



stonewall  
housing

**Stonewall Housing Services  
Monitoring**

# STONEWALL HOUSING IS THE UK'S LEADING LGBTQ+ HOMELESSNESS CHARITY.



**We help LGBTQ+ people in the UK who are experiencing homelessness or living in an unsafe environment.**

We provide safe accommodation, housing advice, mental health advocacy and specialist support for people fleeing or have fled domestic abuse.

Founded in 1983, we're the only charity in the UK working with homeless LGBTQ+ people of all ages.

We're fighting to end homelessness and ensure that everyone has a safe and secure space to call home.

## Our services

A nationwide, confidential and accredited **housing advice helpline**

A nationwide housing advice **Live Chat** service

Safe and supported **accommodation** for 16 - 25 year olds

A **Mental Health advocacy service**, supporting people experiencing mental health issues

Specialist support for people who are fleeing or have fled **domestic abuse, forced marriage** and so-called **honour-based violence**

Specialist support for LGBTQ+ people **over the age of 50**

A number of **housing advice drop-ins** at venues across London





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## Get in Touch

Are you LGBTQ+, living in the UK and need help with your housing? We can offer free housing advice nationwide to people of every age.

Fill in a referral form by using the 'Self Referral' button and one of our experienced team will contact you.

If you're a housing professional or from an agency and you're referring a client, use the Agency Referral Form.

[Agency Referral](#)[Self Referral Form](#)[EXIT](#)



## **Why is monitoring important?**

## In the 2021 census

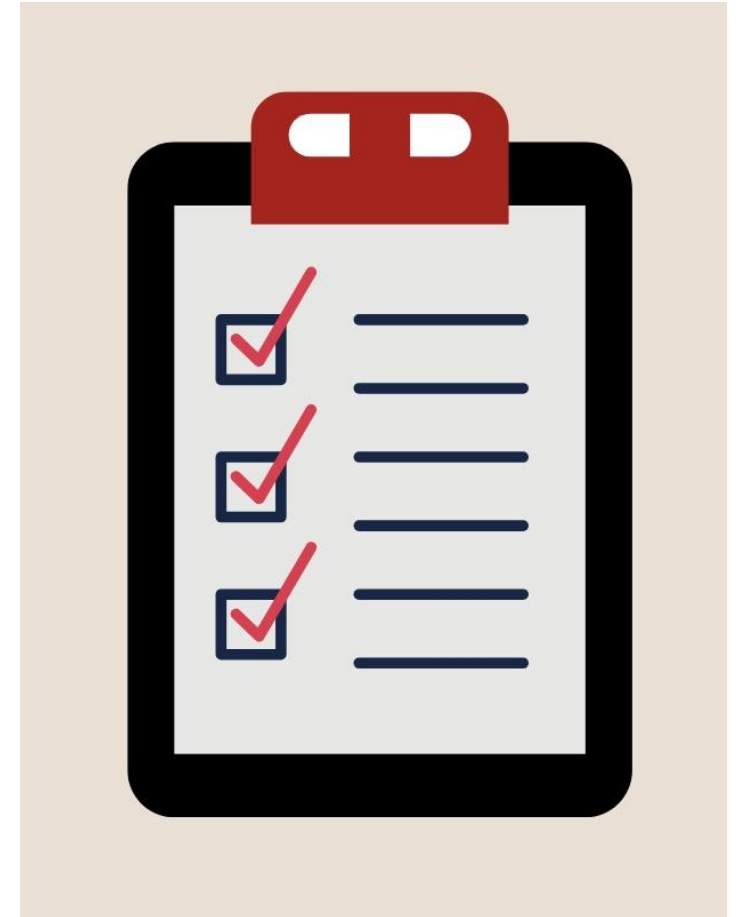
- **3.16%** or 1.5 million selected LGB+
- **0.5%** or 262,000 selected that they were not the same gender as they were assigned at birth

Homelessness is a problem for all demographics, but statistics show that LGBTQ+ people are overrepresented.

Research from AKT shows that 24% of young people experiencing homelessness are LGBTQ+

## Why is monitoring important?

- Avoid making assumptions
- Asking people their sexual orientation and gender identity means we can be clear we are providing the best possible service.
- It is very important monitoring doesn't become a paper exercise. Many LGBTQ+ people will have needs associated with their sexual orientation and/or gender identity.







## Having conversations on sexuality and gender identity:

- What conversations are you currently having?
- What is challenging and what works well?

Share rationale

Share how data will be used

Share any relevant policies on  
confidentiality, GDPR etc

Be direct and respectful, showing equal regard for different identities

Ask open questions: how would you describe...?

Use open text boxes where possible (any options should be alphabetical)

All monitoring questions are optional

Acknowledge any disclosure/'coming out'

Is any adjustment to the service provision is required?

What if someone prefers not to say?

Be mindful of confidentiality

Working with translators



## **Showing allyship to clients within LGBTQ+ communities**

Being open and  
non-judgmental

Create a welcoming  
environment

Use inclusive  
language

Respect someone's  
pronouns and chosen  
name

Challenge homophobia/  
transphobia/ biphobia  
in all forms



**Thank you for attending and  
participating in today's  
session.**





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[stonewallhousing.org](https://stonewallhousing.org)

Safe spaces for LGBTQ+ people