



The LGBT Health and Inclusion Project

**Participation, visibility, & inclusion:
The involvement of LGBT
Community & Voluntary Groups in
Brighton and Hove LGBT Pride 2013**



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Brighton and Hove NHS Clinical Commissioning Group (BH CCG) and Brighton and Hove City Council (BHCC) have commissioned the LGBT Health and Inclusion Project at Brighton and Hove LGBT Switchboard to conduct a series of consultation and engagement activities with local lesbian, gay, bisexual and trans people (LGBT) people. The aim is to use the information gathered to feed into local service commissioning, planning and delivery.

Please note, the following report presents information about the consultation and engagement work conducted by LGBT HIP and should not be taken as a position statement of Brighton and Hove LGBT Switchboard or of any participating organisation.

Introduction

"Pride is not just a party in the park, it is a movement of people who come together once a year to raise awareness and build a future for our LGBT community." Paul Kemp, Director of Pride CIC.¹

This report presents the results of consultation with 15 local LGBT and HIV community and voluntary groups (CVGs) conducted in October 2013 regarding their participation in Brighton and Hove LGBT Pride 2013, which took place in July and August 2013 (henceforth referred to as Pride).² The three constituent activities were a community parade, a festival at Brighton's Preston Park and a new LGBT arts and film festival.

Following the troubled history of Pride 2012, which went into financial administration, a new organisation called Pride CIC (Community Interest Company) formed to run the event in 2013.³ CICs have been defined as follows: "*CICs are a new type of limited company for people wishing to establish businesses which trade with a social purpose (social enterprises), or to carry on other activities for the benefit of the community (p. 9).*"⁴

Informal feedback from some CVGs led to the decision to conduct an independent consultation exercise to determine what could be learned about their experience and to provide constructive feedback to the new organising body, Pride CIC to inform the planning of future events. This report presents a summary of findings from that exercise and makes recommendations based upon those findings.

Aim of the Consultation

The aim of the consultation was to provide an opportunity for local LGBT CVGs to review their participation in Pride 2013 and to generate feedback to inform future events. We defined LGBT CVGs as follows: either those organisations run for the sole benefit of LGBT people, or those organisations that had a specific and designated LGBT service, or organisations where there was a significant LGBT clientele (this included for example, local HIV organisations where there is a large client-base of gay and bisexual men).

¹ Smith, D. (2013) Brighton Pride's Director Paul Kemp discusses the structure behind this year's festivities. Brighton and Hove Argus, Friday 2nd August. [Accessed 22/11/13] <http://bit.ly/19jYfiq>

² For brevity, the term LGBT CVGs is used to refer to LGBT and HIV community and voluntary groups throughout.

³ For a detailed analysis of the history of previous Pride events in Brighton and Hove, the challenges in their production and the resulting contestations and conflicts engendered within Brighton and Hove's LGBT communities see Browne, K & Bakshi L. (2013) Ordinary in Brighton? LGBT Activisms and the City. Surrey: Ashgate.

⁴ Department for Business, Innovation and Skills. (2012) Office of the Regulator of Community Interest Companies: Information and guidance notes. Cardiff: Office of the Regulator of Community Interest Companies. <http://bit.ly/1aCAanB>

Method

LGBT HIP organised a two-hour consultation meeting to gather feedback from representatives of LGBT CVGs about their experience of involvement in Pride 2013. Participants completed a questionnaire and a range of small group activities to elicit feedback. In each case, notes were taken by the facilitator and an LGBT HIP volunteer. An outline of the session is available at Appendix 1.

Organisations were identified via the database maintained by LGBT HIP and through professional contacts and asked to send representatives to the meeting. The meeting was also publicised through the LGBT HIP newsletter, website and social media. Twenty-three participants, representing 15 organisations attended. A list of attending organisations is available at Appendix 2. In addition, two members of the BHCC Communities and Equality team were invited to attend as observers.

In order to allow for frank reporting of feedback, all participants agreed to observe 'Chatham House Rules'.⁵ We therefore do not attribute issues raised to any specific participant or organisation but present the broad themes emerging from the exercises and discussions. This is common practice at our consultation and engagement events unless otherwise agreed.

Findings

Questionnaire Results

Respondents were asked to complete a brief questionnaire as the first exercise of the session about their experience of participation. The questions and data are presented in Appendix 3. Care should be taken with interpretation as some organisations were represented by one respondent and others more than one. In addition, data was collected only from CVGs who attended the session and the numbers for comparison are small. However, the LGBT HIP consultation session attracted a range of organisations, including generic LGBT organisations, those working with one sector of the LGBT community and HIV organisations. The results were as follows.

Consultation Meetings Hosted by Pride CIC

Half of respondents said they had attended a consultation meeting organised by Pride CIC (n=9). Of those who commented on their experience of this, the majority (n=5) rated it as 'ok' in enabling their organisation to get involved. In relation to a Pride CIC consultation meeting attended, one respondent added to their questionnaire: *"The meeting was ok, the outcomes were poor."* However, it is unclear from the comment what outcomes are being referred to.

Where respondents provided narrative comment about why they had not attended, this was because another colleague attended (n=4), because they did not know about the meetings (n=3), because they were unable to make the dates (n=2) or because they were very new to their organisation (n=1).⁶ One respondent reported an apparent frustration with difficulties engaging with the Pride meetings.

"[Our organisation] is a relatively new organisation and we were not invited to any meetings. We tried to engage with Brighton Pride but were frustrated by their apparent lack of cooperation. They sent a representative to one of our committee meetings but that was the last we heard from them."

Activities Engaged In

The most common activities reportedly engaged in were having a stall at the park (n=12) and participating in the community parade (n=9). One organisation reported participation in the arts festival.

Evaluating Their Experience

In terms of rating their experience of aspects of Pride, there was a fairly even division between those who rated getting access to information about Pride as either excellent/ok (n=7) and

⁵ See the following for further details of Chatham House Rules. <http://bit.ly/1kvQ2O8>

⁶ The use of the convention n=x is used to denote the numerical value of responses in each case.

poor/very poor (n=8). Differences were more marked regarding getting help or assistance from Pride organisers (excellent/ok = 4 vs. poor/very poor = 10). Positive ratings were more evident regarding arranging a place in the parade (excellent/ok = 7 vs. poor/very poor = 2). However, the trend was reversed regarding arranging a stall (excellent/ok = 5 vs. poor/very poor = 8) and for obtaining low cost community tickets (excellent/ok = 6 vs. poor/very poor = 9).

Overall, 6 respondents rated Pride as excellent/ok on including local LGBT and HIV community and voluntary groups and 10 rated Pride as poor/very poor on this. However, there was greater parity in ratings of Pride as an event that was inclusive of the groups organisations worked with (excellent/ok = 8 vs. poor/very poor = 9).

Two respondents used the questionnaire to make further extended comments as follows.

“Pride this year was the most efficiently run yet in comparison with the previous three years. The Council cut to funding available for participation prevented us from undertaking the full range of diversity work anticipated.”⁷

“Most problems was trying to contact Pride organisers. [Consultation] meeting was cancelled once and wasn’t told so turned up and waited for an hour. Community tickets were a nightmare to get.”

Group Exercise: What Worked Well About Pride, What Didn’t?

In this exercise, we asked participants in small groups of 4-6 to generate discussion about what aspects of participation in Pride worked well for their organisations and what did not. These were noted as bullet-points on flip-chart sheets and reported back by a spokesperson for each group. Issues generated can be summarised as follows. It is important to note the diversity of experiences reported within groups.

What Worked Well

There were a number of general observations made about aspects of Pride 2013 that were regarded as positive and valuable.

- The money raised by Pride CIC for the Rainbow Fund was a considerable sum (reportedly in excess of £43k) and was regarded as fantastic achievement with Pride CIC strongly congratulated.⁸
- For groups who described themselves as newly established, being able to be involved in Pride was described as an important part of being involved in the wider LGBT community and engendered a sense of belonging and inclusion. It also built a sense of cohesion within CVGs as volunteers collaborated on their plans and participation in Pride.

In addition, there are number of specific points made about positive aspects of the event.

Arts Festival

- The addition of a community arts and film festival was a welcome addition that some participants reportedly enjoyed. The Pink Fringe and film screenings on the beach were especially highlighted.

⁷ For the purposes of accuracy, we requested further detail from BHCC regarding the funding for Pride 2013. A grant of £25k was awarded to the charity Pride South East (which previously ran Pride in 2011/2) as part of a service level agreement. This was not awarded to Pride CIC in 2013. There is also a separate fund known as the Pride Summer Grants to enable applications for funding of up to £500 for community groups to participate in Brighton and Hove Pride. The annual ring-fenced budget for this has been £6k since 2006, with the exception of 2012 when an additional £5k was identified from departmental budgets and added to this fund as an exceptional measure. The budget reverted to the £6k level in 2013. As the BHCC budget setting process for 2014-15 is ongoing at the time of writing, the Pride Summer Grants budget for 2014 is unconfirmed.

⁸ Brighton Pride CIC (2013) Pride raises over £43,000 for the Rainbow Fund. [Accessed 22/11/13] <http://bit.ly/1cDrPT2>

Community Parade

- Participation in the parade on the day was described as a fun and positive experience for those taking part, with a good atmosphere offering an important opportunity to boost the profile and visibility of participating groups.

Festival in the Park

- There was a greater sense of safety in the park and a perception that the event was more 'local', with the stewarding of the event praised. It was also reported that there were fewer instances of uncontrolled intoxicated behaviour observed. The police were also praised for the way in which they were perceived to have stewarded large numbers of people leaving the park at the end of the festival.
- The provision of the Access Tent by The Fed was strongly welcomed and appreciated as an important part of enabling disabled people to participate. Similarly, the MindOut Time To Change tent raising awareness about mental health issues was a welcomed addition.
- The discounted stall rates for registered charities was welcomed as promoting participation by CVGs.
- The literature tent was a welcome addition to the activities for service users of some groups who were reportedly less interested in the other forms of entertainment.
- The Bears area was also welcomed as providing an inclusive space for gay and bisexual men.
- There were reportedly more toilets available for stallholders, which was helpful.

What Didn't Work Well

Issues raised here were complex and detailed and there were a number of broad issues identified as follows.

Administration and Liaison

- While some groups reported positive experiences of liaising with Pride CIC to arrange their participation in the parade and at the park, in the main, participants reported poor experiences. This included examples of calls and emails not being responded to, despite repeated requests. This concerned queries about volunteering to assist at Pride as well as critical issues such as insurance arrangements. In such cases, this reportedly compromised the ability of some CVGs to undertake timely and appropriate planning. For example, one organisation reported that it received confirmation of its stall at the park as late as the afternoon before the event (this was not reportedly a late booking). Similarly, CVGs reported that they were notified of their places in the parade at a late stage, close to the event, which left little time for them to plan their participation. Participants also reported that at times they were uncertain about roles and responsibilities within Pride CIC, for example, which individual they should have been liaising with about particular queries or concerns, with a perceived lack of clarity about this at times within the organisation. Participants also reported instances where they perceived that Pride CIC representatives they had been in contact with to obtain information or resolve problems had been rude or dismissive, demonstrating poor standards of customer service.

Consultation Meetings

- Some participants perceived a lack of appropriate consultation with LGBT CVGs. Participants noted that consultation meetings had been held and some had attended. However, the publicity for the meetings was reported to have been inadequate and lacked sufficient notice, so that some CVGs reported that they had not been able to send representatives because they didn't know about the events or couldn't find volunteers to attend in time. There was a perception that the organisers of the consultation meetings were not open to feedback. One participant elaborated upon this by reporting their observations of a community consultation meeting where a representative of Pride CIC

displayed body language (head-shaking, muttering asides and eye-rolling) when participants sought to make challenging contributions. This raised questions about a commitment to genuine consultation and engagement. This perceived disrespectful attitude was also reportedly present in other interactions with Pride CIC representatives. The meetings themselves were also described as negative in tone by some participants and demotivated them to want to get involved.

Financial Transparency

- The issue of financial transparency was related to a historical context of difficulties with previous Pride events. In light of this, Pride CIC was encouraged by some participants to adopt a policy of rigorous financial transparency. This was reportedly so that it would be possible to develop an accurate understanding of the resources available to Pride CIC to come to an informed view about what might reasonably be expected in terms of support for community and voluntary sector participation. Therefore, public access to information about the financial status of Pride CIC was requested. It is also perhaps worth clarifying what a CIC is and how this differs from a charity to aid understanding.

In addition to these broader matters, some issues relevant to specific aspects of Pride were raised.

Arts and Film Festival

- It was reported that more information would have been helpful about how CVGs could participate in the arts and film festival, as some CVGs reported that they could have contributed to the programme with more information and notice.

Community Parade

- The theme of the parade; 'Gay Icons' reportedly gave serious offence due to the sense of exclusion it engendered for some participants who identified as lesbian, bisexual or trans. While it was welcomed that efforts were made by Pride CIC to change this after the offence was pointed out, the 'Gay Icons' theme and publicity continued to be used, including on Pride CIC's website (this remains at time of writing).⁹ There was perceived to have been a lack of consultation on this, which would have indicated at an early stage the need for a more inclusive theme for a broad LGBT event. There was also a perception that this theme lacked an explicitly political dimension, which had been a valued factor of historical pride events.
- There were also questions raised about whether commercial organisations were prioritised and given preferential treatment relative to CVGs: better locations in the parade, better information, more assistance etc. For example, one participant reported that they had wanted to give out stickers during the parade to publicise their service and had reportedly been refused permission by Pride CIC. The participant explained that they had subsequently learned that only commercial organisations were allowed to do so upon payment of a fee. Others reported different information: that they had been given the option to pay to distribute materials but couldn't afford to do so. This raised concerns that the Pride parade was potentially 'branded' in the minds of bystanders as a commercial event rather than a community one. This issue was also raised in relation to the festival in the park whereby non-LGBT commercial organisations were perceived to have been given the most desirable and visible locations. This was felt inappropriate at what was publicised as an LGBT festival.
- Concern was reported about a perceived potential threat to health and safety due to apparent confusion about the provision of wheel stewards for floats. It was explained that floats would not be permitted without wheel-stewards but there was a lack of clarity about who was responsible for providing them, Pride CIC or participating CVGs. This was reportedly not resolved until a very late stage, when it was decided that CVGs would have to provide them. In addition, CVGs said they had been promised park entry tickets for wheel-stewards by Pride CIC but these were not provided until the very start of the parade, by which time and in the absence of information, some CVGs had provided the tickets themselves.

⁹ Brighton Pride CIC (2013) Gay icons art exhibition. [Accessed 22/11/13] <http://bit.ly/19yK74W>

Festival in the Park

- The issuing of early-bird (reduced price) and £1 community tickets was strongly welcomed and supported and made a significant difference to the participation of some CVG service users who otherwise would not have been able to attend the festival in the park. The flexibility that Pride CIC displayed in reversing their initial decision not to issue community tickets was strongly welcomed. (The following comment was taken from a completed questionnaire.)

“Pride did brilliantly to get as many tickets as possible out to people on low incomes from Brighton’s LGBT communities. They showed a willingness to change their minds on this issue. I was very impressed.”

However, the handling of this was described as disorganised. CVGs reported that they were initially unable to obtain information about whether there would be any community tickets. The decision to issue them was made at a very late stage, (late July) which meant that those who were not successful in obtaining them had by then missed out on the early-bird offer. This reportedly excluded people on low incomes who were no longer eligible for community tickets (see below regarding eligibility criteria).

There was also confusion about the criteria for eligibility for the £1 community tickets. Previously, the criteria had been loosely defined as ‘supporting people who would not otherwise be able to attend’ and CVGs had been given autonomy over this. CVGs had been able to purchase the community tickets in advance and distribute them accordingly. This flexibility suited diverse organisations working with people marginalised for a host of reasons. In 2013, an income threshold was applied (<£15k) for the first time and without consultation. This was deemed to have been set too low so that even some people in receipt of state benefits were not eligible. In addition, community tickets were not made available for carers, as had been the case previously.

Participants also explained that historically they had used a small number of the community tickets to enable volunteers to attend when working at Pride for CVGs. The number of complementary stallholder tickets given was reportedly not always sufficient to provide enough volunteers to cover a stall for the entire day. A small proportion of the community tickets were sometimes therefore used to supplement this. This facilitated the involvement of CVGs at Pride and was seen as a way for Pride to ‘give something back’ to the committed and hard-working volunteers who give their time to volunteer at Pride and who create and sustain the LGBT community during the rest of the year that Pride seeks to celebrate. The introduction of the new eligibility criteria at a late stage therefore caused difficulties for some CVGs in managing the presence of their volunteers in the park.

Overall, there was perceived to be a lack of planning and of transparency about decisions on how the community tickets would be distributed and the eligibility criteria set.¹⁰ The introduction of the new criteria and income threshold at a late stage and without consultation was said to have compromised the ability of some CVGs to plan and participate in the 2013 event. Some participants reported they would have welcomed proper and full consultation with the LGBT community and voluntary sector about the issue at an earlier stage.

Community Stalls Pricing

- There was also considerable concern expressed about the decision to allow only registered charities to obtain the discounted rate for stalls, while charging non-registered community groups the commercial rate.¹¹ This reportedly had the impact of placing the largest financial burden on those CVGs least able bear it. The compromise option of a reduced price place in the ‘Legal and General’ tent was a welcome move that organisations

¹⁰ It was not clear from the consultation exercise how these criteria were developed and who was responsible for their implementation and enforcement.

¹¹ Many LGBT CVGs in Brighton and Hove are not registered charities. As the Charity Commission states, registered charity status is not suitable for all CVGs due to the regulatory burden this imposes. The Charity Commission officially registers only those charities with annual funding in excess of £5k. For further details, see the Charity Commission website resource: ‘Can we register as a charity if our income is less than £5,000?’ [Accessed 4/12/13]. <http://bit.ly/1gaGBXb>

appreciated. However, organisations located in this tent reported that it was separated away from the main 'community village', was not properly publicised or sign-posted so that people who may have benefited from visiting these organisations could not find their stalls. Some participants reported a sense of 'two-tier' participation, with the well-established charities to be found in the 'community village' and the small community groups in the 'Legal and General' tent, on the periphery of the festival. Organisations affected tended to be those for trans or bisexual people, which heightened their sense of exclusion from the event. This tent also closed at 4pm so that groups located there had to pack up earlier than those in the 'community village' meaning less time to participate. There was also reportedly no steward allocated to this tent so that basic information about set-up and facilities was not available.

- One group reported an understanding that the provision of The Fed's Access tent for disabled people had been an initiative that had had to be fought for, which they believed should have been regarded as an essential part of the event. However, the Fed was not present at the LGBT HIP consultation event (which was for LGBT CVGs) and we are therefore unable to comment on the veracity or otherwise of this. We present the issue here for completeness and as an issue that requires further clarification. There were criticisms of lack of provision of some services for disabled people such as sufficient signers. The lack of mobility provision to enable people to get to the park was also reported to be a barrier for disabled people as well as older participants who had reportedly been able to utilise free mobility transport to the park at previous events. The withdrawal of this was said to have been a significant barrier to participation.
- Some CVG stallholders reported difficulties in the planning stages with inconsistent information being given by Pride CIC staff and contractors about arranging a stall. There was confusion and a lack of clarity about the logistics when they arrived at the park. For example, it was difficult to find their stall and there was no one available to respond to queries or resolve difficulties. There was also reportedly a problem about vehicle access to the site. CVGs with displays, print materials, equipment etc. reported that they found it difficult to manage this without adequate vehicle access.
- The entry to the park was described as 'chaotic' at times with long queues and festival-goers being sent in an uncoordinated way to different entrances around the park, sometimes at some distance – this was especially problematic for some older and disabled people, who found it difficult to manage the long wait for entry.
- At times, the paid security at the event was reported to be 'heavy handed'. One participant also spoke of an incident reported to them whereby a member of the security staff harassed a festival-goer in a homophobic manner.
- The choice of entertainment provided (music, performers etc.) was perceived to appeal to a narrow sector of the LGBT community with a taste for mainstream commercial pop music, which reportedly did not reflect the diverse tastes and cultural interests of wider LGBT communities. Moreover, where there was some interest in the acts, there was disappointment expressed to find that in some cases 'headline' artists were not actually performing but providing DJ sets. Prior consultation would reportedly have been potentially helpful in informing a more diverse programme. In particular, there was perceived to be no meaningful attempt to produce a cultural programme with aspects that would celebrate or appeal specifically to bisexual or trans communities; as one group wrote "trans/bi inclusion didn't exist."
- Some of the content of the commercial stalls and the reported conduct of people staffing them was questioned. This included young women being deployed as promotions staff in ways that were perceived as overly sexualised and 'sexist', and reportedly inappropriate behaviour from male promotions staff who were perceived to be drunk and observed putting promotional items into their underwear (the only clothing items worn) for the titillation of festival-goers. This was questioned as appropriate behaviour at a festival where parents had brought children. The selection of commercial sponsors was also questioned as to whether all of the products being promoted had particular interest or relevance to people attending an LGBT festival.

- The cost of food and drink available in the park from commercial vendors was reported to be prohibitively expensive and concerns were expressed that this excluded people on low incomes. This was reportedly exacerbated by the policy decision to prohibit festival-goers from bringing food or drink onto the site. Those with special dietary needs due to health issues were also concerned about the implications of the policy.

Ideas For Change

In a subsequent exercise, participants were asked to generate ideas on post-it notes and place them onto themed flip-chart sheets. The question posed was: “*What can be done to facilitate the involvement of LGBT/HIV Groups in Pride 2014?*” The objective of the exercise was to generate constructive feedback that could be used to inform plans for the inclusion of CVGs at future events. The sheets were themed as follows: 1) keep doing this, 2) stop doing this, 3) try this out. This sought to identify those aspects of Pride that were useful and beneficial to CVGs, to identify barriers and problems and to generate new ideas for consideration.

The text of the post-it notes on each sheet is reproduced verbatim below and grouped by theme. In Appendix 4, items from each sheet have been combined and organised by theme. In some cases, themes or ideas were duplicated (often with some subtle variations) but all post-it notes have been presented for completeness.

Examining the themes indicated that there were some aspects where positive and helpful initiatives and activities were in place: attention to safety and the availability of the Access tent and mental health well-being space were welcomed. The community tent and reduced price stalls for registered charities facilitated participation by some CVGs. The literature tent and film events made an enjoyable contribution to the cultural programme.

However, there were significant issues raised for development and improvement. By far the biggest category of issues concerned inclusion. There were repeated references to a perceived lack of inclusion of trans people, bisexual people and women, with a perception that the themes and cultural activities did not appeal to the wide range of LGBT communities. Concern was also expressed about the need for proper attention to the access needs of families and older and disabled people. So too was there a perceived lack of prior consultation with affected groups and communities, which would reportedly have helped to address the sense of exclusion. A perceived lack of understanding or awareness about the LGBT third sector and the needs and experiences of CVGs was also reported. In addition, there was a reported perception of a defensiveness and lack of openness to constructive criticism or challenge.

Participants were able to make a number of constructive suggestions to address these issues, such as the deployment of a coordinator within Pride CIC to work specifically with LGBT CVGs and training in understanding the LGBT third sector to address a perceived disrespectful and dismissive attitude by Pride CIC representatives in some contexts. Being responsive to calls and queries and respectful and professional treatment were also called for. A ‘pop-up’ Pride shop where participants could get information and resolve problems or difficulties was thought potentially helpful.¹² Addressing issues around the problems with ticketing and providing better information for CVGs participating were also thought important. Overall, better consultation and involvement were key themes emerging from this exercise.

Flipchart 1: Keep Doing This...

Inclusion

- Early bird tickets.
- Subsidise community tickets for those on low incomes.
- Parade more inclusive than exclusive. More family space, involvement of Trans and Bi. Doing what you are already doing.
- Consider the needs of older people – transport, seating, community tickets.
- Keep having a Fed Access tent with own access to portaloos, shade and refreshment.
- Keep having a safe, mental health well-being space (as in Time to Change & MindOut village).
- Keep working to make Pride arena feel safe.

¹² There was a Pride CIC office in Brighton for the duration of Pride 2013 but it was clear that many participants were not aware of it.

Facilitating Involvement of CVGs

- Developing opportunities for voluntary sector to participate in the park.
- Subsidise stall space for all LGBT community groups.
- Free tickets for volunteers.
- Community tent but make longer time in it.¹³
- Council community grants.

Activities

- Keep having a literature tent with an interpreter/signer for deaf people.
- Literature tent! Mental health village and events.
- Main stage to stay.
- Keep having “Pink” cinema (pre and post-pride, e.g. as ‘Priscilla’ at cinema on the beach).
- Keep festival spirit.

Consultation and Engagement

- Community involvement meetings.
- Community engagement – support from other LGBT groups.

Sustainability

- Raising lots of money!

Flipchart 2: Try This Out...

Inclusion

- Appoint a specific L&G&B&T person to advise on inclusion.
- Appoint a community group liaison type person to specifically ensure that groups are easily and fully included.
- Gender auditing – trans exclusion. Are women and trans people being excluded from the park? Bear Zone – “men’s zone” as it was described by GScene – cis[gendered] men do not need a zone.
- Women’s area – not just a performance tent.
- Trans area? Disclosure issues? (I’m not sure that trans people actually want this?)
- Provide transport to the park for older people/disabled people – try shuttle trains from Brighton/Hove to Preston Park for people with mobility problems.
- Decide on who is eligible to get community tickets when [all] tickets are released so that people can make an informed decision on buying early bird tickets.
- Make community tickets available sooner and be clear about the process, allocation and criteria.
- Sell cheaper food and drink.

Facilitating Involvement of CVGs

- Work with us (not against us).
- Get us to do more – use us!
- Give community tickets to service users and volunteers of community groups (LGBT) to thank, honour and celebrate all the hard work volunteers do throughout the year to support our LGBT communities.
- Info sheets re logistics/insurance etc. for stallholders or a member’s area on the website with information.
- Giving site maps to participating organisations before the event.
- Try “you are here” maps to the park and layout facilities at each gate re stages/toilets/access tent/etc.
- More information on website.

Consultation and Engagement

- Try asking communities what they want.
- Listen constructively to this feedback today.
- Listening to the voices of LGBT communities – draw some attention that the parade is not about money, is about celebrating rights.

¹³ This refers to the more restricted opening hours of the ‘Legal and General tent’ relative to the ‘Community Village’.

- Undertake some proper consultation in the lead-up to the event, e.g. early on, before making decisions, with community LGBT groups about how best to make it LGBT inclusive.
- Consultation specifically for marginalised groups.

Activities

- Programme – 2/3 months ahead to include info re arts events.
- Remind Pride-goers of the history of Pride events.
- Put St James's Street on the parade route (up Marine Parade, Lower Rock Gardens, down St James's Street, along sea front, usual way).
- More 'dressing up' of the route, shops, offices – colour theme each year, e.g. 2014 red, without making it a fashion parade.
- More arts and non-mainstream entertainment at the park.
- More varied music at the park, not just chart music.
- Diverse entertainment, e.g. folk, country etc.
- A Pride radio station for the weekend – up to date info for participants.
- A clear ending for the park with fireworks.

Management and Administration

- More Pride office staff.
- Get more staff.
- Get a dedicated volunteer coordinator.
- A volunteer coordinator and volunteer comms officer.
- Communications officer.
- Use some of the money made for a Comms post at Pride organisation.
- Recruit more volunteers.
- Try a pre-Pride pop-up shop with information in empty retail premises.
- Could Pride be provided a shop (possibly in St James's Street) as a focal point – rented 4-6 weeks before Pride?

Customer Service and Professionalism

- Be more responsive to queries, calls, emails etc.
- Have some training in understanding the LGBT third sector – who we are, what we do, who we support and why – also to include Bi and Trans awareness.
- Better people skills.

Sustainability

- Make accounts available to view.
- Be more transparent about your finances.
- Use funds to open an LGBT centre, which would help with organising future Prides.

Flipchart 3: Stop Doing This...

Inclusion

- Less arrogance and patronising attitudes – pride does not belong to any one group.
- Stop focussing on Gay and not L&B&T.
- Thinking of our LGBT community as our "gay community".
- Forgetting the B and the T.
- Trans exclusion (and your apathy towards addressing it).
- Focussing only on gay men – exclusion of Bi, Queer, Lesbian etc. people and interests.
- Stop being not all-inclusive.
- Themes and imagery that focus on one part of LGBT – make everything inclusive to all, e.g. "Icons" not "Gay Icons".
- Stop isolating less mainstream "groups".

Consultation and Engagement

- Stop assuming that people want 'this' (e.g. music etc.).
- Being defensive and attacking when asked questions or when challenged.

Management and Administration

- Staged price ticket release – utterly confusing for people who don't follow Pride all year round.

Customer Service and Professionalism

- Stop being rude when phoning office for information.
- Being rude and disrespectful (e.g. rolling eyes at meetings when people ask questions).
- Being disrespectful and dismissive of our LGBT community groups who support so many LGBT local people all year round.

Facilitating Involvement of CVGs

- Charging small grass-roots but non-charity groups more than bigger charities.
- Make Pride costs consistent – don't give discounts to some and not others.

Sustainability

- Fundraising – just concentrate on the event itself.
- Stop commercialising Pride – keep it as a movement.

Consultation

The final exercise sought to generate creative ideas for consultation for any future events. Participants called out their ideas and these were noted by the facilitator and set out in bullet-point form by the LGBT HIP volunteer, as below.¹⁴

A wide range of suggestions were proposed, such as reviewing the structure of Pride CIC, its strategic planning and approach to inclusion. The need for mechanisms to develop a better understanding of LGBT CVGs and better involvement of marginalised groups was also noted. There were also more operational suggestions such as the need for early consultation sessions, accessible information points and a complaints procedure. The issue of funding by BHCC was also raised, with explanations needed regarding the perception that BHCC had withdrawn funding for Pride but continued to fund other cultural events (e.g. the Brighton Festival). Issues of leadership and politics were also raised, with frustration expressed regarding the perceived exploitation of difficulties around Pride by some individuals for political ends.

- Review the structure and formation of Pride: commercial vs. community/charity.
- Develop a strategic plan for Pride.
- Set up a steering group.
- Early brainstorming meetings.
- Use existing LGBT resources, i.e. LGBT HIP.
- Ensure that small and marginalised groups are included.
- Develop a better understanding of LGBT/HIV organisations.
- Keep up to date with third sector groups.
- Draw on expertise outside of the LGBT community.
- Set up a physical information point about Pride.
- Give better information and feedback.
- Institute a complaints procedure.
- Be more transparent as an organisation (finances).
- Identify a stronger public voice for Pride in the media – a figurehead.
- Stop using Pride as a 'political football'.
- Obtain clarity from the Council about its grants/finances to Pride. Especially, scale of this relative to funding of other cultural events.

Conclusions

This independent consultation exercise included a range of LGBT CVGs in the city. It is important to acknowledge that it presents a summary of the combined feedback from those representatives who attended the meeting and, as outlined above, should not be taken as a position statement of any listed organisation or Brighton and Hove LGBT Switchboard. Moreover, it is important to

¹⁴ We have avoided the use of the term 'brainstorm' as this can reportedly cause offence to some individuals living with certain neurological conditions. However, we have included the use of this term when used by participants.

acknowledge the diversity of experience, from one organisation that expressed an entirely positive experience to the more mixed experiences of the others.

It is possible to identify a number of key themes emerging. Firstly, something less tangible from the meeting but no less important to report, which was a general sense that Pride 2013 had been, in broad terms, a successful event: a promising new arts festival, an exciting and colourful parade with the largest reported attendance at the park (an estimated 25,000) and significant funds raised for the Rainbow Fund.¹⁵ There were also specific aspects of the event that were positively regarded, welcomed and supported by the CVGs participating in this consultation. The greater sense of safety at the festival, the inclusion of the MindOut Time To Change mental health space and the Fed's Access Tent were important initiatives. A reduced price for stallholders with charitable status facilitated the involvement of CVGs and newer CVGs felt a sense of inclusion. Moreover, as one participant reported, Pride CIC was willing to 'change its mind' over the issue of £1 community tickets and showed a willingness to respond to the issue of economic exclusion. These successes should not be overlooked.

However, a number of problems and areas for development were identified. In some cases, these might perhaps be regarded as the 'teething problems' of a new organisation getting to grips with an undertaking as complex as Pride. In other cases, they are significant challenges that will require dialogue, creativity, and openness to constructive criticism.

Among those issues that would seem most easily addressed would be those regarding administration and organisation. CVGs are rarely operating with the benefit of significant resources, paid staff or even premises. Therefore, they need administrative and organisational processes that make it as easy as possible for them to participate. They often need more time, more access to information and more facilitation to plan their involvement, precisely because they are relying on volunteer labour. They were not helped in some cases by poor administration that was said to include at times rudeness and poor customer service. It was unclear what mechanisms for complaint existed within Pride CIC and this would be helpful to clarify.

Similarly, the issue of ticketing proved problematic due to lack of transparency, consultation and late decision-making. The eventual decision to provide the £1 community tickets was clearly hugely important in facilitating the involvement of people who would not otherwise be able to attend the festival, and reaching those people through the CVGs made apparent good sense. But there needs to be proper planning and consultation with CVGs to make this work to best advantage.

The issue of better consultation and engagement is one that must also be addressed, and could potentially have done much to prevent some the difficulties identified in this report. It was noted that consultation meetings were held and were regarded as 'ok' by the few who attended them but too many either didn't know about them or received insufficient notice to participate. The onus is on the organisers of what is billed as an LGBT community event to reach out in ways that make it viable to engage. Conduct at consultation meetings that is perceived as rude or dismissive is not helpful in engendering relations of trust and cooperation. One participant made an impassioned plea: "We don't expect Pride to do it all. Use us!"

Better administration and consultation are in some ways operational issues that can be addressed with more planning and forethought. However, there are more complex issues that would apparently concern organisational change and culture. There were numerous comments about a lack of understanding of the LGBT third sector and even in some instances that Pride organisers were "disrespectful and dismissive" of LGBT CVGs. It is perhaps worth noting that LGBT CVGs contribute not only the time and expertise of their volunteers but financial outlays (float hire, staff time, costs of facilitating volunteer participation etc.), which inevitably detracts from their 'core business' of providing support and services to LGBT people in the city. In other words, they perhaps contribute as much if not more than they gain from publicity generated, reduced-price stalls and limited complimentary tickets for stallholders. The community floats and walking groups are central to the Pride parade, without which it would be a largely commercial exercise. Some therefore argued that it was reasonable to ask Pride CIC to make a contribution to facilitating volunteer involvement with the provision of sufficient tickets for those working at Pride events, and that charities and small voluntary groups should not have to supplement this. This was also seen as a way of Pride 'giving back' for the contribution that LGBT volunteers and CVGs make to

¹⁵ BBC News Sussex (2013) Forty arrests at biggest-ever Brighton Pride, Monday 5th August 2013. [Accessed 4/12/13]. <http://bbc.in/1cZnBpg>

the city's LGBT people throughout the year. They also wanted a fair and transparent policy for stallholder discounts at the festival, which recognised both registered charities and non-registered voluntary groups and an end to the perceived privileging of commercial stakeholders. CVGs who expressed these concerns appeared to want to be regarded, not as a burden or an annoyance but as valued stakeholders. Indeed, there were repeated calls for a greater sense of partnership, a recognition that Pride CIC couldn't be expected to 'do it all' and that CVGs had expertise, experience and resources they were keen to contribute.

By far the biggest set of concerns related to issues of inclusion. It is important to note that the £1 community tickets, the Access tent and MindOut/Time To Change areas were important contributions to addressing access issues. However, participants felt that more needed to be done to facilitate participation by disabled people and older people. Adequate signers and mobility provision for those who needed it to and from the park were just two suggestions. They also wanted reassurance that the Access tent was regarded by Pride CIC as an integral feature of the festival and its place secure: access for disabled people was not negotiable. The needs of LGBT families with children was also thought to have been overlooked and in need of attention.

Similarly, the sense of exclusion engendered for some bisexual people, trans people and women remain. Pride 2013 is not the first local Pride event to be accused of being insufficiently inclusive. These are well-highlighted issues.¹⁶ However, exacerbating these tensions with unhelpful publicity ("Gay Icons") that consultation would have shown to be inappropriate caused unnecessary anger and offence. The participants in this exercise made a clear statement that future events and the associated cultural programme must be inclusive of all of the communities under the 'LGBT umbrella', with targeted consultation to inform this.

A further issue concerns that of transparency. Participants requested that financial information about Pride be made available. Knowing something of the financial status of the event potentially enables CVGs and the wider LGBT communities to gauge what can reasonably be expected from Pride CIC in facilitating LGBT third sector participation given the resources at its disposal. CICs are required to make available information about their activities, including financial information. Guidance from the Office of the Regulator of Community Interest Companies states as follows:

*"Community Interest Companies CICs are required to produce an annual CIC Report, which will be delivered with their accounts with a £15 fee to Companies House. This report will be placed on public record. The Report must record the CICs activities and how it involved its stakeholders during the year. This will ensure that the community served by the CIC will have easy access to key information on its activities. It must also contain additional financial information such as payments to directors and declaration of dividends (p. 11)."*¹⁷

Clearly, financial information takes time to accumulate and it is reasonable to assume that Pride CIC will meet those obligations in the due course. This can only be useful in promoting pragmatic discussions and managing expectations among all stakeholders.

The point about the need for transparency also extends to BHCC. There were perceptions that other cultural events in the city (e.g. the Brighton Festival) retained significant financial support in a context where the funding made available to Pride CIC has been removed.¹⁸ These concerns and questions need to be coherently and fully addressed.

In conclusion, this report carefully presents the praise, feedback and concerns expressed by those participating in this consultation event in such detail because Pride matters. As the Director of Pride CIC emphasised in the introductory quote of this report: "Pride is not just a party in the park, it is a movement of people...".

It therefore seems fitting to close this report with a further quote from the Director of Pride CIC. In an article entitled: "Brighton Pride is about participation, visibility, inclusion - and a little politics," he outlined the company's vision of participation by local CVGs.

¹⁶ Browne, K & Bakshi L. (2013) Ordinary in Brighton? LGBT activism and the city. Surrey: Ashgate.

¹⁷ Department for Business, Innovation and Skills. (2012) Office of the Regulator of Community Interest Companies: Information and guidance notes. Cardiff: Office of the Regulator of Community Interest Companies. <http://bit.ly/1aCAanB>

¹⁸ See footnote 7 regarding information from BHCC regarding funding for Pride.

“The community parade is an obvious highlight for the LGBT community and the city at large and our vision for this importantly visible part of Pride is to ensure that our community and voluntary groups are fully supported when they take part. We want them to shine and flourish as part of this important event.”¹⁹

It would appear that the groundwork has now been laid for a broadly successful Pride event. The challenge now is to build on that to ensure that the vision for “participation, visibility, inclusion” is extended to all, and that Brighton and Hove’s LGBT third sector agencies are treated as respected partners, able to “shine and flourish” in all of the constituent parts of Pride.

Recommendations

There is a wealth of suggestions proposed by participants worthy of consideration in the findings section of this report. In addition, we focus here on a series of overarching recommendations to inform the development of initiatives to strengthen the participation of LGBT CVGs and communities in Brighton and Hove Pride.

For Pride CIC

Governance and strategy

1. Produce an annual report in accordance with Guidance from the Office of the Regulator of Community Interest Companies, including financial information and stakeholder involvement as required.²⁰
2. Review the organisational structure of Pride to include a steering group that includes participation by a range of LGBT CVG representatives.
3. Develop a Community and LGBT Third Sector policy and strategy. This should set out a coherent approach to partnership working, including issues of consultation, inclusion, fair access and participation. Community Works might usefully be approached for their advice and assistance in the development of the strategy and in working effectively with third sector organisations.

Staffing and administration

4. Appoint a member of staff responsible for community liaison. This should include responsibility for community consultation and engagement with LGBT CVGs and communities. The appointee should have specific knowledge and prior experience of working within Brighton and Hove’s LGBT third sector.
5. All appropriate staff should be trained on community engagement and working with third sector organisations.
6. Develop a policy and operating procedure for administration and standards of customer service (e.g. responses to enquires etc.). Deploy additional staff and/or volunteers if necessary to maintain an acceptable standard.
7. Develop and publicise a policy for complaints. Rudeness and poor customer service should not be tolerated and staff training and disciplinary procedures should be instituted if necessary to respond.
8. Consider the establishment of publicised ‘drop-in’ times when organisations can visit the Pride CIC offices to resolve issues or queries.

¹⁹ Kemp, P. (2013) Brighton Pride is about participation, visibility, inclusion - and a little politics. Brighton and Hove Argus, Thursday 14th February. [Accessed 22/11/13] <http://bit.ly/Xbs2Vo>

²⁰ Department for Business, Innovation and Skills. (2012) Office of the Regulator of Community Interest Companies: Information and guidance notes. Cardiff: Office of the Regulator of Community Interest Companies. <http://bit.ly/1aCAanB>

Information and consultation

8. Included as part of the Community and CVG Strategy, institute a programme of consultation activities. This should be scheduled and publicised with significant advance notice and facilitated by individuals with expertise in this area.
9. Include specific initiatives to consult with the LGBT third sector and those LGBT community groups that have historically reported exclusion from Pride, including but not limited to women, trans people, bisexual people, Black and minority ethnic groups, older people and families with children.
10. Consult widely and fully on the yearly theme. Consider the feedback regarding a return to themes that have specific resonance for LGBT people such as LGBT human rights.
11. Issue an annual statement on consultation activities conducted and actions taken in response. Hold a public meeting (using for example a 'you said, we did' format) to feed back to LGBT CVGs and communities.
12. Develop a specific section on the Pride website for LGBT CVGs to provide information to assist with planning and participation. Develop an e-list of interested CVGs to ensure regular updates of necessary information.

Inclusion

13. Raise awareness about opportunities to participate in the arts festival among LGBT CVGs with targeted publicity and advance notice.
14. Continue those activities that created a sense of a safety at the festival – this was clearly necessary and valued by all but was essential in promoting inclusion for those groups especially vulnerable to LGBT hate crime.
15. Continue to work in partnership with the Fed to provide the Access tent as an integral part of the festival. Carry out consultation with the Fed and with disabled people about the extent to which current arrangements meet the needs of disabled people and take action accordingly. This should include attention to the need for additional signers and mobility provision to and from the park.
16. Continue to facilitate the provision of the MindOut/Space for Change area – monitor with those organisations their involvement in Pride and any further development needs.
17. Develop a coherent and transparent approach to the issue of ticketing for the festival in the park. Continue the provision of £1 community tickets to enable participation by those who would be otherwise excluded. Consult LGBT CVGs on a policy for this, including eligibility criteria and distribution.
18. Enable the participation of LGBT CVGs at the festival in the park by instituting a policy of discounted price stalls for all LGBT CVGs serving charitable aims, whether those organisations hold official charitable status or not. Develop a policy statement on eligibility criteria for this in consultation with LGBT CVGs.
19. Provide sufficient complimentary tickets for volunteers working at Pride events on behalf of LGBT CVGs. Consult and negotiate with LGBT CVGs a fair policy and process for this.
20. Consult on the cultural programme to identify and include elements that respond to more diverse interests and tastes, representing artists and cultural contributions from all communities under the LGBT 'umbrella'.

For BHCC

21. Issue a clear and definitive public statement on BHCC funding for Pride to clarify the situation and respond to the charge that funding has been withdrawn from Pride while other cultural events in the city continue to be funded. This should explain what decisions have been reached, how decisions have been taken, what consultation on those decisions

has been carried out, who is accountable for those decisions and to whom queries or complaints can be directed.

22. As a minimum, BHCC should endeavour to maintain funding at 2013 levels for the Pride Summer Grants Programme, which facilitates involvement by LGBT CVGs.

Acknowledgements

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Key Contacts

LGBT HIP Project Coordinator

Nick Douglas

Email: lgbthip@switchboard.org.uk.

Appendix 1: Session Outline

<p><i>Arrivals</i></p> <ul style="list-style-type: none">• Refreshments available• Evaluation forms
<p><i>Introductions & housekeeping:</i></p> <ul style="list-style-type: none">• <i>Introductions</i>• <i>Overview of the session</i><ul style="list-style-type: none">○ What is LGBT HIP○ Aim of session: To provide an opportunity for local LGBT organisations to review their participation in Brighton and Hove LGBT Pride 2013 and generate feedback to inform future events.• <i>Group working agreement</i><ul style="list-style-type: none">○ Safe space○ Chatham House rule○ No break• LGBT HIP volunteer note-taking
<p><i>Exercise 1: Questionnaire Completion</i></p>
<p><i>Exercise 2: What Worked Well, What Didn't? [Small Group Exercise]</i></p>
<p><i>Exercise: What can be done to facilitate the involvement of LGBT/HIV Groups in Pride 2014</i> <i>[Post It Note/Flip-Chart Exercise]</i> Flip-charts headed: Keep doing this... Do even more of this... Stop doing this...</p>
<p><i>Exercise 3: How do you want to be consulted about arrangements for Pride 2014? [Ideas session]</i></p>
<p><i>Exercise 4: General discussion</i></p>
<p><i>Closure of session</i></p> <ul style="list-style-type: none">• Reminder of group working agreement• How will we feed back <p>Evaluation forms</p>

Appendix 2: Attending Organisations

- Brighton Bothways
- Brighton and Hove LGBT Community Safety Forum
- Brighton and Hove LGBT Switchboard
- BHCC LGBT Workers Forum
- Clare Project
- FTM Brighton
- GEMS
- Lesbian Link Brighton
- Lunch Positive
- MindOut
- Trans Alliance
- Trans Pride
- Peer Action
- Queer In Brighton
- Rise

Appendix 3: Questionnaire Data

Notes: In total, 18 questionnaires were returned. Not all respondents completed a questionnaire and some respondents did not answer all questions. Care should be taken with interpretation as some organisations were represented by one respondent and others more than one.

<i>Table 1: Which of the following best describes your organisation?</i>	
For LGBT people collectively	6
Only for gay men	1
Only for lesbians	1
Only for bisexual people	2
Only for trans people	4
Only for people living with or affected by HIV	4
Total	18
*NB. One participant also represented the Older People's Council.	

<i>Table 2: Did you attend any of the meetings arranged by the Pride organisers for community and voluntary groups in advance of Pride 2013?</i>	
Yes	9
No	9
Total	18

<i>Table 3: If yes, how would you rate the meeting(s) in enabling your organisation to get involved?</i>	
Excellent	1
Ok	5
Poor	1
Very Poor	0
Don't Know	0
Total	7

<i>Table 4: Which of the following activities did your organisation participate in as part of Brighton and Hove LGBT Pride 2013?</i>	
The Pride arts festival	1
The Pride parade	9
Having a stall at Preston Park	12
Other	3
Total	25

<i>Table 5: How would you rate your experience of the following:</i>						
	Excellent	Ok	Poor	Very Poor	Don't Know	Total
Access to information about Pride 2013	2	5	6	2	2	17
Getting help or assistance from the Pride organisers	2	2	6	4	3	17
Arranging a place for your organisation in the parade	3	4	1	1	5	14
Arranging a stall in the park	2	3	1	7	3	16
Obtaining low cost community tickets for your members/beneficiaries	3	3	3	6	1	16

<i>Table 6: Overall, how would you rate Pride as ...</i>						
	Excellent	Ok	Poor	Very Poor	Don't Know	Total
...as an event that was inclusive of local LGBT and HIV community and voluntary groups?	4	2	5	5	0	16
...as an event that was inclusive of the group(s) your organisation includes or works with?	6	2	3	6	1	18

Appendix 4: Issues generated from flip-chart exercise to gather feedback on the themes of: “Keep Doing This”, “Try This Out”, “Stop Doing This”

	Inclusion	Facilitating Involvement of CVGs	Activities	Consultation and Engagement	Management and Administration	Customer Service & Professionalism	Sustainability
“Keep Doing This”	<ul style="list-style-type: none"> • Early bird tickets. • Subsidise community tickets for those on low incomes. • Parade more inclusive than exclusive. More family space, involvement of Trans and Bi. Doing what you are already doing. • Consider the needs of older people – transport, seating, community tickets. • Keep having a Fed Access tent with own access to portaloos, shade and refreshment. • Keep having a safe, mental health well-being space (as in Time to Change & MindOut village). • Keep working to make Pride arena feel safe. 	<ul style="list-style-type: none"> • Developing opportunities for voluntary sector to participate in the park. • Subsidise stall space for <u>all</u> LGBT community groups. • Free tickets for volunteers. • Community tent but make longer time in it. • Council community grants. 	<ul style="list-style-type: none"> • Keep having a literature tent (with an interpreter/signer for deaf people). • Literature tent! Mental health village and events. • Main stage to stay. • Keep having “Pink” cinema (pre and post-pride, e.g. as ‘Priscilla’ at cinema on the beach). • Keep festival spirit. 	<ul style="list-style-type: none"> • Community involvement meetings. • Community engagement – support from other LGBT groups. 			<ul style="list-style-type: none"> • Raising lots of money!
“Try This Out”	<ul style="list-style-type: none"> • Appoint a specific L&G&B&T person to advise on inclusion. • Appoint a community group liaison type person to specifically ensure that groups are easily and fully included. • Gender auditing – trans exclusion. Are women and trans people being excluded from the 	<ul style="list-style-type: none"> • Work with us (not against us). • Get us to do more – use us! • Give community tickets to service users <u>and</u> volunteers of community groups (LGBT) to thank, honour and celebrate all the hard work volunteers do throughout the year 	<ul style="list-style-type: none"> • Programme – 2/3 months ahead to include info re arts events. • Remind Pride-goers of the history of Pride events. • Put St James’s Street on the parade route (up Marine Parade, Lower Rock Gardens, down St James’s Street, along sea front, usual way). 	<ul style="list-style-type: none"> • Try asking communities what they want. • Listen constructively to this feedback today. • Listening to the voices of LGBT communities – draw some attention that the parade is not about money, is about celebrating rights. 	<ul style="list-style-type: none"> • More Pride office staff. • Get more staff. • Get a dedicated volunteer coordinator. • A volunteer coordinator and volunteer comms officer. • Communications officer. • Use some of the money made for a 	<ul style="list-style-type: none"> • Be more responsive to queries, calls, emails etc. • Have some training in understanding the LGBT third sector – who we are, what we do, who we support and why – also to include Bi and Trans awareness. • Better people skills. 	<ul style="list-style-type: none"> • Make accounts available to view. • Be more transparent about your finances. • Use funds to open an LGBT centre, which would help with organising future Prides.

	<p>arts? Bear Zone – “men’s zone” as GScene described it – cis[gendered] men do not need a zone.</p> <ul style="list-style-type: none"> • Women’s area – not just a performance tent. • Trans area? Disclosure issues? (I’m not sure that trans people actually want this?) • Provide transport to the park for older people/disabled people – try shuttle trains from Brighton/Hove to Preston Park for people with mobility problems. • Decide on who is eligible to get community tickets when [all] tickets are released so that people can make an informed decision on buying early bird tickets. • Make community tickets available sooner and be clear about the process, allocation and criteria. • Sell cheaper food and drink. 	<p>to support our LGBT communities.</p> <ul style="list-style-type: none"> • Info sheets re logistics/insurance etc. for stallholders or a members area on the website with information. • Giving site maps to participating organisations <u>before</u> the event. • Try “you are here” maps to the park and layout facilities at each gate re stages/toilets/access tent/etc. • More information on website. 	<ul style="list-style-type: none"> • More dressing up of the route, shops, offices – colour theme each year, e.g. 2014 red, without making it a fashion parade. • More arts and non-mainstream entertainment at the park. • More varied music at the park, not just chart music. • Diverse entertainment, e.g. folk, country etc. • A Pride radio station for the weekend – up to date info for participants. • A clear ending for the park with fireworks 	<ul style="list-style-type: none"> • Undertake some proper consultation in the lead-up to the event, e.g. <u>early on</u>, before making decisions, with community LGBT groups about how best to make it LGBT inclusive. • Consultation specifically for marginalised groups. 	<p>Comms post at Pride organisation.</p> <ul style="list-style-type: none"> • Recruit more volunteers. • Try a pre-Pride pop-up shop with information in empty retail premises. • Could Pride be provided a shop (possibly in St James’s Street) as a focal point – rented 4-6 weeks before Pride. 		
<p>“Stop Doing This”</p>	<ul style="list-style-type: none"> • Less arrogance and patronising attitudes – pride does not belong to any one group. • Stop focussing on Gay and not L&B&T. 			<ul style="list-style-type: none"> • Stop assuming that people want ‘this’ (e.g. music etc). • Being defensive and attacking when asked questions or when challenged. 	<ul style="list-style-type: none"> • Staged price ticket release – utterly confusing for people who don’t follow Pride all year round. 	<ul style="list-style-type: none"> • Stop being rude when phoning office for information. • Being rude and disrespectful (e.g. rolling eyes at meetings when people ask questions). 	<ul style="list-style-type: none"> • Fundraising – just concentrate on the event itself. • Stop commercialising Pride – keep it as a movement.

	<ul style="list-style-type: none"> • Thinking of our LGBT community as our “gay community”. • Forgetting the B and the T. • Trans exclusion (and your apathy towards addressing it). • Focussing only on gay men – exclusion of Bi, Queer, Lesbian etc. people and interests. • Stop being <u>not</u> all-inclusive. • Themes and imagery that focus on <u>one</u> part of LGBT – make everything inclusive to all, e.g. “Icons” not “Gay Icons”. • Stop isolating less mainstream “groups”. 					<ul style="list-style-type: none"> • Being disrespectful and dismissive of our LGBT community groups who support so many LGBT local people all year round. 	
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