stonewall housing

LGBTQ+ HOUSING TRAINING

As the leading national charity supporting LGBTQ+ people in the UK with housing-related issues, we deliver specialist and bespoke training to organisations nationwide.

ABOUT US



Stonewall Housing is the leading national charity supporting lesbian, gay, bisexual, trans and queer (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, Substance Misuse and Supported Accommodation. We support thousands of LGBTQ+ people in the UK every year.

We also provide expert training to organisations nationwide.

We provide training and workshops informed by the knowledge we have gathered from over 40 years of delivering services to LGBTQ+ people.

We empower teams of all sizes to confidently meet the needs of LGBTQ+ people accessing their services, or in their staff team – whatever their knowledge level.

Our training is informed by our expertise as a specialist, by-and-for service, with an intersectional lens. Our sessions are interactive and engaging, and we aim to create learning spaces that are challenging, yet welcoming.

In last financial year, our training team provided training to over 1400 people.

OUR TRAINING OFFER 03

Get in contact with our training lead to discuss how we can support you to meet your team's learning needs.

CORE TRAINING CONTENT:

AWARENESS WORKSHOPS: (1 HOUR - 2 HOURS)

- LGBTQ+ Experiences of Housing and Homelessness: an overview
- LGBTQ+ Experiences of Poverty and Welfare
- Toolbox Talk: LGBTQ+ Awareness for Maintenance Operatives
- Spotlight Session: LGBTQ+ Experiences of Mental Health and Substance Use

HALF DAY TRAINING: (3 - 3.5 HOURS)

- LGBTQ+ Experiences of Housing and Homelessness and Inclusive Practice

Spotlight Session: Older LGBTQ+ People's Experiences of Housing

DOMESTIC ABUSE TRAINING: (HALF DAY OR FULL DAY)

- We offer a full day training on LGBTQ+ experiences of domestic abuse. We also offer a condensed version of this training over a half day to professionals from the same team/organisation, who are experienced domestic abuse professionals.

WANT SOMETHING MORE SPECIFIC?

We are also able to offer tailored or bespoke training, if you would like training with an area of specific focus for your team or organisation.

HOW DOES IT WORK?

Reach out to our team on training@stonewallhousing.org.

We will set up a complementary scoping and consultation call with you to understand your work with service users and customers, and to identify the learning needs of your team.

We can work with you to develop a learning package tailored to your needs.

OUR COSTS

	HOUR	1.5-2 HOURS	HALF DAY	FULL DAY	CONSULTANCY
SMALL CHARITY RATE*	£280	£360	£620	£1080	£50/ hour
REDUCED**	£430	£560	£940	£1650	£100/ hour
PRIVATE SECTOR***	£690	£910	£1540	£2700	£150/ hour

*Our small charity rate is for charities with an income under £1 million.

**Our reduced rate is for charities with an income over £1 million, housing proivders who are signed up to the LGBTQ+ Housing Pledge scheme., and statutory services such as local authorities or NHS.

*** Our full rate is for larger organisations / for profit organisations who do not fit into the above categories.

When delivering sessions in-person outside of the London area, we will charge trainer travel and subsistence in addition to the training costs.

Income from our training supports our work as a charity providing advice, advocacy and support to LGBTQ+ people facing or experiencing homelessness, or living in an unsafe environment.

We are always happy to discuss our training costs to find a package that works for your budget. Bulk bookings can be negotiated on a case-by-case basis.

FAQS

DO YOU DELIVER TRAINING ONLINE OR IN-PERSON?

Both! We deliver sessions in-person as well as online (via Teams or Zoom – your preference).

When delivering sessions in-person outside of the London area, we will charge trainer travel and subsistence in addition to the training costs.

HOW DO YOU CREATE A SAFE LEARNING SPACE?

We know that there will be a range of identities, histories, and experiences in every training session we deliver, online or in-person. We're also aware that there might be a range of knowledge in every group.

Our content is designed to be challenging yet welcoming – we want to create a safe space for participants to bring openness and curiosity when exploring about LGBTQ+ experiences.

To ensure that the learning environment is respectful to all participants, we ask everybody to sign up to a group agreement to ensure all participants are able to get the most out of their time.

We are also mindful that our training will touch on subjects including discrimination, hate crime and harassment, and domestic abuse, as well as themes of family and community rejection. These topics may bring up personal experiences for participants – whether they are LGBTQ+ themselves, or not. We invite attendees to do what works for them to look after themselves throughout the session.

If you have any questions or concerns about our session content, you can contact our Training team.

We work to build in regular breaks, and if we're in-person for a half day or full-day session, expect fidget toys!

If your team has any particular access needs, we are more than happy to discuss what adjustments to training delivery would be most supportive – please get in touch with us.

WHAT GROUP SIZES DO YOU WORK WITH?

Generally, we work with a minimum of 6 and a maximum of 15 people.

However, for our shorter awareness sessions, we can explore delivery to larger groups.

CAN WE RECORD YOUR ONLINE SESSION?

As a general rule, we don't record our sessions to allow participants to engage more freely, bringing their curiosity and questions.

HOW DO YOU EVALUATE YOUR SESSIONS?

We use an online form, shared with participants towards the end of the session, and afterwards. Depending on the number of responses, we will create a summary of the feedback for you and support you to identify any remaining learning needs.

MEET THE TRAINER



ALEX (SHE/HER)

Alex is our Training Lead. She's passionate about creating learning spaces that are trauma-informed, where people feel safe to be curious about the experiences of others and reflect on their own practice. Before joining our team, Alex facilitated training and schools' workshops on gender-based violence. She also has experience supporting community participation and coproduction projects with young people. Alex has a Level 3 Award in Education and Training.

Sometimes, our training is delivered by another member of our expert team.

We also work with associate trainers, with a wealth of experience across frontline services and LGBTQ+ inclusion work.

TRAINING OUTLINES

AWARENESS WORKSHOPS: (1 HOUR - 90 MINUTES)

LGBTQ+ Experiences of Housing and Homelessness: An Overview

This one hour workshop gives a snapshot of what we've learnt from over 40 years supporting LGBTQ+ people who are facing or experiencing homelessness, or living in an unsafe environment. Our starting point is that we all deserve somewhere safe to live where we can be ourselves.

This workshop aims:

- To increase participants' knowledge about the impact of homophobia, biphobia and transphobia on LGBTQ+ communities, and highlight legal protections against discrimination
- To increase participants understanding of LGBTQ+ people's experiences of homelessness and housing, using research and case stories.
- To identify particular issues and barriers LGBTQ+ people face when seeking support around housing and homelessness.
- To introduce aspects of good practice: what can services do to provide inclusive and supportive services to LGBTQ+ people?

Does your team need a refresher on LGBTQ+ terminology? Extend this awareness session to 90 minutes and we will break down key terms around sexual orientation and gender identity, and explore the importance of LGBTQ+-inclusive language in a clear and accessible way.

LGBTQ+ Experiences of Poverty and Welfare

Does your team support people experiencing poverty or accessing the welfare system? Do you want to know more about LGBTQ+ people's experiences of poverty and access to benefits?

This session, developed by Stonewall Housing and Peter Matthews, Professor in Social Policy and LGBTQ+ Studies at the University of Stirling, summarises research into LGBTQ+ people's access to the welfare system, and is particularly aimed at professionals supporting people who are accessing benefits or working in tenancy sustainment.

In this workshop, we aim:

- To introduce aspects of LGBTQ+ terminology and inclusive language
- To explore what quantitative and qualitative research tells us about LGBTQ+ people's experiences of poverty and access to benefits.
- To identify barriers to accessing welfare support experienced by LGBTQ+ people.
- To introduce what can be done to create more supportive and inclusive services for LGBTQ+ individuals.

TRAINING OUTLINES

AWARENESS WORKSHOPS: (90 MINUTES)

Toolbox Talk: LGBTQ+ Awareness for Maintenance Operatives

The University of Surrey research 'No Place Like Home?', commissioned by HouseProud, explored the experiences of LGBTQ+ social housing residents. 21% of LGBTQ+ people surveyed didn't feel comfortable with repairs operatives in their homes. Anecdotally, we have heard of people taking down pictures, flags and generally hiding who they are when operatives visit.

Everyone deserves to feel safe within their own homes, as well as in their communities. We designed this toolbox talk for maintenance and repairs operatives to :

- Unpack assumptions staff might make about residents.
- Consider the impact of their customer service approach on LGBTQ+ residents
- Promote best practice in interacting with LGBTQ+ residents - transferable to any resident who might be worried about someone entering their home.

The session includes several interactive activities for reflection and discussion.

Our tips for practice will focus on: addressing and referring to people correctly, swiftly correcting any mistakes, and ways to signal an inclusive stance.

We can incoporate the values and behaviours framework of the organisation, including any statements about equity, diversity and inclusion, that are relevant to expectations of staff.

TRAINING OUTLINES

AWARENESS SESSION (2 HOURS)

Spotlight Session: LGBTQ+ Experiences of Mental Health and Substance Use

Research shows that LGBTQ+ people are at a higher risk of experiencing mental health needs than the general population (Stonewall, 2018). For many of our clients at Stonewall Housing, experiences of rejection, abuse, and exclusion, because of discrimination that they face as LGBTQ+ people, are key factors affecting their mental health. Furthermore, housing instability can have a corrosive impact on our mental health wellbeing. People might cope with all these experiences in different ways.

This two hour spotlight session takes a **trauma-informed approach** to mental health and substance use, informed by two of our specialist services: our **Mental Health Advocacy Service** and our **Drug and Alcohol Support Service**. In these services, we support LGBTQ+ people navigating housing crises alongside complex mental health needs, including substance use., where people face multiple and interconnected challenges around identity-based discrimination, trauma and stigma. We aim to work in a trauma-informed and person-centred way, centering the agency and resources of our clients.

Learning Objectives

In the session, we will share research, practice experience, and case studies, with the aim of supporting attendees:

- To apply an LGBTQ+- informed and intersectional lens to the themes of mental health and substance use.
- To identify the multiple interconnected challenges that LGBTQ+ people face around mental health and substance use - including identity-based discrimination, trauma, and systemic exclusion.
- To explore the barriers that LGBTQ+ people face in accessing services, including the impact of stigma.
- To consider aspects of LGBTQ+-inclusive practice when working with people with mental health needs.

TRAINING OUTLINES

HALF DAY TRAINING: (3.5 HOURS)

LGBTQ+ Experiences of Housing and Homelessness and Inclusive Practice

In this half day session, we explore LGBTQ+ experiences of housing and homelessness. The session aims to give participants space to think about their and their organisation's approach to LGBTQ+ customers and service users.

Learning Objectives:

- To refresh participants' knowledge around LGBTQ+ terminology and inclusive language
- To identify the impact of discrimination such as homophobia, biphobia and transphobia, as well as legal protections
- To increase participants' understanding of LGBTQ+ people's experiences of homelessness and housing, using research and case stories.
- To identify particular issues and impacts around LGBTQ+ housing and homelessness, touching on themes such as harassment, hate crime and mental health.
- To identify barriers LGBTQ+ people might face when accessing your service and other support.
- To explore good practice when providing inclusive and supportive services to LGBTQ+ people.

TRAINING OUTLINES

HALF DAY TRAINING: (3 HOURS)

Spotlight Session: Older LGBTQ+ People's Experiences of Housing

Whether you work in sheltered housing, in residential care, or in another setting, this half day session gives an overview of LGBTQ+ awareness and experiences of housing with a spotlight on older people. We draw on our experience of providing specialist housing casework support to LGBTQ+ people over the age of 50+, as well as research about older LGBTQ+ people.

Learning Objectives:

- To refresh participants' knowledge about LGBTQ+ terminology, inclusive language, and legal history
- To explore themes affecting older LGBTQ+ people, such as discrimination, social isolation, health needs, and concerns around accessing care.
- To acknowledge and celebrate histories of activism and resilience in LGBTQ+ communities.
- To challenge assumptions about what support networks and families look like.
- To introduce aspects of good practice when providing inclusive and supportive services to older LGBTQ+ people, and signpost to further information and resources.

TRAINING OUTLINES

LGBTQ+ EXPERIENCES OF DOMESTIC ABUSE (FULL DAY)

This full day session aims to increase knowledge around LGBTQ+ people's experiences of domestic abuse, to support professionals supporting survivors to increase their awareness and inclusivity of the LGBTQ+ community.

Learning objectives:

- To develop participants' knowledge about the LGBTQ+ community, including LGBTQ+ terminology and history
- To increase participants' understanding of LGBTQ+ experiences of domestic abuse, through an intersectional lens
- To raise participants' awareness of the dynamics associated with LGBTQ+ domestic abuse
- To increase participants' confidence and provide participants with practical tools with regards to meeting the needs of LGBTQ+ people who are using their services.

Introduction

- Who is Stonewall Housing, and who do we support?

Part I: LGBTQ+ Overview

- Overview: LGBTQ+ experiences in the UK – terminology, key concepts and statistics

Part II: LGBTQ+ domestic abuse – myths and realities

- Misconceptions that inhibit LGBTQ+ survivors from seeking support
- LGBTQ+ experiences: prevalence of domestic abuse
- The legal definition of domestic abuse

Parts III and IV:

- LGBTQ+ experiences: domestic abuse tactics, and impacts
- Interpersonal, societal, and cultural barriers to accessing support

Part V: Exploring best practice and in supporting LGBTQ+ survivors of domestic abuse

- What practitioners and organisations can do to provide inclusive and affirming support to LGBTQ+ people
- Signposting and referral information for specialist support services

TRAINING OUTLINES

LGBTQ+ EXPERIENCES OF DOMESTIC ABUSE (HALF DAY)

We also offer a condensed version of our domestic abuse training over a half day to professionals from the same team/organisation, who are experienced domestic abuse professionals.

This half day session aims to increase knowledge around LGBTQ+ people's experiences of domestic abuse, to support professionals supporting survivors to increase their awareness and inclusivity of the LGBTQ+ community.

Learning objectives:

- To increase participants understanding of LGBTQ+ experiences of domestic abuse, including the dynamics of abuse and barriers to seeking support
- To increase understanding and awareness of the impact of domestic abuse in LGBTQ+ relationships
- To introduce aspects of inclusive good practice in supporting LGBTQ+ people who have experienced domestic abuse.

Introduction:

- Who is Stonewall Housing, and who do we support?

Setting the scene:

- Statistics: LGBTQ+ communities and the prevalence of domestic abuse

Inclusive language:

- Key sexual orientation and gender identity terminology
- An overview of inclusive language

Barriers to seeking and accessing support:

- Myths and misconceptions that inhibit LGBTQ+ people from seeking support
- Other interpersonal, cultural and social barriers to accessing support

LGBTQ+ experiences of domestic abuse:

- Exploring abusive behaviours, including LGBTQ+ specific abuse tactics, and the impact on LGBTQ+ people.

Exploring best practice and in supporting LGBTQ+ people who have experienced domestic abuse:

- Introducing aspects of good practice in providing support to LGBTQ+ people who have experienced domestic abuse.
- Signposting and referral information for specialist support services

CONSULTANCY

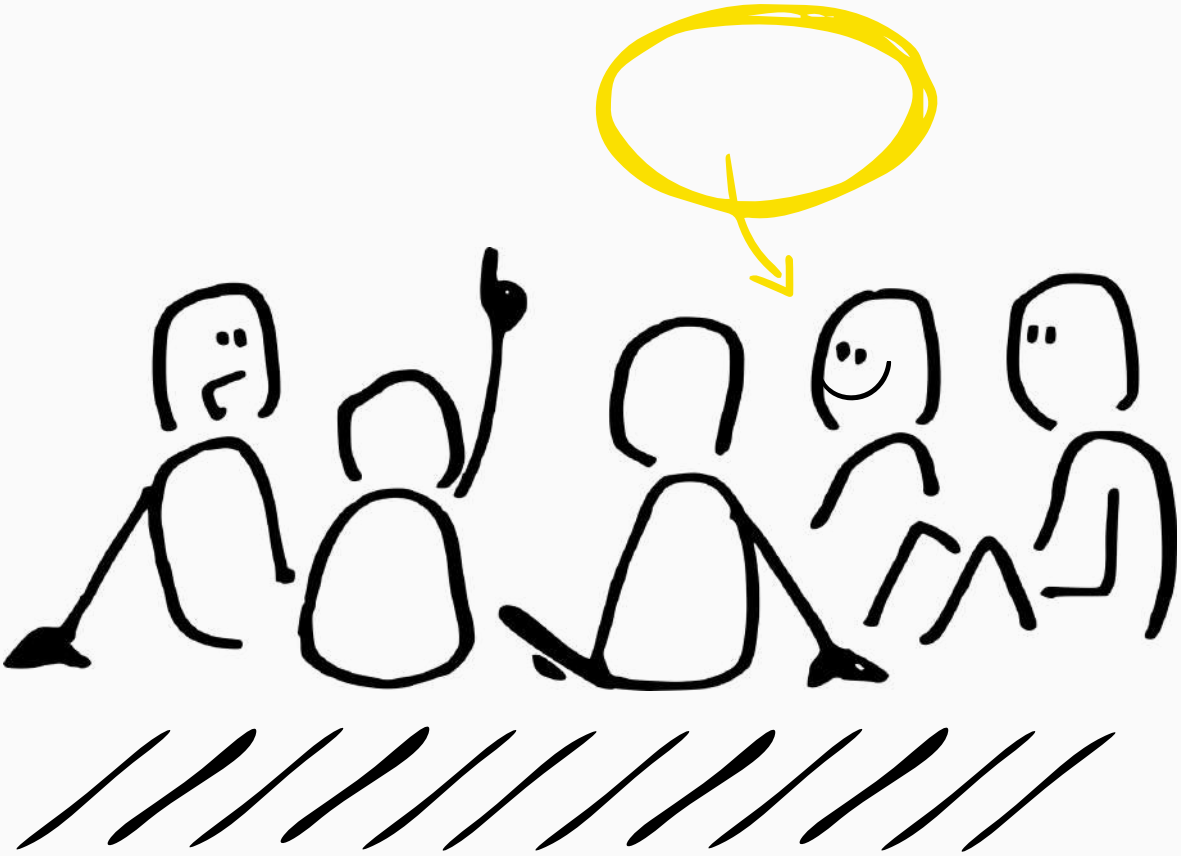
HOW CAN WE HELP YOU?

As well as delivering training sessions, we also offer consultancy on training content and other aspects of LGBTQ+ inclusion, such as policies and procedures.

We can:

- Provide guidance and advice around in-house training content design and delivery
- Support with the design and development of e-learning modules
- Review policies and procedures, and provide guidance on other workplace initiatives to improve LGBTQ+ inclusion for your colleagues and the people who are using your services.

Get in touch with our Training Team to set up a free scoping call today.



CONTACT US

stonewall housing

Find more information via

stonewallhousing.org/training

Contact us to discuss your training needs:

training@stonewallhousing.org

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