

City of London Gender Identity Survey: Report April 2019



FOR COMMITTEE

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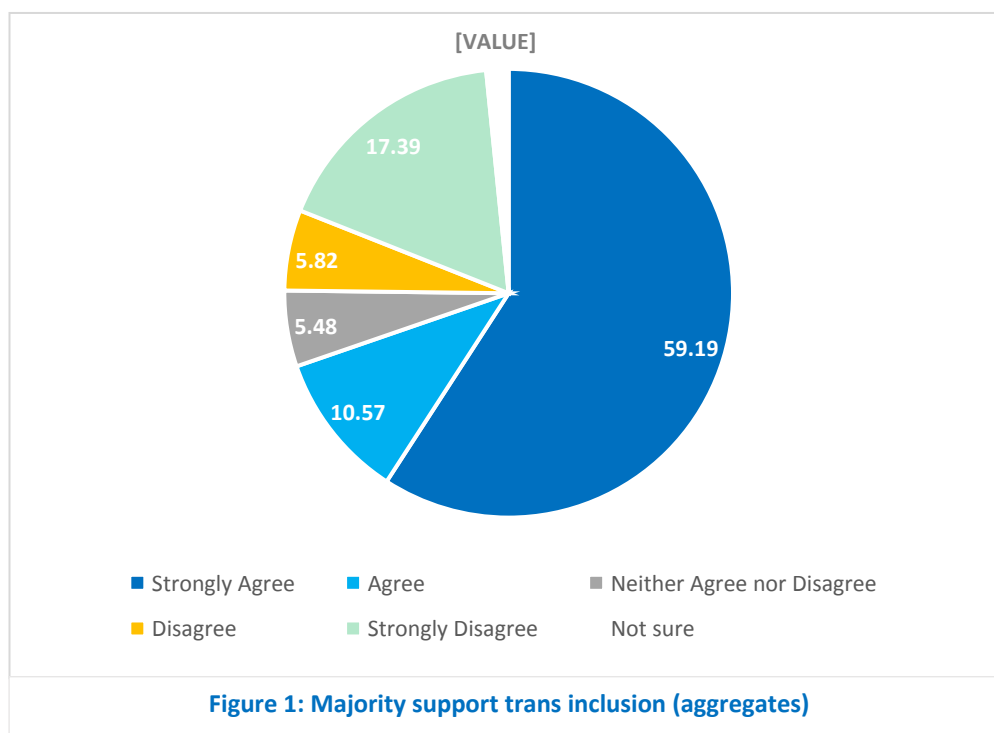
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Executive Summary

Survey findings

- For all stakeholder groups there was a clear majority in favour of the principles and propositions on gender identity that were set out in the survey, with between two and four times as many respondents strongly supporting or agreeing as said they opposed or strongly disagreed.



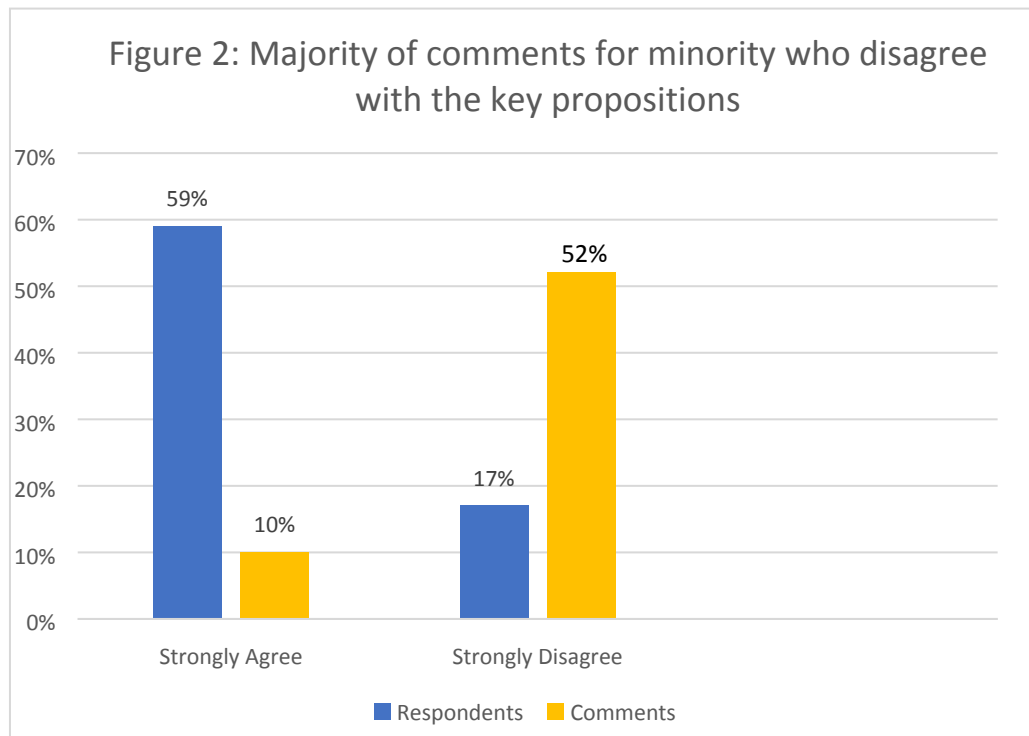
Responses

- There were 21,191 valid responses to the survey. 1,564 respondents identified as 'City Resident' and a further 3,148 as 'City Resident and Worker' (22% of responses in total). Analysis using postcode information to narrow this down to 'Square Mile' residents suggests that 318 responses were from 'City Residents' and 657 from 'City Residents and Workers'. Most of the rest of this self-identified group were Londoners.
- The demographic profile of respondents was similar across all groups, with women in the majority, and most respondents (a) aged 18 to 54 years and (b) of white British ethnicity.

Free text analysis

- While most respondents were supportive, those opposed to the proposals were much more likely to use free text facilities, and this is reflected in the balance of comments provided, which does not reflect the balance of opinion on the issues reflected in the survey.
- Many of these respondents took the opportunity to question the consultation process itself, with a recurrent theme being the use of language (particularly 'gender' and 'sex').

- The importance of appropriate safeguarding was a recurrent theme.
- A consistent message in the responses was the importance of respect, acceptance, ensuring the voices of all of those affected are heard and the need to involve and consider the views of all, particularly the most vulnerable.



Key Findings

1. Introduction

- 1.1 This report was commissioned by the City of London Corporation (City Corporation) to provide an independent analysis of the findings of a Gender Identity Survey.
- 1.2 The survey ran on the Survey Monkey Platform from 25 July to 14 September 2018. It was widely publicised to provide those who accessed City services, both within and outside the Square Mile, with the opportunity to respond – whether as residents, visitors or workers. It also sought views from relevant experts and interested organisations.
- 1.3 The Survey was an action of the City Corporation's Establishment Committee, which is responsible for all workforce and inclusion matters. It was designed to assist the City Corporation to develop an overarching Gender Identity Policy, and to discharge its duties under the Equality Act 2010.
- 1.4 The survey was constructed in four parts:
 - About You – including association to the City Corporation
 - Gender identity – Basic Principles
 - Gender Identity – Access to Services
 - Demographic and Equalities information.

In total there were 18 multiple response questions, of which 12 allowed for free text comments (see Appendix 1 for a full list of questions).
- 1.5 The survey generated nearly 40,000 responses of which 21,191 were valid responses (see below for criteria for validity).

2. Approach to Analysis

Respondents

- 2.1 There were 39,650 responses, with the large majority from members of the public. Almost half of these responses did not address any of the questions on gender identity. Once these were excluded there were 21,191 valid responses, which formed the basis for this evaluation.¹ For the purposes of this report this group are referred to as ‘all respondents’² Respondents were grouped according to whether they were responding as an individual, expert on gender identity or organisation representative.

TABLE 1: BREAK DOWN OF RESPONDENTS BY STAKEHOLDER STATUS

Respondent	Valid	Invalid	Total
An individual member of the public	19,333	17,467	36,800
A relevant expert in respect to gender identity	1,671	851	2,522
A representative of a specific organisation	167	133	300
Not Stated	20	8	28
Grand Total	21,191	18,459	39,650

- 2.2 The overall response from self-defined experts were regrettably of limited value, as many did not have genuine expertise (for example, many cited basic biological qualifications as constituting ‘expertise’ on physical sex differences). It did, however, include responses from people with relevant academic, professional and lived experience, which have been considered as part of the free text analysis. Expert opinion was considered as part of the wider research that was undertaken to inform the policy. The same broadly applies to organisational responses.
- 2.3 1,564 respondents identified as ‘City Resident’ and a further 3,148 as ‘City Resident and Worker’ (22% of responses in total). Postcode information suggests that in fact 318 responses were from ‘City Residents’ and 657 from ‘City Residents and Workers’, while others who self-identified as such were residents of Greater London.

Coding

- 2.4 The survey was a mixture of:
- Closed questions – multiple response questions with defined answers (e.g. agree, disagree), these received statistical analysis.
 - Open questions - free text comments.

¹ The 46% (18,459) response which were deemed invalid were respondents who primarily answered the introduction About You section which sought to identify the respondent’s stakeholder status. The one question some of this group answered was Q10 which enquired about their interest in the survey. 5% (989) responded with answers to this question ranging from transgender rights, to protecting women’s spaces, feminism, equality, interest in the subject, being a visitor to London and social media promotion.

² To ensure that only relevant responses were included for analysis, and findings were not adversely skewed, the eligibility criteria for inclusion was determined as respondents who had answered one of the questions posed (in Section 2 and Section 3) rather than limited their contribution to commenting on Question 10². This group of valid responses is identified as the core cohort. For the purpose of this report they are referred to as all respondents.

As part of this analysis the open questions were coded into key themes and grouped by frequency using a text analytics approach.

- 2.5 While all questions were coded in this way, where the assertion is made in this report that a respondent agrees with the ‘basic principles’, this refers to those who answered Question 13 affirmatively³. Similarly, when there is reference to agreement with the access to City Corporation Services, this refers to those who answered Question 14 affirmatively⁴. Quotes from respondents have been used to help illustrate some of the key themes. The respondent’s stakeholder status and any other demographic information - for instance self-reported gender identity - is used here.

Other considerations

- 2.6 This was an open survey, so the respondents are a self-selecting group.
- 2.7 *GDPR*. The City Corporation excluded any data that could potentially identify individuals from the dataset that was provided for analysis by Smart Consult:
- Full Postcode information – first two characters were supplied for geographical analysis
 - Position within organisation of people submitting on behalf of an organisation.
- 2.8 *Age Bands*. This was a free text question, which has been aggregated into standard age bands as part of the analysis.
- 2.9 *Percentages*. These have been rounded for this report, which is why there are respondent categories recorded as 0% when there were some responses from these stakeholder groups.
- 2.10 *Terminology*. A glossary of acronyms and terms used within the survey and analysis can be found at the end of this report.
- 2.11 *Quotations and free text comments*. Comments that are abusive, discriminatory and/or contrary to the Equality Act 2010 have not been used in this report. An Excel document containing free text comments received in response to the survey is available on request from the City Corporation.

³ Q.13. Do you agree or disagree with the following statement...?

A person who consistently identifies in a gender which is different to the one they were assigned at birth should be able to access services commonly provided to the gender with which they now identify?

⁴ Q.14. Do you support or oppose the following proposal...?

Where access to services or facilities are restricted by gender, the City Corporation has it in mind that the restriction should relate to the gender with which the service user consistently identifies now, regardless of whether that is the gender they were assigned at birth.

3. Key Messages: All responses

Stakeholder Groups

- 3.1 There were 21,191 valid responses to the survey, which were categorised according to their association to the City of London as outlined in Table 3. This broadly replicates the ratios of people who live, visit and work in the City. The resident population is relatively small at 7,500 people; over 500,000 people commute daily for work purposes. There are over 10 million tourists each year.

TABLE 2: BREAKDOWN OF RESPONDENTS BY RELATIONSHIP TO CITY OF LONDON

Respondent	Total	Percentage %
City Resident (self-identified)	1,564	7%
City Resident & Worker (self-identified)	3,148	15%
Worker	2,900	14%
Service User	3,800	18%
Visitor	692	3%
Member of Public	15	0%
Interested Participant	7,301	34%
Organisation Rep	161	1%
Expert	1,590	8%
Not stated	20	0%
Grand Total	21,191	100%

TABLE 1 RESPONDENTS BY STAKEHOLDER STATUS

- 3.2 Interested Participant are the largest stakeholder group to respond to the survey. Over a third of the total number of respondents do not live or work in the City of London, or use Corporation services. The most common demographic features of respondents identified them as White British, female and aged between 18 and 54.
- 3.3 Those with no link to the City of London provided a number of reasons why they had chosen to complete the survey:
- The survey was accessible to all, so believed they should respond.
 - Policies that are implemented in London may affect those that live in other cities in the UK.
 - Because they had transgender friends.
 - Members of the transgender community were contacted by their friends to participate.
 - They responded to social media promotion.
- 3.4 While 22% of respondents stated that they lived in the City of London, this did not seem plausible given the small overall resident population. Postcode analysis was conducted and reduced this to 5%. The responses from respondents identifying as City Residents were comparable to other stakeholder groups in terms of levels of support for the key propositions.
- Key findings: Overall results**
- 3.5 There was a clear majority in favour of the principles and propositions on gender identity that were set out in the survey, with between two and four times as many respondents strongly

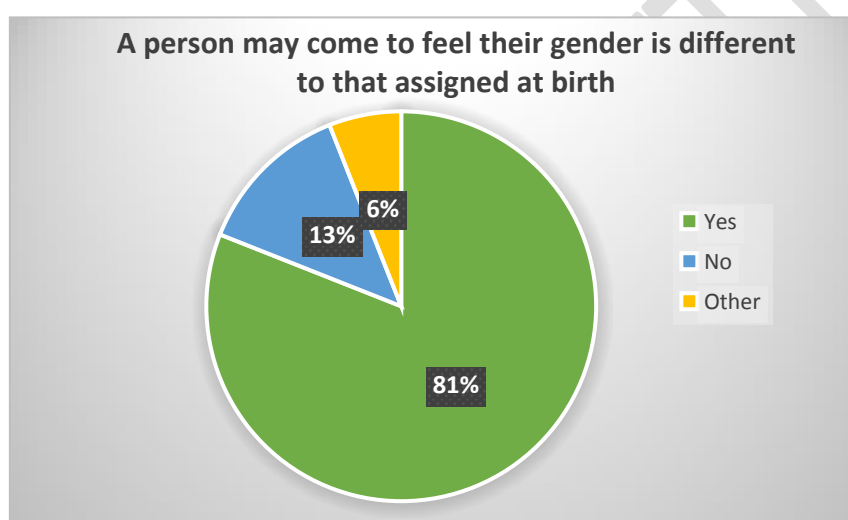
supporting or agreeing as said they opposed or strongly disagreed. This was the case for all six questions and for all the key stakeholder groups, including City Residents.

- 3.6 Most respondents had strongly held opinions, either in favour or against the principles and proposals, with between 70% and 82% saying they ‘strongly agreed’ or ‘strongly disagreed’.

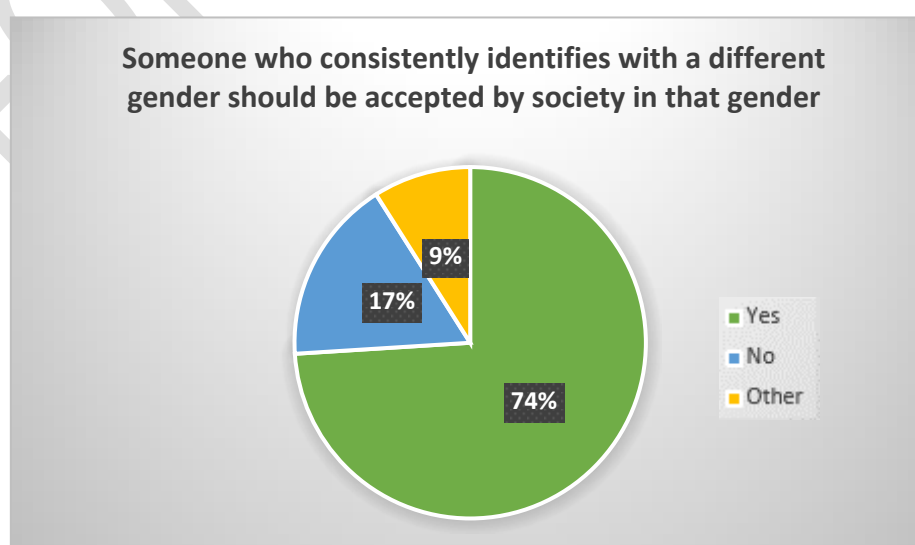
Gender Identity: Principles

- 3.7 Overall, on aggregate, three quarters of respondents (74%) agreed with the general principles, while one in five (19%) disagreed.

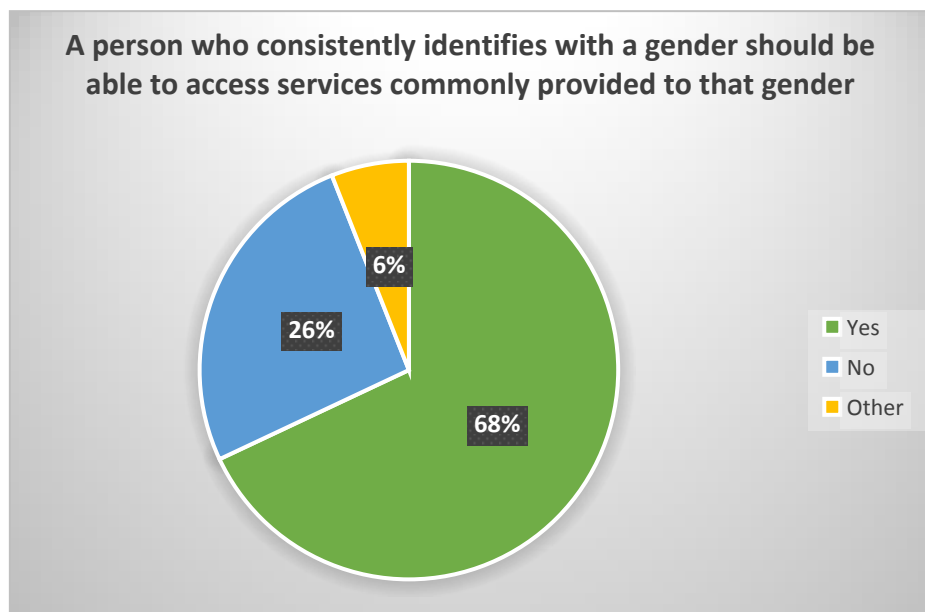
- 81% of respondents agreed that a person may come to feel their gender is different from that assigned to them at birth, with 65% strongly agreeing. 13% disagreed, with 9% strongly disagreeing.



- 74% agreed that a person who consistently identifies in a gender which is different to the one they were assigned at birth should be accepted by society in their stated gender identity, with 64% strongly agreeing. 17% disagreed, with 11% strongly disagreeing.



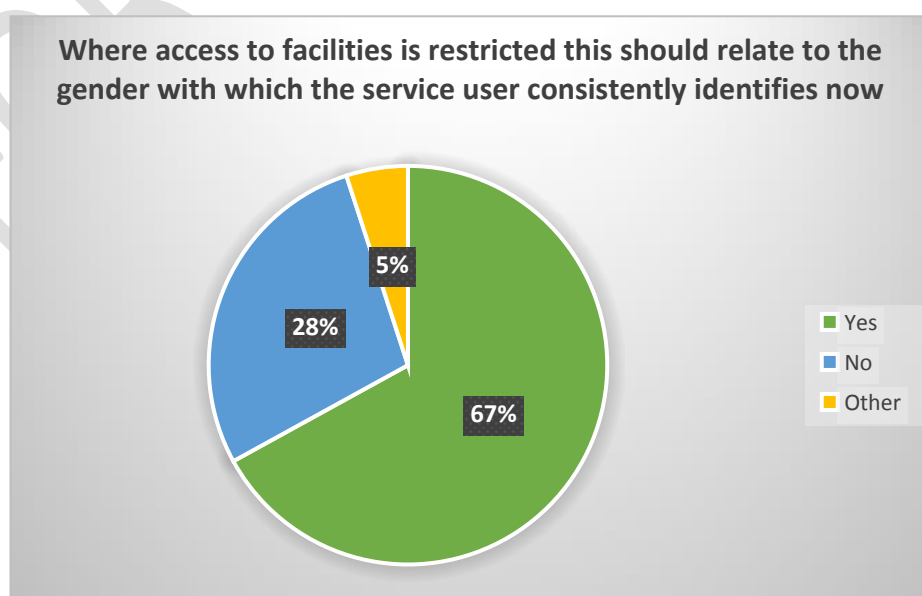
- 68% agreed that a person who consistently identifies in a gender which is different to the one they were assigned at birth should be able to access services commonly provided to the gender with which they now identify, with 61% strongly agreeing. 26% disagreed, with 18% strongly disagreeing.



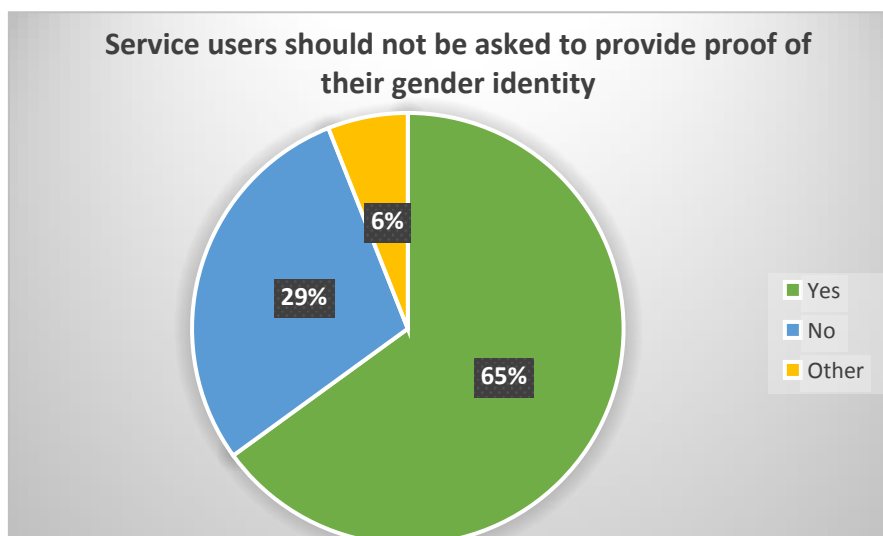
Gender Identity: Access to City Services

3.8 Overall, on aggregate, two thirds of respondents (65%) supported the proposals on access to City Corporation Services, while over a quarter (28%) opposed them.

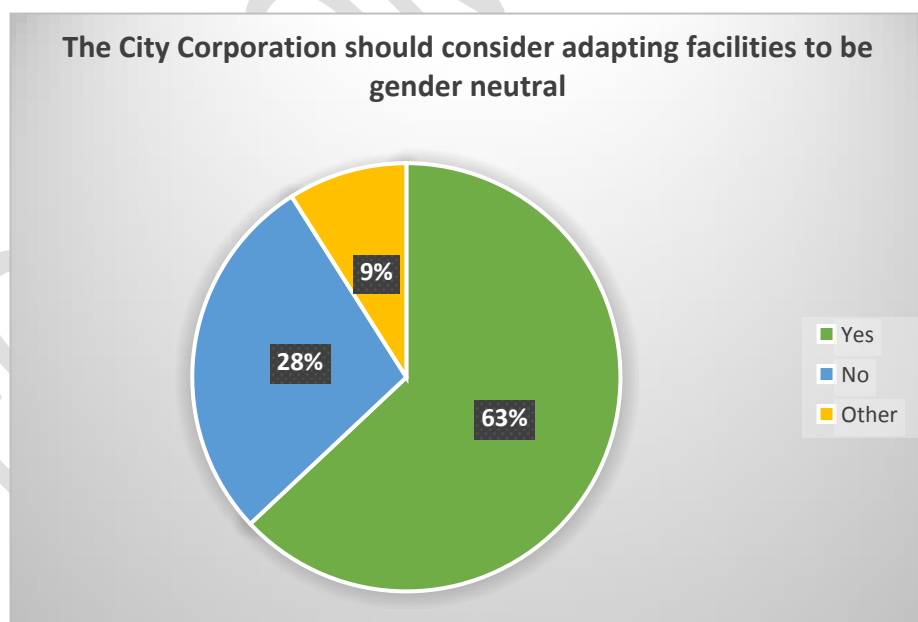
- 67% supported the proposal that where facilities are restricted by gender, those restriction should relate to the gender with which the service user consistently identifies now, with 60% strongly supporting this. 28% were against this, with 22% strongly opposed.



- 65% supported the proposal that service users should not be asked to provide 'proof' of their gender identity at single gender services and facilities but would rely on each service user to self-identify their gender, with 56% strongly agreeing. 29% were against this, with 23% strongly opposed.



- 63% agreed that the City Corporation should consider adapting facilities to be gender neutral, i.e. to enable anyone to use them regardless of their gender identity, with 49% strongly agreeing, 28% were against this, with 21% strongly opposed.



Free text comments

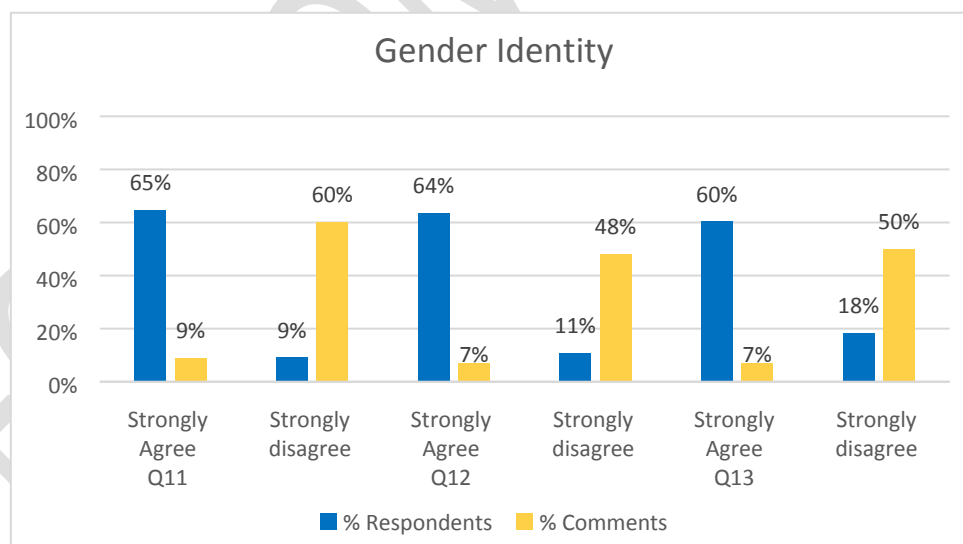
- 3.9 Each of these questions included a free text box to enable respondents to comment. Overall, the response rate to the survey was exceptionally high at 99% of valid responses. However, the MEAN average of respondents who provided free text comments on Gender Identity (Q11-13)

was 22%. Half of respondents provided further comments on the questions on Access to Corporation services (Q14, 16-17).

3.10 It is usually beneficial in surveys to use closed questions (quantitative) in conjunction with free text questions (qualitative), to improve understanding of respondents' views and provide greater insight. However, in the case of this survey, this is problematic for two main reasons:

- I. The open nature of the survey attracted a high volume of response from people with well-established points of view on a controversial and polarizing issue. Some comments were off topic and flippant or presented offensive, abusive and vulgar views. These comments were often, but not exclusively, from respondents with no clear link to the City of London (e.g. non-UK, interested participants). Abusive comments were coded as such, but were retained in the dataset.
- II. While most respondents agreed with the key propositions in the survey, this is not reflected in the balance of free text comments. On the contrary, those who supported the principles and approach supplied few, if any, free text comments, while respondents who strongly opposed them were much more likely to add comments. It is a common issue that people are much more likely to provide critical than supportive comments. This is illustrated by the tables below which show the disparity between comments given dependent on whether the respondent strongly agreed or strongly disagreed. For example, of the 60% who strongly agreed that 'people should be able to access services commonly provided to the gender with which they now identify' (Q13) only 7% provided comments. Half of the 18% who strongly disagreed with this provided a comment.

TABLE 4 COMPARISON OF RESPONDENTS' AGREEMENT TO PERCENTAGE OF COMMENTS RECEIVED - GENDER IDENTITY

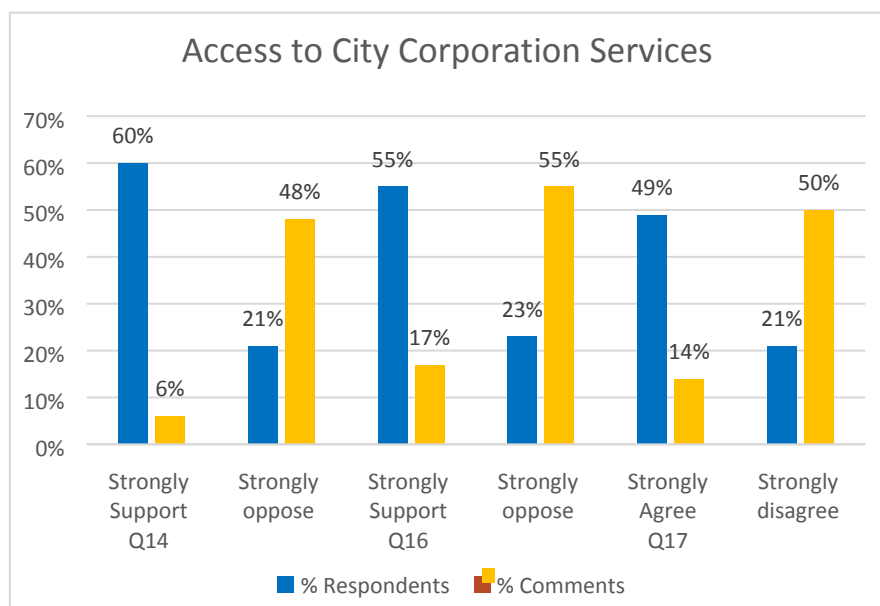


Q.11. Do you agree or disagree with the following statement...? A person may come to feel that their gender is different from that assigned to them at birth?

Q.12. Do you agree or disagree with the following statement...? A person who consistently identifies in a gender which is different to the one they were assigned at birth should be accepted by society in their stated gender identity

Q.13. Do you agree or disagree with the following statement...? A person who consistently identifies in a gender which is different to the one they were assigned at birth should be able to access services commonly provided to the gender with which they now identify?

TABLE 5 COMPARISON OF RESPONDENTS' AGREEMENT TO PERCENTAGE OF COMMENTS RECEIVED - ACCESS TO SERVICES



Q.14. Do you support or oppose the following proposal...? Where access to particular services or facilities are restricted by gender, the City Corporation has it in mind that the restriction should relate to the gender with which the service user consistently identifies now, regardless of whether that is the gender they were assigned at birth.

Q.16. Do you support or oppose the following proposal...? The City Corporation proposes not asking service users to provide 'proof' of their gender identity at single gender services and facilities but would rely on each service user to self-identify their gender.

Q.17. Where the City Corporation provides services or facilities accessed according to the gender of the service user (for example male and female public lavatories), it should consider adapting those facilities to be gender neutral, i.e. to enable anyone to use them regardless of their gender identity?

- 3.11** Most respondents who provided free text comments raised issues about the consultation process itself – i.e. the dissemination, construct and format of the survey. A recurrent theme was challenge to the use of 'sex' and 'gender' within the survey, and the use and definition of these terms. Some felt that the consultation was inconsistent with the Equality Act 2010 in the way it used the terms 'sex' and 'gender', a claim that was considered and rejected by the City Corporation. Others felt that more should have been done to restrict responses to London residents. Respondents raised questions about the cost of implementing a gender identity policy. A common theme was the importance of respect and acceptance for all and the voices of all being heard, particularly vulnerable and equalities groups.

I object to the implication that I was 'assigned' a gender at birth. Genders are socially constructed roles based on sexist stereotypes to the (mainly) disadvantage of women.

Interested Participant, White British, Male, Heterosexual/Straight, 52

- 3.12** A common view among those who did not support the proposals was that biology is a given. Gender was portrayed as a social construct, a learned social phenomenon that shapes assumptions about behaviour, clothing, feelings and identity. It was felt that acceptance of other's gender identity should not be at the expense of other vulnerable groups. A minority stated that acceptance should be contingent on transition – which is inconsistent with the legal

requirements of the Equality Act 2010. At the same time, there was a broad consensus that everyone deserves to be treated with equal respect, and on the need to adapt services so that they work for everyone, so long as people's rights are protected.

- 3.13** On access to City Corporation services some respondents said that they or others would feel awkward, uncomfortable or 'at risk' sharing services with people who were not biologically the same. There were also concerns about the potential for a gender identity policy to be abused by men who may harm women and girls. Others highlighted the risks to transgender people where they were required to continue to use services based on the gender assigned to them at birth. On proof of gender identity, some proposed restricting access to services depending on 'biological sex', which would be inconsistent with the Equality Act 2010, other than in exceptional circumstances. Others questioned the possibility of 'proof', given the complexities of gender identity. Some commented on the difficulties of relying on appearances, and the subjective nature of this approach, which could leave security personnel and other staff in an awkward situation.

'Transgender people just want to be treated like human beings. We are not dangerous, contagious, or doing anything to bother anyone. Not allowing us access to the recourses we need such as proper bathrooms is hurtful both on an individual level and to a large group of the people you serve.'

Expert, White, Agender, Bisexual, 22

- 3.14** Some respondents offered practical proposals for the design of inclusive services and facilities. Supplying individual cubicles and stalls in gender neutral toilets was one of the most frequent suggestions of this kind, and it was noted that these are available in many settings (e.g. educational institutions and airplanes). A number said that gender-neutral toilets with lockable cubicles and without urinals would be comfortable for most people, but a small minority canvassed for the inclusion of urinals to keep change to the minimum. Similar suggestions were made regarding the provision of changing areas/ cubicles in swimming areas.

I think gender neutral toilets should indicate whether they contain stalls, urinals or both and indicate gender neutral on the door or have no gender marker. Which is a working model I've seen on many occasions and has eradicated confusion and discomfort. I think that in general people like to have the option of cubicles anyway in terms of varying levels of personal comfort with their bodies and for trans women and non-binary folks this can be advantageous for safety as well, to avoid potential harassment or microaggressions from transphobic people which sadly is common in our society at present - which can be a traumatic situation and cause undue anxiety.

Visitor, Chinese Polish, Queer, 31

Summary of key issues raised

	ISSUE	FOR	AGAINST	COMMON GROUND
GENDER IDENTITY ACCESS	<i>Restrictions should be based on gender identity</i>	- Safety risks for trans people - Transgender rights - Wellbeing and inclusion of transgender people	- People must complete transition first* - Restrict access based on biological sex* - Prioritise dignity of women and girls - Single sex provision is itself an equalities	- Safety risks - Respect for human rights
GENDER IDENTITY: BASIC PRINCIPLES	<i>A person may feel their gender is different than assigned at birth</i>	- Transgender people exist and should be recognised - Gender identity can be fluid	- Sex should be defined biologically - Gender is not 'assigned' but 'given' by sex*	Importance of correct definition of sex and gender
	<i>Acceptance by society in that gender</i>	- Impact of gender dysphoria - Transgender people should be accepted - Transgender experience of victimisation and exclusion	- This may impact on other vulnerable groups - Acceptance should not be forced or an expectation - Acceptance should be contingent on complete transition*	Gender as a social construct
	<i>Access to services should be based on the individual's gender identity</i>	- This will improve equality - This will improve the health and wellbeing of transgender people	- Access should be based on biological sex* - Transgender people are a small minority and 'can't program' for this group* - This would exclude others for religious and cultural reasons	- This should not be in ways that infringe the rights of other people - Adapt services for everyone - Put safeguards in place to protect vulnerable groups

Note that free text comments were disproportionately from those who disagreed with/opposed the principles and proposals in the survey

Basic Principles

* These comments are inconsistent with the legal requirements of the Equality Act 2010.

TO CIT >			issue	
	<i>Safeguarding Measures (free text)</i>		There should be separate pools for males and females	- Prioritise safeguarding vulnerable groups - Diverse options - Importance of individual privacy - Separate cubicles (for/against) - Urinals (for/against)
	<i>Proof of gender identity</i>	- No need for proof - Proof should be only in instances of doubt/concern - Proof of identification is discriminatory	- Identity documents should be provided - Self-identification should be discouraged - Self-identification is subjective	- Risks of assault - Protect vulnerable groups
	<i>Gender Neutral Facilities and Services</i>	Hygiene issues		- Gender neutral facilities are a feasible option - Gender neutral facilities are less stigmatising - Protection of vulnerable groups

Access to Corporation Services

* These comments are inconsistent with the legal requirements of the Equality Act 2010.

4. Key findings City Residents, Workers and Service Users

City Residents: Response

- 4.1 City residents will have identified as either 'living in the City of London' or 'living and working in the City of London'. 1,564 respondents self-identified as a City resident and 3,184 as a City resident and worker. However, analysis by postcode suggested that most of these respondents lived in Greater London, rather than the Square Mile (see Table 6a and 6b below), and that a little under 1,000 respondents were residents on the narrower and intended definition.

TABLE 6A: SELF-IDENTIFIED CITY RESIDENTS BY HOME POSTCODE

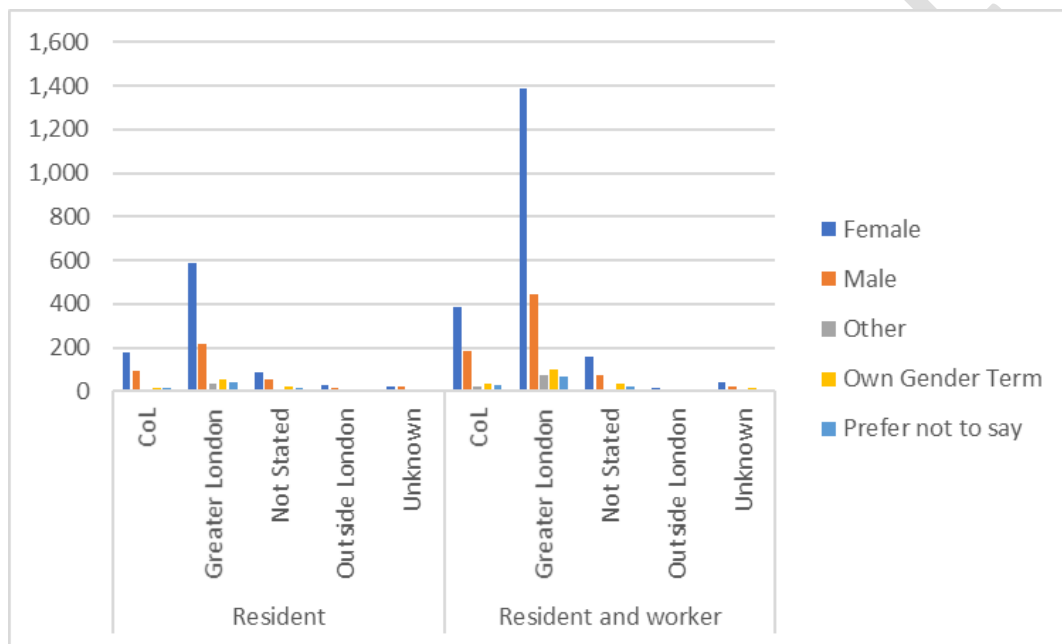


TABLE 6B: CITY RESIDENT NUMBERS BASED ON POSTCODE ANALYSIS: GRAPH

Respondent	Female	Male	Other	Own Term	Prefer not to say	Grand Total	% Total Respondents
City Resident	181	93	12	17	15	318	2%
City Resident & Worker	386	183	21	37	30	657	3%
Grand Total	567	276	33	54	45	975	5%

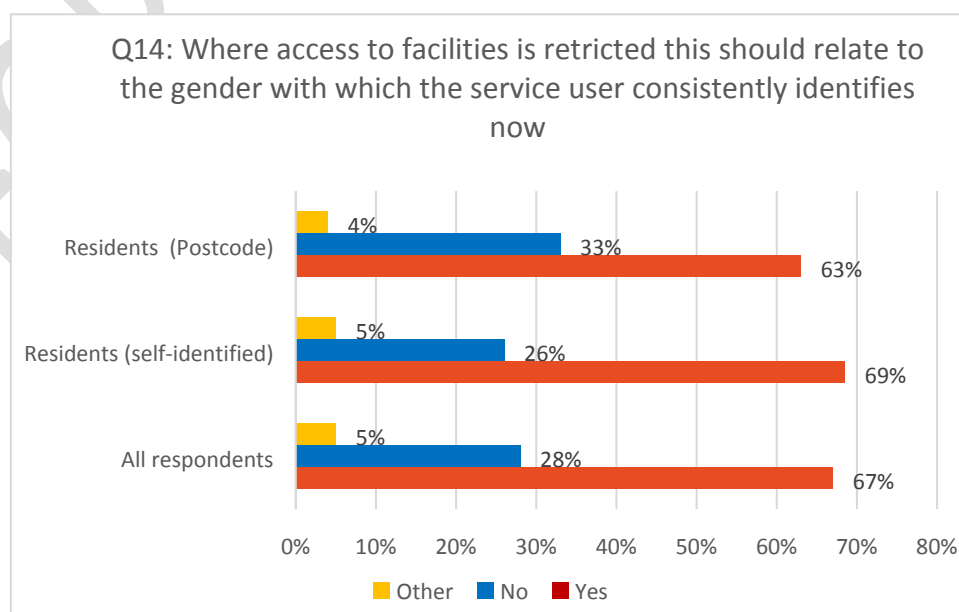
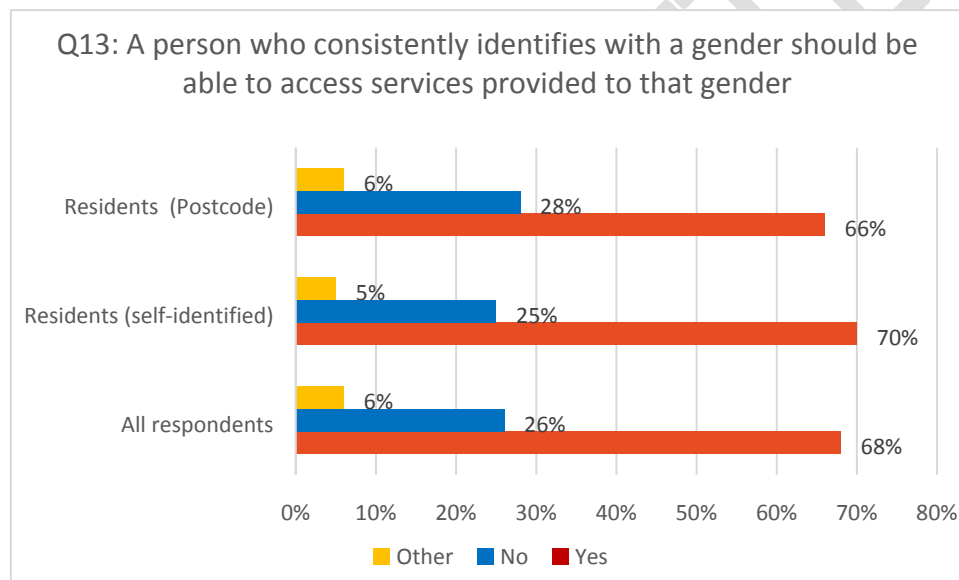
TABLE 2 CITY RESIDENTS, AS IDENTIFIED BY HOME POSTCODE

- 4.2 The demographic profile of this group is comparable to that for respondents generally, with 58% identifying as female, 56% as White British and 43% in the age range 25-34 (but, note, that 24% of City Residents did not provide information about their age).⁵

City Residents: Views on Gender Identity

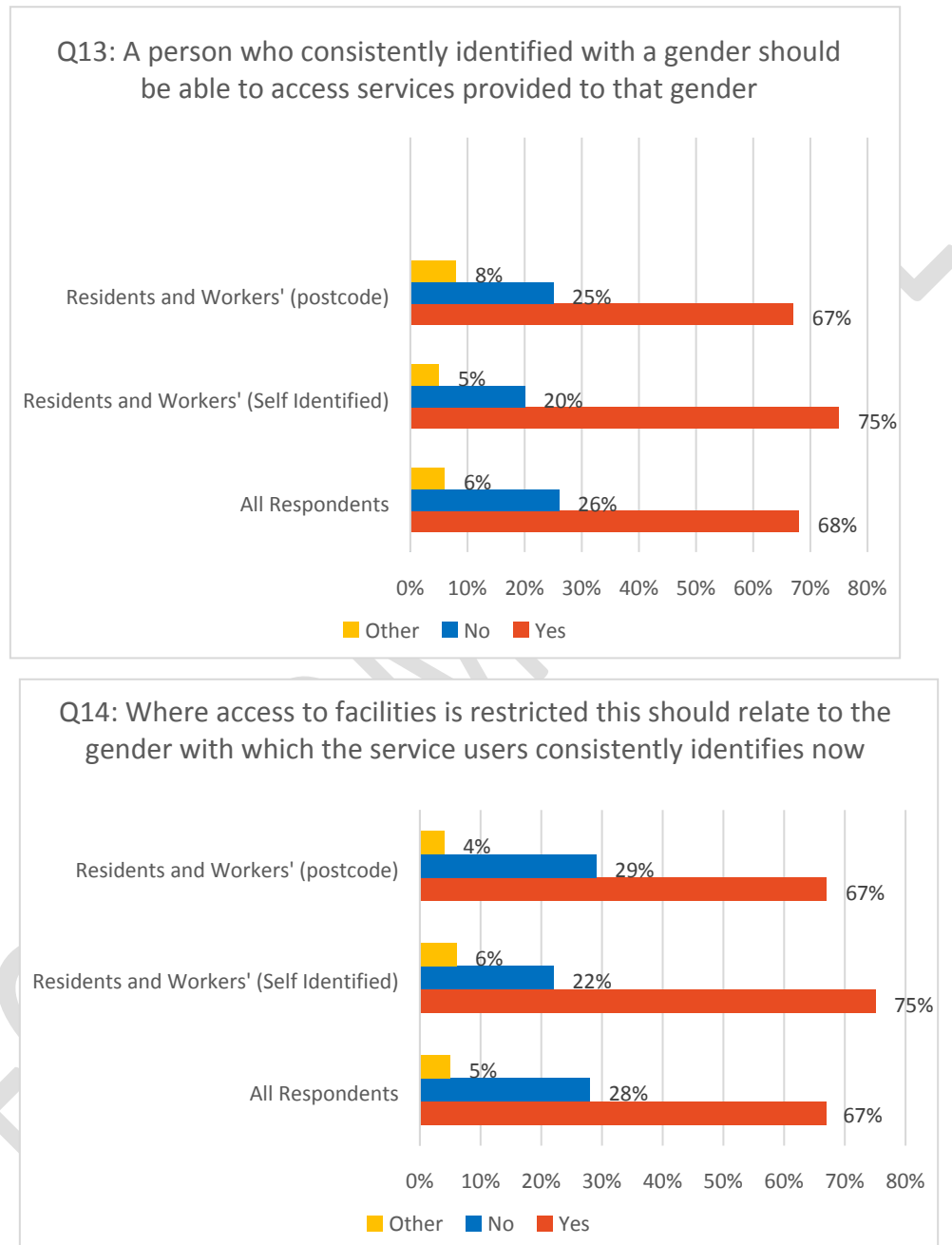
- 4.3 The views of City Residents were broadly in line with other stakeholders, with an aggregate of two thirds (65%) supporting the basic principles, contrasted with 15% who strongly disagreed with them. Two thirds of City residents strongly agreed that restrictions on access to services ‘should relate to the gender with which the service user consistently identifies now, regardless of whether that is the gender they were assigned at birth’.
- 4.4 Those who self-identified as City residents were marginally more likely to be supportive of the key propositions than respondents overall. Those identified as City residents following postcode analysis were a little less likely to be supportive, but with a majority in favour of the proposals.

‘Resident’ response compared to All Respondents – Q13 and Q14



4.5 The same overall pattern was reflected in the responses of those who self-identified as ‘Residents and Workers’ and following a postcode analysis of the responses from this group.

‘Resident and Worker’ response compared to all responses – Q13 and Q14



4.6 As with respondents in general, City residents who opposed the principles and/or proposals on access to services were much more likely to comment in the free text boxes. A sample of resident comments on access to City services on the basis of current gender identity is provided below.

For **Against**

<i>I am happy to share services for women with those not born into female bodies. I think their safety would be more compromised in male spaces than mine would be by having trans women (women) in a female space with me.</i> City Resident and worker, White British, Female, Heterosexual - Straight, 31	<i>I am a man (and nothing will change that) and I use male facilities - I do not expect to see ANYBODY of the opposite sex within those facilities regardless of whether they "identify as male" or not. And I'm sure most women (including my wife) don't want to see men in their facilities.</i> City Resident and worker, White British Male, Heterosexual - straight
<i>Not doing so [i.e. enabling access] would be unsafe for the person in question (i.e. women being forced to use men's facilities simply because they were assigned male at birth).</i> City Resident and worker, Asian or Asian British: Pakistani, Female, Heterosexual - Straight, 34	<i>I will no longer be able to use women only pool and changing area if men are allowed in. My nieces are not allowed to be uncovered around men and will not be able to learn to swim. Muslim girls are put at risk and discriminated against by this change.</i> City Resident, Asian or Asian British: Pakistani, Female, Heterosexual-straight
<i>I am "passing" meaning that others see me as a woman. For me to enter the men's room would be disruptive if not dangerous!</i> Resident, Mixed - Asian and White, Female	<i>This is opening-up opportunities and safe spaces for women to any man who claims to self-ID as a woman. Statistics show that women are at risk of male violence. This includes genuine transwomen - these transwomen with GRC and cis women need safe places and not to have misogynistic self-ID advocates trying to erode their rights and safe spaces.</i> Resident and Worker, Female, (Ethnicity not stated)

4.7 Almost all City Residents answered Q15⁶ which requested that respondents note any safeguards that would be required if the policy under consultation was adopted.

4.8 City Residents noted the safeguards in the question (individual cubicle and gender-neutral toilets) and felt that these were reasonable options. Most of those who commented felt that gender neutral spaces would be the best option for inclusiveness (see para 3.14 above). Supplying individual cubicles and stalls in toilets was the most common practical suggestion for City Residents, along with changing areas/cubicles in swimming areas.

⁶ Q15 If this policy were adopted, what safeguards, if any, do you believe the City Corporation should put in place to preserve the dignity of all service users? For example, at swimming facilities, should changing areas have individual cubicles to allow users to dress unseen by others? And where toilets are offered on gender neutral basis, should urinals be removed, and only individual stalls be made available?

Service users: Response

- 4.9 18% (3781) of all respondents said that they used City Corporation Services (in addition, of course, it is a reasonable assumption that many of those identifying as City Residents or City Workers and Residents will also be users of City services).
- 4.10 A common challenge was that the survey had not provided a list of services which might be affected by the consultation, and had left it to respondents to establish this information for themselves. Comments ranged from it should not be the expectation of the respondent to list services and it was likely that the services they did use would be affected, to general terms such as 'Various', or 'All'.
- 4.11 Where respondents provide further information on their service use, by far the largest number focused on their use of swimming facilities - Hampstead Heath Ponds, Kenwood Ponds, the Parliament Hill Lido, Highgate/Female/Women's ponds/ Men's ponds/ changing rooms. This was followed by: arts centres, galleries and museums notably Barbican but also Guildhall; Public Toilets (Bathroom, Restrooms, lavatories and urinals); Green spaces (Epping Forest/Parks) and Transport services (Trains/Tube/Bus).

5. Conclusion

5.1 A substantial majority of respondents to the survey supported its six key propositions:

- ✓ a person may come to feel that their gender is different from that assigned at birth
- ✓ in these circumstances, they should be accepted in their stated gender identity
- ✓ in these circumstances, they should be able to access services commonly provided to the gender with which they now identify
- ✓ that, where access to services or facilities are restricted by gender, those restrictions should relate to the gender with which the service user consistently identifies now
- ✓ That the City Corporation should not require service users to provide 'proof' of their identity at single gender services and facilities but rely on each service user to self-identify their gender
- ✓ That the City Corporation should consider adapting facilities to be gender neutral.

This should be reflected in the development of the City Corporations approach to Gender Identity.

5.2 A significant minority of respondents did not support these propositions, and their views too should be considered. This group were much more likely to provide comments, and their views are therefore disproportionately represented in analysis of free text responses. Key messages were:

- The importance of language and clarity in the use of language (e.g. 'sex' and 'gender')
- The need to consider and address safeguarding risks.
- The need to balance the rights and interests of the transgender community against those of other protected groups under the Equality Act (e.g., sex and religion and belief)
- The need to consider the cost implications of any gender identity policy.

5.3 Respondents proposed constructive ways forward to address the issues they identified. For example, the benefits of individual lockable cubicles in gender neutral toilets. These views should be considered in the development and implementation of a Gender Identity policy.

5.4 To conclude, most respondents supported the statements posed in the survey and highlighted the need to respect all groups which would ensure equality and basic human rights were upheld. Those who were least supportive were also most 'vocal'. Despite the differences in views, a common thread in the free text responses was the importance of the Equality Act 2010 and the need for the voices of all to be heard and considered, particularly those of vulnerable groups.

Glossary

The following sets out a glossary of terms and acronyms used within this report

TERM/ACRONYM	DESCRIPTION
BAME	Black, Asian, and minority ethnic (commonly used to refer to members of non-white communities in the UK)
Cisgender	A respondent whose gender identity matches their sex assigned at birth, e.g. who is not transgender
Core Cohort	A respondent who has answered one of the key questions in the survey Q11-Q13 Gender Identity – Basic Principles and Q14-17 Access to City Corporation Services Valid response to the survey
GDPR	The General Data Protection Regulation 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union and the European Economic Area
Gender fluid	Refers to someone who prefers to be flexible about their gender identity. They may fluctuate between genders or express multiple gender identities at the same time
Gender Neutral facilities	Facilities that can be accessed regardless of gender.
Interested Participant	A respondent who does not live, work, visit or use City Corporation service
Member of the Public (MoP)	An individual member of the public who did not supply their City Stakeholder status Did not answer Q7
Non-Binary	An umbrella term used to describe gender identities where the individual does not identify exclusively as a man or a woman. There are many included within this, such as agender, genderqueer and gender fluid.
Non-Core Cohort	A respondent who has not answered one of the key questions in the survey Q11-Q13 Gender Identity – Basic Principles and Q14-17 Access to City Corporation Services. An invalid response to the survey
Not a gender	A respondent who identified as their biological sex not by gender.
Not stated	Not stated indicates that the answer was blank, and the respondent did not complete the question.
Relevant Expert	A respondent who self-identified as a relevant expert in respect to gender identity – Answering Q1a of survey
Representative	A respondent who has indicated that they are a representative of a specific organisation – Answering Q1b of survey
Resident	<i>Self-defined:</i> A respondent who has stated that they live in the City of London <i>By postcode:</i> A respondent who provided a postcode that is in the City of London
Resident and Worker	<i>Self-defined:</i> A respondent who has stated that they live and work in the City of London <i>By postcode:</i> A respondent who provided a postcode that is in the City of London
Respondent	An individual who has completed the survey

Service User	A respondent who has stated they regularly use City Corporation services which may be affected by this consultation
Text/Phrase (related)	Text or phrase relating to sex and/ or gender but not specifically noting the respondent's own gender
Text/Phrase (unrelated)	Text or phrase not relating to sex and/ or gender, nor stating respondent's own gender
Transgender	Umbrella terms used to describe individuals who have a gender identity that is different to the sex recorded at birth. This might lead to gender dysphoria. Non-binary people may or may not consider themselves to be trans.
Transsexual	Used in the past to refer to someone who transitioned to live in the 'opposite' gender to the one assigned to them at birth. Many now prefer trans or transgender
Valid response to the survey	A respondent who has answered one of the key questions in the survey Q11-Q13 Gender Identity – Basic Principles and Q14-17 Access to City Corporation Services Also known as the Core Cohort
Visitor	A respondent who has stated that they do not live or work in the City of London. Visitors who are also service users are those who supplied a home postcode.
Worker	A respondent who has stated that they work in the City of London but are not also a resident.
Visitor	A respondent who has stated that they do not live or work in the City of London. Visitors who are also service users are those who supplied a home postcode.

Appendix 1: Survey Questions

About You

Question 1

1. In what capacity are you answering this consultation? As... (Please select the ONE option that best applies)

- a) A relevant expert in respect to gender identity
- b) A representative of a specific organisation
- c) An individual member of the public

Question 2

If 1=a

2. Using the box below, please tell us about your qualifications as an expert in this field

(Free text box)

Question 3

If 1=b

3. What is the name of the organisation you are submitting a response from?

(Free text box)

Question 4

4. What position do you hold in the organisation?

(Free text box)

Question 5

5. What is your organisation's interest in this consultation?

(Free text box)

Question 6

6. Please confirm that you have been authorised by the board, management committee, or chief executive to respond on behalf of your organisation and that this is the only response that your organisation will be submitting to this consultation.

- a. Yes, I have been authorised and this will be the only response from my organisation
- b. No, I have not been authorised or my organisation may be submitting other responses

Question 7

If 1 = c

7. Which of the following applies to you? Please select all that apply.

- a. I live in the City of London
- b. I work in the City of London
- c. I do not live or work in the City of London
- d. I live and work in the City of London

Question 8

If 7= a or b

8. Please enter your work and/or home postcodes into the boxes below

- a. Home (Free text box)
- b. Work (Free text box)

Question 9

9. Do you regularly use any of the City Corporation's services which may be affected by this consultation?

a. Yes, I do

- (Please specify) (Free text box)

b. No, I do not

Question 10

If 7 = c and 9=b

Q.10. You indicated that you do not live or work in the City and are not a service user. Using the box below, please explain your interest in this consultation. (Free text box)

FOR COMMITTEE

GENDER IDENTITY – BASIC PRINCIPLES

Looking at your views on gender identity to begin with.

Question 11

11. Do you agree or disagree with the following statement...?

A person may come to feel that their gender is different from that assigned to them at birth?

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not sure

Please feel free to use the box below if there is anything you wish to add to expand on your answer.

(Free text box)

Question 12

12. Do you agree or disagree with the following statement...?

A person who consistently identifies in a gender which is different to the one they were assigned at birth should be accepted by society in their stated gender identity

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not sure

Please feel free to use the box below if there is anything you wish to add to expand on your answer.

(Free text box)

Question 13

13. Do you agree or disagree with the following statement...?

A person who consistently identifies in a gender which is different to the one they were assigned at birth should be able to access services commonly provided to the gender with which they now identify?

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not sure

Please feel free to use the box below if there is anything you wish to add to expand on your answer.

(Free text box)

Access to City Corporation Services

Question 14a

14. Do you support or oppose the following proposal...?

Where access to particular services or facilities are restricted by gender, the City Corporation has it in mind that the restriction should relate to the gender with which the service user consistently identifies now, regardless of whether that is the gender they were assigned at birth.

- Strongly Support
- Support
- Neither support nor oppose
- Oppose
- Strongly oppose
- Not sure

Please feel free to use the box below if there is anything you wish to add to expand on your answer

. (Free text box)

Question 15

15. If this policy were adopted, what safeguards, if any, do you believe the City Corporation should put in place to preserve the dignity of all service users?

For example, at swimming facilities, should changing areas have individual cubicles to allow users to dress unseen by others? And where toilets are offered on gender neutral basis, should urinals be removed, and only individual stalls be made available?

(Free text box)

Question 16

16. Do you support or oppose the following proposal...?

The City Corporation proposes not asking service users to provide 'proof' of their gender identity at single gender services and facilities but would rely on each service user to self-identify their gender.

- Strongly Support
- Support
- Neither support nor oppose
- Oppose
- Strongly oppose
- Not sure

Please feel free to use the box below if there is anything you wish to add to expand on your answer.

(Free text box)

Question 17

17. Where the City Corporation provides services or facilities accessed according to the gender of the service user (for example male and female public lavatories), it should consider adapting those facilities to be gender neutral, i.e. to enable anyone to use them regardless of their gender identity?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly Disagree
- Not sure

Please feel free to use the box below if there is anything you wish to add to expand on your answer.

(Free text box)

Question 18

18. Please provide any further comments you would like to make about this consultation below

(Free text box)

Demographic Information

Gender

A1. Do you identify as

Female

Male

Other

Prefer not to say

If you prefer to use your own term, please provide this here: _____

A2. Is your gender now the same as the gender you were assigned at birth?

Yes

No

Prefer not to say

A3 Do you identify as trans?

Yes

No

If you prefer to use your own term, please provide this here: _____

Disability

B1. Do you consider yourself disabled?

Yes

No

Prefer not to say

Sexual Orientation

C1. Do you identify as

Bisexual?

Gay man

Gay woman/lesbian

Heterosexual/straight

Other

Prefer not to say

If you prefer to use your own term, please provide this here: _____

(Free text box)

Age

D1. What is your current age?

Prefer not to say

(Free text box)

Ethnicity

E1. Do you describe your race or ethnicity as:

Arab

Asian or Asian British: Indian

Asian or Asian British: Pakistani

Asian or Asian British: Bangladeshi

Asian or Asian British: Chinese

Asian or Asian British: Other

Black or Black British: African

Black or Black British: Caribbean

Black or Black British: Other

Mixed: Asian and White

Mixed: Black and White

Mixed: Other

White: British

White: Irish

White: European

White: Gypsy or Irish Traveller

White: Other

If 'Other' or if you would prefer to use your own definition, please specify: _____

Prefer not to say

(Free text box)

Citizenship

F1. Of which countries are you a Citizen:

United Kingdom

Other EU

Other

Please specify: _____

Prefer not to say

(Free text box)

Religion or Belief

G1. Do you consider yourself to be:

Buddhist

Christian

Hindu

Jewish

Muslim

Non-religious (including Atheist, Agnostic, Humanist)

Sikh

Other

If you prefer to use your own term, please provide this here: _____

Prefer not to say

(Free text box)

Appendix 2 – Survey Data

GENDER IDENTITY – BASIC PRINCIPLES

Looking at your views on gender identity to begin with.

Question 11

11. Do you agree or disagree with the following statement...?

A person may come to feel that their gender is different from that assigned to them at birth?

Respondents	Female	Male	Other	Own Gender Term	Prefer not to say	Grand Total	Percentage %
Strongly Agree	7,487	3,848	870	1,028	475	13,708	65%
Agree	1,811	1,038	53	206	235	3,343	16%
Neither agree nor disagree	621	224	22	111	84	1,062	5%
Disagree	302	250	7	143	51	753	4%
Strongly disagree	776	669	40	312	128	1,925	9%
Not sure	128	49	4	28	15	224	1%
Not Stated	99	20	4	44	9	175	1%
Grand Total	11,224	6,098	1,000	1,872	997	21,191	100%

TABLE 3 AGREEMENT TO Q11 BY GENDER

Question 12

12. Do you agree or disagree with the following statement...?

A person who consistently identifies in a gender which is different to the one they were assigned at birth should be accepted by society in their stated gender identity

Respondents	Female	Male	Other	Own Term	Prefer not to say	Grand Total	Percentage %
Strongly Agree	7,410	3,765	860	990	445	13,470	64%
Agree	1,094	691	39	173	124	2,121	10%
Neither agree nor disagree	853	358	30	157	134	1,532	7%
Disagree	646	379	15	120	102	1,262	6%
Strongly disagree	930	831	45	334	164	2,304	11%
Not sure	184	54	5	44	22	309	1%
Not Stated	107	20	6	54	6	193	1%
Grand Total	11,224	6,098	1,000	1,872	997	21,191	100%

TABLE 4 AGREEMENT TO Q12 BY GENDER

Question 13

13. Do you agree or disagree with the following statement...?

A person who consistently identifies in a gender which is different to the one they were assigned at birth should be able to access services commonly provided to the gender with which they now identify?

Respondents	Female	Male	Other	Own Term	Prefer not to say	Grand Total	Percentage %
Strongly Agree	7,025	3,555	828	950	424	12,782	60%
Agree	789	564	44	83	62	1,542	7%
Neither agree nor disagree	391	298	20	158	101	968	5%
Disagree	802	444	27	135	121	1,529	7%
Strongly disagree	1,947	1,146	67	445	251	3,856	18%
Not sure	196	74	9	45	32	356	2%
Not Stated	74	17	5	56	6	158	1%
Grand Total	11,224	6,098	1,000	1,872	997	21,191	100%

TABLE 5 AGREEMENT TO Q13 BY GENDER

Question 14

14. Do you support or oppose the following proposal...?

Where access to particular services or facilities are restricted by gender, the City Corporation has it in mind that the restriction should relate to the gender with which the service user consistently identifies now, regardless of whether that is the gender they were assigned at birth.

Respondents	Female	Male	Other	Own Term	Prefer not to say	Grand Total	Percentage %
Strongly support	7,021	3,545	816	910	425	12,717	60%
Support	663	530	38	117	50	1,398	7%
Neither support nor oppose	266	269	28	120	72	755	4%
Oppose	649	383	15	103	93	1,243	6%
Strongly oppose	2,375	1,254	85	507	321	4,542	21%
Not sure	190	89	14	48	32	373	2%
Not Stated	60	28	4	67	4	163	1%
Grand Total	11,224	6,098	1,000	1,872	997	21,191	100%

TABLE 6 AGREEMENT TO Q14 BY GENDER

Question 16

16. Do you support or oppose the following proposal...?

The City Corporation proposes not asking service users to provide 'proof' of their gender identity at single gender services and facilities but would rely on each service user to self-identify their gender.

Respondents	Female	Male	Other	Own Term	Prefer not to say	Grand Total	Percentage %
Strongly support	6,406	3,203	796	895	400	11,700	55%
Support	663	530	38	117	50	1,398	7%
Neither support nor oppose	266	269	28	120	72	755	4%
Oppose	649	383	15	103	93	1,243	6%
Strongly oppose	2,375	1,254	85	507	321	4,542	21%
Not sure	190	89	14	48	32	373	2%
Not Stated	60	28	4	67	4	163	1%
Grand Total	10,609	6,098	1,000	1,872	997	21,191	100%

TABLE 7 AGREEMENT TO Q16 BY GENDER

Question 17

17. Where the City Corporation provides services or facilities accessed according to the gender of the service user (for example male and female public lavatories), it should consider adapting those facilities to be gender neutral, i.e. to enable anyone to use them regardless of their gender identity?

Respondents	Female	Male	Other	Own Term	Prefer not to say	Grand Total	Percentage %
Strongly Agree	5,445	2,934	736	857	389	10,361	49%
Agree	1,557	907	102	169	115	2,850	13%
Neither agree nor disagree	908	497	52	145	86	1,688	8%
Disagree	696	374	25	105	79	1,279	6%
Strongly disagree	2,338	1,281	73	456	303	4,451	21%
Not sure	199	82	11	30	20	342	2%
Not stated	81	23	1	110	5	220	1%
Grand Total	11,224	6,098	1,000	1,872	997	21,191	100%

TABLE 8 AGREEMENT TO Q17 BY GENDER

DEMOGRAPHIC INFORMATION

A LITTLE MORE ABOUT YOU

Gender

A1. Do you identify as

Respondents	Number	Percentage%
Female ⁷	11,224	53%
Male ⁸	6,098	29%
Other	1,000	5%
Own Gender Term	1,872	9%
Prefer not to say	997	5%
Grand Total	21,191	100%

TABLE 9 RESPONDENTS BY GENDER

The graph below gives a breakdown of those respondents who choose to use their own gender term. This table also includes those who subsequently noted their identity as female or male.

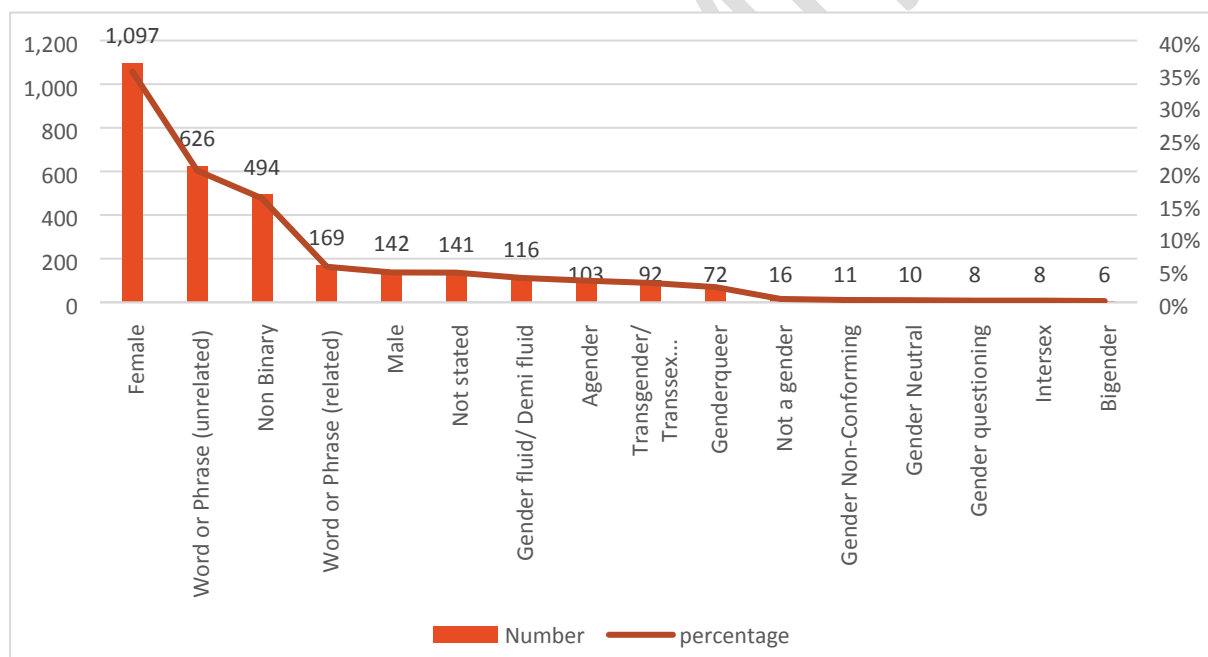


TABLE 10 RESPONDENT OWN GENDER TERM DETAILED

⁷ Includes respondents who initially indicated *Own Term*, then specified 'female' or 'woman'. Original percentage was 48% (10,127) and increased to 53% when this group was added

⁸ Includes respondents who initially indicated *Own Term*, then specified 'male' or 'man'. Original percentage was 28% (5,957) and increased to 29% when this group was added

A2. Is your gender now the same as the gender you were assigned at birth?

Respondents	Number	Percentage%
Yes	15,459	73%
No	3,270	15%
Prefer not to say	2,085	10%
Not Stated	377	2%
Grand Total	21,191	100%

TABLE 11 RESPONDENTS CONFIRMING IF CURRENT GENDER IS SAME AS THAT AT BIRTH

Respondents	Female	Male	Other	Own Gender Term	Prefer not to say	Total	Percentage%
Yes	9,216	5,487	66	433	257	15,459	73%
No	1,055	421	759	957	78	3,270	15%
Prefer not to say	761	165	167	330	662	2,085	10%
Not Stated	192	25	8	152		377	2%
Grand Total	11,224	6,098	1,000	1,872	997	21,191	100%

TABLE 12 RESPONDENTS CONFIRMING IF CURRENT GENDER IS SAME AS THAT AT BIRTH DETAILED

A3 Do you identify as trans?

Respondents	Female	Male	Other	Own Gender Term	Prefer not to say	Grand Total	Percentage%
Yes	930	400	545	712	56	2,643	12%
No	9,821	5,539	299	737	314	16,710	79%
Prefer not to say	390	141	153	281	626	1,591	8%
Not Stated	83	18	3	142	1	247	1%
Grand Total	11,224	6,098	1,000	1,872	997	21,191	100%

TABLE 13 RESPONDENTS TRANSGENDER STATUS

The table below notes their transgender status in correlation to Question A1 (gender identity). 712 respondents who used the option of specifying their *Own Gender Term* also identified as transgender.

Respondents	Female	Male	Other	Own Gender Term	Prefer not to say	Grand Total	Percentage%
Yes	930	400	545	712	56	2,643	12%
No	9,821	5,539	299	737	314	16,710	79%
Prefer not to say	390	141	153	281	626	1,591	8%
Not Stated	83	18	3	142	1	247	1%
Grand Total	11,224	6,098	1,000	1,872	997	21,191	100%

TABLE 14 RESPONDENTS TRANSGENDER STATUS DETAILED

The table below considers the 12% of respondents who identified as transgender cross referenced by stakeholder group

Respondents	Female	Male	Other	Own Term	Prefer not to say	Grand Total	Percentage%
Yes	930	400	545	712	56	2643	
City Resident	34	29	31	34	6	134	5%
City Resident & Worker	38	18	46	68	5	175	7%
Worker	76	26	33	45	6	186	7%
Service User	121	44	92	95	7	359	14%
Visitor	39	16	20	16	3	94	4%
Expert	144	64	76	143	12	439	17%
Member of Public	1			1		2	0%
Organisation Rep	9	3	4	15	1	32	1%
Interested Participant	467	200	243	294	16	1,220	46%
Not stated	1			1		2	0%
Grand Total	930	400	545	712	56	2,643	100%

TABLE 15 STAKEHOLDERS TRANSGENDER STATUS

Disability

B1. Do you consider yourself disabled?

99% of respondents consider the question of whether they were disabled and supplied an answer. 6% preferred not to say if they were or not, however 18% considered they were.

The table below illustrates respondent's confirmation on whether they are disabled. 46% (1,759) of who state yes were White British and 50% (1,903) are female.

Respondents	Expert	Member of Public	Interested Participant	Not stated	Organisation Rep	City Resident	City Resident & Worker	Service User	Visitor	Worker	Grand Total	Percentage%
Yes	507	5	1,354	3	52	258	424	645	113	434	3,795	18%
No	918	9	5,513	13	97	1,205	2,573	2,869	520	2,253	15,970	75%
Prefer not to say	150	1	406	3	9	82	135	219	49	186	1,240	6%
Not stated	15		28	1	3	19	16	67	10	27	186	1%
Grand Total	1,590	15	7,301	20	161	1,564	3,148	3,800	692	2,900	21,191	100%

TABLE 16 STAKEHOLDERS DISABILITY STATUS

Sexual Orientation

C1. Do you identify as

Respondents	Female	Male	Other	Own Term	Prefer not to say	Total	Percentage%
Bisexual	2,995	976	377	483	136	4,976	23%
Gay man	11	1,018	15	20	10	1,074	5%
Gay woman/lesbian	1,696	7	67	82	26	1,878	9%
Heterosexual/straight	4,235	3,328	31	158	88	7,840	37%
Other	375	137	251	104	61	928	4%
Prefer not to say	931	273	61	101	607	1,973	9%
Not stated	4,235	3,328	31	158	88	7,840	37%
Grand Total	11,224	6,098	1,000	1,872	997	21,191	100%

TABLE 17 RESPONDENTS SEXUAL ORIENTATION BY GENDER

Age

D1. What is your current age?

(Free text box)

Prefer not to say

This question allowed free text responses, which have been aggregated into standardised age bands. The response includes for the range of ages, including decimals, positive and negative numbers, in addition to text responses related and unrelated to age.

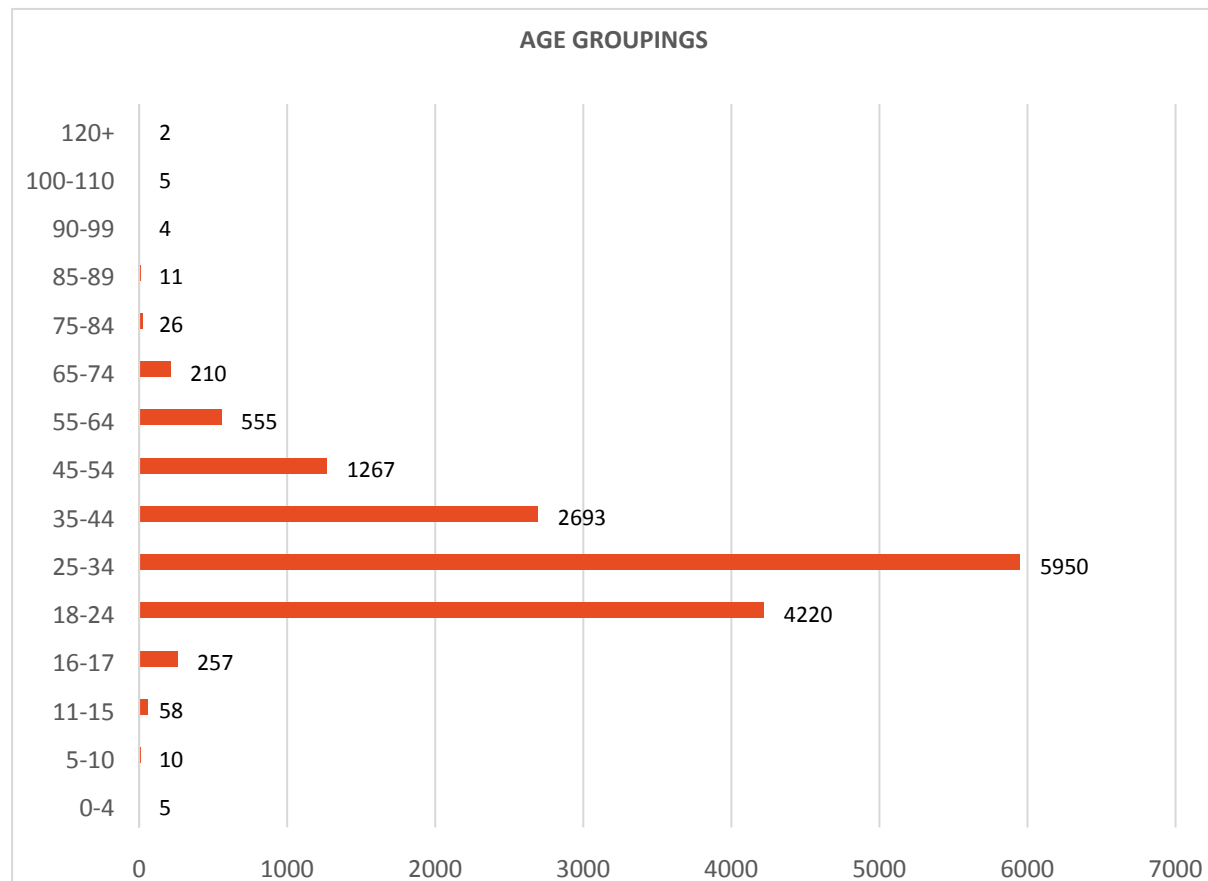


TABLE 18 RESPONDENTS AGE BANDS

A higher number of respondents were from 25-34 years age group. Not stated or information supplied in a format that couldn't be grouped into the standardised age bandings above were 5940 responses.

Ethnicity

E1. Do you describe your race or ethnicity as:

Respondents	Female	Male	Other	Own Term	Prefer not to say	Grand Total	Percentage%
Arab	64	54	14	57	25	214	1%
Asian or Asian British: Indian	112	41	2	11	6	172	1%
Asian or Asian British: Pakistani	53	45	7	16	15	136	1%
Asian or Asian British: Bangladeshi	21	9	4	3	2	39	0%
Asian or Asian British: Chinese	51	22	7	9	4	93	0%
Asian or Asian British: Other	56	32	10	7	6	111	1%
Black or Black British: African	109	44	13	23	18	207	1%
Black or Black British: Caribbean	63	24	7	13	8	115	1%
Black or Black British: Other	28	15	7	14	8	72	0%
Mixed: Asian and White	197	85	23	30	17	352	2%
Mixed: Black and White	151	76	14	35	5	281	1%
Mixed: Other	336	170	57	101	98	762	4%
White: British	6,487	3,301	435	542	308	11,073	52%
White: Europe	1,382	974	170	209	92	2,827	13%
White: Gypsy or Irish Traveller	16	24	9	20	6	75	0%
White: Irish	521	273	32	47	20	893	4%
White: Other	1,126	665	144	265	97	2,297	11%
Prefer not to say			1			1	0%
Not Stated	451	244	44	470	262	1,471	7%
Grand Total	11,224	6,098	1,000	1,872	997	21,191	100%

TABLE 19 RESPONDENTS ETHNICITY BY GENDER

Citizenship

F1. Of which countries are you a Citizen:

Respondents	Female	Male	Other	Own Term	Prefer not to say	Total	Percentage %
United Kingdom	8,699	4,256	625	979	638	15,197	72%
Other EU	926	645	115	182	72	1,940	9%
Prefer not to say	661	469	113	196	240	1,679	8%
Not Stated	938	728	147	515	47	2,375	11%
Grand Total	11,224	6,098	1,000	1,872	997	21,191	100%

TABLE 20 RESPONDENTS CITIZENSHIP STATUS BY GENDER

Religion or Belief

G1. Do you consider yourself to be:

Respondents	Female	Male	Other	Own Term	Prefer not to say	Total	Percentage%
Buddhist	130	57	10	28	11	236	1%
Christian	1,236	804	54	113	52	2,259	11%
Hindu	40	13	2	5	1	61	0%
Jewish	313	128	50	74	18	583	3%
Muslim	178	122	39	85	41	465	2%
Non-religious (Atheist, Agnostic, Humanist)	7,694	4,219	625	863	396	13,797	65%
Shinto			1			1	0%
Sikh	9	6		5	3	23	0%
Other	365	159	100	86	32	742	4%
Prefer not to say	855	287	61	113	410	1,726	8%
Not Stated	404	303	58	500	33	1,298	6%
Grand Total	11,224	6,098	1,000	1,872	997	21,191	100%

TABLE 21 RESPONDENTS RELIGION BY GENDER