

Stonewall

ABOUT THIS RESOURCE

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

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

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

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

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

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

A photograph of a man with a beard and glasses, wearing a white t-shirt with thin black horizontal stripes, walking away from the camera. He is on a paved path next to a brick wall. The background shows green foliage. The image is used as a background for a report cover.

LGBT IN WALES

HATE CRIME AND DISCRIMINATION

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HATE CRIME AND DISCRIMINATION

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FOREWORD

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

Changes in the law mean that more schools, employers and public services are tackling anti-LGBT discrimination and bullying. Equal marriage is now a reality for many, and Section 28 has been consigned to history.

But for many LGBT people, these legal changes haven't translated into true equality. And for trans people in particular, there is still much progress to be made before they are fully protected and equal under the law.

In 2013, our research clearly demonstrated the scale and seriousness of the problem of hate crime and discrimination against LGBT people in Britain. Since then, the prevalence of hate crime towards LGBT people has increased significantly, and underreporting remains a major issue. This report – the first in Stonewall Cymru's state of the nation LGBT in Wales series – demonstrates just how much work remains to be done.

Based on YouGov polling of more than 1,200 LGBT people in Wales, it reveals LGBT people's experiences of hate crime and discrimination in Wales today. The findings are stark. LGBT people continue to face abhorrent levels of abuse, harassment and discrimination on a daily basis: almost one in four have experienced a hate crime or incident related to their sexual orientation or gender identity in the last 12 months, and four in five victims have not reported it to the police, many because they feared that it would not be taken seriously.

For trans people, the findings are particularly alarming: half of trans people have experienced a hate crime or incident based on their gender identity in the last 12 months.

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

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

Andrew White
Director

THE STUDY

Stonewall commissioned YouGov to carry out a survey asking 1,272 lesbian, gay, bi and trans (LGBT) people in Wales about their life in Wales today. This report investigates their experiences of homophobic, biphobic and transphobic hate crimes and day-to-day discrimination.

The study looks at hate crimes and if they have been reported or not. It also looks at discrimination LGBT people face in their daily lives, for example when they walk down the street, when they access services or when they try to rent a new home.

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KEY FINDINGS

HATE CRIME

- **Almost one in four** LGBT people (23 per cent) have experienced a hate crime or incident due to their sexual orientation and/or gender identity in the last 12 months.
- **Half** of trans people (52 per cent) have experienced a hate crime or incident because of their gender identity in the last 12 months, and **one in five** LGB people who aren't trans (20 per cent) have experienced a hate crime or incident due to their sexual orientation in the same period.
- The number of lesbian, gay and bi people in Wales who have experienced hate crime has increased by **82 per cent** in five years, from **11 per cent** in 2013 to **20 per cent** in 2017.
- **Four in five** LGBT people (82 per cent) who experienced a hate crime or incident didn't report the incident to the police.
- **Three in ten** LGBT people (30 per cent) avoid certain streets because they don't feel safe as an LGBT person there.
- **Two in five** LGBT people (39 per cent) would not feel comfortable walking down the street while holding their partner's hand. For gay men in particular, this rises to **three in five** (57 per cent).
- **One in ten** LGBT people (11 per cent) have experienced homophobic, biphobic or transphobic abuse or behaviour online directed towards them personally in the last month. This number increases to **one in four** trans people (24 per cent) have experienced transphobic abuse or behaviour.

I had bleach thrown at me, bricks through the windows, I had fireworks taped to the windows and blown out and my boyfriend was beaten half to death.

Gethin, 42

DISCRIMINATION IN DAILY LIFE

- **One in five** LGBT people (19 per cent) who visited a café, restaurant, bar or nightclub in the last 12 months have been discriminated against based on their sexual orientation and/or gender identity.
- **One in ten** LGBT people (10 per cent) who were looking for a house or apartment to rent or buy in the last year felt discriminated against.
- **One in eight** LGBT people (14 per cent) accessing social services in the last year have been discriminated against.
- **Almost three in ten** LGBT people (28 per cent) who visited a faith service or place of worship in the past 12 months experienced discrimination.
- **Seven per cent** of LGBT people who attended a live sporting event in the last year experienced discrimination because of their sexual orientation and/or gender identity.

I am a transgender woman and at a nightclub the security staff told me that I cannot use the ladies' toilet, I must use the men's toilet. I said that I am a trans woman but they insisted that I have to use the men's. Then a bit later some lads were picking on me and my partner. The girl behind the bar went and got a member of the security staff but they did nothing.

Hannah, 50

1 HATE CRIME:

HATE CRIME AND INCIDENTS

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

Almost one in four LGBT people (23 per cent) have experienced a hate crime or incident due to their sexual orientation and/or gender identity in the last 12 months.

This includes **half** of trans people (52 per cent) who have experienced a hate crime or incident because of their gender identity in the last 12 months. **One in five** lesbian, gay and bi people who aren't trans (20 per cent) have experienced a hate crime or incident because of their sexual orientation in the same period.

Trans people are also often victims of hate crime because of their actual or perceived sexual orientation: **one in four** trans people (24 per cent) have been victims of a hate crime or incident because of their perceived or actual sexual orientation within the last year.

Young people are at greatest risk: **more than two in five** LGBT young people aged 18 to 24 (43 per cent) have experienced a hate crime or incident based on their gender identity and/or sexual orientation in the last year.

LGBT disabled people are more likely to have experienced a hate crime or incident based on their sexual orientation and/or gender identity, **30 per cent** in the last year compared to **20 per cent** of non-disabled LGBT people.

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

Most LGBT people, **almost nine in ten** (86 per cent), who have experienced a hate crime or incident based on their sexual orientation and/or gender identity in the last year have been insulted, pestered, intimidated or harassed.

A third (33 per cent) experienced unwanted sexual contact.

Almost one in four LGBT people (23 per cent) were threatened with violence or use of force and **one in eight** LGBT people (12 per cent) were physically assaulted, with or without a weapon.

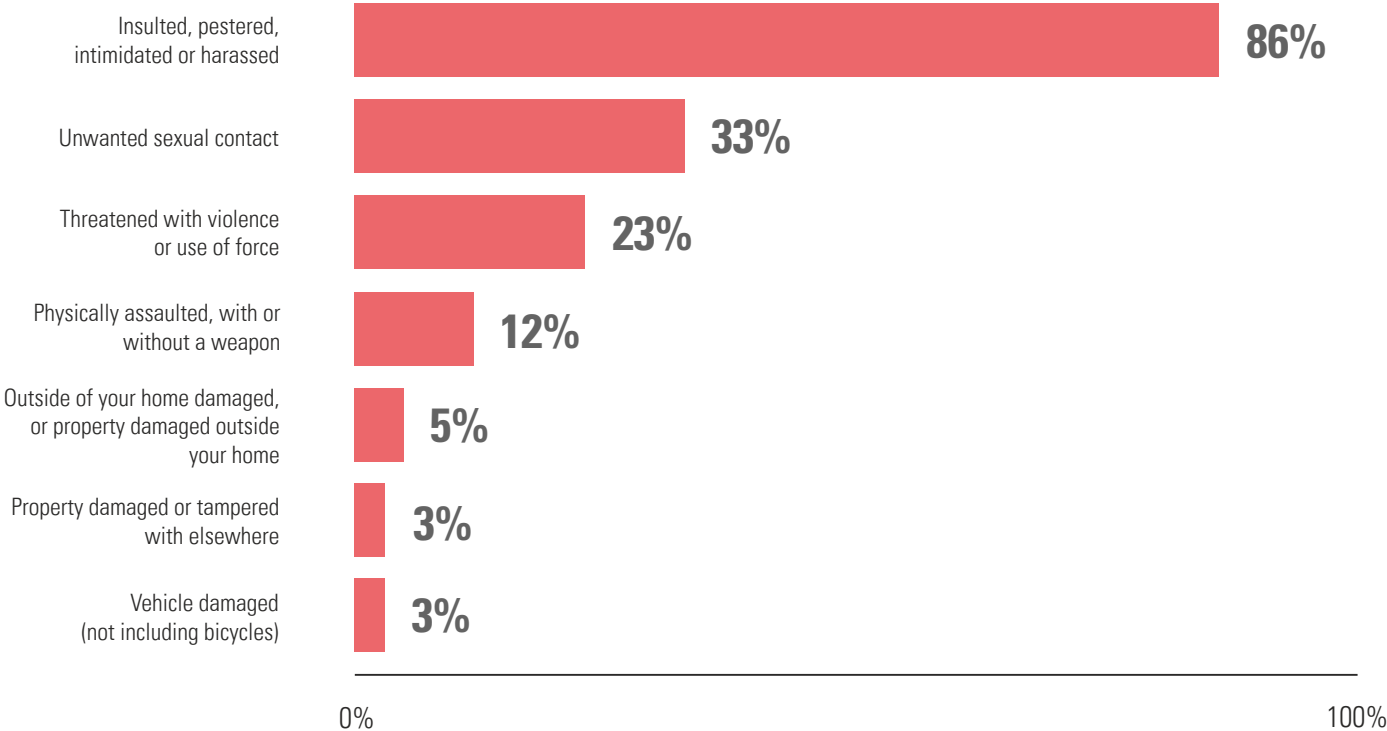
I had bleach thrown at me, bricks through the windows, I had fireworks taped to the windows and blown out and my boyfriend was beaten half to death.

Gethin, 42

I was assaulted by a man whilst I was holding hands with my lesbian partner. He grabbed me from behind and thrust himself into me and then verbally attacked me.

Freya, 21

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



UPWARD TREND IN LGBT HATE CRIME

Overall, the proportion of lesbian, gay and bi people who have experienced a hate crime or incident in the last year because of their sexual orientation has increased from 11 per cent in 2013 to 20 per cent in 2017 (based on comparison to findings in Homophobic Hate Crime – Wales cornerstone (2013) research conducted by YouGov for Stonewall).

Trans people's specific experiences of hate crime were included in the report for the first time in 2017 so we're unable to consider these rates over time.

This increase is in line with an overall increase in recorded hate crimes. According to the Home Office, hate crime in general has risen by 48 per cent in England and Wales over the last three years, with the number of recorded hate crimes and incidents based on sexual orientation rising by 70 per cent over the same period.

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

1 HATE CRIME:

REPORTING

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

Four in five LGBT people (82 per cent) experiencing a hate crime or incident in the last 12 months didn't report it to the police.

Seven in ten LGBT people (72 per cent) didn't report this to police or to anyone else (e.g. local authority, social worker, charity).

Young people are also less likely to report it to anyone, with only **seven per cent** of LGBT young people aged 18 to 24 doing so.

Some years ago I was attacked in the street by a man who threatened me with a metal dog chain and verbally abused me. The police reacted promptly and took the assault seriously. Years ago I would not even have reported the assault as I had been ridiculed by police because of my sexuality on a previous attack.

Mali, 62

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



RECOMMENDATIONS

POLICE FORCES SHOULD:

- Improve training to all police officers and frontline staff to identify and record homophobic, biphobic and transphobic hate crimes, better support victims and bring perpetrators to justice.
- Engage regularly with LGBT people, and analyse hate crime trends in their area, including across protected characteristics, to target prevention towards those LGBT people most at risk.
- Improve confidence in reporting by publicly communicating their commitment to tackling anti-LGBT hate crimes and making reporting easier, working with local LGBT groups and third party reporting centres.
- Join 25 other police forces who are members of Stonewall's **Diversity Champions Programme**. We can help you develop effective training, improve support to LGBT people and staff, and tackle underlying causes of hate crime in your community.

THE HOME OFFICE SHOULD:

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

WELSH GOVERNMENT SHOULD:

- Develop and deliver a new national framework for tackling hate crime and supporting victims, working with devolved and non-devolved agencies to increase reporting rates, improve responses and support for victims and raise awareness.

THE COLLEGE OF POLICING SHOULD:

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

WHAT YOU CAN DO AS AN INDIVIDUAL:

- Take a visible stand against LGBT hate crime, join Stonewall's **Come out for LGBT** campaign and show your support for LGBT equality in all forms. Encourage your friends, family and colleagues to join the campaign: www.stonewallcymru.org.uk/comeoutforlgbt
- For information and resources on dealing with hate crime and supporting people affected go to www.stonewallcymru.org.uk/help-advice/hate-crime-2 or contact our free information service on 0800 50 20 20. We can signpost you to support in your area.
- Write to your MP. Ask them to campaign for reform of hate crime laws so that hate crimes based on sexual orientation, gender identity or disability are dealt with and punished in the same way as racist and faith-based hate crimes.
- Write to your AM. Ask them to campaign to improve responses to hate crimes and support for victims in Wales. See our **campaigning guides** for tips on engaging your MP or AM.

1 HATE CRIME:

SAFETY AND FEAR OF ABUSE

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

Three in ten LGBT people (30 per cent) avoid certain streets altogether because they don't feel safe there as an LGBT person. This number increases to **more than half** of trans people (52 per cent). LGBT people who have been a victim of a hate crime or incident in the last year are also more likely to say they avoid certain streets (52 per cent).

One in ten LGBT people (nine per cent) don't feel safe in the area where they live. This increases to **one in six** (15 per cent) trans people compared to **seven per cent** of LGB people who aren't trans. LGBT disabled people are also more likely to feel unsafe in the area where they live: **15 per cent** feel this way. **One in five** LGBT people (20 per cent) who have been victims of a hate crime or incident because of their sexual orientation and/or gender identity in the last year don't feel safe where they live.

My husband and I are an interracial couple, and we used to live in a very culturally and ethnically diverse area which is also a relatively low-income area. We never experienced any direct hassle or discrimination. In the last 18 months we moved to a higher-income area with less diversity and for the first time ever we experienced homophobic graffiti on our property.

lestyn, 34

It was getting better but in 2016 and 2017 we seem to have taken many steps back. That's when more abuse started to happen and things were being thrown at me and I was being called 'a fucking fag'.

Owain, 25

I was on a bus last night actually, and when a drunk man tried to get my number I said 'I'm gay'. All I heard were titters and people refused to help, because, and I heard someone say this, 'she brought it on herself, telling him she's a lesbian'.

Evie, 31

Two in five LGBT people (39 per cent) say they aren't comfortable walking down the street while holding their partner's hand. **Three in five** gay men (57 per cent) don't feel comfortable doing so, compared to **two in five** lesbians (40 per cent), **one in four** bi men (27 per cent), and **one in five** bi women (21 per cent).

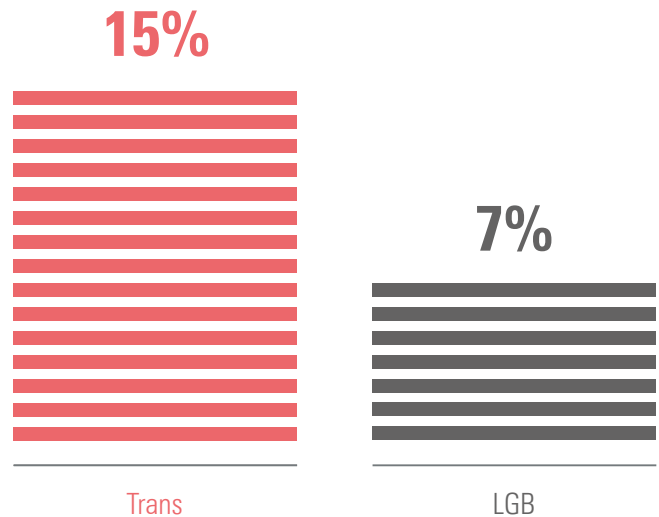
One in six LGBT people (17 per cent) adjust the way they dress because of fear of discrimination and harassment.

Half of trans people (48 per cent) adjust the way they dress.

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

Ffion, 42

LGBT people who don't feel safe in the area where they live.



People are afraid to sit next to me on trains. They will stare at my face, chest and genitals to 'work out my gender'. I get shouted at every single time I leave my house and threatened at least once a week.

Rory, 21

Once I was walking a friend to their university because they were feeling suicidal, so I was holding their hand. A man I did not know spat at me and hissed 'dyke' at me.

Alex, 23

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

Liam, 39

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

Joshua, 30

RECOMMENDATIONS

POLICE FORCES SHOULD:

- Run highly visible, public campaigns in the local community, making clear that all anti-LGBT incidents should be reported, will be taken seriously and have clear consequences.
- Talk to local LGBT groups and people about which areas feel unsafe and why, in order to target specific interventions.
- Join Stonewall's **Diversity Champion Programme**. We will help you improve training for your officers, build better links with LGBT people and tackle anti-LGBT attitudes in the communities you serve.

WHAT YOU CAN DO AS AN INDIVIDUAL:

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

1 HATE CRIME:

ONLINE ABUSE

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

One in ten LGBT people (11 per cent) have experienced online homophobic, biphobic and transphobic abuse or behaviour directed at them personally in the last month. This increases to **one in four** trans people (24 per cent) who have experienced transphobic abuse or behaviour online in the last month, compared to one in ten (9 per cent) LGB people who aren't trans who have experienced online abuse in the same period.

Half of LGBT people (49 per cent) have witnessed homophobic, biphobic and transphobic abuse or behaviour online that was not directed towards them in the last month.

LGBT young people aged 18 to 24 are particularly exposed to homophobic, biphobic and transphobic abuse and behavior online, with **two thirds** (67 per cent) witnessing this abuse in the last month.

I have seen multiple posts and comments on social media which have been intended to marginalise gay and trans people. Although these posts and comments were never directed at me, they still upset me somewhat. A handful of these posts, almost overwhelmingly targeted at the trans community, have been shared by people I know.

Ifan, 23

While Britain seems an inclusive place to live, political attitudes and trends within the last year has given confidence to some people. Many of these are beginning to voice homophobic and transphobic opinions, especially on the web. There's a need to ensure that the next generation doesn't grow up thinking that this kind of behaviour is okay.

Tomos, 37

I have seen more homophobia on the internet because I think people feel they are anonymous and can say what they like without consequences.

Dafydd, 62

RECOMMENDATIONS

SOCIAL MEDIA AND ONLINE PLATFORMS SHOULD:

- Clearly communicate to all online users that anti-LGBT abuse is unacceptable, and advertise clear privacy, safety and reporting mechanisms.
- Deal with all incidents of anti-LGBT abuse seriously and swiftly. Keep people informed about the progress and outcome of reported incidents, including what actions have been and why.
- Work with the police to develop more effective responses to anti LGBT hate online, in consultation with LGBT people and organisations.
- Stonewall can help. Join our **Diversity Champions Programme** for tailored support to ensure your platform deals with abuse effectively.

WHAT YOU CAN DO AS AN INDIVIDUAL:

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

2 DISCRIMINATION IN DAILY LIFE:

BUSINESS AND SERVICES

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

One in five LGBT people (19 per cent) have been discriminated against because of their sexual orientation and/or gender identity when visiting a café, restaurant, bar or nightclub in the last year. This number increases to a **third** for trans people (32 per cent), compared to **18 per cent** of LGB people who aren't trans. LGBT young people and disabled LGBT people are also more likely to experience this discrimination: a **third** of LGBT people aged 18 to 24 (32 per cent) experienced discrimination in these venues, as have **one in four** disabled LGBT people (24 per cent).

More than a third of LGBT people (36 per cent) say they avoid certain bars and restaurants due to fear of discrimination. This number is significantly higher for trans people, more than half of whom (55 per cent) avoid certain venues.

I was kicked out of a bar for holding my boyfriend's hand.
Llywelyn, 22

I'm from a small village and so is my girlfriend. When we go on date nights we sometimes go to small restaurants in villages around our own, and unfortunately this has led to a lot of complaints by staff members about 'PDA', despite the fact that we never kiss in public. They're definitely talking about holding hands. We've even been kicked out of a bar because they felt that we were causing a scene.
Nia, 20

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

I'm sure almost every lesbian I have met has been forced to leave a straight club because of a guy and his friends' harassment. You then end up only hanging out in gay bars to avoid the drama or just to be able to go out with your partner.
Rebecca, 24

As a gay person I don't feel comfortable attending some venues or expressing affection to my partner out of fear of attacks, stares or verbal abuse.
Ioan, 39

I often feel discriminated against in nightclubs, especially if I hug or kiss other men. I have, on more than one occasion, been treated like I am drunk and causing a disturbance, because the bouncers have seen me kissing a man. Joshua, 30

A bouncer wouldn't let me in to a bar because I was trans.
Sade, 23

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

Frankie, 20

I was in a kebab shop one time and two men were talking, one of the men turned to me and said, 'we aren't gay' and I said, 'cool, I am' and he turned to his mate and said, 'OMG, Jesus, there's loads of them now' and moved away from me.
Iwan, 21

One in ten LGBT people (11 per cent) report experiencing discrimination because of their sexual orientation and/or gender identity when in a shop or department store in the last year. **More than a quarter** of trans people (27 per cent) faced this discrimination when shopping compared to **one in ten** (9 per cent) LGB people who aren't trans.

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

I was denied entry to male changing rooms in a store because the sales assistant decided I was female.
Ari, 30

I was misgendered when picking up an item of clothing I had ordered online. My title is Mr and the member of staff said that the package must not be mine because the title is Mr and I'm a female. When I corrected them, they reluctantly gave me the package. I have also been misgendered before in the same store when trying to purchase new jeans and they made me feel very uncomfortable so I couldn't go through with the transaction.

Jo, 22

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

Sage, 19

Four per cent of LGBT people who visited a bank or insurance company in the last year were discriminated against because of their sexual orientation and/or gender identity.

I wound up switching banks over the hostile attitude from a member of staff due to the fact that I would go in from time to time with cheques to pay in, drawn from accounts with LGBT or bi in the title.

Gabriel, 43

Two months ago I went to the bank to change the title on my card and both employees I contacted kept misgendering me. I had already been through this specific bank's policy on the matter with another person at a separate branch and I told them as much, but they were unfamiliar with their policy and had to check their paperwork. This took a very long time, and I was made to wait in a loud, noisy space while others were attended to. I am autistic and this was a very draining experience.

Alex, 23

We just got married and I went to a bank to enquire about a joint bank account. I was not accompanied by my husband, and although I referred to him as 'him' and 'Tom' the assistant insisted on asking for 'Mrs Thomson's details'.

Jason, 52

More than half of trans people (53 per cent) do not feel comfortable using public toilets, compared to **12 per cent** of LGB people who aren't trans.

I am a transgender woman and at a nightclub the security staff told me that I cannot use the ladies' toilet, I must use the men's toilet. I said that I am a trans woman but they insisted that I have to use the men's. Then a bit later some lads were picking on me and my partner and the girl behind the bar went and got a member of the security staff but they did nothing.

Hannah, 50

Recently going to a nightclub, I was barred entry from the bathroom because a guard said he didn't trust me 'to not look at the guys in there'.

Mason, 24

RECOMMENDATIONS

LOCAL BUSINESSES AND VENUES SHOULD:

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

WHAT YOU CAN DO AS AN INDIVIDUAL:

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

2 DISCRIMINATION IN DAILY LIFE:

RENTING OR
BUYING A HOME

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

One in ten LGBT people (10 per cent) who were looking for a house or apartment to rent or buy in the last year felt discriminated against.

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

Amal, 23

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

Arwyn, 56

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

Ceri, 43

The estate agent refused to acknowledge my girlfriend as my partner and kept referring to 'your housemate' or 'your friend' even though we were living together in one of their one-bedroom properties. I did correct him more than once but nothing has changed.

Elinor, 31

My wife and I viewed a house to rent. Although the estate agent was fine with us when we applied for the tenancy we were rejected. When we inquired as to the reason, since we have more than adequate resources and excellent references, we were told that it wasn't 'that' and the landlord had chosen a family. It felt to us that it was because of our family makeup as there didn't seem to be any other factor.

Marta, 40

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

Linden, 34

RECOMMENDATIONS

ESTATE AND LETTING AGENTS SHOULD:

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

HOUSING ASSOCIATIONS SHOULD ALSO:

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

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

AS A PRIVATE LANDLORD YOU SHOULD:

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

WHAT YOU CAN DO AS AN INDIVIDUAL:

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

2 DISCRIMINATION IN DAILY LIFE:

PUBLIC SERVICES

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

One in seven LGBT people (14 per cent) accessing social services in the last year have been discriminated against. Disabled LGBT people are more likely to experience this discrimination: **one in four** LGBT disabled people (24 per cent) have experienced this discrimination.

Three per cent of LGBT people contacting emergency services in the last year were discriminated against because of being LGBT.

RECOMMENDATIONS

PUBLIC SERVICE PROVIDERS SHOULD:

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

Consult regularly with their LGBT services users, use Stonewall's **Service Delivery Toolkit** and join Stonewall's **Diversity Champions Programme** for tailored support, to make services LGBT-inclusive.

WHAT YOU CAN DO AS AN INDIVIDUAL:

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

2 DISCRIMINATION IN DAILY LIFE:

RELIGION

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

Almost three in ten LGBT people (28 per cent) attending a faith service or visiting a place of worship experienced discrimination because of their sexual orientation and/or gender identity in the last year.

One in five LGBT people of faith (20 per cent) don't think that their religious community is welcoming to LGB people and **one in four** (26 per cent) don't think it's a welcoming space for trans people. **Three in ten** (30 per cent) gay men don't think their religious community is welcoming, neither do **17 per cent** of lesbians and **one in ten** (11 per cent) bi people.

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

Jemima, 30

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

Karen, 35

I was a part of a bible study class at my local church. One lady regularly opened up about her disgust of LGBT people, with others in the church supporting her and jeering her on. I left the church immediately when she started making negative comments next to me.

Leona, 26

My priest was refused permission to read the prayers that have been publicly agreed for lesbian and gay couples, saying that it could only be done behind closed doors. We felt that was insulting given the language in the Archbishop's episcopal letter introducing new prayers which apologised for forcing us to live hidden lives.

Kendrick, 49

My church is supportive but we know that being trans runs counter to their understanding of faith and therefore I had to abstain from going to services. The priest apologised but he had been told that I must be refused communion because I will be changing my body.

Pat, 48

*I was called 'gay bastard' by a priest
when visiting my parents' grave.
Daniel, 24*

Accessing church is extremely difficult in my area. As soon as the church found out I'm gay, they started handing me anti-LGBT+ leaflets. They offered me a prayer to cure me from being gay.

Lewis, 31

I am openly gay, but also a committed Christian. I attend a variety of different churches and all but one of them encouraged me to not tell others about it, to keep it to myself or to abstain from any intimate relationship for life.

Niall, 34

RECOMMENDATIONS

FAITH LEADERS AND GROUPS SHOULD:

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

WHAT YOU CAN DO AS AN INDIVIDUAL:

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

2 DISCRIMINATION IN DAILY LIFE:

SPORT

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

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

Almost half of LGBT people (45 per cent) don't think public sporting events are a welcoming space for LGBT people.

More than half of gay men (54 per cent) feel this way, compared to **two in five** (40 per cent) bi women, **39 per cent** of lesbians and **38 per cent** of bi men.

One in ten LGBT people (nine per cent) have been discriminated against while exercising at a fitness club or at a sport group in the last year.

One in eight LGBT people (13 per cent) avoid going to the gym or participating in sports groups because of fear of discrimination and harassment. **Almost half** of trans people (45 per cent) avoid these settings, compared to **nine per cent** of LGB people who aren't trans. **One in five** LGBT people aged 18 to 24 (21 per cent) and **17 per cent** of disabled LGBT people do the same.

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

Emma, 22

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

Colin, 33

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

Poppy, 33

I was told I could not use either male or female changing rooms and would have to get changed in the disabled toilets as other guests would feel uncomfortable despite there being cubicles within each gendered changing room.

Parker, 23

My partner and I were at a sports class. Whilst the girls there were friendly we just instinctively felt we shouldn't let on we were gay. After several months of attending we kissed outside and a few of the girls saw us. After that they didn't want to be near us to exercise, they did not want to share equipment with us and they put more clothes on when we were nearby. It felt awful. This is so common in sports, I cannot count the number of sports clubs I've joined and then had to leave as soon as people found out about my orientation.

Salma, 21

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

Sophie, 24

RECOMMENDATIONS

ALL SPORTS CLUBS, LEISURE FACILITIES AND GYMS SHOULD:

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

NATIONAL GOVERNING BODIES SHOULD:

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

PROFESSIONAL SPORTS CLUBS AND NATIONAL GOVERNING BODIES SHOULD ALSO:

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

AS A SPORTS PLAYER OR FAN YOU CAN:

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

METHODOLOGY

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

This report is based on the 1,272 respondents who live in Wales. Participants were recruited through the YouGov panel and via an open recruitment that circulated through a wide range of organisations, community groups and individuals.

THE SAMPLE

- 50 per cent of respondents are male, 44 per cent are female and six per cent describe their gender in a different way. Different terms that respondents used to describe their gender identity include 'non-binary', 'genderfluid' and 'genderqueer'. People who used a different term to describe their gender identity are referred to as 'non-binary people' throughout the report.
- 66 per cent of respondents are gay or lesbian, 26 per cent are bi, seven per cent use a different term to describe their sexual orientation and two per cent are straight. Different terms that respondents used to describe their sexual orientation include 'pansexual' and 'queer'.
- 10 per cent of respondents said they identify as trans and another three per cent said they are unsure of whether they are trans or are questioning their gender identity.
- 32 per cent of respondents are disabled.
- Three per cent of respondents are black, Asian or minority ethnic.

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

LGBT IN WALES

HATE CRIME AND DISCRIMINATION

People are afraid to sit next to me on trains. They will stare at my face, chest and genitals to 'work out my gender'. I get shouted at every single time I leave my house and threatened at least once a week.

Rory, 21

I was assaulted by a man whilst I was holding hands with my lesbian partner. He grabbed me from behind and thrust himself into me and then verbally attacked me.

Freya, 21

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