



# **LGBT IN BRITAIN**

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## **HATE CRIME AND DISCRIMINATION**

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## HATE CRIME AND DISCRIMINATION

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## FOREWORD

**Over the past 25 years, Britain has taken huge strides on the journey to equality for lesbian, gay, bi and trans (LGBT) people.**

Changes in the law mean that more schools, employers and public services are tackling anti-LGBT discrimination and bullying. Equal marriage is now a reality for many, and Section 28 has been consigned to history. But for many LGBT people, these legal changes have not translated into true equality, and for trans people in particular, there is still much progress to be made before they are fully protected and equal under the law. In this first report of a series on what it means to be LGBT in Britain today, we focus on the prevalence and impact of hate crime and the discrimination many LGBT people face in their everyday lives.

In 2013, our research clearly demonstrated the scale and seriousness of the problem. Since then, the prevalence of hate crime towards LGBT people has increased significantly, and underreporting remains a major issue. This report demonstrates just how much work remains to be done.

Based on YouGov polling of more than 5,000 LGBT people in Britain, it reveals LGBT people's experiences of hate crime and discrimination in Britain today. The findings are stark. LGBT people continue to face abhorrent levels of abuse, harassment and discrimination on a daily basis: one in five have experienced a hate crime or incident related to their sexual orientation or gender identity in the last 12 months, and four in five victims have not reported it to the police, many because they feared that it would not be taken seriously.

For trans people, the findings are particularly alarming: two in five trans people have experienced a hate crime or incident based on their gender identity in the last 12 months. Black, Asian and minority ethnic LGBT people are also disproportionately affected, with a third having experienced a hate crime or incident in the last year, compared to one in five white LGBT people.

The study also finds that anti-LGBT abuse extends far beyond acts of hate and violence on our streets. Many LGBT people still endure poor treatment while using public services and going about their lives, whether in their local shop, gym, school or place of worship. A third of LGBT people avoid particular streets because they do not feel safe there as an LGBT person, and one in six have been discriminated against when visiting a café, bar or nightclub. Meanwhile, anti-LGBT abuse online is endemic: in the last month alone, one in ten LGBT people – including one in four trans people – have been the direct target of homophobic, biphobic, or transphobic abuse online.

While we have come so far in the past 25 years, it is clear that much must still be done before all LGBT people can feel safe, included and free to be themselves in Britain today. These findings warn against complacency, and stand as a call to action. Building on the achievements of the past and working together as we look ahead, we can all play a role in bringing forward the day when every LGBT person, everywhere, is accepted without exception.

Ruth Hunt, Chief Executive

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## 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. This report, the first of a series based on the research, investigates their experiences of homophobic, biphobic and transphobic hate crimes and day-to-day discrimination.

The study looks at these 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 visiting shops and cafes, when accessing public services or when trying to rent a new home.

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# KEY FINDINGS

## HATE CRIME

- **One in five** LGBT people (21 per cent) have experienced a hate crime or incident due to their sexual orientation and/or gender identity in the last 12 months.
- **Two in five** trans people (41 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 (16 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 **16 per cent** in 2017.
- **Four in five** LGBT people (81 per cent) who experienced a hate crime or incident didn't report it to the police.
- **Three in ten** LGBT people (29 per cent) avoid certain streets because they do not feel safe there as an LGBT person.
- **More than a third** of LGBT people (36 per cent) say they don't feel comfortable walking down the street while holding their partner's hand. This increases to **three in five** gay men (58 per cent).
- **One in ten** LGBT people (10 per cent) have experienced homophobic, biphobic or transphobic abuse online directed towards them personally in the last month. This number increases to **one in four** for trans people (26 per cent) directly experiencing transphobic abuse online in the last month.

*Someone described their intention to slit my throat and kill me. They went on to say no court would convict them for killing 'the queer bait'.  
Ava, 56 (London)*

## DISCRIMINATION IN DAILY LIFE

- **One in six** LGBT people (17 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.
- **One in ten** LGBT people (10 per cent) who were looking for a house or flat to rent or buy in the last year were discriminated against because of their sexual orientation and/or gender identity.
- **One in four** black, Asian and minority ethnic LGBT people (24 per cent) accessing social services in the last year have been discriminated against because of their sexual orientation and/or gender identity.
- **Almost three in ten** LGBT people (28 per cent) who visited a faith service or place of worship in the past 12 months experienced discrimination.
- **One in ten** LGBT people (10 per cent) who attended a live sporting event in the last year experienced discrimination because of their sexual orientation and/or gender identity.

*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 (Scotland)*

## 1 HATE CRIME:

# HATE CRIME AND INCIDENTS

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

**One in five** LGBT people (21 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 **two in five** trans people (41 per cent), who have experienced a hate crime or incident because of their gender identity in the last 12 months, and **one in six** lesbian, gay and bi people, who aren't trans (16 per cent), who 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 six** trans people (18 per cent) have been victims of a hate crime or incident because of their perceived or actual sexual orientation within the last year.

**Two in five** LGBT people (39 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 (19 per cent) who identify as male or female.

**One in five** lesbians (21 per cent) and gay men (19 per cent) experienced a hate crime or incident in the last year because of their sexual orientation compared to **one in six** bi men (16 per cent) and bi women (14 per cent).

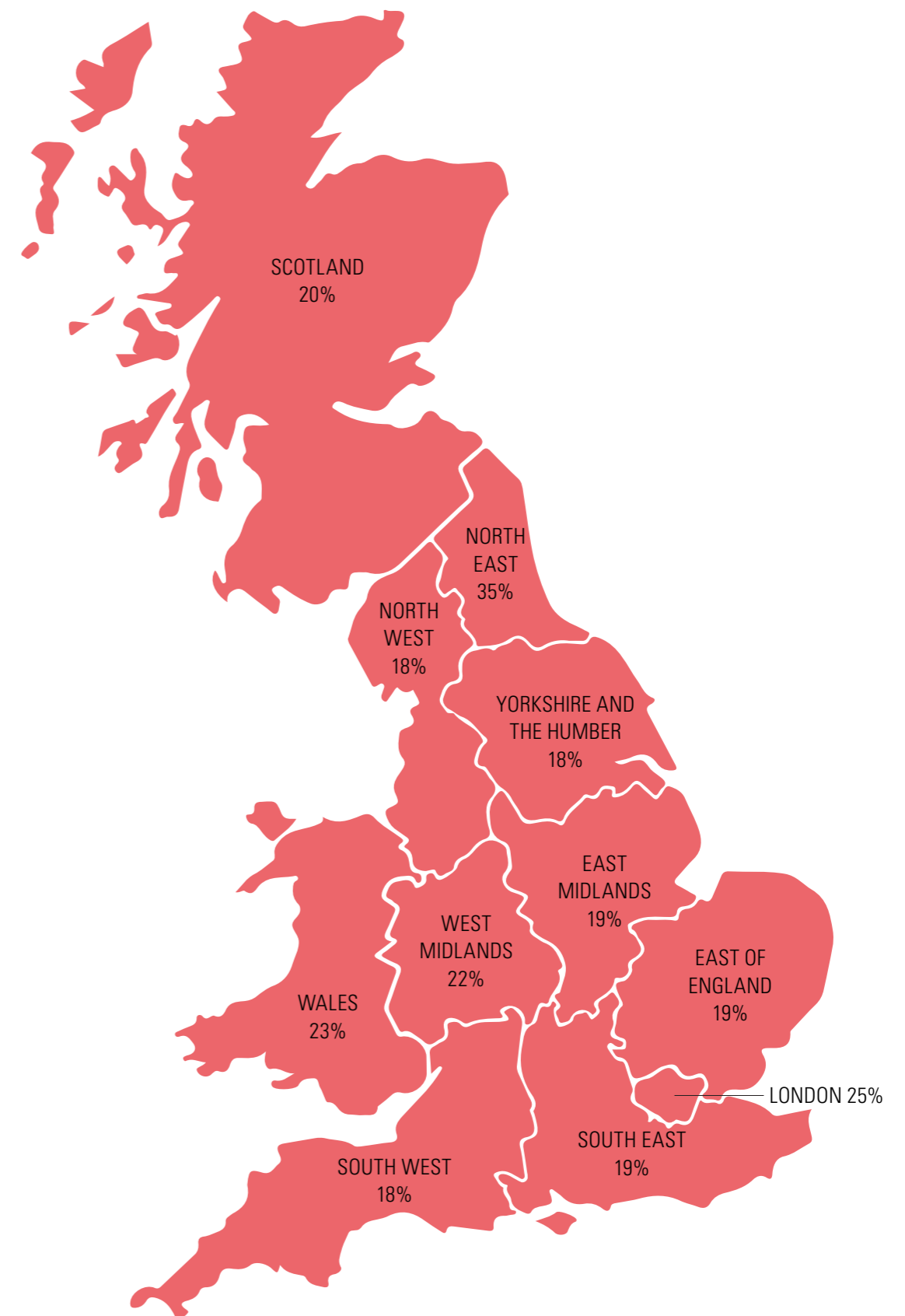
Young people are at greatest risk: **56 per cent** of trans young people aged 18 to 24 and **33 per cent** of LGB people aged 18 to 24 who aren't trans have experienced a hate crime or incident based on their gender identity and/or sexual orientation in the last year.

**A third** of black, Asian and minority ethnic LGBT people (34 per cent) have experienced a hate crime or incident based on their sexual orientation and/or gender identity in the last year, compared to **one in five** white LGBT people (20 per cent).

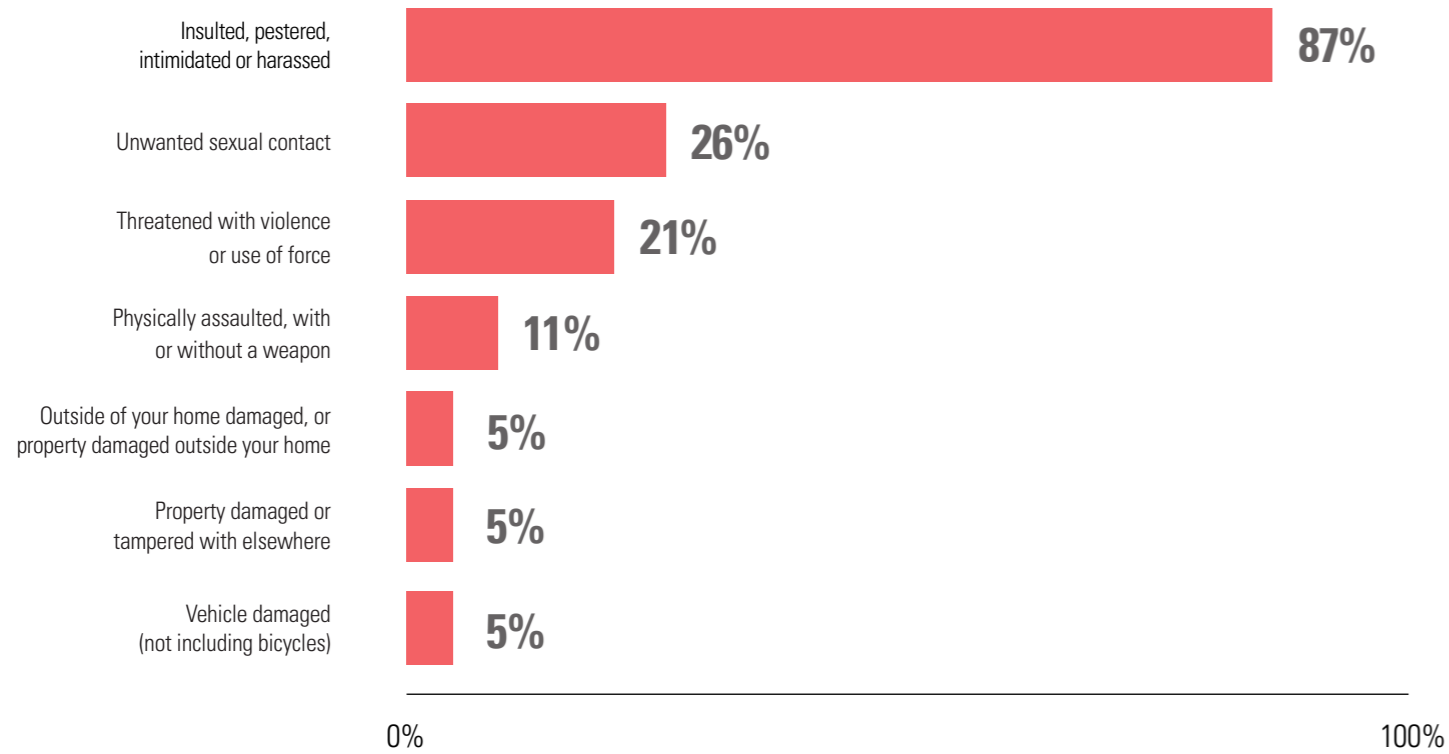
LGBT people who belong to a non-Christian faith (Judaism, Hinduism, Islam, Sikhism, Buddhism, or other) are more likely than LGBT people in general to have experienced a hate crime or incident due to their sexual orientation and/or gender identity, with nearly **a third** (30 per cent) experiencing this, 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: **27 per cent** in the last year compared to **17 per cent** of non-disabled LGBT people.

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



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



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

Most LGBT people, **almost nine in ten** (87 per cent), who have experienced 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. **One in four** (26 per cent) experienced unwanted sexual contact. **One in five** LGBT people (21 per cent) were threatened with violence or use of force and **one in ten** LGBT people (11 per cent) were physically assaulted, with or without a weapon.

*I have previously been a victim of a great deal of harassment from a neighbour because I'm gay and I was living with someone in a relationship. I received no help or support from my housing association and felt that was because my housing officer didn't care. She was possibly homophobic too. I have also been the victim of an assault by my ex-partner's sister. I could never report this to the police because my partner was scared of the reaction of the police.*  
Isla, 61 (London)

*I was assaulted by a man whilst I was holding hands with my lesbian partner. He grabbed me from behind and thrust himself into me, then verbally attacked me.*  
Freya, 21 (Wales)

*I was punched by a stranger who was harassing my girlfriend.*  
Charlie, 29 (South West)

*Someone described their intention to slit my throat and kill me. They went on to say no court would convict them for killing 'the queer bait'.*  
Ava, 56 (London)

*I was spat on outside a gay club at Pride 2016.*  
Ellie, 20 (Scotland)

*I am a trans man and I have been stalked for over two years now from an unknown person. During this time, I have received anonymous threatening letters. I've had two letters containing razor blades, one which contained a toxic substance which burnt my hands, face and eye. I have been beaten up three times.*  
James, 47 (South East)

### UPWARD TREND IN LGBT HATE CRIME

Overall, the proportion of lesbian, gay and bi people 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 16 per cent in 2017 (based on comparison to findings in Homophobic Hate Crime (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. According to the Home Office, hate crime in general has risen by 48 per cent over the last three years, with the number of recorded hate crimes and incidents based on sexual orientation rising by 70 per cent over the same period.

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.

## 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.

**Four in five** LGBT people (81 per cent) who experienced a hate crime or incident in the last 12 months did not report it to the police. **Seven in ten** (71 per cent) LGBT people did not report the incident to the police or to anyone else (e.g. local authority, social worker, charity).

Young people are least likely to report hate crime to the police with only **12 per cent** of LGBT young people age 18 to 24 doing so.

*I had occasion to report that I had been harassed and suffered an injury. I talked, they listened, but it was their attitude and I got the impression that it was not being taken seriously.*  
Leo, 53 (North East)

*I was assaulted by a man. He admitted it. The police suggested I didn't proceed with charges! I took their advice and wished I hadn't. I felt that I had suffered twice: once a physical attack and the second an attack by the state.*  
Edward, 57 (North East)

*When I talked to the police about discrimination written on my property, the police did not take it seriously, even though we have had verbal abuse from neighbours in the previous month. They actually said 'did you do it to provoke us to come here and question your neighbours?'*  
Iona, 33 (Scotland)

*I have been the victim of transphobia numerous times over the past two years, and yet the police haven't really taken it seriously. I was even deliberately misgendered over the phone by the police, even after I'd corrected them twice.*  
James, 47 (South East)

*Me and some friends were victims of a homophobic attack in town and after contacting the police, they basically blew it off and said that we need to be more resilient.*  
Noah, 23 (West Midlands)

*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 (Scotland)*

## RECOMMENDATIONS

## POLICE FORCES SHOULD:

- Improve training to all police officers and frontline staff to identify and record homophobic, biphobic and transphobic hate crimes, better support victims and bring perpetrators to justice.
- Engage regularly with LGBT people and analyse hate crime trends in their area, including across multiple identities such as black, Asian and minority ethnic or disabled LGBT people, to target prevention and support.
- Improve confidence in reporting by publicly communicating their commitment to tackle anti-LGBT hate crime and making reporting easier, working with LGBT groups and third party reporting centres.
- Join the 25 other police forces that are members of Stonewall's **Diversity Champion Programme**. The programme can help you to develop effective training, improve support to LGBT people and staff, and tackle underlying causes of hate crime in the community.
- Support staff to take part in Stonewall's **LGBT Role Models** or **Allies** programmes to explore how they can create an inclusive environment for everyone.

## THE HOME OFFICE SHOULD:

- Review hate crime laws so that hate crimes based on sexual orientation, gender identity or disability are treated equally to those based on race and faith, by making them aggravated offences.

## THE COLLEGE OF POLICING SHOULD:

- Reinforce the Hate Crime Operational Guidance through specific training on anti-LGBT hate crimes, and show leadership through targeted development opportunities for LGBT staff.

## THE CROWN PROSECUTION SERVICE SHOULD:

- Train all prosecutors on anti-LGBT hate crimes on and offline, track successful prosecutions to develop best practice, and provide targeted support to victims.

## WHAT YOU CAN DO AS AN INDIVIDUAL:

- Take a visible stand against LGBT hate crime, join Stonewall's 'Come out for LGBT' campaign and show your support for LGBT equality in all forms. Encourage your friends, family and colleagues to join the campaign: [www.stonewall.org.uk/comeoutforlgbt](http://www.stonewall.org.uk/comeoutforlgbt)
- For information and resources on dealing with hate crime and supporting people affected go to [www.stonewall.org.uk/help-advice/hate-crime](http://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 MP, MSP or AM. Ask them to campaign for reform of hate crime laws so that hate crimes based on sexual orientation, gender identity or disability are dealt with and punished in the same way as racist and faith-based hate crimes. See our **campaigning guides** for tips on engaging your MP, MSP or AM.

## 1 HATE CRIME:

# SAFETY AND FEAR OF ABUSE

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

LGBT people who avoid certain streets because they don't feel safe as an LGBT person.



**Three in ten** LGBT people (29 per cent) avoid certain streets altogether because they don't feel safe there as an LGBT person. This number increases to **more than two in five** for trans people (44 per cent) compared to **26 per cent** of LGB people who aren't trans. LGBT people who have been a victim of a hate crime or incident in the last year are almost twice as likely to say they avoid certain streets (56 per cent).

**Almost one in ten** LGBT people (eight per cent) do not feel safe in the area where they live. This increases to **14 per cent** for trans people compared to **seven per cent** of LGB people who aren't trans. LGBT disabled people are also more likely to feel unsafe in the area where they live (13 per cent).

**One in five** LGBT people (20 per cent) who have been a victim of hate crime in the last year don't feel safe where they live. LGBT people in category C2DE (lower income households) are almost twice as likely to feel unsafe as LGBT people in category ABC1 (higher income households): **12 per cent** compared to **seven per cent**.

*Someone called me a faggot on the street.  
He offered to replace my cigarette with his genitals.*  
Fergus, 22 (Scotland)

*I live in constant fear of being attacked again due to my gender identity.*

Elijah, 19 (South East)

*I've been attacked many times when I was transitioning. After I finished my transition, I moved from the South of England to the North East to get away and start a new life as it wasn't safe for me down there. I had to move away from all my family and friends. It was extremely difficult but at least I can walk around and not be scared of being recognised or attacked.*

Felix, 41 (North East)

*I was walking to work and a group of young teens followed me and were making remarks about not having a man in my life and if I did have sex with them they would make me straight. They followed me up to my ward and they were still going at me. My work mates and manager were all there. My work mate told them to go. I didn't feel good and cried. It took some time before I could start my shift.*

Amy, 52 (North East)

*I was thrown out of a taxi for kissing my girlfriend.*

Ffion, 42 (Wales)

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

Eilidh, 23 (Scotland)

*I was around town with my friend who's also a lesbian. We kept getting yelled at. A bunch of guys thought it was cool to yell 'lesbians' at us.*

Max, 22 (West Midlands)

*People are afraid to sit next to me on trains. They will stare at my face, chest and genitals to 'work out my gender'. I get shouted at every single time I leave my house and threatened at least once a week. I try to closet myself from my family because I'm so close to getting kicked out. I can't access hormone replacement therapy without going private. I'm disabled. It's a lot to deal with and I'm crumbling under the stress but I consider myself a warrior. But really, something needs to change.*

Stevie, 21 (Wales)



**More than a third** of LGBT people (36 per cent) say they aren't comfortable walking down the street while holding their partner's hand. **Three in five** gay men (58 per cent) don't feel comfortable doing so, compared to **two in five** lesbians (40 per cent), **three in ten** bi men (29 per cent), and **one in six** bi women (16 per cent).

My partner and I are never openly affectionate in public for fear of being victimised. This includes holding hands, linking arms, or even a peck on the cheek. We are very aware of our surroundings.

Aria, 47 (East Midlands)

My husband and I are regularly stared at by employees in shops, or in the street if we hold hands. Sometimes I can be bothered to speak out, but mostly I ignore it. We're not particularly camp, but we are very obviously gay – and very obviously in love. That's why we got married!

Liam, 39 (Wales)

It frustrates me not feeling confident to hold hands or show affection to my partner in public, without the threat of harassment from a stranger.

Ethan, 45 (South East)

I once had a cup thrown at me through a car window for holding someone's hand.

Joshua, 30 (Wales)

It's not one incident. It's the stare you get. My girlfriend and I have to wait for the lights to get dark in the cinema before we can hold hands, because people notice. And we don't want to be noticed. I was on a bus last night and when a drunk man tried to get my number and I said 'I'm gay' all I heard were titters and people refused to help, because (and I heard someone say this) 'she brought it on herself, telling him she's a lesbian'.

Evie, 31 (Wales)

I hope within my lifetime I will be able to walk down any street in town holding hands with my partner and not be looking around for potential threats and dangers. We are both so conditioned in deescalating situations that we know without a word to each other when to drop hands and act straight. We do this instinctively, a habit that has evolved from a lifetime of abuse and unwanted attention. Things are so much better than they used to be but there is still so much to be done.

Teddy, 33 (Scotland)

**One in five** LGBT people (21 per cent) adjust the way they dress because of fear of discrimination and harassment. **Two in five** trans people (40 per cent) adjust the way they dress compared to **16 per cent** of LGB people who aren't trans.

I wish I was free to openly dress and live as a woman, but it doesn't feel safe to do so.

Finn, 70 (East of England)

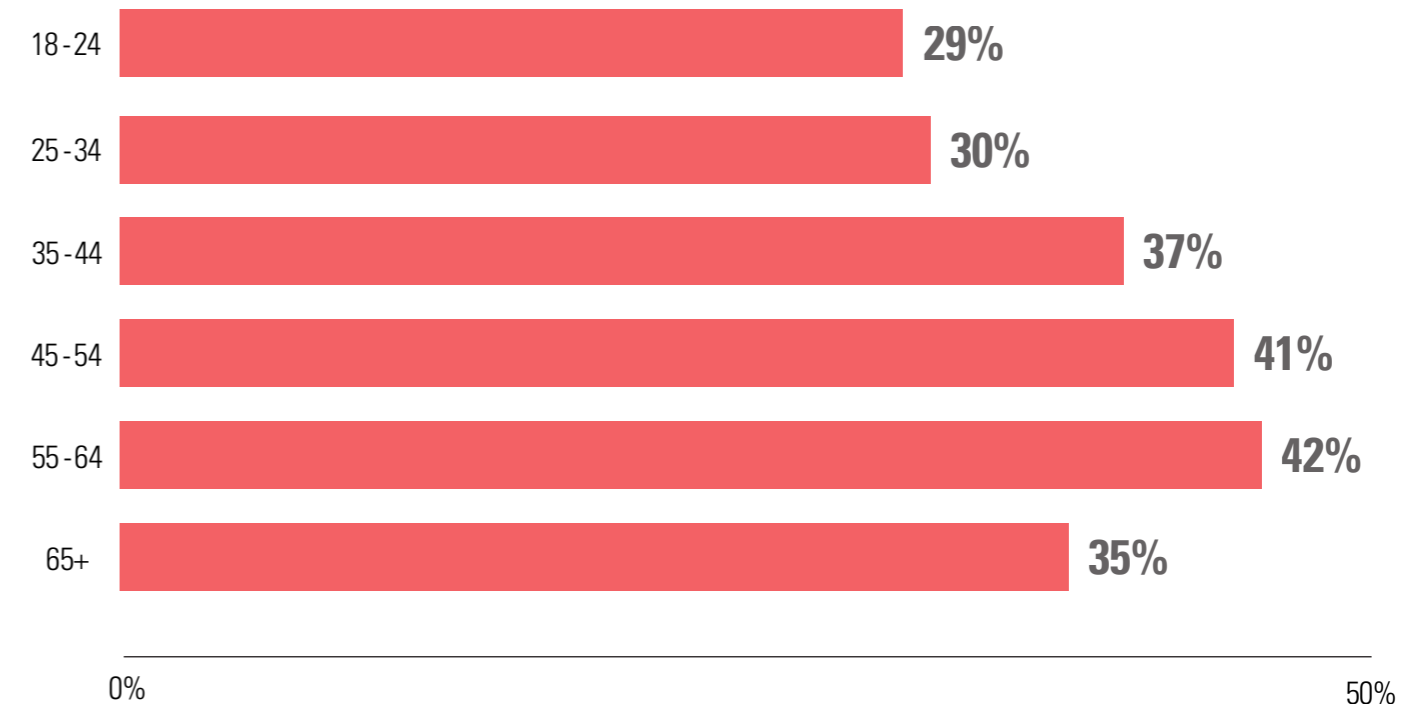
I do not adhere to socially expected norms of male or female in my presentation (clothing, jewellery, makeup etc) and so many people cannot tell what gender I am, leading to invasive personal questions in public about myself, my genitals, my mental health and, if I reveal my gender, derogatory remarks about my perceived sexuality or presentation.

Ray, 24 (London)

I have recently been told that I should try and be less effeminate and I have had people make negative comments when I buy clothes.

Sage, 19 (Wales)

## LGBT people who don't feel comfortable walking down the street while holding their partner's hand



## RECOMMENDATIONS

### POLICE FORCES SHOULD:

- Run highly visible, public campaigns in the local community making clear that all anti-LGBT incidents should be reported, will be taken seriously and have clear consequences.
- Talk to local LGBT groups and people about which areas feel unsafe and why, in order to target specific interventions
- Join Stonewall's **Diversity Champion Programme**. It will help you improve training for your officers, build better links with LGBT people and tackle anti-LGBT attitudes in the communities you serve.
- Support staff to take part in Stonewall's **LGBT Role Models** or **Allies** programmes to explore how they can create an inclusive environment for everyone.

### 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.stonewall.org.uk/comeoutforlgbt](http://www.stonewall.org.uk/comeoutforlgbt).
- Let your MP, MSP or AM 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 your MP, MSP or AM.

## 1 HATE CRIME:

## ONLINE ABUSE

Online homophobic, biphobic and transphobic abuse remain serious problems.

**One in ten** LGBT people (10 per cent) have experienced online homophobic, biphobic and transphobic abuse or behaviour directed at them personally in the last month. This increases to **one in four** trans people (26 per cent) who have experienced transphobic abuse or behavior online in the last month, compared with **seven per cent** of LGB people who aren't trans who have experienced online abuse in the same period.

**Almost one in four** LGBT young people aged 18 to 24 (23 per cent) have been personally targeted in the last month, which includes **a third** of trans young people (34 per cent).

**One in five** black, Asian and minority ethnic LGBT people (20 per cent) have experienced abuse online in the last month compared to **one in ten** white LGBT people (nine per cent).

Non-binary LGBT people are significantly more likely than LGBT men and women to experience personal online abuse: **26 per cent** compared to **10 per cent** of men and **eight per cent** of women.

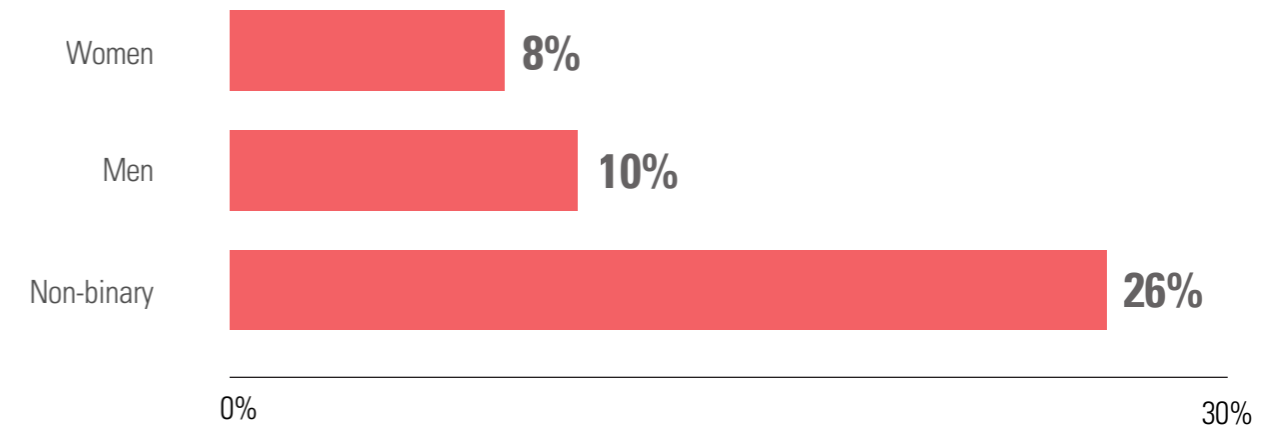
In the last month, **almost half** of LGBT people (45 per cent) have witnessed homophobic, biphobic and transphobic abuse or behaviour online that was directed towards other people.

LGBT young people aged 18 to 24 are particularly exposed with **almost three in four** (72 per cent) witnessing this abuse in the last month. This is also amplified amongst black, Asian and minority ethnic LGBT people, with **two thirds** (66 per cent) witnessing online homophobic, biphobic or transphobic abuse in the past month, compared to **44 per cent** of white LGBT people.

*I reported persistent online indirect bullying of trans people by a local transphobe within the LGB community and had no help whatsoever. The police officer was polite but didn't seem to know much about if anything could be done. Basically, I feel that trans people can be bullied with impunity as long as the attackers are clever enough to not bully a person directly, which they are.*

Jamal, 47 (East Midlands)

LGBT people who have been the direct target of homophobic, biphobic and transphobic abuse online in the last month



## RECOMMENDATIONS

## 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 taken and why.
- Work with the police and the Crown Prosecution Service to develop more effective responses to anti-LGBT hate online, in consultation with LGBT people and organisations.
- Stonewall can help. Join the **Diversity Champions programme** for tailored support on becoming an LGBT inclusive organisation.

## 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.
- 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.stonewall.org.uk/comeoutforLGBT](http://www.stonewall.org.uk/comeoutforLGBT).

## 2 DISCRIMINATION IN DAILY LIFE:

**BUSINESS AND SERVICES**

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

**One in six** LGBT people (17 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 (34 per cent), compared to **13 per cent** of LGB people who aren't trans, and **three in ten** black, Asian and minority ethnic LGBT people (30 per cent). LGBT young people are also more likely to experience this discrimination: **47 per cent** of trans young people aged 18 to 24 and **21 per cent** of LGB young people who aren't trans, have experienced discrimination in these venues. **One in five** LGBT disabled people (21 per cent) have been discriminated against when visiting these venues.

**A third of LGBT** people (33 per cent) avoid certain bars and restaurants due to fear of discrimination. This number significantly increases for trans people, **half** of whom (51 per cent) avoid certain venues. **More than two in five** black, Asian and minority ethnic LGBT people (44 per cent) avoid certain bars and restaurants fearing discrimination, compared to **a third** of white LGBT people (32 per cent).

*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. I reported the incident to police who treated it as a hate crime.*  
Ife, 44 (Scotland)

*I was called a faggot and had a drink thrown over me.*  
George, 29 (North West)

*I was turned away by a club bouncer, who told me to 'fuck off fairy'.*  
Pete, 40 (Scotland)

*I rarely feel confident in a bar unless I am with a female friend. This is probably due to guys coming up to me and telling me in no uncertain terms that there are bars for people like me.*  
Paul, 50 (Yorkshire and the Humber)

*I was verbally assaulted, called a 'tranny', 'shim', 'he/she', 'pussyboy', groped and had someone try to yank my binder outside a nightclub and this all on the same night.*

*Sean, 23 (South West)*

*My wife and I were verbally and physically attacked when walking out of a bar because we are a couple.*  
Katie, 34 (Wales)

*I'm sure almost every lesbian I have met has been forced to leave a straight club because of male harassment. You then end up only hanging out in gay bars to avoid the drama or just to be able to go out with your partner and feel comfortable knowing that this probably won't happen. Until straight men start exploring gay bars looking to convert people.*  
Rebecca, 24 (Wales)

*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.' Rarely a weekend goes by where we do NOT get comments of this kind.*  
Teddy, 33 (Scotland)

*I was accidentally outed as trans by a friend at a nightclub who was trying to get a guy, who was annoying me to go with him somewhere, to go away. After he heard I was trans he got angry and started screaming various insults at me and tried to get me to fight him and threatened to 'box me'.*  
Ben, 21 (East Midlands)

*A female security guard refused to search me when I was waiting in line to get in to an event. She made a fool of me in front of the entire line. She said I wasn't a female and made me stand in the men's line. Other times I have felt awkward are usually if I'm in a bar that largely identifies as straight, I will get questioned about my appearance, stared at and challenged when I go to the bathroom because people think I'm in the wrong one.*  
Juliet, 37 (London)

*I was 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 (Scotland)

**One in seven** LGBT people (14 per cent) report experiencing discrimination because of their sexual orientation and/or gender identity when in a shop or department store in the last year.

**More than a third** of trans people (35 per cent) faced this discrimination when shopping compared to **nine per cent** of LGB people who aren't trans. This number rises to more than **two in five** trans young people aged 18 to 24 (43 per cent) compared to **13 per cent** of LGB young people who aren't trans.

**One in five** black, Asian and minority ethnic LGBT people (21 per cent) and LGBT disabled people (19 per cent) have been discriminated against in shops and stores. Lesbians are most likely to experience discrimination at a shop or department store (16 per cent) followed by bi men (13 per cent), and gay men (eight per cent) and bi women (seven per cent).

Today, as it happens most days, in a shop I was referred to as 'Sir' and when I laughed and said 'it's Madam believe it or not', I got filthy looks and whispering behind my back as I left. I don't think people should be addressed as Sir or Madam these days as it makes too many assumptions about gender.  
Jesse, 59 (South West)

I was asked if I was a boy or girl in a clothing shop as I wanted to try on male clothes. The woman said 'you know they're boys clothes. Are you a girl or boy?'  
Ryley, 20 (London)

My partner and I overheard both customers and staff at a supermarket branch mocking and using slurs while talking about us when we held hands. We don't even try to have any kind of public display of affection anymore.  
Arthur, 25 (Wales)

I was out shopping for clothes to try pass as a lad when an old couple near me kept making remarks about how I must be a tranny and that it wasn't ok to be openly shopping in the wrong department.  
Frankie, 20 (Wales)

I was asked by security to leave a superstore because I was holding hands with my girlfriend and it was 'making people uncomfortable'.  
Cynthia, 19 (South East)

I am a dark skinned trans woman. Service staff often ignore me. I receive shitty service on a regular basis.  
Nour, 33 (London)

**Seven 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 **one in four** trans people (26 per cent). **One in six** black, Asian and minority ethnic LGBT people (16 per cent) and **one in ten** LGBT disabled people (10 per cent) experienced discrimination when visiting a bank or insurance company in the last year.

I have experienced customer service that were very unaware of trans people and being told that you cannot expect staff to know about a niche subject.  
Farah, 32 (East of England)

**Almost half** of trans people (48 per cent) do not feel comfortable using public toilets, compared to **14 per cent** of LGB people who aren't trans.

I have been kicked out of both men's and ladies' toilets because I don't look like I fit in. Bouncers have manhandled me and used physical force to remove me even while I was trying to explain the situation.  
Rob, 24 (London)

I had one incident where girls did not want to enter the bathroom stall I had used despite a large queue, like as if I was infected. Straight people don't know how privileged they are to not have their love questioned, or to have romantic days out and not think about who is around you or how safe you are.  
Rachel, 22 (London)

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 (Scotland)

People react aggressively when I use public bathrooms, if they are unsure of my biological sex. People think it is acceptable to ask me about my sex and genitals in public environments. I have had people grab my crotch in public walking down a road in the middle of the day in a crowded area.  
Flynn, 21 (East of England)

## RECOMMENDATIONS

### LOCAL BUSINESSES AND VENUES SHOULD:

- Display a zero tolerance policy on anti-LGBT abuse and language, with clear sanctions for staff and customers.
- Make sure staff understand the legal duty to treat LGBT customers fairly as part of their induction training. Explain what anti-LGBT discrimination or abuse might look like, why it is bad for business and how to tackle anti-LGBT abuse from customers safely.
- Talk to local LGBT groups to make sure LGBT customers don't face barriers to accessing your business. Use Stonewall's workplace guides including **Getting it right with your trans service users and customers** for further support.
- Support events like *Pride* and *LGBT history month* and display LGBT friendly posters to show customers your business supports equality. Visit [www.stonewall.org.uk](http://www.stonewall.org.uk) for free resources.

### 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.stonewall.org.uk/comeoutforlgbt](http://www.stonewall.org.uk/comeoutforlgbt).

## 2 DISCRIMINATION IN DAILY LIFE:

# RENTING OR BUYING A HOME

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

**One in ten** LGBT people (10 per cent) who were looking for a house or flat to rent or buy in the last year were discriminated against because of their sexual orientation and/or gender identity. **One in four** trans people (25 per cent) and a similar number of black, Asian and minority ethnic LGBT people (24 per cent) were discriminated against in the past year when looking for a new home.

*My husband and I were looking to buy a property in the South Wales area. We visited one estate agent together and the agent said almost immediately 'I don't think I have anything for you'. And just was not responsive to show us any properties that were on his books. We took our business elsewhere.*

Arwyn, 56 (Wales)

*When looking to rent a property, the landlord seemed seedy in regards to me and my fiancée, now wife. He was more interested in wanting to sort out a threesome involving myself, my wife and the landlord's 'bi' friend rather than details of the property. I should state the threesome was never wanted by myself nor my wife. We were simply interested in the property. I believe it's too easy these days for private landlords to act disrespectfully towards LGBT tenants because it's almost as if they're off the radar so they can act as they wish.*

Isabell, 23 (Yorkshire and the Humber)

*It's quite common for flat share ads to say 'No Gay People' or 'Preferred Housemate: Straight'. In my situation about 12 months ago, I remember feeling like there was some questions which were encoded to test whether I was a 'proper lad' which to me felt like a proxy for sexuality.*

Marlow, 31 (London)

*My wife and I went to an estate agent to look at houses. The person we spoke to repeatedly used incorrect pronouns despite my wife correcting him, and he openly spoke to his colleagues in earshot about my gender in an unpleasant way. We left and haven't gone back.*

Linden, 34 (Wales)

*A flatmate committed a hate crime against me where they brought up my sexuality and my race. The police advised me that this was illegal and that this was a hate crime and that I shouldn't return. My letting agents tried to force me to return and tried to get money from me for a place that was unsafe for me to live. This scenario made me homeless days before Christmas.*

Amal, 23 (Wales)

*My partner and I were looking to rent a property. There was also another couple interested in renting, whom were given the tenancy of the house. When my partner and I enquired as to why we did not meet the rental criteria, the estate agent said 'the landlord decided to let the 'normal' couple have it.*

*Ceri, 43 (Wales)*

## RECOMMENDATIONS

### ESTATE AND LETTING AGENTS SHOULD:

- Ensure all staff understand it is against the law to discriminate against LGBT customers. Support staff to deliver an LGBT inclusive service through basic training covering what constitutes anti-LGBT behaviour, 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:

- Make clear to all tenants that discriminatory treatment of other residents, including anti-LGBT behaviour, 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.

### WHAT YOU CAN DO AS AN INDIVIDUAL:

- Report instances of anti-LGBT discrimination to your local tenancy relations officer, council, national landlords association or local MP, MSP or AM.
- 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 in accessing local public services.

**One in eight** LGBT people (12 per cent) accessing social services in the last year have been discriminated against because of their sexual orientation and/or gender identity. This number increases significantly for trans people: **three in ten** trans people (29 per cent) have experienced this discrimination compared to **eight per cent** of LGB people who aren't trans. Black, Asian and minority ethnic LGBT people who have accessed social services within the last year are also more likely to have experienced discrimination (24 per cent) as are LGBT disabled people (18 per cent).

*My partner and I are adopters and encountered heterosexism and homophobia 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. Our natural faults, our life choices were amplified because we're queer.*  
Ani, 44 (Scotland)

*The last time I was at the local council the guy there kept calling me sir even though I am now a woman and all my docs have been that way for some years.*  
Shae, 63 (South West)

*When telling some social workers I was bi and not open to people about it, they alluded that LGBT people still furtively hid in park bushes.*  
Matt, 54 (North West)

**A quarter** of trans people (25 per cent) contacting emergency services in the last year were discriminated against based on their gender identity, compared to **three per cent** of LGB people who aren't trans. **One in six** black, Asian and minority ethnic LGBT people (16 per cent) were discriminated against compared to **five per cent** white LGBT people.

*I accessed emergency care via 111. When the nurse learned of my sexuality, her tone changed from empathetic to antagonistic and unhelpful.*  
Lucas, 39 (Scotland)

*The first time I was homeless was because my brother threatened to kill me. I was told by a council worker to say sorry to my brother for my gender identity being difficult for him. The second time I got help but it took months to get a hostel space.*  
Flynn, 21 (East of England)

## RECOMMENDATIONS

## PUBLIC SERVICES SHOULD:

- Deliver mandatory training to all staff on tackling anti-LGBT discrimination, and on the specific needs of 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, download Stonewall's Service Delivery Toolkit, join Stonewall's **Diversity Champions Programme** for tailored support and attend one of Stonewall's **workplace conferences** to learn best practice.

## WHAT CAN YOU 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.

**Almost three in ten** LGBT people (28 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. **Almost half** of black, Asian and minority ethnic LGBT people (45 per cent) experienced this discrimination when attending in the last year, compared to **one in four** white LGBT people (26 per cent). Students and trans people are also more likely to have faced this discrimination, **41 per cent** and **38 per cent** respectively, compared to 26 per cent of LGB people who aren't trans.

**More than a quarter** of LGBT people of faith (27 per cent) think that their religious community isn't welcoming towards LGBT people. Lesbians are less likely to feel that their religious community welcomes them; more than **one in three** (37 per cent) say their religious community isn't welcoming, compared to **one in four** gay men (24 per cent) and **one in five** bi people (19 per cent).

*I was told that I was not welcome to join a local church as I was married to a woman. He said he had to think about the rest of his church and unless we repented and became celibate we needed to leave.*

Karen, 35 (Wales)

*I was questioned about our adopted child with two dads whilst visiting a church baby group. It was explained we could not christen the child.*

Morris, 35 (Yorkshire and the Humber)

*I'm an orthodox Jew. My Rabbi and his wife know but I was told not to tell anyone else as the congregation are mostly elderly and wouldn't understand. I told a couple who are close Jewish friends and they told me that they don't agree with my 'life choice' but still love me but could I please not do anything gay around their children and if I get a partner I wasn't to introduce them.*

Esther, 47 (Yorkshire and the Humber)

*I am a Christian Minister and was at a conference discussing poverty. There were a group of colleagues from a wide range of churches. I felt hostility and discrimination from colleagues at some Churches who were upset a gay minister was allowed to take part.*

Isaiah, 40 (Scotland)

*I was called 'gay bastard' by a priest when visiting my parents' grave.*

*Daniel, 24 (Wales)*

*I have left church due to being a lesbian, married to another woman. I was not allowed to volunteer in the youth section of the church due to my sexuality.*

Jemima, 30 (Wales)

*Our usual priest was gone to do a wedding and the one who substituted for him gave a homily comparing homosexuality to pedophilia.*

Bonnie, 23 (Scotland)

*I think that there is a pressure amongst the Islamic community, which I am a part of, to pursue heterosexual partnerships. Many Muslims who I know seem to stress that it's not a sin to be gay, but to have sexual intercourse with a woman as a woman would not be permissible in my religion.*

Aisha, 24 (South East)

## 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.
- Take part in Stonewall's **Faith Role Model** programme to identify how to create an inclusive environment for other LGBT people within your faith community.

## WHAT CAN YOU DO AS AN INDIVIDUAL:

- Encourage your faith community to be welcoming and inclusive to LGBT people. Call out abusive behaviour, share positive stories about LGBT people 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, with many LGBT people avoiding sport groups and gyms as a resort.

**One in ten** LGBT people (10 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** black, Asian and minority ethnic LGBT people (18 per cent) report experiencing this discrimination at a sporting event in the last year, as well as more than **one in five** trans people (22 per cent), compared to **eight per cent** of LGB people who aren't trans.

**More than two in five** LGBT people (43 per cent) think public sporting events aren't a welcoming space for LGBT people and black, Asian and minority ethnic LGBT people are somewhat more likely to feel this way (52 per cent). Non-binary people are also more likely to say that sporting events aren't a welcoming environment, **52 per cent** - followed by 50 per cent of LGBT men and **36 per cent** of LGBT women.

**One in eight** LGBT people (12 per cent) avoid going to the gym or participating in sports groups because of fear of discrimination and harassment. **Two in five** trans people (38 per cent) avoid these places compared to **seven per cent** of LGB people who aren't trans, as well as **one in six** LGBT disabled people (17 per cent) and black, Asian and minority ethnic LGBT people (18 per cent).

**One in ten** LGBT people (11 per cent) have been discriminated against while exercising at a fitness club or taking part in group sport in the last year. This number increases for trans people of whom **three in ten** (28 per cent)

felt discriminated against compared to **seven per cent** of LGB people who aren't trans. **One in four** black, Asian and minority ethnic LGBT people (24 per cent) faced discrimination and **one in six** LGBT disabled people (16 per cent). LGBT young people aged 18 to 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 (18 per cent).

*There was a rugby night and drunk men proceeded to shout 'lesbians' at my girlfriend and I, followed by four men sexually harassing us.*  
Emma, 22 (Wales)

*I joined a local rugby supporters group and found some of the members very homophobic once they had a few drinks.*  
Sulien, 57 (South East)

*I experience homophobic abuse at football games on a weekly basis.*  
Liliane, 23 (Scotland)

*The girls from my spin class in my gym will no longer change at the gym with me since they found out I was attracted to girls. They said that they thought it was dishonest of me not to mention it the very first time we were all changing and that it was creepy and uncomfortable, even though I have had a partner for five years and assured them I wasn't going to hit on them.*  
Sophie, 24 (Wales)

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

Alfie, 55 (Scotland)

*I was in a spa recently, when a group of young females found it funny to mock me and declare I was 'definitely a man'. As a trans woman I frequently get people making such comments in public spaces in earshot or laughing and pointing at me. They find it funny and it destroys my confidence for weeks afterwards, at least. I transitioned 19 years ago and this has been a regular worry about being in public spaces. They haven't got a clue how much those comments hurt.*

Sam, 61 (East Midlands)

*I was in the gym working out and a group of three men started making comments such as 'watch out here he comes, watch your arse'.*

Colin, 33 (Wales)

*My male work colleague agreed to wear rainbow laces in support of LGBT people. He was verbally abused as he went for a run. It shook him up. He identifies as straight.*

Poppy, 31 (Wales)

*I was walking down the road past a football event and everyone kept shouting faggot at me just because I was wearing pink and had my Stonewall rainbow laces tucked into my shoes.*

Toby, 23 (East Midlands)

*More needs to be done to tackle discrimination by people at live sporting events, particularly by straight cis men at live football events. They shout discriminatory things at the players, using particularly homosexuality and homophobic slurs as though it is some kind of insult. Attending football matches is making me more and more uncomfortable. I feel there is nothing I can do about it, and I am considering no longer attending such events.*

Roxy, 20 (North West)

## 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:

- Make a public commitment to eradicate anti-LGBT abuse from their sport. Celebrate and support LGBT sportspeople and encourage senior spokespeople to champion LGBT equality.
- 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 by wearing 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.

Participants were recruited through the YouGov panel, as well as an open recruitment that circulated through a wide range of organisations, community groups and individuals.

## The sample

- 53 per cent of respondents are from England, 24 per cent are from Wales and 23 per cent are from Scotland.
- 50 per cent of respondents are male, 41 per cent are female and 8 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.
- 58 per cent of respondents are gay or lesbian, 30 per cent are bi, 9 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'.
- 14 per cent of respondents said they identify as trans and another four per cent said they are unsure of whether they are trans or are questioning their gender identity.
- 35 per cent of respondents are disabled.
- Six per cent of respondents are black, Asian or minority ethnic.

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.

# LGBT IN BRITAIN

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## HATE CRIME AND DISCRIMINATION

*I was verbally assaulted, called a 'tranny', 'shim', 'he/she', 'pussyboy', groped and had someone try to yank my binder outside a nightclub and this all on the same night.*

*Sean, 23 (South West)*

*I was called 'gay bastard' by a priest when visiting my parents' grave.*

*Daniel, 24 (Wales)*

Designed by Dean McNamara

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