



stonewall  
housing

SAFE SPACES FOR LGBTQ+ PEOPLE

Advice and  
Advocacy

Supported  
Accommodation

Floating Support

Training and  
Consultancy

**SERVICES EXCLUSIVELY FOR LGBTQ+ PEOPLE**

# HOUSE OF STONEWALL

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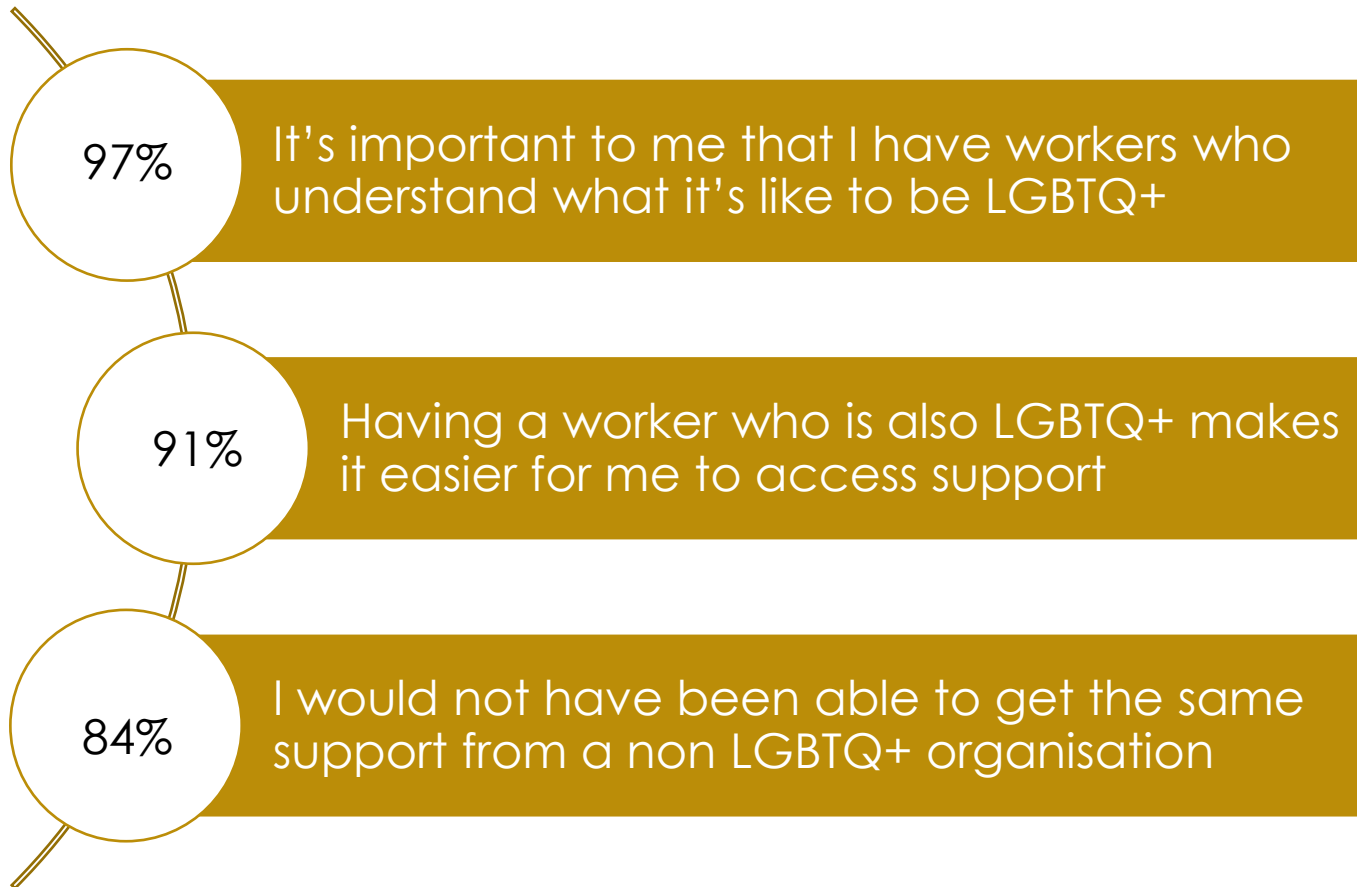
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**STONE** *wall*  
HOUSING  
ASSOCIATION

- Parental Rejection, Domestic Abuse and Violence
- 77% rejected because of their identity
- LGBTQ+ Bullying
- 20 - 40% of homeless people are LGBTQ+
- 320,000 homeless in the UK

How many of your customers  
are LGBTQ+?

- 1 in 5 LGBTQ+ people have experienced a hate crime
- 70% avoid being open about their identity
- 1 in 8 people have been attacked at work
- 10% of people in the UK believe LGBTQ+ people are dangerous



**WHAT DO SERVICE USERS SAY?**





**WORKING TOGETHER**

Lesbians, Gay Men, Bi, Trans and Queer People will live in safer homes without fear of discrimination, violence or abuse.

Share Good Practice

Identify Gaps

Join Round Table Events

Commission Stonewall Housing

Apply for Inclusion Standard

Become a Champion

Co-create services

National LGBTQ+ Housing Advice Helpline

Resource Directory

Secure referral pathways

Inclusion Standard

Regional Partnerships

Evidence LGBTQ+ Housing Need

Advice and Advocacy

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**HELP BUILD THE HOUSE OF STONEWALL**



stonewall  
housing

SAFE SPACES FOR LGBTQ+ PEOPLE



LGBTQ+ people remove pictures from the walls before maintenance operatives come round



LGBTQ+ people leave buildings or put the phone down for fear of discrimination



LGBTQ+ people worry their key workers don't understand them often censor themselves

LGBTQ+ Housing Publications

<https://stonewallhousing.org/news-views/publications/>

Training Provision

<https://stonewallhousing.org/lgbt-housing-training-service/>

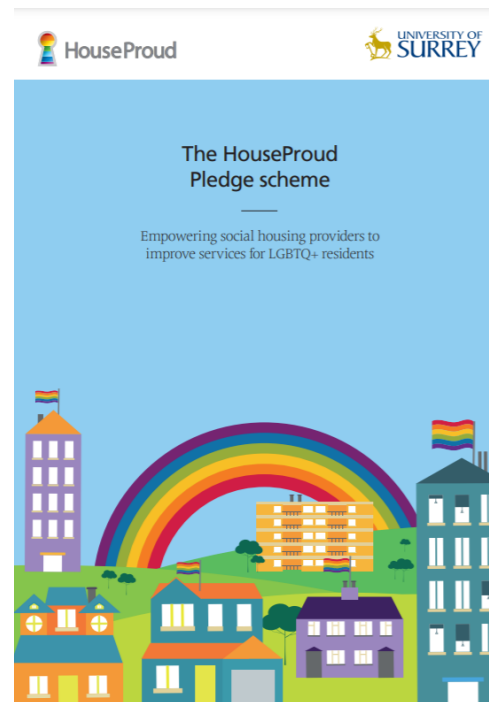
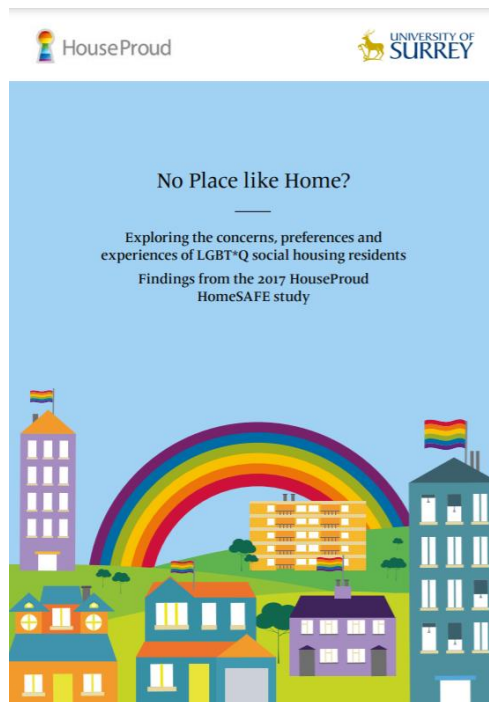
[WWW.STONEWALLHOUSING.ORG](http://WWW.STONEWALLHOUSING.ORG)

0207 359 5767

# ABOUT HOUSEPROUD

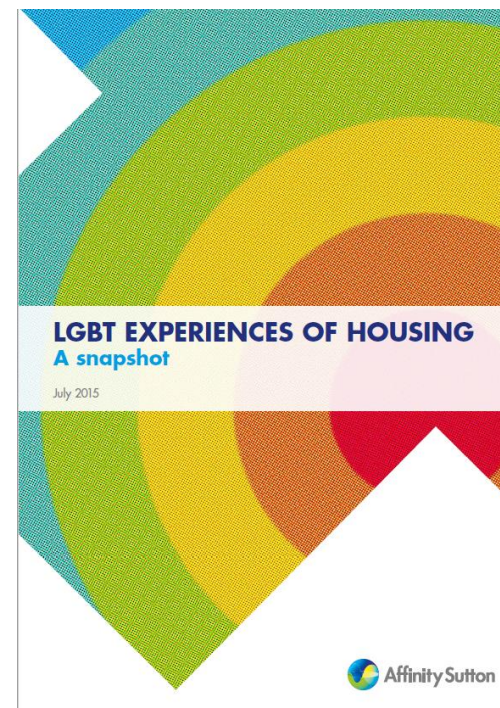


# NO PLACE LIKE HOME & HOUSEPROUD PLEDGE SCHEME





# BACKGROUND



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## A SECTOR RESPONSE

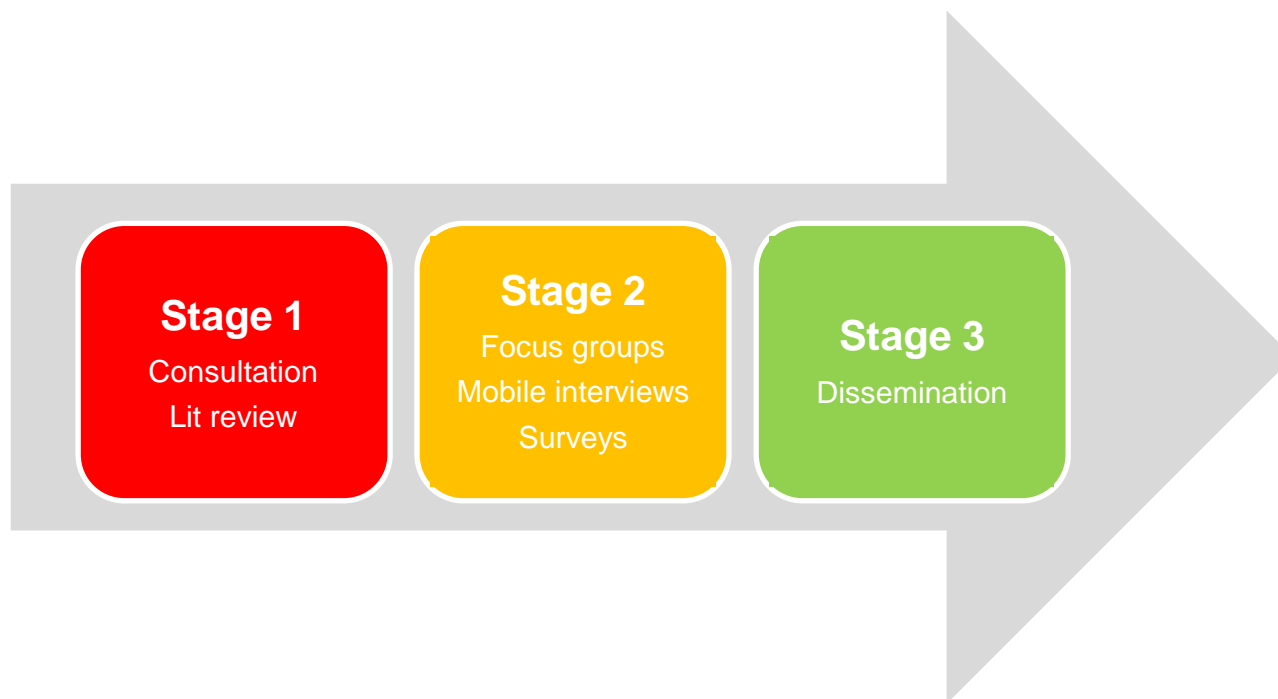
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## RESEARCH STEPS

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## KEY FINDINGS



- Despite equality laws, the study found that some LGBT+ social housing residents do not believe they are being listened to, taken seriously or treated equally
- LGBT+ social housing residents may modify their home if a housing officer or a repairs person visits to make their sexual orientation or gender identity less visible
- A significant number of LGBT+ social housing residents worry about their safety and are much less likely to feel a sense of belonging to their neighbourhood than the general population. This is most pronounced for trans residents
- LGBT+ social housing residents want their housing provider to be more proactive on inclusion and be an openly LGBT\*Q supportive organisation

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## SAFETY AND BELONGING



- 32% of survey respondents felt their neighbourhood was not a safe place to live as an LGBT+ person
- 60% of trans residents felt that their neighbourhood was not a safe place to live
- 91% of trans residents said they did not feel comfortable having a neighbour in their home
- Only 43% of LGBT+ reported feeling sense of belonging to their local area
- Trans respondents were least likely to express a sense of belonging to where they live (23%)

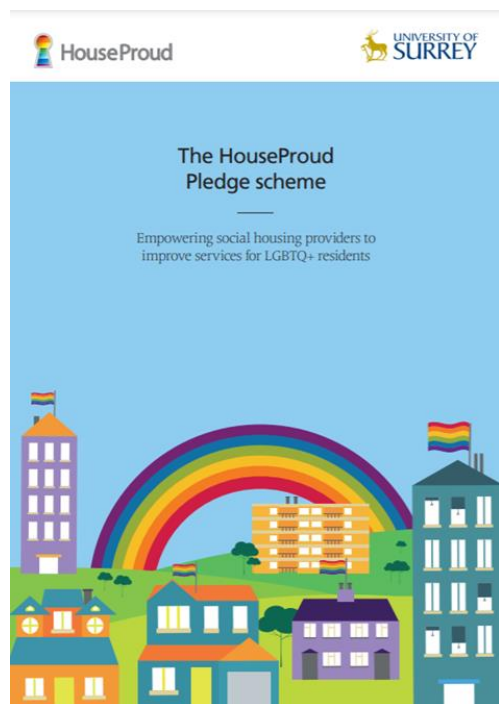
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## ‘HYPERVIGILANCE’ AND VIEWS OF SOCIAL HOUSING PROVIDERS

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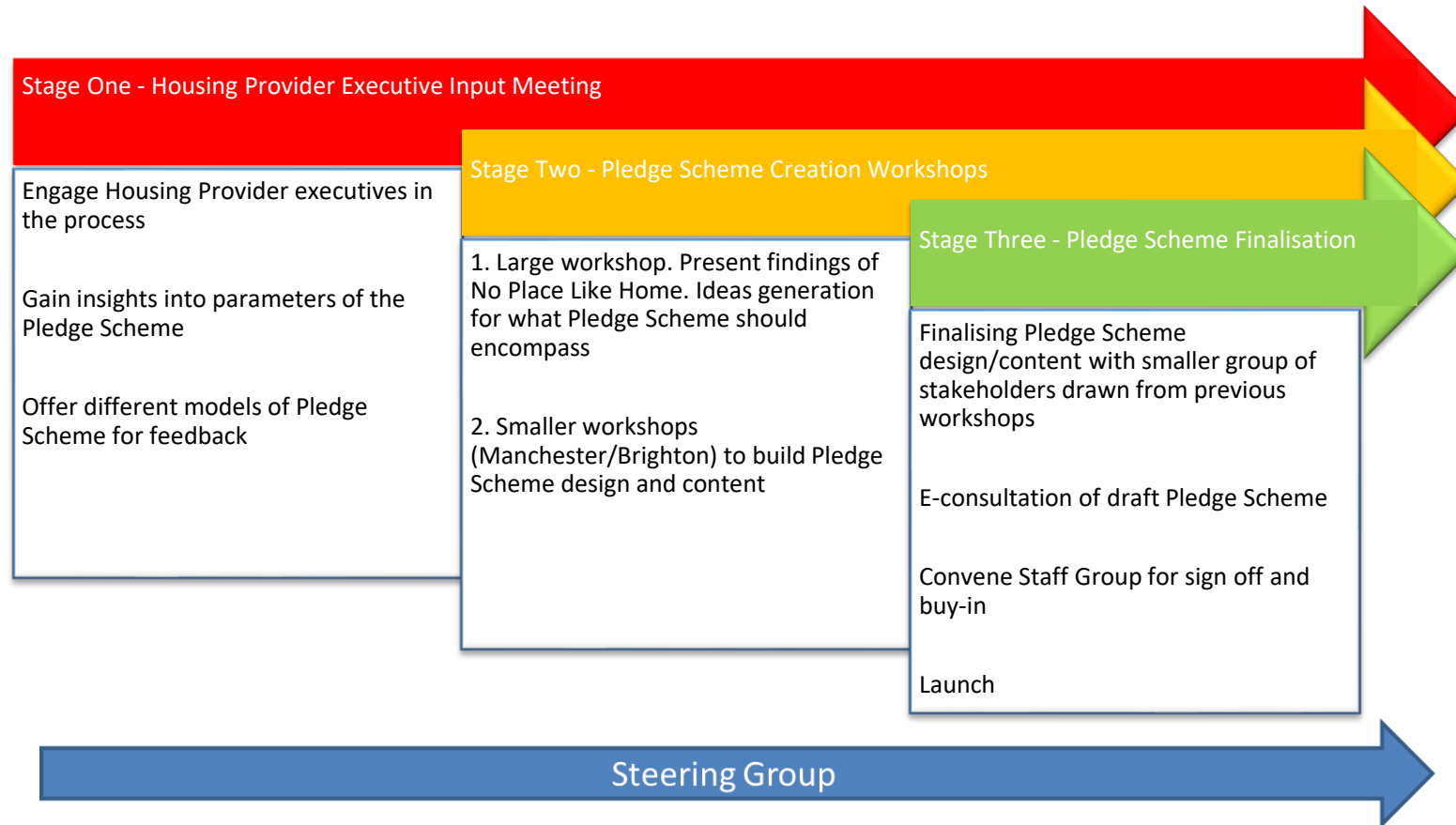
- 21% of survey respondents reported that they were uncomfortable with repairs people entering their home and 24% their housing officer
- 1 in 5 gay men reported changing their home environment in some way before a home visit to conceal their gender identity or sexual orientation
- Survey respondents did not agree that housing provider staff were always responsive to their concerns (37%) or sensitive to their needs (29%). However, 56% did feel that their housing provider was approachable
- 72% of survey respondents thought it was a good idea to introduce some form of certificate for housing providers to show their support for LGBT+ residents

# ABOUT THE HOUSEPROUD PLEDGE SCHEME



- A scheme that all social housing providers can sign-up to, to demonstrate their commitment to LGBTQ+ resident equality and support
- Developed by HouseProud and the University of Surrey in association with residents, staff members and sector leaders to address the issues raised by the findings of 'No Place Like Home?'
- In particular, the Pledge addresses the issue of resident trust – it provides a framework for landlords to work with involved residents to take action and demonstrate their commitment

# PROJECT STEPS







## CORE COMMITMENTS OF PLEDGE PIONEER

- Ensure that LGBTQ+ residents can have input at executive/strategic level
- Increase LGBTQ+ visibility through use of the Pledge logo
- Initiate a programme of staff training to improve understanding of LGBT+ lives



## PLEDGE PLUS PROJECT

- Projects co-created with involved residents to address issues identified by '*No Place Like Home*'
- The housing provider must ensure that residents are consulted with and updated on progress
- 'Pledge Plus' goals are time-bound and progress reported to HouseProud each year

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## HOW CAN MY ORGANISATION SIGN-UP?



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- Signing up is free of charge!
  - To sign up, email [HouseProud\\_LGBT@outlook.com](mailto:HouseProud_LGBT@outlook.com) with 'HouseProud Pledge' in the title. We'll get back in touch to confirm some details, including that you have the backing of senior leaders in your organisation to implement the necessary changes
  - Once you've signed-up, you'll receive a copy of the LGBT+ Pledge Scheme logo and other resources to help you publicise your involvement
  - The HouseProud website hosts a number of resources to help you learn more about the HouseProud Pledge, including *the 'No Place Like Home?'* research report

**YOU'LL BE IN GOOD COMPANY!**



**Pledge Pioneer**



**Pledge Plus**



# ANY QUESTIONS?

