

LGB and Trans Voices

South Gloucestershire
Lesbian, Gay,
Bisexual and Trans
Needs Assessment

HEALTH AND WELLBEING NEEDS ASSESSMENT

SEPTEMBER 2014

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LGBT Bristol
LGBT Saturday Brunch
Merlin Housing Society
Out UWE
South Gloucestershire Clinical Commissioning Group (CCG)
South West Trans Equality Network
Stand Against Racism and Inequality (S.A.R.I.)
The Care Forum
Trans Bristol
University of West of England

Thank you to the many individuals who contributed to the interviews, discussion groups and surveys.

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ABOUT THE AUTHOR

Berkeley Wilde is the Founder / Director of the Diversity Trust, a social enterprise working to influence social change. Since 2004 Berkeley has been an equality, diversity and inclusion specialist working across the protected characteristics and groups in the Equality Act (2010), the Public Sector Equality Duty and the NHS Equality Delivery System. He is a specialist in consultation and community engagement, as well as qualitative research with a wide range of equalities communities.

Berkeley is the Chair of LGBT Bristol and he works as a collaborative partner in the delivery of hate crime services in Bath and North East Somerset, Bristol and South Gloucestershire.

ABOUT DIVERSITY TRUST

The Diversity Trust is a social enterprise influencing social change to achieve a fairer and safer society. The Trust works across all sectors: corporate, public and social purpose. Equality, diversity and inclusion specialists, working across key equality legislation and policy areas. The Trust provides community engagement, research and training.

EXECUTIVE SUMMARY

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Our report explores how Lesbian, Gay, Bisexual and Trans (LGB and Trans) people experience a range of services in South Gloucestershire, which includes health, local government and the police service. From March 2013, South Gloucestershire Council asked the “Diversity Trust” to research the health and wellbeing needs of LGB and Trans people in South Gloucestershire. It funded the Diversity Trust through its Health and Wellbeing Grant Programme called ‘Everybody’s Business’. The research was carried out from June 2013 to February 2014 and we have called it “South Gloucestershire LGB and Trans Voices”.

You’ll find copies of the report on our website www.diversitytrust.org.uk

Research Aims

Our research had three aims:

- ➔ A mapping exercise; this included interviews, discussion groups and a questionnaire
- ➔ Report with recommendations
- ➔ Developing long lasting groups for LGB and Trans communities in South Gloucestershire

Sample Size

125 people took part in our LGB and Trans health and wellbeing needs assessment. We interviewed 10 people, 45 people joined our discussion groups and 70 people responded to our surveys.

Our discussion groups and interviews attracted people from the South Gloucestershire LGB and Trans community. Some people in the discussion groups either had a “work” or “study” link with the area. Those who “lived”, “worked” or “studied” in South Gloucestershire answered our surveys. 70%, had a South Gloucestershire postcode, the remaining 30% had a Bristol postcode. We didn’t count the small number of “out of area” postcodes in our results.

Key Findings

Living in South Gloucestershire

- ➔ LGB and Trans people enjoy living in South Gloucestershire. 74% feel “fairly satisfied” or “very satisfied” living in the area.
- ➔ Most people, 66%, were “out” in their local area as LGB and / or Trans. Just under 28% weren’t “out” as LGB and / or Trans in their local area.
- ➔ Most people felt “safe and secure” where they lived. Over 67% felt “fairly safe” or “very safe”.
- ➔ Almost half of those surveyed, just under 46%, said they felt safe living where they lived rather than living in a different part of South Gloucestershire.

Policing, Discrimination and Hate Crime

- Many respondents, just under 36%, felt LGB and Trans people were treated fairly by the police.
- Some people, just under 36%, were discriminated against because of their gender identity and / or their sexual orientation in the last five years.
- Most of the discrimination took place on the streets, in the workplace, on public transport or when they were “out and about” (in restaurants, bars, pubs or clubs).
- While the majority of respondents, over 53%, hadn't been the victim of hate crime, a significant number, over 37%, were the victim of a hate crime.
- Of those who were a victim of hate crime - 35% said they did not report the incident to the police. Just 10% said they did report the incident to the police.

Information and Help-Seeking

- People in our sample used the internet regularly either every day, just under 27%, or a few times a week, 17%.
- Most people, just under 49%, would ask a partner for help if they were ill and needed help.

Health and Wellbeing

- Just under 40% had a physical health condition or illness expected to last 12 months or more.
- Just under 24% had a health condition or illness, which affected their normal activities.
- Just under 36% had a mental health condition expected to last for 12 months or more.
- Just over 50% had received medical help for anxiety or depression.
- Just under 29% had self-harmed or self-injured themselves.
- Just under 55% had thought about suicide or tried to kill themselves.
- Awareness of LGB and / or Trans issues, assumptions and stereotyping, among health care professionals, was a concern for LGB and Trans communities.
- Some LGB and Trans people do not “come out” when having a range of services, because they fear being treated worse as a result. For example, experiencing biphobia, homophobia and / or Transphobia.

This is particularly true, and relevant, when accessing health and social care services.

Council Services

- The majority of respondents, just under 69%, were either “satisfied” or “very satisfied” with the way South Gloucestershire Council runs things.
- People mostly agreed, just under 39%, that South Gloucestershire Council gave “value for money”.
- Over 40% of people felt South Gloucestershire Council acted on local concerns.
- Over 51% of people felt their contact with South Gloucestershire Council suited their circumstances.
- The majority, over 44% of respondents, felt able to take part in decision-making and

democratic life in South Gloucestershire.

- ➔ But over 38% felt they weren't able to influence the kinds of services they had in their local area.

Local Area

- ➔ Most people, over 47%, said they were able to get involved in local community activities.
- ➔ Over 32% said they weren't able to get involved in local community activities without worrying about people's attitudes to gender identity and / or sexual orientation.

Recommendations for Commissioners and Service Providers

From this health needs assessment we recommend:

- ➔ South Gloucestershire Health & Wellbeing Strategy and Joint Strategic Needs Assessment include the health and wellbeing needs of Lesbian, Gay, Bisexual and Trans populations in planning and service delivery.
- ➔ South Gloucestershire develop an LGB and Trans Health Improvement Strategy.
- ➔ Health providers should actively target health campaigns at LGB and / or Trans populations as generic health messages do not often reach LGB and / or Trans people.
- ➔ The need for specialist services, as well as targeted services. Increasing the "cultural competence" of generic providers, for example in mental health services, versus the need for specialist services to be developed, for example LGB and Trans youth support.
- ➔ Training for frontline staff, especially in health and social care, on achieving cultural competence in delivering an inclusive service to LGB and Trans communities.
- ➔ Teachers, school nurses, health and social care workers should have training to be sensitive to the concerns of LGB and Trans people, especially when working with young people.
- ➔ Effective monitoring of gender identity and sexual orientation across services.
- ➔ Carry out outreach activities to LGB and Trans communities.
- ➔ Service providers target information at LGB and Trans communities through the use of targeted advertising, publicity and promotion campaigns.
- ➔ Keep websites, and other online resources including social media, updated with information targeted at LGB and Trans communities.
- ➔ Further investigation into the health and wellbeing needs of Trans communities in South Gloucestershire through further research.
- ➔ Use positive images reflecting the lives of LGB and Trans people in small and mass media campaigns and communications.

INTRODUCTION

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South Gloucestershire Council's aim is to achieve the best for our residents and their communities, ensuring South Gloucestershire will always be 'a great place to live and work'. This vision applies to everyone who lives and works in the area including people with characteristics protected under the Equality Act 2010.

The Council wants to know more about the experience of Lesbian, Gay, Bisexual and Trans people who live in the area and commissioned the Diversity Trust to carry out specific research into the views and experiences of our local LGB and Trans communities.

CONTEXT

The LGB and Trans Public Health Outcomes Framework¹, published by Department of Health in 2013, found a range of health inequalities experienced by LGB and Trans people. These include but are not limited to:

- ➔ LGB and Trans individuals often experience discrimination and marginalisation which impacts on wider factors such as education, housing and perceptions and experiences of crime and violence. It indicates that these groups experience specific health inequalities as a result.
- ➔ Local and national research and needs assessments of LGB and Trans communities have repeatedly demonstrated higher levels of health risk behaviours, such as smoking and drug and alcohol use, as well as higher levels of self-harm.
- ➔ LGB and Trans people are less likely to engage with health interventions and screening programmes. Gender-specific screening can present particular challenges for Trans and non-gendered individuals.
- ➔ Therefore, LGB and Trans communities have higher levels of need for health intervention and more targeted support.
- ➔ Evidence suggest that LGB and Trans communities are more likely to experience health inequalities in relation to public health areas and preventing premature mortality. The higher prevalence of smoking, alcohol use and drug use, and lower uptake of screening programmes, are likely to contribute to increased risk of preventable ill health. (low quality of life and extra cost to the NHS)
- ➔ There's a significant evidence showing high rates of suicide attempts.

POPULATION

Lesbian, Gay and Bisexual Population

1.5% of the population were estimated as LGB according to the Office of National Statistic's

¹ Lesbian, Gay, Bisexual and Trans Public Health Outcomes Framework Companion Document', Williams, Varney et al. Department of Health, London (2013)

“Integrated Household Survey” (2012).² Estimates range from 0.3% to 10% using different measures and sources.

In 2005 the UK Government³, when analysing the financial implications of the Civil Partnerships Act, concluded there were 3.6m Lesbian and Gay people in Britain, around 6% of the population.

Based on the above, South Gloucestershire LGB residents could range from 4000 to over 26,000 LGB people. The HM Treasury estimate, also advocated by Stonewall⁴, gives a population size of approximately 16,000 LGB people in South Gloucestershire.⁵

Trans Population

At present, there is no official estimate of the Trans⁶ population in the UK. The England, Wales and Scottish Census did not ask if people identify themselves as Trans and it did not include a question in the 2010 Census on gender identity. The Gender Identity Research and Education Society (GIRES), estimates the number of Trans people in the UK at 1% of the population being on a “gender variant spectrum”.⁷ This would give a population of approximately 2661 Trans people living in South Gloucestershire.

METHODOLOGY

We asked 125 LGB and Trans people in South Gloucestershire, through interviews, discussion groups (focus groups) and surveys, about their experiences and views about living, working and / or studying in the area.

Postcodes

We asked everyone taking part in our research for their home postcode, for example: BS15 or GL17. We gave them an option to give their full or partial postcode. Most people, 70%, had South Gloucestershire postcodes. Because the survey sample included those who “lived”, “worked” or “studied” in South Gloucestershire, a further 30% came from Bristol postcodes. All of those interviewed lived in South Gloucestershire, but the discussion groups had people from Bristol and South Gloucestershire. However, everyone in the discussion groups had an association with South Gloucestershire; they either “lived”, “worked” or “studied” in the area. Some discussion group members socialised in South Gloucestershire by joining LGB and Trans groups such as “Out UWE” or the regular “LGBT Saturday Brunch”.

2 <http://www.ons.gov.uk/ons/rel/integrated-household-survey/integrated-household-survey/january-to-december-2012/stb-integrated-household-survey-january-to-december-2012.html>

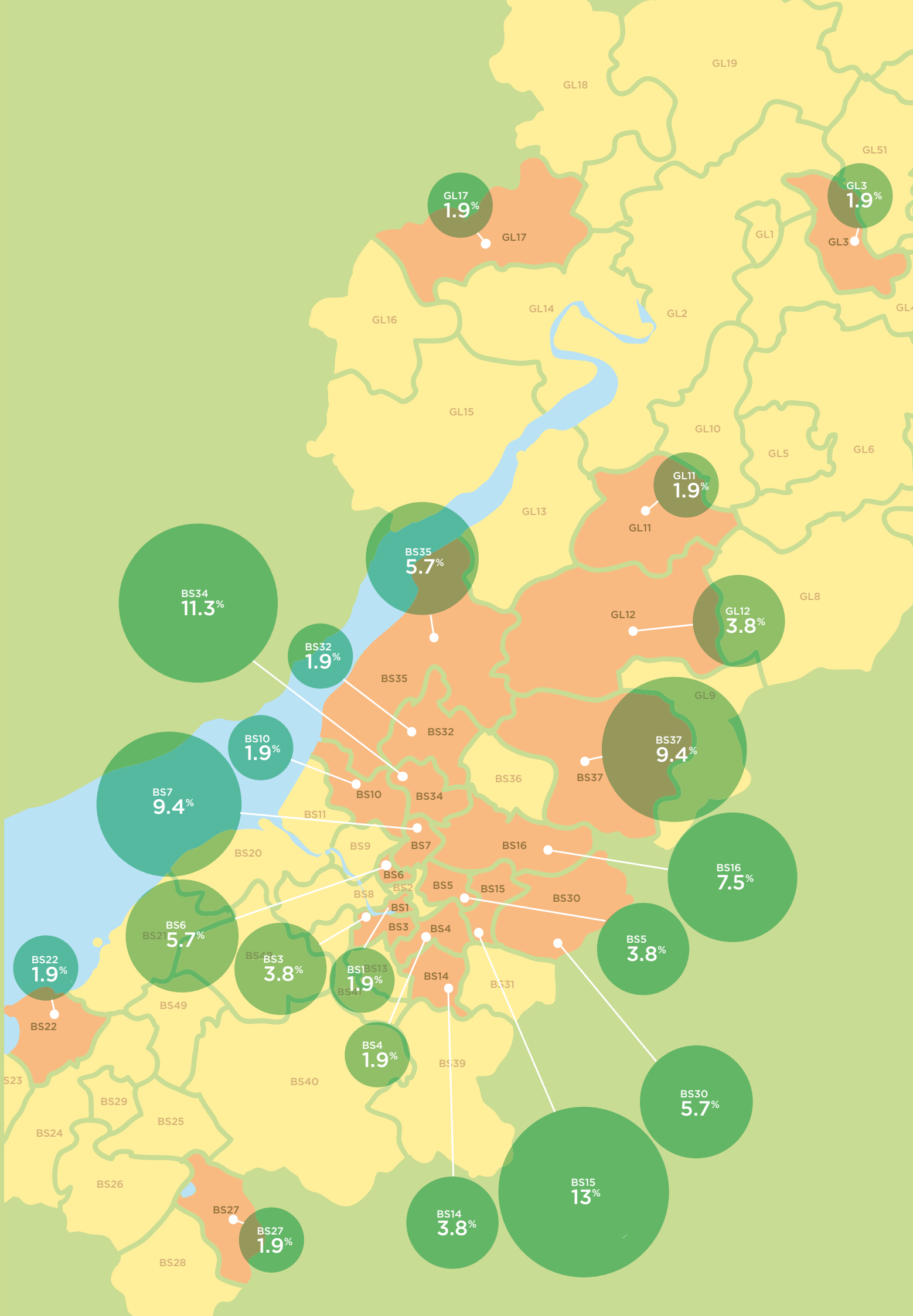
3 HM Treasury (2005)

4 Stonewall works for equality for lesbian, gay and bisexual people across the UK <http://www.stonewall.org.uk>

5 Office for National Statistics (ONS) 2011.

6 Trans or Transgender - having a gender identity different to the sex assigned at birth.

7 ‘Gender Variance in the UK: Prevalence, Incidence, Growth and Geographic Distribution’. Reed, B., Rhodes, S., Schofield, P. and Wylie, K. Gender Identity Research in Education Society. Surrey. (2009)



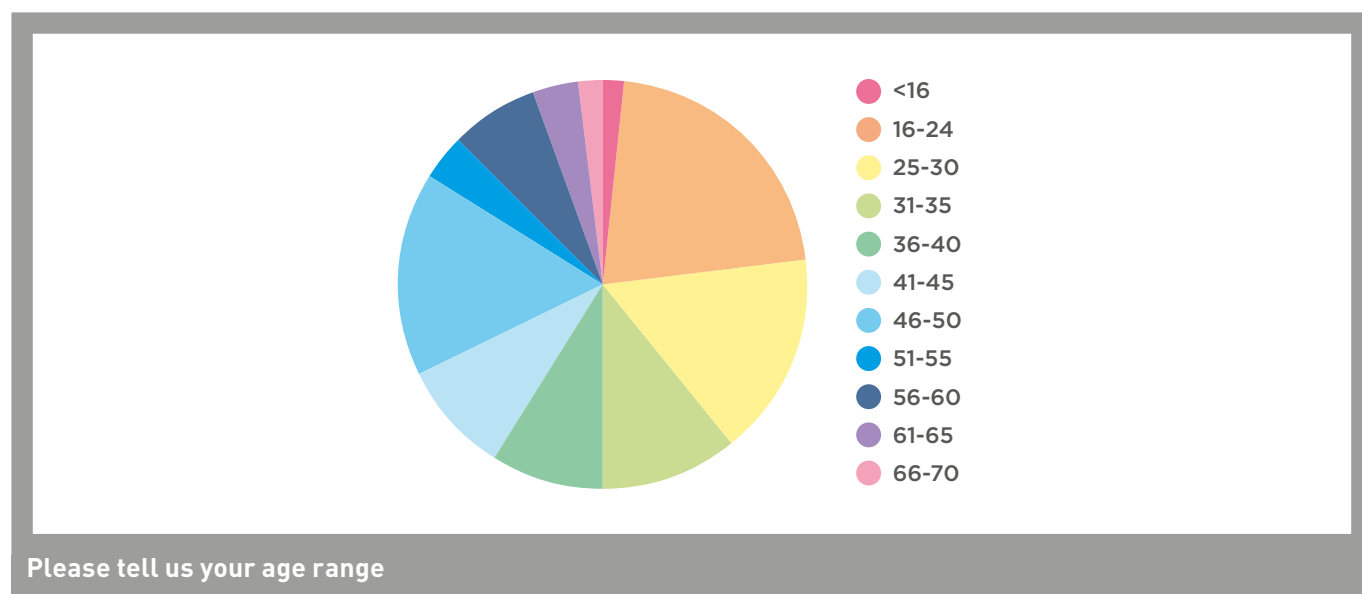
ABOUT THE PEOPLE WE SURVEYED

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Age Range

We had:

- An overall <16 to 66-70 age range sample;
- The biggest age sample was young people aged 16 to 24 (over 21%); and
- This was followed by people aged 46-50 at (over 16%).



Sex and Gender

We asked everyone to identify their sex and / or gender (for example; male, female or other).

- The majority identified themselves as “male” (over 56%) or “female” (over 41%);
- A further (7%) identified themselves as “other”.

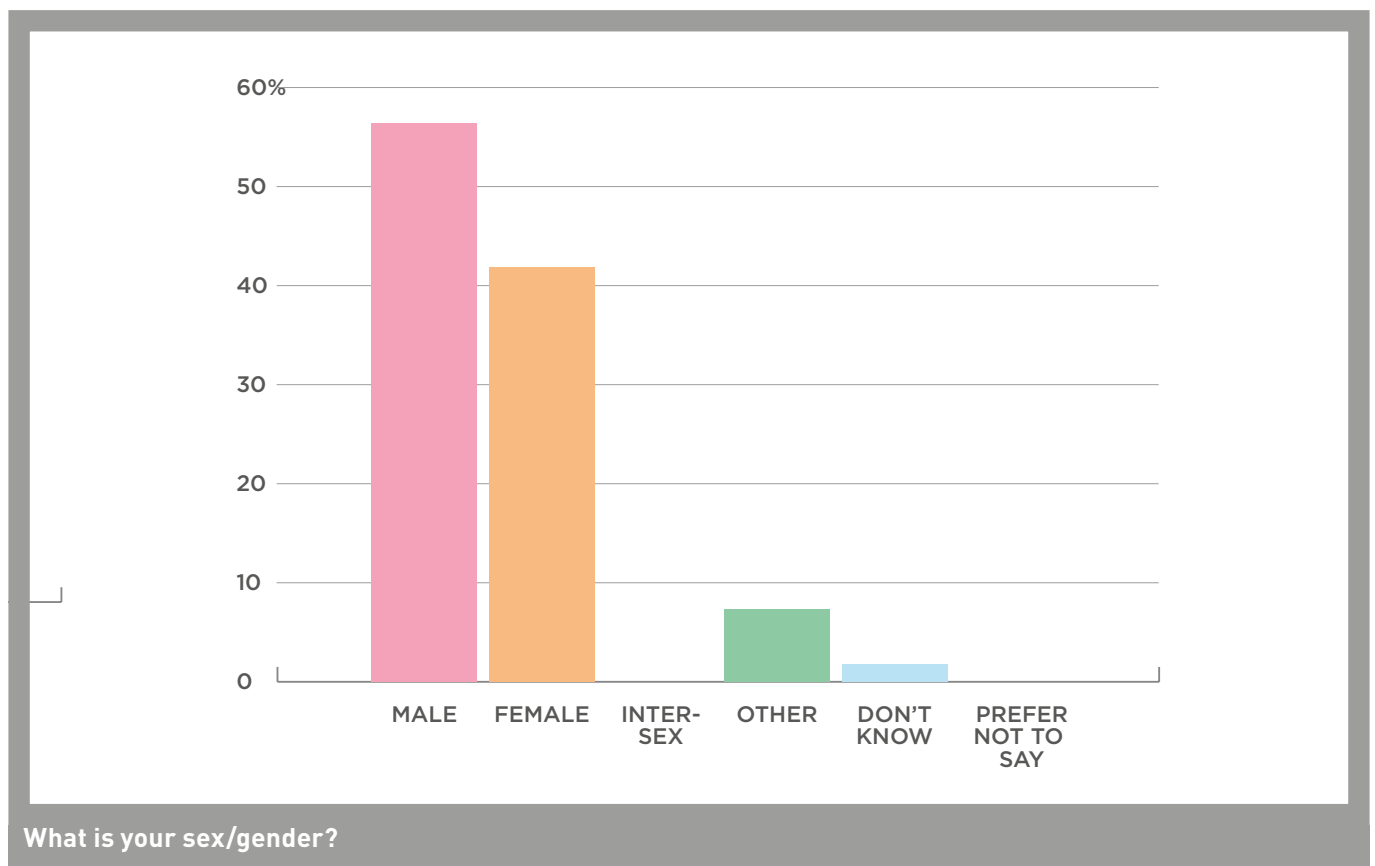
Other sex or gender identities included; Trans men / Trans women / Non-binary gender identities / Gender queer.

Gender Identity

We asked respondents if their gender identity was the same as the sex they were assigned at birth.

We did additional work to include Trans men and Trans women through interviews and discussion groups and by using Trans networks to hand out our surveys. This included; Avon Trans Women, Crossroads, the South West Trans Equality Network (an online group) and Trans Bristol. We successfully had over 18% of people identifying themselves as Trans or Transgender responding.

- The majority, over (81%), identified as Cisgender.
- Over (18%) identified themselves as Trans (Transgender).



Sexual Orientation

Everyone identified themselves as:

- Lesbian 24%
- Gay 36%
- Bisexual 18%
- Heterosexual 9%
- Pansexual 5%
- Queer 5%.

Other sexual orientations, about 3%, included "Asexual".

8 Cisgender means gender identity is the same as the sex assigned at birth.

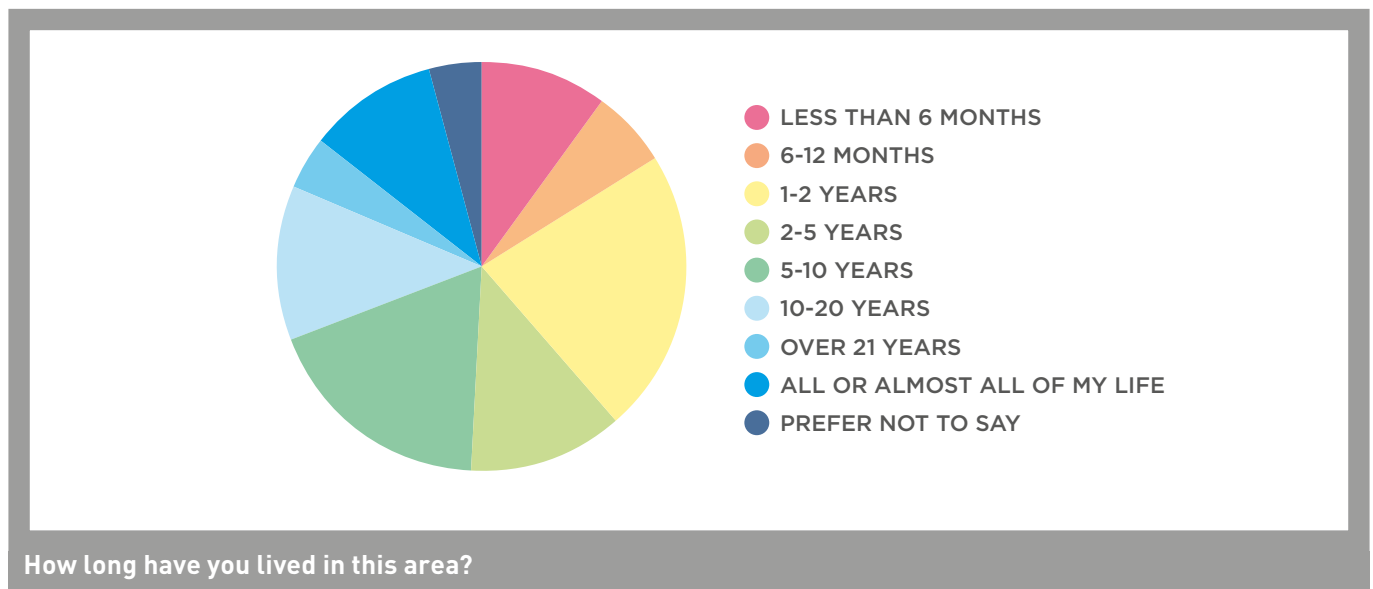
9 Transgender means the gender identity is different to the sex assigned at birth.

EXPERIENCES OF LIVING IN SOUTH GLOUCESTERSHIRE

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We asked respondents how long they had lived in South Gloucestershire. The highest number of respondents, 23%, had lived in the area for between 1-2 years, with the second largest group living in the area for 5-10 years, 19%.

- Less than 6 months, 10%
- 6-12 months, 6%
- 1-2 years, 23%
- 2-5 years, 12%
- 5-10 years, 19%
- 10-20 years, 12%
- Over 21 years, 4%
- All or most of their life, 10%
- Preferred not to say, 4%

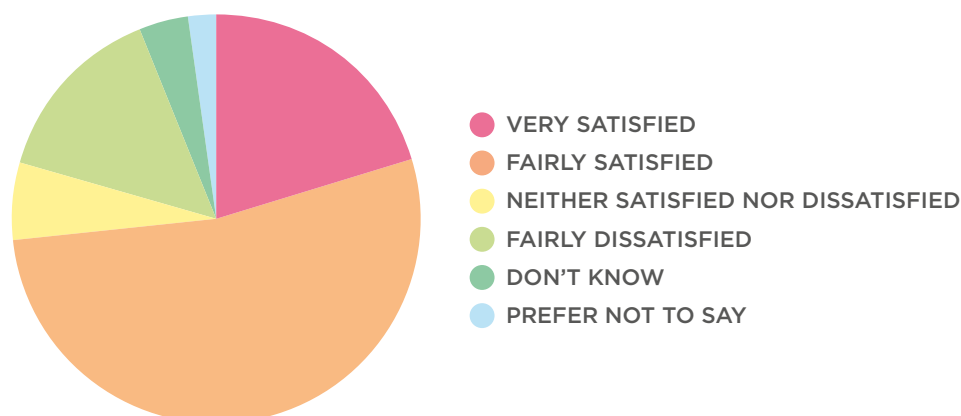


We asked respondents how satisfied they were to live in their local area:

- Very satisfied, 21%
- Fairly satisfied, 53%
- Neither satisfied or dissatisfied, 6%
- Fairly dissatisfied, 14%
- Didn't know or preferred not to say, 6%

People told us that they felt safe and accepted living in the area as one gay man in his 40s put it..

“We seem accepted here. I think everyone here know we’re a gay couple. People seem to get on with it, they don’t seem to have an issue with it or at least they don’t say anything to our face about it. I find it quite relaxed and normal here. There doesn’t appear to be any tension here. I look at the home almost like a bolt hole from work. I don’t feel any particular stress about coming back here. To me, it’s a place where I unwind. We seem to have most things here.”



Overall, how satisfied or dissatisfied are you with your local area as a place to live?

“As far as the county’s concerned it’s incredibly laidback. I mean South Glos is incredibly twee – if you say that to any (council) officers, they get quite jumpy. It’s actually a compliment, it’s not meant to be derogatory because, as a gay man, it’s a safe place to be.If I do feel threatened in South Glos, it’s not because of my sexuality, it’s on the same level that anybody else would feel threatened.”

(Gay, Male, aged 46-50)

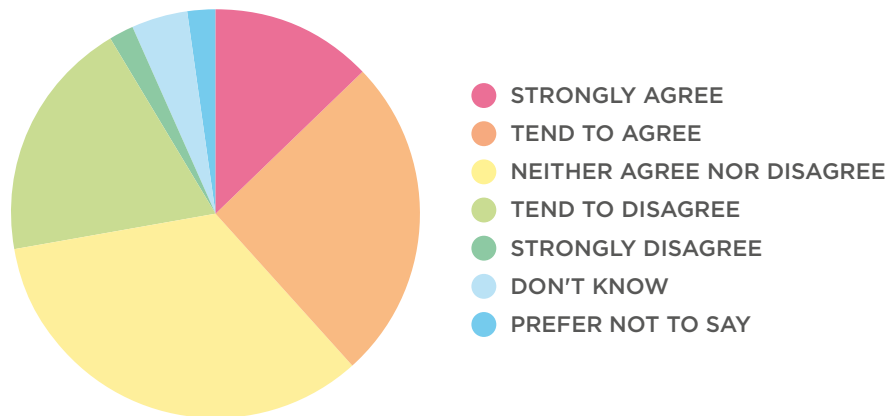
We asked the people we surveyed to what extent they agreed or disagreed that people from different backgrounds get on well together. Most people, about 34%, told us that they “neither agreed or disagreed” that people from different backgrounds got on well together. Many people, 39%, either “agreed” or “strongly agreed” that people get on well together.

- “Strongly agreed”, 13%
- “Agreed”, 26%
- “Neither agreed or disagreed”, 34%
- “Disagreed”, 19%
- “Strongly disagreed”, 2%
- “Don’t know”, 4%
- “Prefer not to say”, 2%

One gay man we interviewed in his 70s told us how he felt about fitting in where he and his partner lived in South Gloucestershire.

“Well it depends on us. We fit in quite happily with our community. I think people like us for not what we are, but who we are. We get on well with most people here, more or less.”

(Gay, Male, aged >70 years)

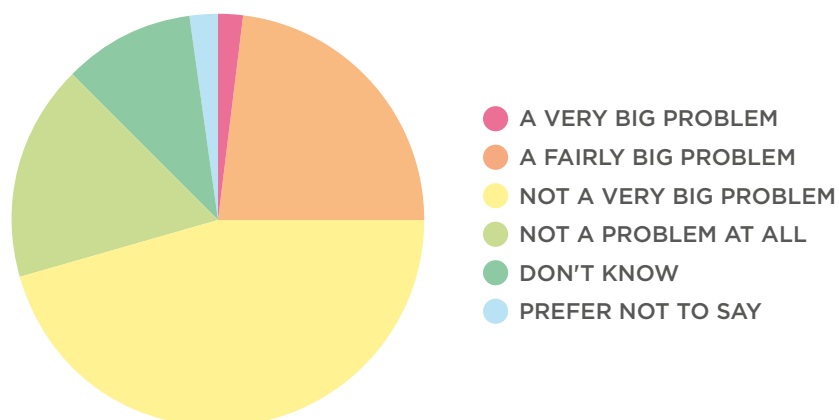


To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

Respect and Consideration

We inquired if respondents felt there was a problem with people not treating each other with respect and consideration in their local area. Most people told us that they felt it wasn't a very big problem, 46%, or not a problem at all, 16%. Some people, about 25%, felt it was either a "fairly big problem" or a "very big problem" that people didn't treat each other with respect and consideration in their area.

- "A very big problem", (2%)
- A "fairly big problem", (23%)
- "Not a very big problem", (46%)
- "Not a problem at all", (17%)
- "Don't know", (10%)
- "Prefer not to say", (2%)

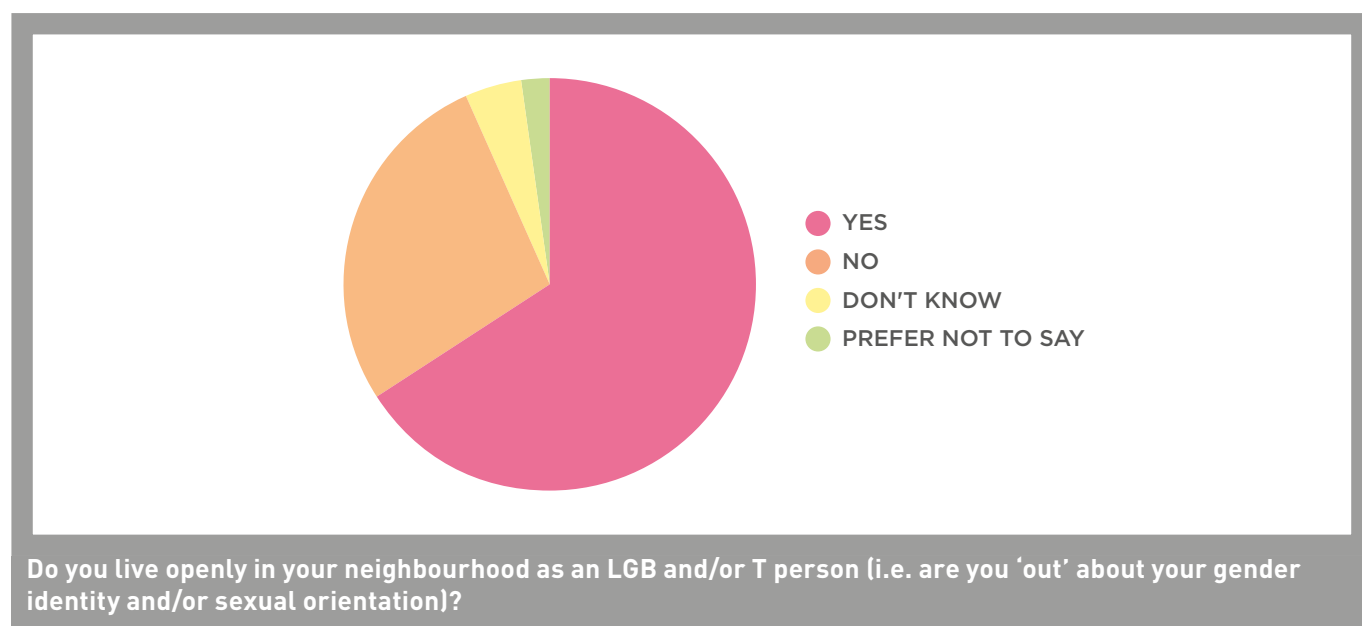


In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?

Living openly in neighbourhood as LGB and/or Trans

We asked respondents if they lived openly in their neighbourhood as an LGB and/or Trans person (for instance, were they “out” about their gender identity and / or sexual orientation). Most people in our sample, 66%, were living openly as LGB and / or Trans in their local area, with about 28% of people not being out.

- “Out”, (66%)
- Not “out”, (28%)
- “Didn’t know”, (4%)
- “Prefer not to say”, (2%)



One of our interviewees told us he was happy to “live and let live” and that he didn’t feel the need to be “out” in his local area.

“I don’t particularly want to be. I mean I don’t want to be in a ghetto of gay people. We are more used to ordinary people, straight people if you like.” (Gay, Male, aged >70years)

Another of our interviewees told us she sometimes feels able to come out in her neighbourhood.

“I don’t think people move around. I think people stay stuck. I was born and brought up in Staple Hill. So there’s generations of families stay and live in the area and don’t move out.”

“I would say that my immediate neighbours know, either side, know about my sexuality. But more broadly unless I’m out with a partner, it doesn’t really come up in conversation. But actually it’s a non-event, because there’s not exactly a hotbed of “gay” activity in South Glos, I don’t think personally. I’m comfortable in what and who I am, but actually where I would say that? It’s not exactly Brighton.” (Lesbian, aged 61-65)

Our interviewee in his 70s went on to say..

“I mean, you know, you couldn’t put up a label saying ‘this is a gay household’ or ‘we are gay’. It must be obvious to people if they really thought about it.” (Gay, Male, aged >70 years)

Whereas our interviewee in her 60s said..

“I’ve lived in private accommodation, I’ve lived in council accommodation and I have to say, I don’t think it would be particularly safe to come out.” (Lesbian, aged 61-65)

For some participants it is safe for them to be out as LGB or Trans and whilst people don’t necessarily go out of their way to celebrate being LGB or Trans. For others the fear of discrimination is very real and so they are cautious about who they tell and when they come out. This suggests different places, and different accommodation, within the area feel safe or unsafe depending on people’s living situations.

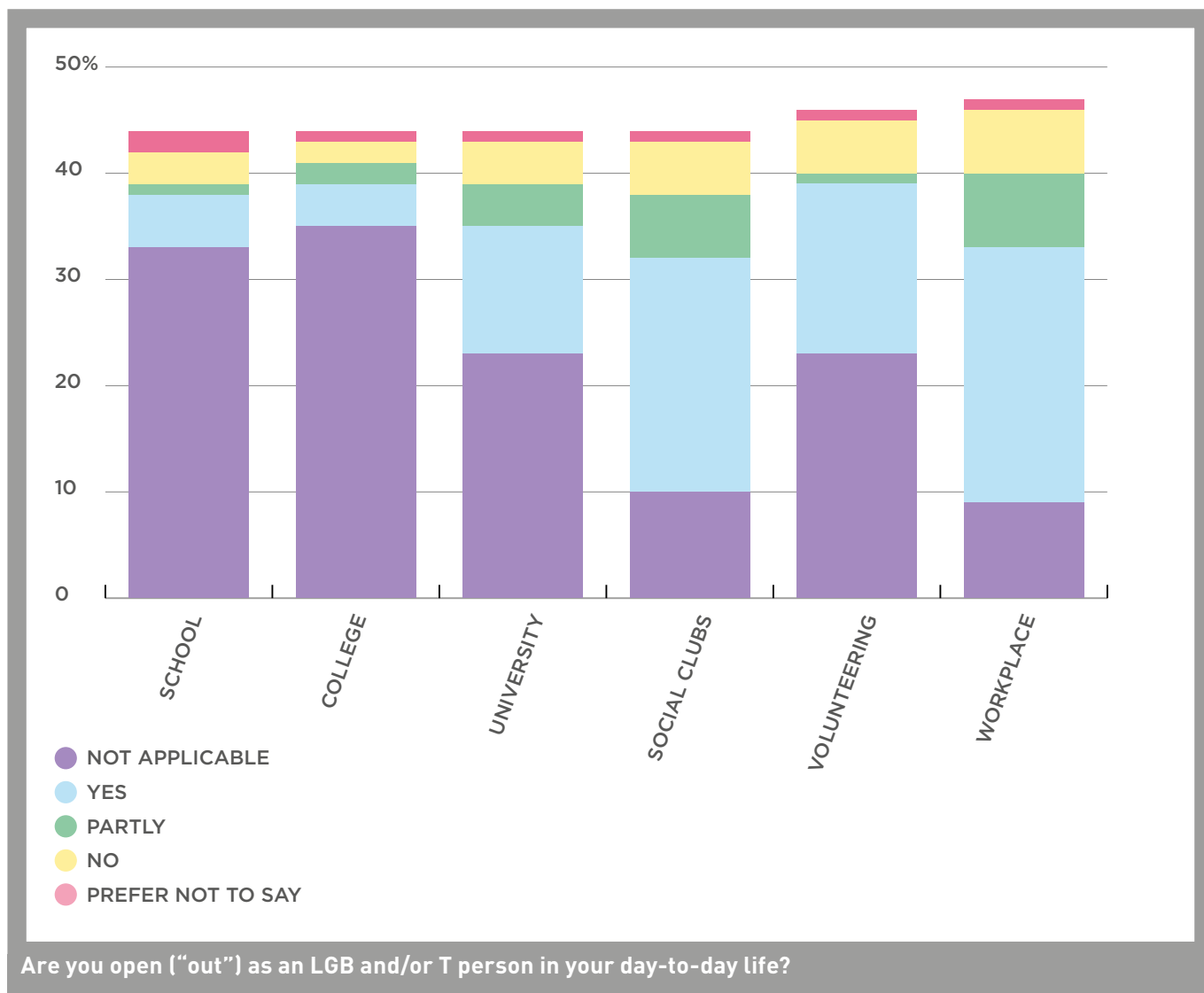
Being “out” in Day-to-Day Life

We asked respondents if they were open (“out”) as an LGB and / or Trans person in their day-to-day life. They were mostly “out” in social groups and when volunteering or at work, university, school or college. Some people were less likely to be “out” at work, when volunteering or in social groups.

Discrimination in the workplace is still a reality for many LGB people. In a recent Stonewall survey they found that 1 in 5 LGB people experience discrimination at work in the last three years and 1 in 25 LGB people believe they were sacked because of their sexual orientation. Whilst there are now legal protections against workplace discrimination, including the Equality Act 2010, the reality for some LGB people is still one of the fear of discrimination as this interviewee explained..

“I’ve networks of gay friends I’ve built up over the years from initially coming out...well I came out through a union, a trade union, so I was supported through that stage having come out of a marriage and then...And being in teaching. It’s a different environment, because you’re certainly protected a lot more...well now you are, it wasn’t so much then. I think there’s a lot more support within the workplace. When I came out, I think those networks were there, you know, union networks. Certainly networks in Bristol for women that I sort of connected into and found out about. So it was in Bristol. Nothing out here, nothing at all, there’s nothing.”

“Because we’re out in the sticks, it’s like living in the sticks. You feel caught in a time warp, we’re caught in a time warp. I can remember the likes of when Roger Berry was around. People like Roger Berry who are movers and shakers and involved with lots of stuff. I think we got people who are like little they embraced looking at wider issues for gay people. However, if people aren’t coming out and identifying themselves, then you’re not going to get those networks in place. But then you’ve got to feel safe.” (Lesbian, aged 61-65)



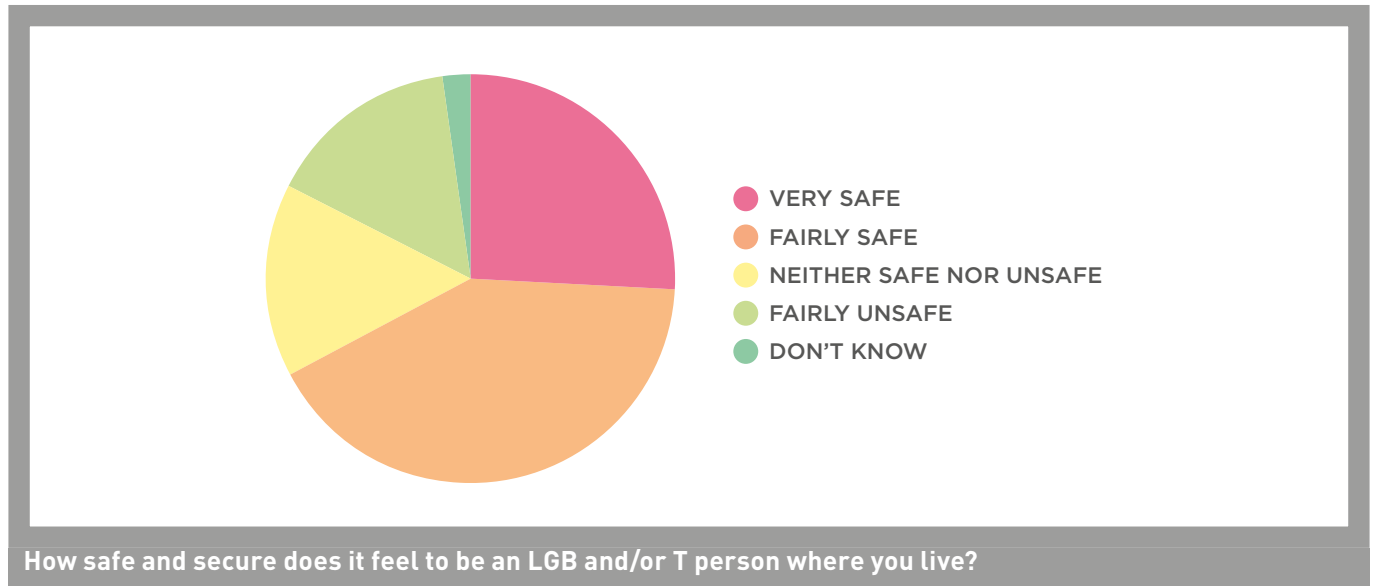
Relaxing attitudes towards LGB and Trans people have meant that LGB and Trans people can now experience a more harmonious time whilst in the workplace as this interviewee explained..

“I really struggled too...when I left school , when I realised I was gay, to come out at work because I assumed like the bullying you experience at school was going to happen at work, but then you realise, well no, because you’re working with adults, people are a lot more open-minded than you think. I’ve been out since I’ve been with (partner). Obviously we have legislation in place. The (employer) is keen to be seen as an equal opportunities employer. So you wouldn’t expect discrimination at work. I also feel on the whole that people aren’t bothered by it a lot of the time at work. When you do come out it’s ‘oh well, that’s fine’. People don’t seem to have an issue with it. It seems as time goes by attitudes get more and more relaxed.”
(Gay, Male, aged 46-50)

Safe and Secure

We asked respondents how safe and secure they felt living as an LGB and / or Trans person in the area they lived in. Most people, about 68%, said they felt either “very safe” or “fairly safe” in their local area.

- Very safe, 27%
- Fairly safe, 41%
- Neither safe nor unsafe, 15%
- Fairly unsafe, 15%
- Don't know, 2%



None of the participants felt “very unsafe” and one participant didn’t know if they felt safe or unsafe.

One of our discussion group participants told us how he felt very unsafe in his local area as an out gay man..

“I live here but I don’t go to any of the local (places) any more because of the bullying and the people there. Coming out was not such a good thing, despite everybody saying ‘oh you must come out’. People have attacked me, and they’re still around. If I had the money, I’d move. I think that’s why a lot of gay people do move; they’re always constantly moving around because after a while they feel unsafe in an environment and they move.” (Gay, Male, aged 35-40)

The fear of crime, especially hate crime can stop some LGB and Trans people from coming out in their local area, for example..

“I’m quite careful who I tell ...I have a daughter and after my marriage ended, I had to be sure who I could trust, because you don’t want a brick through your window do you?”

“I don’t want to go into ‘victim mode’ around this, because I think there’s a lot of positivity around coming out and being your own person. I’m quite strong in myself ...my partner can say ‘oh this is my partner’. But equally I still think you’ve got to be safe.” (Lesbian, aged 61-65)

Despite feeling safe living in the local area, and being able to be out, some participants told us

about how they adjust their behaviour when in public spaces, like this interviewee in his 40s.

“You police your behaviour. There’s certain boundaries. I don’t think I’ve shown physical affection to (my partner) in public. I’ve never really pushed that boundary, but you get use to it.”

“The majority of LGBT people that I know who hit their 20s, had a hell of a time at school, their life was a misery, an absolute misery. When they left school and go to college or work they find that, actually, outside of school the adult world is a lot safer, a darned sight more safer than school. I think it’s an indictment on South Glos, because if LGBT people don’t feel safe in school, then they leave school and enter that big, wicked adult world, but they feel safer. Then they get over that bullying experience, because they find out that there’s an awful lot of people who are nice human beings. They go to work and start building relationships with straight people and whoever and they’re no longer bullied. They’re treated with respect, which improves their self esteem. They build this adult life and they leave that bullying behind them. So for them to revisit their memories of school is probably a reminder of a bad time. Having said that, there’s a lot of older people of my generation who are incredibly isolated there needs to be somewhere they can go to, people say ‘well if there was something, yes I would go to it’.

“We’d not been living here that long...we came home one day and there were children outside playing and these two children suddenly started shouting ‘are you gay, are you gay?’. We just sort of ignored it, just got on. Then as the weeks went by every time we bumped into them, they ‘d start by saying ‘are you gay, are you gay?’. Then it became a bit more aggressive and then they would sort of call out ‘oh, you’re gay, you’re gay’. I mean you sort of put up...it made me uncomfortable because it took me back to my childhood and being call a ‘poof’ at school and.... but then you go through it. The one who was particularly obnoxious has himself grown up and we assume he is gay.” (Gay, Male, aged 46-50)

Feeling Safe in Different Areas

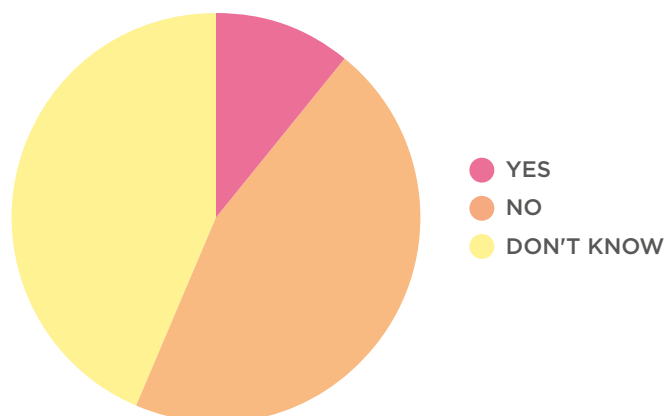
We asked respondents if they’d feel safer if they lived in different areas of South Gloucestershire. The majority of respondents said they wouldn’t feel safer living in a different area, as follows..

- ➔ “Yes”, 11%
- ➔ “No”, 46%
- ➔ “Don’t know”, 43%

Participants told us about how things can be perceived as different in different areas, as this interviewee describes..

“The estate agent said ‘Don’t take this the wrong way but it wouldn’t be such a good idea for you to live there because it’s more family orientated’ etc. The (estate agent) said (village name) would be a good place. This was 9.5 years ago and things have changed.” (Gay, Male, aged 46-50)

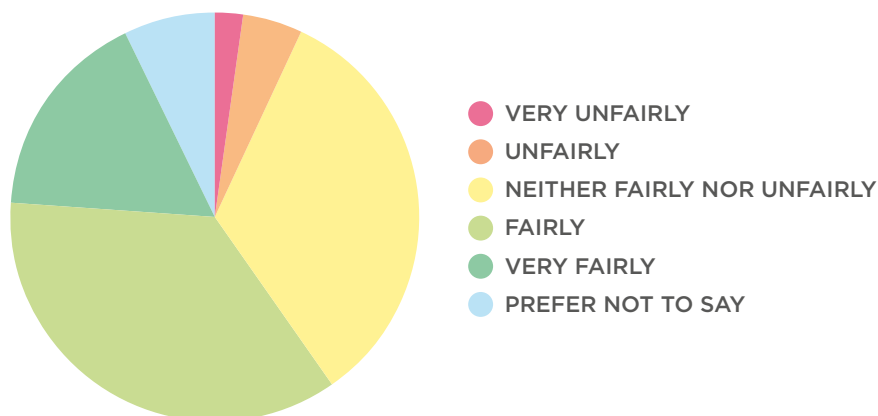
A similar perspective was shared by a gay man who took part in one of the discussion groups..



Do you think you would feel more safe if you lived in another area in South Glos?

“I think things are different across the A38, because it’s obviously more, dare I say it, it’s a more middle-working class area isn’t it? Whereas maybe there’s a little bit more tension here.” (Discussion group participant)

Police and Community Relations



Do you think LGB and/or T people are treated fairly by the police in South Glos?

We surveyed if people felt LGB and / or Trans people were treated fairly by the police in South Gloucestershire. The majority of people in our sample, 53%, told us they felt LGB and Trans people were treated either “very fairly” or “fairly” by the police. A small number of our sample, 7%, felt LGB and Trans people were treated “unfairly” or very “unfairly”.

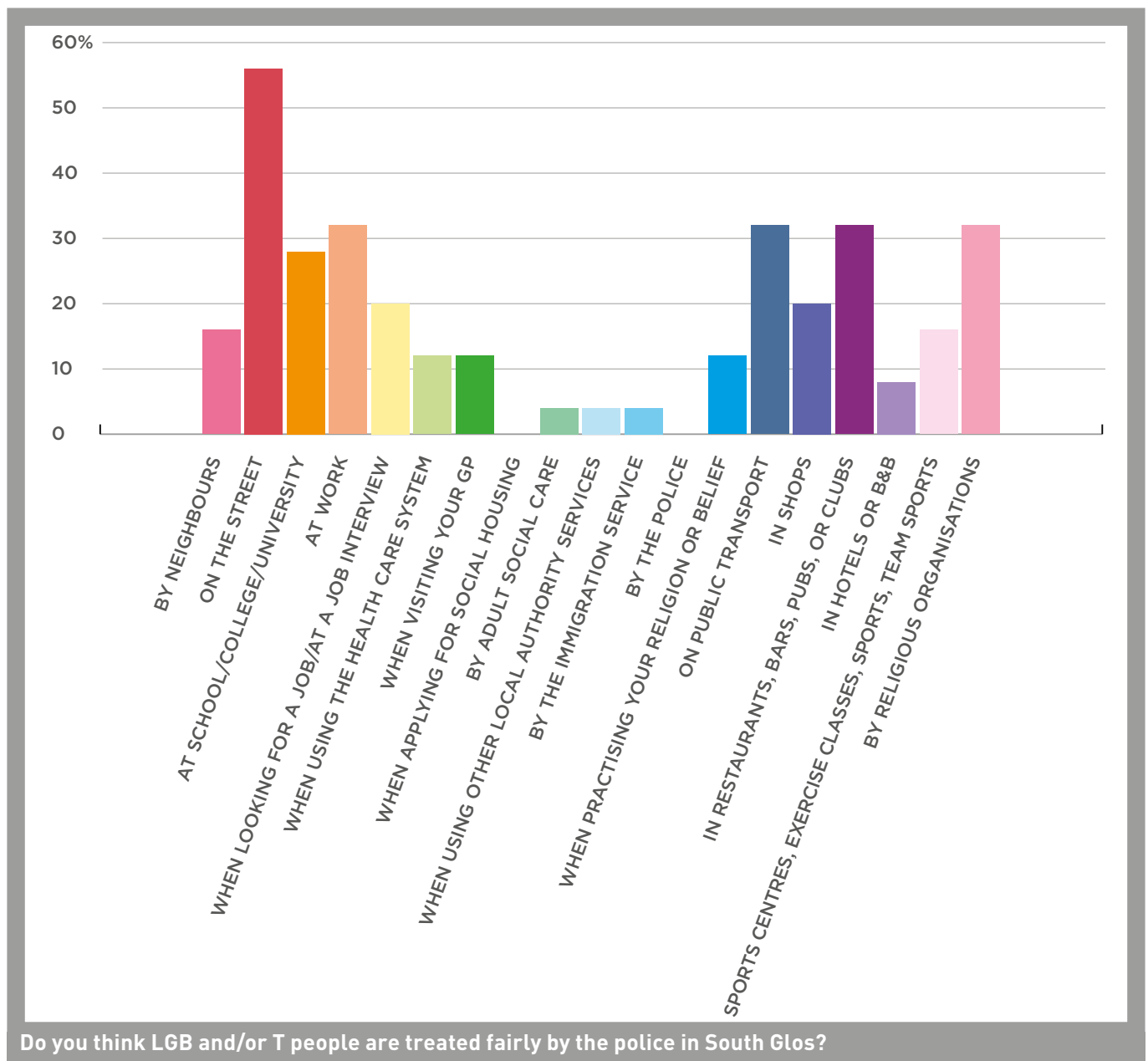
- “Treated very fairly”, 17%
- “Treated fairly”, 36%
- “Treated neither fairly nor unfairly”, 33%
- “Treated unfairly”, 5%
- “Treated very unfairly”, 2%
- “Prefer not to say”, 7%

Discrimination

We asked respondents if they had been discriminated against, in the last five years, because of their gender identity and / or sexual orientation, and tell us where the discrimination took place.

In our sample 36% said they had been discriminated against and the majority of this discrimination took place on the streets, at work or when out and about, for example when in bars, pubs or clubs.

- ➔ Discriminated against on the streets, (56%)
- ➔ Workplace discrimination, (32%)
- ➔ On public transport, (32%)
- ➔ In restaurants, bars, pubs or clubs, (32%)
- ➔ By religious organisations, (32%)
- ➔ At school, college or university, (28%)



One participant in her 60s told us about her experiences of coming out at work and the discrimination she encountered as a result:

“I can remember making a statement about my own experience and I was really surprised at the amount of homophobia there was in the workplace.”
(Lesbian, aged 61-65)

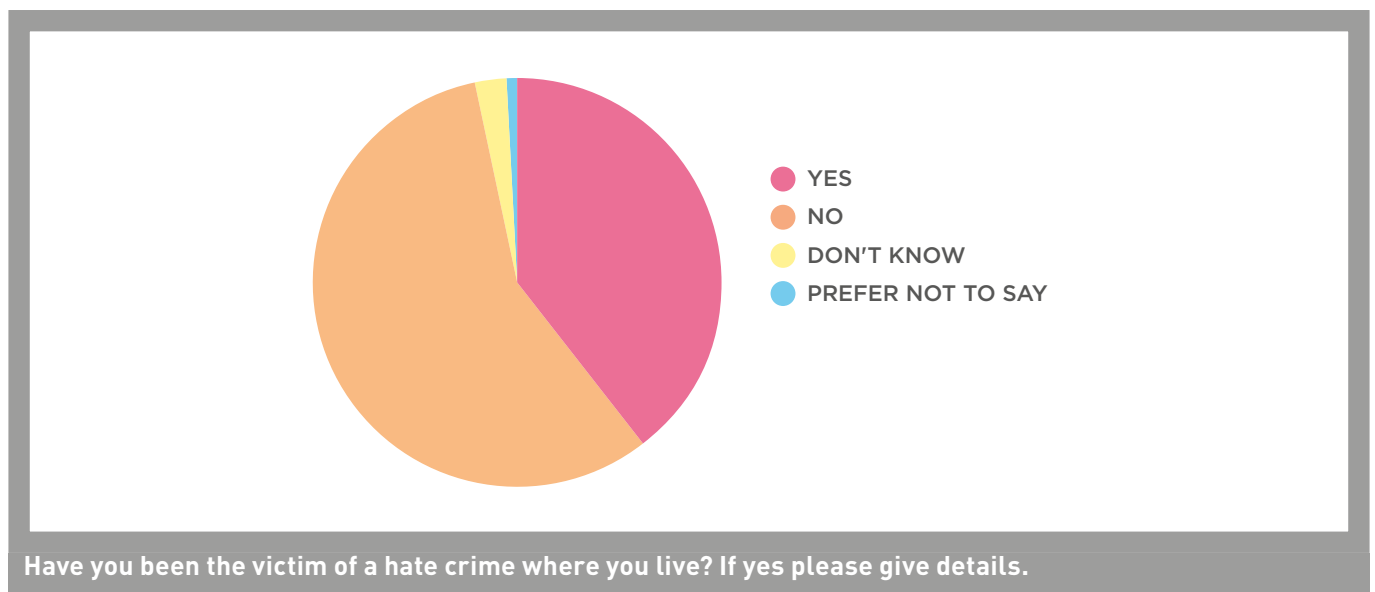
Given the changes in the law, including the Equality Act (2010), workplace discrimination has been unlawful for LGB and Trans people. One of our adult focus group members summed up the changes in the law and the impact this now has on people:

“It’s less favourable treatment, it’s unlawful discrimination on grounds of sexual orientation. It’s that simple. Treat people equally: that’s the message.”
(Focus group participant)

Hate Crime

We asked respondents if they had been a victim of hate crime where they lived. The majority of our sample, 54%, said that they hadn’t been the victim of a hate crime in their area.

- “Yes”, (37%)
- “No”, (54%)
- “Didn’t know”, (2%)
- “Preferred not to say”, (7%)



This compares nationally with 16% (1 in 6) LGB people experienced a hate crime in the last five years. (Gay British Crime Survey, 2013).

We found that 37% of our sample had experienced a hate crime where they lived. The incidents

ranged from verbal assaults, to attacks on property, to physical assaults. Many of the people who told us about their experiences spoke of the connection with either their gender identity and / or their sexual orientation, whether actual or perceived as this gay man in his 40s described to us:

“Around eight years ago, I experienced a brief spell of verbal abuse from two local children (both under the age of 16 at the time), because they knew I was gay.”

(Gay, Male, aged 46-50)

The challenges presented to some LGB and Trans people from some faith groups and organisations was described to us by this gay man in his 30s:

“Visits my house by religious groups who are anti-gay.”

(Gay, Male, 36-40)

Transphobia, the hate crime incidents directed at people because of their gender identity or perceived gender identity were also a concern for some of our participants, as described by this young person:

“Verbal abuse in terms of gender identity.”

(Asexual, Gender queer, aged 16-24)

We heard from one person, in a discussion group with adults (aged 19 plus), about their experiences of being the victim of hate crime over a long term basis.

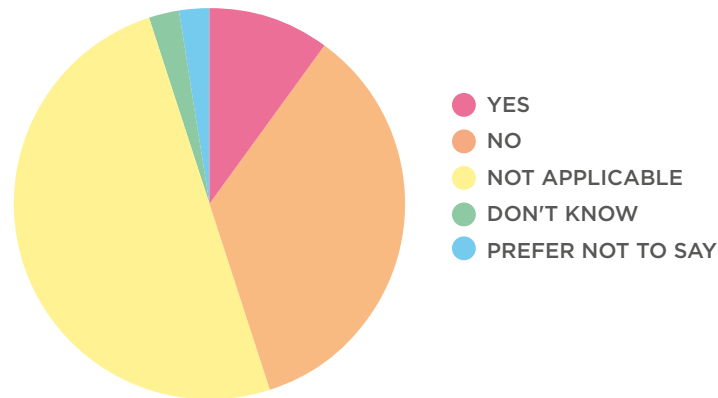
“I’ve lived through 8 years of hate crime: I’ve had death threats. I’ve had verbal threats. I’ve had a guy try and stab me with a syringe, a hyperdermic syringe. He’s tried to shoot me with a gun. With his best friend he broke in to my home after making three death threats against me and tried to kill me in my hallway. I had to move with the help of EACH – the police, the local authority. They only moved me a very short distance, they only moved me one street and gave away my address.”

(Focus group participant)

Reporting to the Police

We asked if people reported the incident to the police. Many people in our sample, 35%, said they didn’t report the incident to the police and about 10% said they did report the incident to the police.

- 10% did report the incident to the police
- 35% said they did not report the incident to the police
- 50% said it was not applicable
- 5% either didn’t know or preferred not to say



Did you report the incident/s to the police or to another organisation?

One of our participants described the reasons they didn't report the incident to the police:

“I didn't think there's much the police could do about it and I didn't want to have to go through the stress of reporting it if nothing was going to happen.”

[Pansexual, Male, aged 25-30]

Satisfaction with Police Response

We then asked how satisfied people were with the response when they reported the incident to the police. Most people told us they were either satisfied, about 16%, or neither satisfied nor satisfied with the response from the police.

- “Satisfied”, (16%)
- “Neither satisfied nor unsatisfied”, (72%)
- “Unsatisfied”, (6%)
- “Very unsatisfied”, (6%)

People in our sample want to feel confident when reporting incidents to the police, to know that they are going to be treated with respect and consideration, to know that they are going to be listened to and taken seriously and that the incident will be followed up as this discussion group participant told us:

“People that I know, when they've had issues with hate crime in their neighbourhood the police have always been very quick to respond and have done a very thorough job. So I think that's quite good in South Glos. I think it's just about keeping up that level of service. I suppose it's about making sure they take you seriously, they prioritise you, they give you a good response and you don't feel 'swept under the carpet'.”

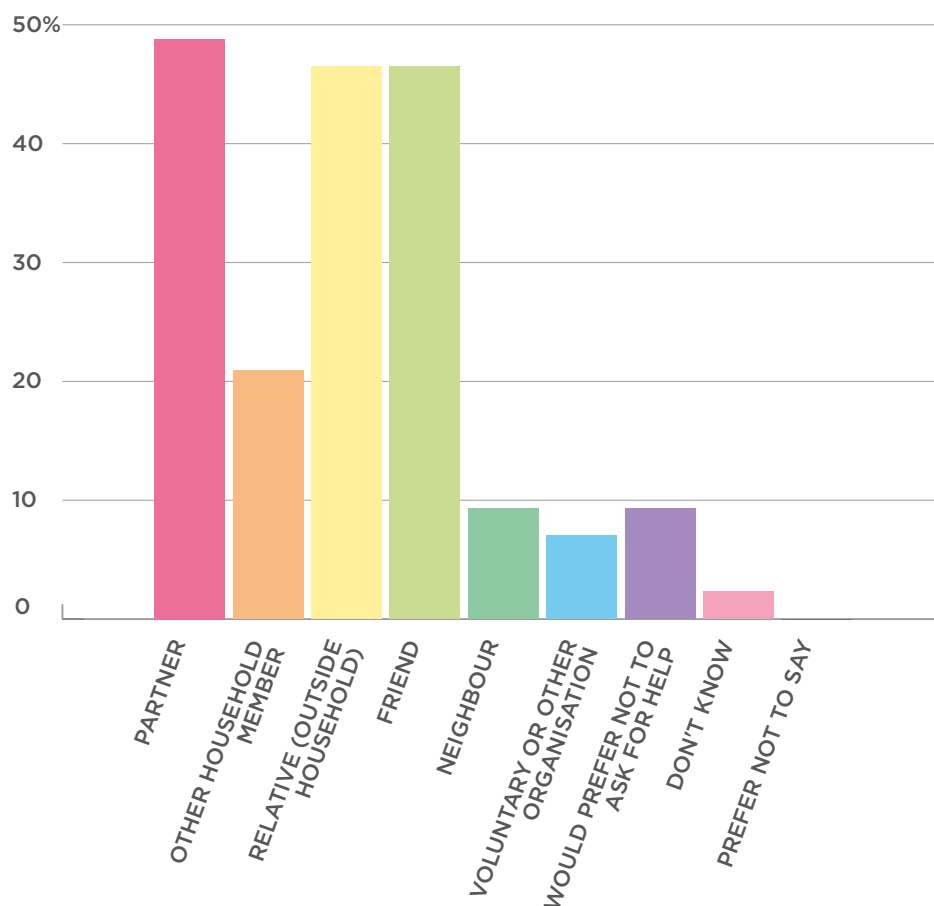
[Focus group participant]

USING HEALTH AND CARE SUPPORT SERVICES IN SOUTH GLOUCESTERSHIRE

Help Seeking

We asked who people would seek help from if they're ill and needed help at home. The majority of people in our sample said they would either ask a partner (48%), a relative (46%) or a friend (46%) for help if they were ill and needed help at home.

- A partner, 48%
- A relative (outside the household), 46%
- A friend, 46%
- Other household member, 21%
- A neighbour, 9%
- A voluntary organisation, 7%
- Prefer not to ask for help, 9%
- Preferred not to say, 2%



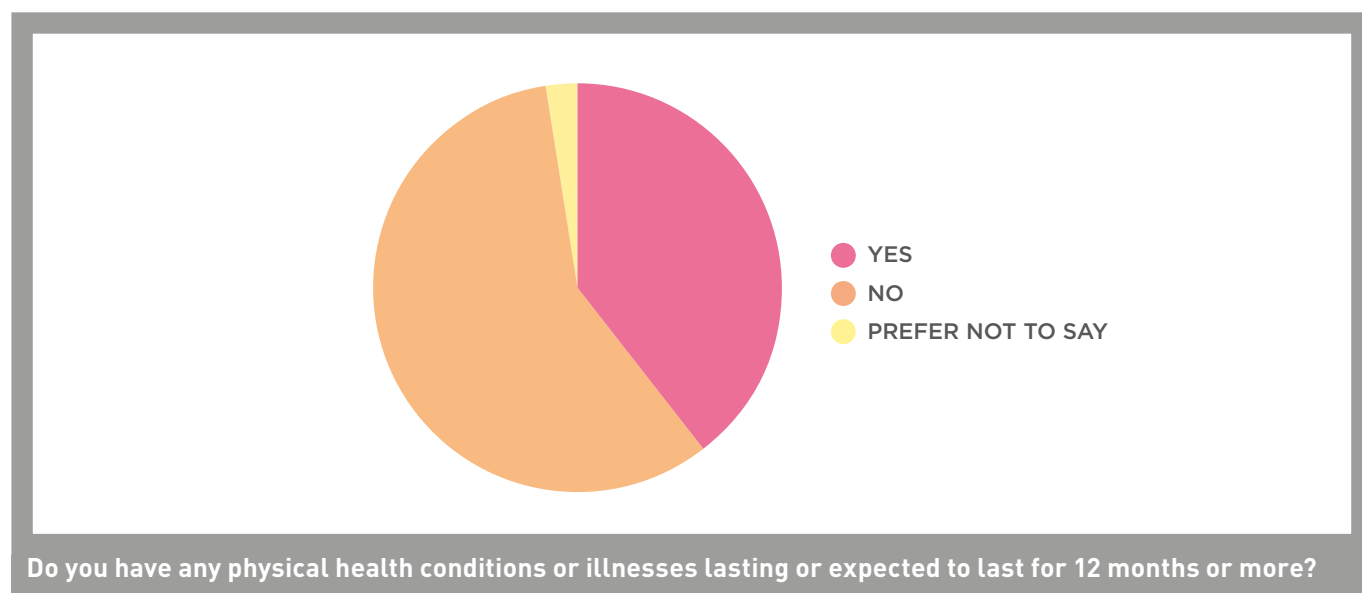
Can you tell us who you would ask for help (if you are ill and need help at home)?

Health Conditions and Illnesses

We asked people if they had any physical health conditions or illnesses expected to last 12 months or more. The majority, 58%, said that they didn't have a physical health condition or

illness expected to last 12 months or more. However 39% said they did have a physical health condition or illness expected to last 12 months or more.

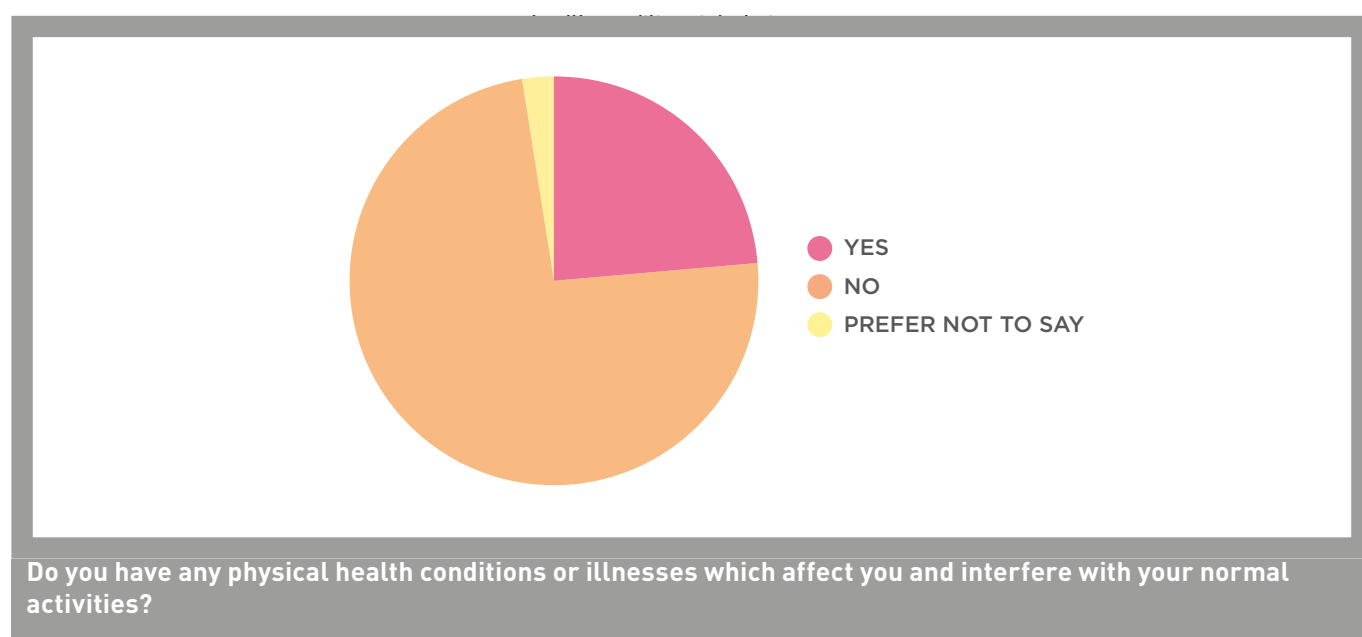
- 39% said "Yes";
- "No", (58%);
- A further 3% "Preferred not to say".



Health Conditions Interfering with Normal Activities

We asked respondents if they had a health conditions or illnesses which affected them and interfered with their normal activities;

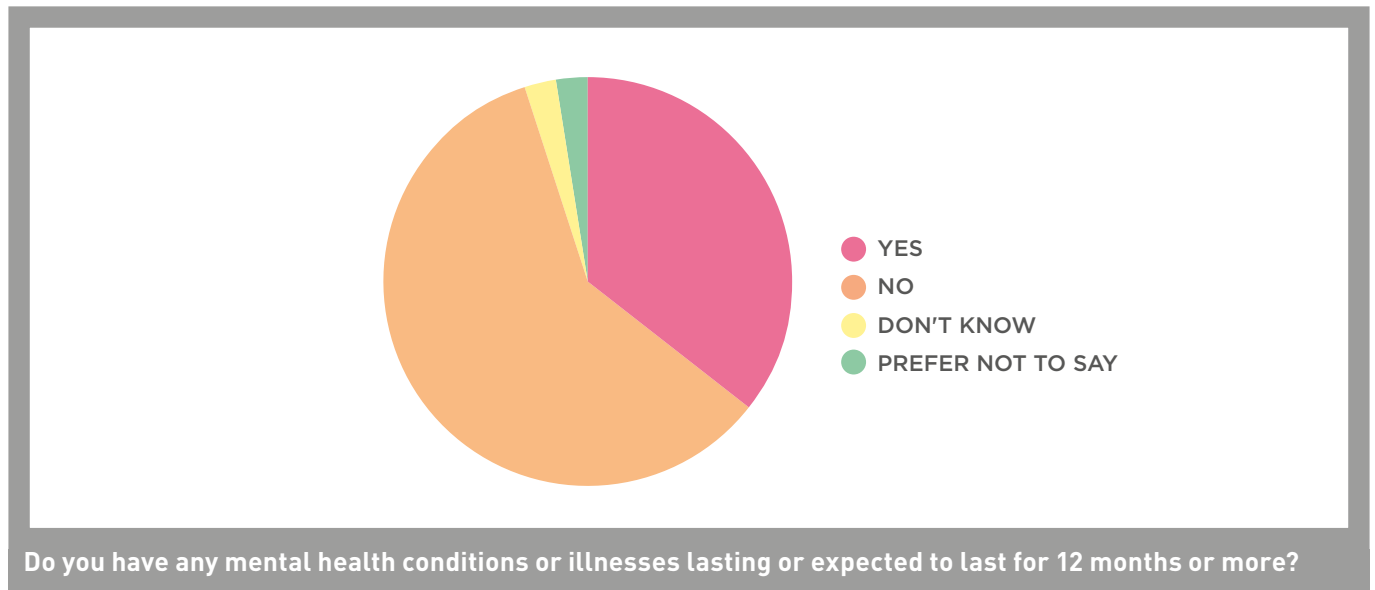
- The majority said "no", (73.8%); however
- 23.8% said "yes";
- A further 2.4% "preferred not to say".



Mental Health

We asked respondents if they had mental health conditions or illnesses lasting or expected to last for 12 months or more.

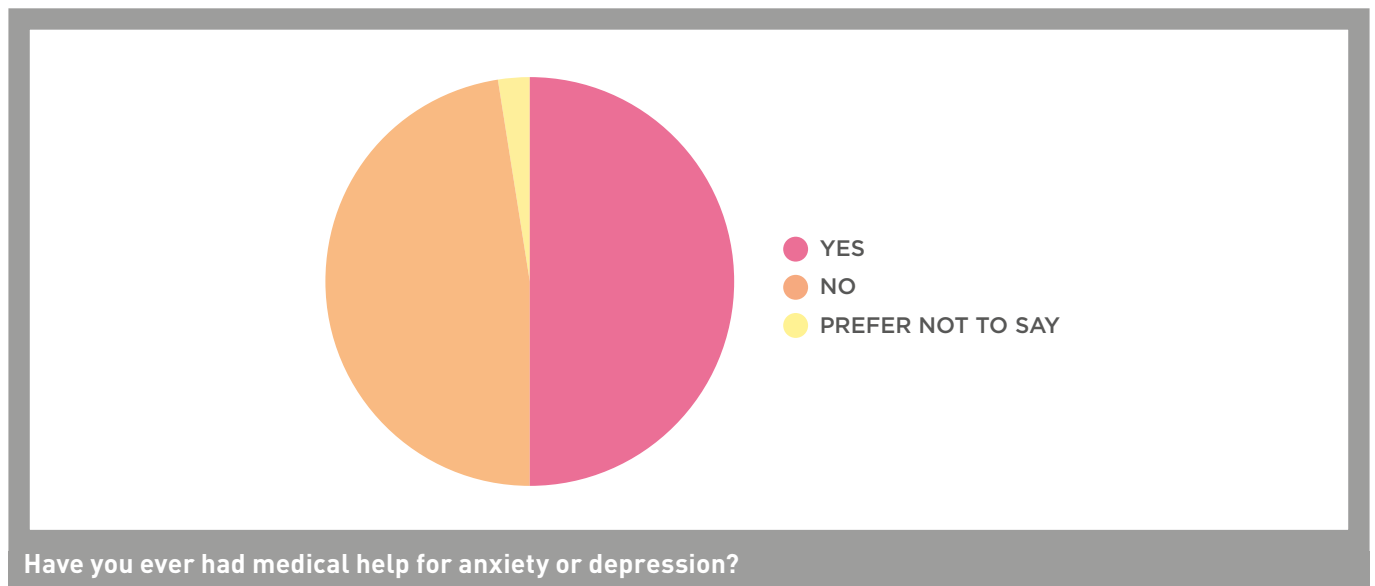
- The majority said “no”, (59.5%); however
- 35.7% said “yes”;
- A further 4.8% either “didn’t know” or “preferred not to say”.



Anxiety and Depression

We asked if they ever had medical help for anxiety or depression;

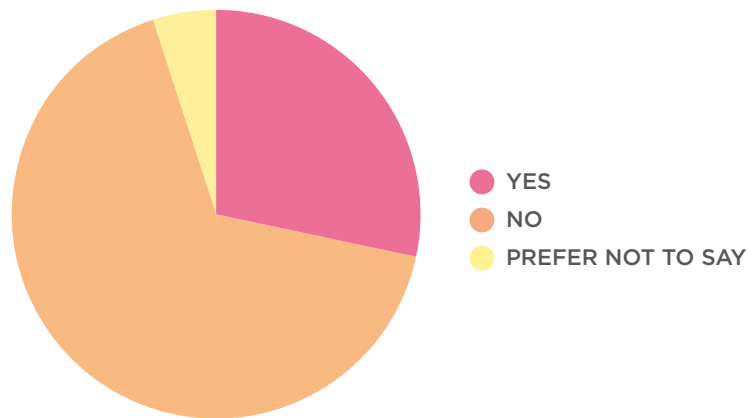
- The majority said yes, (50%);
- A further (47.6%) said “no”;
- (2.4%) “preferred not to say”.



Self Harm

We asked if they had ever hurt or injured themselves on purpose (i.e. self-harmed).

- The majority said “no”, (66.07%); however
- 28.6% said “yes”;
- A further 4.8% “preferred not to answer”.

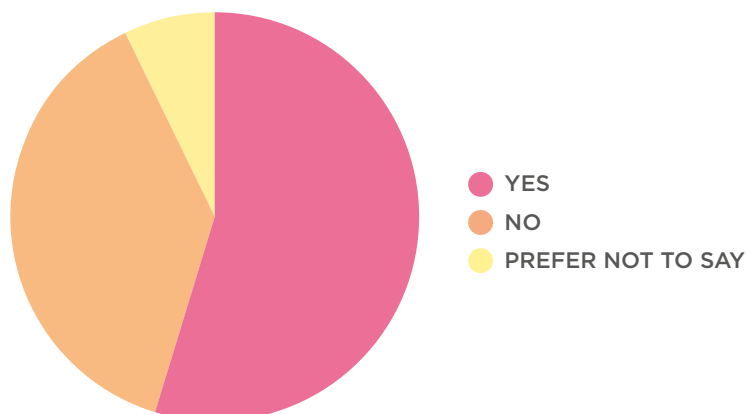


Have you ever hurt or injured yourself on purpose? This is sometimes called “self-harm”.

Suicide

We asked people if they had ever thought about or tried to kill themselves, for instants, had suicidal thoughts or feelings.

- The majority, 54.8%, said “yes”;
- A further 38.1% said “no”; and
- 7.1% said they “preferred not to answer”.



Have you ever thought about or tried to kill yourself?

Support Agencies

We asked people how local agencies could help LGB and Trans peoples' health and wellbeing. We received a wide range of comments and suggestions on how local agencies could increase support for LGB and Trans people and health and wellbeing.

Participants felt that service providers could target information at LGB and Trans communities through the use of targeted advertising, publicity and promotion campaigns. LGB and Trans people, especially young LGB and Trans people, are more likely to get their information and seek help online than other communities.¹⁰ By getting the information out to the communities this will reduce the fear that people will encounter discrimination when they access services. For services to become more "LGBT friendly" as suggested by this participant:

“Reassure people about LGBT friendly services, and these services need to earn this somehow. Look at the whole person, and help them holistically. Be aware of other LGBT groups and organisations and sign post people accordingly.”

(Gay, Male, aged 31-35)

The need for specialist services, as well as targeted services, was raised by a number of participants. Increasing the "cultural competence" of generic providers, for example in mental health services, versus the need for specialist services to be developed, for example LGB and Trans youth support. One participant talked about the need for specialist support given the higher levels of, for example, anxiety and depression amongst LGB and Trans people.

“Specialist mental health clinics held in GP practices to screen mental health of LGBT people in the community. As I'm aware LGBT people tend to be more at risk of mental illness.”

(Gay, Male, aged 25-30)

Reaching out to communities by carrying out outreach activities to get the message across to LGB and Trans people was suggested as was education and awareness training for staff.

“Local agencies should organise more LGBT talks or seminars, to educate people about LGB&T. Bring out the message “don't stereotype, understand and be polite.”

(Bisexual, Female, aged 16-24)

Participants talked about the specific needs around "coming out", about gender identity and / or sexual orientation, and the impact that discrimination, hate crime can have on mental health was described by this gay man in his 40s:

“Assist LGBT when coming out, assist in addressing internalised homophobia and resulting mental health impact. Support those reporting hate crime.”

(Gay, Male, aged 41-45)

¹⁰ <http://glsen.org/press/study-finds-lgbt-youth-face-greater-harassment-online>

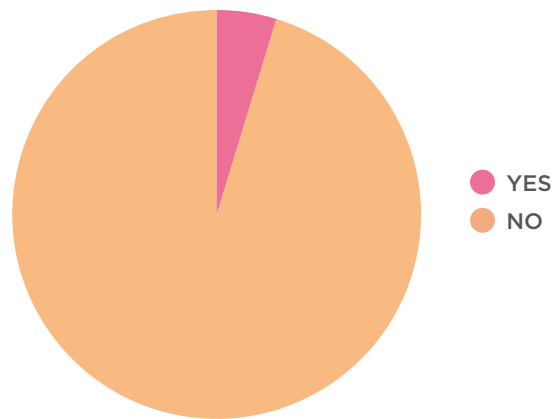
Substance Misuse

We asked people if they had ever needed support to address drug and/or alcohol misuse, legal high use or over-the-counter medication use.

The majority said:

→ "No", (95.2%)

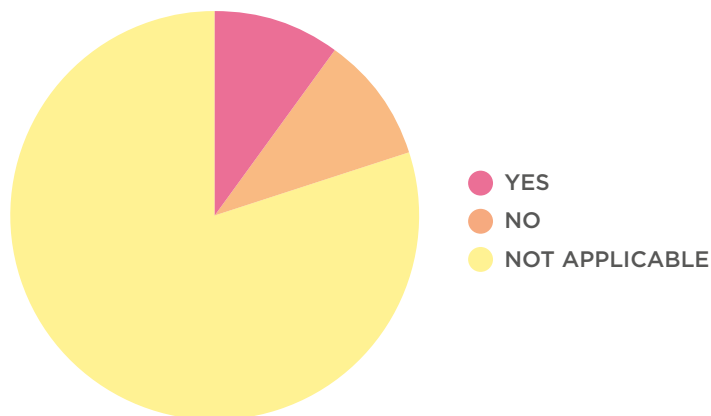
→ "Yes", (4.8%)



Have you ever needed support to address drug and/or alcohol misuse, legal high use or over-the-counter medication use?

Support for Substance Misuse

We asked people if they knew where to get support for substance misuse.



If you answered yes, would you know where to get support from?

- The majority, 80%, felt it was not applicable to them;
- A further 10% felt they did know where to get support; and
- 10% did not know where to get support.

Health and Social Care Services

We asked participants what they liked and valued about the health and social care services they had accessed. Our sample had a wide range of experiences when accessing health and social care. Some people in the sample had very positive experiences and others had negative experiences, telling us about the discrimination they had experienced when accessing health and / or social care.

“The worry that I may experience discrimination because of being LGBT. There is still a concern that homophobia exists and I have encountered this.”

(Gay, Male, aged 61-65)

“I do not use them unless I have no choice, because they’re homophobic.”

(Gay, Male, aged 36-40)

“In the past (in a different city) my doctor’s surgery was openly LGBT friendly and was located in the ‘gay area’. I really valued knowing the complete lack of judgement.”

(Bisexual, Female, aged 25-30)

Most people spoke about the value of being listened to, especially by healthcare professionals, and not being judged, especially on their gender identity and / or sexual orientation, and of the importance of anti-discriminatory practice.

“People have not been judgemental about my sexuality. During a hospital stay many years ago my partner was allowed to visit without comment. Equally I was accepted as her next of kin in a similar situation.”

(Lesbian, aged 56-60)

“How accepting and non-judgemental they have been regarding my gender identity.”

(Pansexual, Male, aged 16-24)

“Professionals who take the time to listen and try to understand the complexity of the issues that I have going on. That don’t ask inappropriate questions just because they are curious. That treat me like a human being. That understand that I know my body better than anyone else. That don’t just try to fob me off as a time waster as I do have valid opinions about my on-going healthcare/care needs.”

(Pansexual, Male, aged 25-30)

“The good thing about the neighbourhood in which I live in is my mainstream health service, my GP practice, are very comfortable with me being gay. I’ve been a patient of theirs for the

majority of my life and my sexual orientation has never been an issue. It's completely and utterly treated with respect. The mainstream services for a white, middle class suburb is actually very reassuringly positive."

(Discussion group participant)

"My current practice, who I've been with for 15 odd years, are much better and fully understand equality, fully understand LGBT health interests and integrate them into the choices and decisions the practice make."

(Discussion group participant)

Several participants spoke of their concerns with the lack of understanding and awareness of Trans / Transgender issues.

"Not having nurses and doctor aware of trans* issues."

(Asexual, Male/Other, aged 16-24)

"I would like to see more involvement and training by GP practices in understanding treatment of transgender clients."

(Lesbian, aged 46-50)

"Lack of sexual health advice for trans people."

(Pansexual, Male, aged 25-30)

One interviewee, in her 60s, spoke about the difficult time she had in hospital with her partner being seen as her next of kin:

"I had to go for some heart tests recently and my partner came with me. We went to the local hospital and people are very 'And you are?', and then you go through this whole list of things who you might be. I was really worried, really concerned and there was no support, there was no support. Our partner becomes the 'other'. It's fine to say 'partner'. Sometimes people may not want to say "partner" because of fear in how they're treated, so they describe them self as 'other'. It's like that part of you is invisible. I think the health service is a difficult one. Again it's about educating people - doctor's surgeries, GPs, nurses - how they deal with people. I think it goes back every time to education, how we educate people."

(Lesbian, aged 61-65)

One of our adult (aged 19 plus) discussion group participants spoke about how their doctor had treated them badly in their earlier life stages and how they had tried to change their sexual orientation.

"I was registered in an earlier period of my life at a Filton Practice, I was treated very badly because of my sexual orientation. My GP referred me to the Children's Hospital with a social worker with the school's help to change my sexual orientation because they wouldn't accept me being gay. They wanted to put me through therapy for my sexual orientation as a child."

(Discussion group participant)

Researchers at the University College London (published in BMC Psychiatry in 2009), found that 4% of UK therapists had attempted to change their clients sexual orientation and 17% had assisted clients to either reduce or change their same-sex feelings.¹¹

Social Care Services

Some of our respondents told us about their concerns about accessing services as an LGB and / or Trans person in later life.

“Day care facilities, those sorts of things as you get older. I think as well it’s about what activities are around. There’s nothing, nothing at all. There isn’t anything is there as far as I know. I couldn’t even tell you what’s around.”
(Lesbian, aged 61-65)

One interviewee told us about a friend he had met through a local social group and the issues of being “out” about sexual orientation in the community.

“I actually went to the funeral of someone that I actually met through the (social group) that died alone. Nobody found him for days and I was the only person at his funeral because I vaguely know him from my days when I was attending (social group). I sort of thought ‘this is so sad’ and his partner predeceased him and nobody knew they were a gay couple until this guy died and the house was being cleared out and their letters to each other were found.”
(Gay, Male, aged 46-50)

Some of our interviewee’s reported very positive experiences when accessing social care as described by this gay man in his 70’s living openly as a gay man with his partner in residential care.

“We’ve used them, but now we live in extra care housing, which is an enormous plus. We were living just a mile away in a house we loved, 5 minutes from the shops, bus stop at the end of the road and all the rest of it. But my (partner) in a wheelchair and immobile, it became dangerous apart from anything else. I was amazed to be offered a place here. So yes obviously we had contact with social care and we still are in contact with them because I go to the carers meetings. We have “Housing 21” do the care work here – and we have their services, which is part of the contract.”
(Gay, Male, aged > 70 years)

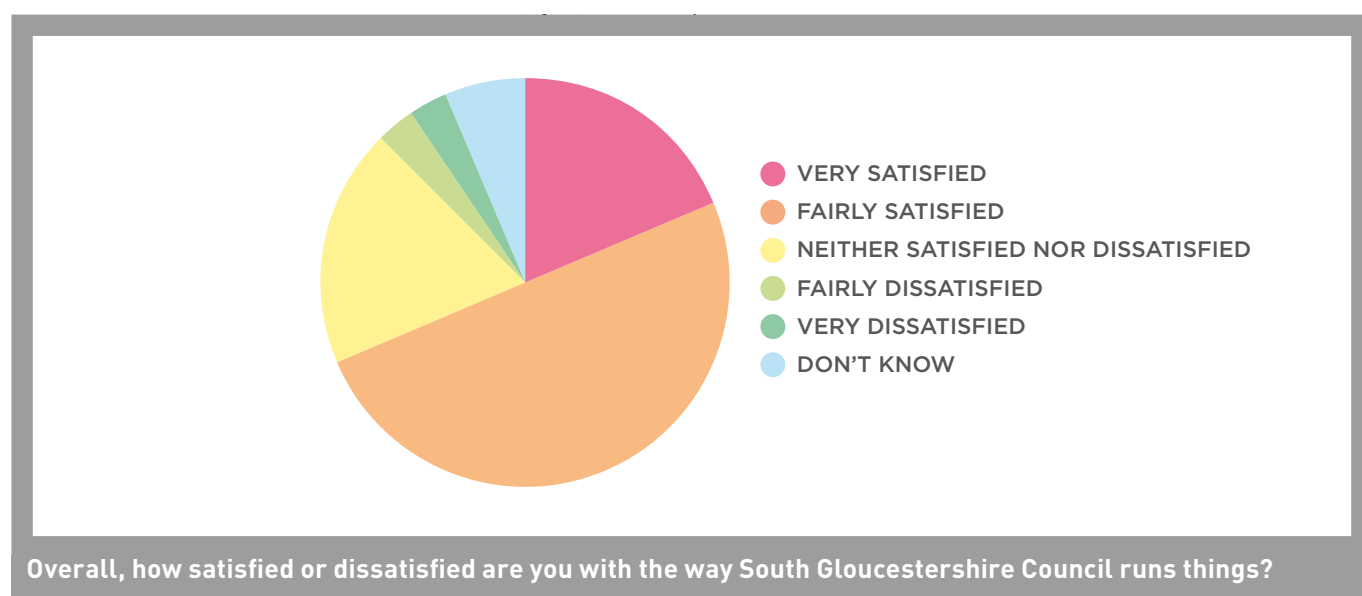
11 <http://www.biomedcentral.com/1471-244X/9/11>

USING COUNCIL SERVICES

Satisfaction with Council Services

We asked people about how satisfied or dissatisfied they were with the way South Gloucestershire Council runs things. Most people in our sample, just under 70%, were either “very satisfied” or “satisfied” with the way the council ran things locally. Our survey showed:

- (19%) were “very satisfied”
- (50%), said they were “satisfied”
- (19%) were “neither satisfied nor dissatisfied”
- (3%) were “fairly dissatisfied”
- (3%) were “very dissatisfied”
- (6%) “didn’t know” how satisfied they were or “preferred not to answer” the question.



One of our interviewee's, a gay man in his 70s had this to say about the way the council runs things:

“I think it's quite a good council, a good local authority.”
[Gay, Male, aged >70 years]

Another one of our interviewee's, a gay man in his 30s, had a different perspective and told us this:

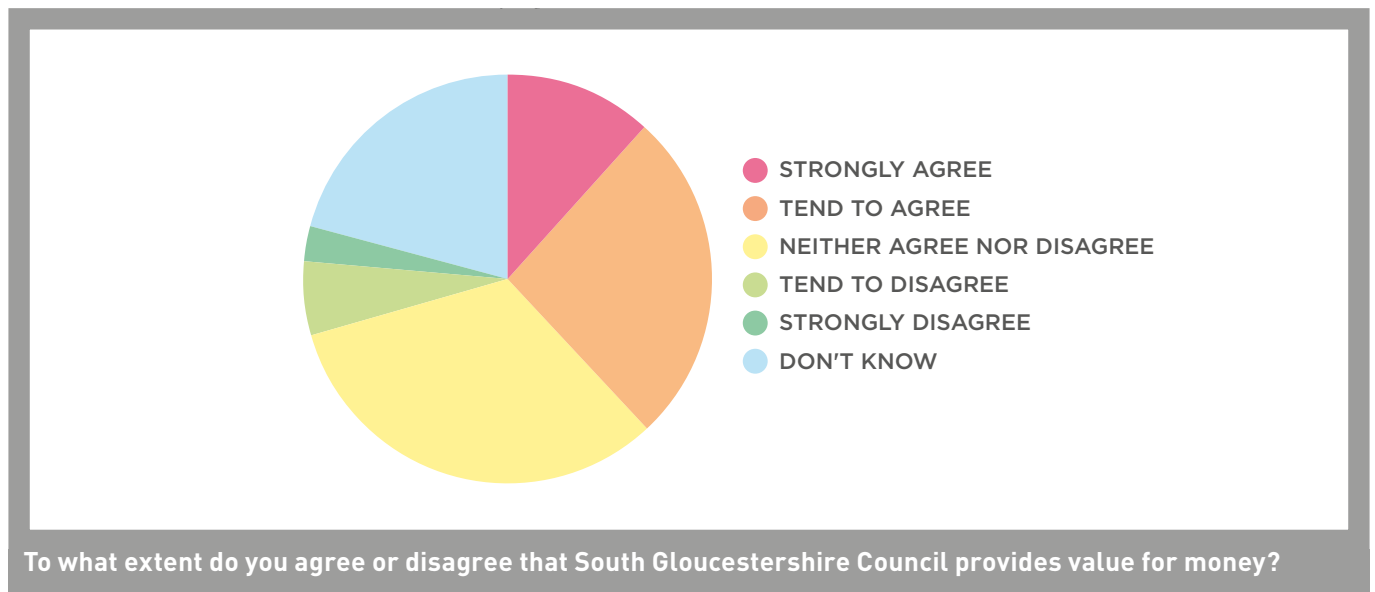
“Well, there's no infrastructure at all is there really, there's nothing. You know there's nothing for the (LGBT) children, nothing for (LGBT) adults.”
[Gay, Male, aged 36-40]

South Gloucestershire Council Provides Value for Money

We asked respondents to what extent they agreed or disagreed that South Gloucestershire Council provides value for money. Most people in our sample, 38%, either agreed or strongly

agreed that South Gloucestershire Council provides value for money.

- (12%) strongly agreed
- (26%) tended to agree
- (32%) neither agreed nor disagreed
- (6%) tended to disagree
- (3%) strongly disagreed
- (21%) either didn't know or preferred not to say



A couple of our sample spoke about how well they felt the council was doing given the current economic climate.

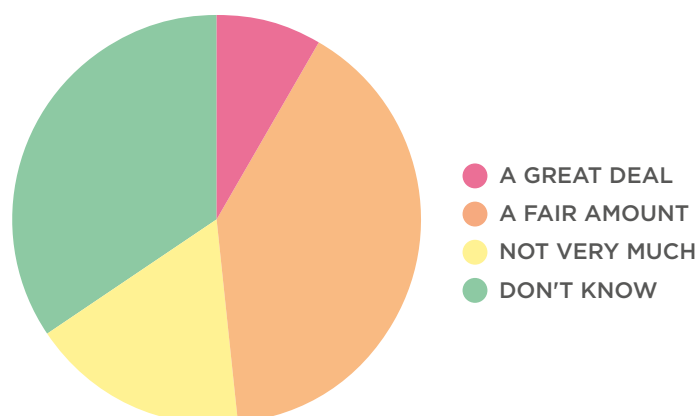
“Doing a good job under difficult circumstances. Budget cuts etc.”
(Lesbian, aged 46-50)

“I think they think about spending money quite carefully; they don't throw it around. And if people accuse them of all sorts of things but I don't have anything bad to say about them quite frankly.”
(Gay, Male, aged >70 years)

South Gloucestershire Council Acts on Local Concerns

We asked respondents to what extent they thought South Gloucestershire Council acted on the concerns of local residents. Most participants, 49%, said they felt that South Gloucestershire Council act on local concerns.

- (9%) said “a great deal”;
- (40%), said “a fair amount”;
- (17%), answering “not very much”;
- Over (34%) “didn't know” or “preferred not to say”.



To what extent do you think that South Gloucestershire Council acts on the concerns of local residents?

One of our interviewee's, a gay man in his 70s, mentioned our research as an example of how the council is listening to local concerns:

“I suppose the fact that they’ve commissioned the survey, you know asked people what they think, is a pretty good sort of thing.”

[Gay, Male, aged >70 years]

Concerns about the experiences of LGB and Trans young people, especially in schools, and the lived experiences of homophobic and Transphobic bullying was highlighted by this interviewee:

“South Glos ...if they really, really want to make a difference, they need to stamp out bullying in schools just because a child is ‘different’. Because I think it’s the most horrendous experience for any human being to possibly go through where their sexuality can just not develop naturally because they’re not heterosexual. I think that’s horrendous and the damage that does to anybody is horrendous.”

[Gay, Male, aged 46-50]

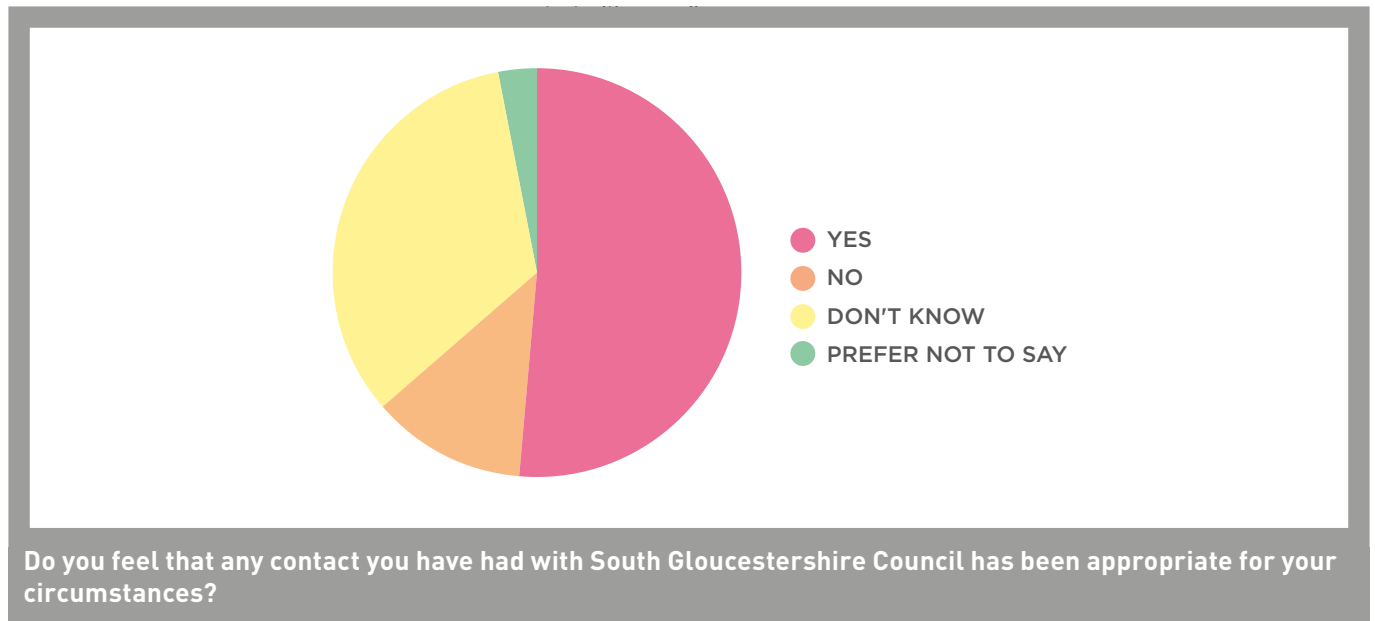
In a recent survey by Stonewall¹² (published in 2014) found “almost nine in ten secondary school teachers (86%) and almost half of primary school teachers (45%) surveyed say pupils in their schools have experienced homophobic bullying.”

Contact with South Gloucestershire Council

We wanted to know if the contact people had with South Gloucestershire Council suited their circumstances.

12 http://www.stonewall.org.uk/at_school/education_for_all/quick_links/education_resources/9726.asp

- The majority, (52%), answered “yes”;
- (12%) said “no”;
- A further (36%) answered “don’t know” or “preferred not to say”.



One of the participants in our focus group with adults (aged 19 plus) told us about their frustration with trying to engage the council in getting news and information out to the LGB and Trans community locally:

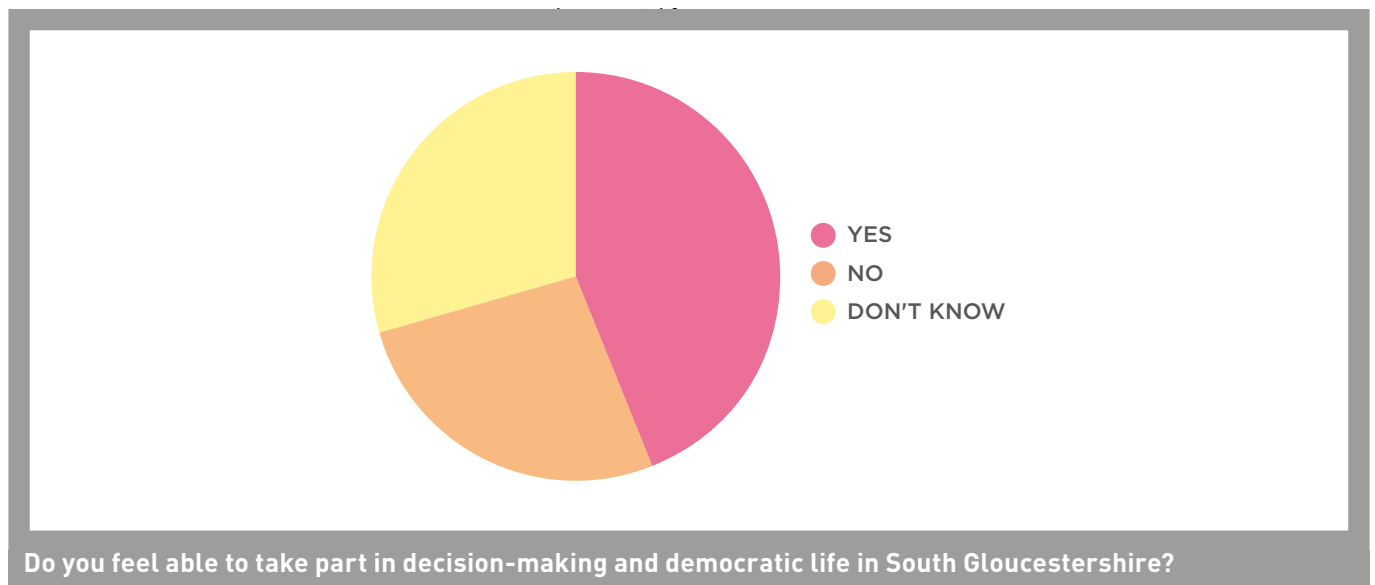
“When people are new to South Glos they tend to go to their council website for information. I said to them (local authority) ‘can you put this LGBT group on your directory page?’. Nobody ever emailed me back, it never got on to their page. When you look at the bottom of the page it was last updated in (year) and they’ve got a contact person that doesn’t seem to – never seems to really reply to your emails that you send. I think if you’re new to an (area) and you’re looking at what you can get involved in and you go to your council’s website and their information is 2,3 years old and doesn’t really represent the area, then you may feel a bit lost. I suppose that’s the thing for South Glos Council to sort of take into consideration that people do depend on their website for information. If it’s not kept up-to-date or if it’s not ticking the equalities box of what’s out there for people that have equality needs, then you’re failing your population, especially new people in the area.”
 (Discussion group participant)

Taking Part in Democratic Life

We wanted to find out if LGB and Trans people felt able to take part in decision-making and democratic life in South Gloucestershire. Most people in our sample, 44%, said they felt able to take part in decision-making and democratic life in the area, a further 27% felt they weren’t able to take part.

- The majority, (44%), said “yes”;

- A further (27%) answered “no”
- (29%) either “didn’t know” or “preferred not to say”.



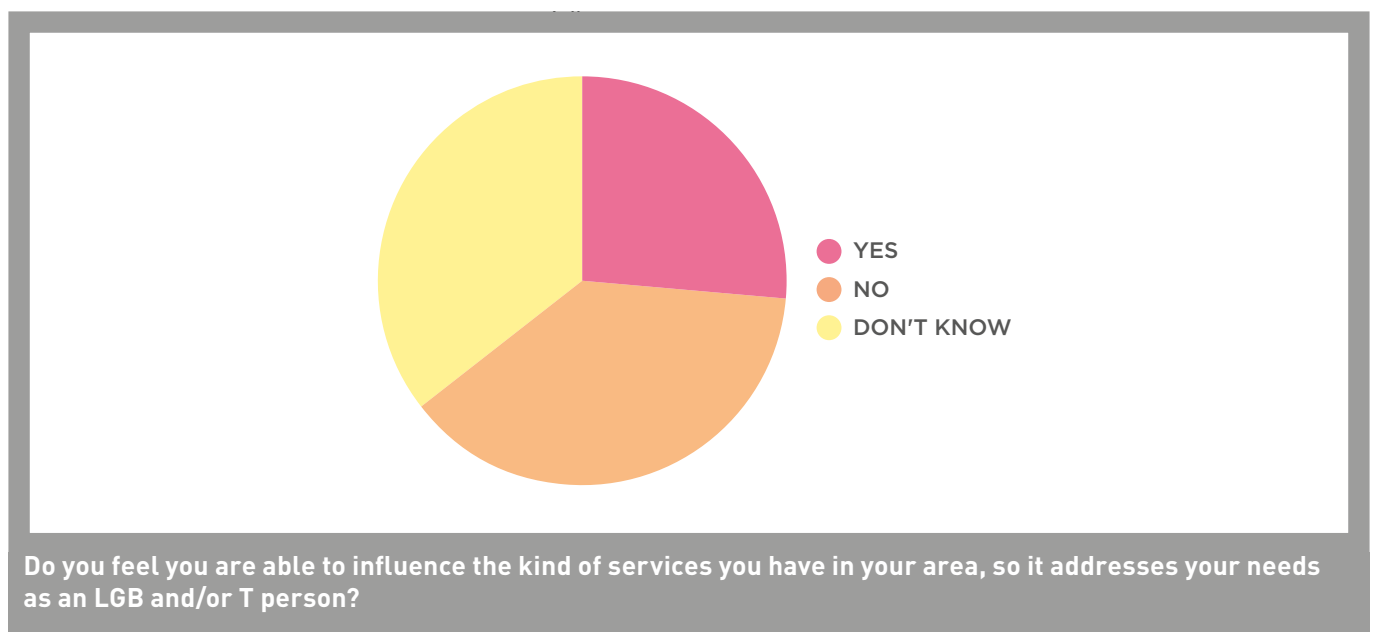
One of our interviewee's, a lesbian in her 60s, had this to say about her experiences:

“I’ve had to fight for a lot of stuff in my life you know. That voice has been in a form of finding sort of an inner strength really, I think that’s what it’s been about. Because I think part of my own journey has been about coming out to be my own person and I will not be trampled on I think. I think that’s the thing you know and there have been times where it’s been quite difficult.”

(Lesbian, aged 61-65)

Influencing Services

We asked respondents they felt able to influence the kind of services they have in their area, so it



met their needs as an LGB and/or Trans person.

- The majority, 38%, said “no”;
- 27% said “yes”; and
- 35% either “didn’t know” or “preferred not to say”.

Getting Involved in Local Decision Making

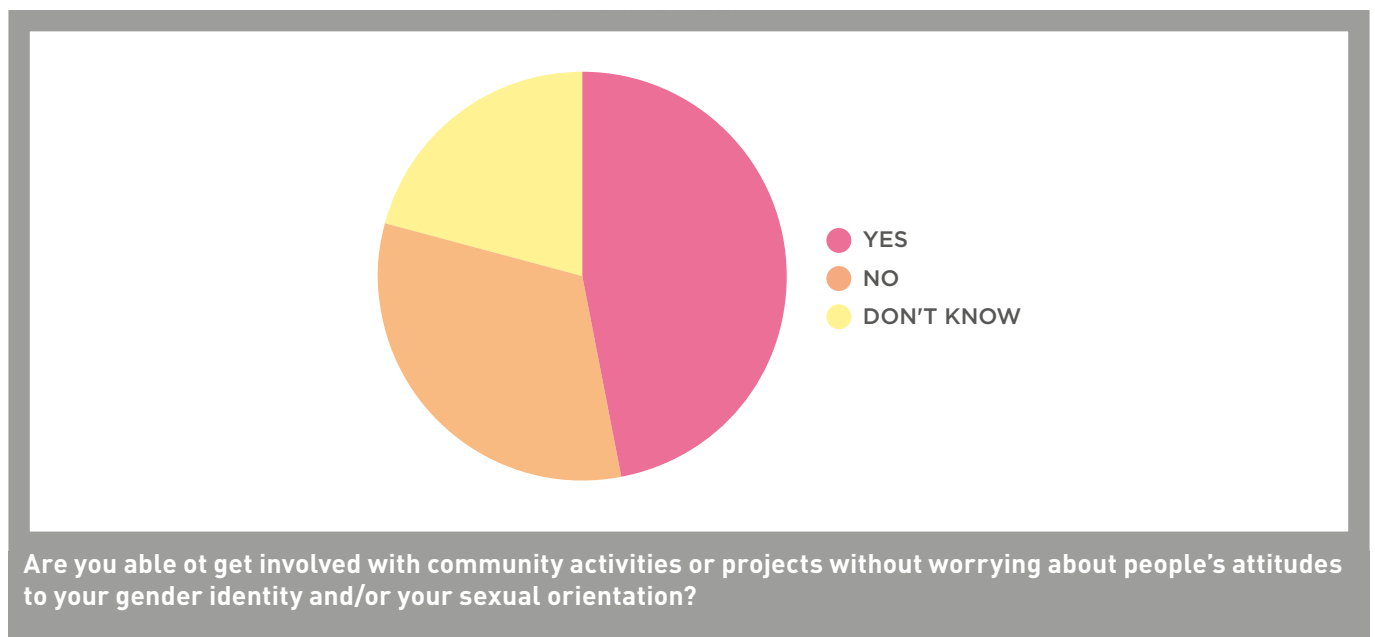
We asked respondents how “easy” or “difficult” it is this to be involved in making decisions affecting their local area.

- (15%) said “it was easy to be involved”;
- (27%) said “it was difficult to be involved”;
- (6%) said “it was very difficult to be involved”;
- (46%) said they “didn’t know”;
- (6%) preferred not to answer the question.

Attitudes to Gender Identity and Sexual Orientation

We asked respondents if they’re able to get involved with community activities or projects without worrying about peoples’ attitudes to their gender identity and/or your sexual orientation.

- (47%) said “yes”;
- The following (33%) said “no”;
- A further (20%) didn’t know.



One respondent, a lesbian in her 20s, said that her concerns about taking part in community activities were based in her fears about what might happen:

“I worry, but haven’t actually experienced any hate crime. The worry is there though.”
(Lesbian, aged 25-30)

Improving Involvement in Local Area

We asked what could be done to improve “involvement” and “say” in the local area in relation to being LGB and / or Trans. Our participants told us they wanted to see more advertising and use of the media and the internet to promote LGB and Trans events and information. People told us that access to information, especially for those just coming out, or new to the area, was important to them. Ideas such as an LGB and Trans community newsletter or support for a community group would help to decrease the loneliness and isolation some LGB and Trans people experience across the area, especially older LGB and Trans people.

Our sample also told us about the need for awareness of hate crime and the discrimination, especially homophobia and Transphobia, LGB and Trans people experience in the area and this is particularly relevant in local schools and colleges where homophobic bullying is a particular concern for our participants.

“There are young people that perhaps are struggling. I saw it in my job, young people that are struggling with coming to terms with their sexuality. There’s nowhere to go and the Youth Service, educating the Youth Service about what we do with our young people that want to come out. Because actually the suicide rates for young (LGB and Trans) people coming out is massive. Where do people go, what support is in place to help people engage? Some sort of place where people could meet, a café. I’m not talking about separatist stuff but where people just know that they’d go and talk to people, some sort of worker. Somebody that could, like some sort of counselling service for example. I think it’s those sorts of things because there’s nothing, nothing at all.”
(Lesbian, aged 61-65)

“I think for young people, and I know this would be very difficult with parenting issues, but for young people who are on the cusp of adulthood, for them also to have somewhere to go to. So that there is a crossover, somewhere where they can feel supported in the school environment. It’s not that easy for them to get into Bristol or to Freedom Youth because they’ve got to tell mum or dad because there’s no transport: ‘well, why do you want to go over there?’ and ‘That’s a gay group isn’t it?’ and ‘Why do you want to go to a gay group?’. So there’s no....and when you talk to kids that have been horrendously bullied in school, parents can quite often just totally ignore this because they know the reason why their child’s being bullied and they don’t want to admit it themselves: ‘My little so and so can’t possibly be whatever’. So there needs to be some sort of project in South Glos that is for people that live in South Glos.”
(Gay, Male, aged 46-50)

Some people in our sample suggested that seeing images of LGB and Trans people makes a difference as it “reflects our lives” and therefore services could use LGB and Trans images to promote services.

CONCLUSION

CONCLUSION AND RECOMMENDATIONS

This health and wellbeing needs assessment of LGB and Trans residents of South Gloucestershire has examined:

- Health and mental health;
- Encounters with discrimination, homophobia and transphobia, and hate crime; and the issues of being “out” in South Gloucestershire;
- Access to and experience of health and social care services.

From this health needs assessment we recommend:

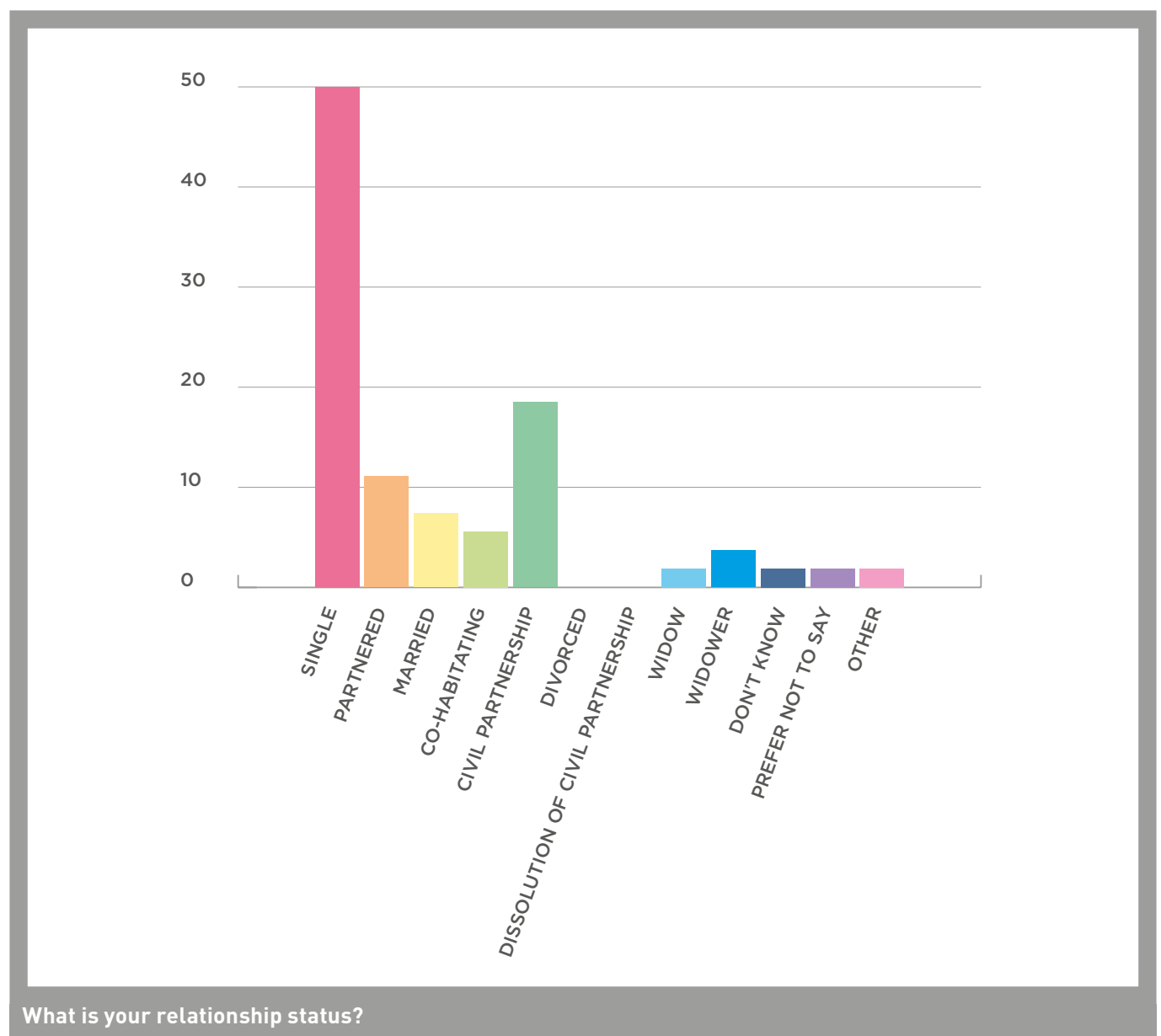
- South Gloucestershire Health & Wellbeing Strategy and Joint Strategic Needs Assessment include the health and wellbeing needs of Lesbian, Gay, Bisexual and Trans populations in planning and service delivery.
- South Gloucestershire develop an LGB and Trans Health Improvement Strategy.
- Health providers should actively target health campaigns at LGB and / or Trans populations as generic health messages do not often reach LGB and / or Trans people.
- The need for specialist services, as well as targeted services. Increasing the “cultural competence” of generic providers, for example in mental health services, versus the need for specialist services to be developed, for example LGB and Trans youth support.
- Training for frontline staff, especially in health and social care, on achieving cultural competence in delivering an inclusive service to LGB and Trans communities.
- Teachers, school nurses, health and social care workers should have training to be sensitive to the concerns of LGB and Trans people, especially when working with young people.
- Effective monitoring of gender identity and sexual orientation across services.
- Carry out outreach activities to LGB and Trans communities.
- Service providers target information at LGB and Trans communities through the use of targeted advertising, publicity and promotion campaigns.
- Keep websites, and other online resources including social media, updated with information targeted at LGB and Trans communities.
- Further investigation into the health and wellbeing needs of Trans communities in South Gloucestershire through further research.
- Use positive images reflecting the lives of LGB and Trans people in small and mass media campaigns and communications.

APPENDICES

APPENDIX 1: ABOUT OUR SAMPLE IN DETAIL

Relationship Status

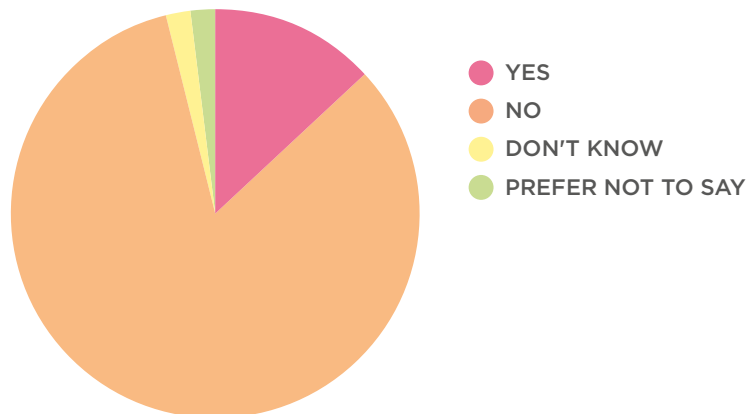
- Single, 50%
- Married, 7%
- Civil Partnerships, 18%
- Partnered, 11%
- Co-habiting, 5%
- Widower, 3%
- Widow 2%
- “Don’t know” or “prefer not to say”, 4%



Disability

When we asked people if they had a disability the majority answered:

- No, 83%
- Yes, 13%
- I don't know, 2%
- Prefer not to say, 2%



Do you consider that you have a disability?

Ethnicity

The majority identified themselves as:

- White British, 79%
- White Irish, 4%
- Gypsy or Irish Traveller, 2%
- Mixed European, 2%
- Other White background, 2%
- Asian or British Asian including Chinese, 5%
- Mixed or multiple ethnic background, 4%
- Prefer not to say, 2%

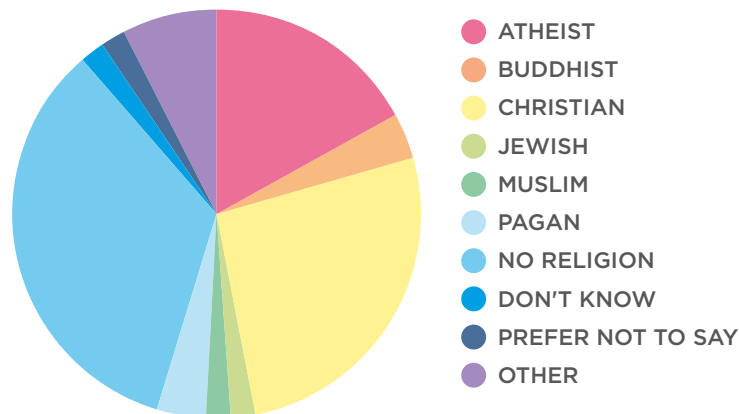


How would you describe your ethnicity?

Religion or Belief

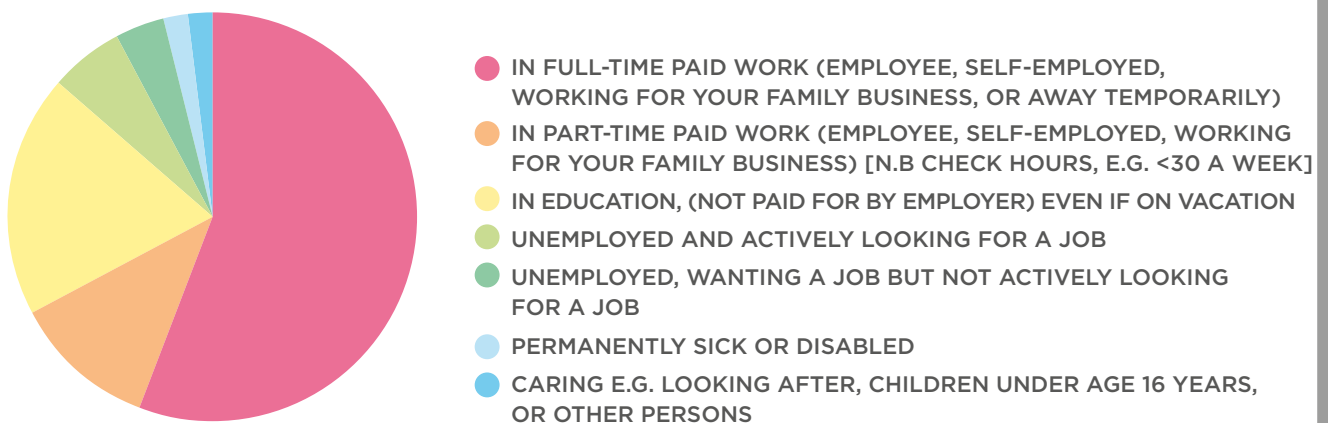
The majority:

- No Religion or Belief, 34%
- followed by Christian, 26%; and
- Atheist 17%
- Buddhist, 4%
- Pagan 4%
- Jewish 2%
- Muslim 2%
- Other, 7%
- Don't know or prefer not to say, 4%



How do you define your religion or belief?

Employment Status

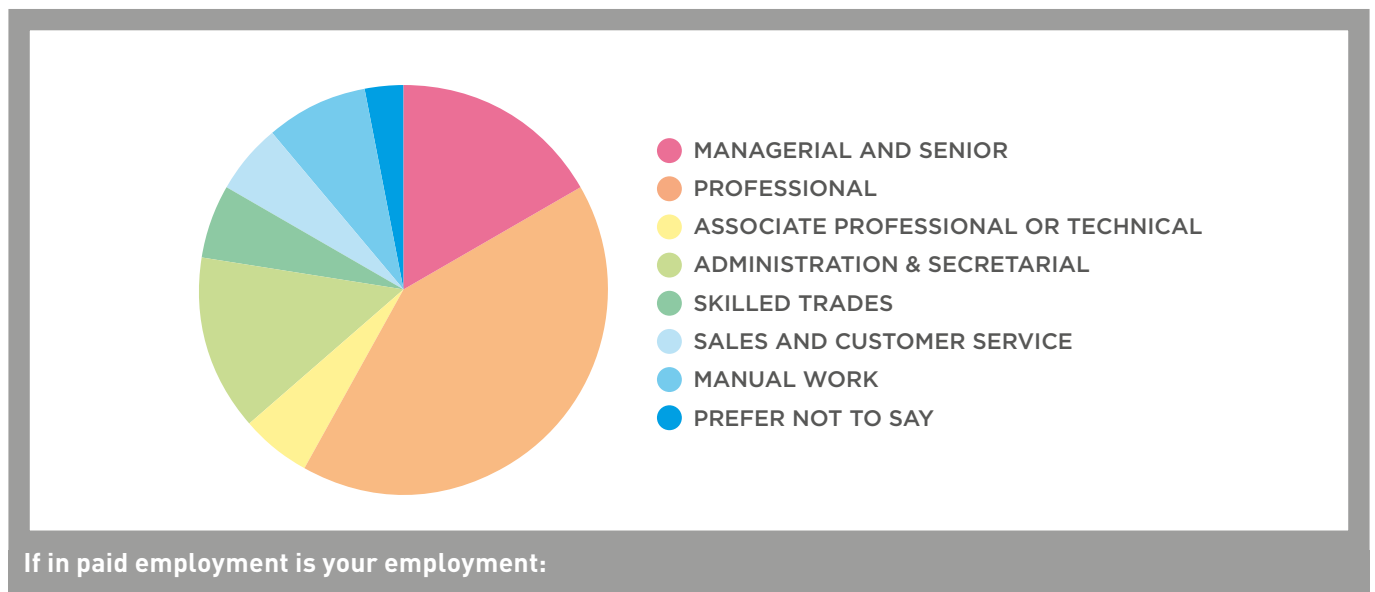


Which of these descriptions best describes your situation in the last seven days? Please, select only one.

The majority were:

- Full-time employed, 56%
- In full time education, 19%
- Part-time employment, 11%
- Unemployed, and actively looking for a job, 6%
- Unemployed, and not actively looking for a job, 4%
- Permanently sick or disabled or in caring roles looking after children or adults, 4%

We asked respondents to describe their employment.



The majority were:

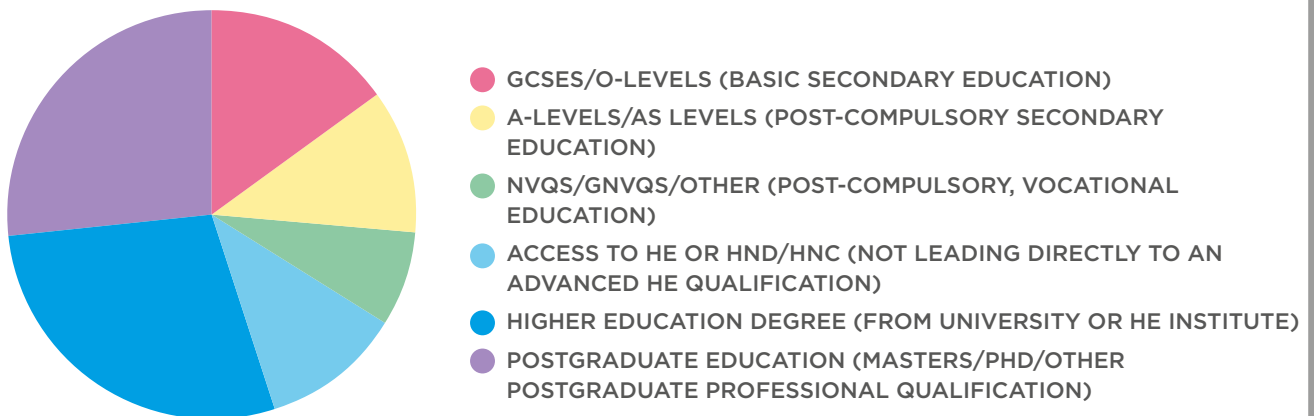
- Professionals, 42%, followed by
- Managerial and senior management, 17%
- Administrative and secretarial, 14%
- Manual workers, 8%
- Associate professional or technical people, 6%
- Skilled trades people, 5%
- Sales and customer service, 5%
- Preferred not to say, 3%

Qualifications

The majority had:

- A Higher Education degree, 28%, followed by
- A Postgraduate education, 27%
- GCSE/O-level education, 15%
- A-level and Access to higher education, 11%

- Access to HE or HND/HNC, 11%
- An NVQ/GNVQ or equivalent vocational education, 8%



Which of these qualifications do you have?

APPENDIX 2: SURVEY QUESTIONS

This survey is part of a community-based research project, being delivered by the Diversity Trust, and funded by South Gloucestershire Council who wish to use the information gained to improve the way people who are LGB and / or Trans are supported.

About You

1. Please tell us your home postcode (for example you could put BS15 2BG or you could put just the first part of your postcode for example BS37)
2. Please tell us your age range
3. What is your sex/gender? (e.g. male, female)
4. Is your gender identity the same as the sex you were assigned at birth?
5. What do you identify your sexual orientation as?
6. What is your relationship status?
7. Do you consider that you have a disability?
8. If you answered yes, please tell us about your disability.
9. How would you define your ethnic group?
10. How do you define your religion or belief?
11. Which of these descriptions best describes your situation in the last seven days? Please, select only one.
12. If in paid employment is your employment:
13. Which of these qualifications do you have?
14. How long have you lived in this area?
15. Overall, how satisfied or dissatisfied are you with your local area as a place to live?
16. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?
17. In your local area, how much of a problem do you think there is with people not treating each

other with respect and consideration?

18. Do you live openly in your neighbourhood as an LGB and/or T person (i.e. are you 'out' about your gender identity and/or sexual orientation)?

19. Are you open ("out") as an LGB and/or T person in your day-to-day life?

Community Safety

20. How safe and secure does it feel to be an LGB and/or T person where you live?

21. Do you think you would feel more safe if you lived in another area in South Glos?

22. Do you think LGB and/or T people are treated fairly by the police in South Glos?

Discrimination and Harassment

23. Have you felt discriminated against, in the last five years, because of your gender identity and/or sexual orientation?

Hate Crime

24. Have you been the victim of a hate crime where you live?

25. Did you report the incident/s to the police or to another organisation?

26. How satisfied were you with the response you had when you reported the incident?

Family and Social Life

27. Not counting the people you live with, how often do you have contact with your friends and family?

28. How much are you involved in the following activities? (A list of activities aimed at LGB and/or T people.)

29. How much are you involved in the following activities? (A list of activities aimed at all people, regardless of gender identity and/or sexual orientation, not just for LGB and/or T people).

Help Seeking

30. Can you tell us who you would ask for help (if you are ill and need help at home)?

About Your Health

31. Do you have any physical health conditions or illnesses lasting or expected to last for 12 months or more?
32. Do you have any health conditions or illnesses which affect you and interfere with your normal activities?
33. Do you have any mental health conditions or illnesses lasting or expected to last for 12 months or more?
34. Have you ever had medical help for anxiety or depression?
35. Have you ever hurt or injured yourself on purpose? This is sometimes called 'self-harm'.
36. Have you ever thought about or tried to kill yourself?
37. What can local agencies do to help LGB&T people in relation to their health and wellbeing?

Drug and Alcohol Use

38. Have you ever needed support to address drug and/or alcohol misuse, legal high use or over-the-counter medication use?
39. If you answered yes, would you know where to get support from?
40. If you have received support from the South Gloucestershire Drug and Alcohol services, have you found the service: met your needs or wasn't suitable?

Health and Social Care Services

41. What do you "value" the most about the health services you've used?
42. What do you "like" most about local health services?
43. What do you "value" most about the social care services you've used?
44. What do you "like" most about local social services?
45. What do you "least like" about the health services you've used?
46. What do you "least like" about the social care services you've used?
47. What "changes" to services would make the biggest "improvement" for you in relation to your

health, wellbeing and/or social care?

- 48. Do you think there's any health and/or social care services "missing" altogether?
- 49. Do care and support services help you in having social contact with people?
- 50. Are there any local groups or organisations you have used which you've found helpful as an LGB and/or T person?

South Gloucestershire Council

- 51. Overall, how satisfied or dissatisfied are you with the way South Gloucestershire Council runs things?
- 52. To what extent do you agree or disagree that South Gloucestershire Council provides value for money?
- 53. To what extent do you think South Gloucestershire Council acts on the concerns of local residents?
- 54. Do you feel that any contact you have had with South Gloucestershire Council has been appropriate for your circumstances?

Democracy and Influence

- 55. Do you feel able to take part in decision-making and democratic life in South Gloucestershire?
- 56. Do you feel you are able to influence the kind of services you have in your area, so it addresses your needs as an LGB and/or T person?
- 57. If you want to be involved in making decisions affecting your local area, how easy or difficult is this?
- 58. Are you able to get involved with community activities or projects without worrying about peoples' attitudes to your gender identity and/or your sexual orientation?
- 59. What could we do to improve your "involvement" and "say" in your local area?

Anything to Add

Is there anything you'd like to add about your experience of your gender identity and/or your sexual orientation and living in your local area?

Thank You

Thank you for taking part in our survey. Your answers will help South Gloucestershire Council to improve the practices and services in your area.

If you would like to be kept updated about our work in South Gloucestershire please enter your name and email address below.

APPENDIX 3: GLOSSARY OF TERMS

The following definitions are offered as guidance to supplement the report. Please note the definitions of some of these terms can vary, according to the context and source, and are used here only as a guide.

Androgyne a person who does not fit neatly into typical masculine and/or feminine gender roles. People may also use the term ambigender or polygender to describe themselves. Many androgyne people identify as being “between” woman and man, or genderless. They may identify as non-gendered, genderneutral, agendered, between genders, genderqueer, multigendered, intergendered, pangender or gender fluid.

Asexual a person whose identity is non-sexually oriented. They may have ‘emotional orientations’ towards same-sex or opposite sex others, or not. This is a contemporary and emerging self-identification.

Biphobia a common stereotype of bisexuality is that it is ‘a phase’ on the way to a ‘mature’ lesbian, gay or straight identity. Some recent research has even attempted to prove the non-existence of bisexuality, particularly male bisexuality, although these studies have been criticised as methodologically and theoretically flawed. Bisexual women are frequently regarded as ‘just being bi-curious’ and trying to titillate heterosexual men: another way of denying that bisexuality is ‘real’.

Bisexual a woman or man who has an emotional and/or sexual attraction toward more than one gender.

Cisgendered/Cisperson a person whose gender identity is the same as the sex they were assigned at birth.

Cisgenderism is a prejudice similar to racism and sexism. It denies, ignores, denigrates, or stigmatises non-cisgender, Trans/gender, forms of expression, sexual activity, behavior, relationship, or community.

Coming out refers to the experiences of some, but not all, LGBT people as they explore/disclose their sexual orientation and/or their gender identity.

Cultural Competence: evidence to engage with equality communities; knowledge and awareness of workforce; and satisfaction from equalities communities of service provided.

Discrimination detrimental treatment experienced on the grounds of some aspect of a person’s identity or presentation.

Equalities Communities relates to the ‘protected characteristics’ defined in the Equality Act (2010). For the purpose of this report specifically gender identity (or gender reassignment) and

sexual orientation.

Gay “Gay” most commonly refers to men who have an emotional and/or sexual attraction to men. However, some Lesbians identify as “Gay” or “Gay Women”.

GIC (Gender Identity Clinic) a specialist NHS service providing assessment for Trans people who are seeking hormone treatment and/or surgical gender reassignment procedures. They are usually run by consultant psychiatrists who may or may not have other types of NHS staff working with them.

GRS Gender Reassignment Surgery.

Hate crime a crime committed on the basis of the actual or perceived ethnicity, religion, gender identity, disability, age or sexual orientation of a person.

Heterosexism the belief that heterosexuality is the only “natural” and “normal” expression of human sexuality and that it is inherently superior (and healthier) to other types of sexuality. This often gives rise to the idea that services tailored for heterosexuals will be suitable for everyone else.

Heterosexual an individual who has an emotional and/or sexual attraction to persons of the opposite sex. Heterosexuals are sometimes referred to as “straight.”

Homophobia the response of other members of society that results in Lesbian and Gay people experiencing hatred, discrimination or inequality.

Homosexual this is the term which was mostly used by external authorities (e.g. doctors, police, newspaper writers) to refer to an individual who has a sexual and/or emotional attraction towards persons of the same sex. This term is often now rejected by LGB&T people as being too clinical and the terms “Lesbian” or “Gay” are preferred. If you are unsure how to identify a person in relation to their sexual orientation or gender identity, it is acceptable to ask which term they would prefer you to use to describe them.

Intersex is a general term used for a variety of conditions in which a person is born with a reproductive or sexual anatomy that doesn’t seem to fit the typical definitions of female or male. For example, a person might be born appearing to be female on the outside, but having mostly male-typical anatomy on the inside. Or a person may be born with genitals that seem to be in-between the usual male and female types.

Lesbian a woman who has an emotional and/or sexual attraction to other women.

LGB&T/LGBTQ/LGBTQI acronyms for Lesbian, Gay, Bisexual and Trans. Increasingly including ‘Q’ for Questioning and/or Queer and ‘I’ to include Intersex.

Pansexual people are people attracted to people regardless of their gender. Pansexual people can be attracted to anyone of any gender identity. The word pansexual comes from the Greek word 'pan-', meaning "all". Pansexual people are part of the LGB and Trans community.

Queer a 'reclaimed' word used by some people to self-identify as part of a movement that may include LGB&T, A (Asexual) and I (Intersex) too. Queer tends to be defined by what it is not – i.e. not having a prescribed view of gender identity and sexual orientation. Queer is also sometimes used to indicate a commitment to 'non-normative' gender and sexual fluidity (rather than to fixed categories of person). If you are unsure about how to identify someone ask them which term they prefer you to use.

Questioning usually refers to young people who may be experiencing Lesbian, Gay, Bisexual, and/or Trans feelings or urges, but have not yet identified their gender identity or sexual orientation.

Trans* an umbrella term for people whose gender identity and/or gender expression diverges in some way from the sex they were assigned at birth, including those who identify as transsexual people, those who identify as non-binary gender people, and cross-dressing people.

Trans (without the asterisk) is best applied to trans men and trans women, while the asterisk makes special note in an effort to include all non-cisgender gender identities, including transgender, transsexual, transvestite, genderqueer, genderfluid, non-binary, genderless, agender, non-gendered, third gender, two-spirit, bigender, and trans man and trans woman. Sometimes referred to as 'T'.

Transphobia a reaction of fear, loathing, and discriminatory treatment of people whose identity or gender presentation (or perceived gender or gender identity) does not "match," in the societally accepted way, the sex they were assigned at birth the response of other members of society that results in Trans people experiencing hatred, discrimination or inequality.

Trans Man (FTM) a person who was assigned female at birth but has a male gender identity and therefore proposes to transition, is transitioning or has transitioned to live as a man, often with the assistance of hormone treatment and perhaps various surgical procedures.

Trans Woman (MTF) a person who was assigned male at birth but has a female gender identity and therefore proposes to transition, is transitioning or has transitioned to live as a woman, often with the assistance of hormone treatment and perhaps various surgical procedures.

APPENDIX 4: RESOURCES AND FURTHER INFORMATION

The following groups and organisations are able to provide further advice, information and resources on LGB and Trans matters.

LGB Organisations

Consortium of LGBT VCO

National membership organisation focusing on the development and support of LGB&T groups, projects and organisations.

Website www.lgbtconsortium.org.uk

Lesbian and Gay Switchboard

Provides support 24 hours a day about love, life and safer sex.

Website www.llgs.org.uk

LGBT Bristol

Works in partnership with Bristol City Council – empowering lesbian, gay, bisexual and transgender people throughout the city and surrounding areas.

Website www.lgbtbristol.org.uk

FFLAG

Advice and support for parents, friends and families of LGBT people.

Website www.fflag.org.uk

Stonewall

Stonewall working for equality and justice for lesbians, gay men and bisexuals.

Website www.stonewall.org.uk

Trans Organisations

Avon Trans Women

Avon Trans Women is a new developing self help group for pre & post operative male-to-female transsexuals and people who are undergoing, contemplating undergoing or have undergone complete male-to-female gender reassignment.

Website www.avontranswomen.org.uk

Crossroads

Website designed for the Transgender community, partners and family.

Website <http://www.bristol-crossroads.org.uk>

Gendered Intelligence

Arts programmes and creative workshops to Trans youth from across the UK.

Website www.genderedintelligence.co.uk

Gender Identity Research Education Service (GIRES)

Research and education on gender identity.

Website www.gires.org.uk

Mermaids

Family and individual support for teenagers and children with gender identity issues.

Website www.mermaidsuk.org.uk

Press For Change

UK's leading experts in Transgender law.

Website www.pfc.org.uk

Trans Bare All

TBA works to promote health and wellbeing for trans people.

Website www.transbareall.co.uk

Trans Bristol

Trans Bristol creates a safe space where trans identified people in the Bristol area can share ideas, provide support and plan things.

Website <http://transbristol.wordpress.com>

Trans Media Watch

Guidance on Trans issues for the media and Trans people.

Website www.transmediawatch.org



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