



City of
Amsterdam



Implementation
Pink agenda

Amsterdam, November 2015

City of Amsterdam

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Department of Citizenship and Diversity
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Complete text of 'Roze Stembusakkoord' electoral agreement, Amsterdam 2014

Foreword

Amsterdam, the city with room for everyone, regardless of sexual orientation or sexual or gender identity. A safe city where it is good to grow up, and a place where you can grow older in peace. Much has already been done in the past, but there is still plenty to do. Earlier this year we, the City of Amsterdam and its partners, wrote the 'Roze Agenda 2015-2018' ('pink agenda'). This contained the focus for Amsterdam's LGBTI policies. This focus has been set out in more detail in an implementation plan that includes specific courses of action. The plan looks at six specific LGBTI groups – transgenders, lesbian and bisexual women, refugees, bicultural LGBTIs, 'pink' elderly people, and people with an intersex condition.

The focus on the latter group is a new development. Knowledge of this topic is still lacking, to some extent. There is still much ignorance and sensitivity about the group. For now, though, the group has been included in the various policy measures already. At the same time, much effort is going into creating specific policies designed to provide better support to the group in their emancipation process. Another group that is currently very much in the spotlight is that of refugees. Refugees arrive in a foreign country with a great deal of uncertainty for the future. Those with an LGBTI background have additional baggage to carry, and deserve extra attention, both where they are accommodated and later on.

Making a tolerant and safe city is something we do together, young and old. It is never too early to press home this notion. Flemish poet Georges van Acker nicely articulated this: "*Youth is the whirlwind of life.*" Young people in Amsterdam need to understand that being different is the most natural thing in the world, but more than that, this is the very thing that enhances the beauty of our city. This is something they should learn at school, when playing sports, in museums, and at home. Diversity is everywhere.

It is for this reason that the new LGBTI policy has been embedded into no fewer than nine different policy areas. This highlights the fact that our 'pink policy' is not a separate entity, divorced from other areas. It concerns such matters as safety, education, elderly care, youth care, sports, art, and culture. Inside and outside the city, links are being created with all these fields to ensure that Amsterdam will continue to be one of the most progressive cities in Europe in the future. And the evidence is there for all to see – starting in 2016 during the Netherlands' Presidency of the EU, and with Amsterdam hosting EuroPride and Roze Zaterdag.

It will be clear to anyone living far beyond the city's boundaries that Amsterdam is one of the greatest Rainbow Cities in the world. This is something we are doing both with each other and for each other.

Simone Kukenheim

Alderman for Education, Youth, and Diversity

Summary

The summary is intended for readers who wish to gain an idea of the main items in the plan. The summary consists partly of compressed parts of the text and partly of text that has been lifted in its entirety from the plan.

Amsterdam belongs to everyone

On 17 March 2014, the GroenLinks, CDA, D66, PvdA, Red Amsterdam, SP, Trots, and VVD political parties signed the **Roze Stembusakkoord Amsterdam 2014 electoral agreement**. The 'Roze Stembusakkoord' was the direct trigger for the drawing up of a new Pink Agenda and the implementation plan. This implementation plan is a collaborative arrangement between the City and its partners. It is based on many discussions and several meetings with LGBTI representatives and organisations, general bodies, council members, and officials.

The implementation plan contains the measures for carrying out the Pink Agenda 2015-2018. With the plan, the college of mayor and alderpersons is seeking to enable everyone in Amsterdam, regardless of sexual orientation or sexual or gender identity, to live in a safe and tolerant environment. As the title of the Amsterdam coalition agreement 2014-2018 says: 'Amsterdam belongs to everyone.' The 'Roze Stembusakkoord' electoral agreement serves as a guideline in the battle against discrimination against LGBTI individuals in Amsterdam.

For many years now, LGBTI policies in Amsterdam have been among the most progressive in the Netherlands. At international level, too, Amsterdam is one of the most progressive cities, with a strong focus on human and LGBTI rights. In 2011, Amsterdam received the biennial Movisie Prize for the council with the best LGBTI emancipation policies. In 2014, Amsterdam was mentioned by Movisie as an example of how to focus attention on a structural basis on the position of LGBTI citizens in the context of city council policy. During the same year, the Netherlands rose to fourth place on the ILGA Europe Rainbow Index 2014. Maintaining these achievements requires hard work. That means that we, as the City, have to maintain and strengthen our ambitions, together with our partners.

Social acceptance as a key aim

The aim of the implementation plan is to secure a high level of social acceptance of LGBTIs. This means having a safe living environment, anchoring the focus on LGBTI in the policies of organisations, and that LGBTIs should be visible and resilient.

Focus on implementation

This implementation plan is firmly rooted in the Amsterdam version, as the LGBTI policy has been in force for many decades now. We are continuing with the existing policy, but the purpose of this plan is to give it renewed focus. What extra efforts will we be making and are there any measures that need to be revised or updated? This plan contains the answers to these questions. As the plan is implemented, we will be monitoring and measuring its results and effects.

The plan largely follows the outline of the Pink Agenda 2015-2018. We are placing a particular focus on six specific LGBTI groups who are especially vulnerable or not yet sufficiently visible. That means priority for transgenders, lesbian and bisexual women, refugees, bicultural LGBTIs, 'pink' elderly people, and people with an intersex condition. The focus on the latter group is fairly new. We have not yet determined the details of the policy on this matter, and there is no clear intersex representative body in Amsterdam either. LGBTI policy is about integral policy. Because of the wide scope of the policy, the measures cover a range of areas. Healthcare and Social Services have not been included in the Pink Agenda 2015-2018 but they do feature in the plan, as attention is still definitely needed in these areas.

The implementation of the plan has been divided into nine areas, namely:

- Safety
- Education
- Youth
- Diversity
- Care and Welfare
- Healthcare and Social Services
- Sports
- Work and the Economy
- Culture and Information

Amsterdam is investing in new and existing measures

Their implementation involves efforts on the part of the City *and* LGBTI and other social bodies. During the next few years, the college of mayor and alderpersons will be using regular budgets and a specially dedicated budget to carry out investments aimed at achieving these ambitions. This will largely involve existing measures, although some new ones will be added. The most important of the existing and new ones will be:

- An innovative approach towards raising the willingness among LGBTIs to report incidents and crimes.
- Information and the promotion of expert knowledge in education and youth work
- A boost to the teaching of LGBTI issues in senior secondary vocational education (MBO)
- Plan of action on the teaching of LGBTI issues in schools (including programme criteria, in-depth coverage)
- Embedding LGBTI policies in education, sports, care, and welfare
- Online forums / social media for LGBTI senior citizens and young people
- LGBTI networks with theme-based meetings and mutual dialogue: transgender employees, people with an intersex condition, lesbian and bisexual women, refugees, LGBTIs with chronic illnesses and who have a disability, caregivers
- Expansion of Shelter City, accommodation and assistance for LGBTI and human rights activists
- International collaboration, through the Rainbow Cities Network, for example
- Focus on good LGBTI employership, aimed at transgenders and others
- LGBTI component in the Age Friendly City (WHO) concept
- Tailored healthcare and psychosocial social services, based on signals and research
- Deployment of Veilig Sport Klimaat ('Safe Sports Climate') project manager, of which LGBTI acceptance is a component
- LGBTI component at large and small-scale events
- Visibility of specific LGBTI history (such as HIV in the 1980s, Amsterdam LGBTI history), through in-depth cooperation with museums, for example
- Participation in 'Dutch Government Pride', research into experiences of LGBTIs in the organisation
- Research into LGBTI themes and measuring the effects of this implementation plan

In four years' time

The 'Roze Stembusakkoord' 2014 referred to Amsterdam as being among the undisputed leading cities for decades in terms of acceptance and tolerance of lesbian women, gay men, bisexuals, and persons who are transgender. Through this agreement, the political parties have expressed their commitment to further strengthening the position of Amsterdam as a 'pink' city over the next four years. The aim is to achieve a visible improvement in four years' time in relation to the subjects mentioned in the 'Stembusakkoord' electoral agreement. The following effects are the most important, as they give a major boost towards embedding the aims or towards having a long-term impact.

- The safety of LGBTIs has improved, and they are now more willing to report incidents and crimes.
- The social acceptance of LGBTIs is now also better than was the case in the past.
- There is a greater awareness among young people and adults of the broad spectrum of LGBTIs, with a particular knowledge about transgenders and people with an intersex condition.
- More schools, more care institutions, and more sports associations now have a more safe and tolerant climate as a result of having incorporated LGBTI in their policies and by training their professional members.
- The bodies representing the interests of the individual LGBTI groups are now much better organised collectively than was the case until recently, with networks with clear representation.
- Healthcare, care and the social services operate in close alignment with the various LGTBI groups and their health is showing an improvement.
- More employers (in the education, welfare, care, and sports sectors) now have a specific LGBTI component in their employee policies and Amsterdam itself is setting a good example in this respect.
- The LGBTI component is increasingly becoming an integral part of large and small-scale events.
- The visibility of LGBTIs in the city has grown and the city's inhabitants are now more aware of specific LGBTI themes.
- Research is being translated into proper LGBTI policies (such as in relation to young homeless people, people with an intersex condition), while the effects of measures for LGBTIs in Amsterdam are being measured.
- The city government organisation is LGBTI-friendly.

Complex context

The societal context of LGBTI policy is extensive and complex. This is partly because LGBTIs are not a homogenous group. Lesbian and bisexual women are different to gay men. Transgenders are not the same as people with an intersex condition. The levels of LGBTI emancipation also vary from one area to another. The same is true of the degree of social acceptance in the city. In some districts, people are less accepting than elsewhere, because certain population groups have lower levels of acceptance than others. Social acceptance is relatively high in the Centrum district. There is therefore a greater urgency to take LGBTI measures in some districts than in others. In order to create greater cohesion on the ground, the City will continue to actively create and maintain links and act as a facilitator. The City is setting up an urban platform. It will consist of various LGBTI subnetworks, including at district level. Amsterdam will also push for greater international exchanges, such as through the Rainbow Cities Network.

Monitor and research

A monitoring system will be set up to keep track of every course of action and measure taken. This will serve as a basis for drawing up evaluations. The City is also going to measure specific effects in various fields. The Amsterdam Pink Panel will be able to research the various fields with the help of a baseline measurement and subsequent comparative measurements to see if any improvements or progress have been made. We will also be compiling a research agenda on LGBTI themes, and an annual report will be drawn up using the monitoring system, evaluations, research, and other measurements.

Amsterdam is itself setting a good example

The City of Amsterdam wishes to be an inclusive organisation, and this is very clearly reflected in its new and recently adopted employee policy. The aim is to be an organisation that makes allowances for differences and which uses the power of the diversity of its employees to achieve better results. Amsterdam recognises that a number of specific groups currently need extra attention in the organisation. Against that background, some of the ways in which we are developing the LGBTI component are involving the external LGBTI network and the City's 'pink network', and by strengthening inclusivity in communication messages put out by the City.

Introduction

From 'ROZE STEMBUSAKKOORD 2014' electoral agreement

For many decades, Amsterdam has been among the undisputed leading cities in terms of acceptance and tolerance of lesbian women, gay men, bisexuals, and transgenders. This position is not something that has simply happened of its own accord. In the next four years, too, we are committed to further strengthening the position of Amsterdam as a 'pink' city. That means continuing the fight against intolerance and discrimination. The freedom to be yourself in Amsterdam is something we must protect and fight for. After all, Amsterdam belongs to us all. There are many measures that all the political parties are agreed upon. With the agreement, we are committing ourselves to supporting these measures in the city council and to making them a priority. That is because these measures extend beyond any ideological differences and are of importance to everyone in Amsterdam."

<http://www.coc.nl/wp-content/uploads/2014/06/Roze-Stembusakkoord-Amsterdam-2014.pdf>

On 17 March 2014, the GroenLinks, CDA, D66, PvdA, Red Amsterdam, SP, Trots, and VVD political parties signed the Roze Stembusakkoord Amsterdam 2014 electoral agreement. At the initiative of GroenLinks, the political parties reached agreement on the policies to be pursued in various 'pink' fields even before the city council elections had taken place. The 'Roze Stembusakkoord' electoral agreement was the direct trigger for the drawing up of a new Pink Agenda and the implementation plan.

Amsterdam belongs to everyone

The implementation plan contains the measures for carrying out the Pink Agenda 2015-2018. With the plan, the college of mayor and alderpersons is seeking to enable everyone in Amsterdam, regardless of sexual orientation or sexual or gender identity, to live in a safe and tolerant environment. As the title of the Amsterdam coalition agreement 2014-2018 says, 'Amsterdam belongs to everyone.'

For many years now, LGBTI policies in Amsterdam have been among the most progressive in the Netherlands. At international level, too, Amsterdam is one of the most progressive cities, with a strong focus on human and LGBTI rights. In 2011, Amsterdam received the biennial Movisie Prize for the council with the best LGBTI emancipation policies. In 2014, Amsterdam was mentioned by Movisie as an example of how to focus attention on a structural basis on the position of LGBTI citizens in the context of city council policy. During the same year, the Netherlands rose to fourth place on the ILGA Europe Rainbow Index 2014. Maintaining these achievements requires hard work. That means that we, as the City, have to maintain and strengthen our ambitions, together with our partners.

LGBTI policy concerns everyone, LGBTIs and non-LGBTIs alike. It covers all aspects of life, including the links between and overlapping areas of each aspect, such as a safe sports climate, anti-discrimination policies, and women's emancipation. The implementation of the policy involves efforts and investments on the part of the City *and* LGBTI and other social bodies.

Sexual and gender diversity

Amsterdam is seeking to achieve sexual and gender diversity in the broadest sense. The abbreviation LGBTI stands for Lesbian, Gay, Bisexual, Transgender, and Intersex. We use the abbreviation for the sake of the reader, but the group is actually wider than this. We aim for acceptance of diversity of sexual orientation, gender identity, and gender expression in the broadest sense. By that, we also mean people who describe themselves as 'questioning', 'queer' or 'asexual'.

Pink Agenda 2015-2018 memorandum

The Pink Agenda meeting took place on 12 February 2015 in the Rode Hoed, attended by 150 different LGBT organisations, and representatives of city district councils, the city executive, and officials. During the meeting, different working groups were set up to establish the priorities for the urban parameters of the Pink Agenda. The 'Pink Agenda 2015-2018' memorandum was discussed in the Youth and Culture committee of the council on 21 May 2015. The committee stated its desire to see a more detailed version in an implementation agenda.

Creation of the implementation plan

Like the Pink Agenda, the implementation plan is a collaborative arrangement between the City and its partners. It was created with contributions from LGBTI representatives, general organisations, council members, and officials. Extra meetings have been organised for the implementation plan for those at the meeting on 12 February 2015 who had stated their willingness to be actively involved and for council members to add their input too.

Focus on implementation

This implementation plan is firmly rooted in the Amsterdam version, as the LGBTI policy has been in force for many decades now. We are continuing with the existing policy, but the purpose of this plan is to give it renewed focus. What extra efforts will we be making and are there any measures that need to be revised or updated? This plan contains the answers to these questions. As the plan is implemented, we will be monitoring and measuring its results and effects.

The plan largely follows the focus of the Pink Agenda 2015-2018. We are placing a particular focus on six specific LGBTI groups who are especially vulnerable or not yet sufficiently visible. That means priority will be given to six specific LGBTI groups – transgenders, lesbian and bisexual women, refugees, bicultural LGBTIs, 'pink' elderly people, and people with an intersex condition. The focus on the latter group is fairly new. We have not yet determined the details of the policy on this matter, and there is no clear intersex representative body in Amsterdam either. LGBTI policy is about integral policy. Because of the wide scope of the policy, the measures cover a range of areas. Healthcare and Social Services have been included in the plan, as attention is still definitely needed in these areas. We also state what we as a City are doing in order to set a good example.

2016: a special year

2016 will be a special year for Amsterdam. The LGBTI high point will be EuroPride. Instead of a Gay Pride event lasting nine days, the international festivities will be spread over fifteen days. Other specific LGBTI events in Amsterdam will be the Transgender Health world conference and 'Roze Zaterdag' in Amsterdam. There will also be other large-scale international events. During the first six months of the year the Netherlands will hold the Presidency of the EU, as a result of which Amsterdam will be hosting various international meetings. The city will also be the setting for the European Athletics Championships in 2016.

Structure of this report

The first chapter sets out the parameters and context of the implementation plan. The policy is not new; it dates from the 1980s. In this chapter, we look at the ambitions and give an overview of the most important measures and the intended results and effects.

Chapter Two is the heart of the implementation plan. It features nine different fields – safety, education, youth, diversity, care and welfare, healthcare and social services, sports, the economy and work, and culture and information. We set out what we want to achieve in each, what we are already doing, and what we intend to do. We are dividing up the measures we are taking into those we are continuing, those we are going to intensify, and those that are new.

The third chapter describes how the implementation plan is going to be carried out, with a special focus on monitoring and the measuring of effects. We conclude the chapter with a description of what the City of Amsterdam is seeking to achieve in order to be an inclusive organisation.

The fourth and final chapter deals with the financial aspects. Because of the areas of interface between the various portfolios of the main city council and the district councils, and because of the embedding of LGBTI in the different areas, most LGBTI measures form part of the regular budget. The Diversity budget is used in relevant cases for developments in other areas. For this reason, we are only showing the LGBTI budget of the Diversity portfolio.

The measures have been ranked in the appendices, as has the whole text of the 'Roze Stembusakkoord 2014', together with an overview of the sources that have been used.

LGBT or LGBTI?

LGBT stands for Lesbian, Gay, Bisexual and Transgender. The City is proposing that the 'I' for intersex be added to this. In the near future, we will be developing the relevant policy for this – a sign that people with an intersex condition can feel welcome in Amsterdam. By LGBTI, we also mean people who describe themselves as 'questioning', 'queer' or 'asexual'.

1. Framework and context

A free city

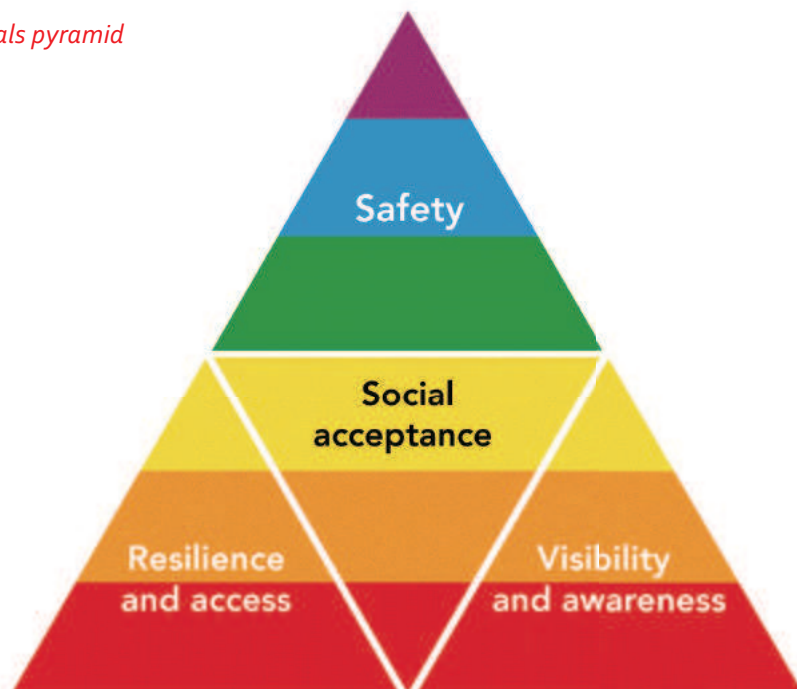
This implementation plan should be placed in the specific context of a free city like Amsterdam, in a country like the Netherlands, in which certain rights that have been gained for LGBTIs have become the norm. These include the world's first 'Homomonument' memorial, in Amsterdam (1987), the Amsterdam Gay Pride since 1996, the first gay marriage in the world, which was performed in Amsterdam (2001), and the possibility for same-sex partners to adopt (2009). The annual reception of international LGBTI activists during Gay Pride is also an important pillar, as is the accommodation of the guests at the recently launched Shelter City.

On the other hand, the recent survey by the Netherlands Institute for Social Research (Kuypers, 2015), 'Wel trouwen, niet zoenen', shows a rather contrasting picture. Compared to other countries, the climate in the Netherlands is tolerant. However, the survey shows that the majority of the population in the country has no problems with LGBTIs, but that there is a large group who are not comfortable with how LGBTI sometimes express themselves. There are also still significant differences between population groups in Dutch society when it comes to LGBTI acceptance.

Social acceptance as a key aim

The aim of the implementation plan is a high level of social acceptance of LGBTIs. This means having a safe living environment, anchoring the focus on LGBTI in the policies of organisations, and that LGBTIs should be visible and resilient.

Figure 1: Goals pyramid



Three sub-goals

1. Safety: Amsterdam offers LGBTIs a safe living environment.
2. Resilience and access: LGBTIs are resilient and are able to cope well in society.
3. Visibility and awareness: LGBTIs are visible in the city and the people of Amsterdam are aware of LGBTI themes.

Here is an overview of goals for each policy area:

- Safety: A safe social environment for LGBTIs, on the streets and in their neighbourhoods
- Education: A safe and tolerant school climate with a high level of LGBTI acceptance
- Youth: Acceptance of sexual diversity and gender diversity among young people, as part of an inclusive youth community
- Diversity: A tolerant social environment among all LGBTI groups, regardless of background or culture
- Care and welfare: Care and welfare amenities to be attuned to the needs of LGBTIs: improving access, conduct and well-being
- Healthcare and Social Services: Healthcare and social services amenities to be attuned to the needs of LGBTIs – improving access, conduct, and health
- Sports: A safe sports climate, including for LGBTIs
- Work and the economy: Room for LGBTIs during events and an LGBTI-friendly business and employment climate
- Culture and information: Permanent visibility of LGBTIs

Amsterdam is investing in new and existing measures

Their implementation involves efforts on the part of the City *and* LGBTI and other social bodies. During the next few years, the college of mayor and alderpersons will be using regular budgets and a specially dedicated budget to carry out investments aimed at achieving these ambitions. This will largely involve existing measures, although some new ones will be added. The most important of the existing and new ones will be:

- An innovative approach towards raising the willingness among LGBTIs to report incidents and crimes.
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- A boost to the teaching of LGBTI issues in senior secondary vocational education (MBO)
- Plan of action on the teaching of LGBTI issues in schools (including programme criteria, in-depth coverage)
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- LGBTI component at large and small-scale events

- Visibility of specific LGBTI history (such as HIV in the 1980s, Amsterdam LGBTI history), through in-depth cooperation with museums, for example
- Participation in 'Dutch Government Pride', research into experiences of LGBTIs in the organisation
- Research into LGBTI themes and measuring the effects of this implementation plan

In four years' time

The 'Roze Stembusakkoord' 2014 referred to Amsterdam as being among the undisputed leading cities for decades in terms of acceptance and tolerance of lesbian women, gay men, bisexuals, and persons who are transgender. Through this agreement, the political parties have expressed their commitment to further strengthening the position of Amsterdam as a 'pink' city over the next four years. The aim is to achieve a visible improvement in four years' time in relation to the subjects mentioned in the 'Stembusakkoord' electoral agreement. The following effects are the most important, as they give a major boost towards embedding the aims or towards having a long-term impact.

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- The social acceptance of LGBTIs is now also better than was the case in the past.
- There is a greater awareness among young people and adults of the broad spectrum of LGBTIs, with a particular knowledge about transgenders and people with an intersex condition.
- More schools, more care institutions, and more sports associations now have a more safe and tolerant climate as a result of having incorporated LGBTI in their policies and by training their professional members.
- The bodies representing the interests of the individual LGBTI groups are now much better organised collectively than was the case until recently, with networks with clear representation.
- Healthcare, care and the social services operate in close alignment with the various LGTBI groups and their health is showing an improvement.
- More employers (in the education, welfare, care, and sports sectors) now have a specific LGBTI component in their employee policies and Amsterdam itself is setting a good example in this respect.
- The LGBTI component is increasingly becoming an integral part of large and small-scale events.
- The visibility of LGBTIs in the city has grown and the city's inhabitants are now more aware of specific LGBTI themes.
- Research is being translated into proper LGBTI policies (such as in relation to young homeless people, people with an intersex condition), while the effects of measures for LGBTIs in Amsterdam are being measured.
- The city government organisation is LGBTI-friendly.

2. Implementation for each policy area

In the Pink Agenda 2015-2018, visibility was set out as a separate theme for lesbian women, LGBTI senior citizens, and transgenders. There was also a strong focus on refugees, bicultural LGBTIs, and people with an intersex condition. In this implementation plan, the focus on these six groups has been included in various policy areas, not separately. However, it must be emphasised that this does not diminish the specific focus on these groups.

The implementation plan concerns integral policy and covers nine areas. Unlike in the Pink Agenda, healthcare and the social services have been included as an addition. Almost every measure in the Pink Agenda features in this implementation plan. There are a few proposals that have been set out differently. For example, the proposal for one single point of contact in the city on safety for LGBTIs has not been taken literally, but instead 'translated' to existing points of contact. The Pink Agenda contained the City of Amsterdam's intention to include a quota for transgenders. This is symbolic and has been translated into measures for LGBTIs and others for the purpose of making the City of Amsterdam an inclusive organisation.

In every policy area, the following questions have been asked:

- ✓ *What do we want to achieve?*
- ✓ *What are we already doing?*
- ✓ *What are we going to continue, to do with greater intensity, and start doing?*



The sequence of the policy areas is based on the City's programme budget.



Safety

What do we want to achieve?

A safe social environment for LGBTIs

Given the crimes of which LGBTIs are regularly victims – discrimination, offensive behaviour, assault, and harassment in their residential environments – it is important to maintain the focus on a safe social environment. The safety partners in Amsterdam are committed to this; the police and the Public Prosecution Service are placing extra emphasis on investigating and prosecuting criminal offences where the victim is LGBTI. The Public Prosecution Service is also demanding more severe punishments in cases of violence against LGBTIs. The overall scale of the safety problem for LGBTIs is difficult to judge, partly because of the reluctance of people to report incidents and crimes. This itself is due to shame, previous experiences when reporting crimes, or how victims may be perceived. This is especially true of certain groups of LGBTIs, such as male or transgender sex workers, who are even less willing to report crimes because of the secretive nature of their work. Raising people's willingness to report incidents and crimes is a safety priority. In addition, a thorough analysis is needed in order to gain clear information about incidents, complaints, and reports of crime: what is the scope of the problem, what is Amsterdam good at (compared to other cities), and what could be improved? This requires research into other sources of information that could be used to give us a clearer picture of the problems.

Point 2 from 'Roze Stembusakkoord 2014': Safety and social acceptance of LGBTs

Discrimination and violence due to sexual or gender diversity is hardly ever punished. This is due not just to the difficulty of providing solid proof, but also the fact that many victims do not report crimes at all. Rapid action after receiving reports of discriminatory violence, threats, or intimidation should be given priority by both the police and the Public Prosecution Service. There are still too few LGBTs who report incidents or crimes. Greater encouragement should be given, especially to lesbians, transgenders, and bisexuals, to report incidents and crimes. The option of reporting incidents and crimes anonymously should be actively offered. The City has an example to set when it comes to working on social acceptance and fighting discrimination in its own departments and services.

What are we already doing?

Existing 'safety points of contact'

There are two important points of contact that LGBTIs can use if they have been the victim of discrimination or violence. These are the Pink Police Network and the MDRA (Anti-Discrimination Agency Amsterdam). The Pink Police Network is a central point of contact for safety issues, and is unique in the Netherlands. It is tailored to the LGBTIs in Amsterdam. It has become well-known in its own right in the Amsterdam LGBTI world. The network represents the interests of gay men, lesbian women, bisexuals, and transgenders, in and outside the police. The members of the Pink Police Network are there for people who wish to report discrimination, offensive behaviour, assault, or theft because of their orientation (they can make referrals or assist those wishing to report a crime). The Pink Police Network can be contacted by phone or email, their information has been translated into many languages, they have a website, and the network has a very visible presence at important LGBTI and other events. The MDRA is also committed to fighting and preventing discrimination by dealing with complaints, providing information and advice, and by carrying out research. The Pink Agenda 2015-2018 refers to the importance of having one identifiable point of contact for safety in Amsterdam, with an effective referral function. This will not be a new point of contact, as we wish to continue using the existing amenities and organisations, such as the aforementioned MDRA and the police. There are also district-level contact points to which local problems can be reported. This requires sensitivity to LGBTI issues at local level,

which we wish to strengthen. Neighbourhood watch schemes also have a role to play here, and are used to determine what measures are needed in order to improve safety.

Monitors

Points for attention are flagged up by various monitoring bodies for bringing the approach to LGBTI safety issues up to date. Examples that come to mind are the Veiligheidsmonitor (public safety survey), the annual reports by the MDRA, and periodic surveys by the Department for Research, Information and Statistics (OIS). The OIS report, 'Discriminatiebeeld regio Amsterdam-Amstelland', (2013) points out that comparing different sources does not make it easy to say whether discrimination fell or rose on average, between 2010 and 2012: developments vary from one source to another. From their research, it appears that discrimination is reported more frequently in surveys than is recorded by the MDRA, the police, or the Public Prosecution Service. In the foreseeable future, encouraging people's willingness to report incidents and crimes will remain a priority. Reporting crimes anonymously can help this process. It is more the exception than the rule, but in cases where the victim feels threatened, there are limited options for protecting the personal details of the victim, for example by giving the report a number, or by giving the address of the police station as that of the victim.

Special focus on male sex workers

A hidden problem is that of the position of male and transgender sex workers. Various surveys have shown that male and transgender sex workers often have to face a double stigma – being homosexual or transgender, and working as a prostitute (Altink 2014). They are often extra vulnerable because of drug use, providing services without a condom, and the lack of information about social services and healthcare. There are also indications that young gay male sex workers are exploited, while transgender sex workers have to deal with violence and aggression more often than is the case with other groups in the prostitution industry. Finding figures about the numbers of gay sex workers is difficult. According to researchers, the figures that are available are the tip of the iceberg, as much male prostitution is hidden. A sounding group was set up in mid-2014 for male sex workers (including transgender males), one of the purposes of which is to strengthen their position. The group places much emphasis on diversity, LGBT(I) rights, help from the social services, and empowerment.

What are we going to do?

We are committed towards increasing people's willingness to report crimes and incidents by raising the profile of and facilitating access to the Pink Police Network and MDRA, and by encouraging innovative measures. In addition, we will be investigating how else we can gain a clear picture of the extent of the problems based on information from existing monitors and other sources, such as surveys and neighbourhood watch schemes.

Continuation

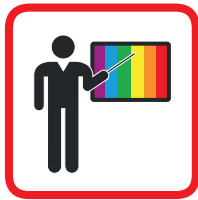
- *Bringing (and keeping) up to the date the approach to LGBTI safety, based on monitoring information*
- *Organising neighbourhood watch schemes in nightlife areas, and taking follow-up measures*

Intensification

- *Increasing sensitivity in order to resolve LGBTI-related neighbourhood disputes*
- *Gaining a greater understanding of the extent of the problems based on information from monitors and other sources.*

New

- *Developing innovative measures for raising people's willingness to report incidents and crimes, with a specific focus on vulnerable groups among LGBTIs, (including the Pink Police Network, MDRA, scientific and LGBTI representatives)*



Education

What do we want to achieve?

A safe and tolerant school climate with a high level of LGBTI acceptance

Social acceptance of LGBTIs in schools is still too low. Sexual diversity is not the natural norm; 'homo' is one of most commonly-used terms of abuse in schools. Pupils in pre-vocational secondary education and senior secondary vocational education (VMBO and MBO) in particular have negative views. Young people who live in the city centre are less negative than their counterparts in Nieuw-West. Openness is not something that can be taken for granted. Strengthening resilience among LGBTI teachers and pupils can help, but it is also important to conduct dialogue on the subject. Parents have a duty to educate and support their children, but they too sometimes need informing about sexuality and sexual diversity and identity. A significant factor is that of the cultural diversity of parents themselves. The information given to parents does not always take this aspect into account.

Sex education is very important for young people as they grow up, so an integral educational package that also includes sexual diversity is essential if people are to feel safe and accepted in schools. Since 2012, the core goals in education have been that pupils should learn to treat differences of opinions about people with respect, with a particular focus on sexuality and sexual diversity. Apart from the question of whether this actually happens everywhere, there is also the issue of whether the information programmes should be subject to any criteria. The depth of the information given varies considerably and is not always tailored to the needs of the schools. The information given to a school whose population is very tolerant of sexual and other forms of diversity should be different to that provided to one with a low level of tolerance. The question is how much pupils and schools need for social acceptance and to create safety and the scope for sexual diversity.

Point 1 from 'Roze Stembusakkoord 2014': Information at every school in Amsterdam

Information is given about sexual diversity at many schools in Amsterdam. However, this is not yet the case everywhere. It is important that every school guarantees the provision of sufficient information. For that reason, it is vital that LGBT emancipation is firmly embedded in schools' overall policies. The City should continue to support and encourage information activities in schools. An active role on the part of school boards and managements is essential in this matter. Sex education and information on sexual diversity should eventually be included as part of the regular curriculum in every secondary school. Primary schools are also being encouraged to teach about sexual orientation, gender diversity and discrimination to pupils in the top two years of primary school.

What are we already doing?

Information and the promotion of expert knowledge

Information in schools is provided by COC Amsterdam, the GGD (Public Health Service), Spirit, Bureau Horizon, Edudivers, and others. Below is a sample of the programmes:

- Every year, COC Amsterdam gives almost 600 lessons using LGBTI role models, mostly in secondary education schools.
- The GGD trains the teachers for the 'Vlinders in je buik' ('butterflies in your stomach') primary education programme, and the 'Lang leve de Liefde' ('long live love') programme in secondary education. Senior secondary vocational education teachers have also recently started to receive training, but so far to only a limited degree.

- Other information programmes are given by: Spirit, with 'Liefde is'; the Valentijn theatre workshop, with 'Je lijf je lief'; Bureau Horizon, with 'Homotolerantie'; Edudivers, with various programmes such as 'Mijn ID campagne'
- A play has been developed by the GGD specially for parents of primary school pupils.

Many information programmes have a general focus on sexual relationships, of which LGBTI is a part. Other topics include safe sex, unacceptable behaviour, and teenage pregnancies. There is a great deal of material, but no criteria for schools on how to approach the topic of LGBTI. Moreover, too little is known about what action and programmes actually have a positive impact on the school climate and on its long-term educational objectives. In September 2015, Movisie released an exploratory study into the effectiveness of interventions. This showed that talking about sexual diversity only leads to greater understanding in certain circumstances, but that the opportunity to identify with a film character or a character in a play often leads to a greater level of understanding. Negative views about LGBTIs during dialogue meetings can be acquired by participants.

Plan of action

LGBT(I) has been included in the 'Amsterdamse Lokale Educatieve Agenda' ('Amsterdam local education agenda') for primary schools. This forms a useful starting point for entering into discussions with schools on a plan of action for embedding LGBTI in their policies. It is in keeping with the mission of the education sector of promoting active citizenship and the social integration of pupils. There is no formal LGBT(I) policy for secondary education or senior secondary vocational education, so it is important that a similar plan be devised for these sectors.

What are we going to do?

The information given to pupils by COC Amsterdam and the training of teachers by the GGD on their programmes will be continued. We will add greater depth to the information by boosting the training of teachers in senior secondary vocational education and providing information for parents. To generate greater understanding among pupils, we will encourage gay-straight alliances. We will make a plan of action for schools so that LGBTI themes can be shaped and embedded on a tailor-made basis.

Continuation

- *Continuation of LGBTI information for pupils in primary, secondary, and senior secondary vocational education*
- *Continuation of the training and promotion of expertise among teachers*

Intensification

- *Expanding and deepening the programmes, especially for senior secondary vocational education*
- *Continuation of information provision for parents, such as through theatre project for parents (twenty primary schools)*
- *Promoting gay-straight alliances among pupils*

New

- *Making a plan of action for LGBTI and entering into discussions with primary, secondary, and senior secondary vocational education about:*
 - *analysis of programmes and methods (involve relevant research, such as by Movisie)*
 - *strategy for embedding the LGBTI components in core subjects and in school policies, such as through the continued development of information provision in schools*
 - *using an LGBTI education network of ambassadors*
- *Encouraging LGBTI in school policies and in the anti-bullying policies of schools and school boards*



Youth

What do we want to achieve?

Acceptance of sexual diversity and gender diversity among young people, as part of an inclusive youth community

Research suggests that young people achieve lower scores on average than adults on indicators like respect, attitudes towards other groups, acceptance of gays, and offensive behaviour. An example of such research was the 'Scorekaart Burgerschap en Diversiteit 2009-2011' survey by OIS (2013) and the GGD report, 'Zo gezond zijn Amsterdamse jongeren! Stadsrapport Amsterdamse Jeugdmonitor voortgezet onderwijs 2010-2011' (2012). Acceptance of sexual diversity in their own environment is particularly important among teenagers and young people. It is at this time of life that most people become aware of their own sexual identity and feelings. Bicultural young people, who struggle with feelings other than the heterosexual norm, often need extra attention if there is little tolerance of LGBTs in their own communities.

The City and the City Districts are jointly working to make acceptance of sexual diversity in the youth work sector the norm. This is part of achieving an inclusive youth community.

Point 3 from 'Roze Stembusakkoord 2014': Expand meeting facilities and information for LGBT youth and self-help organisations

In particular if the young people in question have a cultural or religious background in which acceptance of LGBTs is sometimes difficult. LGBT young people sometimes need professional support when coming out. Meeting facilities and information can help in this process. This certainly applies to the parents of multicultural LGBTs as well. For many young people with a non-Western background, the Western coming out model is not an option. They make their own decisions, and should be supported in that. Teachers and youth workers, for example, should be given sensitivity training with regard to sexual and gender diversity. Coming-out should not be the standard, but each young person should be able to make their own free and conscious decision in this regard. If necessary, the City should enforce that freedom, so that everyone who wants to come out is able to do so. It is important that multicultural LGBT organisations are supported. The City assists social organisations in being able to offer meeting opportunities for vulnerable LGBTs.

What are we already doing?

Training youth workers and range of courses

The youth work sector has been giving structural attention to LGBT(I) themes since 2010. Various training courses have been devised to help youth workers address sexual diversity, such as those of Youth Spot and the dialogue training courses. A large proportion of youth workers have already taken part, as have teachers from the Amsterdam University of Applied Sciences and Regional Training Centres. A toolkit has been developed to help youth workers raise the subject of homosexuality among young people. The toolkit is used in the youth work sector and has now been incorporated into the Movisie knowledge base. Identity training courses and special lessons packages are available for those working with girls. The Argan urban youth centre organises theme-based evenings on sexual diversity.

Young homeless people

From the proposed 'Geef jongeren een kans in Amsterdam' initiative, it proves likely that a greater focus on young LGBTIs who are homeless is needed. Research in the US suggests that LGBT young people account for a relatively high number of young homeless people (NB: the 'I' has been excluded from this due to the lack of known facts on this aspect). In the United States, 25 to 40% of young homeless people are LGBT, while the figure for the population as a whole is between 5 and 10%. It seems probable that young LGBTs in the Netherlands are over-represented among young homeless people as well. Research is going to be carried out into the subject. This will be done by Movisie, together with other organisations (such as HVO Querido, Arkin, the Salvation Army, Street Corner Work, GGZ inGeest, Spirit, the Volksbond etc.). The problems and difficulties that enlarge the risk of becoming homeless are similar to those faced by young LGBTIs. If the results of the research suggest that a specific Amsterdam policy should be devised for young homeless LGBT(I)s, this will be done.

A new basic youth work package, with LGBTI as a priority

The broad-based 'Amsterdams Jongerenwerk Nieuwe Stijl' working group involving the city and city districts has included LGBTI as a priority in the new basic package. This is formal confirmation of what already happens in practice. Many information and promotion of expertise activities have already been adopted by the city districts and have been carried out for some time by welfare organisations.

What are we going to do?

The youth work sector is continuing to promote expertise among its employees, with training and embedding in the study programme and the empowerment of young LGBTIs. LGBTI is to be set down as a priority in the new performance agreements with the youth work sector. A new focus group is possibly that of young homeless LGBT(I)s. The approach to them is being developed on the basis of results from research.

Continuation

- *Making an inventory of the programmes and methods for youth work*
- *Embedding LGBTI in youth work study programmes*
- *Promoting expertise among youth workers*
- *Social media as a platform for meeting and exchanges between young LGBTIs*

Intensification

- *Meetings between LGBTI young people, including those from bicultural backgrounds, with the aim of empowering them*
- *Training young LGBTIs as ambassadors or providers of information, and forming gay-straight alliances of young people as LGBTI ambassadors*
- *LGBTI information for parents and young people (possibly in collaboration with schools)*

New

- *Include LGBTI as a priority in the new urban youth work framework, devise target norms*
- *The Movisie research results on homelessness among young LGBT(I)s to be translated into policy*



Diversity

What do we want to achieve?

A tolerant social environment among all LGBTI groups, regardless of background or culture

The Netherlands and the City of Amsterdam in particular have enjoyed an international reputation in the past as open and tolerant, where diversity was largely accepted. This image should nowadays be put into context, because acceptance is not necessarily the norm and because acts of violence are still being perpetrated against LGBTIs on the streets. However, Amsterdam continues to seek to convey, to the country and the international stage, the message of human rights and its determination to play an exemplary role in the process. Part of this is the setting up of shelter and accommodation for refugees and human rights activists, which is a complex task. Shelter is more than just offering a safe and positive climate – it also involves a carefully thought-through programme of activities and support. LGBTI refugees in Amsterdam are a highly vulnerable group who often have difficulty finding each other and specific LGBTI amenities. In addition, the visibility and emancipation of bicultural and other lesbian and bisexual women and transgenders are at unsatisfactory levels.

Point 6 from 'Roze Stembusakkoord 2014': Improving shelter for LGBT asylum seekers *Lesbians, gays, bisexuals, and transgenders who have fled to the Netherlands to seek asylum because of discrimination and persecution due to their sexual orientation often end up in Amsterdam. Providing better support and specific shelter for this group is essential. The City must pursue a proactive policy to that end.*

Point 8 from 'Roze Stembusakkoord 2014': Active exchange of good practices with other cities *We would like to see all of Amsterdam's external relations, like city links such as the Rainbow City network, used for support and exchanging experiences with city authorities and LGBT organisations elsewhere. In the past, being twinned with Riga (Latvia) has ensured the presence of politicians from Amsterdam at the Gay Pride in Riga, and has also resulted in a visit by prominent figures from Riga to see how we deal with the LGBT community here; however, more remains to be done. Amsterdam can learn from other cities, but can also actively promote positive aspects of its policies in sister cities.*

What are we already doing?

Positive visibility: film, theatre, photography, debates, ambassadors, and the rainbow flag!

There is a great deal of overlap in this area, which works closely with other areas, such as safety, art and culture, education, sports, care, and the economy. Much has been done in recent times in making LGBTIs more visible in a positive sense. Here are a few examples:

- Film and theatre: 'De Beslissing', about the coming out by a Dutch boy of Moroccan origin, the documentary 'Pink talks, Pink Ladies', about ten lesbian women of colour, and the play 'Schijn'
- Photography exhibitions by IHLIA and in OBA West public library, and the annual Pride Photo Award
- Debates like the Queer Muslim Empowerment Programme
- Projects for young bicultural LGBTIs, such as 'Jezelf zijn in Amsterdam' and 'Frontliners Aanpak' and 'On the Move', for and by LGBTIs with an Islamic or multicultural background, and the 'Ik ben Turks en ik ben Lesbisch' education project.
- The NORKA ('Netwerk Roze Ouders Roze Kinderen Amsterdam' – the network of parents of pink children in Amsterdam) as LGBTI ambassadors.
- Also, the hoisting of the rainbow flag on Coming Out Day in 2012-2015

Amsterdam, city of human rights

As the capital, Amsterdam is committed to human rights all over the world, including those of LGBTIs. Amsterdam has joined forces on this front with other world cities, such as San Francisco, Berlin, Paris, and São Paulo. Amsterdam is also the initiator of the international Rainbow Cities Network. The city regularly receives human rights advocates from other countries. Discussions will be held by Diversity in 2015/2016 in various city districts on the question of what the essential elements for a local human rights agenda are. Hosting human rights activists is a collaborative exercise between the External Relations and Diversity departments. In 2015, LGBTI activists from Turkey and the islands of the former Netherlands Antilles were guests at Gay Pride. The proposed initiative to make Amsterdam a Shelter City was recently adopted by the joint political parties in the city council. A Shelter City offers a safe environment for threatened international human rights activists for three to six months. This may include LGBTIs.

Creating networks, especially for bicultural LGBTIs, transgenders and refugees

The policy in Diversity is aimed at ensuring that networks and projects support each other and are linked together. It is important here that allowance is made for diversity in the group of LGBTIs, and to specifically support the groups that still need help in their emancipation process. Bicultural LGBTIs, for example. We have put much effort into creating these networks and we will continue to do so. In 2015, specific attention was paid to developing networks and improving the position of transgenders. For instance, support was given to activities and debates relating to TransPride.

LGBTI refugees

Refugee organisations point out that LGBTIs often do not get refugee status because they dare not speak openly about their orientation or gender identity in their first interview. As a consequence, they may go underground as illegal immigrants. Special sensitivity is therefore needed. Empowering refugees can also help them to open up more easily. Debates and dialogue evenings are also organised, and these are increasingly successful in creating refugee networks.

What are we going to do?

We are strongly committed to intensifying the creation of networks, empowerment, and promoting the resilience of various groups, especially that of transgenders, lesbian and bisexual women, refugees, bicultural LGBTIs, and people with an intersex condition. The LGBTI component will be worked out in more detail for Shelter City, the shelter for human rights activists.

Continuation

- *Organising debates/themed evenings with human rights activists during major events*
- *Continuation of specific activities around Gay Pride, such as the Prelude Pride Walk through various neighbourhoods*

Intensification

- *Supporting Amsterdam networks at both city and district level*
- *Supporting networks of transgenders, bicultural LGBTIs, lesbian and bisexual women, LGBTI refugees by means of debates, dialogue meetings, and empowerment activities*
- *Expanding international collaboration, through the Rainbow Cities Network, for example, or working visits, and receiving human rights activists*

New

- *Supporting networks of people with an intersex condition by means of debates, dialogue meetings, and empowerment*
- *Working out the details of the LGBTI component for Shelter City*
- *Drawing up a local human rights agenda, focusing on the rights of LGBTIs, among other things*



Care and Welfare

What do we want to achieve?

Care and welfare amenities to be attuned to the needs of LGBTIs: improving access, conduct and well-being

The number of elderly people in Amsterdam is expected to rise by 55% between 2012 and 2030. This will place extra pressure on amenities. There is a great risk that the focus on differences will recede. This refers to differences not just between LGBTIs and non-LGBTIs, but also among LGBTI groups themselves. Cultural differences among bicultural LGBTIs also play a role in this. Besides, there are LGBTI groups with a handicap or chronic illness who sometimes do not get care that is tailored to their position as LGBTIs. For older LGBTIs, relocating to a care institution may mean having to go back in the closet, as they may be afraid of being rejected by their fellow residents, and because the organisation may not be adequately equipped to deal with the subject properly. Another area of concern is that lesbian and bisexual women are often caregivers. At the same time, lesbian women and gay men often have smaller networks, which means they are in less of a position to ask for help in an emergency (fewer caregivers). The result is that loneliness and isolation is more common among these groups, especially the older they get or if they fall ill.

In an ideal world, a city is an age-friendly place that is adapted to its diverse elements – that is, the city and its amenities are set up to deal with all the life phases of its population groups and the diversity of its inhabitants.

Point 4 from 'Roze Stembusakkoord 2014': A better harmonised range of amenities for 'pink' senior citizens

The ageing population among LGBTs is leading to a growing demand for specific amenities for 'pink' senior citizens in Amsterdam. For older lesbians, gay men, bisexuals, and transgenders, moving to a care institution can sometimes mean having to go back into the closet because of negative attitudes among fellow residents and the staff. The City encourages all care providers to carry out a tolerance scan, which could result in the granting of relevant certification. The residential and care wishes of 'pink' senior citizens are often different to those of other people, for instance opportunities to meet or the day-to-day realities of having a non-standard gender identity. Combating loneliness among all older LGBTs is therefore very important. Specific amenities for 'pink' senior citizens should therefore become a priority in the City's LGBT policy.

What are we already doing?

LGBTI senior citizens

Mokum Roze is the Amsterdam platform for representing the interests of 'pink' elderly people. Among those participating are: COC-Amsterdam, Amstelring, Amsta Cordaan, Stichting Grey Pride, Out Forever, Zielhuis Roze Uitvaart, several self-employed people, and LGBTI senior citizens themselves. Mokum Roze provides training courses for professionals in the care and welfare sector, and organises Senior Pride and the Roze Brunch. The platform is also the initiator of the Roze Loper. In existence since 2012, the Roze Loper is a certification mark for care institutions that shows that the organisation in question is working towards integration and acceptance of homosexuality in a structured manner. In Amsterdam, 19 of the 62 care institutions have Roze Loper accreditation, or are working to gain it. That is 30.7% of the total. In the Netherlands, 4.7% of care institutions have the certification (source: www.rozezorg.nl). In Amsterdam, there is one care institution that provides 'pink' sheltered housing for LGBTI senior citizens. The Amsterdam LGBTI home care organisation, Gay Care, specialises in care for 'pink' senior citizens, and also provides information and training. There are also several organisations that arrange activities for LGBTI senior citizens on a structural basis: Zociëteit, COC senioren, Café Zilver, care centres, Grey Pink, homogroep Buitenveldert. The City of Amsterdam is in discussions with care institutions with which we

maintain a commercial relationship, with a view to their becoming LGBTI-friendly. In 2017, most contracts with care institutions are due for renewal, and that offers an opportunity to incorporate LGBTI into the agreements. The City is asking that the interests of LGBTIs be taken into consideration at the care administration office (purchaser of care services), the WMO (Social Support Act) council, and community care teams.

Age-friendly City

The World Health Organization (WHO) has designed the 'Age-friendly City' model, which is aimed to help people get old healthily. The City of Amsterdam would like to apply the model. Care for LGBTI senior citizens is in keeping with the model, and the LGBTI component for senior citizens is to be incorporated in this as well. Students from the University of Humanistic Studies are researching how this LGBTI component can best be embedded in the WHO model.

Social cohesion in local neighbourhoods

Safety on the streets and in local neighbourhoods is also enhanced through social cohesion in the neighbourhoods. Examples are the pink postal code drinks meetings, especially in areas where acceptance needs to be increased, and where LGBTIs can meet.

Veilige Haven for bicultural LGBTIs and LGBTI refugees

LGBTI refugees and bicultural LGBTIs can contact the Veilige Haven ('Safe Haven') for care (information, advice, and support) and psychosocial help carried out by CentraM. The City of Amsterdam has made agreements with CentraM on better and more accessible care. The long-term ambition of Veilige Haven is to incorporate care into regular social service organisations. However, the best way to organise this for now is to centralise psychosocial care provision. It is important that this service continues, as it is very much needed.

What are we going to do?

We are investing in greater availability of information for LGBTI senior citizens and more social acceptance in care institutions, with the help of, among other things, the 'Nooit meer in de kast' mobile exhibition by IHLIA. We are investing more in greater LGBTI sensitivity in institutions for LGBTI senior citizens who receive care at home, for example. We are improving access to the Veilige Haven for LGBTI refugees.

Continuation

- *Encouraging small-scale initiatives in local neighbourhoods for LGBTI senior citizens.*
- *Organising pink post code drink meetings, where dialogue between LGBTIs and non-LGBTIs is especially needed*

Intensification

- *Bringing the Roze Loper to the attention of care and home care organisations and encouraging them to acquire this certification mark*
- *Embedding the promotion of expertise in education institutes (Regional Training Centres), care institutions, community care teams, WMO council, and care administration office, in order to spot loneliness among 'pink' senior citizens and for dealing with LGBTIs with a disability*
- *Promoting dialogue between LGBTI and non-LGBTI residents with the 'Nooit meer in de kast' exhibition by IHLIA*
- *Supporting the formation of networks among LGBTIs with chronic and other illnesses, and those with a disability*
- *Improving access to and visibility of psychosocial care by Veilige Haven (CentraM)*

New

- *Making information about amenities and news for older LGBTIs accessible (website)*
- *Including an LGBTI component in the Age-friendly City (WHO model)*



Healthcare and Social Services

What do we want to achieve?

Healthcare and social services amenities to be attuned to the needs of LGBTIs – improving access, conduct, and health

According to GGD research (2012), the health of lesbian and bisexual women and of gay men is less good in different aspects than is the case with the average Amsterdam citizen. The health monitor 2012 also suggests that the health of lesbian and bisexual women and gay men has hardly changed at all since 2008. The GGD monitor of 2012 shows that:

- lesbian and bisexual women report serious psychological complaints more frequently than do heterosexual women
- that thoughts of suicide occur noticeably more among lesbian and bisexual women and gay men than is the case with their heterosexual counterparts, and that they encounter discrimination more often
- lesbian women drink more alcohol and are more obese
- drug use and smoking among lesbian and bisexual women and gay men is higher than average
- unsafe sex among gay men occurs more frequently than average
- lesbian and bisexual women are caregivers more often than heterosexual women are

From the 'Worden wie je bent. – het leven van transgenders in Nederland' survey by the Netherlands Institute for Social Research (Kreuzenkamp 2012), it is clear that transgenders feel lonely more often and have more psychological problems. In the transgender group in the survey, suicidal thoughts occurred much more frequently and the proportion of attempted suicides was high, more than twice as many compared to the rest of the Dutch population. Against that background, we can state that psychological care services are not reaching LGBTIs to a sufficient degree. The question is what can be done in order to lower the threshold and professionals' inability to respond adequately to these groups. There are also taboos at play in their own LGBTI community. An example is that of HIV among gay men. Because of the taboo surrounding this matter, HIV prevention does not automatically get a look in among this group.

Ideally, the LGBTI groups would have no more health problems or no worse mental health problems than do non-LGHBTIs, and we would be able to provide healthcare and social services that were tailored to the needs of the LGBTI group.

What are we already doing?

Information

The starting point for GGD policy is that every citizen, including LGBTIs, is responsible for their own health. Having said that, the provision of health information is one of the core duties of the GGD. Part of that is information about sexual health. The GGD looks at the groups that need a little extra help with information and awareness. Against that background, the GGD organises a meeting of experts every year on the psychosocial health of LGBTIs. The aim is to devote additional effort or modify the approach according to what appears to work in practice.

Vulnerable and hidden groups

Vulnerable groups in the care sector are LGBTIs who are especially susceptible to psychological complaints and suicidal thoughts, young LGBTIs being treated by the youth care sector and homosexual sex workers.

Every year, the GGD organises a meeting of experts on the psychosocial health of LGBTIs. The figures from health surveys and current signals from day-to-day practice are used as input and serve as the themes for discussion. This means the meetings look at how psychosocial help for LGBTIs who are especially vulnerable to psychological complaints and suicidal thoughts can be tailored and adjusted to

their needs. Since January 2015, the City has been responsible for youth care services and therefore for young LGBT(I)s who are receiving youth care. As the City, we can include LGBTI themes in our discussions and agreements, and put them on the agenda on a structural basis. A very specific group in youth care is that of young homeless people, as already mentioned under 'Youth'. Another vulnerable group concerns male homosexual sex workers. They often run an increased risk of STDs because they take insufficient care of their sexual health. It is important that easily accessible information is made available to this group. The way to achieve this could be the sounding board group for male sex workers.

What are we going to do?

Many of the activities are regular, such as the information given by GGD Amsterdam on sexual health. The annual meeting of experts on psychosocial health of LGBTIs is another permanent fixture. In the near future, we will be providing health information and care services that will be more relevant to vulnerable and hidden groups.

Continuation

- *Continuation of annual meetings of experts on the psychosocial health of LGBTIs.*
- *Promoting expertise in the youth care sector (dialogue training) on LGBTIs and a focus on the theme of LGBTI among young people in youth care*

Intensification

- *Constantly reminding of the need in the city government organisation to include the LGBTI component in tenders, involving home care, intramural care, youth care, GGD, and elsewhere*
- *Intensification of information about sexual health (regular) and social service provision by making it more relevant to specific groups such as male sex workers*



Sports

What do we want to achieve?

A safe sports climate, including for LGBTIs

Many sports associations have no active LGBT(I) policy, if at all. LGBT(I) athletes are often not visible. Administrators and members are not even aware sometimes that there are members affiliated to their organisation who are not heterosexual or who do not feel comfortable with stereotypical views about men and women. They can unintentionally hurt members or visitors in this category with a comment or certain type of behaviour. For LGBT(I) athletes, this spoils the pleasure they derive from their sport and has a negative impact on their performance.

The aim is to have a safe sports climate in Amsterdam. There is no room in sports for violence, discrimination, bullying, sexual harassment, threatening behaviour or unsporting conduct. To bring this about, focus is being placed on prevention, at raising people's willingness to report incidents and crimes, and on monitoring. Important aspects of creating a safe sports climate are openness and a willingness to discuss combating subtle forms of exclusion. Every sportsman and woman is welcome at sports associations in Amsterdam and is treated equally. Ideally, every sports association in Amsterdam would have an inclusive policy, actively conveying the fact and setting it down in their policy (articles of association, house rules).

Point 6 from 'Roze Stembusakkoord 2014': Social acceptance of LGBTs in Amsterdam sports associations

Homosexuality in sports is still a taboo subject. Things are particularly difficult in the case of team sports. At the same time, doing sports plays an important role in the physical and mental health of people in Amsterdam. Amsterdam is actively committed to an LGBT-friendly climate in sports clubs. Professional sports associations in Amsterdam that serve as an important source of aspiration are asked to help towards this.

What are we already doing?

Veilig Sport Klimaat (VSK): promoting expertise

Much work is being done in the Amsterdam sports world at creating a safe sports climate. The Alliantie Gelijkspelen alliance is helping create a safe sports climate in Oost, Zuidoost and Nieuw-West for LGBT(I)s and has advised a number of sports clubs on an LGBT(I) approach. This is an ongoing project. In 2014, Sportservice Amsterdam started the 'In Veilige Handen' training courses for administrators and trainers at sports associations and others involved in sports stimulation projects, such as cross-discipline professionals. In addition, a number of cross-discipline professionals have taken part in the 'Homoseksualiteit verankerd' dialogue project. There are individual external workshops for associations at which the drawing up of rules of conduct are discussed. Sportservice Amsterdam uses training courses for the administration and technical side of sports associations, which are organised by NOC*NSF (the Netherlands Olympics Committee and the Dutch Sports Federation). Amsterdam also offers association administrators workshops on conversation techniques, examining how to raise the subject of gay-emancipation/LGBT policy in a sports association. The training courses are free for the members and administrators of sports associations, including confidential advisors who are in sports unions affiliated to NOC*NSF. The sports association confidential advisors also receive free training from Sportservice Amsterdam.

Safe Sports Climate: acceptance policy and rules of conduct

A large number of sports associations have tightened up their acceptance policies for trainers. NOC*NSF has set up rules of conduct for sports supervisors and trainers, which are related to disciplinary law. Associations now have to ask for references and a Certificate of Conduct from applicants for training positions, and also hold an appointment interview. This obviously applies to trainers and cross-discipline professionals who work for Sportservice Amsterdam as well. The Amsterdams Voetbal agreement has been signed by 63 football clubs, together with the resulting 'Samenwerken aan sportiviteit en respect' covenant. In late 2014, the Alliantie Gelijkspelen alliance organised a kick-off meeting in conjunction with Sportservice Amsterdam in the Sporthallen Zuid for Amsterdam club administrators, on 'Hoe organiseer ik homoacceptatie in mijn sportvereniging?' ('how do I organise gay-acceptance in my sports association?') A Sports policy letter (Sportplan 2013-2016) was adopted by the council on 18 May 2013. The preparations for the new policy letter get underway in the autumn of 2015. This will contain the LGBTI component regarding the Safe Sports Climate, the project manager for which from Sportservice Amsterdam will be responsible for its implementation.

LGBTI visibility in sports

There has been a focus through various city channels on LGBT (but not yet for those in the 'I' category – people with an intersex condition). Examples include the Sportservice Amsterdam magazine; there is also information about Safe Sports Climate on the sports website, and leaflets on LGBT(I) emancipation have also been distributed. During the WK Nederland (multi-cultural football festival) in 2015, LGBT acceptance was in the spotlight in the opening ceremony, and a lesbian team also took part. On Coming Out Day in 2015, the rainbow flag flew for the first time at a number of leading sports locations, including the Olympic Stadium, Sporthallen Zuid, Frans Otten Stadion, Jaap Eden IJsbanen, Sloterparkbad, Roeicentrum Berlagebrug, Bosbaan, and Wagenerstadion. Since 2011, GUTS and the John Blankenstein Foundation have organised a Gay Sportcafé three times a year, which the City facilitates and subsidises.

What are we going to do?

We will be continuing the work of Safe Sports Climate for the foreseeable future. There will continue to be a special focus on LGBTIs in training courses, debates and acceptance policies, and when rules of conduct are drawn up. Extra efforts will also be made at enhancing the visibility of LGBTIs.

Continuation

- *Continuation of LGBTI information and training for administrators and trainers, part of the basic programme of management training courses for sports associations in Amsterdam*
- *Deployment of Safe Sports Climate project manager at Sportservice Amsterdam, with an emphasis on LGBTI*

Intensification

- *Recruitment of 'role model' administrators, trainers, and top athletes as ambassadors for a safe sports climate, especially in relation to LGBTI safety*
- *Embedding the LGBTI component in policies of Amsterdam sports providers*
- *Enhancing the visibility of LGBTIs by, among other means: 1) hanging out rainbow flags at three sports events, 2) using film and other visual material in order to better depict LGBT athletes, and 3) by continuing Gay Sportcafé, where LGBTI athletes and non-LGBTI athletes and administrators can meet and discuss various sports-related themes, with a focus on LGBTI visibility*

New

- *Organising LGBTI component at two side events at sports events*



Work and the economy

What do we want to achieve?

Space for LGBTI at events and an LGBTI-friendly business climate and work climate

Economy and work cover a wide area and a range of different matters. This includes promoting Amsterdam as a gay (LGBTI) destination. Organising events with an LGBTI component is not always easy, as the funds have to be produced up front (this is not just the case with LGBTI events, of course). This area also involves the collaboration between LGBTI and other businesses (gay-straight alliances), with LGBTI initiatives, against the background of Amsterdam as a gay destination.

In this theme, we also look at the work floor and the understanding that exists for LGBTI groups there, backed up by formal staff policies. An example that comes to mind is the position of transgenders. Being 'in transition', for example, places great medical demands on a person, both physically and mentally. For many transgenders, it is difficult to be open about this, and even for those who decide to be open about it at work, there is no guarantee that others will understand a medical intervention in the context of a transition, unlike medical interventions that are considered 'necessary'. Against this background, the City of Amsterdam would like to set an example as an employer by having an inclusive organisation.

From Point 5 from 'Roze Stembusakkoord 2014': More 'pink' tourists and a permanent 'LGBT exhibition'

Amsterdam continues to be a city in bloom for 'pink' tourists. The number of LGBTs visiting the city is considerable, and they often return. This produces quite some revenue for the city. Promoting Amsterdam as a travel destination further strengthens the LGBT-friendly character of the city.

What are we already doing?

Amsterdam as a gay destination

For many years now, Gay Pride has drawn many visitors to the city from all over the country and abroad. This tradition has been going on since 1996 and seems to get bigger every year. The 2015 event attracted a record number of visitors. In recent times, Amsterdam Marketing has made considerable efforts in profiling Amsterdam as a gay destination. Until 2014 this was based around the Amsterdam Gay Pride, and in 2015 around the Milkshake Festival, with the international press being given the opportunity to look behind the scenes too, and to report on them. Other specific events are the Amsterdam LGBTQ Film Festival, which is held every year. A difficulty with some of the events is that the organisers have to pay for them in advance.

Business climate

Economic Affairs has been committed to strengthening an LGBTI-friendly structure for businesses for a considerable time. Examples include its contribution to the Rembrandtplein business association for the Milkshake Festival (first time in 2012) that was aimed at celebrating courtesy and tolerance, and wanted to help strengthen Amsterdam as a gay destination. Another is the contribution from the Zeedijk business association for a Christmas event, with gay-straight alliances strengthening the economic structure on Zeedijk.

Inclusive job market policy

Amsterdam has an inclusive job market policy for its citizens, with a focus on guiding all groups of the population to participation on the job market. Among the groups that require specific attention are transgenders. Following the CPS report on transgenders in 2012, the RBA re-integration company has carried out the 'Re-integration transgender' project in collaboration with the Transgender Netwerk Nederland (TNN). The added value of the project is that the RBA has since been working with dedicated consultants and job coaches. In 2013, TNN drew up the 'Verklaring van Dordrecht' ('Dordrecht declaration'), the aim of which is to promote the emancipation of transgenders in the work place. In 2014, the Transgender Act was passed, which makes it easier for a person to change their registered gender with the city government authorities. In the run-up to EuroPride 2016, TNN will be campaigning to put the spotlight on the position of transgenders.

Inclusive job market policy applies to the City of Amsterdam too, as an organisation. The aim is for it to become an inclusive organisation, and this is very clearly reflected in its new and recently adopted employee policy. (See Chapter 3)

What are we going to do?

We are concentrating on promoting Amsterdam as a gay destination, be it in relation to large or small-scale events. In the workplace, we are committed to becoming an inclusive organisation and will promote this idea among other organisations.

Continuation

- *Continuing to promote Amsterdam as a gay destination:*
 - *Continuing, and where possible expanding specific LGBTI events*
 - *Encouraging, where possible and desirable, the addition of a 'pink' component to regular events (such as Sail, Hiswa, Uitmarkt, etc.)*
- *Strengthening LGBTI and non-LGBTI network of businesses, including greater visibility of gay-straight alliances among businesses*

Intensification

- *Encouraging small-scale local initiatives that do not immediately fit into a regular pattern (not mainstream); examples include Leather Pride, Fetish Pride*
- *Strengthening the position of transgenders on the job market and elsewhere (such as through information for organisations on dealing with transgenders, debates, workshops, network meetings)*

New

- *Bridging loans/advance funding for events, with a specific LGBTI component*
- *Developing innovative approach for embedding LGBTI sensitivity in the city government organisation*
- *Continuation of participation as a founder member of Workplace Pride network in order to promote LGBTI sensitivity in other organisations as well (see www.workplacepride.org)*
- *Participation in 'Dutch Government Pride', research into experiences of LGBTIs in the organisation*



Culture and information

What do we want to achieve?
Permanent visibility of LGBTIs

Presence of LGBTIs is a permanent feature of Amsterdam, but they are not always visible. Either because the people in this group are not visible (or do not wish to be) or because they are not visibly reflected. This means that people are not always immediately aware of the presence of LGBTIs, it is less of a given, and people take insufficient account of the fact. Their presence should always be visibly represented.

From Point 5 from 'Roze Stembusakkoord 2014': More 'pink' tourism and a permanent 'LGBT exhibition'

The creation of a permanent exhibition will enhance the visibility of the history and the culture of LGBT life in Amsterdam and the Netherlands. A platform like a permanent exhibition can help inform young people. Financial support from the LGBT community itself for this initiative and contributions from corporate sponsors are essential.

What are we already doing?

Permanent exhibition: partly achieved

The policy of the Art and Culture department supports organisations in order to contribute to a richly varied cultural programme in and outside Amsterdam, accessible to as wide an audience as possible. Museums in Amsterdam place a focus on LGBTI in their exhibitions. The annual Pride Photo Award has now become well-known through its photo exhibition. The national IHLIA, the heritage organisation for LGBTI, has a permanent exhibition throughout the year and is based in Amsterdam. IHLIA has an exhibition space in the 'Openbare Bibliotheek Amsterdam' (Amsterdam Public Library, OBA), and changes its exhibitions four times a year. The IHLIA is funded by the central government, but also works on behalf of the City of Amsterdam from time to time. An example is the 'Nooit meer in de kast' exhibition for non-LGBTI and LGBTI senior citizens in care institutions.

Museums collaborating

The Stedelijk Museum and the Amsterdam Museum possess archive documents about Amsterdam. It is possible that LGBTI-related documents are among them and that offers excellent potential for collaboration in exhibitions and publications on LGBTI themes.

Stadsarchief

The Stadsarchief (City Archives) is the historic documentation centre of the city of Amsterdam and has a wide range of research, exhibition, educational and cultural documents. It is also able to loan its archive material to other museums. The Stadsarchief encourages the process of making LGHBtIs visible, such as in the series of canon discussions on subjects from Amsterdam's illustrious history: Amsterdam in Discussion, every first and third Sunday afternoon of the month. One such Sunday afternoon in 2015 was dedicated to the 'Amsterdams Roze Erfgoed' ('Amsterdam's pink heritage), led by gay and lesbian studies teacher at the University of Amsterdam, Gert Hekma.

The international events in 2016 offer unique opportunities for profiling.

What are we going to do?

In the near future, too, we will be paying extra attention to the visibility of the LGBTI community. We will map out LGBTI history in Amsterdam and encourage museums to work together on LGBTI exhibitions. We will encourage the links between the websites of various cultural organisations in the field of LGBTI heritage.

NB: In the Pink Agenda 2015-2018, the visibility of and focus on lesbian women, LGBTI senior citizens, and transgenders was set out as a separate theme. In this implementation plan, these groups have been included in various policy areas. It means emphatically that the intention here is to place specific attention to these groups. Bicultural LGBTIs and refugees and people with an intersex condition also merit greater attention.

Continuation

- *Encouraging permanent LGBTI visibility, such as in the IHLIA exhibitions in the OBA or the roll-out of the 'Queering the Collection' devised by the Pride Photo Award and IHLIA in other museums, following on from the Amsterdam Museum*

Intensification

- *Encouraging the loan of archive documents, LGBTI-related, by Stadsarchief, the Stedelijk Museum, and Amsterdam Museum to other museums*

New

- *Conducting research in the Stadsarchief on the subject of LGBTI, with a focus on the HIV epidemic in the 1980s*
- *Establishing links between the websites of various cultural organisations in the field of LGBTI heritage.*

3. Approach and setting the right example

Tailor-made approach in complex context

The societal context of LGBTI policy is extensive and complex. This is partly because LGBTIs are not a homogenous group. There are many differences within the group. The levels of LGBTI emancipation also vary from one area to another. Emancipation among bicultural young people and bicultural lesbian women still has some way to go. The same applies to transgenders and people with an intersex condition. LGBTI refugees are not yet very well organised and are also difficult to approach. In many cases, they dare not openly acknowledge the fact that they are LGBT(I). In short, a tailor-made approach is needed.

Differences in areas

The degree of social acceptance varies throughout the city. In some city districts, people are less accepting than in others. Cultural and generational differences always place a role in this. Some groups are less LGBTI tolerant, if at all. That makes it necessary to pursue LGBTI policies more actively in some city districts more than others. There are different speeds, according to the characteristics of the inhabitants of the city district in question. It is therefore important to see what the most appropriate approach in each area is. This is also reflected in the degree of active involvement with LGBTI policy. In Nieuw-West, West, and Zuidoost, for example, the city districts are using their own resources for an LGBTI network and to promote dialogue about LGBTI in their area. We take account of this diversity when setting out our measures. It is about the particular demand in the areas.

Platform that links every initiative

The City views it as its role to link and to facilitate. At the Pink Agenda meeting on 12 February 2015, social organisations stated that there was a need for an umbrella organisation or platform in order to better link the LGBTI initiatives. This need exists in particular in bicultural LGBT(I) networks that are at a different stage of development than the regular LGBTI field. The City will support an urban platform. It consists of various LGBTI networks, including at city district level. Amsterdam is also the initiator of the international Rainbow Cities Network, which consists of 19 cities with active LGBT(I) policies. The City uses the network to exchange best practices with other cities. This information is then obviously shared with local LGBTI networks in Amsterdam.

Research as the basis for implementing policy

The City is going to measure specific effects on various areas, among the LGBTI community and non-LGBTIs alike. To this end, AmsterdamPinkPanel is conducting an initial measurement among LGBTIs, in which it will investigate what experiences there are in the various fields. Follow-up measurements will then be carried out to see whether the measures used have been effective. We will also investigate how LGBTI sensitivity can be shaped in the Age-friendly City model and how tolerant young people are, including of LGBTIs. The City will ensure that the parties involved in the research will coordinate their activities. City parties are the GGD, OIS, and more recently, the DataLab and DataPunt. External parties are Movisie, the AmsterdamPinkPanel of the University of Amsterdam, and COC Amsterdam, and the University of Humanistic Studies.

Monitoring the measures

A monitoring system will be set up to keep track of every course of action and measure taken. The results will be formulated in this monitor in a SMART way, where possible. This will form the basis for drawing up evaluations and reports. There will also be working visits and regular work consultations between officials and the field in every policy area. We will encourage that the progress of the implementation will be placed on the agenda as standard during working visits and work consultations. Progress reports will be made every year. The broad-based official Pink Agenda programme team will be responsible for this. The team consists of officials from the central city council and the city districts.

Amsterdam is setting an example

The Roze Stembusakkoord 2014 states the ambition of the City to set an example when it comes to working on social acceptance and fighting discrimination in its own departments and services (see Point 2 of the Roze Stembusakkoord). The aim is for the City of Amsterdam to become an inclusive organisation, and this is very clearly reflected in its new and recently adopted employee policy. It seeks to be an organisation that offers scope to everyone and which uses the power of diversity of its employees to achieve better results. This can be done by encouraging an open working atmosphere in which everyone can use their talents to maximum effect. Talent as the basis, diversity as strength. This concerns all visible and invisible differences – gender, lifestyle, age, ethnic background, family situation, caregiver, ambition, health, work values, talent, etc.

Amsterdam recognises that a number of specific groups currently need extra attention in the organisation, as they are underrepresented in it or because there is a risk of discrimination. The same applies to LGBTI colleagues or future colleagues. The wish in the Pink Agenda memorandum for a quota for transgenders is taken to be symbolic, and will be translated into temporary extra measures designed to eliminate any disadvantages suffered by LGBTIs. The focus lies on a safe work environment. Against that background, some of the ways in which we are developing the inclusive employee policy are involving the external LGBTI network and the City's 'pink network', and by strengthening inclusivity in communication messages put out by the City. The City has recently made all forms for citizens 'M/F-proof'. Agreements on carrying this out internally have yet to be made. In 2014, the Transgender Act was passed, which makes it easier for a person to change their registered gender with the city government authorities. The City is also going to take part in the national Dutch Government Pride survey, which will identify the experiences of LGBTIs inside the government (2015/2016). The results of the survey will be used by the City to further advance LGBTI inclusivity.

Appendix Complete text of 'Roze Stembusakkoord' electoral agreement 2014

This document refers to LGBT.



For many decades, Amsterdam has been among the undisputed leading cities in terms of acceptance and tolerance of lesbian women, gay men, bisexuals, and transgenders. This position is not something that has simply happened of its own accord. In the next four years, too, we are committed to further strengthening the position of Amsterdam as a 'pink' city. That means continuing the fight against intolerance and discrimination. The freedom to be yourself in Amsterdam is something we must protect and fight for. After all, Amsterdam belongs to us all.

There are many measures that all the political parties are agreed upon. With the agreement, we are committing ourselves to supporting these measures in the city council and to prioritising them. That is because these measures extend beyond any ideological differences and are of importance to everyone in Amsterdam.

1. Information at every school in Amsterdam

Information is given about sexual diversity at many schools in Amsterdam. However, this is not yet the case everywhere. It is important that every school guarantees the provision of sufficient information. For that reason, it is vital that LGBT emancipation is firmly embedded in schools' overall policies. The City should continue to support and encourage information activities in schools. An active role on the part of school boards and managements is essential in this matter. Sex education and information on sexual diversity should eventually be included as part of the regular curriculum in every secondary school. Primary schools are also being encouraged to teach about sexual orientation, gender diversity and discrimination to pupils in the top two years of primary school.

2. Safety and social acceptance of LGBTs

Discrimination and violence due to sexual or gender diversity are hardly ever punished. This is due not just to the difficulty of providing solid proof, but also the fact that many victims do not report crimes at all. Rapid action after receiving reports of discriminatory violence, threats, or intimidation should be given priority by both the police and the Public Prosecution Service. There are still too few LGBTs who report incidents or crimes. Greater encouragement should be given, especially to lesbians, transgenders, and bisexuals, to report incidents and crimes. The option of reporting incidents and crimes anonymously should be actively offered. The City has an example to set when it comes to working on social acceptance and fighting discrimination in its own departments and services.

3. Expand meeting facilities and information for LGBT youth and self-help organisations

In particular if the young people in question have a cultural or religious background in which acceptance of LGBTs is sometimes difficult. LGBT young people sometimes need professional support when coming out. Meeting facilities and information can help in this process. This certainly applies to the parents of multicultural LGBTs as well. For many young people with a non-Western background, the Western coming out model is not an option. They make their own decisions, and

should be supported in that. Teachers and youth workers, for example, should be given sensitivity training with regard to sexual and gender diversity. Coming-out should not be the standard, but each young person should be able to make their own free and conscious decision in this regard. If necessary, the City should enforce that freedom, so that everyone who wants to come out is able to do so. It is important that multicultural LGBT organisations are supported. The City assists social organisations in being able to offer meeting opportunities for vulnerable LGBTs.

4. A better harmonised range of amenities for 'pink' senior citizens

The ageing population among LGBTs is leading to a growing demand for specific amenities for 'pink' senior citizens in Amsterdam. For older lesbians, gay men, bisexuals, and transgenders, moving to a care institution can sometimes mean having to go back into the closet because of negative attitudes among fellow residents and the staff. The City encourages all care providers to carry out a tolerance scan, which could result in the granting of relevant certification. The residential and care wishes of 'pink' senior citizens are often different to those of other people, for instance opportunities to meet or the day-to-day realities of having a non-standard gender identity. Combating loneliness among all older LGBTs is therefore very important. Specific amenities for 'pink' senior citizens should therefore become a priority in the City's LGBT policy.

5. More 'pink' tourists and a permanent 'LGBT exhibition'

Amsterdam continues to be a city in bloom for 'pink' tourists. The number of LGBTs visiting the city is considerable, and they often return. This produces quite some revenue for the city. Promoting Amsterdam as a travel destination further strengthens the LGBT-friendly character of the city. The creation of a permanent exhibition will enhance the visibility of the history and the culture of LGBT life in Amsterdam and the Netherlands. A platform like a permanent exhibition can help inform young people. Financial support from the LGBT community itself for this initiative and contributions from corporate sponsors are essential.

6. Improving shelter for LGBT asylum seekers

Lesbians, gays, bisexuals, and transgenders who have fled to the Netherlands to seek asylum because of discrimination and persecution due to their sexual orientation often end up in Amsterdam. Providing better support and specific shelter for this group is essential. The City must pursue a proactive policy to that end.

7. Social acceptance of LGBTs in Amsterdam sports associations

Homosexuality in sports is still a taboo subject. Things are particularly difficult in the case of team sports. At the same time, doing sports plays an important role in the physical and mental health of people in Amsterdam. Amsterdam is actively committed to an LGBT-friendly climate in sports clubs. Professional sports associations in Amsterdam that serve as an important source of aspiration are asked to help towards this.

8. Active exchange of good practices with other cities We would like to see all of Amsterdam's external relations, like city links such as the Rainbow City network, used for support and exchanging experiences with city authorities and LGBT organisations elsewhere. In the past, being twinned with Riga (Latvia) has ensured the presence of politicians from Amsterdam at the Gay Pride in Riga, and has also resulted in a visit by prominent figures from Riga to see how we deal with the LGBT community here; however, more remains to be done. Amsterdam can learn from other cities, but can also actively promote positive aspects of its policies in sister cities.

Implementation Pink Agenda

Pink Agenda Implementation plan 2015-2018
LGBTI policy in the City of Amsterdam

www.amsterdam.nl/diversiteit

