

Serves You Right

Lesbian and gay people's expectations
of discrimination



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Serves You Right

Lesbian and gay people's expectations of discrimination

Ruth Hunt and Sam Dick

Genuine equality will not be achieved by providing the same service for everyone; equality of opportunity is not enough. It means delivering the same outcome for everyone, recognising the diverse needs of different communities and individuals and responding appropriately to those needs."

Alan Johnson, Secretary of State for Health, 19 February 2008

Introduction

The last five years have seen a catalogue of legal changes benefiting lesbian, gay and bisexual people. But however centrally involved Stonewall has been in campaigning for those legislative landmarks – from the repeal of Section 28 to the introduction of civil partnership – we’ve always been aware that changing the law is the easier part of changing the wider world.

This report outlines the results of the first statistically significant national survey ever conducted into the life experiences of Britain’s 3.6 million gay people. The resulting picture is stark.

Many lesbian and gay people still expect discrimination in their everyday lives. They still feel prevented from making a positive contribution to their communities and their workplaces. From police stations to family courts and from housing to health services, gay people remain uncertain of fair treatment, an uncertainty all too often derived from personal experience.

This research provides a powerful reminder that the equality of output which remains central to any aspiration for personalised 21st-century public services is dependent upon moving beyond equality of input. People need to be treated differently according, precisely, to the nature of their different needs.

The insight provided by this report highlights the one remaining gap at the heart of Britain’s legislative equality framework. There is not yet a duty on public bodies requiring them to promote equality of service for gay people in the way that already exists for gender, ethnicity and disability. The urgency of introducing such a ‘positive duty’ on public bodies is amply illustrated by the compelling new evidence outlined here.



Ben Summerskill
Chief Executive
Stonewall

Contents

page

Summary and key findings

4

1. A political voice: gay people in public life

6

2. Schools and families: gay people and education

9

3. The right side of the law: gay people and the criminal justice system

11

4. The caring professions: gay people and health and housing

13

5. The token: gay people in the media

16

6. The day job: gay people in the workplace

18

Recommendations

19

This research was carried out by YouGov for Stonewall in December 2007

Summary and key findings

In December 2007 Stonewall commissioned YouGov to survey a sample of 1,658 lesbian, gay and bisexual people across Britain. This is the first time a national polling organisation has been able to conduct a survey exclusively with gay people. The survey canvassed opinion on lesbian and gay people's expectations and experiences of:

- politics and political engagement
- the workplace and the role of employers
- education and the education of their children
- crime and the criminal justice system
- housing and healthcare
- the role of the media

The aim of the research was to understand gay people's perceptions about how being gay affects how they are treated and how they think they will be treated by employers and public bodies.

Expectations matter

Despite significant advances in legislative equality, lesbian and gay people still anticipate that being open about their sexual orientation will hold them back.

In politics:

- Nearly nine in ten lesbian and gay people think they would face barriers from the Conservative Party if they wanted to be selected to run for parliament. Seven in ten supporters of the Conservative Party would expect to face barriers.
- Three in five lesbian and gay people think they would face barriers to selection by the Labour Party. Two thirds of lesbians would expect to face barriers.

- Half of lesbian and gay people think they would face barriers to selection by the Liberal Democrats.

In education and families:

- Three in ten think they would be treated worse than heterosexuals if they wanted to enrol their child into a primary school or secondary school.
- Nine in ten would expect to face barriers to becoming foster parents because they are lesbian or gay.
- Eight in ten think they would face barriers to becoming a school governor because of their sexual orientation.

Police and the justice system:

- One in five lesbian and gay people expect to be treated worse by police than a heterosexual if they report a crime, while a quarter think they would be treated worse than other victims of crime if they reported a homophobic hate crime.
- More than a third of lesbian and gay people, including half of those over the age of 50, think they would be treated worse than a heterosexual if they were suspected of committing a crime. Nearly a third think they would be more likely than heterosexuals to be asked for their identity cards, should these be introduced, if police suspected they were gay.
- One in six think they would be treated worse by a magistrate for a minor offence because they are lesbian or gay, while three fifths think they would face barriers to becoming a magistrate because of their sexual orientation.

In health and social care:

- One in five lesbian and gay people expect to be treated worse than heterosexuals when applying for social housing.
- One in fourteen lesbian and gay people expect to be treated worse than heterosexuals when accessing healthcare for a routine procedure or an emergency procedure, while eight per cent have the same expectations about general practice.
- Gay women, who have received fewer targeted healthcare messages than gay men, are twice as likely to expect to be treated worse.

Discrimination still exists

Even though employers and public bodies have a responsibility to protect lesbian and gay people from discrimination, lesbian and gay people still encounter prejudice in their day-to-day lives.

In the workplace:

- Nearly one in five lesbian and gay people have experienced homophobic bullying in the workplace during the last five years.
- A third think that lesbian and gay people who are open about their sexual orientation are more productive in the workplace.

In education:

- Homophobic bullying in schools is getting worse. Almost three in ten lesbian and gay people aged over 55 say they experienced homophobic bullying compared to more than half of those aged 25-34 and over six in ten lesbian and gay students at

school in 2007, according to Stonewall's *School Report*.

- More than eight in ten lesbian and gay people would not have felt able to be open about their sexual orientation in school.

Being gay-friendly pays

Public bodies and companies that make a positive effort to include lesbian and gay people, and take active steps to prevent discrimination, reap rewards in the support they will receive from them. Meanwhile, TV broadcasters that reflect the real lives of lesbian and gay people are viewed more positively by lesbian and gay viewers.

In the media:

- Nearly half of lesbian and gay people think the overall portrayal of lesbian and gay people on television is unrealistic. However, two thirds think the portrayal on Channel 4 is realistic.
- More than eight in ten lesbian and gay people think Channel 4 is likely to respond to complaints about homophobia as seriously, or more seriously, than other complaints. Just three in ten think ITV would take complaints less seriously.

On the high street:

- Three in five lesbian and gay people are more likely to buy products and services from companies who show a positive commitment to recruiting gay people.
- Nearly half are more likely to buy products that use images of lesbian and gay people to sell their products.

The political voice: gay people in public life

In 2008 there are no openly gay or lesbian people in the British cabinet, the Scottish cabinet or the Welsh cabinet. There are only two openly gay peers in the House of Lords out of more than 700 members and only one openly lesbian MP in the House of Commons.

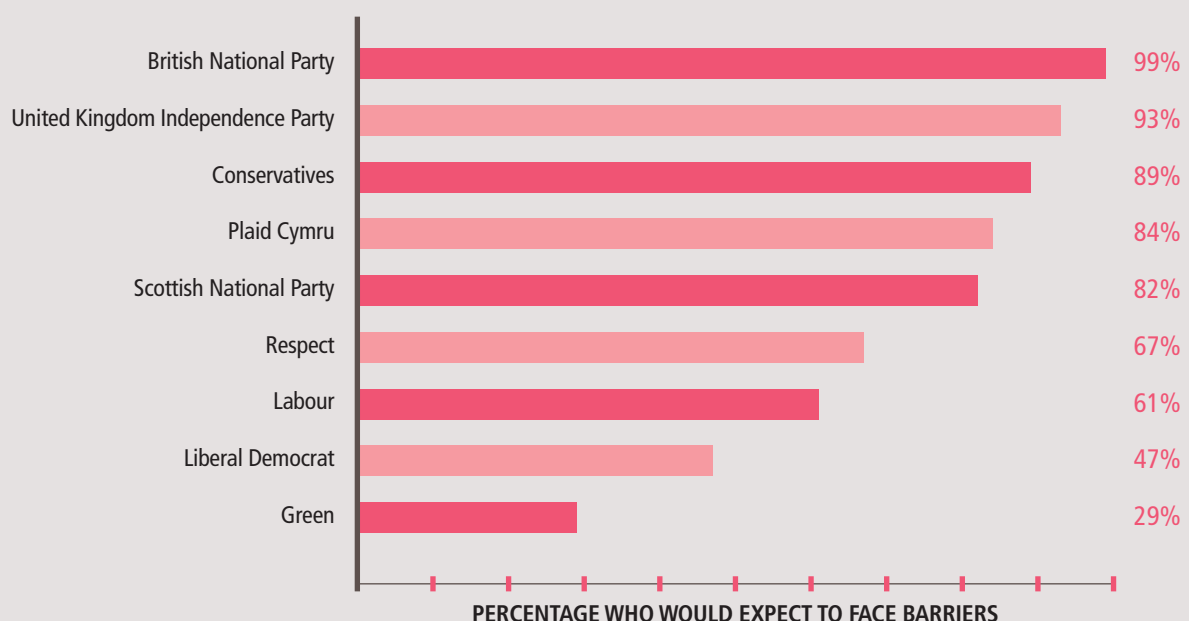
Despite modest efforts by some political parties, the majority of lesbian and gay people expect to experience discrimination if they seek selection by a political party to run for parliament. Nearly nine in ten lesbian and gay people think they would face barriers from the Conservative Party; six in ten think they would face barriers from the Labour Party and nearly half expect to face barriers if they sought selection from the Liberal Democrats.

Women are more likely to think this: two thirds of lesbians expect to be discriminated against if they wanted to be selected by the Labour Party. It is significant that in 2008, there is only one 'out' lesbian politician in the House of Commons and none in the House of Lords.

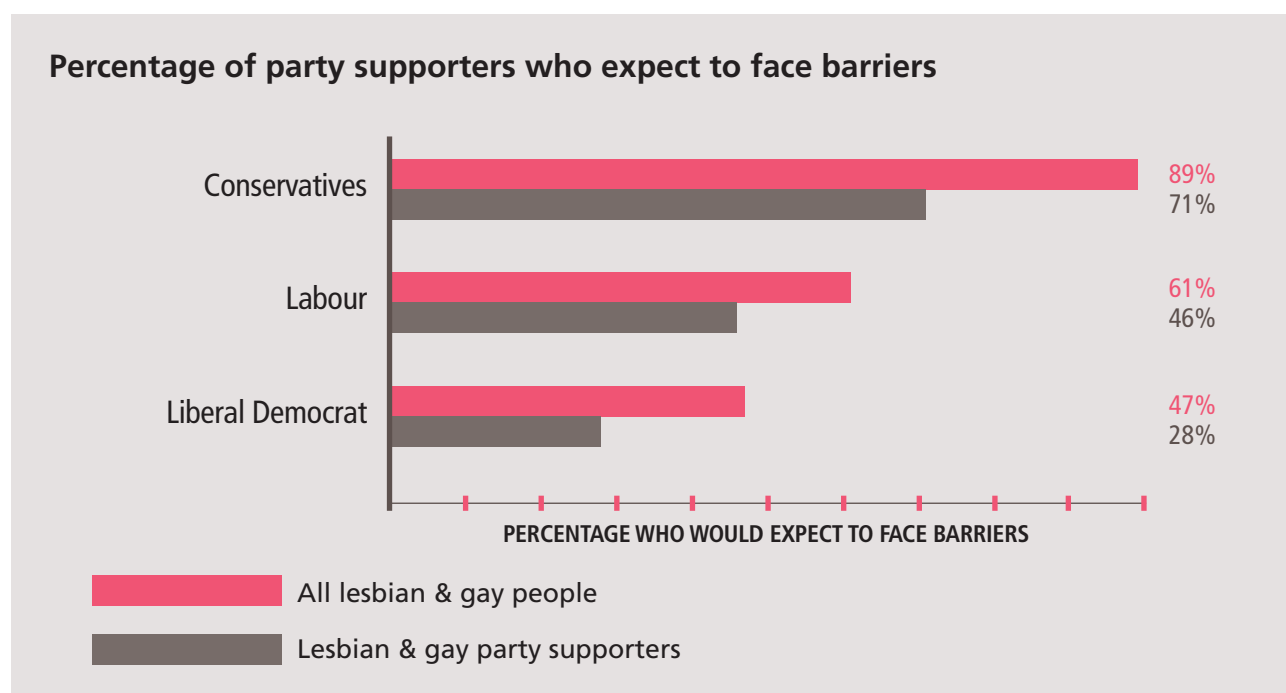
Political parties have even failed to convince their own gay and lesbian supporters that they can play a full role in political life with significant numbers expecting to face discrimination should they seek selection as a parliamentary candidate. Once again the Conservative Party is regarded least favourably out of the main parties with seven out of ten lesbian and gay party supporters expecting barriers to selection. However, nearly half of Labour supporters say they would also expect problems from their party getting selected along with three in ten Liberal Democrats.

Living Together, a YouGov survey of more than 2000 adults commissioned by Stonewall in October 2006, found that nearly nine in ten voters would be 'comfortable' if their MP was lesbian or gay, yet more than half felt that lesbian and gay people were likely to conceal their sexual orientation in politics.

Would you expect to face barriers to selection if you wanted to run as an MP?



During the 2005 General Election campaign, Sayeeda Warsi, the Conservative candidate for Dewsbury, published campaign materials saying that the equalisation of the age of consent had allowed “school children to be propositioned for homosexual relationships”.



“There are too few women, too few gay men and women, too few black and minority ethnic MPs, all roughly for the same reason.” Nick Clegg MP, Leader of the Liberal Democrats – November 2007

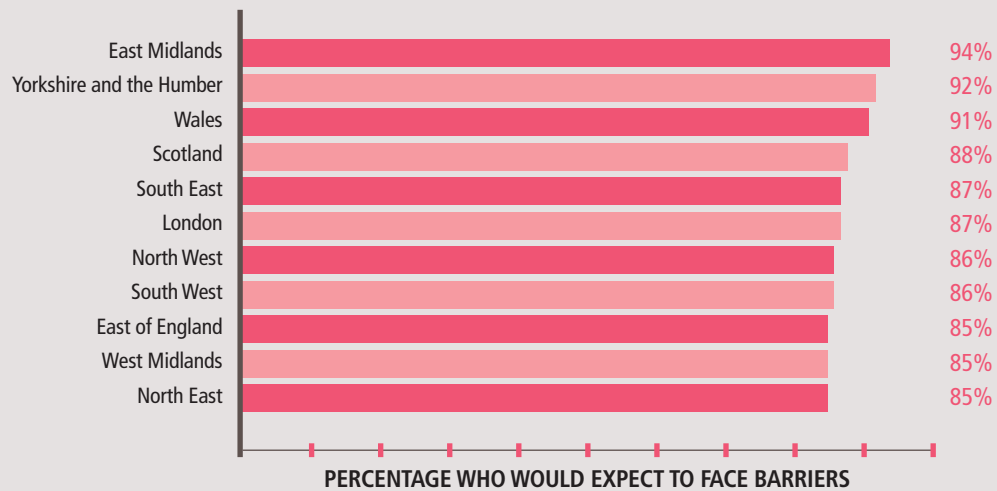
Local politics is little better. Lesbian and gay people expect to face similar barriers if they want to be selected to run as local councillors. Nearly two thirds would expect to face barriers from the Labour Party, nearly nine in ten would

expect to face barriers from the Conservative Party, and half would expect to encounter barriers from the Liberal Democrats. Lesbian and gay people expect to face barriers to selection across the country.

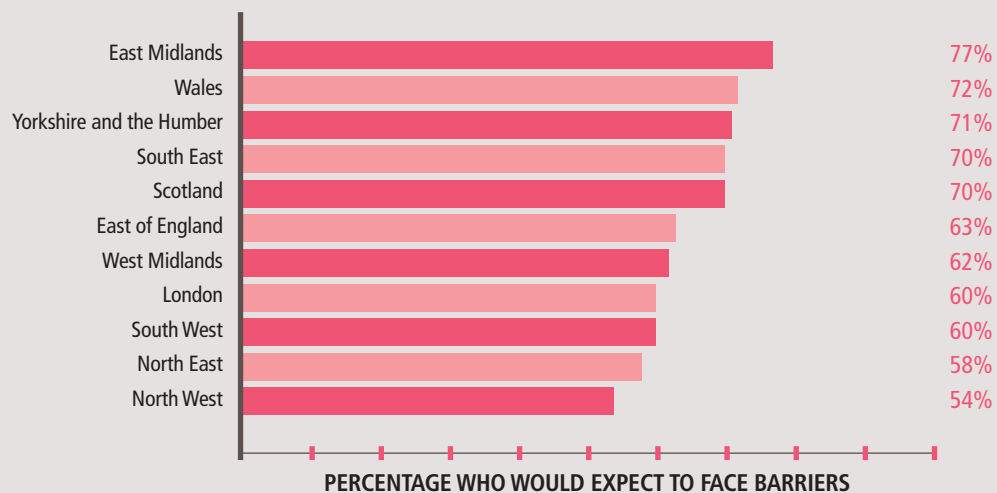
In 2007, Miranda Grell, a Labour candidate for the Leyton Ward in the London Borough of Waltham Forest, was convicted under the Representation of the People Act (1989) on two counts of making false statements about another candidate to gain electoral advantage.

Grell was accused of telling one prospective voter that her opponent, Cllr Barry Smith, a gay man in a civil partnership, was a paedophile who had a 16 year old boyfriend. Mr Smith’s partner is 39. Mr Smith was subsequently abused in the street for being a paedophile.

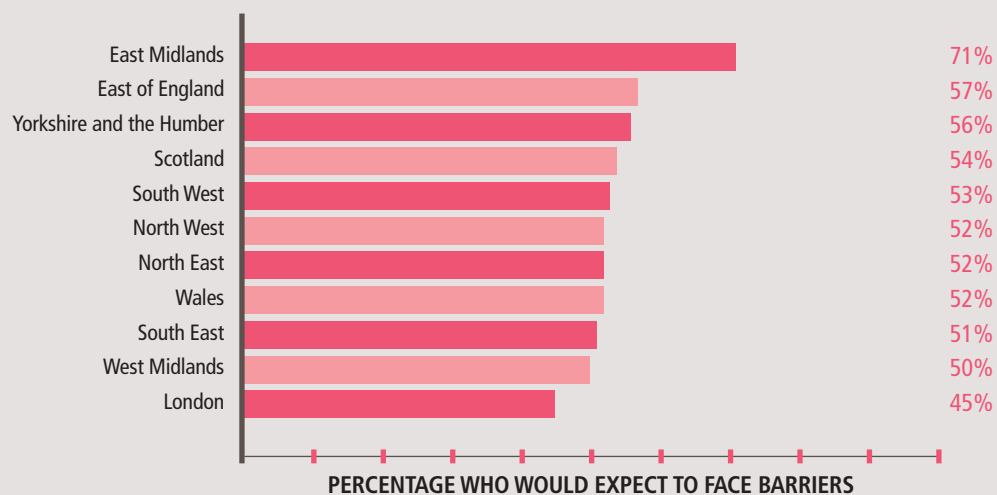
Would you expect to face barriers to selection as a local government candidate by the Conservative Party?



Would you expect to face barriers to selection as a local government candidate by the Labour Party?



Would you expect to face barriers to selection as a local government candidate by the Liberal Democrat Party?



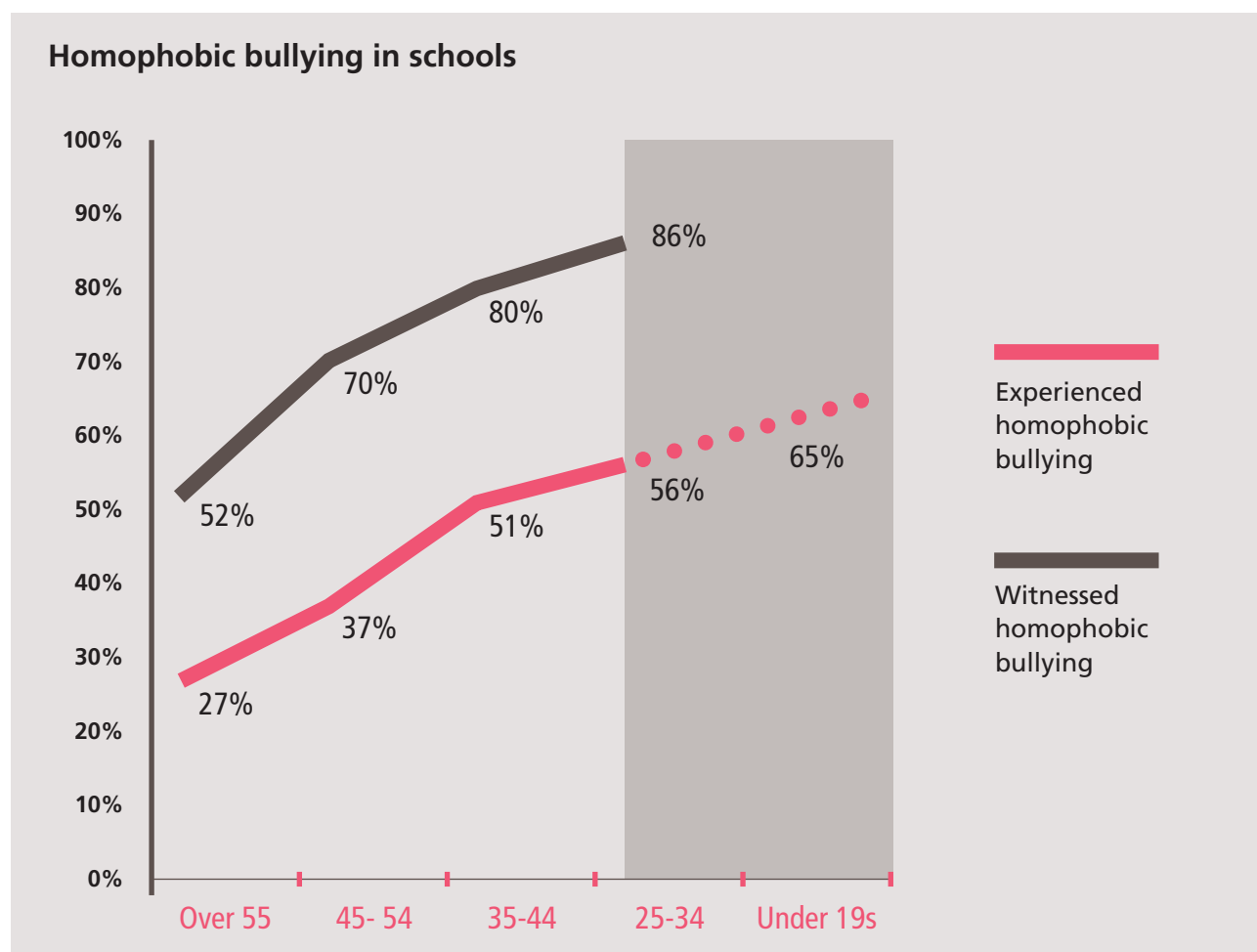
Schools and families: gay people and education

Until the repeal of Section 28 in 2003, many schools believed that they could not tackle homophobia and homophobic bullying. This has resulted in homophobic bullying becoming almost epidemic in Britain's schools.

Only 27 per cent of lesbian and gay people over the age of 50 experienced homophobic bullying, however, Stonewall's School Report found that 65 per cent of young lesbian and

gay people at school in 2007 had experienced homophobic bullying. Just over half of those now over the age of 50 witnessed homophobic bullying of others while as many as 86 per cent of those now aged 18-24 witnessed homophobic bullying of others. It is perhaps not surprising therefore that 82 per cent of lesbian and gay people say they would not have felt able to come out at school.

Nearly two in three lesbian and gay pupils at school in 2007 experienced homophobic bullying, but almost six out of ten of them did not report it. Meanwhile, four in five young gay people say homophobic language and comments in school are commonplace. *School Report*, Stonewall (2007)



In 2004, Laura Rhodes a schoolgirl from Neath, committed suicide after being branded the 'school dyke'. Laura was bullied after she told a school friend that she might have been lesbian and rumours about her sexuality quickly spread around the school.

Their own experiences in school, and the fact that homophobic bullying is rising, leads many lesbian and gay people to expect discrimination when accessing education and other public services for their own children.

Three in ten lesbian and gay people expect to be treated worse than heterosexuals if they enrol their child in primary

or secondary school. Eighteen to twenty-four year olds are more likely to expect less favourable treatment as a result of being gay.

Four in five lesbian and gay people also expect to face discrimination if they were to apply to become a school governor.

Would you face barriers to becoming a school governor?



"I believe that the welfare of vulnerable children is at stake. Placing these children with gay couples is an experiment in social science because we do not know what kind of impact it may have on them... They are being used as guinea pigs." Andrew McClintock, magistrate, Sheffield Family Court

The Fostering Network estimates that there is a shortfall of 10,000 foster carers across Britain. However, nine in ten lesbian and gay people would expect to face barriers if they applied to become foster parents. Lesbian and gay people in Scotland expect to face more significant barriers compared to those in other parts of the UK.

Two in five lesbian and gay parents expect to be treated worse than heterosexuals if they were to appear before a family court in a divorce or custody case. Nearly half of lesbian and gay people without children anticipate discrimination from a family court judge in the same circumstances.

In 2006, the Judicial Advisory Committee's Diversity Strategy was developed to "bring about a more diverse judiciary with increased understanding of the communities it serves..." The strategy aims to see annual increases in the diversity of applicants in respect of disability, ethnic origin, gender and professional background. The strategy makes no reference to the under-representation of lesbian and gay people in the judiciary. All the judges appointed since 2006 have been white male barristers. Most were educated at independent schools.

The right side of the law: gay people and the criminal justice system

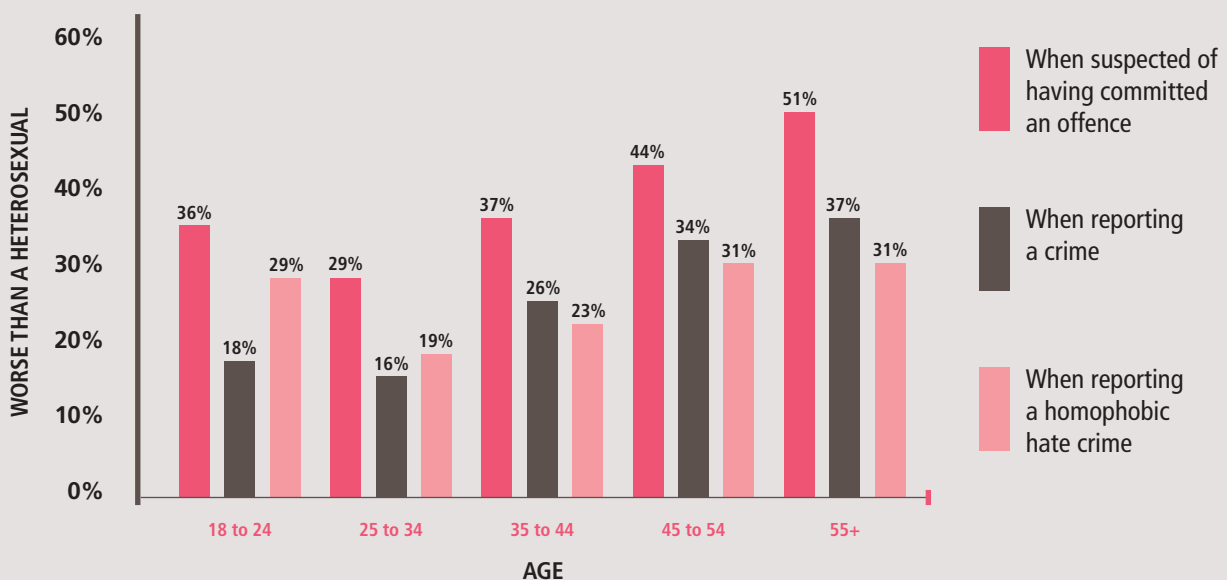
The Home Office estimates that 90 per cent of homophobic hate crime and incidents go unreported.

Lesbian and gay people expect that they will be treated worse than heterosexuals if they report or commit a crime.

Nearly one in three lesbian and gay people have reported an offence or possible offence to the police in the last 12 months. More than one in five lesbian and gay people would expect to be treated worse than heterosexuals when reporting a crime if the police officer knew they were lesbian or gay. Age has a significant bearing on their expectations; lesbian and gay people over the age of 50 are twice as likely

to think this compared to people aged between 18 and 29. Lesbian and gay people think they will be treated even worse by the police if they report a homophobic hate crime. A quarter of lesbian and gay people in London think so, and this rises to a third of lesbian and gay people in Scotland, Wales, Yorkshire and the East Midlands. Lesbian and gay people over the age of 50 are even more wary; nearly two in five older lesbian and gay people expect to be treated worse if they report a homophobic hate crime.

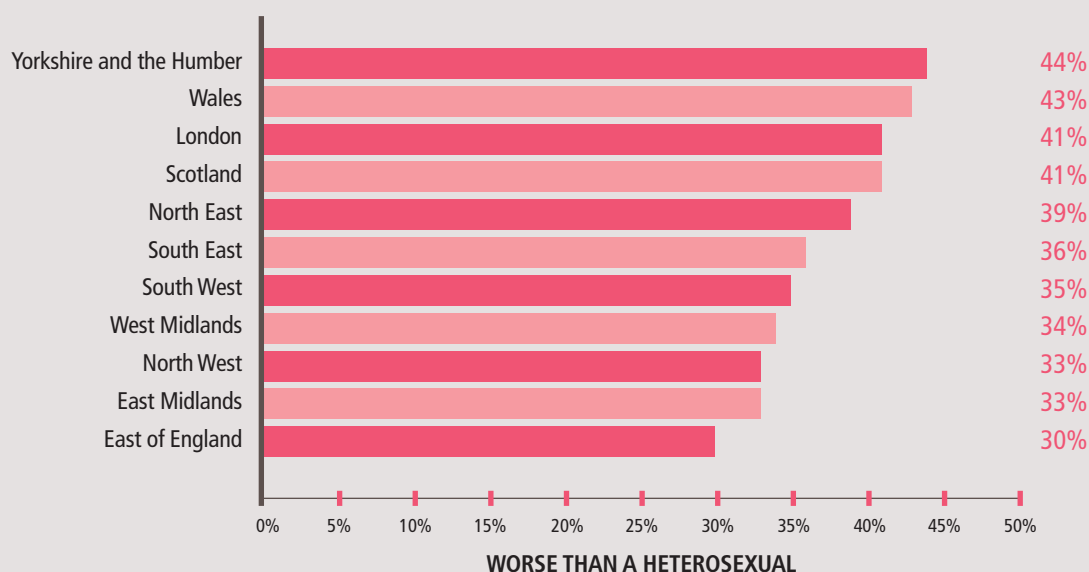
How do you expect to be treated by the police if they know your sexual orientation?



In 1993, Colin Ireland murdered five gay men in London. There were numerous failings in the Metropolitan Police investigation. The police's lack of understanding and sensitivity resulted in vital connections being missed and led to a fatal delay in warning the gay community about the risk to them.

In 1997, the Macpherson Inquiry reported into the death of black teenager Stephen Lawrence who was also murdered in 1993. Its findings led to a complete overhaul of policing in the UK. There has been no similar judicial or formal inquiry into the systemic failings of the police during the Colin Ireland investigation.

How would you expect to be treated by a police officer if you were suspected of having committed an offence?



When recommending appointment as magistrates, local advisory committees are required not only to consider the personal suitability of candidates but also the need to ensure that the composition of each bench “broadly reflects the diversity of the community it serves”.

Over a third of lesbian and gay people think the police would treat them worse than a heterosexual because of their sexual orientation if they committed a crime or were suspected of committing a crime. Older lesbian and gay people are more concerned; over half think they will be treated worse than heterosexuals. There are regional and national variations too. Four in ten lesbian and gay people living in London, Scotland, Wales and Yorkshire expect they would be treated worse than a heterosexual.

A significant number of lesbian and gay people also perceive that they will be discriminated against by the police even if they are neither a suspect nor the victim of a crime. For example, three in ten lesbian and gay people think that the police would be more likely to stop them than heterosexuals to require them to produce their identity card, were they to be introduced. Again older gay people are more wary of

police with half of lesbian and gay people over the age of 50 saying the police would be more likely to request their identity card than that of a heterosexual.

Other areas of the criminal justice system are also of concern to lesbian and gay people. One in six think they would be treated worse than heterosexuals if they appeared before a magistrate for a minor offence. Furthermore, 60 per cent of lesbian and gay people would expect to face barriers to becoming a magistrate because of their sexual orientation.

Nearly a quarter of lesbian and gay people think they would be treated worse if they appeared before a judge for a major offence. Six in ten gay men, and half of women, think they would be treated worse by a prison officer if it was known they were lesbian or gay.

In 2005, Mr Justice John Freeman refused asylum to a gay man from Iran who claimed that if he returned he would be arrested and punished for being gay after Iranian authorities discovered a video of him kissing another man. Among a catalogue of belittling language, Freeman described as ‘unseemly activity’ the appellant’s kissing of another man and described his being gay as a ‘predilection’.

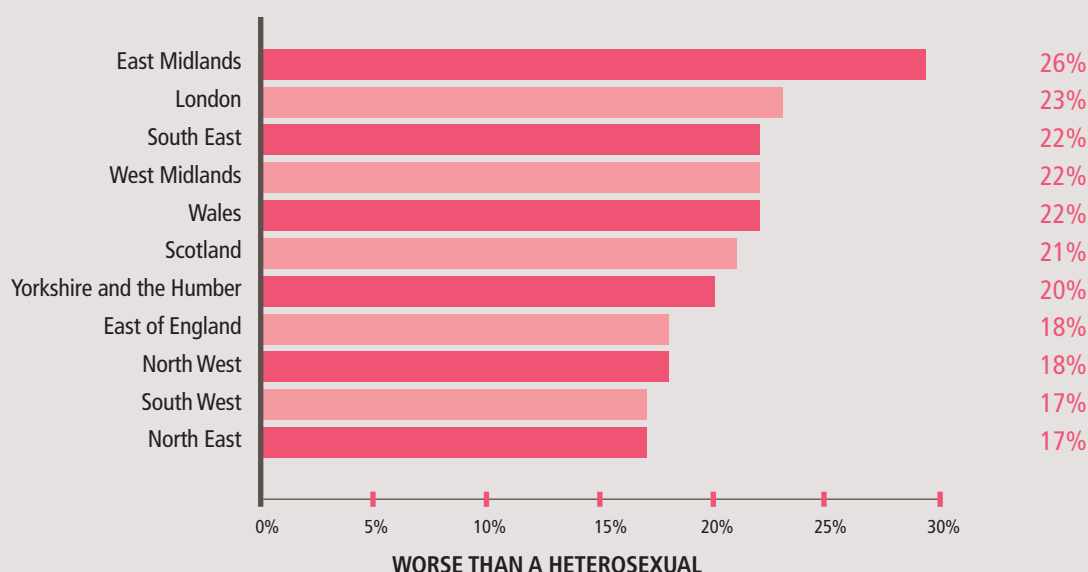
The caring professions: gay people and health and housing

"In spite of such difficulties, however, the evidence is that where people are most confident that they will be supported they are more willing to be open with their health and social care providers about their sexuality. We need to ensure that we provide a service that is not merely neutral but totally positive on sexual orientation and gender identity." Alan Johnson, Secretary of State for Health, 19 February 2008

Since April 2007 it has been unlawful to discriminate against lesbian and gay people in the provision of goods and services. This includes the provision of healthcare, housing and other public services. However, one in five lesbian and gay people

still expect to be treated worse when applying for social housing and this rises to one in four among young (18-24) and older (over 55) gay people. Gay women are more likely to expect discrimination when applying for social housing.

How would you expect to be treated by a housing officer when applying for social housing?



"There is punishment and fine if you throw rubbish or filth in the streets. The gays are worse than the ordinary careless citizen. They are causing the spread of disease with their irresponsible behaviour. They are the root of many sexually transmitted diseases."

Dr Muhammad Siddiq, GP for Walsall Primary Care Trust, *Pulse* magazine 2007

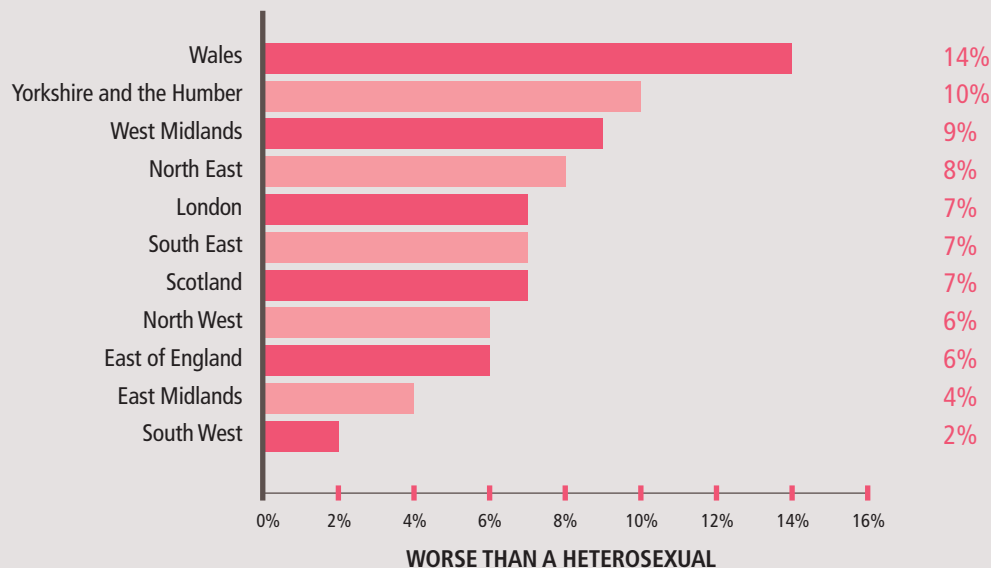
For some lesbian and gay people access to healthcare is also of concern. One in fourteen lesbian and gay people, around 300,000 people across Britain, expect to be treated worse than heterosexuals when seeking healthcare. Gay women, who have received fewer targeted health messages than gay men, are almost twice as likely to expect discrimination because of their sexual orientation.

However, there are some significant regional differences in attitudes to healthcare. For example, Welsh lesbian and gay people are seven times more likely to expect unequal treatment in an emergency and during routine procedures than those in the South West. And lesbian and gay people in Yorkshire and the Humber are five times more likely to expect discrimination during routine procedures than those in the South West.

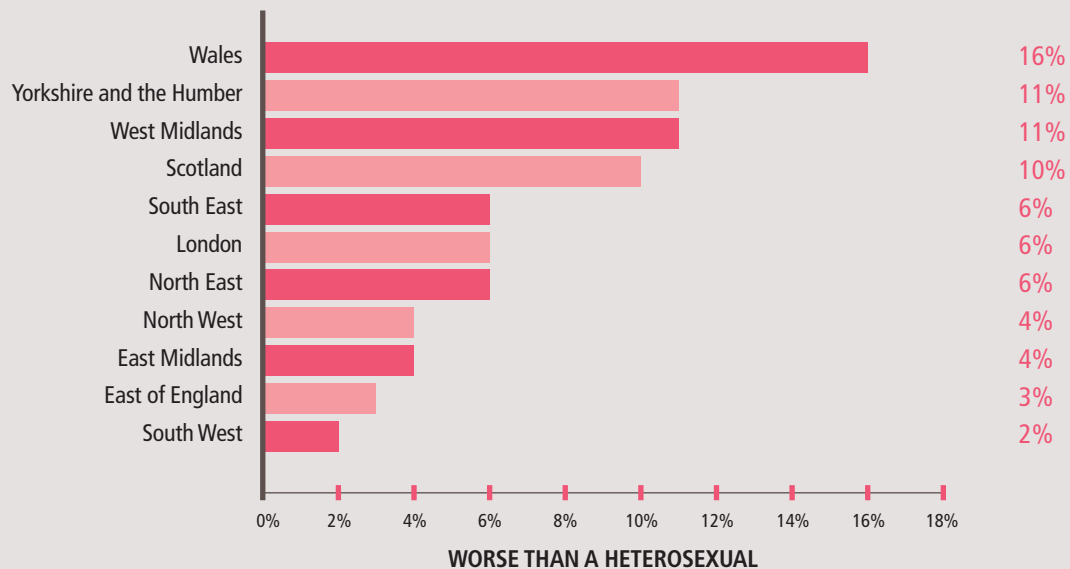
A patient explaining that she lived with another woman was described by a clerk as 'disgusting' in front of the podiatry manager – which he did not challenge.

Nancy, Community Specialist Podiatrist, *Being the Gay One*, Department of Health (2007)

How would you expect to be treated if you were admitted to hospital for an emergency if you were known to be gay?



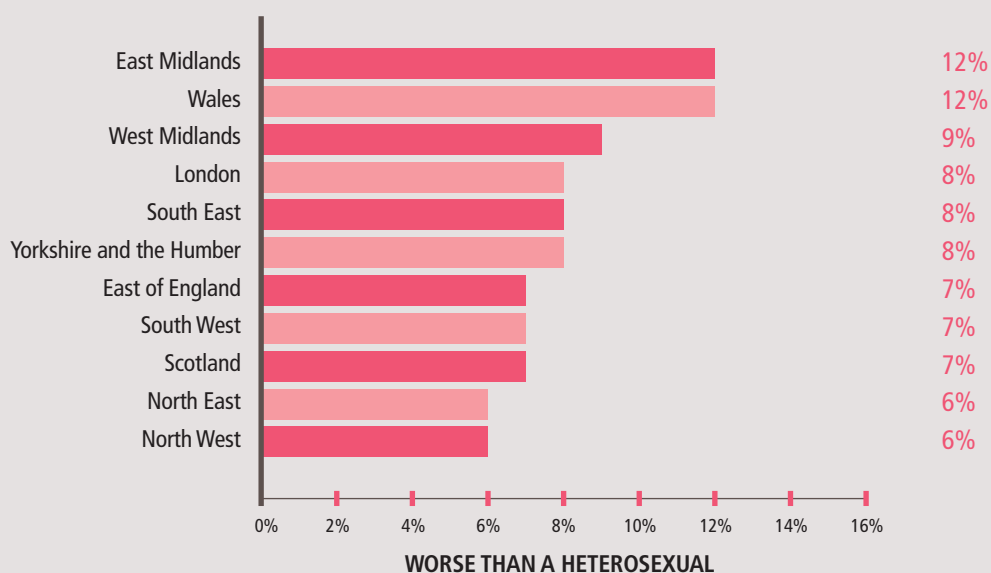
How would you expect to be treated for a routine procedure if it was known you were gay?



"Sir Elton John was just coming out of his civil partnership ceremony, and was on the radio in the theatre... Then the assistant surgeon said she wondered who was wearing the frock. The surgeon said he thought it ridiculous that gays could now get married and what on earth was the world coming to recognising this type of union. He went on to ask his assistant if she realised gays could adopt as well, he thought it outrageous."

Conversation overheard by a lesbian patient during her treatment to reattach nerves in her finger at Queen Victoria Hospital, East Grinstead, Dec 2005

How would you expect to be treated by your GP?



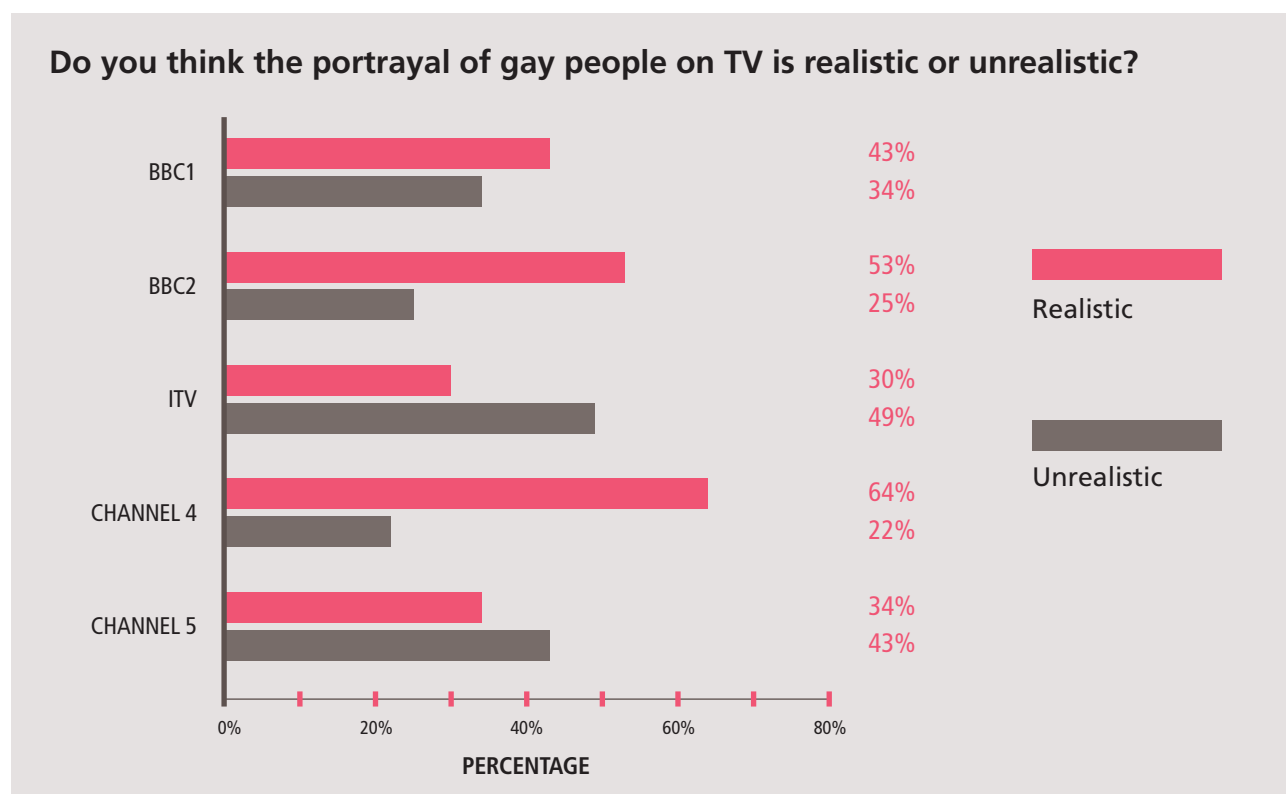
"My GP asked out of the blue in the course of a routine examination if I was gay. When I said 'yes' she replied 'Is that a problem for you?' " NHS Patient, south east London, December 2007

The token: gay people in the media

"Apparently, *EastEnders* is to get a new gay character in 2008. He – for lesbians are boring – will be Jane Beale's brother. He will, according to a source, be "suave and a real charmer" – so nothing like Jane's husband, then – and follows in the tradition of Colin and Barry, Tony and Simon and that doctor who was in it for five minutes. Dr Funseeker, was it?" Gareth McLean, TV Critic, *The Guardian*, 8th November 2007

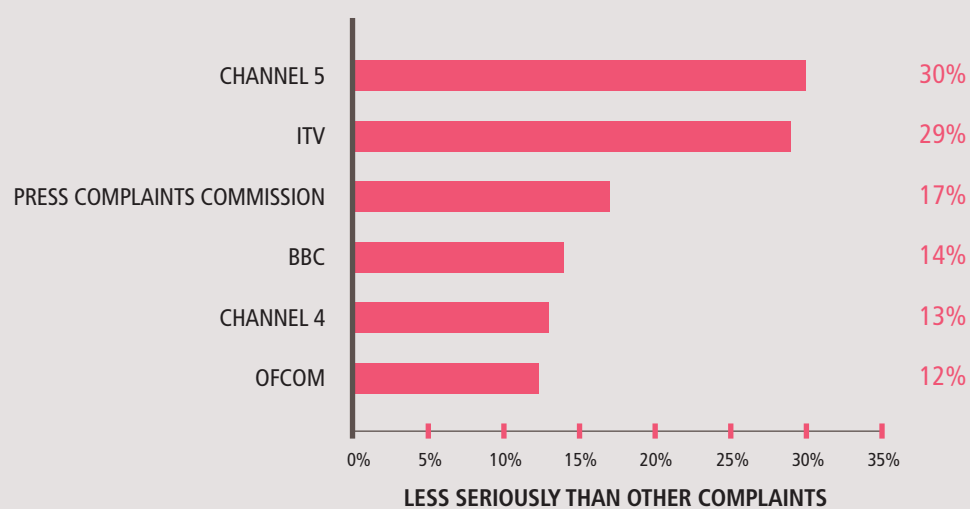
Nearly half of lesbian and gay people think the portrayal of lesbian and gay people on television is unrealistic with women and young people more likely to think this. But when broadcasters do make an effort to portray lesbian and gay people realistically, it pays off.

Lesbian and gay people are twice as likely to think that Channel 4 broadcasts more realistic portrayals of gay people, compared to other terrestrial channels. Eight in ten lesbian and gay people think Channel 4 will take complaints about homophobia as seriously as, or more seriously than, other complaints. However they believe ITV and Channel 5 are less likely to take them seriously.



In 168 hours of prime time BBC1 and BBC2 programming, gay people were portrayed positively for just six minutes despite the fact that lesbian and gay people contribute almost £190 million every year towards BBC programming. *Tuned Out*, Stonewall (2006)

Which of the following do you expect to take a complaint of homophobia less seriously than other complaints?



The day job: gay people in the workplace

In 2007 an employment tribunal ruled that Next's failure to deal with a complaint of homophobic harassment, made by an employee at their St. Helens store, amounted to unfair dismissal. Marlene Bielak complained to her employer after a colleague called her a "f--king dyke" and played the Morrissey song *All The Lazy Dykes* each time she entered the shop's storeroom. Ms Bielak is in line to receive £120,000 in compensation from Next.

A third of lesbian and gay people think lesbian and gay people who are open about their sexual orientation are more productive in the workplace. However, they fear the risk of being bullied if they do come out.

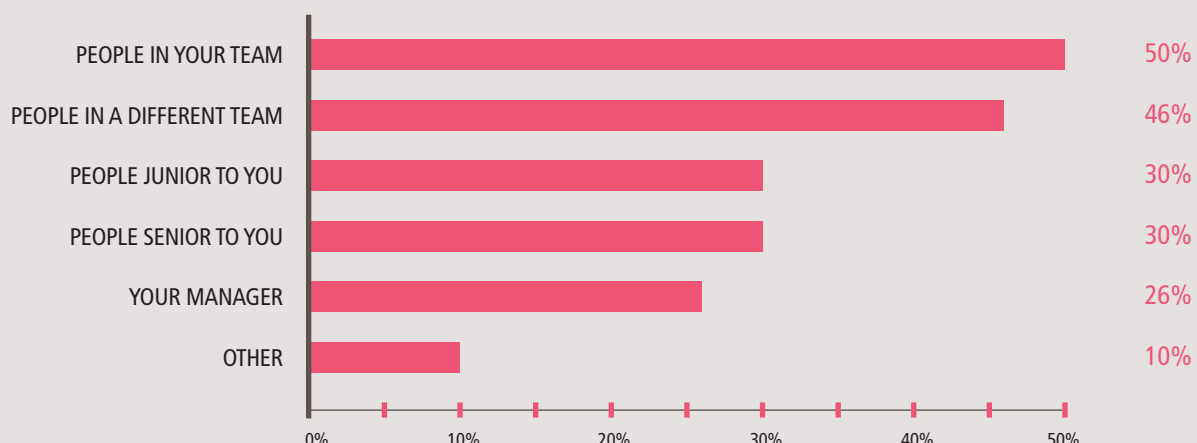
Nearly one in five lesbian and gay people, almost 350,000 employees in Britain, say they have experienced bullying from their colleagues because of their sexual orientation. Lesbian and gay people in occupational groups C2DE are 50 per cent more likely to experience bullying than those in occupational groups ABC1.

Homophobic bullying takes place at all levels of an organisation. Among those who have experienced bullying, a quarter have been bullied by their manager, half by people

in their own team and nearly a third have been bullied by people junior to them. A quarter of lesbian and gay people are members of trade unions, the same as in the wider UK workforce.

Putting in place measures to recruit and support gay staff has a direct impact on the reputation of a company. Lesbian and gay people are more likely to buy products from companies who show a positive commitment to recruiting lesbian and gay people. Meanwhile, six in ten gay people, equivalent to over two million British consumers, are more likely to buy products if they think a company is gay-friendly. In addition, half of lesbian and gay people would be more likely to buy products from companies that use images of lesbian and gay people in their advertising.

Who was this verbal bullying from?



One in six people in Great Britain have witnessed homophobic bullying in the workplace.
Living Together, Stonewall (2007)

Recommendations

Political life

Political parties should actively encourage lesbian and gay people to become MPs, MSPs, AMs and local councillors. Similar initiatives should be put in place for lesbian and gay people to those already in place for women and ethnic minorities.

- The Electoral Commission should encourage registered political parties to abide by a code of conduct prohibiting campaigning based on discriminatory attitudes to sexual orientation, race, disability, gender or gender identity, belief or age.
- Political parties should state that they will deselect any candidates who engage in homophobic campaigning.
- Local political parties should engage with their gay constituents to encourage lesbian and gay people to participate in the political process.
- Political parties should take measures consistent with their own rules and political philosophies to encourage lesbian and gay members to stand as candidates and to help them win selection.
- Government, with the support of all political parties, should appoint more lesbian and gay people, on merit, to public office and the House of Lords and so enable gay people to become more visible in public life.

Schools and families

Schools and local authorities should seek guidance and benchmark themselves against their peers. This is an important way to support and measure the work they do to tackle discrimination.

- Schools and local authorities should not only develop policies that comprehensively address anti-gay bullying but take steps to demonstrate to lesbian and gay people that they'll be welcome and included in school life and activities.
- Local authorities should ensure schools begin to tackle homophobic bullying and support lesbian and gay staff.
- Schools should include and respect lesbian and gay parents and encourage them to participate in their school community. Lesbian and gay people should

be encouraged to apply to become school governors. In the classroom, teachers should encourage pupils to talk about different types of families and the experiences of lesbian and gay people.

- Local authorities should recruit lesbian and gay foster carers and put in place formal mechanisms to monitor why applicants to become foster carers are rejected. The same may apply elsewhere in children's services such as adoption.
- All judges presiding over family cases should refer to the bench book on equal treatment and all candidates for appointment must demonstrate a commitment to equal treatment for lesbian and gay people and their families.

Criminal justice

The criminal justice system should further its aim for there to be no discrimination at any level by positively demonstrating and communicating a commitment to lesbian and gay people, in the same way as it does for ethnic minorities.

- Police forces should set up independent and anonymous third party reporting systems for homophobic hate crime and appoint lesbian and gay liaison officers.
- The Judicial Studies Board must ensure that all judges and magistrates abide by the bench book on equal treatment and promote its existence to the lesbian, gay and bisexual community.
- All candidates for appointment as judges and magistrates must demonstrate a commitment to equal treatment for lesbian and gay people.
- Every police authority should appoint openly lesbian and gay members and regularly consult the local lesbian and gay community.
- The Judicial Appointments Commission should actively seek to recruit lesbian and gay people to apply to be judges, in the same way that they work to recruit women and ethnic minorities.

Health and housing

The NHS and housing services should treat all lesbian and gay people with dignity and respect.

- Housing providers need to ensure that all their staff are aware of their legal obligations not to discriminate against lesbian and gay people.
- Allocations and succession policies should also be compliant with the law on sexual orientation.
- Housing providers need to engage with their lesbian and gay residents. Anti-social behaviour procedures need to be clear and firm with regard to homophobia and lesbian and gay people should be able to report incidents of homophobia anonymously.
- Health providers must actively target health campaigns at both lesbians and gay men expanding campaigns to include more than sexual health.
- Health providers should inform all staff that discrimination on the grounds of sexual orientation is unlawful and that the GMC can stop doctors from practising if they discriminate against lesbian and gay people.

Media messages

Broadcasters should portray lesbian and gay people realistically.

- Broadcasters must give lesbian and gay licence payers value for money by ensuring that programmes portray realistic representations of lesbian and gay people and their lives. This means not only the inclusion of gay characters, but the avoidance of stereotypes and the use of plotlines where gay characters' sexual orientation is incidental rather than being 'the story'.
- Broadcasters should inform, educate and entertain by giving an honest and informed perspective on the real lives of lesbian and gay people. They should help educate young people about the consequences of homophobia and challenge, rather than copy or even instigate, the casual homophobia used in schools.
- Broadcasters should consult lesbian and gay people when they receive complaints about homophobia to get a more accurate picture of the possible offence caused to the gay community.

At work

All employers should take steps to prevent discrimination, not just respond to incidents, and actively encourage lesbian and gay people to feel able to be themselves in the workplace. The best employers seek guidance and benchmark themselves against other employers to help them ensure and demonstrate that their workplaces are gay-friendly.

- Employers should develop single equality schemes that incorporate sexual orientation alongside gender, race, disability and age.
- Employers should set up anonymous reporting systems for staff to report incidents of bullying and harassment. All reports of homophobic bullying and harassment must be recorded and action taken in response.
- Employers should join Stonewall's Diversity Champions Programme to gain advice and support on how to make them gay-friendly and to make a public commitment to doing so.
- Employers should create the conditions to enable lesbian and gay people to come out in the workplace by making their workplaces more gay-friendly.

Methodology

All figures, unless otherwise stated, are from YouGov plc. The total sample size was 1,658 lesbian, gay and bisexual adults. Fieldwork was undertaken 6-10 December 2007. The survey was conducted using an on-line interview administered to members of the YouGov GB panel of over 115,000 individuals who have agreed to take part in surveys. An e-mail was sent to panellists selected because they had

indicated they are lesbian, gay or bisexual, inviting them to take part and providing a link to the survey. The resulting data was analysed and presented by Stonewall. Respondents who answered "do not know" to questions were excluded from analysis unless statistically significant. Some figures are presented in summary form rather than percentages. Full statistics for any reference are available on request.

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Lesbian and gay people's expectations
of discrimination



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