

# YOUR SERVICES YOUR SAY

LGB&T PEOPLE'S EXPERIENCES  
OF PUBLIC SERVICES  
IN SCOTLAND



**Stonewall**  
SCOTLAND



# INTRODUCTION



Colin Macfarlane,  
Director,  
Stonewall Scotland

**The historic passage of the Marriage and Civil Partnership (Scotland) Bill means that one strand of Stonewall Scotland’s domestic focus – legislative equality – is effectively complete. However, we are acutely aware that this does not mean ‘mission accomplished’.**

Stonewall Scotland commissioned YouGov to ask more than 1,000 lesbian, gay, bisexual and trans (LGB&T) people in Scotland about their experiences and expectations of accessing key public services.

This research is the most comprehensive of its kind to be published in Scotland and shows that for all the progress that has been made, LGB&T people continue to face disadvantages when using healthcare, housing, fostering and adoption services, education and the police.

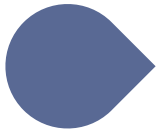
**One in six** (16 per cent) LGB&T people say they have experienced poor treatment because of their sexual orientation or gender identity when accessing a public service in the last three years.

This hard evidence sends a strong message that there is still lots to do before equality is meaningful for many citizens in twenty-first century Scotland.

## CONTENTS

<b>4</b>	<b>KEY FINDINGS</b>	<b>19</b>	<b>FAMILY LIFE</b>
<b>6</b>	<b>HEALTH AND SOCIAL CARE</b>	<b>22</b>	<b>POST-16 EDUCATION AND TRAINING</b>
<b>14</b>	<b>HOUSING</b>	<b>26</b>	<b>LOCAL COMMUNITY</b>
<b>16</b>	<b>POLICING</b>	<b>28</b>	<b>RECOMMENDATIONS</b>

# KEY FINDINGS



**One in six** (16 per cent) LGB&T people say they have experienced poor treatment because of their sexual orientation or gender identity when accessing a public service in the last three years.

## HEALTH AND SOCIAL CARE

Many LGB&T people expect to face discrimination when accessing a variety of health and social care services.

- **One in ten** (10 per cent) LGB&T people would expect to face discrimination from their GP
- **More than one in five** (22 per cent) LGB&T people would feel uncomfortable being open about their sexual orientation or gender identity with NHS staff
- **A third** (33 per cent) of LGB&T people would be uncomfortable being open about their sexual orientation or gender identity with adult social care staff
- **Two in five** (41 per cent) LGB&T people would expect to be discriminated against by staff at a residential home for older people if they were a resident

## HOUSING

Many LGB&T people report that housing services often fail to understand and meet their needs.

- **Two in five** (40 per cent) LGB&T people who had used housing services felt that they didn't provide enough information relevant to LGB&T issues
- **A third** (32 per cent) of LGB&T people who have used housing services have experienced staff making incorrect assumptions about their sexual orientation or gender identity
- **More than a quarter** (27 per cent) of LGB&T people would expect to face discrimination from a housing officer were they to apply for social housing

## POLICING

Many LGB&T people are still not confident in Police Scotland's ability to tackle hate crime in their area. LGB&T people also lack the confidence to report hate crime to the police, and would feel uncomfortable being open about their sexual orientation or gender identity when interacting with them as a victim or suspect of crime.

- **More than two in five** (42 per cent) LGB&T people lack confidence in Police Scotland's ability to address homophobic and transphobic hate crime in their area
- **More than a third** (36 per cent) of LGB&T people would not feel confident reporting a hate crime directly to the police
- **More than a third** (36 per cent) of LGB&T people would feel uncomfortable being open about their sexual orientation or gender identity with the police if they were a victim of any crime

## FAMILY LIFE

Despite recent advancements in legal rights and social attitudes towards LGB&T parents, LGB&T people are still anxious about how they will be treated by public services such as fostering and adoption agencies and schools.

- ◆ **Almost half** (48 per cent) of LGB&T people think they would face discrimination from fostering and adoption agencies when applying to become parents
- ◆ **One in five** (20 per cent) LGB&T people expect to face discrimination from a headteacher when enrolling their child in a primary or secondary school
- ◆ **Two thirds** (67 per cent) of LGB&T people think that their child would experience bullying in primary school if it were known that they had LGB&T parents

## POST-16 EDUCATION AND TRAINING

Despite often being the main routes into employment, many LGB&T people would expect to face discrimination at college, university, or in a modern apprenticeship, with some subject areas reported as being particularly problematic.

- ◆ **Almost one in four** (23 per cent) LGB&T people believe they would be discriminated against by other students at college or university if they were a student
- ◆ **One in six** (16 per cent) LGB&T people would feel uncomfortable being open about their sexual orientation or gender identity in a college environment
- ◆ **More than half** (54 per cent) of LGB&T people think they would be discriminated against in a construction and engineering apprenticeship
- ◆ **More than half** (54 per cent) of gay and bisexual men expect to face discrimination when studying sports subjects

## LOCAL COMMUNITY

Despite evidence that LGB&T people experience inequality and discrimination when accessing public services, service providers are failing to engage with and support their local LGB&T community.

- ◆ **Four in five** (80 per cent) LGB&T people have never been asked for their views about their local service providers
- ◆ **One in eight** (12 per cent) LGB&T people have had a negative experience which they felt to be related to their sexual orientation or gender identity when accessing sport and leisure facilities
- ◆ **More than a third** (35 per cent) of trans people have had a negative experience which they felt was related to their gender identity when using parks and open spaces

# HEALTH AND SOCIAL CARE



We are lucky to have so many services in this country, especially the NHS, I just wish they would acknowledge my partner as my partner and not as my 'friend'.

Jessica (lesbian), 27, Central Scotland

## EXPERIENCES OF DISCRIMINATION

There are specific areas of concern for LGB&T people within health and social care, particularly when accessing GP surgeries, mental health services, emergency healthcare and adult social care.



On being discharged from hospital after orthopaedic surgery, I needed 24 hour care. I was given no help or assistance from social services and relied on my partner taking unpaid leave from work for three months to look after me. As same-sex partners we were told that we had no entitlement to help (financial or otherwise) as this was an entirely voluntary arrangement.

Tom (gay man), 52, Glasgow

**Almost one in ten** (nine per cent) LGB&T people who had been to their GP in the last year rated their experience as poor or extremely poor. This is **more than four times more likely** than the general population (two per cent, according to the Patient Experience Survey of GP and Local NHS Services 2011/12). Among LGB&T people aged 18-24 this rises to almost **twice as many** (17 per cent) who rated their experience as 'poor' or 'extremely poor'.



I experienced poor treatment and attitude from a Practice Nurse when having my first, and only, smear test. The nurse believed I did not need a smear test as I was a lesbian, and also remarked that 'I wanted this' during the smear test after I stated how rough she was. I chose not to report the nurse, instead I changed GP practice.

Sophie (lesbian), 34, Mid Scotland and Fife

**One in four** (25 per cent) LGB&T people who have used NHS mental health services in the last year rated this service as 'poor' or 'extremely poor'.

**One in six** (17 per cent) LGB&T people who accessed accident and emergency services in the last year rated their experience as 'poor' or 'extremely poor', compared with just over **one in eight** (12 per cent) of the general population.



When I accessed the NHS due to an injury I was referred to as 'it' throughout.

Elizabeth (trans woman), 38, South Scotland



In A&E the receptionist confessed that they didn't have a tick box on their computer forms for 'in a civil partnership'.

Amanda (lesbian), 32, North East Scotland

Some LGB&T people explained how their partner was not acknowledged, and even excluded from being involved in their care by NHS staff.



I was hospitalised 100 miles from home. A male nurse would not let my partner visit outside of official hours, even though family could visit at any time.

Martin (gay man), 49, Highlands and Islands



The doctor raised his eyebrows at my next of kin being a male partner.

Chris (gay man), 46, Lothians

## MAKING ASSUMPTIONS



The assumption that you are straight is still there, particularly if you don't conform to stereotypes about how a lesbian looks.

Steph (lesbian), 26, South Scotland

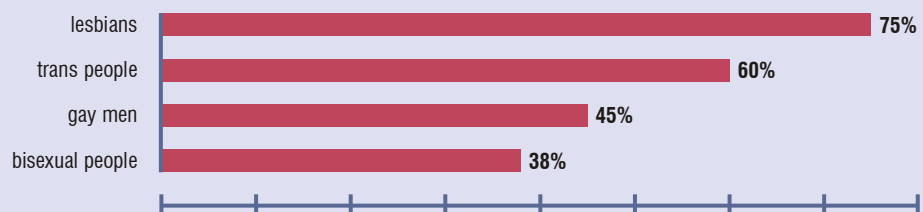
**More than half** (55 per cent) of LGB&T people have experienced NHS staff making incorrect assumptions about their sexual orientation or gender identity. This is even higher among lesbians and trans people.



I was called the wrong gender by nurses in the NHS during a hospital stay.

Helen (trans woman), 42, South Scotland

### People who have experienced NHS staff making incorrect assumptions about their sexual orientation or gender identity





I came out to a doctor and got a sexual health lecture without even a pause for breath, with the unspoken assumption that if I was bisexual of course I was sleeping with loads of people. My husband was sitting right there next to me!

Alex (bisexual), 27, Mid-Scotland & Fife

Gay men in particular commented that their sexual health was questioned at times they felt to be inappropriate or unnecessary.



When I went to a doctor in Glasgow he assumed that my problem was due to having an STI solely because I was a gay male and told me to go to Sandyford Medical Centre rather than the doctor. I did not have an STI and did not have the confidence to return back to the doctor. I still have not returned.

Jack (gay man), 24, Lothians



There is a serious problem with staff making assumptions about you, specifically around sexual health. No other aspect of my health is focused on or considered, despite being in a monogamous relationship for six years.

Rob (gay man), 28, Lothians



I was at my rheumatologist getting results for a test and my then partner was there. When he realised I was gay he began asking me about my sexual health testing. This was completely inappropriate because I imagine if straight people bring their partners to a doctor's appointment they're not asked about STI testing.

Jamie (gay man), 29, Central Scotland

## ACCESS TO RELEVANT INFORMATION

**More than a third** (37 per cent) of LGB&T people who have used NHS services don't think that the NHS provides information that is relevant to their sexual orientation or gender identity. **Two in five** (40 per cent) LGB&T people who have used adult social care also say these services don't provide relevant information.



I was advised by a GP that I did not need to have regular smear tests as I was in a relationship with a woman in spite of having had previous relationships with men. This was clearly factually inaccurate and was simply a case of prejudice and ignorance on the GP's part.

Katie (lesbian), 27, Lothians





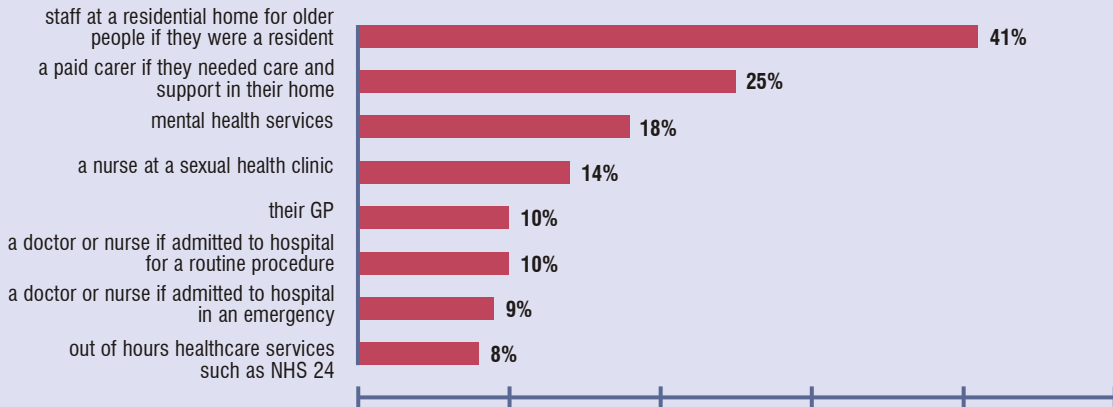
Staff should have some form of LGB&T training so people know what is applicable and are able to provide the right information.

Jana (lesbian), 32, Glasgow

## EXPECTATION OF DISCRIMINATION

LGB&T people have particular concerns around accessing adult social care. **Two in five** (41 per cent) expect that they would be discriminated against by staff if they were a resident in a care home. This rises to **two thirds** (65 per cent) of trans people.

### LGB&T people who would expect to be treated worse because of their sexual orientation or gender identity by...



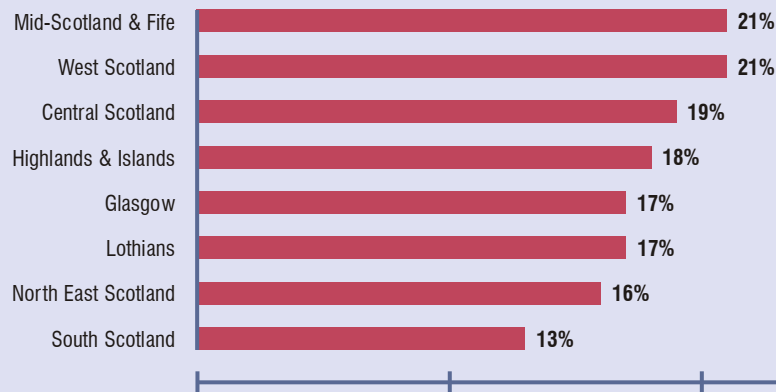
I have concerns about the assumption by staff in the NHS and care homes that all older people are straight unless they are put right on the matter. It's not great for people who have been closeted or who are wary of coming out to 'officialdom'.

Maggie (lesbian), 53, Lothians

**One in four** (25 per cent) LGB&T people would expect to be discriminated against by a paid carer supporting them in their home; this figure rises to **more than two in five** (44 per cent) trans people.

**Almost one in five** (18 per cent) LGB&T people expect to be discriminated against by mental health services. This is a particular area of concern for trans people, **almost half** (46 per cent) of whom would expect discrimination. This is a concern across Scotland.

### LGB&T people who think they would be treated worse because of their sexual orientation or gender identity when accessing mental health services



**One in seven** (14 per cent) LGB&T people feel they would be discriminated against by a nurse at a sexual health clinic. This is a particular problem in the West of Scotland where this figure rises to **almost one in four** (23 per cent).

**Almost one in ten** (nine per cent) LGB&T people expect to experience discrimination from a doctor or nurse in a hospital if admitted for a routine procedure. **One in ten** (ten per cent) would also expect to face discrimination at their GP practice.



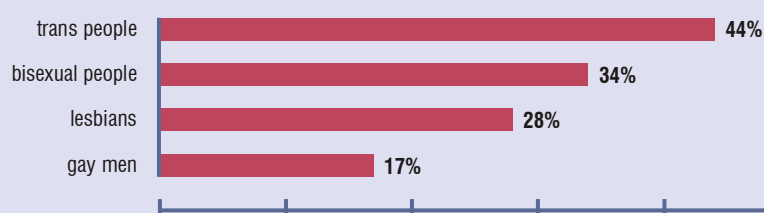
I always experience negativity when attending appointments through the NHS.  
Mary (lesbian), 31, Glasgow

## BEING OPEN ABOUT SEXUAL ORIENTATION AND GENDER IDENTITY

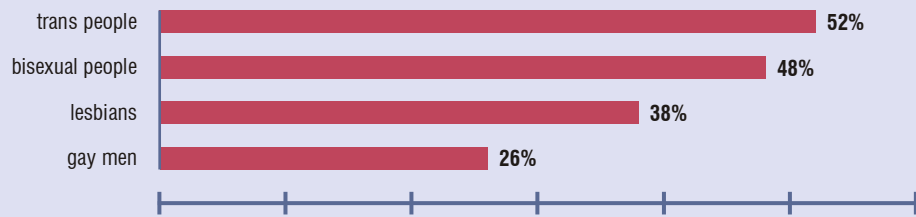
**A third** (33 per cent) of LGB&T people would be uncomfortable being open about their sexual orientation or gender identity with adult social care staff.

**More than one in five** (22 per cent) LGB&T people would also be uncomfortable being open about this with NHS staff. This rises to **more than two in five** (44 per cent) trans people and **more than one in three** (35 per cent) bisexual people.

### LGB&T people who would feel uncomfortable being open about their sexual orientation or gender identity with NHS staff



### LGB&T people who would feel uncomfortable being open about their sexual orientation or gender identity with adult social care staff



## ACCESSING HEALTH SERVICES

This research found that LGB&T people in Scotland are less likely to access some key health services, but are more likely to use accident and emergency services and minor injuries clinics.

According to the Patient Experience Survey of GP and Local NHS Services 2011/12, **nine in ten** (90 per cent) people in the general population have accessed their GP surgery over the past 12 months. In comparison, this research shows that only **three in four** (76 per cent) LGB&T people have accessed their GP surgery in the last year. However, **almost one in five** (18 per cent) LGB&T people have accessed accident and emergency services or casualty in the last year, compared with only **one in eight** (12 per cent) of the general population.



I am 30 years old and have never had a smear test. I believe this is due to my physical disability and being a gay woman.

Jenny (lesbian), 30, North East Scotland



Where I live there is no dedicated STI service. I requested a HIV test through my GP. Her religious values meant she felt unable to do the blood test and instead gave me the form and told me to go and see the practice nurse before sending me out of the room. I didn't get tested for another 6 months because of the experience.

Gary (gay man), 44, Highlands and Islands

LGB&T people are also more likely to use NHS 24's phone service. **One in three** (34 per cent) LGB&T people have accessed NHS24's phone service in the past 12 months compared to **one in six** (16 per cent) of the general population.

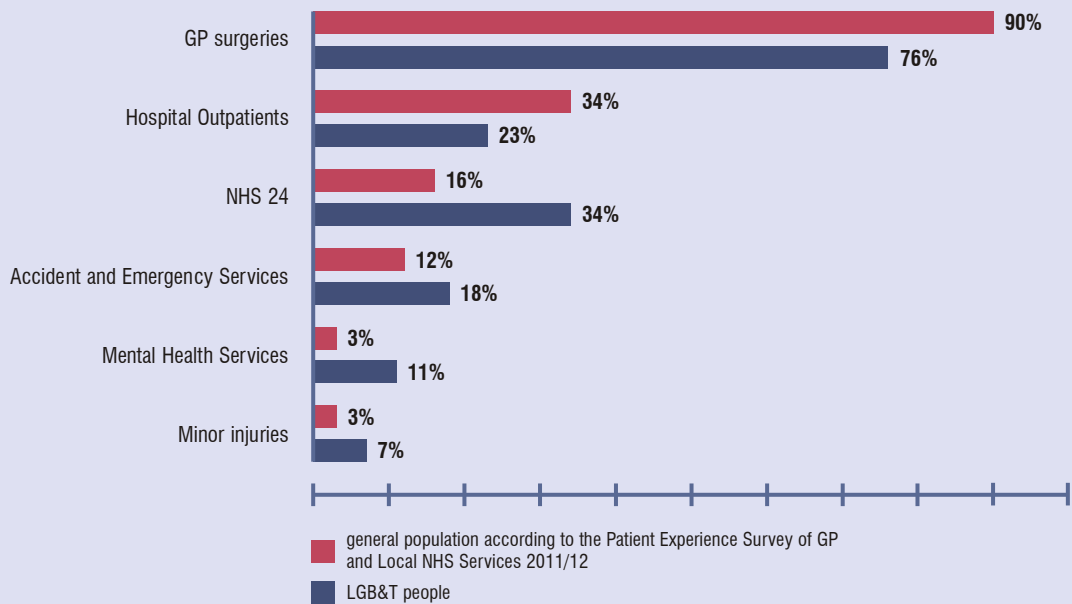
Despite a quarter of LGB&T people experiencing poor treatment from mental health services, **one in ten** (11 per cent) LGB&T people have used this service, compared to three per cent of the general population.



The NHS mental health services have no provision for the care and treatment of someone who is transgender. There is no scope for being admitted to hospital and therefore the community crisis team is the only option. This is unsatisfactory.

Erik (gay trans man), 26, Lothians

### Percentage of people who have accessed services in the last year



## RECOMMENDATIONS

- Organisations should train staff on specific health concerns and issues for LGB&T people, and provide accurate and up to date information
- NHS boards and social care providers, including care homes, should seek to increase visibility of LGB&T people in healthcare settings and have clear policies on supporting LGB&T patients and service users
- The Care Inspectorate should ask, as part of their inspections, what care providers are doing to reduce discrimination and disadvantage for LGB&T people
- Services should use Stonewall Scotland's resources to responsibly collect equality monitoring information from patients and service users, including sexual orientation and gender identity



Even if a gay-friendly policy is there in the small print, all the photos are usually of mixed-sex couples.

Matthew (gay man), 60, Glasgow



Publications and adverts which show examples of same sex couples as well as straight couples, send a clear message to everyone that sees it that we are part of society and the community.

Jacquie (lesbian), 51, West of Scotland

## CASE STUDY: NHS 24 WORKING TO IMPROVE LGB&T MENTAL HEALTH

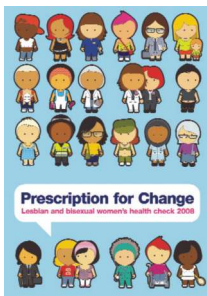
NHS 24 identified improving mental health services as a main organisational priority. In order to achieve this they considered groups which they knew experienced particularly high levels of poor mental health in order to target their work most effectively. Building on existing work to improve equality for LGB&T people, NHS 24 set up a partnership between Stonewall Scotland and Breathing Space, their mental health hotline. Through this they ensured that staff were trained in LGB&T mental health issues and developed joint resources to promote the service as LGB&T friendly.



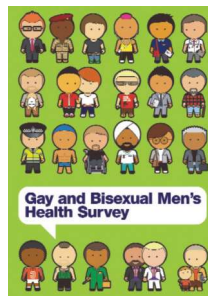
As a service which people in Scotland rely on when they are at their most vulnerable, it is vital that everyone can feel confident to speak to our staff. Our inclusive approach to equality, and our partnership with Stonewall Scotland, ensures that LGB&T people in Scotland continue to receive safe, effective and patient centred care.

Jane McCartney, NHS 24 Director of Human Resources and Lead Director for Patient Focus and Public Involvement

## RESOURCES



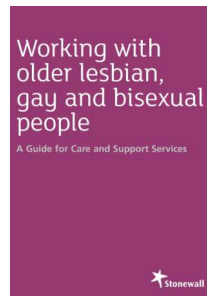
Prescription for Change: Lesbian and bisexual women's health check



Gay and Bisexual Men's Health Survey



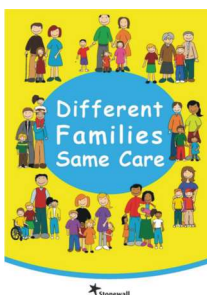
Lesbian, Gay and Bisexual People in Later Life



Working with Older Lesbian, Gay and Bisexual People: a guide for care and support services



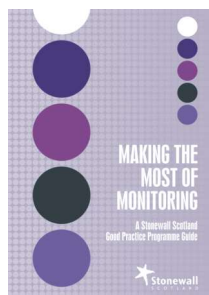
Stonewall Scotland health posters



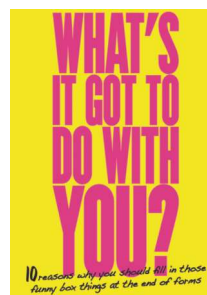
Different Families Same Care, poster



Workplace posters: health and social care staff



Making the Most of Monitoring



What's it got to do with you?



10 Steps to LGB&T Inclusive Communications

# HOUSING



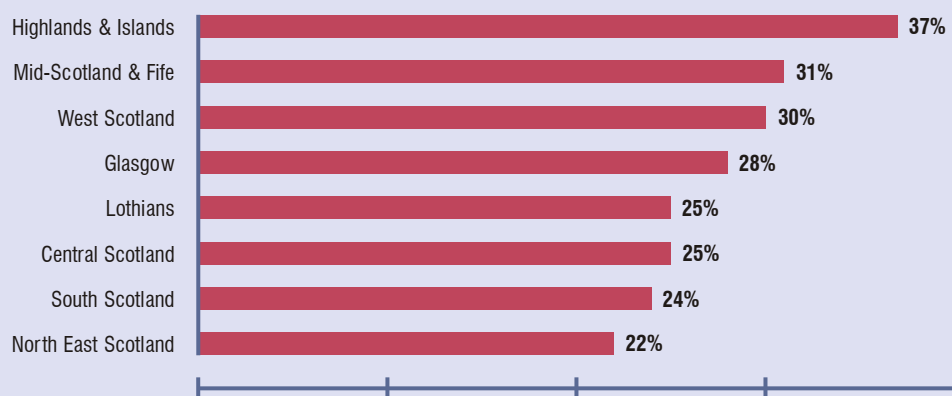
I was told I had to bid for properties where there is a higher rate of crime against LGB&T people. I also had to explain myself as being bisexual, rather than gay. They understand the words and know the diversity training, but don't understand what it means to the person.

Sam (bisexual trans man), 39, Mid-Scotland and Fife

**Nearly a third** (31 per cent) of LGB&T people who have used housing services have experienced staff making incorrect assumptions about their sexual orientation or gender identity. **Two in five** (40 per cent) LGB&T people who have used housing services also feel that housing services don't provide enough information relevant to LGB&T issues.

**More than a quarter** (27 per cent) of LGB&T people in general would expect to face discrimination from a housing officer if they were applying for social housing. This rises to **almost half** (48 per cent) of trans people. **Two in five** (40 per cent) disabled LGB&T people expect to experience discrimination from housing providers.

## LGB&T people who would expect to face discrimination when applying for social housing



I was laughed at by a local authority employee after enquiring about council housing.

Jim (gay man), 26, Mid-Scotland and Fife

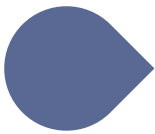
**A third** (32 per cent) of LGB&T people would be uncomfortable being open about their sexual orientation or gender identity when using housing services. Amongst trans people, **more than half** (52 per cent) would not be comfortable being open about their gender identity.



## RECOMMENDATIONS

- All staff should be trained to understand how to implement LGB&T equality policies and how experiences of discrimination might impact on LGB&T people's interactions with service providers
- Housing services should make clear to tenants that discriminatory treatment of other residents, including homophobic or transphobic behaviour, will not be tolerated. Housing services should provide clear examples of what homophobic and transphobic behaviour looks like
- Housing services should make sure that their advertising and communication with tenants and potential service users are inclusive of LGB&T people

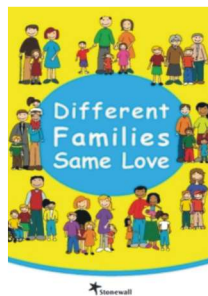
## RESOURCES



Stonewall Scotland's online LGB&T training resource is free for all public authorities in Scotland to access and can be incorporated into existing eLearning tools. It is available at [www.lgbtgoodpractice.org.uk](http://www.lgbtgoodpractice.org.uk)



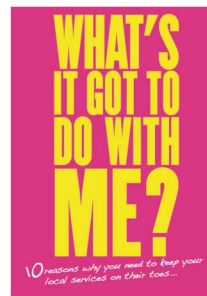
*Putting a Roof Over Your Head* (easy read version available online)



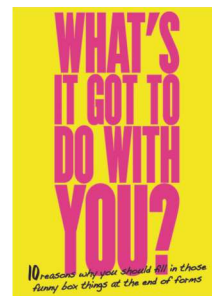
*Different Families Same Love*, poster



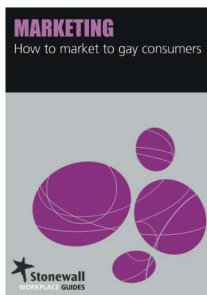
*Some People are Gay. Get over it!* poster



*What's it got to do with me?*



*What's it got to do with you?*



*Marketing: how to market to gay consumers*



*10 Steps to LGB&T Inclusive Communications*

# POLICING



I reported an incident of homophobic crime to the police and was told to retract the statement as I would not be believed.

Gemma (lesbian), 41, Glasgow

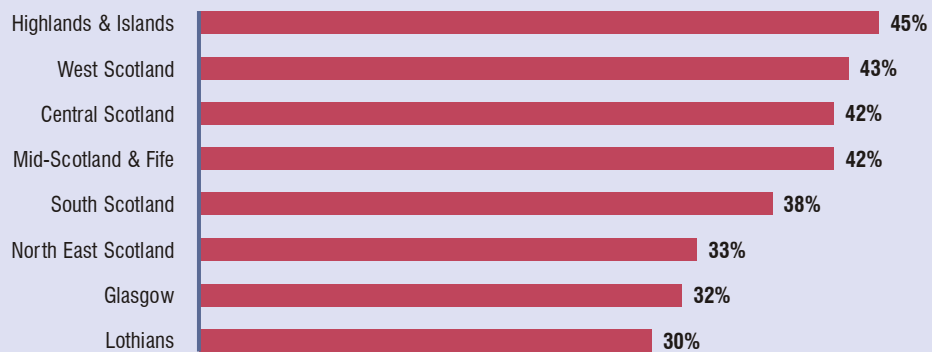
## REPORTING A CRIME

**More than a third** (36 per cent) of LGB&T people would not feel confident reporting a homophobic or transphobic hate crime directly to the police. This increases further to **more than two in five** black and minority ethnic LGB&T people (BME) (43 per cent) and disabled LGB&T people (43 per cent).

LGB&T people in the Highlands and Islands are the least confident in reporting a hate crime to the police, where **more than two in five** (45 per cent) would not feel confident.

**One in four** LGB&T people would also not feel confident in reporting hate crime through a third party reporting agency (26 per cent) or a website (25 per cent).

### LGB&T people who would not feel confident reporting a homophobic or transphobic hate crime to the police



About 2 years ago now my partner and I were receiving death threats from an upstairs neighbour... This included comments written on our front door, our names crossed out and the word 'DIE' written over the nameplate and the neighbour threatening to have us 'murdered' by his son's friends. We contacted the police and housing authority for assistance and, despite raising with them that there had been a homophobic comment made at one point, it was essentially dismissed. We were told that they could do absolutely nothing until we were attacked.

Andrew (gay man), 44, Glasgow



**More than a third** (36 per cent) of LGB&T people would feel uncomfortable being open about their sexual orientation or gender identity when dealing with the police as a victim of any crime. **Half** (51 per cent) of bisexual people would be uncomfortable being open about their sexual orientation, and **half** (52 per cent) of trans people would be uncomfortable being open about their gender identity to the police if they were a victim of crime.



When seeking help from the police about an incident, I was referred to as 'your type of people' followed by comments which included 'make me sick'.

Mikey (gay man), 26, Lothians

## EXPECTATIONS OF POLICE SCOTLAND

**More than two in five** (42 per cent) LGB&T people are not confident in Police Scotland's ability to address homophobic and transphobic hate crime in their area. This rises to **almost three in five** trans people (57 per cent) and black and minority ethnic LGB&T people (56 per cent), as well as **more than half** (52 per cent) of disabled LGB&T people.



I was subjected to numerous homophobic attacks on my property over a prolonged period. The police refused to do anything other than sympathise.

Kenneth (gay man), 49, West of Scotland

LGB&T people have specific concerns around Police Scotland's ability to improve community safety; **one in five** (20 per cent) LGB&T people thought the creation of the new single Scottish police service would worsen contact with LGB&T liaison officers, **one in four** (25 per cent) believe local approaches to tackling hate crime would worsen and **one in five** (21 per cent) thought that police understanding of LGB&T equality issues would get worse.

If suspected of committing a crime **almost half** (47 per cent) of LGB&T people would feel uncomfortable being open to the police about their sexual orientation or gender identity, this rises to **two thirds** (67 per cent) of trans people.

## PRISON SERVICE

Concern around policing is also reflected in expectations of the prison service. **More than half** (54 per cent) of LGB&T people, including **two thirds** (67 per cent) of trans people, would be uncomfortable being open about their sexual orientation or gender identity in the Scottish Prison Service as either a prisoner or a visitor.

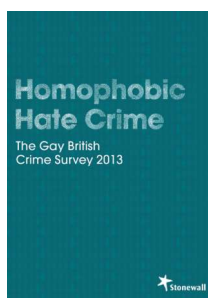
## RECOMMENDATIONS

- Police Scotland should work to make sure that LGB&T people have a consistently positive experience of policing. They should build on good practice in workplace inclusion and local community engagement developed by high performing regional police services prior to the formation of the national service in 2013
- Police Scotland should publicly communicate its commitment to tackling homophobic and transphobic hate crime and work with stakeholders to support confidence in reporting
- Police Scotland should recognise the particular needs of black and minority ethnic and disabled LGB&T people who feel less confident in reporting hate crimes to the police
- The Scottish Prison Service should use the publication of its trans policy as an opportunity to ensure that staff are trained to support trans prisoners and visitors

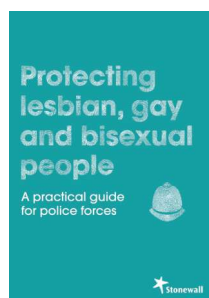
### CASE STUDY: SCOTTISH PRISON SERVICE'S DEVELOPMENT OF A GENDER IDENTITY AND GENDER REASSIGNMENT POLICY

Based on feedback from staff, service users, community partners and equality organisations (including Stonewall Scotland) the Scottish Prison Service noted that the systems in place to protect prisoners and staff did not consistently recognise the specific concerns and needs of trans people. Working with these stakeholders, SPS developed a policy to support staff working with trans people in custody. This policy recognises specific practical and legal concerns around upholding transgender equality and rights, and provides clear guidance on search procedures, access to personal items and the challenges of a single-sex environment. SPS created a policy which aims to achieve a balance between protecting the rights of trans people in custody and ensuring the safety of all staff and prisoners. This policy is due to be rolled out in 2014 along with clear directions, procedures, FAQs and strategic staff training and development.

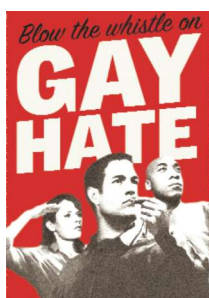
## RESOURCES



Homophobic Hate Crime: The Gay British Crime Survey 2013



Protecting Lesbian, Gay and Bisexual People: a practical guide



Blow the Whistle on Gay Hate



Workplace posters: policing

# FAMILY LIFE

Many LGB&T people perceive major barriers to having a family, often based on an expectation of discrimination from those institutions that deal with families and children.

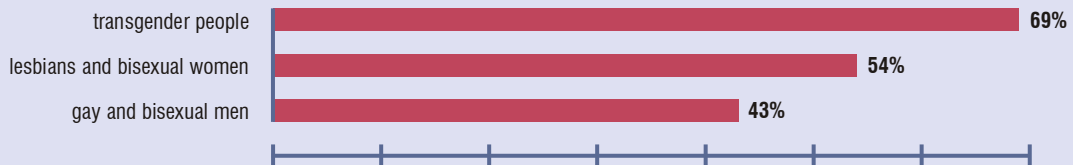
The Fostering Network estimates that fostering services need to recruit a further 850 foster families in the next 12 months in Scotland alone; however **nearly half** (48 per cent) of LGB&T people think they would face discrimination when looking to either foster or adopt.



We had a very difficult time at our first attempt to adopt four years ago, but the experience this time round has been so much better. I think there's been a significant improvement, though there is still work to be done.

Sasha (lesbian), 29, Glasgow

## LGB&T people who expect to face discrimination in adoption and fostering



**More than two in five** (42 per cent) LGB&T people would also expect to face discrimination if they were to be involved in a divorce or custody case. This is a particular worry for lesbians, bisexual women and trans people, where **half** (49 per cent) of lesbians and bisexual women, and **three in five** (60 per cent) trans people would expect to face discrimination.

**One in five** (20 per cent) LGB&T people expect to face discrimination from a headteacher if they were enrolling their child in a primary or secondary school. Enrolling children in a faith school is a particular concern for LGB&T people, despite the same legal duties applying to faith schools as local authority run schools. **Eight in ten** LGB&T people would expect to face discrimination from a headteacher of a faith school when enrolling their child (79 per cent for primary schools and 78 per cent for secondary schools).



As a parent the assumption is always that I am heterosexual.

Donna (lesbian), 52, Glasgow

LGB&T people in Scotland also expect barriers to becoming more formally involved in school life. **More than two in five** (42 per cent) would expect to face discrimination if they were to apply to become a member of the Parent Council at their child's school, increasing to **three in five** (60 per cent) trans people.

For the first year of my daughter's life I was a single parent and my sexual orientation wasn't ever an issue in dealing with public services related to my daughter. I didn't explicitly state that I'm gay so I assume that people assumed me to be a straight single mother. When my current partner eventually moved in with me she took on a greater level of parenting responsibility and it became clear quickly that openly lesbian mothers are treated differently from [presumed] straight single mothers.

Isla (lesbian), 22, Glasgow

**Two thirds** (67 per cent) of LGB&T people think that their child would experience bullying in primary school if it were known that they had LGB&T parents; this expectation rises to **three quarters** (76 per cent) if the child were in secondary school.

There was a general homophobic atmosphere in school, where the majority of people used the word 'gay' and gay stereotypes in a negative manner.

Peter (gay man), 17, Glasgow

## RECOMMENDATIONS

- Adoption and foster agencies should use targeted advertising campaigns to recruit more LGB&T adopters and foster carers. This should include monitoring application and acceptance levels from LGB&T people. These organisations should also provide more information aimed at prospective LGB&T parents on the process of adopting and fostering a child
- The Scottish Government and local authorities should support individual schools to do more to challenge barriers for LGB&T parents becoming members of Parent Councils
- Local authorities and schools, including faith schools, should create an environment where LGB&T parents and their children feel supported and included. These organisations should join Stonewall Scotland's Education and School Champions programmes, and provide training to teachers on celebrating different families

### CASE STUDY: GLASGOW CITY COUNCIL CAMPAIGN TO ENCOURAGE GAY ADOPTERS AND FOSTER CARERS

Glasgow City Council recognised that misconceptions and concerns about eligibility were putting potential adoptive parents and foster carers off applying to Glasgow City Council, and in particular gay people who may have additional concerns around attitudes to same-sex parents. They therefore launched a myth-busting campaign about adoption and fostering criteria including high profile adverts featuring same-sex parents.



# RESOURCES



Become a School Champion



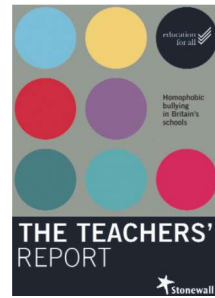
Become an Education Champion



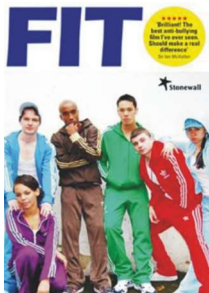
The School Report 2012



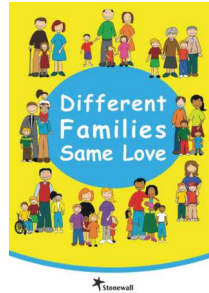
Different Families: the experiences of children with lesbian and gay parents



The Teachers' Report



FIT DVD



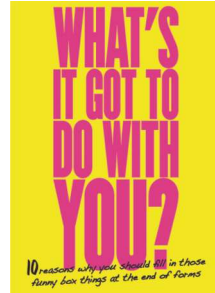
Different Families Same Love posters



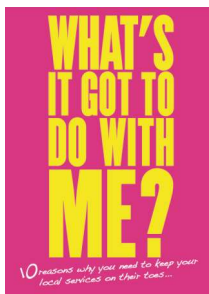
Some People are Gay. Get Over It! poster



Marketing: how to market to gay consumers



What's it got to do with you?



What's it got to do with me?

# POST-16 EDUCATION AND TRAINING

Bullying remains a serious problem across Scotland's education system. Stonewall Scotland's *School Report* (2012) found that **more than half** (55 per cent) of lesbian, gay and bisexual young people experience homophobic bullying at school and most hear homophobic language on a frequent basis.



My school refused to help with bullying because I came out as bisexual. They said I chose to come out so the repercussions were what I had to deal with.

Amy (bisexual), 19, Central Scotland

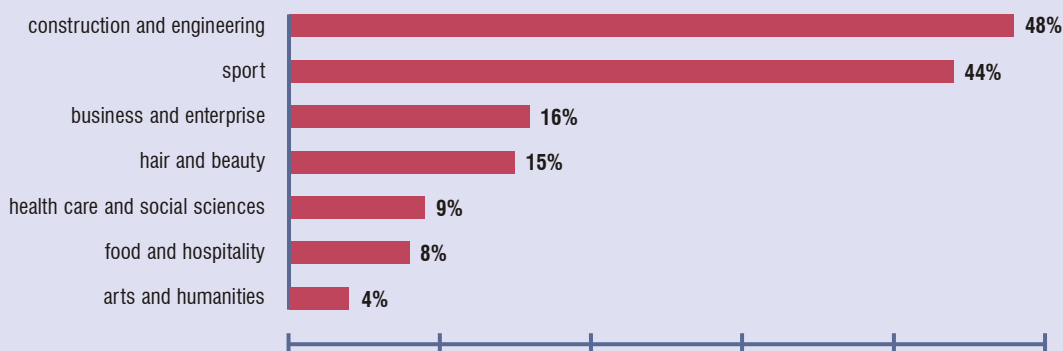
These early experiences of education can affect LGB&T people later in life, and many fear what they will find when going on to college, university or a modern apprenticeship.

## COLLEGE AND UNIVERSITY

**Almost one in four** (23 per cent) LGB&T people believe they would face discrimination from other students at college or university, including **more than half** (54 per cent) of trans people. **One in eight** (13 per cent) LGB&T students would expect to face discrimination from teaching staff.

LGB&T people's expectations of college and university varies between subject areas, with **almost half** (48 per cent) of LGB&T people expecting to experience discrimination in construction and engineering and **more than two in five** (44 per cent) expecting to experience discrimination when studying sports subjects.

### LGB&T people who would expect to be treated worse because of their sexual orientation or gender identity at college or university when studying...



There are also significant differences between LGB&T men and women's expectations of different subjects.

**Two in five** (41 per cent) lesbians and bisexual women would expect discrimination in a construction and engineering course, compared to **half** (50 per cent) of gay and bisexual men. **Three in ten** (30 per cent) lesbians and bisexual women also expect discrimination in sport, compared to **more than half** (52 per cent) of gay and bisexual men.

**More than a quarter** (28 per cent) of lesbians and bisexual women expect discrimination in hair and beauty, compared to **one in fourteen** (seven per cent) gay and bisexual men.

Across all subject areas, trans people were most likely to expect discrimination. **More than two thirds** (69 per cent) of trans people expect discrimination in construction and engineering, **more than three in five** (62 per cent) in sport and **two in five** (40 per cent) in hair and beauty.



Growing up in rural Scotland, the level of casual homophobia I experienced was borderline discrimination... This was in a secondary school environment and higher education.

Greig (gay man), 20, Mid-Scotland and Fife

**One in six** (16 per cent) LGB&T people would feel uncomfortable being open about their sexual orientation or gender identity at college.

**One in eight** (12 per cent) LGB&T people would feel uncomfortable being open about their sexual orientation or gender identity at university.

Bisexual and trans people have particular problems when accessing further and higher education. **A third** of trans people would feel uncomfortable being open about their gender identity at college (33 per cent) or university (31 per cent). **Around three in ten** bisexual people would feel uncomfortable being open about their sexual orientation at college (31 per cent) or university (28 per cent).



It has really demotivated me to strive and reach for my dreams. It's knocked my confidence completely! It's made me angry at my school for not taking it seriously so I stopped trying the work.

Leah, 16, Stonewall Scotland School Report (2012)

## MODERN APPRENTICESHIPS

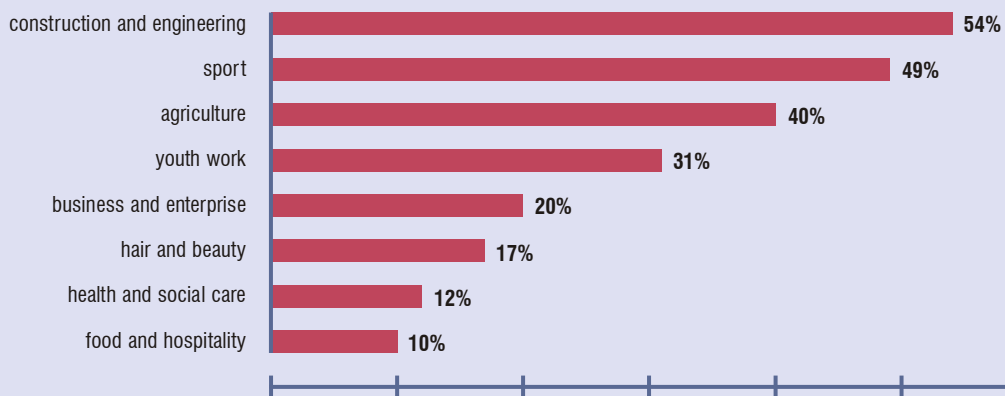
Often the main route into skilled trades, many LGB&T people feel that they will be discriminated against if they were to participate in a modern apprenticeship. **More than half** (54 per cent) of LGB&T people think they would be discriminated against in construction and engineering modern apprenticeships and **almost a third** (31 per cent) when applying for a youth work modern apprenticeship.



As with college and university courses, there is a gender divide in terms of LGB&T people's expectations of different sectors. **A third** (33 per cent) of lesbians and bisexual women would expect to be discriminated against in an agricultural modern apprenticeship, and **almost half** (45 per cent) of gay and bisexual men expect discrimination in this sector.

**More than two in five** (44 per cent) lesbians and bisexual women would expect to face discrimination in construction and engineering, compared to **more than three in five** (62 per cent) gay and bisexual men. Similarly **a third** (33 per cent) of lesbians and bisexual women would expect to face discrimination in sport, compared to **three in five** (60 per cent) gay and bisexual men. **More than a quarter** (27 per cent) of lesbians and bisexual women would expect to face discrimination in youth work, compared to **more than a third** (36 per cent) of gay and bisexual men.

### LGB&T people who would expect to be treated worse because of their sexual orientation or gender identity when participating in a modern apprenticeship in...



**One in seven** (15 per cent) lesbians and bisexual women expect to experience discrimination in health and social care, compared to **one in ten** (10 per cent) gay and bisexual men. **A third** (32 per cent) of lesbians and bisexual women would expect to experience discrimination in a hair and beauty modern apprenticeship, compared to **one in twelve** (eight per cent) gay and bisexual men.

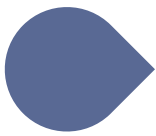
Across all sectors, trans people were most likely to expect to experience discrimination. **Two thirds** (67 per cent) of trans people expect to experience discrimination in construction and engineering and sports subjects. **More than half** (54 per cent) of trans people would expect to experience discrimination in a modern apprenticeship in agriculture. **More than half** (56 per cent) would also expect to face discrimination in a youth work modern apprenticeship. **Almost half** (46 per cent) of trans people would expect to face discrimination in a hair and beauty modern apprenticeship, and **almost a third** (31 per cent) would expect discrimination in food and hospitality.



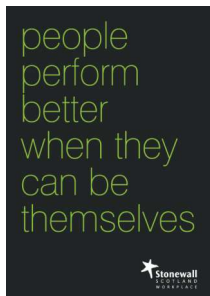
## RECOMMENDATIONS

- Colleges, universities and modern apprenticeship providers should ensure that their workplaces are inclusive of LGB&T employees, and benchmark this process by participating in Stonewall Scotland's annual Workplace Equality Index
- Skills Development Scotland should work with Stonewall Scotland to support LGB&T participation in modern apprenticeships
- Further research should be carried out to identify the barriers which exist for LGB&T people participating in modern apprenticeships, including negative attitudes and unconscious bias in the application process

## RESOURCES



Stonewall's online Proud Employers is a free employment vacancy resource, supported by gay-friendly employers. It is available at [www.proudemployers.org.uk](http://www.proudemployers.org.uk)



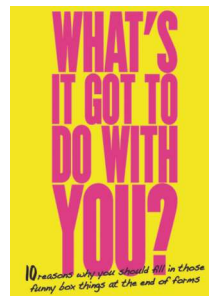
Become a Diversity Champion



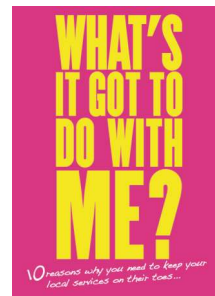
To do list poster



Some People are Gay. Get Over it! poster



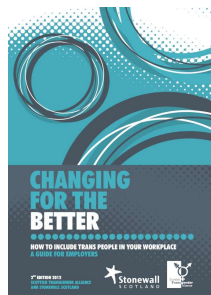
What's it got to do with you?



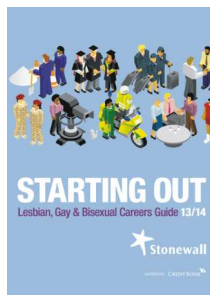
What's it got to do with me?



10 Steps to LGB&T Inclusive Communications



Changing for the Better: how to include trans people in your workplace



Starting Out Guide 13/14



The School Report 2012



Workplace poster: builders



Top 100 Employers 2014, The Workplace Equality Index

# LOCAL COMMUNITY

Public authorities have a fundamental role in making sure LGB&T people feel part of their community, yet there is clear evidence that LGB&T people experience inequalities and disadvantages when accessing everyday services.

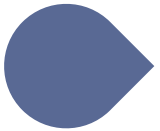
**One in six** (16 per cent) LGB&T people say they have experienced poor treatment because of their sexual orientation or gender identity when accessing a public service in the last three years.



It has been my experience that my local council, despite employing LGB&T personnel, can be extremely homophobic.

Marion (lesbian), 46, North East Scotland

**Eight in ten** (80 per cent) LGB&T people have never been asked for their views about their local service providers. Yet targeted improvements to data collection are key to improving public services for those who experience disadvantage, and many LGB&T people are willing to participate in consultation exercises about the services they use and pay for.



**Two in three** (67 per cent) lesbian, gay and bisexual people say if asked, they would feed their views and experiences to local services, such as a council, police force, school or health board, to help them improve services.

Stonewall Gay in Britain 2013

**One in eight** (12 per cent) LGB&T people have had a negative experience which they felt to be related to their sexual orientation or gender identity when accessing sport and leisure facilities, **one in six** (15 per cent) when using parks and open spaces, and **one in sixteen** (six per cent) in community centres. **One in ten** (ten per cent) LGB&T people would expect to face discrimination from an advisor at a Citizens Advice Bureau, including **one in four** (25 per cent) trans people.



I was asked to leave the library because some people didn't want me there.

Molly (lesbian), 23, West of Scotland

Trans people are particularly vulnerable to discrimination in these areas. **More than a third** (35 per cent) of trans people have had a negative experience which they felt was related to their gender identity when using parks and open spaces and **a third** (33 per cent) when using sport and leisure facilities.

**More than a quarter** (27 per cent) of LGB&T people would feel uncomfortable being open about their sexual orientation or gender identity when contacting the fire and rescue service. **Almost one in five** (18 per cent) LGB&T people who have used the fire and rescue service (including for home safety checks) have experienced a member of the service making incorrect assumptions about their sexual orientation or gender identity. When prevention and protection through community engagement and home safety checks are a national priority, this has worrying community safety implications for LGB&T people who may feel uncomfortable engaging with the service or allowing officers into their home.



You get ignored, and pushed to the back of the queue. I was told that they were too busy to deal with me because they had clients 'who hadn't brought it on themselves' and told to 'just be normal and things will get better'.

Jo (bisexual trans woman), 39, South Scotland

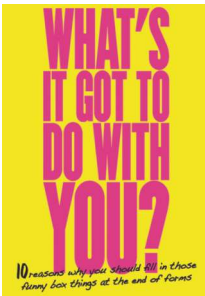
## RECOMMENDATIONS

- Organisations should cultivate relationships with LGB&T community groups in their local area and support them to feed their views into the development of public services
- Organisations should use Stonewall Scotland's resources to responsibly collect equality monitoring information from service users, including sexual orientation and gender identity
- Organisations should ensure that their communication strategies are inclusive of LGB&T people. In particular they should ensure that their websites include clear information about their equalities policies and how they support LGB&T people
- Organisations serving the local community, including local authorities, NHS boards, colleges, and universities can join Stonewall Scotland's Diversity Champions programme for one-to-one advice from Stonewall Scotland's dedicated workplace team as well as the opportunity to network with hundreds of high profile employers

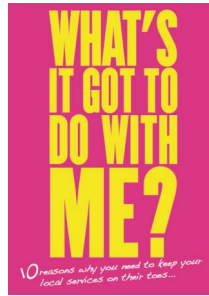
## RESOURCES



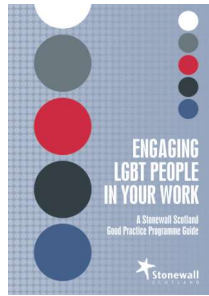
Stonewall Scotland's online LGB&T training resource is free for all public bodies in Scotland to access and can be incorporated into existing eLearning tools. It is available at [www.lgbtgoodpractice.org.uk](http://www.lgbtgoodpractice.org.uk)



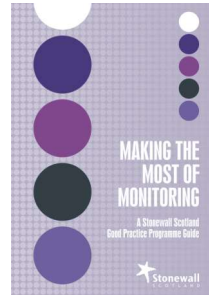
What's it got to do with you?



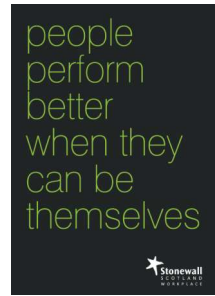
What's it got to do with me?



Engaging LGBT People in your Work



Making the Most of Monitoring



Become a Diversity Champion



Stonewall Scotland Authentic Role Models Programme



Workplace poster: fire and rescue officers



10 Steps to LGBT Inclusive Communications

# RECOMMENDATIONS

## HEALTH AND SOCIAL CARE

- Organisations should train staff on specific health concerns and issues for LGB&T people, and provide accurate and up to date information
- NHS boards and social care providers, including care homes, should seek to increase visibility of LGB&T people in healthcare settings and have clear policies on supporting LGB&T patients and service users
- The Care Inspectorate should ask, as part of their inspections, what care providers are doing to reduce discrimination and disadvantage for LGB&T people
- Services should use Stonewall Scotland's resources to responsibly collect equality monitoring information from patients and service users, including sexual orientation and gender identity

## HOUSING

- All staff should be trained to understand how to implement LGB&T equality policies and how experiences of discrimination might impact on LGB&T people's interactions with service providers
- Housing services should make clear to tenants that discriminatory treatment of other residents, including homophobic or transphobic behaviour, will not be tolerated. Housing services should provide clear examples of what homophobic and transphobic behaviour looks like
- Housing services should make sure that their advertising and communication with tenants and potential service users is inclusive of LGB&T people

## POLICING

- Police Scotland should work to make sure that LGB&T people have a consistently positive experience of policing. They should build on good practice in workplace inclusion and local community engagement developed by high performing regional police services prior to the formation of the national service in 2013
- Police Scotland should publicly communicate its commitment to tackling homophobic and transphobic hate crime and work with stakeholders to support confidence in reporting
- Police Scotland should recognise the particular needs of black and minority ethnic and disabled LGB&T people who feel less confident in reporting hate crimes to the police
- The Scottish Prison Service should use the publication of its trans policy as an opportunity to ensure that staff are trained to support trans prisoners and visitors

## FAMILY LIFE

- ◆ Adoption and foster agencies should use targeted advertising campaigns to recruit more LGB&T adopters and foster carers. This should include monitoring application and acceptance levels from LGB&T people. These organisations should also provide more information aimed at prospective LGB&T parents on the process of adopting and fostering a child
- ◆ The Scottish Government and local authorities should support individual schools to do more to challenge barriers for LGB&T parents becoming members of Parent Councils
- ◆ Local authorities and schools, including faith schools, should create an environment where LGB&T parents and their children feel supported and included. These organisations should join Stonewall Scotland's Education and School Champions programmes, and provide training to teachers on celebrating different families

## POST-16 EDUCATION AND TRAINING

- ◆ Colleges, universities and modern apprenticeship providers should ensure that their workplaces are inclusive of LGB&T employees, and benchmark this process by participating in Stonewall Scotland's annual Workplace Equality Index
- ◆ Skills Development Scotland should work with Stonewall Scotland to support LGB&T participation in modern apprenticeships
- ◆ Further research should be carried out to identify the barriers which exist for LGB&T people participating in modern apprenticeships, including negative attitudes and unconscious bias in the application process

## LOCAL COMMUNITY

- ◆ Organisations should cultivate relationships with LGB&T community groups in their local area and support them to feed their views into the development of public services
- ◆ Organisations should use Stonewall Scotland's resources to responsibly collect equality monitoring information from service users, including sexual orientation and gender identity
- ◆ Organisations should ensure that their communication strategies are inclusive of LGB&T people. In particular they should ensure that their websites include clear information about their equalities policies and how they support LGB&T people
- ◆ Organisations serving the local community, including local authorities, NHS boards, colleges, and universities can join Stonewall Scotland's Diversity Champions programme for one-to-one advice from Stonewall Scotland's dedicated workplace team as well as the opportunity to network with hundreds of high profile employers

## RESOURCES

All resources included in this publication are available at [www.stonewallscotland.org.uk](http://www.stonewallscotland.org.uk) or by emailing [info@stonewallscotland.org.uk](mailto:info@stonewallscotland.org.uk)

## METHODOLOGY

All figures, unless otherwise stated, are from YouGov Plc. Total sample size was 1,043 lesbian, gay, bisexual and trans adults from across Scotland. The survey was conducted using an online interview administered to members of the YouGovPlc GB panel of 350,000+ individuals who have agreed to take part in surveys. Additional open recruitment through Stonewall Scotland was used to achieve the full sample. Fieldwork was undertaken between March and November 2013. Forty nine per cent of respondents were gay men, twenty seven per cent were lesbians, and twenty three per cent were bisexual. Five per cent of respondents identified as trans. The figures have been weighted and are representative of Scottish adults by region and age. The resulting data was analysed and presented by Stonewall Scotland. Identities attributed to quotes have been anonymised; names have been changed and ages assigned from within age bands.

Written by **Daniel Aldridge and Catherine Somerville**  
Designed by [www.createpod.com](http://www.createpod.com)





## YOUR SERVICES YOUR SAY

LGB&T PEOPLE'S EXPERIENCES  
OF PUBLIC SERVICES  
IN SCOTLAND



When seeking help from the police about an incident, I was referred to as 'your type of people' followed by comments which included 'make me sick'.

Mikey (gay man), 26, Lothians



You get ignored, and pushed to the back of the queue. I was told that they were too busy to deal with me because they had clients 'who hadn't brought it on themselves' and told to 'just be normal and things will get better'.

Jo (bisexual trans woman), 39, South Scotland

