

ABOUT THIS RESOURCE

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

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

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

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

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

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

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



LGBT IN SCOTLAND

HATE CRIME AND DISCRIMINATION



Stonewall
Scotland

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HATE CRIME AND DISCRIMINATION

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FOREWORD

In 2013, Stonewall Scotland launched Homophobic Hate Crime, a report based on research conducted by YouGov. The findings painted a bleak picture, with one in six LGB people having experienced a homophobic hate crime in the previous three years.

Since then, we have worked closely with criminal justice agencies such as Police Scotland, the Crown Office and Procurator Fiscal Service and Scottish Courts to ensure that justice services reflect the needs of the LGBT community, and to help LGBT people feel more confident in reporting hate crimes.

Four years later, while LGBT people's legal rights have continued to improve, discrimination, harassment and hate are still day to day occurrences for many LGBT people.

In 2013, 9 per cent of lesbian, gay and bisexual people in Scotland had experienced a hate crime or incident in the last 12 months due to their sexual orientation. Alarmingly, this report shows that this has risen to 17 per cent in 2017. Charges for hate crime charges aggravated by sexual orientation have also increased, despite 87 per cent of homophobic, biphobic or transphobic hate crimes being left unreported.

The findings also highlight the extent of the hate and discrimination experienced by trans people, with almost half (48 per cent) of trans people surveyed having experienced a transphobic hate crime or incident.

For many LGBT people, concerns about discrimination and harassment are part of their day to day lives. A third of LGBT people would not feel comfortable walking down the street while holding their partner's hand. More than half of trans people feel uncomfortable using public toilets. In businesses, public services, at sporting events or places of worship, and in particular online, LGBT people's lives continue to be overshadowed by the threat and reality of discrimination.

Despite Scotland being heralded as one of the best countries in Europe for LGBT equality, this report shows just how much there is still left to do, including for criminal justice agencies. But everyone has a role to play in challenging hate. Whether you're a police officer, a business owner, or even a friend, we need you to come out for LGBT. By calling out abuse and discrimination, you can help make Scotland a country where everyone can be accepted without exception.

Colin Macfarlane
Director, Stonewall Scotland

THE STUDY

Stonewall commissioned YouGov to carry out a survey asking more than 5,000 lesbian, gay, bi and trans (LGBT) people across England, Scotland and Wales about their life in Britain today. 1,261 respondents live in Scotland. The report investigates their experiences of homophobic, biphobic and transphobic hate crimes and if they have been reported or not. It also looks at discrimination LGBT people face in their daily lives, for example when they walk down the street, when they access services or when they trying to rent a new home.

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KEY FINDINGS

HATE CRIME

- **One in five** LGBT people (20 per cent) have experienced a hate crime or incident due to their sexual orientation and/or gender identity in the last 12 months.
- **Almost half** of trans people (48 per cent) have experienced a hate crime or incident because of their gender identity in the last 12 months and one in six LGB people, who aren't trans (17 per cent), have experienced a hate crime or incident due to their sexual orientation in the same period. The number of lesbian, gay and bisexual people who have experienced a hate crime or incident in the last year because of their sexual orientation has risen by 78 per cent from 9 per cent in 2013 to 17 per cent in 2017.
- **More than four in five** LGBT people (87 per cent) who experience a hate crime or incident did not report the incident to the police.
- **Three in ten** LGBT people (26 per cent) avoid certain streets because they do not feel safe as an LGBT person there.
- **A third** of LGBT people (36 per cent) aren't comfortable walking down the street while holding their partner's hand.
- **One in twelve** LGBT people (8 per cent) have experienced homophobic, biphobic or transphobic abuse or behaviour online directed towards them personally in the last month. This number increases to **more than one in five** trans people (23 per cent) who have experienced transphobic abuse or behaviour.

I was spat on outside a gay club on Pride 2016.

Ellie, 20

DISCRIMINATION IN DAILY LIFE

- **One in eight** LGBT people (13 per cent) who visited a café, restaurant, bar or nightclub in the last 12 months have been discriminated against based on their sexual orientation and/or gender identity.
- **More than half** of trans people (56 per cent) do not feel comfortable using public toilets because of fear of discrimination.
- **A quarter** (24 per cent) of LGBT people who had visited faith services or places of worship in the last year felt that they had personally felt discriminated against.

I was walking to the university library when a group of young people started yelling things like "oh look at this dyke", "you look like a man... wait, is that the point, you tranny" at me as I walked past.

Michael, 23

1 HATE CRIME:

HATE CRIME AND INCIDENTS

LGBT people in Scotland continue to be attacked, assaulted and harassed because of their sexual orientation and gender identity.

One in five LGBT people (20 per cent) have experienced a hate crime or incident due to their sexual orientation and/or gender identity in the last 12 months.

This includes **almost half** of all trans people (48 per cent) who have experienced a hate crime or incident because of their gender identity in the last 12 months, while **one in six** lesbian, gay and bi people who aren't trans (17 per cent) have experienced a hate crime or incident because of their sexual orientation in the same period. Trans people are also often victims of hate crime because of their actual or perceived sexual orientation; **more than one in eight** trans people (13 per cent) have been victims of a hate crime or incident because of their perceived or actual sexual orientation within the last year.

Almost two in five LGBT people (38 per cent), who identify as non-binary, have experienced a hate crime or incident because of their sexual orientation and/or gender identity in the last year compared to **one in five** LGBT people who identify as male (17 per cent) or female (21 per cent).

Young people are at greatest risk; **more than a third** of LGBT young people age 18-24 (35 per cent) have experienced a hate crime or incident based on their gender identity and/or sexual orientation in the last year.

LGBT disabled people are more likely to have experienced a hate crime or incident based on their sexual orientation and/or gender identity: **25 per cent** in the last year compared to **18 per cent** of non-disabled LGBT people.

I was spat on outside a gay club on Pride 2016.
Ellie, 20

I was walking to the university library when a group of young people started yelling things like "oh look at this dyke", "you look like a man... wait, is that the point you tranny" at me as I walked past.

Michael, 23

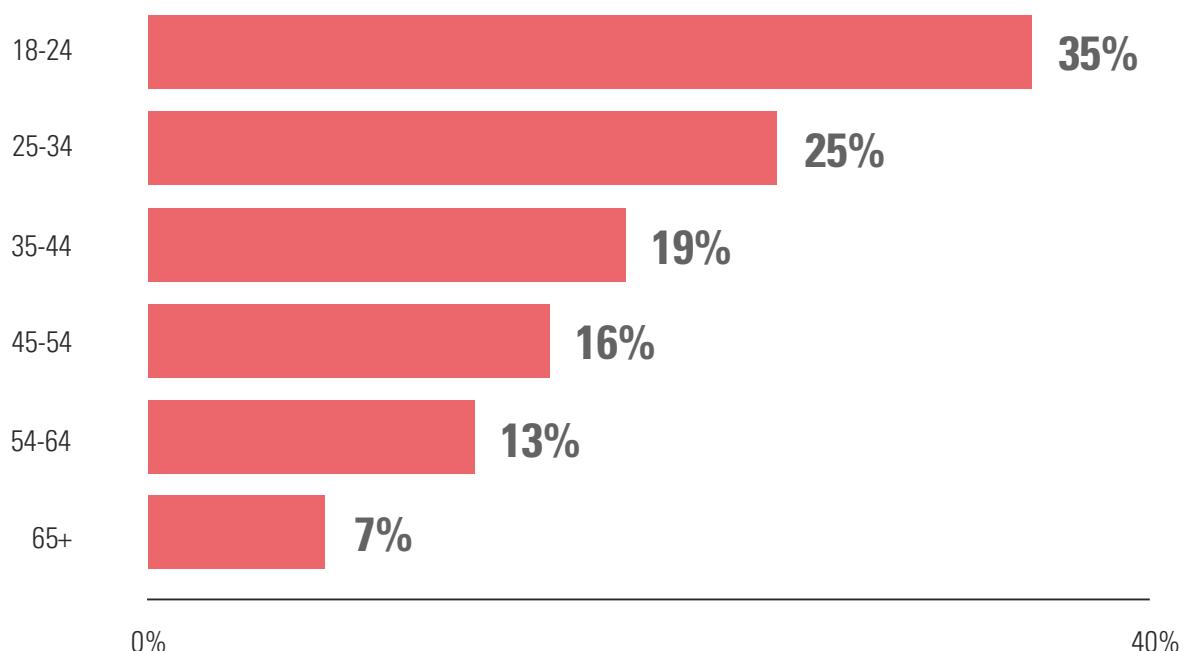
Hate crimes come in different forms and can range from physical violence and intimidation, to theft and damage of property.

Almost nine in ten LGBT people (84 per cent) experiencing a hate crime or incident based on their sexual orientation and/or gender identity in the last year have been insulted, pestered, intimidated or harassed.

LGBT people who have experienced a hate crime or incident due to being LGBT in the past 12 months.



LGBT people, by age, who have experienced a hate crime or incident due to being LGBT in the past 12 months.



Recently I was being hit on at a bar and my girlfriend came over and let the man know that we are together, and this only encouraged him to become more inappropriate, and to begin trying to touch us and kiss us.

Jess, 21

One in five (22 per cent) experienced unwanted sexual contact. **Nearly one in five** (17 per cent) were threatened with violence or use of force.

My girlfriend almost got kicked out for being gay recently.
I myself have been abused for being gay.

Siobhan, 19

UPWARD TREND IN LGBT HATE CRIME

Overall, the proportion of LGB people in Scotland who have experienced a hate crime or incident in the last year because of their sexual orientation has increased from nine per cent in 2013 to 17 per cent in 2017 (based on comparison to findings in Homophobic Hate Crime, Scotland Cornerstone (2013) research conducted by YouGov for Stonewall). Trans people's specific experiences of hate crime were included in the report for the first time in 2017 so we're unable to consider these rates over time.

This increase is in line with an overall increase in recorded hate crimes aggravated by sexual orientation and trans identity in Scotland. According to the Crown Office and Procurator Fiscal Service hate crime charges aggravated by sexual orientation have risen annually (with the exception 2014-15) since the first figures from 2010-11.

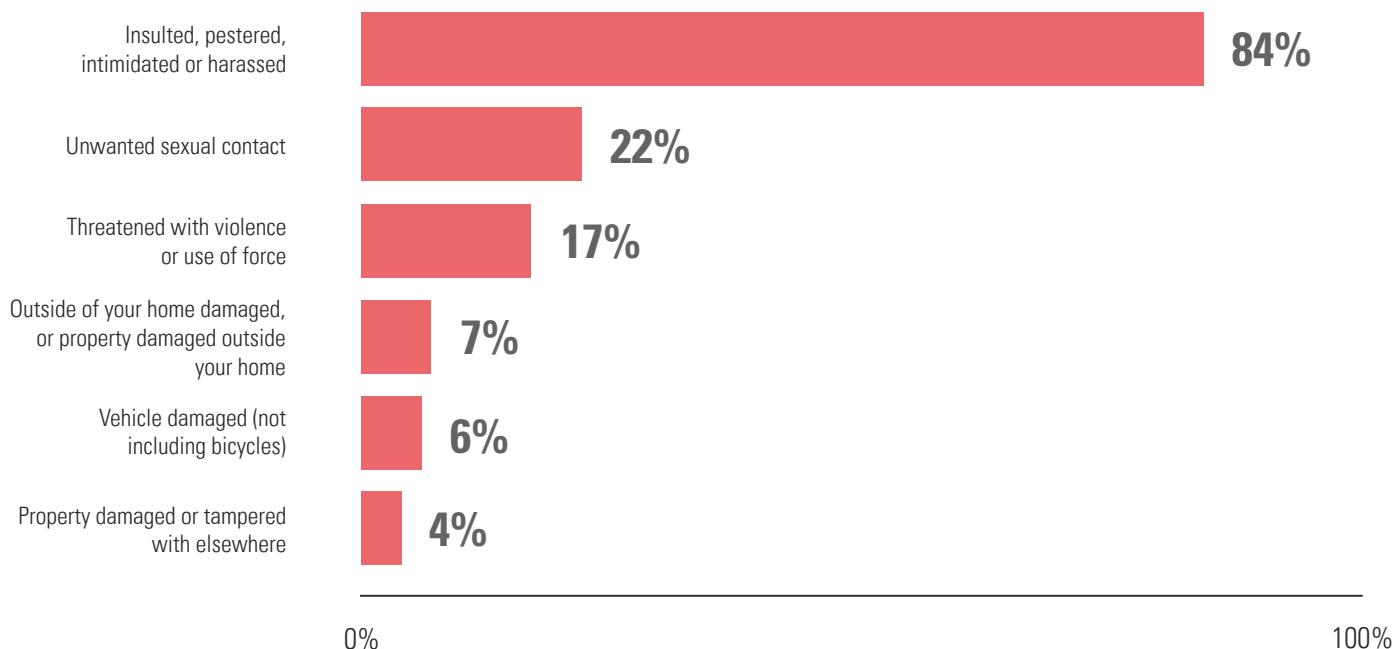
In 2015-16 there was an increase of 20 per cent compared to the previous year (Hate Crime in Scotland 2015-2016, Crown Office and Procurator Fiscal Service). The number of charges aggravated by trans identity remain very low (30 in 2016-17) but have also seen an annual rise.

Greater awareness of hate crime and efforts to improve recording of hate crime are thought to have played a role in the increase in recorded hate crimes in recent years, however this research also points to a genuine increase in incidents of hate crime committed against lesbian, gay and bisexual people.

*I was holding hands with my partner
and somebody spat on us.*

Barry, 33

Types of hate incidents LGBT people have been affected by in the last year because of their sexual orientation or gender identity.



1 HATE CRIME:

REPORTING

Most LGBT people who experienced a hate crime or incident did not report this to anyone, including to the police, support organisations or local authorities.

More than four in five LGBT people (87 per cent) who experienced a hate crime or incident in the last 12 months did not report it to the police.

Three quarters of (75 per cent) LGBT people did not report this to police or to anyone else (e.g. local authority, social worker, charity).

When talking to police about discrimination written on my property, police did not take it seriously even though we have had verbal abuse from neighbours month previous, and they actually said "did you do it to provoke us to come here and question neighbours."

Iona, 33

Felt discriminated when dealing or reporting homophobic crime to local police.

Archie, 42

Someone called me a discriminating name. I reported it to the police but the police didn't take it seriously enough and asked me what transgender meant when I told them that I was.

Omar 20

I was raped. Police kept referring to me as 'she' and 'female' and using my birth name. The doctor they brought to examine me, made me uncomfortable and continued calling me female.

Angus, 24

A police officer changed a witness statement I gave describing homophobic abuse to general abusive comments. I suspect he perceived me to be heterosexual.

Greg, 39

RECOMMENDATIONS

POLICE SCOTLAND SHOULD:

- Ensure that all frontline officers and staff are confident in understanding what constitutes homophobic, biphobic and transphobic hate crimes, allowing them to record these crimes more accurately, better support victims and bring perpetrators to justice.
- Engage consistently with LGBT communities all across Scotland to ensure that LGBT people feel safe wherever they live.
- Analyse hate crime trends to target prevention towards those LGBT people most at risk, including trans communities.
- Improve confidence in reporting by continuing to publicly communicate their commitment to tackling anti-LGBT hate crimes and making reporting easier, working with local LGBT groups and third party reporting centres
- Engage with other public sector partners, including schools and colleges to educate, challenge attitudes and prevent hate crimes towards LGBT people.

THE SCOTTISH POLICE COLLEGE SHOULD:

- Reinforce the Hate Crime Standard Operating Procedure through specific training on anti-LGBT hate crimes.

WHAT YOU CAN DO AS AN INDIVIDUAL:

- Join Stonewall's **Come out for LGBT** campaign and show your support to LGBT people affected by hate crime. Know how to support people affected, how to help them report the crime and deal with the impact. Encourage your friends, family and colleagues to join the campaign: www.stonewallscotland.org.uk/scotlandcomeoutforlgbt
- For information and resources on dealing with hate crime go to www.stonewall.org.uk/help-advice/hate-crime or contact our free information service on 08000 50 20 20. We can signpost you to support in your area.
- Write to your MSP, and ask them to help raise awareness of what a hate crime is. They can also help prevent hate crime by working within their community to change attitudes towards LGBT people. See our campaigning guides for tips on engaging your local politicians.

1 HATE CRIME:

SAFETY AND FEAR OF ABUSE

Fear of discrimination and harassment in public remains a reality for many LGBT people in Scotland today.

A quarter of LGBT people (26 per cent) avoid certain streets altogether because they don't feel safe there as an LGBT person. This number increases to **half** for trans people (49 per cent). LGBT people who have been a victim of a hate crime or incident in the last year are **more than a third** more likely to say they avoid certain streets (41 per cent).

Six per cent of LGBT people do not feel safe in the area where they live. This increases to **one in eight** (13 per cent) trans people compared to **five per cent** of LGB people who aren't trans. LGBT disabled people who are limited a lot by their disability are also more likely to feel unsafe in the area where they live (12 per cent). **One in seven** LGBT people (14 per cent) who have been victim of a hate crime or incident in the last year don't feel safe where they live.

I feel nervous about being openly gay in public as where I live I have heard of there being hate crimes.

Ada, 21

Some people made comments about how my friends and I were all a bunch of fucking lesbians.

Eilidh, 23

Someone called me a faggot on the street. He offered to replace my cigarette with his genitals.

Fergus, 22

A **third** of LGBT people (36 per cent) say they aren't comfortable walking down the street while holding their partner's hand. **More than half** of gay men (55 per cent) don't feel comfortable, compared to **almost two in five** lesbians (38 per cent), **one in five** bi men (21 per cent), and **one in seven** bi women (15 per cent).

There were a lot of whispers and stares when I was holding my girlfriend's hand (in a small town we were visiting).

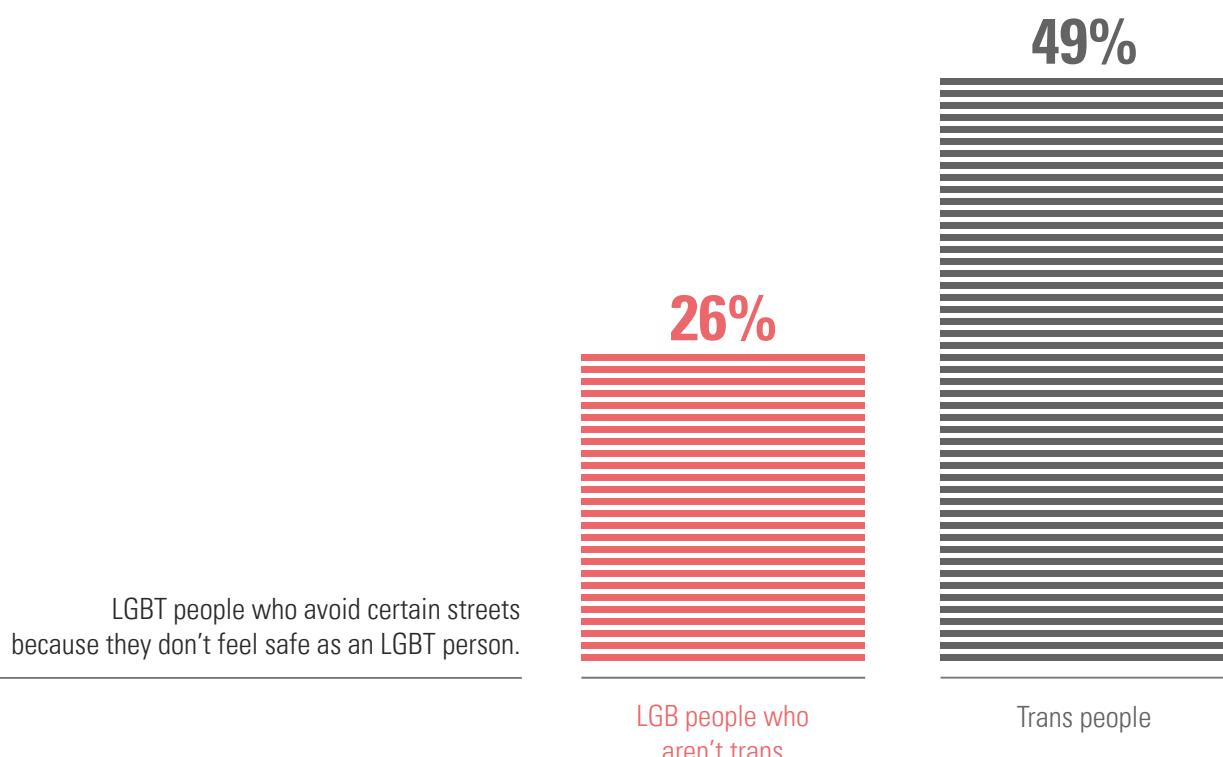
Amira, 36

In a bar recently my partner and I were verbally harassed by a guy who said we shouldn't be allowed to do stuff in public-like hold hands.

Jas, 29

There are places where I still do not feel comfortable or safe being myself and I will deliberately not hold hands just in case of problems.

Ella, 34



It has improved but attitudes still have a way to go. I do not always feel comfortable revealing my sexuality. I would not feel safe holding my partners hand in the majority of places in the UK.

Ray, 32

One in six LGBT people (16 per cent) adjust the way they dress because of fear of discrimination and harassment. **Two in five** trans people (42 per cent) adjust the way they dress.

I don't use gendered public facilities often but every time I have to use a monitored bathroom or clothes fitting room I am told to use the women's or prevented from using the men's.

Josh, 21

RECOMMENDATIONS

POLICE SCOTLAND SHOULD:

- Continue to run highly visible, public campaigns in communities across Scotland, making clear that all anti-LGBT incidents should be reported, will be taken seriously and have clear consequences.
- Work with local services, community groups and business to develop a community approach to tackling and preventing hate crimes.
- Talk to local LGBT groups and people about which areas feel unsafe and why, in order to target specific interventions.

WHAT YOU CAN DO AS AN INDIVIDUAL:

- Join Stonewall's **Come out for LGBT** campaign and show your support to LGBT people who face abuse in your community just for being themselves. Get involved and encourage your friends, family and colleagues to join the campaign:
www.stonewallscotland.org.uk/scotlandcomeoutforlgbt
- Let your MSP know if there is an ongoing issue in your community. Ask them to send out public messages and champion initiatives to tackle anti-LGBT hate and improve safety with local police. See our **campaigning guides** for tips on engaging with local politicians.

1 HATE CRIME:

ONLINE ABUSE

Online homophobic, biphobic and transphobic abuse remains a serious problem.

One in twelve LGBT people (eight per cent) have experienced online homophobic, biphobic and transphobic abuse or behavior directed at them personally in the last month. This increases to **almost one in four** trans people (23 per cent) who have experienced transphobic abuse or behavior online in the last month, compared to **six per cent** of LGB people who are not trans experiencing homophobic or biphobic abuse.

Non-binary people are significantly more likely than both men and women to both experience personal online abuse: **28 per cent** compared to **eight per cent** of men and **seven per cent** of women.

Almost half of LGBT people (48 per cent) have in general witnessed homophobic, biphobic and transphobic abuse or behaviour online that was not directed towards them in the last month.

LGBT young people aged 18 -24 are particularly exposed to homophobic, biphobic and transphobic abuse and behavior online, with **almost three in four** (74 per cent) witnessing this abuse in the last month.

The internet is full of comments of hate and a complete lack of understanding which shows the overall lack of education of LGBT issues in society.

Gordon, 33

The online dating apps tend to have a lot of discrimination based on age.

Rylan, 51

RECOMMENDATIONS

POLICE SCOTLAND SHOULD:

- Run a campaign raising awareness of what online hate crime looks like, and showing that such crimes will be tackled.

SCOTTISH GOVERNMENT SHOULD:

- Ensure that any changes to hate crime legislation continue to protect against homophobic, biphobic and transphobic hate online.

SOCIAL MEDIA AND ONLINE PLATFORMS SHOULD:

- Clearly communicate to all online users that anti-LGBT abuse is unacceptable, and advertise clear privacy, safety and reporting mechanisms.
- Deal with all incidents of anti-LGBT abuse seriously and swiftly. Keep people informed about the progress and outcome of reported incidents, including what actions have been and why.
- Work with the police to develop more effective responses to anti LGBT hate online, in consultation with LGBT people and organisations.

WHAT YOU CAN DO AS AN INDIVIDUAL:

- Call out anti-LGBT abuse with other online users whenever you see it, so long as it is safe to do so. Support those being targeted by letting them know you are an ally. Stonewall's staying safe online guide has more on reporting to social media platforms and to the police.
- For more on how you can stand up as an ally to LGBT people online, get involved in our **Come out for LGBT** campaign:

www.stonewallscotland.org.uk/scotlandcomeoutforlgbt

2 DISCRIMINATION IN DAILY LIFE:

LGBT people experience discrimination and poor treatment because of their sexual orientation or gender identity in many areas of day-to-day public life and often change their behaviour because they fear they will experience discrimination.

BUSINESS AND SERVICES

LGBT people experience discrimination in their daily lives when accessing businesses, venues and services.

One in eight LGBT people (13 per cent) have been discriminated against because of their sexual orientation and/or gender identity when visiting a café, restaurant, bar or nightclub in the last year. This number increases to **a third** for trans people (33 per cent), compared to **11 per cent** of LGB people who aren't trans. LGBT young people are also more likely to experience this discrimination, **more than a quarter** of LGBT people aged 18 to 24 (27 per cent) experienced discrimination in these venues, as have **one in six** disabled LGBT people (17 per cent).

Two in five LGBT people (41 per cent) avoid certain bars and restaurants due to fear of discrimination. This number significantly increases for trans people, **three in five** of whom (61 per cent) avoid certain venues.

In most pubs or clubs that are not specifically gay or alternative, as lesbians my partner and I get a lot of unwanted attention from men. This can range from stares and lewd remarks to being grabbed and propositioned. The last comment was a frequent one, "I'll fuck you straight doll! You're not ugly enough to be a lesbian." There is rarely a weekend goes by where we do NOT get comments of this kind.

Teddy, 33

Recently, I was on a first date, the first date I'd ever been on with another guy. We had lunch in a small cafe, and were stared at pretty much the whole time by other members of the public who were there, because we were clearly nervous and on a date. The waiter seemed taken back that we might want to share food, and the odd looks continued on the street. When you're already nervous, disapproving looks and the occasional murmured homophobic comment in passing don't help to lighten the mood, and a continuation of the homophobic language we receive at school is least welcome.

Rueben, 19

I was verbally abused in a bar by an off duty member of staff for a prolonged period of time. My mobile phone had run out of battery and I had missed my last bus home so was reliant on help to call a taxi. He goaded me for some time calling me an "ugly lezzie" and humiliated me in front of other drinkers.

Ife, 44

Snide comments from other customers in supermarkets and pubs. No problems with any of the staff, in fact staff in one establishment came to my aide and the customer was chastised and asked to leave as their behaviour was unacceptable to the organisation.

Rab, 41

I have had my ID loudly and maliciously commented on outside gay clubs because my appearance and name don't 'match' because I am transgender.

Elliot, 21

A bouncer thought my husband and I were gay men and refused us entry to a bar (of which we are regular customers) until he realised I was female.

Robyn, 56

One in ten LGBT people (10 per cent), who have been visiting a shop or department store in the last year, report experiencing discrimination because of their sexual orientation and/or gender identity.; **three in ten** trans people (30 per cent) faced this discrimination when shopping compared to **seven per cent** of LGB people who aren't trans. **One in seven** disabled LGBT people (15 per cent) have been discriminated against.

Being kicked out of both the women's and the men's changing rooms in a department store because I was perceived as not male or female enough to use them.

Dylan, 28

We sometimes get funny looks or whispers and giggles which you can't directly challenge but which makes shopping highly stressful, especially for my partner whose appearance is very non-conforming as a woman. Obviously I also feel a lot of stress from this as I can't protect her or support her on the spot.

Aimee, 52

I bought a shirt, it was a guys shirt. When I took it to the till the woman looked straight at my chest. I felt humiliated and small. It was an awful experience.

Al, 26

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

Ross, 23

When purchasing a vehicle and the finance application had no option for Civil Partnered. As such the sales team had open debate to decide on the relevant option in an open forum. There was clearly some hostility shown towards my partner and I as a result of disclosing our relationship.

Hugh, 48

When my boyfriend and I were shopping for clothes, we both went into separate changing cubicles, when we came out I sorted the collar on his shirt, and we were told that the shop did not tolerate "that behaviour".

Stan, 47

People at the bank were openly mocking of my opening an account with my partner when they saw that she was female.

Helen, 23

Six per cent of LGBT people who visited a bank or insurance company in the last year, were discriminated against because of their sexual orientation and/or gender identity. This number increases to **three in ten** trans people (30 per cent). **One in ten** disabled LGBT people (11 per cent) experienced discrimination when visiting a bank or insurance company in the last year.

I'm a trans woman. I went to my bank to pay in a cheque from HMRC for overpaid tax. It had my (female) name on it. When I entered the bank the cashier was very friendly and clearly in a good mood - she'd just been laughing moments before - but when I handed the cheque over and she read the name there was a clear change in mood and she became quite curt. She implied that I may not know the PIN to the account I was using, as if I was trying to pay a cheque with my name into my account in the same name - and then went away for a minute which felt a lot like she was asking someone if she'd be allowed to refuse the deposit. Had I not deposited the cheque in person, and instead filled out the form and posted it in their box, the transaction would've gone through without any hassle.

Danni, 25

Banking staff tend to do a double take when they see my legal name and are less polite than they are to other customers.

Lee, 24

More than half of trans people (56 per cent) do not feel comfortable using public toilets, compared to **13 per cent** of LGB people who aren't trans.

I was physically assaulted by two women as I attempted to use the bathroom in a bar. They began pushing me and shouted that I was in the wrong bathroom and pointed out that this was the ladies bathroom. I told them that I knew which bathroom it was and I was in the right place, but they persisted. Since then I avoid public toilets whenever possible.

Abebi, 34

Jeered at while using gender neutral bathrooms in a gay bar by cisgender gay men who said loudly "look at that one trying to be a man, they can't make up their mind, what are they, they're an it" etc.

Dylan, 28

*Turned away by club bouncer
who told me to 'fuck off fairy'.*

Pete, 40

RECOMMENDATIONS

LOCAL BUSINESSES AND VENUES SHOULD:

- Ensure all staff know that anti-LGBT discrimination and abuse are unacceptable and against the law. Develop clear policies and procedures to support staff in tackling anti-LGBT incidents safely, communicated through basic induction training. Set clear consequences for staff who use anti-LGBT language.
- Make sure LGBT customers don't face unnecessary barriers to accessing your business by talking to local LGBT groups and using Stonewall's **workplace guides** for simple steps on LGBT inclusion, including **Getting it right with your trans service users and customers**.
- Support events like Pride and LGBT history month or display LGBT friendly posters to show LGBT customers your business supports equality. Visit Stonewall's website for free resources and information.
- Get involved in Stonewall's **Come out for LGBT** campaign:
www.stonewallscotland.org.uk/scotlandcomeoutforlgbt

WHAT YOU CAN DO AS AN INDIVIDUAL:

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

2 DISCRIMINATION IN DAILY LIFE:

RENTING OR BUYING A HOME

LGBT people experience discrimination from neighbours, landlords and estate agents when renting and buying a home.

Six per cent of LGBT people, who were looking for a house or apartment to rent or buy in the last year, felt discriminated against. **One in five** trans people (20 per cent) felt discriminated in the past year when looking for a new home.

I had to hide my sexuality from potential landlords and flatmates in case I was judged or discriminated against, leading me to either not finding a flat or an uncomfortable situation with flatmates where I had to live with people who did not accept me or my lifestyle.

Sally, 23

My landlord has inflicted a campaign of homophobic hate crimes against for past 5 years. I am now achieving success in court over their actions which are now reducing in frequency!

Jasmine, 41

I have moved house recently and the agency refuses to correspond with my partner (same sex) even though both of us are on the lease. They won't acknowledge her existence.

Fiona, 42

I was refused a flat purely on the grounds of being gay.

Danny, 27

RECOMMENDATIONS

ESTATE AND LETTING AGENTS SHOULD:

- Make sure all staff know it is against the law to treat LGBT people differently to any other customer. Support staff to deliver an LGBT inclusive service through basic training covering what constitutes anti-LGBT behavior, inappropriate questions or language. Use Stonewall's **workplace guides** to help.
- Display clear policies and reflect LGBT people in advertising materials and on websites, so that all customers feel safe, welcome and know they will be treated equally.
- If you are a large organisation, join Stonewall's **Diversity Champion Programme**. We can provide tailored support to help your company become more LGBT inclusive, improving staff performance and the service you provide to your customers.

HOUSING ASSOCIATIONS SHOULD ALSO:

- Make clear to all tenants that discriminatory treatment of other residents, including anti-LGBT behavior, will not be tolerated.

- Consult with local LGBT groups on how to make services inclusive and to encourage LGBT people to report discrimination from staff or other tenants.
- Develop and display clear policies, procedures and staff training on LGBT inclusion. Join Stonewall's **Diversity Champion Programme** for tailored support to ensure your LGBT tenants feel welcome and supported in their home and community.

AS A PRIVATE LANDLORD YOU SHOULD:

- Ensure the way that you let properties does not discriminate against LGBT people and adverts make clear all tenants are welcome and will be considered equally.

WHAT YOU CAN DO AS AN INDIVIDUAL:

- Report instances of anti-LGBT discrimination to your council, national landlords association or local MSP. Call Stonewall's information service 08000 50 20 20 for further support.

2 DISCRIMINATION IN DAILY LIFE:

PUBLIC SERVICES

LGBT people continue to experience discrimination when accessing local public services.

One in ten LGBT people (nine per cent) accessing social services in the last year have been discriminated against. This number increases drastically for trans people, **three in ten** trans people (31 per cent) have experienced this discrimination. LGBT disabled people who have accessed social services within the last year are also more likely to have experienced discrimination (14 per cent). LGBT young people aged 18-24 experience more discrimination, **16 per cent**, than LGBT people aged 55-64 at **five per cent**.

When telling a certain social worker I was bi and not open to people, they alluded that LGBT people still furtively hid in park bushes.

Matt, 54

My partner and I are adopters and encountered heterosexism and homophobia (to varying degrees) at each stage in the process when dealing with local authority social workers and lay people involved in the approval process. This discrimination was direct and indirect, individual and systemic. Ultimately, we were successful and are now parents to a wonderful child but we had to be better, more perfect, more capable than the mixed gender couples we know who've adopted.

Ani, 44

One in five trans people (19 per cent) contacting emergency services in the last year were discriminated against based on their gender identity, compared to **two per cent** of LGB people who aren't trans. **One in seven** (14 per cent) LGBT disabled people with a disability that 'limits them a lot' faced discrimination when accessing emergency services.

I accessed emergency care via 111. When the nurse learned of my sexuality, her tone changed from empathetic to antagonistic and unhelpful.

Lucas, 39

LGBT people by age who experience discrimination.



RECOMMENDATIONS

PUBLIC SERVICE PROVIDERS SHOULD:

- Deliver mandatory training to all staff on tackling anti-LGBT discrimination, and on the specific needs of their LGBT service users. Use practical, real-life examples which cover use of appropriate language and challenge stereotypes about LGBT people.
- Develop specific policies, procedures and staff training on supporting trans service users. This should include how to use gender neutral language, ask and record information about gender and access to facilities. Use Stonewall's **step-by-step guides** on trans inclusion to help.
- Display LGBT friendly posters and messages in waiting rooms, leaflets and online to make all service users feel welcome.
- Consult regularly with their LGBT services users, use Stonewall's **Service Delivery Toolkit** and join Stonewall's **Diversity Champions Programme** for tailored support, to make services LGBT inclusive.

WHAT YOU CAN DO AS AN INDIVIDUAL:

- Provide feedback to public services about your experiences as an LGBT person, for example take part in service user consultations and fill out monitoring forms, to help public bodies become more welcoming to LGBT people.
- Report incidents of homophobic, biphobic or transphobic discrimination to the service provider or local council so they can take action. Contact Stonewall's Information Service on 08000 50 20 20 for advice and support.

2 DISCRIMINATION IN DAILY LIFE:

RELIGION

While many LGBT people of faith report that their religious community is welcoming towards them, discrimination and hostility are still widespread.

A quarter of LGBT people (24 per cent) attending a faith service or visiting a place of worship experienced discrimination because of their sexual orientation and/or gender identity in the last year. **More than half** of trans people (54 per cent) experienced this.

Almost a third of LGBT people of faith (31 per cent) don't think that their religious community is welcoming to LGBT people. Lesbians are less likely to feel that their religious community welcomes them, (38 per cent) compared to fewer than **one in four** gay men (23 per cent). **A third** of bi people (34 per cent) don't feel welcome in their faith community.

Our usual priest was gone to do a wedding and the one who substituted for him gave a homily comparing homosexuality to pedophilia (with the point being tolerance for both).

Bonnie, 23

My priest and some parishioners who used to speak to me on friendly terms, after coming out they ignored me and took me off the rota for bar and social activities.

Elsa, 53

RECOMMENDATIONS

FAITH LEADERS AND GROUPS SHOULD:

- Acknowledge and champion LGBT people and identities as part of your wider work to embrace diversity and promote inclusion within your community.
- Engage directly with LGBT groups and LGBT people of faith to identify and understand the steps that can be taken to ensure places of worship are fully inclusive of LGBT people.
- Talk to Stonewall; we can signpost you to helpful resources and LGBT faith groups you can engage with.

WHAT YOU CAN DO AS AN INDIVIDUAL:

- Encourage your faith community to be welcoming and inclusive to LGBT people. Call out abusive behavior, share positive stories about LGBT people and allies of faith, and support LGBT people to participate fully and openly in your faith community.

2 DISCRIMINATION IN DAILY LIFE: SPORT

Discrimination in sport remains a serious issue. Many LGBT people avoid sport groups and gyms because of fear of discrimination.

One in ten LGBT people (ten per cent) who attended a live sporting event in the last year experienced discrimination because of their sexual orientation and/or gender identity.

Almost one in five trans people (18 per cent) compared to nine per cent of LGB people who aren't trans.

Almost half of LGBT people (46 per cent) think public sporting events aren't a welcoming space for LGBT people. Non-binary LGBT people are more likely to feel this way (54 per cent), followed by **50 per cent** of LGBT men and **42 per cent** of LGBT women.

One in twelve LGBT people (8 per cent) have been discriminated against while exercising at a fitness club or at a sport group in the last year. This number increases for trans people of whom **three in ten** (29 per cent) felt discriminated against compared to six per cent LGB people who aren't trans. **One in eight** disabled LGBT people (13 per cent) experienced discrimination, compared to **six per cent** of LGBT people who aren't disabled. LGBT young people age 18-24 are also more likely to have been discriminated against while exercising at a fitness club or at a sport group in the last year (14 per cent).

More than one in ten LGBT people (11 per cent) avoid going to the gym or participating in sports groups because of fear of discrimination and harassment. **Nearly four in ten** trans people (39 per cent) avoid these places, as well as **almost one in five** LGBT people in the age group 18-24 (18 per cent) and **14 per cent** of disabled LGBT people.

I experience homophobic abuse at football games on a weekly basis.

Liliane, 23

Men in the crowd around me at a football match using the term 'gay' in a derogatory manner to refer to the players on the pitch. Made me extremely uncomfortable but I didn't feel in a position to challenge them.

Stevie, 31

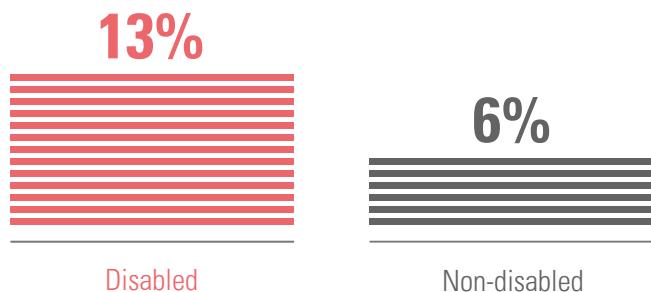
I was caught alone by another gym user who used threatening language to me. I'd never been aware of him 'till that visit, but he'd drawn attention to himself by being overtly interested in my rainbow wrist band.

Alfie, 55

Sharing changing rooms with "straight" people who get upset because they know I'm bisexual. I'm not interested in them, I'm just getting ready to go to the gym!

Cassie, 20

LGBT people who experience discrimination.



RECOMMENDATIONS

ALL SPORTS CLUBS, LEISURE FACILITIES AND GYMS SHOULD:

- Promote clear anti-bullying and harassment policies, including a zero-tolerance approach to homophobic, biphobic and transphobic abuse, and provide LGBT-inclusive equality training to all staff.
- Show visible support for LGBT people to take part in their sport or facility, by joining Stonewall's **Rainbow Laces** campaign. Display posters, rainbow laces or organise LGBT campaign events.
- Make sure that trans people are able to use facilities, such as changing rooms and toilets, that align with their gender identity, and provide gender neutral facilities where possible.

NATIONAL GOVERNING BODIES SHOULD:

- Increase LGBT participation across grassroots and professional clubs by; promoting guidance on tackling anti-LGBT abuse and training coaches and officials on LGBT inclusion.

PROFESSIONAL SPORTS CLUBS AND NATIONAL GOVERNING BODIES SHOULD ALSO:

- Make a public commitment to eradicate anti-LGBT abuse from their sport. Celebrate and support LGBT sportspeople and encourage senior spokespeople to champion the issue.
- Join Stonewall's **Diversity Champion Programme** for tailored support on making your sport LGBT inclusive.

AS A SPORTS PLAYER OR FAN YOU CAN:

- Get involved in Stonewall's **Rainbow Laces** campaign:
 - Wear Rainbow Laces with pride to demonstrate LGBT players and fans are welcome in your sport.
 - Call out and report anti-LGBT abuse you witness at sporting events or online.
- Encourage your local sports club, leisure centre or gym to get involved in the **Rainbow Laces** campaign and create a space where LGBT people are welcome.

METHODOLOGY

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

This report is based on the 1,261 respondents who live in Scotland. Participants were recruited through the YouGov panel and via an open recruitment that circulated through a wide range of organisations, community groups and individuals.

THE SAMPLE

- 41 per cent of respondents are male, 52 per cent are female and 6 per cent describe their gender in a different way. Different terms that respondents used to describe their gender identity include 'non-binary', 'genderfluid' and 'genderqueer'. People who used a different term to describe their gender identity are referred to as 'non-binary people' throughout the report.
- 63 per cent of respondents are gay or lesbian, 27 per cent are bi, 8 per cent use a different term to describe their sexual orientation and two per cent are straight. Different terms that respondents used to describe their sexual orientation include 'pansexual' and 'queer'.
- 11 per cent of respondents said they identify as trans and another three per cent said they are unsure of whether they are trans or are questioning their gender identity.
- 33 per cent of respondents are disabled.
- Five per cent of respondents are black, Asian or from an ethnic minority.

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

The sample size for ethnic minority LGBT people in Scotland was unfortunately too low to include a specific breakdown of their experiences in this report. However, the full GB report does include this data. We are working hard to develop relationships with ethnic minority communities in Scotland and to ensure that our work to combat the issues highlighted in this report are also reflective of the experiences of ethnic minority LGBT people in Scotland.

LGBT IN SCOTLAND

HATE CRIME AND DISCRIMINATION

Being kicked out of both the women's and the men's changing rooms in a department store because I was perceived as not male or female enough to use them.

Dylan, 28

Turned away by club bouncer, who told me to 'fuck off fairy'.

Pete, 40

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