



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

We created the Inclusion Standard for organisations and departments working with LGBTQ+ people in housing and homelessness settings.

The process of securing the award consists of 3 steps:

- A **pre-training questionnaire** which will help us to understand the approach your organisation takes to their LGBTQ+ customers, and to identify any specific gaps around LGBTQ+ inclusion.
- A **training programme** across key areas of the organisation or for individual departments. Our bespoke training package will provide a snapshot of life for LGBTQ+ people and aims to provide staff the opportunity to reflect on their approach to LGBTQ+ customers and consider best practice.
- A **post-training assessment** 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 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 providers, homelessness services, and services working with younger people or older people, etc. It has been designed to address some of the issues from our organisational experience and those which are highlighted in [HouseProud's 'No Place Like Home?' research](#), which shows clearly that many LGBTQ+ tenants feel that housing providers are not sensitive to their needs.

