

National Ambulance
LGBT Network



2018 Staff Survey Report

Final report and analysis of the
LGBT Staff Survey conducted in
June 2018

Supporting Lesbian, Gay,
Bisexual, Trans staff,
patients and communities

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Alistair Gunn
7 January 2019



Introduction



Dear Colleague

Since forming the National Ambulance LGBT Network we are frequently asked about the types of problems that LGBT staff experience and how prevalent they are. Although anecdotally we know that problems do exist, we have no benchmarking information that could explain how commonly problems are experienced.

In May 2018 we set out to address this by conducting a survey and set a target to capture the experiences of at least 200 LGBT staff. After a considerable amount of drafting, the survey went live in June 2018 and ran for a four week period.

The power of social media really came in to play here and we were delighted to gain 443 completed responses, more than double our original target. The widespread promotion of the survey by local LGBT Networks must also be acknowledged.

In terms of representation, we can confidently say that every NHS Ambulance Trust is represented and that staff from across the

different job roles are also proportionally depicted. Of course, the majority of staff came from operational roles but we have good representation from communication areas, support services and the management community.

The results provide a number of surprises, which we hope are made clear in this report. This can help us guide on areas we can celebrate and those which we need more challenge. As all our Trusts work to become inclusive employers it is important we take note of what our workforce is saying, and have the data to look back on in future and assess the impact our work is having.

We hope you enjoy reading this report and welcome your feedback.

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Important Information



The Survey

- Survey was conducted in **June 2018** by the National Ambulance LGBT Network.
- A total of **443 respondents** took part and included representatives of every NHS Ambulance Trust.
- **Social media** was used to promote the survey in addition to the individual efforts of LGBT Networks within each Trust.
- This is the **first survey ever** to look at the specific experiences of LGBT people working within our NHS Ambulance Trusts.
- The results provide a **valuable insight** into life as an LGBT person within NHS Ambulance Trusts.

Rules of Engagement

- The main objective of the survey is to provide a **baseline assessment** of the experiences of LGBT people in our NHS Ambulance Trusts.
- It will provide a **benchmark to measure the effectiveness** of strategies to improve experience in the future.
- The National Ambulance LGBT Network was asked to ensure **'league tables' were not constructed** as a result of this survey.
- The term **'negative behaviours' was used throughout the survey** relating to any experience that makes the respondent feel vulnerable. Terms such as homophobic abuse or bullying were not used because they are more subjective.



About This Report



This report is a summary of the findings from the LGBT Staff Survey carried out in June 2018. The report is structured as follows:

Important information about the survey is included at the start.

Having spent some time looking at the survey results in detail we have identified six areas to report on. These are:

1. Representation
2. Experience of Negative Behaviours
3. Engagement with LGBT Networks
4. 'Out' at Work?
5. Feelings About the Ambulance Service
6. Making Trusts Better for LGBT People

In each section we have summarised the issues and you will find a 'recommendations' slide linked to each theme.

At the end of the report we will provide a comprehensive breakdown of the whole survey for those who would like to delve a little further.

In some parts of the report you will see different versions of the star of life used to denote particular elements of LGBT. These different versions have been created from flags linked to each.



As well as being the logo of the National Ambulance LGBT Network (since 2016), the rainbow star of life symbol actually combines the star of life with the rainbow flag most commonly used to denote LGBT venues and services.



The bi-star of life combines the bisexual flag with the internationally recognised symbol of pre-hospital emergency care, the star of life.



And finally, the trans star of life, created in 2018, combines the trans flag with the star of life. This logo is used on a number of resources created by the National Ambulance LGBT Network to support working with trans people.

® Please note the rainbow and trans star of life logos are registered trade marks of the National Ambulance LGBT Network.



Executive Summary



- We are confident that our survey provides an accurate reflection of the experiences of LGBT people who work in the Ambulance Service. 443 responses were generated.
 - It is clear that bisexual and trans people have a significantly worse experience than lesbian and gay people.
 - Almost half of LGBT people reported experiencing 'negative behaviours' because of their sexual orientation or gender identity.
 - Most of these behaviours were initiated by patients and colleagues and took the form of comments, name calling and banter. Incidences of physical violence are very rare.
 - Although the majority of people are aware of support mechanisms and staff networks, less than half the respondents reported being able to get support from their management teams.
 - The survey found little difference in the experiences of operational and non-operational staff.
- Almost two thirds of lesbian and gay respondents felt able to be 'out' at work. This figure reduces significantly for trans people and even more for bisexual colleagues.
 - Awareness of the existence of staff networks is good but many people reported not knowing what their function was and have difficulty getting to events.
 - It is clear staff networks need to do more to promote their purpose to the workforce and learn from experiences to make them more inviting for people to attend.
 - Despite other factors 95% of LGBT people report feeling safe working for the Ambulance Services. 81% would recommend the service as an employer to family and friends.
 - There were a large number of suggestions as to how Trusts can make the lives of LGBT people better. This includes better awareness raising of the issues for LGBT people, better advice to managers dealing with LGBT issues and a 'zero tolerance' approach to negative behaviours from the public.

Content of this Report



Part 1: Representation

Part 2: Experience of Negative Behaviours

Part 3: Engagement with LGBT Networks

Part 4: 'Out' at Work?

Part 5: Feelings About the Ambulance Service

Part 6: Making Trusts Better for LGBT People





Representation

Key findings:

- The survey provides representation from across the LGBT spectrum and from every NHS Ambulance Trust in the United Kingdom.
- Respondents came from across the age range of the workforce, with the biggest group being from the 26 to 35 age bracket.
- The survey provides proportional representation from across the spectrum of roles, with the majority (**62%**) being in operational roles.



LGBT Identity



Out of the **443** respondents:



372 people identified as lesbian (133) or gay (239). This represents **84%** of the total respondents.



51 people identified as bisexual and this represents **11%** of the total respondents.

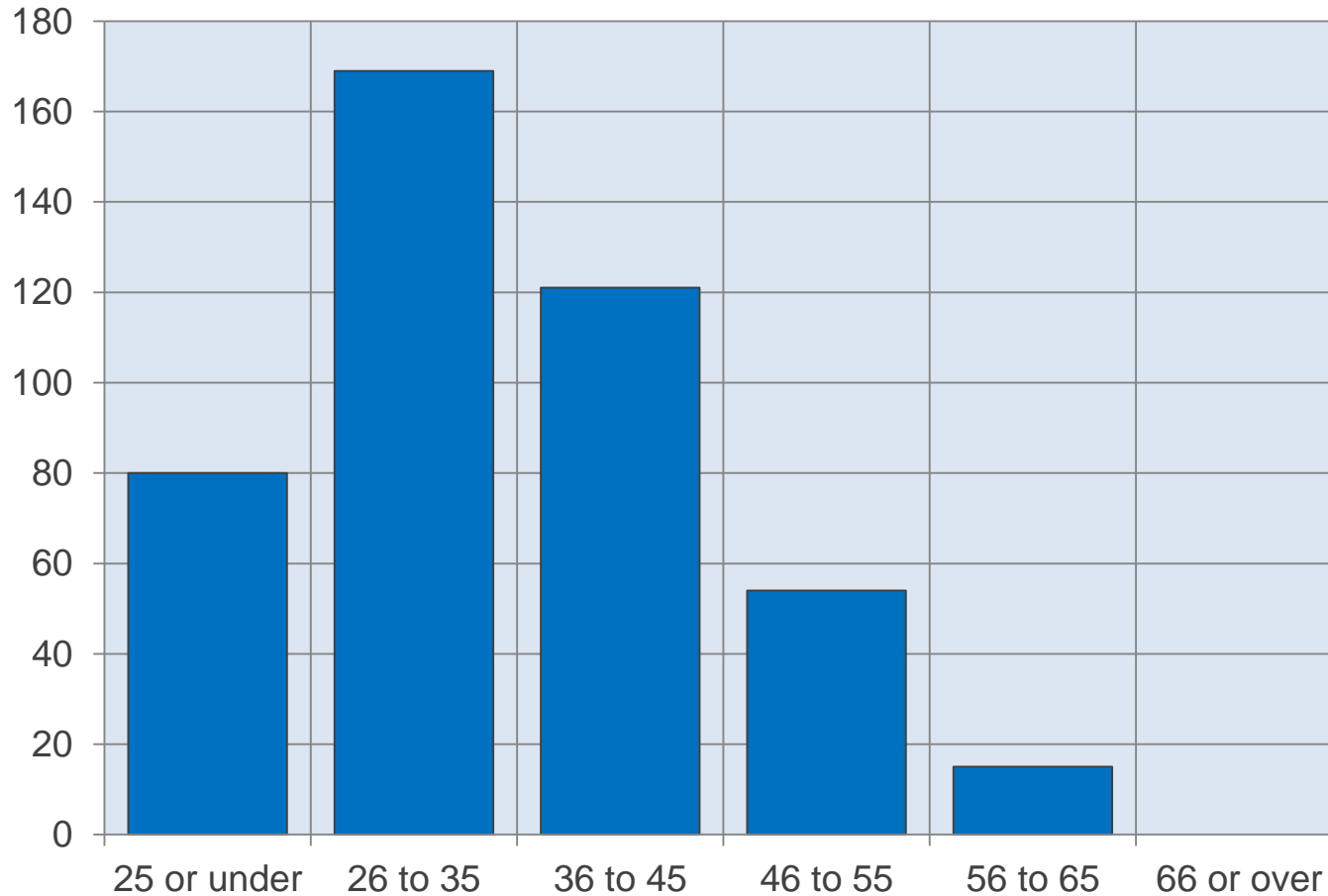


20 people identified as transgender and this represents **5%** of the total respondents.

Age Profile



Representation



Good distribution of ages across
the workforce.

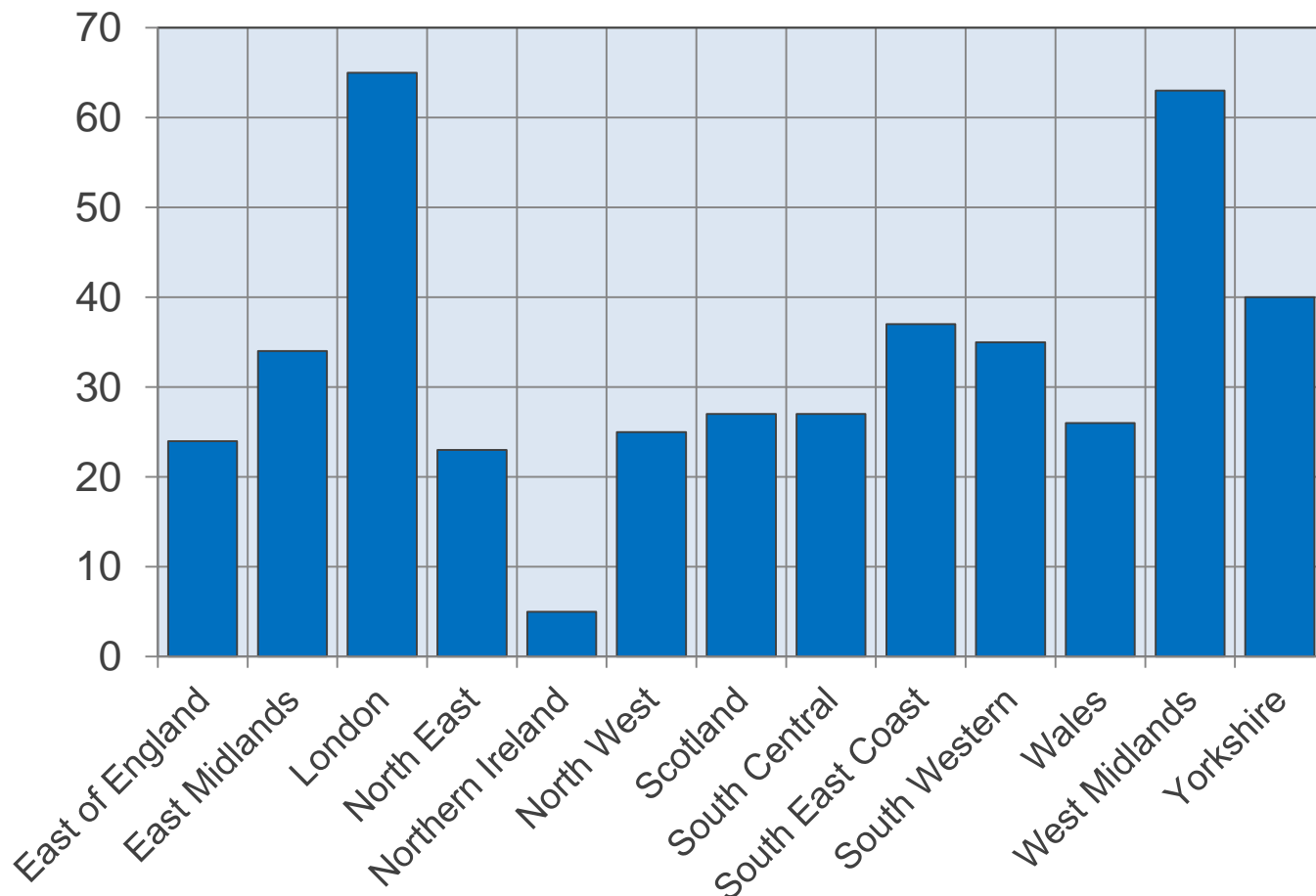
Number of responses 440.



NHS Ambulance Trust



Representation



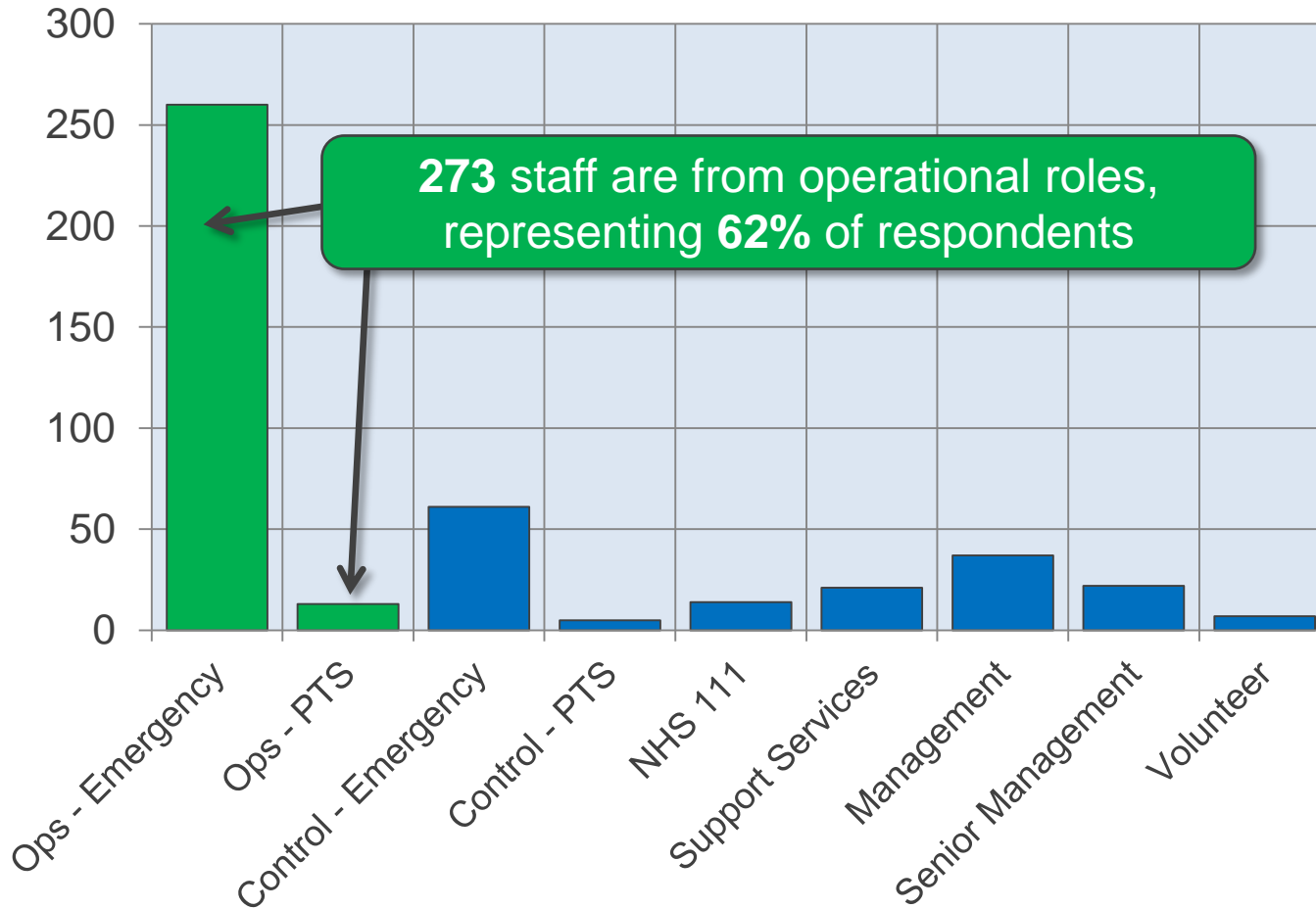
Representation from every NHS
Ambulance Trust in the UK.

Number of responses 440.

Current Role



Representation



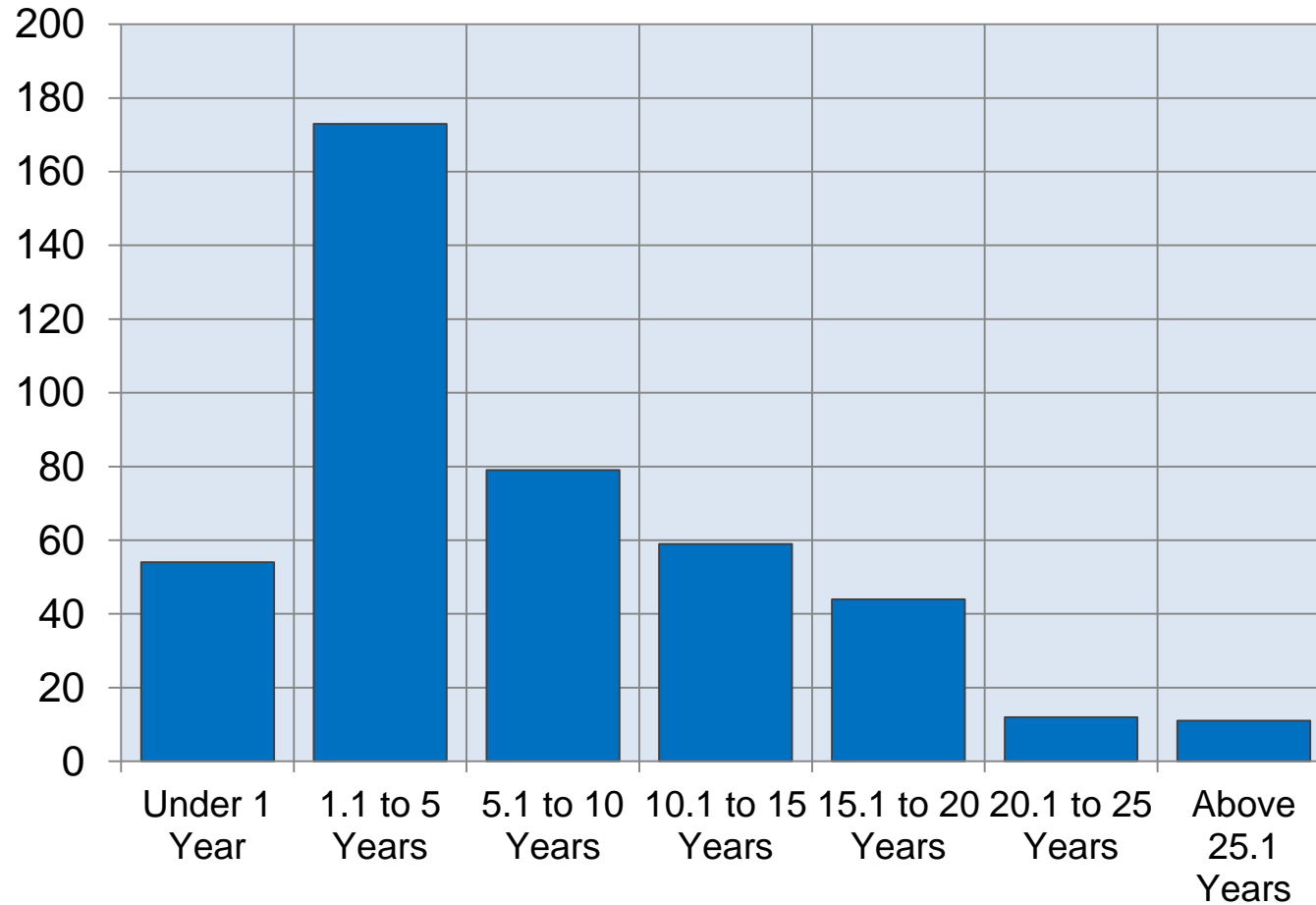
Proportional representation of roles from across the workforce.

Number of responses 440. Note that PTS stands for Non-Emergency Patient Transport Service.

Length of Service



Representation



Range of length of service is 1 month to 36 Years with peak at 1.1 to 5 Years.

Number of responses 432.

Recommendations



We are delighted that our survey has provided a sounds insight into the experiences of LGBT people working within the Ambulance Service.

We also believe we have captured a representative sample of staff. It is clear that different elements of LGBT have different experiences and therefore we should:

- Encourage further exploration of the bi and trans elements to understand these areas in more details.
- Repeat the survey in two years to measure the impact of any strategies to improve working lives.
- Cascade the results to the management teams of all NHS Ambulance Trusts.





Experience of Negative Behaviours

Key findings:

- A large number of LGBT staff are experiencing negative behaviours because of their sexual orientation / trans history.
- The most prevalent form of negative behaviours is comments and name calling. Teasing and banter falls closely behind.
- Awareness of support mechanisms appears to be strong, however our respondents indicated less than half were actually able to get support when needed.



Staff Experience



Experience of Negative Behaviours

46%

of staff taking part in the survey said they had experienced 'negative behaviours' because of their sexual orientation / trans history



38%

of staff taking part in the survey said they had witnessed 'negative behaviours' directed at other members of the Ambulance Service

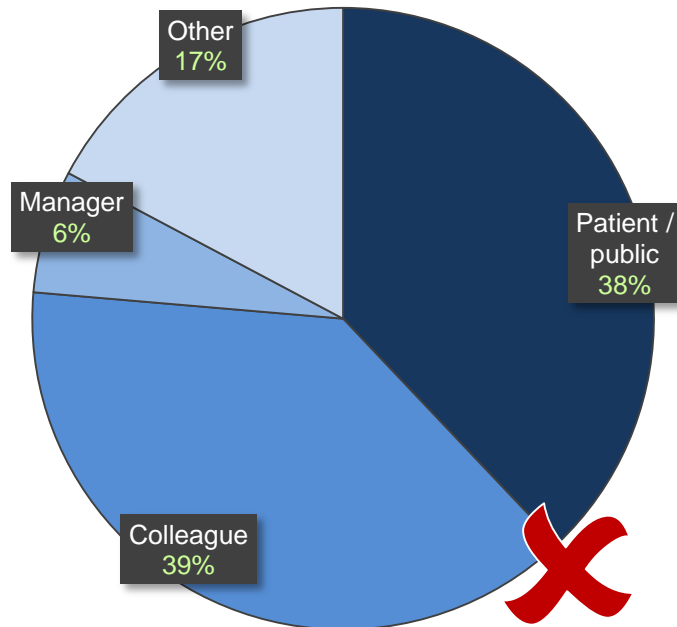
The National Ambulance LGBT Network believes these figures are shocking and they indicate strategies need to be put in place to address these issues. The following information confirms where these negative behaviours are coming from and the form they take.

Defining 'Negative Behaviours'

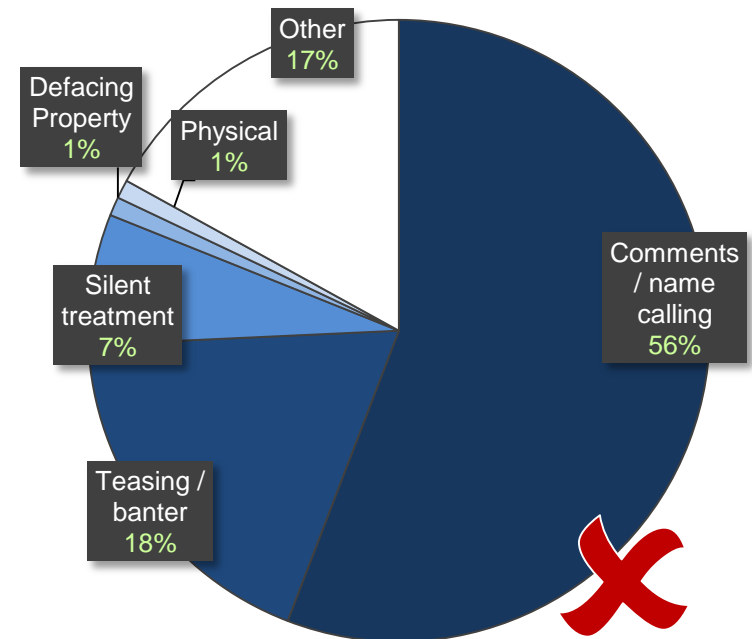


Experience of Negative Behaviours

The graph below shows who initiated the negative behaviours. Most of the 'other' responses stated patient and colleague.



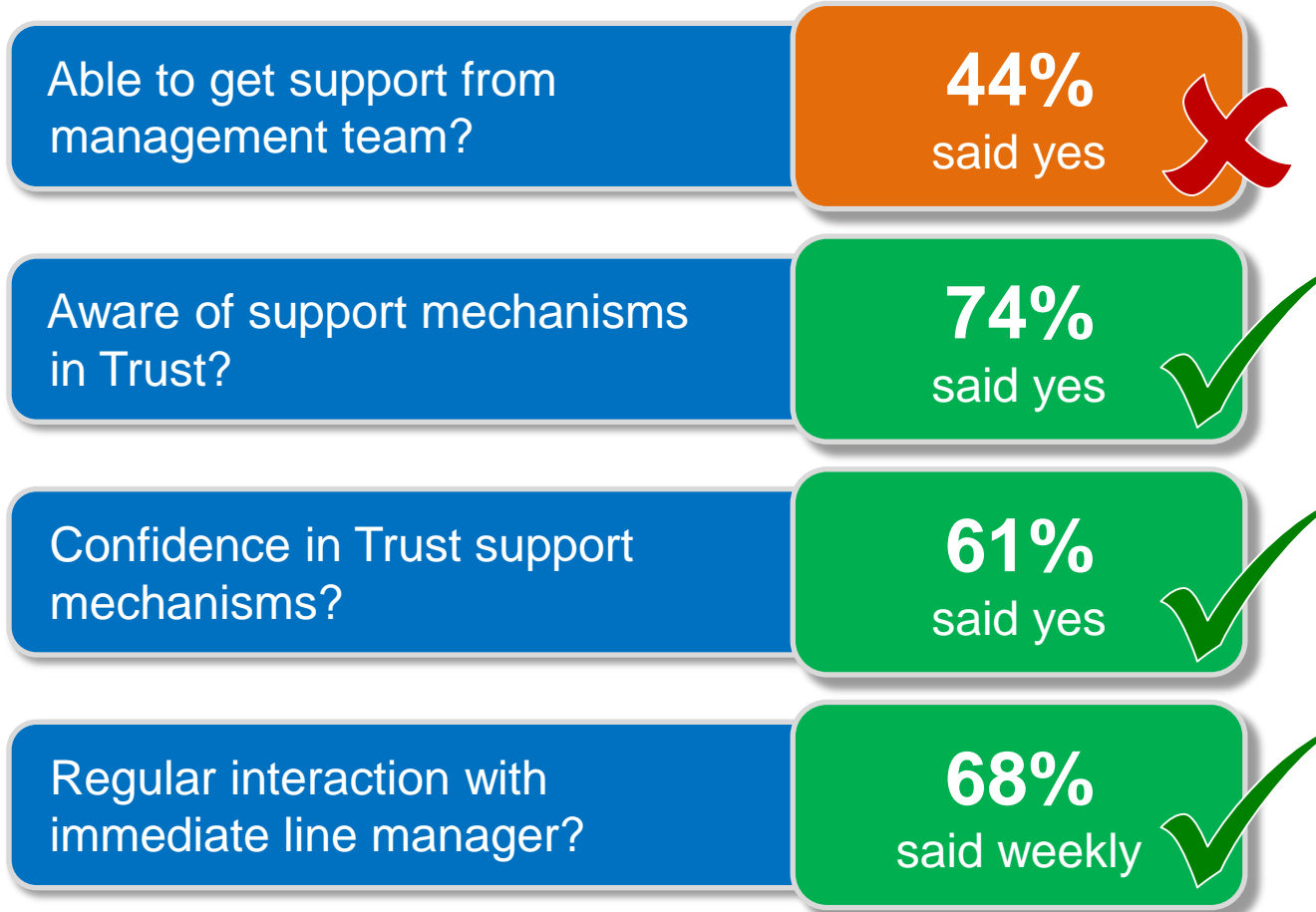
This graph shows the form the negative behaviours took. Most of the 'other' responses stated a mixture of factors.



Getting Support



Experience of Negative Behaviours



These graphics are in response to Questions 7 to 15 of the LGBT Staff Survey.

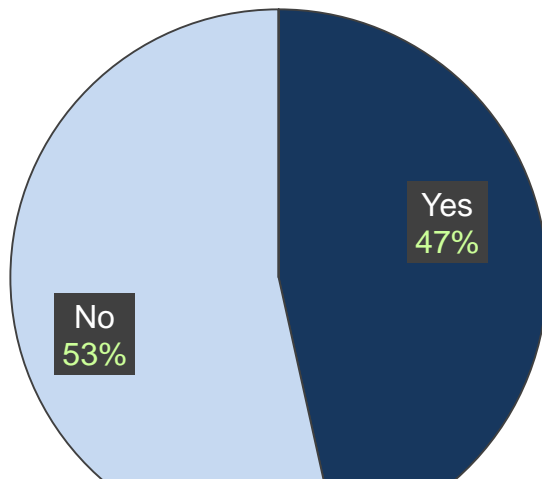
Number of responses 204 (Questions 7 to 11) and 439 (Questions 12 to 15).

Ops Versus Non-Ops Staff

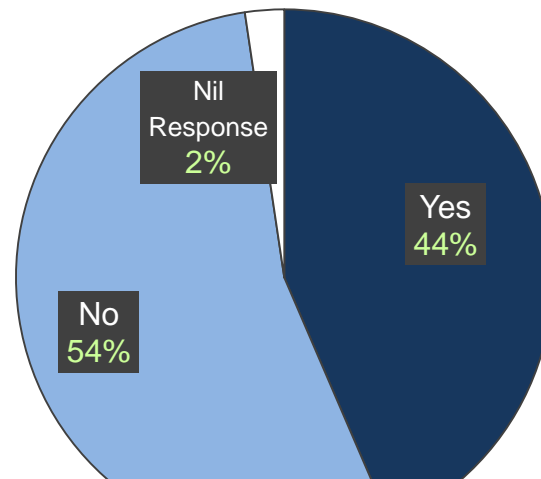


Experience of Negative Behaviours

One hypothesis is that negative behaviours are experienced more by operational staff than those working on call and control centres, and those in management roles. When the data is split between the two there appears to be a marginal difference, as our graphs show below.



Operational Staff



Non-Operational Staff

Number of responses for operational staff is 273 (62% of responses) and for non-operational staff 170 (38% of responses).

Recommendations



We are very concerned about the large number of negative experiences of our LGBT staff. Our recommendations are that every Trust must look at developing an Action Plan to address (as a minimum):

- Communications to staff which outlines the Trust stance on all forms of bullying and harassment (not limited to sexual orientation and gender identity) and the consequences of staff not complying.
- Internal mechanisms in place for reporting negative behaviours outlining a robust process for managing situations and recommended outcomes.
- Hate crime reporting procedures in place and endorsed by each Trust to manage inappropriate reactions from patients and the public.





Engagement with LGBT Networks

Key findings:

- Awareness of local and national LGBT Staff Networks is very strong but the number of people taking part in meetings and events is much lower.
- Some of the reasons given for not taking part are difficulty in accessing meetings and events due to not being released from shifts and also difficulties getting to them.
- LGBT Networks need to work on promoting their purpose and making events more inviting for people within the service.



Context



By the close of 2018 we are delighted to report that every NHS Ambulance Trust has a LGBT Staff Network in place. These are all at very different stages of development, from those just establishing themselves within the year, to one Trust that gained a 'Top 100 Employers' rating from Stonewall. Getting LGBT Staff Networks established has been a key priority for the National Ambulance LGBT Network and the LGBT 'Let's Get Better Together' Programme sets out a ten-point plan which all Trusts are being measured against.

Anecdotally we know that most Networks are struggling to gain large attendances at meetings. Before this survey it was hypothesised that most of the problems with attendance was centred around the size of Trusts and holding meetings that are accessible to all.



Some Key Findings



Engagement with LGBT Networks

Some of the key findings on engagement with LGBT staff networks were:

- **87%** of respondents said they are aware of the existence of a LGBT Staff network within their Trust.
- Just under **40%** of respondents said they had engaged with the LGBT Network at meetings, socials and events.
- Around **80%** of respondents said they are aware of the National Ambulance LGBT Network.

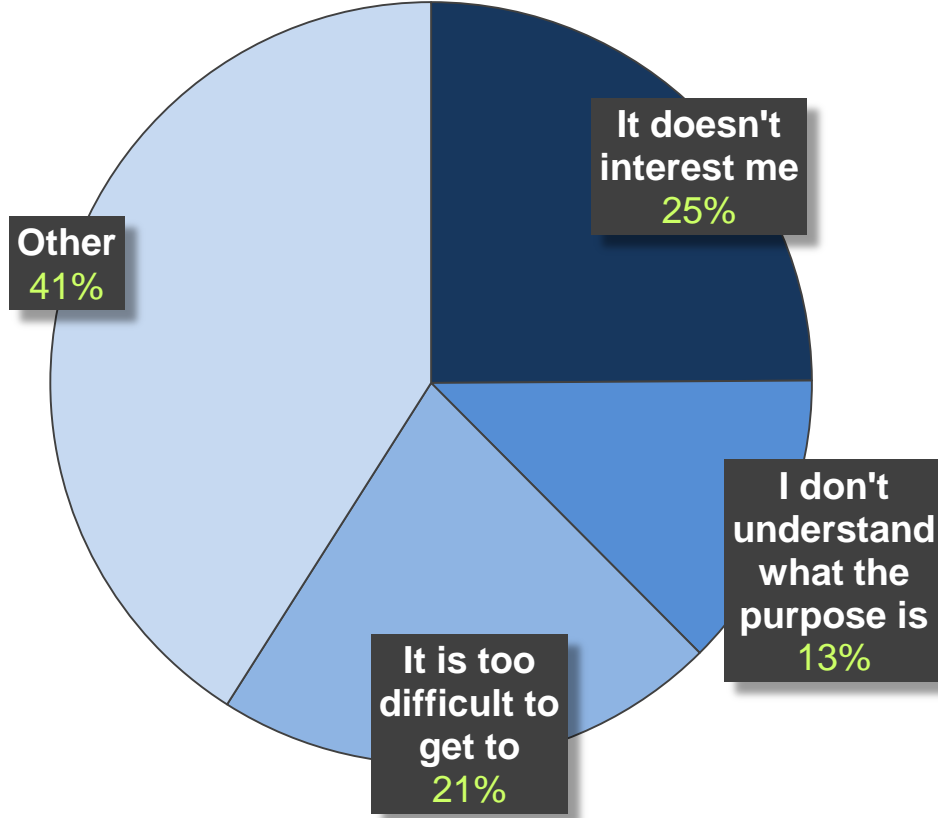
One question we were keen to explore was why people are not engaging with their local LGBT Staff Network. The following slides explore this.



Quantitative Findings



Engagement with LGBT Networks



Response to Question 22 showing the number of people responding to the three identified reasons for not engaging.

Number of responses 261. The people who responded 'other' were invited to specify a reason in an open text box. The main themes are shown on the next slide.

Qualitative Findings



An analysis of the 107 'other' responses provides a valuable insight into why people are not engaging with local networks. These are:

Difficulty accessing the Network

Always Short Notice

Personal Perspective

Don't Understand the Purpose

Network is Too Cliquey



What People Said...



Difficulty accessing the Network

Several respondents expressed difficulty in accessing the meetings.

‘Meetings always in headquarters which is hours from me.’

‘Always clashes with shifts and don’t think I would be released to attend a short meeting.’

‘Embarrassing asking for time off to attend meetings like this.’

‘Shift work makes it difficult to attend such events.’



What People Said...



Always Short Notice

There were a surprising number of comments that eluded to the fact that information about staff network events is usually only available close to the event:

‘Timing, short notice and venue information make it hard to get to.’

‘Short notice of events, challenging to attend due to child care.’

‘Infrequent events and not well advertised.’



What People Said...



Personal Perspective

Several respondents expressed a viewpoint about their LGBT Networks that stops them engaging.

‘Only senior managers attend. Very male dominated.’

‘I’m not ‘out’ in my service and I’m nervous about negative comments or being treated differently.’

The question also invoked a few responses about not wanting to attend. One respondent eloquently wrote:

‘MY CHOICE’



What People Said...



Don't Understand the Purpose

A number of comments made reference to the purpose of the Network and not understanding why they would engage with it:

'I don't wish to discuss my sexuality, or place it in a bracket, as if it's not normal.'

'They don't appear to do anything other than Pride.'

'I have not seen any information about what it does or why I should go along.'

'Not fully informed about it and unsure how to get involved.'



What People Said...



Network is Too Cliquey

Several respondents expressed a clear view that LGBT Networks can be difficult to access because of personalities involved.

‘You need to be in the clique to be informed of any events or have any engagement. I have contacted the LGBT Lead but emails are always ignored.’

‘It is difficult to get to and it’s a clique. I used to attend but not anymore as I wasn’t part of the ‘in crowd’.

‘Seems like a secret society.’



Recommendations



Engagement with LGBT Networks

It appears overall there is good knowledge about LGBT Staff Networks, both locally and nationally. The responses gained from the survey indicates there is a lack of information about the purpose of the events.

Trusts need to look at how they promote and support the Networks and make this information available to the workforce in order to encourage participation.

Networks themselves need to look at how they organise themselves, plan in advance, promote their purpose and also make the meetings inviting to attend.

Trusts are encouraged to help Networks plan events well in advance and provide suitable facilities and resources to help move around. A developed Communications Plan would also help raise awareness.





‘Out’ at Work?

Key findings:

- It is a tribute to the Ambulance Service that so many people feel able to be ‘out’ at work. **63%** of the overall survey said they are ‘out’ to everyone.
- It is clear that there are major issues for trans people who are much less likely to disclose their identity at work.
- Also, bisexual people remain largely invisible in the working community with only **28%** saying they are ‘out’ at work.



Overall Positive Results



Analysis of questions on this subject raised some interesting issues. Many LGBT campaign groups suggest there is a link between people being able to be 'out' at work and reduced incidences of mental health issues and staff sickness. To gauge how 'LGBT friendly' an organisation is therefore, see how many people feel able to be out.

Our survey of 443 people found that:

- **63%** of respondents said they are 'out to everyone' at work and a further **21%** said they are 'out to most people' at work.
- In total **84%** of respondents are 'out' at some level within their Trust.



What Does 'Out' Mean?



'Out' at Work?

The term 'coming out' most commonly refers to the time an LGB person first declares their sexual orientation or a trans person tells others they wish to change gender. Although the perception of many is this is a single point in time, many LGBT people reflect that 'coming out' is a process that never ends. Every time new people are involved LGBT people are making decisions as to how safe it is to tell.

The Stonewall role models programme looks at the compromises people make when they are not open, or effectively not bringing their 'whole self' to work. Self-managing identity can be laden with anxiety and additional complications. Stonewall encourage people to be their 'authentic self' at work and employers to create cultures where people can be their true selves.

In 2018 Sir Ian McKellen wrote on Twitter:



'I've never met a gay person who regretted coming out – including myself. Life at last begins to make sense, when you are open and honest.'

Hidden Issues



When you drill further into the results however, there are significantly varying results between the different elements of 'LGBT':



63% of all respondents are 'out to everyone'

4% are 'not out at all'



28% of bisexual respondents are 'out to everyone'

26% are 'not out at all'



42% of trans respondents are 'out to everyone'

5% are 'not out at all'

'Out' at Work?

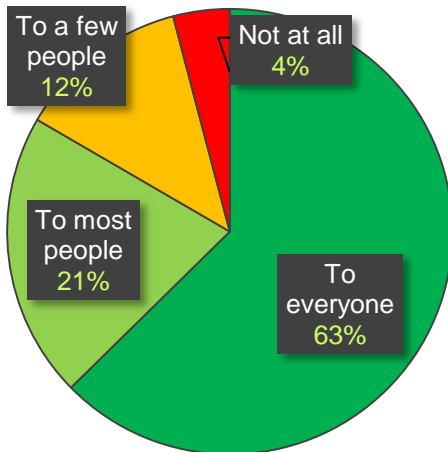


Hidden Issues

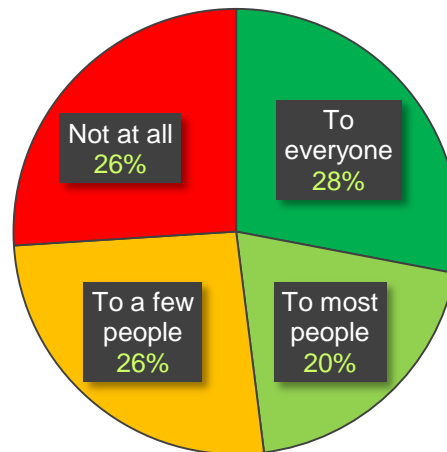


The full graphs show the stark difference between the element:

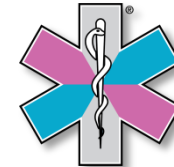
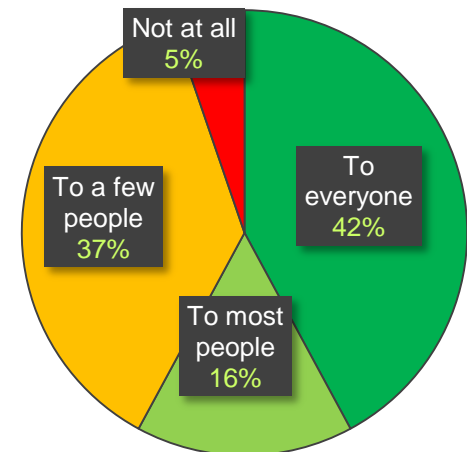
LGBT respondents



Bisexual respondents



Trans respondents



'Out' at Work?



Recommendations



It is clear from these results that there is some inequality even within the different elements of LGBT. Networks need to be aware of this and ensure information, and ideally support mechanisms, are available for the three identified groups.

Although it is recognised that it is better where people can be 'out' at work, it needs to be respected that some people will not choose to be out at work for a number of reasons.

It is evident however, that the existence of LGBT Networks and supporting information is still valuable to those people who do not choose to acknowledge their sexual orientation or trans status, and gives a clear perception that their employer is 'LGBT friendly'.





Feelings About the Ambulance Service

Key findings:

- It is very pleasing to report the extent to which respondents to the survey feel the Ambulance Service is a safe place to work.
- In addition to this, a large number of respondents confirmed they would recommend the Ambulance Services as an employer to family and friends.
- Although this is celebration of the Ambulance Service we must not be complacent and look for further opportunities to improve.



Ambulance 'Safe' Service



Is the Ambulance Service a safe place for LGBT People to work?

95%

said yes



Recommend the Ambulance Service as an employer to your family or friends?

81%

said yes



These graphics are in response
to Questions 18 and 19 of the LGBT
Staff Survey.

Number of responses 436.

Feelings About the Ambulance Service

Recommendations



Feelings About the Ambulance Service

It is a real tribute to people working in the Ambulance Service that a high percentage of LGBT people feel safe at work, and would recommend the service as an employer to family and friends.

In reality we need to consider these results in the context of other revelations, such as less than half of people feeling they can get support when needed.

We need to take every opportunity to promote the service and also campaign internally so that people know support is available when needed and how to go about getting this.

The mere fact of promoting these results will give a clear message to the wider workforce that LGBT issues are something to recognise and celebrate.





Making Trusts Better for LGBT People

Key findings:

- Our survey generated a lot of opinion on how services can make themselves better for LGBT people. Some common themes are:
 - ❖ Update training and awareness for all staff
 - ❖ Recognise things are not equal for bisexual and trans people
 - ❖ Top down approach to promoting diversity and inclusion
 - ❖ Managers taking issues seriously
 - ❖ Zero tolerance where public display negative behaviours



Making Things Better



The last question in our survey invited respondents to comment on any ways the Ambulance Service can make themselves better for LGBT people.

There were 78 responses covering a massive range of issues. We have picked ten responses here that provide a flavour of the themes raised. None of these comments have been edited.

*'The equality training is appalling and generally delivered by heterosexual people. Whilst most people are okay with gay people I have found a lot of staff, whether it be thinking they are doing the right thing, have outed me during patient contact or in conversation. **Whilst I have no problem with being gay it is my choice who I tell** and being a bit older growing up around Section 28 have done this historically for my personal safety. There seems to be a big misunderstanding around this in terms of confidentiality.'*

10

Making Things Better



'Although I have never had a negative experience myself, I am out to anyone who asks me a direct question. Or when I say 'my partner does that too' (or whatever) and they go 'oh does he' - and I just reply with 'yeah she does'

9

*I do get some colleagues asking the generic questions like 'who's the man in your relationship' and 'when did you know you were gay'... **which in 2018 is just unacceptable.***

*'It has to work top down. **Management need to be proactive when it comes to LGBT issues**; positive or negative. They need to be seen as accepting and show supportiveness and challenge negative slurs from both colleagues and patients if these arise. Having a good strong active LGBT staff network is vital for those who need support, reassurance or simply just comfort knowing people are there if needed.'*

8



Making Things Better



*'As an openly gay member of staff I do sometimes struggle with the notion of LGBT stuff that goes on. We don't do the same for straight people, and the LGBT network seems to be so 'camp / out / loud' that it actually puts me off doing anything with it as that's not how I identify. **My sexuality doesn't rule my life** and I feel no need to shout it from the rooftops.'*

7

*'In terms of colleagues discussing the gender identity and sexuality of patients they have attended I have heard a colleague say 'I went to a transman; and I just don't understand why the wouldn't just be a lesbian'!! Which again **is a shocking and ignorant opinion in this day and age** and I do think that some CPD events for all staff would be useful. As many, despite not homophobic, have used out dated phrases, views and ideologies - and some are totally unexposed to LGBT people and I think it would help bring them up to speed and avoid discrimination.'*

6



Making Things Better



*'I've been in a hetero relationship for 15 years and married for 10, but that doesn't make me any less bisexual and that's still what I identify as. But I don't feel comfortable saying so. **I think bisexuals are often overlooked** because if we are in a hetero-relationship it's as if we don't face any challenges or have a reason to speak up. But if that's true, then why do I have to lie about who I am? I don't even feel comfortable speaking up to the LGBT network about it. I think it would be great if bisexuals were made to feel a bit more validated for who they are.'*

5

*'I've worked in the Ambulance Service for a long time now, never in a clinical role, always in corporate and support services. I can absolutely see that things are changing and getting better but still feel that as an organisation **we're very male dominated** and that the **portrayal of a 'macho' image is still something that I encounter** quite regularly.'*

4



Making Things Better



Making Trusts Better for LGBT People

*'I'm a line manager and passionate about equality for all in the service, **the more support the better really**, it's not always perfect but we can strive to do better. I think my area has a great environment for all LGBT staff, I encourage equality and opportunity for all and I'm happy to be a part of making that better for everyone.'*

3

*'By **senior managers taking complaints seriously** and by implementing their recommendations from investigations.'*

2

*'We do a pretty good job but we need to **display a zero tolerance to the public** with regards to any abuse; homophobia or otherwise. If we don't say enough is a enough to verbal abuse aimed at straight staff, what makes me think the Trust will do something when a member of the public calls me DYKE!! Luckily I have a thick skin.'*

1



Survey Results in Detail [1]



[1] Which of the following four elements of 'LGBT' best describes you?

- Lesbian – 30.0% (131)
- Gay – 54.1% (236)
- Bisexual – 11.5% (50)
- Transgender – 4.4% (19)

[2] Which of the following describes your gender identity?

- Male – 57.1% (251)
- Female – 40.9% (180)
- Neither of these – 1.5% (7)
- Rather not say – 0.5% (2)

[3] Have you always identified with the gender you were registered with at birth?

- Yes – 93.7% (408)
- No – 5.7% (26)
- Rather not say – 0.6% (2)

[4] What age are you?

- 25 or under – 18.2% (80)
- 26 to 35 – 38.4% (169)
- 36 to 45 – 27.5% (121)
- 46 to 55 – 12.3% (54)
- 56 to 65 – 3.4% (15)
- 66 or over – 0% (0)
- Rather not say – 0.2% (1)

[5] Which NHS Ambulance Trust are you employed by?

- East of England – 5.5% (24)
- East Midlands – 7.7% (34)
- London – 14.8% (65)
- North East – 5.2% (23)
- Northern Ireland – 1.1% (5)
- North West – 5.7% (25)
- Scotland – 6.1% (27)
- South Central – 6.1% (27)
- South East Coast – 8.4% (37)
- South Western – 8.0% (35)
- Wales – 5.9% (26)
- West Midlands – 14.3% (63)
- Yorkshire – 9.1% (40)
- Other – 2.1% (9)

[6] What is your current role?

- Operations: Emergency – 59.1% (260)
- Operations: PTS* – 3.0% (13)
- Control: Emergency – 13.9% (61)
- Control: PTS* – 1.1% (5)
- NHS 111 – 3.2% (14)
- Support services – 4.8% (21)
- Management – 8.4% (37)
- Senior management – 5.0% (22)
- Volunteer – 1.5% (7)

* PTS stands for Non-Emergency Patient Transport Service

[7] Have you had any negative behaviours directed against you whilst working for the Ambulance Service because of your sexual orientation / trans history?

- Yes – 45.8% (201)
- No – 54.2% (238)

[8] If you answered YES to Question 7, who initiated these negative behaviours?

- Patient or member of public – 37.9% (77)
- Colleague – 38.4% (78)
- Manager – 6.4% (13)
- Other** – 17.3% (35)

** The majority of respondents who answered 'other' used the free text box to quote patients and colleagues.

[9] If you answered YES to Question 7, what form did these negative behaviours take?

- Comments / name calling – 56.4% (115)
- Teasing or banter – 18.7% (38)
- Silent treatment – 6.9% (14)
- Defacing of property / paperwork – 0.4% (1)
- Physical – 0.4% (1)
- Other – 17.2% (35)

Survey Results in Detail [2]



[10] If you answered YES to Question 7, how often did the negative behaviour last?

- Isolated incidents / odd days – 71.9% (146)
- For a short period / weeks – 6.9% (14)
- For a long period / months – 10.3% (21)
- Prolonged period – 10.9% (22)

[11] If you answered YES to Question 7, were you able to get support from your management team to help with this?

- Yes – 44.1% (89)
- No – 55.9% (113)

[12] Are you aware of support mechanisms in your Trust?

- Yes – 74.0% (325)
- No – 26.0% (114)

[13] Do you have confidence in the support mechanisms in your Trust?

- Yes – 61.0% (258)
- No – 39.0% (165)

[14] How often do you interact with your immediate line manager?

- Daily – 27.3% (120)
- Weekly – 41.1% (181)

- Monthly – 13.2% (58)
- Infrequently – 18.4% (81)

[15] Have you witnessed any negative behaviours directed at any other member(s) of the Ambulance Service because of their sexual orientation / trans history?

Yes – 37.7% (165)
No – 62.3% (273)

[16] If you answered YES to Question 15, who initiated these negative behaviours?

- Patient or member of public – 32.1% (54)
- Colleague – 48.2% (81)
- Manager – 6.6% (11)
- Other*** – 13.1% (22)

*** The majority of respondents who answered 'other' used the free text box to quote patients and colleagues.

[17] If you answered YES to Question 15, what form did these negative behaviours take?

- Comments / name calling – 62.9% (105)
- Teasing or banter – 20.4% (34)
- Silent treatment – 0.6% (1)
- Defacing of property / paperwork – 1.7% (3)

- Physical – 0.6% (1)
- Other – 13.8% (23)

[18] In your opinion, is the Ambulance Service a safe place for LGBT people to work?

- Yes – 95.2% (413)
- No – 4.8% (21)

[19] Would you recommend the Ambulance Service as an employer to your family or friends?

- Yes – 81.4% (355)
- No – 18.6% (81)

[20] Are you aware if your Trust has a LGBT Network?

- Yes – 87.0% (381)
- No – 13.0% (57)

[21] Have you engaged with your local LGBT Network at meetings, socials or events?

- Yes – 39.5% (172)
- No – 60.5% (264)

Survey Results in Detail [3]



[22] If you answered NO to Question 21, why have you not attended your local LGBT Network?

- It doesn't interest me – 24.9% (65)
- I don't understand what the purpose is – 12.6% (33)
- It is too difficult to get to – 21.5% (56)
- Other^ – 41.0% (107)

^ A mixture of responses were provide in the free text field linked to this question. The full set of answers is available separately. Five common themes are discussed in detail on Slides 24 to 29.

[23] Are you aware of the National Ambulance LGBT Network?

- Yes – 80.4% (353)
- No – 19.6% (86)

[24] How many years have you worked in the Ambulance Service?

- Under 1 Year – 12.5% (54)
- 1.1 to 5 Years – 40.0% (173)
- 5.1 to 10 Years – 18.3% (79)
- 10.1 to 15 Years – 13.7% (59)
- 15.1 to 20 Years – 10.2% (44)
- 20.1 to 25 Years – 2.8% (12)
- Above 25.1 Years – 2.5% (11)

[25] How 'out' are you at work?

- To everyone – 62.6% (275)
- To most people – 20.7% (91)
- To a few people – 12.5% (55)
- Not at all – 4.2% (18)

[26] If you answered either 'To a few people' or 'Not at all' to Question 25, why are you not 'out' at work?

- It is not relevant – 53.3% (49)
- I do not feel safe telling people – 5.4% (5)
- It could limit my career prospects – 3.3% (3)
- I have witnessed others being treated badly – 2.2% (2)
- I do not feel confident telling people – 19.6% (18)
- Other – 16.2% (15)

[27] Contact email addresses

In this question respondents were asked to provide an email address if they were happy to be consulted further. This information is not available to any other parties.

A total of 149 people provided a contact email address. No further consultation took place after the main survey was completed.

[28] Do you have any other comments about how Ambulance Services can make themselves better places for LGBT people?

A free text field was provided for this question and 78 respondents provided information. This information is available separately.

Additional Information

The full survey was carried out by an online survey which was open between 1 and 30 June 2018. A total of 443 responses were generated in this time. The number of answers is given as a percentage of respondents to the question and as number of respondents in brackets.

If you would like a further breakdown of the results to this survey (namely for Questions 8, 16, 22 and 28) please contact the Chair of the National Ambulance LGBT Network, Alistair Gunn, at alistair.gunn@nhs.net. Please note that no personal information will be given to any other parties.

For more information about the activities of the National Ambulance LGBT Network, and any resources created in response to this survey, please visit the Network's website at www.ambulanceLGBT.org.