



safe spaces for LGBTQ+ people

MAINTENANCE OPERATIVES TRAINING COURSE OUTLINE

House Proud research 'No Place Like Home' conducted with social housing tenants highlighted how LGBTQ+ people often don't feel safe with operatives visiting their homes. 21% of people who responded to the survey said they didn't feel confident with operatives in their homes. Anecdotally, we have heard the narrative of people taking down pictures, flags and generally hiding who they are when operatives visit.

We designed this toolbox talk with this in mind. The training is a short snapshot of life for LGBTQ+ people and aims to promote best practice for operatives. It gives them the opportunity to think about both their approach to LGBTQ+ customers and that of their organisation.

Topics covered are:

- Introduction / aims and online training instructions
 - Quiz
- Vocabulary – LGBTQ+ language what does it mean?
 - Sexual orientation / Gender identity definitions
- Is being LGBTQ+ a choice / Heterosexual questionnaire
- Assumptions – Challenge assumptions – how and why we make them
 - Equalities- what does it mean?
 - What does your employer say?
 - House Proud research
 - Case Study
 - What can you do?
 - Q&A

The training is a short session (1.5 hrs) aimed at the time slot at the beginning of the day (8.30-10am) in line with traditional toolbox talk timings. Post training there is a short evaluation form and organisational feedback is provided in the form of a short report. Additional slides can be added to include specific topics identified by an organisation.

Want to find out more? Get in touch

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