

If you could give social care staff advice about talking to LGBTQIA+ people, what would you say?



Insights from LGBTQ+ young people for adult social care staff

This zine was created with CAYA (Come As You Are) - an LGBTQ+ youth group in Newham.

They shared what helps them feel safe, seen and respected, and what they want adult social care staff to understand.

The pages that follow reflect their words, experiences and ideas. As you read, take a moment to reflect on your own practice

Claiming identity

The young person described being queer and trans as one part of who they are. Moments of pride and risk, like coming out publicly, were meaningful despite sometimes feeling unsafe.

Reflection:

How might feelings of safety and personal choice shape the way someone expresses their identity?



A Chicken. Because why not? Chickens are great and I am a lot more than just queer.

I don't talk about being queer a lot. That's not because I feel unsafe or I haven't made peace with myself.

TRANS

It's bc I never think about it. It doesn't feel like a big deal.

I came out as trans on stage. Invited my mother to a cultural event, walked up on stage & yelled out into a mic.

It was stupid. It was unsafe. Do I regret it? Fuck no. If I have to live with it, then so does the world.

⇒ **But I'm more than Queer.**
So I don't bother speaking about it unless it's relevant. And I don't stop speaking about it just bc it makes someone uncomfortable or even hostile.

USE PRONOUNS

Images
of
Queer
People

DON'T PRESUME
WE'RE
STRAIGHT



Experiences of assumptions

Young people shared how often assumptions are made about identity. Small actions - like using inclusive language and including diverse representation - made them feel seen, while missteps could make them feel excluded.

Reflection:

What assumptions might influence how someone experiences your support?



The Library makes me
feel Safe and calm
being non judgemental
and being open towards
conversation



Feeling safe

Safety wasn't always about formal services. Calm, patient, non-judgemental spaces - where conversation could happen naturally - were described as the most supportive.

Reflection:

What helps create a space where someone feels relaxed and respected?

① Representing different backgrounds

e.g. Asians
+
Arabs

Different
religious
groups



② Being given Time.

No pressure
to come out.



WHAT WOULD MAKE
COMING OUT SAFER?

③ Experience

Hearing about
people's
experiences
and how they
dealt with
challenges



④ Community

Have spaces
that support,
encourage and
are comforting.
Groups for people
of all backgrounds.



Experiences of coming out

Coming out was described as a process that takes time. Supportive representation, patience and shared experiences helped young people feel safer and less pressured.

Reflection:

How can time and patience support someone to share their identity? What role do representation and access to relevant resources play in this?





Sometimes safety comes
from words.

Sometimes it comes
from silence.

ACCEPTANCE



Safety as a process

Young people emphasised that safety isn't one thing, it can shift depending on context, trust, and relationships.

Reflection:

How might someone's sense of safety change across different situations or relationships?

SAFETY TIPS



- SOMETIMES ~~THAT~~ PEOPLE
NEED SOMEONE TO RELATE
TO
- RESPECT PEOPLE'S
IDENTITIES

GAY OR TRANS HELPLINE

LGBT HELPLINE
SCOTLAND

0300 223 252 3

SWITCHBOARD



0300 330 0630

vs
time next
Kaz!

GAY

I'd rather be
a tranny in all lives.

YOU ARE
ENOUGH

BE
YOURSELF!
YOU'RE
PERFECT
WA

Support
Trans
Kids

Trans rights
are human
rights

BE YOU!
(HOMOPHOBICALLY)

We are
amazing
no matter
what

COME
AS
YOU
ARE

THE IN
THE OUT

support

Reflection:

What small actions can help someone feel included and less alone?

HOW TO TALK TO QUEER PEOPLE?

TRY THINKING OF THEM AS HUMANS!

Do you remember how to talk to people?

→ Introduction ⇒ 'Hi, my name (IDC), my pronouns.
[Yes You Have Pronouns even if you
are cishet]

→ They'll tell you theirs if they
feel like it.

• What if you mess up the pronouns bc 'You're
old & it's hard to keep up?'

→ Say Sorry (once!) & Try again.



Conversations about identity

Young people valued openness and honesty more than perfect language. Efforts to listen, ask respectfully and engage were described as building trust and confidence.

Reflection:

How can openness and willingness to listen shape conversations about identity?

This zine was co-produced with six LGBTQ+ young people from CAYA (Come As You Are), a youth group in Newham, East London. The workshop was facilitated with support from a CAYA youth worker.

It draws on a two-hour session in which participants were asked what advice they would give to staff who support LGBTQ+ people, and what helps them feel safe talking about their identity. They explored these ideas through discussion and creative activities, including collage and writing.

The content reflects their words, perspectives and lived experiences, and has been shaped into insights to support reflection in adult social care practice.

This work is part of IMPACT's 2025-26 Facilitator project on enhancing skills and knowledge of social care staff when supporting LGBTQ+ residents of Newham.

COME
AS
YOU
ARE

Newham London



IMPACT

Improving Adult Care Together



Economic
and Social
Research Council



The
Health
Foundation