



NHS

East of England Ambulance Service
NHS Trust



Restricted Document: Internal Circulation Only

Consultation Exercise with Employees Identifying as LGBT+: March 2023

Report compiled by:

McKenzie Human Resources LLP

www.diversitymckenzie.co.uk



Report Version 1.1

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Section 1.0: One Page Executive Summary:

What is this report about ?

It details the results of a confidential external research and consultation exercise (via an online survey and one to one discussions) undertaken with 204 staff employed by EEAST who identify as LGBT+

The exercise was completed during January – March 2023. 65% of the people invited to participate chose to do so - a comparatively good response rate.

Does the Trust have a major problem in this area ?

*It would appear not. Employee experience is generally reported as positive with, for example, 72% of employees reporting that they consider the Trust to be: 'A modern and inclusive organisation which recognises and embraces people of all Sexual Orientations and different Gender Identities.' Many of the top scoring survey statements returned similarly high positive ratings - indicating overall positive employee experiences for the 204 people who took part in this exercise. We conclude that **a minority, of minority staff may currently have adverse experience of the Trust** on the grounds of their LGBT+ status.*

What are the key areas of Development ?

The Trust does not currently have a dedicated LGBT+ policy. It could therefore be perceived that LGBT+ is not important to the Trust. It also poses some legal risks. There is a general lack of knowledge / awareness in respect of LGBT+ amongst some EEAST staff. There are also examples of overt disengagement and poor behaviour/language demonstrated by a minority of EEAST employees - somewhat alarmingly by some internal training staff. We consider there is also an opportunity for both the LGBT+ employee network and the EEAST senior team to raise their profile within this area. Finally, some minor issues exist in respect of staff welfare/facilities. Eleven immediate actions are recommended and listed on page 55 of this report.



2.1 Introduction:

In December 2022, the East of England Ambulance Service (referred to hereafter as either EEAST or The 'Trust') commissioned McKenzie LLP – a specialist Equality, Diversity and Inclusion consultancy to undertake an external research and consultation project with all employees who identify¹ as LGBT+²

During February and March 2023, all employees who identify as above were invited to:

- 1: Complete a confidential and anonymous online / digital survey comprising 15 questions exploring overall experiences of EEAST, as a LGBT+ employee. This includes perceptions of how well the Trust recognises and embraces people of all Sexual Orientations and different Gender Identities.
- 2: Join a confidential focus / discussion group to share relevant experiences and perceptions in this area. All discussion groups were facilitated by external Equality, Diversity and Inclusion specialists from McKenzie LLP.
- 3: Have a confidential one to one interview with a McKenzie consultant – again with the aim of sharing perceptions and experiences in this area.

2.2 Participation:

Participation in all of the above three activities was both voluntary and confidential. Staff were therefore free to take part in all, some, or no activities at all.

In total, 204 out of the 314 selected employees participated via one or more of the consultation options shown above representing a 65% response rate. (From experience, an average response/participation rate in an exercise of this nature is 50%.)

1 As of February 2023, 314 EEAST employees shared details indicating they are LGBT+ Source: EEAST Human Resources

2 *LGBTQ+* is an acronym for lesbian, gay, bi, trans, queer, questioning and ace. Source: Stonewall



2.3 Online Survey Content / Other Qualitative Feedback:

The digital survey contained a series of 15 different statements. Participants were asked to rate their own perceptions and experiences against each statement by giving one of five possible responses;

1: Agree Strongly, 2: Agree, 3: Neither Agree or Disagree, 4: Disagree, or 5: Disagree Strongly.

All respondents were additionally asked ***How would you describe your own Sexuality, Gender Identity and Transitioning status ?*** Responses to these questions are reported on pages 21 - 26 of this document.

The final section of the survey gave participants the option to add free flow comments. These are reported in section four of this document. (Page 27.)

2.4 Methodology:

Employee responses were collected on line using *Survey Monkey* (a web based surveying company). All other qualitative feedback obtained from one to one interviews was compiled, summarised and reported by key 'themes' (also reported in this document) by McKenzie LLP.

2.5 About McKenzie LLP:

Formed in 1996, McKenzie specialise exclusively in the areas of Equality, Diversity, Inclusion and Dignity at Work.

They have considerable healthcare experience - previously working with the *Care Quality Commission, The General Medical Council, The Department of Health* and a number of NHS Primary Care Trusts and Clinical Commissioning Groups. (www.diversitymckenzie.co.uk)



Section Three: Survey Results

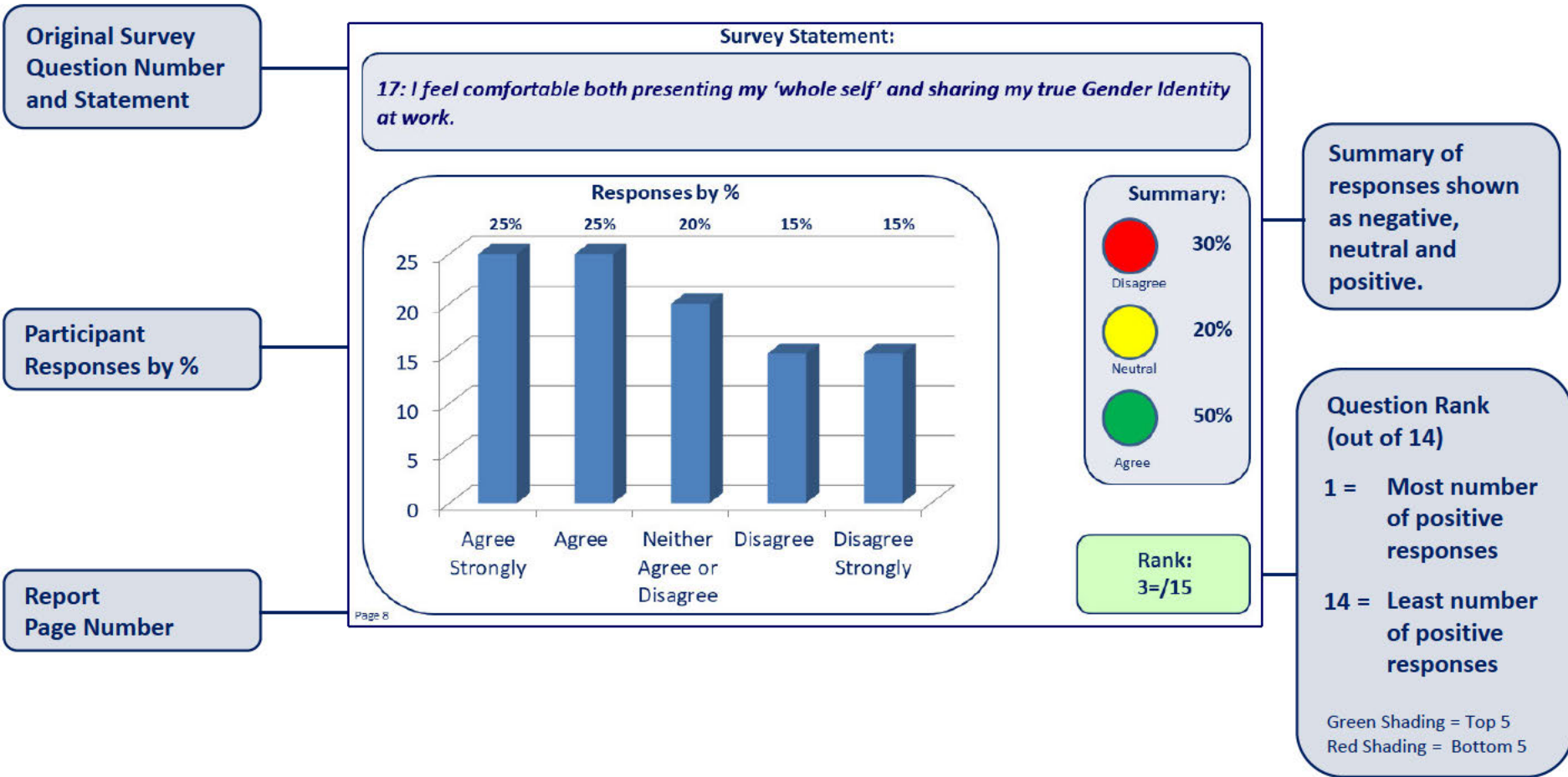




Interpreting the Format of this Report:

Pages 6 – 20 of this report shows a summary of all responses to the online survey statements ranked in order of the most number of positive responses received, to the least number of positive responses received using the following format:

Example Report Page (Simplified and Dummy data is used for this example)



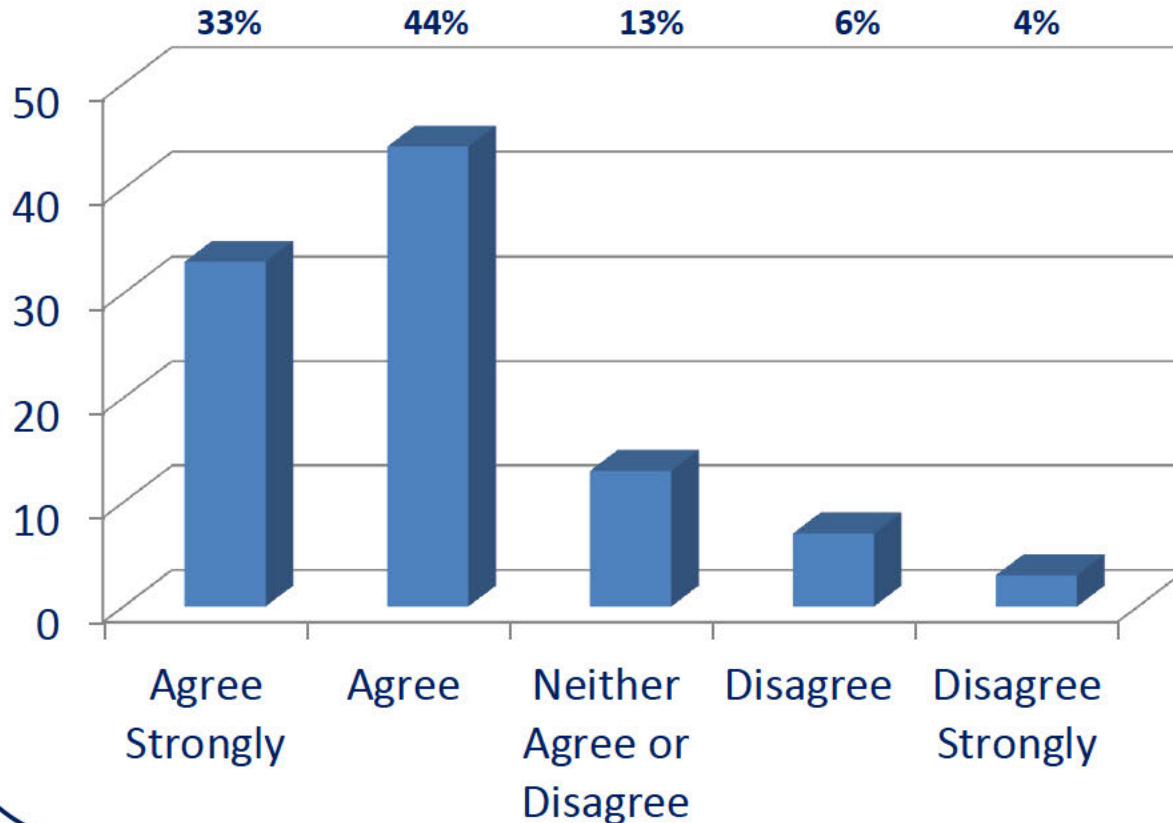
3.0 Survey Results:



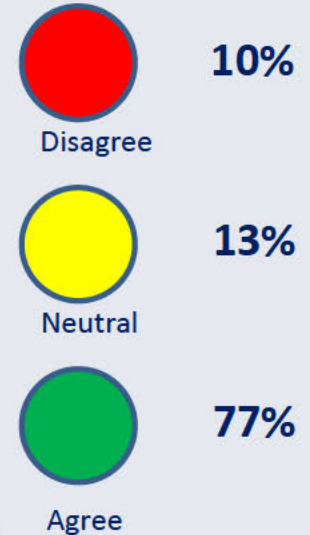
Survey Question:

8: My EEAST colleagues make me feel included and valued as part of my team – irrespective of my Sexuality or Gender Identity.

Responses by %



Summary:



**Rank:
1/15**

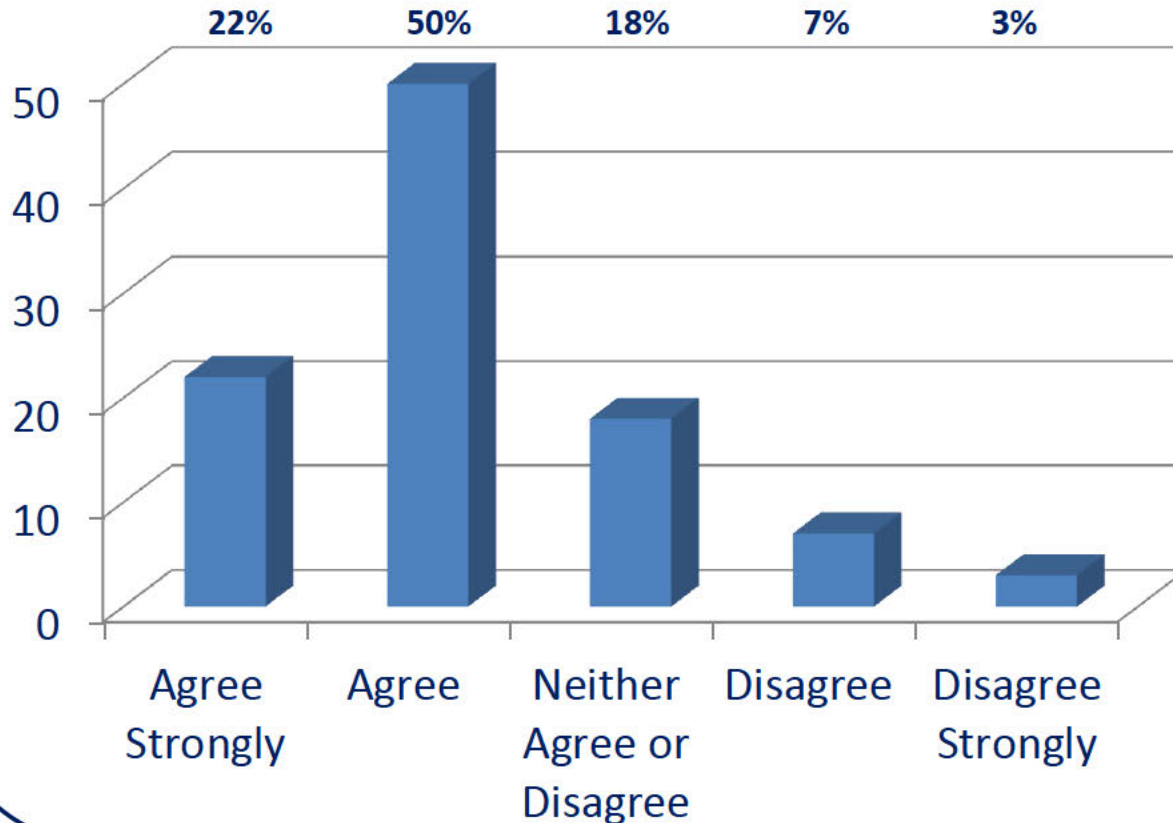
3.0 Survey Results:



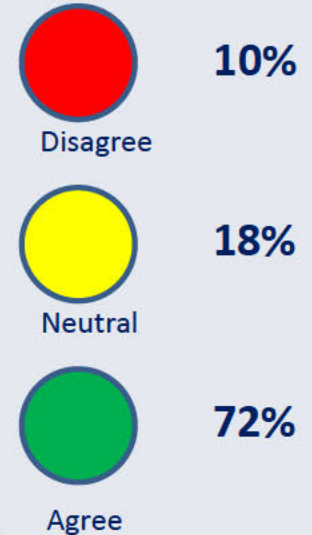
Survey Question:

1: I believe EEAST is a modern and inclusive organisation which recognises and embraces people of all Sexual Orientations and different Gender Identities.

Responses by %



Summary:



**Rank:
2/15**

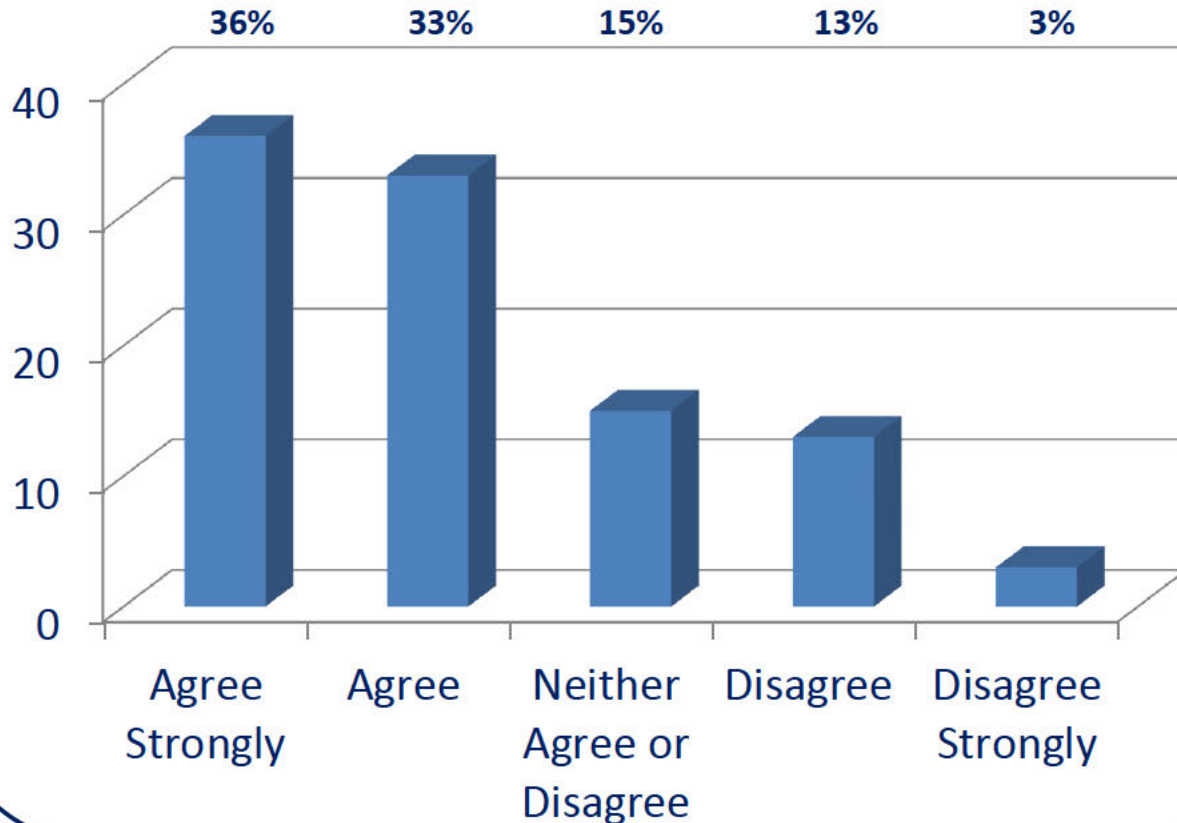
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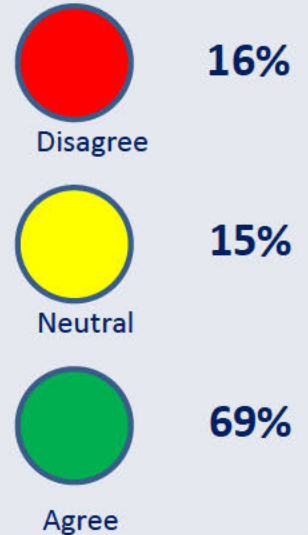
Survey Statement:

3: I feel comfortable both presenting my 'whole self' and sharing my true Gender Identity at work.

Responses by %



Summary:



**Rank:
3=/15**

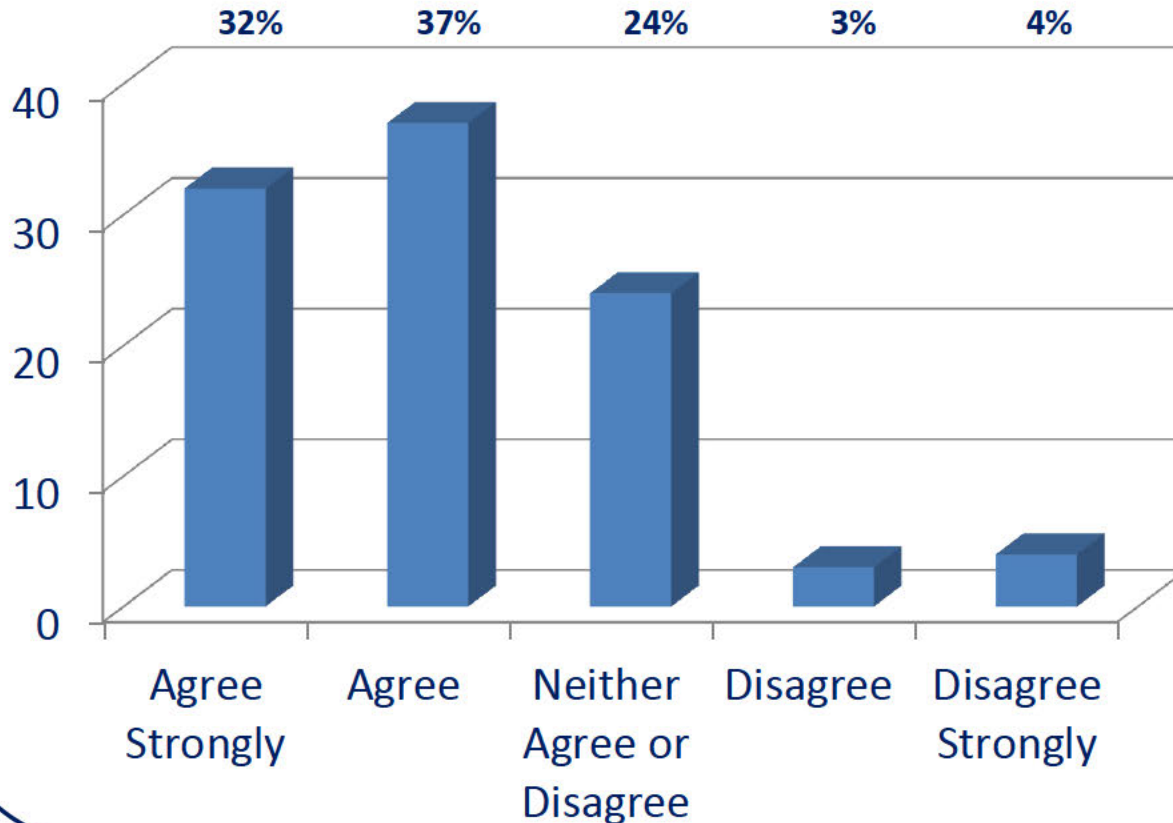
3.0 Survey Results:



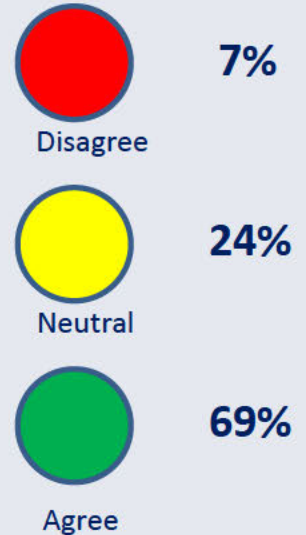
Survey Question:

14: The personal names and pronouns I prefer, are used willingly by others in EEAST.

Responses by %



Summary:



**Rank:
3=/15**

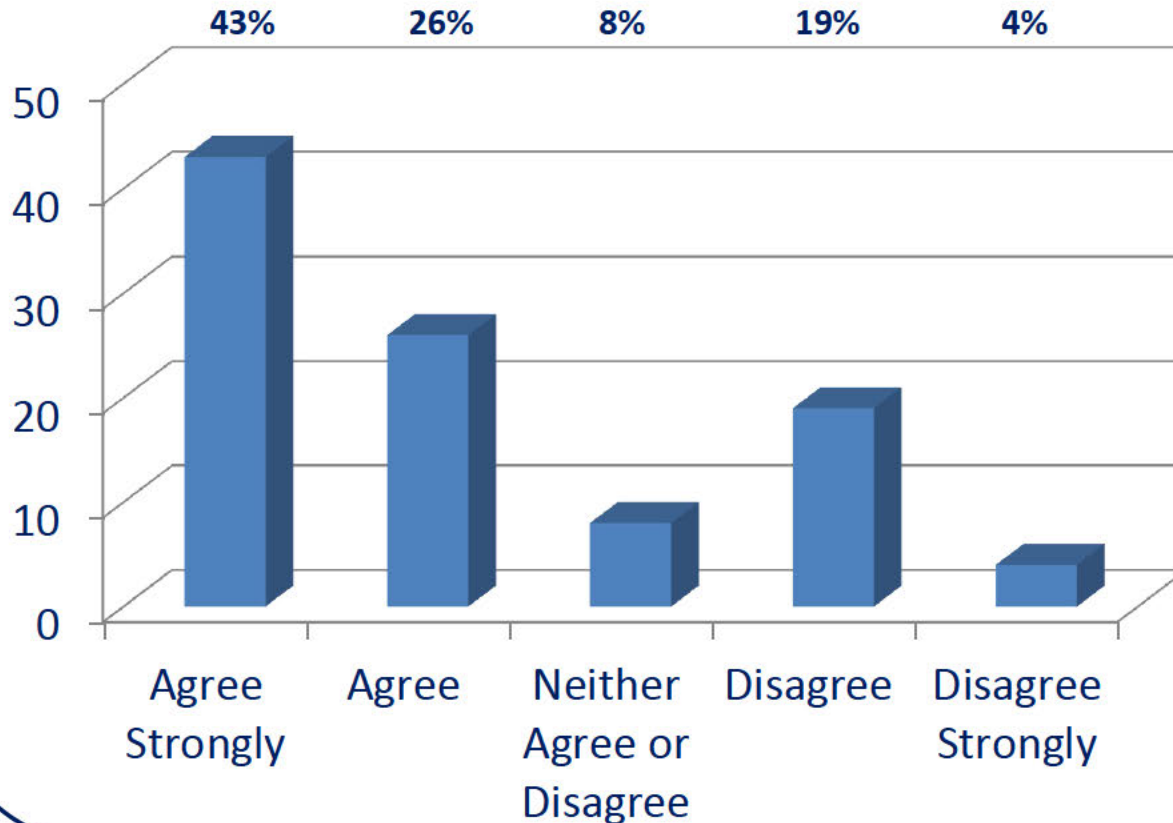
3.0 Survey Results:



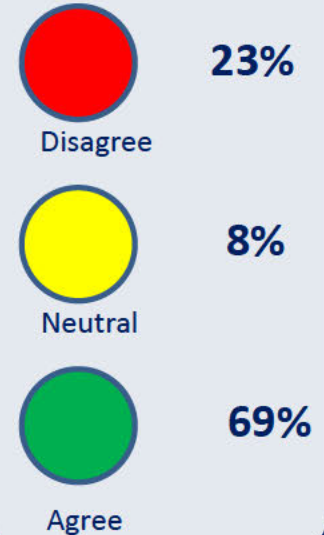
Survey Question:

6: I have not experienced bullying or harassment relating to either my Gender Identity or Sexuality within EEAST.

Responses by %



Summary:



**Rank:
3=/15**

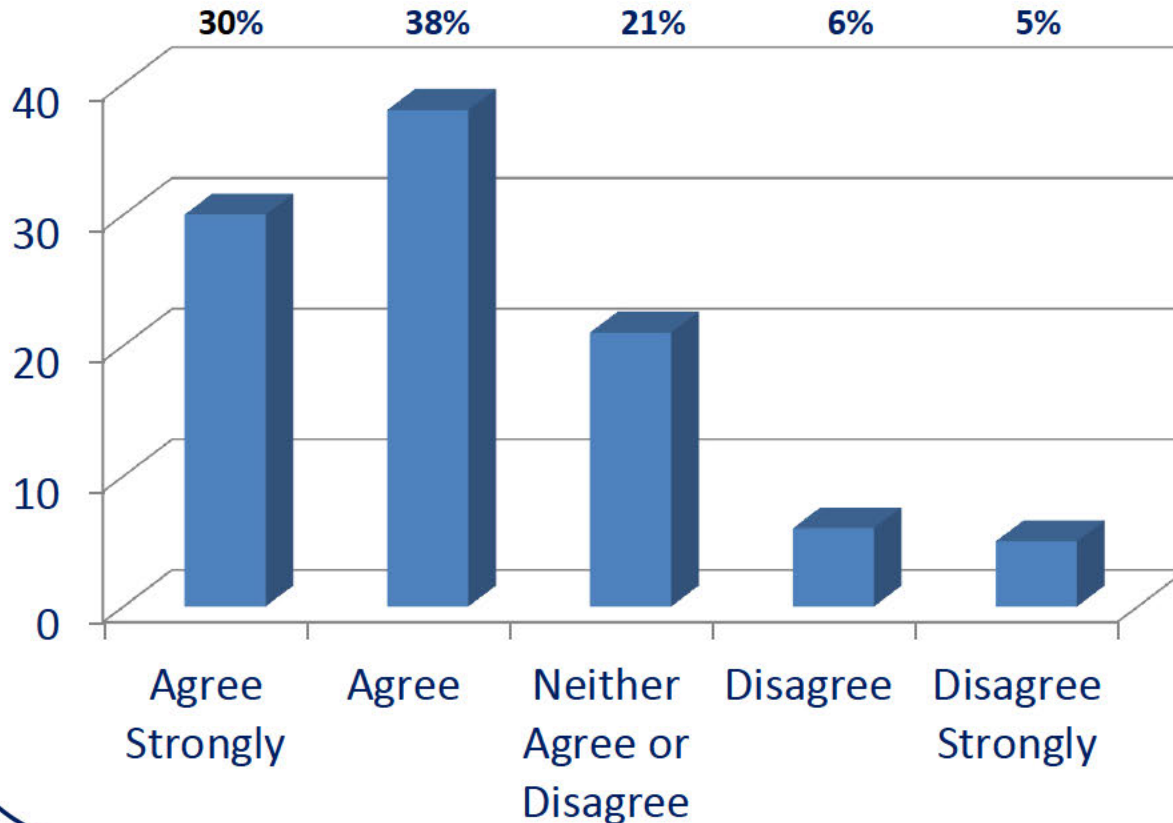
3.0 Survey Results:



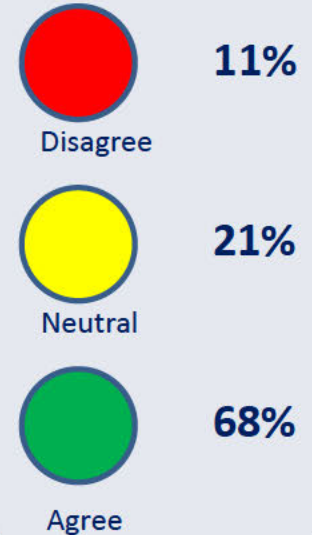
Survey Question:

13: Suitable career development, advancement and training opportunities are equally available to all staff in EEAST – irrespective of their Sexual Orientation or Gender Identity.

Responses by %



Summary:



Rank:
6/15

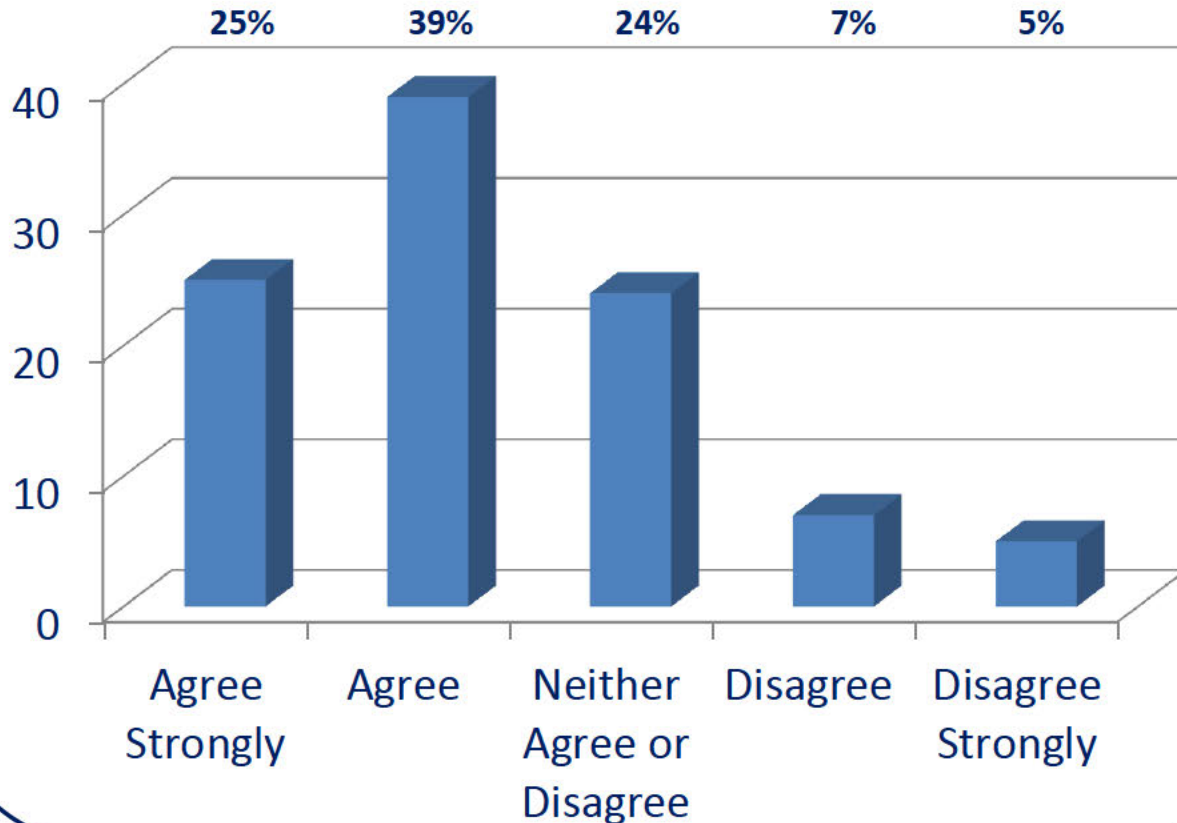
3.0 Survey Results:



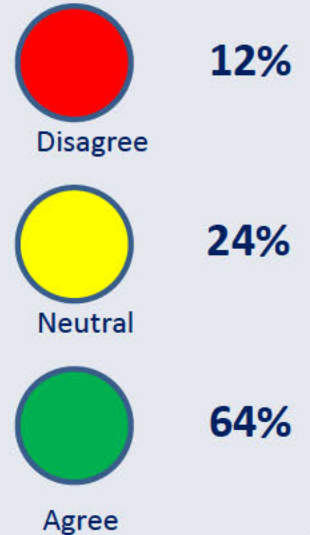
Survey Question:

5: My Gender Identity or Sexuality is generally regarded by my colleagues as being part of the spectrum of differences that exists amongst people and is both respected and accommodated in EEAST.

Responses by %



Summary:



Rank:
7/15

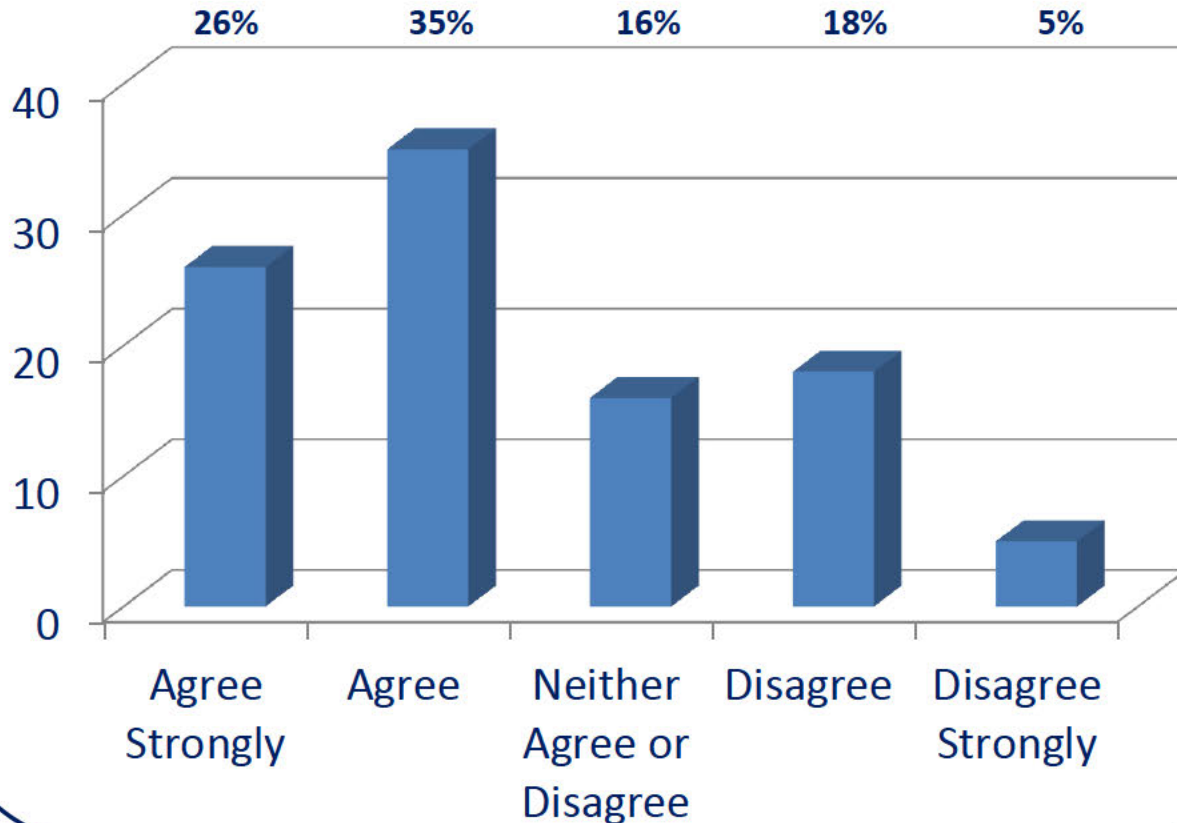
3.0 Survey Results:



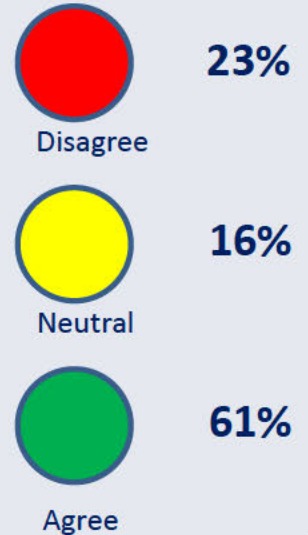
Survey Question:

2: I feel comfortable both presenting my 'whole self' at work and sharing my true Sexuality with others in EEAST.

Responses by %



Summary:



Rank:
8/15

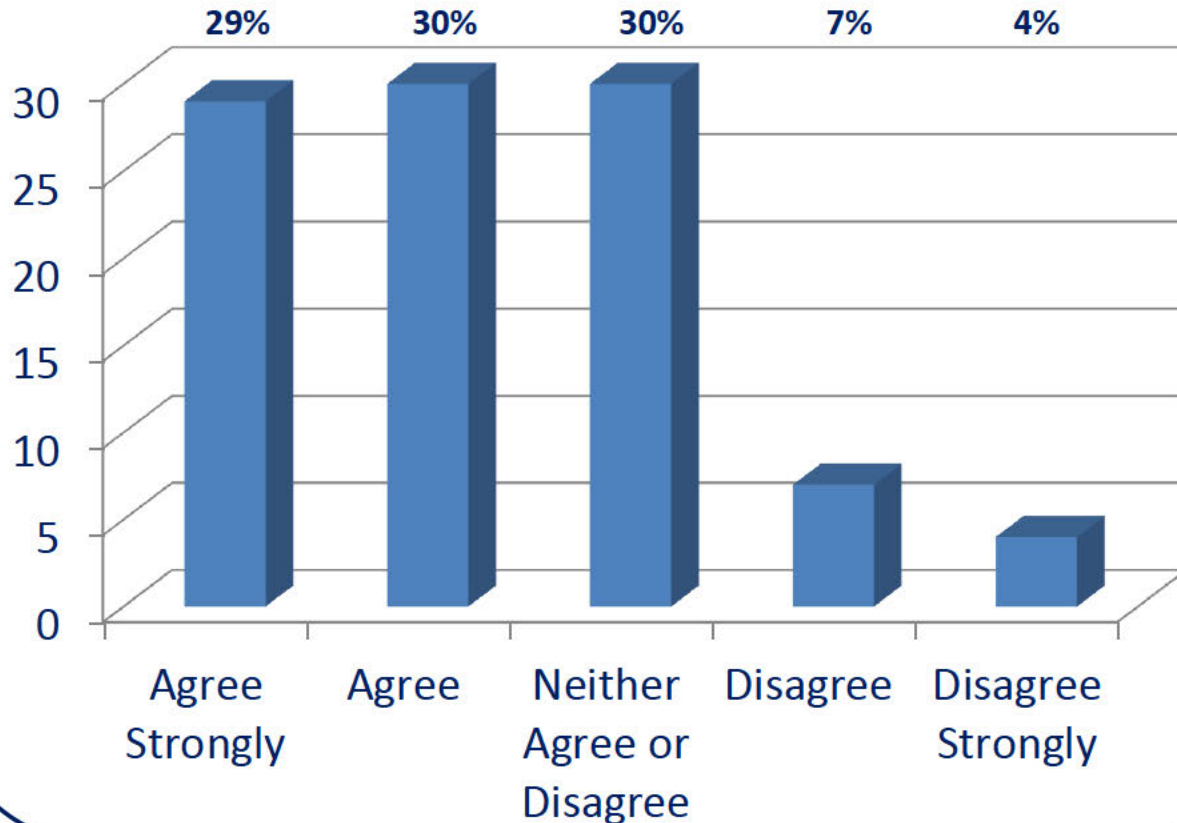
3.0 Survey Results:



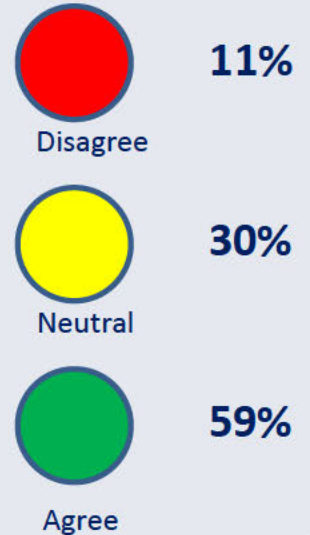
Survey Question:

4: My Gender Identity or Sexuality is generally regarded by my manager as part of the spectrum of differences that exists amongst people and is both respected and accommodated in EEAST.

Responses by %



Summary:



**Rank:
9/15**

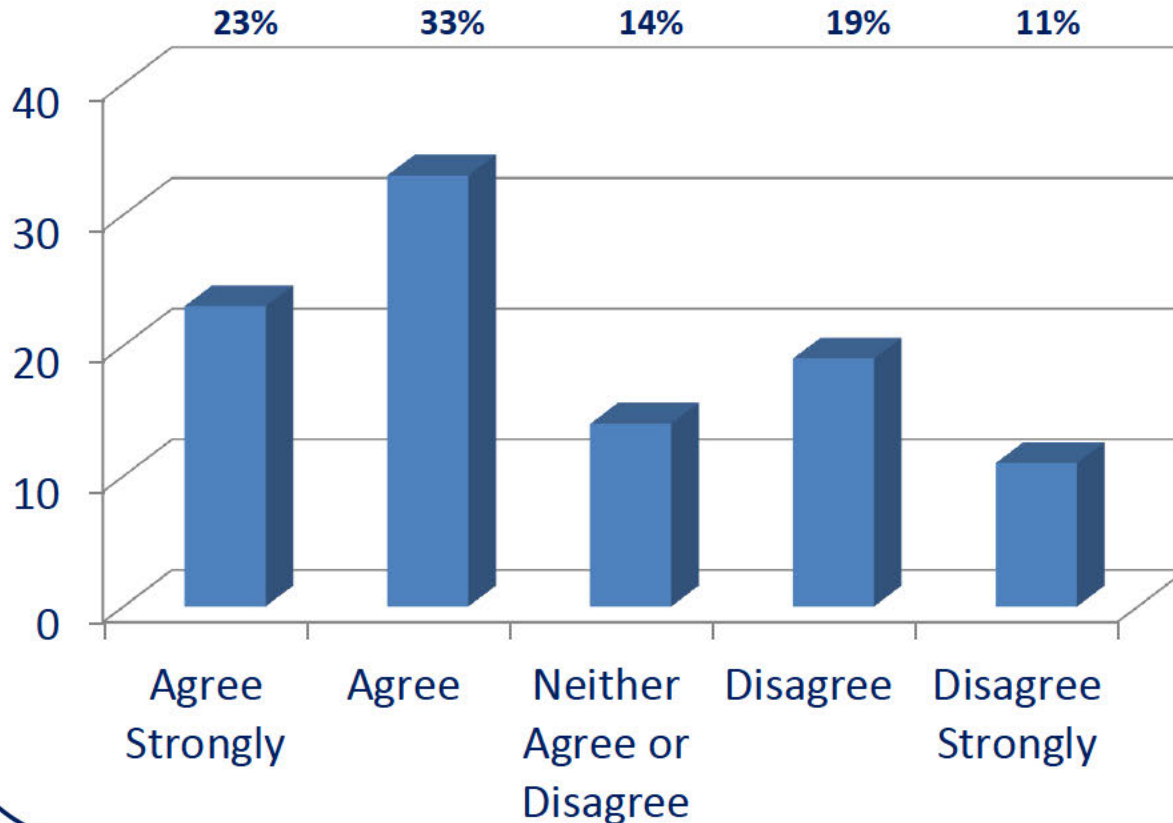
3.0 Survey Results:



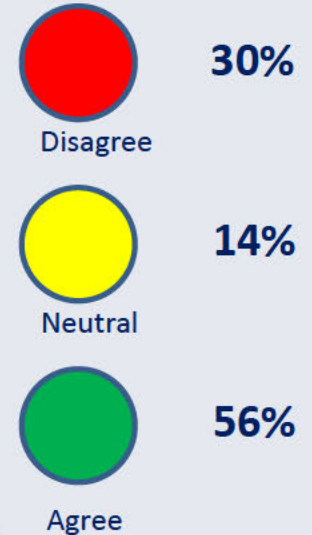
Survey Question:

10: I feel comfortable discussing my emotional wellbeing at work with either my manager or colleagues.

Responses by %



Summary:



**Rank:
10/15**

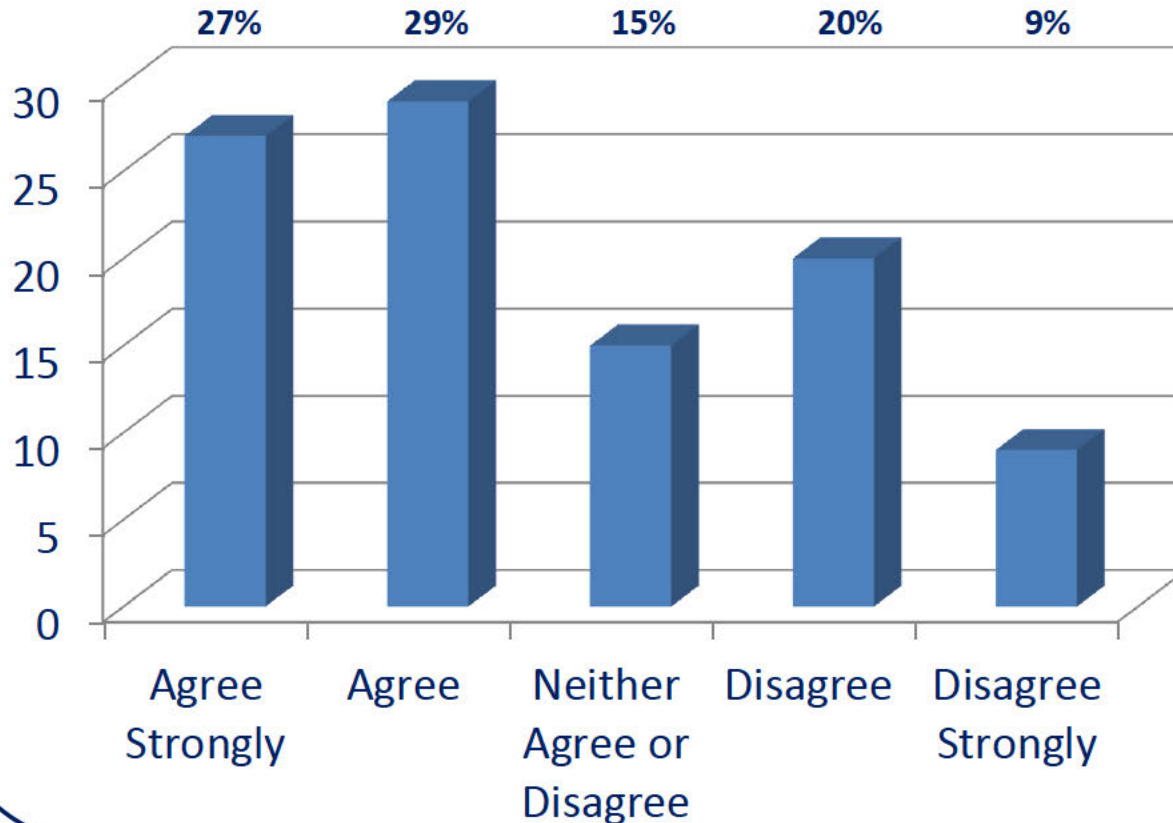
3.0 Survey Results:



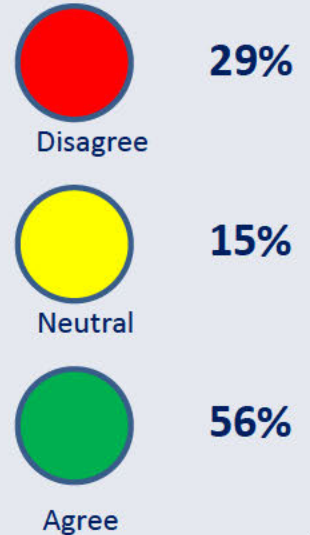
Survey Question:

12: I would feel confident reporting any inappropriate behaviour or Language used towards me (relating to being LGBT+) and that it would be dealt with accordingly in EEAST.

Responses by %



Summary:



**Rank:
11/15**

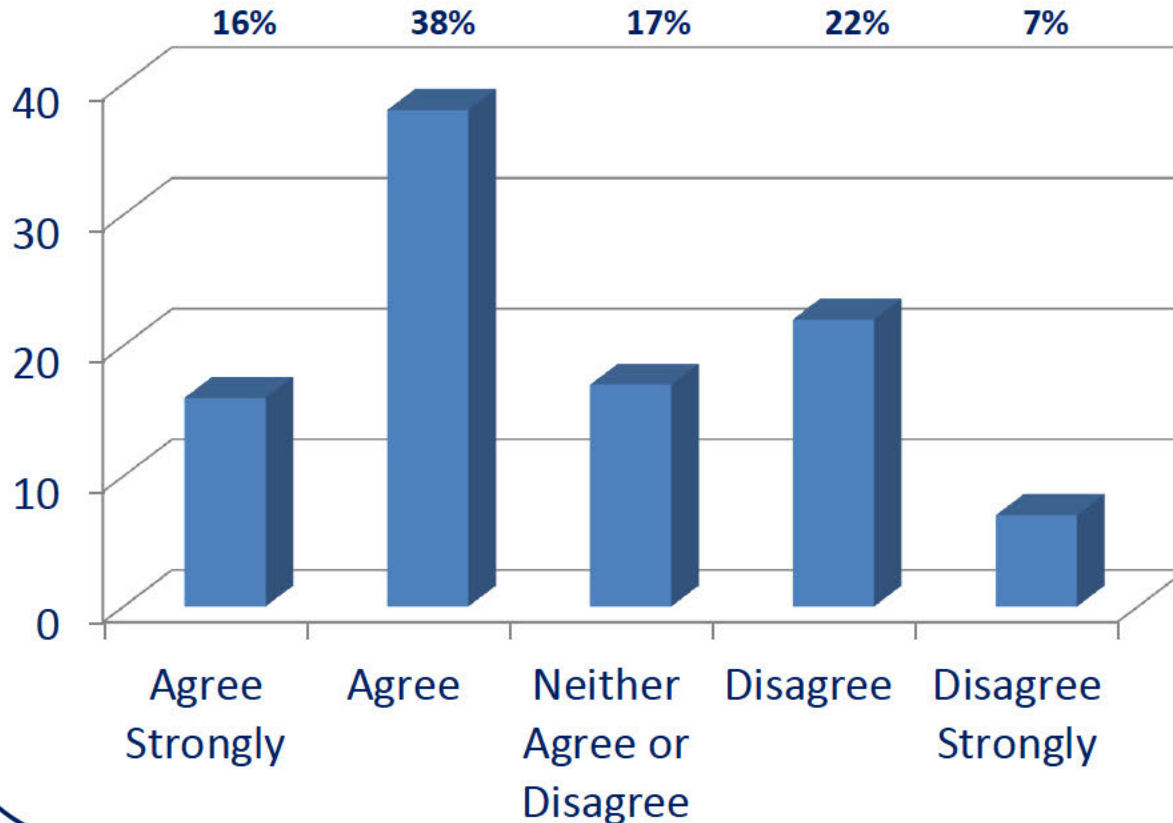
3.0 Survey Results:



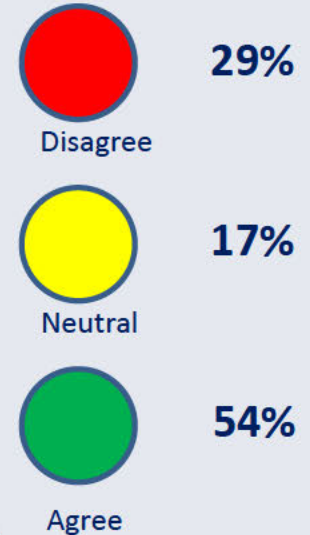
Survey Question:

7: I believe my colleagues have sufficient understanding / knowledge in respect of LGBT+ generally to promote appropriate workplace behaviour and language.

Responses by %



Summary:



**Rank:
12/15**

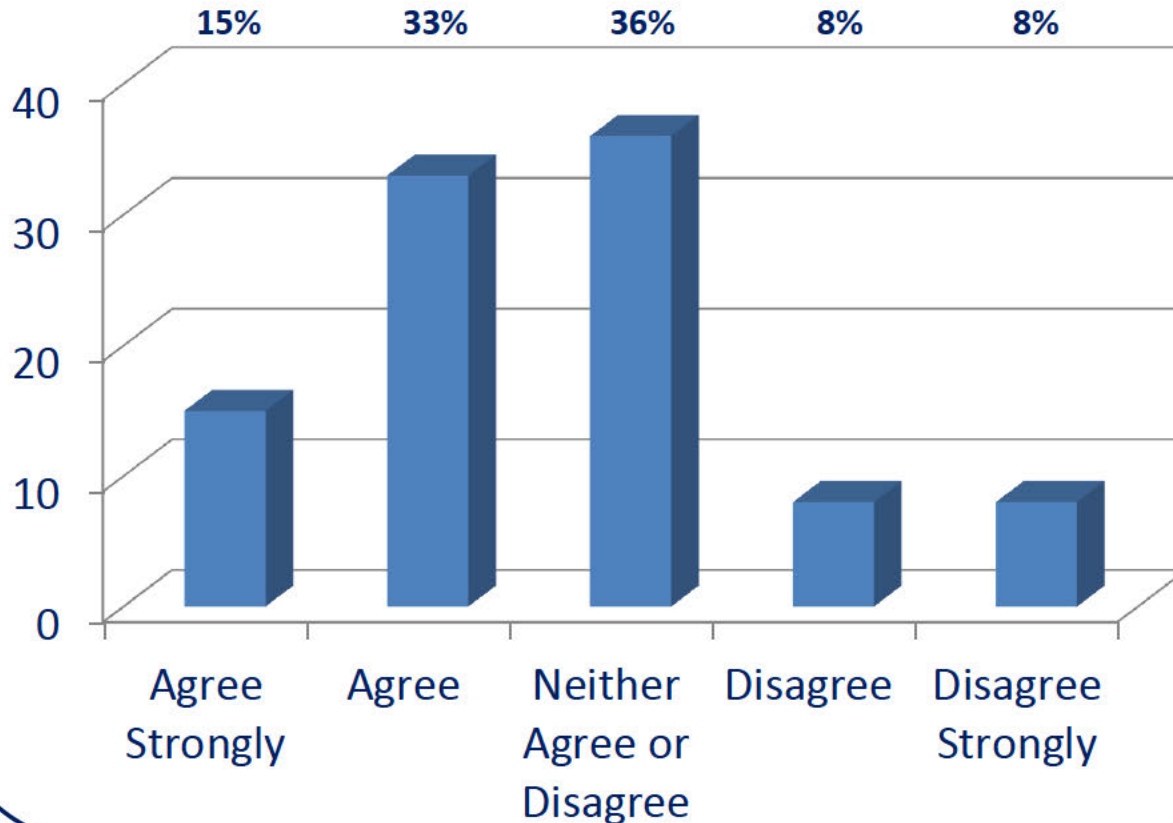
3.0 Survey Results:



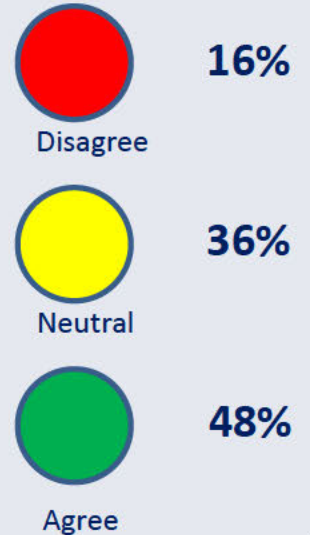
Survey Question:

9: EEAST provides and promotes good internal support (e.g. policies, employee networks and information) for employees who are LGBT+

Responses by %



Summary:



**Rank:
13/15**

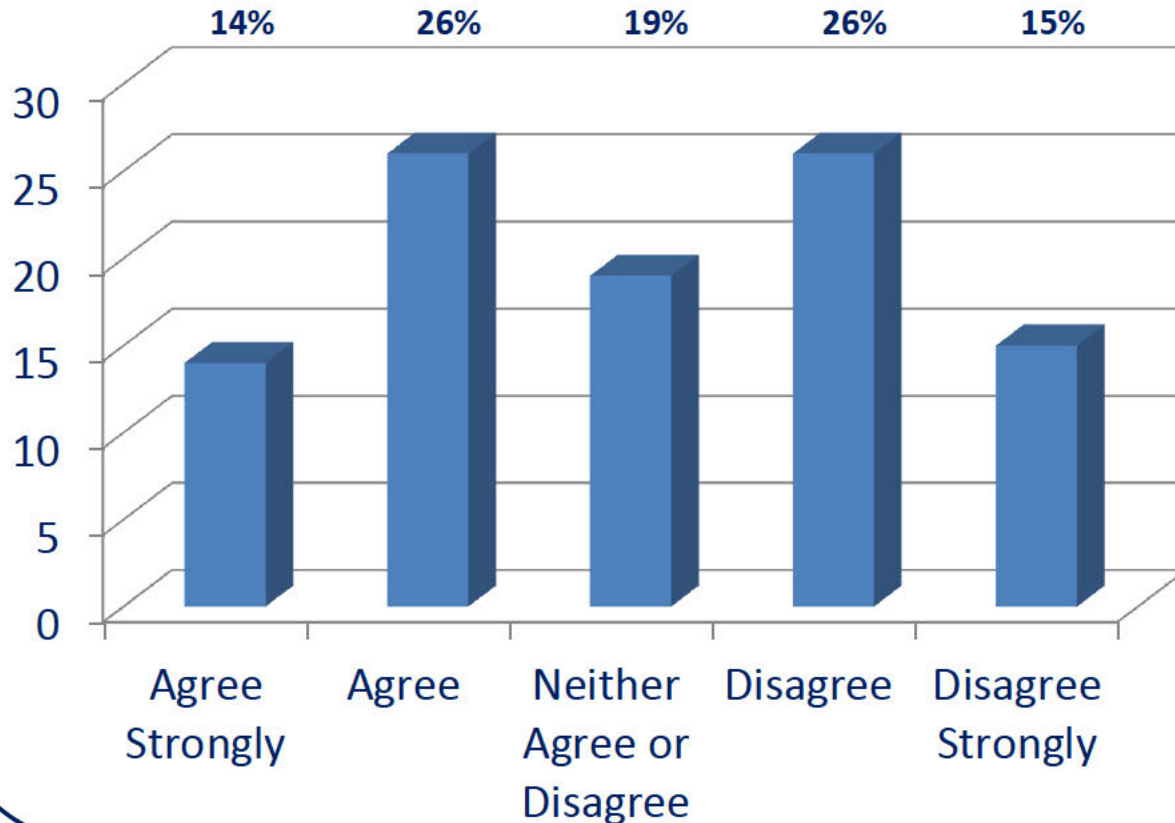
3.0 Survey Results:



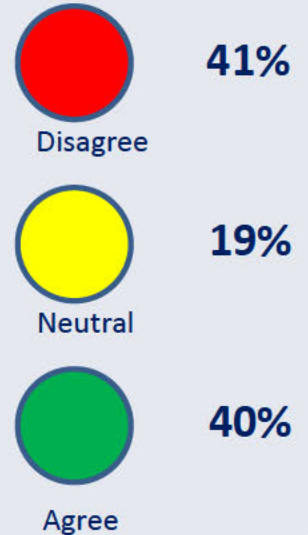
Survey Question:

11: Inappropriate nicknames, terminology, language or mimicking (relating To Sexuality or Gender Identity) are NOT used with EEAST.

Responses by %



Summary:



**Rank:
14/15**

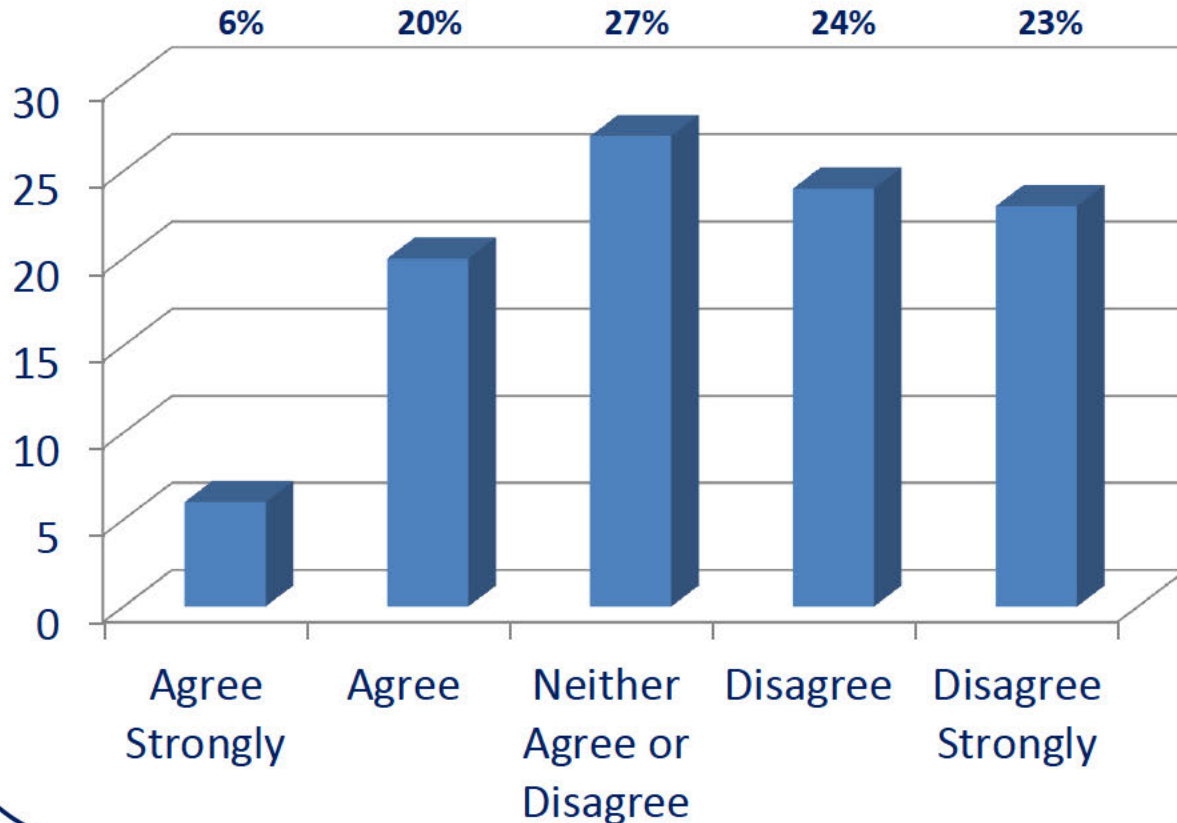
3.0 Survey Results:



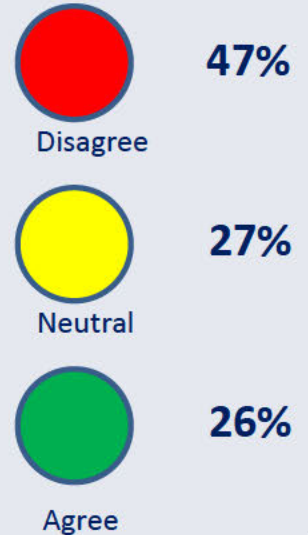
Survey Question:

15: Heterosexist assumptions are NOT made in EEASt. For example, if a woman informs her colleagues that she is married, it is not automatically assumed that she is married to a man.

Responses by %



Summary:



**Rank:
15/15**

3.0 Survey Results:



Survey Question:

16: How would you describe your Sexuality ?

Answer Choice:	Percentage of Survey Respondents Selecting this Choice:
Attracted to others of the opposite Sex (Heterosexual)	6%
Attracted to others of the same Sex (Gay / Lesbian)	66%
Attracted to others of both Sexes (Bisexual)	17%
Not attracted to people of other Sexes (Asexual)	2%
Attracted to others – irrespective of their Sex or Gender (Pan sexual)	7%
My Sexuality is not accurately described. (See overleaf)	2%

3.0 Survey Results:

**16: My Sexuality was not accurately listed, I would describe it as: (verbatim responses)**

- *I'm a male and attracted to men, I have slept with women but still would, but I am not attracted to women, sex with women is purely a physical thing, I'm unsure if I'm Bi, I usually class myself as gay but then I would sleep with women but again I am only sexually attracted to women, not appearance etc.*
- *Trans woman lesbian.*
- *Bisexual - regardless of gender.*
- *I identify as queer, I have always struggled to define whether I'm lesbian or bisexual because I have a really strong leaning towards women but I do still find men attractive. I'm currently engaged to a woman but I've historically had fulfilling relationships with men. I feel like the term bisexual doesn't really fit me because of how strongly I lean towards women but I'm not a proper lesbian either so I like the word queer instead.*

3.0 Survey Results:



Survey Question:

17: How would you describe your Gender Identity ?

Answer Choice:	Percentage of Survey Respondents Selecting this Choice:
My Gender Identity is the same as my biological (birth) Sex	92%
My Gender Identity is opposite to my biological (birth) Sex	5%
I do not Identity as a fixed Gender	3%
I Identify as two or more Genders	0%

3.0 Survey Results:



16: My Gender Identity was not accurately listed, I would describe it as: (verbatim responses)

- *Non-binary*
- *I have asked the Trust to provide details on pronouns as I don't understand it*
- *Human male*
- *Other*

3.0 Survey Results:



Survey Question:

18: How would you describe your current Transgender/ Transitioning Status?

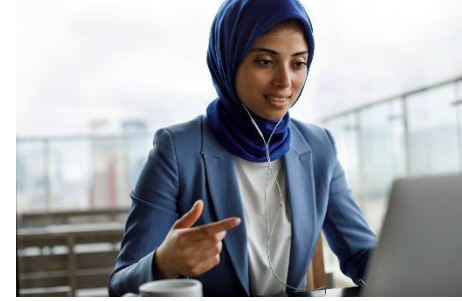
Answer Choice:	Percentage of Survey Respondents Selecting this Choice:
I am considering transitioning	1% (1 person)
I have transitioned	2% (3 people)
I am in the process of Transitioning	3% (7 people)
I have not Transitioned and not considering Transitioning	91% (181 people)
None of the above represent an accurate description, I would describe my transitioning status (see overleaf)	3% (7 people)

3.0 Survey Results:***16: My Transitioning Status was not accurately listed, I would describe it as: (verbatim responses)***

- *Transitioning is a long and ongoing process that I am undertaking. My colleagues have only known me post social transition, but currently mid medical transition.*
- *Not trans*
- *Same at birth*
- *Closeted*



Section Four:



Employee Feedback: One to One Discussions and Survey Comments

 **Employee Feedback: One to One Discussions and Survey Free flow Comments:** 

*One issue that I think underpins a lot of this is that whenever these issues are covered in training, it isn't taken seriously. For example, in my initial training, we had a session on equality and diversity, and the tutor began the session by saying "**okay guys, we have to cover this, I know it's all stuff you already know but let's just get through it**".*

Similarly, when we had a session on equality and diversity in our annual mandatory training day, the Manager running the session said "right, we have to cover this nonsense so let's just whizz through it".

Last year's annual mandatory training included watching a video about the culture in EEAST. The Manager leading the training told us to press play and then get on with other work whilst it was playing in the background.

Whatever the Trust have chosen to include in training, it's being completely ruined by the people delivering it. When tutors and managers tell everyone it's nonsense and unimportant, this is probably one of the most powerful ways that staff are influenced not to care.

 **Employee Feedback: One to One Discussions and Survey Free flow Comments:** 

I personally have not had any issues relating to either my sexuality or gender, however I have been the recipient of many inappropriate questions about my transition. I am happy to be a resource to educate my peers but I know that many other trans people would not be and that many of these questions could be considered offensive. It is a simple lack of education around trans people and identities that has led to this and I believe that more should be done in this area, but I don't know how best to go about that.

I have overheard some borderline transphobic jokes that might not be considered offensive by some but again I am lucky that I have never felt dismissed by my colleagues and know that they mean no harm whereas others might not.

Within my area of work for the trust I would say that we are a very inclusive (if somewhat uninformed) employer when it comes to LGBTQ+ issues but that further education is needed at all levels especially when it comes to trans issues

 **Employee Feedback: One to One Discussions and Survey Free flow Comments:** 

(I identify as a queer woman.) During training school, peers shouted across the classroom asking me what [REDACTED] and whether I was [REDACTED] in my relationship. Tutors heard this and didn't challenge it. - During training school, I had to sit through a session on reproductive anatomy where I was told "The purpose of a vagina is for a penis" and "a woman is someone with breasts and a uterus". After the lesson I approached the tutor team to gently highlight this and tried to be collaborative rather than critical. I was told "I teach facts in my classroom not lifestyle choices". I was then told "we asked at the beginning of the course if anyone had any LEARNING DISABILITIES. No-one said they were gay or trans so how can you expect us to be sensitive if you haven't declared this?"

Since being in Ops, older colleagues and managers have frequently asked me about precisely how I intend to conceive a child with my (same sex) partner. "Turkey basters" are often mentioned. One senior male colleague offered to have sex with me if I wanted to get pregnant.

 **Employee Feedback: One to One Discussions and Survey Free flow Comments:** 

I feel gender preferences are respected, and sexuality is partially respected.. it is only respected if you are monogamous, if you are polyamorous or in open relationships then you are treated differently.

I think there needs to be a fine balance. The question should be do we need to be concerned about people's sexual orientation. We come to do a job that has no reference really to being someone from the LGBT+ committee or straight committee. This not to say that LGBT+ support isn't required but not everyone wants to come out, the most common thing when someone is asked when they start a job is oh have you moved here with family, kids. I have only had one person kind of asked me my sexual orientation. They said [REDACTED] [REDACTED] ' I said no, they picked up on the tension and my guarderness, they came over gave me a hug and said [REDACTED]. This came from I man that identified as straight

Please focus more on making the ambulance service better, no one cares about this garbage. People are people.

 **Employee Feedback: One to One Discussions and Survey Free flow Comments:** 

Overall in [REDACTED] office I have not experienced any direct negativity about my sexuality, however one of our supervisors who is in the LGBTQ Community does make inappropriate comments about LGBTQ Community, I think he thinks he can do this being in the position he is in but i don't think its appropriate.

I class myself as inclusive and gay, but [REDACTED] as things were being discussed I'd never heard of, the [REDACTED] and I felt they were annoyed with me. The same thing happened in the [REDACTED] I believe where micro aggression was being discussed. Id never heard of it. I don't think its right to assume people who 'fit' into these forums necessarily understand it as much as is presumed.

A lot of East members who are not part of the LGBTQ+team were unaware of East marching and holding a stall during [REDACTED]. Quite a few were approaching me, [REDACTED], stating they would have liked to have come along and show support. This would have been great to up the numbers as there were only 5 of us available to March leaving 1 member alone in the stall.

 **Employee Feedback: One to One Discussions and Survey Free flow Comments:** 

People of EEAST welcome all.

*I had a very frustrating issue while applying for my position. At the time my name was not changed on formal documents but I did have a legal name change ([REDACTED] [REDACTED]) some proof of identity document ([REDACTED]) needed to get the job were crossed between my old name and my new name. This made the process of application difficult. Furthermore, after sorting out ID documents and providing my trainers and HR with my change of name document, **HR refused to change my name on ESR or other platforms.** I also was able to show my trainers at the time that the [REDACTED] [REDACTED] as they were writing to me in my new name while I waited for [REDACTED] to come back. This did not make a difference*

Some now believe that LGBTQ+ people get more opportunities and have said they are trying to give opportunities to young straight white men.

 **Employee Feedback: One to One Discussions and Survey Free flow Comments:** 

Lip service is paid. The organization currently cannot manage without misgendering / deadnaming someone who has legally transitioned prior to joining. This, plus recent hostile behaviours towards this person from colleagues do not make me comfortable. The environment is not welcoming.

Controversially, I feel sometimes, increased opportunities have been given to those with LGBT or gender status, to give the impression of inclusivity/ equality, when in fact I feel it does the opposite.

Gender awareness training for all staff would be greatly appreciated. The Trust is so focused on BAME issues other diverse groups such as LGBT+ and disabilities get overlooked.

Historic behaviours need addressing across the organisation as some long standing staff still hold out of date views, would also encourage more ally-ship rather than expecting LGBTQIA+ colleagues to have to educate others. I have also contacted the Trusts LGBT Network before and tried to get involved but never received a response, engagement could be better.

 **Employee Feedback: One to One Discussions and Survey Free flow Comments:** 

I worked for EEAST for a long time and although we have come a really long way, will still have along way to go. Definitely more training is required for staff to understand acceptable language, especially around same sex families. But it is equally it is our job to check, challenge and educate.

I do believe that gender identity and sexual orientation are two quite different entities. What might be considered an issue for a trans person is totally different from those in the LGBT community. It would be more helpful to survey these two groups separately.

There are no gender neutral toilet or changing facilities, I am forced to use the disabled toilet. I do not identify as disabled, just unique. I have even changed my clothes in the back of the car parked round the back because the disabled toilet is always busy. The toilets and shower facilities are woeful, dirty, smelly, noisy. And always a risk someone will walk in on you or steal your clothes for a laugh. Individual cubicles would be great. with brick walls down to the floor to stop people peering over the top or under the bottom gap. EEAST changing, showering and toilets are sometimes just not a safe place.

 **Employee Feedback: One to One Discussions and Survey Free flow Comments:** 

I have not had any negative regards made to me with the intention of being discriminative and rarely have to correct people who assume I am heterosexual. I feel comfortable talking about my sexuality at work and feel as though it does not affect my ability to progress with my career.

I have raised complaints via DATIX in the past regarding homophobia witnessed in the workplace. I was assured it was dealt with and then told by managers not to report any other complaints of such nature via DATIX. I have witnessed a great deal of transphobia in the workplace, with colleagues purposefully misgendering people and using sexuality as the butt of jokes. I wish there was a group that I could openly speak with, as I have had to hide for a very long time.

While I identify as pansexual, I am in a heterosexual marriage so my sexuality and gender identity doesn't come up- when people hear me talk about family, they assume I'm 'straight'- although when they see me in person they assume I'm gay ([REDACTED] [REDACTED] ...) but the issue doesn't come up for me. I am sure it probably does for others though.



Employee Feedback: One to One Discussions and Survey Free flow Comments:



At present, EEAST is a hostile environment for anybody who's in any way part of a minority group. I think part of this is the broader culture, as the geographical area we are in is well known for being quite 'backwards', so staff hired from this area are already predispositioned to these kind of views.

Rather than run a session where a teacher stands at the front and presents a PowerPoint, get staff talking and reflecting on what identity means to them. Get them to engage with how they might feel if their identity wasn't just an assumed norm.

Being in a majority group is a privilege, and what we know about privilege is a) people are blind to their own privilege, and b) people are uncomfortable when they are forced to recognise their own privilege. I believe this is why people react negatively when told to learn about minorities and where hostile comments like "why should I have to learn all this?" or "how can they expect me to remember all this?" really stems from.

 **Employee Feedback: One to One Discussions and Survey Free flow Comments:** 

I would be interested in finding out more about pride events that EEAST get involved with

I honestly think there is a real mix still, of those colleagues who embrace the differences - want to learn more and are conscious of their terminology and those that use language, not because they mean to offend but just because it is what they have been used too. In regards to the last question I would select all of the answers - although that is not an option.

I have transitioned while at EEAST and although I have not been bullied about my transition it has not been easy. I have felt anxious to go to work and use work toilets due to no provisions being made for me or extra help being offered. I was told it was insinuated that I could get help but none was offered to me and I transitioned without help from work. I think further help and meetings should be offered to employees.

 **Employee Feedback: One to One Discussions and Survey Free flow Comments:** 

I have witnessed colleagues be bullied and nothing happen due to the being lgbt+ I've witnessed managers be make offensive comments about a staff member who had transitioned, I've experienced bullying myself. At no point when any have been raised has anything happened. EEAST wants to be more inclusive then they need to look that dealing with these behaviours when they are raised.

Since working for EEAST, inappropriate names and slurs are considered to be "banter". Of the seven senior managers I have worked for, three have deemed "gay jokes" to be appropriate or to ask the "gay boy" to make the tea etc. The culture is worse than it was at a time when you would expect it to be getting better.

Is there a specific welfare person who is well trained available for staff to go to talk about emotional well-being?...whether it be sexuality/transgender related or not. Often LGBT+ would feel more comfortable speaking with an LGBT+ advocate separate to their normal local management team.

 **Employee Feedback: One to One Discussions and Survey Free flow Comments:** 

The EEAST Maternity / Paternity policy is outdated to lesbian couples

Colleagues are accepting and supportive but not all colleagues feel well informed regarding LGBT+

I think our LGBT network needs to be more accessible and dynamic. I have contacted them before and not had a reply and have attended meetings where everything is very unfriendly and negative.

 **Employee Feedback: One to One Discussions and Survey Free flow Comments:** 

EEAST has come a very long way to improving it's culture and being completely inclusive of all minority groups. I have worked for EEAST for a very long time and it is much more open and accepting than ever before. I have never had any issues with bullying nor inappropriate language and behaviour towards me and I would challenge this if I heard or witnessed this to me or to others. Sometimes, LGBT+ people just don't want to keep hearing about the differences and the actions being taken by the Trust to be inclusive - I think the more we do, the more we advertise it, the more it makes me feel different....but I accept I may be the minority! So just keep doing what you're doing.

I don't feel overly comfortable talking about my sexuality openly unless somebody asks me whether I have a 'partner' and not just ask me whether I have a boyfriend. All staff I have told are accepting and don't act any different. But I am cautious with who I tell.

I have worked for trust for [REDACTED] years and was a [REDACTED] for [REDACTED] before that, I do not feel comfortable telling anyone I work with about my sexuality.

Employee Feedback: One to One Discussions and Survey Free flow Comments:



Being lesbian I am fed up of being lumped into the same group as trans! I am a woman who is attracted to other woman, this has nothing to do with wanting to change my sex.



I think EEAST is a good place for the LGBT community as most people accept you for who/what you are. There is still some sniggering and whispering behind backs that's been overheard by myself about me or others.



As a gay man, I believe employers go too far to molly cuddle the 'minorities' and over do it. Thus meaning those who are straight become the minority, feeling singled out. This is also aimed at BAME, I have a lot of BAME colleagues who believe in the statement above





Section Five:



Report Conclusions and Recommendations:



5.0 Key Considerations:

In summary, this exercise has identified six key factors (shown below) that are relevant to the experiences of EEAST employees who identify as LGBT+:



Good
Employee
Experience

No EEAST
LGBT+ Policy
Framework

Ignorance and
Disengagement

Current Profile
and Exposure
of the LGBT+
Employee
Network

Welfare and
Facilities

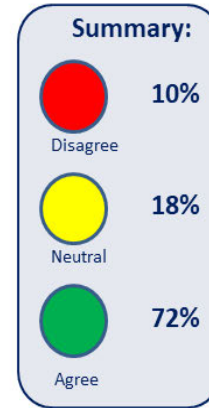
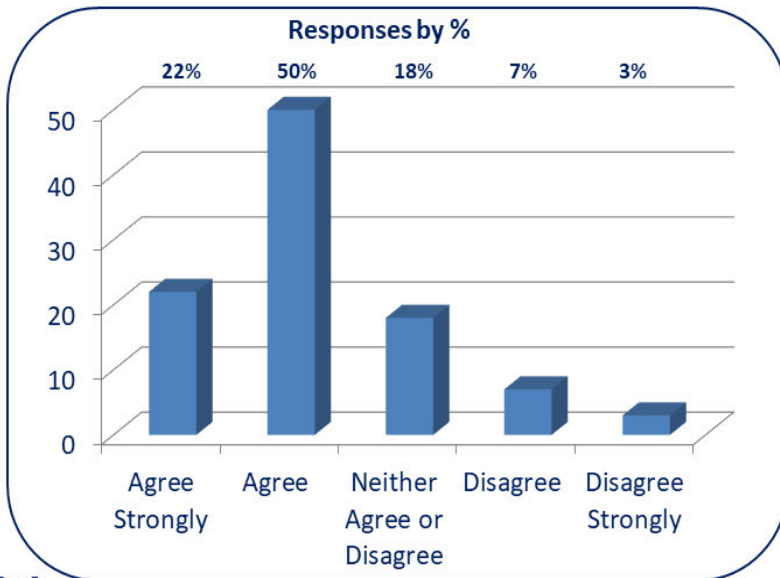
Overt LGBT+
Commitments
and Allyship

5.1 - Good Employee Experience:

Statement #1 of the survey asked participants to rate a very important general statement. For ease we have repeated both the statement and responses below:



1: I believe EEAST is a modern and inclusive organisation which recognises and embraces people of all Sexual Orientations and different Gender Identities.



Rank:
2/15

Out of the 204 people who rated this statement, only 10% (20 people) believed EEAST is NOT an inclusive organisation for employees who are LGBT+ Using this information, we can only conclude, (not withstanding the evidence of poorer experiences given in the other pages of this report) that **a minority, of a minority group of employees, currently have adverse employee experience.**

5.2 - An absence of a LGBT+ policy framework in EEAST:

At the time of writing, early March 2023, the Trust does not have either a *Gender Identity or Transgender* policy. We regard the absence of such a policy in the Trust as somewhat conspicuous.

Culturally, its absence may risk creating the impression that LGBT+ is unimportant in EEAST, it also represents a clear legal risk. Please see example findings of an employment tribunal overleaf.



We recommend that EEAST creates a new policy which should at least, set out:

- Clear definitions of the different types of Gender Identity and Sexual orientation
- EEAST's commitments in this area
- The rights of all employees in EEAST who are LGBT+
- A guide to basic terminology.

We also recommend a 'light read' approach and include, for information, a hyperlink to an external example:

[Transgender and non-binary inclusion policy - Co-op Colleagues \(coop.co.uk\)](https://coop.co.uk/transgender-and-non-binary-inclusion-policy)

Also, some other EEAST policies appear not to have been amended to reflect the differing rights and requirements of EEAST employees who are in a same sex relationship. Example; the Trust's current *Pregnancy and Maternity* policy.

5.2 - Absence of a LGBT+ policy framework in EEAST: (continued):

Relevance of a Transgender Policy – Case Example from Primark UK:

No EEAST
LGBT+ Policy
Framework



An employment tribunal has told Primark to adopt a policy on how to deal with transgender staff after it found an employee was discriminated against in relation to gender reassignment.


Retail assistant Alexandra de Souza E Souza was constructively dismissed from her position at Primark's Oxford Street (West) store after being harassed for being transgender.

The store failed to deal with the matter appropriately, which the employment tribunal found amounted to direct gender reassignment discrimination. She was awarded £47,433.03 in compensation to cover injury to feelings and loss of pay and pension contributions.

Personnel Today – February 2018

5.3 - Ignorance and Disengagement:

In respect of our use of the word 'Ignorance', sufficient evidence has been provided to us to suggest that some EEAST employees **lack education and awareness in respect of LGBT+ generally**. We draw this conclusion using the following extracts from the accounts given to us by employees. These comments have been previously reported within this report and are repeated here simply for convenience:



Ignorance and
Disengagement

I have been the recipient of many inappropriate questions about my transition. I am happy to be a resource to educate my peers but I know that many other trans people would not be and that many of these questions could be considered offensive. It is a simple lack of education around trans people and identities ...

I was told (by an EEAST trainer) "We asked at the beginning of the course if anyone had any learning disabilities. No-one said they were gay or trans so how can you expect us to be sensitive if you haven't declared this?"


Gender awareness training for all staff would be greatly appreciated. The Trust is so focused on BAME issues other diverse groups such as LGBT+ and disabilities get overlooked.

Historic behaviours need addressing across the organisation as some long standing staff still hold out of date views, would also encourage more ally-ship rather than expecting LGBTQIA+ colleagues to have to educate others.

There is still some sniggering and whispering behind backs that's been overheard by myself about me or others.

5.3 - Ignorance and Disengagement: (continued):

In addition to a lack of knowledge and skills, it is clear that a minority of employees are 'disengaged' in respect of LGBT+ generally i.e. they do not know the importance or value of embracing LGBT+ at work and may therefore demonstrate inappropriate inclusive behaviours and language. Once again, we repeat a selection of participant comments which we assess as providing clear evidence of employee disengagement.



Ignorance and
Disengagement

When we had a session on equality and diversity in our annual mandatory training day, the Manager running the session said "right, we have to cover this nonsense so let's just whizz through it".

Last year's annual mandatory training included watching a video about the culture in EEAST. The Manager leading the training told us to press play and then get on with other work whilst it was playing in the background.

Since being in Ops, older colleagues and managers have frequently asked me about precisely how I intend to conceive a child with my (same sex) partner. "Turkey basters" are often mentioned. One senior male colleague offered to have sex with me if I wanted to get pregnant.

Please focus more on making the ambulance service better, no one cares about this garbage. People are people.

Controversially, I feel sometimes, increased opportunities have been given to those with LGBT or gender status, to give the impression of inclusivity/ equality, when in fact I feel it does the opposite.+

Since working for EEAST, inappropriate names and slurs are considered to be "banter". Of the seven senior managers I have worked for, three have deemed "gay jokes" to be appropriate ...

5.3 - Ignorance and Disengagement: (continued):

5.3.1 Training Staff in EEAST:

A number of adverse references were made to us about some staff responsible for delivering training in EEAST.


We believe that generally speaking, trainers should be a 'beacon of excellence' in respect of promoting Equality, Diversity and Inclusion in any organisation.

We consider the evidence given to us relating to some training staff in EEAST represents very poor examples of behaviour, language and modelling of exemplar practice.

The fact that the employees in question were seemingly comfortable demonstrating such behaviour is perhaps indicative of a broader culture where 'nothing happens if something happens' i.e. behaviour is not routinely challenged, reported or acted upon.

We believe these examples are also possibly indicative of a lack of overall supervision and evaluation of training in EEAST. For example, asking delegates to rate their training experience post events and report the same to H.R. via evaluation documents, may result in training staff to taking their responsibilities more seriously. It would also provide a mechanism for delegates to report inappropriate classroom behaviours when they happen.

We take this opportunity to state that the poor behaviours of trainers referenced in this report may well relate to a minority of EEAST training staff. It is nevertheless, an important factor in our overall assessment of LGBT+ employee experience within the Trust.



Ignorance and
Disengagement

5.4 - Profile of the EEAST LGBT+ Employee Network:

Drawing on the experience and wisdom of *Stonewall* (the largest LGBT+ rights organisation in Europe) and their own approaches to the rating of the top 100 UK organisations. The following criteria is quoted:



The organisation has:

- Clear policies that ensure LGBTQ+ staff are protected and supported, as well as expansive healthcare benefits that include transition-related treatments and LGBTQ-inclusive mental health support.
- An inclusive culture by sharing information about their commitment throughout recruitment, setting clear expectations during induction of new staff, and continuing to build the understanding of staff throughout their experience with training, personal stories and events.
- Senior leaders that are highly engaged with this work, leading on local action plans, taking on personal inclusion-based objectives, and participating in the firm's 'reverse mentoring' scheme to develop their knowledge with the support of more junior LGBTQ+ staff.
- **A thriving LGBTQ+ employee network group providing confidential support and spaces for LGBTQ+ staff. The network also runs a wide-ranging programme of events to engage staff across the organisation with LGBTQ+ issues and advises the firm's leadership on policies and practices that affect their members.**

(The term LGBTQ is used by *Stonewall* throughout.)



Current Profile
and Exposure
of the LGBT+
Employee
Network

5.4 - Profile of the EEAST LGBT+ Employee Network: (continued)

We take this opportunity to stress that the following comments are not a criticism of the *people* involved in the existing network but simply observations and recommendations for the *network* itself. These are made with the aim of developing EEAST to be a more inclusive environment for all LGBT+ employees. (Please also see our recommendations – pages 55-56)

1: Some employees told us they would have liked to have been involved with the *Pride* marches (a significant national LGBT+ initiative) as an EEAST employees but were not aware of it. We believe this is evidence that this event was not promoted very well generally with EEAST by the network.

2: A small number of people mentioned that they found the network to be occasionally unfriendly and negatively focused often using esoteric terminology and lacking proactivity.

3: Where we have previously undertaken exercises of this nature, the LGBT+ networks always adopt a very high profile presence - for example, by requesting their own consultation forums, individual one to one interviews and sharing information given to them by their members. Overt representation and contributions to this exercise from the current EEAST LGBT+ network was none.


4: Much reference was made to a lack of education in this area e.g. help with appropriate terminology, awareness of Gender Identity etc. Once again, drawing from experience of other organisations, many LGBT+ networks have themselves, produced a range of development materials and promoted the same throughout their organisations. By doing so, they inevitably raise the profile of their network.

5: Network groups are often sponsored / championed by a very senior manger or director – even if in an allyship¹ capacity. We recommend this may be an option for the Trust.

1: An ally is often defined as someone who is not a member of a marginalised group but wants to support and take action to help others in that group. Allyship in the workplace is crucial for inclusion and equality. Source: [What is allyship? A quick guide | Inclusive Employers](#)

5.5 – Welfare and Facilities:

In respect of staff who identify as Transgender, from experience, two perennial, yet very basic, issues can be responsible for creating significant adverse workplace experience. These are:



Welfare and
Facilities

1: **Naming / use of pronouns.** This can relate to general conversations and official documents e.g. staff identity cards.

2: **Facilities** such as toilets and changing rooms.

Unfortunately, we report evidence (below) of adverse employee experience in the above two areas which could potentially affect, at the very least, the 11 E EAST employees who have identified as transitioned or who are our considering transitioning:

*After sorting out ID documents and providing my trainers and HR with my change of name document, **HR refused to change my name on ESR or other platforms.** I also was able to show my trainers at the time that the DVLA had accepted my name change as they were writing to me in my new name while I waited for my licence to come back. This did not make a difference.*

There are no gender neutral toilet or changing facilities, I am forced to use the disabled toilet. I do not identify as disabled, just unique. I have even changed my clothes in the back of the car parked round the back because the disabled toilet is always busy.

Lip service is paid. The organization currently cannot manage without misgendering / deadnaming someone who has legally transitioned prior to joining.

5.6 – Overt LGBT+ Commitments and Allyship:

We have identified an opportunity for the senior team in EEAST to demonstrate much greater visible commitment to LGBT+ by at least:

- 1: Overtly referencing, for example, by leadership blogs, annual staff events etc the renewed commitments in EEAST to promoting inclusion for all LGBT+ employees and the launch of the new EEAST policies and guidance (when published) in this area.
- 2: Agreeing a senior team ‘ally’ to head up and champion the EEAST LGBT+ network group.
- 3: Design and implement a programme of reverse mentoring for all senior team managers to be conducted with more junior LGBT+ employees.



Overt LGBT+
Commitments
and Allyship



6.0 Recommendations:

By way of an introduction to development planning, the following actions are suggested:

- 1: Design and launch a new EEAST LGBT+ policy within the Trust.**
- 2: Produce short written guidance on the use of acceptable language and terminology that the Trust expects all employees to use / not use.** This should at least, reference terminology relating to Ethnicity, Disability, Sex and LGBT+ also exploring heterosexist terminology - the lowest scoring survey statement.
- 3: Undertake comprehensive Equality Impact Assessments on all key EEAST policies relating to LGBT+** for example, adoption, maternity, uniform, facilities, changing names etc with the aim of identifying if any indirect or unintentional discrimination exists.
- 4: Provide written guidance and face to face training to all EEAST staff responsible for delivering training** in respect of promoting Equality, Diversity and Inclusion in a learning environment.
- 5: Introduce mandatory digital evaluation of all training events.**
- 6: Appoint a senior ally to the LGBT+ employee network.**
- 7: Commission or undertake research into the success of similar employee networks in other organisations** with the aim of devising a development plan and strategy for the network for 2023 – 2026.
- 8: Develop a suite of internal ‘light touch’ informal development events to all EEAST staff** exploring different aspects of LGBT+ e.g. transitioning, gender identity, gender neutrality, heterosexist language, how it can feel to be an LGBT+ employee in EEAST etc.

6.0 Recommendations:



By way of an introduction to development planning, the following actions are suggested (continued):

7: Develop an engaging and modern LGBT+ module to add to the existing EEAST induction programmes.

8: Set up a dedicated point of contact or anonymous reporting system to report homophobic, biphobic and transphobic language and behaviour within the Trust.

9: Agree how the EEAST senior team will demonstrate greater overt and continued commitment in this area.

10: Design and implement a programme of reverse mentoring for all senior team managers to be conducted with more junior LGBT+ employees.

11: Consult with the LGBT+ network to discuss facilities with the aim of creating at least one gender neutral toilet and changing room in larger EEAST offices / stations.