



new
family
social

LGBTQ+ Adoption Baseline Recommended Standards Summer 2023

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1 Introduction

1.1 New Family Social

New Family Social is the UK's LGBTQ+ adoption and fostering charity. We are led and run by LGBTQ+ adopters and foster carers.

New Family Social supports lesbian, gay, bisexual, transgender and other gender and sexual minority adopters, foster carers and special guardians. We encourage LGBTQ+ people to consider adoption and fostering, we support adoption and fostering agencies to become fully accessible to LGBTQ+ people and we help LGBTQ+ adoptive and fostering families build and maintain peer support networks.

1.2 Ten key facts about LGBTQ+ adoption

1. LGBTQ+ people are the largest group of adopters after heterosexual couples.
2. One in five adoptions are to LGBTQ+ people.
3. LGBTQ+ people are more likely to adopt children who may wait the longest and *significantly* more likely to adopt sibling groups.
4. LGBTQ+ people fear *and experience* discrimination in adoption, at all stages.
5. Sexual orientation and gender identity are not adequately monitored or collated by the adoption sector.
6. Most adoption agencies have no LGBTQ+ strategy.
7. Most adoption professionals have had no training at all on LGBTQ+ issues.
8. Out LGBTQ+ people are under-represented on adoption panels.
9. Marketing to LGBTQ+ people is unsophisticated, relying heavily on photographs and case studies of (usually white) gay male couples. Bisexual and trans prospective adopters are under-represented and additionally overlooked.
10. Much adoption research does not monitor the sexual orientation or gender identity of participants, and there are significant knowledge gaps in existing research.

1.3 Breadth of the LGBTQ+ Communities

1.3.1 Sexual orientation

- There are a wide range of sexual orientations and identities. For example, OKCupid dating site offers 20 sexual orientation labels for users¹. It is no longer accurate to think only in terms of gay/lesbian, bisexual and straight.

1.3.2 Gender Identity and Expression

- There are a wide range of genders and identities. For example, OKCupid dating site offers 22 gender labels for users².

1.3.3 Intersectionality

LGBTQ+ people are found throughout society. Work with diverse communities must be done with the understanding that LGBTQ+ people are a subset of these diverse communities.

¹ Aceflux, Akioromantic, Akiosexual, Aroflux, Asexual, Bisexual, Demiromantic, Demisexual, Gay, Gray-asexual [sic], Grayromantic [sic], Heteroflexible, Homoflexible, Lesbian, Pansexual, Queer, Questioning, Recipromantic, Reciprosexual, Straight

² Agender, Androgynous, Bigender, Cis Man, Cis Woman, Gender Nonconforming, Genderfluid, Genderqueer, Hijra, Intersex, Man, Non-binary, Other gender, Pangender, Trans Man, Trans Woman, Transfeminine, Transgender, Transmasculine, Transsexual, Two Spirit, Woman

1.4 Some Key Research:

1.4.1 National Stats³

- 1 in 6 adoptions in England in 2022 were to same sex couples
- 1 in 12 adoptions in Scotland in 2022 were to same sex couples
- 1 in 4 adoptions⁴ in Wales in 2022 were to same sex couples
- “Fewer than five” adopters in NI in 2021 were same sex couples or unmarried different gender couples.

1.4.2 Expectation and experience of discrimination

- 1 in 4 LGBTQ+ people who are information gathering, expect discrimination
- 1 in 3 LGBTQ+ people currently in the adoption assessment process expect their sexual orientation will be a barrier
- 1 in 8 LGBTQ+ people currently in the adoption process said they had experienced discrimination
- 1 in 8 LGBTQ+ people currently in the adoption assessment process expect their gender identity will be a barrier
- 1 in 9 LGBTQ+ people currently in the adoption process said they had experienced their gender identity had been a barrier

1.4.3 LGBTQ+ people are more willing to adopt priority children

- Of 2,274 prospective adopter couples who were actively family-finding on Link Maker during 2021, 20% were same-sex couples, and 80% were different-sex couples⁵. Of these:
 - 47% of the same-sex couples were open to adopting more than one child, compared to 36% of the different-sex couples.
 - 53% of the same-sex couples were open to adopting children with behavioural difficulties, compared to 44% of the different-sex couples.
 - 62% of the same-sex couples were open to adopting children with attachment difficulties, compared to 57% of the different-sex couples.
- New Family Social’s research showed the same in 2017. 474 families were surveyed and said they were considering adopting:
 - Siblings: 68%
 - Children over 4: 70%
 - Developmental delay: 80%
 - Other known needs: 82%

³ Cautionary note: Official statistics only reflect same sex couples. Bisexual people are almost non-existent. Very poor and patchy monitoring of gender identity. “Traditional” assumptions of relationship structures. Sexual orientation of single adopters is not recorded.

⁴ Significant increase from 2021 (1 in 8).

⁵ Link Maker 2022

1.5 New Family Social's work with the National Adoption Recruitment Steering Group (NARSG)

1.5.1 NARSG Ambition and Goals

New Family Social's work took place under Ambition 2, Goal 4.

Ambition 2 Diversity

To increase the diversity of adopters to better meet the specific and emerging identity needs of all children: We strive to ensure that adopters are prepared to understand and address the needs of the diversity of children with adoption as their plan for permanency.

Goal 4 LGBTQ+ Communities

Increase the number of LGBTQ+ adopters approved through positive engagement with the LGBTQ+ communities; identifying and removing barriers to successful engagement when considering adoption, supporting adopters and adopted people from all communities to share learning with their peers and influence future adoption services.

2 International scoping review regarding the recruitment and assessment of LGBT+ communities in the adoption process⁶

Dr Lucille Kelsall-Knight and Professor Caroline Bradbury-Jones undertook an international scoping review of empirical research regarding LGBT+ communities in relation to adoption. The following are summaries of the findings or quotations from the scoping review, which should be read in full.

The findings have been organised under three determined themes, which are directly related to the recruitment and assessment of prospective adopters: Systemic challenges and their recognition; Self-certifying: decisions and doubts; and Enabling practices.

2.1 Systemic challenges and their recognition

There are three key systems which come into play in relation to LGBT+ people being recruited and assessed as adoptive parents: heterosexism, racism and socio-economic politics. In summary the reviewed papers highlight that the assessment and recruitment of LGBT+ adopters is a heterocentric process, steeped in patriarchy.

2.2 Self-certifying: decisions and doubts

Barriers experienced by adopters in the recruitment and assessment process are detailed in all of the reviewed literature. In summary, the reviewed papers highlight that intersectionality can impact upon LGBT+ people's experience of the adoption process. More specifically disclosure of sexuality and/or gender identity and the perception of bias due to the historical socio-political context of being LGBT+ is a key barrier to navigation of the adoption process.

2.3 Enabling practice

In summary, the reviewed papers detail that enabling practice should include the development of inclusive policies, which include using forms which are representative of the LGBT+ community. There should also be a recognition of relationships within LGBT+ community and the terminology that is used. Lastly, cultural competence and active support of LGBT+ communities and inclusion of their people for peer support is fundamental to enabling practices within social care.

2.4 Discussion

"This scoping review has identified three key patterns that can affect the recruitment and assessment of LGBT+ adopters: systemic challenges and their recognition; self-certifying decisions and doubts; and enabling practices.

"The main challenge faced by LGBT+ adopters is that adoption is viewed through a lens of heterosexism. Heterosexism has long been deemed as unintentional and unthinking by society, institutions and long-standing advocates of LGBT+ people, thus allowing for a societal absolution from the responsibility of tackling it (Fish., 2006). The impact of heterosexism is far reaching as it creates a perception of what a viable family structure looks like; and that structure is based upon heteronormative assumptions.

⁶ An international scoping review regarding the recruitment and assessment of LGBT+ communities in the adoption process.

Dr Lucille Kelsall-Knight and Professor Caroline Bradbury-Jones
School of Nursing & Midwifery, University of Birmingham, Birmingham, UK

“The scoping review highlighted that the framework utilised in adoption services is one which supports the development of heteronormative adoption experiences. The terminology and forms used in the adoption process favoured binary terminology such as ‘mum’ and ‘dad’ and did not recognise nuances within sexuality and gender, for example asexuality and relationship status (Wood., 2016; Brown., 2021).

“This lack of inclusion ensures that adoption services ‘make sense’ of the relationships and family dynamics within a heteronormative context (Butler., 1990; Burr., 2003). This is a narrow lens within which to view the very complex, yet positive, strengths that LGBT+ people have developed as a result of their own life experiences and ‘coming out’. These strengths can play a key role in drawing parallels to the challenges also faced by adopted children in their life course.

“Specific challenges can be navigated by LGBT+ people, but only with a supportive agency who actively seeks to promote the strengths of LGBT+ families and therefore validates them”.

3 Baseline recommended practice: Monitoring

3.1 Why monitor sexual orientation and gender identity?

By understanding better who currently does apply and then actually adopts, agencies can improve their recruitment and retention. People who identify under any element of the LGBTQ+ community are historically hidden in data, with sexual orientation and gender identity first appearing in the census in 2021.

Agencies benefit from monitoring this data as it allows them to identify what methods they use work well and also areas for improvement. For instance, in England 1 in 6 adoptions in 2022 were to same-sex couples but if an agency routinely sees fewer than five per cent of its applicants identifying as LGBTQ+ in some way, this would warrant investigation. Without this data improvement becomes impossible.

Adoption agency monitoring data on sexual orientation and gender identity is currently patchy to non-existent⁷. Different agencies ask different questions at different times. Applying a standard approach will allow for easy comparison and mutual understanding of where there are emerging themes.

In every instance that adoption applicants are asked to supply details relating to personal characteristics – such as ethnicity – it is recommended that on the same form agencies also seek information from applicants on:

- Sexual orientation
- Gender identity

This is to avoid the creation of a hierarchy among the different protected characteristics agencies monitor.

3.2 Monitoring LGBTQ+ in practice

It's recommended that whenever applicants submit data that covers a protected characteristic each is asked the following questions.

As a bare minimum, agencies should monitor to the 'Basic level'. This duplicates the existing questions in the census.

The 'Advanced level' options are recommended to help agencies understand their engagement with a community that forms the second largest group of adopters in England. The 'Advanced level' results will allow an agency to easily identify trends and themes that emerge from its work with the LGBTQ+ community.

3.2.1 Sexual orientation monitoring

3.2.1.1 Basic level

What is your sexual orientation? Respondent can select from the following options

- Bisexual
- Gay
- Lesbian

⁷ Cautionary note: Official statistics only reflect same sex couples. Bisexual people are almost non-existent. Very poor and patchy monitoring of gender identity. "Traditional" assumptions of relationship structures. Sexual orientation of single adopters is not recorded.

- Straight (heterosexual)
- Other

3.2.1.2 *Advanced level*

What is your sexual orientation? Respondent can select *more than one* of the following options

- Asexual
- Bisexual
- Gay
- Lesbian
- Pansexual
- Queer
- Straight (heterosexual)
- Other [user can define]
- Prefer not to say

3.2.2 Gender identity monitoring

3.2.2.1 *Basic level*

How do you define your gender identity? Respondent can select from the following options:

- Female
- Male

It should be noted that the census did not offer “other” for gender identity. Excluding “other” will limit the usefulness of the data.

3.2.2.2 *Advanced level – three questions*

How you define your gender identity? Respondent can select *more than one* of the following options:

- Agender (genderless)
- Female
- Genderfluid
- Genderqueer
- Intersex
- Male
- Non-binary
- Third gender
- Transgender/trans
- Other [respondent can define]
- Prefer not to say

The gender identity question should be supplemented with the following question, which makes sure that any trans people - who don't identify as such following a transition - are fairly represented:

Is your gender identity different from that recorded on your original birth certificate?

- No
- Yes
- Prefer not to say

What pronouns do you use?

- He/him/his

- She/her/hers
- They/them/theirs
- Other [respondent can define]
- Prefer not to say

3.2.3 Acting on the data

Data secured from applicants should be collated on a regular basis – ideally quarterly – with an annual review to identify positive or negative trends that require action. This also allows an agency to talk with authority on what the diversity of its adoption applicants looks like.

4 Baseline recommended practice: Representation

4.1 Why representation matters

If you want to communicate effectively with an audience then the words you choose and the images you use will help or hinder your work. Effectively representing all elements of the LGBTQ+ community is challenging but not impossible. The community can only be the change that they see. This is true in the written materials that agencies use, in their online presence and in their in-person dealings with LGBTQ+ potential applicants and adoptive parents.

4.1.1 Tackling an expectation of discrimination

In 2022, 1 in 6 adoptions in England were to same-sex couples. This figure undercounts the true engagement of LGBTQ+ people with adoption in England. Agencies that don't see a similar level of engagement from the community can look at their materials and practice to see where engagement can improve.

Among the cohort of potential LGBTQ+ adopters there's a widespread expectation of discrimination. This means agencies need to work hard to get an LGBTQ+ potential applicant to consider even approaching them for initial information. The roots of the expectation of discrimination lie in the UK's legislative framework. Historically this didn't support or encourage LGBTQ+ applicants for adoption. Legislation that negatively impacted the community was only repealed in 2003. The legal duty on public services – such as adoption and fostering – not to discriminate against potential applicants and service users because of their sexual orientation was introduced in 2007.

At the time of writing only LGBTQ+ people aged 16 and younger grew up in an environment where they could legally oppose active discrimination from an agency. When YouGov polled lesbian, gay and bi people in 2013, 8 in 10 said they expected their sexual orientation to be a barrier if they applied to foster. Similarly in 2020, when New Family Social polled its LGBTQ+ members in the adoption approval process, 4 in 10 said they expected their sexual orientation to be a barrier prior to starting their adoption journey.

4.1.2 Current positive representation of LGBTQ+ people in adoption

Broadly speaking, agencies best communicate with LGBTQ+ people who are in same-sex couples and who most closely resemble a traditional opposite-sex couple. These are usually white, male professional couples who've married after a long-term relationship and are now exploring adoption. While this is an important audience, it's not the only LGBTQ+ audience and a sole focus on them can alienate other members of the community.

4.2 Opportunities for representation

4.2.1 Representation in language

LGBTQ+ people are many and varied, with different life experiences, expectations and motivations for adopting. When writing to communicate with them agencies should be mindful of all elements of the acronym: L (lesbian) G (gay) B (bi is usually used in communications rather than the full 'bisexual') T (trans or transgender) Q (queer, used by some to describe either their sexual orientation or gender identity or both) + (other elements of the community, such as asexual and non-binary people, not covered by the preceding initials). As the word 'queer' can be divisive in the community it's to be used with caution when initiating conversations with LGBTQ+ people. While LGBTQ+ community groups use the term freely there may be pushback if it's used by a corporate organisation or public service with no track record of working with the community.

Since the introduction of same-sex marriage in England in 2013, there's now no reason why recruitment materials used by agencies should use language that assumes all married couples are formed of a husband and wife. Similarly the introduction of civil partnerships for opposite-sex couples means that any language that implies both partners in a civil partnership are of the same-sex should be amended.

If describing LGBTQ+ people as a group refrain from using any terms that focus on one element of the acronym; so using gay people as an alternative isn't appropriate. Similarly terms with a medical derivation – such as homosexual – are inappropriate and likely to cause offence.

Agencies should avoid using the word discrimination when working to engage LGBTQ+ people. 'We're keen to hear from applicants who are LGBTQ+' is always more effective than saying 'we don't discriminate because of your sexuality or gender identity'.

4.2.2 Representation in imagery

Across the suite of images that an agency uses, those depicting LGBTQ+ people can be used both alongside all other adopter images and in separate, dedicated artwork.

When selecting artwork be mindful of:

- Portrayal of a same-gender relationship; does it challenge or fall into the white, male, middle-class artwork most usually seen?
- Are single people represented in LGBTQ+ imagery?
- Are gender non-conforming people used in any artwork for all adopters and in LGBTQ+ specific materials?
- Do you have access to any LGBTQ+ adopters/members of staff who'd be happy to feature in materials/images?

4.2.3 Representation on the adoption journey

LGBTQ+ people often say to New Family Social that they struggle to see themselves in the adoption journey. It is incredibly isolating for anyone from a minority community to go through a process that doesn't acknowledge or represent them. This is true both when working with the broader adoption applicant group and at formal approval panels.

4.2.3.1 Agencies can address this by:

- Including an LGBTQ+ applicant as one of the case studies to talk at recruitment events
- Including LGBTQ+ adoptive parents among those used in case studies during preparation training
- Making sure there is at least one open LGBTQ+ voice on the approval panels throughout the adoption journey

4.3 Practice in brief

- Incorporate images of LGBTQ+ people across all activities of your work. This includes
 - the general recruitment and support materials applicants and adoptive parents receive
 - an agency's website and social media channels
- Audit LGBTQ+ imagery to ensure a range of ages, ethnicities, gender conformity, is used. See above for further guidance.

- Audit how many clicks an LGBTQ+ potential applicant has to make on a website to access information that mentions and includes them. Where a dedicated section on a site exists, LGBTQ+ people should be able to locate it on their first visit within two clicks
- Use a consistent approach when talking about LGBTQ+ people, maintaining the same acronym throughout, avoiding alternatives that may cause offence
- Use LGBTQ+ people as case studies at recruitment events and during preparation training
- Audit approval panels; include a voice that can openly represent the LGBTQ+ community
- Recommend relevant online resources to LGBTQ+ potential and actual applicants, such as the podcast Adoption, Fostering & Tea which showcases the stories of LGBTQ+ people who've adopted or fostered

5 Baseline recommended practice: Training

5.1 Why is training necessary?

The scoping study cited above shows that discrimination - and fear of it - remain widespread. Training adoption social workers/agency staff in LGBTQ+ awareness is crucial for the following reasons:

5.1.1 Inclusivity

LGBTQ+ individuals and couples have the right to adopt and provide loving homes for children. Training helps adoption professionals understand and appreciate the diverse needs and experiences of LGBTQ+ individuals. It also ensures staff understand the importance of treating LGBTQ+ people with respect and dignity throughout the adoption process.

5.1.2 Eliminating biases and stereotypes

Training helps professionals recognise and challenge their own biases about LGBTQ+ individuals and families. It promotes an understanding of the strengths LGBTQ+ people bring to adoption. It also highlights the challenges they may face due to their sexual orientation, gender identity, and expression. By addressing biases, adoption professionals can provide fair and unbiased services to LGBTQ+ applicants.

5.1.3 Legal considerations

It's illegal for adoption agencies to discriminate on the grounds of sexual orientation and gender identity. Training adoption professionals in LGBTQ+ awareness ensures they understand their legal duties towards LGBTQ+ individuals and couples.

5.1.4 Competent support and guidance

During the adoption process, LGBTQ+ individuals and couples can face unique challenges and concerns. These include dealing with potential discrimination, understanding legal complexities, or finding LGBTQ+ friendly resources. Adoption professionals - trained in LGBTQ+ awareness - can provide informed and sensitive support. They can help LGBTQ+ individuals and couples navigate these challenges and access appropriate resources.

5.1.5 Building trust

It's likely LGBTQ+ applicants experienced discrimination or mistreatment in their past. Discrimination or mistreatment because of your sexual orientation or gender identity can be a barrier to building future trust. By demonstrating LGBTQ+ awareness, adoption professionals can build trust. This will help to create a safe and welcoming environment. This trust is essential for LGBTQ+ individuals and couples to feel comfortable and confident in pursuing adoption and being open during the assessment process.

5.2 What training and how often?

All agency staff should receive some LGBTQ+ training at some point in their professional career. Refresher training should take place at least every five years, with evidence of interim Continuing Professional Development.

Agencies, when assessing whether their staff and panels members need LGBTQ+ training, should remember the adage "you don't know what you don't know". Only those with enough expertise to make a meaningful assessment should undertake training needs assessments.

Staff and panel members should have expertise of all elements of the LGBTQ+ communities. They should also understand the diversity of relationship styles therein. It's recommended staff undertake training on sexual orientation, gender diversity and consensual non-monogamy.

6 LGBTQ+ Diversity and Inclusion Champions

6.1 Reason for agencies to create the role

The creation of this role recognises the importance of the LGBTQ+ community in adoption (both in terms of the proportion of adopters who are LGBTQ+ and the willingness of LGBTQ+ people to adopt children who may wait the longest) and ensures that agencies are consistent and proactive in their approach to LGBTQ+ adoption.

6.2 Aim of the role

The LGBTQ+ Diversity and Inclusion Champion aims to promote an inclusive and supportive agency environment. This will be achieved by working with strategic initiatives, promoting LGBTQ+ awareness, fostering understanding and facilitating engagement among all staff members.

6.2.1 Create a network of the RAA/VAA staff who will support, develop and action LGBTQ+ targeted engagement and support.

- These roles, supported by New Family Social, will assist in developing the inclusive environments within the agencies for LGBTQ+ applicants.

6.2.2 Create, monitor and evaluate the agency's LGBTQ+ strategy

- Evaluate the agency's performance against the baseline recommended standards published in this document
- Advise on the recruitment and support of LGBTQ+ adopters
- Compile feedback from LGBTQ+ adopters
- Act as the agency's expert on LGBTQ+ issues

6.2.3 Network with other LGBTQ+ Diversity and Inclusion Champions

- New Family Social will hold a contact list for the LGBTQ+ Diversity and Inclusion Champions' Network and brief them on all new LGBTQ+ developments, invite them to New Family Social's weekly agency Q&A sessions, offer one-to-one support regarding LGBTQ+ engagement and provide help with and LGBTQ+ issues which arise.

6.3 Role description

The LGBTQ+ Diversity and Inclusion Champion does not have to be an LGBTQ+ person. They simply need to feel able, with the support of New Family Social, to undertake the following tasks:

6.3.1 Promote inclusivity

Ensure that the adoption agency's policies and practices are inclusive and respectful of LGBTQ+ individuals, working towards creating a welcoming and supportive environment for all applicants. This to include all promotional materials (website, advertising, handbooks, and handouts).

6.3.2 Educate staff

Provide training and educational resources for agency staff on LGBTQ+ issues, cultural competence, and the unique challenges faced by LGBTQ+ individuals and families in the adoption process.

6.3.3 Review policies

Regularly review and update agency policies to ensure they reflect current best practices and legal requirements regarding LGBTQ+ rights and non-discrimination.

6.3.4 Provide resources

Develop and maintain a library of resources for agency staff and LGBTQ+ applicants, including information on support networks, legal rights, and relevant community organisations.

6.3.5 Offer guidance

Offer guidance and support to LGBTQ+ applicants throughout the adoption process; addressing any questions or concerns they may have related to their sexual orientation or gender identity in the assessment process.

6.3.6 Liaise with community organisations

Establish and maintain connections with LGBTQ+ community organisations to stay informed about local resources, events, and issues relevant to LGBTQ+ adoptive parents and children. Support the agency to participate when appropriate.

6.3.7 Advocate for policy change

Actively engage in advocacy efforts to promote agency policy changes that benefit LGBTQ+ individuals and families within the adoption agency.

6.3.8 Monitor outcomes

Regularly assess the experiences and outcomes of LGBTQ+ applicants and adoptive families, using this information to inform ongoing improvements to the agency's policies, practices, and support services.

6.3.9 Address discrimination

Identify and address any instances of discrimination or bias within the adoption agency, working to create a more equitable and inclusive environment for all.

6.4 Diagrams summarising the role

LGBTQ+ DIVERSITY & INCLUSION LEAD

Provide Route for Staff Development	Promote Inclusivity	Policy Review
Maintain Library of Resources	Monitor & Report Outcomes	Establish Community Links
Address Discrimination	Advocate for Policy Improvements	Guidance for Staff & LGBTQ+ Clients

LGBTQ+ DIVERSITY & INCLUSION LEAD

Provide Route for Staff Development	Promote Inclusivity	Policy Review
Maintain Library of Resources	Monitor & Report Outcomes	Establish Community Links
Address Discrimination	Advocate for Policy Improvements	Guidance for Staff & LGBTQ+ Clients

 Shows where NFS have resources available

7 LGBTQ+ Strategy

7.1 A strategic approach

Agencies are encouraged to begin to take a more strategic approach to the recruitment and assessment of LGBTQ+ adoption and to learn from its successes. Agencies are also encouraged to give due consideration to the body of evidence which shows systemic and ongoing barriers, prejudice, bias and discrimination, and to take steps to avoid these pitfalls.

7.2 LGBTQ+ Diversity and Inclusion Champions

Agencies which appoint a Champion will receive support from New Family Social to develop their LGBTQ+ strategy and to monitor their progress.

8 Conclusions

LGBTQ+ people are one fifth of adopters and consistently choose to parent priority children. However, the adoption sector has an extremely low level of understanding about this community, no accurate statistical information about this community, little understanding of the research that exists and no strategic approach to work with LGBTQ+ adopters.

The work described in this report would put in place the foundations to begin meaningful, nuanced and strategic work with a community that is essential for children that need adoption.

If you have further questions, please do not hesitate to contact tor.docherty@newfamilysocial.org.uk