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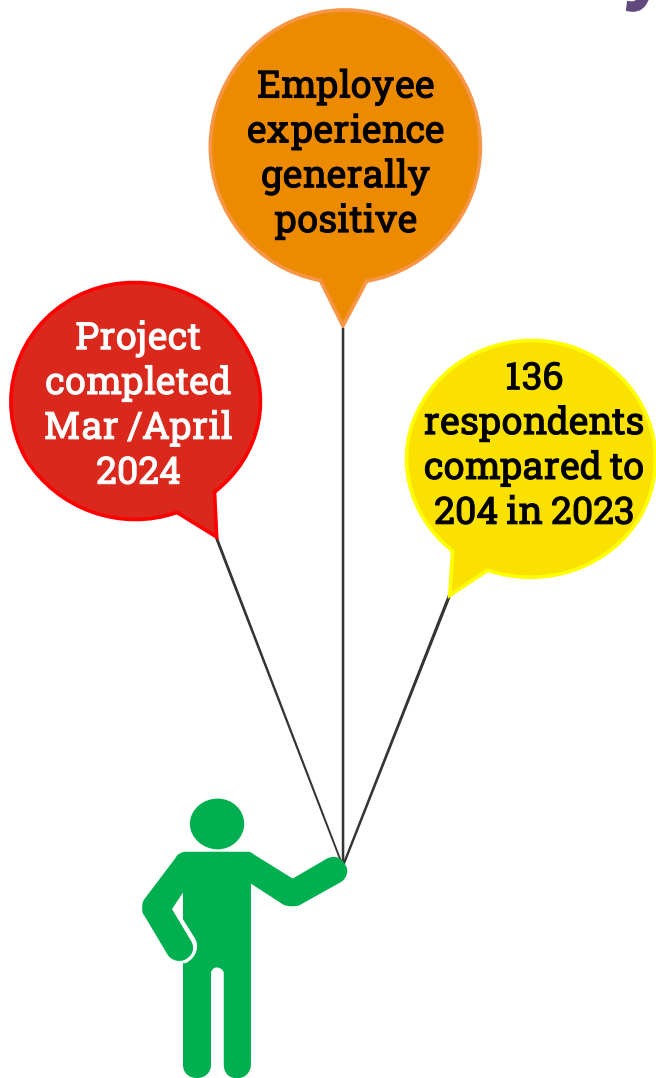
East of England
Ambulance Service
NHS Trust



LGBT+ Survey Results 2024

Findings, Themes and Recommendations

LGBT+ Survey context



What we did:

Commissioned McKenzie LLP, a specialist Equality, Diversity and Inclusion consultancy, to undertake an external research project with all staff from the LGBT community employed within the Trust.



How we did it:

Employees were invited to take part in any of the following three options:

1. Complete an anonymous online / digital survey, made up of 15 questions
2. Join a confidential focus / discussion group
3. Take part in a confidential one to one interview



Who took part:

In total, 136 employees participated via one or more of the consultation options, compared to a total of 204 in 2023.

Survey overarching themes



Impact

Initiatives launched during the last 12 months have made a positive and tangible difference (recruitment of new CIAs, Launched a LGBT+ policy , "Let's Talk About..." project).



Training and Awareness

Clear thoughts from the respondents around the **lack of awareness** around **gender identity** and staff who are **transitioning**. The use of **inappropriate language** and terminology and general knowledge of the LGBT+ community. Respondents felt that **LGBT awareness training** would remove the existing adverse perceptions in respect of LGBT+ assumptions.



EEAST's Commitment

A **promotion of the LGBT+ identity** with the use of **rainbow lanyards** has been suggested by respondents.

Respondents requested for more **promotion of the LGBT+ staff network**.

A general **lack of commitment** by the Trust to staff who identify as one, more or no genders,.

Welfare and gender-neutral toilets, remain an area of concern for respondents.

Survey headlines



75% Staff rated **employee experience as being good** within the provision of internal support, career development and overall LGBT+ inclusion in EEAST

12 out of 15

Survey statements **showed improvement** around LGBT+ awareness versus last year.

38% Respondents say that **heterosexist assumptions** have been made within EEAST

22% Respondents have **experienced bullying/harassment** relating to their Gender Identity or Sexuality within EEAST

Top 5 questions

Exploring employee experience around colleague and manager behaviours, perceptions of inclusion, and personal experiences of **bullying and harassment** averaged at 8% negative return

Respondents recommended more overt **commitments to LGBT+ inclusion** via, for example **staff uniform, badges and lanyards**

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

Comparison 2023 vs 2024



Questions with highest % increases	Org 2023	Org 2024	Variance
I have NOT experienced bullying/harassment relating to my Gender Identity or Sexuality within EEAST.	78%	89%	+11%
I have felt comfortable discussing my emotional wellbeing at work with my manager or colleagues.	70%	79%	+9%
I have felt comfortable both presenting my 'whole self' and sharing my true Gender Identity at work	77%	86%	+9%
Heterosexist assumptions have NOT been made within EEAST.	53%	61%	+8%
I have felt confident reporting any inappropriate LGBT related behaviour or language used towards me.	71%	79%	+8%

Questions with lower % increases	Org 2023	Org 2024	Variance
The personal names and pronouns I prefer, have been used willingly by others in EEAST	93%	94%	+1%
During the last twelve months, EEAST has provided and promoted good internal support for LGBT staff	84%	85%	+1%
Gender Identity/Sexuality has been regarded by my manager as part of the spectrum of differences	89%	89%	-
EEAST is an inclusive organisation which recognises people of all Sexual Orientations /Gender Identities	90%	85%	-5%
Suitable career development, advancement and training have been equally available to all staff in EEAST	89%	84%	-5%

A snapshot of comments from the survey

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"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"

"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"

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

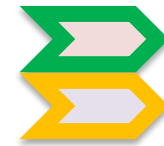
"Further awareness around microaggression, terminology impact, further promotion of case studies/ profiles of LGBT+ staff and others willing to be mentors or advocates."

"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"

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

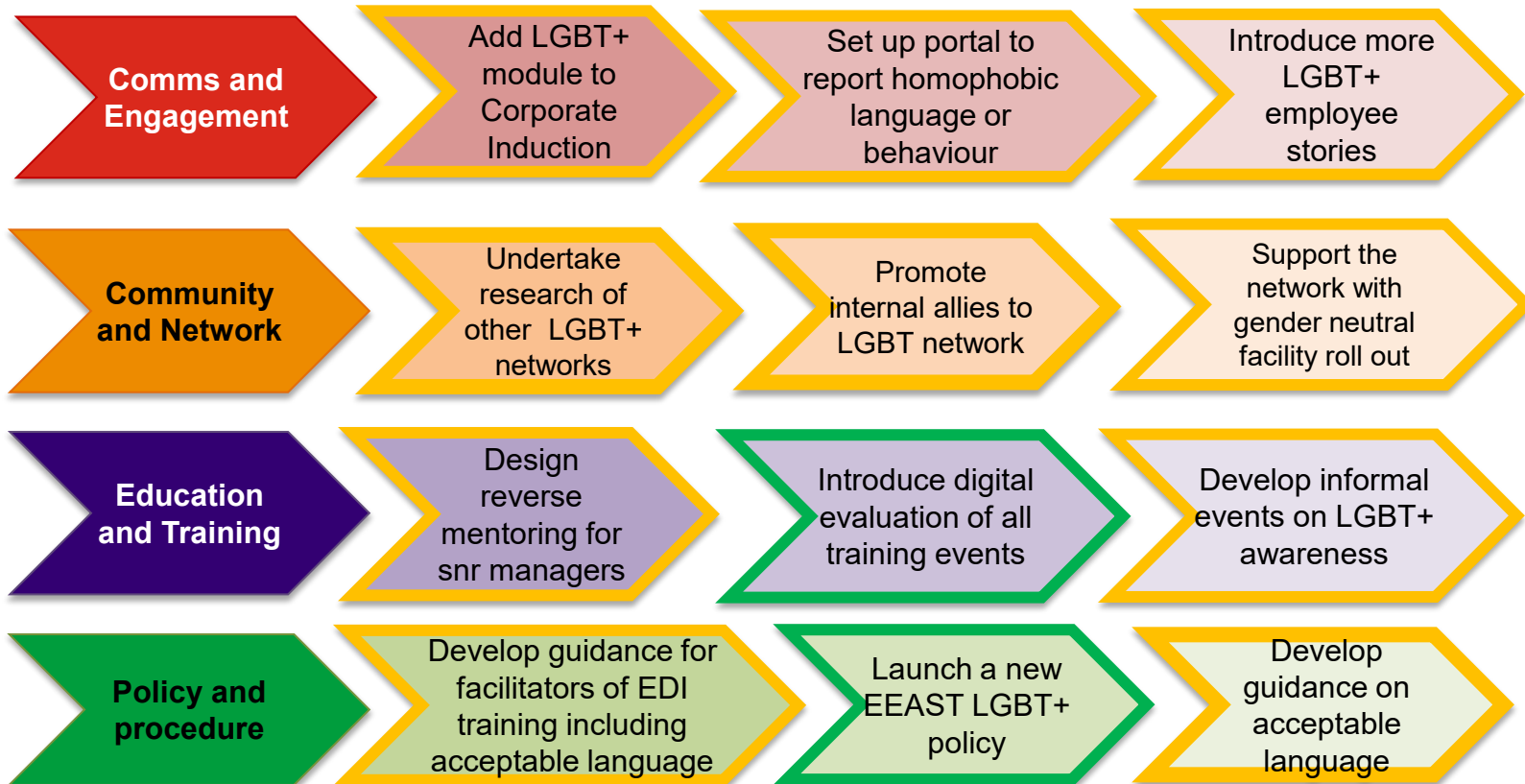
"Provide more education around people transitioning - either staff or patients"

Action Plan – 2023 - 2024



Complete

In progress



Key Survey Actions & Recommendations



Design and implement mandatory dignity at work and LGBT+ awareness training for all EEAST staff

Develop an EEAST *Gender Identity* policy which states the Trust's overall commitments to individuals who identify as one, more or no genders

Produce fresh content/information relating to the availability and contact details of all EEAST staff networks and research in other organisations

LGBT+

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

Investigate the purchase of rainbow lanyards which can be available / worn by all EEAST staff

Undertake a feasibility report to create some gender-neutral toilets and changing areas within larger EEAST facilities

LGBT+ Action Plan – 2024 - 2026



Additional proposed actions added to reflect the LGBT survey recommendations

Comms and Engagement

Promote visible symbols within EEAST

Positive action projects

LGBT+ updates & resource on EAST 24

Promote gender reassignment awareness

Community and Network

Promote & celebrate inclusive social events

Promote the LGBT+ staff network

Appoint LGBT+ allies and champions

Implement external stakeholder projects

Education and Training

Trans & gender identity awareness training

LGBT+ specific development programme

Inclusive language programme

Policy and procedure

Review policies to ensure inclusion

Develop an EEAST Gender Identity policy

Endorse LGBT inclusivity through statements and policy support

