stonewall housing



2025-2026

Impact Report

Advice Action Support

“Safety is not just about a roof over your heads, it's about knowing the people under that roof won't make you feel like a problem.

Stonewall Housing Caseworker”

CONTENTS

About Stonewall Housing 4

Intro 5

Our Year in Numbers 6

Homelessness Prevention Process 7-8

Our Specialist Services 9

- Supported Accommodation 9
- Drugs and Alcohol Support Service (DASS) + Case Study 10-11
- Mental Health Advocacy (NMHAS) 12
- Domestic Abuse Resettlement Service (DARS) + Case Study 13-14
- Supporting LGBTQ+ People Over 50 15

Who We Support 14

- Gender 16
- Sexual Orientation + Case Study 16-17
- Religion 18
- Age 18
- Ethnicity 19
- Region 20
- Disabilities or Long-Term Health Conditions 21
- Health and Wellbeing 21

Volunteering 22

Training 23

LGBTQ+ Housing Pledge 24

Fundraising 25

Our 2026-29 Organisational Strategy 26

Message From Our Chair 27

*Names and identifying details have been changed to protect confidentiality. Photographs accompanying case studies are for illustrative purposes and do not depict the individuals featured.



About Stonewall Housing



We are the UK's leading charity supporting LGBTQ+ people of all ages who are experiencing homelessness or living in unsafe environments.

Since 1983, our mission has been to provide tailored housing advice, advocacy and support services that meet the unique needs of the LGBTQ+ community.

We're proud to be a by-and-for LGBTQ+ organisation – led by our community, for our community.

We understand that challenges such as family rejection, discrimination, mental health struggles, domestic abuse, and substance misuse can disproportionately affect LGBTQ+ individuals. That's why we offer free and confidential guidance to help people navigate housing difficulties and access the support they need to live safely and independently.

We are committed to helping every LGBTQ+ person find a secure and supportive living environment. Our services operate nationwide, and we work tirelessly to ensure that no one in our community has to face housing issues alone.



Intro

I'm proud to welcome you to this year's Impact Report and to share what we've achieved together in a year that has asked a great deal of our communities, and of the people who stand alongside them.

At Stonewall Housing, we believe that safe housing is more than four walls.
It's the foundation for everything that follows. When an LGBTQ+ person has a home where they are accepted for who they are, they can begin to heal, make plans and build an independent life on their own terms. That belief has guided every conversation, every referral and every tenancy secured this year.

This year we received an average of **65 referrals every week**. Behind each one is a person who has been made homeless, is fleeing abuse or no longer feels safe where they live.

We know that this continues to be a challenging time for many in our communities. LGBTQ+ people, particularly trans and non-binary people, are facing growing uncertainty and hostility, while wider social tensions are affecting the sense of safety and belonging felt by many people from Black, Asian and minority ethnic backgrounds.

Yet, amid these challenges, what gives me hope every day is the kindness, courage and determination of our staff, volunteers, supporters and the people we work alongside. Their compassion and commitment remind me of the strength of our communities and what we can achieve when we stand together.

To all our partners, friends, supporters and allies – thank you.

Together, we are building a future where every LGBTQ+ person has safety, belonging and the chance to thrive.

With gratitude and solidarity,

Steven McIntyre (he/him)"
CEO, Stonewall Housing



Our Year in Numbers

We supported **3,422** people in 2025/26.

On average, we received **65 referrals** per week.

Our drop-in sessions received an average of **81 clients** clients per quarter.

Our advice line received **809 calls** per quarter.

> "AI can help people find the words to ask for help. But it can't always have every detail needed to give personalised, tailored advice. Sometimes people just need someone to come in, break it all down and take it step by step."
>
> Chloe McDonald, Specialist LGBTQ+ Domestic Abuse Resettlement Worker

We now take around **65 calls a week**, about 12 every workday.

Our advice line and online chat remain the front door to our services. Many contacts are urgent and our team responds with immediate advice. Compared with 2024/25, a greater proportion of our first contacts came from outside London.

Our drop-ins welcomed an average of **27 people a month.**

Our drop-ins continued in person and in partnership. For the first time, we also recognised a trend of people arriving with guidance from ChatGPT and other AI tools and needed help to understand how it applied to their own situation. A growing number came for help to access private rented housing, including guarantors, rent deposits and rent in advance, where the pace and approach of local authorities varies widely.

Homelessness Prevention Process

How we support local authorities at every stage



1. Initial Contact & Triage

Clients often present to local authorities in distress, fear or uncertainty. Stonewall Housing becomes involved early to provide LGBTQ+-affirming, trauma-informed guidance, helping clients understand their rights, duties owed and the processes involved.

How Stonewall Housing creates value

- Reducing time and resource pressure on Local Authorities because Stonewall Housing explains rights and entitlements clearly from the start, reducing repeat calls and confusion for both client and council.
- Preventing client disengagement because LGBTQ+ clients often fear discrimination and our specialist approach builds trust in the process quickly.
- Ensuring clients feel safe enough to proceed because we offer trauma-informed, identity-aware triage that reassures people their experience will be respected.



2. Section 189A Assessment & Personalised Housing Plan (PHP)

A joint meeting with the Assessment Officer and Stonewall Housing Advocate allows clients to articulate risks and needs, resulting in a co-produced housing plan with clear responsibilities and tailored support.

How Stonewall Housing creates value

- Clearer PHP agreements because we facilitate three-way communication and break down responsibilities into simple, actionable steps.
- Client expectations managed early because we understand common fears and misunderstandings among LGBTQ+ clients and can translate council processes clearly.
- Our twelve-week casework support reduces repeat issues by preventing crises, leading to fewer last-minute calls and fewer case reopenings.
- Stronger safeguarding of clients because we specialise in LGBTQ+ vulnerabilities, hate crime, family rejection, and complex needs.
- Higher client satisfaction and smoother workflow for councils because clients feel heard, supported, and less likely to escalate frustrations back to the local authority.

Homelessness Prevention Process



3. Interim Accommodation (Section 188)

Stonewall Housing advises on LGBTQ+ safe accommodation options, ensuring clients feel respected and supported while the local authority provides interim housing if the client is suitable.

How Stonewall Housing creates value

- Safer alternatives if no duty is owed because SH can explore LGBTQ+ specific options and prevent rough sleeping or unsafe arrangements. LGBTQ+ safe accommodation advice increases safety and reduces safeguarding incidents.
- Faster evidence gathering because we take on the legwork: contacting GPs, police, support services and verifying documents.
- Fewer delays for the local authority because we coordinate all external services and present information in a clear, complete way.
- Better understanding of client risk and vulnerabilities because we have expertise in LGBTQ+ mental health, hate crime, and discrimination indicators that strengthen assessments.



4. Section 184 Decision

Local authority issues homelessness decision based on all evidence. Stonewall Housing helps gather medical, safeguarding, and personal evidence, enabling the LA to make a positive homelessness decision confirming duty of care.

How Stonewall Housing creates value

- More accurate and defensible decisions because we make sure authorities have all relevant context including crime references, medical evidence, support letters, and risk indicators.
- Reduced need for reviews and appeals because our housing law and casework expertise ensures evidence is complete and assessments are thorough.
- Clearer interpretation of client circumstances because we specialise in LGBTQ+ experiences such as family rejection, covert abuse and community-based vulnerabilities.

5. Move-On & Ongoing Support

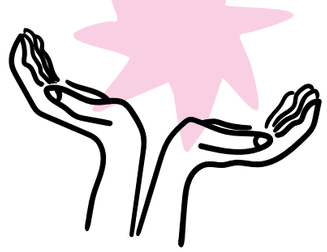
Supporting transition into stable living and independence. Stonewall Housing supports clients in securing longer-term, identity-safe accommodation and provides ongoing guidance to maintain tenancy, education and wellbeing while reducing pressure on the local authority.



How Stonewall Housing creates value

- Effective expectation management and reduced repeat homelessness because clients receive support even after move-in, preventing tenancy breakdown.
- Tenancy sustainment support because we help set up utilities, access furniture grants, and solve practical problems that would otherwise fall to councils.
- Improved wellbeing and stability because we assist with GP registration, mental health support, employment and education pathways.
- Stronger community integration because LGBTQ+ clients are linked into safe, inclusive networks, reducing isolation and future crisis points.
- Long-term pressure off housing teams because supported clients are more likely to keep their housing and less likely to re-present as homeless.

OUR SPECIALIST SERVICES



Supported Accommodation

Our supported accommodation schemes in London, Brighton and Eastbourne offer more than a roof over someone's head. They are safe and affirming spaces to heal, grow and thrive. Residents typically stay for up to 18 months, supported by a dedicated caseworker who helps them work towards independence. Last year, we supported 32 residents across our houses.

Who lives with us:

- **Over 50%** of residents came to us after experiencing domestic abuse from parents or immediate family, most often because of their sexuality or gender identity.
- **Over 60%** of residents are part of the trans community.
- **Around 20%** have been in the UK for less than three years, having sought asylum after persecution because of their sexuality in their home country.
- **Around two-thirds** of residents are from the global majority.

Before arriving, many residents were stuck in family homes where they faced harm or rejection, had fled a refuge, or were in unsafe informal arrangements. Some had been unable to secure safe private rented housing and entered unofficial agreements with landlords, only to experience abuse at their hands.

Supporting trans residents to transition safely. Some of our trans residents have told us about the difficulties they have faced accessing gender-affirming healthcare, including long waits for NHS gender services and challenges obtaining support from GPs.

Our caseworkers support residents to access gender services if they would like our help. This can include attending appointments, advocating with GPs about prescribing and blood tests, and helping residents access hormones, electrolysis and voice training. We also connect residents with community groups such as the Clare Project, including those who have never had the opportunity to connect with other trans people in person.

Intergenerational living. Four of our six houses in Brighton and Eastbourne are now intergenerational, and this year we welcomed residents in their late 50s and 60s for the first time. Older residents can face their own challenges, including a sense of lost autonomy when rebuilding life in shared housing.

> "Stonewall Housing feels like a space that is safe and queer-affirming, which for the majority of our residents is something they've never experienced before."
>
> **Jen Russell, Senior Practitioner**

Moving on. From the first support session, we talk with residents about where they want to be in 18 months' time and the steps to get there. That might mean saving a deposit, finding work or applying to university. We help residents who have never rented before to contact estate agents, attend viewings and check contracts, and we've written our own step-by-step guide to renting.

100% of residents who completed their full stay with us and followed their move-on plan secured stable private rented accommodation.

Access to timely mental health support remains a significant barrier to recovery. Some of our residents in Eastbourne have experienced waits of up to 10 months for NHS mental health services, so we work closely with local partners to help them access support in the meantime.

39%
% residents moving into long-term employment

43%
% of residents moving into long-term education (training)

72%
% residents moving into settled independent housing

OUR SPECIALIST SERVICES

Drugs and Alcohol Support Service (DASS)

Our Drugs and Alcohol Support Service continued to support LGBTQ+ people for whom substance use, housing instability, trauma and identity-based discrimination are closely connected.

Our Drugs and Alcohol Support Service (DASS) provides specialist, non-judgemental support to LGBTQ+ people experiencing housing difficulties alongside challenges relating to drug or alcohol use.

For many of the people we work with, substance use cannot be separated from their wider experiences. Family rejection, discrimination, domestic abuse and trauma can all contribute to difficult relationships with drugs or alcohol, while housing insecurity can make it harder to access treatment, maintain recovery or build stability.

Our approach is rooted in harm reduction, recognising that people have different needs, priorities and relationships with substance use. We work alongside clients to understand their circumstances, advocate for appropriate housing and connect them with specialist support where needed, without making abstinence a condition of receiving help.

Support received:

86%

- **86%** of clients received specialist housing advice.

24%

- **24%** secured suitable, stable, settled accommodation

26%

- **26%** were helped into crisis or short-term accommodation.

22%

- **22%** reduced their substance use

10%

- **10%** stopped or entered recovery.

24%

- **24%** accessed recovery support services,

24%

- **24%** accessed substance support services.

16%

- **16%** went on to access external mental health support.

Class A drugs were the most common substance (56% of clients), followed by alcohol (26%), Class B drugs (20%) and Class C drugs (18%).



CASE STUDY

JASMINE'S STORY...

"After everything I'd been through, I didn't trust anyone in a waiting room or behind a desk. My SH advocate never rushed me or made me explain myself twice. For the first time, I felt like someone was in my corner."

Jasmine, 29, is a transgender woman who moved to a new area hoping to rebuild her life after years of discrimination and rejection from her family. She had lived with anxiety and depression for a long time, but past negative experiences had left her wary of approaching healthcare services.

As her housing became more and more unstable, Jasmine's mental health declined until she needed emergency hospital treatment. When she was discharged, she had no mental health support in place and was finding it hard to cope with contact from her housing provider.

This is where our mental health advocate stepped in. We took the time to sit down with Jasmine, listen to what she needed most urgently and map out where the gaps in her care were. We then worked out which agencies were responsible for supporting her, so she was no longer left to navigate a confusing system on her own.

We helped Jasmine re-register with a GP and reconnect with primary care, supported her to engage with mental health professionals, and made sure housing services clearly understood her needs. Because we knew how much previous experiences had damaged her trust, we adapted how we worked, arranging appointments and communication in ways that felt safe and manageable for her.

We brought together housing, healthcare and safeguarding into one joined-up response, acting as the link between services while keeping Jasmine at the centre of every decision about her life.

Our support did more than get Jasmine through a crisis. By tackling the barriers that had kept her from getting help in the past, we helped her build the trust and connections she needs to stay well and settled in the future.



OUR SPECIALIST SERVICES

Mental Health Advocacy (NMHAS)

Mental health and housing insecurity are closely connected. Our caseworkers and advocates support LGBTQ+ people experiencing housing crises alongside mental health challenges, helping them navigate housing services, access appropriate support and work towards greater stability.

95.2% of people referred disclosed a mental health need.

Compared with 2024/25, our team observed the following changes and challenges:

- An increase in clients experiencing PTSD, borderline personality disorder and complex trauma.
- More clients reporting suicidal thoughts or self-harm, often requiring urgent referrals to specialist services.
- A growing number of neurodivergent clients, including people with ADHD, autism and dyslexia, both diagnosed and awaiting assessment, who may need reasonable adjustments to access support.

What our clients tell us:

- **83% of clients were not connected to any formal mental health support** at the point of referral.
- **68% reported previous services were not LGBTQ+ inclusive**, leaving them feeling invalidated and unsupported.
- **73% shared that past trauma related to being LGBTQ+**, including rejection, discrimination and abuse, was a key factor in their mental health challenges.

Most commonly reported mental health needs

- 65% Anxiety
- 55% Depression
- 35% PTSD & trauma-related mental health
- OCD 12%
- 10% Personality disorder & Borderline personality disorder
- 6% Schizophrenia
- 5% Psychosis
- 4% Bipolar disorder

OUR SPECIALIST SERVICES

Domestic Abuse Resettlement Service (DARS)



Safety means more than having a roof over your head. Our long-term resettlement and advocacy support provides a vital pathway to safety and stability for LGBTQ+ survivors in London.

Our caseworkers report that much of the domestic abuse they encounter is familial, often occurring after someone comes out or begins to live authentically. Based on their experiences supporting LGBTQ+ survivors, our caseworkers have also identified growing barriers to accessing safety and support this year:

- **Councils setting the bar too high**. The legal threshold for accepting that someone is at risk of domestic abuse is low, but some local authorities are asking for DASH risk assessments or police reports before offering emergency accommodation, without telling people where to get them.
- **Family abuse not taken seriously**. Familial abuse is too often treated as a "family dynamics" issue rather than domestic abuse under the Domestic Abuse Act 2021. Survivors are left feeling disbelieved and forced to repeat their experiences again and again.
- **Uncertainty for trans survivors**. Since the Supreme Court Ruling, many trans survivors are unsure which domestic abuse services they can access, as many are single sex. Specialist LGBTQ+ services are under huge demand and much of the available information about refuges assumes a woman fleeing a male partner.
- **Not recognising abuse**. Many survivors don't recognise coercive control, threats of eviction or deliberate homophobic or transphobic comments from family as abuse. Our caseworkers help people make sense of their experiences, at their own pace.
- **Getting into private renting**. Many survivors have no family to act as guarantor, so even when councils want to move them into private rented housing, they become stuck in interim accommodation.
- **Suitability of offers**. We're supporting more people to challenge housing offers that aren't suitable, whether because of mobility needs or distance from vital mental health, GP or substance support services.

> "Every time you tell your story again, you share a little less, because you're exhausted. By the time someone is truly listening, they may not be hearing the full scope of what happened."
>
> **Heather Saunders, Senior Practitioner - Domestic Abuse**

Types of abuse

- 75% Emotional / psychological abuse and coercive control
- 55% Financial / economic abuse
- 45% Physical abuse / violence and threats of violence
- 35% Family abuse linked to sexual orientation or gender identity
- 25% Sexual abuse / sexual violence
- 20% Harassment, stalking and ongoing abuse after separation
- 10% Honour-based abuse / forced marriage / culturally or family-mediated abuse



CASE STUDY

SARA'S STORY...

I had a job and I'd always paid my own way, but I couldn't come up with a deposit overnight. I didn't need someone to rescue me. I needed someone to help me get somewhere safe and work out what came next.

Sara, 31, is a bisexual woman working full-time in hospitality. Over several years, she built a life with her partner, but as the relationship became more controlling, she slowly lost touch with the friends and family she had once been close to. After a serious physical assault, she was admitted to hospital. There, she told staff she was too frightened to go home.

Sara was medically ready to leave hospital, but she had nowhere safe to go. Because she was working, she wasn't eligible for some financial help, yet she couldn't afford the deposit and rent in advance needed to secure a private tenancy.

Our domestic abuse practitioner worked alongside specialist services to find Sara a safe place to stay. They assessed the risks of the accommodation being offered and pushed for a safer option. Together, we gathered supporting evidence, challenged arrangements that didn't properly protect her, and looked at realistic ways to meet the upfront costs.

We also worked with Sara on a resettlement plan covering budgeting, access to emotional support and steps towards a stable long-term home.

Sara's story shows that someone can be employed and financially responsible and still face homelessness, because escaping abuse brings costs that are impossible to meet at short notice.

OUR SPECIALIST SERVICES

Supporting LGBTQ+ People Over 50

Older LGBTQ+ people continue to face barriers to safe, secure housing, often shaped by a lifetime of marginalisation. Our Over 50s service provides one-to-one advice and advocacy.

Our Over 50s service works predominantly with LGBTQ+ people aged 50 to 65, although last year we also supported people well into their 80s.

The most common need is somewhere to put down roots.

Around half of our older clients are private renters, many having moved between short-term lets, supported housing and temporary accommodation for years. After years of housing insecurity, many are seeking greater stability, privacy and independence rather than continued shared living arrangements

Others are experiencing homelessness or sofa-surfing, relying on temporary arrangements with friends or family and facing uncertainty about where they will stay next. For older LGBTQ+ people, this instability can be particularly difficult, especially when they are managing health needs, living on limited incomes or have fewer people they can turn to for support.

The themes we're seeing

- **Evictions and rising rents**. Many landlords issued evictions before the Renters' Rights Act came in, and we are still seeing the effects. Rents rise each year, but pensions and benefits don't keep pace. Some older clients rent from friends who are themselves getting older and need to sell, an eviction the new law doesn't prevent.
- **The financial impact of reaching pension age.** Moving from working-age benefits onto the State Pension and pension-age benefits can change someone's overall income and financial support. For some older LGBTQ+ people, this can leave them struggling to afford rent that was previously manageable, putting them at greater risk of homelessness.
- **The pension cliff edge**. Moving onto a state pension can sometimes reduce someone's overall support, leaving them unable to afford rent they managed before.
- **Coming out later in life**. Some clients have left long marriages after coming out and face rejection not just from family but from their wider community, including threats and harassment in public.
- **Few spaces outside London**. Around a quarter of older clients come from outside London. Many want to move to London or Brighton because there are so few LGBTQ+ groups for over 50s elsewhere.
- **Health without a home**. We've supported clients who have had to delay surgery because they have nowhere safe to recover, and others waiting up to a year for an occupational therapy assessment while unable to manage the stairs to their home.
- **Unmet mental health needs**. Complex PTSD, paranoia and undiagnosed conditions are common, and many older clients aren't connected to any support at all.



Gender

Our caseworkers have observed a growing trend among trans and non-binary people accessing our services who report that the wider political climate is negatively affecting their sense of safety and belonging. Public debates around trans rights are having a very real impact on people's everyday lives, including their experiences of housing. Some have reported being ostracised, dismissed or discriminated against by housemates in shared accommodation. For those who also experience racism and other forms of discrimination, these challenges can be particularly complex, creating additional barriers to finding and maintaining safe housing.

> When trans people are discriminated against in other spaces, it gives people more confidence in their discrimination at home. Trans and non-binary people are the most impacted group, and Black trans women most of all.
>
> **Thai O'Reilly, Senior Practitioner**

Category	% of all records
Male (including trans male)	48.5%
Female (including trans female)	34.4%
Non-Binary	8.0%
Genderqueer	2.7%
Unsure	1.5%
Prefer Not To Say	2.5%
Other	1.1%
Questioning	1.0%
Intersex	0.4%

Sexual orientation

Our caseworkers have noticed some generational differences in how clients describe their sexual orientation. Younger clients are more likely to identify as queer, using it as an umbrella term, while older clients tend to use terms such as gay or lesbian.

We also see differences between our services. For example, bisexual people and those with other sexual orientations make up a greater proportion of residents in our supported accommodation than they do across our services overall.

> Sexual orientation also shapes how people are treated when they look for a home. Assumptions about what makes a good tenant are often heteronormative, and how someone dresses or presents can lead landlords and letting agents to make snap judgements.
>
> **John Stubbs, Director of Services**

Category	% of all records
Gay	41.9%
Lesbian	14.3%
Bisexual	14.1%
Queer	6.5%
Heterosexual	5.1%
Pansexual	4.8%
Unsure	3.4%
Prefer Not To Say	3.2%
Unknown	1.7%
Asexual	1.6%
Other	1.4%
Questioning	0.8%
Demisexual	0.8%



CASE STUDY

DANIEL'S STORY...

I'd been hit with homophobic comments in shared houses before, so the thought of moving in with people I didn't know terrified me. Having someone sit down and go through the numbers with me, and actually understand why I was scared, made all the difference.

Daniel, 45, is a gay man working part-time in retail. When his relationship broke down, he lost his home and ended up sofa-surfing with friends. He came to Stonewall Housing because he couldn't afford a tenancy deposit or rent in advance, and the uncertainty was taking a toll on his mental health and putting his job at risk.

Daniel had been searching for a one-bedroom flat, but he didn't know that, as a 45 year old, his Universal Credit housing costs would usually be limited to the Shared Accommodation Rate. Past experiences of homophobia also made him anxious about the idea of living with strangers.

Our advocate reviewed Daniel's Universal Credit claim, checked the Local Housing Allowance rate for his area and looked at whether any exemptions to the Shared Accommodation Rate applied. We compared his earnings, expected benefits and essential costs against the rental options available, which showed where a tenancy would leave him unable to keep up with payments.

We also looked into help through the local authority's Crisis and Resilience Fund, including support with upfront housing costs, and helped Daniel explore shared accommodation that felt both safe and affordable.

With this support, Daniel found a home he could afford, understood what he was entitled to and put together a budget that worked for him. This reduced his risk of becoming homeless again and helped him stay in work.

Religion

Religion and belief are deeply personal, and our clients' responses reflect a wide range of faiths, spiritual identities and relationships with religion.

'Prefer not to say' was the most common response when we asked clients about their religion or beliefs this year. vtWe can't assume why someone chooses not to share that information, but we know that faith can be particularly complicated for many LGBTQ+ clients.

For some, religion remains an important source of identity and comfort, even when they've experienced rejection or discrimination within religious settings. Others may carry painful experiences or worry about how their beliefs will be received.

What's important is that we never make assumptions. Everyone should feel able to access support without having to explain, defend or hide any part of who they are.

John Stubbs, Director of Services

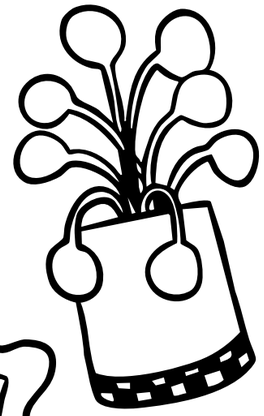
Religion	% of all records
Prefer Not To Say	20.33%
Christian	20.01%
Atheist	15.48%
Spiritual But Not Religious	11.39%
Muslim	9.55%
Agnostic	9.20%
Other	7.97%
Unknown	2.66%
Buddhist	1.49%
Hindu	0.55%
Humanist	0.47%
Jewish	0.35%
Sikh	0.32%
Jain	0.12%
Rastafarian	0.09%
Zoroastrian	0.03%

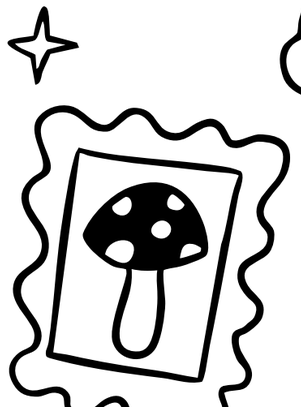
Age

From young people taking their first steps into independence to older LGBTQ+ people looking for somewhere to settle, housing insecurity touches every generation.

- **Under 18s:** We saw an increase in under 18s contacting us after being made homeless because of their sexuality or gender identity. We make sure they are linked in with children's social services.
- **18 to 25:** Referrals from young people grew, most often after family rejection. Some contacted us the day they turned 18, having waited until they were old enough to leave.
- **26 to 49:** People just past 25 often fall into a gap, too old for youth services but too young for older people's housing. Many have no option but shared accommodation, which can feel unsafe, particularly for trans people.
- **Over 50:** Most older clients are aged 50 to 65 because there is so little support available and they are not yet deemed as priority need.

Age	% of all records
25-34	**38.87%**
16-24	**21.55%**
35-44	**19.95%**
45-54	**11.01%**
55-64	**5.26%**
Unknown	**1.43%**
0-15	**0.93%**
65 and over	**0.99%**







Ethnicity

We continue to provide an interpreting service so that people can be heard and supported in their own language.

We know that LGBTQ+ people from Black, Asian and global majority backgrounds can face additional barriers to finding safe and secure housing, including discrimination, racism and a lack of culturally appropriate support.

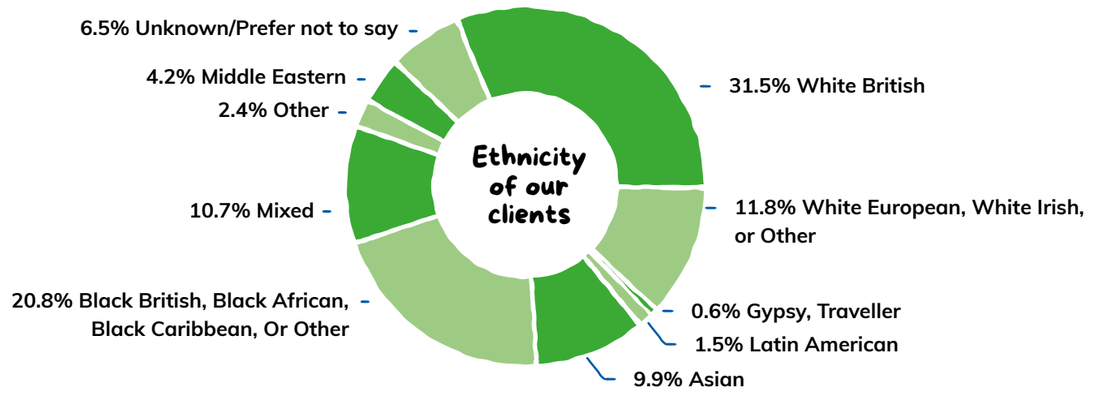
This year, wider social tensions and concerns about safety and belonging have added to the challenges faced by some of the people we support. For those placed in temporary accommodation away from their communities, friends and support networks, these experiences can be particularly isolating.

We remain committed to providing inclusive, culturally sensitive support that recognises people's individual experiences and helps everyone feel safe, respected and understood.

Some clients choose not to share their ethnicity or background because they fear stigma within LGBTQ+ spaces, or are from cultures they don't feel accepting of who they are. We work hard to make sure everyone knows they are welcome here.

Thai O'Reilly, Senior Practitioner

Top 10 requested languages of the year on calls			
1	Arabic	6	Turkish
2	Farsi	7	Spanish
3	Kurdish Sorani	7	Thai
4	Kurdish Bahdini	9	Russian
5	Portuguese	10	Bulgarian, Sudanese Arabic, Swahili

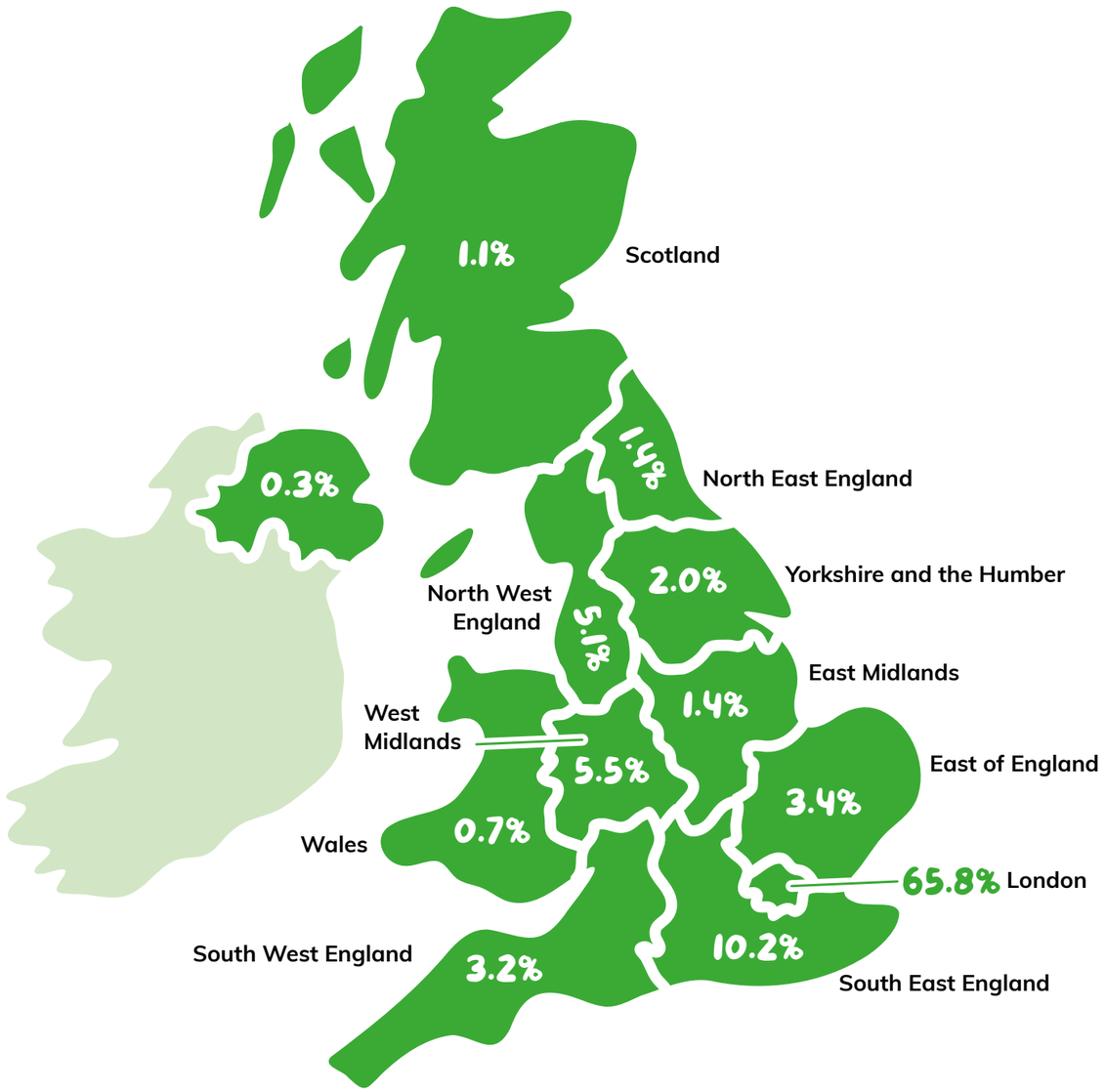


Region



This year, 64.7% of the people we supported were based in London, reflecting both the size of the capital's LGBTQ+ population and the severe housing pressures here. Our reach beyond London continues to grow. Manchester remains a hotspot, the West Midlands is a key area for older clients, and we've supported more people in Scotland than ever before.

Outside London and Brighton, many people tell us there are few LGBTQ+ services or social groups, especially for over 50s, and some reach out to us hoping to move somewhere they can find community.



Disabilities or long-term health conditions

Compared with 2024/25, our team has seen an increase in the number of clients identifying as neurodivergent. More people are telling us during their initial assessment that they have ADHD, autism or dyslexia, or are awaiting a diagnosis. We make reasonable adjustments to ensure they can access our services in ways that meet their needs.

In our supported accommodation, over half of residents are neurodivergent. Neurodivergence can make it harder to navigate complex council letters and processes, and to explain what has happened, so vulnerability is easily missed.

Physical health and accessibility remain major barriers. We're supporting more people to challenge housing offers they can't safely use, such as upper-floor flats without a working lift. Some clients have had to postpone surgery because they have nowhere safe to recover and adult social care often won't step in until someone is housed.

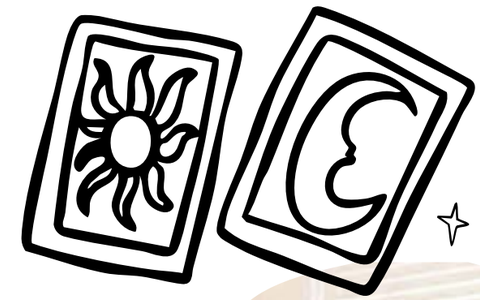
> "Complex health needs can increase vulnerability to eviction, sofa-surfing or long periods without stable housing. People need homes that are not only safe but also meet their accessibility and health needs."
>
> **Smita Badami-Rai, Senior Practitioner**

Main disability category	Number of cases
– Physical health, mobility and chronic illness	13.0%
– Learning disability	7.7%
– Other	5.7%
– Sensory disabilities	2.2%

Health and wellbeing

Housing challenges rarely come alone. Almost every client our caseworkers spoke to this year was living with mental health challenges. Domestic abuse and mental ill health often feed each other: trauma causes mental health difficulties, and poor mental health makes it harder to reach out or leave.

- **4.91%** of the people we support are living with HIV. A stable home makes it easier to stay on treatment, from having a safe place to store medication to something as basic as a fridge.
- **2.39%** disclosed involvement in chemsex.
- Many trans clients arrive having self-sourced hormones without medical supervision, and we support them to access safe, monitored care.







Our volunteers contributed 1,514 hours of time, skills and dedication to LGBTQ+ communities.

Volunteering

Our volunteers play an invaluable role in helping us support LGBTQ+ people experiencing homelessness and housing insecurity. Whether sharing professional skills, supporting events, improving our supported accommodation or lending their voices to our campaigns, they bring energy, compassion and a shared commitment to making a difference.

Throughout 2025-26, our volunteers contributed an incredible 1,046 hours, alongside a further 468 hours supporting Pride events.

"Volunteering with Stonewall Housing has been such a brilliant experience. It's more than giving my time, it's about being part of a community and knowing I'm doing something meaningful to support my own LGBTQ+ community. I've met some wonderful people, had so much fun and genuinely never enjoyed volunteering at events as much as I have here. It feels really special to be part of something that makes a difference."

Antoinette Kumodji, Volunteer

"I've experienced every kind of homelessness, from hidden homelessness to sleeping rough, which is one of the hardest. Becoming an Ambassador at Stonewall Housing reminded me that, when I was homeless, I wasn't seen, and that's how many homeless people are treated, especially those of us who are LGBTQ+. Organisations like Stonewall Housing helped me grow stronger, and now I advocate for my community.

Manoel Filho,
Stonewall Housing Ambassador

Our House of Stonewall Ambassadors and Champions continued to play an important role, sharing their lived experiences, speaking at events, contributing to creative projects and helping shape our work. **Their involvement ensures that the voices of LGBTQ+ people with experience of homelessness and housing insecurity remain at the heart of what we do.**

Training

As a specialist, by-and-for organisation supporting people to navigate housing crisis, we see on a daily basis that many LGBTQ+ people are approaching services that are not sensitive to, or do not understand, their identities and needs.

We are committed to challenging exclusionary and discriminatory practice, improving LGBTQ+ inclusive practice, and expanding an understanding of LGBTQ+ lives across the housing sector.

We distil over 40 years of experience of supporting LGBTQ+ people into interactive training and workshops, so organisations can more confidently meet the needs of LGBTQ+ people accessing their services or in their staff team.

In 2024-2025, our sessions reached over 1000 professionals working for 37 organisations across the housing and homelessness sectors.

Spotlight

Trans and non-binary people continue to face significant barriers to finding safe and appropriate housing. Our caseworkers have heard from clients who feel increasingly uncertain about their safety and access to services amid wider public and political debate about trans rights. For some, these concerns are compounded by experiences of discrimination, hostility or exclusion within their housing situations, making it even harder to find somewhere they feel safe and supported.

Following the Supreme Court Ruling on the definition of sex for the purposes of the Equality Act, we have worked in partnership with two other specialist organisations, akt and Gendered Intelligence, to develop a training and consultancy resource: **Trans Inclusion Beyond the Supreme Court Ruling**.

This resource facilitates a process of reflection and action planning for housing providers and homelessness organisations – supporting them to understand the implications of the Supreme Court Ruling, and navigate its impacts. It is an opportunity to consider their approach to trans-inclusion policies and practice, and commit to centring principles of inclusion, respect and dignity in their work.





LGBTQ+ Housing Pledge

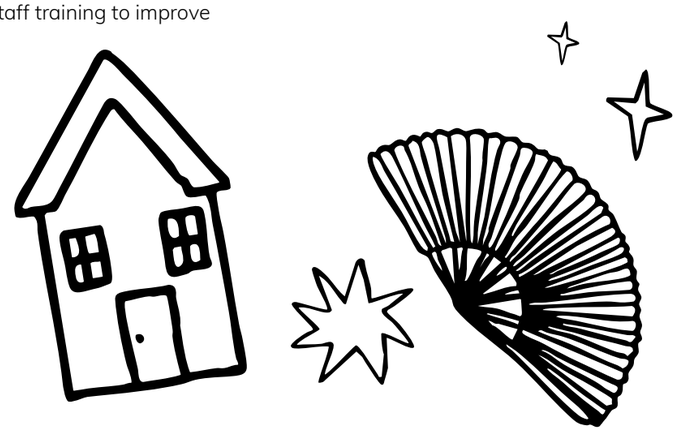
The LGBTQ+ Housing Pledge, by HouseProud and delivered by Stonewall Housing, exists because every LGBTQ+ resident should be able to feel safe, respected and able to be themselves at home. It is a scheme that any social housing provider can sign up to, no matter their size or location – and it is a clear commitment to LGBTQ+ resident equality and support.

Over the last financial year, we have seen 38 new sign-ups to the scheme - with the Pledge Promise being made from Cornwall to Newcastle. In total, at the end of 2025–2026, 99 organisations were part of the Pledge scheme, representing over 2 million homes.

Additionally, 28 organisations were awarded Pledge Pioneer status this year – in a process that centres resident views and voices, and assesses how housing providers listen to their LGBTQ+ residents, increase LGBTQ+ visibility, and invest in staff training to improve inclusive practice.

This year, the scheme welcomed local authorities, large housing associations, and smaller charities, all showing that LGBTQ+ inclusion is relevant to every part of the social housing sector.

If you live or work in social housing and think your provider should sign up to this free scheme and show a commitment to LGBTQ+ inclusion in housing, contact **houseproudpledge@stonewallhousing.org.**



Fundraising

Every donation, fundraising event and partnership helps us be there for LGBTQ+ people experiencing homelessness and housing insecurity. At a time when demand for our services continues to grow and charities like ours face increasing financial pressures, the generosity of our supporters has never been more important.



Throughout the year, individuals, businesses, community groups and charitable trusts have come together to support our work, raising vital funds and helping us reach more people who need our services.

Corporate partnerships and community fundraising have continued to play an important role, bringing people together, raising awareness and generating essential income. The generosity of trusts and foundations has helped us sustain and strengthen our specialist services, while longer-term funding has provided stability and the opportunity to plan for the future.

Unrestricted donations remain particularly valuable, giving us the flexibility to respond where the need is greatest and ensure that LGBTQ+ people facing homelessness can access the advice, advocacy and support they deserve.

Every contribution makes a difference. Here's what your support can help provide:

- **£9.50 could fund a telephone advice session, offering guidance and reassurance to an LGBTQ+ person worried about their housing situation.**
- **£28 could provide a night of safety in emergency accommodation and travel vouchers for someone experiencing a housing crisis.**
- **£90 could fund a one-to-one advocacy session for an LGBTQ+ person fleeing domestic abuse, helping them understand their options and take steps towards safety.**

The power of regular giving

While every donation matters, regular giving helps us plan ahead and provide consistent support throughout the year. Monthly donations give us greater financial stability, allowing us to respond to urgent needs, invest in our services and reach more LGBTQ+ people facing homelessness.

Fundraising is about more than the money raised. It's about building a community of people who believe that everyone deserves a safe place to call home, regardless of their sexual orientation or gender identity.

To everyone who has donated, fundraised or supported our work this year, thank you. Your generosity helps turn that belief into meaningful change.

To make a one-off gift or to set up a Direct Debit, visit

stonewallhousing.org/donate | or scan here →

Introducing Our 2026-29 Organisational Strategy

We'd like to introduce our new strategy, which sets out an ambitious vision for the next three years, building on more than four decades of supporting LGBTQ+ people facing homelessness.

As the needs of our communities continue to evolve, so must we. This next chapter is an opportunity to strengthen our services, extend our reach and ensure our identity reflects who we are today and the future we are working towards.

While the way we present ourselves may change, our purpose remains the same – ensuring every LGBTQ+ person has a safe home and the opportunity to succeed.

Our vision

Every LGBTQ+ person has a safe home and the opportunity to succeed.

Our mission

To provide advice, advocacy and support to all LGBTQ+ people facing homelessness. We support people to access safe housing and build the foundations for independent and connected lives.

Our values

We are LGBTQ+ specialist

We are inclusive

We are determined

We are collaborative

We are empowering

Our strategic aims

Over the next three years, we will focus on three strategic priorities to help more LGBTQ+ people access safe housing, build independent lives and thrive.



1. Impact and sustainability

We will support more LGBTQ+ people facing homelessness through high-quality, specialist services, while building a strong and sustainable organisation.

2. Digital transformation and intelligence

We will use technology and innovation to make specialist LGBTQ+ housing support more accessible, responsive and effective.

3. Policy and systems leadership

We will champion LGBTQ+ voices and influence the policies, services and systems that shape people's housing experiences.



Message From Our Chair

It is a privilege to reflect on another year of Stonewall Housing's work and the difference we continue to make in the lives of LGBTQ+ people experiencing homelessness and housing insecurity.

The past year has brought both challenges and achievements. Against a backdrop of growing demand for our services and an increasingly difficult environment for many LGBTQ+ people, Stonewall Housing has continued to provide vital advice, advocacy and safe accommodation to those who need it most.

What stands out for me is not only the scale of our work, but the care, compassion and determination behind it.

Every person supported is an individual whose circumstances, experiences and hopes for the future matter.

Our work is about more than just finding somewhere to live. It is about helping people feel safe, respected and empowered to build the lives they deserve.

As the Board of Trustees, we are incredibly proud of everything the organisation has achieved this year.

We have continued to strengthen our services, develop meaningful partnerships and create opportunities for LGBTQ+ people to have their voices heard.

These achievements came about through the dedication of our staff and volunteers, alongside the generosity and commitment of our funders, partners and supporters.

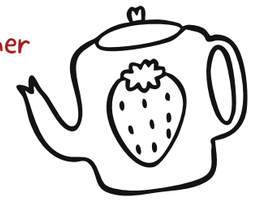
We also recognise that the need for our services remains significant. There is still much to do to ensure that LGBTQ+ people can access safe, secure and appropriate housing, free from discrimination.

As we look to the future, our commitment to meeting that need, advocating for change and ensuring that lived experience shapes our work remains as strong as ever.

On behalf of the Board, I want to extend my heartfelt thanks to our extraordinary staff, volunteers, supporters and partners. Most importantly, I want to thank the LGBTQ+ people who place their trust in us and allow us to be part of their journeys.

Together, we are working towards a future where every LGBTQ+ person has somewhere safe to call home and the opportunity to thrive.

Helen
Helen Randall, she/her
Chair of Trustees
Stonewall Housing



stonewall housing



www.stonewallhousing.org

Call 0800 6 404 404
Non-housing enquiries: **info@stonewallhousing.org**
Support us: **supporters@stonewallhousing.org**

Stonewall Housing
88 Old Street, London, EC1V 9HU
Stonewall Housing is both a Community Benefit Society and Charitable Foundation. Our company number is IP24277R and our charity number is 1187437.