

Stonewall

ABOUT THIS RESOURCE

This resource is produced by Stonewall, a UK-based charity that stands for the freedom, equity and potential of all lesbian, gay, bi, trans, queer, questioning and ace (LGBTQ+) people.

At Stonewall, we imagine a world where LGBTQ+ people everywhere can live our lives to the full.

Founded in London in 1989, we now work in each nation of the UK and have established partnerships across the globe. Over the last three decades, we have created transformative change in the lives of LGBTQ+ people in the UK, helping win equal rights around marriage, having children and inclusive education.

Our campaigns drive positive change for our communities, and our sustained change and empowerment programmes ensure that LGBTQ+ people can thrive throughout our lives. We make sure that the world hears and learns from our communities, and our work is grounded in evidence and expertise.

To find out more about our work, visit us at www.stonewall.org.uk

Registered Charity No 1101255 (England and Wales) and SC039681 (Scotland)

Stonewall is proud to provide information, support and guidance on LGBTQ+ inclusion; working towards a world where we're all free to be. This does not constitute legal advice, and is not intended to be a substitute for legal counsel on any subject matter.



LGBT IN SCOTLAND

WORK REPORT

LGBT IN SCOTLAND

WORK REPORT

Sophie Bridger

Chaka L. Bachmann

Stonewall

Becca Gooch

YouGov

FOREWORD

More and more organisations are taking pride in their commitment to LGBT staff, customers and service users. From the smallest to the largest, employers are realising the importance of creating a workplace where LGBT people can be themselves. The steps they take go a long way in the lives of their LGBT employees, as well as helping create more successful teams.

But we know that there's still a long way to go. People all across Scotland still go to work hiding who they are from their colleagues, afraid to talk about their spouses or partners, or even use the bathroom. Bullying, misgendering and even violence at work are still reality for many LGBT people. This report shows how far we still have to go.

Despite the progress we've made as a country, *LGBT in Scotland – Work Report* shows that one in eight lesbian, gay or bi employees in Scotland, including nearly half of bi men, are not open about their sexual orientation with any of their colleagues. Nearly one in five trans staff aren't open with anyone at work about their gender identity. Worryingly, some LGBT people still face abuse and even violence in their workplace – six per cent of trans people in Scotland have experienced physical abuse or violence from colleagues or customers in the last year.

Trans people often bear the brunt of abuse and prejudice in the workplace. Two in five trans employees have experienced negative behaviour from customers because of who they are, compared to just one in eight lesbian, gay and bi people. Trans staff are also twice as likely as other LGBT staff to feel excluded by their colleagues, while nearly three in five hide or disguise who they are at work. LGBT people with disabilities are also more likely to have negative experiences at work.

Every employer has the power and the opportunity to help us change these statistics for good. It can feel daunting in the face of these figures to know where to start. But each small step, from putting up a poster in the office to rewriting your staff policies, has a huge impact on your LGBT staff. Becoming an LGBT inclusive employer is a process, and a journey that Stonewall Scotland is here to help you on.

At Stonewall, we're proud to have supported many workplaces in building inclusive and accepting environments for their staff. We hope that many more will join us, to build on past achievements and bring forward the day when every LGBT employee is accepted without exception.

Colin Macfarlane

Director, Stonewall Scotland

THE STUDY

Stonewall commissioned YouGov to carry out a survey asking more than 5,000 LGBT people across England, Scotland and Wales about their life in Britain today. This report, part of a series based on the research, investigates the specific experiences of 799 employed LGBT respondents in Scotland about their experiences in the workplace. This includes experiences of discrimination, and of having to conceal one's identity. It also looks at steps taken by employers to ensure a safe and equal work environment for LGBT people, for example, implementation of equality policies, steps to make workplaces trans inclusive, and visible commitment from senior management.

CONTENTS

Key findings	5
Discrimination at work	6
Being out at work	8
Barriers to an inclusive workplace	10
Recommendations	12
Methodology	14

KEY FINDINGS

- **One in six** LGBT employees in Scotland (16 per cent) have been subjected to negative comments or conduct from work colleagues in the last year because they are LGBT. This jumps to **two in five** trans employees (39 per cent).
- **More than one in four** LGBT employees in Scotland (29 per cent) witnessed negative comments or conduct directed towards another colleague perceived to be LGBT, within the last year.
- **Two in five** trans employees (40 per cent) have experienced negative comments or conduct from customers or clients at work in the last year because they are LGBT.
- **Almost one in fifteen** trans employees (6 per cent) have been physically attacked by customers or colleagues in the last year because of their sexual orientation and/or gender identity.
- **One in eight** lesbian, gay and bi staff in Scotland (12 per cent) are not open with anyone at work about their sexual orientation, including **nearly half** of bi men (47 per cent).
- **Nearly one in five** trans employees (18 per cent) aren't open with anyone at work about their gender identity.
- **More than a third** of LGBT employees (36 per cent) hid or disguised that they are LGBT at work in the last year because they were afraid of discrimination. This rises to **nearly three in five** of trans people (58 per cent).
- **One in five** trans people (20 per cent) don't feel able to wear work attire representing their gender expression.
- **Only half** of LGBT staff (54 per cent) agree that there are equalities policies in place to protect trans people at work.



DISCRIMINATION AT WORK

For many LGBT people, discrimination and abuse at work continues to be commonplace. For some, this can escalate into physical abuse and violence. Factors like these create workplaces where LGBT people feel excluded and unable to be themselves. Trans employees and LGBT people with disabilities are often worse affected, facing higher rates of all kinds of abuse.

ABUSE, HARASSMENT AND EXCLUSION

One in six LGBT employees in Scotland (16 per cent) have been the target of negative comments or conduct from work colleagues in the last year because they are LGBT. This includes being the target of derogatory remarks, experiencing bullying and abuse, and being outed without consent. Trans people are far more likely to experience this, with **two in five** trans employees (39 per cent) experiencing these comments at work.

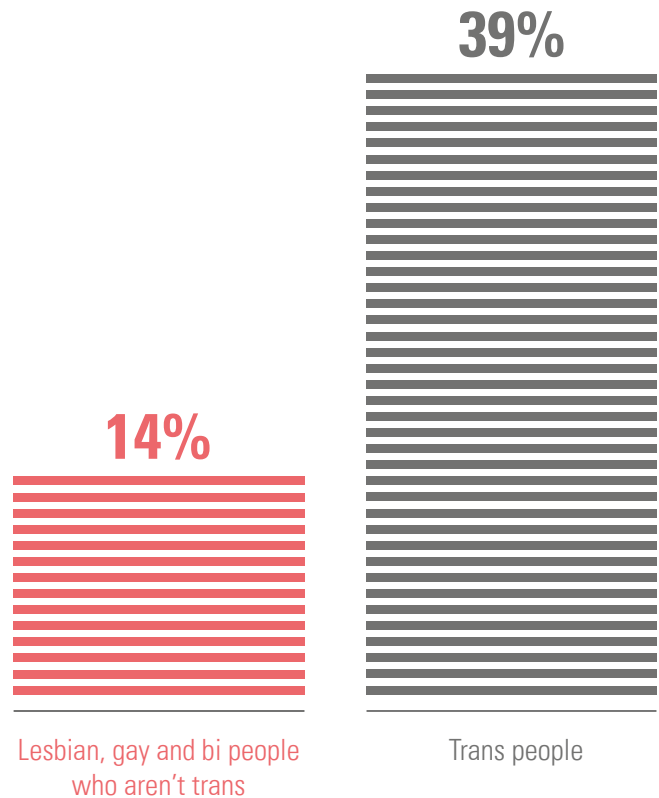
More than one in four LGBT employees in Scotland (29 per cent) witnessed negative comments or conduct directed towards another colleague perceived to be LGBT, within the last year.

I had a battle and a half in the last week at work – I work at a youth centre – trying to set up an LGBT group and have faced so much resistance and ignorance from people who consider themselves progressive on the issue e.g. professionals outing young people, managers refusing to say “heterosexual” and saying “normal” instead, reports of a teacher using slurs in a support group. Things like this aren't abuse or harassment to me but create a negative environment. I am mostly closeted at work.

Olivia, 24

Addressing someone with their correct pronouns is a basic sign of respect and acceptance. However, **almost one in five** trans respondents from Scotland (18 per cent) are still not addressed with their correct name and pronouns at work.

LGBT employees who have been the target of negative comments or conduct from work colleagues in the last year because they are LGBT.



One in seven LGBT employees in Scotland (14 per cent) say they were excluded by colleagues in the last year for being LGBT, doubling to **a third** of trans employees (32 per cent). LGBT disabled employees are also more likely to experience this, with **20 per cent** saying they had been excluded by colleagues.

My colleagues often go to the pub after work and I never seem to be invited along. I think some of them are embarrassed in case we meet their friends and they get a negative reaction.
Harry, 45

Nearly one in six LGBT employees in Scotland (14 per cent) have been the target of negative comments or conduct from customers or clients at work in the last year because they are LGBT. This number increases for trans people: **more than two in five** trans employees (40 per cent) experienced this in the last year, compared to **12 per cent** of LGB staff who aren't trans.

LGBT staff with disabilities are also more likely to have experienced negative comments or conduct from customers or clients (**20 per cent**). LGBT staff from category C2DE (lower income households) are more likely to experience this than those in ABC1 (higher income households), **22 per cent** compared to **12 per cent**.

I work in a shop that sells beauty products and I have been yelled at from outside the store, being called "gay" or "faggot". One guy walked past the store and laughed and called me gay. Nothing physical but it did make me feel unsafe.
Jacob, 22

Almost one in fifteen trans employees in Scotland (6 per cent) have been physically attacked by customers or colleagues in the last year because of being trans.

13 per cent of trans people say they did not get a promotion at work in the past year because they are LGBT. This compares to **six per cent** of LGB people who aren't trans. LGBT disabled people are also more likely to have not got a promotion (**11 per cent**).

BEING OUT AT WORK

Unfortunately, LGBT people still feel they need to conceal their identity from people they work with when they don't feel safe or accepted.

While **half** (51 per cent) of lesbian, gay and bi staff are out to everyone at work, **nearly one in eight** LGB staff in Scotland (12 per cent) are not open with anyone at work about their sexual orientation.

A third of bi employees (34 per cent) aren't out to anyone at work about their sexual orientation. This includes **nearly half** of bi men (47 per cent), and **more than a quarter** of bi women (28 per cent), compared to **five per cent** of gay men and **five per cent** of lesbians.

Nearly one in five trans employees (18 per cent) aren't open with anyone at work about their gender identity.

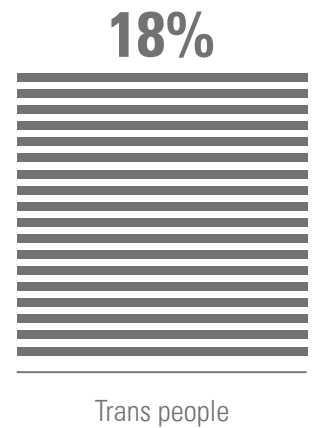
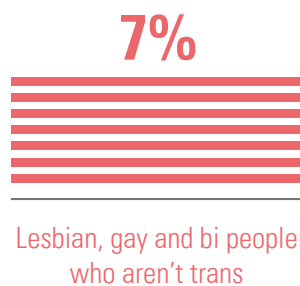
More than a third of LGBT employees (36 per cent) hid or disguised that they are LGBT at work in the last year because they were afraid of discrimination. This rises to **more than half** of trans staff (58 per cent). It's also higher among younger workers aged 18 to 24 (60 per cent) and LGBT disabled people (46 per cent).

I was out at university while a student and while working at the university. When I left and took a job, I felt I had landed in an episode of Life on Mars. I have not been 'out' in the workplace since, despite multiple employers. To friends from university this is incomprehensible. There appears to be a drop in support for people leaving university LGBT spaces and going into work. LGBT groups appear not to link to university/college groups (or even workplace groups) and there is certainly no transition support.

Greg, 39

Nearly one in five trans staff (18 per cent) say that they were encouraged to hide or disguise that they are LGBT by a work colleague, compared to **seven per cent** of lesbian, gay and bi people who aren't trans. **One in eight** LGBT disabled staff (12 per cent) have been encouraged to hide in the last year, compared to **seven per cent** of non-disabled LGBT people.

LGBT employees who have been encouraged by a work colleague to hide or disguise that they are LGBT.



As a nurse, it saddens me that I would never 'out' myself to patients and their families. Daily I am quizzed about my life in passing conversation; "Do you have children, are you married". I avoid such questions as best as possible and/or lie about my answers. I will not 'out myself' daily to these strangers, but yet it is hard to put a lot of effort into my answers to not give away the fact that I live with another woman and that she gave birth to our children, and not me, as is assumed daily. This is hard and upsetting. I doubt this will ever change. I do not wish my sexuality to become a topic of conversation with patients and their families, nor do I wish it to affect the way they look at me and consider the care I provide.

Penelope, 41

One in eight LGBT employees in Scotland (12 per cent) say they don't feel able to be themselves at work. This increases to **nearly three in ten** trans staff (28 per cent), **one in five** LGBT disabled staff (19 per cent), and **more than one in five** LGBT workers aged 18 to 24 (22 per cent) who don't feel they can be themselves at work.

Nearly one in ten LGBT employees in Scotland (nine per cent) don't feel able to wear work attire representing their gender expression. This number rises to **one in five** trans staff (20 per cent), compared to **9 per cent** of LGB staff who aren't trans.

More than one in eight trans staff (12 per cent) don't feel able to use the toilet they feel comfortable with at work.

BARRIERS TO AN INCLUSIVE WORKPLACE

The best employers recognise the value in taking proactive steps to create inclusive workplace environments, but all too often, LGBT employees still face barriers including a lack of confidence in bullying reporting procedures, a lack of visible senior support for LGBT equality and inadequate policies.

Seven in ten LGBT employees (71 per cent) agree that their workplace has equalities policies that protect LGB people at work. The number decreases for LGBT workers from category C2DE (low income households) – **fewer than three in five** workers (58 per cent) agree that their workplace has equalities policies to protect them, compared to **three quarters** (74 per cent) of those in ABC1 (higher income households).

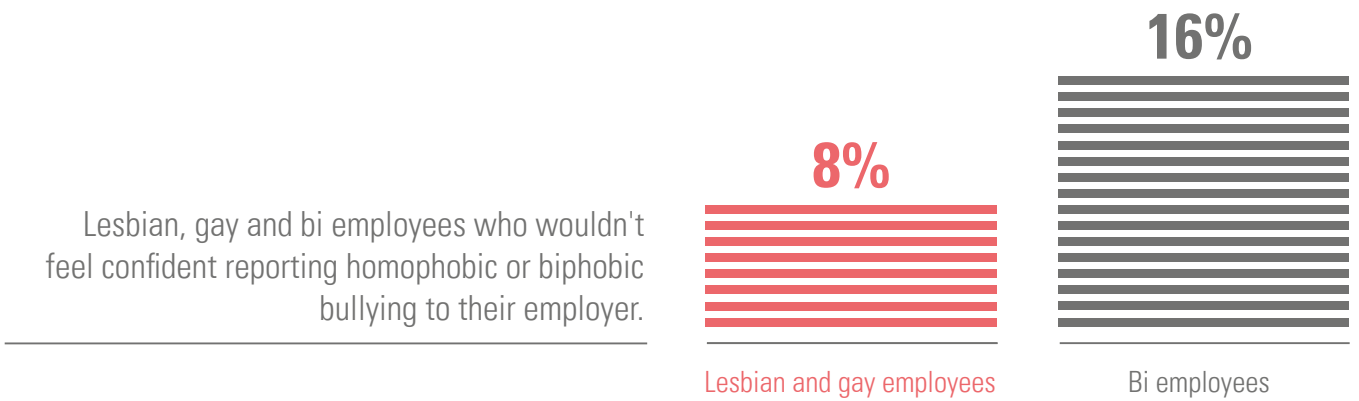
Only half of LGBT employees (54 per cent) agree that there are equalities policies in place to protect trans people at work.

One in nine LGB employees (11 per cent) wouldn't feel confident reporting homophobic or biphobic bullying to their employer. This increases to **one in six** bi staff (16 per cent), and **one in five** young LGBT workers (19 per cent).

One in seven trans employees (14 per cent) wouldn't report transphobic bullying in the workplace.

While serving a customer at work I corrected them on pronouns and they laughed in my face and asked me if I had a penis and told me I was wrong. My supervisor witnessed the whole thing and told me not to be so dramatic about it.
Ross, 23

I was a senior manager in my last job and was fully out and thanked by CEO and Board for being a positive role model. I formed a civil partnership and latterly got married – and was delighted my marriage date was back dated to my civil partnership.
Owen, 59



Half of LGBT staff in Scotland (52 per cent) say that senior managers at their workplace demonstrate visible commitment to LGB equality.

A third of LGBT workers (32 per cent) say that senior managers at their workplace demonstrate visible commitment to trans equality.

LGBT employees from category C2DE (low income households) are less likely to say that senior managers demonstrate commitment than LGBT employees from category ABC1 (higher income households): **42 per cent** compared to **54 per cent**.

RECOMMENDATIONS

PREVENTING AND TACKLING DISCRIMINATION AT WORK

EMPLOYERS SHOULD:

- Develop clear zero tolerance policies on homophobic, biphobic and transphobic discrimination and harassment, with clear sanctions for staff and customers.
- Implement all-staff diversity and inclusion training, which explains what anti-LGBT discrimination or abuse might look like, why it is bad for business and how to challenge anti-LGBT attitudes among colleagues. Training should also provide staff with an understanding of multiple identities and inequality (for example, the dual discrimination that an LGBT, disabled staff member may face).
- Run awareness raising sessions for all employees on trans inclusion, along with guidance about using pronouns and facilities.
- Ensure that line managers have the appropriate training and support to confidently take a zero-tolerance approach to all homophobic, biphobic and transphobic abuse in the workplace.

REMOVING BARRIERS TO RECRUITMENT AND PROMOTION

EMPLOYERS SHOULD:

- Include statements and examples of their commitment to LGBT people, equality and inclusion on your website. When advertising job roles, make sure that a commitment to diversity and inclusion in their workplace is clearly communicated.
- Develop clear policies around recruitment and promotion, using Stonewall's workplace guides (including our *inclusive policy toolkit*) for support. Train their recruitment team to understand where discrimination against LGBT people can occur in the recruitment process and how they can take steps to reduce bias.
- Collect diversity data on their workforce across pay and grade to identify any areas of discrimination in career progression based on sexual orientation and gender identity. Monitoring must be worded and formatted correctly. For example, when asking about gender, employees should be able to describe their gender in their own words.
- Collect diversity data in your exit process and ensure employees leaving the organisation have the space to raise LGBT related issues.
- Staff involved in all diversity monitoring should have specific LGBT awareness training when collecting, analysing and reporting results.

SUPPORTING LGBT STAFF

EMPLOYERS SHOULD:

- Encourage and support the formation of an LGBT network group, so that LGBT employees have visible role models and peers. In smaller organisations employers should assist LGBT staff in joining an external network.
- Create an environment where LGBT people at all levels within an organisation feel comfortable to be visible role-models.
- Encourage non-LGBT employees to sign up to an allies programme or initiative and champion the use of inclusive language through regular training opportunities, both for LGBT staff and allies.
- Support trans staff using Stonewall's guidance, *Supporting trans staff in the workplace*. Develop a policy to support trans employees who are transitioning, including information on confidentiality, dress codes and using facilities, with related guidance for line managers.

CREATING A MORE INCLUSIVE WORKPLACE

EMPLOYERS SHOULD:

- Actively communicate your equality policy or statement to all staff and offer regular training sessions to support staff to understand and implement it.
- Communicate the routes available to reporting homophobic, biphobic and transphobic bullying in the workplace.
- Empower senior leaders to make visible commitments to LGBT equality through speaking at internal diversity events, authoring internal communications and meeting with the LGBT employee network group.
- Support events like Pride and LGBT history month and display LGBT friendly posters to show customers your business supports equality. Visit www.stonewall.org.uk for free resources.
- Join more than 760 employers on Stonewall's Diversity Champions programme, the UK's leading best practice forum for employers on LGBT inclusion. Visit www.stonewallscotland.org.uk/scotland-diversity-champions programme to join the programme.

INDIVIDUALS SHOULD:

- Let local business owners know if they witness an anti-LGBT incident from staff or other customers so that they can tackle it. Make clear that they could risk losing you and others as customers if they don't.
- Get involved in Stonewall's Come out for LGBT campaign: www.stonewall.org.uk/comeoutforlgbt

METHODOLOGY

Between February and April 2017, 5,375 LGBT people across England, Scotland and Wales completed an online questionnaire about their life in Britain today, which was administered by YouGov on behalf of Stonewall.

1,261 of these participants (23 per cent of the total sample) were from Scotland. Participants were recruited through the YouGov panel and via an open recruitment that was circulated through a wide range of organisations, community groups and individuals.

THE SAMPLE

The overall sample size of employed participants from Scotland is 799. All findings are based on this sample size.

OF THIS SAMPLE:

- 51 per cent of respondents are male, 44 per cent are female and five per cent describe their gender in a different way.
- Different terms used to describe their gender identity include, 'non-binary', 'genderfluid' and 'genderqueer'. People who used a different term to describe their gender identity are referred to as 'non-binary people' throughout the report.
- 68 per cent are gay or lesbian, 25 per cent are bi, six per cent use a different term to describe their sexual orientation and one per cent are straight. Different terms that respondents used to describe their sexual orientation include 'pansexual' and 'queer'.
- Eight per cent said they identify as trans and another two per cent said they are unsure of whether they are trans or are questioning their gender identity.
- 23 per cent are disabled.
- Two per cent are black, Asian or minority ethnic.
- Unfortunately the sample of employed participants from ethnic minority backgrounds is too small to enable comparisons between the experiences of BAME and white LGBT people. Stonewall Scotland will be undertaking further work to understand the experiences of LGBT people from ethnic minority backgrounds.

The figures have been weighted by region and age. All differences reported in the survey are statistically significant. All names in quotes have been changed for anonymity and ages have been assigned from within age bands.

LGBT IN SCOTLAND

WORK REPORT

I work in a shop that sells beauty products and I have been yelled at from outside the store, being called "gay" or "faggot". One guy walked past the store and laughed and called me gay. Nothing physical but it did make me feel unsafe.

Jacob, 22

Stonewall Scotland

Address:

Mansfield Traquair Centre

15 Mansfield Place


Edinburgh EH3 6BB

Scotland

Website: www.stonewallscotland.org.uk

Telephone: 0131 474 8019

Email: info@stonewallscotland.org.uk

 @StonewallScot

