



**NHS**

East of England Ambulance Service  
NHS Trust



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## **Consultation Exercise with Employees Identifying as LGBT+: April 2024**

Report compiled by:

McKenzie Human Resources LLP

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Report Version 1.1

## Contents:

Section:	Topic:	Page:
1	<b>Executive Summary</b>	1
2	Introduction	4
3	Online Survey Results	7
4	Employee Feedback: One to One Discussions and Free flow Survey Comments	26
5	Recommendations	50



## **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 136 staff employed by EEAST who identify as LGBT+. The exercise was completed during March – April 2024.*

## **Does the Trust have a major problem in this area ?**

*We are pleased to be reporting that, once again, the Trust does not appear to have major concerns in this area. Employee experience is generally reported as positive. The top five survey questions exploring critical areas of employee experience - for example, colleague and manager behaviours, perceptions of inclusion, and personal experiences of bullying and harassment averaged just an 8% negative return rate (circa 11 people).*

*At an organisational level, employee experience is also generally rated as being good within areas such as the provision of internal support, career development and overall LGBT+ inclusion. Specific survey statements relating to these areas returned an average negative response rate of 15% (20 people).*

*Finally, it is acknowledged by respondents that the Trust has made further progress in this area with twelve out of the fifteen survey statements showing improvements versus last year.*

## **What are the key areas of Development ?**

*Provision of robust LGBT+ and Dignity at Work awareness training is a key area of identified development. The current training provision was heavily criticised by participants of this exercise. More overt commitments to LGBT+ inclusion via, for example staff uniform, badges and lanyards are also recommended. Finally, as per last year's report, welfare and facilities are also flagged as areas of concern.*

*Seven immediate actions are recommended and listed on pages 51-52 of this report.*

1.0 Executive Summary (continued)

## Summary: 2024 Survey: Ranked in Order of the Most Positive / Neutral Responses Received:

Rank / Question: (Slightly abbreviated. For full questions please see the main body of this report.)	Positive	Neutral	Negative:
1= Colleagues have made me feel included as part of my team – irrespective of Sexuality & Gender Identity.	74%	20%	6%
1= The personal names and pronouns I prefer, have been used willingly by others in EEAST.	69%	25%	6%
3 Gender Identity/Sexuality has been regarded by my <u>colleagues</u> as part of the spectrum of differences ...	69%	23%	8%
4 = Gender Identity/Sexuality has been regarded by my <u>manager</u> as part of the spectrum of differences ...	60%	29%	11%
4 = I have NOT experienced bullying/harassment relating to my Gender Identity or Sexuality within EEAST.	78%	11%	11%
6 I have felt comfortable both presenting my ‘whole self’ and sharing my true Gender Identity at work.	69%	17%	14%
7= EEAST is an inclusive organisation which recognises people of all Sexual Orientations / Gender Identities.	72%	13%	15%
7= During the last twelve months, EEAST has provided and promoted good internal support for LGBT staff.	58%	27%	15%
9 Suitable career development, advancement and training have been equally available to all staff in EEAST	66%	18%	16%
10 I have felt comfortable both presenting my ‘whole self’ at work & sharing my true Sexuality with others	72%	9%	19%
11= I have felt comfortable discussing my emotional wellbeing at work with my manager or colleagues.	63%	16%	21%
11= I have felt confident reporting any inappropriate LGBT related behaviour or language used towards me.	47%	32%	21%
13 My colleagues have demonstrated sufficient understanding / knowledge in respect of LGBT+ generally.	57%	17%	26%
14 Inappropriate LGBT related nicknames, terminology, language or mimicking have NOT been used.	45%	20%	35%
15 Heterosexist assumptions have NOT been made within EEAST.	33%	28%	38%

1.0 Executive Summary (continued)

## Comparison: Percentage of Positive or Neutral Responses by Survey Question 2023 v 2024:

Rank / Question: (Slightly abbreviated. For full questions please see the main body of this report.)	2023	2024:	Variance:
1: I have NOT experienced bullying/harassment relating to my Gender Identity or Sexuality within EEAST.	78%	89%	↑ 11%
2= I have felt comfortable discussing my emotional wellbeing at work with my manager or colleagues.	70%	79%	↑ 9%
2= I have felt comfortable both presenting my 'whole self' and sharing my true Gender Identity at work.	77%	86%	↑ 9%
4= Heterosexist assumptions have NOT been made within EEAST.	53%	61%	↑ 8%
4= I have felt confident reporting any inappropriate LGBT related behaviour or language used towards me.	71%	79%	↑ 8%
6 Inappropriate LGBT related nicknames, terminology, language or mimicking have NOT been used.	59%	65%	↑ 6%
7= Colleagues have made me feel included as part of my team – irrespective of Sexuality & Gender Identity.	90%	94%	↑ 4%
7= I have felt comfortable both presenting my 'whole self' at work & sharing my true Sexuality with others	77%	81%	↑ 4%
7= Gender Identity/Sexuality has been regarded by my colleagues as part of the spectrum of differences ...	88%	92%	↑ 4%
10 My colleagues have demonstrated sufficient understanding / knowledge in respect of LGBT+ generally.	71%	74%	↑ 3%
11= The personal names and pronouns I prefer, have been used willingly by others in EEAST.	93%	94%	↑ 1%
11= During the last twelve months, EEAST has provided and promoted good internal support for LGBT staff.	84%	85%	↑ 1%
12 Gender Identity/Sexuality has been regarded by my manager as part of the spectrum of differences ...	89%	89%	-
14 EEAST is an inclusive organisation which recognises people of all Sexual Orientations /Gender Identities.	90%	85%	-5%
15 Suitable career development, advancement and training have been equally available to all staff in EEAST	89%	84%	-5%



## 2.1 Introduction:

The East of England Ambulance Service Trust (EEAST) originally commissioned McKenzie LLP in 2023 to undertake an external research and consultation exercise with all staff employed within the Trust who are either Lesbian, Gay, Bisexual or Transgender (LGBT+). The results of the original exercise was reported in March 2023.

The consultation exercise was repeated during March / April 2024 with the specific aim of establishing if employee experience had changed during the last twelve months or not.

During March / April 2024, all LGBT+ staff<sup>1</sup> were therefore once again, invited to:

- 1: Complete an anonymous online / digital survey comprising 15 questions. Please note, the contents of the 2024 survey were identical to that of the 2023 exercise with the exception that respondents were asked to rate their experience as a LGBT+ employee during the last twelve months - ergo measuring if 'like for like' experience has changed since the publication of the 2023 report.
- 2: Also, once again, all LGBTQ+ staff were given the option to undertake a confidential one to one telephone interview with an external McKenzie consultant with the aim of sharing recent experiences.

## 2.2 Participation:

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

In total, 136 employees took part in either the survey or telephone interviews (or both). This compares with a total of 204 participants in 2023.

<sup>1</sup> As of April, 2024, xxx EEAST employees declared themselves as LGBT+



## 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 23 - 25 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 26 onwards.)

## 2.4 Methodology:

Employee responses were collected on line using *Microsoft Forms*. 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](http://www.diversitymckenzie.co.uk))



## Section Three: Survey Results



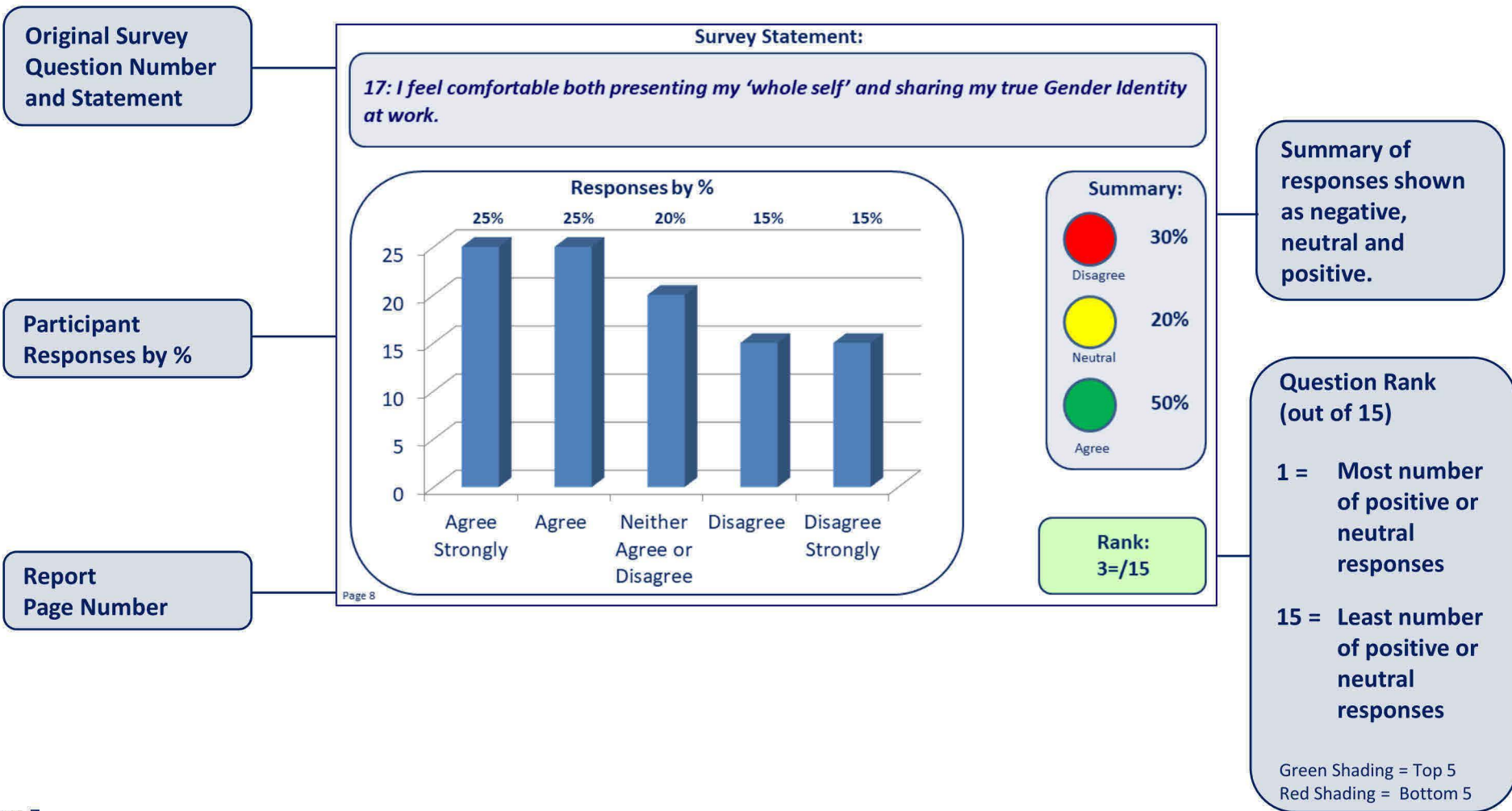




## Interpreting the Format of this Report:

Pages 8 – 22 of this report shows a summary of all responses to the online survey statements ranked in order of the most number of positive or neutral responses received, to the least number of positive or neutral responses received using the following format:

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



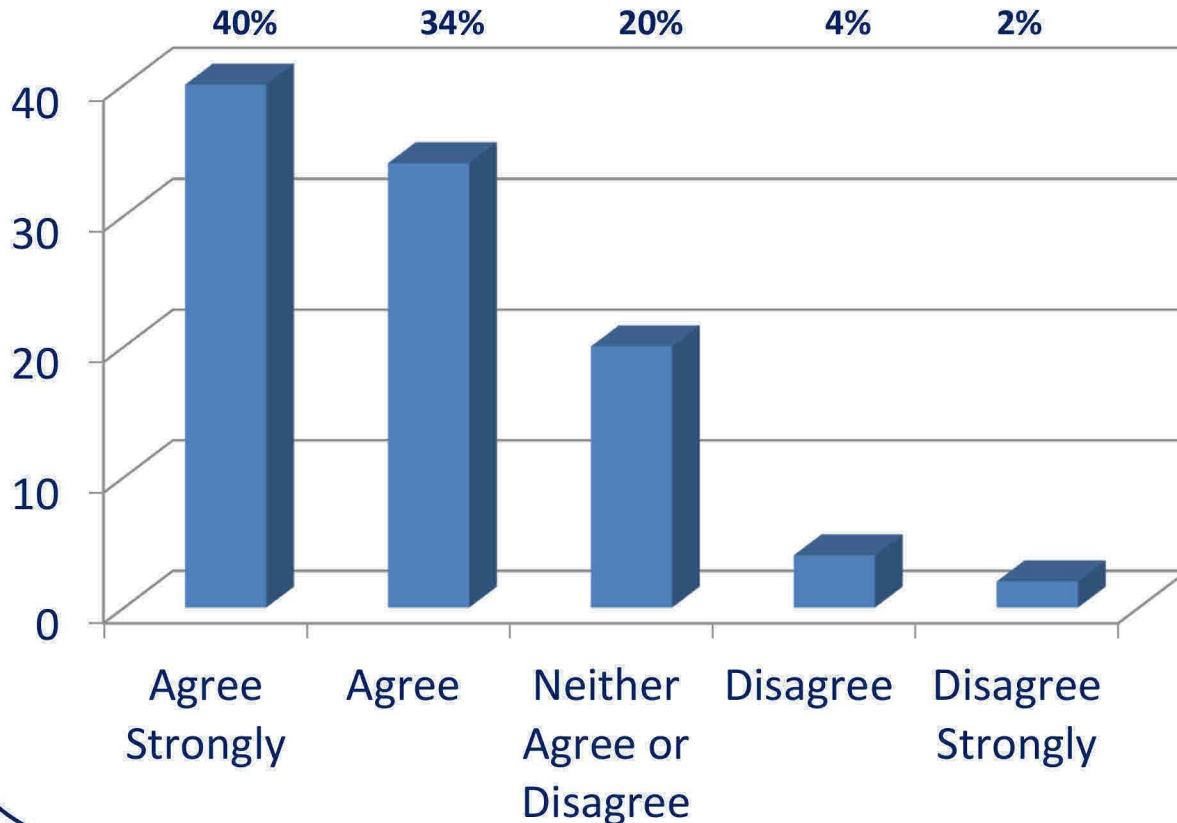
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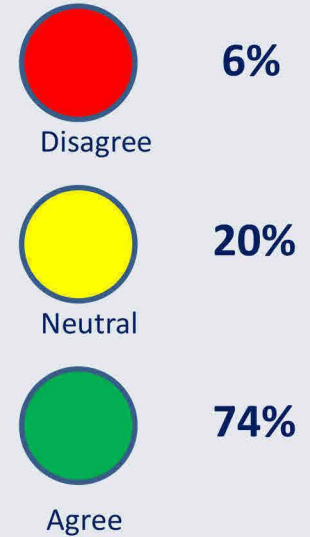
**Survey Question:**

***8: During the last twelve months, my E EAST colleagues have made me feel included and valued as part of my team – irrespective of my Sexuality or Gender Identity.***

**Responses by %**



**Summary:**



**Rank:  
1=/15**

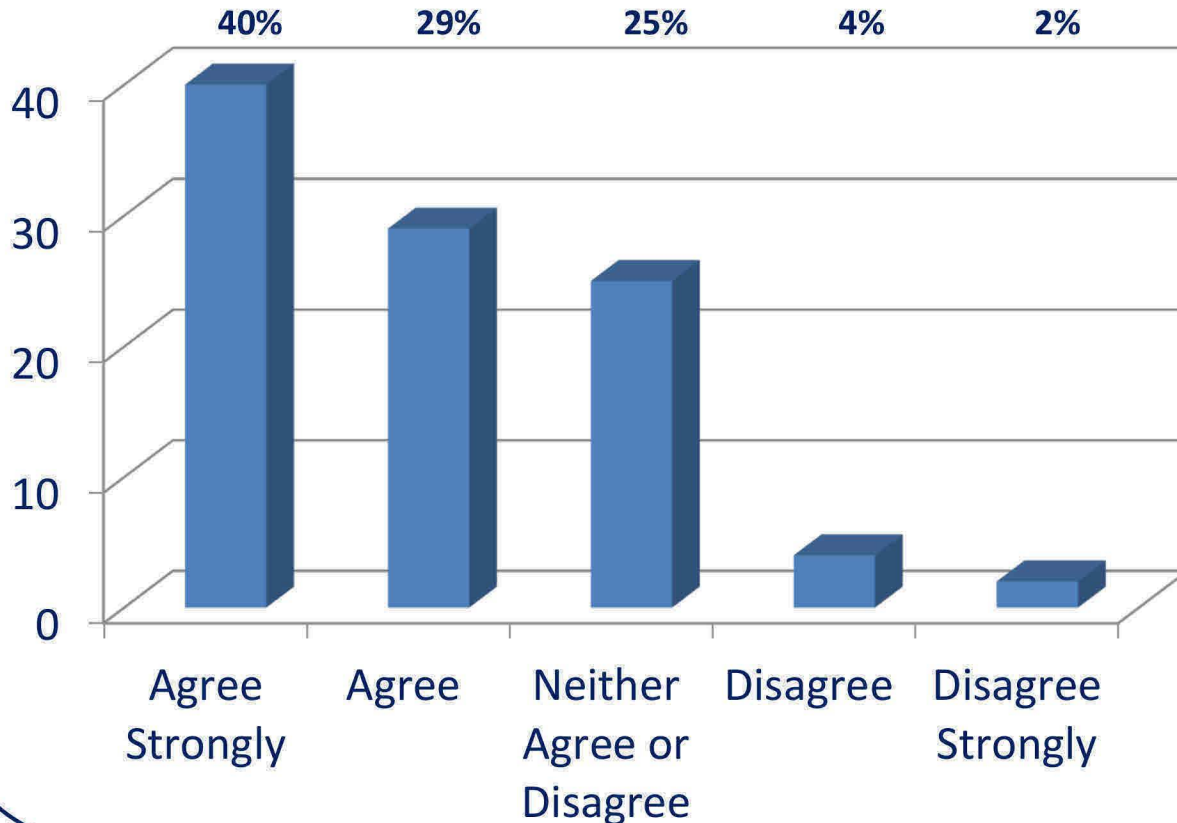
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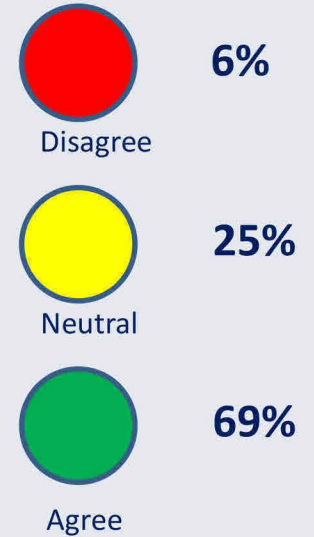
Survey Question:

**14: During the last twelve months, the personal names and pronouns I prefer, have been used willingly by others in EEAST.**

Responses by %



Summary:



**Rank:  
1=/15**

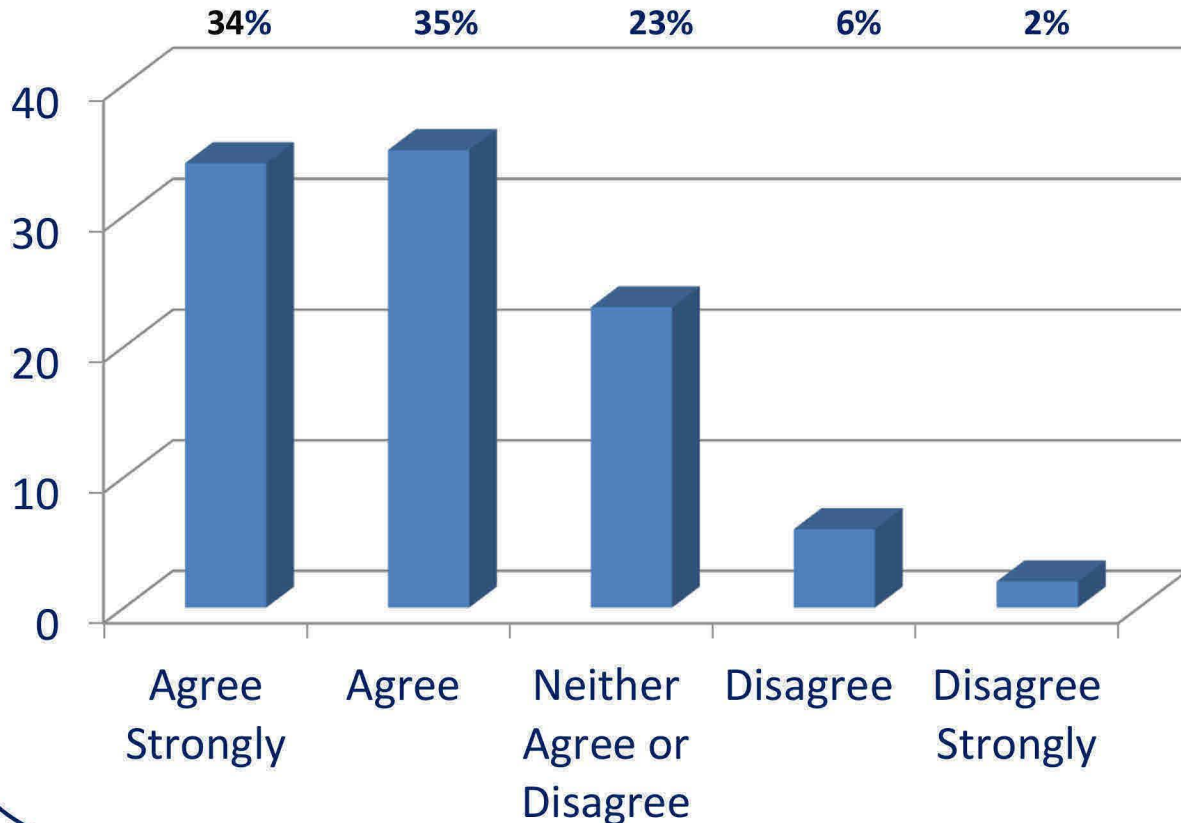
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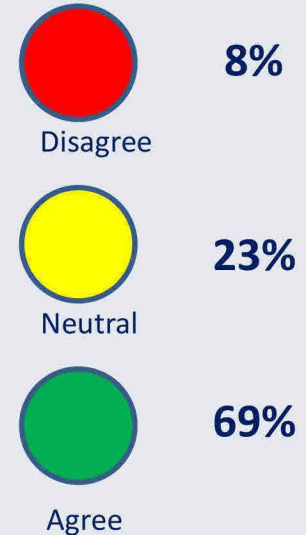
Survey Question:

*5: During the last twelve months, I believe that my Gender Identity or Sexuality has generally been regarded by my colleagues as being part of the spectrum of differences that exists amongst people and has been both respected and accommodated in EEAST.*

Responses by %



Summary:



**Rank:  
3/15**

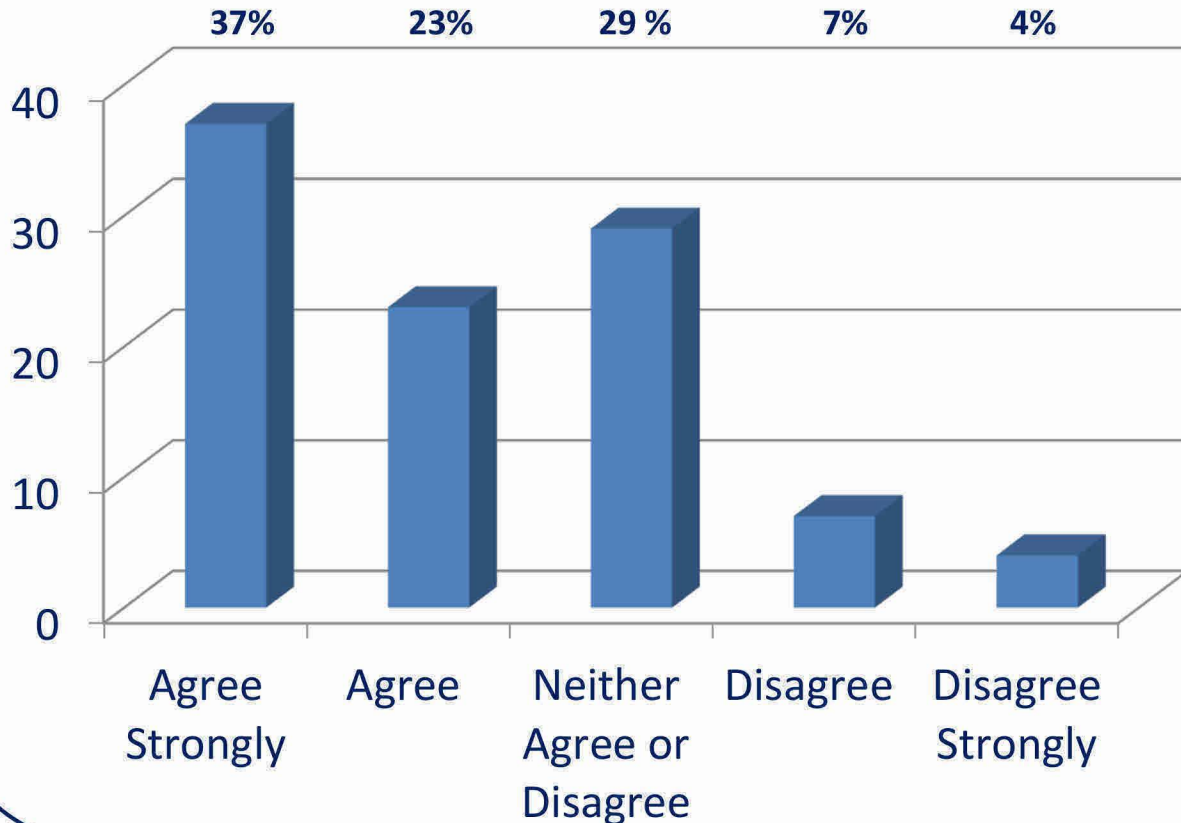
3.0 Survey Results:



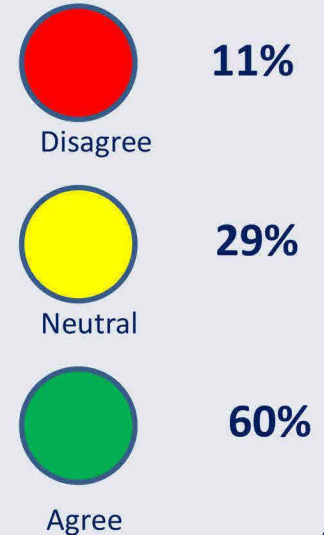
Survey Question:

**4: During the last twelve months, I believe that my Gender Identity or Sexuality has generally been regarded by my manager as part of the spectrum of differences that exists amongst people and has been both respected and accommodated in EEAST.**

Responses by %



Summary:



**Rank:  
4=/15**

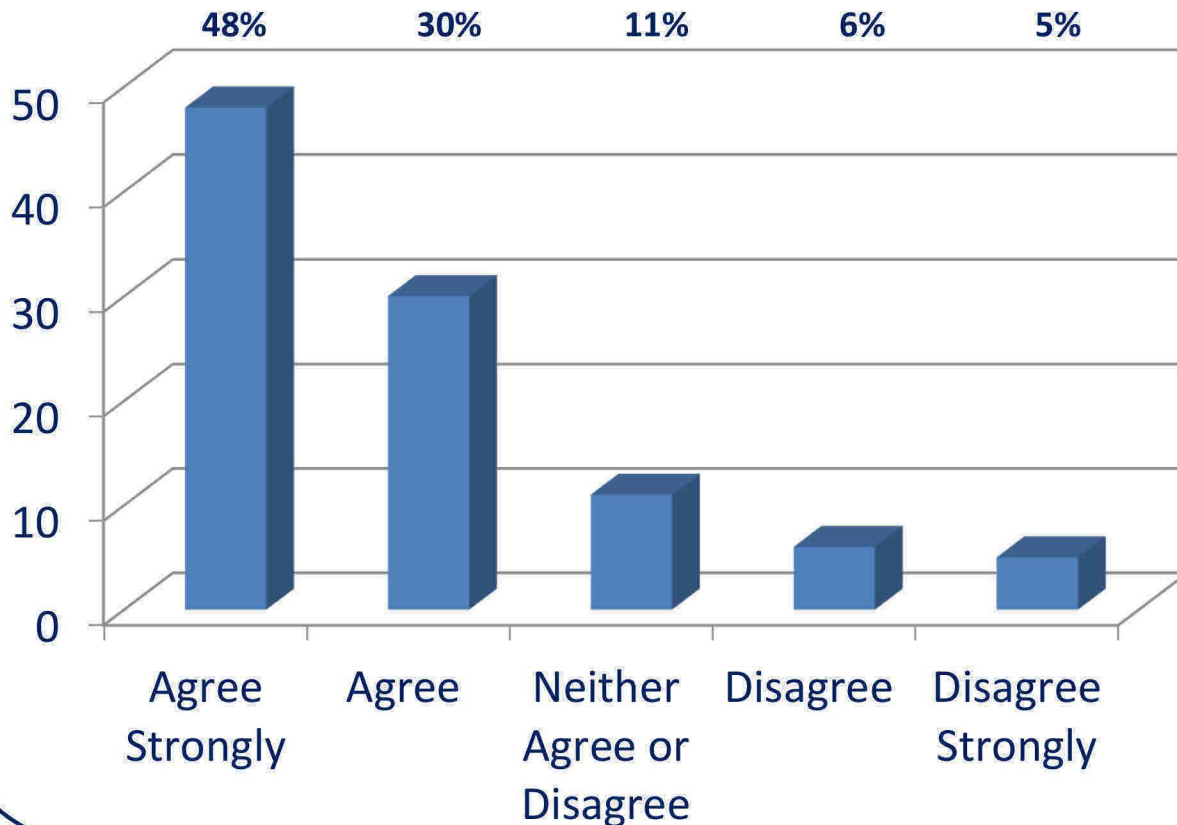
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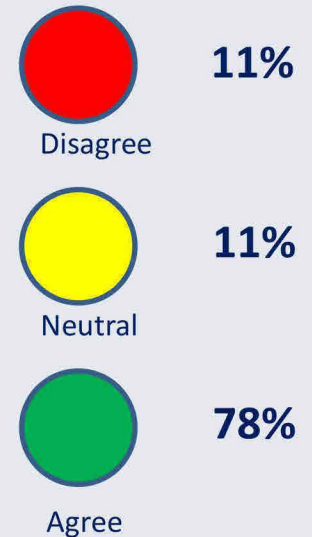
Survey Question:

**6: During the last twelve months, I have NOT experienced bullying or harassment relating to either my Gender Identity or Sexuality within EEAST.**

Responses by %



Summary:



**Rank:  
4=/15**

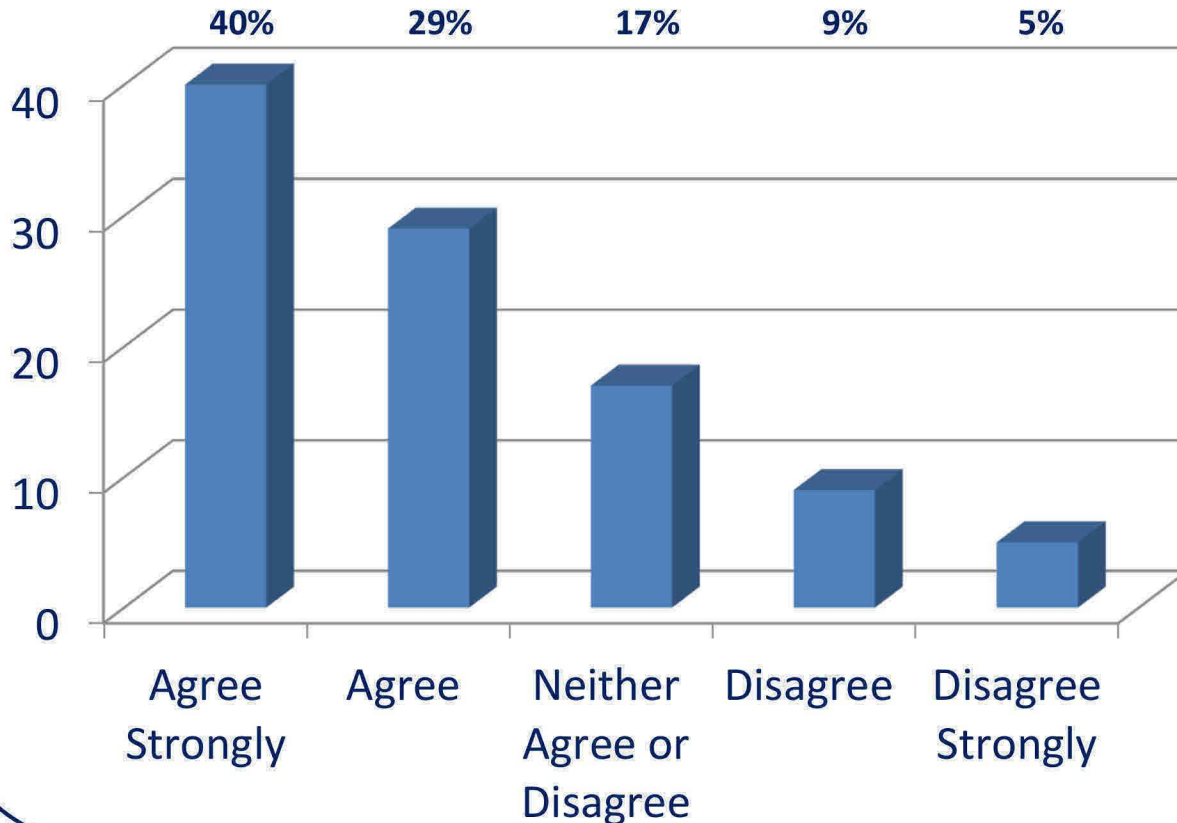
3.0 Survey Results:



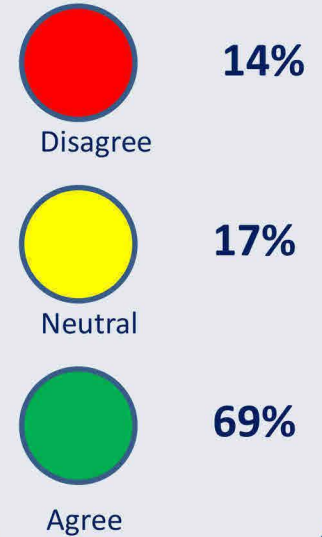
Survey Question:

*3: During the last twelve months, I have felt comfortable both presenting my 'whole self' and sharing my true Gender Identity at work.*

Responses by %



Summary:



Rank:  
6/15

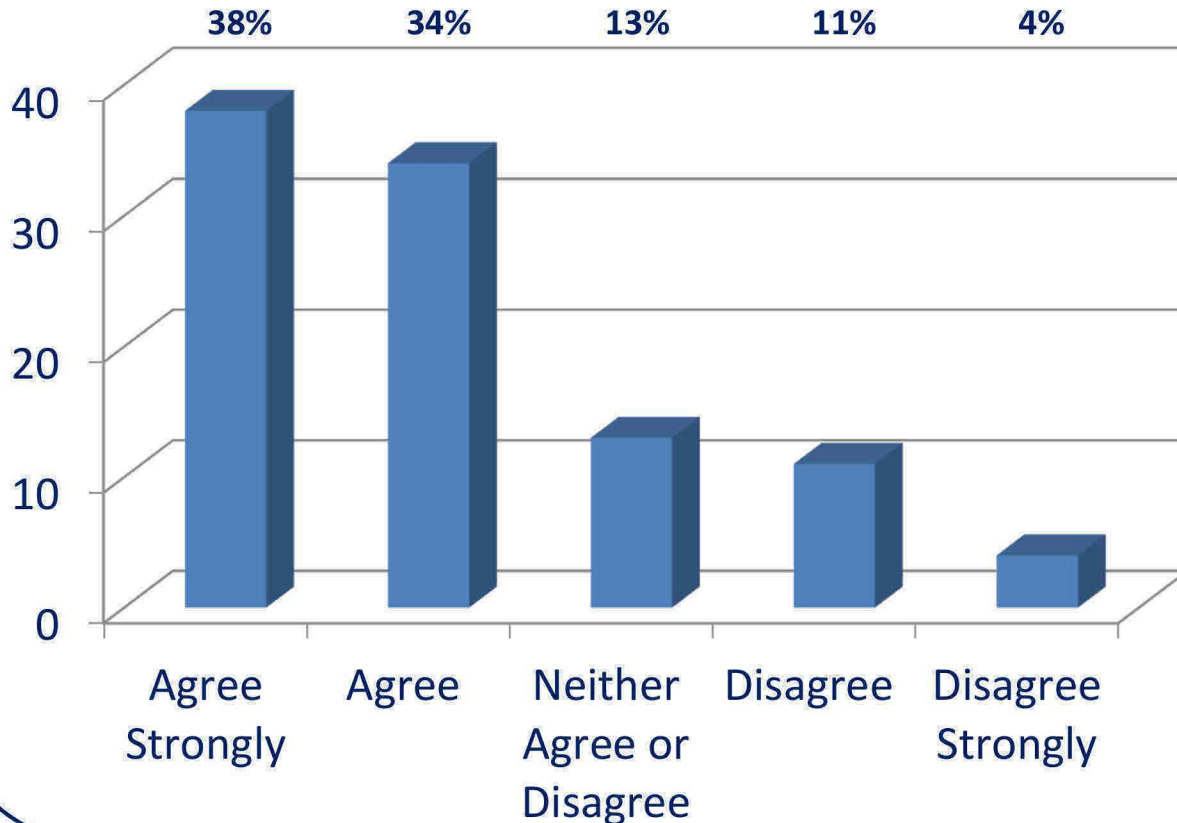
3.0 Survey Results:



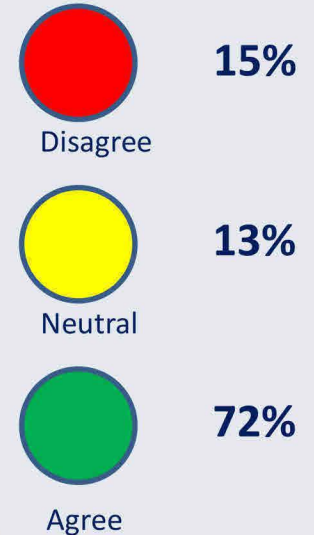
**Survey Question:**

*1: During the last twelve months, my experience is that EEAST is a modern and inclusive organisation which recognises and embraces people of all Sexual Orientations and different Gender Identities.*

**Responses by %**



**Summary:**



**Rank:**  
**7=/15**



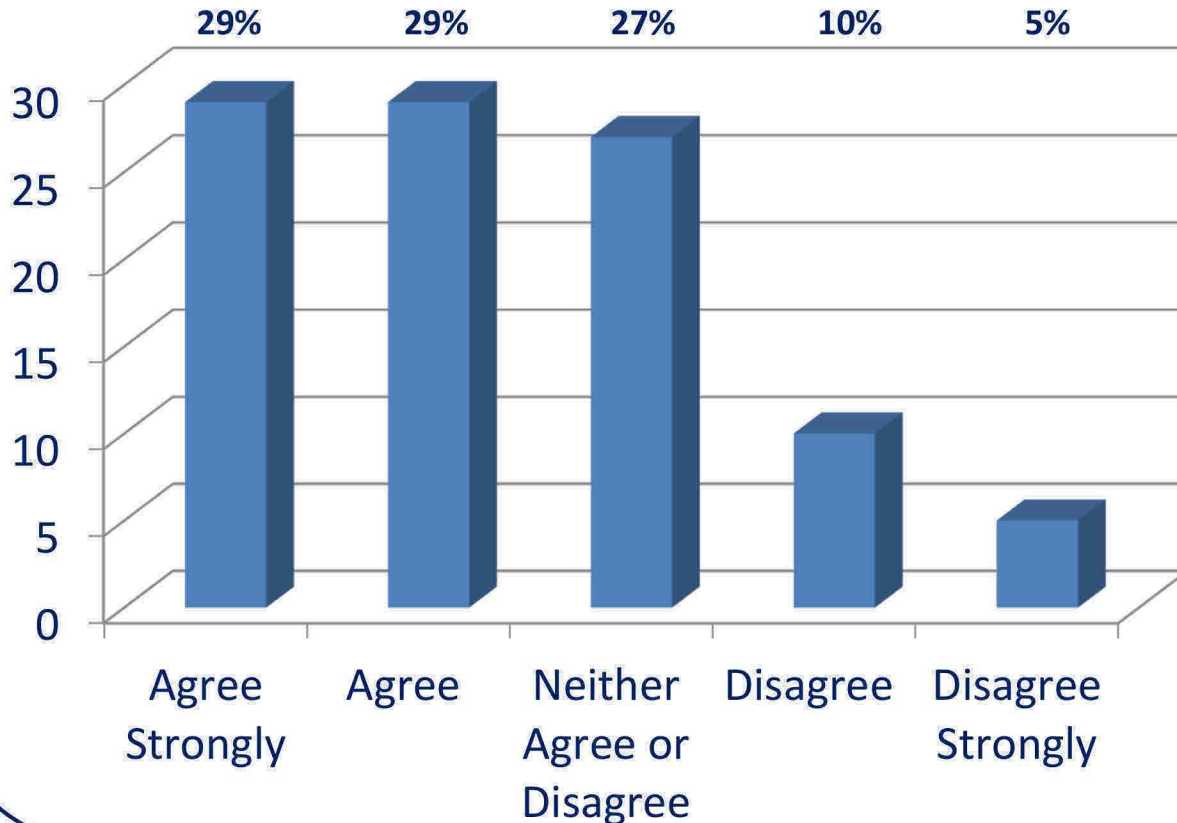
3.0 Survey Results:



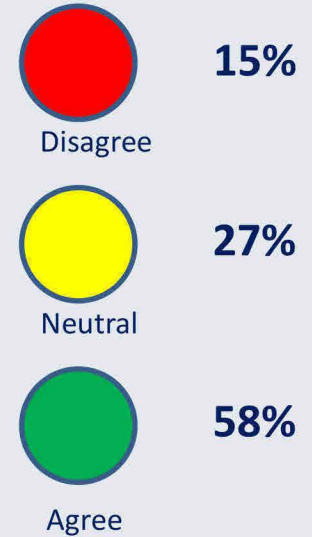
**Survey Question:**

***9: During the last twelve months, EEAST has provided and promoted good internal support (e.g. via policies, employee networks and information) for employees who are LGBT+***

**Responses by %**



**Summary:**



**Rank:  
7=/15**

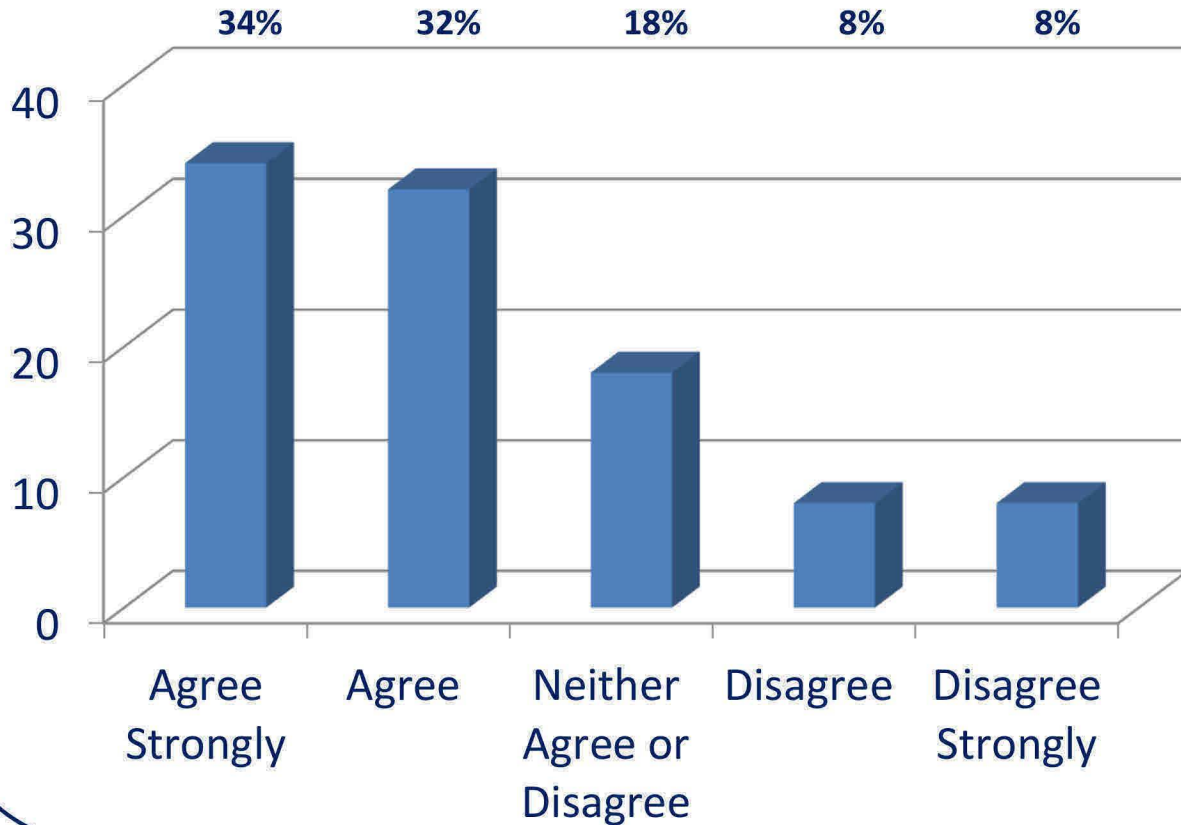
3.0 Survey Results:



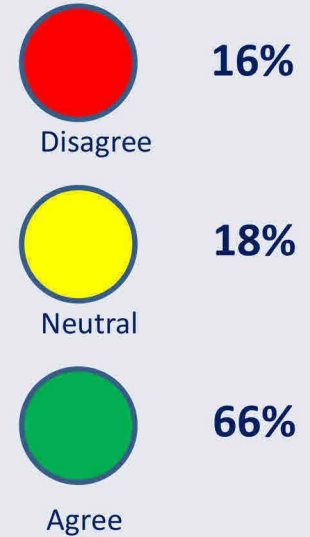
Survey Question:

**13: During the last twelve months, I believe that suitable career development, advancement and training opportunities have been equally available to all staff in EEAST – irrespective of their Sexual Orientation or Gender Identity.**

Responses by %



Summary:



Rank:  
9/15

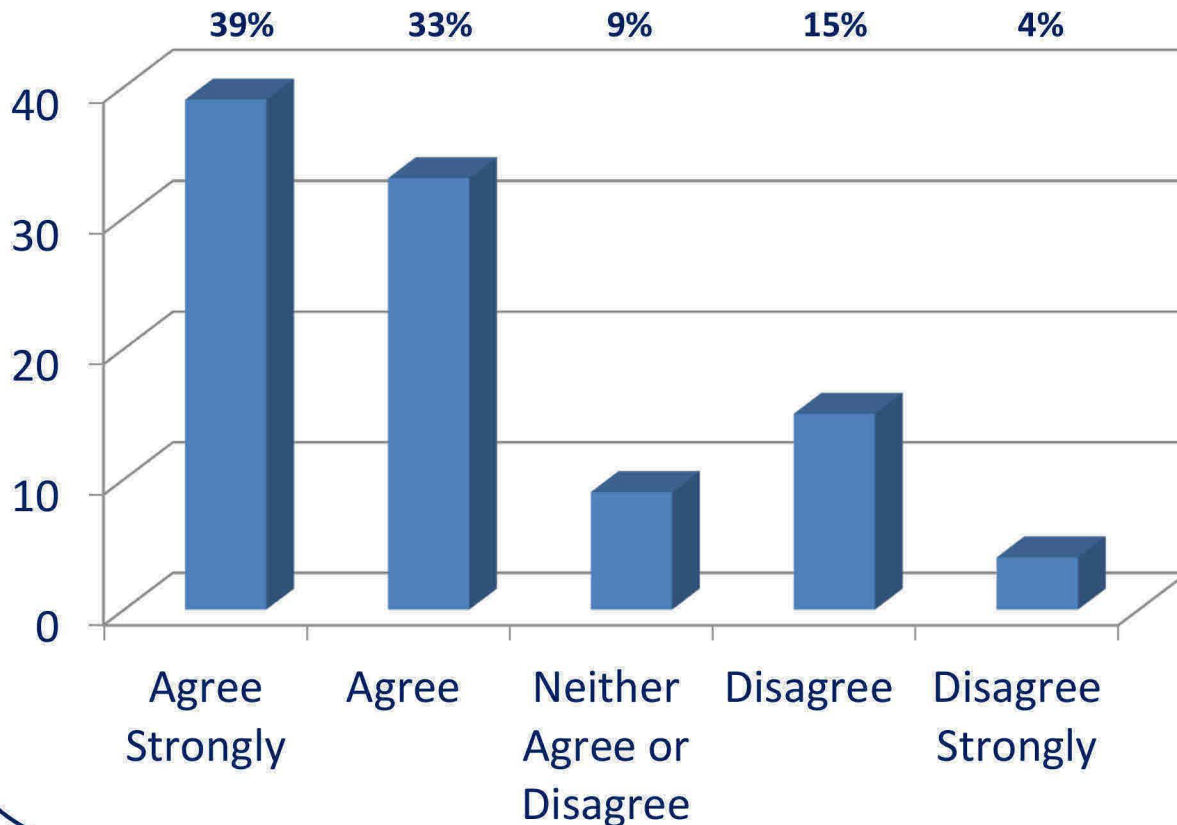
3.0 Survey Results:



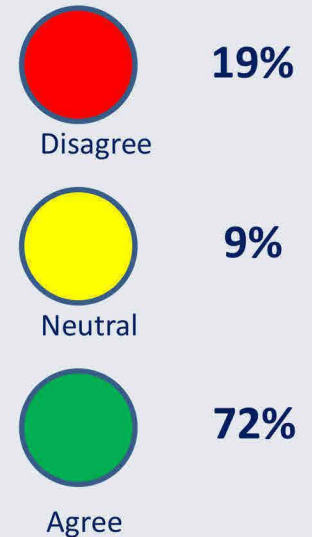
**Survey Statement:**

***2: During the last twelve months, I have felt comfortable both presenting my 'whole self' at work and sharing my true Sexuality with others in EEAST.***

**Responses by %**



**Summary:**



**Rank:  
10/15**

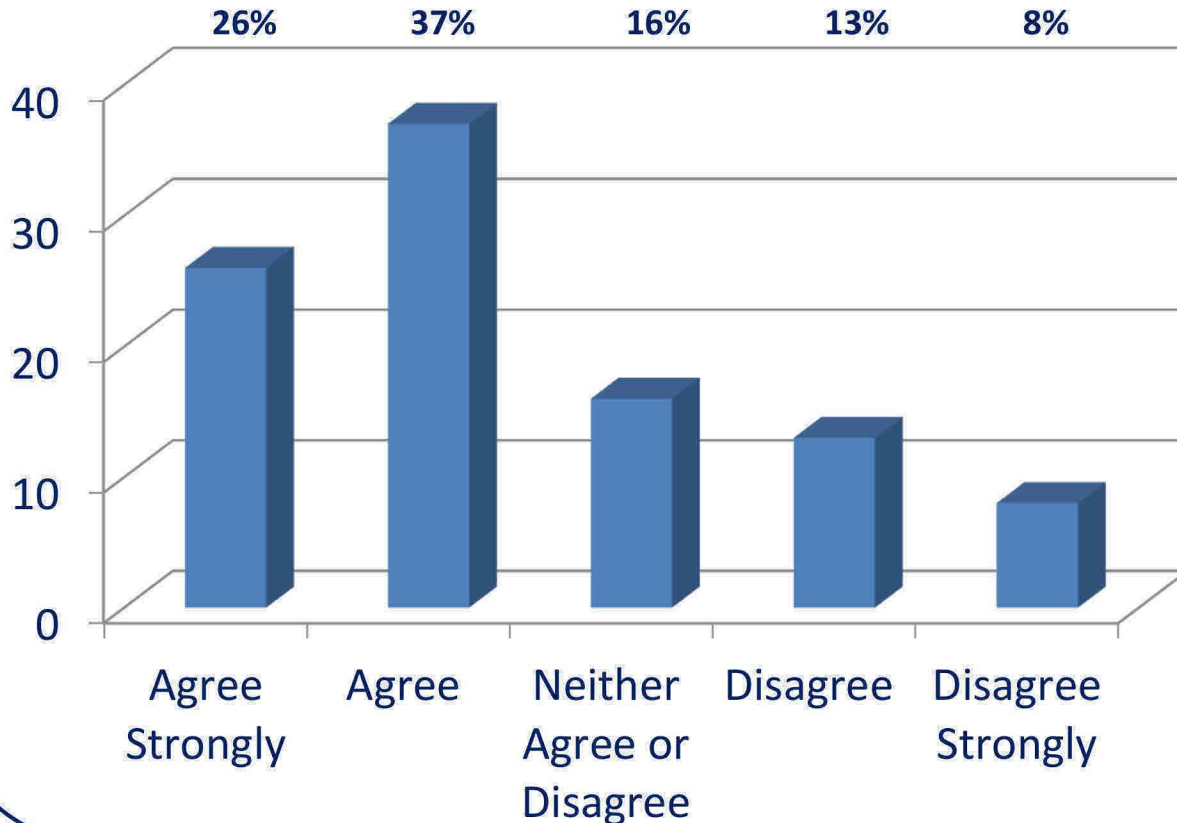
3.0 Survey Results:



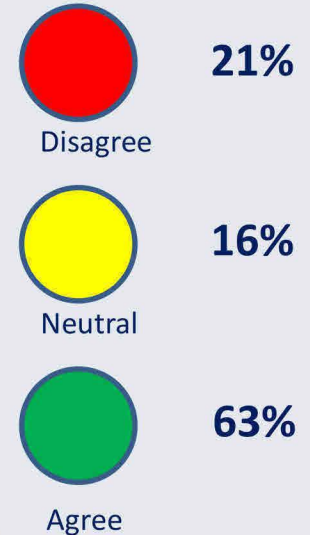
**Survey Question:**

*10: During the last twelve months, I have felt comfortable discussing my emotional wellbeing at work with either my manager or colleagues.*

**Responses by %**



**Summary:**



**Rank:  
11=/15**

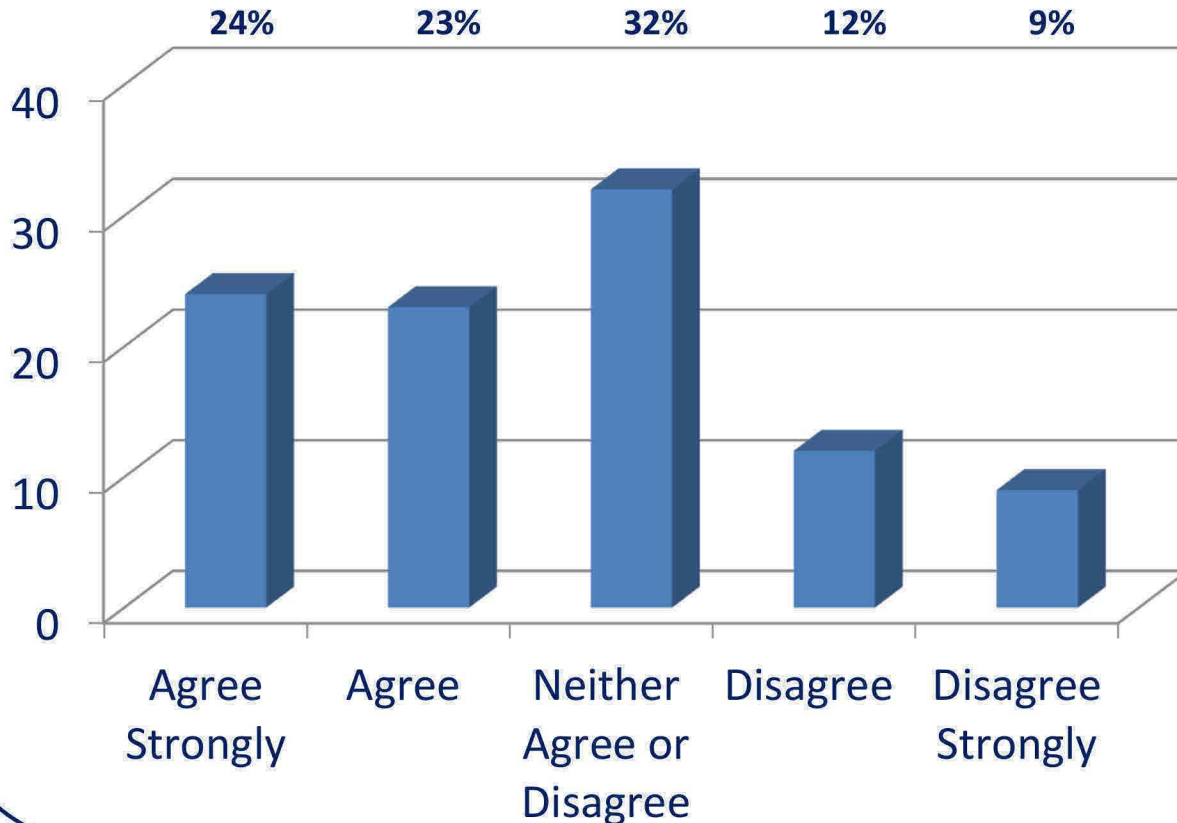
3.0 Survey Results:



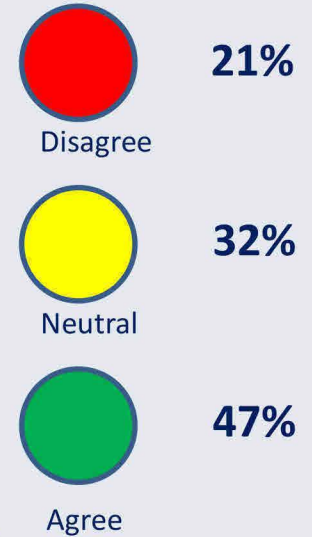
Survey Question:

**12: During the last twelve months, I have felt 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**

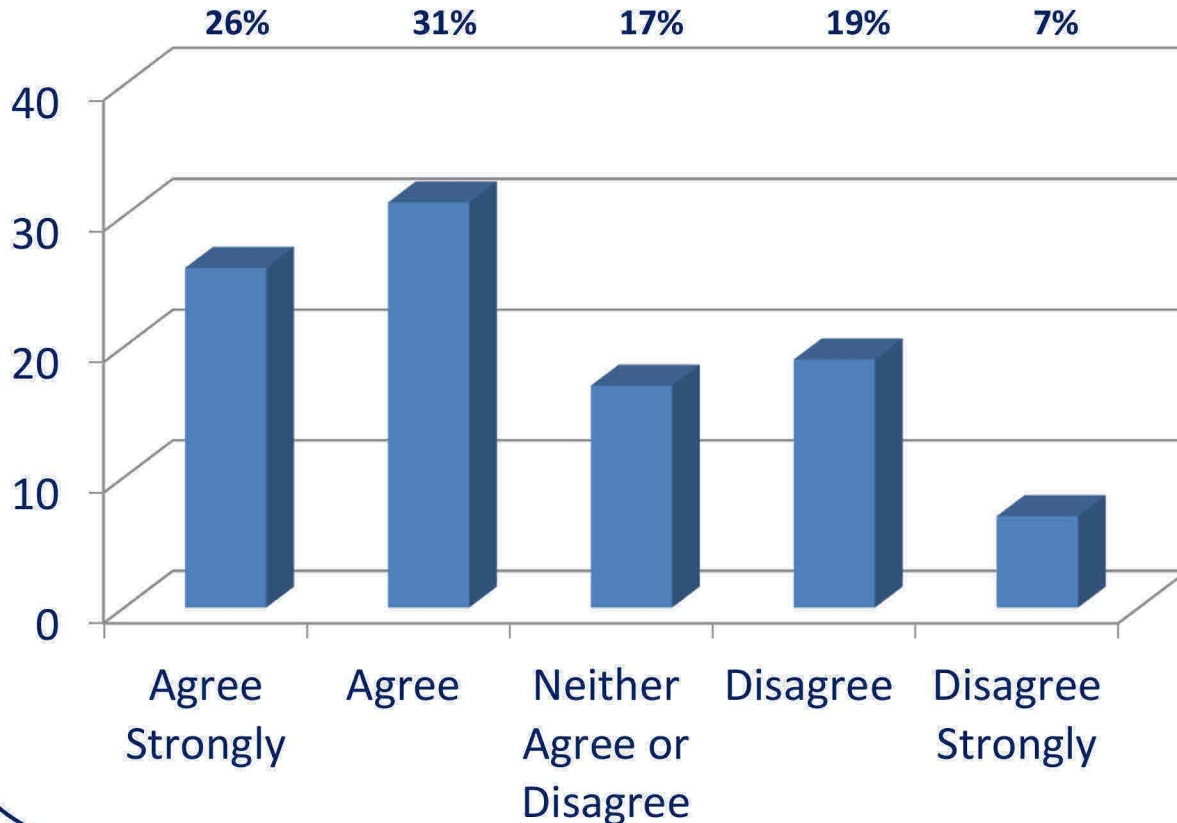
3.0 Survey Results:



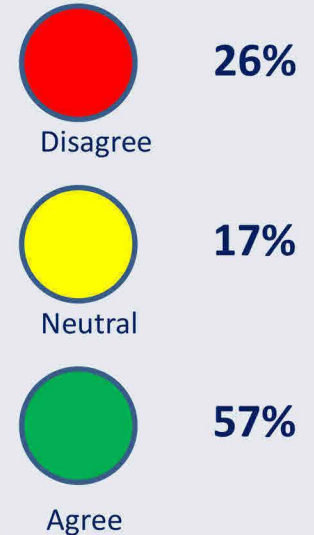
**Survey Question:**

*7: During the last twelve months, I believe my colleagues have demonstrated sufficient understanding / knowledge in respect of LGBT+ generally to promote appropriate workplace behaviour and language.*

**Responses by %**



**Summary:**



**Rank:  
13/15**

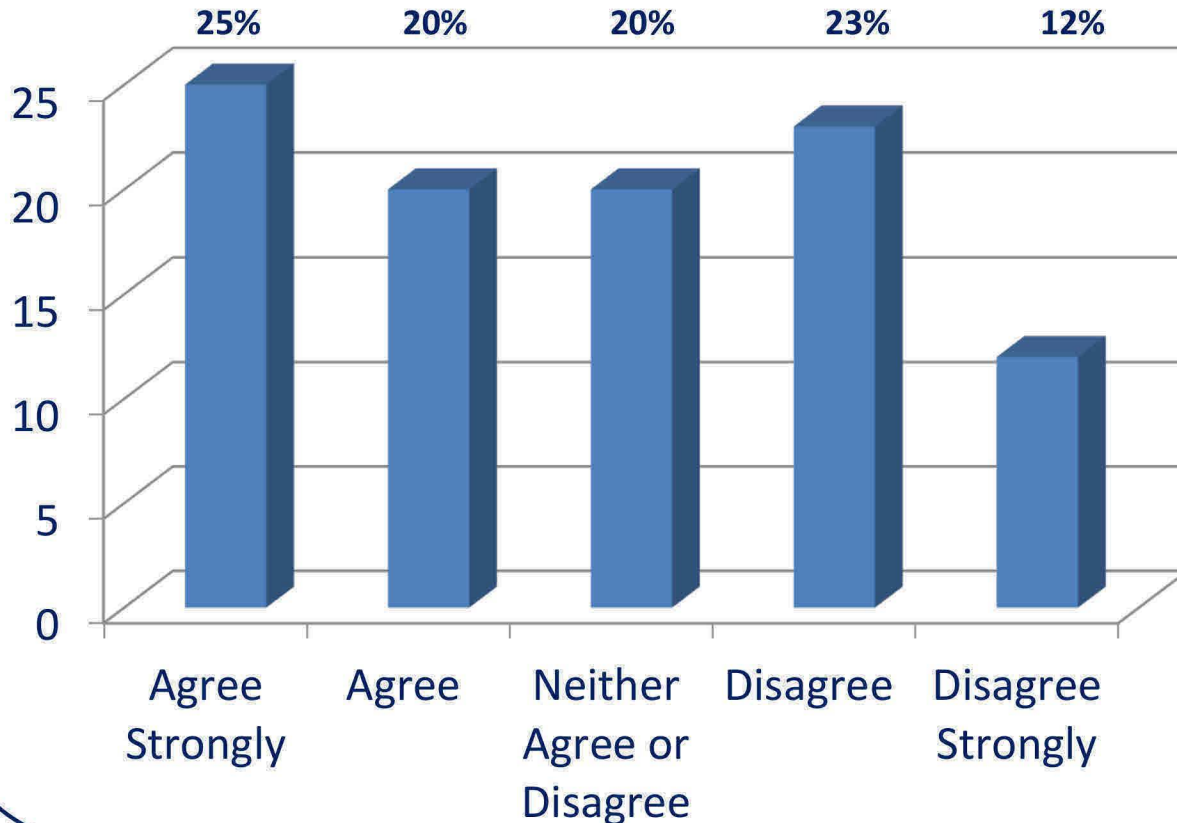
3.0 Survey Results:



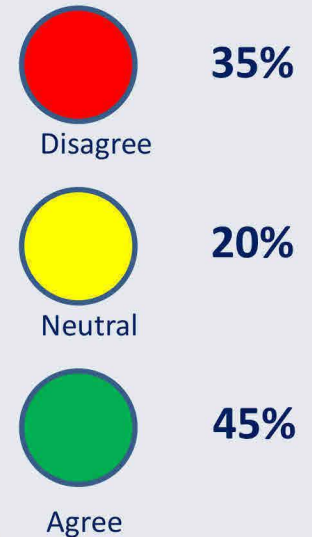
**Survey Question:**

***11: During the last twelve months, inappropriate nicknames, terminology, language or mimicking (relating to Sexuality or Gender Identity) have NOT been used within EEAST.***

**Responses by %**



**Summary:**



**Rank:  
14/15**

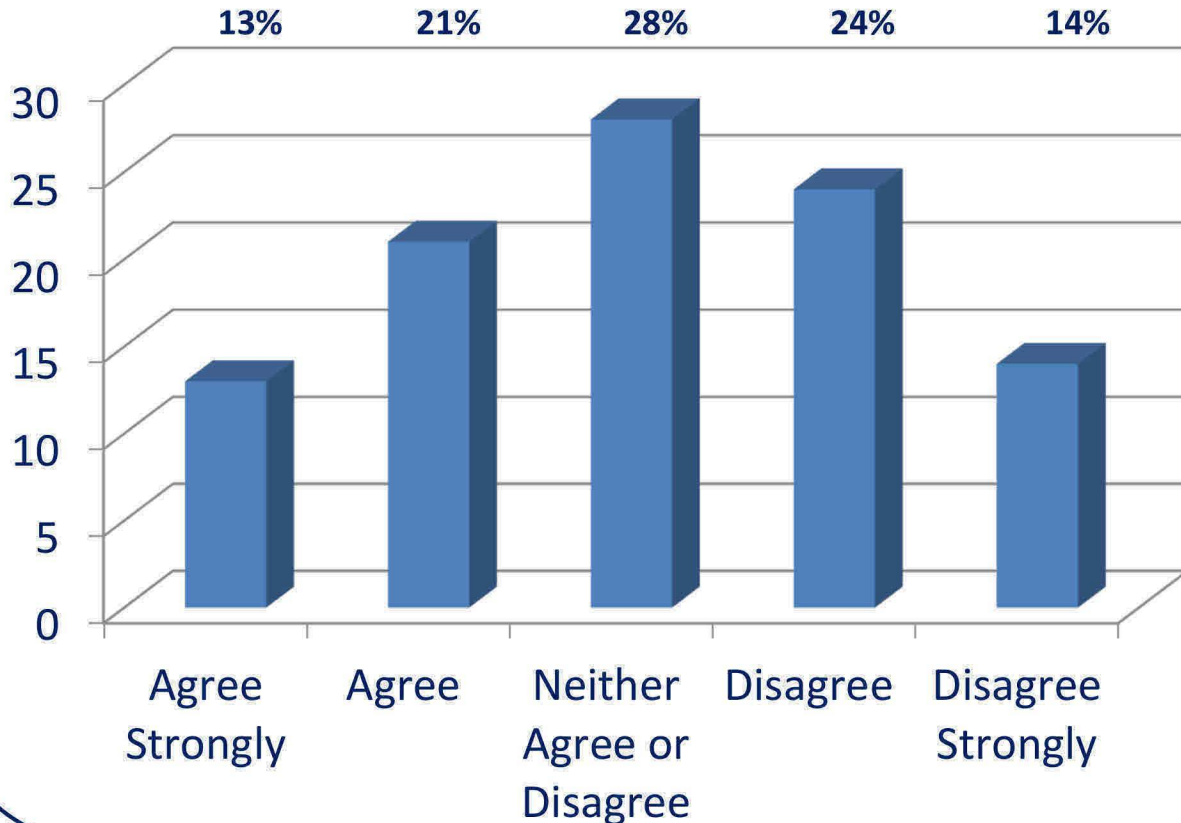
3.0 Survey Results:



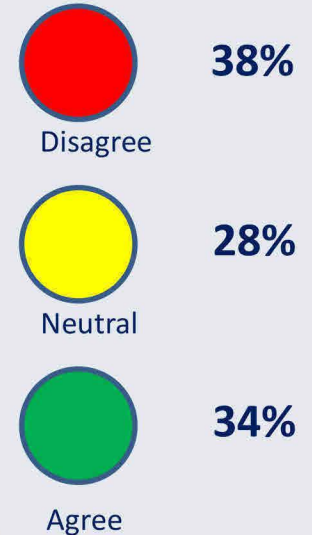
Survey Question:

**15: During the last twelve months, heterosexist assumptions have NOT been made within 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 ?***




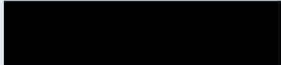
Answer Choice:	Percentage of Survey Respondents Selecting this Choice:
Attracted to others of the opposite Sex (Heterosexual)	13%
Attracted to others of the same Sex (Gay / Lesbian)	61%
Attracted to others of both Sexes (Bisexual)	15%
Not attracted to people of other Sexes (Asexual)	2%
Attracted to others – irrespective of their Sex or Gender (Pan sexual)	7%
My Sexuality is not accurately described. (See overleaf)	2%

3.0 Survey Results:



**Survey Question:**

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






Answer Choice:	Percentage of Survey Respondents Selecting this Choice:
I am considering transitioning	2% 
I have transitioned	2% 
I am in the process of Transitioning	2% 
I have not Transitioned and not considering Transitioning	90% 

3.0 Survey Results:



**Survey Question:**

***18: Within EEAST, I have shared my sexuality and gender identity with:***

Answer Choice:	Percentage of Survey Respondents Selecting this Choice:
Line Manager	63% 
My team	63% 
Other colleagues	68% 
My ESR record	49% 
None of these	15% 



## Section Four:



## Report Section Four: Free Flow Comments from both the Survey and Telephone Interviews:

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

**What do you think the Trust should do differently in the next twelve months that would make a positive difference to you as an employee who identifies as LGBT+ ?**

*More inclusion and discussions of other sexualities are required in EEAST.*

*Reporting avenues for inappropriate terminology/jokes that are less formal than 'reporting to management' as many, including myself, don't want such serious action and feel colleagues would consider us overreacting and this would detrimentally affect social standing in the workplace, but a reporting system that is anonymous and leads to something like an e-learning package at first rather than warnings etc would be good. I also don't feel management are helpful in terms of combating inappropriate language, many use the terms themselves or make jokes with staff, so I wouldn't feel that appropriate action would be taken if I mentioned it to them in the office.*

*Put as much work into heterosexual staff and have a heterosexual Day. It has been dismissed totally.*



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



**What do you think the Trust should do differently in the next twelve months that would make a positive difference to you as an employee who identifies as LGBT+ ?**

*Toilet doors should include the words “Including Trans Men” or “Including Trans women” as well as the standard ‘Male’ and ‘Female’ toilet pictures.*

*More equal opportunities into advanced practice are required.*

*Provide good Education in this area*

*EEAST should have LGBT lanyards for staff.*

*Cease highlighting and virtue signalling. I don't like to be defined as belonging to particular group of people, I am comfortable in my own skin, and I am accepted as a professional work colleague and not for my sexuality.*

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

**What do you think the Trust should do differently in the next twelve months that would make a positive difference to you as an employee who identifies as LGBT+ ?**

*Assumption is still rife amongst colleagues. I am a married woman (to a man) so the assumption is always that I am heterosexual. People react with surprise when I say otherwise, and this puts me off sharing my true sexuality with colleagues.*

*Further awareness around microaggression/ terminology impact, further promotion of case studies/ profiles of LGBT+ staff and others willing to be mentors or advocates.*

*Rainbow uniform, i.e. epaulettes, shoelaces etc,*

*EEAST should continue as they are. More and more LGBT+ staff are coming forward due the change across the organisation. 10 years ago, I hid my sexuality however I am now open and happy to discuss.*

*More staff education on gender identity, becoming stricter on casual transphobia.*

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

**What do you think the Trust should do differently in the next twelve months that would make a positive difference to you as an employee who identifies as LGBT+ ?**

*Keep doing what they are doing.*

*I would like to be more involved in LGBT+ community at work, and maybe be an advocate.*

*I'm not sure how it could be done, **but we need to banish the wide homophobia and stereotype "banter"** (which it isn't) conversations which are pretty much constant.*

*Nothing more is needed.*

*Make sure all managers are compliant and inclusive of all.*





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



**What do you think the Trust should do differently in the next twelve months that would make a positive difference to you as an employee who identifies as LGBT+ ?**

*Provide more education around people transitioning - either staff or patients.*

*It's difficult to say because it's only [REDACTED] of working for EEAST, but the onboarding process has been very inclusive so far.*

*I think that the trust would benefit from more regular informal information sharing or LGBT+ themes. For example, regular blog posts as we do for CPD, but to create more awareness of gender identity, - perhaps with real examples of people that work within EEAST, if people felt comfortable with it.*

*Question colleagues when they hear derogatory comments being made.*

*Provide 'safe space' toilets and changing spaces! - Some people are consigned to the disabled loo!*



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



**What do you think the Trust should do differently in the next twelve months that would make a positive difference to you as an employee who identifies as LGBT+ ?**

*I would appreciate some reassurance that my status as a trans person will be respected despite the rhetoric coming from the government. I am concerned that because the stance of the government is one of looking to change the Equality Act that I will no longer have any protections.*

*I often hear ignorant statements about the trans community and othering statements. I believe people are still very uneducated about transgender people and treat them as 'others' I often hear people say "I don't care what they want to be known as" not realising that this is an issue, the trust needs to have mandatory training in diversity, as staff and patients cover are large spectrum of people.*

*I think it's difficult, generally people still use the word gay to describe negative things etc.*

*Have rainbow epaulettes in Pride month.*

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

**What do you think the Trust should do differently in the next twelve months that would make a positive difference to you as an employee who identifies as LGBT+ ?**

*I think there needs to be a lot more education around certain gender identities and how they can differ from person to person but also education on their importance and how they can make someone feel so much more welcome and included. I constantly have to remind those around me of my pronouns and often get ' I'm old and I don't understand these things' or ' I don't mean to say it wrong but I'm sure you can understand its difficult' when actually I think if people had more education and the impact that using the right pronouns can have, I think it would help people find the transition easier. I don't expect perfection, but it would be nice if people tried a little more.*

*Stamp out stigma and hold staff to account.Improve professionalism, respect, and behaviour among all staff.*

*Make colleagues who talk slang, slur words, or make comments to actually understand the affect it may have. Promote 'pride' a little more.*



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



**What do you think the Trust should do differently in the next twelve months that would make a positive difference to you as an employee who identifies as LGBT+ ?**

*Nothing. All is fine the way it is for me.*

*[Redacted] is awful and unapproachable and is the most un-diverse and self-serving group. This needs addressing.*

*Continue to promote LGBT positive behaviour and terminology, continue to challenge those colleagues who are homophobic, or use inappropriate or derogatory language.*

*I feel as a Trust, we have been more then welcoming and I haven't felt any prejudice.*

*There are too many homophobic managers.*

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

**What do you think the Trust should do differently in the next twelve months that would make a positive difference to you as an employee who identifies as LGBT+ ?**

*Continue with education programmes to better understand the LGBT+ community.*

*Dissolve the insidious culture lead by the senior leaders.*

*Add pronouns to badges?*

*Host local events to celebrate diversity.*

*Encourage gender neutral pronouns.*

*Provide face to face training from an LGBTQ+ charity on inclusivity, sexuality and gender.*

*Carry on as they are.*

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

**What do you think the Trust should do differently in the next twelve months that would make a positive difference to you as an employee who identifies as LGBT+ ?**

*Provide safe changing and toileting facilities, I have to use either male or female open changing and shower rooms. There is no privacy or dignity.*

*I work in a very inclusive team, but I am aware that this may not be the same across all EEAST. I would love to see EEAST drop making any assumptions consistently about staff as this will naturally extend to the population we serve. Keep promoting and keep supporting and stop assuming.*

*Nothing, they are great.*

*I think we need better promotion of the equality networks.*



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



**What do you think the Trust should do differently in the next twelve months that would make a positive difference to you as an employee who identifies as LGBT+ ?**

*Increase LGBT+ network engagement in regions/stations, increase opportunities for LGBT+ champions, as well as staff involvement and information, which is currently very limited.*

*Provide access to the rainbow badges/uniform patches which are currently difficult to obtain but which can break down barriers between patients and other staff members.*

*Reduce inappropriate gay jokes, bring back the NHS rainbow badge scheme. Make sure processes are followed when people are reported for using homophobic or transphobic verbal abuse to staff members.*

*CPD courses on how to stand up and address behaviours that are not acceptable that have been witnessed. Staff see things happening but then say, "oh I didn't know what to say or how to handle it". Course that address speaking up would help in all areas and promote inclusivity, diversity, and equality.*



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



██████████ last year, **provision of proper training is a big issue** for the Trust.

*As an LGBT employee, I think we have good improvements in this area and I think the survey results last year concentrated on a lot of historical issues. I think we should see an improvement this year as we have focused on the last twelve months.*

**The EDI training we provide in EEAST is absolutely rubbish.** It is all 'tick box' e learning which people have to 'complete' as there is an electronic record to show you have 'done' the training. I know of people who have run training videos at 4 times faster than the correct playing speed in order to 'complete' the training quicker and 'tick a box'.

*I also know of a colleague that was being chased to complete an e-training programme ██████████  
██████████ When the colleague ██████████ did not have enough time in the  
near future, ██████████ was advised to leave it playing in the background so ██████████ could say ██████████ had  
'completed' it.*





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



*The provision of robust, proper awareness training relating to promoting Dignity and Respect towards other colleagues in EEAAT (i.e. peer to peer) would make a massive difference. This should include Gender Identity and Trans issues but should also deal with recognising and challenging micro aggressions at work.*

*Some older EEAAT colleagues just don't 'get' and don't want to 'get' LGBT awareness.*

*We have a too relaxed approach to nicknames in EEAAT and some offensive terminology is just not tackled. I reported an issue formally in the Trust and I never heard anything more about it. No feedback, no comments, nothing. I also know of another manager who had a formal complaint made against ██████ for inappropriate behaviour. No further action was taken against ██████ on the grounds that "It is just the way ██████ is".*



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



*We have a small sub culture of nepotism in EEAST where some managers are friends with colleagues and their subordinates and socialise outside of work but do not always declare this relationship.*

*The same managers are sometimes asked to investigate or discipline colleagues who are actually their friends and therefore dont. This leads to a culture where some people believe they can act with utter impunity because nothing is likely to happen to them.*

*Some of our older colleagues do not understand some of the modern considerations facing some employees who are LGBT. This has never been more relevant as we have more and more younger people joining us. EEAST should show a proper commitment to this area by providing mandated training and also in respect of some of the more visible areas e.g. rainbow badges, lanyards staff uniforms etc.*

*It would also help if something happens when people behave badly towards colleagues or patients who are LGBT.*



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



*As previously mentioned on last year's survey, I'm unsure why we have to state who we are in relationships at work. I understand for the progression but it's an ambulance service not a social event. I think name badges with pronouns etc are a good idea as I've seen other NHS services use them. However, we don't. It opens up conversations, but I don't necessarily think everyone at work should know who I'm in a relationship with because east need to tick a protected characteristic box as I'm sure heterosexuals haven't had to fill in a survey.*

*Do not forget other groups White Heterosexual females/males. Nothing is being done for us to celebrate who we are and identify as.*

*I cannot understand why EEAST is encouraging staff to share their "true sexuality" with other staff members, whilst also highlighting that they wish to clamp down on sexual abuse within the workplace. This seems counter-intuitive. It should also be extended to people who practice polyamory as well as monogamy.*



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



*I wouldn't feel comfortable coming "out" to any managers and most colleagues within my area.*





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



*I have witnessed a lot of discriminatory and degrading language used about non-binary colleagues. For example, some have said things such as "It says it's a they/them" or "they are one of those they/them". More work needs to be done to educate people on the use of they/them pronouns.*

*I think we have to be careful that LGBT staff are given equal treatment but NOT special treatment to the detriment and resentment of non-LGBT staff. I do hear people (unconnected with the Trust) complaining that LGBT issues are given an unfair priority, and there is an increase in hostile activism. As a result, they are losing the compassion and respect for us. There is a danger that we could undo all the hard work we have achieved over the decades to become accepted in society.*



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



*As transitioning is an ongoing process with many steps, I would describe myself as undergoing transition, but I am fully out and have been undergoing medical transition steps for a number of years. While I have not experienced any harassment or bullying that does not mean that I have not overheard some "jokes" about trans people, or dismissive language. I have also been subject to a barrage of questions, ones that I myself am happy to answer but would be considered rude to ask and definitely inappropriate in a workplace environment. Invasive questions about my genitals and how sex works for me for example. Despite this I do not believe that people are doing this from a place of malice and merely one of ignorance and curiosity.*

*I have witnessed firsthand, staff treated differently and belittled in the workplace by one member of staff who they have reported, and nothing done about this. I have seen this before and I know another staff member sent an email complaint about the same staff member again nothing done about this! I know several staff who have been upset or bullied on shift by [REDACTED] and discussed leaving because of this. [REDACTED]*

[REDACTED]

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

*I am happy to identify as a lesbian within EEAST and I am open to others that I am in a relationship with a female. I never experience discrimination from colleagues and have always been treated with respect and dignity. However, I still don't feel that I can disclose to others that I am a post operative transgender female, despite being in EEAST [REDACTED] years and having a good reputation at my station. I have seen great awareness and respect by colleagues within A&E towards patients who are transgender. Unfortunately, on a few occasions I have witnessed colleagues within A&E and PTS who have used derogatory language and demonstrated a lack of understanding, both in conversation about the topic and towards another colleague who is more easily identifiable as a transgender female.*

*I have experienced one colleague [REDACTED] team who has used incorrect pronouns towards me and has had to be corrected on several occasions despite me not being clearly identifiable and I have never informed them of my gender reassignment status. The issues appear to lie with a minority of individuals and most of my colleagues treat people with respect. I usually feel safe to challenge derogatory and disrespectful behaviour in an appropriate way. Despite this, I still don't feel truly safe to present as my whole self at work, partly as I do not want to feel like I need to explain myself to such individuals or open myself to bullying or harassment.*



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



*I think pronouns should be on staff ID to help promote acceptance of our trans colleagues. Many Sites only have Male/Female toilet facilities and Gender Specific Changing areas (if at all!) I think this needs to change to being individual toilets for anyone who needs them! - I feel strongly about this - being currently made to use an inappropriate gender specific toilet space.*

*Inappropriate comments made by other colleagues are not specifically towards lesbians or other members of the LGBTQ community. These comments are made towards women in general. However, saying this, these are the actions of the few not the many.*

*I have had a lot of push back from staff saying that I am unable to have my preferred name on my access card or email - however I have found that other colleagues have been able to get their nick names on such things. As a non - binary person I am now looking into changing my name officially to see that these can be changed but fear that there would still be some push back*





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



*I think it would be incredibly important for the Trust to roll out a training opportunity to all staff in the hierarchy, where identities, the meaning of sexuality, the types of sexualities, the differentiation of Gender Identity and exploration of gender identity and how different identities may experience, or express gender can be explored safely with a Charity that specialises in LGBTQIA+ communities.*

*EEAST need to acknowledge not everyone is comfortable with identifying as Male or Female prescriptively when it comes to changing, showering, or going to the toilet. Being confined to Male or Female shower rooms is problematic. Some use the disabled toilet for toileting but there are no showers so having to make do with a small sink and flannel to get clean if needed.*

*Staff networks should be promoted more in the Trust.*



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



*I think the Trust needs to start to recognise Trans people a little more. It seems Gay/Lesbian/Bi is pretty much covered, but I think there could still be some prejudice with regards to Trans/Other.*

*It doesn't actually bother me, but I do regularly get jokes made about my sexuality. Also, it is very often assumed that I am married to a man when in fact I have a wife.*

*I'm aware that as a gay man I still have it easier than a transgender employee would, as any "casual" comments picked up in crew rooms over the past 12 months have been aimed at transgender people and misunderstanding transgenderism.*



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# Section Five:



# Recommendations:





## 6.0 Recommendations:

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

**1: Design and implement mandatory dignity at work and LGBT+ awareness training for all EEAST staff.**

The training should include inclusive language, terminology and heterosexism. If implemented, we consider this would considerably reverse the existing adverse perceptions held by EEAST employees in respect of heterosexist assumptions, use of inappropriate language and terminology and knowledge of LGBTQ+ considerations generally. *(These three areas are the worst performing survey results. Lack of good quality training and development is also extensively referenced by exercise participants - highlighted in yellow in the main body of this report.)*

**2: Produce fresh content / information relating to the availability** and contact details of all EEAST staff networks. *(A number of respondents commented on the existing promotion of staff networks.)*

**3: As recommended last year, 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 networks for 2025 – 2026.

**4: Investigate the purchase of rainbow lanyards** which can be available / worn by all EEAST staff (including non LGBTQ employees who wish to demonstrate overt LGBT+ allyship).

**5: Write and introduce an EEAST Gender Identity policy** which states the Trust's overall commitments to individuals who identify as one, more or no genders and where this gender identify differs from any biological categorisations recorded at birth. *(Non Cisgender Identity is clearly not fully understood within EEAST and attracted a minority of adverse and in some cases, highly offensive comments within the survey responses.)*

## 6.0 Recommendations:



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

- 6: Develop an engaging and modern LGBT+ module to add to the existing EEAST induction programmes which should include Gender Identity commitments within the Trust.**
- 7: Undertake a feasibility report with the aim of creating some gender neutral toilets and changing areas within larger EEAST facilities.**