

From: [REDACTED]  
To: [REDACTED]  
Subject: RE: LGBT Charter Update - New LGBT Charter Manager  
Date: 10 June 2025 08:21:55  
Attachments: [image001.png](#)  
[image002.png](#)  
[image003.png](#)

Perfect, many thanks for the Teams invite which I'll forward to Nik – we are both in our HQ that day so will join from one of our meeting room.  
Look forward to meeting with you then.  
Thanks

[REDACTED]  
[REDACTED] on Adviser  
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I'm a hybrid worker, based predominantly from home though in our Headquarters as required. [REDACTED]

From: [REDACTED]  
Sent: 10 June 2025 08:17  
To: [REDACTED]  
Subject: Re: LGBT Charter Update - New LGBT Charter Manager  
Thanks for this [REDACTED]  
I've sent you an invite for 11:30 for an hour and please feel free to share with anyone you wish to attend.  
Best wishes,  
[REDACTED]  
Chief Executive  
LGBT Youth Scotland  
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From: [REDACTED] <[REDACTED]@[lochlomond-trossachs.org](http://lochlomond-trossachs.org)>  
Date: Tuesday, 10 June 2025 at 08:06  
To: [REDACTED] <[REDACTED]@[lgbtyouth.org.uk](http://lgbtyouth.org.uk)>  
Subject: RE: LGBT Charter Update - New LGBT Charter Manager

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Good morning [REDACTED]  
Thur 19<sup>th</sup> from 11:15 looks the best for myself and my manager Nik who would also be keen to attend.  
Thanks

E [REDACTED] on Adviser

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---

**From:** [REDACTED] <[REDACTED]@lgbtyouth.org.uk>

**Sent:** 09 June 2025 14:30

**To:** [REDACTED] <[REDACTED]@lochlomond-trossachs.org>

**Subject:** Re: LGBT Charter Update - New LGBT Charter Manager

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Hello [REDACTED]

Thank you for this. Do you have any availability on

Wednesday 18<sup>th</sup> 10-1

Thursday 19<sup>th</sup> 9-1

Best wishes,

[REDACTED]  
Chief Executive

LGBT Youth Scotland

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A pink banner with a checkered background. On the left, a green hand holds a red heart with 'LGBT YOUTH SCOTLAND' on it, and another green hand holds a gold coin. The text 'IT'S GIVING' is in a colorful, bubbly font at the top, and 'PRIDE' is in a similar font at the bottom. On the right, white text says 'Help us show LGBTQ+ young people across Scotland that they are seen, supported, and celebrated this Pride.' Below this is a red button with white text: 'https://lgbtyouth.org.uk/its-giving-pride/'. To the right of the button is a small icon of a hand pointing. In the top right corner is the 'LGBT YOUTH SCOTLAND' logo.

Help us show LGBTQ+ young people across Scotland that they are seen, supported, and celebrated this Pride.

<https://lgbtyouth.org.uk/its-giving-pride/>

**From:** [REDACTED] <[REDACTED]@lochlomond-trossachs.org>

**Date:** Wednesday, 4 June 2025 at 13:54

**To:** [REDACTED] <[REDACTED]@lgbtyouth.org.uk>

**Subject:** RE: LGBT Charter Update - New LGBT Charter Manager

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Hi [REDACTED]

Many thanks for the email, we are looking forward to working with you on our Charter. Looking at the diary I have a little more capacity for the week beginning 16<sup>th</sup> June.

Thanks

E [REDACTED] on Adviser

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---

**From:** [REDACTED] <[REDACTED]@lgbtyouth.org.uk>

**Sent:** 29 May 2025 15:12

**To:** LGBTCharter [REDACTED]@lgbtyouth.org.uk; [REDACTED] <[REDACTED]@lochlomond-trossachs.org>

**Subject:** Re: LGBT Charter Update - New LGBT Charter Manager

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Dear [REDACTED]

Lovely to e-meet you. It would be great to set up an introductory chat to confirm where you are on your charter journey and how I can best support you. If you could please suggest some times from June 9<sup>th</sup>, that would be most appreciated.

Best wishes,

[REDACTED]  
[REDACTED]  
Chief Executive

LGBT Youth Scotland

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---

**From:** LGBTCharter [REDACTED]@lgbtyouth.org.uk>

**Date:** Thursday, 29 May 2025 at 14:10

**To:** [REDACTED] <[REDACTED]@lochlomond-trossachs.org>

**Cc:** [REDACTED] <[REDACTED]@lgbtyouth.org.uk>

**Subject:** LGBT Charter Update - New LGBT Charter Manager

Dear [REDACTED]

I hope your LGBT Charter journey has been going well so far!

Following [REDACTED] departure, I am pleased to introduce [REDACTED] as your new Charter Manager. [REDACTED] will ensure a smooth transition and continue to support you throughout the rest of your LGBT Charter journey. If you have any questions, feel free to reach out to her directly via email.

Best wishes,

[REDACTED]  
[REDACTED]  
Capacity Building Administrator

LGBT Youth Scotland

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From: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: Catching Up  
Date: 14 April 2025 11:10:32  
Attachments: [REDACTED]

Hi [REDACTED]  
So great to hear from you, yes, spring has sprung and it has been glorious the last couple of weeks. Hope you managed to get out and enjoy the blossom. We are also really looking forward to the camping weekend, and had a site visit last week to make the final edits to our nature connection activities. [REDACTED] is meeting [REDACTED] at the site tomorrow so they can see the facilities and talk through the logistics etc. I have also had a really positive meeting with [REDACTED] at Stirling Pride to get the ball rolling on the National Park attending, as hopefully having a market place stand, so we can showcase the Stirling groups session and share the creative ways they engaged with the Park – so it's all beginning to connect up and build sustainable relationships which we are so delighted about.

[REDACTED] is interested in the Park supporting one of the Stirling Pride's rural tour events as well, so we are hopefully collaborating on that – for either before or after the Stirling Pride event.

Arranging a further meeting was on my 'to-do' list, likely May due to our various holidays – Nik is off this week and I'm off from this week until the 28<sup>th</sup>. I'll look at diaries and get something booked – one for May and one for later in Aug if that suits?

Thanks

[REDACTED]

[REDACTED] on Adviser  
Loch Lomond & The Trossachs National Park  
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From: [REDACTED] <[REDACTED]@lgbtyouth.org.uk>  
Sent: 14 April 2025 11:03  
To: [REDACTED] <[REDACTED]@lochlomond-trossachs.org>; Nik Turner <[REDACTED]@lochlomond-trossachs.org>  
Subject: Catching Up

Hi folks how's it going?

We're entering cherry blossom season, one of the best times of year!

Feel like 2025 is whizzing by! Exciting to have the [REDACTED] group Camping & Nature Connections visit coming up, I know [REDACTED] from our (Un)seen(Un)heard is looking forward to this project too. If there's anything specific I can support with as you enter the latter stages of the journey, just let me know.

I think it would be good for us to get a Further Charter Meeting in the diary soon for a general catch-up, what's your availability looking like for this April-May?

Kind regards,

[REDACTED]

[REDACTED]  
Capacity Building Manager  
LGBT Youth Scotland

[REDACTED] [\[REDACTED\]@lgbtyouth.org.uk](mailto:[REDACTED]@lgbtyouth.org.uk) | [www.lgbtyouth.org.uk](http://www.lgbtyouth.org.uk)

[REDACTED]

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From: Nik Turner  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: Recent media coverage follow up and lines to take  
Date: 19 December 2024 08:34:29  
Attachments: Image001.png

Morning,

We've got matching time off, so yes, a time within the new year would be great thanks. I know [REDACTED] previously used a booking calendar, do you have a link so we can find the most suitable date? [REDACTED] is up to speed already but I have added her back into the chain again for her reference. She's in until tomorrow lunchtime so might have chance to get booked in this side of the break so we've got that ready scheduled for when we're back.

All the best,  
Nik

From: [REDACTED] <[REDACTED]@gbtyouth.org.uk>  
Sent: 18 December 2024 17:05  
To: Nik Turner <[REDACTED]@ochlmond-trossachs.org>  
Cc: Samantha Stubbs <[REDACTED]@ochlmond-trossachs.org>  
Subject: Re: Recent media coverage follow up and lines to take

Hi [REDACTED]

Thanks for the update, it's helpful to further understand the position around this and I'm sure will bring us closer to finding a way forwards that gets the best impact possible for LGBTQ+ staff and visitors, which I know will be a shared priority.

Your deadline to complete the actions aligning with the Charter standards and submit evidence is 22nd May 2025, which takes us to 12 months from the initial meeting when we got the journey started.

With the stage of the year we're at, I think realistically we'd be looking to next year to reconvene as you say. I think a meeting sounds like a good idea as a next step. This would help us assess progress so far, where we anticipate that there may be challenges (and to what extent we may be able to mitigate or overcome these), and how best to proceed.

Would you like me to arrange a meeting for this ahead of time or do so in the New Year?

Kind regards,

[REDACTED]

[REDACTED]  
Capacity Building Manager  
LGBT Youth Scotland

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From: Nik Turner <[REDACTED]@ochlmond-trossachs.org>  
Sent: 18 December 2024 16:21  
To: [REDACTED] <[REDACTED]@gbtyouth.org.uk>  
Cc: Samantha Stubbs <[REDACTED]@ochlmond-trossachs.org>  
Subject: RE: Recent media coverage follow up and lines to take

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Hello [REDACTED]

Apologies for the delay in responding to you on this email. We were only able to reconvene as an internal group on this last month due to diary constraints, and I was so focused on that milestone I forgot to send you a holding email whilst I waited for that. I wanted to get something back to you this side of the festive break though.

We still do have quite a firm organisational stance around promotion of LGBT Youth Scotland whilst there's an open case unfortunately. This is part of wider approach to our risk management which we apply to any organisation we might be working with, if we became aware of a legal challenge. So, whilst you've offered some accommodations to do the promotion of the Charter and making key stakeholders aware of our journey to be internal only, this doesn't align with that approach so we wouldn't be able to do these whilst the case remains open.

We're still going to work on the other actions, as part of our wider equalities work. What I need to do is consolidate and circulate the action plan discussion from last week for the group to ratify, but this is unlikely to be until the new year.

Please would you be able to confirm the window for us to complete our actions within? What we'd propose is to continue on with everything else and capture evidence for it as the point above, and then if you are able to let us know when the case is closed we can then look to carry out the other two actions about Charter/LGBTYS visibility. We are aware that we don't know when the case will be heard so are aware this approach may mean we are not able to evidence our actions in our existing timeframe and therefore may not achieve the Charter.

If you able to consider the above, and perhaps we can reconvene in the new year, once we also have our internal actions confirmed with the rest of the group?

With best wishes for a lovely festive break,

Nik

From: [REDACTED] <[REDACTED]@gbtyouth.org.uk>  
Sent: 15 November 2024 13:30  
To: Nik Turner <[REDACTED]@ochlmond-trossachs.org>  
Cc: Samantha Stubbs <[REDACTED]@ochlmond-trossachs.org>  
Subject: Re: Recent media coverage follow up and lines to take

Hi Nik and Sam,

Thanks for your email, and your patience - as I was out of office when the email came in. I've responded to your proposed approaches below, but I'm also keen to check in on how you're both doing?

Response -

I believe we have shared commitment to building an environment that's inclusive for LGBTQ+ people, in a way that's also fair and consistent with our framework and standards.

I also appreciate that you have experienced some specific challenges related to the more externally visible aspects of the journey. You've raised concerns and I understand these challenges have potential to take away from some positive impacts that you're trying to deliver for marginalised and underrepresented staff/visitors.

I've responded to the proposals below and hope this is helpful in reaching a balance that accounts for these different considerations.

|                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Website includes links to LGBT Youth Scotland and other relevant LGBTQ+ organisations                       | <b>Deliver, but instead of highlighting LGBT YS that we promote other relevant organisations.</b><br><br>Yes, we could be flexible on this standard in this instance at this time. By highlighting other relevant organisations, that sounds like a good approach to help achieve some positive impact and a similar core aim of the standard. Examples could include LGBT Health & Wellbeing and LGBT Switchboard among others. |
| Posters and promo materials for LGBT YS and other relevant orgs. Made available for staff and service users | <b>Deliver, but instead of highlighting LGBT YS that we promote other relevant organisations.</b><br><br>Yes, we typically encourage clients to highlight a number of different organisations, of which LGBTYS is usually one. As above we could be flexible on this as a standard, as the approach proposed is likely to meet similar core objectives of the standard.                                                          |
| LGBT charter poster displayed in HQ                                                                         | <b>Do not deliver until the outcome of the case is publicly known.</b><br><br>We would ask that the LGBT Charter of Rights Poster is displayed somewhere as part of the journey but with the compromise that this could be in a staff only area and therefore not visible to the general public.                                                                                                                                 |
| Staff, key partners and service users made aware of our charter journey                                     | <b>Do not deliver until the outcome of the case is publicly known.</b><br><br>Similar to the above standard, we'd ask that you do share some Charter journey updates and evidence this. However this could be internal only and therefore only visible to staff and not the general public/visitors. It could also be integrated into wider EDI updates.                                                                         |

You mention internal cascade briefing as one of your considerations. Would this be your journey update communications above or the staff briefing as in the learning resource for 2.2? The communications I think would be covered in the table above, in the case of the staff briefing as a learning resource, the standard is to create a briefing that shares the key learning from the LGBT Awareness Training. I believe it would be possible to create your own staff briefing format that shares key learnings around terminology/communities etc. without being the branded PPT we have available on our resource hub for instance. This could help meet the same core objectives of educating folks around LGBTQ+ communities.

In either case yes as you say - I think there's potential to frame this work as part of your wider EDI efforts, and we routinely encourage clients to do this as there's such good alignment. Diversity equity and inclusion can be approached from so many angles that are part of the jigsaw of working to build a kinder and more inclusive society. This said, for the 'Staff, key partners and service users made aware of our charter journey' standard as above we'd ask that there are some references to the Charter in internal updates. In my experience, when working to deliver positive inclusive change, it is most effective when people have some understanding of what you're looking to deliver and that it is 'de-mystified'. This can help avoid miscommunications and misunderstandings as to what you're actually looking to achieve and how you're undertaking the work.

Let me know your thoughts.

If you'd also like to arrange a meeting to discuss directly with [REDACTED] our CEO then this is an option.

Likewise if the Charter Champions would like to meet with me to chat more about the practicalities of moving forwards to deliver the above and wider work, I'm available to support you as always and I think this could be helpful to workshop ideas together from a practical delivery perspective. As you say, let's keep up the momentum of the good work you've already done.

Kind regards,

[REDACTED]

[REDACTED]  
Capacity Building Manager  
LGBT Youth Scotland

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From: Nik Turner <[\[REDACTED\]@lchlomond-trossachs.org](mailto:[REDACTED]@lchlomond-trossachs.org)>  
Sent: 01 November 2024 14:53  
To: [\[REDACTED\]@lgbtyouth.org.uk](mailto:[REDACTED]@lgbtyouth.org.uk)  
Cc: Samantha Stubbs <[\[REDACTED\]@lchlomond-trossachs.org](mailto:[REDACTED]@lchlomond-trossachs.org)>  
Subject: RE: Recent media coverage follow up and lines to take

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Hi [REDACTED]

Apologies for the delay in a fuller reply to you on this. I've been able to chat with my relevant Exec team members on the below. As I am sure you will appreciate, it raises understandable concern for us due to the ongoing nature of this case.

We still are firmly committed to bettering our organisation for LGBT+ staff and Park users and see the Charter framework as a valuable tool in helping us work towards these goals. We've begun building momentum in developing relevant actions internally through our Park for All group, and want to continue working towards those.

However, the concern we have is around how we promote LGBT Youth Scotland. We would like to pause any activity as part of the Charter that promotes LGBT Youth Scotland for the duration of the case being open. As we don't know how long this might be for, and we don't want to lose our momentum on action, we'd like to propose some changes to the following relevant actions:

|                                                                                                             |                                                                                            |
|-------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| Website includes links to LGBT Youth Scotland and other relevant LGBTQ+ organisations                       | Deliver, but instead of highlighting LGBT YS that we promote other relevant organisations. |
| Posters and promo materials for LGBT YS and other relevant orgs. Made available for staff and service users | Deliver, but instead of highlighting LGBT YS that we promote other relevant organisations. |
| LGBT charter poster displayed in HQ                                                                         | Do not deliver until the outcome of the case is publicly known.                            |
| Staff, key partners and service users made aware of our charter journey                                     | Do not deliver until the outcome of the case is publicly known.                            |

We would also prefer not to frame the internal cascade briefing as LGBT YS Charter work, but instead frame as part of our ongoing and wider equalities work.

We'd then propose that once the outcome of the case is known that we regroup internally on our promotion of LGBT YS and confirm that with you. As we don't know the timeline for the case though this might be out with the current timescale for completion of our Charter journey.

Please would you be able to consider this proposal and let me know your thoughts? I'd be happy to discuss and can include our EDI Executive lead, Sam, who's co-ed and attended the online workshop, so understands the work well.

Best wishes,

Nik

---

From: [REDACTED] <[REDACTED]@lgbtyouth.org.uk>  
Sent: 15 October 2024 12:17  
To: Nik Turner <[REDACTED]@ochlond-trossachs.org>; LGBTYS Communications Team <communications@lgbtyouth.org.uk>  
Cc: [REDACTED] <[REDACTED]@ochlond-trossachs.org>  
Subject: Re: Recent media coverage follow up and lines to take

Hi Nik,

Thanks for getting in contact and for your kind words,

We appreciate that this media coverage may raise questions or concerns. We value our partnership with you as a client and where possible we like to be able to let folks know when to anticipate coverage of this kind, though this isn't always possible in advance. I hope the below is helpful and perhaps provides some level of reassurance.

I'm mindful that you may still have further questions so I've included the contact details of our CEO as a direct line of communication should you wish to discuss further.

LGBT Youth Scotland is being sued for alleged negligence. We are unable to disclose further information publicly regarding this case. However, the claims have been robustly investigated internally and by the police, and the case is being strongly defended by our legal team.

We are aware that limited information regarding this matter has been published by two news outlets, and that others may follow, but we will not be speaking publicly on this matter. However, should you have any questions please do not hesitate to get in touch with our Chief Executive, [REDACTED] who can be reached on: [REDACTED]@lgbtyouth.org.uk.

We are grateful for your ongoing support. We have previously published a series of statements which offer more context on our current safeguarding processes and the history of LGBT Youth Scotland. These are available to read [here](#).

Best wishes,

[REDACTED]

[REDACTED]  
Capacity Building Manager  
LGBT Youth Scotland

5/1 Mitchell House, Mitchell Street, Edinburgh, EH6 7BD

[REDACTED]@lgbtyouth.org.uk | [www.lgbtyouth.org.uk](http://www.lgbtyouth.org.uk)

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From: Nik Turner <[REDACTED]@ochlond-trossachs.org>  
Sent: 15 October 2024 10:58  
To: [REDACTED] <[REDACTED]@lgbtyouth.org.uk>; LGBTYS Communications Team <communications@lgbtyouth.org.uk>  
Cc: [REDACTED] <[REDACTED]@ochlond-trossachs.org>  
Subject: RE: Recent media coverage Follow up and lines to take

WARNING: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi [REDACTED]

I hope you are well.

I'm sorry to have to email you regarding this, as I can only imagine how difficult the media is making things. Another article has come to our attention that suggests there is now a court case been lodged against LGBT Youth Scotland [PressReader.com - Digital Newspaper & Magazine Subscriptions](#)



As always we try to read through the negative spins and misinformation, so we can take the wider context of the article as being covered by our correspondence below and the statement released by LGBT YS on the 19<sup>th</sup> Sept. However, we just wanted to confirm whether the new court case being reported here is accurate i.e., there is an open case? I completely appreciate that you might not be able to provide comment if it is an ongoing case as is suggested in the article, but anything you are able to share would be helpful in managing this internally.

With best wishes,

Nik

---

From: [REDACTED] <[REDACTED]@gbtyouth.org.uk>  
Sent: 09 September 2024 16:08  
To: Sarah Ormerod <[REDACTED]@lochlomond-trossachs.org>; LGBTYS Communications Team <communications@gbtyouth.org.uk>  
Cc: [REDACTED] <[REDACTED]@lochlomond-trossachs.org>; [REDACTED] <[REDACTED]@lochlomond-trossachs.org>; [REDACTED] <[REDACTED]@lochlomond-trossachs.org>; Nik Turner <[REDACTED]@lochlomond-trossachs.org>  
Subject: Re: Recent media coverage follow up and lines to take

Hi [REDACTED]

Thanks so much for your email, I appreciate the concern this would have caused based on some of the information that was recently published and how it was represented in some instances, including over the weekend. I'm keen to support you and address these concerns directly. I've been working hard today along with our comms team to ensure you have the information needed, this is absolutely a priority. I've included this information in the latter half of this email.

You also raise a very relevant point here for the future around being made aware ahead of time, where possible, of imminent media attention. The nature of media attention of this kind has been evolving and so too is our approach in response. We are working on a mechanism to ensure that our Charter clients will be proactively notified where possible. Again, this is a priority for us and I really appreciate your own perspective on this.

Your partnership with us on your LGBT Charter journey is something we value greatly and as your Charter Manager I've consistently admired the enthusiasm and creativity of your team. I can see so much positive potential for engaging with communities and contributing to the wellbeing of marginalised groups. I know I'm looking forward to the many future initiatives and developments throughout the journey that will bring joy to underrepresented people, as we work together to overcome barriers to equitable engagement.

I'm pleased you found our support helpful when we met to discuss the social media activity in July. Please do say hello to [REDACTED] and [REDACTED] from me! I hope the below is helpful today and I'll continue to be on hand to support you as much as I can moving forwards.

If you need anything further, just let me know

Kind regards,

[REDACTED]

As discussed above, please see the below for yourself, [REDACTED] and your colleagues as relevant

"We are aware of the recent news coverage of criminal charges against [REDACTED], who has been incorrectly reported to be an ex-staff member at LGBT Youth Scotland. [REDACTED] has never been, at any point, an employee or volunteer with LGBT Youth Scotland. We were deeply troubled to learn of [REDACTED] criminal actions. We condemn anyone that exploits or harms young people.

We understand that concerns have been raised about the role which [REDACTED] played in contributing to an earlier edition of one of our coming out guides, and that his involvement in the resource has been misreported in the media.

This guide was created by and for young people, and his involvement in the process was not as an employee or volunteer of the organisation. The guide has been updated since 2009 and is not a current LGBT Youth Scotland resource. We are aware that some organisations may still be using this resource and will notify any we are made aware of that it is no longer in circulation.

Following news of [REDACTED] conviction, the charity has been subject to further news stories which seek to spread misinformation about his role within the charity and its impact on our funding. We are aware of one such article which was published on 08/09/2024, which specifically talks about funding received from Edinburgh City Council, and which makes reference to the LGBT Charter.

We are incredibly grateful to The City of Edinburgh Council for their support. Funding was agreed to run from September 2020 to March 2024 and has since reached the end of its cycle. The end of this funding predates recent news stories and is in no way a response to such stories.

We maintain open communication with our funders, and following a review of our communications approach and the media environment we would be happy to ensure that charter clients also receive any relevant updates on media activity.

Like any responsible organisation supporting young people we prioritise the wellbeing, safeguarding and safety of our service users. We have robust measures in place around the safeguarding of young people. Both policy and practice are comprehensively reviewed and updated on an annual basis and additionally in line with any relevant changes in legislation. We ensure that all staff and volunteers undergo appropriate Scottish Government background checks administered by Disclosure Scotland and extensive training. All staff and volunteers are committed to, and have a responsibility in implementing the policy.

Our safeguarding policy is publicly available and has been created in line with

The National Guidance for Child Protection in Scotland 2021 (updated in 2023)

Getting it Right for Every Child (GIRFEC)

Children (Scotland) Act 1995

Children and Young People (Scotland) Act 2004

Adult Support and Protection (Scotland) Act 2007

Equality Act 2010

Gender Recognition Act 2004

The Scottish Government's Child Rights and Wellbeing Impact Assessment Approach

At LGBT Youth Scotland all of our service provision places young people at the centre of everything we do and we are committed to the protection of all children and young people."

---

From: Sarah Ormerod <[REDACTED]@lochlomond-trossachs.org>  
Sent: 09 September 2024 12:42  
To: [REDACTED] <[REDACTED]@gbtyouth.org.uk>; LGBTYS Communications Team <communications@gbtyouth.org.uk>  
Cc: [REDACTED] <[REDACTED]@lochlomond-trossachs.org>; [REDACTED] <[REDACTED]@lochlomond-trossachs.org>; [REDACTED] <[REDACTED]@lochlomond-trossachs.org>; [REDACTED] <[REDACTED]@lochlomond-trossachs.org>  
Subject: Recent media coverage follow up and lines to take

WARNING: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi [REDACTED] and team,

I hope you are well and had a relaxing weekend.

I know you met with my colleagues [REDACTED] and [REDACTED] previously [REDACTED] and had a positive and helpful conversation about how we can best navigate some of the press coverage and negative narrative about inclusion and the work of the Charter.

Our Chief Executive picked up on a piece which ran in the weekend's Sunday Post following conversations on Twitter. The article suggests the organisations who have pulled funding have been under pressure to do so, whether from a vocal minority or otherwise.

While this doesn't have a bearing on any of our ongoing operational work around the Charter, from a communications stand point, we're keen to stay on the front foot and keep our Executive Team and Board members updated with any public developments.

We'd be very grateful if you can share your perspective on the piece, and any reactive messaging / lines to take which can be used as a reference in any internal conversations we need to have around this.

Do you communicate regularly with members / those working towards the Charter when these matters arise? Going forward, it would be really useful to be kept informed on any emerging issues, so we are fully up to speed.

If you d like to chat this through at all, please do drop me a note.

Best wishes,  
Sarah

Sarah Ormerod (she/her)  
Strategic Communications Manager  
Loch Lomond & The Trossachs National Park Authority

Mobile: [REDACTED]  
Direct dial: 01380 [REDACTED]  
[www.lochlomond-trossachs.org](http://www.lochlomond-trossachs.org)  
[www.twitter.com/lomondrossachs](https://www.twitter.com/lomondrossachs)  
[www.facebook.com/lomondrossachs](https://www.facebook.com/lomondrossachs)

I'm a hybrid worker, based predominantly from home though in our Headquarters every fortnight.

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**From:** [REDACTED]  
**To:** [Nik Turner](#); [REDACTED]  
**Subject:** FW: End of LGBT Awareness Training & Completion Results  
**Date:** 01 October 2024 18:11:17  
**Attachments:** [image001.png](#)  
[Loch Lomond Moodle Completion Report\\_01.10.2024.xlsx](#)  
[image002.png](#)

---

For awareness – see below and attached report

Best wishes,

[REDACTED]

-

[REDACTED] ([REDACTED])

**Executive & Business Support Assistant**  
**Loch Lomond & The Trossachs National Park**  
Direct: 01389 [REDACTED]  
[www.lochlomond-trossachs.org](http://www.lochlomond-trossachs.org)  
[www.twitter.com/lomondtrossachs](https://www.twitter.com/lomondtrossachs)  
[www.facebook.com/lomondtrossachs](https://www.facebook.com/lomondtrossachs)

I'm a hybrid worker and will be based between my home office and Carrochan HQ.

**Certified Carbon Literate**



---

**From:** LGBTCharter [REDACTED]@lgbtyouth.org.uk>  
**Sent:** 01 October 2024 14:02  
**To:** [REDACTED]@lochlomond-trossachs.org>  
**Cc:** [REDACTED] <[REDACTED]@lgbtyouth.org.uk>  
**Subject:** End of LGBT Awareness Training & Completion Results

Dear [REDACTED]

Congratulations on completing your LGBT Awareness training. The staff from your organisation have now been suspended from the course – please ensure they are aware that they no longer have access.

I have attached your final completion report which details which staff completed the course. Please consult your Charter Manager to determine whether the minimum threshold has been met for your respective training standard.

Your Charter Manager will continue to support you in your LGBT Charter journey from here. If you have any questions, or would like to arrange a check-in meeting, please contact them directly.

Good luck with the rest of your journey, and I look forward to hearing about your success in achieving your LGBT Charter Award!

Best,

Capacity Building Administrator  
LGBT Youth Scotland

[Why I share my pronouns](#)

30 (3/2) Bell Street, Glasgow, G1 1LG | [lgbtyouth.org.uk](#) |  
[www.lgbtyouth.org.uk](#)

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**From:** [REDACTED]  
**To:** [LGBTCharter](#); [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: LGBT Training - Login details  
**Date:** 19 September 2024 19:07:08  
**Attachments:** [image002.png](#)  
[image003.png](#)

---

Thanks [REDACTED] -

Hi [REDACTED] was [REDACTED] able to access the course ok? We can troubleshoot further as required, screenshots always helpful where possible 🧐🧐

Apologies if I missed an update in this chain, I'm catching up on emails after a few days with limited email access.

Kind regards,

[REDACTED] 🧐🧐🧐🧐

---

**From:** LGBTCharter  
**Sent:** 16 September 2024 10:56  
**To:** [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]  
**Subject:** RE: LGBT Training - Login details

Hi [REDACTED]  
Could you please check which course [REDACTED] is trying to access? The correctly typed enrolment code will only work on the course titled "LGBT Awareness for Organisations". If that doesn't work, could you please ask [REDACTED] to send us a screenshot of the error?

Many thanks,

[REDACTED]  
Capacity Building Administrator  
LGBT Youth Scotland

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30 (3/2) Bell Street, Glasgow, G1 1LG | [REDACTED] [lgbtyouth.org.uk](#) | [www.lgbtyouth.org.uk](#)

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---

**From:** [REDACTED]  
**Sent:** 16 September 2024 10:25  
**To:** LGBTCharter  
**Cc:** [REDACTED]; [REDACTED]  
**Subject:** FW: LGBT Training - Login details

WARNING: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Morning folks,

As you're aware, our organisation is currently completing its charter training with LGBT



youth Scotland.

One of my colleagues below is having issues with the enrolment code – are you able to offer any advice?

Thanks in advance

Best wishes,

[REDACTED]

-

[REDACTED] [REDACTED] [REDACTED]

**Executive & Business Support Assistant**

**Loch Lomond & The Trossachs National Park**

Direct: 01389 [REDACTED]

[www.lochlomond-trossachs.org](http://www.lochlomond-trossachs.org)

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I'm a hybrid worker and will be based between my home office and Carrochan HQ.

**Certified Carbon Literate**



---

**From:** [REDACTED] <[REDACTED]@lochlomond-trossachs.org>

**Sent:** 12 September 2024 16:31

**To:** [REDACTED] <[REDACTED]@lochlomond-trossachs.org>

**Subject:** RE: LGBT Training - Login details

Hi,

Tried that, no joy I'm afraid.

[REDACTED]

---

**From:** [REDACTED] <[REDACTED]@lochlomond-trossachs.org>

**Sent:** 12 September 2024 15:12

**To:** [REDACTED] <[REDACTED]@lochlomond-trossachs.org>

**Subject:** RE: LGBT Training - Login details

Hi [REDACTED]

Thanks for reaching out.

Are you copying and pasting the enrolment key?

Sometimes when you copy and paste, for some reason it adds in an extra space at the beginning or end of the word which can cause an error. If you can try again, this time just typing out the enrolment key manually?

If it's not that, I'll need to contact LGBT Youth Scotland for you, because the enrolment key is the same for everyone on the course so not sure why it would be showing up as wrong on just your login. Either way we'll get you sorted

Best wishes,

[REDACTED]

-

[REDACTED] [REDACTED] [REDACTED]

**Executive & Business Support Assistant**

**Loch Lomond & The Trossachs National Park**

Direct: 01389 [REDACTED]

[www.lochlomond-trossachs.org](http://www.lochlomond-trossachs.org)

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I'm a hybrid worker and will be based between my home office and Carrochan HQ.



---

**From:** [REDACTED] <[REDACTED]@lochlomond-trossachs.org>

**Sent:** 12 September 2024 14:08

**To:** [REDACTED] <[REDACTED]@lochlomond-trossachs.org>

**Subject:** RE: LGBT Training - Login details

Hi [REDACTED]

I've went through the process and created an account an logged in. When I choose my course it asks for an enrolment code. When I use the code supplied in the email (highlighted below) I get a message

Saying the code isn't valid.

Any help appreciated.

Regards

[REDACTED]

---

**From:** [REDACTED] <[REDACTED]@lochlomond-trossachs.org>

**Sent:** 02 September 2024 10:50

**Subject:** FW: LGBT Training - Login details

Morning folks,

Attached are all the details you will need to get logged in and start the **Online LGBT Awareness Training**.

**Please be aware the training will be open from today until 30<sup>th</sup> September, so please make sure you schedule in time to get it finished within this time frame.**

Participants are required to create their own account through Moodle and then enrol themselves onto the LGBT Awareness Training for Organisations course (as instructed in the attached document).

The course is password protected with an enrolment key to ensure that only registered users can access it.

The enrolment key for all staff members is: [REDACTED]  
Any issues or questions, please just give me a shout

Best wishes,

[REDACTED]

-

[REDACTED] ([REDACTED])

**Executive & Business Support Assistant**

**Loch Lomond & The Trossachs National Park**

Direct: 01389 [REDACTED]

[www.lochlomond-trossachs.org](http://www.lochlomond-trossachs.org)

[www.twitter.com/lomondtrossachs](https://www.twitter.com/lomondtrossachs)

[www.facebook.com/lomondtrossachs](https://www.facebook.com/lomondtrossachs)

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**From:** [REDACTED]  
**To:** [REDACTED] [Nik Turner](#)  
**Cc:** [REDACTED]  
**Subject:** Live Workshop Follow-Up  
**Date:** 12 September 2024 16:01:26  
**Attachments:** [Outlook-4ac5axe3.png](#)

---

Hi folks,

Thanks again for your time this week during our LGBT Awareness Live Workshop!  
Great to see everyone there and the virtual backgrounds definitely added to the atmosphere

I've now uploaded some evidence to your portfolio - the Jamboards as PDFs and the attendance list. This now evidences that the Live Workshop took place, as well as giving you a resource to build on further. Keep the conversations going, there were some really insightful challenges and likewise creative ideas of how to overcome them to become more inclusive for all. As discussed, these ideas are likely to help inform your action plan (along with things like consultation 1.4).

#### **Car Park Resources**

- Merch store (pronoun badges and rainbow lanyards!) -> [Online shop - LGBT Youth Scotland](#)
- Glasgow Clyde College Supporting Trans Staff and Student Guidance -> [Guidance for Supporting Trans Students and Staff 2024 original.pdf \(glasgowclyde.ac.uk\)](#)
- Tips for Trans Inclusion in Youth Work -> [Top Tips for Trans Inclusion - LGBT Youth Scotland](#)
- Pride Outside Info -> [Home | Pride Outside](#)

Keep up the momentum! If there's anything I've forgotten let me know and as ever, drop me an email any time I can help out.

Kind regards,

[REDACTED]

[REDACTED]  
[REDACTED]  
LGBT Charter Development Officer  
LGBT Youth Scotland

5/1 Mitchell House, Mitchell Street, Edinburgh, EH6 7BD  
[REDACTED] [lgbtyouth.org.uk](#) | [www.lgbtyouth.org.uk](#)

British Sign Language (BSL) users can contact us directly using [ContactScotland BSL](#)

[Why I share my pronouns](#)

*Making Scotland the best place for LGBTQ+ young people to flourish and thrive*



The banner features the LGBT Youth Scotland logo on the left, which includes a rainbow heart and the text 'LGBT YOUTH SCOTLAND'. In the center, the phrase 'WE ARE PROUD BECAUSE' is displayed in large, colorful, blocky letters. On the right, a message reads: 'our young people give us hope for a better future. Support us this Pride and help make that a reality.' Below this message is a circular icon with a heart and the text 'lgbtyouth.org.uk/donate'. At the bottom left, there are social media icons for Instagram, Facebook, and LinkedIn, followed by the text 'lgbtyouth.org.uk' and '@lgbtys'.

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From: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: LGBT Awareness Live Workshop  
Date: 05 September 2024 17:36:10  
Attachments: [image001.png](#)  
[image002.png](#)

Perfect thanks [REDACTED] Look forward to the session. If there are any changes just let me know on Monday as you say.

Have a lovely weekend

Kind regards

[REDACTED] ♦♦♦♦

From: [REDACTED] <[REDACTED]@lochlomond-trossachs.org>  
Sent: 05 September 2024 15:06  
To: [REDACTED] <[REDACTED]@lgbtyouth.org.uk>  
Cc: [REDACTED] <[REDACTED]@lgbtyouth.org.uk>  
Subject: RE: LGBT Awareness Live Workshop

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Hi [REDACTED]

Thanks for the message and update on the plans for the workshop next week, we are all looking forward to it.

See attached for the staff attending the workshop as it stands currently. I'm off tomorrow so wanted to get this update across to you asap. I might have more info by Monday if some staff are no longer able to attend, but the numbers won't increase – hope that helps with the break out rooms etc.

There are no accessibility requirements, and I believe everyone will be joining on their own devices.

Thanks

[REDACTED]

[REDACTED] [REDACTED]  
Education and Inclusion Adviser  
[Loch Lomond & The Trossachs National Park](#)  
Direct: 01389 [REDACTED]  
[www.lochlomond-trossachs.org](#)  
[Outdoor Learning Directory](#) - learning materials, grants and training provided by Scottish Government partners

I'm a hybrid worker, based predominantly from home though in our Headquarters as required, with a preference for [REDACTED] [REDACTED]

Certified Carbon Literate



From: [REDACTED] <[REDACTED]@lgbtyouth.org.uk>  
Sent: 03 September 2024 15:26  
To: [REDACTED] <[REDACTED]@lochlomond-trossachs.org>  
Cc: [REDACTED] <[REDACTED]@lgbtyouth.org.uk>  
Subject: LGBT Awareness Live Workshop

Hi [REDACTED]

Please see details below for our live workshop next week

#### LGBT Awareness Live Workshop Session Details

The session will run from 10:30-12:00 on Tuesday 10<sup>th</sup> September. LGBTYS staff typically start the call earlier to set up the tech and anyone joining ahead of time will be automatically allocated to the virtual waiting room until 10:30. Folks are encouraged to join the call 5 minutes before the scheduled start time where possible, just to ensure we can get going with the session on time.

It is recommended that people use their own individual device and ideally this should be a laptop or computer for full functionality. Attendees will be invited to participate in group discussion and following this - a breakout activity in virtual groups. For the breakout rooms, people will contribute to an interactive whiteboard (link provided during the session). By the end of the session, the participants will have worked together to create resources that will influence your Action Plan (1.5) and other subsequent projects as part of your Charter journey.

[Join the meeting now](#)

Meeting ID: [REDACTED]

Passcode: [REDACTED]

**Requested Action:** Could you please provide an attendance list of participants ahead of the session, in Excel format. This will help us to arrange the breakout rooms. Joining the call on individual devices is recommended however if there are any groups joining just let us know when you provide the attendance list so we can factor this into the activity. The maximum attendance is 25 participants.

**Accessibility:** If there are any accessibility requirements just let us know ahead of the session. Things we can do to adapt the session include described slides and live speech to text captions.

If you have any further questions or there's anything else I can assist with, just let me know.

Look forward to meeting everyone in our virtual live workshop next Tuesday!

Kind regards,

[REDACTED]

[REDACTED] [REDACTED]  
LGBT Charter Development Officer  
LGBT Youth Scotland

5/1 Mitchell House, Mitchell Street, Edinburgh, EH6 7BD  
[REDACTED] [lgbtyouth.org.uk](#) | [www.lgbtyouth.org.uk](#)

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**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Re: LGBT Scotland Training  
**Date:** 02 September 2024 10:34:10  
**Attachments:** [image001.png](#)

---

Hi [REDACTED]

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

Great, let us know if any issues, a completion report will come out half-way through so 15<sup>th</sup> September I think in this case.

I'm aware we have a meeting booked in 23<sup>rd</sup> September, if you have any questions or need anything ahead of this just let me know. Ahead of the meeting please try to have any existing evidence uploaded to the portfolio.

Kind regards,

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 02 September 2024 09:45  
**To:** [REDACTED]; [REDACTED]  
**Subject:** RE: LGBT Scotland Training

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Hi [REDACTED]

Thanks for getting back to me on this, hope you had a lovely holiday. We didn't get an out of office from you – just so you know for any follow up internally.

@ [REDACTED] can you please share the training log in info for the remainder of the names on the training list this morning.

Thanks

[REDACTED]  
[REDACTED]  
**Education and Inclusion Adviser**  
**Loch Lomond & The Trossachs National Park**  
Direct: 01389 [REDACTED]

[www.lochlomond-trossachs.org](http://www.lochlomond-trossachs.org)

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**From:** [REDACTED]  
**Sent:** 02 September 2024 09:12  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: LGBT Scotland Training  
Hi [REDACTED] & [REDACTED]  
Thanks for your emails, [REDACTED]

[REDACTED]

The access period has been run continuously so the same details as before will work for the folks signing up during September. If you need a reminder of these just let me know, they should just be the same as original email. The overall licence allocation remains the same as previously discussed.

This cohort will then conclude at the end of this month and that will be the online Moodle training availability concluded for this Charter journey.

We then have the LGBT Awareness Live Workshop in the diary for next week 10<sup>th</sup> September (Tuesday) 10:30-12:00. As a reminder this is the 1.5 hour live session run over Microsoft Teams for up to 25 participants. Full details and link will be made available soon ??

Kind regards,

[REDACTED] ???? ?

---

**From:** [REDACTED] <[REDACTED]@lochlomond-trossachs.org>  
**Sent:** 29 August 2024 11:23  
**To:** [REDACTED] <[REDACTED]@lgbtyouth.org.uk>  
**Cc:** [REDACTED] <[REDACTED]@lochlomond-trossachs.org>  
**Subject:** RE: LGBT Scotland Training

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Hi [REDACTED]  
Just to let you know that [REDACTED] only works a half day on a Friday so if she can share the sign in info for the training for the Rangers before midday tomorrow that means they can get started straight away.

Thanks

[REDACTED]  
[REDACTED]  
**Education and Inclusion Adviser**  
**Loch Lomond & The Trossachs National Park**  
Direct: 01389 [REDACTED]

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---

**From:** [REDACTED]  
**Sent:** 26 August 2024 12:57  
**To:** [REDACTED] <[REDACTED]@lgbtyouth.org.uk>  
**Cc:** [REDACTED] <[REDACTED]@lochlomond-trossachs.org>  
**Subject:** RE: LGBT Scotland Training

Hi [REDACTED]

I hope you are well. I'm just checking in on the process for the next round of our training for the Rangers and additional staff that had asked to be added to the training. Is it a new sign in code for this Sept group of staff, or the same process as before? Just to allow [REDACTED] to get this shared with them ahead of the start of Sept this weekend.

Thanks

[REDACTED]  
[REDACTED]  
**Education and Inclusion Adviser**  
**Loch Lomond & The Trossachs National Park**

Direct: 01389 [REDACTED]

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**From:** [REDACTED] <[REDACTED]@lgbtyouth.org.uk>  
**Sent:** Tuesday, July 23, 2024 2:34 PM  
**To:** [REDACTED] <[REDACTED]@lochlomond-trossachs.org>; [REDACTED] [REDACTED]  
<[REDACTED]@lochlomond-trossachs.org>  
**Cc:** Nik Turner <[REDACTED]@lochlomond-trossachs.org>  
**Subject:** Re: LGBT Scotland Training

[REDACTED]  
[REDACTED]  
I've put down [REDACTED] (hi [REDACTED] as the main contact so they'll receive the training details, I expect the details will be with you before the end of this week.

Good idea to make a list for folks to do the training, they'll sign themselves up via the link and having a list is a good way to give people a nudge.

We send a completion report half-way through the training period and then again at the end. So this also lets you see who has completed it to give them a reminder if needed.

Have a lovely holiday when it comes!

Kind regards,

From: [REDACTED] <[REDACTED]@lochlomond-trossachs.org>

Sent: 23 July 2024 10:34

To: [REDACTED] <[REDACTED]@lgbtyouth.org.uk>; [REDACTED]  
<[REDACTED]@lochlomond-trossachs.org>

Cc: Nik Turner <[REDACTED]@lochlomond-trossachs.org>

Subject: LGBT Scotland Training

WARNING: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi [REDACTED]

I hope you are well.

I just want to e-introduce you to [REDACTED] who is the key support for our Charter work as well as our internal Park for All EDI group. [REDACTED] will coordinate the training log-in while I am away – so that staff that staff signed up can start from the beginning of August. I am not back from holiday until the 12<sup>th</sup> August, but Nik will also be around for any other Charter focussed work during that time.

[REDACTED] has the list of all staff that are going to complete the training, we have had a great response to this and currently have 95 folk aiming to complete it which is awesome. For August training of our non-Ranger based staff, we have 54 staff on the list.

I'm working up to the end of the day this Thursday so just pop me a wee note if there is anything else you need from me before I finish.

Thanks

[REDACTED]  
[REDACTED] nd [REDACTED] on Adviser  
**Loch Lomond & The Trossachs National Park**

Direct: 01389 [REDACTED]

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From: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: Re: Initial Charter Meeting - Meeting Notes  
Date: 10 July 2024 14:21:48  
Attachments: [image001.png](#)  
[image002.png](#)

Hi [REDACTED]

Thanks for the update

I can see a Further Charter Meeting in the diary for 10<sup>th</sup> Sept is this when you'd like the workshop to take place?

If so I can book this in as its own calendar event for the morning (we generally run morning sessions 10 30-12 00) it takes place separate to Further Charter Meetings and is virtual over Microsoft Teams. Maximum attendance 25 participants. There will be two people from LGBTYS myself facilitating and a colleague moderating the session.

Info for your first online training cohort (August) will be with you nearer the end of this month. Good question - It will go to you and you can then share the info and link with the team folks can then sign themselves up via the link where they create an individual login.

Thanks for letting me know about annual leave I've CC'd Nik so there's visibility in case we need to pick up on something while you're away. Was great to be at the session last week pleased this was helpful. I also find it helpful to hear other perspectives and lived experiences represented.

In terms of photo release form for this I forgot to raise earlier today but thought perhaps in this instance given the current context there might need to be more consideration than usual given to whether it would be constructive to have on social media. Especially as in this case it's the name and face of a specific individual [REDACTED] and there have been past incidents of online attention being specifically directed towards an individual and even others associated personally with them. Although - a more general update for staff/external audiences that you've been engaging with a range of underrepresented groups to understand their needs for inclusion might be positive? That's just an idea for the team to consider not a requirement.

[REDACTED] and I met with folks earlier RE comms and this felt like a constructive meeting where we could discuss advice for approaches in this sort of situation. Hope this provided some reassurance to the team and some practical tips. Practicality aside as I said during the meeting I'm here to support and want to ensure the team themselves don't feel like they're on their own. I'm here for chats and follow-ups so email if you need me!

Great work on the journey so far from yourselves and your comms team well done on taking a structured approach even under pressure.

Kind regards

[REDACTED]

From: [REDACTED]  
Sent: 10 July 2024 11:57  
To: [REDACTED]  
Subject: RE: Initial Charter Meeting - Meeting Notes

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Hi [REDACTED]

I hope you are well. I just wanted to get a quick update across to you on the training. We have agreed that the Rangers will complete the training in September, I hope that is OK?

We have the Live 1.5 hour workshop with you scheduled in the diaries for our champions group for Tues 10<sup>th</sup> Sept. Can I check - is it online or in person? Today I have shared a post with all staff on our intranet about our Charter journey, and also the details for the training to get our full licences hopefully utilised. I've asked for the final list of names to be confirmed with me by 19<sup>th</sup> July. After that I can get their emails across to you - am I correct in assuming they get their log in info sent directly to them?

For info, I will be on annual leave from 26<sup>th</sup> July to 12<sup>th</sup> August. Nik will be available during that time, with us crossing over for a week before she is off for two weeks. Thanks for liaising with [REDACTED] to coordinate the meeting with [REDACTED] I know that will be really helpful for us as we look to do further communications on the Charter work.

Finally, thanks again for attending the workshop session last week, it was really helpful to us. Let me know if there is anything else I can do at this point - I'm also off from today until next Tuesday. Thanks

[REDACTED]  
[REDACTED]  
Education and Inclusion Adviser  
**Loch Lomond & The Trossachs National Park**  
Direct: 01389 [REDACTED]  
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From: [REDACTED]  
Sent: Wednesday, June 26, 2024 5:41 PM  
To: [REDACTED]  
Subject: Re: Initial Charter Meeting - Meeting Notes  
Hi [REDACTED]

Great work! Looks like things are getting set up and coming along well.

No worries at all that's what I'm here for Responses below, let me know if any further questions as you work through the standards and plan ahead for your different projects in the journey. There's a requested action there to let me know preferences for live workshop. Separate to this just let me know when month confirmed for training cohort 2 (Rangers).

- **We had a really positive initial Charter Champions group meeting. I've saved the group membership and an informal note of the meeting into our Portfolio.** - Awesome, thanks for this. A standard structure for future Champion Meetings is to make sure to have a note structure that includes attendance/date, discussion points, actions, timescales and ownership of actions.
- **I've scheduled a further 3 quarterly meetings with this group in the diaries** - Awesome
- **I've scheduled our 2nd Charter meeting with you for mid-Sept** - Great, thanks I can see this in my diary. Good move because my diary can fill up super quickly at times!
- **We have had an internal discussion on the most suitable months for the training (thanks again for agreeing to allow us to do this over two separate months)** We can't always do this but pleased we were able to in this case, hopefully this should be an effective way to ensure all staff have the opportunity, especially when they'll be engaging directly with visitors etc.
- **So, for our main (office based staff), we are aiming for August. For our Rangers, we are still waiting for confirmation of the best month, but it is likely to be October.** - I've booked you in for August for the first cohort and provisionally booked second cohort for October pending confirmation from you that this will work best for the Rangers. The login details go out nearer the start of each cohort.
- **Can we use the results of the August training to help inform our Action Plan? We don't want to delay getting that ready so we can then do the staff briefing in Sept.** - Yes absolutely, we'll book in the Live Workshop for a date in September ideally (let me know your availability please, 1.5 hour timeslot either morning or afternoon, virtual workshop held over teams, max 25 participants no minimum attendance). We'll use responses from cohort one for this workshop and this will give you action planning material. After cohort 2 there won't be another live workshop however we can still provide you with anonymised data from their training that will help inform your action plan further.
- **If there is a huge amount of interest, beyond the core / essential staff we have identified, and we use up our 100 licences, I've been asked if we can purchase more training licences?** - Yes we can provide this in blocks starting at 50 licences and can scale it as big as it needs to go. Example pricing would be:

50 additional licences - £500 excl. VAT (£10 per person excl. VAT)  
100 additional licences - £900 excl. VAT (£9 per person excl. VAT)

The cost per licence reduces with scale (down to a point) and I can provide further pricing on request but imagining you'd fall within the above categories if needed?

If I've missed anything please let me know,

Look forward to joining the session on Monday,

Kind regards,

[REDACTED]

From: [REDACTED] <[REDACTED]@lochlomond-trossachs.org>  
Sent: 26 June 2024 10:58  
To: [REDACTED] <[REDACTED]@lgbtyouth.org.uk>  
Subject: RE: Initial Charter Meeting - Meeting Notes

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Hi [REDACTED]

Thanks again for the support. I just wanted to get a quick update across to you and ask another question (sorry!).

- We had a really positive initial Charter Champions group meeting. I've saved the group membership and an informal note of the meeting into our Portfolio.
- I've scheduled a further 3 quarterly meetings with this group in the diaries
- I've scheduled our 2<sup>nd</sup> Charter meeting with you for mid-Sept
- We have had an internal discussion on the most suitable months for the training (thanks again for agreeing to allow us to do this over two separate months)
- So, for our main (office based staff), we are aiming for August. For our Rangers, we are still waiting for confirmation of the best month, but it is likely to be October.
- Can we use the results of the August training to help inform our Action Plan? We don't want to delay getting that ready so we can then do the staff briefing in Sept.
- If there is a huge amount of interest, beyond the core / essential staff we have identified, and we use up our 100 licences, I've been asked if we can purchase more training licences?

Think that covers the main outcomes from our internal meeting.

Thanks

[REDACTED]  
Education and Inclusion Adviser  
**Loch Lomond & The Trossachs National Park**  
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From: [REDACTED] <[REDACTED]@lgbtyouth.org.uk>  
Sent: Wednesday, June 19, 2024 5:02 PM  
To: [REDACTED] <[REDACTED]@lochlomond-trossachs.org>  
Subject: Re: Initial Charter Meeting - Meeting Notes

Hi [REDACTED]

I've added Nik to the Portfolio so usual process of needing to activate via the link within 7 days. As always checking spam is a good idea in case the email got re-directed. It would be two separate months which do not need to be consecutive therefore giving the team a chance to do this ahead of the ranger staff later in the year. Training does need to run from the beginning of a calendar month so just let us know your preferences for months and we'll get these in the diary. Hope the meeting goes well tomorrow, remember to take notes for standard 1.3!  
Kind regards,

[REDACTED] ♦♦♦♦

From: [REDACTED] <[REDACTED]@lochlomond-trossachs.org>  
Sent: 17 June 2024 10:57  
To: [REDACTED] <[REDACTED]@lgbtyouth.org.uk>  
Subject: RE: Initial Charter Meeting - Meeting Notes

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Hi [REDACTED]

Many thanks for the email summary from our meeting. Apologies for the delay in getting back to you, I had been waiting to hear back from the Ranger managers regarding the training timeframes. Many thanks for agreeing to provide our training over two months, this is incredibly helpful. Can I just verify if it is 2 consecutive months, and if the training needs to start at the start of a calendar month, or can be a rolling 30 days?

Nik's email for the portfolio is: [REDACTED]@lochlomond-trossachs.org

We have our first internal Champions group meeting scheduled for this Thursday, so that is really positive. After that we will do a staff awareness briefing then get the training rolled out.

Thanks

[REDACTED]  
Education and Inclusion Adviser  
**Loch Lomond & The Trossachs National Park**  
Direct: 01389 [REDACTED]  
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From: [REDACTED] <[REDACTED]@lgbtyouth.org.uk>  
Sent: Monday, June 10, 2024 1:33 PM  
To: [REDACTED] <[REDACTED]@lochlomond-trossachs.org>  
Subject: Initial Charter Meeting - Meeting Notes

Hi [REDACTED]

We've got our direction clarified now so please see notes below which I hope fairly reflect our meeting. They're partly for my reference so in note form but I like to share for transparency.

One of the first actions for you will be deciding the first month of access for LGBT Awareness Training. Please let me know as soon as you can.

I can add Nik to the portfolio but realising I don't have the email address could you provide this please and I'll action ASAP.

Familiarise yourselves with the Bronze Workbook in your Portfolio and the Standards

### Initial Charter Meeting Summary

#### Journey Scope & Structure

Bronze journey. **Deadline: 22.05.25**, all evidence must be submitted in time for this date in order to be assessed. It's very important to keep portfolio updated throughout the journey and avoid waiting until the end to upload.

We must meet 4 times during the journey. So three Further Charter Meetings remaining, approx every 3 months. It's your responsibility to book these in, please have evidence uploaded ahead of each one. I'm contactable outside of those times over email and happy to have additional meetings too!

Discussed scope of accreditation after the meeting. Agreed Charter will cover whole org. To proceed with Bronze instead of Silver. Training in two cohorts standard licence number but two months, with second month intended to cover Ranger population. Evidence to be representative of the org where at all possible. Total staff number 173, 25% minimum training required at bronze to approx 44 people to complete as minimum. - [REDACTED]

#### Meeting Notes

Baseline Survey Completed. 165 Staff (update 173). Little formalised training beyond general equalities, need to work on policies, need to consult with communities etc.

As an organisation they centre around community learning, land management, planning, visitors.

[REDACTED] - Education & Inclusion Advisor. Promotes the park for schools and making sure services and the park are accessible for all. Part of internal group Park for All which is internal equalities group. [REDACTED]

Nik (She/her) - Behaviour Change Manager [REDACTED]. Helps coordinate work of the whole team. Overall collective is to ensure pathways for all to have positive experience at national park. They

proactively reach out to groups who have experienced marginalisation. Young volunteering programme and youth committee. Is the main point of contact for NPUK National Parks UK looking to usalise EDI practice across parks over UK.

LL&TNP NDGB i.e nondepartmental government body getting funding from gov with obligations to look after the park.

165-170 staff. Most staffing fluctuations are among the staff engaging with visitors (seasonal) .

They work with 13 schools with 1 high school in area + requests from outwith. Working with 70-80 schools annually. They tend to be more primary focused.

July-August is their key marginalised populations focus. They take a holistic approach to wellness. They support travel with grants and their work is free of charge. Camping trip project where they set up free campsites for groups.

15 inclusion groups mainly summer but throughout year.

Why the Charter? [REDACTED] worked with Natrescot a while back which highlighted underrepresented groups. This started out with disabilities, race & ethnicities. LGBTQ+ communities were on radar and then seeing the Charter presentation at The Gathering inspired a team member to start the conversation. They wanted to think about this systemically from policy through to outreach. They re aware of Cairngorms going through process. Can we see commonalities with Cairngorms.

Can they do policy earlier in journey? Yes. Recommended working on developing these then running past me to give feedback, perhaps aim for Silver standards on this if reviewing anyway. Always welcome to exceed basic requirements.

How to engage with YP? There s a consultation 1.4 which could inform 3.3. Team have kindly invited some of our YP to their outreach. [REDACTED] has passed this on to a youthworker who will get in touch as soon as they can.

Section 4 discussion, perhaps YP could visit their service? To explore further, see above.

Look into chief statistician's guidance, they're working on understanding that they need to adhere to ScotGov guidance [REDACTED] research. Their next due snapshot would be 2023-2025.

They re working through visit Scotland accessibility so could be crossover here. New website due 2025. They have self-declaration equalities monitoring which had low uptake but is now embedded into induction which is. So already work in this space.

Talked through remaining standards.

I've attached what I think is the guidance doc you were referring to when we met. As an organisation we don't have an official position on this document that I'm aware of. As your Charter Manager I would encourage you to consider to what extent the guidance is mandatory, and how for your organisation, as one working towards LGBTQ+ inclusivity, you could carry out data collection in a way that is most inclusive. If we can set up a link with Cairngorms, I think their experience/insight could be very helpful here.

#### Charter Manager Actions

- RO to Cairngorms - [REDACTED] (Ongoing)
- Resource Hub & Portfolio access for [REDACTED] - [REDACTED] (Ongoing)
- Template for impact assessment - [REDACTED] (Uploaded)
- Find Scotgov Guidance - [REDACTED] (Attached)

If I've forgotten anything please let me know!

Kind regards,

[REDACTED]

[REDACTED]  
LGBT Charter Development Officer  
LGBT Youth Scotland  
5/1 Mitchell House, Mitchell Street, Edinburgh, EH6 7BD  
[REDACTED] [gbtyouth.org.uk](mailto:gbtyouth.org.uk) | [www.lgbtyouth.org.uk](http://www.lgbtyouth.org.uk)

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With any quote, no matter what it's for, we run this by our comms team first for their view. Let me pass on this message as it might be useful for our comms team, perhaps the comms team



member who's in our Champion group, to have that open offer of chat with you so we can work through this together going forward with the Charter, thank you for your offer of support. So let us come back to you soon on this particular point.

To provide a positive update, we're all set up with our Champions group, have a shortlist of folks for the training and I am updating the rest of the manager's group tomorrow to gather further support.

With best wishes,  
Nik

---

From: [REDACTED] <[REDACTED]@lgbtyouth.org.uk>  
Sent: Monday, July 1, 2024 1:03 PM  
To: [REDACTED] <[REDACTED]@lochlomond-trossachs.org>  
Subject: Follow-Up & Social Media  
Hi [REDACTED]

Thanks for inviting me along for today, great session - feeling really positive about the conversation and all the potential changes to make places more welcoming.

I've just been messaged by the wonderful [REDACTED] in our Comms Team who was wanting me to ask if you'd be ok for us as an organisation to put something on our social media about us partnering together on the Charter? He saw that you'd posted on your own channels and received some pushback, we're keen to show our support and to make LGBTQ+ folks aware that you're working to become inclusive of them.

If you'd be happy for this just let me know and provide maybe a few lines about why you're doing the Charter and why inclusivity/accessibility is important for what you do.

You've been working in this space for some time so I'm aware you may already be familiar (unfortunately) with the vocal minority that only have negative things to say about inclusion. I'm here to support you. So if you ever need to chat it through, bounce ideas, or just take time for a coffee and to get something off your chest you're not alone - I'm here for you. Look after yourselves, and I hope you can keep sight of how important it is that you're doing this work. People respond to change in different ways and in a sense there's a hidden positive in that it tells you change for the better is clearly happening.

Thanks,  
Kind regards,  
[REDACTED]

[REDACTED]  
[REDACTED]  
LGBT Charter Development Officer  
LGBT Youth Scotland

5/1 Mitchell House, Mitchell Street, Edinburgh, EH6 7BD

[REDACTED] [lgbtyouth.org.uk](mailto:lgbtyouth.org.uk) / [www.lgbtyouth.org.uk](http://www.lgbtyouth.org.uk)

[REDACTED]  
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**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Video Guide - Accessing Portfolio  
**Date:** 19 June 2024 16:58:25

---

Hi Nik ,

Please see our video guide below for your LGBT Charter Portfolio and the LGBT Charter Resource Hub.

These are two separate online areas and access is managed separately.

[REDACTED] has requested that you gain access to: your LGBT Charter Portfolio.

You should have received an email inviting you to activate access, please do this within 7 days.

[https://www.youtube.com/watch?v=jA8n8L\\_8xuE](https://www.youtube.com/watch?v=jA8n8L_8xuE)

Introducing the LGBT Charter Hub



## Introducing the LGBT Charter Hub

LGBT Youth Scotland | 08:15 | 100 views | 3 years ago

[Open](#)

Kind regards,

[REDACTED]

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**From:** [REDACTED]  
**To:** [Nik Turner](#)  
**Subject:** [REDACTED] is inviting you to collaborate on Loch Lomond & The Trossachs National Park  
**Date:** 19 June 2024 16:56:51  
**Attachments:** [AttachedImage](#)  
[AttachedImage](#)  
[AttachedImage](#)  
[AttachedImage](#)



[REDACTED] shared a  
folder with you

You've been invited to access your LGBT Charter Portfolio. Please activate access within 7 days.



Loch Lomond & The Trossachs National Park



This link only works for the direct recipients of this message.

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**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Introduction  
**Date:** 10 June 2024 16:06:01  
**Attachments:** [Outlook-rov4iajg.png](#)

---

Hi folks,

Having discussed this with you both separately and got respective permissions, now making an introduction for you both to chat about your experiences with the LGBT Charter. Cairngorms have of course recently gained accreditation (well done!) and Loch Lomond have just recently started the journey. [REDACTED] has kindly agreed to share some Charter wisdom and I understand you've actually both met previously.

I'll let you folks connect and [REDACTED] if you need anything from us at LGBTYS you're always welcome to email me direct,

Kind regards,

[REDACTED]

[REDACTED]  
[REDACTED]  
LGBT Charter Development Officer  
LGBT Youth Scotland

5/1 Mitchell House, Mitchell Street, Edinburgh, EH6 7BD

[REDACTED] [lgbtyouth.org.uk](mailto:info@lgbtyouth.org.uk) | [www.lgbtyouth.org.uk](http://www.lgbtyouth.org.uk)

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The banner features a pink background with a large, stylized rainbow heart. On the left is the LGBT Youth Scotland logo. In the center, the text 'WE ARE PROUD BECAUSE' is displayed in large, colorful, blocky letters. On the right, the text reads: 'our young people give us hope for a better future. Support us this Pride and help make that a reality.' Below this is a circular icon with a right-pointing arrow and the text 'lgbtyouth.org.uk/donate'. At the bottom left, there are social media icons for Instagram, Facebook, and LinkedIn, followed by the text 'lgbtyouth.org.uk' and '@lgbtys'.

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From: [REDACTED]  
To: [REDACTED]  
Subject: RE: Charter - Organisation Structure  
Date: 06 June 2024 14:28:42  
Attachments: [image001.png](#)  
[image002.png](#)

Hi [REDACTED]

Thanks for the additional info and perspective. I've followed up on this and propose the following approach -

We proceed with the Charter at Bronze Level and this would cover the organisation. People from different departments would engage with the training and we would look for the evidence of other activities to be representative of the org where possible so having people from across the organisation helping deliver projects etc. Obviously our shared aim here is for YP to find your services accessible and inclusive so we'd try to centre this and make sure that they could realistically expect an equitable experience when they engage with your services.

The required training % at Bronze is 25% so 44 people out of 173 would need to complete the training. We'll make an exception and make the training available in two cohorts and there will be no additional fee for this. The overall number of included licences (100) remains the same but we could make them available across two months. I.e One month for folks who are available earlier on and then another month later on for the Rangers or anyone else needing access. We'd need to see 44 completions across those two cohorts overall rather than per cohort.

Does this sound ok to you?

Kind regards

[REDACTED]

From: [REDACTED]  
Sent: 05 June 2024 14:08  
To: [REDACTED]  
Subject: RE: Charter - Organisation Structure

WARNING: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi [REDACTED]

It's lovely to hear from you and many thanks for the mail. [REDACTED] and I have had a chance to chat through this, as we appreciate that there has been previous dialogue on the training query prior to you being assigned our Charter Manager.

The staff who we wish to prioritise the training for come from multiple departments, and as we wish the organisation to achieve the charter status, we feel it is more realistic if we aim for Bronze rather than silver. We are comfortable that we will have enough staff to complete the training to achieve the required target, but at this stage, and at this time of year which is peak visitor management season, we would probably struggle to get upwards of 80 staff through it.

The other issue we have is that we don't want to delay the training to try and get more staff through it when they have more capacity later in the year - as we feel that then delays the action planning process etc.

For context, we likely currently have 173 FTE staff. On reviewing the priority staff for the training, we are confident that we can achieve in the region 45 staff.

We also feel that aiming for Bronze in this initial year allows us to build a strong foundation that we can continue to embed and develop as core operational functions of our organisations values, and so having the organisation accredited rather than a department or team is our goal.

I hope this is understandable.

I have one final question from [REDACTED] around the enquiry regarding if we can potentially have our training licence managed in two blocks - so we can support our busy Ranger staff to complete it later in the season when they have more capacity?

I'm just finishing for today but back at the desk first thing tomorrow morning.

Thanks again

[REDACTED]  
Education and Inclusion Adviser  
**Loch Lomond & The Trossachs National Park**  
Direct: 01389 [REDACTED]  
[www.lochlomond-trossachs.org](http://www.lochlomond-trossachs.org)  
[www.twitter.com/lomondrossachs](https://www.twitter.com/lomondrossachs)  
[www.facebook.com/lomondrossachs](https://www.facebook.com/lomondrossachs)  
[Outdoor Learning Directory](#) - learning materials, grants and training provided by Scottish Government partners  
I'm a hybrid worker, based predominantly from home though in our Headquarters as required, with a preference for [REDACTED]

Certified Carbon Literate



From: [REDACTED]  
Sent: Monday, June 3, 2024 5:13 PM  
To: [REDACTED]  
Subject: Charter - Organisation Structure

Hi [REDACTED]

I've been following up on the key question from our recent meeting and thought I'd email about this before sending my meeting summary.

So having looked into this - my understanding is that the conversation you had previously with [REDACTED] centred around the accreditation covering your Equality & Diversity Team, which I think falls under your People department?

This was expected to be around 50 employees so would be well-within the 100 licence allocation. You would be welcome to include evidence from other teams but the portfolio and accreditation itself would centre on that smaller team/department scale. Key staff from other departments could also undertake training with the remaining licences within the same period even if not part of the core team being accredited.

Does that line up with what your understanding had been?

Kind regards,

[REDACTED]  
LGBT Charter Development Officer  
LGBT Youth Scotland  
5/1 Mitchell House, Mitchell Street, Edinburgh, EH6 7BD  
[gbyouth.org.uk](mailto:gbyouth.org.uk) | [www.lgbtyouth.org.uk](http://www.lgbtyouth.org.uk)

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**From:** [Nik Turner](#)  
**To:** [REDACTED] [lgbtyouth.org.uk](mailto:[REDACTED]@lgbtyouth.org.uk)  
**Cc:** [REDACTED]  
**Subject:** FW: Introductions from Loch Lomond and The Trossachs National Park.  
**Date:** 22 May 2024 12:24:05  
**Attachments:** [Agreement Sent Loch LomondThe Trossachs National Park 15.03.2024 SIGNED.docx](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)  
[image007.png](#)

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Hello [REDACTED]

Thanks for your time and expertise.

Please see the below from [REDACTED] with the highlighted sections specifically outlining the points on scope.

As mentioned, when having our original conversations we were lining up the following groups:

- My team, education, inclusion and volunteering
- Park For All cross-organisation EDI champions group
- The permanent Ranger Service, who deliver the majority of the learning / outreach sessions
- Front of house team, who are the first point of contact for phone/email enquiries

And is the main group of people we'd referred to when considering those who are involved with our EDI and engagement work. Combined this doesn't meet 50% of the workforce, but something we thought [REDACTED] had confirmed as OK for us even with an aim for silver, though completely appreciate back and forth via a couple calls and emails it's easy to cross wires. The concern is that we'd engaged / scoped at that level coming into the award, rather than doing more broad engagement for wider buy in. We are going to have a meeting with the Park for All group in 2 weeks' time so we can have that discussion about broadening the training opportunity, and likely there will be many others interested; it's just not something I would be able to 100% confirm now, and obviously this impacts whether we'd be eligible for bronze/silver. How much do you think not having that clarity now impacts our journey? Hopefully this all makes sense, if it would help to have a follow on call we can do that no problem.

Best wishes,

Nik

---

**From:** [REDACTED] <[REDACTED]@lgbtyouth.org.uk>  
**Sent:** Tuesday, March 19, 2024 12:10 PM  
**To:** Nik Turner <[REDACTED]@lochlomond-trossachs.org>  
**Cc:** [REDACTED] <[REDACTED]@lochlomond-trossachs.org>  
**Subject:** RE: Introductions from Loch Lomond and The Trossachs National Park.

Hi [REDACTED]

Thanks for reaching out to clarify – it's important we get this right to set ourselves up for success! I'll reply with this email as a written record so that you can digest everything, but also happy to have a follow-up call if useful.

Zooming out, one of the first things we need to decide is the parameters of the organisation that we are accrediting. As you can see from our training requirements, trying to train 50% of 500 staff within a national organisation is not possible within the 100 training licenses allocated to a new Charter client.

During the initial conversation with [REDACTED] we agreed that it would just be her department (forgive me, the name eludes me now) rather than the whole National Park Authority, as that particular department is most involved with the local community.

As for the accreditation levels, it's helpful to think of them as two separate 'ladders' – with Bronze/Silver/Gold following the expected trajectory on one 'ladder' and the Foundations accreditation being an entirely separate ladder for larger, umbrella organisations where we do not have the capacity to train all staff.

The Charter journey involves compiling a portfolio of evidence to demonstrate that a team, department, or organisation are operating against the established standards. The larger the scale of an organisation, the more diluted this portfolio becomes as there is a wider scope of evidence that can be submitted.

In answer to your questions:

- I am assuming that the % relates to the online platform completion rather than attendance at the live session (this bit from your email below: 2-2.5 hour online self-directed course, as the Live Action Planning Workshop is only for up to 25 staff)?
  - That's correct. The % relates to the online learning platform.
- Are these requirements sequential IE the whole senior management team must do the foundation training before progressing into bronze etc, or does going into one of the colours mean we can include management within the training %?
  - Think of them as the two separate ladders. The Foundations ladder is in place for large scale organisations whose workforce is too large for us to be able to train in one go. After



the accreditation has been awarded, it is valid for 3 years, so we do not recommend racing up the ladder and doing Bronze/Silver/Gold right away as the process changes and policies will take time to be implemented and embedded.

- Ali's said that we have been advised to go for silver, but if we don't meet these requirements, would we land on bronze? Noting the clause that if we don't meet the minimum training required as per 1.3 bulletpoint 3 we are required to schedule a second training course at cost. 50% is quite a commitment with our Full Time Equivalent staffing numbers.
  - Over the course of the 12 months, a Charter Manager will work with you to advise how to meet the standards for the level you decide. If, at the point of submission, the portfolio only meets the Bronze requirements despite aspiring for Silver, then Bronze would be awarded. The level you're aiming for will all be worked out right at the start so we can ensure you meet the training requirement during the window. We were talking about the department doing the accreditation rather than the entire organisation for this reason – we do not currently have the capacity to train hundreds of staff members.
- Do all staff need to complete the training within a 30 day window (as stated on the awareness training e-flyer previously shared)? Given different working patterns across teams this might be challenging if so.
  - This is our standard approach as we typically work with departments/organisations with up to about 150 staff. There is some room to be flexible and offer two months of access for a particularly large cohort, but again if we are accrediting the entire organisation we would be going for the Foundations level and that would only require senior management to complete the training (as it could then be cascaded down internally).

I appreciate that there's a lot of internal phrasing on our part and it's a lot to get your heard around wit the various levels and approaches. Essentially, we need to decide whether we're accrediting the entire National Park Authority or just the EDI Department. I strongly advise the EDI department going for the accreditation as this will not only solve the training issue but also mean the work undertaken will relate directly to your department. It will be possible to share resources with the wider staff team but they will not be required to submit anything as part of the accreditation.

Happy to call once you've digested this! My number is also in my signature.

Best wishes,

 - [why I share my pronouns](#)

Capacity Building Manager  
LGBT Youth Scotland  
(3/2) 30 Bell Street, Glasgow, G1 1LG

07518  |  [lgbtyouth.org.uk](mailto:info@lgbtyouth.org.uk) | [www.lgbtyouth.org.uk](http://www.lgbtyouth.org.uk)

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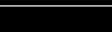
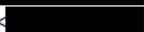


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From: Nik Turner <@lochlomond-trossachs.org>

Sent: Monday, March 18, 2024 9:17 AM

To:  <@lgbtyouth.org.uk>

Cc:  <@lochlomond-trossachs.org>

Subject: RE: Introductions from Loch Lomond and The Trossachs National Park.

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Good morning 

 has shared the below and on review I have a couple questions / points for clarification round the training commitment.

The letter states a minimum percentage of staff are required to complete the training. In the info pack previously submitted it states:

<sup>1</sup> Minimum required attendees at training sessions. Up to 100 online licences. Foundations: Senior Management Team. Bronze: 25% of staff team, Silver: 50%, Gold: 75%.

<sup>2</sup> Source – end evaluations carried out by organisations in 2021/22

- I am assuming that the % relates to the online platform completion rather than attendance at the

live session (this bit from your email below: 2-2.5 hour online self-directed course, as the Live Action Planning Workshop is only for up to 25 staff)?

- Are these requirements sequential IE the whole senior management team must do the foundation training before progressing into bronze etc, or does going into one of the colours mean we can include management within the training %?
- Ali's said that we have been advised to go for silver, but if we don't meet these requirements, would we land on bronze? Noting the clause that if we don't meet the minimum training required as per 1.3 bulletpoint 3 we are required to schedule a second training course at cost. 50% is quite a commitment with our Full Time Equivalent staffing numbers.
- Do all staff need to complete the training within a 30 day window (as stated on the awareness training e-flyer previously shared)? Given different working patterns across teams this might be challenging if so.

Happy to chat if that's easier, my number is in my signature below.

Best wishes

Nik

**Nik Turner (she/her)**

**Behaviour Change Manager**

**Managing the Education, Inclusion and Volunteering Team**

**Loch Lomond & The Trossachs National Park**

Direct: 01389 [REDACTED]

[www.lochlomond-trossachs.org](http://www.lochlomond-trossachs.org)

[www.twitter.com/lomondtrossachs](https://www.twitter.com/lomondtrossachs)

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**From:** [REDACTED] <[REDACTED]@lgbtyouth.org.uk>

**Sent:** Friday, March 15, 2024 11:01 AM

**To:** [REDACTED] <[REDACTED]@lochlomond-trossachs.org>

**Subject:** RE: Introductions from Loch Lomond and The Trossachs National Park.

Hi [REDACTED]

It feels like we blinked and it's already March! Thanks for getting back to me and with such positive news. Really pleased to hear that the presentation went well and there's so much enthusiasm across the org for taking part in our Charter programme.

Below is our standard sign-up response email; if we can get the paperwork sorted before the end of March, and payment sent over in April, we can assign a Charter Manager to work with you from mid-April and from there they will be in touch to arrange the first meeting and kickstart the project! Attached is your LGBT Charter Agreement. This agreement outlines what the LGBT Charter is, the commitments from both sides, and what your fee includes. Based on your annual income, the fee for the award you are applying for is £1,750. Please note that VAT will be added to this price, as we are a VAT registered company. **We kindly ask that you read, sign, and return your agreement to us as soon as possible.**

Once this has been returned, we will process and send over an invoice for payment. After receipt of payment, we will introduce you to your LGBT Charter Manager.

Your LGBT Charter Manager will be your point of contact, and they will guide you through your LGBT Charter journey, providing you with support from start to finish.

Once you have been allocated an LGBT Charter Manager, the next steps are as follows.

- **Granting you access to the LGBT Charter Hub:**
  - The LGBT Charter Hub is a resource hub which you will have access to throughout your Charter journey, as well as for the duration of your Charter Award. It's brimming with examples of good practice, helpful guides, and templates
  - You will receive an invitation via email from SharePoint giving you access to the LGBT Charter Hub when we introduce you to your LGBT Charter Manager
- **Setting up your Online Evidence Portfolio:**
  - We will create an online folder where you will upload and submit all your supporting evidence for your LGBT Charter Award
  - You will receive an invitation via email from SharePoint giving you access to this portfolio when we introduce you to your LGBT Charter Manager
- **Scheduling your Online Training:**

- Your Charter Manager will explain the training process in your introductory meeting together. The training consists of a 2-2.5 hour online self-directed course, followed by a Live Action Planning Workshop (for up to 25 staff)
- After your introductory meeting with your Charter Manager, we will be in touch to schedule your online training and Live Action Planning Workshop

In the meantime, if you have any questions, please do get in touch.

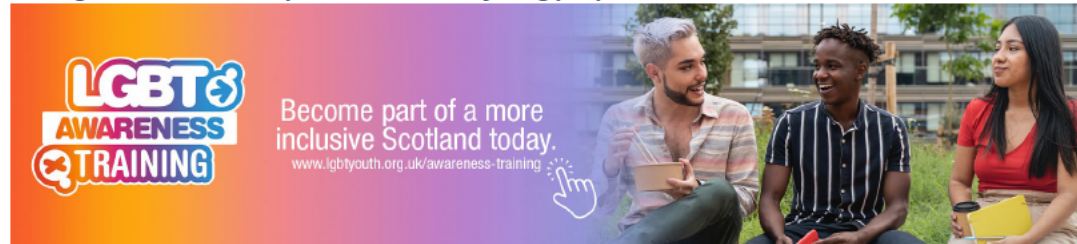
Best wishes,

[REDACTED] - [why I share my pronouns](#)

Capacity Building Manager  
LGBT Youth Scotland  
(3/2) 30 Bell Street, Glasgow, G1 1LG

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British

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From: [REDACTED] <[REDACTED]@lochlomond-trossachs.org>

Sent: Thursday, March 14, 2024 10:41 AM

To: [REDACTED] <[REDACTED]@lgbtyouth.org.uk>

Subject: RE: Introductions from Loch Lomond and The Trossachs National Park.

Importance: High

**WARNING:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi [REDACTED]

First of all please accept my apologies for the delays in getting back to you. It's been a bit of a whirlwind here, but that's no excuse!

I successfully presented the opportunity for the National Park to participate in working towards achieving charter status at the Park for All meeting last week. We gave the group up to today to feedback their thoughts, with those who did respond all approving the proposal which is fantastic.

We also had to check in with the finance team about signing up this financial year, but starting the work next year (April onwards). They have come back to say that this has been approved. So, all systems go which I am thrilled about.

I have completed the online registration form now and my manager Nik is currently getting a Purchase Order progressed so we will have a PO number for an invoice – as we hurtle towards the final payment runs at the end of March!

Let me know if there is anything else I need to action at the moment. I really am thrilled we have got the approval. Although it has taken a long time to make it to this stage, now we have it agreed, we can move forward and look ahead which is the exciting bit!

Thanks for your patience.

Cheers

[REDACTED]  
[REDACTED]  
Education and Inclusion Adviser  
**Loch Lomond & The Trossachs National Park**  
Direct: 01389 [REDACTED]  
[www.lochlomond-trossachs.org](#)  
[www.twitter.com/lomondrossachs](#)  
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[REDACTED] [REDACTED]



Certified Carbon Literate



From: [REDACTED] <[REDACTED]@lgbtyouth.org.uk>

Sent: Thursday, February 8, 2024 2:46 PM

To: [REDACTED] <[REDACTED]@lochlomond-trossachs.org>

Cc: [REDACTED]

Subject: RE: Introductions from Loch Lomond and The Trossachs National Park.

Hi [REDACTED]

Thanks for reaching out – [REDACTED]

Great to hear of your updates and the upcoming meeting on 6<sup>th</sup> March. I wonder if having a copy of our Charter Agreement would be beneficial in advance of the meeting so that members of the group can see the concrete commitments involved?

The Charter Agreement is essentially the contract which outlines each of our organisation's responsibilities within the Charter programme (cost, timeframe, training etc.). Our typical sign-up process involves issuing the Agreement, having it signed and returned, then issuing the invoice for payment. Once payment is received, we allocate you to a Charter Manager who will introduce themselves and kick things off with an initial meeting. If we can draw up the paperwork for the Agreement now, it will mean we can move quickly after 6<sup>th</sup> March to get you started.

To draw up the Agreement, all I'd need is some contact info and details from yourself about the organisation. The easiest way to share that is to fill out our sign-up form on [this webpage](#).

I can totally respect waiting until after the meeting on 6<sup>th</sup> March to start the paperwork, but if you'd like a concrete offer and description of what the Charter is to be able share with staff, then let me know and we can put it in place ready for the meeting.

Best wishes,

[REDACTED] - [why I share my pronouns](#)

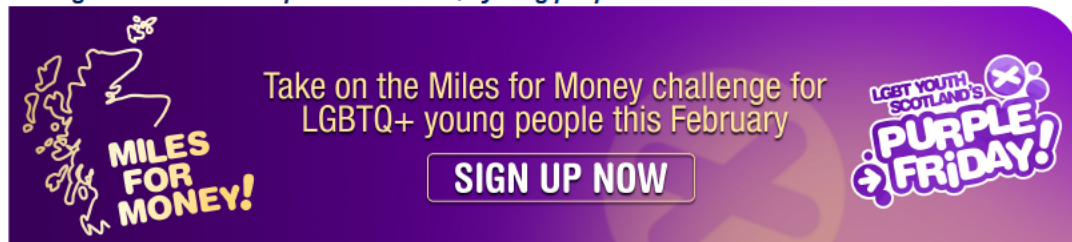
General Charter Manager

LGBT Youth Scotland

(3/2) 30 Bell Street, Glasgow, G1 1LG

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From: [REDACTED] <[REDACTED]@lochlomond-trossachs.org>

Sent: Tuesday, February 6, 2024 10:08 AM

To: [REDACTED] <[REDACTED]@lgbtyouth.org.uk>

Cc: [REDACTED]

Subject: RE: Introductions from Loch Lomond and The Trossachs National Park.

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Hi [REDACTED]

I hope you are well. I just wanted to share our current position with you to keep you informed of our (slow) progress with getting the agreement to sign up to the Charter.

[REDACTED] our manager, has liaised with our HR and Head of Service for our People / Place services who have asked that this opportunity is put on the Agenda for our next internal EDI group (Park for All) meeting, which is currently scheduled for 6<sup>th</sup> March.

I am hopeful for a speedy turn around after getting the approval to proceed from the group after that meeting, just so you are aware of timescales.

Sorry for my lack of update since I last emailed you, [REDACTED]  
[REDACTED] just getting the chance to catch up on the backlog of messages.

If there is anything else I can do to assist prior to the 6<sup>th</sup> March meeting please do let me know.

Thanks

[REDACTED]  
[REDACTED]  
**Education and Inclusion Adviser**  
**Loch Lomond & The Trossachs National Park**

Direct: 01389 [REDACTED]

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From: [REDACTED]

Sent: Tuesday, January 16, 2024 3:02 PM

To: [REDACTED] <[REDACTED]@lgbtyouth.org.uk>

Cc: [REDACTED]

Subject: RE: Introductions from Loch Lomond and The Trossachs National Park.

Hi [REDACTED]

Great to hear from you, and no, not too late to say HNY and hope you got off to a great start!

Thanks for sharing the new link, I'm just finishing up for today but will have a look at it tomorrow. Nik, our manager has returned from [REDACTED] so [REDACTED] and I had the chance to get her up to speed on our meeting and all the positive discussion on the National Park signing up for the charter framework. I have put this as a key outcome for our Inclusion priorities for the year ahead, and I know Nik is reviewing this currently.

We are also all have a look at our budgets, and in particular, any underspend we have this FY to allocate to the charter, so this needs to happen initially prior to us confirming our next steps. We are all very supportive however, so it's just a matter of timeframe and processes. Hopefully I'll have an update on all of this for you soon though.

Thanks

[REDACTED]  
[REDACTED]  
**Education and Inclusion Adviser**  
**Loch Lomond & The Trossachs National Park**

Direct: 01389 [REDACTED]

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From: [REDACTED] <[REDACTED]@lgbtyouth.org.uk>

Sent: Tuesday, January 16, 2024 2:15 PM

To: [REDACTED] <[REDACTED]@lochlomond-trossachs.org>

Cc: [REDACTED]