



SAFE HOUSING FOR ALL LGBTQ+ PEOPLE

Strategic Review 2023



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It brings me great pleasure to introduce our 2023 – 2026 Strategy, outlining our plans for the future.

We feel immensely proud of the strides we have made in realising our vision for a world where every LGBTQ+ person has a safe and secure place to call home.

Over the last 3 years, we have made exceptional progress in continuing to grow the reach and quality of our services. We have provided vital advice, advocacy, support and accommodation to thousands of LGBTQ+ people facing housing crises due to discrimination, prejudice, and homelessness.

As we celebrate our successes, we remain mindful of the significant challenges ahead. The journey towards ensuring a safe home for every LGBTQ+ person is increasingly demanding. However, the trustees have every confidence that with the unstinting dedication of our exceptional staff, volunteers, partners and supporters, we will address these challenges with resilience and determination.

Our reinvigorated Vision, Mission, and Values will guide us over the next three years, to achieve our strategic aims of Growth, Influence, and Excellence, and bring us closer to our vision of a safe home for every LGBTQ+ person.

On behalf of all the trustees, I extend my heartfelt gratitude to our incredible team, volunteers and supporters. Your hard work and boundless passion make Stonewall Housing a beacon of hope and transformation for LGBTQ+ people across the UK.

Last but not least, I want to acknowledge and thank all those who commission and partner with us to provide our services. Your support enables us to make a positive difference to the lives of so many.

Together, we have the power to build a future where every LGBTQ+ person can stand tall and proud, knowing they have a safe place to call home.

With warmth and great hope for the future,

Helen Randall

***Chair of the Boards of Trustees for Stonewall
Housing Association and Stonewall Housing
Charitable Foundation***



Who We Are

We're the leading national charity supporting LGBTQ+ people of all ages who live in the UK and are experiencing homelessness or living in an unsafe environment.

Founded in 1983, we provide specialist housing advice, advocacy and support for LGBTQ+ people who are homeless or at risk of homelessness. We have specialisms in Mental Health, Domestic Abuse and Supported Accommodation.

If you or someone you know needs our help, please don't hesitate to get in touch.



Key Facts and Stats

40,000+

Since 1983, Stonewall Housing has helped over 40,000 marginalised and vulnerable LGBTQ+ people.

82

We work with all age groups and our oldest service user to date is 82.

2400+

We work with more than 2400 people every year.

97%

97% of our service users told us it's important to them that their caseworker understands what it's like to be LGBTQ+.

100%

Our entire board is made up of people who are LGBTQ+.

96%

96% of our training attendees rated their experience as either good or excellent.

300+

Since 2019 we have provided training to more than 300 organisations, services and housing providers.

200+

Our incredible volunteers provide more than 200 hours of support each year.

Looking Back

Our key achievements from our 2020 - 2023 strategy

2400+

Doubled the number of people we support each year to more than 2400.



Established a new resettlement service for people who have experienced domestic abuse.



Developed a new e-learner as part of our training portfolio.



Registered with the Fundraising Regulator.



Obtained accreditation of our Training Offer.

50+

Launched a new service for LGBTQ+ people over 50.



Released a new website with Live Chat function.

12

Strengthened our Board of Trustees, increasing from 7 to 12.



Secured AQS Accreditation for our Advice and Advocacy Service.

Vision, Mission and Values

Stonewall Housing is grounded in grassroots activism, anti-discrimination, inclusion and equality. Everything we do is about making sure LGBTQ+ people are afforded their basic human right to be housed in safe accommodation where they can live authentically and free from fear.

This organisation was founded in 1983 by a group of Housing Workers who could see the inequalities their LGBTQ+ communities were facing and they were determined to do something about it. Our work today continues their legacy to build a better, more inclusive world.

Following a strategic review with the board of Trustees of both bodies, Stonewall Housing has updated our Vision, Mission and Values and these will inform the business of the organisation going forward as part of the 2023 - 2026 Organisational Strategy.



Vision

Every LGBTQ+ person can access safe housing.



Mission

Providing LGBTQ+ people of all ages who are homeless or at risk of homelessness with support, advice and advocacy. We will not stop until all LGBTQ+ people have a safe place to call home.



Values

Stonewall Housing exists to work with and for LGBTQ+ people to access pathways to safe housing. Our values apply to everything we do at Stonewall Housing.



Our Values



We are LGBTQ+ informed

We are a “by and for” organisation and we understand the multiple and intersectional forms of discrimination, stigma and marginalisation LGBTQ+ people face. We see and understand housing and homelessness issues through an LGBTQ+ lens.



We are collaborative

We believe that working in partnership is vital to delivering our vision. We will bring together skills, knowledge and resources whilst respecting and celebrating individual strengths and differences to enable us to realise our objectives. We particularly welcome collaborations with LGBTQ+ communities and those with lived experience of homelessness.



We are tenacious

We are determined to make a real and lasting difference for LGBTQ+ people across the UK. We are persistent and we will continue to work towards our mission to overcome obstacles or setbacks we experience along the way.



We are inclusive

We are committed to recognising, valuing and including people who belong to multiple marginalised or underrepresented groups. We understand that discrimination and privilege are shaped by the intersection of multiple identities. We are anti-discriminatory, anti-oppressive and anti-racist and will not tolerate any form of abuse.



We are empowering

We understand that our service users are experts in their own lives and our role is to use our collective expertise to help them navigate their housing and homelessness issues. Everything we do is focussed on promoting independence and building capacity for self-determination.

Our Strategic Aims

Looking to the future, three new strategic aims have been identified, each seeking to ensure that Stonewall Housing is able to reach more LGBTQ+ people who are homeless or at risk of homelessness.



Growth



Influence



Excellence

Growth

To expand our services and increase our accessibility to reach all LGBTQ+ people in housing need.

We will do this by:



Expanding our services to towns and cities across the UK.



Making sure all LGBTQ+ people know who we are and can access our services.



Increasing income to the organisation through new contracts and increased donations.



Influence

To use our influence to ensure LGBTQ+ people can access safe housing.

We will do this by:



Amplifying the voice of LGBTQ+ people who have experienced homelessness.



Contributing to impactful LGBTQ+ research.



Working closely with local and central government.



Excellence

To be an excellent employer, partner and deliver outstanding services.

We will do this by:



Listening to our service users, volunteers, staff and partners and acting upon what they tell us.



Celebrating our successes and learning from our mistakes.



Collaborating with partners to ensure all LGBTQ+ people have somewhere safe to call home.





Throw a fundraiser

Thinking of hosting your own fundraiser for us? We'd love to support you. Fundraisers like yours really help to fund our vital services. Whether it's a quiz night, drag bingo or running a 5k in your garden (or in heels), we'd be over the moon to be your chosen charity. You can find Stonewall Housing on major fundraising platforms like JustGiving, Facebook Fundraising and Tiltify.

Corporate Giving

Working with Stonewall Housing can help you achieve your CSR goals, provide meaningful opportunities for your employees and clearly demonstrate your support of the LGBTQ+ community. Could your team support Stonewall Housing this year? For more info on supporting us or if you're part of a corporate LGBTQ+ network or society, please contact us at supporters@stonewallhousing.org

Could you volunteer with Stonewall Housing?

Get involved in fundraising and events or offer specialist advice and support in a chosen field. Email volunteering@stonewallhousing.org to find out more.

Leave a gift in your Will

Leaving a gift in your will is a way of showing who you were and what you believed in in your lifetime. If you want to leave Stonewall Housing a gift in your will, it's really easy. Join our Legacies programme, Over the Rainbow, and we'll help you through the process. Email supporters@stonewallhousing.org for more information.





Could you donate to help LGBTQ+ people facing or experiencing homelessness in the UK? Here are all the different ways you can make a gift to support our work

Make a one-off gift

Donations help to fund our vital services. You can use our donation form www.stonewallhousing.org/donate or email supporters@stonewallhousing.org for help.

Set up a Direct Debit

Regular gifts by direct debit give us a predictable income so we can commit to reaching more vulnerable LGBTQ+ people who need us. Direct debits also mean we pay less in processing fees than we do for credit card donations.

www.stonewallhousing.org/donate

Donate via Monzo!

For any Monzo users out there, you'll find Stonewall Housing on the 'Donate to charity' feature on your homepage. You can make one-off or monthly donations directly to us and we get 100% of your donation.

Are you set up for payroll giving?

Payroll giving is a way for you to donate to us directly through your salary without paying tax on it. In fact, it's one of the most tax-efficient ways of donating. Talk to your employer to find out about your company's payroll giving scheme.





Registration Numbers:

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Financial Conduct Authority 24227R

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stonewall
housing