Counted In

A report for Stonewall Cymru and the Welsh Assembly Government SME Equality Project

by

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Executive Summary

Overview of Respondent Characteristics

- The sample comprised of roughly equal numbers of women and men. Black and minority ethnic respondents comprised 2.5% of the sample. Less than 1 in 10 respondents spoke Welsh as their first language.

- The age distribution of the sample was skewed towards the young with most being less than 40 years old (68%). Approximately one third were aged 41 and over.

- Approximately two-thirds of respondents in the sample (62%) reported living in South Wales compared to roughly one fifth (22%) living in Mid-West Wales and one tenth (10%) living in North Wales.

- Just under two thirds of the sample reported being in a same sex relationship. Roughly 40% of the respondents reported living with a partner. Women were more likely to reported being in a relationship compared to men. Only 8% of respondents reported having their relationship registered as a civil partnership.

- 9% of respondents reported involvement in the care of a child. The majority of carers reported living with their children (67%). Just under two thirds (63%) of child carers reported that the child's school was aware of their family structure. Of these, one quarter was aware of school bullying as a result.

- 29% of women belonged to an online LGB group compared to 20% of men. Only 1 in 10 women reported involvement with local politics compared to 17% of men. Older respondents were more involved in community activities than were their younger counterparts, and higher proportions of respondents from North Wales were compared to those from South and Mid Wales.

- The average respondent had not fully disclosed their sexual orientation to at least half of the people listed in the survey. Respondents living in the North Wales were significantly more likely to be 'out' to more people compared to those living in any other part of Wales. Levels of

visibility were roughly similar for men and women, white and ethnic minority people, across different age groups, and for those with different levels of educational attainment.

- Just over a tenth of respondents (13%) reported having a disability. Types of disabilities reported included dyslexia, spine/back problems, depression, HIV/AIDS, epilepsy and hearing impairments. Most of the disabled respondents (45%) said that their disability limits their activities 'moderately' with equal proportions saying 'mildly' or 'seriously' (26% each).

Work and Employment

- 78% of respondents were employed, with the majority in full-time work. Of these, 30% were managers and 17% were supervisors.
- 62% of employed respondents worked in the public sector with 23% working in the private sector and only 12% working in the voluntary sector.
- 11% of respondents identified as an employee of a Small to Medium sized Enterprise (SME) compared to 89% who identified as employees of all other larger organisations.
- 92% of respondents reported having a school, college or university qualification. More than half of these were a degree level qualification. In comparison the proportion of the general population of working age in Wales in 2005 qualified to GCE A-level/equivalent or higher was just under 46%.
- The average annual gross income of respondents was £23,502 and the median was £22,000. The average annual earnings for men was £25,500 compared to £21,600 for women. Older respondents, and respondents living in North Wales also reported significantly higher incomes. Respondents are higher earners when compared to the general Welsh population, but not when compared to the UK general population.

- For the 81 unemployed respondents in the sample, the main reasons for not currently looking for work included that they were students (38%), on long-term sick or disabled (21%), or that they were waiting for the results of a job application (12%).

- The most common factors influencing employed respondents' choice of job were educational background (71%), relevant training (63%), location or geography of the employment (58%), salary/benefits (53%), security or long-term contract (47%), and the position providing good career prospects (45%).

- Nearly 30% of employed respondents claimed that having a good record on equality/diversity was a factor that influenced their choice of job, and 57% of unemployed respondents said that having an equal opportunities policy would be an attractive characteristic in a prospective employer.

- Men, older respondents, and higher earners tended to have more positive perceptions of their workplaces. Sectorial analysis revealed that the voluntary sector and smaller organizations tended to have more positive ratings from respondents.

- Respondents reported seldom feeling isolated from social support at work. The public sector and smaller organizations tended to foster more positive working relationships.

- 30% of employed respondents reported feeling that they could not talk about their private life at work. 21% reported being the butt of office jokes. 19% expressed feeling a lack of respect from their work colleagues or superiors.

- Forms of illegal discrimination were experienced by approximately 5% of the sample. Not receiving the same employer concessions as heterosexual employees was experienced by 7% of the sample, while not been appointed or selected for a job because of their sexual orientation was experienced by 5%, being dismissed from a job because of their sexual orientation was experienced by 5%, and being disciplined at work due to sexual orientation was experienced by 4%.

- The public sector came out 'best' in terms of (low rates of) discrimination in hiring, promotion and disciplinary procedures, but 'worst' in more informal ways that impact upon people's quality-of-life at work. The private sector, especially SMEs, appeared to be most problematic in its hiring, promotion and disciplinary procedures. The voluntary sector had the best reports regarding having more respectful and inclusive workplaces.

- Respondents from North Wales were the most likely to feel that they had experienced mistreatment at work.

Victimisation and Criminal Justice

- 22% of respondents reported experiencing homophobic harassment in the past 12-months. Homophobic violence was reported by 5% of respondents within the past 12-months. Only 3% reported experiencing homophobic property crime in the past 12-months. For all crime types, respondents felt that the majority of incidents were 'not very serious' (67% of violent incidents, 77% of property crimes, and 87% of harassment).

- Respondents were most likely to report incidents to police for property crime (70%), followed by violence (56%) and harassment (23%). Reasons for not reporting crime to the police were that the victim did not think the incident was serious enough to warrant police involvement, or that it was felt that the police would not take the incident seriously. For all crime types, respondents who reported incidents to the police appeared to be dissatisfied with both how the police handled the report and with the resolution of the case.

- Independently being male, being disabled, having less education, being unemployed, and being more 'visible' in terms of sexual orientation increased the likelihood of becoming a victim.

- Most respondents did not report feeling discriminated against by the criminal justice system. However, of those that did, men, disabled

respondents and those from North Wales were more likely to report this type of discrimination than others.

Services, Monitoring and the Media

- 27% of respondents reported having come into contact with education services in the past 12-months. Of those reporting satisfaction levels, only 12% were dissatisfied/very dissatisfied with their educational experience. 7% reported being bullied while at school or college.
- 56% of respondents reported having contact with the health service in the past 12-months. Of those reporting satisfaction levels, 21% reported being dissatisfied/very dissatisfied. Feeling discriminated against by your GP (8%) was most common form of mistreatment.
- Respondents living in North Wales were more likely than those living in South and Mid-West Wales to report health service discrimination. Those aged between 21 – 30 and 41 – 50 reporting more mistreatment than other age groups. Those reporting a disability were also more likely to report discrimination by the health service compared to those not reporting a disability.
- 1 in 10 respondents had come into contact with housing services in the past 12-months. Of those reporting satisfaction levels just over a third (34%) specified they were dissatisfied/very dissatisfied with housing services. Few respondents reported feeling discriminated against by housing services. Of those that did, women were less likely to report its occurrence compared to men and those living in North Wales were significantly more likely to report its occurrence compared to those living other parts of Wales.
- 1 in 4 respondents had some form of contact with financial services in the past 12-months. Of those reporting levels of satisfaction just over 1 in 5 (20%) felt dissatisfied/very dissatisfied. Slightly fewer than 1 in 4 respondents had been in contact with insurance services in the past 12-months. Just over 1 in 3 (36%) reported being dissatisfied/very dissatisfied with the insurance service they received. The most

common form of mistreatment amongst financial services was feeling discriminated against by a life insurance provider (6%).

- The majority of respondents felt offended by the portrayal of LGB people in the print media (63%). Slightly fewer people felt offended by the portrayal of LGB people in broadcast media (61%).

- Just under two thirds of respondents felt offended by the lack of positive portrayals of LGB people in the media and just under half were made to feel anxious over homophobic victimisation due to media portrayals.

- The majority of respondents were either for or indifferent to monitoring of sexual orientation across all services. The services receiving most support for both customer and employee monitoring included Health and Education. The services with least support for customer and employee monitoring included insurance followed closely by financial. Positive attitudes towards monitoring increased with age and educational attainment levels.

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Chapter 1: Introduction

<u>Background to Stonewall Cymru</u>

The Government of Wales Act 1998 requires that:

- the Welsh Assembly Government make appropriate arrangements to secure that its functions are exercised with due regard to the principle that there should be equality of opportunity for all people.
- the Welsh Assembly Government publish an annual report on its arrangements for promoting equality and their effectiveness.

To give life to these duties, the Welsh Assembly Government supported the development of four consultative networks in Wales designed to promote participation of marginalised groups policy making and service delivery:

1. <u>All Wales Ethnic Minorities Association</u>
2. <u>Disability Wales</u>
3. <u>Wales Women's National Coalition</u>
4. <u>Stonewall Cymru</u>

Thus, in 2002 Stonewall Cymru was founded with the aim of achieving legal equality and social justice for lesbian, gay and bisexual people in Wales. It is an all Wales organisation that works individually and in partnership with agencies, organisations, statutory bodies and individuals inside and outside the LGB sector to:

- Promote the human rights and equal treatment of LGB people;
- Challenge discrimination against LGB people;
- Articulate the needs and interests of LGB people and represent these to the Welsh Assembly Government and other appropriate bodies;
- Consolidate and develop the infrastructure with LGB communities across Wales to enable them to contribute to and have representation in policy developments.

Stonewall Cymru currently employs 3 staff based in Cardiff and Bangor. More information may be found at
http://www.stonewallcymru.org.uk/cymru/default.asp

Background to the Current Study

The research was funded by Stonewall Cymru and the SME Equality Project with support from the Welsh Assembly Government. Readers might be aware that Stonewall Cymru conducted a similar survey in 2003. A summary of findings from this survey may be downloaded at:

In Welsh:

http://www.stonewallcymru.org.uk/documents/Counted_Out_Welsh.pdf

In English:

http://www.stonewallcymru.org.uk/documents/Counted_Out_EnglishSummary.pdf

Of the 403 respondents who took part in the current study, 73 or 20% also took part in the 2003 survey. Participation in both studies did not differ significantly by gender, ethnicity, region of Wales or whether the person was currently employed. However older respondents and those with more education tended to complete both surveys (compared to their younger, less educated counterparts).

Methodology

This study was designed to provide information about the attitudes and experiences of LGB people in Wales about a range of issues including work and employment, the level and quality of service provision from different agencies, and crime and criminal justice. Data for this study come from a quantitative survey that provided an opportunity for respondents to give additional qualitative information in the form of open-ended questions[1]. The survey was designed building on the lessons learnt from the 2003 *Counted Out* survey and to be comparable to other national sources of data such as

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[1] With the exception of the employment section of the survey very few qualitative responses were provided by respondents. As a result this report primarily focuses on the quantitative data provided.

the National Census of the Population, the Living in Wales Survey and the Labour Force Survey. The survey is contained in Appendix A.

Dissemination of Survey

Dissemination of the survey took place from May through September 2006. Respondents had the opportunity to answer the survey in Welsh or English, on-line or in paper form. The survey was disseminated at major events as well as through the professional networks of the research team and the funders; for example, the Stonewall Annual Conference, the Equality Network of the WLGA, Cardiff Mardi Gras, staff members in Stonewall Diversity Champions Cymru (DCC) organisations, etc. Table 1 indicates the returns from these different dissemination strategies.

Table 1.1: Completed 2006 Surveys (Location)		
Venue	Number	Percent
Stonewall Annual Conference	59	14.6
Cardiff Mardi Gras	95	23.6
Post	15	3.7
Online	108	26.8
Other	75	18.6
Unknown	51	12.7
Total	403	100

Where the respondent answered the survey did not vary to a statistically significant extent according to the respondent's gender or where they lived in Wales (South, Mid or North Wales). However as the majority of respondents reported living in South Wales, results pertaining to other parts of Wales should be interpreted with caution.

The method of participation did differ significantly according to respondents' ethnicity, age, whether they were employed, and level of education. The specific findings include:

- A significantly higher proportion of ethnic minority respondents answered the survey at Cardiff Mardi Gras or online. No ethnic

minority respondents answered the survey at the Stonewall Annual Conference.

- Younger respondents tended to answer the survey at Cardiff Mardi Gras. A higher proportion of older respondents answered the survey at the Stonewall Annual Conference.

- More unemployed respondents answered the survey at Cardiff Mardi Gras. More employed respondents answered the survey online.

- Similarly, less educated respondents answered the survey at Cardiff Mardi Gras, whilst those with more education took part online. The vast majority of respondents from the Stonewall Annual Conference had a university degree or equivalent.

- Significantly fewer respondents from SMEs answered the survey compared to larger organisations. As a result any differences identified in the report in relation to size of organisation should be interpreted with a degree of caution.

Chapter 2: Overview of Respondents

This chapter provides an overview of the key demographic characteristics of the 403 respondents in the sample. General demographic details are provided followed by an overview of respondents' families, children and relationships, indicators of community participation, and levels of 'visibility' in terms of being open about their sexual orientation. Where possible, analyses were conducted by sub-group to identify statistically significant differences across individual characteristics such as gender, ethnicity, age, region, level of education, etc.

As one of the primary aims of this research was to gather information about LGB people in the labour force, all information regarding income, work and employment is contained in a separate chapter (Chapter 3).

Demographic characteristics of respondents

Table 2.1 provides an overview of the 403 respondents' demographic characteristics. Approximately one-fifth of respondents (18%) completed the previous 2002/3 Stonewall Cymru survey. The sample consisted of roughly equal numbers of women and men (51% compared to 48%). Of the women in the sample, the majority identified as Lesbian (32%), followed by Gay Woman (9%) and Bisexual Woman (9%). Most men identified as Gay Man (44%) followed by Bisexual Man (3%). Only a minority identified as undecided (1%) or other (0.7%)[2].

Black and minority ethnic respondents comprised a similar proportion in the sample (2.5%) compared to the ethnic minority population in Wales which was 2.1% in the 2001 Census. The 10 ethnic minority respondents included four who identified as mixed ethnicity, 3 Asians, 2 respondents who identified as Black Asians, and 1 Chinese person. Eight of the 10 ethnic minority respondents reported British nationality.

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[2] Six respondents did not complete the question on sexual orientation resulting in the 1.5% unknown.

Just over a tenth of respondents (13%) reported having a disability. This compares to 23% of the Welsh adult population reporting a limiting long-term illness (LLTI) and 9% reporting to be sick or disabled in terms of their employment in the 2001 Census. In further comparison the Welsh Health Survey 2004 identified 28% of adults with LLTI and the General Household Survey 2003 found a rate of 22%. Types of disabilities reported by respondents in this survey included dyslexia, spine/back problems, depression, HIV/AIDS, epilepsy and hearing impairments. Most of the disabled respondents (45%) said that their disability limits their activities 'moderately' with equal proportions saying 'mildly' or 'seriously' (26% each).

The age distribution of the sample was skewed towards the young with most being less than 40 years old (68%). Only about one third were aged 41 and over. In comparison the 2001 Census shows a more even age distribution in the Welsh population (6% 15 – 19, 12% 20 – 29, 14% 30 – 39, 13% 40 – 49 and 35% 50 and over).

Over half of the respondents (56%) were educated to degree level or above, roughly one third (31%) were educated between A-level and HND and just 7% reported GCSE or equivalent as their highest qualification. This is a much more highly skilled sample than the overall Welsh population. For example, in 2005 the proportion of people of working age in Wales qualified to GCE A-level/equivalent or higher was just under 46%.

Just over a third of respondents (35%) reported having a religious faith. Of these the three most prominent religions were Christian (16%) followed by Catholic (4%) and Pagan (4%). In comparison the 2001 Census shows that 81% of the population in Wales had a religious faith with the majority (72%) reporting being Christian.

The majority of respondents identified as Welsh (49%) followed by British (40%) and English (4%). Under a tenth of respondents (8%) spoke Welsh as

their first language. This compares to 28% of people in Wales that said they have one or more skills in the Welsh language in the 2001 Census.

Table 2.1: Demographic Characteristics of Stonewall Respondents

Respondent Characteristics	Value	N	Percent*
Completed 2003 Survey	No	301	74.7
	Yes	73	18.1
	Unknown	29	7.2
Sexual Orientation**	Gay man	178	44.2
	Lesbian	130	32.3
	Gay woman	36	8.9
	Bisexual man	11	2.7
	Bisexual woman	35	8.7
	Undecided	4	1.0
	Other	3	0.7
	Unknown	6	1.5
Gender**	Female	206	51.1
	Male	192	47.6
	Transsex	2	0.5
	Unknown	3	0.7
Ethnicity***	White	386	95.8
	Black or ethnic minority	10	2.5
	Unknown	7	1.7
Area	Urban	174	43.2
	Suburban	113	28.0
	Rural	106	26.3
	Unknown	10	2.5
Region	South Wales	249	61.8
	Mid-West Wales	88	21.8
	North Wales	41	10.2
	Unknown	25	6.2
Age	Younger than 20	41	10.2
	21 – 30	134	33.3
	31 – 40	100	24.8
	41 – 50	71	17.6
	51 or older	50	12.4
	Unknown	7	1.7
Highest Education level****	GCSE or equiv.	26	6.5
	A-Level to HND	124	30.8
	Degree or higher.	227	56.3
	Unknown	26	6.5

Nationality	Welsh	198	49.1
	British	160	39.7
	English	17	4.2
	Irish	5	1.2
	Scottish	2	0.5
	American	3	0.7
	European	8	2.0
	Other	3	0.7
	Unknown	7	1.7
First Language is Welsh	No	371	92.1
	Yes	32	7.9
Religion	No	258	64.0
	Yes	139	34.5
	Unknown	6	1.5
If yes, type of faith	Christian	66	16.4
	Catholic	14	3.5
	Jewish	2	0.5
	Pagan	14	3.5
	Quaker	4	1.0
	Buddhist	4	1.0
	Other	8	2.0
	Unspecified	27	6.7
Disability	No	348	86.4
	Yes	52	12.9
	Unknown	3	0.7

N=403 respondents

*Percentages are of the whole sample

** For the purposes of statistical analyses, transsexed respondents were categorized in terms of their recorded genderand sexual orientation.

****Degree or higher includes: Degree level qualification including graduate membership of a professional institute or PGCE, or higher, Nursing or other medical qualification, and Diploma in higher education. A'level to HND. Includes: HNC/HND, ONC/OND, BTEC, BEC or TEC, SCOTVED, SCOTEC or SCOTBEC, Teaching qualification (excluding PGCE), A'levels, SCE Highers and NVQ/SVQ. GCSE and equiv. includes: O-level or equivalent, GCSE and YT Certificate.

Just over 43% of the sample reported living in an urban area compared with 28% reporting living in a suburban area and 26% reporting living in a rural area. Figure 2.1 displays the distribution of the LGB community in the sample, according to geographic region[3] and by the gender of the

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[3] South Wales includes regions CF and NP, Mid-West Wales includes regions SA, LD and SY, and North Wales includes LL and CH. 'Other' respondents living outside of Wales were categorised as 'missing.'

respondents.   Approximately two-thirds of respondents in the sample (62%) reported living in South Wales compared to roughly one-fifth (22%) living in Mid-West Wales and one-tenth (10%) living in North Wales.   Therefore the sample is skewed towards those living in the south of the country.

Statistically significant[4] differences were found between men and women in relation to reported geographic location.   Men were more likely to have reported living in North Wales (16% of men reported living in North Wales compared to 7% of women) while women were more likely to have reported living in the south of the country (70% of women reported living in South Wales compared to 62% of men).   This finding is more likely to be explained by sampling bias rather than any actual demographic difference in the population.

Figure 2.1: The Distribution of the LGB Community in the sample, by gender

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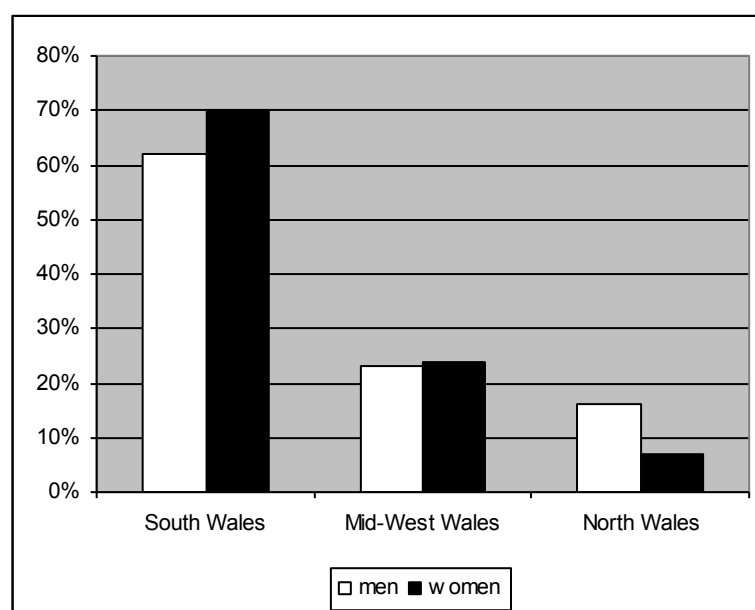
[4] In common terms, "significant" means important, while in statistics "significant" means probably true for the general population (not due to chance). A research finding may true without being important. When statisticians say a result is "highly significant" they mean it is very probably true for the general population. They do not (necessarily) mean it is highly important (see http://www.aspects.net/~stephenginns/education/signif.htm for more information).

Figure 2.2 displays the distribution of the sample according to region and age, where there were also significant differences. Respondents from South Wales were biased towards the younger age categories and had the fewest respondents in the 51 and older category. Nearly half of respondents from North Wales were between the ages of 21 and 30. Respondents from Mid Wales were more evenly distributed across the age categories.

Figure 2.2: The Distribution of the LGB Community in the sample, by age
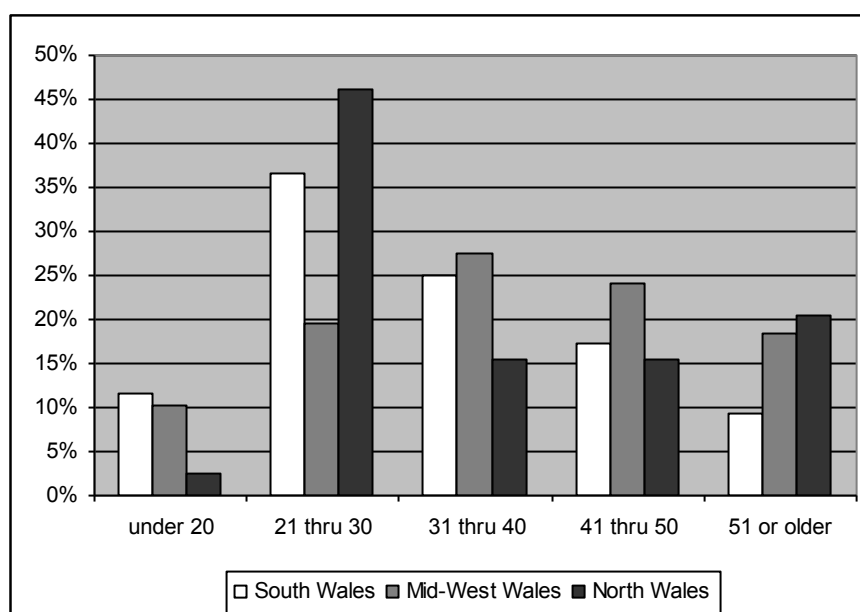
Further analyses showed that nearly all of the older respondents from North Wales were men (13 out of 14 aged 41 or older). In contrast, respondents from South and Mid Wales had a more even gender breakdown in the older age categories. Other demographic characteristics did not differ according to where the respondents lived (e.g., ethnicity, level of education, and employment).

Relationships and families

Table 2.2 describes relationship characteristics of the respondents. The majority (62%) of the sample reported being in a same sex relationship. A small proportion (14%) of these relationships are less than one year old – most are between 2 and 5 years old and just over 23% of the relationships are

over 5 years old. Roughly 40% of the respondents reported living with a partner. Of those that did not, about three-quarters said that they would possibly live with their partner in the future. Under a third of respondents had made no legal arrangements with their partner. The most common type of arrangement, made by 18% of the sample, was a will.

Table 2.2: Relationships

Respondent Characteristics	Value	N	Percent*
Currently in same-sex relationship	No	153	38.0
	Yes	249	61.8
	Unknown	1	0.2
If yes, length of relationship	Less than 6 months	25	6.2
	6 months – 1 year	30	7.4
	1-2 years	38	9.4
	2-5 years	61	15.1
	5-10 years	50	12.4
	Over 10 years	43	10.7
	Unknown	156	38.7
Currently living with partner	No	82	20.3
	Yes	166	41.2
	Unknown or N/A	155	38.5
If not, may live together in future	No	7	8.5
	Yes	36	43.9
	Maybe	27	32.9
	Don't know	12	14.6
Relationship registered as Civil Partnership	No	216	53.6
	Yes	32	7.9
	Unknown or N/A	155	38.5
If not, might do so in future	No	23	10.6
	Yes	100	46.3
	Maybe	64	29.6
	Don't know	29	13.4
Relationship recognized in Commitment Ceremony	No	225	55.8
	Yes	19	4.7
	Unknown or N/A	159	39.5
If not, might do so in the future	No	58	27.4
	Yes	59	27.8
	Maybe	63	29.7

	Don't know	32	15.1
Legal arrangements*	None	114	28.3
	Will	72	17.9
	Power of attorney	3	0.7
	Not applicable	25	6.2
	Other	23	5.7
	Unknown or N/A	166	41.2

N=403 respondents

* Values will not add to 100 because respondents could 'tick all that apply'.

*Percentages are of the whole sample

Almost 1 in 10 respondents (8% or 32 respondents) had their relationship registered as a civil partnership. In Wales as a whole 1,074 people (537 couples) have had their relationship recognised as a civil partnership (ONS 2006). This equates to 0.04% of the adult population (16 and over) in Wales. These rates are smaller compared to England (28,168 or 0.08% of the population) and Scotland (1,884 or 0.06% of the population).

Figure 2.3 shows relationship characteristics by respondents' gender. A statistically significant difference was found between women and men with regard to currently being in a relationship. Women were more likely to reported being in a relationship compared to men (69% of women compared to 55% of men). Conversely women and men showed similar patterns with regard to living together (68% of women compared to 65% of men), civil partnerships (15% of women having registered their relationship compared to 10% of men) and commitment ceremonies (8% of women had ceremonies compared to 8% of men).

Figure 2.3: Relationship characteristics, by gender of respondent
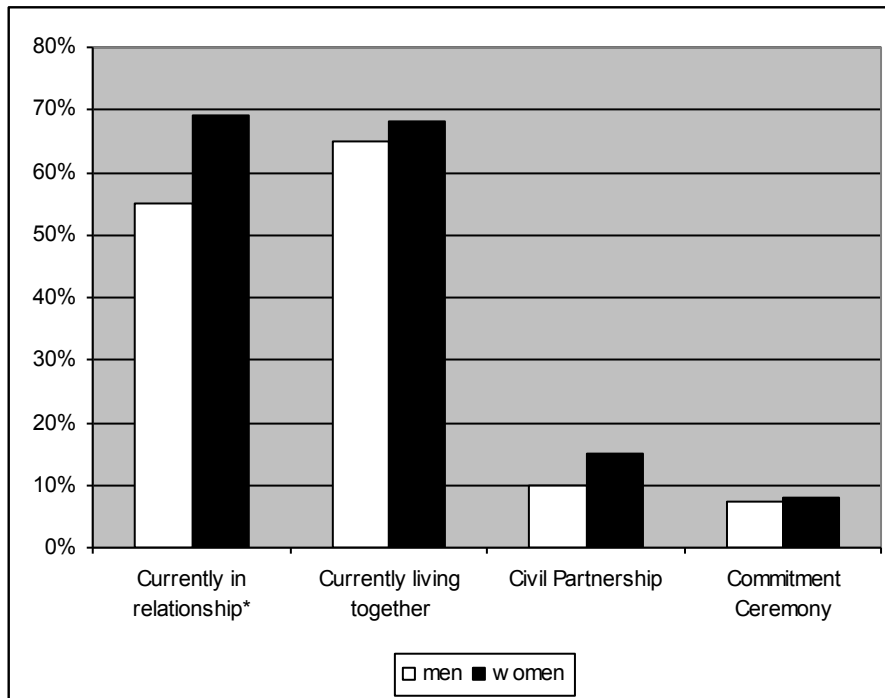
* denotes a statistically significant difference

Significantly significant differences were found by age. Specifically, younger respondents (less than 30 years old) were less likely to be in relationships, live together or have their relationships registered as civil partnerships than those in the older age categories.

Table 2.3 provides an overview of child and family care responsibilities. The majority of respondents reported not currently being involved in the care of any children (91%). Of those reporting caring for a child, 70% identified as the biological mother or father and 17% identified as the partner of the child's parent. The majority of carers reported living with their children (67%) with only 17% reporting that their child lived with them part-time. Just under two-thirds (63%) of child carers reported that the child's school were aware of their (non-traditional homosexual) family structure. Of these, one-quarter reported problems with school bullying as a result. Of the whole sample, only 31% rejected the notion of caring for a child in the future. Of those in favour of caring for a child, the preferred option was to adopt (74%) followed closely by having a biological child (62%).

Only 7% of respondents reported caring for another family member. Providing unpaid care is more prevalent in the Welsh population as a whole (12% in the 2001 Census). Most respondents reported caring for a parent (42%) followed by caring for siblings (19%) and partner (19%). Most 'carers' fell into the age categories at either end of the age spectrum (those over 50 and those less than 20 years old).

Table 2.3: Children and Families

Respondent Characteristics	Value	N	Percent
Currently caring for a child	No	366	90.8
	Yes	30	7.4
	Unknown	7	1.7
If yes, relationship to child(ren):	Biological mother or father	21	70.0
	The partner of the child's parent	5	16.7
	Other type	4	13.3
If yes, child(ren) reside with respondent	Yes, lives with me full-time	20	66.7
	Yes, lives with me part-time	5	16.7
	Does not live with me, but visits	5	16.7
If yes, child's school knows about family structure	No	4	13.3
	Yes	19	63.3
	Maybe	2	6.7
	Don't know	5	16.7
If yes, child has been bullied due to family structure	No	19	63.3
	Yes	6	20.0
	Maybe	2	6.7
	Don't know	3	10.0
Respondent would care for a child in the future	No	123	30.5
	Yes	114	28.3
	Maybe	99	24.6
	Don't know	67	16.6
If yes, respondent might*	Have a biological child	71	62.3
	Adopt a child	84	73.7
	Help care for a family member's child	27	23.7
	Help care for a friend's child	28	24.6
Currently caring for a family member or friend	No	339	84.1
	Yes	26	6.5

	Unknown	38	9.4
If yes, type of person cared for	Parent	11	42.3
	Sibling	5	19.2
	Partner	5	19.2
	Grown children	2	7.7
	Grandchildren	1	3.8
	Unspecified	2	7.7

N=403 respondents
* Values will not add to 100 because respondents could 'tick all that apply'.

Figure 2.4 shows the relationship between respondents' gender and their child caring characteristics. Statistically significant differences were found between women and men in relation to all three characteristics. Compared to men, women were more likely to report caring for a child (11% of women compared to 4% of men), living with a child (86% of women compared to 13% of men) and to want children in the future (40% of women compared to 23% of men).

Figure 2.4: Issues relating to children, by gender of respondent
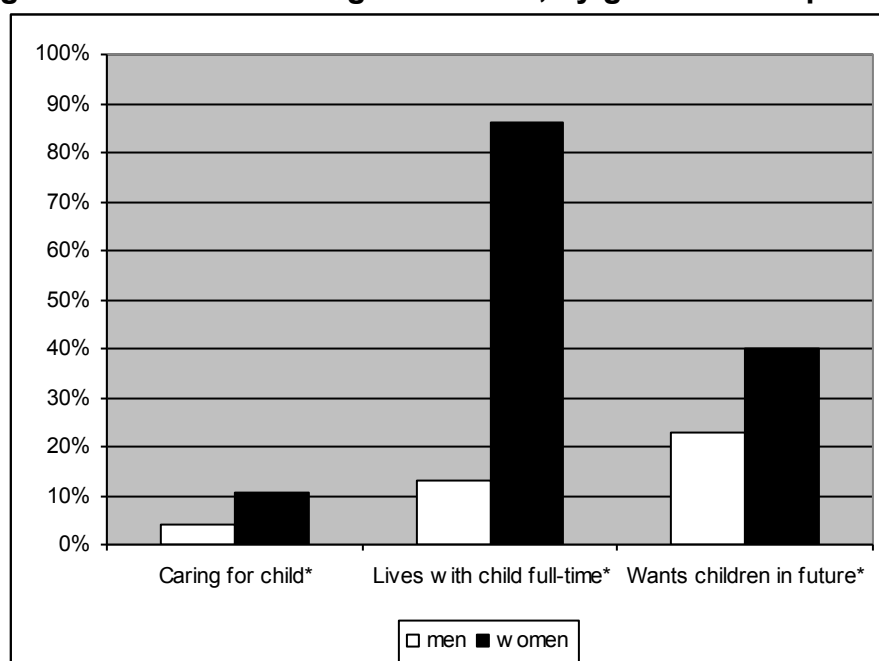
* denotes a statistically significant difference

Differences also emerged with respect to the respondents' ages. Namely, higher proportions of those in their 30s and 40s were currently caring for a

child, and higher proportions of younger respondents reported wanting to care for a child(ren) sometime in the future.

Community participation

Table 2.4 details levels of community participation amongst respondents. Just over 1 in 5 respondents belonged to a regional LGB group, roughly 1 in 4 were members of an online LGB group, 17% belonged to a peer support group within the LGB community, 23% volunteered outside the LGB community and only 13% were involved with local politics. These rates of participation are comparable to the Counted Out 2003 survey findings (30% reported being involved in community events, 22% were LGB volunteers and 13% were involved with local politics).

Table 2.4: Community Participation

Type of Group	Value	N	Percent*
Regional LGB Group	No	305	75.7
	Yes	88	21.8
	Unknown	10	2.5
Peer support within LGB Community	No	323	80.1
	Yes	67	16.6
	Unknown	13	3.2
Online LGB Groups	No	293	72.7
	Yes	96	23.8
	Unknown	14	3.5
Voluntary work outside LGB community	No	301	74.7
	Yes	93	23.1
	Unknown	9	2.2
Local politics	No	338	83.9
	Yes	54	13.4
	Unknown	11	2.7

N=403 respondents
*Percentages are of the whole sample

Figure 2.5 shows respondents' gender by type of community participation. Statistically significant differences were found between men and women in

relation to online LGB group membership and involvement in local politics. Just under a third (29%) of women belonged to an online LGB group compared to 20% of men. Only 1 in 10 women reported involvement with local politics compared to 17% of men.

Figure 2.5: Issues relating to community participation, by gender of respondent
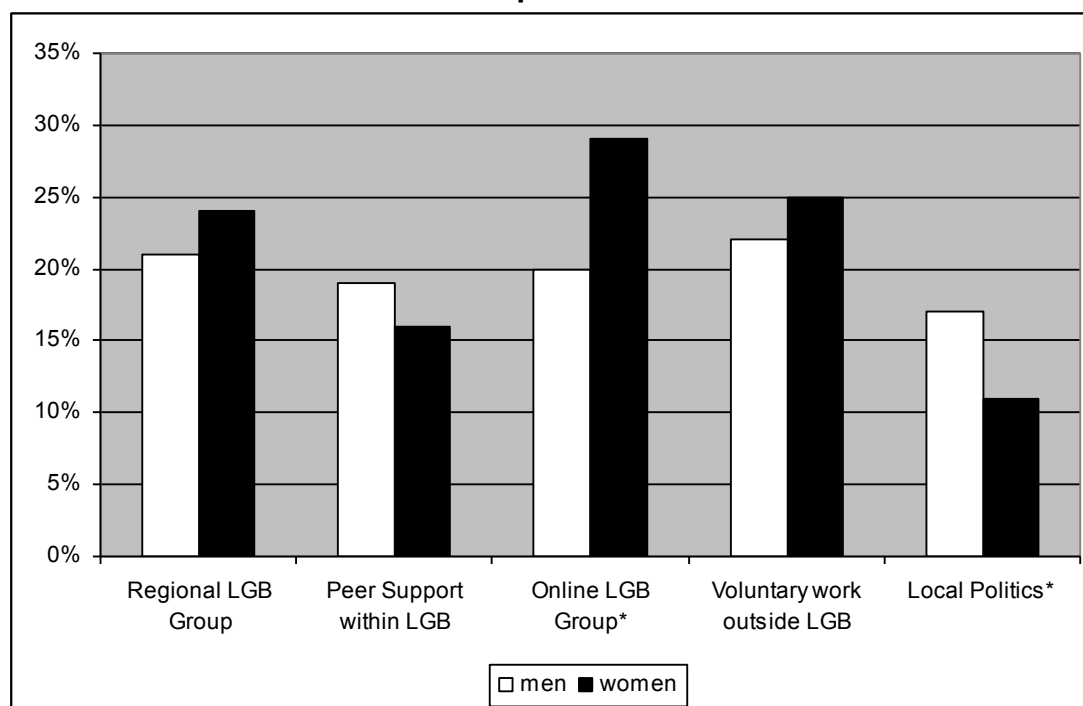
The only indicators of community participation that differed according to the age of the respondent was participation in a regional LGB group and local politics. Both of these activities were more prevalent amongst the older age categories compared to the younger age categories.

All of the community participation indicators differed according to the region where respondents live. Generally, higher proportions of respondents from North Wales participated in these activities whereas respondents from South Wales were the least likely to participate in these activities. There was also a bias in that a higher proportion of those with an interest in local politics completed their survey at the Stonewall Annual Conference.

Table 2.5 details further aspects of community participation. The four types of activity with the highest participation rate include making donations of money or in-kind services (67%) followed by voting in elections (62%), talking to other people in your area about a problem (52%) and volunteering for a charitable organisation (44%). The Living in Wales Survey (2004), which surveys the general population, showed that 41% of respondents participated in some kind of community organisation. The 2005 survey showed that just over 19% of respondents provided voluntary service to organisation(s) in the pervious 3 years (the most popular being health, disability and social voluntary groups). These figures may suggest that the LGB people in this sample are no more socially excluded than Living in Wales survey respondents from the general population.

Table 2.5: Community Participation

Type of Activity	Value	N	Percent*
Talked with other people in your area about a problem	No	179	44.4
	Yes	209	51.9
	Unknown	15	3.7
Notified the court or police about a problem	No	294	73.0
	Yes	100	24.8
	Unknown	9	2.2
Made a donation of money or in-kind services	No	128	31.8
	Yes	269	66.7
	Unknown	6	1.5
Volunteered for a charitable organisation	No	219	54.3
	Yes	178	44.2
	Unknown	6	1.5
Voted in elections	No	144	35.7
	Yes	249	61.8
	Unknown	10	2.5
Taken part in a trade union	No	272	67.5
	Yes	124	30.8
	Unknown	7	1.7
Made personal contact with an influential person	No	246	61.0
	Yes	148	36.7
	Unknown	9	2.2
Made newspapers, radio and TV interested in a problem	No	314	77.9

	Yes	85	21.1
	Unknown	4	1.0
Actively participated in an information campaign	No	262	65.0
	Yes	133	33.0
	Unknown	8	2.0
Actively participated in an election campaign	No	361	89.6
	Yes	38	9.4
	Unknown	4	1.0
Taken part in a protest march or demonstration	No	315	78.2
	Yes	84	20.8
	Unknown	4	1.0
Contacted your elected representative	No	308	76.4
	Yes	89	22.1
	Unknown	6	1.5
Taken part in a sit-in or disruption of government meetings/offices	No	375	93.1
	Yes	21	5.2
	Unknown	7	1.7

N=403 respondents
*Percentages are of the whole sample

Visibility of sexual orientation

Respondents were asked to indicate to whom they had disclosed their sexual orientation in various aspects of their lives. In total 33 items were included ranging from individuals in respondents' domestic and working lives through to service providers such as education, health, criminal justice and financial services. Table 2.6 shows levels of sexual orientation visibility amongst respondents. The majority of respondents (99%) had disclosed their sexual orientation to their close friends. Of those with family, fewer reported being 'out' to their mother (87%), siblings (87%), or father (80%). Of those in employment 92% of respondents were 'out' to close work colleagues. Fewer were out to their general work colleagues (85%), their employer (82%) or their line manager (81%). Of those who had contact with health services, 67%

were out to their GUM[5] clinic. Fewer were out to their GP (65%), their consultant (56%) or their dentist (44%).

Table 2.6: Visibility of Sexual Orientation

Variable	Value	N	Percent*
Siblings	None	46	11.4
	All, most, some	309	76.7
	Unknown or N/A	48	11.9
Mother(s)	None	48	11.9
	All, most, some	310	76.9
	Unknown or N/A	45	11.2
Father(s)	None	65	16.1
	All, most, some	263	65.3
	Unknown or N/A	75	18.6
Grandparents	None	101	25.1
	All, most, some	119	29.5
	Unknown or N/A	183	45.4
Your children	None	26	6.5
	All, most, some	71	17.6
	Unknown or N/A	306	75.9
Close friends	None	4	1.0
	All, most, some	394	97.8
	Unknown or N/A	5	1.2
General acquaintances	None	21	5.2
	All, most, some	373	92.6
	Unknown or N/A	9	2.2
Close work colleagues	None	24	6.0
	All, most, some	284	70.5
	Unknown or N/A	95	23.6
General work colleagues	None	46	11.4
	All, most, some	256	63.5
	Unknown or	101	25.1

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[5] These are local clinics for Genito-Urinary Medicine run by the NHS for all aspects of sexual health.

	N/A		
Customers/clients	None	123	30.5
	All, most, some	155	38.5
	Unknown or N/A	125	31.0
Line Manager	None	53	13.2
	All, most, some	232	57.6
	Unknown or N/A	118	29.3
Employer	None	49	12.2
	All, most, some	230	57.1
	Unknown or N/A	124	30.8
Local police officer	None	89	22.1
	All, most, some	105	26.1
	Unknown or N/A	209	51.9
Social worker	None	80	19.9
	All, most, some	64	15.9
	Unknown or N/A	259	64.3
Probation officer	None	82	20.3
	All, most, some	40	9.9
	Unknown or N/A	281	69.7
Solicitor	None	81	20.1
	All, most, some	93	23.1
	Unknown or N/A	229	56.8
Teachers/lecturers	None	49	12.2
	All, most, some	121	30.0
	Unknown or N/A	233	57.8
Close school/univ friends	None	18	4.5
	All, most, some	180	44.7
	Unknown or N/A	205	50.9
School/univ acquaintances	None	39	9.7
	All, most, some	137	34.0
	Unknown or N/A	227	56.3
Head teacher	None	61	15.1
	All, most, some	98	24.3
	Unknown or N/A	244	60.5

School/univ counsellor	None	46	11.4
	All, most, some	70	17.4
	Unknown or N/A	287	71.2
GP	None	118	29.3
	All, most, some	218	54.1
	Unknown or N/A	67	16.6
Consultant	None	99	24.6
	All, most, some	125	31.0
	Unknown or N/A	179	44.4
GUM Clinic	None	59	14.6
	All, most, some	122	30.3
	Unknown or N/A	222	55.1
Dentist	None	155	38.5
	All, most, some	121	30.0
	Unknown or N/A	127	31.5
Midwife	None	52	12.9
	All, most, some	27	6.7
	Unknown or N/A	324	80.4
Landlord	None	62	15.4
	All, most, some	83	20.6
	Unknown or N/A	258	64.0
Housing Association	None	46	11.4
	All, most, some	37	9.2
	Unknown or N/A	320	79.4
Benefits agency	None	52	12.9
	All, most, some	36	8.9
	Unknown or N/A	315	78.2
Bank manager	None	162	40.2
	All, most, some	101	25.1
	Unknown or N/A	140	34.7
Housing insurance provider	None	119	29.5
	All, most, some	92	22.8
	Unknown or N/A	192	47.6

Life insurance provider	None	105	26.1
	All, most, some	93	23.1
	Unknown or N/A	205	50.9
Insurance provider	None	130	32.3
	All, most, some	105	26.1
	Unknown or N/A	168	41.7

N=403 cases
*Percentages are of the whole sample

To get a sense of the overall 'visibility' of respondents, a scale was constructed from the information presented in Table 2.6. The level that respondents were 'out' was assigned a numerical value (4=all, 3=most, 2=some, 1=none, 0=missing or not applicable), and these values were summed for the 33 different types of people and institutions listed in Table 2.6 to which respondents could come 'out' to provide a total 'visibility' score. The scale therefore ranges from 0 to 132, and the average respondent scored 52 on this scale. A maximum score of 132 would be interpreted to mean that the respondent was fully "out" to all the people listed on the survey. The average score of 52 indicates that the average respondent had not fully disclosed their sexual orientation to even half of the people listed. The reliability coefficient for this scale (alpha=.89)[6] indicated that it is a very reliable measure of visibility.

Analyses were performed to reveal any sub-group differences that might exist in terms of visibility (see Figures 2.6 – 2.13 below). Statistically significant differences are denoted by striped bars in the graphs.

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[6] In this context, 'reliability' is defined as the consistency or stability of a measuring instrument. A reliability coefficient can range from 0 to 1.0. The standard rule of thumb is that when alpha is greater than .70 the scale can be considered reliable. A reliable scale means that all the items used in its construction are consistently measuring the same phenomenon.
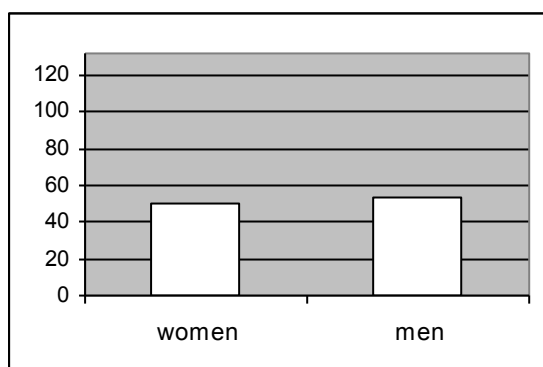
Figure 2.6: Visibility scale, by gender

Figure 2.7: Visibility scale, by ethnicity
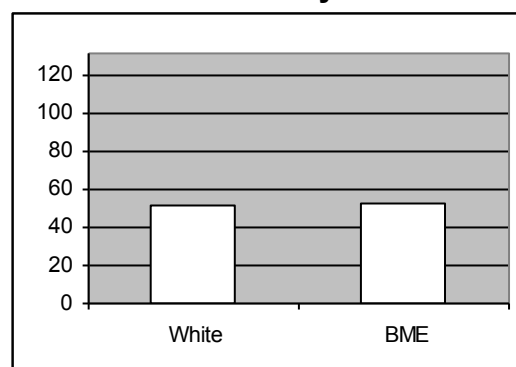
Figure 2.8: Visibility scale, by age
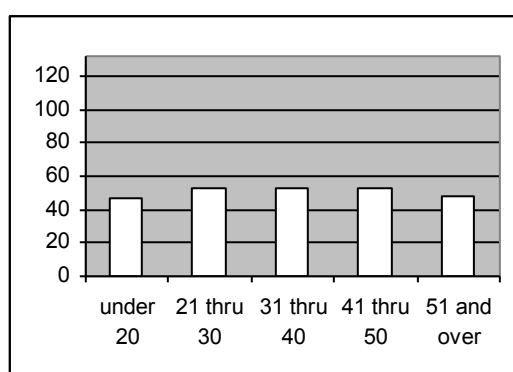
Figure 2.9: Visibility scale, by qualification
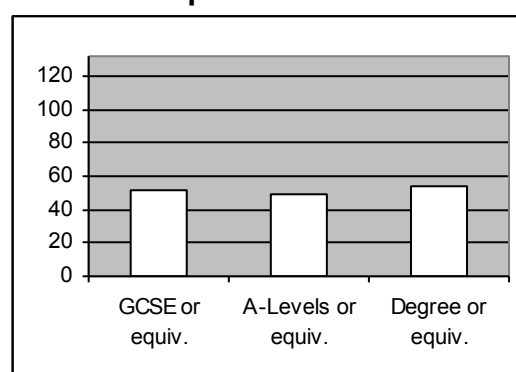
Figure 2.10: Visibility scale, by language
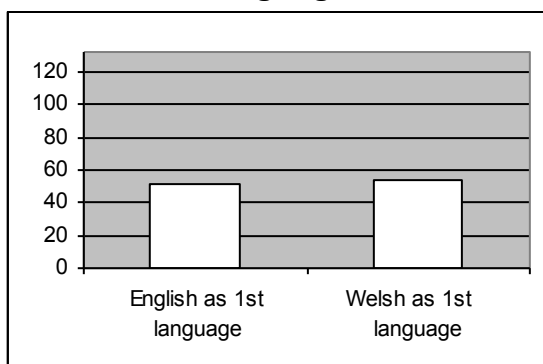
Figure 2.11: Visibility scale, by region
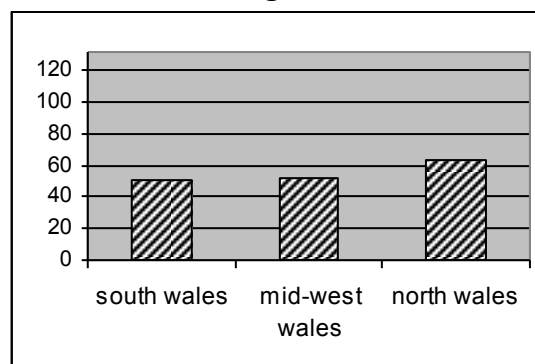
Figure 2.12: Visibility scale, by employment

Figure 2.13: Visibility scale, by disability
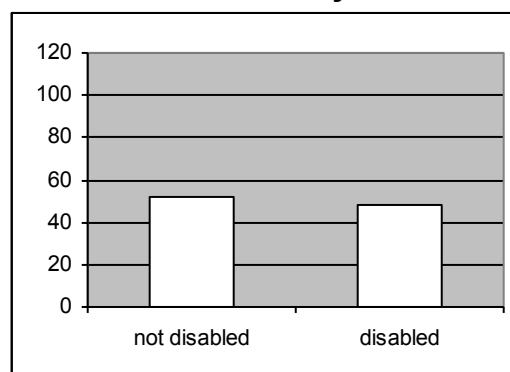
Respondents exhibited very similar levels of visibility across sub-groups. Women and men showed similar levels of visibility (showing average scores of 50 and 54 respectively), as did white and ethnic minority respondents (both with an average score of 52). Similarly there were no differences of visibility by age, educational attainment, disability or first language.

Statistically significant differences in relation to visibility of sexual orientation were only found for region and employment status. Respondents living in the North Wales had an average visibility score of 64 compared to a score of 51 for respondents living in South and Mid-West Wales. This indicates that respondents living in the north of the country were significantly more likely to be 'out' to more people compared to those living in any other part of Wales. However it is unknown as to whether being 'out' was voluntary for those living in more rural locations or simply a result of being in smaller communities where people may be more likely to 'know your business'.

Those in employment were also significantly more likely to be out to more people compared to those not in employment (scores of 54 and 42 respectively). However this may be an artefact of employed respondents coming into contact with more people than the unemployed (such as work colleagues and clients).

Whilst there were no significant differences in terms of the 'visibility scale' and the age and gender of the respondent, further analyses revealed that some of the specific indicators did vary according to these characteristics. For example:
- Women were more likely to be out to their children; men were more likely to be out to their (close and general) work colleagues and their employers; men were more likely to be out to the GUM clinic.
- Younger respondents more likely to be out to their mothers, fathers and grandparents compared to older respondents; older respondents more likely to be out to their children (because they are more likely to have children); middle-aged respondents more likely to be out at work than

younger or older respondents (because they are more likely to be employed); older respondents more likely to be out to local police officers, social workers, probation officers and solicitors; younger respondents more likely to be out at school or university (because they are more likely to be at school or university); younger respondents more likely to be out to the GUM clinic; younger respondents more likely to be out to their landlords and housing associations; younger respondents more likely to be out to the Benefits Agency.

Summary of Key Findings

- The sample comprised of roughly equal numbers of women and men (51% compared to 48%). Black and minority ethnic respondents comprised 2.5% of the sample, which is slightly more that their proportion of the general population. Just over a tenth of respondents (13%) reported having a disability.

- Approximately two-thirds of respondents in the sample (62%) reported living in South Wales compared to roughly one fifth (22%) living in Mid-West Wales and one tenth (10%) living in North Wales. Men were more likely to have reported living in North Wales while women were more likely to have reported living in the south of the country.

- The majority of respondents identified as Welsh (49%) followed by British (40%) and English (4%). Less than 1 in 10 respondents (8%) spoke Welsh as their first language, which can be partly explained by the majority of the sample being from the south of the country (where speaking Welsh is less prevalent).

- The majority (62%) of the sample reported being in a same sex relationship. Roughly 40% of the respondents reported living with a partner. Women were more likely to reported being in a relationship compared to men (69% of women compared to 55% of men). Only 8% of respondents reported having their relationship registered as a civil partnership.

- The majority of respondents reported not being currently involved in the care of a child (91%). The majority of carers reported living with their children (67%). Just under two thirds (63%) of child carers reported that the child's school was aware of their family structure. Of these, one quarter was aware of school bullying as a result.

- Just over 1 in 5 respondents belonged to a regional LGB group, roughly 1 in 4 were members of an online LGB group, 17% belonged to a peer support group within the LGB community, 23% volunteered outside the LGB community and only 13% were involved with local politics. Just under a third (29%) of women belonged to an online LGB

group compared to 20% of men. Only 1 in 10 women reported involvement with local politics compared to 17% of men. Older respondents were more involved in these types of activities than were their younger counterparts, and higher proportions of respondents from North Wales were compared to those from South and Mid Wales.

- Statistically significant differences in relation to visibility of sexual orientation were only found for region and employment status. Respondents living in the north of the country were significantly more likely to be 'out' to more people compared to those living in any other part of Wales. Those in employment were also significantly more likely to be out to more people compared to those currently unemployed. It is interesting to note that levels of visibility were roughly similar for men and women, white and ethnic minority people, across different age groups, and for those with different levels of educational attainment.

Chapter 3: Work and Employment

In this chapter we provide information about where LGB people work in Wales including the characteristics of employed and unemployed respondents. We describe their experiences at work and the prevalence of negative behaviours such as mistreatment and discrimination. Included in the chapter is information about levels of qualifications and the uptake of benefits as well as what factors impact upon job choice amongst LGB people in Wales. We will also discuss the results of bivariate analyses which suggest that certain types of LGB people are more likely to perceive that they have been mistreated or discriminated against at work.

Employment

Table 3.1 details the employment characteristics of respondents. Just over 3 in 4 respondents were in paid employment at the time of completing the survey. This compares to the overall Welsh employment rate of 71% (for people of working age) in 2005.

Of the employed respondents, 80% were employed full-time, 12% were employed part-time and 9% were self-employed. The majority of employed respondents worked in the public sector (62%) with 23% working in the private sector and only 12% working in the voluntary sector. Public sector employment in the United Kingdom as a proportion of total employment was 20% in June 2005; therefore, this finding suggests that LGB people are more likely to work in the public sector than the general population.

The types of organisations employing the most respondents included Public Administration (20%), followed by Health and Social Care (18%) and Education (10%). Smaller numbers of respondents (less than 5%) worked in other types of industry. Of those who could specify the number of employees in their organisation, 11% of respondents identified as an employee of a Small to Medium sized Enterprise (SME) compared to 89% who identified as employees of all other larger organisations.

Table 3.1: Characteristics of Respondents' Work and Employment

Respondent Characteristics	Value	N	Percent
Employed (in paid work in last 7 days)	No	81	20.1
	Yes	314	77.9
	Unknown	8	2.0
Current employment status	Employed full-time	252	62.5
	Employed part-time	38	9.4
	Self-employed	27	6.7
	Unknown or N/A	86	21.3
Employment sector	Public	196	48.6
	Private	72	17.9
	Voluntary	39	9.7
	Unknown or N/A	96	23.8
If private/public, type of industry	Agriculture/forestry/fishing	4	1.0
	Mining	2	.5
	Construction	3	.7
	Manufacturing	4	1.0
	Transportation	7	1.7
	Communications	11	2.7
	Wholesale trade	4	1.0
	Retail trade	15	3.7
	Service industry	21	5.2
	Public administration	82	20.3
	Education	39	9.7
	Health and social care	72	17.9
	Media and entertainment	13	3.2
	Housing	13	3.2
	Other	15	3.7
	Criminal Justice	13	3.2
	Unknown or N/A	85	21.1
Number of people in place of work*	0-9	59	14.6
	10-49	105	26.1
	50-250	73	18.1
	251-1,000	31	7.7
	1,001-5,000	14	3.5
	Unknown or N/A	121	30.0
Number of people in entire organisation**	0-9	22	5.5
	10-49	39	9.7
	50-250	35	8.7
	251-1,000	30	7.4
	1,001-5,000	47	11.7
	5,001-10,000	33	8.2
	10,001-110,000	24	6.0
	Unknown or N/A	173	42.9

Member of a trade union or staff association			
	No	167	41.4
	Yes	151	37.5
	Unknown	85	21.1

N=403 respondents
* Minimum 0, Maximum 5,000, Mean 252.
** Minimum 0, Maximum 110,000, Mean 5725.

Analyses were conducted to determine whether employment (sector, size and type of industry) varied according to respondents' individual characteristics (gender, age, ethnicity, region, level of education, disability). The statistically significant results are presented in the points below:

- Gender: no significant differences found by sector[7] or size[8] but differences were found by type of industry; for example, higher proportions of women represented in agriculture/forestry/fishing, mining, manufacturing, transportation, retail trade, education, health and social care, housing and criminal justice (with higher proportions of men in the other categories).

- Age: younger respondents more likely to work in the private sector and SMEs, while older respondents were more likely to work in the public sector.

- Ethnicity: no significant differences found by sector, size or type of industry.

- Region: no significant differences found by sector, size or type of industry.

- Level of education: more educated respondents tend to work in the public sector and those with less education in the private sector.

- Disability: no significant differences were found by sector, but higher proportions of those with disabilities worked in retail trade, the service industry, public administration, education, health and social care, media and entertainment.

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[7] The distribution of women across sectors was 61% public, 24% private and 15% in the voluntary sector. The distribution of men across sectors was almost identical with 67% in public, 22% in private and 11% in the voluntary sector.
[8] The distribution of women by size of organisation was 11% SME and 89% in larger organisations. The distribution of men across sectors was identical.

Income

Table 3.2 provides information about respondents' income. Of those that reported their annual income[9], 22% earned less that £15,000, 43% earned between £15,001 and £25,000, 26% earned between 25,001 and 35,000 and 10% earned over 35,001. The median[10] earnings of respondents was £22,000 and the mean was £23,502. This compares to a median of £23,600 for full-time employees on adult rates in the 2005/06 tax year (£25,800 for men and £20,100 for women) for the UK.[11] Whilst comparable to the UK median, respondents would have a higher median when compared to Wales (e.g., the median gross weekly earnings in Wales is £403 compared to the UK average of £447). Therefore respondents are higher earners when compared to their Welsh counterparts, but not when compared to their UK counterparts.

Table 3.2: Gross Annual Income of Respondents

Income categories	N	Percent
less than £5,000	7	1.7
£5,001 thru £10,000	16	4.0
£10,001 thru £15,000	39	9.7
£15,001 thru £20,000	55	13.6
£20,001 thru £25,000	66	16.4
£25,001 thru £30,000	45	11.2
£30,001 thru £35,000	28	6.9
£35,001 thru £40,000	13	3.2
£40,001 thru £45,000	6	1.5
£45,001 thru £50,000	3	0.7
£50,001 or more	6	1.5
Missing data	119	29.5

Income Statistics

Minimum	£25

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[9] 119 of the 403 respondents (30%) did not provide information about their income. Of these, 77 were unemployed.

[10] The median is preferred to the mean for earnings as it is less affected by extreme values and the skewed distribution of earnings data. The median is the value below which 50 per cent of employees fall.

[11] From the Annual Survey of Hours and Earnings (ASHE), which is the main source of information on the distributions of earnings held by the ONS. It is the most detailed and comprehensive source of information about wages and income.

Maximum	£95,000
Mean	£23,502
Median	£22,000
Mode	£25,000

N=403 respondents

Analyses were conducted to determine whether levels of income varied according to features of the workplace. Income did vary by size of organisation with statistically significantly more LGB employees being paid less than 15k in SMEs compared to all other types of larger organisations (50% of LGB employees in SMEs reported earning less than 15k compared to only 15% of those in larger organisations).

Income also varied significantly according to respondents' position in the organization. For example, higher proportions of managers and supervisors were in the higher income brackets compared to employees with no supervisory or management duties.

Figure 3.0 shows that income also varies significantly according to the sector in which the respondent worked. Higher proportions of those working in the public sector were represented in the higher income categories, whilst those working in the private sector were more likely to be in the lower income categories. Respondents working in the voluntary sector were most likely to be earning between £15,001 and £35,000 per annum.

This finding can be partly explained by the fact that more respondents working in the public or voluntary sector were managers or supervisors, and this impacts upon their levels of income (as described previously).

Figure 3.0: Level of income, by sector
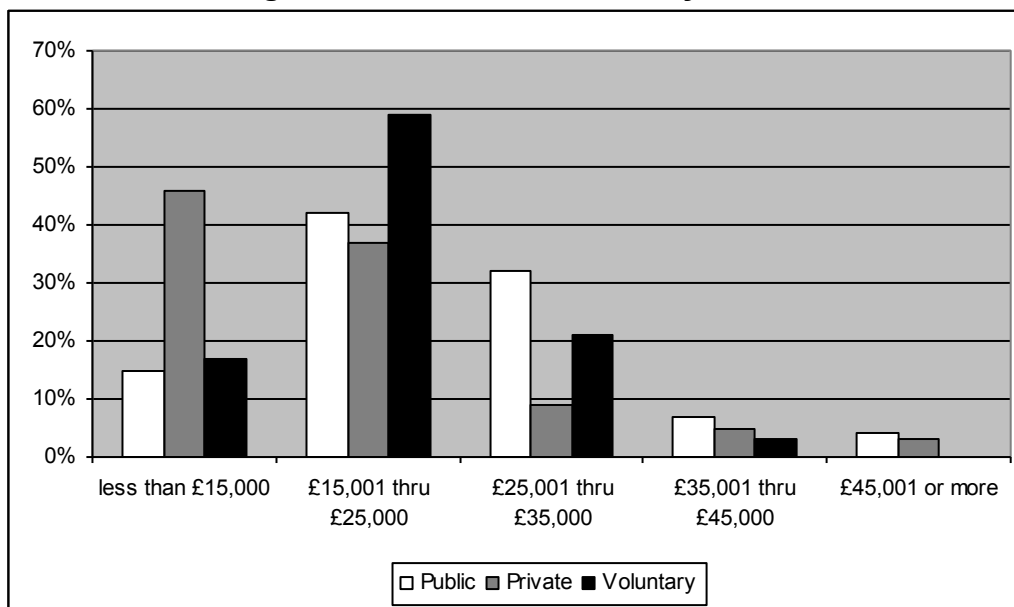
Income also varied according to whether respondents were members of trade unions (with the higher earners significantly less likely to report trade union membership).

Further analyses were conducted to determine whether respondents' income significantly varied by other individual characteristics. Reported income did not differ significantly according to ethnicity or whether the respondent reported a disability; however, gender, age, region, and level of education did impact upon income to a statistically significant extent.

Figure 3.1 shows respondents' level of income by their level of education. Not surprisingly, the top income bands are populated with the more educated respondents, whereas the vast majority (92%) of those with GCSE or equivalents as their highest qualification earn less than £25,000 per year.

This can be partly explained by the fact that significantly higher proportions of respondents with degree level qualifications had positions with management or supervisory duties compared to their less educated counterparts: but this is more applicable to men rather than women. Specifically, only 50% of women

with university degrees held managerial/supervisory positions, compared to 65% of men.

Figure 3.1: Level of income, by education
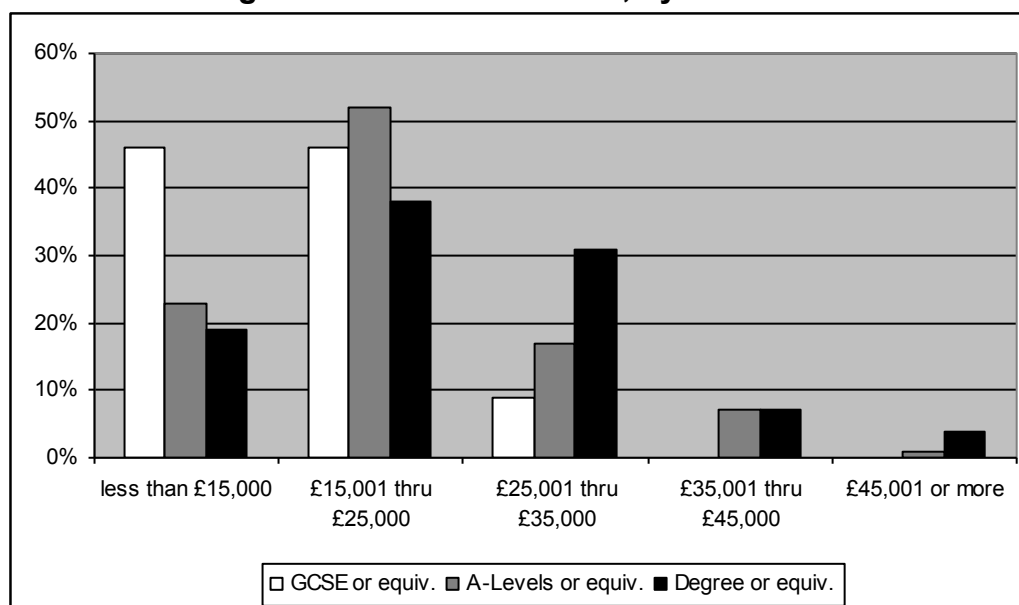
Figure 3.2 displays the income categories[12] by respondents' gender. It is apparent that higher proportions of women are represented in the lower income categories, whilst the opposite is true for men. This may partly explained by the fact that, although women were more likely to have university degrees, they were less likely to hold managerial or supervisory positions within organisations (as noted above).

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[12] These categories are not identical to those in Table 3.1 but are in larger increments for easier reporting.

Figure 3.2: Level of income, by gender
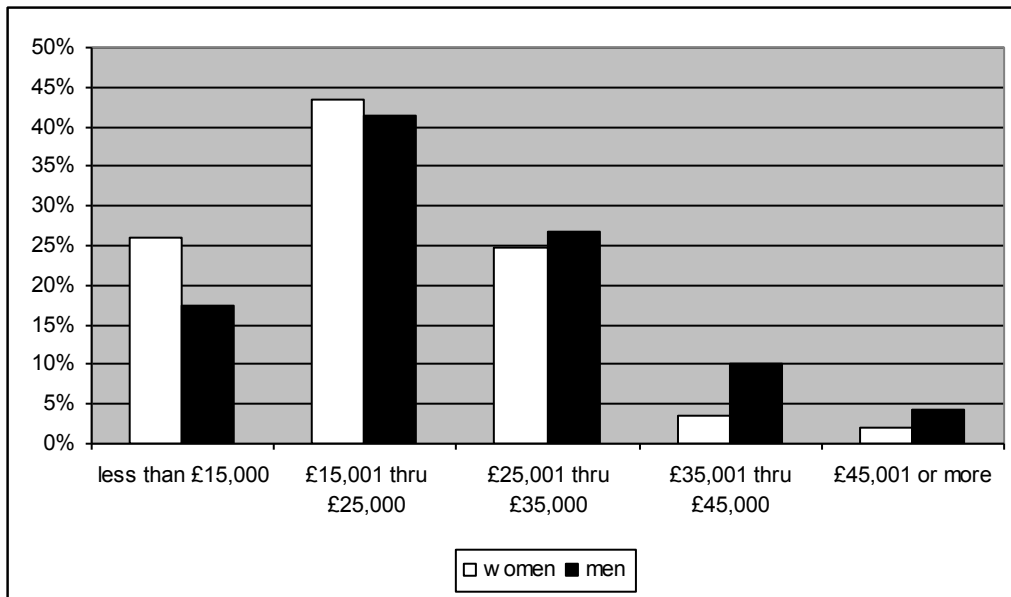
Figure 3.3 illustrates the relationship between respondents' age and their reported income. Respondents less than 20 years old are entirely represented in the lower two income bands, with 71% earning less than £15,000 and 29% earning between £15,001 and £25,000. Nearly half of those in their 30s earned between £25,001 and £35,000. The highest income bands were populated by older respondents.

Figure 3.3. Level of income, by age
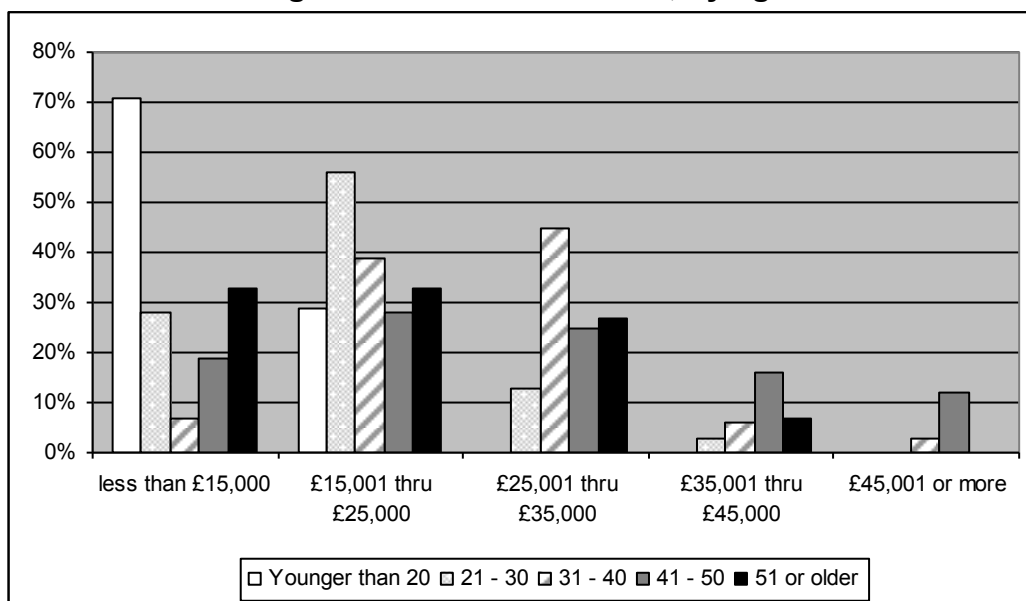
Figure 3.4 indicates that respondents from different parts of Wales tend to earn different levels of income. Nearly 1 in 5 respondents from North Wales (19%) earned more than £35,000 per year, compared to 10% of respondents from South Wales and 3% in Mid Wales. Almost all of the respondents from Mid Wales (97%) were represented in the bottom three income categories (compared to 89% of respondents from South Wales and 82% of those from North Wales).

Figure 3.4: Level of income, by region
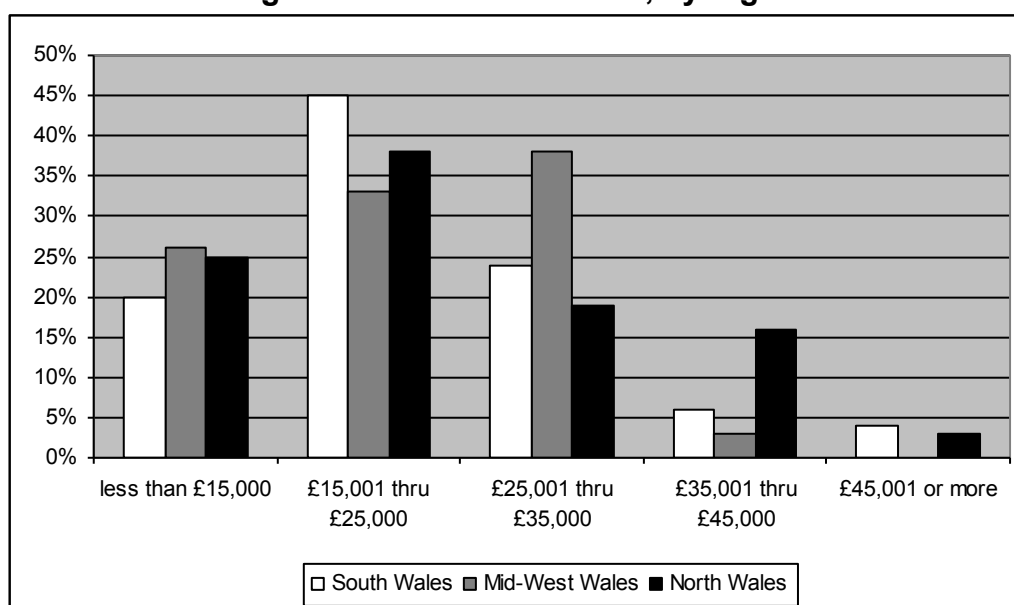
Qualifications

Data contained in Table 3.3 indicate that the respondents in this sample are very highly skilled. Only 2 of 403 respondents reported having no qualifications. The overwhelming majority (92%) of respondents have a school, college or university qualification. More than half of these are a degree level qualification. This compares to 17% of the Welsh population having a qualification at degree level or higher in the 2001 Census.

Table 3.3: Qualifications

Variable	Value	N	Percent
Any qualifications	School, college or univ	372	92.3
	Connected with work	5	1.2
	From govt schemes	5	1.2
	No qualifications	2	0.5
	Don't know	19	4.7
Highest type of qualification	Degree level	218	54.1
	Diploma in higher ed	24	6.0
	HNC/HND	10	2.5
	ONC/OND	8	2.0
	BTEC, BEC or TEC	13	3.2
	Teaching qualification	4	1.0
	Nursing or other medical	5	1.2
	Other higher education	7	1.7
	A-level or equiv	42	10.4
	SCE highers	1	0.2
	NVQ/SVQ	19	4.7
	O-level or equivalent	4	1.0
	GCSE	21	5.2
	YT certificate	1	0.2
	Other	5	1.2
	Unknown	21	5.2

N=403 respondents

Analyses were conducted to determine whether respondents' highest level of qualification varied according to other characteristics. Level of qualification/education did not differ significantly according to gender, ethnicity, disability or region; however, qualifications varied according to respondents' age with older respondents holding more qualifications.

As stated previously, the majority of respondents are employed (78%), and most of these are in full-time work (252 of 314 employed persons). However there is a substantial group of respondents who are not currently employed, and in the next section we provide more information about these people.

Characteristics of Unemployed Respondents

As can be seen from Table 3.4, most of the 81 respondents not currently in work had held a paid job previously (83%), and in the majority of cases this was in the past 5 years. The main reasons noted by respondents for not currently looking for work were that they were students (38%), on long-term sick or disabled (21%), or that they were waiting for the results of a job application (12%). This could explain why only a few respondents reported that they had been looking for work for more than 12 months. About half of the unemployed respondents stated that they would like to have a regular paid job, and most of these would accept part-time work.

In terms of how the relationship between their sexual orientation and their job choice, most of the unemployed respondents said that being LGB had no influence whatsoever on their job choice. Only six respondents said their sexual orientation had 'a lot' of influence. Therefore it does not seem that LGB status is a likely explanation for their unemployment. Most unemployed respondents did say that having an equal opportunities policy would make an employer more attractive; however, fewer seemed persuaded by the notion that having high profile LGB leaders or sponsoring LGB events would key characteristics of attractive employers.

Table 3.4: The Unemployed

Respondent Characteristics	Value	N	Percent
Ever had a paid job	No	11	13.6
	Yes	67	82.7
	Unknown	3	3.7
Which year of last paid job	1991-1995	4	4.9
	1996-2000	9	11.1
	2001-2006	47	58.0
	Unknown	21	25.9
Main reason for not looking for work	Waiting for the results of job application	10	12.3
	Student	31	38.3
	Looking after the family/home	1	1.2

	Caring for children	1	1.2
	Temporarily sick or injured	4	4.9
	Long-term sick or disabled	17	20.9
	Any other reason	8	9.9
	Unknown	9	11.1
How long been looking for work	Not yet started	32	39.5
	Less than 1 month	4	4.9
	1 month but less than 3 months	5	6.2
	3 months but less than 6 months	6	7.4
	6 months but less than 1 year	3	3.7
	12 months but less than 2 years	1	1.2
	24 months but less than 3 years	2	2.5
	More than 3 years	2	2.5
	Unknown	26	32.0
Would like to have a regular paid job	No	22	27.0
	Yes, part-time	24	30.0
	Yes, full-time	20	24.7
	Unknown	15	18.5
Would accept part-time job	No, wouldn't accept part-time job	14	17.3
	Yes, would accept part-time job	45	55.5
	Unknown	22	27.1
Extent sexual orientation influences job choice	Not at all	42	51.9
	To some extent	20	24.7
	A lot	6	7.4
	Unknown	13	16.0
Attractive employer characteristics	Equal opportunities policy	46	56.8
	Sponsorship of LGB events	1	1.2
	High profile LGB leaders	2	2.5
	Other	8	9.9
	Unknown	24	29.6

N=81 Respondents not in paid work in the past 7 days.

State Benefits

Table 3.5 describes the use of state benefits by respondents. Of the total number of respondents, 51 or 13% claimed state benefits. The majority of these respondents (34 or 61%) were currently unemployed.

The most frequently claimed benefit was for sickness or disability, followed by unemployment and income support. Only six respondents claimed child

benefits (three of these as a lone parent) and for most this was in relation on one child.

Table 3.5: Benefits

Variable	Value	N	Percent
Claimed state benefits	No	323	80.1
	Yes	51	12.7
	Unknown	29	7.2
Type of benefits	Unemployment	9	17.6
	Income support	8	15.7
	Sickness or disability	13	25.5
	State pension	1	2.0
	Child benefit*	6	11.7
	Family related benefits	1	2.0
	Other	2	4.0
	Unknown	11	21.6
Number of children (for child benefits)**	1	7	70.0
	2	2	20.0
	3	1	10.0

N=403 respondents
* Three of these claimed as a lone parent.
** Some respondents claimed child benefits in addition to other types of benefits.

Analyses were conducted to determine whether the uptake of benefits varied according to other individual characteristics. Benefits did not differ significantly according to gender, ethnicity or region; however, benefits varied according to respondents' age (generally more benefits for older respondents); disability (more benefits for those reporting a disability); and level of education (generally more benefits for those with less education).

Characteristics of Employed Respondents

As indicated in Table 3.6, most of the 317[13] employed persons are in full-time work (80%). Of these, 30% are managers and 17% are supervisors.

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[13] This is different from the figure of 314 stated earlier due to the nature of the employment question (in paid work in past 7 days). For example, those who are part-time or self-employed could answer 'no' but still have a current employment status and therefore are included in Table 3.4.

Of the 27 respondents who indicated that they were self-employed, the most common description was 'working for yourself' (33%), followed by being paid a salary or wage by an agency (24%), followed by doing free-lance work (19%).

Most employed respondents know someone else at work who is LGB (67%) and most (57%) also think that there are LGB people at their work who are not 'out'.

Table 3.6: The Employed

Respondent Characteristics	Value	N	Percent
Current employment status	Employed full-time	252	79.5
	Employed part-time	38	12.0
	Self-employed	27	8.5
Details of self-employment*	Paid a salary/wage by an agency	9	24.3
	Director of your own ltd business	4	10.8
	Owner of a business/prof practice	2	5.4
	Partner in a business/prof practice	2	5.4
	Working for yourself	12	32.4
	Doing free-lance work	7	18.9
	None of the above	1	2.7
Position in employment	Not manager/supervisor	144	45.4
	Manager	96	30.3
	Supervisor	53	16.7
	Unknown	24	7.6
Factors impacting on job choice**	Educational background	226	71.3
	Relevant training	199	62.8
	Location/geography	185	58.3
	High profile LGB leaders	14	4.4
	Recomm from a family member	17	5.4
	Recomm from a friend	35	11.0
	Good career prospects	144	45.4
	Salary/benefits	167	52.7
	Good record on equality/diversity	90	28.4
	Sympathetic to LGB issues	66	20.8
	Security/perm or long-term contract	149	47.0
	Lost previous job	20	6.3
	Type of industry	60	18.9
Know other LGB people at work	No	95	30.0
	Yes	212	66.9

	Unknown	10	3.2
Think other people at work	No	115	36.3
are LGB but not 'out'	Yes	181	57.1
	Unknown	21	6.7

N=317 employed respondents.
*10 respondents gave details of self-employment but were also employed full or part-time elsewhere.
** Respondents could 'tick all that apply' therefore percentages do not sum to 100.

Factors Influencing Job Choice

As Table 3.6 shows, the most common factors influencing respondents' choice of job were educational background (71%), relevant training (63%) and location or geography of the employment (58%). Other frequently cited reasons were salary/benefits (53%), security or long-term contract (47%), and the position providing good career prospects (45%). What is noticeable is that these most frequently reported factors also would be applicable to the workforce in general.

However, respondents' sexual orientation was not *irrelevant* to their choice of jobs. For example, nearly 30% claimed that having a good record on equality/diversity was a factor that influenced their choice of jobs. Recall that 57% of unemployed respondents said that having an equal opportunities policy would be an attractive characteristic for employers (see Table 3.4). Therefore, for both employed and unemployed respondents, it is not their sexual orientation *per se* that has an important bearing on job choice, but rather that employers have good policies and records on equal opportunities.

In addition, approximately 1 in 5 employed respondents reported that the factor 'sympathetic to LGB issues' impacted on their choice of job. Having 'high profile LGB leaders' was only important to 5% of respondents.

In Figure 3.5 the factors influencing job choice are displayed according to whether the respondent is a man or a woman. In general, it is apparent that similar trends are observed for both. Those denoted with an asterisk (*) represent statistically significant differences by sex. Only 2 of the 13 factors

(education and training) were cited to a different extent by sex. Specifically, higher proportions of women than men cited these reasons. Men were more likely to report that good career prospects, salary/benefits, and security/long-term contract were influential factors (although the difference was not statistically significant). Men and women were almost identical in their perceptions of the importance of LGB-specific reasons, such as a good record on equality/diversity, sympathetic to LGB issues, and having high profile LGB leaders.

Figure 3.5: Factors influencing job choice, by gender
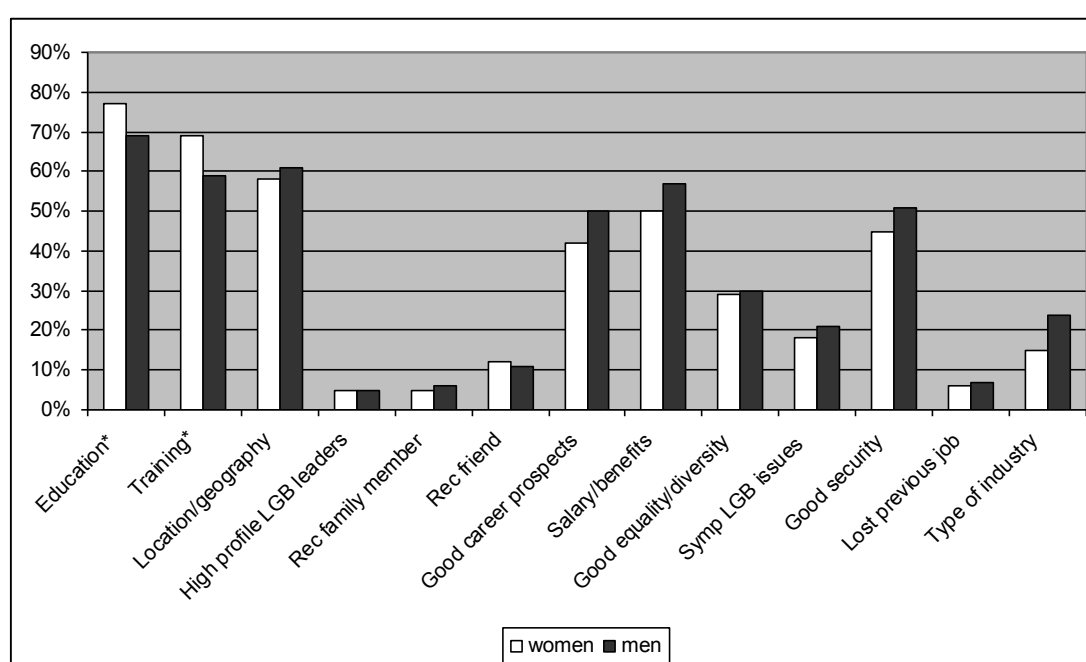
Similar analyses were also conducted according to respondents' age, region where they reside (South, Mid or North Wales and rurual/urban/suburban), ethnicity and whether they reported having a disability. Generally, there were few significant differences in the selection of the 13 factors according to demographic characteristics. However a few did emerge that are worth noting:

- Younger respondents were less concerned with educational background, training, good career prospects, having a good record on equality/diversity, and having good security/long-term contract than their older counterparts. However they were more likely to feel that

having high profile LGB leaders was important and they were more likely to be influenced by recommendations from a family member.

- Disabled respondents were significantly less likely to select educational background, good career prospects, or security/long-term contract than respondents who did not report having a disability.

- Whether the respondent was from a black or minority ethnic community had no bearing on the factors that they felt were influential over their job choice. Therefore white and ethnic minority LGB respondents feel the same about what factors impacted their choice of jobs.

- Having Welsh as a first language and region were significant in terms of location of the industry (more important to Welsh speakers), good career prospects (more important to Welsh speakers and least important in Mid Wales compared to South and North Wales), and having high profile LGB leaders (more important to Welsh speakers and those living in North Wales).

Positive and Negative Experiences in the Workplace

Perceptions of Equality/Diversity

Table 3.7 presents further details of the experiences of employed LGB people at work. Respondents were asked to state their agreement to a series of statements about their sexual orientation and how that impacts upon their quality of life at work. Taken together, the findings are very encouraging and suggest that most respondents have fairly positive experiences at work. For example, most respondents (238 or 75%) agreed or strongly agreed that their employer has good LGB policies. Only 29 disagreed to some extent with this statement. Similarly, most (259 or 81%) said they would make a formal grievance if they felt they had been badly treated at work. Again, most (222 or 70%) said they felt confident that their complaint would be handled properly if they ever had to file one. Most (194 or 61%) felt that there was not a culture at their place of work that would tolerate the ill-treatment of LGB people.

Half of the employed respondents (159 or 50%) felt that their employer values LGB people. Fewer (148 or 47%) agreed that their employer might be considered a 'champion' for LGB people. Fewer still (131 or 41%) agreed that their sexuality was viewed as a positive by their employers. In conclusion, it may be that respondents are confident that policies and procedures at work will protect them from harassment or discrimination, but are less likely to feel that their employers are explicitly positive about LGB people.

Table 3.7: Experiences at Work

Variable	Value	N	Percent
My employer has good LGB policies	Strongly agree	103	32.4
	Agree	135	42.6
	Disagree	25	7.9
	Strongly disagree	4	1.2
	Don't know	50	15.7
Culture at my work tolerates ill-treatment of LGB people	Strongly agree	27	8.5
	Agree	39	12.3
	Disagree	87	27.4
	Strongly disagree	107	33.8
	Don't know	57	18
If I was treated badly at work I would make a formal grievance	Strongly agree	161	47.6
	Agree	98	30.9
	Disagree	11	3.5
	Strongly disagree	9	2.8
	Don't know	38	12
I am confident that complaints would be handled properly	Strongly agree	106	33.4
	Agree	116	37
	Disagree	22	8.2
	Strongly disagree	14	4.4
	Don't know	59	18.8
My employer can be considered a 'champion' for LGB people	Strongly agree	68	21.6
	Agree	80	25.2
	Disagree	58	18.3
	Strongly disagree	24	7.6
	Don't know	87	27.4
My sexuality is a positive aspect at work	Strongly agree	62	19.6
	Agree	69	21.7

	Disagree	57	18
	Strongly disagree	23	7.2
	Don't know	106	33.4
My employer values LGB people	Strongly agree	63	20
	Agree	96	30.3
	Disagree	32	10.1
	Strongly disagree	9	2.8
	Don't know	117	36.9

N=317 employed respondents.

Analyses were conducted to determine whether these perceptions varied according to respondents' individual characteristics (gender, age, ethnicity, region, level of education, income, disability). The statistically significant results are presented in the points below:

- My employer has good LGB policies: agreement with this statement significantly more likely amongst men and older respondents

- The culture at my work tolerates ill-treatment of LGB people: agreement with this statement significantly more likely amongst women

- If I was treated badly at work I would make a formal grievance: disagreement with this statement the highest for those from North Wales, followed by Mid and then South Wales; and ethnic minority respondents.

- I am confident that complaints would be handled properly: men were more likely to agree with this statement than women.

- My employer can be considered a 'champion' for LGB people: men were more likely to agree with this statement than women, as were high earners.

- My sexuality is a positive aspect at work: men and older respondents were more likely to agree with this statement.

- My employer values LGB people: respondents who earned more were more likely to agree with this statement compared to their lower earning counterparts.

It appears that women were more concerned than men about the possibility of ill-treatment at work. Across a range of indicators their perceptions are more negative than their male counterparts.

Further analyses were conducted to determine whether these perceptions varied according to features of the workplace (size of workplace, size of organization, sector or whether respondents were members of trade unions). The statistically significant results are presented in the points below:

- My employer has good LGB policies: agreement with this statement significantly more likely amongst respondents working in the voluntary sector.
- The culture at my work tolerates ill-treatment of LGB people: agreement with this statement significantly more likely amongst those working in large organizations, in the public or private sector, and in smaller workplaces.
- If I was treated badly at work I would make a formal grievance: no significant differences were found.
- I am confident that complaints would be handled properly: no significant differences were found.
- My employer can be considered a 'champion' for LGB people: agreement more likely amongst those working in the voluntary sector.
- My sexuality is a positive aspect at work: agreement more likely amongst those working in the voluntary sector and those in smaller organizations.
- My employer values LGB people: agreement more likely amongst those working in the voluntary sector and those in smaller organizations; members of trade unions were less likely to agree with this statement.

Overall, findings indicate that men, older respondents, and higher earners tended to have more positive perceptions of their workplaces. In terms of workplaces, the voluntary sector and smaller organizations tended to have more positive ratings from respondents.

Relationships at Work

Table 3.8 provides information about employed respondents and their relationships with people at work. Generally it appears that they are integrated into the social fabric at work (or at least, not isolated). For example, most respondents stated that they sometimes or often:

- Socialised with colleagues outside of work – 213 or 67%
- Socialised with their superiors outside of work – 140 or 44%
- Discuss personal issues with work colleagues – 216 or 68%
- Discuss personal issues with their superiors – 139 or 44%

This is more likely to happen with colleagues rather than superiors, but this is probably true for non-LGB employed people as well. Perhaps most importantly, 200 or 64% stated that they never or seldom felt isolated from social support at work.

Table 3.8: Relationships at Work

Variable	Value	N	Percent
Socialise with work colleagues outside of work	Never	23	7.1
	Seldom	67	21.1
	Sometimes	145	45.7
	Often	68	21.5
	N/A	14	4.4
Socialise with superiors outside of work	Never	72	22.7
	Seldom	78	24.6
	Sometimes	110	34.7
	Often	30	9.5
	N/A	27	8.7
Discuss personal issues with work colleagues	Never	25	7.9
	Seldom	61	19.2
	Sometimes	133	42
	Often	83	26.2
	N/A	15	4.7
Discuss personal issues with superiors	Never	72	22.7
	Seldom	81	26
	Sometimes	104	32.8

	Often	35	11
	N/A	25	7.9
Feel isolated from social support at work	Never	105	33.1
	Seldom	95	30
	Sometimes	53	16.7
	Often	29	9.1
	N/A	35	11

N=317 employed respondents.

Analyses were conducted to determine whether these perceptions varied according to respondents' individual characteristics (gender, age, ethnicity, region, level of education, income, disability). The statistically significant results are presented in the points below:

- Socialise with work colleagues outside of work: men were more likely to sometimes or often (as opposed to seldom or never), as were ethnic minority respondents.
- Socialise with superiors outside of work: no significant differences were found.
- Discuss personal issues with work colleagues: ethnic minority respondents were more likely to sometimes or often (as opposed to seldom or never).
- Discuss personal issues with superiors: no significant differences were found.
- Feel isolated from social support at work: ethnic minority respondents were less likely to report this occurred sometimes or often (as opposed to seldom or never).

Further analyses were conducted to determine whether these perceptions varied according to features of the workplace (size of workplace, size of organization, sector or whether respondents were members of trade unions). The statistically significant results are presented in the points below:

- Socialise with work colleagues outside of work: no significant differences were found.

- Socialise with superiors outside of work: respondents working in the public sector were more likely to sometimes or often (as opposed to seldom or never).

- Discuss personal issues with work colleagues: no significant differences were found.

- Discuss personal issues with superiors: respondents working in smaller organizations were more likely to sometimes or often (as opposed to seldom or never), as were those working in the public sector.

- Feel isolated from social support at work: no significant differences were found.

Overall, findings indicate that, compared to white respondents, ethnic minority respondents were more likely to report more positive working relationships; however, it is important to note that these findings are based on the experiences of a small group, as only 8 ethnic minority respondents answered these questions. In terms of workplaces, the public sector and smaller organizations tended to have more positive ratings by respondents.

Sexual Orientation Visibility at Work

As mentioned in Chapter 2, of those in employment, 92% were 'out' to close work colleagues. Fewer were out to their general work colleagues (85%), their employer (82%) or their line manager (81%). Research by TUC Cymru showed similar high levels of sexual orientation visibility amongst LGBT respondents in the workplace (86% of men were 'out' compared 91% of women) with very few experiencing regret after coming out (Williams 2007). The levels of sexual orientation visibility found in this research are much higher than those reported by Palmer (1993) where only 32% of respondents reported being completely 'out' at work. However the current research does corroborate the findings from the Stonewall *Counted Out* survey which shows that only 11% of respondents keep their sexuality a secret from their work colleagues, and a further 20% keep their sexuality a secret from their employers (Robinson and Williams 2003). Research by Colgan *et al.* (2006) found that 'coming out' was increasingly facilitated by equality initiatives and

'gay friendly' working environments. The study further evidenced that some respondents had been drawn to the public sector because of equality policies and employment security.

No statistically significant differences were found regarding respondents' visibility at work and the sector in which they worked (private, public, or voluntary). Furthermore, visibility did not differ significantly across the different types of industry (public administration, health and social care, criminal justice, etc.) nor size of organisation (SME, large).

Mistreatment at Work

Table 3.9 includes information about the perception of mistreatment at work (by all respondents, whether employed or unemployed). Of the nine indicators, the most commonly experienced was the feeling that they cannot talk about their private life at work (experienced by 119 or 30% of the sample). The next most commonly experienced type of mistreatment was being the butt of office jokes (84 or 21%). A roughly similar amount expressed feeling a lack of respect from their work colleagues or superiors (75 or 19%). Nearly 14% felt excluded from activities or roles at work.

The remaining four indicators, which by all accounts could be described as illegal discrimination rather than simply mistreatment, were experienced by approximately 5% of the sample. This includes not receiving the same employer concessions as heterosexual employees (7%), not been appointed or selected for a job because of their sexual orientation (5%), being dismissed from a job because of their sexual orientation (5%)[14], or being disciplined at work due to sexual orientation (4%).

Other research has focused on the mistreatment of LGB employees. The Stonewall study *Less Equal than Others* found that 48% of respondents

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[14] In the 2003 Counted Out survey this figure was much higher (25%); however, a different question was used which was less specific and therefore it was unclear as to whether this was a lifetime prevalence or within the past 12 months. Thus, it is not possible to directly compare these figures.

perceived that they had been harassed in the workplace because of their sexuality (Palmer 1993). A study conducted by Snape *et al.* (1995) identified that 4% of respondents had been dismissed because of their sexuality and 21% had been victims of harassment in the work place. Similar rates of harassment (23%) were reported in the research of Colgan *et al.* (2006).

Table 3.9: Mistreatment at Work

Variable	Value	N	Percent
Not received same employer concessions	No	332	82.4
	Yes	30	7.4
	Unknown	41	10.2
Not been appointed or selected for a job	No	342	84.9
	Yes	21	5.2
	Unknown	40	9.9
Been dismissed	No	342	84.9
	Yes	18	4.5
	Unknown	43	10.7
Been disciplined at work	No	348	86.4
	Yes	14	3.5
	Unknown	41	10.2
Felt excluded from activities or roles	No	307	76.2
	Yes	56	13.9
	Unknown	40	9.9
Felt denied for promotion	No	336	83.4
	Yes	25	6.2
	Unknown	42	10.4
Felt a lack of respect from superiors/colleagues	No	289	71.7
	Yes	75	18.6
	Unknown	39	9.7
Felt the butt of office jokes	No	281	69.7
	Yes	84	20.8
	Unknown	38	9.4
Felt cannot talk about private life	No	242	60.0
	Yes	119	29.5
	Unknown	42	10.4

N=403 respondents

Figure 3.6 displays these nine types of mistreatment at work according to whether the respondent was male or female. While there were no statistically significant differences by sex, the graph is useful for showing the distribution of the types of mistreatment. In other words, issues such as not being able to share their private life, being the butt of jokes, and feeling a lack of respect are the most prevalent types of mistreatment at work. Findings from the TUC Cymru survey (Williams 2007) also indicated that roughly equal numbers of men and women reported being harassed in the workplace because of their sexual orientation (33% compared to 27%).

Figure 3.6: Types of Mistreatment at Work, by Gender
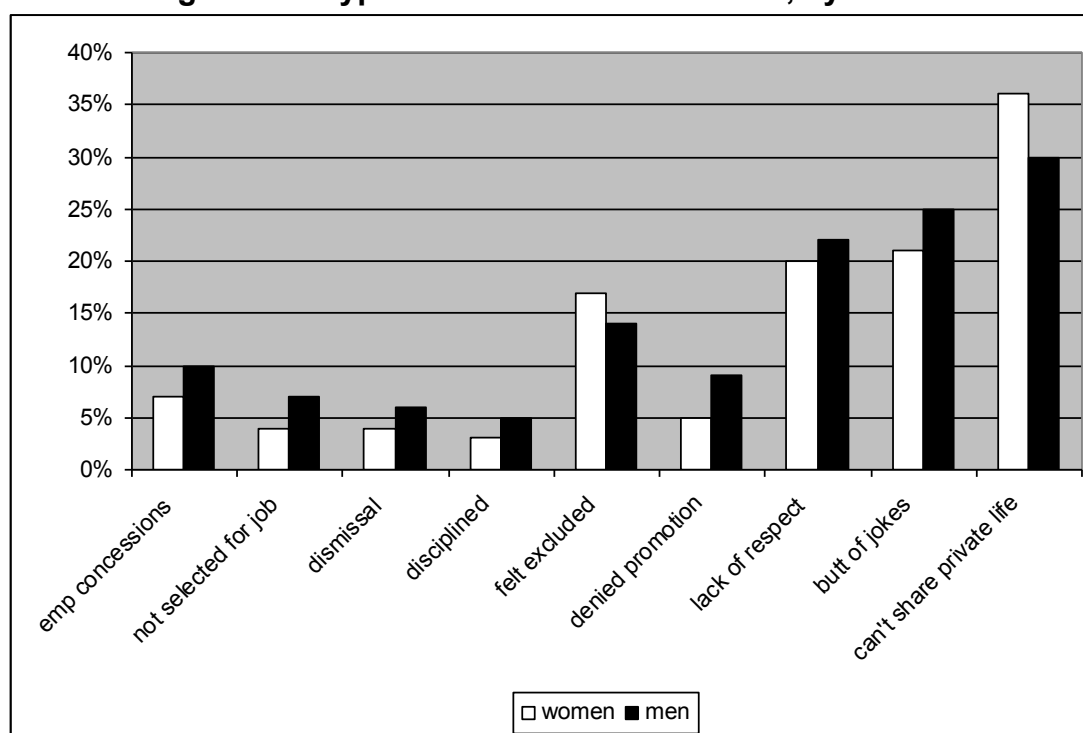
Additional analyses were conducted to determine whether the experience of these types of mistreatment at work varied according to respondents' individual characteristics (age, ethnicity, region, level of education, income, disability). The statistically significant results are presented in the points below:

- Not received same employer concessions: twice as likely amongst those aged 41 to 50 compared to the other age categories.

- Not been appointed or selected for a job: most prevalent amongst those living in North Wales, followed by Mid Wales and then South Wales.
- Been dismissed: most prevalent for those less than 20 years old and those with less education.
- Been disciplined at work: most prevalent amongst those living in North Wales, followed by Mid Wales and then South Wales.
- Felt excluded from activities or roles: no significant differences found.
- Felt denied for promotion: no significant differences found.
- Felt a lack of respect from superiors/colleagues: no significant differences found.
- Felt the butt of office jokes: ethnic minority respondents were less likely to report this compared to their white counterparts.
- Felt cannot talk about private life: ethnic minority respondents were less likely to report this compared to their white counterparts.

Analyses were also conducted to determine whether these perceptions varied according to features of the workplace (size of workplace, size of organization, sector or whether respondents were members of trade unions). The statistically significant results are presented in the points below:
- Not received same employer concessions: more likely to be reported from members of trade unions.
- Not been appointed or selected for a job: Most likely amongst employees in SMEs. Least likely to be reported by respondents working in the public sector, followed by voluntary sector with respondents in the private sector reporting this most often.
- Been dismissed: reported from a higher proportion of respondents working in SMEs compared to larger organizations; least likely to be reported by respondents working in the public sector, followed by voluntary sector with respondents in the private sector reporting this most often.
- Been disciplined at work: reported from a higher proportion of respondents working in SMEs compared to larger organizations; least

likely to be reported by respondents working in the public sector, followed by voluntary sector with respondents in the private sector reporting this most often.

- Felt excluded from activities or roles: reported from a higher proportion of respondents working in larger organizations compared to SMEs as well as larger workplaces compared to smaller workplaces; reported from a higher proportion of respondents working in the public or private sector rather than the voluntary sector; reported from a higher proportion of respondents working in trade unions.

- Felt denied for promotion: most prevalent amongst employees in SMEs

- Felt a lack of respect from superiors/colleagues: least likely to be reported by those working in the voluntary sector, followed by private sector, with respondents in the public sector reporting this most often.

- Felt the butt of office jokes: no significant differences found.

- Felt cannot talk about private life: least likely to be reported by those working in the voluntary sector, followed by private sector, with respondents in the public sector reporting this most often.

These findings appear to show that the public sector is 'best' in terms of discrimination in hiring, promotion and disciplinary procedures, but 'worst' in more informal ways that impact upon people's quality-of-life at work. Conversely, the private sector appears to be most problematic in its hiring, promotion and disciplinary procedures, especially SMEs. The voluntary sector has the best reports regarding having more respectful and inclusive workplaces.

Other research also shows less-than-straightforward trends across employment sectors. For example, one study found that more people from the private sector (35%) reported homophobic harassment compared to those working in the public (24%) and voluntary (29%) sectors (Williams 2007). However these findings contradict the research of Colgan *et al.* which showed higher levels of homophobic harassment in the public sector. Despite these inconclusive findings it is clear that homophobic discrimination and harassment is a problem in all employment sectors.

Next, the nine negative workplace experiences presented in Table 3.9 were combined into a 'mistreatment at work scale'. In addition to answering yes/no questions about whether they had ever experienced these types of mistreatment and discrimination, respondents were also asked to rank the severity of their experience where 1=mild, 2=moderate and 3=severe. Therefore the maximum potential score on the scale is 27 (representing a respondent that experienced all nine types of mistreatment, each to the most severe degree). The reliability coefficient for this scale (alpha=.83)[15] indicated that it is a reliable measure of mistreatment at work. Whilst the earlier analyses provide information about the prevalence of specific types of mistreatment, the 'mistreatment at work scale' provides a global measure of the severity of these reported experiences.

The scores on the scale ranged from 0 to 27, with the average score at 1.7. This reflects the data presented earlier (in Table 3.9) suggesting that these types of negative experiences are relatively rare. More than half of the sample had a score of zero on the scale, and 72% had a score of only zero or one on the scale.

Figures 3.7 to 3.15 below portray variations in scores on the mistreatment at work scale according to respondent sex, ethnicity, first language, region, age, level of education, size of employer, sector, and type of industry. Only the graphs with striped bars represent statistically significant differences.

Of the variables tested, only region of Wales and type of industry resulted in statistically significant differences on the mistreatment at work scale. Specifically, respondents from North Wales were the most likely to feel that they had experienced mistreatment at work (3.1 compared to 1.8 for Mid Wales and 1.5 for South Wales). In other words, respondents from North

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[15] In this context, 'reliability' is defined as the consistency or stability of a measuring instrument. A reliability coefficient can range from 0 to 1.0. The standard rule of thumb is that when alpha is greater than .70 the scale can be considered reliable. A reliable scale means that all the items used in its construction are consistently measuring the same phenomenon.

Wales were almost twice as likely as the average respondent to feel they had experience mistreatment or discrimination at work.

Type of industry was also statistically related to the experience of mistreatment at work. Those working in the wholesale trade industry were by far the most likely to report mistreatment or discrimination (8.3). However it is worth noting that only 3 respondents in our sample worked in this type of industry; therefore, this result could be skewed by the very negative experiences of a few respondents. Indeed, further analyses showed that one of these respondents scored 22 on the scale and the other two scored only 1.5. Incidentally, the high scoring respondent was also from North Wales.

What is also important to take away from these analyses is that, perhaps where differences in experience would be predicted, there were none. For example, the experience of mistreatment at work (in a global sense rather than in terms of specific indicators) was not significantly different for men compared to women, for whites compared to people from black and minority ethnic communities, for English and Welsh speakers, for respondents in different age categories with different levels of education, or by the size of the employer or whether the respondent worked in the voluntary, private or the public sector.

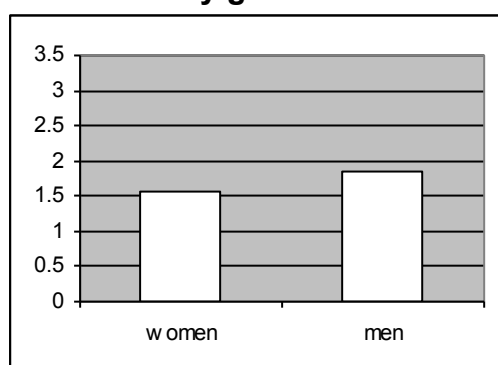**Figure 3.7: Mistreatment at work scale, by gender**

Figure 3.8: Mistreatment at work scale, by ethnicity
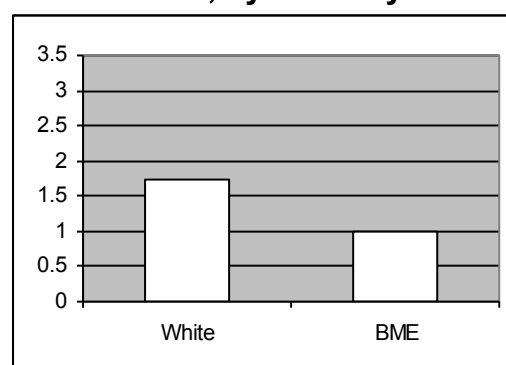
Figure 3.9: Mistreatment at work scale, by first language

Values (approx.):
- English as 1st language: 1.6
- Welsh as 1st language: 2.6
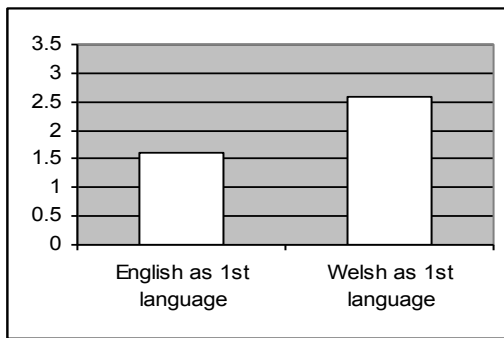
Figure 3.10: Mistreatment at work scale, by region

Values (approx.):
- south wales: 1.5
- mid wales: 1.8
- north wales: 3.1

Figure 3.11: Mistreatment at work scale, by age

Values (approx.):
- under 20: 1.8
- 21 thru 30: 1.9
- 31 thru 40: 1.5
- 41 thru 50: 1.9
- 51 and over: 1.5
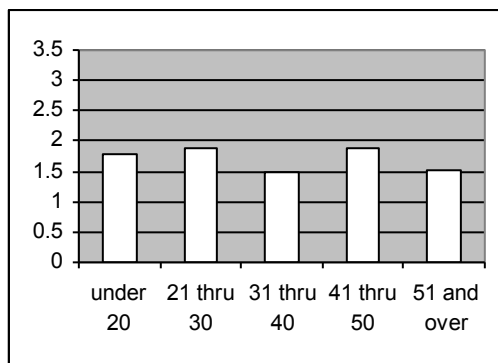
Figure 3.12: Mistreatment at work scale, by education

Values (approx.):
- GCSE or equiv.: 1.0
- A-Levels or equiv.: 1.75
- Degree or equiv.: 1.7
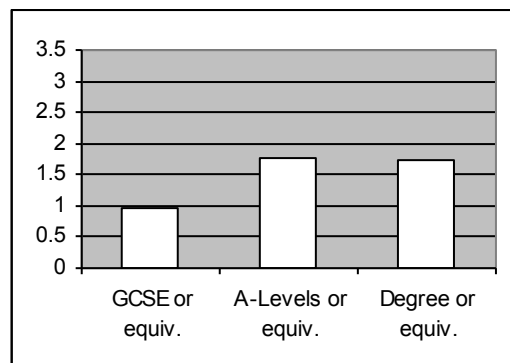
Figure 3.13: Mistreatment at work scale, by size of employer

Values (approx.):
- Large: 1.65
- SME: 2.6
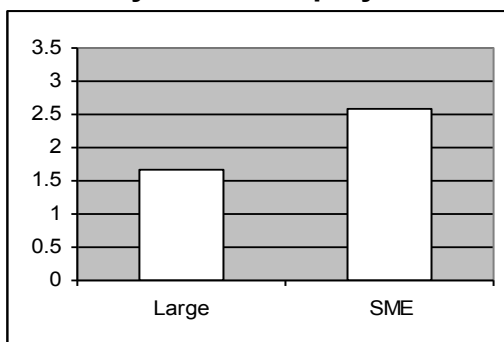
Figure 3.14: Mistreatment at work scale, by sector

Values (approx.):
- Voluntary: 1.1
- Public: 1.85
- Private: 1.85
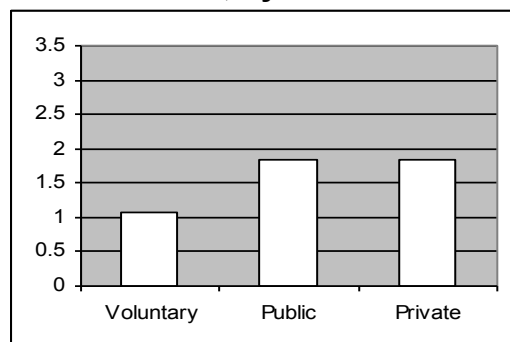
Figure 3.15: Mistreatment at work scale, by type of industry

Values (approx.):
- agriculture: 0
- mining: 0
- construction: 1
- manufacturing: 0.2
- transportation: 0.4
- communications: 3.6
- wholesale trade: 8.6
- retail trade: 1.3
- service industry: 1.5
- public administration: 2
- education: 1.2
- health and social care: 2
- media and entertainment: 2.2
- housing: 1.8
- criminal justice: 1.7
- other: 0.8
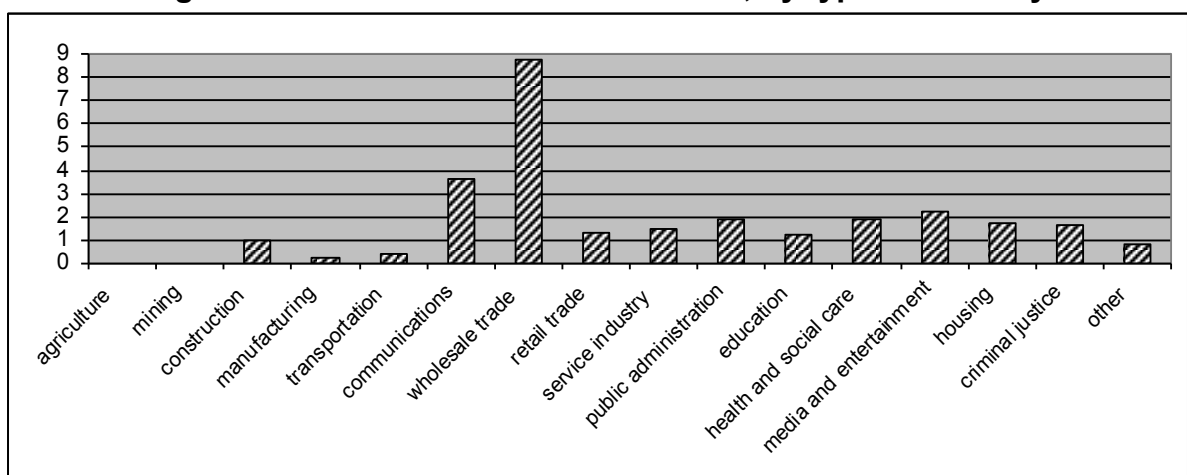
Summary of Key Findings

- The majority of respondents are employed (78%), and most of these are in full-time work (252 of 314 employed persons). Of these, 30% are managers and 17% are supervisors.

- The majority of employed respondents worked in the public sector (62%) with 23% working in the private sector and only 12% working in the voluntary sector. Public sector employment in the United Kingdom as a proportion of total employment was 20% in June 2005; therefore, this finding suggests that LGB people are more likely to work in the public sector than the general population.

- Of those who could specify the number of employees in their organisation 11% of respondents identified as an employee of a Small to Medium sized Enterprise (SME) compared to 89% who identified as employees of larger organisations.

- This appears to be a highly skilled sample with the overwhelming majority (92%) of respondents having a school, college or university qualification. More than half of these are a degree level qualification. Respondents with more education were more likely to work in positions with management or supervisory duties and they were also more likely to be in higher income brackets than their less educated counterparts.

- The average annual gross income of respondents was £23,502 and the median was £22,000. Reported income did not differ significantly according to ethnicity or whether the respondent reported a disability; however, men, older respondents, and respondents living in North Wales reported significantly higher incomes. Respondents are higher earners when compared to their Welsh counterparts, but not when compared to their UK counterparts.

- The average annual gross income of women was £21,600 compared to £25,500 for men. The finding of women earning less than men can be partly explained by the fact that they were less likely to hold managerial or supervisory positions within organisations (and these posts are more highly paid). However, although the majority of men with university

degrees held managerial/supervisory positions, only half of women with university degrees held these positions.

- For the 81 unemployed respondents in the sample, the main reasons for not currently looking for work included that they were students (38%), on long-term sick or disabled (21%), or that they were waiting for the results of a job application (12%).

- The most common factors influencing employed respondents' choice of job were educational background (71%), relevant training (63%), location or geography of the employment (58%), salary/benefits (53%), security or long-term contract (47%), and the position providing good career prospects (45%). In comparison, LGB-specific reasons were reported relatively infrequently. Similarly, for unemployed respondents, only a very few said that being LGB had 'a lot of influence' on their job choice.

- However, respondents' sexual orientation was not irrelevant to their choice of jobs. For example, nearly 30% of employed respondents claimed that having a good record on equality/diversity was a factor that influenced their choice of jobs, and 57% of unemployed respondents said that having an equal opportunities policy would be an attractive characteristic for employers. Therefore, for both employed and unemployed respondents, it is not their sexual orientation *per se* that has an important bearing on job choice, but rather that employers have good policies and records on equal opportunities.

- Most employed respondents in the sample had fairly positive experiences at work. Respondents felt confident that policies and procedures at work would protect them from harassment or discrimination, but seemed less likely to feel that their employers were explicitly positive about LGB people. Additional analyses indicated that men, older respondents, and higher earners tended to have more positive perceptions of their workplaces. In terms of workplaces, the voluntary sector and smaller organizations tended to have more positive ratings of 'informal' day-to-day treatment from respondents.

- Employed respondents were likely to socialise with their work colleagues and superiors outside of work and most felt they could discuss personal issues with work colleagues and superiors. Respondents reported seldom feeling isolated from social support at work. Further analyses indicated that, compared to white respondents, ethnic minority respondents were more likely to report more positive working relationships (however only 8 ethnic minority respondents answered these questions). In terms of workplaces, the public sector and smaller organizations tended to have more positive working relationships.

- All respondents (both employed and unemployed) answered a series of questions about mistreatment at work. Of the nine indicators, the most commonly experienced was the feeling that they cannot talk about their private life at work (experienced by 119 or 30% of the sample). The next most commonly experienced type of mistreatment was being the butt of office jokes (84 or 21%). A roughly similar amount expressed feeling a lack of respect from their work colleagues or superiors (75 or 19%).

- Analyses by sector showed that the public sector is 'best' in terms of (low rates of) discrimination in hiring, promotion and disciplinary procedures, but 'worst' in more informal ways that impact upon people's quality-of-life at work. Conversely, the private sector, especially SMEs, appeared to be most problematic in its hiring, dismissal, promotion and disciplinary procedures. The voluntary sector had the best reports regarding having more respectful and inclusive workplaces.

- Mistreatment at work was further analysed according to respondents' gender, ethnicity, first language, region, age, education, size of employer, and type of industry. Only region and type of industry resulted in statistically significant differences: respondents from North Wales were the most likely to feel that they had experienced mistreatment at work and those in the wholesale trade industry were more likely to report mistreatment at work. However the latter finding is

probably skewed by the very negative experiences of one of the three workers in this type of industry responding.

Chapter 4: Crime and Criminal Justice

This chapter provides the results of a series of questions designed to elicit the experiences of homophobic victimisation (i.e., that which the respondent felt was caused by their sexual orientation). Three types of homophobic victimisation are discussed: physical violence, harassment and property crimes. Variations in victimisation according to individual characteristics (age, gender, income, etc.) are explored before we proceed to discuss the respondents' perceptions of criminal justice.

Homophobic Physical Violence

Table 4.1 presents information about respondents' experiences of homophobic physical violence. Homophobic violence was a relatively infrequent occurrence, with 18 of the 403 respondents (5%) experiencing this type of crime within the past 12-months. This compares to 3.6% of adults reporting experiencing one or more incidents of physical violence[16] within the past 12 months in the 2004/05 British Crime Survey. Half of the LGB respondents in the current study experienced one incident in the past 12-months whereas the other half experienced more than one (and one respondent reported 10 incidents in the past 12-months).

Most respondents who were victimised reported that the incident was not very serious (67%). Respondents in this study seem to rate the violence less seriously compared to those in the general population. For example, 41% of those who experienced physical violence in the British Crime Survey stated that they did not consider the incident to be a crime.

This is surprising, given that the perpetrators of homophobic physical violence in this sample were most likely to be strangers (67%) rather than people known to the victim. In the 2004/05 British Crime Survey, 46% of victims of

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[16] The most common type of offence in this category is common assault, followed by common assault with injury.

physical violence did not know their attackers, yet respondents were more likely to view the incident seriously (as discussed above).

Only about half of the victims decided to report the incident to the police (56%). This is more than reported by victims in the 2004/05 British Crime Survey, where only 46% reported it to police. Reasons for not reporting incidents to the police included: fear of being victimised by the police, felt that the police would not take the incident seriously, felt that the incident was not serious enough to warrant police involvement, and felt that the police would 'make me out to be the perpetrator'.

For the 10 victims that did report the incident to the police, slightly higher numbers of respondents were dissatisfied versus satisfied with how the report was handled. Similarly, slightly more respondents were dissatisfied than satisfied with the outcome of the case.

Table 4.1: Experiences of Homophobic Physical Violence

Variable	Value	N	Percent
Victim in past 12 months	No	367	91.1
	Yes	18	4.5
	Unknown	18	4.5
If yes, number of incidents in past 12 months	1	9	50.0
	2	3	16.7
	3	1	5.5
	4	2	11.0
	5	1	5.5
	10	1	5.5
	Unknown	1	5.5
If yes, seriousness of most serious incident	Not Very Serious	12	66.7
	Very Serious	5	27.8
	Unknown	1	5.5
If yes, identity of perpetrators	Neighbours	2	11.0
	Strangers	12	66.7
	D/K or Can't remember	2	11.0
	Other	1	5.5
	Unknown	1	5.5
If yes, reported to the police	No	8	44.4

	Yes	10	55.6
If reported, satisfaction with how report was handled	D/K or Can't remember	1	10.0
	Very dissatisfied	2	20.0
	Fairly dissatisfied	3	30.0
	Fairly satisfied	3	30.0
	Very satisfied	1	10.0
If reported, satisfaction with the resolution of the case	D/K or Can't remember	1	10.0
	Very dissatisfied	3	30.0
	Fairly dissatisfied	3	30.0
	Fairly satisfied	2	20.0
	Very satisfied	1	10.0
If not reported, reasons	Fear of being victimised by police	3	38.0
	Felt police wouldn't take it seriously	3	38.0
	Did not want to 'come out'	1	12.5
	Felt police would make me the perp	3	38.0
	Felt police would think I deserved it	2	25.0
	Incident not serious enough	3	38.0
	Other	2	25.0

N=403 respondents

Homophobic Harassment

Table 4.2 provides information about respondents' experiences of homophobic harassment. This is the most frequently experienced type of homophobic crime covered by this report. Nearly one-quarter (90 or 22%) of respondents reported experiencing this type of crime in the past 12-months.Higher proportions also experienced more than one incident compared to the homophobic physical violence. For example, only 30% experienced only one incident with the rest experiencing more than one incident in the past 12-months. One respondent reported experiencing more than one incident per day in the past year. Police recorded crime data shows that harassment accounted for 20% of all recorded crime in England and Wales in 2005/6. As few as 0.6% of the general population in England and Wales reported the crime of harassment in this period.

Most respondents reported that the incident was not very serious (87%). However, again similar to the homophobic violence, the most common type of

perpetrator was a stranger (47%). This is commensurate with Home Office research that shows 'anti-minority' harassment is more likely to be perpetrated by strangers than people known to the victim (FitzGerald and Hale 1996).

Far fewer victims (21 or 23%) decided to report the incident to the police. By far the most commonly specified reason was that the victim did not think the incident was serious enough for the police to become involved (75%), followed by the victim thinking that they police would not take it seriously (27%). This is contrary to other research which suggests victims of racist harassment are just as likely, if not more so, to report an incident to the police compared to victims of conventional harassment (FitzGerald and Hale 1996).

Of the victims that did report the incident, again just over half were dissatisfied with how the police report was taken and also more were dissatisfied than satisfied with the outcome of the case. This is the same as the findings from homophobic violence and is mirrored by research into police satisfaction and the outcome of racist harassment cases (FitzGerald and Hale 1996).

Table 4.2: Experiences of Homophobic Harassment

Variable	Value	N	Percent
Victim in past 12 months	No	290	72.0
	Yes	90	22.3
	Unknown	23	5.7
If yes, number of incidents in past 12 months	1	27	30.0
	2	15	16.7
	3	7	7.8
	4	6	6.7
	5	5	5.6
	6	2	2.2
	10	3	3.3
	12	1	1.1
	20	1	1.1
	30	1	1.1
	356	1	1.1
	Unknown	21	23.3
If yes, seriousness of most serious incident	Not Very Serious	78	86.7
	Very Serious	10	11.1

	Unknown	2	2.2
If yes, identity of perpetrators	Neighbours	15	16.7
	Family members	4	4.4
	Strangers	42	46.7
	Friends	1	1.1
	Acquaintances	3	3.3
	People at work	4	4.4
	D/K or Can't remember	1	1.1
	Other	9	10.0
	Unknown	11	12.2
If yes, reported to the police	No	67	74.4
	Yes	21	23.3
	Unknown	2	2.2
If reported, satisfaction with how the report was handled	D/K or Can't remember	1	4.8
	Very dissatisfied	8	38.0
	Fairly dissatisfied	1	4.8
	Fairly satisfied	6	28.6
	Very satisfied	4	19.0
	Unknown	1	4.8
If reported, satisfaction with the resolution of the case	D/K or Can't remember	2	9.5
	Very dissatisfied	8	38.0
	Fairly dissatisfied	3	14.3
	Fairly satisfied	4	19.0
	Very satisfied	1	4.8
	Unknown	3	14.3
If not reported, reasons	Fear of being victimised by police	2	3.0
	Felt police wouldn't take it seriously	18	26.9
	Did not want to 'come out'	3	4.5
	Felt police would make me the perp	3	4.5
	Felt police would think I deserved it	5	7.5
	Incident not serious enough	50	74.6
	Other	8	11.9

N=403 respondents

Homophobic Property Crime

Table 4.3 presents information about respondents' experiences of homophobic property crime. Only 13 of 403 respondents (3%) reported experiencing this type of crime in the past 12-months. About half reported one incident and about half reported more than one incident occurring during this time period. This compares to 8% of adults reporting experiencing one or

more incidents of vandalism – including vehicle (5%) and other vandalism (3%) – within the past 12 months in the 2004/05 British Crime Survey.

Similar to the other types of homophobic crime discussed in this chapter, most respondents (10 of the 13 or 77%) felt that the incident was not very serious. A substantial proportion were victimised by strangers (31%), as with homophobic violence and harassment, but more victims of property crime victims felt that their neighbours were the perpetrators (46%). This has implications for your quality-of-life if the perpetrators are living right next door.

A majority of victims in this category reported the incident to the police (70%), and slightly more were satisfied than dissatisfied with how the police report was handled. However, less than half were satisfied when it came to the outcome of the case. This is a fairly consistent finding across all three crime types.

Table 4.3: Experiences of Homophobic Property Crime

Variable	Value	N	Percent
Victim in past 12 months	No	366	90.8
	Yes	13	3.2
	Unknown	24	6.0
If yes, number of incidents in past 12 months	1	6	46.1
	2	2	15.4
	3	3	23.0
	5	1	7.7
	Unknown	1	7.7
If yes, seriousness of most serious incident	Not Very Serious	10	76.9
	Very Serious	3	23.1
If yes, identity of perpetrators	Neighbours	6	46.2
	Strangers	4	30.8
	Acquaintances	1	7.7
	D/K or Can't remember	1	7.7
	Other	1	7.7
If yes, reported to the police	No	4	30.8
	Yes	9	69.2

If reported, satisfaction with how the report was handled	Very dissatisfied	3	33.3
	Fairly dissatisfied	1	11.1
	Fairly satisfied	3	33.3
	Very satisfied	2	22.2
If reported, satisfaction with the resolution of the case	D/K or Can't remember	1	11.1
	Very dissatisfied	4	44.4
	Fairly dissatisfied	1	11.1
	Fairly satisfied	2	22.2
	Very satisfied	1	11.1
If not reported, reasons	Fear of being victimised by police	1	25.0
	Felt police wouldn't take it seriously	3	75.0
	Did not want to 'come out'	1	25.0
	Felt police would make me the perp	1	25.0
	Felt police would think I deserved it	1	25.0
	Incident not serious enough	3	75.0
	Other		

N=403 respondents

Variations in Levels of Victimisation

Further analyses were conducted to determine whether certain types of LGB people were more likely to experience homophobic crimes. Figures 4.1 to 4.4 below depict the individual characteristics that were statistically associated with being the victim of homophobic crime. Only those denoted with an asterisk (*) represent statistically significant differences. For example, men and women experienced identical amounts of homophobic harassment and property crime, but men experienced more physical violence than did women. This is consistent with data from the British Crime Survey, which shows that men are more likely to be the victims of violence, especially that perpetrated by strangers.

Whether the respondents reported having a disability also significantly impacted their levels of victimisation. Disabled respondents were more to experience all three crime types compared to respondents that were not disabled. The differences are quite stark: more than double the physical violence (10% compared to 4%); significantly more harassment (35%

compared to 21%); and five times the amount of property crime (10% compared to 2%).

Education and employment were also related to respondents' experiences of homophobic victimisation. In general, those with more education and who are employed tend to experience less crime. Taken as proxies for socioeconomic status, this is consistent with other crime data. For example, the 2004/05 British Crime Survey found that unemployed respondents had three times the level of physical violence compared to the general population.

The same analyses were conducted with other variables (ethnicity, age, income, language, region, urban/rural) but did not yield significant results. In other words, the experience of victimisation did not vary significantly across these different groups.

One other variable that did relate to the experience of victimisation was the visibility of the respondents' sexual orientation. Recall the 'visibility scale' (Chapter 2): those with higher scores (i.e., those 'out' to more people) had significantly higher rates of homophobic violence than those who were less 'out'. They were also more likely to experience homophobic harassment. However there was no different in terms of property crime.

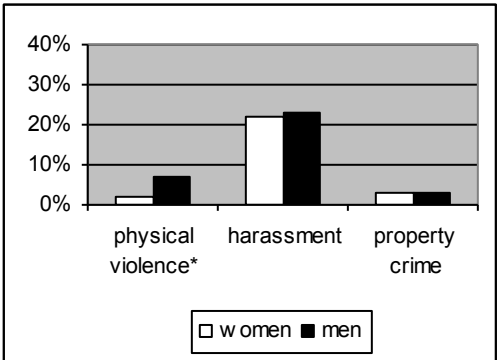
Figure 4.1: Type of victimisation, by gender

Figure 4.2: Type of victimisation, by disability

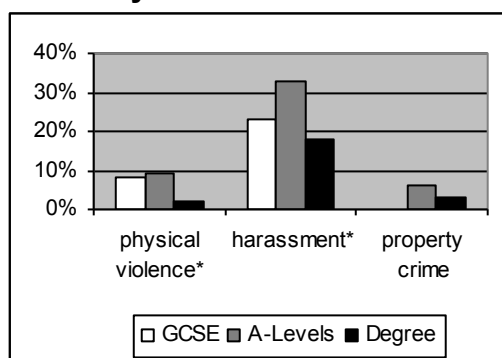**Figure 4.3: Type of victimisation, by level of education**

Figure 4.4: Type of victimisation, by employment status

Discrimination in Criminal Justice

Table 4.4 presents information about respondents' perceptions of criminal justice. Five questions sought to ascertain the extent to which respondents felt unprotected by the law and discriminated against by the police, courts and legal professionals (solicitor/barrister). All were relatively infrequent occurrences. The most commonly expressed form of discrimination was feeling unprotected by other laws, which was reported by 61 or 15% of the 403 respondents. The next most common was feeling unprotected by the criminal law (55 or 14%). Feeling discriminated against by police (6%), courts (4%) and solicitors/barristers (3%) was relatively rare. The five questions were highly correlated, meaning that the experience of one was likely to increase the experience of the others. Therefore it appears that a small group of respondents have had particularly negative experiences across all of the questions.

Table 4.4: Discrimination in Criminal Justice

Variable	Value	N	Percent
Felt unprotected by the criminal law	No	313	77.7
	Yes	55	13.6
	Unknown	35	8.7
Felt unprotected by other laws	No	307	76.2
	Yes	61	15.1
	Unknown	35	8.7

Felt discriminated against by the police	No	344	85.4
	Yes	24	6.0
	Unknown	35	8.7
Felt discriminated against by the courts	No	355	88.1
	Yes	15	3.7
	Unknown	33	8.2
Felt discriminated against by solicitor/barrister	No	361	89.6
	Yes	11	2.7
	Unknown	31	7.7

N=403 respondents

The five discrimination experiences presented in Table 4.4 were combined into a 'discrimination in criminal justice scale'. In addition to answering yes/no questions about whether they had ever experienced these types of discrimination, respondents were also asked to rank the severity of their experience where 1=mild, 2=moderate and 3=severe. Therefore the maximum potential score on the scale is 15 (representing a respondent that experienced all five types of discrimination, each to the most severe degree). The reliability coefficient for this scale (alpha=.95)[17] indicated that it is a highly reliable measure criminal justice discrimination.

Most respondents (77%) had a score of zero on the scale. The average score was 0.7, reflecting the relative rarity with which respondents reported these types of experiences. One person did score 12 out of 15, which was the highest score on this scale.

Next, analyses were conducted to determine whether certain types of LGB people were more likely to feel discriminated against in criminal justice. The three significant findings are presented in Figures 4.5 to 4.7 below.

Echoing other findings presented in this report, respondents from North Wales were significantly more likely to report feeling discriminated against compared

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[17] In this context, 'reliability' is defined as the consistency or stability of a measuring instrument. A reliability coefficient can range from 0 to 1.0. The standard rule of thumb is that when alpha is greater than .70 the scale can be considered reliable. A reliable scale means that all the items used in its construction are consistently measuring the same phenomenon.

to respondents from Mid or South Wales. Men were more likely than women to report discrimination in criminal justice. Those with disabilities were also more likely to report feeling discriminated against in criminal justice.

Variables that were not significantly related to the 'discrimination in criminal justice scale' included age, education, employment status, language and ethnicity.

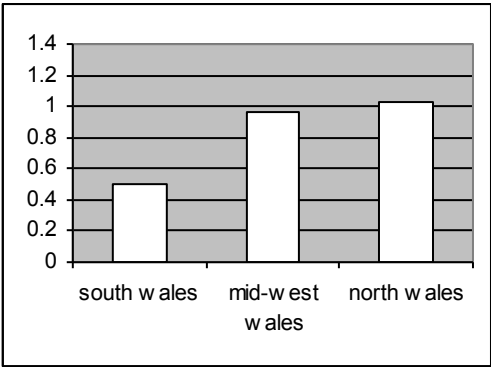**Figure 4.5: Discrimination in criminal justice scale, by region**

Figure 4.6: Discrimination in criminal justice scale, by gender
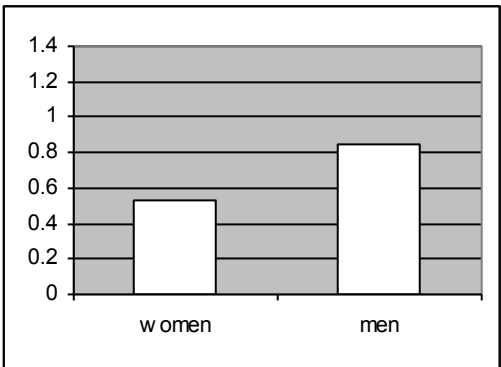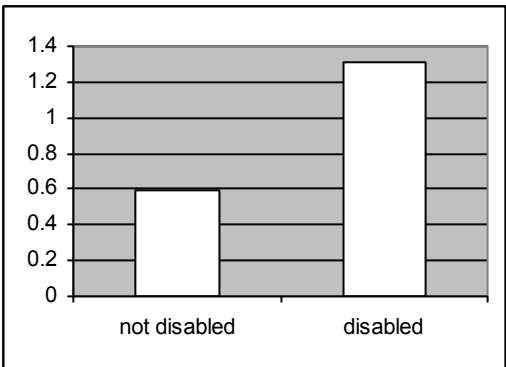

Figure 4.7: Discrimination in criminal justice scale, by disability

Summary of Key Findings

- Nearly one-quarter (90 or 22%) of respondents reported experiencing homophobic harassment in the past 12-months. Homophobic violence was reported by 18 (5%) of respondents within the past 12-months. Only 13 of 403 respondents (3%) reported experiencing homophobic property crime in the past 12-months. For all crime types, respondents felt that the majority of incidents were 'not very serious' (67% of violent incidents, 77% of property crimes, and 87% of harassment).

- Respondents were most likely to report incidents to police for property crime (70%), followed by violence (56%) and harassment (23%). Reason for not reporting crime to the police were most likely that the victim did not think the incident was serious enough to warrant police involvement, or that it was felt that the police would not take the incident seriously. For all crime types, respondents who reported incidents to the police appeared to be more dissatisfied than satisfied with both how the police handled the report and the resolution of the case.

- Several characteristics were associated with higher levels of victimisation: being male, being disabled, having less education or being unemployed, and being more 'visible' in terms of sexual orientation.

- Most respondents did not report feeling discriminated against in criminal justice. However some types of LGB people were more likely to report this type of discrimination than others: those from North Wales, men, and disabled respondents.

Chapter 5: Service Provision to LGB People

In this chapter we provide detailed analyses of all the variables from the service provision section of the survey. Analyses were conducted to reveal sub-group differences according to individual characteristics (such as gender, age, ethnicity, etc.) for each service (Education, Health, Housing and Financial). Perceptions and attitudes towards the media and sexual orientation monitoring are also covered in this chapter.

Education Services

Table 5.1 provides an overview of respondents' experiences of discrimination within education. Of the sample 27% of respondents reported having come into contact with education services in the past 12 months. Of those reporting satisfaction levels only 12% were dissatisfied/very dissatisfied with their educational experience. This compares to 4% of general population reporting feeling fairly or very dissatisfied with school facilities in the 2004 Living in Wales Survey.

Just over 1 in 20 respondents in the sample (7%) reported being bullied while at school or college (52% of these respondents were 20 or under indicating that bullying was a recent experience for the majority reporting its incidence). Only 31 (7.7%) respondents identified as students. The majority of these (23 or 74%) were aged 16-22. Of those identifying as students only 6 (19%) reporting being bullied while at school or college. As respondents aged 21-50 represented 48% of those that reported experiencing bullying we must assume these respondents failed to accurately interpret the question. It is likely that the majority reporting bullying had either left school or college during the last 12 months or were recalling earlier instances of bullying beyond the 12 month period specified in the survey.

Low numbers of respondents felt they had not been given the same educational opportunities as heterosexual people (2%), felt unfairly treated by teachers or lecturers (3%) and felt excluded (7%). A scale of educational

discrimination was constructed from the four items in the table. However the reliability coefficient for the scale (alpha=.64)[18] indicated that it is an unreliable measure of discrimination precluding analysis by sub-group.

Table 5.1: Experiences and Discrimination in Education within the past 12 months*

Variable	Value	N	Percent
Contact with education services	No	241	59.8
	Yes	107	26.6
	Unknown	55	13.6
Satisfaction with education services	Very dissatisfied	5	1.2
	Dissatisfied	5	1.2
	Satisfied	26	6.5
	Very satisfied	54	13.4
	Unknown or N/A	313	77.7
Felt bullied at school or college	No	340	84.4
	Yes	26	6.5
	Unknown	37	9.2
Felt unfairly treated by teachers or lecturers	No	353	87.6
	Yes	11	2.7
	Unknown	39	9.7
Felt excluded from school or college activities	No	336	83.4
	Yes	27	6.7
	Unknown	40	9.9
Not been giving the same training or educational opportunities	No	359	89.1
	Yes	7	1.7
	Unknown	37	9.2

N=403 respondents
*However for the discrimination questions it seems that respondents were answering in terms of 'ever' rather than 'in the past 12 months'.

Health Services

Respondents were asked a range of questions regarding their experiences of health service provision. Table 5.2 shows that over half of the sample (56%) reported having contact with the health service in the past 12 months. Of

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[18] The standard rule of thumb is that when the alpha is lower than .70 the scale can not be considered reliable. An unreliable scale means that all the items used in its construction are failing to consistently measure the same phenomenon.

those reporting satisfaction levels, 21% reported being dissatisfied/very dissatisfied. This compares to 13% of general population reporting feeling fairly or very dissatisfied with medical facilities in the 2004 Living in Wales Survey. Just under a quarter (22%) of the general population in England and Wales reported being dissatisfied with the NHS in 2003. 1 in 10 of the general population in England and Wales felt dissatisfied with their GP, 13% felt dissatisfied with inpatient services and 15% felt dissatisfied with outpatient services (MORI 2003).

In this survey, feeling discriminated against by your GP (8%) was the most common form of mistreatment followed by being given inappropriate treatment by your GP (8%), feeling discriminated against by your local hospital/health service (7%) and feeling uncomfortable while visiting a partner in hospital (5%).

Table 5.2: Experiences and Discrimination in Health within the past 12 months*

Variable	Value	N	Percent
Contact with health services	No	124	30.8
	Yes	227	56.3
	Unknown	52	12.9
Satisfaction with health services	Very dissatisfied	15	3.7
	Dissatisfied	28	6.9
	Satisfied	57	14.1
	Very satisfied	108	26.8
	Unknown or N/A	195	48.4
Felt discriminated against by GP	No	332	82.4
	Yes	34	8.4
	Unknown	37	9.2
Felt discriminated against by local hospital/health service	No	339	84.1
	Yes	27	6.7
	Unknown	37	9.2
Been given inappropriate treatment by your GP	No	335	83.1
	Yes	32	7.9
	Unknown	36	8.9
Felt uncomfortable visiting partner in hospital	No	343	85.1
	Yes	18	4.5
	Unknown	42	10.4

Felt discriminated against by dentist	No	361	89.6
	Yes	7	1.7
	Unknown	35	8.7
Felt discriminated against by midwife	No	354	87.8
	Yes	0	0.0
	Unknown	49	12.2
Felt discriminated against by consultant	No	350	86.8
	Yes	13	3.2
	Unknown	40	9.9
Felt discriminated against by GUM clinic	No	339	84.1
	Yes	21	5.2
	Unknown	43	10.7

N=403 respondents

*However for the discrimination questions it seems that respondents were answering in terms of 'ever' rather than 'in the past 12 months'.

As for other services, a discrimination scale was created to measure overall levels of mistreatment amongst respondents. The severity of health service discrimination was assigned a numerical value (3=severe, 2=moderate, 1=mild, 0=missing or not applicable), and these values were summed for the 8 types of discrimination. The scale therefore ranges from 0 to 24, and the average respondent scored .5. A maximum score of 24 would be interpreted to mean that the respondent experienced all types of health service discrimination. The reliability coefficient for this scale (alpha=.70)[19] indicated that it is a reliable measure health service discrimination. Analyses were performed to reveal any sub-group differences that might exist in terms of health service discrimination (see Figures 5.1 – 5.3 below).

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[19] In this context, 'reliability' is defined as the consistency or stability of a measuring instrument. A reliability coefficient can range from 0 to 1.0. The standard rule of thumb is that when alpha is greater than .70 the scale can be considered reliable. A reliable scale means that all the items used in its construction are consistently measuring the same phenomenon.

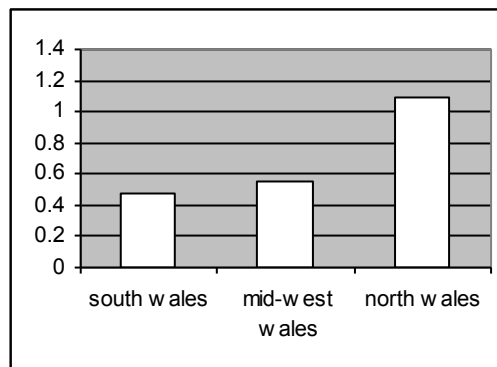**Figure 5.1: Discrimination in health services scale, by region**

Figure 5.2: Discrimination in health services scale, by age
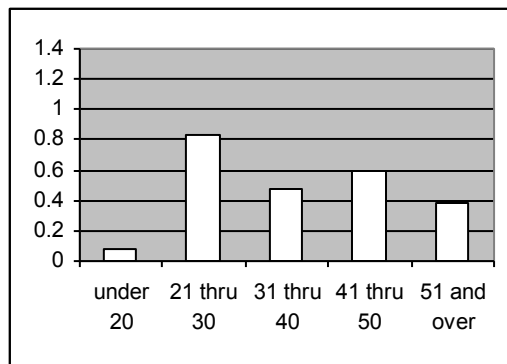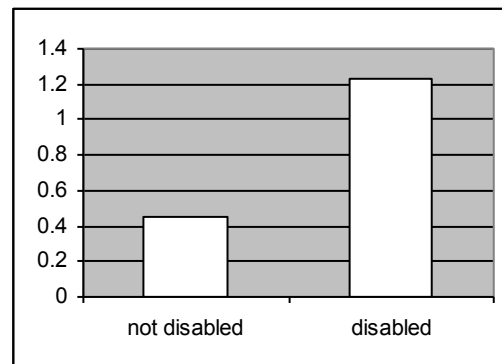

Figure 5.3: Discrimination in health services scale, by disability

The statistically significant sub-group differences included region, age and disability. While discrimination scale scores were low respondents living in North Wales were more likely than those living in South and Mid-West Wales to report health service discrimination (discrimination scale scores of 1.1, .47 and .55 respectively). Discrimination also varied significantly by the age of respondents with those aged between 21 – 30 and 41 – 50 reporting more mistreatment than other age groups (discrimination scale scores of .84 and .59 respectively). Those reporting a disability were also more likely to be discriminated against by the health service compared to those not reporting a disability (discrimination scale score of 1.2 compared to .45). Out of all the sub-groups, those LGB respondents with disabilities scored the highest on the health service discrimination scale. The remaining variables of gender, income, employment status, first language and ethnicity showed no significant differences with respect to perceptions of health service discrimination.

Housing Services

Respondents were asked if they had been in contact with housing services and whether they felt they had been discriminated against. Table 5.3 shows that just over 1 in 10 respondents had come into contact with housing services in the past 12 months. Of those reporting satisfaction levels, just over a third (34%) specified they were dissatisfied/very dissatisfied with housing services. Conversely few respondents reported feeling discriminated against by housing services. Only two respondents had been evicted from their accommodation because of their sexual orientation. As few as 2% found it difficult to find rented accommodation and only 3% felt mistreated or harassed by their landlord because of their sexual orientation. Just one person felt discriminated against by the housing association and two felt mistreated by the benefits agency.

Table 5.3: Experiences and Discrimination in Housing within the past 12 months*

Variable	Value	N	Percent
Contact with housing services	No	299	74.2
	Yes	41	10.2
	Unknown	63	15.6
Satisfaction with housing services	Very dissatisfied	8	2.0
	Dissatisfied	4	1.0
	Satisfied	11	2.7
	Very satisfied	12	3.0
	Unknown or N/A	368	91.3
Been evicted from your accommodation	No	360	89.3
	Yes	2	0.5
	Unknown	41	10.2
Found it difficult to find rented accommodation	No	352	87.3
	Yes	8	2.0
	Unknown	43	10.7
Felt mistreated or harassed by your landlord	No	348	86.4
	Yes	11	2.7
	Unknown	44	10.9
Felt mistreated or harassed by your housemates	No	350	86.8
	Yes	11	2.7
	Unknown	42	10.4

Felt discriminated against by Housing Association	No	357	88.6
	Yes	1	0.2
	Unknown	45	11.2
Felt discriminated against by Housing Benefit	No	354	87.8
	Yes	2	0.5
	Unknown	47	11.7

N=403 respondents
*However for the discrimination questions it seems that respondents were answering in terms of 'ever' rather than 'in the past 12 months'.

A housing services discrimination scale was created to identify sub-group differences in mistreatment. The scale was reliable (alpha=.77). The range of the scale was 0 – 18 and the average score was .15. Figures 5.4 through 5.7 show statistically significant differences according to respondents' gender, region, employment status and disability. Women were significantly less likely to report housing service discrimination compared to men (discrimination score of .08 compared .23). Those respondents living in North Wales were significantly more likely to report housing service discrimination compared to those living in South and Mid-West Wales (discrimination scores of .36, .07 and .12 respectively). Those in South Wales were the least likely to experience housing service discrimination.

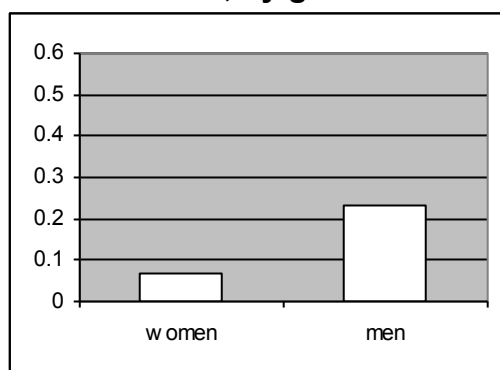**Figure 5.4: Housing discrimination scale, by gender**

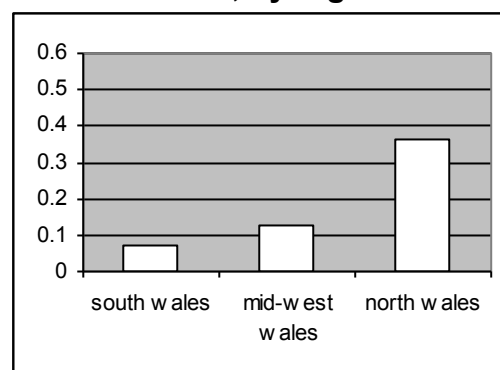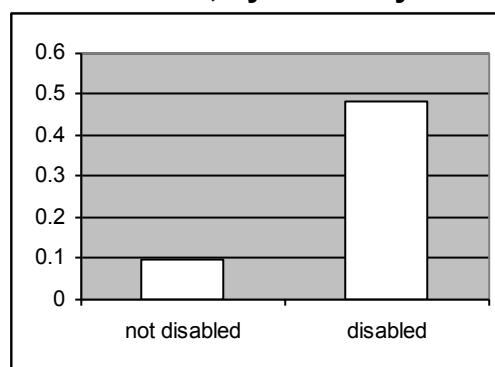**Figure 5.5: Housing discrimination scale, by region**

Figure 5.6: Housing discrimination scale, by employment

Figure 5.7: Housing discrimination scale, by disability

Unemployed respondents were significantly more likely to feel discriminated against by housing services compared to those in employment (discrimination score of .40 compared to .07). Housing service discrimination was also more prevalent amongst disabled respondents compared to non-disabled respondents to a statistically significant extent (discrimination score of .48 compared to .09). Of all the sub-groups, disabled LGB respondents reported the highest level of housing service discrimination. There were no significant differences in relation to educational attainment, income, ethnicity and first language.

Financial Services

Respondents were invited to respond to questions regarding contact and experiences of financial and insurance services. Table 5.4 shows that in the past 12 months just over 1 in 4 respondents had some form of contact with financial services. Of those reporting levels of satisfaction, just over 1 in 5 (20%) felt dissatisfied/very dissatisfied. Less than 1 in 4 respondents had been in contact with insurance services in the past 12 months. More than 1 in 3 (36%) reported being dissatisfied/very dissatisfied with the insurance service they received. In comparison, the Financial Ombudsman Service received 614,148 enquiries and complaints against financial services in 2005[20]. This equates to about 1% of the adult general population in the UK making a complaint or enquiry in 2005.

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[20] Of these, 110,963 cases were serious enough to be referred to a complaints adjudicator.

Table 5.4: Experiences and Discrimination in Financial Services within past 12 months*

Variable	Value	N	Percent
Contact with financial services	No	233	57.8
	Yes	106	26.3
	Unknown	64	15.9
Satisfaction with financial services	Very dissatisfied	4	1.0
	Dissatisfied	16	4.0
	Satisfied	32	7.9
	Very satisfied	46	11.4
	Unknown or N/A	305	75.7
Contact with insurance services	No	249	61.8
	Yes	93	23.1
	Unknown	61	15.1
Satisfaction with insurance services	Very dissatisfied	10	2.5
	Dissatisfied	20	5.0
	Satisfied	18	4.5
	Very satisfied	35	8.7
	Unknown or N/A	320	79.4
Felt discriminated against by your bank	No	352	87.3
	Yes	14	3.5
	Unknown	37	9.2
Felt discriminated against by your mortgage provider	No	350	86.8
	Yes	12	3.0
	Unknown	41	10.2
Felt discriminated against by life insurance provider	No	335	83.1
	Yes	24	6.0
	Unknown	44	10.9
Felt discriminated against by laws regulating property	No	347	86.1
	Yes	17	4.2
	Unknown	39	9.7
Felt discriminated against by tax laws	No	322	79.9
	Yes	39	9.7
	Unknown	42	10.4
Felt discriminated against by solicitor/barrister	No	353	87.6
	Yes	7	1.7
	Unknown	43	10.7

N=403 respondents

*However for the discrimination questions it seems that respondents were answering in terms of 'ever' rather than 'in the past 12 months'.

The most common form of mistreatment amongst financial services was feeling discriminated against by your life insurance provider (6%). A further 4% of the sample felt discriminated against by their bank. Fewer respondents felt mistreated by their mortgage provider (3%) and their solicitor (2%). More respondents felt that tax laws were discriminatory (10%) compared to laws that regulate property (4%). A scale of financial services discrimination was constructed from the six items in the table. However the reliability coefficient for the scale (alpha=.51)[21] indicated that it is an unreliable measure of discrimination precluding analysis by sub-group.

Perceptions of the Media

Respondents were asked questions relating to their perceptions of the media. Table 5.5 details the responses to five attitudinal questions relating to print and broadcast media. The majority of respondents felt offended by the portrayal of LGB people in the print media (63%). Slightly fewer people felt offended by the portrayal of LGB people in broadcast media (61%). Just under two thirds of respondents felt offended by the lack of positive portrayals of LGB people in the media and just under half were made to feel anxious over homophobic victimisation due to media portrayals. In comparison, these results are slightly lower than those reported in the 2003 *Counted Out* survey which found that 63% of respondents felt offended by the portrayal of LGB people on television and 64% felt offended by the portrayal of LGB people in the print media.

Table 5.5: Perceptions of the Media

Variable	Value	N	Percent
Felt offended by portrayals of LGB people on TV	No	128	31.8
	Yes	244	60.5
	Unknown	31	7.7
Felt offended by articles in print media	No	114	28.3
	Yes	255	63.3
	Unknown	34	8.4

Felt offended by public statements about LGB people	No	126	31.3
	Yes	238	59.1
	Unknown	39	9.7
Felt offended by lack of positive portrayals of LGB people	No	107	26.6
	Yes	264	65.5
	Unknown	32	7.9
Felt anxious over homophobic victimisation due to media portrayals	No	173	42.9
	Yes	199	49.4
	Unknown	31	7.7

N=403 respondents

A media attitude scale was created to identify sub-group differences in mistreatment. The scale was reliable (alpha=.90). The range of the scale was 0 – 15 and the average attitude score was 6. Figures 5.8 through 5.11 show statistically significant differences according to respondents' age, educational attainment, region and disability. Negative attitudes towards the media significantly increase with age. Over twice as many respondents aged 51 and over were offended by the portrayal of LGB people in the media compared to those aged under 20 (mean score of 7.5 compared to 2.8). Respondents with higher educational attainment levels were also significantly more likely to feel offended by the portrayal of LGB people in the media. Those with degree level qualifications were just under three times as likely to be offended by the media compared to those with GCSE level qualifications (mean score of 6.9 compared to 2.5). Regional differences were also present with more respondents in Mid-West Wales reporting levels of offence across media compared to South and North Wales (mean score of 7.4 compared to 5.7 and 6.4, respectively). Respondents living in the south of the country were least likely to feel offended by the portrayal of LGB people in the media. Finally, disabled respondents were more likely than non-disabled respondents to feel offended by the media portrayals of LGB people. There were no statistically significant differences according to respondents' gender, employment status, ethnicity or first language.
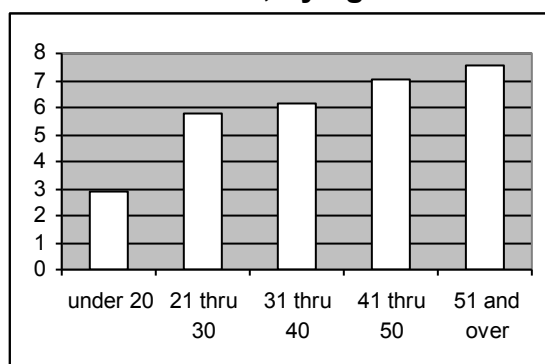
Figure 5.8: Media discrimination scale, by age
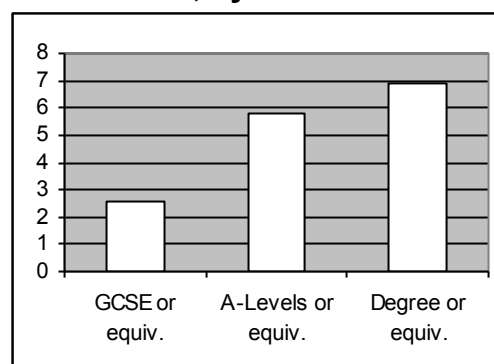

Figure 5.9: Media discrimination scale, by education

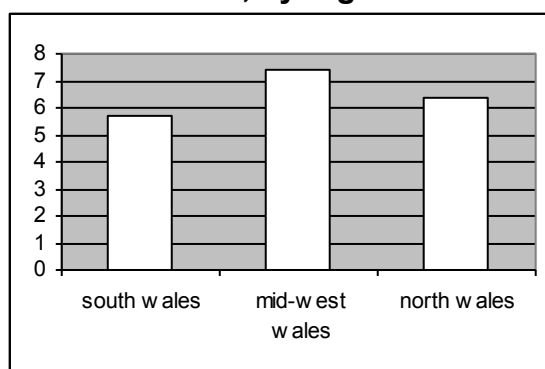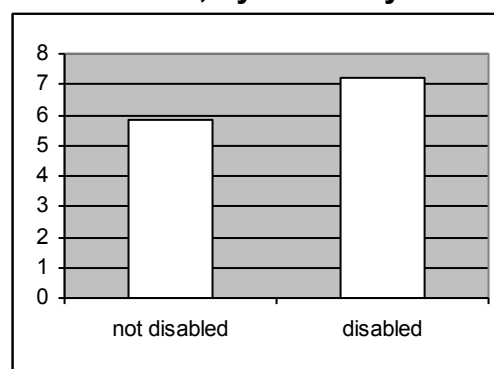**Figure 5.10: Media discrimination scale, by region**

Figure 5.11: Media discrimination scale, by disability

Perceptions of Monitoring of Sexual Orientation

Respondents were asked their opinions on sexual orientation monitoring as both customers and employees. Table 5.6 shows that the majority of respondents were either for or indifferent to monitoring across all services. The services receiving most support for both customer and employee monitoring included Health (as a customer 54% for; as an employee 47% for) and Education (as a customer 50% for; as an employee 47% for). The services with least support for customer and employee monitoring included insurance (as a customer 24% against; as an employee 15% against) followed closely by financial (as a customer 22% against; as an employee 15%).

Table 5.6: Perceptions of Monitoring of Sexual Orientation in Services

Variable	Value	As Customer		As Employee	
		N	Percent	N	Percent
Monitoring in Education	Against	74	18.4	60	14.9
	Indifferent	75	18.6	55	13.6
	For	203	50.4	190	47.1
	Unknown	51	12.7	98	24.3
Monitoring in Health Services	Against	64	15.9	52	12.9
	Indifferent	70	17.4	56	13.9
	For	216	53.6	191	47.4
	Unknown	53	13.2	104	25.8
Monitoring in Police Services	Against	74	18.4	59	14.6
	Indifferent	62	15.4	50	12.4
	For	213	52.9	186	46.2
	Unknown	54	13.4	108	26.8
Monitoring in Employment Services	Against	70	17.4	58	14.4
	Indifferent	75	18.6	57	14.1
	For	204	50.6	182	45.2
	Unknown	54	13.4	106	26.3
Monitoring in Financial Services	Against	90	22.3	62	15.4
	Indifferent	81	20.1	66	16.4
	For	177	43.9	170	42.2
	Unknown	55	13.6	105	26.1
Monitoring in Housing Services	Against	79	19.6	61	15.1
	Indifferent	78	19.4	60	14.9
	For	191	47.4	176	43.7
	Unknown	55	13.6	106	26.3
Monitoring in Insurance Services	Against	96	23.8	62	15.4
	Indifferent	78	19.4	66	16.4
	For	174	43.2	168	41.7
	Unknown	55	13.6	107	26.6
Monitoring in Legal Services	Against	80	19.9	61	15.1
	Indifferent	73	18.1	64	15.9
	For	195	48.4	172	42.7
	Unknown	55	13.6	106	26.3

N=403 respondents

A sexual orientation monitoring scale was created to measure overall attitudes amongst respondents. Attitudes towards monitoring across services were assigned a numerical value (3=for, 2=indifferent, 1=against, 0=missing or not applicable), and these values were summed for the 8 types of services (for both customer and employee monitoring). The scale therefore ranges from 0 to 48, and the average respondent scored 30. A maximum score of 48 would be interpreted to mean that the respondent fully agreed with both customer and employee monitoring across all services. The reliability coefficient for this scale (alpha=.98) indicated that it is a reliable measure of attitudes towards monitoring sexual orientation in services. Analyses were performed to reveal any sub-group differences that might exist in terms of health service discrimination (see Figures 5.12 – 5.13).

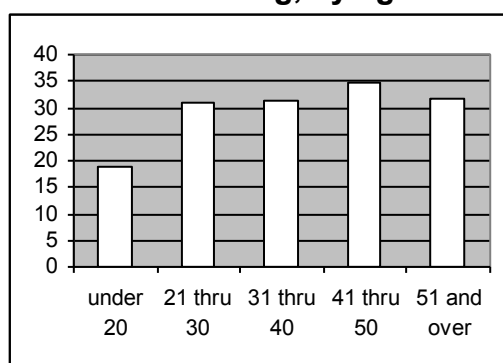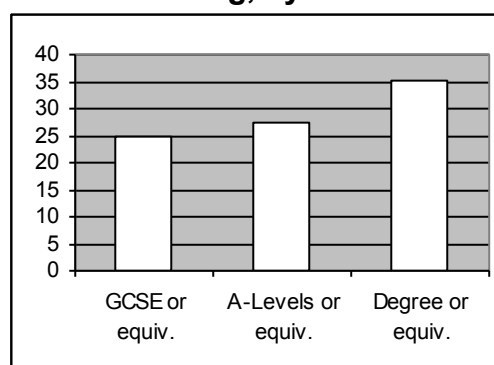**Figure 5.12: Perceptions of monitoring, by age**

Figure 5.13: Perceptions of monitoring, by education

Statistically significant differences were found in relation to age and educational attainment. Generally positive attitudes towards monitoring increased with age. The starkest difference could be seen between those aged 41 through 50 (average score of 35) and those aged 20 and under (average score of 19). Positive attitudes also increased with educational attainment levels. Those with degree level educations were significantly more likely to express opinions 'for' monitoring compared to those with A-level and GCSE level educations (average scores of 35 compared to 27 and 25 respectively). Other sub-group differences including gender, income, employment status, region, ethnicity, disability and first language were not significant.

Whilst there were no significant differences in terms of the 'monitoring scale' and the gender of the respondent, further analyses revealed that one of the specific indicators did vary according to this characteristic. Men were significantly more likely to be against customer monitoring in insurance services compared to women (33% of men compared to 22% of women). There were no other significant gender differences for the other services in relation to employee or customer monitoring.

Summary of Key Findings

- Just over one-quarter (27%) of respondents reported having come into contact with education services in the past 12 months. Of those reporting satisfaction levels, only 12% were dissatisfied/very dissatisfied with their educational experience. Just over 1 in 20 respondents in the sample (7%) reported being bullied while at school or college.

- More than half (56%) of respondents reported having contact with the health service in the past 12 months. Of those reporting satisfaction levels, 21% reported being dissatisfied/very dissatisfied. Feeling discriminated against by your GP (8%) was most common form of mistreatment.

- Respondents living in North Wales were more likely than those living in South and Mid-West Wales to report health service discrimination. Those aged between 21 – 30 and 41 – 50 reporting more mistreatment than other age groups. Those reporting a disability were also more likely to be discriminated against by the health service compared to those not reporting a disability.

- 1 in 10 respondents had come into contact with housing services in the past 12 months. Of those reporting satisfaction levels just over a third (34%) specified they were dissatisfied/very dissatisfied with housing services. Few respondents reported feeling discriminated against by housing services. Women were less likely to report housing service discrimination compared to men. Those respondents living in North Wales were significantly more likely to report housing service discrimination compared to those living in South and Mid-West Wales.

- 1 in 4 respondents had some form of contact with financial services in the past 12 months. Of those reporting levels of satisfaction just over 1 in 5 (20%) felt dissatisfied/very dissatisfied. Just under 1 in 4 respondents had been in contact with insurance services in the past 12 months. Just over 1 in 3 (36%) reported being dissatisfied/very dissatisfied with the insurance service they received. The most

common form of mistreatment amongst financial services was feeling discriminated against by your life insurance provider (6%).

- The majority of respondents felt offended by the portrayal of LGB people in the print media (63%). Slightly fewer people felt offended by the portrayal of LGB people in broadcast media (61%). Just under two thirds of respondents felt offended by the lack of positive portrayals of LGB people in the media and just under half were made to feel anxious over homophobic victimisation due to media portrayals. Negative attitudes towards the media significantly increase with age. Respondents with higher educational attainment levels are also significantly more likely to feel offended by the portrayal of LGB people in the media. Respondents living in the south of the country were least likely to feel offended by the portrayal of LGB people in the media. Disabled respondents were more likely than non-disabled respondents to feel offended by the media portrayals of LGB people.

- The majority of respondents were either for or indifferent to monitoring of sexual orientation across all services. The services receiving most support for both customer and employee monitoring included Health and Education. The services with least support for customer and employee monitoring included insurance followed closely by financial. Positive attitudes towards monitoring increased with age and educational attainment levels.

Chapter 6: Conclusions and Recommendations

In this chapter we bring the report to a close by highlighting the major findings arising from this research, linking these to other research and data where feasible, and discussing the recommendations resulting from the findings.

Main Findings

Gender

This survey found statistically significant differences between men and women with regard to relationship status, community involvement and income amongst others. A statistically significant difference was found between women and men with regard to currently being in a relationship. Women were more likely to reported being in a relationship compared to men (69% of women compared to 55% of men). Conversely women and men showed similar patterns with regard to living together (68% of women compared to 65% of men), civil partnerships (15% of women having registered their relationship compared to 10% of men) and commitment ceremonies (8% of women had ceremonies compared to 8% of men). In comparison to the previous Stonewall Cymru survey *Counted Out* (Robinson and Williams 2003) some differences and similarities become apparent. For example, similar proportions of men and women were in same sex relationships (58.7% of men and 62.8% of women) and reported living with their partners (62% and 66.9%, respectively). A significant difference in this earlier report was that more than three times the proportion of women (13.3%) compared to men (4.2%) had commitment ceremonies with their partners. While both surveys show a consistent trend between men and women with regard to living with partners the most recent survey indicates a departure from the equal relationship and unequal take-up of relationship recognition trends reported between genders in 2003.

In this survey statistically significant differences were found between men and women in relation to online LGB group membership and involvement in local politics. Just under a third (29%) of women belonged to an online LGB group compared to 20% of men. Conversely only 1 in 10 women reported involvement with local politics compared to 17% of men. The 2003 survey revealed that compared to women, men were significantly more likely to be involved in community events (42% compared to 24%), LGB work (30% compared to 18%), and local politics (24% compared to 8%). These similar results indicate that women may still remain relatively socially excluded when compared to gay men with the exception of online groups. This trend is corroborated by other research which suggests gay and bisexual women when compared to gay or bisexual men are more excluded from certain aspects of civic life (see John *et. al.* 1999 and Gluckman 1997).

From this research it is apparent that higher proportions of women are represented in the lower income categories, whilst the opposite is true for men. This may partly be explained by the fact that, although women were more likely to have university degrees, they were less likely to hold managerial or supervisory positions within organisations. Conversely, the findings from the 2003 survey found that annual incomes of men and women did not differ to a statistically significant extent. Since the introduction of the Equal Pay Act the income difference between men and women has decreased from 31% to 18%. The stark difference that still remains is socially, legally and morally problematic. In an attempt to redress this imbalance the Equal Opportunities Commission formed the Equal Pay Task Force. Three contributory factors were found that accounted for the pay gap: discrimination in pay, occupational segregation and the impact of women's family responsibilities (Mason *et. al.* 2001). Unequal pay has a disproportionate impact on lesbian, gay and bisexual women couples compared to heterosexual women in relationships. This further exacerbates the social exclusion of this group mentioned previously.

Age

The previous Stonewall Cymru Survey (Robinson & Williams 2003) showed that those individuals over 60 were more likely to conceal their sexual identities than those aged 18-25. Similar patterns were found in a Scottish survey of LGB people, where older respondents were far less likely to be 'out' to their families (Stonewall 2002). In relation to community involvement similar patterns were identified in Robinson and Williams (2003). Those over 60 were less likely to be involved in community activities than those aged between 18 and 40. A survey of older people in Bournemouth, Poole and Dorset found that around 60% reported some degree of isolation, 32% felt they had an active social life, almost 10% felt they had no social life and 25% felt they did not have adequate support (HCDL 2006). In contrast this survey found that older respondents reported similar levels of sexual orientation visibility compared to younger respondents and showed higher levels of involvement in community activities such as participation in a regional LGB group and local politics. The findings from the current survey may indicate that the trend of older LGB person social exclusion in Wales is beginning to reverse[22].

This survey further identified statistically significant differences between the younger and older respondents in relation to discrimination by the health service, perceptions of discrimination by the media and opinion about monitoring sexual orientation. In relation to discrimination by the health service respondents aged between 41 – 50 reported more mistreatment than those aged 31 to 40 and 20 or under. An explanation for the discrimination felt by older respondents can be found in research that suggests access and provision of professional social and health services is affected by the LGB status of some older people. Research conducted in the US has identified that older LGB people are five times less likely to access senior services than is the case in the general older population (Kaelber 2002). Reasons for avoidance behaviour include fear of discrimination and homophobia.

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[22] However, this finding may also be the result of sampling bias. As outlined in the methods section of this report the majority of older respondents completed the questionnaire at the Stonewall Annual Conference.

Disability

This survey found statistically significant differences between disabled and non-disabled respondents with regard to criminal victimisation and criminal justice, health service and housing service discrimination. When asked about crime disabled respondents reported higher victimisation rates for all three offence types compared to respondents that were not disabled. Disabled respondents reported more than double the physical violence (10% compared to 4%); significantly more harassment (35% compared to 21%); and five times the amount of property crime (10% compared to 2%). These findings are consistent with the first Stonewall Cymru research (Robinson and Williams 2003) which showed disabled respondents were more likely to reported increased levels of victimisation across the board. Most other research in this area has focussed upon intellectual instead of physical disability in relation to victimisation. Research by Wilson *et al.* (1996) and Wilson and Brewer (1992) found that people with an intellectual disability were almost three times more likely than those without a disability to be victims of physical assault, sexual assault and robbery. Further, the risk of household crime (breaking and entering, property theft, etc.) against people with an intellectual disability was just under two times higher than that of the general population. Reasons for this increased level of victimisation were unclear but it was likely that other situational features such as housing, social support, and displays of vulnerability were contributory factors.

Those with disabilities were also more likely to report feeling discriminated against by criminal justice, housing and health services. Again these findings are consistent with the first Stonewall Cymru survey findings (Robinson and Williams 2003). Research by Abbot and Howarth (2005) corroborate this pattern of discrimination against disabled LGB people. Disabled respondents in their research not only reported higher levels of criminal victimisation but also experienced below average service provision across all services. These higher rates of neglect and victimisation may by explained by Snape, Thomson and Chetwynd (1995) who state that those with prejudices against homosexuals are also significantly likely to hold similar negative attitudes

towards those with disabilities. What is difficult to ascertain is whether this discrimination results from their sexual orientation or from their disability.   It could be that what they experience is discrimination due to multiple marginalised identities. Further research is required to unravel these complexities in prejudice.

Employment

Generally respondents reported more positive workplace experiences compared to the first Stonewall Cymru Survey (Robinson and Williams 2003). However, in 'formal' terms those working in the private sector, especially those in SMEs, were more likely to have not been appointed, to have been dismissed, to have been disciplined and to have been denied promotion due to their LGB status. Further, women, lower earners, younger respondents and those in larger organisations reported more mixed experiences in the current survey in relation to 'informal' workplace experiences. Compared to others, respondents exhibiting the above characteristics felt less confident that policies and procedures at work would protect them from harassment or discrimination, and seemed less likely to feel that their employers were explicitly positive about LGB people.

Compared to the first Stonewall Cymru survey (Robinson and Williams 2003), respondents in this survey reported lower levels of workplace mistreatment. In the 2003 survey 50% of respondents reported not receiving the same employee concessions as non-homosexual employees while 25% reported being dismissed from their job because of their LGB status.   The most commonly experienced mistreatment in the current survey was feeling unable to talk about private lives at work (experienced by 30% of the sample). The next most commonly experienced type of mistreatment was being the butt of office jokes (21%) with a roughly similar amount expressing feeling a lack of respect from their work colleagues or superiors (19%). Forms of illegal discrimination were experienced by approximately 5% of the sample. Not receiving the same employer concessions as non-homosexual employees was experienced by 7% of the sample, while not been appointed or selected for a job because of their sexual orientation was experienced by 5%, being

dismissed from a job because of their sexual orientation was experienced by 5%, and being disciplined at work due to sexual orientation was experienced by 4%. Variables that impacted upon the extent of mistreatment included region, type and size of industry. In 'formal' terms respondents working in SMEs, those from North Wales and those in the wholesale trade industry were most likely to feel that they had experienced mistreatment at work. Sectorial analysis showed that respondents from the public sector reported the lowest rates of discrimination in hiring, promotion and disciplinary procedures. Conversely the same respondents reported higher rates of discrimination in relation to more informal practices that impact upon people's quality-of-life at work. The private sector appeared to be most problematic in its hiring, promotion and disciplinary procedures. However, those respondents working for SMEs were equally as likely to report more 'informal' day-to-day mistreatment compared to larger organisations.

Research by the TUC (2000) identified that 44% of respondents in their research reported experiencing workplace discrimination. Mason and Palmer (1993) identified that 16% of respondents in their study had at least one experience of discrimination at work, and a further 21% suspected they had. The same research found that 48% of respondents had been victim to harassment because of their sexuality. Research by Colgan *et al.* (2006) found that 22.7% of respondents had experienced harassment in work. Similar research conducted by Snape *et al*. (1995) found that 21% of their sample had been victim to harassment in the work place. While rates of illegal workplace mistreatment were lower in the current research compared to these other studies, the more informal and often insidious forms of homophobic harassment and bullying remain abundant. These forms of discrimination, often the most difficult to eradicate, have a disproportionate impact upon the social and psychological well-being of LGB employees.

The Employment Equality (Sexual Orientation) Regulations 2003 which came into force on December 1st 2003 outlaw discrimination in employment and training on grounds of sexual orientation. It is likely that these regulations have had some impact on the treatment of LGB employees which is reflected

in this current survey. Several of the qualitative responses in the survey corroborated the positive quantitative findings:

> "I have never felt my sexuality is relevant enough to warrant any different treatment to anyone else. I just happen to be gay, end of story. I find if I don't make it a 'big issue' then the people I work with/ socialise with don't either."

> "I have not experienced any form of discrimination in work. Indeed, colleagues (and my Medical Director particularly) were hugely supportive when I experienced a relationship breakdown some years ago. They ask about my ex-partner now, and in the past I have taken him to speciality meetings, courses, etc. I had a deliberate policy of openness when I joined this hospital in 1991 and have never had cause to regret it. I believe people decide about me on the basis of the quality of my work, my professionalism and my general attitudes; whether or not I am gay is a non-issue."

> "I have worked for this local authority for the last 20 years and have not experienced any discrimination, although I have been out for the whole of that period. In saying that I do not push my sexuality on any of my colleagues, I am totally open with them and they with me."

However, some other qualitative responses in the survey indicate a mixed picture. While some advances have been made there are still instances of discrimination occurring at grass roots level:

> "Something that I find constantly surprising at work is how willing my colleagues have sometimes been to say homophobic things about others. This happened particularly when I first started and wasn't out at work. A new colleague was due to start the following week, and I asked what she was like. One of my superiors thought it was appropriate and relevant to describe her as a "Big Dyke". I know he only felt able to say it because at the time he thought I was straight. It wasn't an isolated incident, and yet every time I'm taken by surprise, and after can't think on the spot how to challenge it."

> "[I received] considerable discrimination from a local authority employer in Wales. This included being subjected to physical violence and refusal of the L.A. to deal with the situation and being subjected to [subsequent] victimisation for officially complaining."

In relation to employment issues there is clearly a departure from the bleak picture painted by the first Stonewall Cymru survey (Robinson and Williams 2003). However, instances workplace homophobic harassment, violence and

discrimination remain and government legislation alone will not eradicate all forms of mistreatment in employment. What is needed is a sea change within the cultures of small and large, public and private organisations where LGB employees are regarded as equal and valued members of staff at all levels.

Policy Recommendations

These recommendations are addressed to Ministers responsible for equality in their portfolios and in order to ensure implementation of further improvements in the lives of LGB people in Wales, to those responsible within local government, service providers and businesses.

General

- The Government of Wales Act [s.77] requires the promotion of equality for all people in Wales. All public bodies should be statutorily obliged to mainstream sexual orientation equality in policy, service design and delivery.
- In order to be able to do this the data gap for sexual orientation must be closed.
- There is a need for increased support for people 'coming out' as LGB, responsive to their life stage.

Relationships

- The Welsh Assembly Government to ensure that equality and diversity training and guidance for all NHS Wales staff includes LGB healthcare needs and concerns.
- NHS Wales should issue guidance in relation to the inclusion of partners and friends as 'next of kin' when the patient requests this.
- Unregistered partners should be able to claim their deceased partner's body for burial if this was their partner's wish.
- Further advice and access to adoption services to be made available.

Education and Young People

- The Welsh Assembly Government to make available in schools in Wales the Stonewall Cymru DVD resource to train teachers and tackle homophobic bullying.

- School counsellors trained in understanding LGB issues, confident to discuss sexual identity and relationships.

- Mandatory equality training for School Governors, and the extension of the duties placed upon School Governors in Wales to promote gender and race equality, to include promoting LGB equality.

- Estyn to inspect on the success of anti homophobic bullying policies in Welsh schools as part of the inspection process. Inspection on anti-bullying policies to report on outcomes from anti-bullying initiatives.

- Monitoring of outcomes of the inclusion of LGB issues in the Personal and Social Education key stage framework in the National Curriculum.

- Diversity training, including awareness raising about the diversity and richness of LGB lives, to be embedded into the PGCE curriculum, forming a substantive component of the teacher training course.

- Diversity training updated annually.

Community Development and Age

- The Welsh Assembly Government to enable the setting up of virtual LGB networks across Wales to aid communication for both local community strategy partnerships to access the voice of lesbian, gay and bisexual people, particularly those who are from rural areas and women, younger people, older people, disabled people and those from ethnic minorities.

- Consider the compounded impact when these exclusionary factors combine

Employment

- Employers should seek to actively engage LGB people where negative stereotypes create 'chill factors' for certain occupations - social work, teaching, police service, youth services etc.

- In line with Stonewall Cymru Diversity Champions programme, the Welsh Assembly Government to provide support and guidance about appropriate policies and procedures to ensure equality of opportunity and to challenging bullying and harassment of LGB staff in the workplace.

- Employers in all sectors and organisation sizes should encourage sustainable LGB staff networks.

- Training on how to monitor sexual orientation effectively to improve working conditions and career prospects.

- Make 'cross-strand' links within the Equal Pay campaign in Wales

- The National Assembly for Wales should continue to consider the effects of the exemptions for religious organisations to the Employment Equality (Sexual Orientation) Regulations 2003.

Criminal Justice

- The Welsh Assembly Government to support the principle of the introduction of an offence for incitement to hatred against LGB people, and the introduction of distinct offences including violence, harassment and property akin to the racially aggravated offences delineated in the Crime and Disorder Act (1998).

- Effective enforcement of the powers to increase custodial sentences for crimes motivated by homophobia (as defined in the Criminal Justice Act 2003).

- A consistent and coordinated best practice approach to encouraging reporting, handling and recording homophobic incidences and crimes within the four police forces in Wales.

- The Welsh Assembly Government to ensure Diversity training for all public, voluntary and private sector organisations involved in the Criminal Justice system to include awareness of specific LGB needs.

- Resources for such training within voluntary sector agencies such as Victim Support, as part of a multi-agency referral network.

Public Services

- The Welsh Assembly Government should ensure that all public services in Wales are available to LGB people and that they take into account their needs.

- Service design that takes account of the new anti-discrimination goods and services legislation (Sexual Orientation Regulations 2007) but which exceeds their scope by addressing the reasons why LGB people can be reluctant to present to health, housing, social care and social services providers (public, voluntary and private).

- Customer monitoring for public services should be encouraged to capture both specific needs and to ensure equality is mainstreamed into provision. Training is required to produce effective monitoring techniques, analysis, use and storage of data.

Media

- Despite a hugely successful campaign to build relationships with the media in Wales and a significant increase in balanced reporting of LGB lives, very negative opinions of print and broadcast media persist amongst LGB people in Wales. This is in part due to the portrayal of LGB characters in fictional and popular programming. Media organisations need to do more to engage with LGB people in Wales and to understand the effects of perpetuating stereotypes.

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Appendix A - The Survey