developed with local LGBTIQ organisations for the International day against homophobia and transphobia (www.17mai-geneve.ch). In 2017, this annual campaign denounced the violence against LGBTIQ people in public spaces. The campaign was based on the Pansy Project by the English artist Paul Harfleet (www.thepansyproject.com). The City is working together with the State of Geneva and the LGBTIQ organisations on an action plan against violence, including awareness-raising activities within the Police corps. The City supports two study and action programs on LGBTIQ refugees and on elderly people.

3. Internal policy (human resources)

In 2014, the City ordered an independent analysis of all the documents regulating human resources from the viewpoint of discrimination based on SOGI. This report was used to set up an action plan to improve exemplarity of the administration in integrating its LGBTIQ employees, including training courses for staff. The City is part of the good practice exchange platform Pride@Work (www.prideatwork.ch).

4. International work

Through the Délégation Genève Ville Solidaire (DGVS), the City of Geneva promotes collaboration with emerging countries. Since 2013, a focus is made on the promotion of LGBTIQ projects such as the action of Avocats sans frontière (ASF) Suisse in Cameroon, the International Commission of Jurists (ICJ) in Guatemala or the Centre for Civil and Political Rights (CCPR) in Ivory Coast. The City also finances and collaborates with the International Film Festival and Forum for Human Rights (FIFDH) on these issues and, in 2017, financially supports the update of the Yogyakarta Principles. In addition to its collaboration with international organisations based in Geneva, the City is part of several national and international networks. In 2015, Geneva hosted the 3rd annual meeting of the Rainbow Cities Network and the 15th roundtable of the Governmental LGBT Focal Points network. In 2017, the City of Geneva joined the International Lesbian, Gay, Bisexual, Trans and Intersex Association (ILGA) as an Associate member.

Municipal sectors/services involved

Service Agenda 21 – Ville durable (sustainable city). This service works as expert and resource for all the other services. LGBTIQ issues are addressed together with gender equality and cultural diversity.

Collaborations

- City of Geneva: Direction des ressources humaines, Service de la petite enfance, Service de la jeunesse, Service des sports, Service de la culture, Bibliothèques Municipales, Police municipale, etc.
- Republic and State of Geneva: Département de l'Instruction Publique, Bureau de la promotion de l'égalité entre femmes et hommes et de prévention des violences domestiques, etc.
- Local organisations: Fédération genevoise des associations LGBT, Université populaire albanaise (UPA), Association pour la promotion des droits humains (APDH), Centre d'accueil pour personnes migrantes La Roseaie, Coordination asile.ge, Geneva Queer Film Festival, FILMAR en América Latina, Église protestante de Genève (Le LAB), etc.
- International organisations and NGOs based in Geneva: Office of the High Commissioner for Human Rights (OHCHR), International Lesbian, Gay, Bisexual, Trans and Intersex Association (ILGA), International Service for Human Rights (ISHR), ARC International, Human Rights Watch, Amnesty International, Association for the prevention of torture, etc.
- Other institutions in Switzerland: City of Zurich, City of Bern, Swiss Centre of Expertise in Human Rights (SCHR), Conférence Suisse des Délégué-e-s à l'Égalité entre Femmes et Hommes (CSDE).

Contact person at the municipality

Mr Guillaume Mandicourt, project officer for LGBTIQ issues (guillaume.mandicourt@ville-ge.ch)

URL to (information on) local LGBTIQ policy on municipal site

www.ville-geneve.ch/lgbt (in French)

Geneva (Switzerland) – Good practice

LGBTI refugees

Reason: why this initiative on this topic?

As any Canton in Switzerland, the Canton (State) of Geneva receives a quota of refugees according to its population. This way, in 2016, more than 4'000 individuals were in the asylum process in Geneva. Among them, LGBTI refugees and their specific needs are highly invisible:

- to the different actors from the asylum fields (institutions in charge of their reception conditions as well as organizations dedicated to migrants active in legal defence, 'integration', etc.);
- to the local LGBTI organizations as well as inside the LGBTI community.

Having regard to the stigmatizations and discriminations that LGBTI persons and refugees are facing in our society, and the deprived material and psychosocial conditions they often live in, this invisibility of LGBTI refugees is likely to express specific conditions of vulnerability and specific needs, that the Geneva actors were not equipped to satisfyingly take charge of.

Goal

Improve the living conditions of LGBTI refugees by:

- Identifying the specific vulnerabilities and specific needs of LGBTI refugees.
- Sensitizing the professionals of the field about these specificities (raise awareness, increase knowledge and skills) and spreading good practices and developing adapted tools and answers to address them.
- Sensitizing migrant newcomers about LGBTI issues.

Target audience

LGBTI refugees, actors of the asylum field (public institutions and NGOs), LGBTI organizations.

Partners

Coordination Asile.ge, Fédération Genevoise des associations LGBT, En-quêtes – plateforme d'anthropologie.

Duration of the project

The pilot phase was originally 2016-2017 and was extended to 2018

Role of the City

Financing and support.

(Expected) Outcome/results

- Develop the visibility of this particularly vulnerable group among the general actors of the field.
- Address its specific needs in appropriate ways through sensitization of the professionals and the setting of a specialized service for support and help.
- Create safe and welcoming environments for LGBTI refugees.

Link to more information

<https://lgbt.asile.ch>

Project manager: Anne Arvy, Coordination Asile.ge (anne.arvy@en-quetes.ch)

Contact at the City of Geneva: Guillaume Mandicourt (guillaume.mandicourt@ville-ge.ch)

Ghent (Belgium) – Overview



Policy

The office for LGBT of Ghent is located in the department of wellbeing and equal opportunities. The office is staffed by one office manager responsible for the gender and LGBT-policy. The office for LGBT is part of a broader service that focusses on vulnerable groups and poverty.

Goal

In 2014 a Rainbow Charter was developed and signed by the city Council and several other local and national partners. This charter has 6 big long term goals:

1. Informing and sensitizing the local populations.
2. Surrounding with experts and collections of knowledge.
3. Supporting and emancipating the LGBT-community.
4. Enhancing equal opportunities and guaranteeing safety.
5. Paying attention to the LGBT community in our imaging and services.
6. All achievements are result of cooperation in Ghent and for Ghent.

Results

In May 2017 The Rainbow action plan 2017-2018 was launched. It contains 26 actions concerning the LGBT policy in different domains. The most specific and visible actions are:

- Trans policy: needs assessment as the base for specific actions for the Ghent transpopulation concerning employment, safety, infrastructure, communication, registration and imaging.
- Tools: signal point for discrimination within the local police office, educational tool 'Niet normaal', recognition and grants for LGBT-associations, visible rainbow element in the city,
- Expertise and networking: working groups per sector, research 'homophobic attitudes and Ghent youth', workshops in schools, steering committee police and justice

Planned actions

- Subsidies for ethnic cultural diversity projects that deal with LGBT issues
- LGBT-friendly policy in elderly care
- Screening of official 'outdated' documents
- Queering the collection in Huis Van Alijn

Collaborations

The LGBT office works closely together with other city services to achieve these goals. These are services within the own department, but also other (city) services: department of education, service for youth, service of sports, police and justice department, ...

Other local organisations : within the LGBT community, within ethnic cultural minorities, AA Gent football association ...

Contact person at the municipality

Sabien Blondeel (sabien.blondeel@stad.gent)

URL to (information on) local LGBT policy on municipal site

<https://stad.gent/samenleven-welzijn-gezondheid/diversiteit-gent/holebis-en-transgenders/holebi-en-transgenderbeleid-gent>



Trans needs Assessment 'Hij/Zij Voorbij'

We organised a needs assessment for the Ghent trans*population.

Reason: why this initiative on this topic?

In our LGBT policy the main focus has been on the LGB. The 'T' was not as present as it could be in the action plan. We needed a good view of options for action that really make a difference in the everyday lives of trans*people.

Goal

We wanted a better view of how trans persons in Ghent are living and how they feel about certain domains that are relevant for the city policy: safety, sports, communication, public service, health, ...

Target audience

For the focus groups within the analysis the target audience was of course the trans*population of Ghent. In the second phase of the analysis policy makers were involved. The main target audience are city services. We want to provide them with options they have to make their services more trans*inclusive.

Partners

The trans needs assessment was conducted by Transgender Infopunt, the Flemish expertise centre for all trans*topics.

Duration of the project

The Analysis was conducted in February-March last year. The report was finished in April.

Role of the City

The city is the initiator and coordinator of this analysis.

(expected) Outcome/results

- Research report with needs of the trans*population and options for a more trans*inclusive policy.
- Brochure 'Hij/Zij Voorbij' for all public services.
- Trans*specific actions within different domains (communication sports, elderly care).

Link to more information

<https://stad.gent/samenleven-welzijn-gezondheid/diversiteit-gent/holebis-en-transgenders/behoefteanalyse-transgenders>

Hamburg (Germany) – Overview



Hamburg

Policy

The city of Hamburg operates a policy that focuses on creating a tolerant social environment for LGBTI* people. For this reason, in 1989 Hamburg established a department dedicated to gender policies. Since 1 July 2015 there has been a separate staff unit. It is assigned to the state minister for science, research and diversity. Already since 8 April 1999 existed in Hamburg the possibility to enter a 'registered partnership' for the legal recognition of same-sexual partnerships.

Goal

- To increase visibility and acceptance for all LGBTI* people in all areas of life.
- To promote acceptance within Hamburg's administration and society.
- To adopt a 'no tolerance' approach towards discriminatory behaviour.

How long has there been a specific LGBTI* emancipation policy for?

Since 1989.

Key focus areas (short term and long term)

- Completion and implementation of the first Hamburg action plan for the acceptance of sexual and gender diversity
- Close cooperation with LGBTI* organisations
- Financing projects that work on LGBTI* issues
- LGBTI* refugees
- LGBTI* health
- Close cooperation between the police and LGBTI* organisations: 'Cops4Colours'
- Providing services for the prevention of crimes motivated by prejudice (hate crime)
- Trans* issues
- Annual LGBTI* film festival
- Annual pride festival
- Promoting LGBTI* tolerance and acceptance in schools
- Trans* roundtable
- Refugee roundtable

Municipal sectors/services involved

The Hamburg action plan for the acceptance of sexual and gender diversity involves all sectors of the Hamburg public administration.

Collaboration with advocacy/interest groups

Community and voluntary sector groups are involved.

Refugee and trans* roundtables bringing together representatives of LGBTI* NGOs, interest groups, policymakers and the government.

Collaboration with social and/or healthcare and welfare organisations

Since October 2013, the city of Hamburg has been promoting a transgender centre at the university medical centre.

Other collaboration partners

Hamburg is a member of the 'Charta der Vielfalt' (German diversity charter).

Which parties will implement the policy?

The city of Hamburg in conjunction with all sectors of the Hamburg public administration and all collaboration partners.

Contact persons at the municipality

Dorothee Bramlage (dorothee.bramlage@bwfg.hamburg.de)

Katharina Buhk (katharina.buhk@bwfg.hamburg.de)

URL for (information on) local LGBTI* policy on the municipal authority

www.hamburg.de/bwfg/gleichstellung/

Hamburg (Germany) – Good practice

Network hub ‘Selbstbewusst Trans*’ (confident trans)

project in the field of psychosocial support and company of transgender individuals and to improve social acceptance for this group of persons

Reason: why this initiative on this topic?

In the last few years, the need for (psychosocial) professional advice has increased and there is very little available knowledge about living conditions for transgender individuals in Hamburg. The work for more acceptance is based on the findings from counselling advice. The various results will be used for the roundtable. The situation of transgender people with psychological problems is an indicator of the level of inclusiveness of societies.

Goal

- Survey of specific requirements, analysis and to develop strategies to improve living conditions for transgender people
- Peer psychosocial counselling advice
- To increase visibility and acceptance for transgender people in all areas of life
- To support and company transgender individuals
- To maintain the work of the roundtable ‘Transgender Norddeutschland’ as a platform of exchange, discussion and cooperation

Target audience

Transgender individuals, relatives, friends, psychologists, treating doctors, interest groups, counselling services, interested public

Partners

Magnus-Hirschfeld-Centrum Hamburg

Duration of the project

The project is launched in April 2016 and will be completed at the end of 2017. We have received a request to continue the project in 2018.

Role of the City

The project is funded by the city of Hamburg with € 30.000. The staff unit attends regularly the roundtable bringing together transgender individuals, representatives of transgender NGOs, interest groups and policy makers.

(expected) Outcome/results

The level of psychological distress is particularly high. The consulting capacities is not sufficient to cover the need for professional advice. The demand for general or specific transgender issues is high.

Link to more information

<https://www.mhc-hh.de/beratung-aufklaerung/trans-beratung/>

Hannover (Germany) – Overview



Policy

The main task is to network politics, administration and community. In connection with this, the diverse and varied problems that arise will be taken up and tackled together.

Goal

The LGBTI who live in the City of Hannover and its surroundings should be recognised and accepted in their diversity. The wide variety of problems, obstacles and difficulties that lesbians, gays, bisexuals, transgender and intersex people continue to face, in particular at the communal level should be recognised and should be removed one by one. We want to create an open and varied atmosphere in our city.

For how long has there been a specific LGBT-inclusive policy?

The work was initiated in the year 2002 by a council decision, initially, however, only for lesbians and gay men. Furthermore, we were at that time a small section in the Equal Opportunities office. Since 2006, we have been our own department with today three employees.

Key focus areas (short term and long term)

Short term: adaptation of all forms within the administration to include registered partnership and same-sex parents, further training courses and training modules within administrative structures, the LGBTTIQ community and asylum-seekers in Germany with a migration background, rainbow families, homophobia and transphobia in sport, intersexuality, violence against women by women.

Long-term: The LGBTTIQ community and elderly people, children and youth issues, public relations work. Visibility of LGBTTIQ people in sections of life and society. For example at work, economy, politics, in sport or culture and social welfare. Furthermore reduction of exclusion and discrimination. Encouragement of appreciation, acceptance, strengthening and emancipation for sexual and gender diversity.

Municipal sectors/services involved

All sectors and services are involved. In special: the equal opportunity commissioner, the Senior Citizens department and the Department for youth welfare office.

Collaboration with advocacy/interest groups

Andersr(a)um Hannover (LSBTI Centre), SchLAu Hannover und Niedersachsen (education from and for young peoples at schools), BEFAH (Organisation for parents, friends, relatives of Homosexuals) HuK (Homosexuals and Church), Leinebagger (LSBT sports organization), Perlen-Filmfest (queer film-festival), Queeres Netzwerk Niedersachsen (Partner of the provincial government Lower Saxony), LSVD (lesbian and gay association Germany).

Collaboration with social and/or health-care and welfare organisations

Pro Familia Hannover (German Agency for family planning and sex education), Mädchenhaus KOMM, Beratungsstelle Osterstrasse and the FrauenMädchenGesundheitszentrum der Region Hannover (local help and information Centres), Aids-Help Hannover

Other collaboration partners

Municipalities and the Ministry Of Social Affairs Lower Saxony

Which parties will implement the policy?

Municipality of Hannover and collaboration partners.

Contact persons at the municipality

Mrs. Juliane Steeger (juliane.steeger@hannover-stadt.de)

Mr. Thomas Adank (thomas.adank@hannover-stadt.de)

URL to (information on) local LGBT policy on municipal site

www.hannover.de/LSBT

Hannover (Germany) – Good practices

1 'Gay for one day', started 2017

Reason: why this initiative on this topic?

- Important to reach LGBT*I*Q people in the city administration
- Important also to reach all non-LGBT*I*Q people in the administration
- Easy access to the city administration structure
- Low costs and greatest possible effect



Goal

Mediation of knowledge, elucidation and elimination of possible prejudices, acceptance of LGBT*I*Q people, acceptance of different kinds of sexual orientation and gender identity.

Target audience

LGBT*I*Q's and the reach of ALL people in the city administration

Partners

None

Duration of the project

One day each year at the Pride Parade weekend

Role of the City

Initiator and idea

(expected) Outcome/results

Bringing the LGBT*I*Q theme further into the administration

2 'Diversity is our strength' - Rainbow 'Swingcards' in the city trams of Hannover two weeks before the Pride Parade (CSD) during the CSD culture weeks in summer; started 2017

Reason: why this initiative on this topic?

- To show the clear attitude of the city in public
- Low-threshold access to Hanover citizens for the LGBT*I*Q theme
- Easy to reach teenagers and adults, LGBT*I*Q's and non-LGBT*I*Q's
- To show that it is an important theme against discrimination and that it is a regular city festival for ALL people
- ALL people are invited to go to the festival and get in contact, talk, discuss, enjoy and celebrate together



Goal

Reaching the Hannover city society

Target audience

LGBT*I*Q people and heterosexual citizens in and around Hanover.

Partners

Queer diversity centre 'andersraum', QNN – Queer Network Lower Saxony, Gaymeinsam e.V. – 'Gay Together' registered association, LSVD – Lesbian and gay association Germany

Duration of the project

Two weeks hanging in the trams

Role of the City

Initiator and idea

(expected) Outcome/results

More self-evident for LGBTIQs in Hanover, more acceptance in the society, reduce contact fears

Link to more information

www.hannover.de/lgbt

Leuven (Belgium) – Overview

Policy

The city of Leuven implements the Human Rights Treaty and the anti-discrimination law in its local policy making process. One of the universal Human Rights is freedom of reproductive and sexual rights. The antidiscrimination law considers sexual orientation and gender expression as a legal ground to act against violation of this law. The LGBTI policy of Leuven prioritizes and ensures LGBTI policy making in all the fields the city council is responsible for: education, social welfare, safety, anti-discrimination, diversity and equal opportunities and culture. This policy has been adopted since 1997.

Goal

The city aims to involve the 'LGBTI community' in all actions taken in the field of LGBTI policies. The LGBTI community is actively involved and participates in the process of policy making. The Leuven and provincial LGBTI community is organised under the umbrella of the Rainbow House: an open house for sexual and gender diversity. Every trimester an umbrella meeting is being held, where all the LGBTI organisations allied with the Rainbow House are present, as well as representatives of the city and of the provincial administration.

For how long has there been a specific LGBT-inclusive policy?

In 1998 the first LGBT agenda was presented and accepted by the city council of Leuven.

Key focus areas (short term and long term)

- Local policy making on safety for LGBTI in the public environment.
- Education of the police force on handling LGBTI complaints/reports and developing guidelines for police staff.
- Promoting LGBTI tolerance and acceptance in schools.
- Focus on sexual and gender diversity as a normality in the community.
- Promoting a LGBTI tolerant sports environment.
- Visibility of LGBTI in art and culture.
- Annual LGBTI movie festival: three weeks in November.
- Annual Pride festival with different visibility actions.
- Annual Remembrance day in November with visibility actions.
- Annual Aids campaign in collaboration with health care institutions.
- International exchange of good practices and support for LGBTI organisations in countries where the acceptance is still very precarious.
- Support of transgender employees in the city administration.
- Equal rights for parental leave for LGBTI employees of the city administration.
- Attention for LGBTI friendly language in the city administration.

Municipal sectors/services involved

All sectors and services are involved.

Collaboration with advocacy/interest groups

Rainbow House Leuven and Vlaams-Brabant: umbrella for all LGBTI interest groups and activities.

Collaboration with social and/or health-care and welfare organisations

Youth work, health care facilities, local Welfare Services, UNIA (discrimination Complaint Office), Primary and secondary schools, University (KU Leuven), Public libraries, Diversity and equal opportunity department, province Vlaams-Brabant, International student groups, Flemish government, Federal Institute for Gender Equality, ...

Other collaboration partners

Municipalities, ministries and research institutes

Which parties will implement the policy?

City council of Leuven and the Rainbow House

Contact person at the municipality

Kristel Wildiers (kristel.wildiers@leuven.be)

URL to (information on) local LGBT policy on municipal site

www.leuven.be/leven/diversiteit/

Leuven (Belgium) – Good practice

Ljubljana (Slovenia) – Overview



Mestna občina
Ljubljana

Policy

In the Strategy of Development of Social Care in the City of Ljubljana for the period 2013-2020 and in the Action plan for gender equality from 2016 to 2018 (both adopted by City Council) the City of Ljubljana has committed to continue to support a range of new and existing social care programs for the LGBT population and to implement awareness raising activities.

Goal

The main goal of our activities is **to change broader social attitudes to the LGBT community**. We would like society to become accessible to all – including same-sex oriented and transgender people. We are attempting to reach this goal in two ways, by **supporting NGOs that work in this field (via co-financing and supplying premises for programme implementation)**, and through **diverse awareness-raising activities, programmes and public events**.

For how long has there been a specific LGBT-inclusive policy?

Since 1999

Key focus areas

- Social care programmes to support and empower LGBT people
- Awareness raising programmes and activities
- Certificate LGBT friendly

Municipal sectors/services involved

Health and Social Care Department, Culture Department, Pre-school Learning and Education Department, Youth Office, Ljubljana Tourism

Collaboration with advocacy/interest groups

LGBT NGOs from Ljubljana, experts in LGBT field

Collaboration with social and/or health-care and welfare organisations

Faculty of Social Work, The Peace Institute, Faculty of Medicine, The National Institute of Public Health

Other collaboration partners

All organisations that receive the municipal LGBT friendly Certificate

Which parties will implement the policy?

Municipality, LGBT NGOs, recipients of the certificate LGBT friendly (city and national public institutes, private organisations)

Contact person at the municipality

Simona Topolinjak (simona.topolinjak@ljubljana.si)

URL to (information on) local LGBT policy on municipal site

www.ljubljana.si/en/ljubljana-for-you/lgbt-friendly/

Ljubljana (Slovenia) – Good practice

Certificate LGBT friendly

Reason: why this initiative on this topic?

On the basis of the general social climate and after discussions with NGOs, we have ascertained that it is necessary to raise public awareness about those pushed to the margins. We introduced the LGBT-friendly certificate, which is an attempt to work primarily towards awareness-raising in organizations among workers and service users.

Implementation

In the first phase, NGOs conducted research about the needs of LGBT employees and LGBT users and an educational module was prepared based on the results of research analysis. The educational module was drawn up in a way that it can be adapted to any individual organisation's specific field of work.

The four-hour seminars or training sessions for management covers the following topics: fundamental human rights; the impact of heteronormativity on the lives of those who deviate from these norms; the specific needs of LGBT employees and service users (specific needs arising not from their own sexual orientation or gender identity, but from the still-prevailing homophobia); use of inclusive language that does not conflict with the sexual orientation of employees or service users and trying to formulate neutral sentences.

The organization's leadership must ensure that the ideas of an equal approach to all and guaranteeing basic human rights are observed among its staff and towards external partners. After fulfilling the criteria, the City of Ljubljana awards the organisation concerned a certificate in the form of a charter upon which the organisation's commitments are set out.

All new certificate holders also attend an annual reception with the Mayor.

Goal

The main goal in general is to change general social attitudes towards LGBT people.

Target audience

Public and private organisations, LGBT

Partners

LGBT NGOs from Ljubljana, experts in LGBT field

Duration of the project

The LGBT-friendly certificate had a very good start in 2014 and has continued to raise interest among different public and private institutions in Ljubljana.

Role of the City

The City political representatives are all welcoming the initiative and are encouraging the LGBT-friendly policy, which was necessary to start with the project. City Administration representatives (Health and Social Care Department) coordinate the project, which includes promotion, close cooperation with NGO's that are providing the LGBT experts to carry out the educational seminars, receiving applications and organizing the ceremonies for the certificate winners. The City encourages public and private organizations to apply for the certificate and educate their employed staff about the rights and inclusion of the LGBT people.

(expected) Outcome/results

We want to establish an LGBT-friendly environment in society. Certificate holders have: a) a better understanding of the basic human rights of LGBT people; b) an inclusive environment for LGBT staff; c) raised awareness among their staff in providing an offer and services for LGBT users, and d) increased sensitivity to detecting violations in the rights of LGBT people in the working and users' environment.

Link to more information

www.ljubljana.si/en/ljubljana-for-you/lgbt-friendly/

Mannheim (Germany) – Overview

STADTMANNHEIM²

Policy

In line with the city's overall diversity and anti-discrimination strategy, the City of Mannheim has established a permanent LGBTI Office at the Mayor's Department. Two LGBTI Officers concentrate previous individual collaborations with local NGOs and draft an overall strategy to fight discrimination and further equal opportunities for LGBTI people.

Goal

The goal of the City of Mannheim's LGBTI Policy is twofold:

1. To act into civil society, raising awareness for LGBTI issues, fighting LGBTI discrimination, furthering equal opportunities and quality of life for LGBTI individuals and thus fostering a social climate of mutual respect.
2. To implement an anti-discrimination strategy – based on the Yogyakarta Principles – within the city administration to guarantee equal opportunities for all employees of the City of Mannheim.

For how long has there been a specific LGBT emancipation policy?

Since 1 July 2015

Key focus areas (short term and long term)

Long term focus areas:

- Development of an LGBTI anti-discrimination and diversity action plan
- Development of an LGBTI equal opportunities plan for the employees of the City of Mannheim
- Diversity management, intersectionality and collaboration with the Equal Opportunities Officer, the Officer for Migration & Integration, and The Officer for People with Disabilities

Thematic focus areas:

- Trans* & Inter* issues
- LGBTI health
- LGBTI refugees

Municipal sectors/services involved

Almost all sectors and services will be involved

Collaboration with advocacy/interest groups

Local LGBTI NGOs: CSD Rhein-Neckar e.V.; PLUS e.V.; SchLIMm; EINbLICK - queeres Theaterfestival; Lesbisch-Schwule Geschichtswerkstatt Heidelberg-Ludwigshafen-Mannheim etc.

A Round Table for LGBTI interest groups, local government and administration is being established.

Collaboration with social and/or health-care and welfare organisations

PLUS - Psychologische Lesben- und Schwulenberatung e.V.; KOSI.MA - Kompetenzzentrum zu sexuell übertragbaren Infektionen in Mannheim

Other collaboration partners

City of Heidelberg; City of Stuttgart; Landesnetzwerk LSBTTIQ Baden-Württemberg; 'Mannheimer Bündnis für ein Zusammenleben in Vielfalt'; Antidiskriminierungsnetzwerk Mannheim; University of Applied Sciences of Mannheim; TiefenSchärfe - youth short film project and various others

Which parties will implement the policy?

The City of Mannheim in collaboration with other parties

Contact persons at the municipality

Grace Proch, LGBTI officer (grace.proch@mannheim.de)

Sören Landmann, LGBTI officer (soeren.landmann@mannheim.de)

URL to (information on) local LGBT policy on municipal site

www.mannheim.de/lgbti (currently only available in German)

Mannheim (Germany) – Good practice

Mexico City (Mexico) – Overview



CONSEJO PARA PREVENIR Y
ELIMINAR LA DISCRIMINACIÓN
DE LA CIUDAD DE MÉXICO
COPRED

CONSEJO PARA PREVENIR Y ELIMINAR LA DISCRIMINACIÓN DE LA CIUDAD DE MÉXICO
MEXICO CITY'S COUNCIL FOR THE PREVENTION AND ELIMINATION OF DISCRIMINATION

Policy

The government of Mexico City, through its Council to Prevent and Eliminate Discrimination, works for the right to equality and non-discrimination of all people living in or passing through Mexico City, particularly the population groups who are potentially vulnerable towards becoming victims of discrimination; being the LGBTTTI population, one of those groups.

The present agency provides legal attention and orientation for those who have suffered discrimination and conducts affirmative actions throughout workshops to promote a culture of equal treatment towards the public administration and the private sector. We also ensure the compliance of the capital's Law for the Prevention and Elimination of Discrimination, analyse and propose amendments in the legal framework of Mexico City and elaborate general guidelines of public policies in favour of a culture of equality.

Goal

The generation of a cultural change that allows every person and determined groups of people, the enjoyment of their rights and freedoms without any discrimination.

For how long has there been a specific LGBT emancipation policy?

Since 2003

Key focus areas 2016-2017

- **LGBTTTI History:** with the help of the LGBTTTI NGO's all the research done on the community's history has been archived.
- **Commemorative Event of the Proclamation:** each year, within the framework of the Proclamation, commemorative events and the review of commitments and agreements will take place.
- **Complaints and orientation:** The COPRED works directly with population affected by acts of discrimination perpetrated by public or private sector.
- **Founding of the Latin American Rainbow Cities Network (RLCA)** on March 2017 alongside 8 cities who unite efforts to guarantee LGBTI rights in their governments and commit to expanding the message throughout the region.
- **Executive meeting with the Special Rapporteur of LGBTI Rights** of the IACHR in which the intent to celebrate a Cooperation Convention was agreed upon.
- **Part of the project approved by Metropolis** (worldwide association that among other things, funds projects) that along with the cities Montevideo, Quito and Medellín will work the different LGBTI intersections. Mexico City will focus on deaf LGBTI people who speak the Mexican Sign Language.
- COPRED and the International Association of Sexual Diverse Families created the **first Forum with the subject: The importance of Family support in Trans and LGBTI childhood**, a space to debate, discuss and share the latest information in healthcare and support for these communities.
- As a result of the first Diverse Families Forum, the Secretary of Health of Mexico City and the Justice Supreme Court of Mexico City decided to replicate the exercise for the public service of the health and justice institutions.
- COPRED presented the LGBTI results of the **Survey of discrimination in Mexico City 2017** this past 17 of October.
- **Participation** of the RLCA in the public hearing of the **Thematic Unit on Memory, Truth and Justice** of the Interamerican Commission of Human Rights, in the attempt to resemble the conversion therapies with torture and the need to an integral reparation (economic, psychic, symbolic and collective) as well as to establish no repetition politics and strategies for the combat against impunity.

Municipal sectors/services involved

The LGBTTTI agenda that we manage involves all sectors of the Mexican capital's Public Administration.

Collaborations

Local, national and regional level with public bodies and LGBTI organizations.

Contact person at the municipality

Adriana Aguilera Marquina, Senior Advisor in the Executive Secretary at COPRED (adriana.copred@gmail.com)

URL to (information on) local LGBT policy on municipal site

<http://www.copred.cdmx.gob.mx/monografias>

Mexico City (Mexico) – Good practice

Trans and LGBTI childhood. The importance of family support and the necessity of upgrading the health and justice service and attention.

Reason: why this initiative on this topic?

We had an exercise that was done throughout a forum *The importance of Family support in Trans and LGBTI childhood* which served as a space for debate, discussion and sharing the latest information in healthcare and support for trans and LGBTI children. This forum which had the participation of international experts, families, healthcare colleagues and other public staff had the purpose of highlighting the importance of the support that LGBTI children need for a healthy, happy and satisfying development.

Having a quite positive response from it, the Secretary of Health of Mexico City and the Justice Supreme Court of Mexico City asked COPRED to replicate the exercise but exclusively for the public service of the health and justice institutions.

Goal

To take the initiative to the next level in 2018. Having another forum but with the purpose of changing the healthcare attention and action protocols, as well as developing a special workshop for the justice public officers, as well as the judges.

Target audience

Public service

Partners

Possible partnership with the Interamerican Commission of Human Rights Commission (IACHR) throughout the signing of a potential Agreement between Mexico City and the Special Rapporteur for the LGBTI rights, NGO's and the public sector.

Duration of the project

2018

Role of the City

Associate for the implementation of the project.

(expected) Outcome/results

Investigation, exchange of experiences with the IACHR, putting together a workshop and compromising the health and justice public institutions for a more integral attention and service.

Links to more information

- <http://www.copred.cdmx.gob.mx/comunicacion/nota/realiza-copred-el-primer-foro-sobre-el-apoyo-familiar-en-la-infancia-lgbtqi>
- <http://www.copred.cdmx.gob.mx/comunicacion/nota/foro-de-familias-diversas-la-importancia-del-apoyo-familiar-en-la-infancia-trans-y-lgbi>
- <http://www.copred.cdmx.gob.mx/comunicacion/nota/trabaja-cdmx-en-garantizar-derecho-la-salud-de-la-infancia-trans-e-intersex>

Munich (Germany) – Overview



Landeshauptstadt
München
Direktorium
Koordinierungsstelle
für gleichgeschlechtliche
Lebensweisen
Angertorstr. 7 (Eingang Müllerstr.)
80469 München

Policy

Specific policy on Lesbian, Gay, Bisexual and Transgender (LGBT) emancipation; embedded LGBT emancipation into general local policy.

Goal

Equalization and anti-discrimination work for LGBT

- Combating violence and discrimination
- Promoting LGBT emancipation and social acceptance of LGBT in city government and society

For how long has there been a specific LGBT-inclusive policy?

Round Table since 1997; special unit in local government since 2002

Key focus areas (Main spheres of activity)

- Counselling of mayor, city council and units
 - > specialist statements, counselling, proposal bills, complaint management for government issues
- Round table for LGBT issues with representatives of policy, government and community
- Regulation and controlling of LGBT policies as a cross section issue
 - > support of city units with LGBT projects, projects with different units, counselling, committee work
- Promoting social acceptance
 - > public relations, information, education, counselling, projects
- Support for the LGBT community
 - > support of groups and projects, counselling for the same sex marriage
- Temporary special focus in LGBT policies
 - > for example: visibility of lesbian woman
 - > LGBT youth (actual focus in school politics and social politics)
 - > elderly LGBT, opening help facilities for LGBT senior citizens
 - > LGBT refugees; for example safe placement for LGBT refugees
- Administration and developing of the communal LGBT foundation 'Münchner Regenbogenstiftung'

Municipal sectors/services involved

All sectors and services are involved (or should be)

Collaboration with advocacy/interest groups

LGBT centres, LGBT organisations, CSD Munich (organisers of Gay Pride), groups that support LGBT rights

Collaboration with social and/or health-care and welfare organisations

Social infrastructure of the city, belonging to issues which are in development

Other collaboration partners

Different organisations and units belonging to issues which are in development

Which parties will implement the policy?

Municipality of Munich, city districts and all other collaboration partners

Contact persons at the municipality

Ms Ulrike Mößbauer, responsible for Rainbow Cities Network (ulrike.moessbauer@muenchen.de)

Mr Andreas Unterforsthuber, director of the unit (a.unterforsthuber@muenchen.de)

URL to (information on) local LGBT policy on municipal site

www.muenchen.de/koordinierungsstelle

Munich (Germany) – Good practice

LGBT* refugees in Munich

Reason: why this initiative on this topic?

- LGBT* refugees needs
- Efforts of the city to improve the situation generally
- The cities plan for a comprehensive strategy for refugees in Munich (mandate of the city council)

Goal

- Improving the situation for LGBT* refugees who live in Munich
- Improving the work of units who are concerned with measures for refugees

Target audience

Units in the city administration, LGBT* refugees

Partners

LGBT* helpdesks, administration units, city council

Duration of the project

Beginning: 2016, ending: estimated 2019

Role of the City

Main stakeholder

(expected) Outcome/results

Expertise for the administration units concerned with refuge issues, help for LGBT* refugees in Munich, implementation of LGBT* issues in comprehensive strategies for refugees in Munich

Link to more information

Not yet clustered; www.muenchen.de/koordinierungsstelle

Nilüfer (Turkey) – Overview



Policy

Nilüfer Municipality is among the first local governments in Turkey to form an Equality Unit. It is formally established in 2009 by the inclusion of the unit in the Strategic Action Plan.

Equality policy merged under the Urbanization Policy as follows:

Nilüfer Municipality hereby declares the commitment of creating a city which provides; gender equality, equal opportunities for women, elderly, disabled and disadvantaged citizens, active and fair inclusion of all groups in society and city's decision making processes, a non-discriminant organizational behaviour which eliminates the inequalities that may arise from any kind of ethnic, cultural, socio-economical and sexual orientation differences, ensurement of no citizen suffers from discrimination in daily life and in public services.

Mayor Mr. Mustafa Bozbey has signed SPoD LGBTI Association's 'LGBTI Friendly Municipality Protocol' in 2015.

Goals and Focus Areas

- Development of policies for citizens regarded as disadvantaged individuals for their sexual orientation and gender identity.
- Complete benefit of LGBTI+ citizens in provided municipal services and active inclusion in city's decision-making process. Creating and supporting projects which helps to raise the employment level of LGBTI citizens.
- Ensuring the understanding of social peace and social municipalism manners in all layers of society against sexual orientation and gender identity discrimination
- Organizing trainings, workshops, events in order to raise the awareness level of Nilüfer citizens as well as employees of municipality and improving LGBTI visibility in society.
- Actively supporting NGOs and other civic movements involved in LGBTI issues. Providing social and psychological support for citizens who suffer from homophobia, transphobia, biphobia and similar.

Which parties will implement the policy?

Social Policies, Gender Identity and Sexual Orientation Studies Association (SPOD)
Özgür Renkler Derneği (Free Colours Association)

Contact persons at the municipality

Mrs Gülşah Toy Kaplan, Equality Unit (gulsahtoy@nilufer.bel.tr)

Mr Hasan Karadayi, Foreign Relations Office (hasankaradayi@nilufer.bel.tr)

Nilüfer (Turkey) – Good practice

Nuremberg (Germany) – Overview

Human Rights Office
& Equality Officer



Policy

With almost 530,000 people from over 165 nations, Nuremberg is the second largest city of the Free State of Bavaria. Based on the City's heritage and its role in the Nazi era, the Lord Mayor, the city administration and a huge number of socially-engaged citizens of Nuremberg ensure that nowadays only signals of peace and respecting human rights emerge from the city. The International Nuremberg Human Rights Award, the Way of the Human Rights in the heart of the city and a variety of events and workshops for human rights education are only a few examples of the numerous activities carried out by the city. Furthermore, Nuremberg is the only city in Germany that operates a human rights office as part of the city administration. Since 2010 Nuremberg has been familiar with specific local LGBTI policy. The latest LGBTI activities dates from September 2013 when Kasha Nabagesara, an Ugandan LGBT-Activist, was awarded with the International Nuremberg Human Rights Award, followed by Activities of the Office of Education and the Survey 'Sexual Orientation and Gender Identity in the Cities of Nuremberg and Erlangen' in 2016/2017.

Goals

1. Visibility and Empowerment of LGBTIs
2. Combating discrimination and violence
3. Mainstreaming LGBTI-politics into local politics of human rights and antidiscrimination

Key focus areas (short and long term)

- **Implementing LGBTI-Units into Human rights education in schools, city administration, health and elderly care** To raise awareness for human rights topics a wide range of seminars, workshops and events are offered throughout the year. They concern human rights, discrimination, history-education and diversity competence. There are some special courses, which exist for school classes, new employees of the city administration, employees in health and elderly care.
- **Developing Campaigns within the Local partnership for democracy as part of the federal program 'Living democracy!' / 'Demokratie leben!'** Since 2015 the federal program encourages political entities in Germany to build up regional and structural alliances. The partnership for democracy in Nuremberg has three objectives on its agenda: Anti-discrimination work; Human rights education and work against right-wing extremism.
- **Office for discrimination issues** The main activity of the anti-discrimination work consists of prevention and consultation of individual cases. Every citizen of the city of Nuremberg who is affected by discrimination can seek advice and help.
- **Implementing LGBTI-issues into Local Action Plans for Gender Equality, Elderly people, Inclusion of disabled persons and Integration of migrants**

Municipal sectors/services involved

All sectors and services are involved in implementing the results of the local Survey – 'Sexual Orientation and Gender Identity in the Cities of Nuremberg and Erlangen' 2016/2017. The survey describes municipal policies and makes proposals for lesbian, gay, bisexual, transsexual and intersexual people (LGBTI) in the field of family, elderly people, migrants, youth and human resources development. The aim is to protect and support LGBTI citizens and staff and fight discrimination.

Collaboration with advocacy/interest groups

We are cooperating closely with local and nationwide LGBTI-networks and LGBTI-Foundations.

Other collaboration partners

Local companies, Diversity networks, Universities, municipalities, national governmental departments and research institutes, Human Rights Organizations.

Contact person at the municipality

Christine Burmann (christine.burmann@stadt.nuernberg.de)

URL to (information on) local LGBT policy on municipal site

<https://www.nuernberg.de/internet/frauenbeauftragte/lgbti.html>

Nuremberg (Germany) – Good practice



Menschenrechtsbüro
und Frauenbeauftragte

LGBTI-Education in Schools

Reason: why this initiative on this topic and Goal

This educational comic project is about LGBTI: (Lesbians, Gay, Bisexuals, Transgender and Intersex) who are still discriminated, also in Europe, e.g. in school, at work, in health care systems, in churches, in public or private life. Since discrimination is often a result of ignorance and invisibility, the aim is to make the life of LGBTI visible. By means of biographical comic-reports the living, the environment, the self-concept and the identity of LGBTI is going to be more visible and understandable.

Martina Schradi therefore collects stories of LGBTI-persons by interviewing them and transform them into short 1-3 paged comic reports based on true happenings and experiences. Since 2013, Schradi has drawn more than 40 comic strips which are published step by step on a website.

(www.achsoistdas.com) and are printed as a book and as posters to be shown at several places as exhibition in Germany, Austria, Switzerland, Finland, Belgium, Italy, Tunisia, Ukraine, Canada.

Translations into English, Russian, Spanish and Chinese are in progress.

Since 2014 a corresponding educational team has been working with the comics and has conducted several training programs und workshops for pupils, teachers, and for the staff of the youth welfare service in Nuremberg and the region.

An educational program for schools will be published in 2018 enabling teachers to work with young people by themselves.

Target audience

Teacher, pupils, staff in youth welfare

Partners

The Team of Achsoistdas.com

Duration of the project

Since 2013 it is an ongoing project.

Role of the City

Financial support to realize the project in 2013 and financial support to develop an educational program in 2014. Since 2014 the training program is a regular topic in the local further training program for teachers and the youth welfare service of the city.

Outcome/results

- To raise awareness for human rights topics and LGBTI-issues
- To raise diversity competence
- Visibility for LGBTI-Issues and Empowerment of LGBTIs

Link to more information

www.achsoistdas.com

Oslo (Norway) – Overview



City of Oslo
City Government
Norway



Policy

PROUD OSLO - Action Plan for Equality and Freedom, regardless of Gender Expression, Gender Identity and Sexual Orientation. The action plan was adopted by the Oslo City Council June 17 2015.

Goal

The aim of the action plan 'Proud Oslo' is to increase respect for gender diversity in the population of Oslo, create greater confidence for sexual minorities at risk of being socially marginalized, and increase the competence of municipal employees on gender expression and sexual orientation. The plan is aimed at the challenges facing sexual minorities in everyday life in Oslo, and will make municipal operations more able to effectively meet their challenges.

For how long has there been a specific LGBT emancipation policy?

The first action plan against discrimination of lesbians, gay and bisexuals was adopted by the Oslo City Council June 6 2006.

Key focus areas (short term and long term)

The action plan consists of four strategies to be implemented in the period 2015-17:

1. Visibility and increased respect for gender diversity.
2. Inclusion and safety for sexual minorities.
3. Celebration of Gay Oslo.
4. Knowledge and greater expertise on gender diversity, gender expression and sexuality.

Municipal sectors/services involved and parties implementing the policy

The project Queer Knowledge developed by the LGBT organization FRI is included in the city's guide for equal services. All sectors are involved.

The implementation of the action plan is coordinated by the City Government Department of Business and Ownership.

In 2017 the city has established an advisory LGBT council, reporting to the City Government and the City Council on LGBT policy.

Collaboration with advocacy/interest groups and social and/or health-care and welfare organisations

The City Government works with NGOs and civil institutions on the realization of the action plan – among others FRI (The Norwegian LGBT association) and Queer World.

Contact person at the municipality

Mr. Toralv Moe, The Department of Business and Ownership (toralv.moe@byr.oslo.kommune.no)

URL to (information on) local LGBT policy on municipal site

The action plan is available in Norwegian on the website

www.oslo.kommune.no/politikk-og-administrasjon/etater-og-foretak/enhet-for-mangfold-og-integrering/

The plan is available in English by contacting Mr. Toralv Moe.

Oslo (Norway) – Good practice

Queer knowledge

Training program for employees in Oslo Municipality, made by FREE Oslo and Akershus, as part of the action plan Proud Oslo. Queer Knowledge is a comprehensive and professional knowledge and education program about LGBT issues, for the use of municipal services. The education conveys and raises the knowledge of gender and sexuality, especially for schools and the healthcare sector.

Reason: why this initiative on this topic?

The program on LGBT issues is a module in the OXLO guide for equal services. There's also information about intersectionality (a video).

Goal

The goal is that the municipality delivers equal services to all citizens – regardless of ethnicity, religion, gender, sexual orientation, disabilities.

Target audience

Municipal employees – especially the middle management level in schools and health care.

Partners

The city, the LGBT organizations FREE and Queer World.

Duration of the project

The project is part of the Proud Oslo action plan 2015-18. The information / training offer is part of city's e-learning program on equal services (no time limit).

Role of the City

The city funds the production of the program, and presents it on its e-learning platform OXLO guide (internet version <http://www.oxloinfo.no/en/velkommen/> - see the module on equality).

(expected) Outcome/results

The expectation is that everybody should be able to feel safe and taken care of and included in the city of Oslo and by the municipality's services.

Link to more information

FREE internet page - www.frioa.no/kun/ (Norwegian only)

Paris (France) – Overview



Policy

Full respect and visibility for LGBT+ people in the city. Reaching true equal rights, combating discriminations and hate crimes.

Goal

- Success for Paris 2018 Gay Games
- True progress & visibility on LGBT History/Memory
- Rewarding LGBT actors
- Applying main recommendations from the June 2017 LGBT+ report

For how long has there been a specific LGBT emancipation policy?

Since march 2001. Moral, logistical & communication support, public money, events/festivals, Pride.

Key focus areas (short term and long term)

- Global acceptance policy
- Actions against LGBT+ discriminations
- LGBT History & Memory (monument & archives)
- Sport inclusion
- Equality
- Visibility
- Inclusive tourism

Municipal sectors/services involved

Human rights, Women rights, education, HR, culture, sports, youth, health, economy/tourism, international

Collaboration with advocacy/interest groups

Centre LGBT (federation), SOS homophobie, Inter-LGBT (federation, pride organizer...), MAG-Jeunes LGBT (youth), l'Autre Cercle (homophobia at work), Beit Haverim (LGBT jews), Sham's (LGBT muslims), FSGL (sport federation), APGL (LGBT+ parents), Contact Paris IdF (families of LGBT), les Dégommeuses (lesbian football team) + FC Paris Arc en Ciel (football team) + & Paris 2018 (10th Gay Games in august 2018), AJL (LGBT journalists), Paris Black Pride, FLAG (LGBT police), Bi'cause (bisexuals)

Collaboration with social and/or health-care and welfare organisations

RAVAD (help for victims), Grey Pride (seniors), ARDHIS (refugees), Solidarité Sida/Solidays, AIDES, Kiosque Info Sida, Sida Info Service/SIS, & Act Up (sexual health & hiv)

Other collaboration partners

Sometimes Government (DILCRAH)

Which parties will implement the policy?

Many local services, but mostly: human rights, culture, communication, youth & sports.

Contact person at the municipality

Philippe Lasnier, SEII / DDCT, City Hall (philippe.lasnier@paris.fr)

URL to (information on) local LGBT policy on municipal site

Messages thru social networks (twitter, facebook...) by the City, the mayor & some deputy-mayors accounts. Currently working on new pages with this future link: www.paris.fr/lgbt + Tourist office website with huge LGBT agenda ... <https://en.parisinfo.com> (in English) > LGBT pages: <https://en.parisinfo.com/discovering-paris/themed-guides/gay-and-lesbian-paris> in English, Spanish, German, French (housing, bars & clubs, culture, restaurants, events calendar, 'Le Marais')

Paris (France) – Good practice

Gay Games Paris 2018 and LGBT+ Archives Centre project in Paris

Reason: why this initiative on this topic?

Gay Games: we won this competition, so we do involve lots of energy & hope for august 2018

Archives: the global project failed during the last years for many reasons. We are giving strong leads now to build something without controversy, bad mood or too much egos.

Goal

Visibility and global respect, about and for young, older and... dead LGBT+. It's about memory and present, heritage and actual lives.

Target audience

Gay Games: as much LGBT people (and their friends/allies) we can, any age or sport level. These 10th Gay Games have to be truly memorable!

Archives: Students, researchers, authors/writers, medias, activists & NGOs

Partners

NGOs, senior activists, experts, hopefully national Government (Dilcrah)

Duration of the project

About 2 to 3 years, with big steps in 2018 (meeting about LGBT+ Memory & Archives) and 2019 (free exhibit, at the City Hall, about our history).

Role of the City

Key role: finding the right location, large meeting in 2018 to build/reach a consensus of the project, create a scientific/expert committee, and starting to fund it.

(expected) Outcome/results

Popular success for our **Gay Games** in a harder world (populism, extremists, homophobia-bad laws, terrorism). Recognition for **LGBT in history** (cf recent film like 'Harvey Milk' with Sean Penn, 'The Imitation Game' with Benedict Cumberbatch, 'Danish Girl' with Eddie Redmayne, 'Nos années folles', 'BPM' ...) > Way more acceptance about LGBT people right now and for later too.

Link to more information

Not yet, sorry.

Parma (Italy) – Overview

Policy

Since 2010 the Municipal Administration of Parma is practical involved in fighting discrimination based on sexual orientation, by promoting specific actions for mainstreaming and supporting projects proposed by several organizations such as LGBT associations, Healthcare Organizations (AUSL/AO), the University, the Emilia Romagna Region, Unions and above all citizens, the Administration is showing its full engagement.

In 2010 a 'Municipal Operations Table' against discrimination based on sexual orientation and gender was founded - today called 'Laboratory Against Homophobia' - with broad participation of relevant institutions, associations and trade unions is active. Currently the Laboratory against homophobia has its focus on promoting policies and directions for a more welcoming and open society for everybody.

Goal

To promote respect for diversity, to prevent and to combat the phenomenon of intolerance and violence, linked to sexual orientation or gender identity, ensuring in this way the principle of equal treatment for any victim of discrimination, to establish a qualitative monitoring in order to share experiences and the knowledge gained on the progress of the phenomenon, to promote unitary measures against homophobia and sexual discrimination, actually by coordinating the actions of the participants.

For how long has there been a specific LGBT emancipation policy?

Since 2010

Key focus areas (short term and long term)

- Promote the culture of diversity and the fight against all forms of discrimination.
- Act as guarantor of the rights for LGBT people and their families.
- Measures of promoting a cultural climate against prejudice and discrimination, and to the acceptance of diversity as a resource and enrichment.
- Investing in education and training to affirm and recognize the value and the full development of the person, ensuring a safe and friendly school environment away from violence and from social exclusion or other forms of discriminatory and degrading treatment related to sexual orientation or gender identity, promoting the empowerment process.

Municipal sectors/services involved

The promotion and coordination of service pertains to Department for equal opportunities. The other communal departments are all involved, as the discrimination is across our society and because of the fact that every sector has to apply the principle of non-discrimination and respect for LGBTI people, in the full implementation of gender mainstreaming: welfare, culture, sports, education, centre for families, immigration, municipal police.

Collaboration with advocacy/interest groups

Chiesa Metodista di Parma e Mezzani

Collaboration with social and/or health-care and welfare organisations

IGBTI Associations (A.Ge.Do., Arcigay, Ottavo Colore, Certi Diritti, TuttiMondi)

Other collaboration partners

Provincia di Parma, Regione Emilia Romagna, UNAR, Università di Parma

Which parties will implement the policy?

The Municipality of Parma together with all other partners.

Contact person at the municipality

Fabrizia Dalcò (f.dalco@comune.parma.it)

URL to (information on) local LGBT policy on municipal site

www.comune.parma.it

Parma (Italy) – Good practice

Ripollet (Spain) – Overview



Ajuntament de Ripollet



Ajuntament de Ripollet

Carrer de Balmes, 2
08291 Ripollet
Barcelona
Tel. 935 04 60 00
ripollet.cat

Policy

The LGBTI councillorship of Ripollet was established in June 2015, although different LGBTI actions started in 2013. The main task is to network politics, administration and community. In connection with this we are working to achieve guarantee equality rights and fight discrimination, as well as further equal opportunities for LGBTI people.

Goal

Promote respect to gender identity plurality and to the different affective and sexual orientation, as well as the right to identity expression, to fight against discrimination and repair the lack of acknowledgment that LGBTI community has suffered.

Promote ensemble work to exchange knowledge, actions and services direct to drive the development of LGBTI political actions. As is necessary cooperate in production of innovative projects and wide circulation of relevant information on the subject.

For how long has there been a specific LGBT emancipation policy?

Since 2013, by doing different LGBTI actions. The LGBTI Councillorship was established in June 2015.

Key focus areas (short term and long term)

- Transversal job: LGBTI politics are inserting in culture, education, sports, youth and sanity areas.
<http://www.ripollet.cat/asp/content.asp?id=22669><http://www.ripollet.cat/asp/content.asp?id=24151>
- Networking: Transversal job with different Catalan municipality to get over patriarchal rationality and the LGBTIphobia. Other organizations that take part are Communities of Catalonia, Equality General Director, and the Equally and Citizen Area of the Barcelona Council.
Ripollet council has an agreement with Gay Liberation Front of Catalonia (FAGC) since 2014. A practise guide was published about 11/2014 law that secures Lesbian, Gays, Bisexual, Transgender and Intersex rights. A political LGBTI Plan with the Council of Barcelona is being established.
- Citizens awareness raising to organise celebration events, information and raising awareness campaigns among citizens on occasion of Commemoration of June 28, International Day of Lesbian Visibility and Transsexual Visibility Day.
<http://ripollet.cat/asp/content.asp?id=24057>; <http://ripollet.cat/asp/content.asp?id=23844>;
<http://www.ripollet.cat/asp/content.asp?id=24361>; <http://ripollet.cat/asp/content.asp?id=24418>

Municipal sectors/services involved

All sectors and services are involved.

Collaboration with advocacy/interest groups

Homophobia Observatory, Gay Liberation Front of Catalonia (FAGC), LGBTI Communities Network (which will be presented officially on 28th June 2016).

Collaboration with social and/or health-care and welfare organisations

Collaborations on different levels: Regional cities network, Communities of Catalonia, Equality area and the Council of Barcelona, Equality and Citizens areas.

Which parties will implement the policy?

Ripollet City and other collaboration partners.

Contact persons at the municipality

Fran Sánchez, Ripollet City Council, Political LGBTI, Solidarity and Inclusion, Transport and Mobility Councillorship (fsanchez@ripollet.cat)

Merche Delgado, Ripollet City Council, Equality Policy Coordinator (mdelgado@ripollet.cat)

Ripollet (Spain) – Good practice

Rotterdam (The Netherlands) – Overview



Policy

LGBTI Emancipation

Goal

The Rotterdam integration policy includes LGBTI emancipation. The strategy focuses on sensitizing society as a whole, specifically youngsters and Rotterdammers with a migrant or religious background, about the acceptance of sexual diversity. Also, we want members of the LGBTI community are empowered to feel safe in our city and we try to empower them through all kinds of activities.

For how long has there been a specific LGBT emancipation policy?

Since 2001

Key focus areas (short term and long term)

Focus areas are:

- **Professionals:** increasing expertise on the LGBTI community and their needs
- **Students:** promoting the acceptance of sexual diversity (and other taboo topics) through information and dialogue
- **Religious and migrant groups:** promoting the acceptance of sexual diversity (and other taboo topics) through dialogue
- **LGBTI community:** empowerment courses

Municipal sectors/services involved

We aim to develop a comprehensive approach. Various municipal departments are involved, such as Youth, Education, Sport, Health and Security & Safety.

Collaboration with advocacy/interest groups

We collaborate with COC (advisory and help organization for LGBTI), Ketelbinkie (LGBTI sports club), Rainbow City Rotterdam (volunteer NGO working for LGBTI), Erasmus Pride (LGBTI student association), The Hang-Out 010 (a meeting place for bicultural LGBTI youngsters), Gay Destination (interest group for promoting Rotterdam as a gay-friendly city) and Rotterdam Pride.

Collaboration with social and/or health-care and welfare organisations

Furthermore we collaborate with RADAR: local antidiscrimination agency, Healthcare organizations, Social welfare organizations, Youth work / social work organizations, Domestic violence & Child abuse hotline, Elderly care institutions, Pride festival Rotterdam, Veiligheidshuis (safety house), Migrant organizations, Religious organizations.

Other collaboration partners

The city of Rotterdam is a member of ECCAR, a European Network of Cities against discrimination and has signed the Dutch Diversity Charter. National collaboration with ministries of social, cultural and educational affairs and with the cities Amsterdam, The Hague and Utrecht. Rotterdam is one of the 48 Dutch Rainbow Cities and also collaborates with other cities at the regional level.

Which parties will implement the policy?

The policy is implemented by the civil society organisations that are mentioned above.

Contact person at the municipality

Corrie Wolfs (c.wolfs@rotterdam.nl)

Anouk Erkelens (am.erkelens@rotterdam.nl)

URL to (information on) local LGBT policy on municipal site

<https://www.rotterdam.nl/loket/documentenkcc/meedoenInRotterdam.pdf>

Rotterdam (The Netherlands) – Good practice

Information and workshops in schools

Reason: why this initiative on this topic?

In Rotterdam, we find it important to educate youngsters about the acceptance of sexual diversity. One of our programmes focuses on students that are enrolled in intermediate vocational education. (age 16-20) This programme is developed in co-creation with the local antidiscrimination office RADAR.

Goal

Our objective is to reach more youngsters and to discuss this topic, which is still very often a taboo, with them. Unfortunately, LGBTI discrimination is too common in schools.

Target audience

Students in the age of 16-20 as well as their teachers.

Partners

We work together with antidiscrimination office RADAR and a team of peer educators.

Duration of the project

The project started in June 2017 and will run to the end of 2018.

Role of the City

The city of Rotterdam is the initiator of the concept. The project is developed in co-creation between RADAR and the city of Rotterdam. The costs of the project are covered by the city.

(expected) Outcome/result

1. Facilitating dialogue among students about taboo topics, such as sexual diversity.
2. Informing students about the common principles, norms and values in the Netherlands on these topics.

São Paulo (Brazil) – Overview



Policy

In 2005, São Paulo was the first city in Brazil to create a public service to the LGBT community, responsible for formulating, articulating, proposing and monitoring public policies aimed at promoting citizenship and guaranteeing the rights of lesbians, gays, bisexuals, transvestites and transsexuals. In addition to several public facilities for direct support of these communities, the city has a program directed exclusively to transvestites and transsexuals, which aims to promote social reintegration and the recovery of citizenship, since 2015.

Goal

To support the emancipation of LGBT community and fight against homo-lesbo-bi-transphobia within society; to improve equal opportunities of lesbians, gays, bi, travestites and transgenders who live in São Paulo; to sensitize the locals to increase visibility and acceptance for LGBT community; to lead activities, programmes and public events to promote rights of LGBT citizens and their families.

For how long has there been a specific LGBT emancipation policy?

Since 2005.

Key focus areas (short term and long term)

- Stimulate LGBTI friendly business and events.
- Offer legal, psychological, pedagogic and social consultancy service for the LGBT.
- Sensitize/educate public services to promote LGBT tolerance and acceptance.
- Organize the Annual Pride LGBT Parade.
- Increase visibility of LGBT in the city.
- Support the LGBT Municipal Council.
- Coordinate income transfer programs for transgender people.
- Raise the level of education of transgender people.
- Set up partnerships with private companies in order to increase LGBT hiring, especially among transgender people.
- Promote annual aids campaign in collaboration with public health care institutions.
- Lead the municipal program of hormone therapy for trans people.
- Work in close cooperation with civil society organizations.
- Raising awareness of LGBT people and their situation within the city administration.

Municipal sectors/services involved

All sectors and services are involved. However, the Coordination for Policies of São Paulo's Human Rights and Citizenship Secretariat is the responsible for building the LGBT policies of the Municipality, grounded on the principles of transversality and intersectoriality.

Other collaboration partners

- LGBT organizations of civil society.
- International organizations such as the United Nations High Commissariat of Human Rights, the UNAIDS, the International Labour Organization and the United Nations High Commissariat for Refugees.
- Latin American Rainbow Cities Network

Which parties will implement the policy?

Secretariat of Human Rights and Citizenship of the City of São Paulo other sections of the local administrations, such as Health, Education, Labor and Social Assistance and Development.

Contact persons at the municipality

Ivan Santos Batista (ivansbatista@prefeitura.sp.gov.br)

Ricardo Olimpio Bezerra (robezerra@prefeitura.sp.gov.br)

Bruna Svetlic (bsvetlic@prefeitura.sp.gov.br)

Marina Luna (mluna@prefeitura.sp.gov.br)

URL to (information on) local LGBT policy on municipal site

http://www.prefeitura.sp.gov.br/cidade/secretarias/direitos_humanos/lgbt/

São Paulo (Brazil) – Good practice

Transcidadania Program

Reason: why this initiative on this topic?

According to information from the NGO Transgender Europe, Brazil is the country that kills trans people the world over. Such statistics demonstrate how physical violence and the risk of death are common in the daily lives of trans people, in a more aggravated frequency than it is for LGBT people as a whole. Physical violence is what materializes a scenario of deep prejudice and discrimination. In most cases, because they are on the edge of society, is more likely to end up in drug abuse, illegal activities and prostitution.

Goal

To provide access to education in public schools, professional qualification and preparation for the job market for trans people. In addition, the LGBT Program offers a wide range of capacity-building and empowerment activities in the Municipality-run LGBT Citizenship Centres. During the program, the beneficiaries receive an income.

Target audience

Trans people, especially those socially vulnerable.

Partners

- LGBT Citizenship Centres and LGBT Citizenship Mobile Units.
- Municipal Secretariats of health, education, welfare, transport, labour and other partners.

Duration of the project

The project was created in 2014 and it has been institutionalized as a solid local policy. The duration of the income for each beneficiary is up to 2 years.

Role of the City

Provide income, promote access to education and coordinate the policy in a cross-cutting and intersectoral manner.

(expected) Outcome/results

Raise the level of education and increase the hiring of trans people in the formal job market, guaranteeing their citizenship.

Link to more information

São Paulo Municipality's Official Page:

http://www.prefeitura.sp.gov.br/cidade/secretarias/direitos_humanos/lgbt/programas_e_projetos/index.php?p=150965

Educating Cities International Documents Databank:

<http://w10.bcn.es/APPS/edubidce/pubExperienciesAc.do>

Şişli-Istanbul (Turkey) – Overview

Policy

The newly elected (since March 2014) Mayor Hayri İnönü has signed SPoD LGBTI Association's 'LGBTI-Friendly Municipality Protocol' during his candidacy. After he won the elections, Şişli Municipality continues its policies to ensure that LGBTI+ persons live in a just society as equal and free individuals and their ability to exist freely in all aspects of social life as a part of 2014-2019 Strategic Action Plan of the Municipality.

Goal

Mainstreaming LGBTI+ issues within municipality services; to combat social prejudices on grounds of sexual orientation and/or gender identity in access to all areas of life.

How long has there been a specific LGBTI emancipation policy?

Starting with the 30 March 2014 local elections.

Key focus areas

- Raising Awareness: Increased knowledge and skills among citizens and municipality employees on the topics of homophobia, transphobia and biphobia.
- Safety: Providing services for prevention of crimes motivated by prejudice, also known as hate crimes. Services also cover psychosocial support to the victims of those crimes.
- Health Services: Eliminating LGBTI+ health disparities and enhancing efforts to improve LGBTI health are necessary to ensure that LGBTI individuals can lead long, healthy lives.
- Employment: Supporting public and private projects for inclusion of LGBTI+ people to the work life (internships, works grants etc.)

Municipal sectors/services involved

All sectors are involved. In special: The Social Equality Unit. The department for Social Affairs, department of Culture, department of Health and department of Foreign Affairs has special responsibility for the action plan.

Cooperation with advocacy/interest groups

We are cooperating closely with Lambdaistanbul LGBTI, Social Policies, Gender Identity and Sexual Orientation Studies Association (SPoD) and LISTAG Families of LGBTs in Istanbul.

Other collaboration partners

Also other local and international organizations, municipalities, NGOs and universities.

Which parties will implement the policy?

Municipality of Şişli, city districts and all other local and international collaboration partners.

Contact person at the municipality

Elif Avcı (elif.avci@sisli.bel.tr; foreignaffairs@sislibelediyesi.com)

URL to (information on) local LGBTI policy on municipal site

Not available.

Turin (Italy) – Overview



Policy

Commitment in fighting against discrimination on the grounds of sexual orientation and gender identity is one of the core objectives enshrined in the Statute of the City of Torino. The City established the LGBT Office, operated by internal personnel, to provide training on LGBT topics and to promote networking. The LGBT Office coordinates, as national Secretariat, RE.A.DY, the Italian network of Rainbow Local governments currently with more than 100 partners. The City Board approved by Resolution the LGBT policy guidelines and included LGBT objectives in the Annual Management Plan. The new Mayor, elected in June 2016, dedicated a specific session of her 2016-2021 political programme to the acknowledgement of LGBT Rights by the City of Turin within the administration and in all services delivered by the administration to the citizens.

Goal

To guarantee the respect of the principle of non-discrimination of LGBT citizens within the City administration offices and in all activities and services delivered to the citizens. To promote Fundamental Rights of LGBT citizens and their families. To prevent and combat homo/transphobic violence. To foster cultural inclusion and exchange free from prejudice.

How long has there been a specific LGBT policy?

Since 2001, by the institution of a specific office, the LGBT Service, embedded in the City administration organizational chart, framed in the Equalities and Youth Department.

Key focus areas

Training: to provide training courses on LGBT topics for public administration personnel and private companies; **Networking:** to include LGBT topics in the city's cultural and sport events promoted by the administration (exhibitions, conferences, sport games, cinema festivals, theatre festivals), to coordinate the RE.A.DY network as national Secretariat; **Education:** to implement educational activities in primary, junior and senior high schools addressed to teachers, students and their parents in order to tackle homo/transphobic bullying and promoting social acceptance of LGBT students and rainbow families; **Transgender Issues:** to support public and private projects focusing on social inclusion of transsexual/transgender persons and their re-integration into the labour market (work grants, internships, apprenticeships etc.); **Citizens Awareness Raising:** to celebrate LGBT awareness days; to organise awareness raising campaigns (video, parades, posters) on the occasion of IDAHOBIT, T-DoR, Lovers Film Festival, Torino Pride, Torino Creazione Contemporanea – Festival delle Colline Torinesi (theatre festival).

Municipal sectors/services involved

City's administration departments via the Permanent Piloting Group, the internal network of City's officials working together with the LGBT Office and acting as LGBT antennas in their departments.

Collaboration with advocacy/interest groups

Coordinamento Torino Pride (the umbrella association of 21 national and local associations working on LGBT issues), Fondazione 'Fuori', Centro Risorse LGBTI, Direzione Gaia, Centro Studi 'Serenio Regis', Amnesty International.

Collaboration with social and/or health-care and welfare organisations

CIDIGEM, Gruppo Abele, Fondazione Molo (medical assistance and support to transsexual people), Consorzio Abele Lavoro (work), Sportello Oltre Lo Specchio (transgender issues), job centres, families counselling centres.

Other collaboration partners

Piedmont Regional Authority, Metropolitan City of Torino, University of Torino (CIRSDE), RE.A.DY partners, national Government Equality Department (UNAR), OSCAD (national Police, Home Office, Ministry for Defence), Ministry for Education, local branches of national Ministries, FRA, Council of Europe.

Which parties will implement the policy?

The City of Turin LGBT Office, the administration departments and the City districts in cooperation with other partners.

Contact person at the municipality

Eufemio Gianluca Truppa (eufemiogianluca.truppa@comune.torino.it)
Christian Ballarin (christian.ballarin@comune.torino.it)

URL to (information on) local LGBT policy on municipal site

www.comune.torino.it/politichedigenere/lgbt/index.shtml

Turin (Italy) – Good practice

‘The rainbow in the City’s General Register Office’: a training on LGBT topics

Reason: why this initiative on this topic?

Following the approval of the Civil Unions national law in May 2016, the Municipality of Turin committed to provide a specific training on LGBT topics to the majority of its employees working in the General Register Office so as to deliver high quality public service to LGBT couples entering the Register Office for registering and celebrating their civil unions. The Municipality also aimed at improving its personnel abilities in verbally communicating with transgender citizens applying for identity papers issue (i.e. usage of correct pronouns and respect of privacy in open spaces, usage of toilets according to gender identity expression etc.).

Goal

The main training goals were:

- To acquire knowledge on the topics of sexual orientation and gender identity, their social repercussions and interactions with the public services delivered by the Municipality Register Office.
- To recognize and understand the mechanisms of stereotypes and prejudices as for sexual identity of LGBT persons in order to prevent situations of stigma and discrimination both within the office (diversity management) and when delivering public services to the citizens.
- To learn inclusive and effective communication skills so as to better interface with citizens and increase their perceived trust in the civil servant.
- To acquire skills in problem solving by working on potential discrimination cases that might affect LGBT citizens when confronted with public services delivered by the Register Office.
- To receive information on successful good practice from other Municipalities in Italy and abroad.
- To acquire knowledge of LGBT associations based in Turin for developing cooperation and supportive interaction.

Target audience

150 employees working in the Register Office

Partners

Turin Pride LGBT associations, LGBT volunteers

Duration of the project

January – May 2017, six modules (three lectures per module)

Role of the City

The Municipality of Turin LGBT Office designed the training project in cooperation with the Register Office. The LGBT Office personnel delivering the training in class made a special effort in order to encourage active involvement of participants by means of presentation and discussion of videos, testimonials, interactive games, group work.

(expected) Outcome/results

The evaluation questionnaires filled in by 140 participants over a total of 150, resulted in a general appreciation of the training as for its quality of contents and interactive methods. Participants particularly liked to confront with LGBT testimonials. As for the external outcome, the level of satisfaction expressed by same sex couples entering the General Register Office premises to ask for information and/or apply for registration was high. LGBT citizens pointed out that the Register Office personnel were kind and helpful. Some of the same sex couples particularly expressed the competency and professional skills proved by the General Register Office staff in charge of the civil unions celebration.

Link to more information

www.comune.torino.it/politichedigenere/lgbt/lgbt_formazione/lgbt_dipcom/larcobaleno-nei-servizi-civici.shtml

Vienna (Austria) – Overview



WIENER ANTIDISKRIMINIERUNGSSTELLE
FÜR GLEICHGESCHLECHTLICHE UND
TRANSGENDER LEBENSWEISEN
Stadtwien

Policy

In December 2014 Vienna declared itself a 'Human Rights City'. The current LGBTIQ policy is based on this commitment and specified in the coalition agreement 2015-2020 ('Wien unterm Regenbogen: Vielfalt und Akzeptanz'). The Viennese Antidiscrimination unit for lesbian, gay and transgender issues is located in the City Councillors office for Education, Integration, Youth and Personnel.

Goal

Combating homophobia, transphobia and violence on a societal and legislative level and raise the awareness for the concerns of LGBTI people to make Vienna a city of inclusion and acceptance.

For how long has there been a specific LGBT-inclusive policy?

The Viennese Antidiscrimination unit for lesbian, gay and transgender issues was established in 1998.

Key focus areas (long term)

- Establishing diversity and awareness about LGBT issues within the public sector
- Advise for politicians and administration
- Conduct trainings on antidiscrimination, homosexuality, trans identity and inter*sex, within the Municipality and the health sector
- Mainstreaming diversity with the focus on LGBTI in education
- Provide funding for LGBTI NGOs

Key focus areas for 2017/2018

- LGBTI and disability
- Combating violence against LGBTIQ in public space
- Initiating a working group within the police-dialogue-forum on security in the public space
- Creating a permanent memorial for LGBTIQ victims of the NS-regime
- Establishing a LGBTI employee group in the Viennese municipality

Municipal sectors/services involved

All sectors and services are involved.

Collaboration partners

Local LGBTIQ-NGOs, police, platform against domestic violence, Klagsverband for victims of discrimination, youth centres, organisations providing support for elderly people, companies who have LGBTIQ groups, ...

Which parties will implement the policy?

Municipality including Antidiscrimination unit, collaboration partners

Contact persons at the municipality

Angela Schwarz (angela.schwarz@wien.gv.at)

Wolfgang Wilhelm (wolfgang.wilhelm@wien.gv.at)

URL to (information on) local LGBT policy on municipal site

www.wien.gv.at/politik/strategien-konzepte/regierungsbereinkommen-2015/wien-macht-sich-stark/index.html

Vienna (Austria) – Good practice

Conference on LGBTIQ and disability in November 2017

Reason – why this initiative on this topic?

LGBTI and disability is and was a neglected topic in the Viennese Community. LGBTI people with disabilities are barely visible in the movement and there is only one active specific NGO in Vienna. The conference is the kick off for more events on that topic in 2018.

Goal

Make LGBTI people with disabilities more visible, encourage LGBTI people with disabilities to be part of the LGBTI Community, inform the LGBTI NGOs about the needs of people with disabilities and connect professionals in this field, the City Administration and NGOs to improve the services.

Target audience

LGBTI people with disabilities, LGBTI community, NGOs that work with disabled people, general public.

Partners

Universities, NGOs.

Duration of the project

2017/2018 – Conference in November 2017, Queer City Talks in 2018

Role of the City

The WAST as part of the City administration initiates the topic.

Zurich (Switzerland) – Overview



Stadt Zürich

Fachstelle für Gleichstellung

Policy

Specific mandate extension of the Office for Gender Equality (Department of the Mayor) on issues of sexual orientation and gender identity.

Goal

To support the legal and actual equality of LGBTI population in all areas of life and within the municipality of Zurich (according to the resolution of the City Council from March 20th 2013).

For how long has there been a specific LGBTI-inclusive policy?

Since March 2013

Key focus areas (short term and long term)

- Consultation and participation in preparing administrative tasks, measures and issues of personnel law, concerning sexual orientation and gender identity.
- Exchange and cooperation with NGOs on matters of sexual orientation and gender identity.
- Free of charge legal advice and consulting for municipality-employees on discriminations concerning LGBTI issues.
- Promotion, coordination and support of information exchange on LGBTI issues within the municipality.
- Audit mandate to clarify financial support of NGOs working within LGBTI issues (in collaboration with the Social Services Department of the municipality of Zurich).
- Support of campaigns raising the awareness towards LGBTI issues.

Municipal sectors/services involved

All sectors and services are involved.

Collaboration with advocacy/interest groups

Pink Cross, Lesbenorganisation Schweiz (LOS), Transgender Network Switzerland (TGNS), Homosexuelle Arbeitsgruppe Zürich (HAZ), Dachverband Regenbogenfamilien (Rainbow Families), Freunde und Eltern der Schwulen und Lesben (FELS), PinkCop (Verein homosexueller Polizistinnen und Polizisten), Queeraltern, Zwischengeschlecht.org.

Collaboration with social and/or health-care and welfare organisations

Check-Point Zurich – Health Centre for Gays, MSM and Transgender

Other collaboration partners

City of Geneva, LGBTIQ-officer Guillaume Mandicourt

Which parties will implement the policy?

City of Zurich, Equality Office

Contact person at the municipality

Aner Voloder (aner.voloder@zuerich.ch)

URL to (information on) local LGBTI policy on municipal site

www.stadt-zuerich.ch/prd/de/index/gleichstellung/themen/sexuelle_orientierung_geschlechtsidentitaet.html

Zurich (Switzerland) – Good practice

‘LIKE EVERYONE!’ – Month of Action Against Homophobia and Transphobia

Reason: why this initiative on this topic?

Prejudices against lesbians, gays, bisexuals and transgender are widespread in Switzerland. Two studies from the cantons of Vaud and Zurich show that young lesbians and gays are more likely than their heterosexual peers to experience discriminations as well as negative health and life outcomes. Young people defining themselves as trans* are presumably equally affected.

Goal

Professionals working with young people in the leisure time acquire specialist and methodological skills regarding homosexuality, bisexuality and trans* in thematic workshops. A special method box including materials such as brochures, flyers, methodical tools and ideas for possible activities with youth is developed and handed out to the professionals. During the month of action professionals carry out various activities against homophobia and transphobia with young people in youth centres, clubs or similar facilities. In addition to participating in these activities, young people have the opportunity to participate in a competition developing products in which homosexuality, bisexuality and/or trans* are addressed. At the same time young LGBT-people are taught through the activities that they are not alone. They are made aware of LGBT counselling and other services and have the opportunity to get closer to them.

Target audience

Youngsters in general (12-18y); Professionals working with young people in leisure time; Young lesbians, gays, bisexuals and transgender.

Partners

The counselling platform for LGBT youth ‘du-bist-du’ (Zürcher Aidshilfe) and Offene Jugendarbeit Zürich (Open Youth Work, OJA)

Duration of the project

Workshops for professionals and social providers working with young people: November 2017-February 2018; Activities with young people during the month of action: March 2018.

Role of the City

The Equality Office of the City of Zurich is managing the project together with the two partners and is providing both financial and human resources.

Expected outcome/results

Reduced prejudices and discrimination against LGBT among youth; trained professionals who work with young people; empowered young lesbians, gays, bisexuals and transgender.

Link to more information

In progress.