The Network Newsletter:
tackling social exclusion in libraries, museums, archives and galleries

Number 213, November 2018

(Formerly published as *Public Libraries & Social Exclusion Action Planning Network Newsletter*, issue 1, May 1999 – issue 29, September 2001)

The Network's Website is at www.seapn.org.uk and includes information on courses, good practice, specific socially excluded groups, as well as the newsletter archive.

Contents List

_____

Did you see …?

ARC Magazine

The November issue[1] reported on the 2018 ARA Conference. Key articles included:

- Gillian Boll "Radically breaching barriers to inclusion", which reported on a session by Tamsin Bookey (Tower Hamlets Local History Library & Archives) who talked about supporting Black and Asian community heritage; and Adele Patrick (Glasgow Women's Library) who asked "Where does feminism fit in the archive?" They argued that it is not that "we are not attracting users from diverse communities" but that we are "maintaining barriers which serve to exclude them". "At GWL, they have redefined marginalised groups once considered 'hard to reach' as 'easy to ignore'." [pp13-15]
- Stephanie Nield "Pop-up archives: Providing access to archives for disabled people and care homes", which looked at the experience of organising "Rewind: 7 decades of stories from Leonard Cheshire Disability".[2] This project ran from 2014-2017, and "[…] ran 'pop-up' archive workshops, a digitisation programme of journals, audio-visual material and photographs and built an accessible online resource for people to browse as an online exhibition." [pp40-42]

Tackling social and digital exclusion – Libraries, Museums, Archives and Cultural and Heritage Organisations

Power to the people: a self-assessment framework for participatory practice

This new framework[3] was launched at the MA Annual Conference and Exhibition 2018 in Belfast:

> "This framework has been developed to help museums understand and improve their participatory practice and community engagement. Its aim is to provide benchmarks of best practice, to showcase excellence in this field and to support museums to develop strong and sustainable connections to their communities.

---

[1] *ARC Magazine*, 351, Nov 2018.

[2] Further info at: https://rewind.leonardcheshire.org/.

[3] *Power to the people: a self-assessment framework for participatory practice*. Museums Association, 2018. Available to download as a pdf from: https://www.museumsassociation.org/download?id=1254507.

The framework helps people who work in and with museums reflect and learn and to support a journey towards deeper and more sustainable community engagement and participation. It also provides a common language for museums, funders and other stakeholders." [p2]

The framework begins by looking at the varying definitions before opting for:

""Museums and communities working together as equal partners." [p3]

It then considers what community participation looks like in a museum, outlining principles:

- "doing with, rather than doing to or for
- community involvement in decision-making on projects and wider strategy
- a sense of ownership from both the community and the museum
- change for everyone involved – including the museum
- a holistic approach that permeates throughout the museum
- part of the core work and strategic aims and objectives of the museum
- a people-centred approach
- giving voice to those outside the museum
- providing mutual benefit for the museum and the community." [p4]

and qualities:

- "reflective thinking and practice
- learning processes
- organisations and individuals being open to change
- embracing risk and failure
- progressive and developmental
- involvement
- equality." [p4]

The framework then looks at why participation matters (eg "Engaging communities in the life of your museum will make it a more responsive, dynamic, and sustainable institution" [p5]), before going into the framework itself (and how to use it).

The framework uses a 'distance travelled' method of evaluation, asking the reader to look at all aspects of the organisation's work and then rate this in one of the four categories:

- Starting off
- Making progress
- Best practice
- Leading and championing.

To take 'engagement and decision-making' as an example, the evaluation looks at:

Starting off:

- Participation/community engagement work is planned by staff and others working in engagement

Making progress:

- Management/leadership team, trustees and staff are involved in planning participation/community engagement

Best practice:

- Management/leadership team, trustees and staff are involved in planning participation/community engagement as part of overall strategic planning

Leading and championing:

- Management/leadership team, trustees, staff and community partners are involved in planning participation/community engagement as part of overall strategic planning. [Taken from p10]

Finally, there is a series of how-to tips, and a brief list of further resources to look at.

This is a very useful, practical guide, well worth working through to assess how your community participation work could be developed even further. Recommended.

_____

Measuring socially engaged practice: a toolkit for museums

This important toolkit[4] was published by the MA in March 2018 – apologies for being so slow to mention it.

Following on from the "Museums Change Lives"[5],[6] campaign in 2013, which encouraged museums to develop their socially engaged practice:

> "This toolkit is designed to assist museums to find the right approach for their participants and organisation." [p3]

---

[4] *Measuring socially engaged practice: a toolkit for museums.* Museums Association, 2018.
Available as a pdf: https://www.museumsassociation.org/download?id=1249262; in a large print Word document from: https://www.museumsassociation.org/museums-change-lives/measuring-socially-engaged-practice/19032018-museums-socially-engaged-practice; and in Welsh:
https://www.museumsassociation.org/download?id=1251823.
The sections are also available on the MA website at:
https://www.museumsassociation.org/museums-change-lives/measuring-socially-engaged-practice.
[5] See: https://www.museumsassociation.org/museums-change-lives.
[6] Assessed in *The Network Newsletter*, 146, Jun 2013,
http://www.seapn.org.uk/uploads/files/newsletter_ns_146.pdf, pp5-7.

It starts with a section, "What do we mean by social impact?", which looks at definitions:

> "Some prefer terms such as social value or socially engaged practice. In simple terms, when we talk about this work in museums we are referring to museums influencing positive changes and fostering rich and meaningful relationships between staff, volunteers and participants, enhancing the lives of everyone involved. There are many different ways in which museums can have and are having a positive impact. The Museums Change Lives campaign breaks this down into several areas of change:
>
> - Creating better places to live or work
> - Enhancing health and wellbeing
> - Inspiring engagement, debate and reflection" [p5]

This is followed by "Getting started", which includes a timely reminder that shorter-term project work "[…] should fit into the organisational strategy and therefore contribute towards long-term goals." [p6] and suggests that it might be worth drawing up a 'theory of change' for the organisation, which would help define the commitment to providing social value (organisations may well already have covered this via their mission, values and vision). Any work developed must be aligned to this – and this can be achieved via setting outcomes and outputs that contribute to the overall mission.

There is also a note about 'ethical considerations':

> "It is important to think about your participants when choosing your outcomes as there are ethical issues to consider when selecting them. Are your outcomes appropriate and useful for all participants? […] By working with participants to set outcomes at the start of a project you can avoid these pitfalls and make the work a two-way process." [p7]

This is followed by a look at using logic models (which, I have to say, isn't very clear).

This is followed by one of the core parts of the toolkit, "Methods for measuring social impact". This is critical, as evaluation needs to be built in to any work as early as possible. The toolkit runs through examples of:

- Quantitative evaluation – getting beyond counting visitor numbers, and includes closed questions; personal data; using range statements; visual aids such as "blob trees"[7]. There is again a note about 'ethical considerations'.

- Qualitative evaluation: "Qualitative data can provide more substance to your case for social value and will tell you more about the ways in which

---

[7] I'd never heard of these! It "[…] uses a simple cartoon image of non-specific characters in different situations and asks you to consider which character you most identify with." Taken from: https://thelinkingnetwork.org.uk/resource/blob-tree/.

your work is impacting participants lives." [p12] These include: interviews and questionnaires; observations ("These are more one way with the observer recording interactions or activities and the responses from participants. Like interviews and questionnaires, a structured approach is necessary for this type of measurement. A structured form should be used and completed by the observer to ensure a level of continuity between instances of observation."); testimonials; creative methods (such as journals, visual minutes); off-the-shelf tools.

Finally, the toolkit looks at "When to measure", and looks at the 'evaluation cycle', as well as 'baseline, frontend and formative evaluation' and 'summative evaluation' which "[…] is usually undertaken towards the end of a project cycle and tests whether outcomes have been achieved." [p19]

This is followed by a glossary and acknowledgements.

As it says in the introduction:

> "This toolkit is not designed to evaluate your current levels of socially engaged practice or help you develop priorities for delivering socially engaged practice.
>
> However, it will help you to design an approach to measure the social impact of a particular piece of short-term or project work. There is no one correct approach to measuring social impact and each organisation must find the best approach for each piece of work."

As such, it's a really useful guide – recommended.

Tackling social and digital exclusion – Government, Government Agencies and Local Government

Statement on Visit to the United Kingdom, by Professor Philip Alston, United Nations Special Rapporteur on extreme poverty and human rights

This punchy report[8] has just been published.

> "The UK is the world's fifth largest economy, it contains many areas of immense wealth, its capital is a leading centre of global finance, its entrepreneurs are innovative and agile, and despite the current political

---

[8] *Statement on Visit to the United Kingdom, by Professor Philip Alston, United Nations Special Rapporteur on extreme poverty and human rights.* Office of the United Nations High Commissioner for Human Rights, 2018.
web version:
https://www.ohchr.org/EN/NewsEvents/Pages/DisplayNews.aspx?NewsID=23881&LangID=E
pdf (includes footnotes):
https://www.ohchr.org/Documents/Issues/Poverty/EOM_GB_16Nov2018.pdf.

turmoil, it has a system of government that rightly remains the envy of much of the world. It thus seems patently unjust and contrary to British values that so many people are living in poverty. This is obvious to anyone who opens their eyes to see the immense growth in foodbanks and the queues waiting outside them, the people sleeping rough in the streets, the growth of homelessness, the sense of deep despair that leads even the Government to appoint a Minister for suicide prevention and civil society to report in depth on unheard of levels of loneliness and isolation. And local authorities, especially in England, which perform vital roles in providing a real social safety net have been gutted by a series of government policies. Libraries have closed in record numbers, community and youth centers have been shrunk and underfunded, public spaces and buildings including parks and recreation centers have been sold off. While the labour and housing markets provide the crucial backdrop, the focus of this report is on the contribution made by social security and related policies." [p1]

It highlights issues around the introduction of Universal Credit, of increasing poverty and reliance on foodbanks, and the impact of Brexit. It also recognises the role that public libraries play:

"Again, despite official protestations to the contrary, 'digital by default' is really much closer to digital only. Since Universal Credit was announced in 2010, DWP has always underlined that alternative routes to this benefit needed to be 'kept to a minimum.' […] According to its own figures, 95% of Universal Credit claims they receive are made online. DWP points to the Universal Credit Helpline as an alternative route, but long waiting times and call center staff who, according to civil society organizations, are often poorly trained, make this a very frustrating alternative. Jobcentres, many of which have been closed, offer online access, but very little digital assistance is available and official policy is to keep 'face-to-face' help at a minimum […] Only in really exceptional cases will work coaches make a home visit to offer digital support.

The reality is that digital assistance has been outsourced to public libraries and civil society organizations. Public libraries are on the frontline of helping the digitally excluded and digitally illiterate who wish to claim their right to Universal Credit. While library budgets have been severely cut across the country, they still have to deal with an influx of Universal Credit claimants who arrive at the library, often in a panic, to get help claiming benefits online […] In Newcastle alone, the first city where 'full service' Universal Credit was rolled out in May 2016, the City Library has digitally assisted nearly 2,000 customers between August 2017 and September 2018.

Many claimants also rely on digital help from benefits rights organizations and charities that are already under pressure from a range of cuts and other demands. They currently receive minimal funding from DWP to deliver Assisted Digital Support, which only covers 2 hours of help with the original application and is not nearly enough to cover the demand for support. As of next year, Citizens Advice will be funded by DWP as the sole provider of Assisted Digital Support, with a total budget of £39

million spread out over several years, which must also cover personal budgeting support. Not only is this a small amount in light of the need, but it diverts funding away from public libraries and other organizations which have set up improvised digital support programs." [pp8-9]

The report also recognises the community role that public libraries play – and notes the cuts that have affected them:

"More than 500 children's centers closed between 2010 and 2018,44 and between 2010 and 2016 more than 340 libraries closed and 8,000 library jobs were lost […] Anyone can rely on public services like the library, but they are of particular significance to those living in poverty who may need to access a computer or a safe community space. I spoke with a group of young people from London who made it clear how valuable a community center is as a safe space in a crowded city where people are squeezed by an immensely challenging housing market, and where being stuck out on the street could lead to crime and gang life." [pp13-14]

The report also focuses on 'the hardest hit' which includes women; children; disabled people; asylum-seekers and other migrants; and rural poverty.

Philip Alston comes to some key conclusions including:

"The experience of the United Kingdom, especially since 2010, underscores the conclusion that poverty is a political choice. Austerity could easily have spared the poor, if the political will had existed to do so. Resources were available to the Treasury at the last budget that could have transformed the situation of millions of people living in poverty, but the political choice was made to fund tax cuts for the wealthy instead." [pp22-23]

"The compassion and mutual concern that has long been part of the British tradition has been outsourced. At the same time many of the public places and institutions that previously brought communities together, such as libraries, community and recreation centers, and public parks, have been steadily dismantled or undermined." [p23]

The report also makes recommendations around:

- Introducing a single measure of poverty and measuring food security
- Prioritising […] "the reversal of particularly regressive measures, including the benefit freeze, the two-child limit, the benefit cap, and the reduction of the housing benefit for under-occupied social rented housing." [p23]
- Ensuring that local governments have the funds needed to tackle poverty at the community level
- Ensuring that "Transport, especially in rural areas, should be considered an essential service, equivalent to water and electricity […]" [p24] It also stresses that "Abandoning people to the private market in relation to a service that affects every dimension of their basic well-being is incompatible with human rights requirements." [p23]

8

- Ensuring that the brunt of the resulting economic burden from Brexit is not borne by its most vulnerable citizens.

This is an important report – highly recommended.

Tackling social and digital exclusion – Other Agencies

"Bias in Britain"

The Guardian has recently published[9] the results of a poll it commissioned, and has also published a series of articles that look at particular issues in more depth.

> "The extent of racial bias faced by black, Asian and minority ethnic citizens in 21st-century Britain has been laid bare in an unprecedented study showing a gulf in how people of different ethnicities are treated in their daily lives.
>
> A survey for the Guardian of 1,000 people from minority ethnic backgrounds found they were consistently more likely to have faced negative everyday experiences – all frequently associated with racism – than white people in a comparison poll.
>
> The survey found that 43% of those from a minority ethnic background had been overlooked for a work promotion in a way that felt unfair in the last five years – more than twice the proportion of white people (18%) who reported the same experience.
>
> The results show that ethnic minorities are three times as likely to have been thrown out of or denied entrance to a restaurant, bar or club in the last five years, and that more than two-thirds believe Britain has a problem with racism."[10]

The article argues that unconscious bias is at the heart of our understanding what racism is and how it operates, and *The Guardian* has looked at this in more depth[11].

As mentioned above, the "Revealed" article was the first in a series of articles which are key to understanding more about how racism operates and its impact on everyone. These include:

---

[9] Robert Booth <u>and</u> Aamna Mohdin. "Revealed: the stark evidence of everyday racial bias in Britain", *The Guardian*, 2 Dec 2018, https://www.theguardian.com/uk-news/2018/dec/02/revealed-the-stark-evidence-of-everyday-racial-bias-in-britain?CMP=share_btn_tw.

[10] Robert Booth <u>and</u> Aamna Mohdin. "Revealed: the stark evidence of everyday racial bias in Britain", *The Guardian*, 2 Dec 2018, https://www.theguardian.com/uk-news/2018/dec/02/revealed-the-stark-evidence-of-everyday-racial-bias-in-britain?CMP=share_btn_tw.

[11] Hannah Devlin. "Unconscious bias: what is it and can it be eliminated?", *The Guardian*, 2 Dec 2018, https://www.theguardian.com/uk-news/2018/dec/02/unconscious-bias-what-is-it-and-can-it-be-eliminated.

- Afua Hirsch "This is a vital study of racial bias. Now will Britain take heed?"[12]:
  "This research is important because, as well as these remarkable headline figures, it also examines experiences distinctive to different groups. Feeling overlooked at work affects black or mixed-race people more than those of Asian heritage. Muslims report having more negative experiences than BAME people of other religious backgrounds. Men are significantly more likely to have been stopped by the police, while women are more likely to have felt the need to alter their appearance because of their ethnicity."

- Haroon Siddique <u>and</u> Pamela Duncan "Flatshare bias: room-seekers with Muslim name get fewer replies"[13]
  "People from ethnic minorities face arbitrary discrimination when they look for a room to rent, experts have said, after a Guardian investigation found that inquiries from a person with a Muslim name about flatshare ads received significantly fewer positive responses."

- Nazia Parveen "An instructor on driving test bias: 'he was fine with white students...'"[14]
  "According to data from 2008-17 released by the Driver and Vehicle Standards Agency (DVSA) after a freedom of information request, black women had the lowest pass rates (32%), and white men the highest (56%). Overall, women had a pass rate of 43% and men 50%.

  In an hour at the West Didsbury DVLA centre, you begin to see why that may be the case. Most of the test-takers are from minority backgrounds, but every examiner who will decide their fate today is a white, middle-aged man."

- Haroon Siddique <u>and</u> Matthew Hanrahan "What's in a name? How 'mystery shopping' studies show bias"[15]
  This is a round-up of different pieces of research which show that "Job applicants and consumers get different results depending on their perceived ethnicity"

- Nish Kumar (as told to Aamna Mohdin) "My name is Nish Kumar – so please stop calling me Nish Patel"[16]

---

[12] *The Guardian*, 2 Dec 2018, https://www.theguardian.com/commentisfree/2018/dec/02/bias-in-britain-racial-bias-ethnic-minorities.

[13] *The Guardian*, 3 Dec 2018, https://www.theguardian.com/uk-news/2018/dec/03/flatshare-bias-room-seekers-with-muslim-name-get-fewer-replies. See also: https://www.theguardian.com/uk-news/2018/dec/03/how-we-carried-out-our-survey-of-flatshare-bias.

[14] *The Guardian*, 3 Dec 2018, https://www.theguardian.com/money/2018/dec/03/an-instructor-on-driving-test-bias-he-was-fine-with-white-students. See also: https://www.theguardian.com/uk-news/2018/dec/03/black-women-far-less-likely-than-white-men-to-pass-driving-tests.

[15] *The Guardian*, 3 Dec 2018, https://www.theguardian.com/uk-news/2018/dec/03/whats-in-a-name-how-mystery-shopping-studies-show-bias.

The comedian speaks about what it's like when people keep giving you the wrong name – as an example of unconscious bias.

- Tobi Thomas "Equality watchdog launches inquiry into racial harassment at universities"[17]
  The EHRC "[…] has launched an inquiry into racial harassment at universities amid mounting evidence of students and staff from minority groups facing abuse."

- Nesrine Malik "'They just wanted an ethnic': the effects of bias on minority MPs"[18]
  "MPs from minority backgrounds say they face hurdles in getting to parliament and once elected"

- Jessica Elgot <u>and</u> Rajeev Syal "Minority candidates face 'ethnic penalty' in elections, study shows"
  "Black and Asian candidates face an 'ethnic penalty' in elections, seeing lower increases in their vote shares than white candidates in the same parties, analysis has revealed.

  Conservative party candidates can be particularly disadvantaged, meaning minority ethnic candidates may end up contesting only safe seats, the research found – a phenomenon that could drastically limit the spectrum of candidates who will put themselves forward for the party."

- "Bias in Britain: the truth about modern racism"[19]
  In this podcast: "The Guardian's Afua Hirsch and Anushka Asthana discuss how growing up in a majority white society felt to them and whether attitudes have significantly changed since. Plus, Kehinde Andrews on rethinking the historical figures we revere in Britain"

- Pamela Duncan, Vikram Dodd <u>and</u> Katrine Schow Madsen "Police, military and courts lagging decades behind on ethnic diversity"[20]
  "Police on track to be as diverse as 2016 population by 2052, and the army by 2030"

- Stafford Scott (as told to Poppy Noor) "Humiliated and degraded: this is how black men are treated by police"[21]

[16] *The Guardian*, 3 Dec 2018, https://www.theguardian.com/uk-news/2018/dec/03/my-name-is-nish-kumar-so-please-stop-calling-me-nish-patel.

[17] *The Guardian*, 4 Dec 2018, https://www.theguardian.com/uk-news/2018/dec/04/equality-watchdog-launches-inquiry-into-racial-harassment-at-universities.

[18] *The Guardian*, 4 Dec 2018, https://www.theguardian.com/uk-news/2018/dec/04/they-just-wanted-an-ethnic-the-effects-of-bias-on-minority-mps.

[19] *The Guardian*, 4 Dec 2018, https://www.theguardian.com/news/audio/2018/dec/04/bias-in-britain-the-truth-about-modern-racism.

[20] *The Guardian*, 5 Dec 2018, https://www.theguardian.com/uk-news/2018/dec/05/police-military-and-courts-lagging-decades-behind-on-ethnic-diversity. See also: https://www.theguardian.com/uk-news/2018/dec/05/its-nowhere-near-good-enough-broken-promises-on-police-diversity.

- Poppy Noor "Met police use Tasers and restraints more often against black people"[22]

- "Racial bias in Britain – what it feels like"[23]
  "[A] panel discuss their experiences of everyday racism and its hidden impact"

- Aamna Mohdin "Only two black head chefs in UK's Michelin-starred restaurants"[24]
  "The Michelin guide is dominated by restaurants serving international cuisines, with traditional Chinese and Japanese food among the most prominent. But across the 165 restaurants in the UK with the food industry's most coveted prize, only 12% of head chefs are from a minority ethnic background.

  When the data, analysed as part of the Guardian's Bias in Britain series, is broken down further, it shows that black and south Asian head chefs lead 6% of Michelin-starred restaurants, with only two of them black."

- Damien Gayle "'They think I'm a gangster': the young black men caught in joblessness"[25]
  "A Hackney youth project aims to help overqualified but underemployed young people find their place"

- Hugh Muir "Now we know there's racial bias. The challenge is how to address it"[26]
  "For so long now we have been told that the so-called scourge of political correctness has irreparably tipped the scales towards minorities. If this project does nothing else, it exposes that lie.

  It has been easy, while reading the reports of how unconscious prejudice affects millions of lives, to point an angry finger; but that's too easy because so many of us are complicit. Some of us have biases consciously held and enacted: prejudices that sit in the front stalls of the

[21] *The Guardian*, 5 Dec 2018, https://www.theguardian.com/uk-news/2018/dec/05/humiliated-and-degraded-this-is-how-black-men-are-treated-by-police.
[22] *The Guardian*, 5 Dec 2018, https://www.theguardian.com/uk-news/2018/dec/05/met-police-use-tasers-and-restraints-more-often-against-black-people.
[23] *The Guardian*, 5 Dec 2018, https://www.theguardian.com/uk-news/commentisfree/2018/dec/05/racial-bias-britain-feel-panel-everyday-racism-impact.
[24] *The Guardian*, 6 Dec 2018, https://www.theguardian.com/food/2018/dec/06/only-two-black-head-chefs-in-uks-michelin-starred-restaurants. See also: https://www.theguardian.com/food/2018/dec/06/one-of-the-uks-only-black-michelin-starred-chef-racism-is-their-problem-not-mine.
[25] *The Guardian*, 6 Dec 2018, https://www.theguardian.com/society/2018/dec/06/young-british-black-men-change-their-names-to-increase-chances-of-being-hired.
[26] *The Guardian*, 7 Dec 2018, https://www.theguardian.com/commentisfree/2018/dec/07/racial-bias-address-prejudice.

mind's auditorium. Others sit deep in the subconscious, in the circle at the back. The priority after a week of depressing revelations is not to argue about whether these biases exist, for that way lies rancour and madness. If we are serious about a society in which everyone can at least have the chance to thrive, the priority must be to concentrate on how we recognise those biases, how we understand their significance and how, as a minimum position of decency, we act to hold them in check […]

The challenge, with this new awareness and body of knowledge, is to act. We have laws against discrimination. Ministers should make clear that, irrespective of current illiberalism in the public sphere and on social media, those laws will be enforced because they play their part in the harmonious running of society. We have an equalities commission responsible for "the promotion and enforcement of equality and non-discrimination laws". Its voice is barely ever raised above a whimper. It needs to look at this week's proactive reporting, listen to people's experiences and start doing its job.

But let's recognise, too, there is only so much that journalists and law officers and ministers and regulators can do to police the fairness of unseen micro‑decisions. There are some things informed and decent citizens have to reflect upon and do for themselves."

- Haroon Siddique "Bias in Britain: what can employers, the government and you do about it?"[27]

  This article suggests ways in which employers, individuals and the Government can make a difference, including, for individuals, challenging racism and confronting stereotypes.

- "'It amazes me that more isn't done to tackle it': readers on bias in Britain"[28]
  "To conclude our series, readers share their experiences – from workplace discrimination to problems on nights out"

This is a really important investigation into the realities of racism and bias in the UK – recommended.

---

[27] *The Guardian*, 7 Dec 2018, https://www.theguardian.com/uk-news/2018/dec/07/bias-in-britain-what-can-employers-the-government-and-you-do-about-it.
[28] *The Guardian*, 8 Dec 2018, https://www.theguardian.com/uk-news/2018/dec/08/it-amazes-me-that-more-isnt-done-to-tackle-it-readers-on-bias-in-britain.

LGBTQ issues – Other Agencies

LGBT in Britain: home and communities

This research report[29] from Stonewall was published earlier in 2018. It highlights just how much more work is required to achieve true equality and to end discrimination.

> "For many LGBT people, coming to terms with their sexual orientation or gender identity is all about learning self-acceptance. It's not an easy thing to do, so getting positive affirmation from family, friends and our communities can make all the difference in helping us to be happy and confident in our true selves.
>
> Sadly, this report, part of Stonewall and YouGov's state of the nation LGBT in Britain series, reveals that the support of LGBT organisations, groups, venues, alongside loved ones, friends and peers isn't always what it should be." [Foreword by Ruth Hunt, p3]

The report is based on a survey carried out by YouGov, asking more than 5,000 LGBT people across England, Scotland and Wales about their life in Britain today.

The key findings include:

At home:

- Only half of lesbian, gay and bi people (46 per cent) and trans people (47 per cent) feel able to be open about their sexual orientation or gender identity to everyone in their family
- Three in ten bi men (30 per cent) and almost one in ten bi women (8 per cent), say they cannot be open about their sexual orientation with any of their friends, compared to two per cent of gay men and one per cent of lesbians.
- More than one in ten LGBT people (11 per cent) have faced domestic abuse from a partner in the last year. This increases to 17 per cent of black, Asian and minority ethnic LGBT people.

Experiences in LGBT communities:

- Half of black, Asian and minority ethnic LGBT people (51 per cent) have experienced discrimination or poor treatment from others in their local LGBT community because of their ethnicity. This number rises to three in five black LGBT people (61 per cent).
- More than a third of trans people (36 per cent) have experienced discrimination or poor treatment in their local LGBT community because of being trans.

---

[29] Chaka L. Bachmann <u>and</u> Becca Gooch. *LGBT in Britain: home and communities*. Stonewall, 2018. Available to download as a pdf from: https://www.stonewall.org.uk/sites/default/files/lgbt_in_britain_home_and_communities.pdf.

- One in four LGBT disabled people (26 per cent) whose activities are 'limited a lot' because of a health problem or disability have experienced discrimination or poor treatment in their local LGBT community because of being disabled.

Experiences in faith communities:

- A third of lesbian, gay and bi people of faith (32 per cent) aren't open with anyone in their faith community about their sexual orientation. One in four trans people of faith (25 per cent) aren't open about their gender identity in their faith community.
- Only two in five LGBT people of faith (39 per cent) think their faith community is welcoming of lesbian, gay and bi people.
- Just one in four LGBT people of faith (25 per cent) think their faith community is welcoming of trans people. [Taken from p5]

There are recommendations within each of the three categories (at home; LGBT communities; faith communities). For us, I think one of the most important recommendations is the following (which, although aimed at LGBT 'communities', is key for us all):

"If you hear people making negative comments or using hurtful or abusive language about any aspect of someone's identity in LGBT spaces, or in wider society, challenge it if it's safe to do so. If it's online, report it." [p15]

Stonewall have just (Nov 2018) published another report in this series, *LGBT in Britain: health report*[30]. This report emphasises the health issues faced by a large proportion of LGBTQ people, for example:

- "Half of LGBT people (52 per cent) said they've experienced depression in the last year.
- One in eight LGBT people aged 18-24 (13 per cent) said they've attempted to take their own life in the last year.
- Almost half of trans people (46 per cent) have thought about taking their own life in the last year, 31 per cent of LGB people who aren't trans said the same.
- Forty-one per cent of non-binary people said they harmed themselves in the last year compared to 20 per cent of LGBT women and 12 per cent of GBT men." [p5]

The recommendations are mostly aimed at the Department of Health and Social Care and the NHS, Public Health England, local authorities and CCGs. However, amongst the recommendations for Public Health services are some that could well be applied to our sector:

---

[30] Chaka L. Bachmann and Becca Gooch. *LGBT in Britain: health report.* Stonewall, 2018. Available to download as a pdf from: https://www.stonewall.org.uk/sites/default/files/lgbt_in_britain_health.pdf.

- "Implement mandatory equality and diversity training for staff, which covers their duties to LGBT people under the Equality Act 2010 and meeting the needs of LGBT service users.
- Develop and prominently display bullying and harassment policies which communicate a zero-tolerance approach to homophobic, biphobic and transphobic discrimination, and publicise clear complaints procedures to encourage reporting.
- Provide specific resources and signposting for LGBT service users.
- Consistently monitor service users' sexual orientation and gender identity, supported by training for staff. Use this data to identify inequalities in service user experience and outcomes, and develop targeted interventions, including LGBT-specific services, to address them." [p18]

Abbreviations and acronyms

ARA = Archives and Records Association
EHRC = Equality and Human Rights Commission
MA = Museums Association

This Newsletter was compiled by John Vincent, and all items are written by him, unless otherwise stated. Please send any comments or items for the next issue to:

John Vincent
Wisteria Cottage
Nadderwater
Exeter EX4 2JQ

Tel/fax: 01392 256045
E-mail: john@nadder.org.uk   November 2018