STAFF FEEDBACK QUESTIONAIRE

Acas

Overview

The 2020 Stonewall Staff Feedback Questionnaire received more than 109,928 responses from LGBT and non-LGBT people across all areas of the UK. Your employees' responses are shown below.

- Responses from groups of ten or fewer are removed to protect respondents' confidentiality.
- Statistics restricted for confidentiality are shown with an asterisk.
- We have broken out useful sub-groups of analysis to help you better understand your workforce and their experiences.
- You can compare the experiences of your workforce to other employees in the government sector and in your region.

Terms describing LGBT people

All respondents to the Staff Feedback Questionnaire were asked questions about their gender identity and sexual orientation. Some respondents answered the survey in Welsh, so the questions and responses are presented bilingually.

Question	Responses
Which of the following best describes your gender? / **Pa un o'r canlynol yw'r disgrifiad gorau o'ch rhywedd?**	Male / Gwrywaidd Female / Benywaidd Non-binary / Anneuaidd Prefer not to say / Byddai'n well gen i beidio â dweud
If you describe your gender with another term, please provide this here: / **Os ydych chi'n defnyddio term arall i ddisgrifio eich rhywedd, nodwch ef yma:**	*free text*
Do you identify as trans? / **Ydych chi'n arddel hunaniaeth draws?**	Yes / Ydw No / Nac ydw Prefer not to say / Byddai'n well gen i beidio â dweud
Which of the following best describes your sexual orientation? / **Pa un o'r canlynol yw'r disgrifiad gorau o'ch cyfeiriadedd rhywiol?**	Bi / Deurywiol Gay or lesbian / Hoyw neu lesbiad Heterosexual/straight / Heterorywiol/syth Prefer not to say / Byddai'n well gen i beidio â dweud
If you describe your sexual orientation with another term, please provide this here: / **Os ydych chi'n defnyddio term arall i ddisgrifio eich cyfeiriadedd rhywiol, nodwch ef yma:**	*free text*

On future reference, Welsh language responses will be grouped for analysis with responses according to the English language translation as noted above.

Based on responses to the above questions, we have categorised respondents according to their LGBT identities.

Respondents	Report definition
Bi	Bi for sexual orientation
Lesbian & gay	Gay or lesbian for sexual orientation
LGBT	Non-binary for gender and/or Yes for trans identity and/or Bi, or gay or lesbian for sexual orientation
Non-LGBT	Male or female for gender identity No for trans identity and Heterosexual/straight for sexual orientation
Non-trans	No for trans identity
Trans & non-binary	Non-binary for gender and/or Yes for trans identity

Please consult our [guide on diversity monitoring](#) for best practice wording when conducting your own monitoring and surveys.

Comparisons between respondents

This typically presents two tables of responses for each question. The first table allows you to compare responses from Acas to other organisations. The second table allows you to compare responses from within your organisation between different groups of employees. In a few cases, we have omitted the second table, for instance where a question is only asked to non-LGBT respondents.

Your respondents

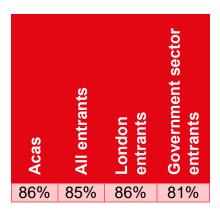The number of respondents in your organisation broken down based on different identities.

Where the number of respondents to a question is ten or fewer, we have replace the value with an asterisk to protect employee confidentiality.

Respondents identified as	Number of Respondents
All	236
LGBT	37
Bi	13
Lesbian & gay	24
Trans & non-binary	*
Non-binary	*
LGBT men	17
LGBT women	20
LGBT people of faith	14

Respondents identified as	Number of Respondents
LGBT BAME	*
LGBT under 24	*
LGBT over-55	*
LGBT people who are disabled	13

Being yourself at work

All respondents were asked if they agree that they feel able to be themselves at work

Acas	All entrants	London entrants	Government sector entrants
86%	85%	86%	81%

All respondents	Non-LGBT respondents	LGBT respondents	Bi respondents	Trans & non-binary respondent
86%	90%	81%	69%	*

Disclosure of LGBT identities

Lesbian & gay, bi, and trans respondents were asked if they feel comfortable to disclose their sexual orientation and/or gender identity at work. Respondents were asked to specify if they felt comfortable talking to colleagues (in general), to managers or senior managers, and to customer, clients or service users.

I feel comfortable to disclose my identity to all …	Acas	All entrants	London entrants	Government sector entrants
Colleagues	51%	50%	52%	46%
Managers	24%	31%	33%	27%
Service Users	22%	26%	29%	22%

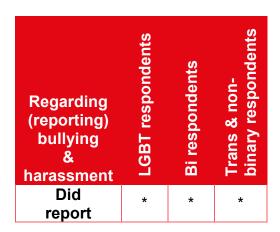| I feel comfortable to disclose my identity to all …	All LGBT respondents	Bi respondents	Trans & non-binary respondents
Colleagues	51%	23%	*
Managers	24%	23%	*
Service Users	22%	15%	*

Discrimination

Bullying and harassment

LGBT respondents were asked four questions on experiencing and reporting discrimination based on their gender identity or sexual orientation: -

- If the agree that they know how to report
- If they agree that they would feel confident to report, in the event an incident occurred
- Whether an incident occurred
- If they reported an incident occurring, whether they did report

Most responses below combine responses based on gender identity and sexual orientation. In those cases, respondents who are both trans and bi, lesbian or gay, are accorded the lower of their two responses. For instance, a bi and trans employee who agrees they know how to report bullying & harassment based on sexual orientation, but not based on gender identities, would be recorded as 'not agreeing' with this question.

Regarding (reporting) bullying & harassment	Acas	All entrants	London entrants	Government sector entrants
Know how	84%	73%	73%	73%
Feel confident to	89%	82%	84%	79%
Incident occurred	8%	6%	5%	7%
Did report	*	76%	74%	74%

Regarding (reporting) bullying & harassment	LGBT respondents	Bi respondents	Trans & non-binary respondents
Know how	84%	92%	*
Feel confident to	89%	85%	*
Incident occurred	8%	0%	*

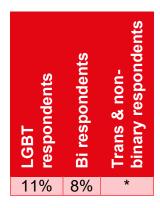| Regarding (reporting) bullying & harassment	LGBT respondents	Bi respondents	Trans & non-binary respondents
Did report	*	*	*

Barriers to progression

LGBT respondents were asked about whether their gender identity or sexual orientation had created barriers to progression within their workplace.

Most responses below combine responses based on gender identity and sexual orientation. In those cases, respondents who are both trans, and bi, lesbian or gay, are accorded the lower of their two responses. For instance, a trans lesbian employee, who agrees she knows how to report bullying & harassment based on sexual orientation, but not based on gender identities, would be recorded as 'not agreeing' with this question.

Acas	All entrants	London entrants	Government sector entrants
11%	11%	11%	11%

LGBT respondents	Bi respondents	Trans & non-binary respondents
11%	8%	*

Confidence challenging

All respondents were asked if they felt confident challenging inappropriate behaviour and discrimination towards LGBT people.

Acas	All entrants	London entrants	Government sector entrants
58%	63%	68%	58%

All respondents	LGBT respondents	Non-LGBT respondents	Bi respondents	Trans & non-binary respondents
58%	62%	57%	77%	*

Inclusive Cultures

Support and understanding

Respondents who are non-LGBT were asked if they feel confident in supporting LGBT people and understand why their organisation is committed to LGBT equality.

Regarding (reporting) bullying & harassment	Acas	All entrants	London entrants	Government sector entrants
Personally support	98%	95%	96%	93%
Understand employer's support	95%	93%	94%	90%

Inclusive Leadership

All respondents were asked if senior management demonstrate commitment to bi, gay & lesbian, and trans equality. Responses are shown both for all respondents, and specifically for respondents whose identities correspond with the question being asked. The group of respondents is shown in brackets.

Employees who agree that senior leaders demonstrate visible commitment to …	Acas	All entrants	London entrants	Government sector entrants
Bi equality (all employees)	57%	59%	60%	52%
Bi equality (bi employees)	77%	46%	47%	42%
Lesbian & gay equality (all employees)	64%	67%	69%	61%
Lesbian & gay equality (lesbian & gay employees)	58%	54%	71%	71%
Trans equality (all employees)	56%	57%	58%	52%
Trans equality (trans employees)	*	44%	45%	40%

Inclusive workplaces

LGBT people were asked if they agree that their workplace was inclusive of people like them.

Employees who are … that agree that their organisation is inclusive of … people	Acas	All entrants	London entrants	Government sector entrants
Bi	62%	52%	19%	46%
Lesbian & gay	88%	83%	85%	81%
Trans	*	48%	51%	45%

Role Models

LGBT people were asked if they agree that their workplace has visible role models who share their identity.

Employees who are … that agree there are visible role models who are …	Acas	All entrants	London entrants	Government sector entrants
Bi	15%	18%	19%	18%
Lesbian & gay	46%	63%	67%	59%
Trans	*	31%	31%	37%

Issues and identities

Understanding

Respondents were asked if they agree that they understood the identities of, and issues that affect (other) LGBT people.

I agree that I understand the issues and identities of … people	Acas	All entrants	London entrants	Government sector entrants
Bi	74%	74%	75%	68%
Lesbian & gay	83%	81%	82%	77%
Trans	73%	71%	72%	66%

I agree that I understand the issues and identities of … people	All respondents	Non-LGBT respondents	LGBT respondents	Bi respondents	Lesbian & gay respondents
Bi	74%	72%	83%	n/a	83%
Lesbian & gay	83%	72%	n/a	n/a	n/a
Trans	73%	84%	84%	85%	83%

Training

Respondents (regardless of identity) were asked if they were aware of LGBT training within their organisation. Those who were aware were asked if they agree that their training meant they better understood the issues and identities that affect (other) LGBT people.

Respondents were asked separately about issues and identities. Where respondents agreed that they better understood either issues or identities, they are reported here as agreeing with this question.

I agree that training has improved my understanding of …	Acas	All entrants	London entrants	Government sector entrants
Bi identities	77%	76%	77%	71%
Bi issues	75%	72%	73%	68%
Lesbian & gay identities	88%	85%	86%	82%
Lesbian & gay issues	83%	81%	82%	78%
Trans identities	79%	75%	76%	71%
Trans issues	77%	73%	74%	69%

I agree that training has improved my understanding of …	All respondents	Non-LGBT respondents	All LGBT respondents	Bi respondentts	Lesbian & gay respondents
Bi identities	77%	80%	75%	n/a	75%
Bi issues	75%	80%	63%	n/a	63%
Lesbian & gay identities	88%	88%	n/a	n/a	n/a
Lesbian & gay issues	83%	83%	n/a	n/a	n/a
Trans identities	79%	80%	88%	*	*
Trans issues	77%	80%	81%	*	*

Monitoring

LGB employees were asked if they agree that they understand why their employer monitors their sexual orientation. Trans employees were asked the same about their gender identity.

Employees were then asked whether they agree they are confident to disclose their identities.

Where respondents are LGB and trans, we included the lower of their two responses about gender identity and sexual orientation monitoring.
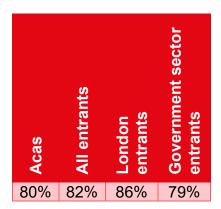
I agree that I … my sexual orientation and/or gender identity	Acas	All entrants	London entrants	Government sector entrants
Understand why my employer monitors	92%	73%	74%	78%
Am confident to tell my employer	86%	80%	81%	80%

I agree that I … my sexual orientation and/or gender identity	LGBT respondents	Bi respondents	Trans respondents
Understand why my employer monitors	92%	85%	*
Am confident to tell my employer	86%	77%	*

Network Group

Visibility of the group

All respondents were asked if their organisation had an LGBT employee network group.

Acas	All entrants	London entrants	Government sector entrants
80%	82%	86%	79%

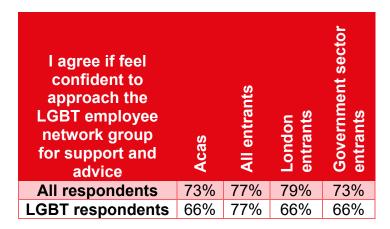| All respondents	Non-LGBT respondents	LGBT respondents	Bi respondents	Trans & non-binary respondents
80%	76%	95%	100%	*

Network group activities

All respondents who reported having an LGBT employee network group were asked two questions about the activities of their network group: if they were aware of its activities and if they had taken part in them over the last year.

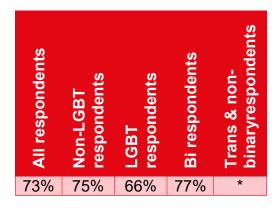| I … the activities of my employer's LGBT network group	Acas	All entrants	London entrants	Government sector entrants
Am aware of	68%	79%	83%	76%
Have taken part in (All respondents)	23%	35%	42%	29%
Have taken part in (LGBT respondents)	43%	49%	43%	43%

I … the activities of my employer's LGBT network group	All respondents	Non-LGBT respondents	LGBT respondents	Bi respondents	Trans & non-binary respondents
Am aware of	68%	65%	69%	69%	*
Have taken part in	23%	20%	43%	46%	*

Support and advice

All respondents who reported having an LGBT employee network group were asked if they agree they would feel confident approaching the network group for confidential support or advice.

I agree if feel confident to approach the LGBT employee network group for support and advice	Acas	All entrants	London entrants	Government sector entrants
All respondents	73%	77%	79%	73%
LGBT respondents	66%	77%	66%	66%

All respondents	Non-LGBT respondents	LGBT respondents	Bi respondents	Trans & non-binary respondents
73%	75%	66%	77%	*

Value and effectiveness

All respondents who reported having an LGBT employee network group were asked if they agree that the group is a valuable and effective asset for the organisation.

I agree I feel ___ is a valulable and effective asset to my organisation	Acas	All entrants	London entrants	Government sector entrants
All respondents	74%	78%	81%	75%
LGBT respondents	60%	78%	60%	60%

All respondents	Non-LGBT respondents	LGBT respondents	Bi respondents	Trans & non-binaryrespondents
74%	77%	60%	69%	*

Training & Communication

All respondents were asked about their awareness of steps their employer is taking to improve LGBT equality. Respondents were asked about LGBT-inclusive diversity training, and whether they were aware of their employer's membership of the Stonewall Diversity Champions programme.

I am aware of …	Acas	All entrants	London entrants	Government sector entrants
LGBT-inclusive diversity training	44%	40%	39%	36%
Stonewall Diversity Champion membership	56%	59%	59%	49%

I am aware of …	All respondents	Non-LGBT respondents	LGBT respondents	Bi respondents	Trans & non-binaryrespondents
LGBT-inclusive diversity training	44%	43%	43%	62%	*
Stonewall Diversity Champion membership	56%	56%	51%	69%	*