



# safe spaces for LGBTQ+ people

## INCLUSION STANDARD

**The Stonewall Housing Inclusion Standard demonstrates an organisation's or department's commitment to LGBTQ+ customers and inclusive practice.**

The process of securing the award consists of 3 steps:

- A pre-training questionnaire which will help to identify any specific gaps
- A training programme across key areas of the organisation or for individual departments
- A post-training assessment six weeks after the training

The initial assessment is so we can understand the approach that your organisation takes to their LGBTQ+ tenants/customers. At this stage we don't need a large amount of detail. If we identify any gaps and after your organisation has completed the training, we will work with your organisation to start addressing those gaps. Our assessors will visit your organisation six weeks after the training to discuss measures you have taken to meet our Inclusion Standard criteria.

Organisations are awarded the Stonewall Housing Inclusion Standard when they demonstrate they have met all of the award criteria. The Inclusion Standard is awarded for a calendar year and organisations are asked to commit to refresher training and re-assessment to maintain their award. The Inclusion Standard can be modified for individual services including housing, younger people, older people, homeless services etc and the training element of the Inclusion Standard reflects this.

The training is a snapshot of life for LGBTQ+ people and aims to promote best practice for staff whether they are front-facing, call centre staff, back office or managers. It gives people the opportunity to think about both their approach to LGBTQ+ customers and that of their organisation.

**Want to find out more? Get in touch**

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