

Sexual Orientation

The Equality Act Made Simple

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By Sam Dick





Stonewall has produced ground-breaking research on lesbian, gay and bisexual people's experiences of almost all public services in Britain. All of these publications are free to download from www.stonewall.org.uk/publications

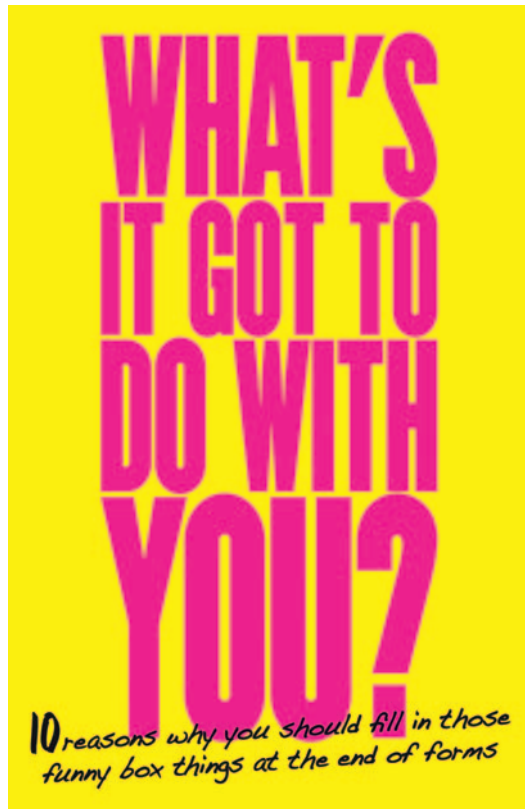
Foreword

The Equality Act 2010 consolidates many of the protections, against discrimination in employment and the provision of goods and services, that have been hard-won by Stonewall over the last decade. However, the Act's 'public duty' also heralds a further step change in Britain's legislative landscape.

The duty to promote equal treatment in the delivery of public services to gay people may be new but complying with it need not be complicated or costly. Stonewall's work with hundreds of organisations has already demonstrated that delivering tailored services that people actually need makes sound economic sense.

Some public bodies will be thinking for the first time about how to meet the needs of the 3.7m lesbian, gay and bisexual people in Britain who help fund them. That's why Stonewall has produced this plain-English guide to the Act. It outlines some off-the-peg actions organisations can carry out. But this guide is only the beginning. If you'd like more support and advice, Stonewall is happy to provide practical solutions – based on years of our work across the private and public sectors – on how to deliver genuinely 21st-century public services.

Ben Summerskill
Chief Executive



Stonewall has produced a simple, short plain-English guide explaining to customers and service users why they may be monitored. It's available for public bodies to distribute to their customers and service users from www.stonewall.org.uk/resources

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1 What's this guide about?

Stonewall works with hundreds of organisations in the private and public sector. In the past many have been confused by the laws about 'equality', 'diversity' and discrimination. That was hardly surprising given that there were hundreds of different pieces of legislation covering them. Thankfully, all that law has now been replaced by the Equality Act 2010.

Many organisations can still find it complicated and do not have the time to read pages and pages of guidance on what it all means, not to mention how it specifically protects lesbian, gay and bisexual people.

This brief guide is here to help. It explains clearly what the law says organisations should do when it comes to lesbian, gay and bisexual staff, customers and service users. The following pages cover everything in a little more detail but the key points everyone should remember are:

- No employer, with very limited exceptions, can treat a lesbian, gay or bisexual employee or applicant differently from a straight employee or applicant simply because of their sexual orientation
- No organisation delivering a service can refuse to deliver it or give a poorer quality service to a customer simply because of their sexual orientation
- Any organisation delivering a **public service** (such as NHS healthcare), including businesses contracted out to deliver a public service, must consider the needs of different groups who might use that service and commit themselves to tackling inequality

Stonewall has a range of tools to help employers, businesses and public bodies not just to comply with the law but also to make sure their workplaces, services and products are as good as they can be for Britain's 3.7 million lesbian, gay and bisexual people.

For more information on how we could help you call us on **08000 502020** or email info@stonewall.org.uk.



2 What is the Equality Act?

The Equality Act 2010 consolidates all anti-discrimination legislation in Britain in one place. The new law is simpler and more consistent than before.

Sexual orientation is a 'protected characteristic' under the Act, alongside race, sex, gender reassignment, disability, age, marriage and civil partnership, pregnancy and maternity and religion and belief. This means everyone, whether they are lesbian, gay, bisexual or heterosexual, is protected from discrimination because of their sexual orientation. Some of the protections in the Act already existed, in employment and the provision of services for example, but some protections are new.

The Equality Act 2010 covers a range of other specific issues relevant to specific protected characteristics like disability. This guide is designed to be an introduction to the parts which relate most directly to sexual orientation. There are three key parts of the Act covered in this guide:

1. **Employment protections**
2. **Goods, facilities and service protections**
3. **The public sector Equality Duty**

The way that the Equality Duty is implemented is slightly different in England, Scotland and Wales. This guide covers what organisations have to do to meet the Equality Duty in England, but these requirements are not wholly different in Scotland and Wales. For specific information about how the duty applies in Scotland and Wales contact **Stonewall Scotland** on info@stonewallscotland.org.uk or **Stonewall Cymru** on cymru@stonewallcymru.org.uk.



3 Employment protections

The Equality Act 2010 replicates existing protections, in place since 2003, that outlaw discrimination in employment on the grounds of sexual orientation. Under the Act it is unlawful to discriminate on the grounds of someone's sexual orientation or perceived sexual orientation. It also prohibits discriminating against someone because of their association with others who are lesbian, gay or bisexual. This applies to all employers, regardless of their size.

The law covers all aspects of employment including:

- Recruitment
- Promotion
- Training
- Terms and Conditions
- Pay and benefits
- Dismissals

The Act outlaws four types of behaviour in the workplace relating to sexual orientation:

- **Direct discrimination** is where one person is treated less favourably than another person is treated, has been treated or would be treated in a comparable situation on the grounds of their sexual orientation
- **Indirect discrimination** is where a policy or practice is applied which disadvantages people of a particular sexual orientation, unless it can be justified as a proportionate means of achieving a legitimate aim
- **Harassment** is where an intimidating, hostile, degrading, humiliating or offensive work environment is created for someone because of their sexual orientation
- **Victimisation** is where a person is treated unfavourably because of their involvement in a case brought under the Equality Act, whether as a claimant, witness or otherwise

Since the protections came into force many employers have already implemented policies and practices that meet or go beyond their legal responsibilities. They have helped them avoid potentially costly legal claims. There have, however, been a number of employment tribunals where employers have been found to have discriminated against gay staff, resulting in significant costs. For example, in 2006 an employment tribunal in Glasgow awarded Jonah Ditton a total of £120,000 for the discrimination on the grounds of sexual orientation he experienced whilst working as a media sales manager at CP Publishing Ltd.

Stonewall's **Diversity Champions** good practice programme provides tailored support and advice to over 600 employers across Britain. Members of the programme also receive specific recommendations based upon their Workplace Equality Index score helping them to improve their workplaces year on year.



Stonewall's annual **Workplace Equality Index** is a free diagnostic tool open to all employers to help them identify the practical steps they can take to meet their legal obligations. It can also include an anonymous survey of an employer's lesbian, gay and bisexual staff to measure staff satisfaction and experiences in the workplace.

For more information visit www.stonewall.org.uk/at_work or contact our Workplace team on workplace@stonewall.org.uk or 08000 502020.

4 Goods, facilities and services protections

The Equality Act replicates existing protections, in place since 2007, that outlaw discrimination in the provision of 'goods, facilities and services' on the grounds of sexual orientation. This covers any public or commercial service, whether provided free or for a charge.

All aspects of goods and service provision are covered by the Act, including:

- Providing a service
- Terminating a service
- The terms and conditions of a service

Since the protections came into force many businesses and public services have implemented policies and practices that meet and go beyond their legal responsibilities. This has helped them avoid potentially costly legal claims. There have, however, been a small number of cases where businesses have been found to have discriminated against their gay customers resulting in significant costs.

For example, in 2011 the owners of the Cymorvah Private Hotel in Cornwall were found to have discriminated against civil partners Martyn Hall and Steve Preddy when they were refused a double room because they were 'unmarried'. The courts ruled that despite the policy being based on the genuine religious beliefs of the owners it was direct discrimination because a gay couple are unable to get married in Britain. Mr Hall and Mr Preddy were awarded £3,200 in damages.

Stonewall works with a number of public and private service providers across a range of sectors to help ensure their services are accessible to lesbian, gay and bisexual people. For tailored support and advice on ensuring your services are accessible and provided free from discrimination contact **08000 502020** or info@stonewall.org.uk.

Positive Action

The Equality Act outlaws positive discrimination, but allows positive action. Understandably, many employers and employees find the two concepts confusing.

- **Positive discrimination** is when someone is appointed or promoted *solely* because, for example, they are lesbian, gay or bisexual. Positive discrimination is unlawful.
- **Positive action** is where employers undertake work with particular groups to address under-representation of those groups in their workforce. This includes targeted recruitment advertising and leadership programmes. Positive action is lawful.

Positive Action in recruitment

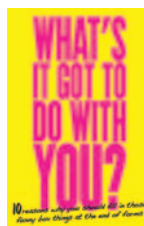
Under the Equality Act, if employers are faced with two or more candidates for a job or promotion who are equally qualified in every way they can lawfully appoint or promote a candidate because of their sexual orientation. For most employers such situations are *very unlikely* to arise.

This is not positive discrimination. The decision to promote or recruit an individual must be based on merit. If a gay candidate is not of equal merit to the best candidate for the job then the best candidate should be appointed. Lesbian, gay and bisexual people should not be forced to disclose their sexual orientation, nor should information about their sexual orientation be shared with others without their consent.

For more information see the following useful Stonewall reports and resources



Monitoring workplace guide



What's it got to do with you?

5 The public sector Equality Duty

The public sector Equality Duty, known as 'the duty', is designed to support and guide public bodies to address inequalities experienced by their staff and service users. This includes inequalities experienced by lesbian, gay and bisexual people. It extends previous duties that only covered gender, ethnicity and disability to other groups to create one simple duty.

The duty covers all the work of a public body, including the services it contracts out to be delivered by others.

There are two parts of the duty: the general duty and the specific duties. Put simply, the **general duty** sets out the goals that public bodies must aim for, whilst the **specific duties** are the practical things they must do to help them achieve those goals.

The general duty says that public bodies, in all of their functions, must consider:

- **Eliminating discrimination, harassment and victimisation**
- **Advancing equality of opportunity**
- **Fostering good relations between different groups**

The Government is clear that how public bodies achieve these three aims should be flexible and proportionate. They have, however, laid down in the specific duties things that public bodies have to do as a minimum:

1. Public bodies have to set and publish equality objectives, setting out how they intend to meet any of the aims of the general duty. This will enable people to clearly see what public bodies have committed to doing.
2. Public bodies will need annually to publish data which shows how they are meeting these aims. This will enable people to hold them to account on whether they are addressing inequalities.

Setting equality objectives

Under the Act public bodies will need to set and publish equality objectives. This need not be difficult or time-consuming.

By 6 April 2012 all public bodies should have published their chosen objectives. They will have to publish new or revised objectives at least once every four years. They can amend or add to them at any time.

There is no set number of equality objectives a public body must set however, both their number and scope should be proportionate to the size and role of the organisation. A large NHS Trust would, for example, find it very difficult to justify only setting one or two objectives.

There is no set form or topic for equality objectives, although they must be **specific** and **measurable**. They should also be relevant to the services an organisation delivers. Equality objectives have to be designed to meet the aims of the general duty.

Publishing equality data

By 31 January 2012 (6 April 2012 for schools) public bodies should have published data that they feel demonstrates their compliance with the duty. They then need to publish data at least annually to demonstrate whether they are tackling inequalities.

The data can either be statistical or about experiences (for example from focus groups or people's feedback). It should also cover inequalities experienced by both service users and staff. There is no prescribed format or place where this data needs to be published. However, people outside the organisation must be able to easily access and understand it.

To ensure individual members of staff cannot be identified by any data published organisations are not expected to publish monitoring data for workforces of fewer than 150 people. Organisations should take particular care not to publish data that 'outs' individual lesbian, gay or bisexual people against their wishes.

Data on sexual orientation

Not all public bodies will have comprehensive information about the lesbian, gay and bisexual people who use their services or work for them. Public bodies can therefore use information or research collated by other organisations such as Stonewall in setting and measuring their objectives.

Stonewall have conducted comprehensive research on a range of areas including health, criminal justice, education, housing, media, asylum and immigration, parenting, sport and employment. This

research clearly demonstrates the needs of different lesbian, gay and bisexual communities, including regionally and nationally.

Given the wealth of clear evidence of the inequalities experienced by many lesbian, gay and bisexual people when accessing a range of public services, public bodies would find it difficult to justify not setting equality objectives covering sexual orientation.

Collecting your own data

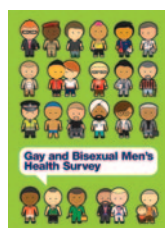
Public bodies should not be complacent. They should try and identify how they could collect data about their lesbian, gay and bisexual staff and service users, and in particular to measure their progress on meeting their equality objectives. In particular they should consider:

- Monitoring sexual orientation at application, appointment, promotion and exit stages of employment
- Monitoring sexual orientation in staff satisfaction surveys, grievance procedures and uptake of different programmes or initiatives
- Monitoring the sexual orientation of participants in any customer service or satisfaction surveys they conduct with service users, patients and students over 16
- Engaging with lesbian, gay and bisexual staff through a staff network group
- Engaging with local lesbian, gay and bisexual people through gay forums or service user groups
- Monitoring the sexual orientation of people who complain or give feedback
- Monitoring the sexual orientation of people when they access services

For more information see the following useful Stonewall reports and resources



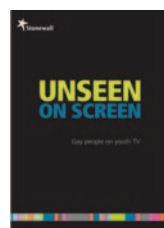
Serves You Right



Gay and Bisexual Men's Health Survey



The Gay British Crime Survey



Unseen on screen – Gay people on youth TV

6 Sample equality objectives

Stonewall has produced a series of guides for organisations on how to monitor sexual orientation, how to engage lesbian, gay and bisexual staff and how to engage lesbian, gay and bisexual service users. Stonewall has also produced *What's It Got To Do With You?* a simple, short plain-English guide for service users on why they may be monitored. All are free to download from www.stonewall.org.uk/publications.

Involving gay people

The purpose of the duty to make sure that everyone receives the same quality of public service and the same opportunities at work regardless of their sexual orientation. Public bodies should involve gay staff and service users in the decisions they make about the public services they help pay for. This will help make sure that they deliver cost-effective services that gay people need and use. Involving members of the gay community in local decision-making is new for many public bodies so Stonewall have produced a plain-English guide for them on how best to engage with gay people.

The Government has also made clear that people should be able to hold public bodies to account on how they are meeting their obligations under the duty. Public bodies should be active in encouraging lesbian, gay and bisexual people, alongside everyone else, to scrutinise the work they are doing. Stonewall has produced a simple plain-English guide for members of the public explaining how they can help make sure public services are being delivered in accordance with the Equality Act.

Research clearly demonstrates the inequalities often experienced by lesbian, gay and bisexual people and the barriers they can face in accessing public services.

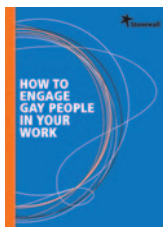
The following sections provide sample equality objectives for different types of public bodies based upon this evidence and shaped by our on-going work with employers and service providers across a range of sectors. Each section includes:

1. Evidence of inequalities experienced by lesbian, gay and bisexual people relevant to those particular public services
2. Sample equality objectives relevant to those public services
3. Sample actions public bodies can take to help them meet those objectives
4. What public bodies might want to measure to demonstrate progress against those objectives

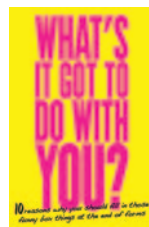
The sample objectives in the following sections are a guide for public bodies. However, to ensure their own objectives are specific and measurable, public bodies should consider giving themselves specific targets, where relevant.

For example, for a police force this could be to improve the proportion of homophobic hate crimes resulting in a charge by 50 per cent, or for a NHS trust it could be to increase the number of lesbian and bisexual women accessing cervical screening by 25 per cent.

For more information see the following useful Stonewall reports and resources



How to engage gay people in your work



What's it got to do with you?

Employers

Setting your equality objectives

Evidence clearly shows that lesbian, gay and bisexual people face discrimination in the workplace. Many experience barriers to being out (openly-gay) in the workplace, experience homophobic bullying and harassment and can experience difficulties reaching senior positions within organisations.

- Almost one in five lesbian, gay and bisexual people have experienced bullying because of their sexual orientation at work
- A quarter of them have been bullied by their manager, half by team members and a third by people junior to them
- Lesbian, gay and bisexual people who are able to be open about their sexual orientation at work say they are more productive, confident, creative, loyal, motivated and better able to build good working relationships with colleagues
- Lesbians report that they often experience a combination of discrimination because of their gender and sexual orientation
- Bisexual men and women also often encounter additional stereotypes as being untrustworthy, indecisive and unreliable because of their sexual orientation

Sources: *Serves You Right*, *Peak Performance*, *Bisexual People in the Workplace* and *Double-Glazed Glass Ceiling*

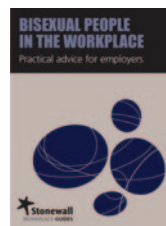
For more information see the following useful Stonewall reports and resources



Serves You Right



Peak Performance



Bisexual People in the Workplace guide



The Double-Glazed Glass Ceiling

Sample objectives

Objectives	What to do	How to measure progress
Decrease homophobic bullying and harassment in the workplace	Develop a clear and inclusive bullying and harassment policy Train all staff on what constitutes homophobic bullying at work	Decrease in number of reported cases of homophobic bullying Increase in number of staff who say they have confidence in reporting homophobic bullying
Improve career progression for lesbian, gay and bisexual staff	Provide access to specific career development information or initiatives to gay staff Encourage senior out role models within the organisation	Number of gay people in senior levels within the organisation Number of staff saying there are visible gay role models in the organisation.
Increase the number of lesbian, gay and bisexual staff out at work	Establish a lesbian, gay and bisexual employee network group Send gay employees on Stonewall's annual Leadership Programme	Number of staff out at work with colleagues, managers or clients Number of staff confident declaring their sexual orientation information
Demonstrate a commitment to lesbian, gay and bisexual equality	Join Stonewall's Diversity Champions good practice programme and enter Stonewall's Workplace Equality Index Host and attend community events on lesbian, gay and bisexual issues	Improvement on Workplace Equality Index score year on year Attendance and evaluation of events

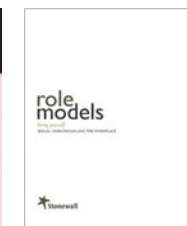
Stonewall's annual Workplace Equality Index scores employers against a number of criteria to establish how gay-friendly their workplaces are. The Index is free to enter and can also include a survey of an employer's lesbian, gay and bisexual staff. Diversity Champions members are provided with a detailed breakdown of their score, allowing them track their progress on a number of criteria they may set as equality objectives and develop their business plans.



Network Groups workplace guide



Bullying workplace guide



Role Models

For information and support on delivering equality objectives specific to employers, please contact us on 08000 502020 or workplace@stonewall.org.uk

NHS organisations

Setting your equality objectives

Stonewall has published clear research about the health needs of lesbian, gay and bisexual people and their expectations of discrimination when using the NHS. Despite the acknowledged benefits of early intervention, many NHS organisations do not meet the needs of lesbian, gay and bisexual patients. This costs the NHS money.

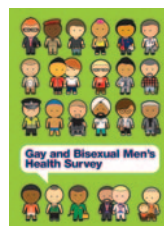
- One in five lesbian and bisexual women have deliberately harmed themselves in the past year, compared to 0.4 per cent of women generally
- Two-thirds of lesbian and bisexual women have smoked, compared to 50 per cent of heterosexual women
- Fifteen per cent of lesbian and bisexual women over 25 have never had a cervical screen, compared to seven per cent of women in general
- Three per cent of gay and bisexual men have attempted to take their life in the last year, compared to just 0.4 per cent of men in general
- Half of gay and bisexual men have experienced at least one incident of domestic abuse from a family member or a partner since the age of 16 compared to 17 per cent of men in general
- Half of lesbian and bisexual women report negative experiences in the healthcare sector in the past year
- A third of gay and bisexual men who have accessed healthcare services in the last year have had a negative experience in relation to their sexual orientation
- Nine per cent of lesbian and gay people and ten per cent of bisexuals rated their doctor 'poor' or 'very poor' at taking problems seriously compared to five per cent of heterosexuals

Sources: Prescription for Change, Gay and Bisexual Men's Health Survey and GP Patient Survey 2009/10

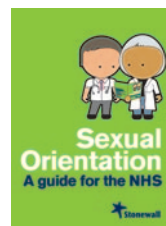
For more information see the following useful Stonewall reports and resources



Prescription for Change



Gay and Bisexual Men's Health Survey



Sexual Orientation: A guide for the NHS

Sample objectives

Objectives	What to do	How to measure progress
Make patient environments welcoming to lesbian, gay and bisexual patients	Display positive and inclusive messages such as Stonewall's free posters in all patient environments Train frontline staff on how to treat lesbian, gay and bisexual patients	Increase in uptake of services by gay people Increase in satisfaction levels of gay patients Decrease in number of gay related complaints about staff
Provide relevant healthcare to lesbian, gay and bisexual patients	Train staff on when and how to encourage disclosure by patients of their sexual orientation (where health related) Train clinical staff on lesbian, gay and bisexual health inequalities	Increase in number of lesbian, gay and bisexual people who are out to their healthcare practitioners Increase in satisfaction levels of gay patients
Achieve improvements in the health of local lesbian, gay and bisexual people	Develop inclusive or targeted preventative health messages Promote existing services to the local lesbian, gay and bisexual community	Decrease in health inequalities Increase in uptake of specific services by gay patients
Demonstrate a commitment to lesbian, gay and bisexual equality	Join Stonewall's Diversity Champions good practice programme and enter Stonewall's Workplace Equality Index Host and attend community events on lesbian, gay and bisexual issues	Improvement on Workplace Equality Index score year on year Attendance and evaluation of events

Stonewall provides tailored support for NHS organisations through our **Healthy Lives** campaign and the **Health Champions** programme. Stonewall has also published a free guide specifically for NHS organisations on how to improve their workplaces and services to lesbian, gay and bisexual staff and patients.



Different Families, Same Care posters



Lesbian health posters

For information and support on delivering NHS specific equality objectives, please visit our website for NHS organisations www.healthyives.stonewall.org.uk or contact us on 08000 502020 or info@stonewall.org.uk

Police forces

Setting your equality objectives

Stonewall has published robust, clear evidence about the experiences of lesbian, gay and bisexual people of the police and the criminal justice system.

- One in eight lesbian and gay people experienced a homophobic hate crime or incident in the three years to 2008
- Seventy seven per cent of victims did not report the incident to the police and 70 per cent did not report the incident to anyone
- Two-thirds of victims who reported a homophobic hate crime or incident were not referred to advice or support services
- One in six victims who reported to the police did not report it as a hate crime or incident
- A quarter of victims who reported to the police say it was not recorded as a hate incident or crime
- Only five per cent of victims who reported an incident to the police say that it resulted in a conviction
- Over one in five lesbian and gay people think they would be treated less favourably by the police than a heterosexual if they reported a crime
- Over a third of lesbian and gay people think the police would treat them less favourably than a heterosexual if they committed a crime or were suspected of committing a crime

Sources: *Serves You Right* and *The Gay British Crime Survey*

For more information see the following useful Stonewall reports and resources



Serves You Right



The Gay British Crime Survey

Sample Objectives

Objectives	What to do	How to measure progress
Increase reporting of homophobic hate crimes and incidents	Distribute 'Blow the Whistle on Gay Hate' to local gay community with police logo Work with young gay people to encourage them to report homophobic incidents	Increase in proportion of homophobic hate crimes or incidents reported to the police Increase in number of gay people confident to report to the police
Improve recording of homophobic hate crimes and incidents	Train staff on appropriate questioning to better identify hate crimes Raise awareness with local gay community on importance of reporting the homophobic nature of incidents	Decrease in number of crimes or incidents mis-recorded as not being homophobic Increase in proportion of crimes flagged as homophobic hate crimes
Improve investigation of homophobic hate crimes and incidents	Develop robust investigative methods for homophobic hate crimes Establish local hate crime scrutiny panels in conjunction with the Crown Prosecution Service	Increase in proportion of homophobic hate crimes being charged Increase in proportion of homophobic hate crimes being convicted
Demonstrate a commitment to lesbian, gay and bisexual equality	Join Stonewall's Diversity Champions good practice programme and enter Stonewall's Workplace Equality Index Host and attend community events on lesbian, gay and bisexual issues	Improvement on Workplace Equality Index score year on year Attendance and evaluation of events



Blow the Whistle on Gay Hate



Some People Are Gay, Get Over It posters

For information and support on delivering equality objectives specific to the police, please contact us on 08000 502020 or info@stonewall.org.uk

Secondary schools and colleges

Setting your equality objectives

Schools and colleges have to set equality objectives, although these do not have to be in relation to the National Curriculum. Stonewall has published a significant volume of research into the experiences of young lesbian, gay and bisexual people in schools and colleges.

- Sixty five per cent of young lesbian, gay and bisexual people have experienced homophobic bullying at school
- Almost 100 per cent of young lesbian and gay people hear homophobic and derogatory language in their school
- Fifty eight per cent of those who experience homophobic bullying never report it
- Seven out of ten lesbian and gay pupils who experience homophobic bullying say it has had an impact on their school work
- Half of those who have experienced homophobic bullying have skipped school because of it
- Nine in ten teachers and non-teaching staff in secondary schools have never received any specific training on how to prevent and respond to homophobic bullying
- Over 60 per cent of young lesbian and gay people do not have an adult they can talk to at school or at home
- Two in five secondary school staff would not feel confident in providing pupils with information, advice and guidance on lesbian and gay issues

Sources: *The School Report* and *The Teachers' Report*

For more information see the following useful Stonewall reports and resources



The School Report



The Teachers' Report



FIT DVD



Spell It Out DVD

Sample Objectives

Objectives	What to do	How to measure progress
Increase reporting of homophobic bullying	Raise awareness with students and staff about homophobic bullying using Stonewall's 'FIT' DVD Have a clear policy on bullying and harassment that includes homophobic bullying	Increase in proportion of homophobic bullying reported Increase in number of students who feel comfortable reporting homophobic bullying to the school
Decrease homophobic bullying and homophobic language/abuse in school	Join Stonewall's School Champions good practice programme Implement a zero-tolerance policy toward homophobic language and abuse Use Stonewall Teachers' Packs to develop a more inclusive curriculum	Decrease in use of homophobic language and abuse
Improve support to young lesbian, gay and bisexual pupils	Train all staff using Stonewall's 'Spell It Out' DVD on supporting young lesbian, gay and bisexual pupils Provide relevant advice and information that students can access (confidentially)	Number of staff trained to support young lesbian, gay and bisexual pupils Number of resources available to young lesbian, gay and bisexual pupils

Stonewall's School Champions good practice programme is part of our *Education for All* campaign and is designed to support schools to tackle homophobic bullying and create safe learning environments for all pupils. School Champions receive tailored practical advice that will help them meet their objectives.



Some People Are Gay, Get Over It posters



Teachers' Packs



Supporting lesbian, gay and bisexual young people education guide

For information and support on delivering specific equality objectives for schools and colleges, contact us on 08000 502020 or education@stonewall.org.uk

Primary schools

Setting your equality objectives

Primary schools have to set age-appropriate equality objectives, although these do not have to be in relation to the National Curriculum. Research has shown that children in primary schools use homophobic language and experience homophobic bullying but that it is often unchallenged. This could have a significant effect on the self-esteem of children who later turn out to be gay.

- Three quarters of primary school teachers hear children use expressions such as ‘that’s so gay’ or ‘you’re so gay’ in school
- More than two in five primary school teachers say children and young people in their schools experience homophobic bullying, name calling or harassment
- Nine in ten teachers and non-teaching staff in primary schools have never received any specific training on how to prevent and respond to homophobic bullying
- Primary school age children with gay parents experience homophobic language and bullying at school and few have heard same-sex families mentioned at school, making them feel invisible

Source: *Different Families and The Teachers’ Report*

Sample Objectives

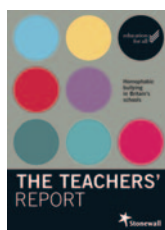
Objectives	What to do	How to measure progress
Reduce the use of language such as ‘that’s so gay’ in school	Join Stonewall’s School Champions good practice programme Train teachers and school staff using Stonewall’s ‘Celebrating Difference’ DVD In circle-time discuss different types of families with children	Decrease in use of homophobic language and abuse
Increase involvement of same-sex parents in the school community	Encourage same-sex parents to apply to be Governors	Number of same-sex parents applying to be on the Board of Governors
Better reflect pupils’ different families in school	Display Stonewall’s ‘Different Families’ posters and resources in school	Decrease in use of homophobic language and abuse

Stonewall’s School Champions good practice programme is part of our *Education for All* campaign and is designed to support schools to tackle homophobic bullying and create safe learning environments for all pupils. School Champions receive tailored practical advice that will help them meet their objectives.

For more information see the following useful Stonewall reports and resources



Different Families



The Teachers’ Report



Different Families Same Love posters



Celebrating Difference DVD

For information and support on delivering specific equality objectives for schools, contact us on 08000 502020 or education@stonewall.org.uk

Universities

Setting your equality objectives

Research by the Equality Challenge Unit has shown that a significant number of lesbian, gay and bisexual students experience financial and family difficulties relating to their sexual orientation whilst in higher education. Lesbian, gay and bisexual students also fear and experience homophobia and discrimination from university staff and fellow students.

- Over 60 per cent of lesbian, gay or bisexual students are not out to their tutors and lecturers because they fear discrimination
- Fifteen per cent of lesbian, gay and bisexual students fear losing financial support if they come out to their parents
- The parents of 4.9 per cent of gay students refuse to provide financial support for them as specified by their local education authority assessment
- Three per cent of gay students are estranged from their parents, but do not know how to prove this legally and so receive no financial support
- Almost half of students have experienced homophobia from fellow students
- Over ten per cent have experienced homophobic treatment from tutors, lecturers or other higher education staff

Source: *Experience of lesbian, gay, bisexual and trans staff and students in higher education: research report 2009 (ECU)*

Sample Objectives

Objectives	What to do	How to measure progress
Increase reporting of homophobic bullying and discrimination by students	Have a clear policy on bullying and harassment that includes homophobic bullying Develop and promote easy ways for students to report homophobic bullying	Increase in proportion of homophobic bullying reported Increase in number of students who would feel comfortable reporting homophobic bullying to the university
Improve support, advice and information provided to lesbian, gay and bisexual students	Establish specific welfare services that respond to the needs of gay students Provide relevant advice and information that students can access (confidentially) Provide career development advice that meets the needs of gay students	Number of people seeking welfare and support services for lesbian, gay and bisexual issues and their levels of satisfaction with that support Number of gay students who feel the university provides them with relevant and useful information Number of applicants to the university who are gay
Demonstrate a commitment to lesbian, gay and bisexual equality	Join Stonewall's Diversity Champions good practice programme and enter Stonewall's Workplace Equality Index Host and attend community events on lesbian, gay and bisexual issues	Improvement on Workplace Equality Index score year on year Attendance and evaluation of events Improve or maintain score on Gay by Degree year on year

Gay by Degree is Stonewall's online university guide aimed at lesbian, gay and bisexual prospective students. The guide profiles every university in the UK on what each institution has in place to support its gay staff and students. Each university is scored on a range of criteria allowing them to benchmark themselves against other universities and measure their progress year on year on the support they provide gay staff and students. For more information visit www.gaybydegree.org.uk.

For more information see the following useful Stonewall reports and resources



Some People Are Gay, Get Over It posters



Supporting lesbian, gay and bisexual young people education guide

For information and support on delivering higher education specific equality objectives, contact us on 08000 502020 or education@stonewall.org.uk

Local authorities

Setting your equality objectives

There is clear evidence that lesbian, gay and bisexual people experience inequalities and disadvantages in accessing a whole range of public services. Many inequalities experienced by lesbian, gay and bisexual people can be addressed through the work of local authorities.

Social care

- Three in five lesbian, gay and bisexual people over 55 are not confident that social care and support services would be able to understand and meet their needs
- Nearly half of lesbian, gay and bisexual people over 55 would be uncomfortable being out to care home staff

Community safety and cohesion

- One in eight lesbian and gay people experience a homophobic hate crime or incident every year
- One in six victims of homophobic hate crimes say that the crime was committed by a neighbour or someone living in the local area
- Only half of gay people enjoy living in their neighbourhood compared to two thirds of heterosexuals

Schools

- Sixty five per cent of young lesbian, gay and bisexual people have experienced homophobic bullying at school. Half of them have skipped school because of it
- Nine in ten teachers and non-teaching staff in secondary and primary schools have never received any specific training on how to prevent and respond to homophobic bullying

Sources: *Lesbian, Gay and Bisexual People in Later Life*, *The Gay British Crime Survey*, *Citizenship Survey*, *The School Report* and *The Teachers' Report*

For more information see the following useful Stonewall reports and resources



Lesbian, Gay and Bisexual People in Later Life



The Gay British Crime Survey



The School Report



The Teachers' Report

Sample Objectives

Objectives	What to do	How to measure progress
Improve provision of care to lesbian, gay and bisexual older people	Ensure assessment process of care needs reflects the needs of older gay people Ensure private providers of care meet explicit standards relating to older gay people	Increase in number of gay people receiving appropriate care Increase in number of private care providers meeting care standards for older gay people
Decrease homophobic bullying in local schools	Join Stonewall's Education Champions good practice programme for support in developing action plan Train teachers on responding to homophobic bullying using Stonewall's 'Spell It Out' DVD	Decrease in use of homophobic language and abuse
Decrease homophobic hate crime in local area and increase reporting	Distribute 'Blow the Whistle on Gay Hate' to the local gay community	Increase in proportion of homophobic hate crimes or incidents reported to the police
Improve community involvement of lesbian, gay and bisexual people	Raise awareness of lesbian, gay and bisexual people's role in the local community Encourage active participation of local gay people in civil society	Increase in the proportion of lesbian, gay and bisexual people who feel part of their community Increase in the number of openly gay councillors, school governors or other civic positions
Demonstrate a commitment to lesbian, gay and bisexual equality	Join Stonewall's Diversity Champions good practice programme and enter Stonewall's Workplace Equality Index Host and attend community events on lesbian, gay and bisexual issues	Improvement on Workplace Equality Index score year on year Attendance and evaluation of events



Some People Are Gay, Get Over It posters



Blow the Whistle on Gay Hate



Spell It Out DVD

For information and support on delivering local authority specific equality objectives, contact us on 08000 502020 or info@stonewall.org.uk

Care services for older people

Setting your equality objectives

Stonewall’s Lesbian, Gay and Bisexual People in Later Life research clearly shows that older lesbian, gay and bisexual people have different needs and circumstances from heterosexuals as they get older. They also do not feel that care services understand these needs.

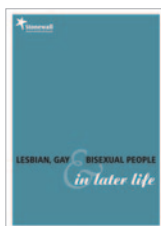
- Gay and bisexual men over 55 are almost three times more likely to be single than heterosexual men
- Forty one per cent of lesbian, gay and bisexual people over 55 live alone compared to 28 per cent of heterosexuals
- Just over a quarter of lesbian, gay and bisexual people over 55 have children compared to over nine in ten heterosexuals
- Less than half of lesbian, gay and bisexual people over 55 see their biological family members at least once a week compared to more than half of heterosexuals
- Gay and bisexual men are twice as likely to have been diagnosed with depression and anxiety than heterosexual men
- Three in five lesbian, gay and bisexual people over 55 are not confident that social care and support services would be able to understand and meet their needs
- Nearly half of lesbian, gay and bisexual people over 55 would be uncomfortable being out to care home staff

Source: *Lesbian, Gay and Bisexual People in Later Life*

Sample Objectives

Objectives	What to do	How to measure progress
Improve the experience of older gay people in residential care	Train staff on treating all patients with respect and dignity Write a room allocation policy which allows same-sex couples to be housed together	Increase in number of older people in care who are openly gay Increase in number of same-sex couples accessing residential care
Provide better information and services to older gay people	Provide tailored information to older gay people on where to seek information and support Run specific services to allow older gay people to meet each other	Increase in older gay people who feel that care providers understand and meet their needs Decrease in number of older gay people in care who feel isolated
Improve healthcare to older gay people	Train healthcare staff on the health inequalities experienced by older gay people Train staff on encouraging disclosure of patients’ sexual orientation where medically relevant	Increase in number of older gay people accessing relevant healthcare Increase in older gay people who feel that healthcare staff understand their health needs
Demonstrate a commitment to lesbian, gay and bisexual equality	Join Stonewall’s Diversity Champions good practice programme and enter Stonewall’s Workplace Equality Index Host and attend community events on lesbian, gay and bisexual issues	Improvement on Workplace Equality Index score year on year Attendance and evaluation of events

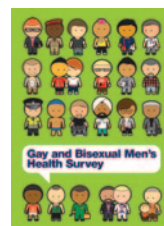
For more information see the following useful Stonewall reports and resources



Lesbian, Gay and Bisexual People in Later Life



Prescription for Change



Gay and Bisexual Men's Health Survey



Different Families Same Care posters

For information and support on delivering specific equality objectives for care providers for older people, please contact us on 08000 502020 or info@stonewall.org.uk

Housing providers

Setting your equality objectives

Research has shown that there are a number of issues lesbian, gay and bisexual people face relating to housing, primarily their vulnerability of homelessness if they come out to their family and of violence, including domestic violence, in and around the home.

- One in five lesbian, gay and bisexual people expect to be treated worse when applying for social housing
- One in six victims of homophobic hate crimes say that the crime was committed by a neighbour or someone living in the local area
- One in five lesbians who are victims of homophobic hate crimes say they were committed by a neighbour or someone living in the local area
- Lesbian and gay people aged 18-24 are four times as likely than average to have experienced a homophobic hate crime committed by a family member

Sources: *Serves You Right* and *The Gay British Crime Survey*

Sample Objectives

Objectives	What to do	How to measure progress
Reduce homophobic incidents and anti-social behaviour in and around tenants' homes	Develop easy-reporting mechanism for homophobic hate crimes Introduce tenant contracts that include protections against homophobia	Decrease in number who experience homophobic incidents and anti-social behaviour from neighbours and other tenants Increase proportion of tenants evicted for engaging in homophobic behaviour
Increase allocation of emergency housing to lesbian, gay and bisexual people	Develop inclusive emergency housing policy Train staff on the housing needs of gay people	Proportion of emergency housing allocated to gay people Decrease in number of gay people waiting for emergency housing
Improve support, advice and information provided to lesbian, gay and bisexual tenants	Provide relevant advice and information that tenants can access confidentially Signpost tenants to relevant information sources	Number of gay tenants satisfied with the services they received Number of gay tenants who would use the services again
Demonstrate a commitment to lesbian, gay and bisexual equality	Join Stonewall's Diversity Champions good practice programme and enter Stonewall's Workplace Equality Index Host and attend community events on lesbian, gay and bisexual issues	Improvement on Workplace Equality Index score year on year Attendance and evaluation of events

For more information see the following useful Stonewall reports and resources



Serves You Right



The Gay British Crime Survey



Lesbian, Gay and Bisexual People in Later Life



Blow the Whistle on Gay Hate



The Housing Guide



Some People Are Gay, Get Over It

For information and support on delivering specific equality objectives for housing providers, please contact us on 08000 502020 or info@stonewall.org.uk

7 Further information

All Stonewall publications referenced in this guide are available to download for free from www.stonewall.org.uk/publications

For hard copies of any Stonewall publications or resources please visit www.stonewall.org.uk/resources

For tailored support and advice on improving your workplace for lesbian, gay and bisexual employees contact workplace@stonewall.org.uk

For tailored support and advice on addressing homophobia in your school, college or university contact education@stonewall.org.uk

For tailored support and advice on improving NHS services to lesbian, gay and bisexual patients contact healthylives@stonewall.org.uk

For advice and support on all other areas covered in this guide and more please contact **08000 502020** or info@stonewall.org.uk

**Sexual
Orientation**
The Equality Act
Made Simple