

LGBT Voice Counts

Hertfordshire 2010

A survey of the views, experiences and needs of
Lesbian, Gay, Bisexual and Transgender people
in Hertfordshire



Key Findings Report

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1 Introduction

Hertfordshire County Council commissioned this survey to gather information on the views, experiences and needs of Lesbian, Gay, Bisexual and Transgender¹ (LGB and T) people in Hertfordshire. They enlisted support from District and Borough Councils, Health and Police to develop the content of the survey questionnaire and to support distribution.

The aim of this survey is to inform organisations about the views, experiences and needs of LGB and T people who live, work, or study in Hertfordshire.

The objective of this survey is:-

- to identify the formal and informal networks that LGB and T people use;
- to identify when and why LGB and T people choose to tell people about being LGB and T;
- to understand differing lifestyles and specific service needs of LGB and T people;
- to understand any forms of discrimination against LGB and T people in the delivery of goods and services;
- to compare the experiences of LGB and T people to the experiences of the whole population gathered in the Place Survey of 2008-9
- to identify the forms of bullying, harassment and discrimination (including Hate Incidents and Hate Crimes) that LGB and T people experience and the reporting and response mechanisms that people use or would like to use or see developed.

The survey results will influence the development of policies and practices that reflect knowledge gained about LGB and T peoples' needs, views and experiences. It provides a benchmark to compare future data and has the potential to strengthen the LGB and T community, by consulting with respondents in the future.

There is a current lack of accessible, accurate and robust data for statutory, voluntary and community organisations on which to base sound policies and to identify whether services are inclusive and appropriate for LGB and T people.

“Properly accessed information will identify LGB people’s life chance, enabling service providers to plan, design and deliver their service equitably and allocate resources appropriately”.

Stonewall (2007)

¹ Transgender refers to a diverse and inclusive community of people ranging from part time cross dressers to transsexual people who undergo gender reassignment surgery. It is an umbrella term for people whose gender identity and/or gender expression are those not traditionally associated with their birth sex.

The national census has never asked people to define their sexual identification or the sex of their partners in either their current or previous relationships. We therefore cannot analyse any difference in experience or perception of LGB and T people from non LGB and T people. Current legislation directs statutory organisations to identify the impact that their services have on people from different ethnic groups, people with disabilities and how services impact differently on males and females. Until now legislation has not directed organisations to identify the impact that their services have on LGB and T people.

There is no agreement on the percentage of the population who are LGB and T. Various surveys have produced a wide range of estimates, but there is no definitive figure available. The Government uses the figure of 5-7% of the population which is LGB. Stonewall feels that this is a reasonable estimate (<http://www.stonewall.org.uk>)

There also has been considerable work on estimating the number of transgender people within the UK, however, there is simply no publicly available statistical data on which to make firm estimates. Estimates vary considerably, from 1 in 100 to 1 in 20 (in the male population).

If 7% of people are **L**esbian, **G**ay, **B**isexual or / and **T**ransgender, there are approximately 60,000 **LGB** and **T** people in Hertfordshire (over 14 years).

2 Methodology

The Hertfordshire LGBT Voice Counts survey 2010 asked 26 questions, proposed by the support organisations (see Appendix A – Support Organisations). These questions were grouped under the headings of:-

- Your Networks
- Employment, Education and Volunteering
- Talking about yourself
- Health Services
- Local Public Services
- Information
- Your Local Area
- Prejudice and Discrimination
- Feeling Safe
- Questions
- Monitoring

The research sought 300 respondents with cross cutting identities who were:-

- from each of the district and borough councils areas;
- from a range of ethnicities;
- from a range of religions and beliefs;
- unpaid carers;
- from a variety of age groups (above 14 years);
- long term ill or disabled people;
- males, females and transgender people

Specific activities were taken to encourage responses from 'hard to reach' people specifically

- people who do not engage with mainstream resources;
- people who are not openly LGB and T; and
- people with a variety of communication needs, including people who do not have English as a first language and people with learning disabilities.

Responses were encouraged through the use of email networks; internet advertisements; facebook; community events; staff networks; LGB and T networks and organisations; and positioning posters and questionnaires within the reception areas of GP Surgeries, Dentists, Citizen Advice Bureaus, Community Centres, Higher Education facilities, and Pubs and Clubs.

Responses could be made through a variety of means.

- The questionnaire could be completed **online**, via the website which provided information on the Hertfordshire LGBT Voice Counts survey 2010. The survey was 'live' on the internet between 25th January 2010 and 22nd March 2010.
- Questionnaires could be **downloaded** via the internet, email or intranet and could be returned via **freepost** or **email**.
- The survey could be completed **face to face** or over the **telephone**.
- Interpretation was available on request.
- A facilitated session for Adults with Learning Disabilities was also undertaken (see Appendix C - Easy Read Survey Summary)

Respondents were informed how the survey results would be used, how to obtain a copy of the survey report and that their answers would be completely confidential under the Data Protection Act 1998.

Analysis

Quantitative data was analysed using Survey Monkey which allows repeat annual analysis. Qualitative data is topic analysed.

Report format

The steering group requested that the final report included :-

- a presentation of respondents by equality monitoring data.
- a presentation of respondents equality monitoring data cross referenced with their LGB and T identities
- a presentation of methods of response (email, online, telephone)
- recommendations based on evidence gathered
- an analysis of each question. Presenting key observations through statistics and graphs, and presenting respondents views through themes and selecting example quotes.

3 Executive Summary:

3.1 Recommendations (Full)

Your Networks

Respondents were asked whether they visited LGBT pubs and clubs in Hertfordshire or whether they have ever been a member of a LGBT society, organisation, social network or used a specialist LGBT service.

Respondents who answered 'no' to this question explained that this was due to the perceived absence of a LGB and T community in Hertfordshire and the absence of LGB and T events, pubs and clubs. Throughout the questionnaire respondents referenced an absence of LGB and T specific services such as specific services for the young, the old, families and support groups related to 'coming out'.

Supporting the development of these specific LGB and T services would build the LGB and T community and networks in Hertfordshire.

Respondents also recommended an increase in the effective marketing of current LGB and T resources to attract LGB and T participants.

It is recommended that organisations identify the LGB and T clubs, societies, organisations or services that they could support or develop in order to build and strengthen the LGB and T community and networks in Hertfordshire.

Talking about yourself

The survey revealed that respondents have a spectrum of views and emotions in relation to who and why they tell and choose not to tell that they are LGB and/or T and how they feel telling different people.

Some respondents think that it is private information, that it is not relevant to tell people, or that it is not appropriate to tell people in their work environment. Other respondents are unsure of the reaction of colleagues and providers and fear being treated differently. Other respondents are apprehensive about experiencing stigma or discrimination or being the object of gossip.

Some respondents informed that they 'tell everyone' , without consideration, and other informed that because of feeling uncomfortable or embarrassed they have not told anybody. The majority of respondents selected who, how much, and when they told people. Of these respondents, many reported that over time their confidence and trust in environments and people and their understanding of being LGB and/or T has enabled them to increasingly talk about being LGB and / or T.

Some respondents informed that they were not asked by health and local

government services that they were LGB and/or T and therefore did not inform these services.

It is recommended that organisations strive to create services and an organisational culture that enables LGB and T service users, customers, colleagues, employees and students to be confident of the response of providers, colleagues and managers if they choose to tell them about being LGB and T. This culture will inform service users, customers, colleagues, employees and students about the reactions of managers if LGB and T people experience a negative reaction.

It is recommended that when providers request details of a customers' ethnicity, disability or gender they consider whether there is a good case for asking about customers' sexual identification and any changes in their gender identity from birth. This will enable the collection of this data where possible and enable services to become aware of areas in which they can improve for LGB and T customers and employees. To begin to ask these questions, staff will need to receive training on the purpose of asking these questions of customers. Only then will services be able to identify improvements for LGB and T people.

In order to improve LGB and T people's experiences of using or being employed by services **it is recommended to train staff to become aware of the needs and experiences of LGB and T people.** This will provide staff with the awareness and tools to reference all sexual identities when talking about services, when providing training, or in conversation, and not to assume that a person is heterosexual or has an opposite sex partner. A useful document to support staff would be the Stonewall 'What's it got to do with you' guide (see www.stonewall.org)

Health Services and Local Public Services

Some respondents did not think that health services were inclusive. They explained that this was because of staff assumptions and prejudices; imagery and language that did not reflect LGB and T people and their family structures; and discriminatory policies and practices

Respondents also identified the local public services that they thought could be improved to address the needs of LGB and T customers and families (Q8).

It is recommended to produce visual statements of inclusion of LGB and T people and to review forms, images and practices to ensure that LGB and T people are identified.

Accessing Information

Although LGB and T social networking activities are well established in Hertfordshire, respondents referenced that there is an absence of available information on specific LGB and T activities and services.

It is recommended to develop an online LGB and T information source in Hertfordshire where services can inform LGB and T people about developments and activities. The development of which could potentially provide LGB and T people with information, encourage use of LGB and T resources, demonstrate in a visual way that services are LGB and T aware and friendly, raise staff awareness and develop LGB and T networks.

Your Local Area

Respondents were asked a series of questions similar to those asked in the Place Survey (2008-9).

It is recommended to cross analyse results of the Place Survey (2008-9) and the LGBT Voice Counts Survey 2010 to identify the specific experiences of LGB and T people in Hertfordshire.

Prejudice and Discrimination

A high percentage of respondents reported that they experienced prejudice and discrimination when using health services.

A high percentage of respondents also reported that they experienced prejudice and discrimination when using housing services. This was due to a lack of awareness around specific LGB and T housing needs. Some respondents experienced being evicted or made homeless because they are LGB or T which was not accepted by the housing services; other respondents expressed a concern (which was not seen as valid) when they were housed in areas that had a BNP councillor or had a high percentage of people with religious views or cultures that potentially do not accept same sex relationships.

A number of respondents perceived that the police were prejudice and discriminated by not being taken seriously about homophobic incidents or same sex domestic violence incidents.

Direct discrimination was experienced by some respondents when bus drivers specifically referred in derogatory terms to LGB and T people.

It is recommended that services develop and proactively advertise prejudice and discrimination reporting formats.

Feeling Safe

The majority of respondents reported that their perceived level of seriousness of a Hate Incident or Hate Crime would determine whether they reported this or not. Generally they would not report name calling but would a physical threat.

It is recommended to ease the reporting process and to proactively encourage LGB and T people to report all types of Hate Incidents and Hate Crimes. This will enable valid statistics on the number and type of homophobic and transphobic Hate Incidents and Hate Crimes to be revealed in Hertfordshire. This will enable areas to target resources and will contribute to the process of dispelling LGB and T prejudices within society.

Terminology

Historically the terms Lesbian, Gay, Bisexual, and Transgender (LGBT) have been categorised together. They however represent two distinct categories of people. The terms 'Lesbian, Gay, and Bisexual' represent peoples' sexual identification (sexual orientation, sexuality). The term 'Transgender' represents peoples' gender identity. It becomes evident from the survey that people from these two categories have distinct views and experiences.

It is recommended to use the term 'LGB and T' to distinguish between these two groups and in the future to analyse responses from these two groups separately.

When asking about peoples gender, it is recommended to first ask peoples' gender to ascertain whether they are 'male' or 'female', and then to ask 'whether peoples' gender identity has changed from the gender that they had assigned at birth?'

Some respondents did not like the terms used to describe sexual identification (Lesbian, Gay, and Bisexual) and preferred to indicate that they 'had same sex experiences'. **When asking about people's sexual identification (orientation), it is recommended to include a category of 'other' or 'have had same sex experiences' to enable respondents who do not identify with the terms Lesbian, Gay, or Bisexual to identify themselves.**

Steering Group

LGBT Voice Counts Hertfordshire 2010 has been collectively funded by statutory sector organisations (see Appendix A – Support Organisations). **It is recommended to organise opportunities for organisations who contributed to the development and delivery of the Hertfordshire LGBT Voice Counts Survey 2010 to meet and discuss individual and collective actions as a result of this survey. This will place Hertfordshire in a stronger position to undertake a future Hertfordshire LGBT Voice Counts survey.**

3 Executive Summary:

3.2 Recommendations (Summary)

- It is recommended that organisations identify the LGB and T clubs, societies, organisations or services that they could support or develop in order to build and strengthen the LGB and T community and networks in Hertfordshire.
- It is recommended that organisations strive to create services and an organisational culture that enables LGB and T service users, customers, colleagues, employees and students to be confident of the response of providers, colleagues and managers if they choose to tell them about being LGB and T.
- It is recommended that when providers request details of a customers' ethnicity, disability or gender they consider whether there is a good case for asking about customers' sexual identification and any changes in their gender identity from birth. This will enable the collection of this data where possible and enable services to become aware of areas in which they can improve for LGB and T customers and employees. To begin to ask these questions, staff will need to receive training on the purpose of asking these questions of customers.
- It is recommended to train staff to become aware of the needs and experiences of LGB and T people. This will provide staff with the awareness and tools to reference all sexual identities when talking about services, when providing training, or in conversation, and not to assume that a person is heterosexual or has an opposite sex partner.
- It is recommended that organisations produce visual statements of inclusion of LGB and T people and to review forms, images and practices to ensure that LGB and T people are identified.
- It is recommended to develop an online LGB and T information source in Hertfordshire where services can inform LGB and T people about developments and activities. The development of which could potentially provide LGB and T people with information, encourage use of LGB and T resources, demonstrate in a visual way that services are LGB and T aware and friendly, raise staff awareness and develop LGB and T networks.
- It is recommended to cross analyse results of the Place Survey (2008-9) and the LGBT Voice Counts Survey 2010 to identify the specific experiences of LGB and T people in Hertfordshire.
- It is recommended that services develop and proactively advertise prejudice and discrimination reporting formats.

- It is recommended to ease the reporting process and to proactively encourage LGB and T people to report all types of Hate Incidents and Hate Crimes.
- It is recommended to use the term 'LGB and T' to distinguish between these two groups and in the future to analyse responses from these two groups separately.
- When asking about peoples gender, it is recommended to first ask peoples' gender to ascertain whether they are 'male' or 'female', and then to ask 'whether peoples' gender identity has changed from the gender that they had assigned at birth?'
When asking about people's sexual identification (orientation), it is recommended to include a category of 'other' or 'have had same sex experiences' to enable respondents who do not identify with the terms Lesbian, Gay, or Bisexual to identify themselves.
- It is recommended to organise opportunities for organisations who contributed to the development and delivery of the Hertfordshire LGBT Voice Counts Survey 2010 to meet and discuss individual and collective actions as a result of this survey. This will place Hertfordshire in a stronger position to undertake a future Hertfordshire LGBT Voice Counts survey.

3 Executive Summary:

3.3 Key Statistics

- **LGBT clubs, pubs, organisations, specialist services, social networks**
41% of respondents visit or use LGB and T clubs, pubs, organisations,
- **Telling People**
71% of respondents had told their family that they were LGB and / or T.
54% of those felt very or slightly apprehensive telling them
78% of respondents had told their friends that they were LGB and / or T.
71% of these felt very comfortable or comfortable telling them.
35% of respondents had told their GP (Doctor) that they were LGB and / or T.
63% of these felt very comfortable or comfortable telling their GP.
28% of respondents chose not to tell work customers that they are LGB and / or T
22% have chosen not to tell their GP (Doctor) that they are LGB and / or T
- **Accessing Information**
80% of respondents find information about health and local government services via the internet
- **Prejudice and Discrimination**
19% of respondents had experienced prejudice or discrimination when using local services.
- **Hate Incidents and Hate Crimes**
59% of respondents had never experienced a LGBT related Hate Incidents or Hate Crime. Of the 41% of respondents who had, 52% reported that they experienced this rarely, and the majority (82%) informed that they were called names.
54% of respondents would definitely tell someone and 39% would possibly tell someone if they experienced a Hate Incident or Hate Crime in the future
- **Personal Safety**
23% of respondents have a concern for their personal safety, or property in Hertfordshire that affects their quality of life
- **Providing future views / receiving information**
44% of respondents would like to be asked their views and experiences in the future

4 Number and Category of Respondents

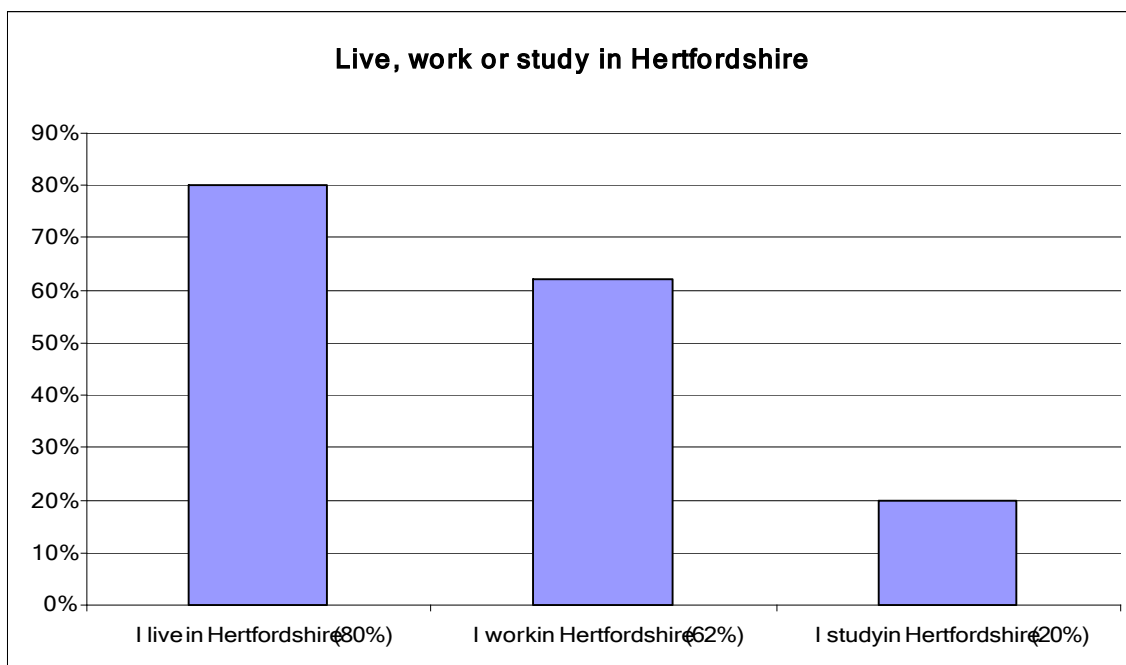
4.1 Number of respondents

- 239 people completed the LGBT Voice Counts questionnaire (Q53).
- 218 (91%) completed the questionnaire online, 16 (7%) returned the questionnaire by post and 5 (2%) people returned the questionnaire via email.
- 486 people who either live, work or study in Hertfordshire began to answer the questionnaire (Q1). This reduced to 368 people by Q3 after being asked whether they identified as LGB and/or T or had had same sex experiences. There was a gradual reduction to 241 people by Q25. It is therefore concluded that once people had completed half of the questionnaire, they continued to the end. This means that no one question discouraged completion and the questionnaire length was appropriate and did not discourage responses.
- 35 respondents indicated that they work or study in Hertfordshire but do not live in Hertfordshire.
- There were over 3,000 visitors to the website (www.lgbtvoicecounts.co.uk)

Graph 1: The percentage of respondents who live, work or study in Hertfordshire

Q. Do you either live, work, or study in Hertfordshire?

Please indicate all of the categories which describe you



4.2 Sexual Orientation and Gender identity (Q2)

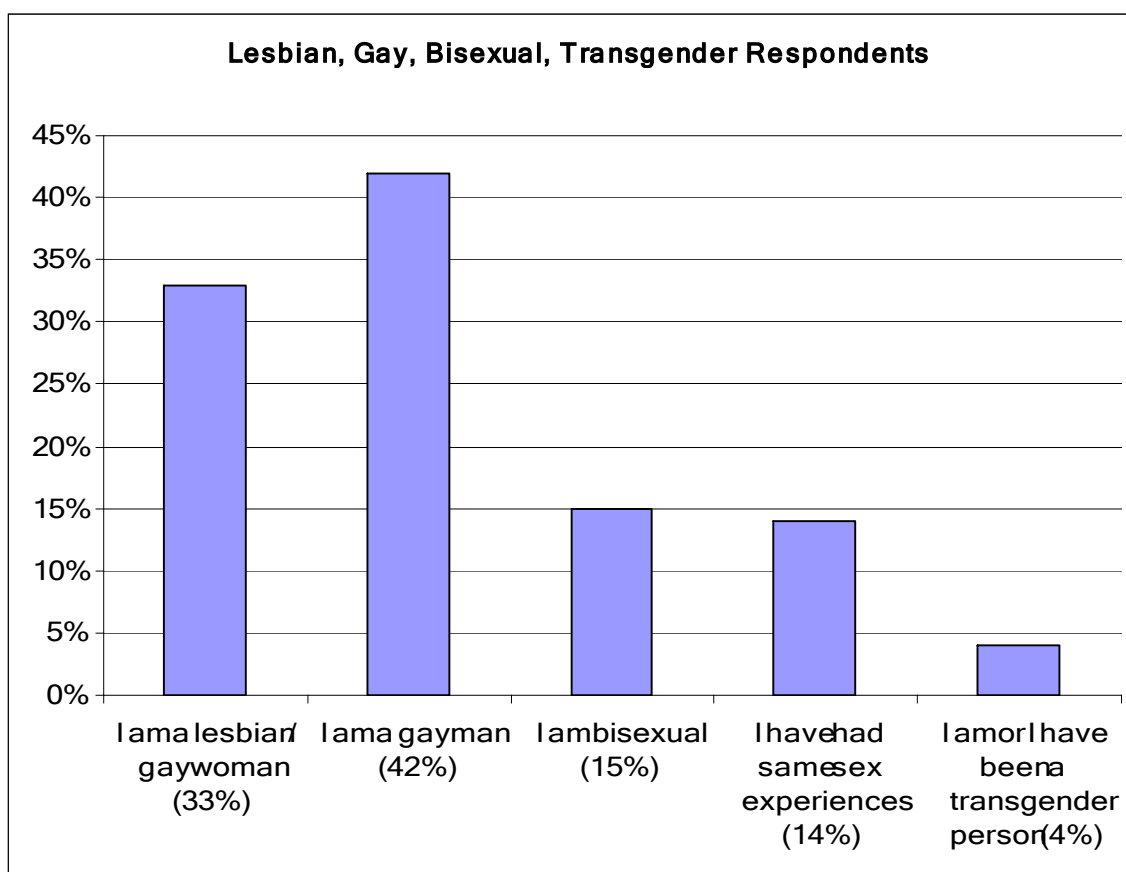
- Respondents who started the questionnaire (answered Q3) were from the following categories

Lesbian / Gay Women	33%
Gay Men	42%
Bisexual people	15%
People who had had same sex experiences	14%
Transgender people	4%

- The highest percentage of LGB and T respondents who started the questionnaire were gay men (42%).

Graph 2: The sexual orientation / gender identity of respondents

Q. Are you Lesbian, Gay, Bisexual, Transgender or have you had same sex experiences?
Please indicate all of the categories which describe you



4.3 Age (QA)

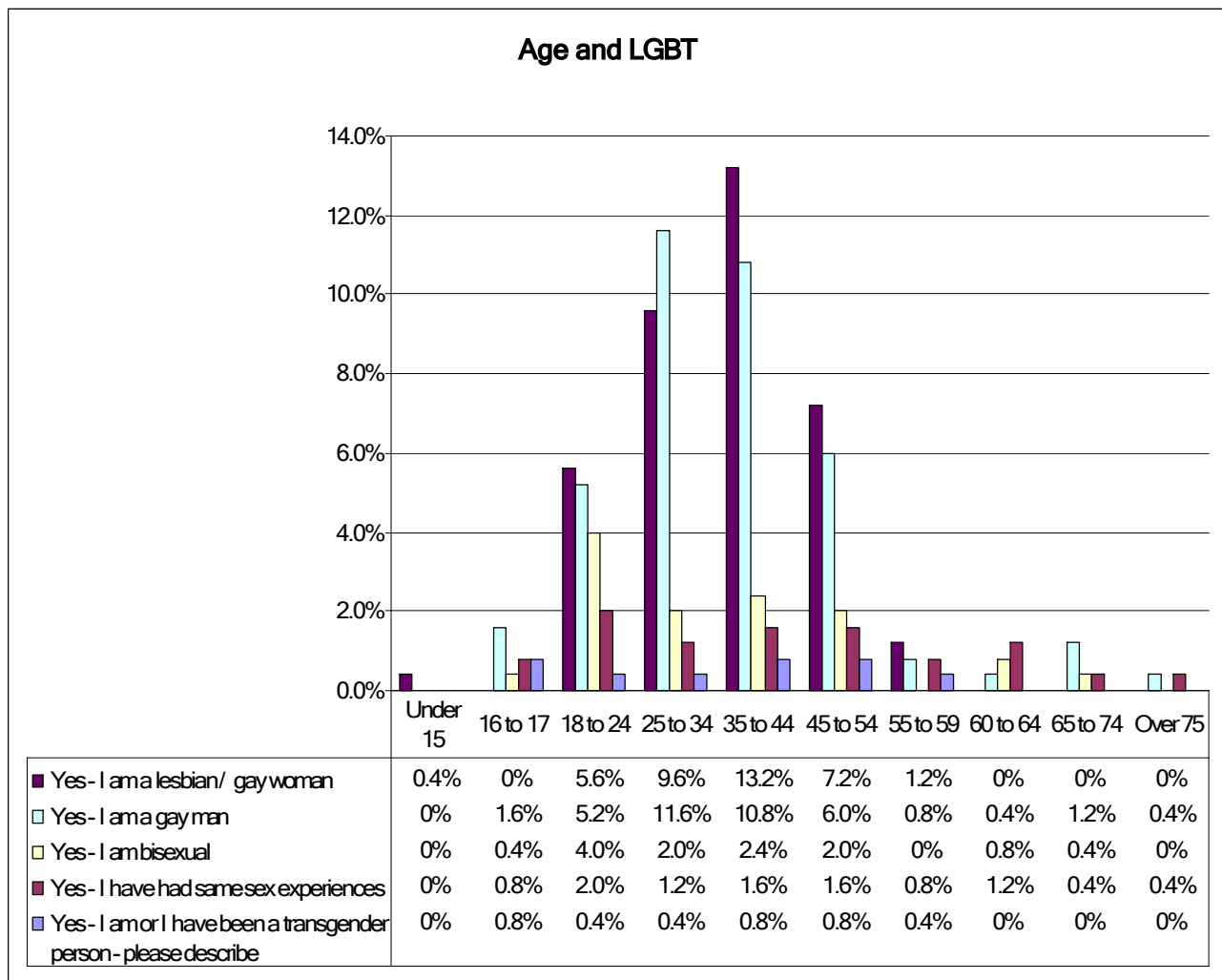
- The highest age category of respondents was between 35 and 44 (29%), although the age of respondents varied from under 15 to over 75.

	Percentage	Number of Respondents
Under 15	0.4%	1
16 to 17	3%	7
18 to 24	17%	40
25 to 34	26%	61
35 to 44	29%	69
45 to 54	18%	42
55 to 59	3%	7
60 to 64	2%	4
65 to 74	2%	4
Over 75	0.8%	2
Do not wish to say	0.8%	2

- There was a significantly higher response from lesbian / gay women who were between the ages of 35 and 44 (13.2%) than from any of the other categories

Graph 3: The age and the sexual orientation / gender identity of respondents

Q. What is your age category?



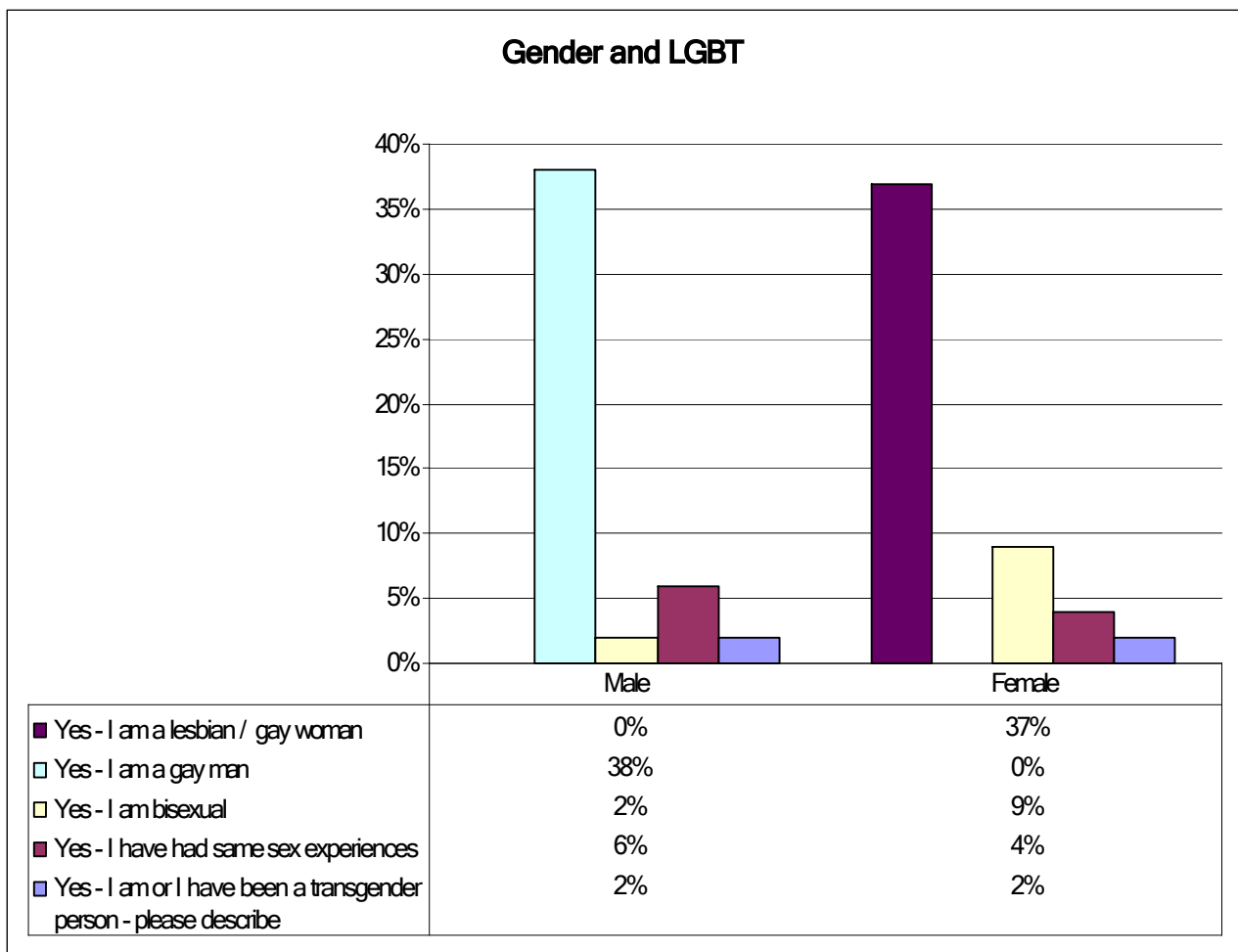
Percentages and numbers presented in Appendix D – Graph Numbers (pg 84)

4.4 Gender (QB)

- 47% of respondents were male and 53% were female.
- 4% (17) of respondents who began the questionnaire identified as transgender at Q2 and 5% (12) of respondents identified as transgender when asked at the end of the questionnaire Q41.
- Male respondents were significantly less likely to identify themselves as bisexual than female respondents (5% as opposed to 19%).
- Female respondents were significantly less likely to have had same sex experienced than male respondents (9% as opposed to 13%).

Graph 4: The gender and the sexual orientation / gender identity of respondents

Q. What is your gender?



Percentages and numbers presented in Appendix D – Graph Numbers (pg 84)

4.5 Ethnicity (QC)

- 80% of respondents were White British and 20% were Black and Minority Ethnic

	Percentage	Number of Respondents
Asian or Asian British – Bangladeshi	1%	3
Asian or Asian British - Indian	1%	3
Asian or Asian British – Pakistani	0.4%	1
Another Asian background - please describe	0.4%	1
Asian or Asian British	0%	0
Black or Black British - African	1%	3
Black or Black British – Caribbean	0.8%	2
Another Black background - please describe	0%	0
Chinese	0%	0
Mixed - White & Asian	1%	3
Mixed - White & Black African	0%	0
Mixed - White & Black Caribbean	0.4%	1
Another Mixed background - please describe	3%	6
White British	80%	192
White Irish	2%	4
Another White background - please describe	5%	12
Do not wish to say	3%	8

4.6 Religion or Belief (QD)

- Respondents were asked to name their religion or belief or answer 'none' if they did not have a religion or belief.
- 64% of respondents stated their religion as 'none'.

	Percentage	Number of Respondents
Christian	25%	57
Buddhist	1%	3
Hindu	1%	2
Jewish	0%	1
Agnostic	4%	9
No religion/Atheist	64%	148
Other (including)	5%	12
Le Vagan		
Mormon		
Pagan		
Quaker		
Spiritualist		
Salvation Army		

4.7 Disability (QE)

- 41 respondents reported a disability or long term illness (some people reported more than one disability). Of these the following types of disability were reported.

	Percentage	Number of Respondents
I have a Learning Disability / Difficulty	27%	11
I have a Physical Disability	17%	7
I have a Sensory Disability	7%	3
I have a long term Mental Health Illness	37%	15
I have a long term Illness	41%	17

4.8 Relationship Status (QI)

- 33% (78) of respondents were single and 28% (66) were living with their same sex partner

	Percentage	Number of Respondents
Single	33%	78
Same sex partner - not living together	14%	33
Same sex partner - living together	28%	66
Opposite sex partner - living together	1%	3
Opposite sex partner - not living together	2%	4
Married	3%	7
Civil Partnered	14%	33
Separated / Divorced - from Civil Partner	0.4%	1
Separated / Divorced - from Husband / Wife	2%	5
I do not wish to say	2%	5
Other - please describe	2%	4

- Lesbian/ gay women were significantly more likely to have a partner than to be single or separated (47% as opposed to 31%).

4.9 Unpaid Carer (QJ)

- 6% (15) of respondents are unpaid carers.

(An unpaid carer is someone who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. This could be due to age, a physical or mental condition, a physical or learning disability or substance dependency)

4.10 Household Income (QK)

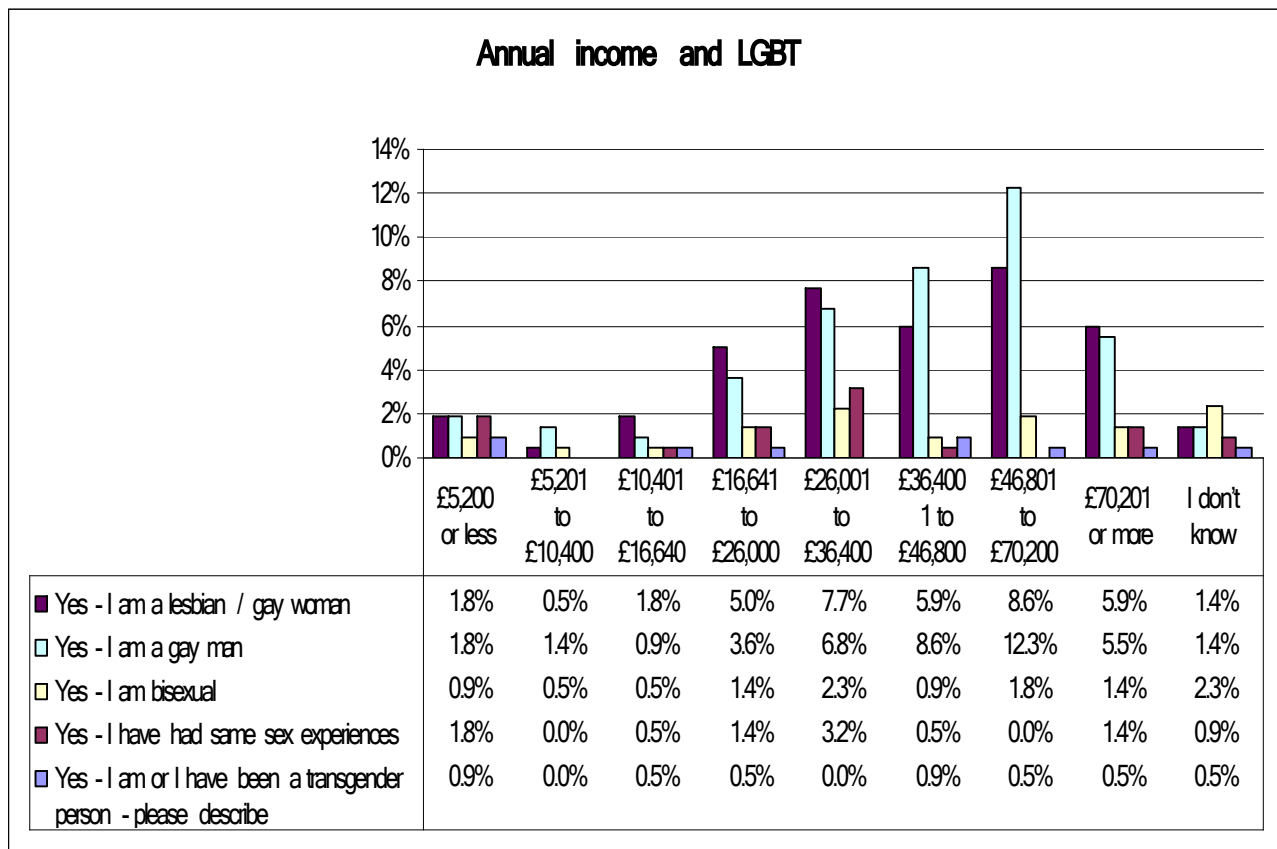
- The majority of respondents (22%) come from Households who have the total annual income of between £46,801 and £70,200

	Percentage	Number of Respondents
£5,200 or less	6%	14
£5,201 to £10,400	2%	5
£10,401 to £16,640	4%	8
£16,641 to £26,000	11%	25
£26,001 to £36,400	17%	38
£36,401 to £46,800	16%	37
£46,801 to £70,200	22%	51
£70,201 or more	13%	30
I prefer not to answer	8%	19

- The percentage of gay men's total annual income above £36,400 is significantly higher than lesbian / gay women

Graph 5: The annual household income and the sexual orientation / gender identity of respondents

Q. Which of the following represents the total annual income of your whole household before deductions for Income Tax, National Insurance etc?



Percentages and numbers presented in Appendix D – Graph Numbers (pg 85)

4.11 Household Occupancy (QL)

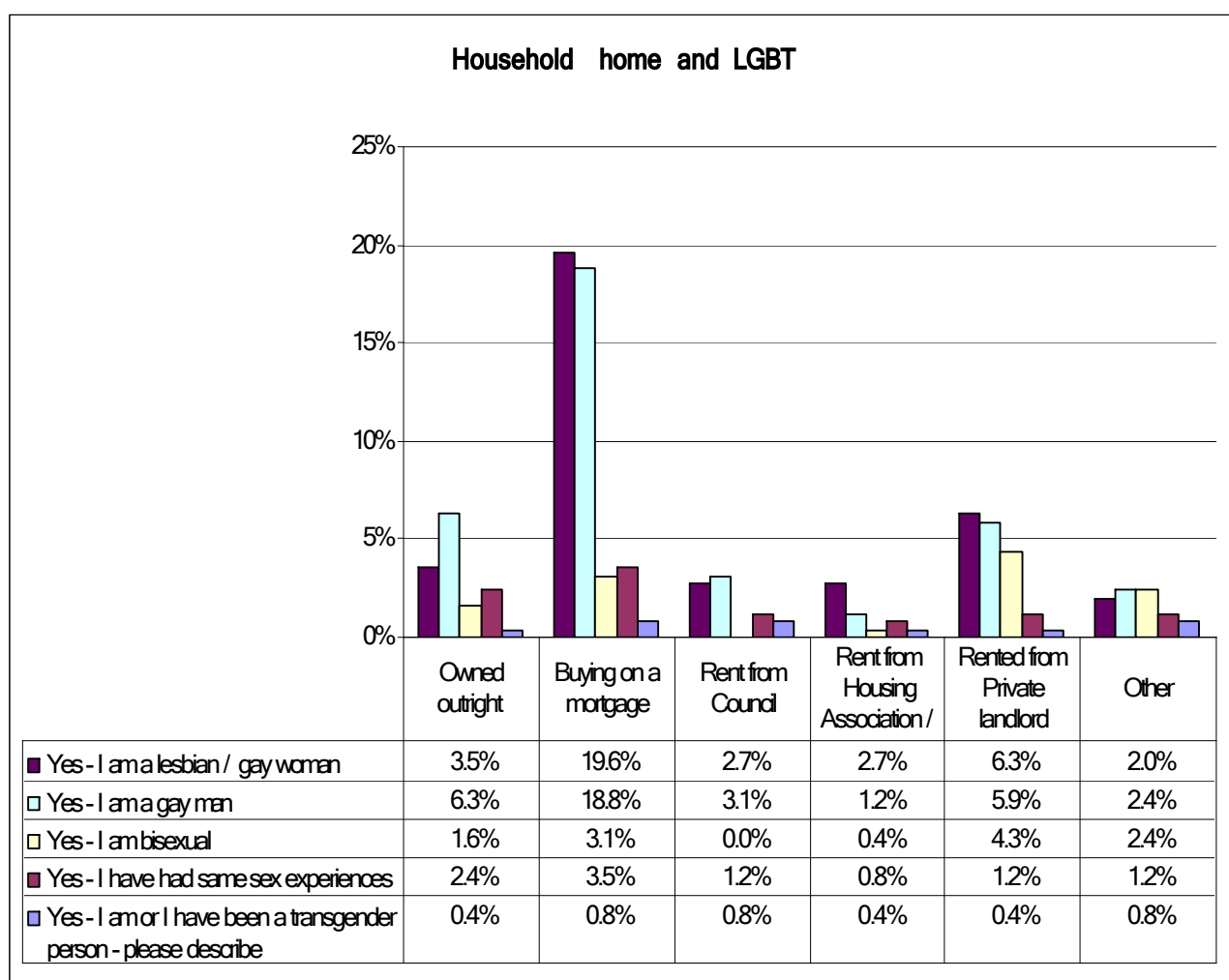
- The majority of respondents (46%) are buying their homes on a mortgage

	Percentage	Number of Respondents
Owned outright	13%	31
Buying on a mortgage	46%	111
Rent from Council	8%	18
Rent from Housing Association / Trust	5%	13
Rented from Private landlord	19%	46
Other	8%	20

- A higher percentage of gay men than other respondent groups own their home outright

Graph 6: The annual household occupancy and the sexual orientation / gender identity of respondents

Q. How does your household occupy your current home?



Percentages and numbers presented in Appendix D – Graph Numbers (pg 86)

4.12 Daily Activities (Q4)

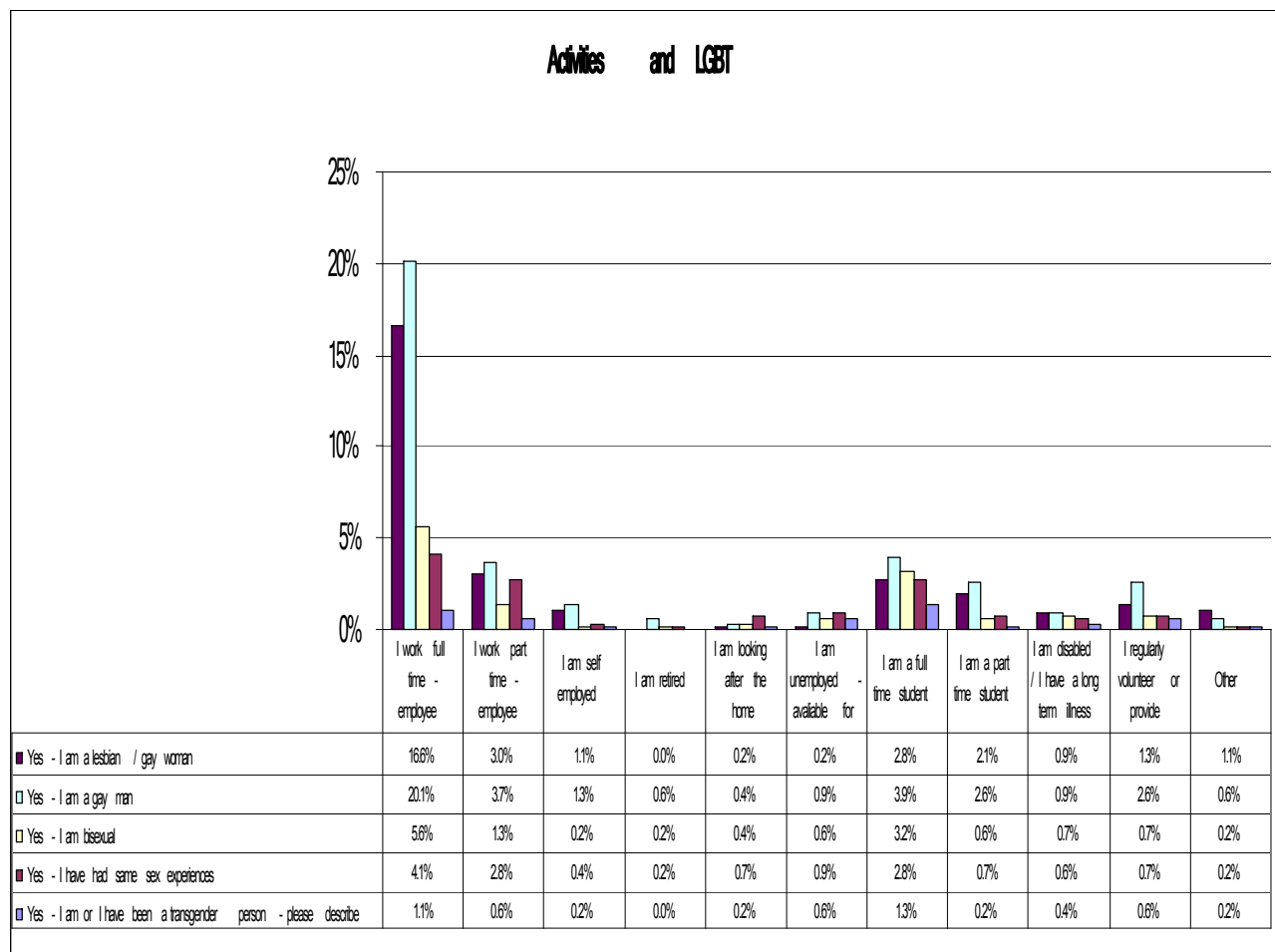
- The majority of respondents (65%) are employed full time

	Percentage	Number of Respondents
I work full time – employee	65%	239
I work part time – employee	13%	47
I am self employed	4%	16
I am retired	1%	5
I am looking after the home	2%	9
I am unemployed - available for work	4%	13
I am a full time student	17%	61
I am a part time student	8%	29
I am disabled / I have a long term illness	5%	18
I regularly volunteer or provide unpaid help	8%	28
Other	3%	8

- A higher percentage of gay men are either in full time employment, part time employment or are a student than of the other groups.

Graph 7: The daily activities and the sexual orientation / gender identity of respondents

Q. Which of these activities best describes what you are doing at present?



Percentages and numbers presented in Appendix D – Graph Numbers (pg 87)

4.13 Future consultation

- 44% (105) of respondents would like to be asked about their views in the future and provided their contact details to Hertfordshire County Council.

5 Question Responses

5.1 Your Networks

Q3	Do you visit LGBT pubs and clubs in Hertfordshire or have you ever been a member of a LGBT society, organisation, social network or used a specialist LGBT service? (such as a helpline / focus group / facebook)?
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41% of respondents had visited LGBT pubs and clubs in Hertfordshire or had been a member of a LGBT society, organisation, social network or used a specialist LGBT service.

Q3		If respondents answered 'yes' they were asked to name the LGBT pubs and clubs that they have visited and the LGBT society, organisation, social network that they have been a member of the specialist LGBT service used	
Name	Number of references	Name	Number of references
Load of Hay (Bushey)	47	Fudge Club (St Albans)	16
University LGBT Society	16	Facebook	12
Shift (Herts University)	8	Candlestick (Essendon)	7
Woman's link (Throughout Hertfordshire)	6	Sister Act (Gay mothers group)	5
Glam @ Chicago (Stevenage)	5	Herts Constabulary - Keystone	5
Gaydar	5	Les Boots (Women's walking club) / Wandering Women	5
Gay outdoor club	4	OUTEverywhere.com	3
Herts CC LGBT group	3	Lez Go (Watford Women's Centre)	2
Queer Youth network	2	Young Pride in Herts	2
Unison	2	Allsotz (Hitchin)	2
Transgender Alliance	1	Beaumont Society	1
Gay Rugby Team	1	Helpline	1
Barlowmow pub (Watford)	1	Guidepost LGBT History Month events	1
Herts Gay Community (Social Club)	1	Viola (Support and social group Watford)	1
Gay Police Association	1	Diva online	1
Spotted Bull (St Albans)	1	Herts region kaleidoscope (BT Employee Network)	1
Jennys (online)	1	Cortex Club (Letchworth)	1
Young LGBT Christians	1	Herts aid	1
NHS LGBT Network	1	OUT (North Herts)	1
Prince of Wales (Hertfordbury)	1	EMBRACE (Regional LGBT Network)	1

Herts Equality Council	1	Fire Brigade Union	1
Pink Sofa	1	Gaydar Girls	1
Crossdressers.com	1	Adventure dykes	1

Respondents were not specifically asked why they did not visit LGBT pubs and clubs in Hertfordshire or why they have never been a member of a LGBT society, organisation, social network or used a specialist LGBT service, however, some chose to give reasons, these included:-

a	No Gay Community in Hertfordshire
b	I have not been to an LGBT pub/club in Hertfordshire, as there is a severe lack of any kind of LGBT community throughout the vast majority of Hertfordshire. I am, however, part of a Herts LGBT group on Facebook.
c	The only gay pub is in Watford, there are no local pubs for most people in Herts
d	There are no LGBT pubs / clubs (that I know of) in Stevenage, where I live.

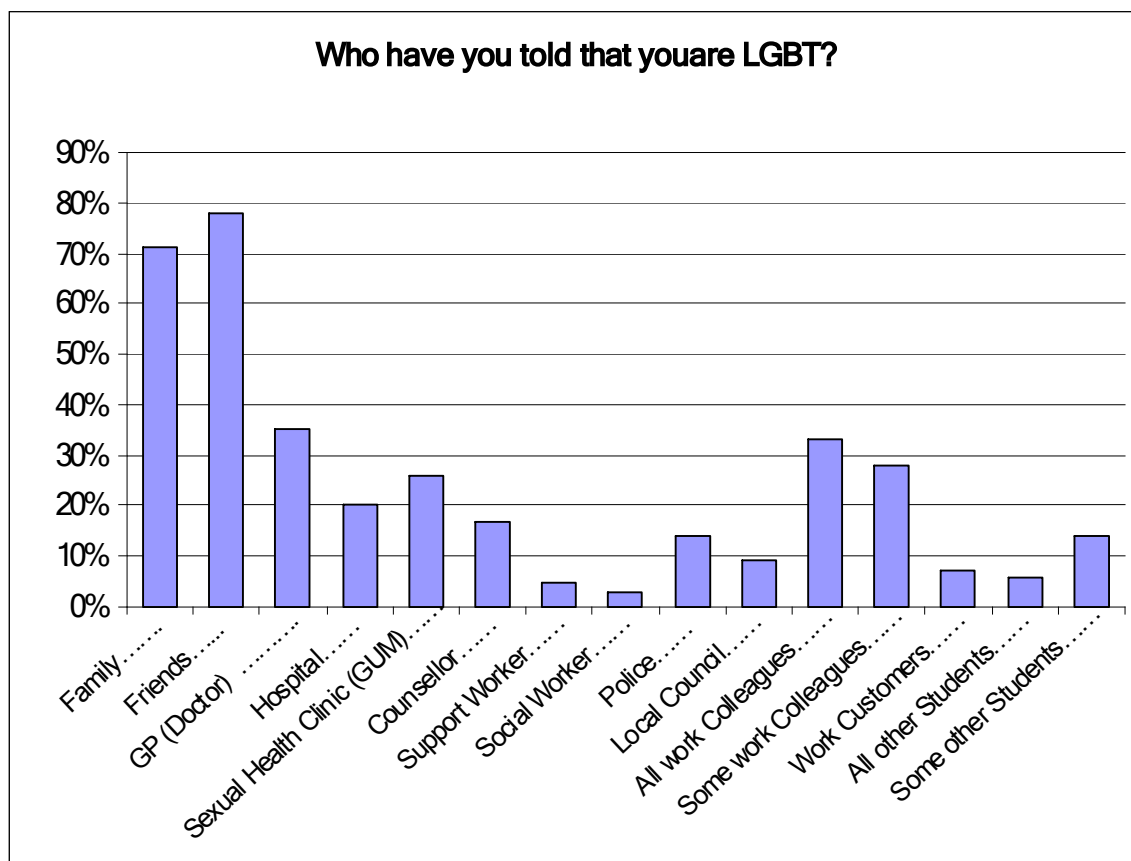
5.2 Talking about yourself

Q5a	Who have you told that you are LGBT?
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Respondents were asked who they had told that they were LGB and / or T

- 71% of respondents had told their family that they were LGB and / or T
- 78% of respondents had told their friends that they were LGB / T
- 35% of respondents had told their GP (Doctor) that they were LGB / T
- 20% of respondents had told the hospital that they were LGB / T
- 26% of respondents had told the sexual health clinic (GUM) that they were LGB / T
- 17% of respondents had told their counsellor that they were LGB / T
- 5% of respondents had told their support worker that they were LGB / T
- 3% of respondents had told their social worker that they were LGB / T
- 14% of respondents had told the police that they were LGB / T
- 9% of respondents had told the local council that they were LGB / T
- 33% of respondents had told all of their work colleagues that they were LGB / T
- 28% of respondents had told some work colleagues that they were LGB / T
- 7% of respondents had told their work customers that they were LGB / T
- 6% of respondents had told all other students that they were LGB / T
- 14% of respondents had told some other students that they were LGB / T

Graph 8: Who respondents had told that they are LGB and / or T



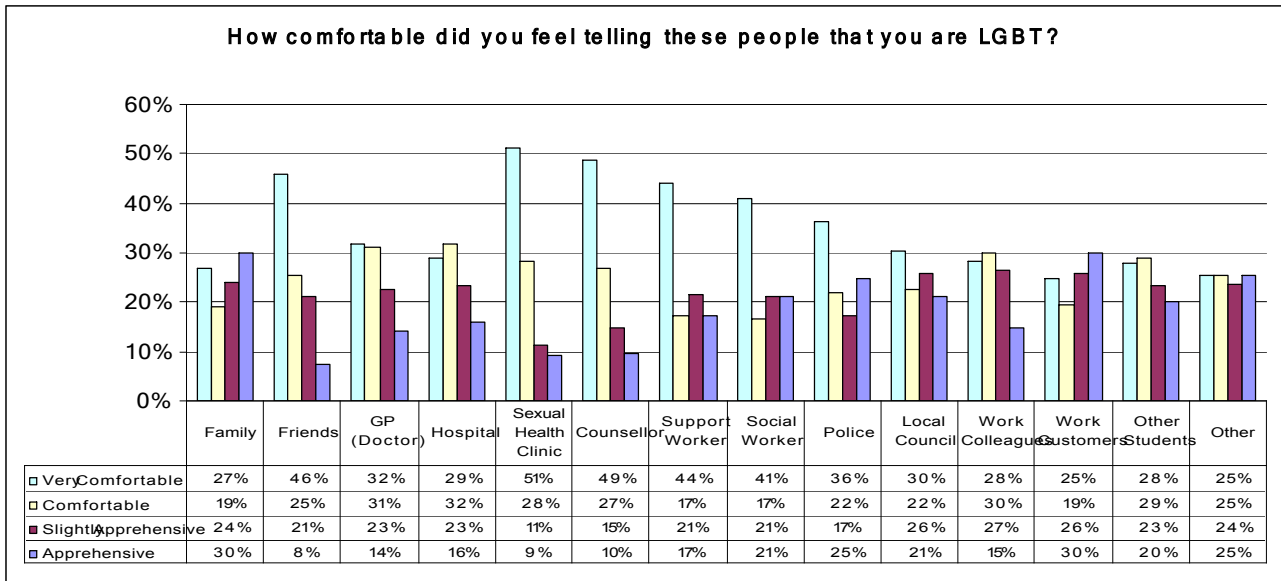
Q5b

How comfortable did you feel telling these people that you are LGBT?

Respondents were asked to rank how they felt telling people that they were LGB and / or T from 1) very comfortable 2) comfortable 3) slightly apprehensive to 4) apprehensive.

- The majority of people who told friends, sexual health clinic, counsellor, support worker, social worker, police and local council felt very comfortable.
- The majority of people who told the hospital, work colleagues and other students felt comfortable.
- The majority of people who told family and work customers felt apprehensive.

Graph 9: How comfortable respondents felt telling people that they are LGB and / or T



Percentages and numbers presented in Appendix D – Graph Numbers (pg 88)

Q5c (i)

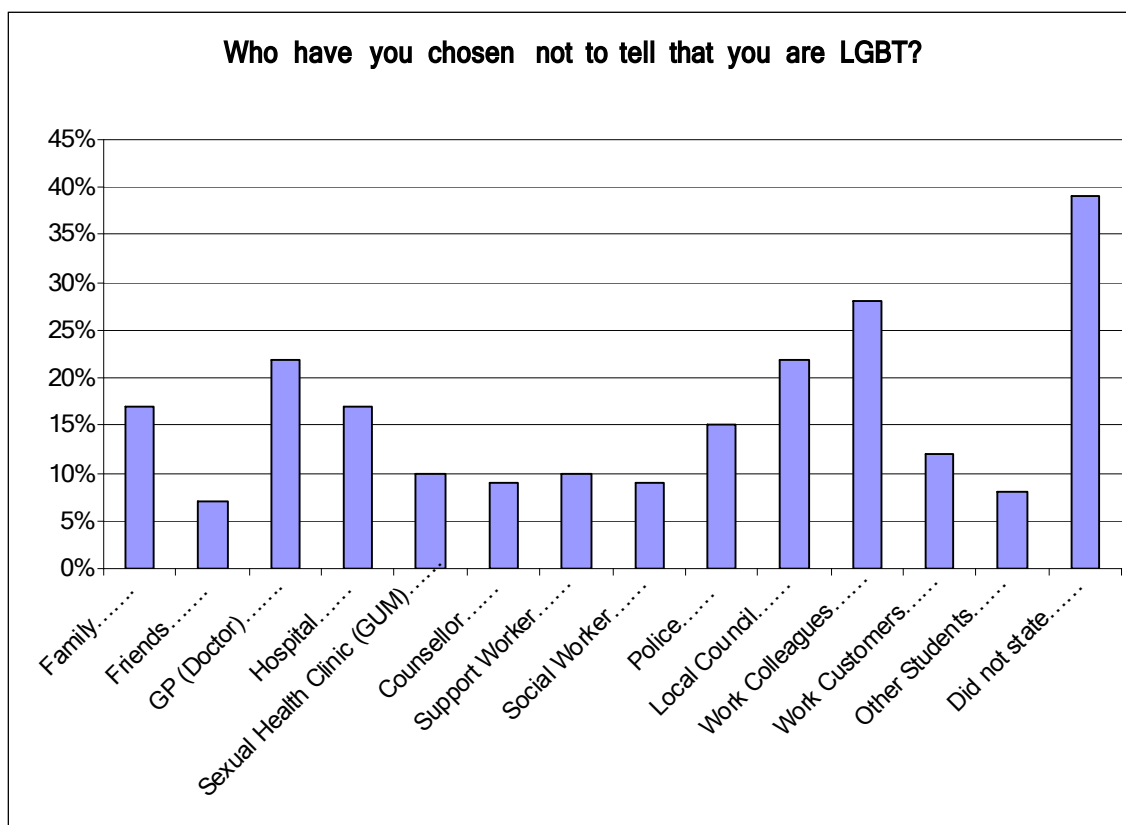
Who have you chosen not to tell that you are LGBT?

Respondents were asked to identify who they had chosen not to tell that they are LGB and / or T and the reasons for their choice.

- 17% of respondents had chosen not to tell their family that they were LGB and / or T
- 7% of respondents had chosen not to tell their friends that they were LGB / T
- 22% of respondents had chosen not to tell their GP (Doctor) that they were LGB / T
- 17% of respondents had chosen not to tell the hospital that they were LGB / T
- 10% of respondents had chosen not to tell the sexual health clinic (GUM) that they were LGB / T
- 9% of respondents had chosen not to tell their counsellor that they were LGB / T
- 10% of respondents had chosen not to tell their support worker that they were LGB / T
- 9% of respondents had had chosen not to tell their social worker that they were LGB / T
- 15% of respondents had chosen not to tell the police that they were LGB / T
- 22% of respondents had t had chosen not to tell the local council that they were LGB / T
- 28% of respondents had chosen not to tell their work colleagues that they were LGB / T
- 12% of respondents had chosen not to tell their work customers that they were LGB / T
- 8% of respondents had chosen not to tell other students that they were LGB / T

39% did not state

Graph 10: Who respondents chose not to tell that they are LGB and / or T



Respondents were asked to give reasons why they had chosen not to tell people

Q5c (ii) Please give any reasons why you have chosen not to tell these people that you are LGBT		
Theme	Example(s) of comments	Number of comments
Not applicable or relevant / no need to / private.	My sexuality does not define me so it is not always a relevant thing to discuss.	60
Unsure or reaction – Fear of being treated differently / gossip / stigma	<p>Apprehensive about being judged and being treated differently to straight people.</p> <p>Unsure of reaction and treatment i will receive</p> <p>I'm scared of what they might think or say. I don't know how they will react, and for me my family's opinion is very important.</p> <p>Fear of rejection, being judged and gossiped about</p> <p>Unsure of reaction. Had a negative response from my parents and had no contact for a year so feel apprehensive about being open with everyone. Worried about any repercussions in the area I live and not sure how work colleagues would react, so try and keep low key.</p>	40

<p>Harassment / Homophobia / Discrimination (fear of)</p>	<p>In one case I suspect violence or serious harassment could occur.</p> <p>I was worried I'd be sacked.</p> <p>Fear of Abuse</p> <p>I hadn't told my GP in case I needed fertility treatment and had read that gay people are treated differently around this area.</p> <p>I would be relentlessly bullied at school</p>	<p>25</p>
<p>Parents / School / Children's responses</p>	<p>Children at the school I work because of parent prejudice.</p> <p>Possible assumptions as I work with children & families</p> <p>Neither of the head teachers I have worked for have known how to support me to come out in a primary school. Sexuality doesn't appear to be able to be discussed in the primary school.</p> <p>I am a senior manager in a School setting and it feels very uncomfortable to admit to being gay. I cannot help feel that I will be judged as a gay person and therefore without the right attributes for me job, despite the good results I have achieved.</p> <p>With respect to students, I don't think it is appropriate to share this detail with them. As their lecturer I think it is important to keep an element of professional distance, and as I wouldn't share stories about any aspect of my social life with them, I would also be reluctant to discuss my sexuality.</p>	<p>15</p>
<p>Appropriate timing / conversation</p>	<p>I am in a new job and only work part time and social chat has not bought the opportunity to mention it, It's not something I am hiding, just not something I feel I have to "announce" without it being in the context of the conversation.</p> <p>I'm temping and so won't be at that workplace for very long.</p> <p>As I am bisexual it seems unnecessary to tell my family unless I end up in a long-term relationship with someone of the same sex.</p> <p>I am new in the company and don't feel quite comfortable yet - don't want it to be the first label people associate me with</p>	<p>13</p>
<p>Professional relationships / Customer Relationships</p>	<p>Not relevant to my professional role with customers</p> <p>I feel it would affect my professional relationship with clients</p> <p>For many reasons, but mainly as I work in</p>	<p>11</p>

	<p>an area where my character has to be respected by all nationalities and cultures, I have found it's easier to deal with the customers and more distant colleagues when you leave private life, partners, family and personal views and lifestyle out of the conversations.</p> <p>It's not appropriate in my job to tell people. As a police officer in certain situations it can enflame things.</p> <p>Feel that 'clients' do not need to know about this aspect of my personal life.</p>	
Religion	<p>Work is very small and chose not to disclose as company owners are elderly and catholic</p> <p>I work at a Church of England school and fear that it might be frowned on as well as it is none of their business!</p> <p>Some family are Christian and find it hard.</p>	9
Not ready / confidence	<p>Family aware of my feelings just not confirmed about them.</p> <p>Parents - Not ready to tell them yet but will in future.</p> <p>Ashamed & considerably lacking confidence</p> <p>Not prepared for their reaction yet</p>	9
Not asked	<p>If they asked - I would be happy to tell them.</p> <p>Often because people make assumptions that I am straight and I can't be bothered to correct them.</p> <p>Councils don't ask</p> <p>Some friends will not accept it , so I haven't told them , but I'm not hiding it from them either , if they where to ask , then I would tell</p>	8
Depending	<p>It's on a need-to-know basis or because I feel I will be treated differently by them than I am now.</p> <p>It all depends on the individual person, not the organisation that employs them</p> <p>I have not told the older generation in my family.</p>	8
Relevant People	<p>I tell people on a need to know basis</p> <p>I only tell people if I think it matters in some way</p>	8
Fit in / accepted	To fit in with work environment.	6
Not Out	Not out	4

Comfortable	<p>Don't feel comfortable, some people don't accept it.</p> <p>I generally don't feel comfortable with my GP and don't feel this group of people are recognised (e.g. no posters / support info etc).</p>	4
Confidentiality	<p>I do not trust any of these organisations to treat the information confidentially and have had previous bad experiences with them when I have previously disclosed my sexual orientation.</p> <p>Didn't want it recorded on my medical records.</p>	4
Understanding	<p>Lots of people who I know who might (or in some cases definitely would) not understand</p> <p>Lack of understanding of TG</p>	3

5.3 Health Services

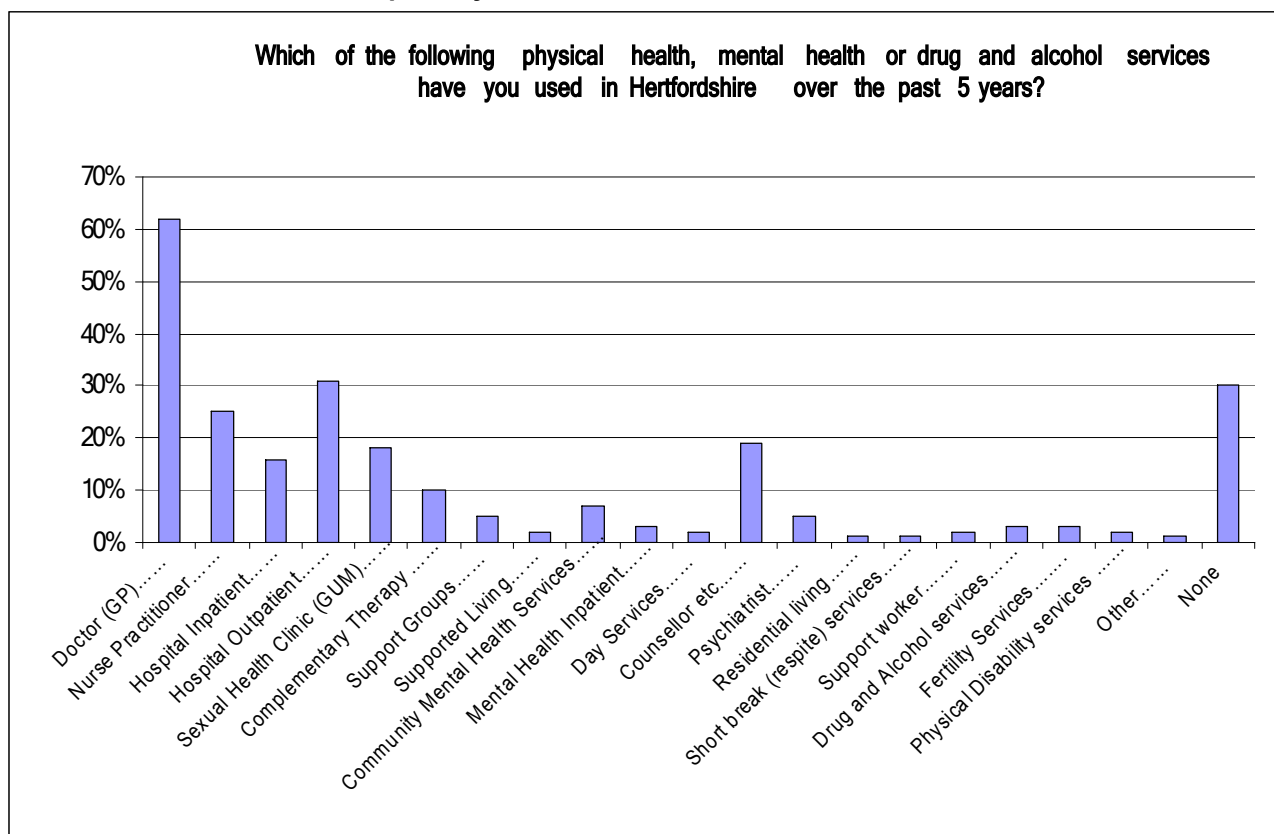
Q6	Which of the following physical health, mental health or drug and alcohol services have you used in Hertfordshire over the past 5 years?
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A high percentage of respondents (19%) have used a Counsellor / Psychotherapist / Psychologist / Therapist in the past 5 years.

This could be related to the apprehension, stress and fear of reactions and repercussions that some respondents reported to feel because they continually face decisions about when and how to 'tell people' about being LGB and T. (This is outlined in Q7 'Who have you chosen not to tell that you are LGBT?' and Q 8 'Please give any reasons why you have chosen not to tell people that you are LGBT')

	Percentage	Number of Respondents
Doctor (GP)	62%	238
Nurse Practitioner	25%	95
Hospital Inpatient	16%	62
Hospital Outpatient	31%	117
Sexual Health Clinic (GUM)	18%	68
Complementary Therapy(Reflexology / Massage)	10%	39
Support Groups	5%	21
Supported Living	2%	6
Community Mental Health Services	7%	26
Mental Health Inpatient	3%	12
Day Services	2%	8
Counsellor / Psychotherapist / Psychologist /Therapist	19%	71
Psychiatrist	5%	20
Residential living	1%	5
Short break (respite) services	1%	4
Support worker	2%	8
Drug and Alcohol services	3%	11
Fertility Services	3%	12
Physical Disability services	2%	8
Other	1%	5
None	30%	114

Graph 11: The physical health, mental health or drug and alcohol services that respondents have used in Hertfordshire over the past 5 years



Q6b	Were the health, mental health and drug and alcohol services that you used, LGBT inclusive?
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Respondents were asked whether they thought that the services that they had used were LGB and T inclusive and were asked to answer either ‘yes’, ‘no’, or ‘I don’t know’. Many respondents ‘did not know’. When asked to explain their answers a number of respondents reported that they were not clear as to the meaning of ‘inclusive’.

The following table and graph shows the percentage of respondents who answered either ‘yes’ or ‘no’.

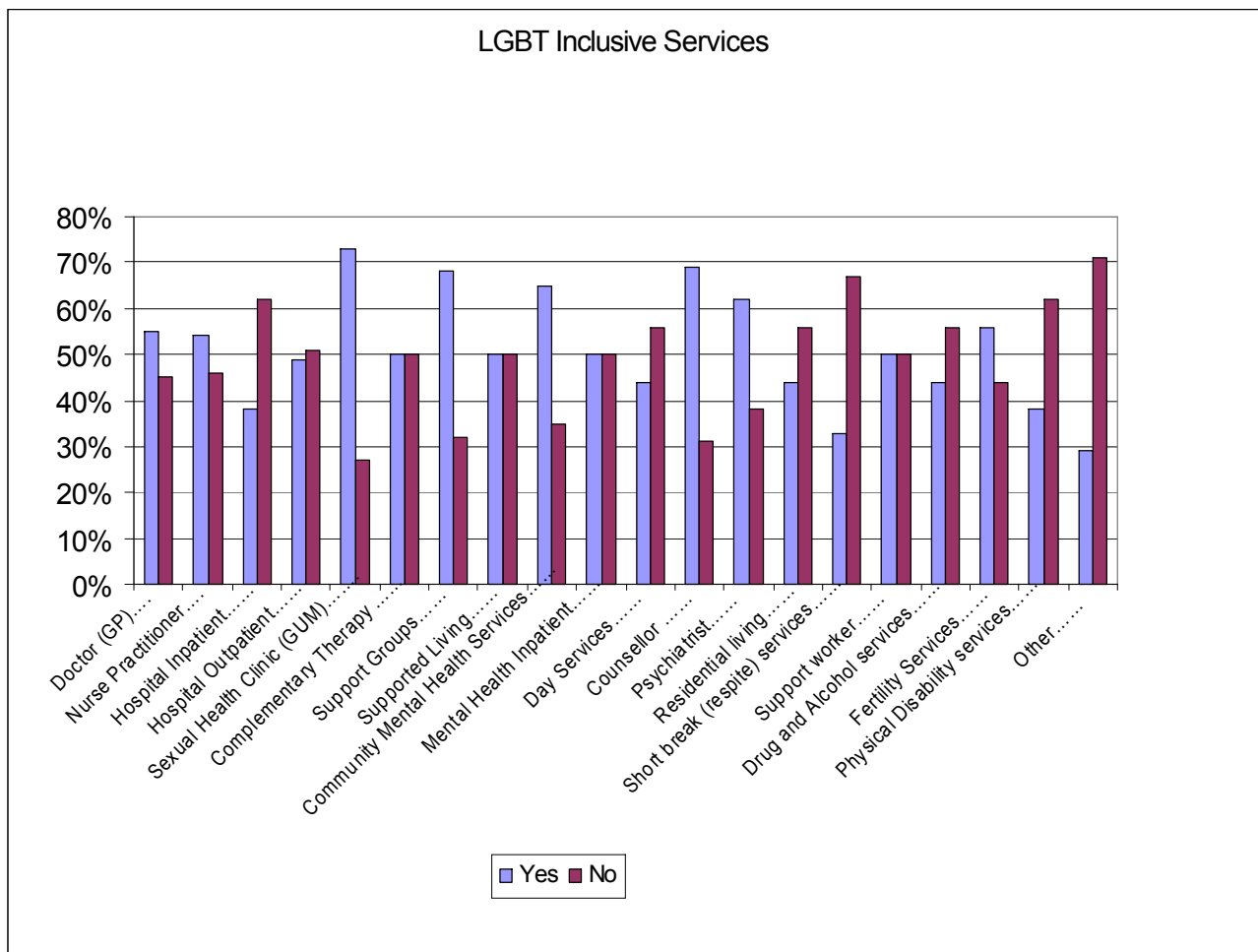
Services that are **seen to be inclusive** include:- Doctor (GP), Nurse Practitioner, Sexual Health Clinic (GUM), Support Groups, Community Mental Health Services, Counsellor / Psychotherapist / Psychologist /Therapist, Psychiatrist, Fertility Services

Services that are **not seen to be inclusive** include:- Hospital Inpatient, Hospital Outpatient, Day Services, Residential living, Short break (respite) services, Drug and Alcohol services, Physical Disability services

Services that are **seen to be equally inclusive and not inclusive** include:- Complementary Therapy, Supported Living, Mental Health Inpatient, Support worker

	Yes	No
Doctor (GP)	55%	45%
Nurse Practitioner	54%	46%
Hospital Inpatient	38%	62%
Hospital Outpatient	49%	51%
Sexual Health Clinic (GUM)	73%	27%
Complementary Therapy	50%	50%
Support Groups	68%	32%
Supported Living	50%	50%
Community Mental Health Services	65%	35%
Mental Health Inpatient	50%	50%
Day Services	44%	56%
Counsellor / Psychotherapist / Psychologist /Therapist	69%	31%
Psychiatrist	62%	38%
Residential living	44%	56%
Short break (respite) services	33%	67%
Support worker	50%	50%
Drug and Alcohol services	44%	56%
Fertility Services	56%	44%
Physical Disability services	38%	62%
Other	29%	71%

Graph 12: The view of respondents on whether used physical health, mental health or drug and alcohol services were 'inclusive'



Respondents were asked to explain how they thought used services were, or were not inclusive.

Q6b	Were the services that you used LGBT inclusive? Please explain	
Theme	Example(s) of comments	Number of comments
	Yes	
Terminology	The hospital used partner and were not gender specific	1
	No	
Staff Assumptions / Prejudices / Discrimination	<p>They assumed I was straight, not giving an option about being gay!</p> <p>As a hospital patient it was constantly assumed that I had a husband and children, these were referred to as a matter of course and in the short time I spent with numerous well-meaning staff, nurses, doctors etc. I did not feel I wanted to keep on stating that I was gay. Even having to constantly have to say I don't have children started to make me feel like a freak!!</p> <p>The nurse asked if my civil partner was my brother.</p> <p>Constantly referred to as sister - even a comment when telling a male midwife we were married (what do you mean you are married?). I would never feel at ease telling any staff in the medical profession who I believe have strict religious views against homosexuals. I feel it would put me at a disadvantage in that I may not necessarily get the full care and treatment I am due.</p> <p>Once the consultant was advised I was in a same sex relationship, his attitude became different, colder. He also said I would not need a cervical smear, which I thought was offering me less of a service.</p> <p>Have had awkward experiences with NHS when my wife gave birth to our son - mainly from non-native British doctors and nurses</p> <p>Some practitioners still hold very strict stereotypes in relation to same sex relationships, which does not help</p> <p>I made a complaint against my GP because when he found out I was gay he preached to me through bible stories that all gay people especially gay men (I am a gay woman and found this offensive and stereotyped) are promiscuous, I found his comments highly inappropriate and offensive.</p> <p>My GP refused to call my sperm donor a sperm donor and insisted on referring to him as my partner when I am in fact in a civil partnership with another woman!</p> <p>I have experienced open hostility after disclosing my sexuality to my GP and was told that he</p>	8

	'struggled' with the idea of sending off a 'rights of the child' disclosure to my clinic which was intended to declare me 'medically/mentally' fit to be a mother. I was forced to point out to him that this struggle was clearly a personally issues rather than a professional one!	
Next of Kin	<p>GP and Hospital both frowned on the fact when I was asked about 'Next of Kin' that I gave my gay male partner of 7 years and not my mother/father or sister. I appreciate that were not in a civil partnership, however we live together and have for the past 6 years in a loving and caring relationship.</p> <p>There seems to be an ignorance that 'next of kin' can be a same sex partner and people of the same sex can be married.</p> <p>The forms I needed to fill in regarding next of kin did not include a tick box for civil partner.</p>	3
Imagery and Language	No obvious information or posters which indicated inclusion	3
Discrimination	<p>When I had miscarriage my partner was told she couldn't stay because they didn't realise she could be my partner. Rather distressing events for distressing experiences in life.</p> <p>Have had some very poor experiences from my GP and hospital. Some services are simply not available to me. As a woman who has been in a long term relationship with another woman, access to NHS Fertility support has been non existent - even though I have had a diagnosed condition that affects my fertility for over 15 years.</p>	3
	I don't know	
LGBT status not discussed / Not relevant	<p>Reasons for going to the doctor were irrelevant to my sexuality Most of the time, it's not brought up and I don't feel comfortable saying it for no reason, so I allow them to assume.</p> <p>Being bi was not an issue to be discussed</p>	13
Meaning of 'Inclusive'	<p>I'm not 100% clear what inclusive means in this instance.</p> <p>I don't understand what you mean by "LGBT Inclusive".</p> <p>I'm not clear what this question means inclusive as in there was explicit mention of LGBT or was I treated as I would expect anyone else to be treated, the latter then yes and my sexuality I would not expect to be mentioned or part of a discussion unless there was direct relevance to the reason I am using the service.</p>	4
Not Asked	Nobody has asked me and I have not felt the need to volunteer the information	2

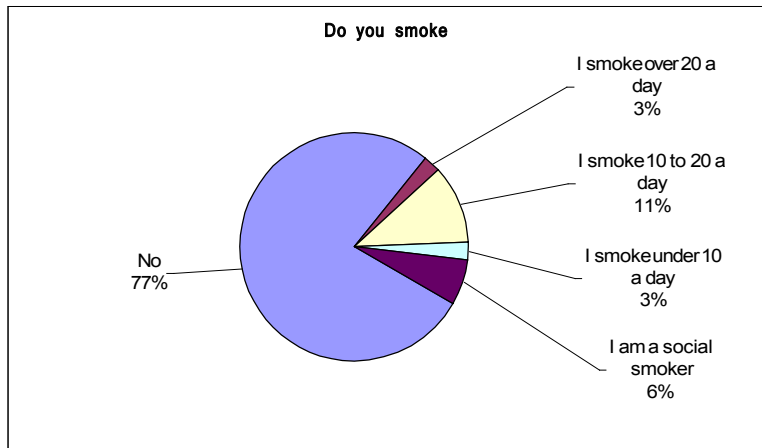
5.4 Smoking: Alcohol: Drug intake

QF	<p>Do you smoke?</p> <p>If yes, please tick the box which shows the number of cigarettes (including roll ups) that you smoke?</p>
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The majority of respondents do not smoke (77%). Of those who do smoke the majority smoke between 10 and 20 a day.

This 'lifestyle' questions is to be compared with the whole population and used by Health to identify any need for targeted resources

Graph 13: Respondents smoke intake



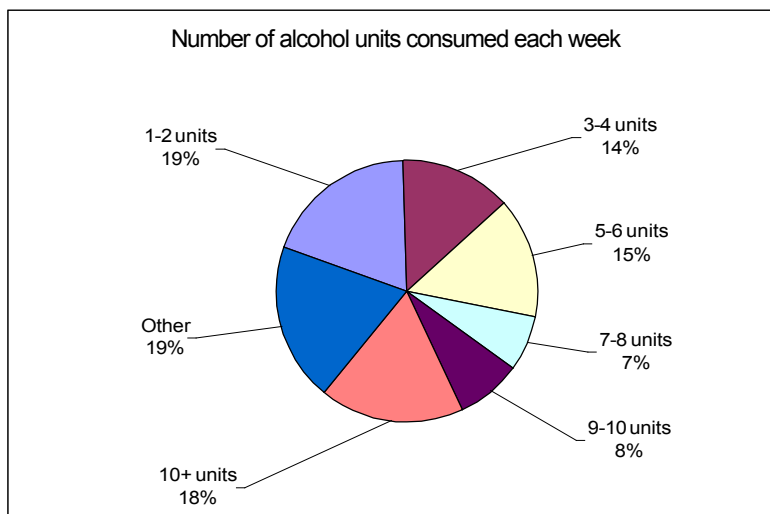
Percentages and numbers presented in Appendix D – Graph Numbers (pg 89)

QG	<p>Do you drink alcohol?</p>
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76% of 182 respondents who answered this question drink alcohol. Respondents indicated the number of units that they drink per week. The majority of respondents drink between one and 10 units per week.

As above, this 'lifestyle' questions is to be compared with the whole population and used by Health to identify any need for targeted resources

Graph 14: Respondents alcohol intake



Percentages and numbers presented in Appendix D – Graph Numbers (pg 89)

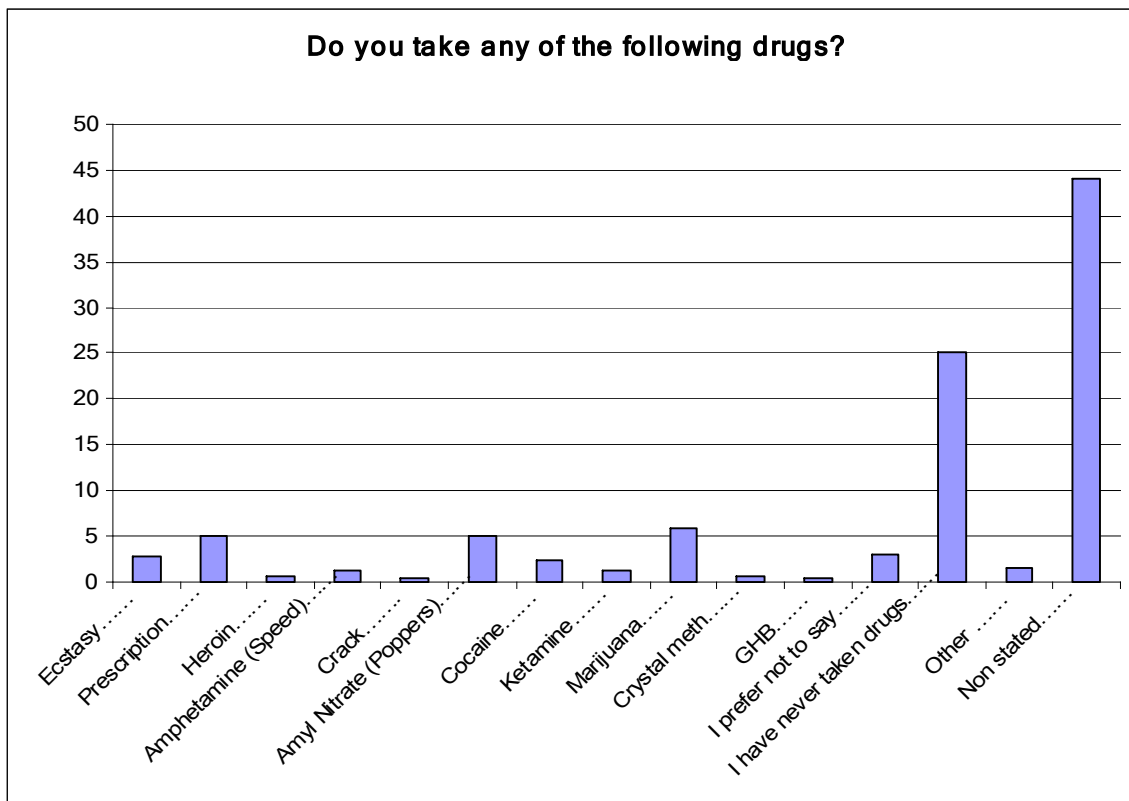
QH	Do you take any of the following drugs? If yes, please tick the box(es) to show the type of drugs that you have used
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30% of respondents who answered this question reported that they have never taken drugs. Of those that have, 7% have taken Marijuana.

As above, this 'lifestyle' questions is to be compared with the whole population and used by Health to identify any need for targeted resources

	Percentage
Ecstasy	3%
Prescription	5%
Heroin	1%
Amphetamine (Speed)	1%
Crack	0%
Amyl Nitrate (Poppers)	5%
Cocaine	2%
Ketamine	1%
Marijuana	6%
Crystal meth	1%
GHB	0%
I prefer not to say	3%
I have never taken drugs	25%
Other	2%
Non stated	44%

Graph 15: Respondents drug intake



Percentages and numbers presented in Appendix D – Graph Numbers (pg 90)

5.5 Local Public Services

Q7	<p>Hertfordshire County Council and your local District and Borough Council are key providers of local public services and would like to know your views on some of the services they provide</p> <p>How satisfied or dissatisfied you are with each of the following services. Please only consider services you have used in the last twelve months. Please tick one box only for each service</p>
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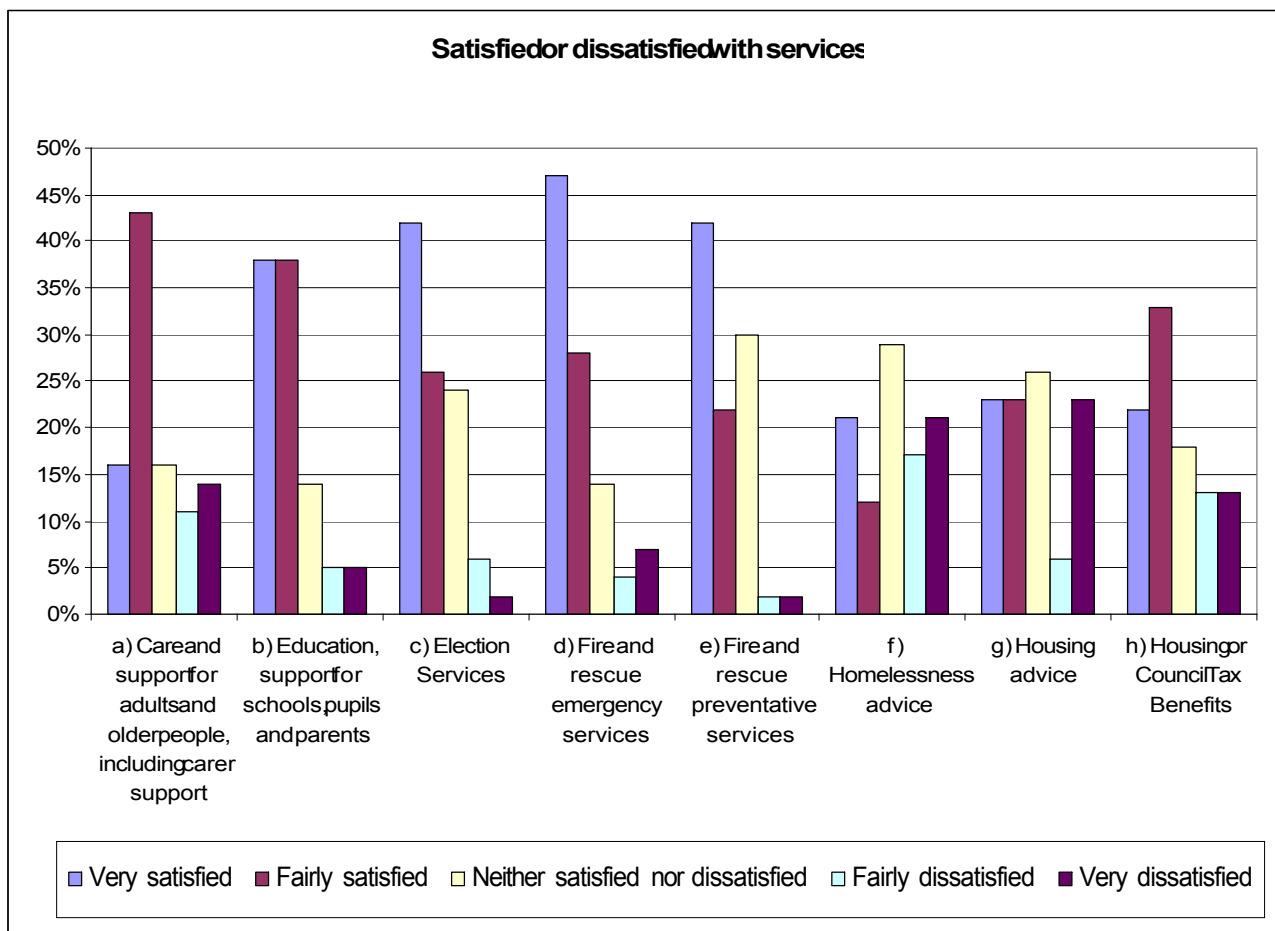
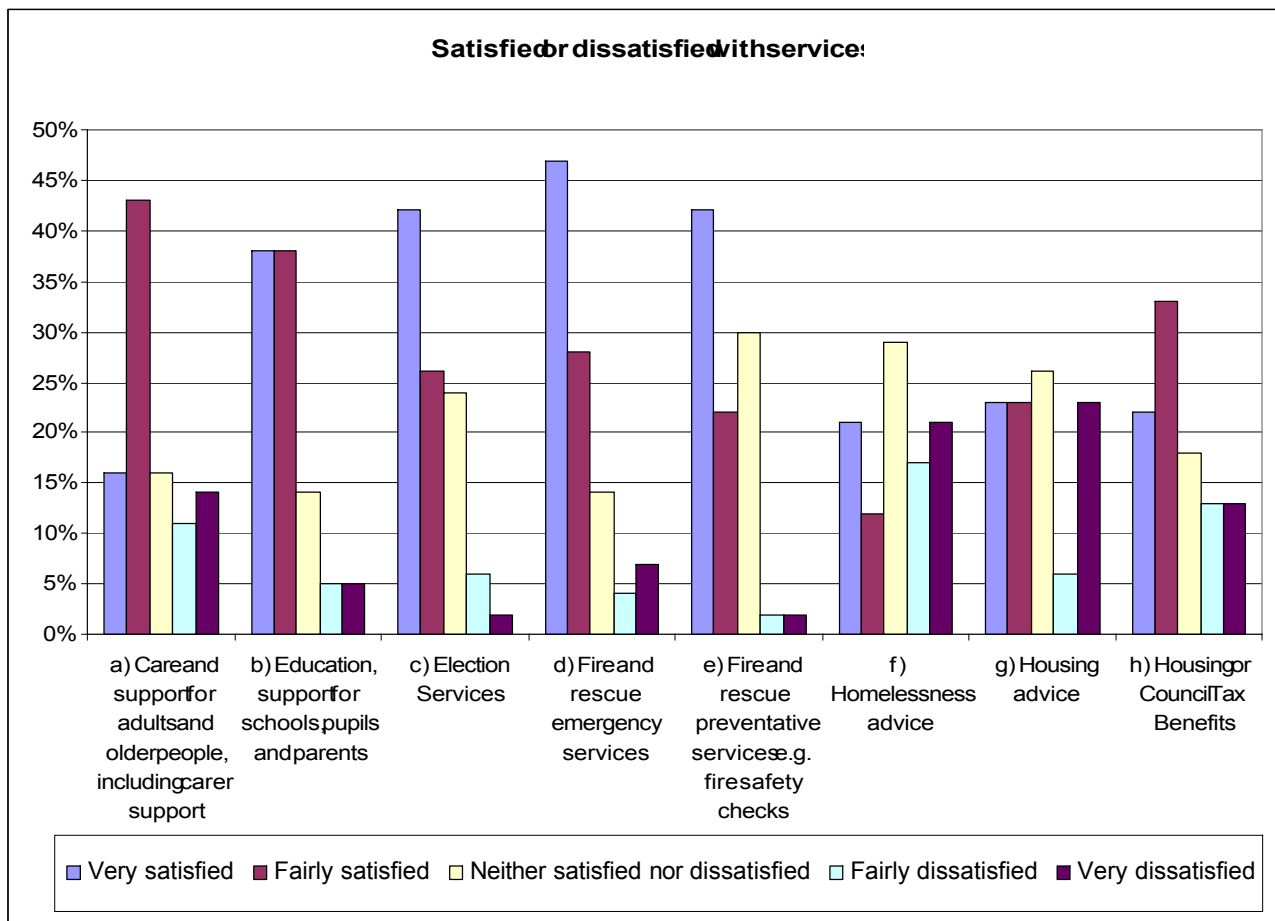
Respondents were asked how satisfied or dissatisfied they were with local public service that they have used in the last 12 months.

They were asked to indicate whether they were 'very satisfied', 'fairly satisfied', 'neither satisfied not dissatisfied', 'fairly dissatisfied', 'very dissatisfied', or 'I don't know'.

Table 1: Level of satisfaction of respondents with used local public services

	Very satisfied %	Fairly satisfied %	Neither satisfied nor dissatisfied %	Fairly dissatisfied %	Very dissatisfied %	Number of valid responses
a) Care and support for adults and older people, including carer support	16%	43%	16%	11%	14%	37
b) Education, support for schools, pupils and parents	38%	38%	14%	5%	5%	81
c) Election Services	42%	26%	24%	6%	2%	98
d) Fire and rescue emergency services	47%	28%	14%	4%	7%	57
e) Fire and rescue preventative services e.g. fire safety checks	42%	22%	30%	2%	2%	40
f) Homelessness advice	21%	12%	29%	17%	21%	24
g) Housing advice	23%	23%	26%	6%	23%	35
h) Housing or Council Tax Benefits	22%	33%	18%	13%	13%	60
i) Libraries	50%	34%	7%	7%	2%	121
j) Parks and open spaces	41%	40%	11%	3%	4%	186
k) Registration of births, deaths, marriages, civil partnerships and citizenship	42%	26%	21%	8%	3%	38
l) Services for children and young people (e.g. Children's Centre, extended schools)	24%	22%	20%	20%	15%	41
m) Social care services for children and young people	21%	14%	29%	11%	25%	28
n) Sports/Leisure facilities	35%	38%	15%	8%	5%	144
o) Support regarding anti-social behaviour	11%	21%	21%	28%	18%	61
p) Trading standards (e.g. ensuring consumer products meet safety standards and business comply with trading laws)	13%	37%	30%	17%	3%	30
q) The local bus service	21%	37%	16%	12%	14%	140
r) Youth Connexions	29%	34%	14%	11%	11%	35

Graph 16 and 17: Level of satisfaction of respondents with used local public services



Respondents who used

- a) Care and support for adults and older people, including carer support were predominantly very or fairly satisfied (59%), whereas 25% were very or fairly dissatisfied.
- b) Education, support for schools, pupils and parents were predominantly very or fairly satisfied (76%), whereas 10% were very or fairly dissatisfied.
- c) Election Services were predominantly very or fairly satisfied (68%), whereas 8% were very or fairly dissatisfied.
- d) Fire and rescue emergency services were predominantly very or fairly satisfied (75%), whereas 11% were very or fairly dissatisfied.
- e) Fire and rescue preventative services e.g. fire safety checks were predominantly very or fairly satisfied (64%), whereas 4% were very or fairly dissatisfied.
- f) Homelessness advice was predominantly fairly or very dissatisfied (38%), whereas 33% were very or fairly dissatisfied.
- g) Housing advice were predominantly very or fairly satisfied (46%), whereas 29% were very or fairly dissatisfied.
- h) Housing or Council Tax Benefits were predominantly very or fairly satisfied (55%), whereas 26% were very or fairly dissatisfied.
- i) Libraries were predominantly very or fairly satisfied (84%), whereas 9% were fairly or very dissatisfied.
- j) Parks and open spaces were predominantly fairly or very satisfied (81%), whereas 7% were very or fairly dissatisfied.
- k) Registration of births, deaths, marriages, civil partnerships and citizenship were predominantly fairly or very satisfied (68%), whereas 11% were fairly or very dissatisfied.
- l) Services for children and young people were predominantly fairly or very satisfied (46%), whereas 35% were very or fairly dissatisfied.
- m) Social care services for children and young people were predominantly very or fairly dissatisfied (36%), whereas 35% were very or fairly satisfied.
- n) Sports/Leisure facilities were predominantly very or fairly satisfied' (73%), whereas 13% were very or fairly dissatisfied.
- o) Support regarding anti-social behaviour was predominantly very or fairly dissatisfied (46%), whereas 32% were very or fairly satisfied.
- p) Trading standards (e.g. ensuring consumer products meet safety standards and businesses comply with trading laws) were predominantly very or fairly satisfied (50%), whereas 20% were very or fairly dissatisfied.
- q) The local bus service was predominantly very or fairly satisfied (58%), whereas 26% were very or fairly dissatisfied.
- r) Youth Connexions were predominantly very or fairly satisfied (63%), whereas 22% were very or fairly dissatisfied.

Q8	<p>Please name up to three services (listed above) which you think could be improved to address the needs of LGBT customers and families in Hertfordshire?</p> <p>Please name the service and explain the improvements that can be made</p>
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Respondents were asked to name up to three services that they thought could be improved and to explain the improvement that they thought could be made

Theme	Example(s) of comments	Number of comments
Young People / Youth and Connexions	<p>Youth Connexions for Young LGBT people</p> <p>Young People support groups</p> <p>Services for younger people, i.e. psychology and counselling services - struggling with coming out or feeling different or bullied.</p> <p>Youth provision, there are no services that support young LGB people. the connexions service is uncontactable</p>	20
Sports Facilities / Leisure	<p>Sports & Leisure - gender specific induction at gym women only sessions</p> <p>Sports & Leisure facilities - Advertisements to include Gay references i.e. joint membership</p> <p>Sports facilities - providing specific classes and events for LGBT members</p> <p>Sports\Leisure - set LGBT groups to join e.g. swimming groups</p>	20
Housing / Homelessness	<p>Local council - Offer to re house when being harassed by neighbours</p> <p>Homelessness advice; it is common for LGBT young people to be kicked out of their homes when they come out. Something could be done to tackle this problem.</p> <p>Three Rivers District Council of Thrive Housing - No understanding of discomfort in neighbourhood (bad area) Have to be beaten up and have an incident reported to the police before action taken. We live as 2 adults in a studio flat that gives our relationship away.</p> <p>Homelessness Service - make more supported housing available for teens</p>	14
Education	<p>Education - anyone I know whose had to deal with secondary schools has a terrible time - no training, no help, victim blaming.</p>	12

	<p>Schools/Colleges - are they positively tackling homophobic bullying</p> <p>Education, support for schools, pupils and parents - I am not aware that there is any.</p> <p>More advice for same sex parents for secondary school admissions</p>	
Libraries	<p>Libraries - More books about gay and lesbian fiction, loves stories etc</p> <p>Libraries - to be able to access lgbt websites from library computers!!</p> <p>Libraries - Gay specific literature, films, info</p>	12
Bus	<p>Local bus services - services need to be review as the routes to destinations are very infrequent.</p> <p>The local bus service needs to operate a more reliable service by sticking to the times that they advertise on their timetables. Whilst delays are inevitable, there is no excuse for leaving a terminus early which drivers frequently do. Also the attitudes of some of these service providers could be improved.</p>	10
Doctor (GP)	<p>Doctors should recognise the difficulties facing gay parents</p> <p>Special sexual health advice worker available at my GP</p>	9
Anti Social Behaviour	<p>Support regarding ant-social behaviour</p> <p>Anti Social Behaviour - Police /Community workers response to youths congregating / drinking alcohol needs to be more visible</p>	8
Families / Parenthood	<p>More support for LBGT families - had to go into London to find support group focusing on parenthood</p>	6
Social Care	<p>Social Care services especially for young LGBT</p>	5
Police	<p>Police-Offer more support when being harassed</p>	4
Children's Centres	<p>Children's Centres to make an effort to discover how many LGBT customers they have in the community</p>	3
Registry Office	<p>Registry Office - I'm in a civil partnership and we had a child they recorded me as an unmarried mother!</p>	3

Social Venues	More social venues	3
Public Sector worker training	<p>Training of public sector workers to be sensitive to how vulnerable an LGBT person can feel in the community.</p> <p>Police: the times I have had dealings with them I have found them mostly slightly scary. They need more training</p> <p>Social services more training for staff, still same sex parents are spoken of as the gay / lesbian parents rather than their role as parents</p>	3
Coming Out support	Need an LGBT support group in Hertfordshire, or several, maybe for each region to help those how are just coming out, of all ages, giving information and support.	3
Events	<p>Parks - Local Events for Hertfordshire's LGBT Community</p> <p>education service by having more events planned</p>	2
Parks	<p>Parks and open spaces - e.g. volleyball courts etc. LGBT friendly signs to encourage inclusion in Hemel Hempstead</p> <p>Parks and Open spaces - Some parks gather groups of young people who can be rather intimidating, park patrol?</p>	2
Older People	Old peoples home woefully neglectful of relationships for their old residents	1
Counselling	Counselling services	1
Learning Disabilities	There is no social facilities for gay adults with learning disabilities	1
Domestic Violence	Domestic violence services (my previous partner was previously a victim of domestic violence and we found almost no help for LGBT victims)	1
Election	Election services	1
Arts	Arts facilities	1
Trading Standards	Trading Standards	1

Q9	<p>In the last 12 months would you say that you have been treated with respect and consideration by your local public services in Hertfordshire?</p> <p>Please tick one box only</p>
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Respondents were asked how they considered they had been treated by their local public services in Hertfordshire in the last year, and whether this was with respect and consideration 'All of the time', 'Most of the time', 'Some of the time', 'Rarely', 'Never' or 'that they 'didn't know / had no opinion'

Of the 225 respondents who expressed an opinion, respondents predominantly thought that they had been treated with respect and consideration most or all of the time (78%).

46 respondents did not know.

Table 2: Treatment of respondents by local public services

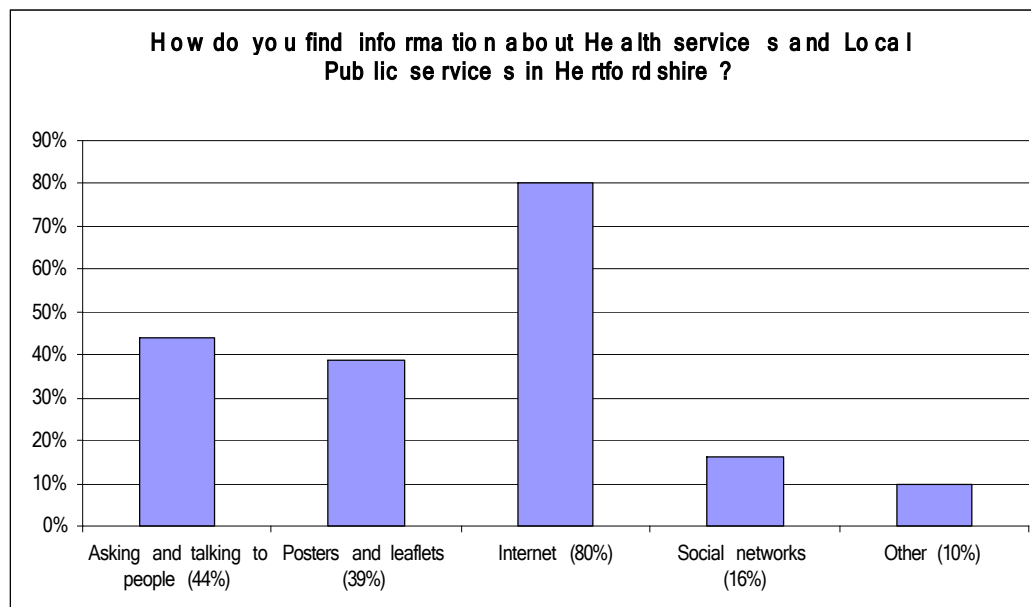
	All of the time	Most of the time	Some of the time	Rarely	Never
I have been treated with respect and consideration by my local public services....	36%	42%	19%	2%	1%

5.6 Accessing Information

Q10	How do you find information about Health services and Local Public services in Hertfordshire? Please tick all boxes that apply
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Respondents predominantly found information about Health services and Local Public services through the internet (80%). This percentage may have been influenced by the fact that the majority of respondents (91%) completed the survey online, meaning that they are computer literate. Although the internet was most popular choice, many people selected other response options.

Graph 18: How respondents find information about health and local public services



Respondents were asked to describe a) who they asked or talked to, b) where they saw posters and leaflets, c) what websites they visit, d) what social networks they use, and e) other resources.

Q10a a) Who have you asked or talked to?			
Name	Number of references	Name	Number of references
Friends	46	Colleagues	38
Family	14	Professionals	7
GP	4	Statutory sector services	4
Local / County Council	3	Local voluntary sector services / Support groups	3
Neighbours	3	Sexual Health Clinic (GUM)	2
Tutor / Teachers	2	Service Users	1
Society members	1	Health	1
Equalities Officer	1	Local People	1
Other students	1	Helplines	1
Student Support	1	Local Clubs	1

Q10b		b) Where were the posters and leaflets that you saw?	
Name	Number of references	Name	Number of references
GP Surgery	30	Library	14
Herts University/ College / School	10	Post	5
Work	5	Hospital	4
Town Hall / HCC receptions / Public facing locations in the community	4	Buses	3
Local Pub	3	Local Pharmacies	3
Notice boards	2	Transport Interchanges / Stations	2
Load of Hay Pub	2	Town / Street	2
Health Centres	1	Transgender Club	1
Shop windows	1	Dentist	1
Social Workers	1	Council	1
Local Paper	1	Social Centres	1
Police Station	1	Leisure Centre	1
Handed out	1	Herts Uni Freshers Fair	1
Cinema	1		

Q10c		c) What website did you visit?	
Name	Number of references	Name	Number of references
Google / Search Engines	45	Hertfordshire County Council www.hertsdirect.org (4 respondents referenced that this website was hard to use)	44
District / Borough / Town Council websites	17	Local NHS Trust / PCT	9
NHS Direct	11	Youth Connexions	3
DirectGov.org	7	Free paper / local newspaper	2
Herts Constabulary	2	barnet.nhs.uk	1
www.gingerbeer.co.uk	2	http://www.bridgewaterhousesurgeries.co.uk	1
www.westhertfordshirehospitals.nhs.uk	1	www.stevenage.gov.uk	1
Ask.co.uk,	1	NHS approved sites	1
Hertfordshire community Health Service intranet	1	http://uhmedicalcentre.potterells.net	1
National Rail	1	Voluntary sector organisations	1
University Study Net	1	www.gayhelp.com	1
MOJO	1	Lister Hospital Website	1
Gaydargirls.com	1	Borehamwood health services	1

Q10d d) What social networks did you use?					
Name		Number of references	Name		Number of references
Facebook		20	NHS LGTB network		1
Twitter		2	Personal / Friends		2
Dailybooth		1	Library		1
www.ladyboys4u.viet		1	Bebo		1
Tagged		1	Out everywhere		1
Gay Youth Corner		1			

Q10e e) Other - Please describe					
Name		Number of references	Name		Number of references
Work		4	Local Paper		3
Staff Networks		1			

Q11	<p>Do you think that <u>information</u> about a) Health services and b) Local Public services in Hertfordshire are both LGBT inclusive and also target specific needs?</p> <p>Please tick one box only for a) and b)</p> <p>Please name the specific services you are referring to below</p>
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Respondents were asked whether the services that they had used were LGB and T inclusive and target specific needs. Respondents were asked to answer 'yes', 'no', or 'I don't know'.

A high number of respondents 'did not know' whether Health (137) and Local Public services (133) are LGB and T inclusive or targets specific needs this may be associated with respondents querying the term 'inclusive'.

Of the respondents who decisively answered either 'yes or 'no', 62% (52) did not find that Health services are LGB and T inclusive and targets specific needs and 68% (56) did not find that Local public services are LGB and T inclusive and targets specific needs.

Table 3: Inclusive nature of Health and Local Public services information

Sector (Total respondents)	Yes	No
a) Health services (84)	38%	62%
b) Local Public services (82)	32%	68%

Respondents were asked to give reasons for their answers which are grouped into themes and outlined below

Theme	Example(s) of comments	Number of comments
Specific LGBT Resources	<p>No LGBT support info for young people</p> <p>I have not been informed of any specific LGBT public services, events, or venues in Hertfordshire.</p> <p>There is little provision of any sort, as far as I can see, in any services which targets LGBT people.</p> <p>Little information on relevant health services for LGBT community online</p> <p>Why would it have to mention specifically about being LGBT.</p> <p>There needs to be more promotion of services that are inclusive and not necessarily exclusive to one particular group or members of the community</p> <p>I do not feel that Local Public services are targeting to be inclusive of LGBT or targeting specific needs</p>	8
Imagery and Language	<p>Be nice to see same sex couples in leaflets or posters and this should change without a stereotype image.</p> <p>Better use of positive images and inclusion on using LGBT wording in documents.</p> <p>There are no leaflets or posters in the GP Surgery that indicate it is Lesbian or Gay friendly or is aware of LGBT issues.</p>	4
LGB and T Aware / Friendly	<p>Neither the health or other public services make it clear that they are LGB aware let alone LGB friendly. There is a long way to go before I would consider them acceptable. I read lots about what public services are doing for BME groups</p> <p>No-one ever specifies if it is LGBT friendly.</p> <p>I have not seen any public signs that signify LGBT inclusively.</p>	3
Staff Assumptions / Prejudices	<p>Children's social care still see parents of the same sex as strange although hopefully the users are not aware of the behind the scenes talk and comments. I feel there is a need for LGBT training for all social care staff.</p> <p>Watford hospital and their maternity unit are not LGBT inclusive - from the visit round the maternity unit ("come on dad's") to the actual birth experience itself.</p> <p>Assumptions are always made that customers/users are straight. The fear is, therefore, that homophobia, or at least lack of awareness, exists. Being so near to London means that many, like me, prefer to travel there where these automatic assumptions are less evident.</p>	3

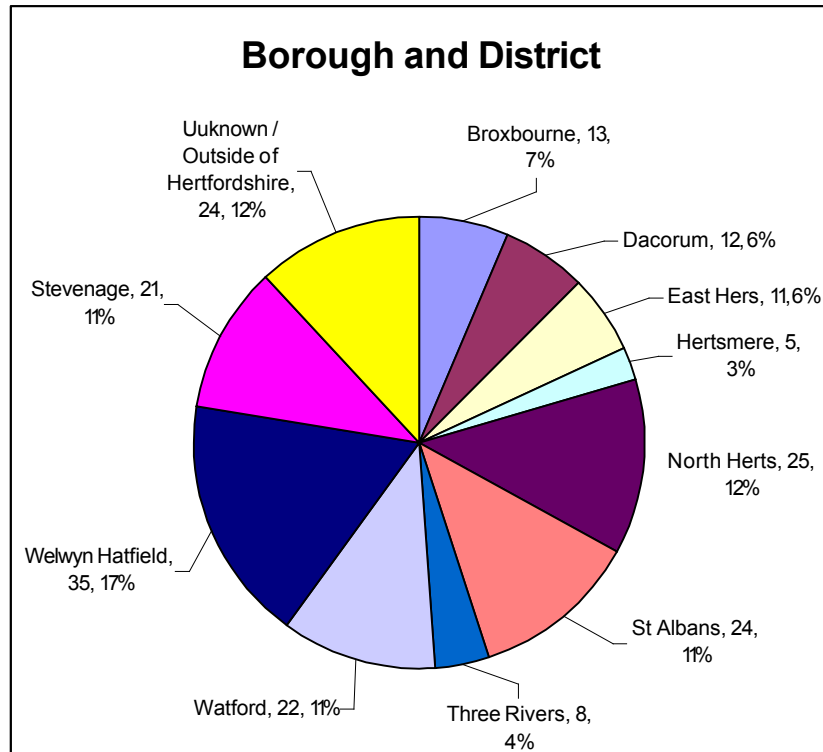
Don't understand 'Inclusive'	I wish I understood this question How is a service LGBT-inclusive? How would I know if it were? Would I get a better quality of service than straight people? How can a service common to everybody be LGBT-exclusive?	2
Information	Little information from any perspective on LGBT services for District or County Council other than hate crime reporting.	1
LGBT Events	Libraries are LGBT inclusive they advertise LGBT History Month events, books available, Pink Paper was available whilst it was printed.	1
Mental Health	I feel that information about health services/public services for LGBT people should be a lot more widely available and promoted more, especially the mental health needs of LGBT people. LGBT people need to know that services are inclusive so they can be honest about who they are. I personally am a very open person, but I know others who are not and are afraid to say they are LGBT.	1
Sexual Health	Watford Sexual Health Clinic is inclusive and targets specific needs.	1
Stereotypes	Although there is a great deal of LGBT issues around these days they tend to concentrate on stereotypes	1

5.7 Your Local Area

Q12 Please tell us your postcode

Responses were received from people living in each of the 10 District and Borough areas in Hertfordshire. The number of responses from Districts and Borough areas are as follows

Graph 19: Number of responses from Districts and Borough areas (percentage)



To identify gaps in provision to LGB and T residents, respondents were asked a series of questions (Q13 to Q17) which were similar to those asked in the Place Survey (2008-9). The recommendation is to cross analyse results between this survey and the Place Survey to identify the specific experiences of LGB and T people in Hertfordshire and to validate both surveys.

Q13 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? Please tick one box only

The majority of respondents (63%) tend to agree or definitely agree that their local area is a place where people from different backgrounds get on well together.

Table 4: Place Survey: People from different backgrounds

I definitely agree	I tend to agree	I tend to disagree	I definitely disagree	Too few people in local area	I don't know other peoples backgrounds
10%	53%	15%	8%	2%	12%

Q14	How strongly do you feel that you belong to your immediate neighbourhood? Please tick one box only
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The majority of respondents (55%) feel not very strongly or not at all strongly that they belong to their immediate neighbourhood.

Table 5: Place Survey: Belonging to immediate neighbourhood

I feel very strongly	I feel fairly strongly	I feel not very strongly	I feel not at all strongly
11%	33%	32%	23%

Q15	Is a sense of 'belonging to your local area' important to you? Please tick one box only
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The majority of respondents (71%) find that a sense of 'belonging to their local area' is important to them

Table 6: Place Survey: Importance of belonging to your local area

Yes	No
71%	29%

Q16	Do you agree or disagree that you can influence decisions affecting your local area? Please tick one box only
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The majority of respondents (59%) tend to disagree or definitely disagree that they can influence decisions affecting their local area.

Table 7: Place Survey: Influence decisions affecting local area

I definitely agree	I tend to agree	I tend to disagree	I definitely disagree
6%	35%	40%	19%

Q17	<p>In the past 12 months have you been a part of any groups which makes decisions that affect your local area (this does not include any action that was a requirement of your job)</p> <p>Please tick the box for each sentence that applies</p>
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92 respondents answered this question. Of those

- 2% (6) I have been a councillor (for the local authority, town or parish)
- 3% (13) I have been a member of a group making decisions on local health or education services
- 2% (6) I have been a member of a decision-making group set up to regenerate the local area
- 2% (8) I have been a member of a decision-making group set up to tackle local crime problems
- 2% (7) I have been a member of a tenants' group decision-making committee
- 1% (5) I have been a member of group making decisions on local services for older people
- 3% (12) I have been a member of group making decisions on local services for young people
- 4% (16) I have been a member of another group making decisions on services in the local community
- 5% (19) were part of other groups which makes decisions that affects their local area these include School Governor / Focus Groups / Community Shop / Clubs / Trustee / Independent Advisor

5.8 Prejudice and Discrimination

Q18	Have you ever experienced prejudice or discrimination when using local services because you are LGBT?
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19% of respondents had experienced prejudice or discrimination when using local services because they were are LGB and / or T. Theses experiences have been placed within the following categories.

Theme	Example(s) of comments	Number of comments
Health	<p>I was told the hospital didn't have a care leaflet for aftercare following laser treatment as it was for straight people talking about penetrative sex</p> <p>Health visitors, midwives assumed i have a husband. Antenatal classes at Watford Hospital made my wife go in a group with dads ad referred to her as a "dad". She is clearly female! Their written info too was all about straight couples.</p> <p>I had to change GP because of inappropriate responses</p> <p>When my GP found out I was gay he was openly homophobic and offensive. I made a formal complaint to the practice manager, but received only a letter from the aforementioned GP that was nowhere near an apology and did not truly cover his actions.</p> <p>Watford hospital didn't seem to be able to get its head round the fact that my partner was a woman (not a "friend") when giving birth.</p> <p>GP - prejudice health commissioners for fertility treatment. It states that you need a male partner.</p> <p>I went to ask for help in conceiving a child but was not understood by my Asian doctor who insisted on calling my sperm donor my partner! she would not refer me to the hospital</p> <p>Where I have been on respite in the past they have said homophobic things. Also treated like a 3rd class citizen with my community psychiatric nurse and the mental health team</p>	11
Housing	<p>I was made homeless by my parents, they said that technically I made myself homeless, no support offered at all</p> <p>Treated quite poorly and with little respect by Thrive Homes..... There was one particular maintenance officer who was very aggressive and rude, which I think was related to his homophobic attitude to two women. There was another officer who had no concept that we might feel vulnerable in a poor area with a BNP councillor, as two</p>	5

	<p>women in a studio flat. I</p> <p>It was very hard to secure a home big enough for my partners and I and our children.</p> <p>Property rental agencies uncomfortable when mentioning 'boyfriend', employee said 'girlfriend' instead.</p>	
Police	<p>Had an unpleasant experience and felt intimidated when having to liaise with the police</p> <p>Police and Council - they don't help when getting homophobic abuse.</p> <p>I reported a domestic violence incident, committed by a former partner, to Herts Police and was not taken seriously at all.</p>	5
Local Government	<p>Public services make little mention of lgb matters, when we tried to raise this we were ignored. i think that amounts to direct and unjustifiable discrimination</p>	3
Transport	<p>Experienced verbal abuse from local bus service</p> <p>Bus driver referring to people as "queers and fags" on one bus journey.</p>	3
Public	<p>Insults by members of the public whilst caring for my children</p>	3
Colleagues	<p>Comments by colleagues at work, avoidance by colleagues at work</p> <p>Treated differently treated - raised eyebrows, tutting etc</p>	2
Social Care	<p>Social services for a step-parent adoption. They have waiting lists that are designed never to allow same sex step parents (the child of a gay couple) to get to the top of the list.</p>	2
Education	<p>School. It was awful.</p>	2

5.9 Feeling Safe

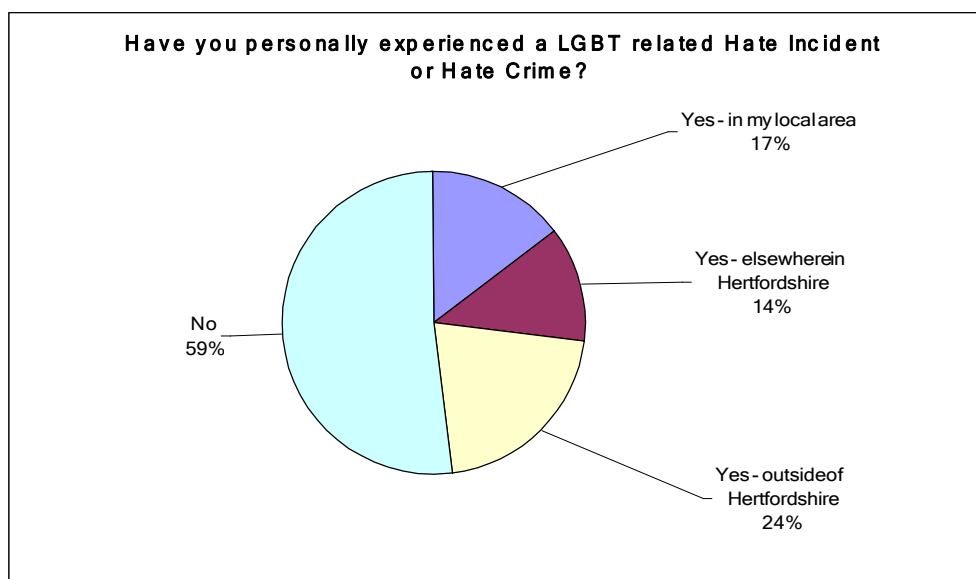
Q19	<p><i>‘An action committed against you or your property which is believed to be motivated by prejudice against your sexual orientation or gender identity is a homophobic or transphobic Hate Incident or Hate Crime’.</i></p> <p>Before you read the statement above, were you aware that you, or someone you know, could be a victim of a Hate Incident or Hate Crime because you are LGBT?</p>
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81% of respondents are aware that they, or someone they know, could be a victim of a LGBT related Hate Incident or Hate Crime.

Q20	<p>Have you personally experienced a LGBT related Hate Incident or Hate Crime? Please tick all boxes that apply</p>
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41% of respondents have personally experienced a LGB and T related Hate Incident or Hate Crime. 17% of those were in the persons local area, 14% were elsewhere in Hertfordshire and 24% were outside of Hertfordshire.

Graph 20: Respondents who have experienced a Hate Incident or Hate Crime

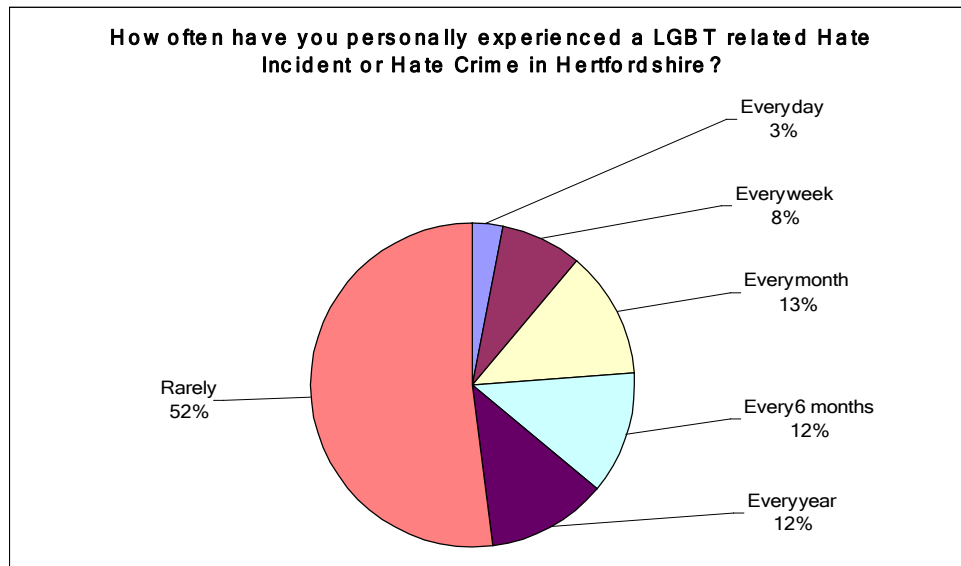


Q21a

How often have you personally experienced a LGBT related Hate Incident or Hate Crime in Hertfordshire?

Of the 41% of respondents who have experienced a LGBT related Hate Incident or Hate Crimes, 52% reported that they experienced this rarely.

Graph 21: Frequency that respondents have experienced a Hate Incident or Hate Crime

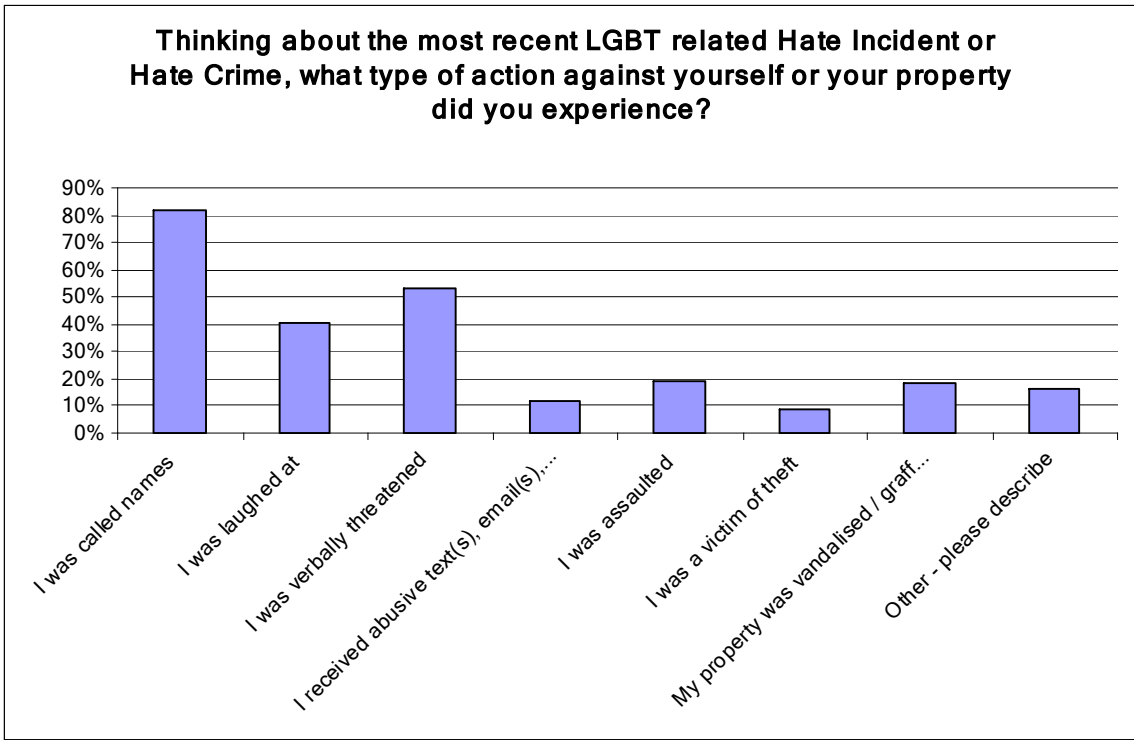


Q21b	Thinking about the most recent LGBT related Hate Incident or Hate Crime, what type of action against yourself or your property did you experience? Please tick all boxes that apply
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Of the 41% of respondents who have experienced a LGBT related Hate Incident or Hate Crimes, the majority were called names (82%)

- 82% (77) were called names
- 40% (38) were laughed at
- 53% (50) were verbally threatened
- 12% (11) received abusive text(s), email(s), letter(s)
- 19% (18) were assaulted
- 9% (8) were a victim of theft
- 18% (17) had their property vandalised / graffitied / deliberately damaged
- 16% (15) experienced another type of incident, these included being locked out / physically threatened / spat at / blockage / objects being thrown

Graph 22: Type of Hate Incident or Hate Crime experienced by respondents

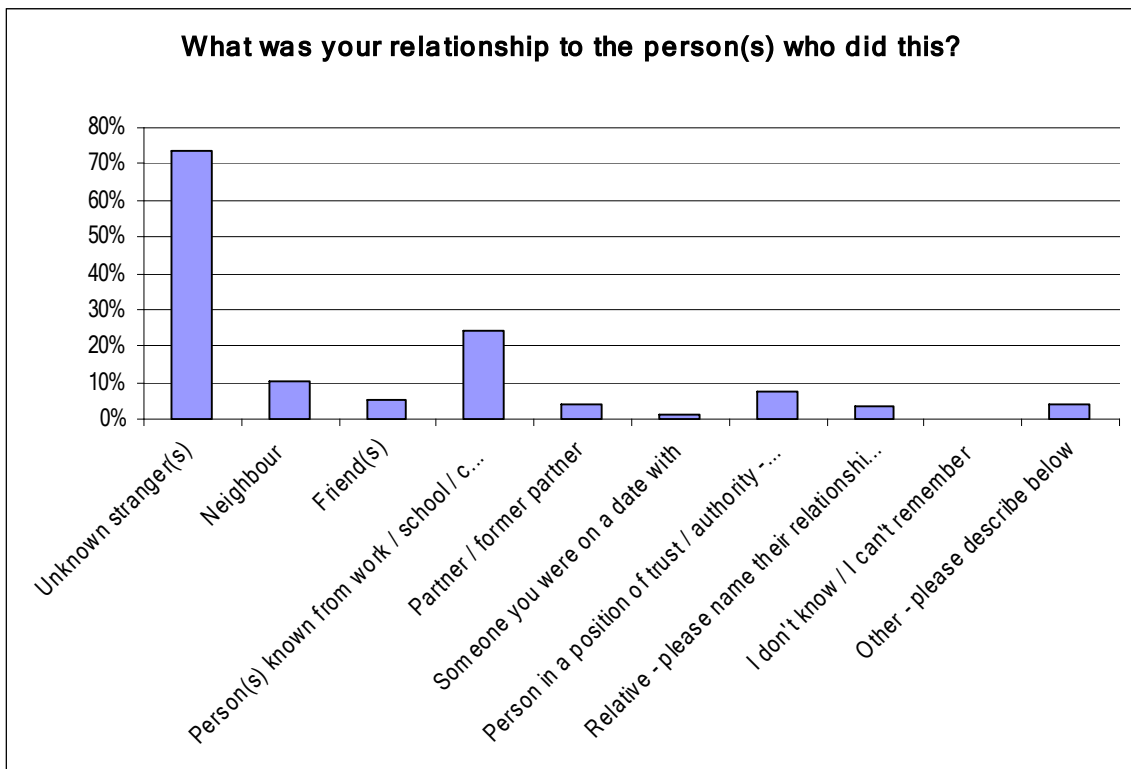


Q21c What was your relationship to the person(s) who did this?

Of the 41% of respondents who have experienced a LGBT related Hate Incident or Hate Crimes, the highest percentage of perpetrators was unknown stranger (74%)

- 74% (70) Unknown stranger(s) - gang of male youths
- 11% (10) Neighbour
- 5% (5) Friend(s)
- 24% (23) Person(s) known from work / school / college / university - student - colleague
- 4% (4) Partner / former partner
- 1% (1) Someone you were on a date with
- 7% (7) Person in a position of trust / authority - police officer / teacher
- 3% (3) Relative - mother / sister
- 0% (0) I don't know / I can't remember
- 4.2% (4) Other - including groups of children, youths / landlord / another mother at child's school /

Graph 23: Respondents relationship to the person who committed the Hate Incident or Hate Crime



Q21d Where did this happen to you?

Of the 41% of respondents who have experienced a LGBT related Hate Incident or Hate Crimes, the highest percentage of incidents occurred in a public place.

It is also worth noting that 24% of incidents that occurred at home may be associated with domestic violence.

16% (15) at work

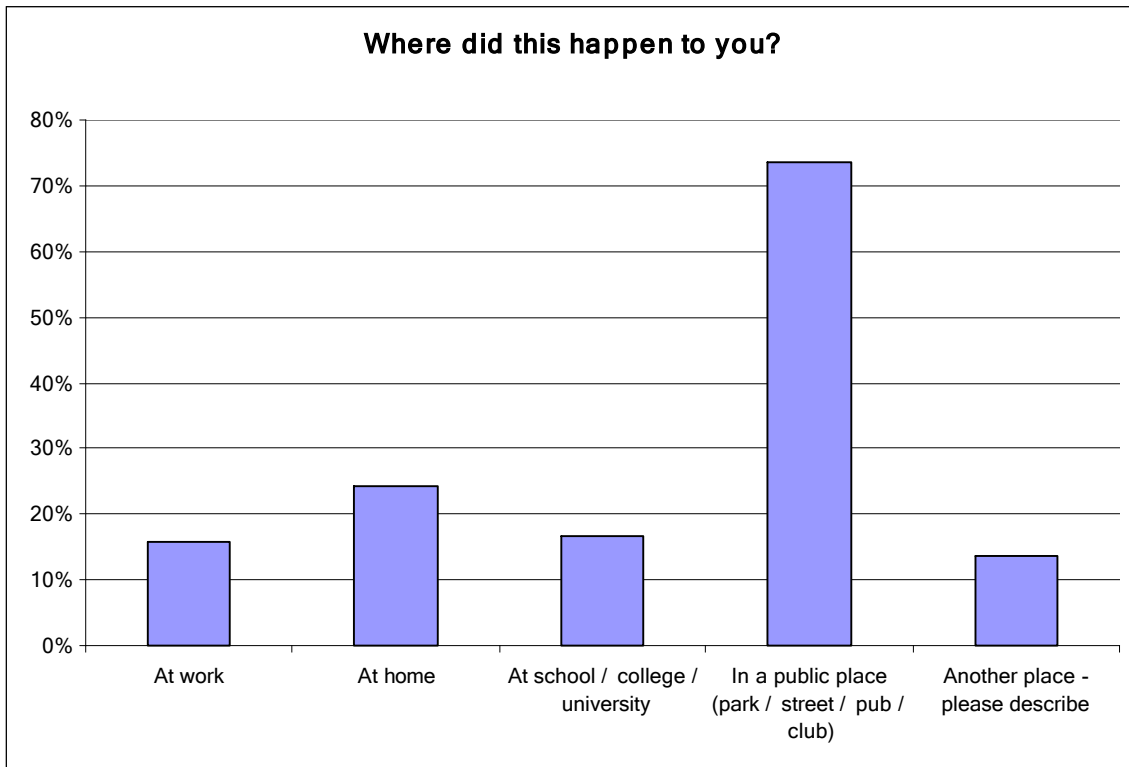
24% (23) at home

17% (16) at school / college / university

74% (70) in a public place (park / street / pub / club)

14% (13) another place - including on public transport (a train / bus / tube); in a shop; in a car park; at a youth club; and at church

Graph 24: Where the Hate Incident or Hate Crime occurred



Q21e	Have you ever sought housing or accommodation advice or needed to be re-housed because of homophobic or transphobic Hate Incidents or Hate Crimes in Hertfordshire?
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10 respondents sought housing or accommodation advice or needed to be re-housed because of homophobic or transphobic Hate Incidents or Hate Crimes in Hertfordshire. Their actions and outcomes are described below.

Please describe your actions and outcomes
Used Footings (now Herts Young Homeless Group)
Requested move not considered serious
<p>We timed leaving and returning to the house (to get to work) to the second to avoid direct contact with the abusers.</p> <p>We lived with Xmas lights strung over every ceiling and on all evening in every room as they do not cast shadows so the abusers gave up throwing objects at the window of whatever room we were in.</p> <p>We lived like that with closed blinds for exactly a year</p> <p>By the time we were moved as an emergency case the GP, health visitor, housing officer and police were all involved.</p>
Housing officer sorted it out.
Nothing happened, I ended up staying with friends ad hoc away from my area
The local council would not help. I was advised to seek police help which made it worse so left the area for a while.
My landlady (who shared the property with me) was able to throw me out.

Q22	In the future, would you tell someone if you experienced a Hate Incident or Hate Crime? Please explain your answers below
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7% of respondents informed that they would not tell someone if they experience a Hate Incident or Hate Crime in the future. Of the 93% of respondents informed that they would tell someone, 54% would definitely tell someone whereas 39% said that the circumstances would predict whether they tell someone. The reasons for their decisions are outlined below.

Theme	Example(s) of comments	Number of comments
	Yes – Definitely	
Police	The Police Police - I have friends and work colleagues who work for them and I know they will support me.	107
Friends	Friends	34
Family	Parents / Family / Brother / Sister	26
Work / Line manger	Immediate manager if related to incident at work If I felt strongly about it I would report it to appropriate parties. (company / police etc)	8
Partner	Partner	6
Local Council	Depending on the seriousness of the incident i would report to the police or local authority.	4
Stonewall	Support group like Stonewall for instance	3
LGBT Groups	LGBT groups	3
Colleagues	Work colleagues	3
Hate Crime Officer / Community Safety Officer	A Hate crime officer known to me. Community safety officer	3
University	If I believed the situation warranted it then I would call police and speak to the Uni where I am to see the services available to me	2
Tutors / Teachers	Teacher and friends Friends or college tutor or youth connexion	2
MP	MP	2
Health Authorities	Relevant health authorities	2
Housing association / Landlord	I would tell my so called landlords Thrive Housing, who should do something but would probably do	2

	nothing as they tell us we lie and that our flats are marvellous when they are full of damp If a neighbour was involved I would probably tell my housing association.	
Counsellor	Counsellor	2
Everyone	Everyone the perpetrator knew Everyone	2
Gay Police Association	Gay Police Association	1
Perpetrator	The person who did it	1
Equality Officer	I would discuss it with the Equal Opportunities officer in my place of work, and if I felt that the situation warranted it I would have no qualms in telling the police.	1
Service provider	The police or service provider if appropriate	1
Youth and Connections	friends or college tutor or youth connexion	1
Community Leaders	Police ,community leaders	1
Importance to report	I am a serving police officer - I know how important is to have the incident reported to ensure the statistics are truly representative of incidents involving members of our community	1
	Yes / No - Depends	
Depends on seriousness	Depends on the seriousness of the incident, police and council if it was threatening, friends if it was something minor it depends, if it's something like calling me names I probably wouldn't care and just ignore them, but if it's something serious like physical abuse or something that can affect me I would definitely go and tell someone, friends/family/university. I would not bother to report name calling. I would report harassment or assault.	40
Not sure effectiveness of Police	Police Hate Crime - sometimes the police is only interested if they find an easy solvable crime, otherwise it goes against their statistics and is a waste of my time reporting and reliving it. I don't usually tell the police because they are useless and not interested. I don't have very much faith in local police service	6
Depending on Hassle	If I comment on every single comment it would make my life more difficult as I would be seen as over-sensitive and being difficult. Obviously it would depend on the seriousness. But if I felt I hadn't been seriously harmed I don't	4

	think it would be worth reporting for the hassle of explaining it.	
Depends on outcomes	If it really bothered me , if I felt seriously concerned for my safety, if it threatened my family safety and/or if I felt something could be done - i.e. perpetrators caught.	3
Depends whether it will make matters worse / inflame the situation	Until it happened not sure because it can make things worse - victimized. It would depend if I thought it was going to inflame situation	3
Not sure who	Not sure who I would trust not to be homophobic maybe LGBT in Hertfordshire	2
Depending on Confidentiality	It would depend on my privacy. I would not want my private life being public knowledge.	1
Asked	If someone asked id tell them!	1

Q23	Does a concern for your personal safety, or for your property in Hertfordshire, affect your quality of life?
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23% of respondents informed that a concern for their personal safety, or for their property in Hertfordshire, affects their quality of life. They outlined the reasons below.

Q24	How is your quality of life affected? Please explain
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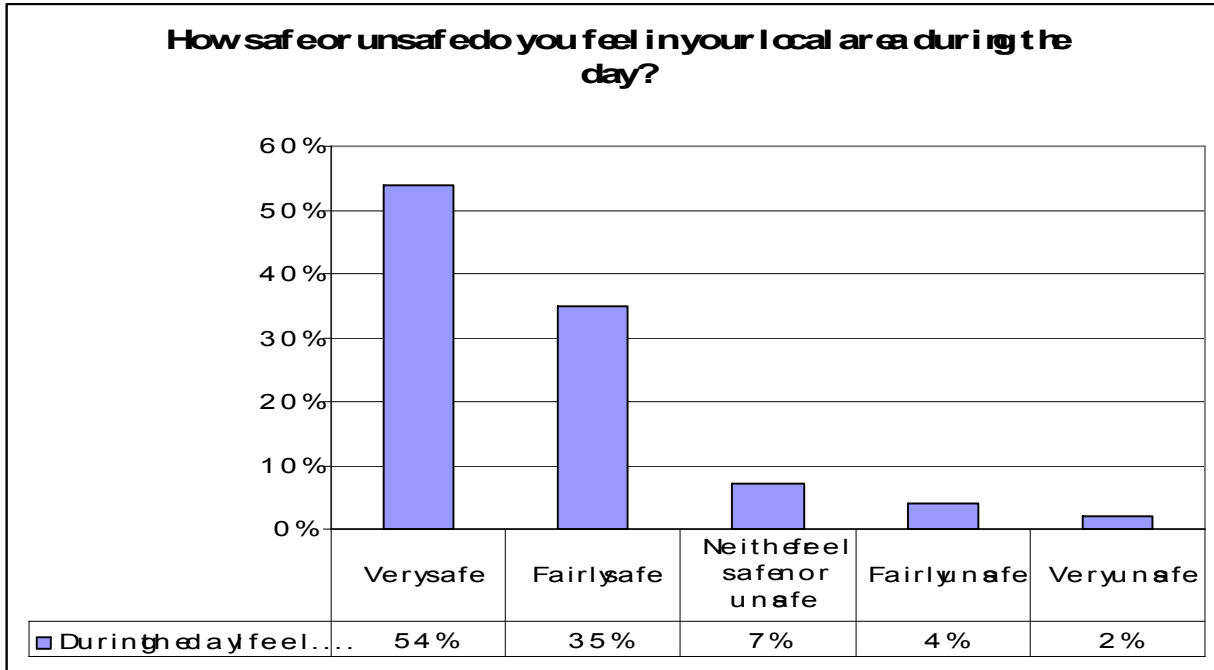
Theme	Example(s) of comments	Number of comments
Fear of Abuse	<p>I am unable to myself outside of my own home for fear that it will lead to assault abuse or damage to my property.</p> <p>My partner and I cannot look as though we are a couple when we walk around in our local area. We try to just look like flatmates as although we have not had any problems, it is a fear of mine that we could be a target of some abuse</p> <p>As a transman, I always have the fear of being 'read' as such, and therefore I am far more vulnerable to violence. It means that I am more cautious and distrusting in public than I would have been otherwise.</p> <p>I feel that I have to be careful where I go and socialise because I fear of a homophobic attack</p> <p>Too scared to go to local shops on own as a lot of abuse happens there and sometimes its hard to go outside as verbal abuse happens there.</p>	9
Public Displays of Affection	<p>As a gay person who has been out for 23years I have never publicly displayed affection for my partner. When they were recently very ill in hospital I could not even hold their hand for fear of the reaction of the nursing staff who assumed I was just their friend.</p> <p>I am wary about where we go. We wouldn't dream of doing something as simple as walking arm in arm in public.</p> <p>I feel me and my partner have to watch how we are in public we cannot hold hands in some places because of stares and comments we also don't feel we can be a couple around where we live due to there being people of all different religions and race and they might turn on us but i feel we are considering other peoples views and feelings in stead of our own and how is that fare</p> <p>I don't go out at night. I don't go to local pubs. I worry about being couply with a partner in public. I</p>	8

	avoid chatting people up. I mistrust everyone.	
Worried about Crime (Burglary / Car)	Crime in general, i.e. burglary and personal theft. Not LGBT related.	6
Choose 'Go Areas'	<p>Hate crime affects your quality by making you aware of the 'go' areas in your district i.e. the places and services you frequent/use i.e. shop, work and reside.</p> <p>I am wary about where we go.</p> <p>nervous in certain areas and faced with confrontation to my sexuality</p> <p>I avoid going out in Watford town centre on Fri or Sat night due to the aggressive and hostile heterosexual drunken men and the potential hazards that could cause.</p> <p>I live in the Borough of Broxbourne and feel fairly safe walking around on my own at night (apart from a few isolated cases of name-calling), but I would never feel comfortable doing this in other parts of the county. In towns such as Watford, Stevenage and Hatfield I would feel completely unsafe.</p>	5
At Night	I'm careful going out at night especially with my partner.	5
Stress	stress, constantly thinking about my journey to and from work, worrying about the house and pets in the house, worry about leaving the house whenever school kids or teens are about as they are violent and have no respect towards others	2
Public Transport	Uncomfortable in certain situations, esp. when riding buses with school pupils, they often target me.	2
New Neighbours	Every time we get new neighbours it is a very stressful time.....who knows what we will get.	2
Worried about being 'read' in public	As a transman, I always have the fear of being 'read' as such, and therefore I am far more vulnerable to violence. It means that I am more cautious and distrusting in public than I would have been otherwise.	2
Anxiety / Depressed	I get depression / anxiety	1
Housing	Rather be with local council for home than private landlord or landlady.	1

Q25a How safe or unsafe do you feel in your local area during the day?
Please tick one box only

228 respondents answered this question. The majority (89%) felt very or fairly safe in their local area during the day.

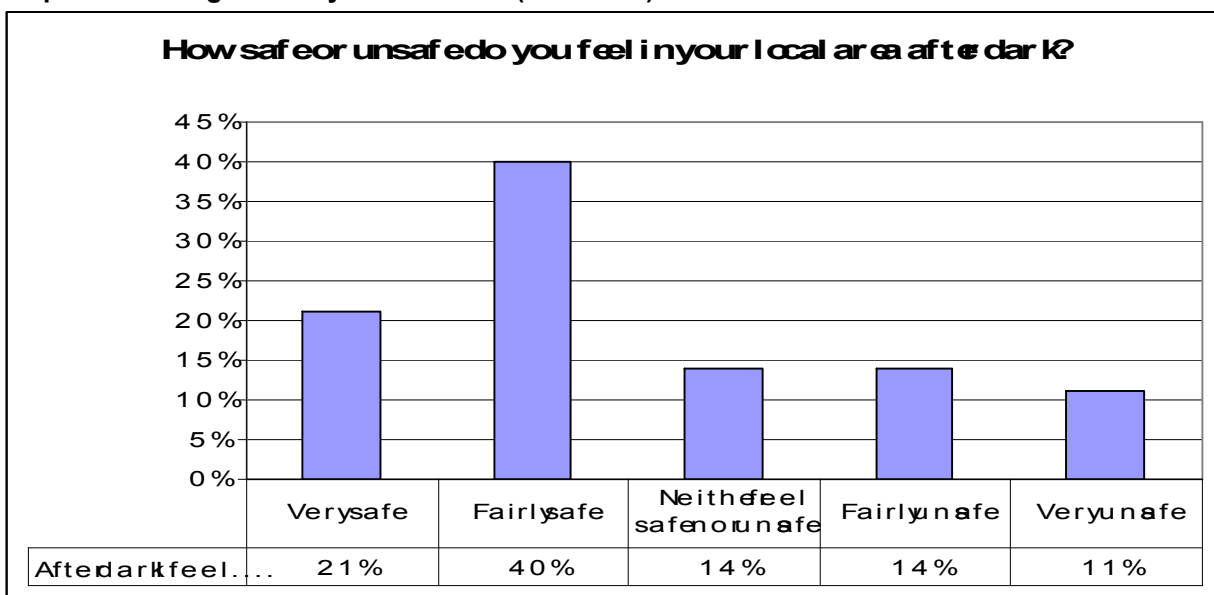
Graph 25: Feeling of Safety in local Area (day)



Q25b How safe or unsafe do you feel in your local area after dark?
Please tick one box only

228 respondents answered this question. The majority (61%) felt very or fairly safe in their local area after dark.

Graph 26: Feeling of Safety in local Area (after dark)



Q26**What, if anything, would make you feel safer in your local area?**

Respondents gave information about the actions and services which would make them feel safer in their local area, these include:-

Theme	Example(s) of comments	Number of comments
Police presence	<p>More Police / PCSO presence outside of daylight hours, particularly at weekends where the local area attracts intoxicated and loud individuals to fast food outlets</p> <p>More regular police patrols - there are certain hotspots where gangs always gather (and where crimes are often committed), which should be focused on.</p> <p>More visible police presence in the village</p> <p>Community police in evidence at closing time</p> <p>Regular police or security presence in public parks.</p>	44
Lighting	<p>Better street lighting off the main road</p> <p>More street lighting on walkways and footpaths hidden from street view</p>	34
Groups	<p>Less groups of adolescent girls and/or boys roaming the streets</p>	8
Education / Motivation	<p>More motivational activities groups for the bored aggressive youths who are unemployed and feel disassociated with the rest of the community.</p> <p>More police presence, more organised activities for young people, so they don't have to hang around on the streets</p> <p>More education about how it is to be trans</p> <p>Greater education of people in schools of LGBT so people will not be so prejudice.</p> <p>Education in diversity</p>	8
CCTV	<p>CCTV presence as a deterrent to the persistent vandalism of local shops and businesses.</p> <p>Cameras that are proven to work in the dark - advertise this.</p>	7
Cohesive community	<p>A more cohesive community cohesion policy from Hertfordshire</p> <p>A more heterogeneous community and a police presence I could trust.</p> <p>Focused local community services, i.e. area for locals to get together.</p>	7

Maintenance	<p>It isn't a great area for anyone who lives here. needs a complete regeneration, nicer area to walk around, better maintenance, rebuilt flats that aren't damp</p> <p>Overhanging trees and bushes cut back off the foot paths</p>	5
Housing Associations	<p>I live in council housing. Unfortunately, the council has absolutely no interest in seeing that the individuals they place in council housing are suitable for the accommodations they give them. Once they hand over the keys to a flat, the Council Housing people do not care. They do not visit buildings, check on tenants or perform any evaluation service whatsoever.</p> <p>More understanding from (Thrive) Three Rivers in re housing us.</p>	4
Effective prosecution	<p>Known drug dealers and other criminals being dealt with effectively by the police/courts</p> <p>A change in people's attitude. knowing i would be taken seriously if i was a victim of something.</p>	4
Gay friendly areas	<p>Moving to a gay-friendly area</p> <p>Gay areas</p>	2
Transport	<p>Better buses</p> <p>If we have proper police patrol in Chorleywood, and that there is someone in the train station at all times as well.</p>	2
Crime	<p>More regular police patrols - there are certain hotspots where gangs always gather (and where crimes are often committed), which should be focused on.</p> <p>Less crime! Less stabbings/rapes. Less graffiti with homophobic slurs</p>	2
Personal Alarms	<p>Personal alarm</p>	1
BNP	<p>The absence of BNP</p>	1
Pub opening times	<p>A change in the opening hours of pubs. Often pubs have last orders at 12am, which is not a problem in itself. However, quite often people will leave the pubs and go on to other places from 10.30pm onwards.</p>	1

5.10 Survey Feedback

Q27	Please use this space to provide details to questions or to comment on this questionnaire?
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Respondents made a variety of comments on the Hertfordshire LGBT Voice Counts Survey 2010. These are themed below.

Specific LGBT Services	Fund a gay friendly event in Watford, inclusive of all Families
	The main issue I find with Hertfordshire is that, despite the fact it has a large population of LGBT residents, I am not aware of any LGBT venues or night-life events. Myself and my LGBT friends all find it necessary to go to London or Bedfordshire for nights out. Either there are no venues providing LGBT entertainment in Hertfordshire, or they simply have no publicity. Either way, this is something that Herts County Council could support.
	I would also like to see the local council encouraging an LGBT 'Scene', by encouraging LGBT friendly pubs and clubs in the local area. As far as i know, my nearest LGBT pub is in St. Albans, which is much too far from here for me.
	To have a youth club for LGBT young people
	Three Rivers lets 2 same sex adults of mature age and professionals live in a damp studio flat and WON'T consider rehousing us (or giving us a better band for re-housing) POOR HOUSING FOR EVERYONE
	Whilst i do not think LGBT people in Hertfordshire are treated particularly badly, it does feel like the LGBT community is simply ignored, and it almost feels like we do not exist in Hertfordshire. I do not feel victimised, or unsafe in my local community, but i would like to see much more provision for LGBT in my area. I think LGBT education, and support should be available from secondary schools, and, perhaps the connexions service. The public libraries could perhaps start to have a small selection of LGBT literature and films. I would like to see LGBT youth groups set up, for youth of any age, to support those, who may have issues concerning 'coming out', or any other issues, but in a friendly, informal, social manner
	I think this survey is a good idea and hope that it is of some use. I would like to see more social facilities available in Herts for LGBT people
	I feel like one of the questions was phrased strangely - what exactly is meant with "services" we want the community to provide? Phrasing of this reeks of separation from straight people to me - which is not something i will ever believe in, i believe the goal should be to feel comfortable and included rather than form an own separate community. however i do feel some things could be provided to create a more healthy and inclusive community - I'm thinking for instance in schools not just have books that only have straight relations in them etc, so not a separate little topic of one hour that it's okay to be gay, but including it in all aspects of teaching/life so it doesn't come across as strange/alien anymore

	<p>Before stumbling over this survey i was unaware of any lbgt services in the Hertfordshire area especially in the St Albans area</p>
	<p>There is no domestic violence support for lgbt in this area. In fact there is not a lot of anything for lgbt here!</p>
	<p>A key area that could help LGBT people would be increased information available in different sources, not just on websites. Funding for support groups. Better training in all areas of diversity. I hope one day that being LGBT will not raise an eye brow, we will just be the same as everyone else and not the butt of so many jokes and negative attitudes. I hope that young people will feel able to get the support the need. Older LGBT people will have someone to talk to. I don't need parties, I just want to live my life and feel totally integrated into the area where I live. There needs to be a drive towards stopping homophobic bullying in schools, colleges and work places. It is very sad living a virtual double life, full of wonderful times and also secrets. Please contact me regarding some main findings and whether the need for support groups is highlighted and assisted. I know that Guideposts Trust would like to start a mens support group in Watford, there is already a womens group (Voila - now Lez Go) in Watford, but nowhere else in the county.</p>
	<p>My only real beef is around my experience of pregnancy. From questions about contraception after the birth (not an issue for a lesbian) to some (not all) individual midwives at Watford hospital who just didn't understand my partner was my partner not my friend. To be honest though, I am used to it and it's not the end of the world. I would prefer resources are spent on making great services for everyone no matter what diverse background they come from.</p>
<p>Not relevant</p>	<p>Myself and my gay/bi friends have never had any trouble, in Herts and in Berks and London where we have all lived.</p>
	<p>I am fortunate to say I do not believe I have suffered because of my sexuality, I know others who have. Not sure I can think of any service which I feel should be specifically tailored for my needs as I don't feel my needs are any different just because I am in a same sex relationship.</p>
	<p>First and foremost, I am an individual human being and expect to be treated as such by every person / organisation in the world ~ that's how I treat those who I come across in my life and it works well for me. My sexual orientation is my personal life and I neither have to shout about it nor carry a chip on my shoulder about it. I am still somewhat confused by what this exercise is actually trying to achieve.</p>
	<p>I suppose for me, being gay, has never been an issue - I go about my daily business as any other person would - I do not ram it down people's throats. I do not stand out from the crowd in any way and I do not want any more right to anything than anyone else, just equal.</p>
	<p>I'm sure there will be respondents to this survey who feel discriminated against. But I feel there are more important things to worry about, which relate to everybody, and not just the LGBT segment of society. Discrimination of service delivery in favour of LGBT will be counter-productive, because it will cause resentment in the non-LGBT segment of society. How does that benefit anybody?</p>

	<p>In terms of public services, I think the issue of being LGBT is irrelevant (unless you require specific support as a result of a crime/incident of abuse) Public services such as health and transport should not be considering a service user's sexual orientation, either negatively OR positively.</p>
	<p>As a lesbian, I just expect everyone to be treated as equals. You would expect that most things would be all inclusive, as in for everyone. We do not have to state that it should include LGBT, that's like saying we should include blacks or Muslims.</p>
Hidden	<p>I don't feel i have experienced abuse or negative reactions to people because i am careful about whom i come out to. I don't look stereotypically gay and i think that helps as there are still people whose reaction to gay people is bad; as a bi-sexual woman in a long-term relationship with a woman with a child to care for, we have to be so careful about who knows. Homophobia will always exist - even as close to home as family members - so its both the people out on the street or friends of my child i have concerns about but its those close to me or in my partners family that are the most homophobic & cause the most pain because of their behaviour. And you can't legislate against their views! But its the resentment i feel because i have to constantly hide a part of my life through fear - not of violence but of hidden negative reactions, or that i cannot have what heterosexual people have (marriage - not just a 'civil partnership) that is so sad.</p>
	<p>Even though there is a high number of LGBT's within the county, I still do not feel that there a great presence in the community I live in.</p>
	<p>I consider that there are many more TG people who have not become known. It was very easy as a female to dress in a more masculine way than it is for men who wish to dress in a more feminine way. I think there are a large number of TG women who stay hidden.</p>
	<p>Homophobia is so all-pervasive that I do all I can to avoid being 'out' in unsafe situations. This means that I don't necessarily have experiences which someone braver would have.</p>
	<p>So long as LGBT people remain hidden or in the closet, it is difficult to know with certainty the extent of homophobia in the provision of services. Many won't "come out" until they see evidence that homophobia isn't tolerated. Consequently, I believe the onus is on service providers to take the initiative and explicitly demonstrate inclusiveness.</p>
	<p>I feel that being LGBT is not a relevant issue with regards to many of the question posed here. Particularly as I have not disclosed my LGBT status to most parties</p>
	<p>It is good to be consulted - although many questions seem irrelevant, and as i do not broadcast my sexuality other questions are hard to answer. I do hear a lot of people sniggering and referring to others as 'gay' 'queers' etc as a term of insult so I keep quiet! I don't know anybody else who is LGBT</p>
LGBT Friendly	<p>If services advertised (along side any logos) that they are gay friendly and inclusive it would open up all members of society to be open and free from discrimination. If a grandmother is taking her grandchild to a play group and does not feel that she can say her daughter is gay this is negative for everyone.</p>
	<p>Some questions were difficult to answer as I live in Bedfordshire. A not applicable answer would have helped and provide a fairer result.</p>

	<p>We feel accepted by our friends and local area but feel that there LGBT people are not about to be themselves because it is not openly seen as a LGBT friendly community. There is no-where to meet people who are LGBT in Dacorum. I feel that this is not an inclusive council area. Are there any LGBT groups in Hemel Hempstead? How is the council planning to make Dacorum more LGBT friendly?</p>
	<p>In response to your questions regarding access to services including health services I don't feel it necessary for them to be stated as gay friendly, I don't think that I would change GP surgeries if a new gay friendly practice opened up. However for some services where an understanding of the issues surround coming out and considering starting a family, I think it would be helpful if council ling and fertility services where stated as gay friendly as long as this was true, i.e. the people could answers all the relevant questions and give relevant advice. This survey does seem to imply that the sexual orientation of the patient should be known first but in all cases this is not required, I don't want to have to walk into A+E or into my outpatient appointment and disclose that am gay before receiving treatment. I feel that you should discuss the issue surrounding why the patient is attending and only if it is relevant to their testing/treatment discuss their sexual orientation. I think that the LGBT population would like to be known firstly as people/patients who just happen to be gay, not the gay patient in the ward/clinic.</p>
<p>Survey - Positive</p>	<p>Thanks for the opportunity to be a voice. I do wonder how you came to the figure of 60,000 LGBT in Hertfordshire. Is this based on a population of 1.1. million</p>
	<p>Nice to be asked my opinion. Thanks.</p>
	<p>The questionnaire is a good idea and badly needed. Hertfordshire is not Brighton or Soho (gay-friendly places)</p>
<p>Survey - Improvements</p>	<p>I think your survey is quite flawed as it relates to generic issues. I think had you started most things with the phrase thinking of your experiences as a gay person as opposed how you rate the general services you would have got a better understanding of issues. That said you are to be commended for doing this, but it is about ten years too late. what will this information be used for. How will we know it's been used to make a difference and not that it will sit with lots of other surveys that no one will act upon?</p>
	<p>I think this questionnaire is a good idea, however it needs to be promoted more widely.</p>
	<p>I can understand the importance of a questionnaire such as this, however the questions are a little to vague in places. And different things affect different people of different ages, so perhaps some age specific questions would be good. There are plenty of LGBT people that are 18 or under who probably wouldn't be affected by a lot of the questions in this questionnaire such as the ones on using local services etc...</p>
	<p>the questionnaire was alright but it should have changed depending on your answers to certain questions because some of them didn't suit if you clicked no to certain ones</p>
	<p>Because I only work in Hertfordshire - and I don't reside in the county - a lot of the questions were not relevant. Perhaps there should have been a specific "work-based" questionnaire</p>

	<p>A lot of this depends on the personality of the individual. I am quite a confident and self-assured person. People who are openly gay deal with prejudice on a day to day basis, it is often covert i.e. the way in which someone looks or speaks to you.</p> <p>Also I work in London so am not in the local area for most of the day and often use public services elsewhere as a result.</p>
	<p>A good, thought provoking questionnaire, but occasionally hard to understand - such as "Are these public services LGBT inclusive?" - This is difficult to understand..</p>
	<p>I think the questionnaire was a good idea, however, i don't think it was clear enough, I didn't answer several questions and a few not how i would have done as the tick boxes didn't allow me to put an answer in the same column, i.e. i had not used several services in the past 12 months but i couldn't put that as it would only allow me 1 tick per column. I think this is a good idea, but it needs to be simplified further for people to really take part and for better results to be obtained. I'm musical and although i no longer live in Hertfordshire, i spend a lot of time, visiting family and staying with friends as well as performing on the music scene which has allowed me to see how different places react to the LGBT community, I have answered this questionnaire as i was a resident of Hertfordshire up until July last year and i feel i can still be of help.</p>
	<p>I only work in Herts and live in Beds so I am not able to fully complete some of the questions</p>
	<p>Oh dear I haven't been very helpful. I work in Herts, I do not live in Herts so I do not use services in Herts</p>
Survey - Negative	<p>I work within Adult Care Services and my boss suggested i may wish to look at this survey. I'm a little disappointed as it appears to be yet another "tick box" exercise, then i looked at the sponsors and now i know it is just another " we've ticked the box to say we've attempted to meet everyone's needs" exercise. Council and National Health Services are not particularly "Gay" specific, it's unlikely this survey will improve things for those that need it.</p>
	<p>Its sounds like the 70's, all this gay rights stuff. We are all the same now, why not spend your money on real issues that affect us all.</p>
	<p>Scare Mongering</p>
	<p>Very very stupid questionnaire. It's funny, this questionnaire tends to give the impression that all gay men and women are under attack. When, actually, in fact, it is people like the people who make this questionnaire that segregate the homosexual community even more. I'm almost shocked by the stupidity of this questionnaire.</p>
Positive experience	<p>I was the victim of an Homophobic Attack in July 2005. I was treated with respect at all times by the Police, Hospital staff that treated me, my Consultant and my GP</p>
Fear	<p>There is no sense of security on the streets or train platforms as no visible staff or police presence.</p>

Appendix A – Support Organisations

Steering Group

Victoria Griffiths – Hertfordshire County Council
James Holland – Hertfordshire Partnership NHS Foundation Trust
Andy Stovold – Three Rivers District Council
Shazia Butt – Hertfordshire County Council
Marcella Wright – Hertfordshire University
Miriam Law – Hertfordshire Constabulary
Claire Lee Wan Clarke - NHS Hertfordshire

Supported by

Dacorum Borough Council
East Herts Council
Hertfordshire County Council
Hertfordshire Constabulary
Hertfordshire Partnership NHS Foundation Trust
Hertsmere Borough Council
Hertfordshire Police Authority
NHS Hertfordshire Community Health Services
NHS West Hertfordshire and East and North Hertfordshire
North Hertfordshire District Council
St Albans City and District Council
Stevenage Borough Council
Three Rivers District Council
Watford Borough Council
Welwyn Hatfield Borough Council

Appendix B – Survey Questions

- 1 Do you either live, work or study in Hertfordshire?
- 2 Are you Lesbian, Gay, Bisexual, Transgender or have you had same sex experiences? (from now on known as LGBT).
- 3 Do you visit LGBT pubs and clubs in Hertfordshire or have you ever been a member of a LGBT society, organisation, social network or used a specialist LGBT service? (such as a helpline / focus group / facebook)?
- 4 Which of these activities best describes what you are doing at present?
- 5 Who have you told that you (the LGBT person) is LGBT?
- 6 How comfortable did you feel telling these people that you are LGBT?
- 7 Who have you chosen not to tell that you are LGBT?
- 8 Please give any reasons why you have chosen not to tell these people that you are LGBT
- 9 Which of the following physical health, mental health or drug and alcohol services have you used in Hertfordshire over the past 5 years?
- 10 Were the services that you used LGBT inclusive?
- 11 Please indicate how satisfied or dissatisfied you are with each of the following services. Please only consider services you have used in the last twelve months.
- 13 Please name up to three services (listed above) which you think could be improved to address the needs of LGBT customers and families in Hertfordshire?
- 14 In the last year would you say that you have been treated with respect and consideration by your local public services in Hertfordshire?
- 15 How do you find information about Health services and Local Public services in Hertfordshire?
- 16 If you have ticked any of the boxes in the question above, please answer the following questions.
- 17 Do you think that information about i) Health services and ii) Local Public services in Hertfordshire are both LGBT inclusive and also target specific needs? Please tick one box only for i) and ii)
- 18 Please tell us your postcode
- 19 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?
- 20 How strongly do you feel that you belong to your immediate neighbourhood?
- 21 Is a sense of 'belonging to your local area' important to you?
- 22 Do you agree or disagree that you can influence decisions affecting your local area?
- 23 In the past 12 months have you been a part of any groups which makes decisions that affect your local area (this does not include any action that was a requirement of your job)
- 24 Have you ever experienced prejudice or discrimination when using local services because you are LGBT?
- 25 Before you read the statement above, were you aware that you, or someone you know, could be a victim of a Hate Incident or Hate Crime because you are LGBT?
- 26 Have you personally experienced a LGBT related Hate Incident or Hate Crime?
- 27 How often have you personally experienced a LGBT related Hate Incident or Hate Crime in Hertfordshire?
- 28 Thinking about the most recent LGBT related Hate Incident or Hate Crime, what type of action against yourself or your property did you experience?
- 29 What was your relationship to the person(s) who did this?

- 30 Where did this happen to you?
- 31 Have you ever sought housing or accommodation advice or needed to be re-housed because of homophobic or transphobic Hate Incidents or Hate Crimes in Hertfordshire?
- 32 In the future, would you tell someone if you experienced a Hate Incident or Hate Crime?
- 33 Does a concern for your personal safety, or for your property in Hertfordshire, affect your quality of life?
- 34 How is your quality of life affected?
- 35 How safe or unsafe do you feel in your local area during the day?
- 36 How safe or unsafe do you feel in your local area after dark?
- 37 What, if anything, would make you feel safer in your local area?
- 38 Please use this space to provide details to questions or to comment on this questionnaire?
- 39 What is your age category?
- 40 What is your gender?
- 41 Has your gender identity changed from the gender you had assigned at birth?
- 42 What is your ethnicity?
- 43 Please tell us your Religion or Belief? Please name or answer 'none' if you do not have a religion or belief
- 44 Do you have a disability or long term illness?
- 45 Do you smoke? If yes, please tick the box which shows the number of cigarettes (including roll ups) that you smoke?
- 46 Do you drink alcohol?
- 47 Do you take any of the following drugs? If yes, please tick the box(es) to show the type of drugs that you have used
- 48 Please tell us your Relationship Status?
- 49 Are you an Unpaid Carer? An unpaid carer is someone who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. This could be due to age, a physical or mental condition, a physical or learning disability or substance dependency.
- 50 Which of the following represents the total annual income of your whole household before deductions for Income Tax, National Insurance etc.
- 51 How does your household occupy your current home?
- 52 Would you like to be asked about views in the future? CONFIDENTIALITY - Your contact details will be separated from the survey questionnaire - Hertfordshire County Council will not share your contact details with anybody else (under the Data Protection Act 2003)
- 53 Your Contact Details

Appendix C – Easy Read Survey Summary

1 Do you live, work or study in Hertfordshire?

	Percentage	Number
Yes - I live in Hertfordshire	100.0%	5
Yes - I work in Hertfordshire	20.0%	1

2 Are you Lesbian, Gay, Bisexual, Transgender or have you had same sex experiences?

	Percentage	Number
Yes - I am a lesbian / gay woman	20.0%	1
Yes - I am a gay man	40.0%	2
Yes - I am or I have been a transgender person	60.0%	3

3 Do you have a disability or long term illness?

	Percentage	Number
Yes - I have a Learning Disability / Difficulty	100.0%	5
Yes - I have a Physical Disability	0.0%	0
Yes - I have a Sensory Disability	20.0%	1
Yes - I have a long term Mental Health Illness	0.0%	0
Yes - I have a long term Illness - please describe	60.0%	3

4 What LGBT pubs and clubs do you visit?

- I don't visit any local gay venues and there are no local gay venues in my area like St Albans & Hatfield.
- I go to the 'Old Post' office pub. This is the only one. They welcome everyone but it is not LGBT.
- No LGBT Clubs that cater for Transgender people anywhere in Hertfordshire. Nearest Transgender support group is based in Bedfordshire. This is not set up to offer support to people with a learning difficulty.
- Don't visit local venues, because not my age. Tend to go into central London
- There need to be a transgender pub/club where people with learning disability can go in Hertfordshire. My home town Stevenage to be safe.

5 What LGBT societies, organisations, social networks or LGBT specialist service have you used?

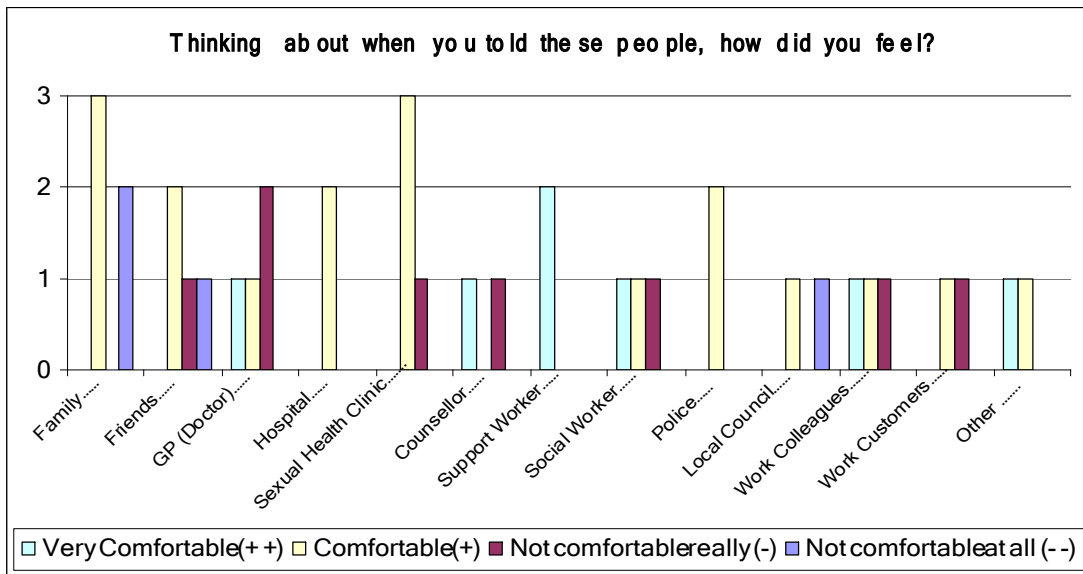
- No societies for local gay people to go to in their local area.
- There is nothing in this town.
- I use the Facebook, Tagged, Myspace, my own site blog. Transgender specific websites. TVchix.com. UKangles. rosesforum
- No information / network for people with learning difficulties
- No networks at work

6 Who have you told that you are LGBT?

	Percentage	Number
Family	100.0%	5
Friends	100.0%	5
GP (Doctor)	80.0%	4
Hospital	40.0%	2
Sexual Health Clinic (GUM)	80.0%	4
Counsellor	60.0%	3
Support Worker	60.0%	3
Social Worker	60.0%	3
Police	60.0%	3
Local Council	40.0%	2
All work Colleagues	80.0%	4
Some work Colleagues	20.0%	1
Work Customers	20.0%	1
Other - please describe	80.0%	4

- Psychologists, Psychiatrists, Trip 'n' treats
- I have told 'North Herts People First' and Pohwer (Empowerment agency)
- Only told my mum for family.
- It is often apparent so people I meet get to know!
- Mecca Bingo, Local pub, North Hert People First, Pohwer Partnership Board.

7 Thinking about when you told these people above, how did you feel?



8 Can you think of anybody that you have chosen not to tell you are LGBT? Please explain why?

- I am keeping it quiet from some of my family as I don't think they will understand.
- In an ideal world there would be very few people I should need to tell "maybe the doctor" otherwise I should be able to be me without it mattering what gender I was assigned at birth.
- I have not told support workers and personal assistant. At the time I did not feel they would understand and support me in the way I needed to be supported.

9 Where have you see posters and adverts that you thought were easy to understand?

	Percentage	Number
Doctors (GP) waiting room	60.0%	3
Hospital	40.0%	2
Clubs and Pubs	20.0%	1
Library	20.0%	1
Community Group	20.0%	1
Work	60.0%	3
School / College / University	0.0%	0
Sports centre / Leisure club	0.0%	0
TV	60.0%	3
Internet	60.0%	3
At a bus stop	40.0%	2
Other	60.0%	3

- TV – rare. St Peter's House. St Albans NHS Learning Difficulties
- Nothing advertising services I might use.
- Bingo

10 Do any of these posters and adverts include pictures of LGBT people or do they talk about LGBT people?

	Yes	No
Doctors (GP) waiting room	1	2
Hospital	0	2
Clubs and Pubs	0	1
Work	1	1
TV	0	3
Internet	0	2
At a bus stop	0	1

Please describe

- Internet posters for LGB or sometimes LGBT venues most carry a 'rainbow graphic'

11 Have you ever been bullied?

	Percentage	Number
Yes	100.0%	5

12 Have you ever been bullied because you are LGBT?

	Percentage	Number
Yes	100.0%	5
Skipped question		1

13 What happened?

	Percentage	Number
I was called names	100.0%	5
I was laughed at	100.0%	5
I was verbally threatened	60.0%	3
I received abusive text(s), email(s), letter(s)	60.0%	3
I was hit, punched	60.0%	3
Something of mine was stolen	20.0%	1
My property was vandalised / written on / damaged	40.0%	2
Other	60.0%	3

- I was bullied at school and college all my life because I'm gay.
- Someone hit me 8 years ago someone threw stones at me.
- Too many times and everything from group attack to name calling. Pictures taken on mobiles, abusive emails, threats of violence, property damaged, list could go one forever!
- Car came under attack with me inside it.

14 Who did this to you?

	Percentage	Number
Stranger(s)	100.0%	5
Partner / former partner	0.0%	0
A date	20.0%	1
Neighbour	60.0%	3
Friend(s)	40.0%	2
Someone from work, school, college, day centre	20.0%	1
Someone with authority - please describe who below	20.0%	1
Relative	40.0%	2
I don't know / I can't remember	20.0%	1
Other	20.0%	1

- 'school' and 'college'.
- I have been followed by kids in Hitchin and Bedford
- Police officers. Daughter in law. Daughter in law's partner. My partner's ex husband. So many times I can not remember the incidents

15 Where did this happen to you?

	Percentage	Number
At work	20.0%	1
At home	60.0%	3
At school, college, university	20.0%	1
In a public place (park / street / pub / club)	100.0%	5
Another place	60.0%	3

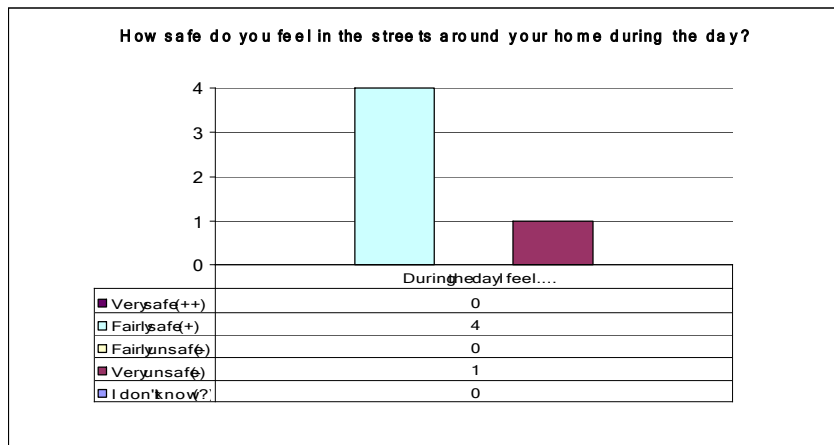
- At this moment on I'm still being bullied where I live and anywhere I go as well.
- Car, train etc
- Bingo, Street and pub

16 If you were bullied in the future, would you tell someone?

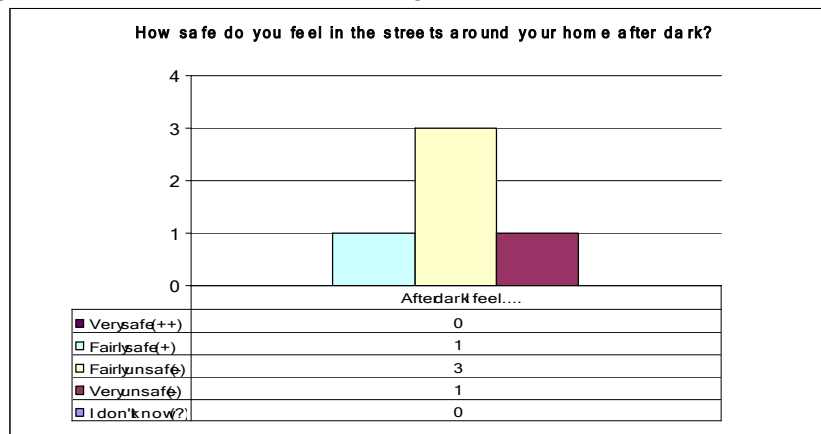
	Percentage	Number
Yes - definitely	80.0%	4
Yes - sometimes	20.0%	1
No	0.0%	0

- Mum & Dad. Liaison Officer that works for the police. Social worker. Psychiatrist. Psychologist. Counsellor
- I have my mum, aunt. I have told police and North Herts People First & London Self Advocacy
- The incidents are bad enough without the disruption of an investigation from police. They do very little even when firm leads are available. Sometimes I still do call the police if the attack is from 'local people' or if I feel I could be targeted by the same group again. I would also report it if I was physically injured!
- Social Worker. Support Worker. Police. Friend. Counsellor
- Support Worker. People First Ltd. Friend. Police.
- Because I want to feel safe

17 How safe do you feel in the streets around your home during the day?



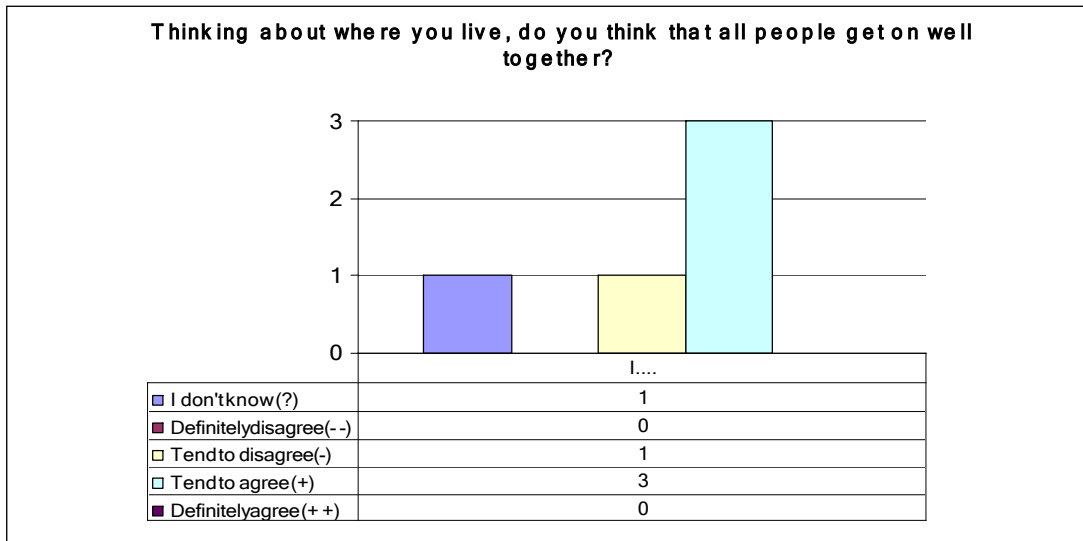
18 How safe do you feel in the streets around your home after dark?



19 Is there anything that would make you feel safer?

- Moving to a safer environment like re-housing.
- If there were not kids hanging around the local shops.
- Dispersal of groups of 'Hoodies' and other gangs that roam around our towns.
- Weekend more unsafe

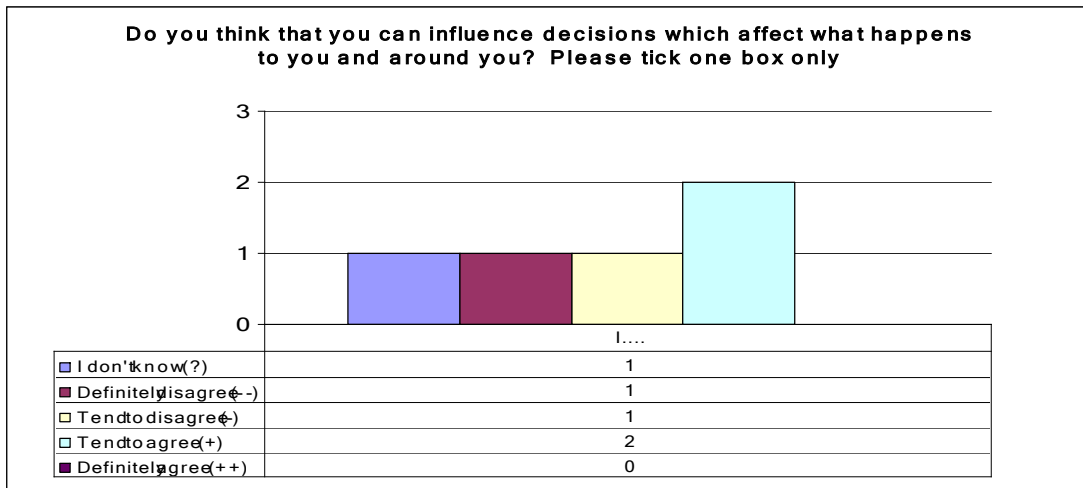
20 Thinking about where you live, do you think that all people get on well together?



21 In the last year, what meetings and groups have you attended where you have helped to make decisions?

- Conference at the Pavilion in London. Conference in Watford. Attending a conference with my counsellor. We had a workshop set up for Gay / Lesbians and had another conference where my counsellor is based.
- Norfolk People First. North Herts People First (Self Advocacy). People in partnership meetings - + Hate Crime conferences. Stevenage & North Herts Action Group. Bedford Self Advocacy Alliance
- Safe guarding meeting for others. Houses of parliament not that influenced any decision I have made.
- Hertfordshire Partnership Board. National Programme Board. Eastern Region Forum. National Forum. Filmed a DVD for people with learning difficulties on coming out as gay. Conferences for Gay and Lesbian people.
- Learning Disability Partnership Board. Star Partnership. Learning Disability Forum / Action. Pohwer. House in of Parliament. Safe Guard meeting. London Campaign network

22 Do you think that you can influence decisions which affect what happens to you and around you?



Appendix D – Graph Numbers

Graph 3: What is your age category? Percentage					
	I am a lesbian / gay woman	I am a gay man	I am bisexual	I have had same sex experiences	I am or I have been a transgender person
Under 15	0.4%	0%	0%	0%	0%
16 to 17	0%	1.6%	0.4%	0.8%	0.8%
18 to 24	5.6%	5.2%	4.0%	2.0%	0.4%
25 to 34	9.6%	11.6%	2.0%	1.2%	0.4%
35 to 44	13.2%	10.8%	2.4%	1.6%	0.8%
45 to 54	7.2%	6.0%	2.0%	1.6%	0.8%
55 to 59	1.2%	0.8%	0%	0.8%	0.4%
60 to 64	0%	0.4%	0.8%	1.2%	0%
65 to 74	0%	1.2%	0.4%	0.4%	0%
Over 75	0%	0.4%	0%	0.4%	0%

Graph 3: What is your age category? Number					
	I am a lesbian / gay woman	I am a gay man	I am bisexual	I have had same sex experiences	I am or I have been a transgender person
Under 15	1	0	0	0	0
16 to 17	0	4	1	2	2
18 to 24	14	13	10	5	1
25 to 34	24	29	5	3	1
35 to 44	33	27	6	4	2
45 to 54	18	15	5	4	2
55 to 59	3	2	0	2	1
60 to 64	0	1	2	3	0
65 to 74	0	3	1	1	0
Over 75	0	1	0	1	0

Graph 4: What is your gender? Percentage					
	I am a lesbian / gay woman	I am a gay man	I am bisexual	I have had same sex experiences	I am or I have been a transgender person
Male	0%	38%	2%	6%	2%
Female	37%	0%	9%	4%	2%

Graph 4: What is your gender? Number					
	I am a lesbian / gay woman	I am a gay man	I am bisexual	I have had same sex experiences	I am or I have been a transgender person
Male	0	96	6	15	5
Female	94	0	24	11	4

Graph 5: Which of the following represents the total annual income of your whole household before deductions for Income Tax, National Insurance etc. Percentage

	I am a lesbian / gay woman	I am a gay man	I am bisexual	I have had same sex experiences	I am or I have been a transgender person
£5,200 or less	1.8%	1.8%	0.9%	1.8%	0.9%
£5,201 to £10,400	0.5%	1.4%	0.5%	0.0%	0.0%
£10,401 to £16,640	1.8%	0.9%	0.5%	0.5%	0.5%
£16,641 to £26,000	5.0%	3.6%	1.4%	1.4%	0.5%
£26,001 to £36,400	7.7%	6.8%	2.3%	3.2%	0.0%
£36,401 to £46,800	5.9%	8.6%	0.9%	0.5%	0.9%
£46,801 to £70,200	8.6%	12.3%	1.8%	0.0%	0.5%
£70,201 or more	5.9%	5.5%	1.4%	1.4%	0.5%
I don't know	1.4%	1.4%	2.3%	0.9%	0.5%

Graph 5: Which of the following represents the total annual income of your whole household before deductions for Income Tax, National Insurance etc. Number

	I am a lesbian / gay woman	I am a gay man	I am bisexual	I have had same sex experiences	I am or I have been a transgender person
£5,200 or less	4	4	2	4	2
£5,201 to £10,400	1	3	1	0	0
£10,401 to £16,640	4	2	1	1	1
£16,641 to £26,000	11	8	3	3	1
£26,001 to £36,400	17	15	5	7	0
£36,401 to £46,800	13	19	2	1	2
£46,801 to £70,200	19	27	4	0	1
£70,201 or more	13	12	3	3	1
I don't know	3	3	5	2	1

Graph 6: How does your household occupy your current home? Percentage					
	I am a lesbian / gay woman	I am a gay man	I am bisexual	I have had same sex experiences	I am or I have been a transgender person
Owned outright	3.5%	6.3%	1.6%	2.4%	0.4%
Buying on a mortgage	19.6%	18.8%	3.1%	3.5%	0.8%
Rent from Council	2.7%	3.1%	0.0%	1.2%	0.8%
Rent from Housing Association / Trust	2.7%	1.2%	0.4%	0.8%	0.4%
Rented from Private landlord	6.3%	5.9%	4.3%	1.2%	0.4%
Other	2.0%	2.4%	2.4%	1.2%	0.8%
Graph 6: How does your household occupy your current home? Number					
	I am a lesbian / gay woman	I am a gay man	I am bisexual	I have had same sex experiences	I am or I have been a transgender person
Owned outright	9	16	4	6	1
Buying on a mortgage	50	48	8	9	2
Rent from Council	7	8	0	3	2
Rent from Housing Association / Trust	7	3	1	2	1
Rented from Private landlord	16	15	11	3	1
Other	5	6	6	3	2

Graph 7: Which of these activities best describes what you are doing at present? Percentage					
	I am a lesbian / gay woman	I am a gay man	I am bisexual	I have had same sex experiences	I am or I have been a transgender person
I work full time - employee	16.6%	20.1%	5.6%	4.1%	1.1%
I work part time - employee	3.0%	3.7%	1.3%	2.8%	0.6%
I am self employed	1.1%	1.3%	0.2%	0.4%	0.2%
I am retired	0.0%	0.6%	0.2%	0.2%	0.0%
I am looking after the home	0.2%	0.4%	0.4%	0.7%	0.2%
I am unemployed - available for work	0.2%	0.9%	0.6%	0.9%	0.6%
I am a full time student	2.8%	3.9%	3.2%	2.8%	1.3%
I am a part time student	2.1%	2.6%	0.6%	0.7%	0.2%
I am disabled / I have a long term illness	0.9%	0.9%	0.7%	0.6%	0.4%
I regularly volunteer or provide unpaid help	1.3%	2.6%	0.7%	0.7%	0.6%
Other	1.1%	0.6%	0.2%	0.2%	0.2%

Graph 7: Which of these activities best describes what you are doing at present? Number					
	I am a lesbian / gay woman	I am a gay man	I am bisexual	I have had same sex experiences	I am or I have been a transgender person
I work full time - employee	89	108	30	22	6
I work part time - employee	16	20	7	15	3
I am self employed	6	7	1	2	1
I am retired	0	3	1	1	0
I am looking after the home	1	2	2	4	1
I am unemployed - available for work	1	5	3	5	3
I am a full time student	15	21	17	15	7
I am a part time student	11	14	3	4	1
I am disabled / I have a long term illness	5	5	4	3	2
I regularly volunteer or provide unpaid help	7	14	4	4	3
Other	6	3	1	1	1

Graph 9: How comfortable did you feel telling these people that you are LGBT? Percentage

	Very Comfortable	Comfortable	Slightly Apprehensive	Apprehensive
Family	27%	19%	24%	30%
Friends	46%	25%	21%	8%
GP (Doctor)	32%	31%	23%	14%
Hospital	29%	32%	23%	16%
Sexual Health Clinic (GUM)	51%	28%	11%	9%
Counsellor	49%	27%	15%	10%
Support Worker	44%	17%	21%	17%
Social Worker	41%	17%	21%	21%
Police	36%	22%	17%	25%
Local Council	30%	22%	26%	21%
Work Colleagues	28%	30%	27%	15%
Work Customers	25%	19%	26%	30%
Other Students	28%	29%	23%	20%
Other	25%	25%	24%	25%

Graph 9: How comfortable did you feel telling these people that you are LGBT? Number

	Very Comfortable	Comfortable	Slightly Apprehensive	Apprehensive
Family	80	57	72	89
Friends	140	77	65	23
GP (Doctor)	60	59	43	27
Hospital	42	46	34	23
Sexual Health Clinic (GUM)	67	37	15	12
Counsellor	56	31	17	11
Support Worker	31	12	15	12
Social Worker	27	11	14	14
Police	40	24	19	27
Local Council	27	20	23	19
Work Colleagues	65	69	61	34
Work Customers	23	18	24	28
Other Students	25	26	21	18
Other	13	13	12	13

Graph 13: Do you smoke? Percentage	
No	77%
I smoke over 20 a day	3%
I smoke 10 to 20 a day	11%
I smoke under 10 a day	3%
I am a social smoker	6%
Graph 13: Do you smoke? Number	
No	185
I smoke over 20 a day	6
I smoke 10 to 20 a day	27
I smoke under 10 a day	6
I am a social smoker	15

Graph 14: Do you drink alcohol? Yes Percentage	
1 to 2 units (a week)	19%
3 to 4 units (a week)	14%
5 to 6 units (a week)	15%
7 to 8 units (a week)	7%
9 to 10 units (a week)	8%
10 + units (a week)	18%
Other units	19%
Graph 14: Do you drink alcohol? Yes Number	
1 to 2 units (a week)	35
3 to 4 units (a week)	25
5 to 6 units (a week)	27
7 to 8 units (a week)	13
9 to 10 units (a week)	15
10 + units (a week)	33
Other units	35

Graph 15: Do you take any of the following drugs? Percentage	
Ecstasy	3%
Prescription	5%
Heroin	1%
Amphetamine (Speed)	1%
Crack	0%
Amyl Nitrate (Poppers)	5%
Cocaine	2%
Ketamine	1%
Marijuana	6%
Crystal meth	1%
GHB	0%
I prefer not to say	3%
I have never taken drugs	25%
Other	2%
Non stated	44%
Graph 15: Do you take any of the following drugs? Number	
Ecstasy	13
Prescription	23
Heroin	3
Amphetamine (Speed)	6
Crack	2
Amyl Nitrate (Poppers)	23
Cocaine	11
Ketamine	6
Marijuana	27
Crystal meth	3
GHB	2
I prefer not to say	14
I have never taken drugs	114
Other	7
Non stated	200