



**LGBT
HOUSING
PROJECT**

PROJECT REVIEW 

AUGUST 2007

"It's not difficult to take on board - and with the guidance there to help, there is no excuse for not giving proper thought to what LGBT housing needs there are and how your service can adapt to meet them."

**Neil Clapperton, Director of Housing and Property Services,
Grampian Housing Association**



Stonewall
S C O T L A N D



**Identifying and addressing issues of housing access and service provision
for lesbian, gay, bisexual and transgender people in Scotland.
Funded by Communities Scotland.**

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INTRODUCTION

The LGBT Housing Project was funded by Communities Scotland to develop work on an area of equalities which has previously received little attention or consideration within the housing association sector.¹

This was despite clear obligations placed on Registered Social Landlords (RSLs) (through S106 of the Housing Scotland Act 2001,) to promote equal opportunities *including* sexual orientation and gender equality.

Housing associations are also required to meet a series of performance standards set by the regulator, Communities Scotland. For equal opportunities this is:

'We embrace diversity, promote equal opportunities for all and eliminate unlawful discrimination in all areas of our work. (GS2.1)'

A widening range of equality and anti-discrimination legislation raises further issues of compliance for providers.

Other projects have looked at housing access and LGBT people; most notably - in the Scottish context - *Out in the Cold* (2002) and *Ensuring Equality for Older Lesbian, Gay, Bisexual and Transgender People in Scotland*² (2005).

The project sought to build on this work in a cross-sector partnership that actively *engaged and involved* housing providers and included significant investment in training.

¹ Communities Scotland Equalities Thematic Review Follow Up Study 2006

² See Appendix 3



The project had three broad aims:

- 📖 *To provide an effective process to support pilot associations in addressing the housing needs of a minority group which had been largely ignored by the sector.*
- 📖 *To test whether, by integrating the available evidence base with a framework for activity, we could effectively raise issues that would affect cultural change within associations.*
- 📖 *To involve and inspire commitment amongst participants and pilot associations.*

We wanted to initiate real and sustained change to support RSLs in *meaningfully* addressing the needs and concerns of LGBT applicants, potential applicants, tenants and staff.

We established a framework and approach that we hoped would be engaging, accessible and straightforward, accompanied by ongoing support and encouragement.

This review draws on the experiences of the project team allied to feedback from housing participants.³

In it we examine the -

Context for the LGBT Housing Project
Processes involved
Project outcomes

Finally we offer some observations to assist other landlords on how they can make implementation of the LGBT Housing Standards a worthwhile, meaningful and effective process.

³ See Appendix 1

The Project commenced in March 2006 and concludes with this report, a period of some 17 months.

In that time we have: reviewed research; developed LGBT Housing Standards; held focus groups with members of the LGBT community; recruited pilot associations; designed, delivered and evaluated introductory training and a train the trainer event, and provided follow-up support.

Project outputs include a Support Manual, Train the Trainer CD Rom and a publication 'Safe and Secure - LGBT Housing Experiences in Scotland'.

The research findings and recommendations, combined with learning from community experiences informed the training content. The cross-sector expertise⁴ allowed us to focus in on the relevance and applicability to housing providers.

We hope to see an independent evaluation of the project in 2008; by which time the pilot associations will have had further time to progress the practical implementation of the standards.

⁴See The Partnership

THE PARTNERSHIP



The LGBT Housing Project has been a cross-sector partnership involving:

- 📖 Stonewall Scotland as a national organisation which has developed good LGBT practice in public services and employment issues*
- 📖 The LGBT Centre for Health & Wellbeing which provided LGBT training expertise*
- 📖 The Scottish Federation of Housing Associations which contributed housing knowledge and expertise*

As project partners we recognised that the potential impact of combining expertise and knowledge from both sectors would be a key factor in developing a workable and effective framework for LGBT equality within a realistic housing context.

PILOT HOUSING PROVIDERS



The project decided to invite a number of providers to participate as we wanted to test the standards with a variety of associations operating in different contexts and environments.

The housing associations spanned a range and type of provision from small urban, rural, national and regional and included community based, co-operative and Large Scale Voluntary Transfer (LSVT) associations.

Reasons given for participation by pilot associations varied:

📖 *"We were searching for a framework to help us progress our equality and diversity work across the board."*

Elaine Johnston, Director, Link Living

📖 *"Initially, because we were asked as part of a pilot - however, once brought to our attention we realised we needed to give this aspect of our housing service a bit more serious consideration."*

Anne Dickie, Director, Glen Housing Association



The project set out to highlight the needs of a relatively invisible 'LGBT community' within the social housing sector, and to address low levels of knowledge among housing providers of LGBT housing issues.⁵

It is also an area where potential inequality and discrimination are poorly researched.

We asked participants about their perceptions of LGBT housing needs *before* their involvement in the project and following the training:

📖 *"Completely changed my perspective on LGBT issues, as it was a group I never really thought about, in spite of having LGBT friends and relatives."*

Gilly Anderson, Grampian Housing Association

📖 *"My experience has been positive from the very beginning. Before I went on the course I thought I was reasonably aware of the issues surrounding LGBT folks but after the course I realised just how little I knew!"*

Cearda McGregor, Housing Manager, Tenants First Housing Cooperative

📖 *"I was aware there would be issues but was not aware of the range and depth of housing needs."*

Elaine Johnston, Director, Link Living

📖 *"Totally different from what they are now, after the briefing and discussion sessions! Did not perceive LGBT housing needs to be sufficiently different from the mainstream to justify individual treatment, specific policies/procedures."*

Janice Cambridge, Chief Executive, Scottish Borders Housing Association

📖 *"Didn't really think that much about it, especially transgender! Until we got involved in project, didn't really think about LGBT issues as an equality issue - this is a mistake that I think many other landlords may be making!"*

Anne Dickie, Director, Glen Housing Association

⁵Equalities in Practice Follow Up Study 2006 - Communities Scotland



The project partners recognised a need to identify key housing issues and develop good practice which took a holistic approach by addressing employment and service delivery for all LGBT people.

We did this by reviewing previous research,⁶ and through a series of focus groups with LGBT people in order to obtain a current Scottish context for the work of the project.

We adopted a 'standards' format that covered the broad functions of housing providers, was LGBT specific and which provided pilot associations with a framework they could adapt for wider equality work.


The standards provide a purposely brief framework through a series of key tasks with suggested evidence that would indicate a standard had been met.

Research pointed to a gap between policy and practice on LGBT issues, and we knew that standards in themselves would not be enough to change attitudes and culture.⁷

Central to the project was a recognition that real 'culture change' would only occur if we could gain the commitment of participants to seek the active support of other senior colleagues and management committees to:

- Adopt a zero-tolerance approach to homophobia and transphobia

- Go public on their commitment

 ***"The project has resulted in an increased awareness of the need to consider LGBT people in our service delivery. It has also influenced our action plan for equality and diversity work within the organisation and will result in a review of all our written communication. Overall, the project achieved our objectives of providing a framework which has helped us progress our equalities work across the board."***

Elaine Johnston, Director, Link Living

⁶ See Appendix 3 - It should be noted that the majority of existing research is English and Welsh and limited to LGB - little or no research has been done into the housing needs of transgender people

⁷ Stonewall Cymru Research 2006

FOCUS GROUPS

The project focus groups, independently facilitated, reviewed the draft standards we had developed. Participants also shared personal housing experiences and concerns.


The voices of LGBT people through the focus groups gave us evidence of the importance of the project and provided us with powerful material to draw on.⁸

TRAINING

A survey of 29 RSLs in Wales demonstrated that housing providers were either unaware of or didn't believe there to be particular housing issues for LGBT people, although none of these providers had commissioned LGBT-specific training.⁹

A substantial part of the project was devoted to training as we saw this as key to raising awareness and achieving culture change. We recognised the importance of leadership in equalities work and decided early in the process that we wanted to target training to staff (a minimum of two per pilot association) at decision-making level. We intentionally set the bar high, as we wanted a commitment to implementation by staff in a position to influence change within their own organisation.

The training has been a key factor in the success of the project initially in its impact on individuals and (we hope) in time on organisations. Comments by participants make clear that the training was central to developing understanding of the aims of the project.¹⁰

 *"When I arrived for the first day of training, I wasn't sure what to expect and really didn't think that LGBT issues were significant for RSLs as we were now all able to ask about same sex partnerships. From that day until now I have realised that I was wrong and that LGBT issues are very significant for RSLs, learning about the difficulties that LGBT (people) have within their communities, in terms of harassment and having to live secret lives, was very powerful indeed."*
Jacqueline Norwood, Regional Manager, Link Housing

⁸ See *Safe and Secure - LGBT Housing Experiences of Social Housing in Scotland*

⁹ Stonewall Cymru Research 2006

¹⁰ See *Safe and Secure* for more on the impact of training.

THE PROCESS

📖 *"I found the introductory training course to be both very informative and challenging. In particular, the course caused me to question a range of different accepted norms that in reality, members of the LGBT community would not identify with."*

Drew Nisbet, Senior Housing Officer, Fife Special Housing Association

📖 *"Training was very down to earth and I appreciated that approach, I think it helped the participants to relax and talk about an, at times, difficult subject."*

Gilly Anderson, Housing Manager, Grampian Housing Association

📖 *"It has been a very rewarding experience as it has made me learn a lot about myself and some of the prejudices and pre-conceptions that have been built in by 39 years of being a west-coaster. It has also given me the confidence to challenge some of the things which I have seen and heard from family and colleagues."*

Stuart Eglinton, Consultant, Scottish Federation of Housing

Establishing a safe training environment allowed participants to share their views and learn together:

📖 *"..... I found the initial training...to be straight to the point whilst allowing for personalities and opinions to be valued and talked about."*

The (introductory) training gave the participants a way that was acceptable to all to talk about issues affecting LGB&T people whilst honouring the fact that some may have personal opinions on matters and allowing them to challenge these themselves.

The training for trainers... picked up well from the initial training. Both Tony and Liz seemed to enjoy it too and that was passed to the participants. Participants were kept up to date with what would be expected of them and what support would be there for them. Up to date the flow of information has been excellent with all promises of information being followed up and provided."


Kerry McLeod, Corporate Support Manager, Ore Valley Housing Association

THE PROCESS

 *"Initially I was concerned and nervous about dealing with/talking about some of the issues particularly as a not "out" gay man at work. Some of the participants obviously felt uncomfortable talking about LGBT issues at the awareness sessions. However the trainers managed to create an open environment where views could be expressed in a non-judgemental and confidential manner."*
Training participant, Anon

The impact of awareness-raising with a housing-related focus was amply demonstrated as participants, towards the end of each introductory course, successfully identified the key issues contained in the LGBT Housing Standards *before* they were introduced to them.

The initial training was followed by a three day train the trainer course. Given the centrality of training to addressing issues of culture change we wanted to provide pilot associations with the capacity to disseminate learning within their own organisations.

 *"We have now completed a half-day training session for Managers and Directors and this was well received with a lot of positive feedback and I feel now, that due to the LGBT project, we have moved the equality issue back up the agenda. I have had many people asking me questions about LGBT issues and due to the knowledge that I have gained I am able to answer (reasonably) to most issues."*
Jacqueline Norwood, Regional Manager, Link Housing

THE SUPPORT MANUAL

The training provided participants with an understanding of the housing needs of LGBT people and the standards provide a framework for building inclusive services.

However there can be a gap between recognising what you need to do and knowing how to go about doing it. We wanted to bridge the gap by providing a practical tool - the support manual.


THE PROCESS

The manual contains, for example, guidance on sources of help and assistance; what leadership and public commitment means; how to action plan; draft codes of conduct for contractors and home visits.


The support manual is intended to be a 'work in progress'. As pilots get further engaged in implementation we hope that the learning can inform updates to the support manual reflecting the experiences of the pilot associations.

FOLLOW UP SUPPORT

The project recognised that, depending on the type and nature of the pilot organisations, there would be different needs for support to implement the standards. We offered each pilot a half day follow up session...


 *"What was different was the workplace training session. It was far more real and thought provoking than past equalities training, not rambling through the law but concentrating on the personal, moral and social reasons for recognising and responding to LGBT housing needs."*

Neil Clapperton, Grampian Housing Association

 *".....Actual impact difficult to gauge, because I feel that the briefing session affected most of those attending quite profoundly. Actual impact, however, will be determined by the extent to which these staff pass on their more informed perspective to their staff teams, and also how it will have altered how they deal themselves with applicants and tenants."*

In employment terms, I have reasonable confidence that our recruitment and staff training, management etc policies, procedures, and attitudes, are already compliant with good practice, and accountable, so that any prejudices or inappropriate views would be clearly exposed and not allowed to prevail. However, the increased awareness generated by the LGBT briefing should ensure no complacency in this regard."

Janice Cambridge, Chief Executive, Scottish Borders Housing Association

 *"The half day staff training session was very well received and had a real impact on many people. Although the committee session wasn't well attended those who did go, seem to have enjoyed it."*

Eleanor McEwan, Community Development Manager, Tenants First Housing Cooperative

WHAT WORKED (AND WHAT DIDN'T)



We were very ambitious in what we set out to achieve and we added to our work as new ideas and approaches emerged along the way.

Over time this seriously impacted on one of our earliest commitments: to establish and maintain involvement in and ownership of the project with the various stakeholders - focus group participants, LGBT organisations, community networks and pilot housing associations.

Ongoing communications from the project to stakeholders were patchy meaning the profile of the project wasn't maintained as we had hoped.

The title of the project may not have clearly expressed the intentions of the project to go beyond the theoretical:

 *"Whilst I understand the project was aimed at housing providers, the title of housing standards gave the impression that it was not as focused on service delivery, employment etc. as it in fact was. Maybe service standards for housing providers would have been more inclusive."*

Elaine Johnston, Director, Link Living

In many other ways however the project's achievements go well beyond the original parameters (or funding for the project), attributable to the commitment of the project partners.

The process of developing, reviewing (through focus groups) and introducing the standards framework to pilot associations was highly successful.

The housing experiences shared by focus group participants provided powerful case study exercises for participants, based on real situations and often conflicting expectations. This enabled the standards to be discussed within a realistic housing context of legal restraints on action against homophobia and housing scarcity. The training events achieved their objectives and clearly had an impact on individuals as described elsewhere.

WHAT WORKED (AND WHAT DIDN'T)

The organisational impact of the project needs to be evaluated on a longer term basis as culture change doesn't happen overnight. At what remains an early stage in the process, the journey will differ for each association, and participant comments reflect this:

- 📖 *"It is too early to say at this stage, but the senior management and group board have given their full support, as roll-out continues throughout the organisation."*
Craig Archibald, Accountant, Link Group
- 📖 *"In our small organisation having 2 members of staff trained enables a substantial influence to be exerted on things we are doing from day to day."*
Isobel Muirhead, Senior Housing Officer, Glen Housing Association
- 📖 *"A desire to include LGBT issues more fully and meaningfully within our Equality Policy."*
Jim Aitken, Housing Manager, Maryhill Housing Association
- 📖 *"Overall the impact has been that there is an acceptance and understanding that LGBT is an issue that is relevant to us in terms of service to customers and as an employer. It is also an issue that is being much more freely discussed."*
Jacqueline Norwood, Regional Manager, Link Housing
- 📖 *"We are still at very early days. However it has definitely raised the profile of LGBT issues within the Cooperative as an important area that needs to be taken as seriously as other equality strands like disability and race etc. This is definitely a change which has resulted from our involvement in the project I doubt if this would have happened without it."*
Jane Yule, Corporate Services Manager, Tenants First Housing Cooperative
- 📖 *"The impact has been that the issues around LGB&T people being acknowledged and understood by all housing staff which will alert them to ask or think about matters that may not have initially been thought of, especially around Anti-Social Behaviour and housing."*
Kerry McLeod, Corporate Support Manager, Ore Valley Housing Association

WHAT WORKED (AND WHAT DIDN'T)

- 📖 *"There is now an increased awareness of the issues. This in turn should make the environment within Fife Special more receptive to the particular needs/motivations of members of the LGBT community."*

Drew Nisbet, Senior Housing Officer, Fife Special Housing Association

- 📖 *"Enlightening. I think it is a subject that doesn't get discussed a lot and it is hidden in the Highlands. It doesn't draw a lot of attention unless of course there are anti-social behaviour issues around this..... The course enabled us to challenge homophobia on a work and personal level. The clear message from our organisation is that homophobia is not acceptable."*

Linda Armit, Housing Plus Officer, Albyn Housing Society

- 📖 *"Between the equality training programme and the LGBT Project, the actual practical impact does not seem very much, but I think the attitudinal and the knowledge on equality has been high."*

Pauline Rodger, Housing Officer, Fife Council



The LGBT Housing Project has essentially been a 'pump priming' exercise, in which we set out to support pilot associations to implement the LGBT Housing Standards through:

- *A 'tested' standard framework*
- *Significant training input*
- *Tailored input for individual pilot associations*
- *A range of project resources*
- *Ongoing support*

A number of factors combine to make the project distinctive:

BRINGING TOGETHER THE KNOWLEDGE AND EXPERTISE OF THE HOUSING AND LGBT SECTORS

"The training sessions have proved useful as some colleagues and business partners have queried what particular issues or discrimination LGBT customers or employees would face in a housing association environment (i.e. the assumption that everything in the garden is rosy or that it is a lot of PC nonsense.) These have helped distil a range of diverse and complex studies and statistics into an easily understandable and useable package to help engage with LGBT community and recognise the issues they face."
Stuart Thomson, Senior Property Services Officer, Link Homes

PROVIDING A FRAMEWORK FOR ACTIVITY RATHER THAN A 'BLUEPRINT' OF DEFINED PRACTICE

The project focused on three key areas; leadership, public commitment and acknowledging and addressing homophobia and transphobia. These are fundamental.

We chose to concentrate on key areas rather than specific tasks, acknowledging that there are different routes and strategies available to pilot housing associations in achieving the standards.

As a result, pilot associations have been able to focus on issues which will change internal and external perceptions of their approach to LGBT inclusion.



📖 *"We are committed to work towards The Standards and have formed a small working group to move things on in a practical way. As is the same for everyone I'm sure, time and other workload is the issue. However we aim to take small achievable steps and at least move forward with these (and try not to get bogged down with what we know we are not doing!) and feel the way the Standards and guidance are presented will help us with this."*

Jane Yule, Corporate Services Manager, Tenants First Housing Cooperative

RECOGNISING THAT EACH ASSOCIATION WOULD HAVE DIFFERENT NEEDS AND TIMEFRAMES INFLUENCING PROGRESS

Follow up sessions requested by pilots have involved awareness raising, action planning and networking opportunities for management teams and staff:

- *Albyn hosted a one-day awareness-raising session for 45 staff and committee members.*
- *Scottish Borders Housing Association combined awareness raising and action planning for the senior management team, followed by networking with local LGBT organisations and community representatives.*
- *Tenants First, Grampian and Maryhill opted for workshop sessions for senior staff (and Tenants First included an evening session for committee members.)*
- *Fife Housing Equality Forum chose an action planning session.*

While time frames and activities have varied, all the pilot associations have been clear about the importance of raising the awareness *and* winning the commitment of senior staff and management committee members.

TRAINING WHICH BROUGHT TOGETHER AWARENESS RAISING AND PRACTICAL FOCUS ON SERVICE DELIVERY

📖 *"The training provided by the project was well presented, balanced and thought provoking enough to ensure maximum participation by attendees. The exercises and subsequent discussions highlighted and reinforced the requirements for a structured and measured approach to equality and diversity issues. It also allowed participants to identify barriers to inclusion, both real and perceived, in relation to LGBT issues."*

Neil McKnight, Area Housing Manager, Hillcrest Housing Association

📖 *"Wouldn't have said I was completely ignorant of some idea of what tie in between housing and LGBT folks might be but right from start information was presented in way that made it "real" and issues were much wider and more relevant than I had ever thought about. My knowledge and confidence has grown although still have much to learn."*

Jane Yule, Corporate Services Manager, Tenants First Housing Cooperative

AN APPROACH WHICH SET OUT TO GAIN 'HEARTS AND MINDS' COMMITMENT TO LGBT INCLUSION

📖 *"In the beginning there was some 'banter' amongst staff as to what the course would comprise of. As time has gone on people have realised that staff participating in the training are not taking part in this 'banter' and will in fact challenge the talk, then people have taken the matter more seriously. As the training has taken place more and more staff have begun to understand the issues. Further training will be carried out for staff and Committee."*

Kerry McLeod, Corporate Support Manager, Ore Valley Housing Association

📖 *"This is among the best training I have done, and is certainly the best equal opportunities training I have ever done. I learned loads that I didn't know before and got to meet some great people. I have been inspired by my involvement in the project to play a leading role within my organisation in taking the standards forward and planning how we will implement them. As one of the two people in my organisation responsible for co-ordinating our equal opportunities strategy, my involvement in the project has been a bit of a watershed, giving me the confidence and commitment to attack the role with gusto!"*

Eleanor McEwan, Community Development Manager, Tenants First Housing Cooperative



A DESIRE TO INVOLVE AND INSPIRE PARTICIPANTS TO LGBT INCLUSION SPECIFICALLY AND TO REINVIGORATE EQUALITIES WORK GENERALLY

📖 *"Maximising access to housing is a primary responsibility of all housing organisations. Failure to take into account the needs of any minority group, including the LGBT community, is therefore a failure on the part of that organisation to meet its responsibilities in terms of "access to housing." Measures should therefore be introduced if they are not already in place to address this."*

Drew Nisbet, Senior Housing Officer, Fife Special Housing Association

📖 *"Yes, much more "real". Equalities as an issue tend to take the form of statistical reports and not much else. The tendency is for staff and Board members to think that "there aren't any minority groups here," when in fact that's not the case. The LGBT training was great in awareness-raising; people have to look harder and see what's really there."*

Janice Cambridge, Chief Executive, Scottish Borders Housing Association

Overall, the project has had a positive impact on the individuals and organisations who have been involved; raising awareness, refreshing their approach to equality issues and developing a greater understanding that addressing the needs of all applicants will result in better service provision for everyone. However, challenges remain, with many competing demands on time and commitment...

📖 *"My issue is how to keep this enthusiasm and momentum going when back in the workplace."*

Jane Yule, Corporate Services Manager, Tenants First Housing Cooperative


CONCLUSIONS

We set out as a project team to raise awareness and provide a framework to address the housing needs of LGBT people, a group which, to date, has been fairly invisible and whose housing needs have been largely ignored. The project succeeded in ensuring that, within pilot associations, the needs of LGBT people are no longer invisible and staff, who are in a position to influence change, have detailed knowledge and understanding of what needs to be achieved for LGBT people to have confidence in service provision.


One of the key factors for success was relating awareness-raising of the needs of a specific group to day to day service delivery issues. Many of the training participants commented on the practical aspect of the training as a positive and the importance of not seeing equality issues as abstract 'learning.'

It was important for participants that they were able to make use of their learning in day to day activities of their associations.

The project also instilled greater confidence and enthusiasm in individual participants to go back to their organisations and implement the standards.

 *"I have asked to be on the Equal Opportunities Working Party as I feel that I want to feed in LGBT issues."*

Linda Armit, Housing Plus Officer, Albyn Housing Society

 *"Both the course and the trainers were excellent and the training was some of the best I've been on. The outcome of this being that it has turned what could have been another 'struggle' to implement LGBT into an enjoyable experience and given me the motivation and understanding to take this forward positively within my organisation."*

Cearda McGregor, Housing Manager, Tenants First Housing Cooperative


CONCLUSIONS

There were a number of decisions made which marked a change to previous equality initiatives within the housing sector and, in the view of project partners, provide guidance to other housing providers who wish to implement the standards and/or work on LGBT inclusion:

- *There is a clear measurable framework for associations to work with*
- *Training was central to developing understanding of the issues*
- *Training was related to day to day service delivery*
- *All participants in the training were in a position to influence change within their organisations*
- *Capacity to implement change and disseminate awareness through training was enhanced by training for trainers (T4T)*
- *A range of practical tools have been developed to assist in implementation*

The organisational impact of the project is difficult to gauge as the majority of pilots are in early stages of implementation. This should be assessed in an independent evaluation of the project in 2008.




One of the valuable gains for participants in the project was an understanding that putting in place the standards framework for LGBT inclusion means that services need to focus on individual needs of all people accessing services without assumptions.

 *"For those who are a bit nervous about putting all this energy into LGBT issues 'why them for example?' I would say that it is likely you have some LGBT staff or tenants but more importantly it is a project that helps us not make assumptions about people and therefore deliver more individually focused services which is what a lot of us say we try to do!"*

Elaine Johnston, Director, Link Living

CONCLUSIONS


We asked staff participating in the project what they would say to other associations who hadn't been involved:

-  *"They missed out on the chance to find out the role housing should be playing in ensuring that a sizeable and valuable section of Scotland's society is fully involved and integrated into their organisation. They also lost out on the chance to develop a lot of skills which are transferable to all aspects of the work of housing associations, as much of what we discussed centred around focusing what we deliver on the needs of our tenants and customers and trying to deliver services without pre-conceptions or bias."
Stuart Eglinton, Consultant, Scottish Federation of Housing Associations*
-  *"(they) have missed out on an opportunity to have a fresh look at equalities, but within a framework that is given by the standards."
Jacqueline Norwood, Regional Manager, Link Housing*
-  *"That this is an issue they will have to look at in the future and they should not assume they have no issues to address."
Jim Aitken, Housing Manager, Maryhill Housing Association*

The project supported pilots to implement the standards in a meaningful way within their organisations.

Training was central to changing perception and understanding of LGBT housing needs and a critical factor to the success of the project in preparing pilots to take the standards framework into practical service delivery. Providers who wish to use the standards framework need to factor in sufficient resources for training.

CONCLUSIONS

 *"...training for all staff is essential to raise awareness of LGBT issues and legislation. Staff could be placing tenants or fixing tenants' homes, but they all need to be aware of their organisation's policies and to know what behaviour is expected from them.*

I think the commitment of the Scottish Borders Housing Association to the housing project will be a great benefit to local LGBT people. They will be able to access housing from an LGBT inclusive organisation and will therefore know they will have their housing issues treated respectfully. Hopefully Scottish Borders Housing Association will act as an exemplar to other local housing providers."
Christine Hamilton, LGBT Youth Borders

The LGBT Housing Project has been a useful learning experience for all involved, project partners and pilot organisations. The project partners hope that this learning extends beyond the pilots and the standards framework is taken up by the sector generally.



PROJECT EVALUATION QUESTIONS

Questionnaires were sent out to training participants and Directors/Chief Executives (with whom we had direct contact) after the project's face-to-face work was completed.

Questions for Housing Association Directors or Chief Executives:

- 📖 Why did your organisation get involved in the LGBT Housing Project?*
- 📖 Thinking back, what were your perceptions of LGBT housing needs before getting involved?*
- 📖 What impact has the project had on you? On the organisation?*
- 📖 How would you describe the impact or potential impact of your involvement in terms of
 - Service delivery, and*
 - Employment?**
- 📖 How useful (if taken up) was the follow-up support (the workplace-based sessions provided in your own working environments) provided in increasing buy-in to the LGBT Housing Standards?*
- 📖 Has this project differed from other equalities initiatives the organisation has been involved in, and if so, in what ways?*
- 📖 What could the project have done better/what did we miss?*
- 📖 What would you say to other housing providers who didn't get involved in the project?*

Questions for introductory training and train the trainer participants:

- 📖 How would you describe your personal experience as a participant in the LGBT Housing Project; from sign-up and arrival on the first morning of the introductory training up to today?*
- 📖 How would you describe the experience of communicating back to your colleagues and organisation on behalf of the LGBT Housing Project? Has this changed over the course of your involvement and if so how?*
- 📖 What do you think the overall impact on the organisation has been so far?*
- 📖 What could the project have done better/what did we miss?*
- 📖 What would you say to colleagues in the housing sector who didn't get involved in the project?*

PILOT HOUSING PROVIDERS

-  *Albyn Housing Society*
-  *Fife Housing Equality and Diversity Forum - Ore Valley Housing Association, Glen Housing Association, Kingdom Housing Association, Fife Special Housing Association, Fife Council*
-  *Grampian Housing Association*
-  *Link Group*
-  *Maryhill Housing Association*
-  *Scottish Borders Housing Association*
-  *Tenants First Housing Cooperative*



BEYOND THE PILOTS - CONTACTS

Below we list activities where the project was profiled and numbers attending training and follow up activities of the project from pilot associations. Staff from three associations, Hillcrest, Queens Cross and Bridgewater, attended training but were not pilot organisations.

PROFILING THE PROJECT		
<i>SFHA Housing Management Conferences 2006 and 2007</i>	<i>28 delegates attended workshops</i>	<i>28</i>
<i>TPAS Conference Dundee</i>	<i>6 delegates attended workshops</i>	<i>6</i>
<i>TPAS Workers Conference</i>	<i>22 delegates attended a workshop</i>	<i>22</i>
<i>CIH Conference 2007</i>	<i>7 delegates attended a workshop</i>	<i>7</i>
<i>CIH Conference 2007</i>	<i>Plenary launch of standards</i>	
<i>CIH Seminar May 2007</i>	<i>11 delegates attended workshops</i>	<i>11</i>
<i>Scottish Best Value Housing Network 2007</i>	<i>25 attended presentation</i>	<i>25</i>
<i>Edinburgh Housing Advice Network</i>	<i>35 attended presentation</i>	<i>35</i>
<i>Fife Housing Equality Forum</i>	<i>Estimate of 12 contacts over 3 meetings</i>	<i>12</i>
		146
LGBT HOUSING PROJECT INTRODUCTORY TRAINING		
<i>2 day course x 4</i>	<i>32 attendees from 17 different housing providers</i>	<i>32</i>
<i>Train the Trainer</i>	<i>13 attendees from 5 pilot associations (all of whom attended 2 day course)</i>	<i>13</i>
		45
FOLLOW-UP SUPPORT		
<i>Tenant's First Housing Association</i>	<i>38 attendees over two sessions- mix of Senior Management Team, staff and Management Committee</i>	<i>38</i>
<i>Maryhill Housing Association</i>	<i>7 Senior Management Team</i>	<i>7</i>
<i>Fife Housing Equality Forum</i>	<i>9 at Equality Action Planning session</i>	<i>9</i>
<i>Scottish Borders Housing Association</i>	<i>10 Senior Management Team</i>	<i>10</i>
<i>Grampian Housing Association</i>	<i>12 Senior Management Team and Housing Officers</i>	<i>12</i>
<i>Albyn Housing Association</i>	<i>45 Senior Management Team, staff and Management Committee</i>	<i>45</i>
		121
TOTAL		312



The project was featured in:

📖 **The Sunday Herald**

September 17, 2006 *'Gay-hate crime rife across Scotland's housing sector'*

📖 **Housing Matters Issue 37**

March 2007 *"My Home "It's where I'm supposed to feel safe..."*

📖 **Inside Housing 2006**

📖 **Scottish Legal Action Group**

Legal Journal Issue 349 - November 2006

📖 **CIH Conference highlights**

<http://www.cihscotland-conference.org/2007/events/2007/highlight.html?id=30>

Example of public commitment from participating provider...

📖 **Committed to Equality for All**

"The Co-op is taking part in a pilot project to look at issues affecting LGBT (Lesbian, Gay, Bisexual, Transgender) people. The aim of the project is to draw up a set of standards to make sure that LGBT people get equal treatment from housing providers. Historically LGBT people have faced huge prejudices, with harassment regarding sexual orientation from family and neighbours being one of the biggest problems they face.

Research has shown that housing issues are very important to LGBT people. We are committed, through our Equal Opportunities Strategy, to making sure that all our clients receive an equal service, so we are very pleased to be involved in this very important project."

Tenant's First Housing Cooperative 'Tenant's Tribune' December 2006

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HOUSING RESEARCH

Lesbians and Housing in Leicester

The Lesbian Information Service (1987)

<http://www.lesbianinformationservice.org/lhl.htm>

As we grow Older

A study of the housing and support needs of older lesbians and gay men. Polari (1995)

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Out in the Cold

An action research report on the housing needs of lesbian, gay, bisexual and transgender youth in south-east Scotland. LGBT Youth Scotland (2002)

www.lgbtyouth.org.uk

Ensuring Equality for Older Lesbian, Gay, Bisexual and Transgender People in Scotland

Précis no 67: Housing and Support needs of older lesbian, gay, bisexual and transgender (LGBT) older people in Scotland. Communities Scotland (2005)

www.communitiesscotland.gov.uk

Sexual Exclusion: Issues and best practice in lesbian, gay and bisexual housing and homelessness

Stonewall/Shelter (2005)

http://www.casweb.org/stonewallhousing/file-storage/view/website_2006/publications/Sexual%20Exclusion

Out on my Own: Understanding the Experiences and Needs of Homeless Lesbian, Gay, Bisexual and Transgender Youth

University of Brighton (2006)

http://www.brighton.ac.uk/sass/research/reports/LGBT_summary.pdf

The Health, Social Care and Housing Needs of Lesbian, Gay, Bisexual and Transgender older people

Literature Review. Cardiff University (2006)

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The Housing Needs of lesbian, gay and bisexual people in Wales

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National Centre for Social Research, Stonewall Housing (2001)

http://www.stonewall.org.uk/information_bank/housing__homelessness/1293.aspx<http://www.stonewall.org.uk>

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Communities Scotland (December 2006)

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First Out

Beyond Barriers report (2002)
http://www.stonewall.org.uk/documents/First_Out_PDF_Report.pdf

Towards a Healthier LGBT Scotland

NHS Health Inclusion Project (2003) (now Fair for All - LGBT)
www.lgbthealthscotland.org.uk/documents/Towards_Healthier_LGBT_Scot.pdf

Good LGBT Practice in the NHS

NHS Health Inclusion Project (2005) (now Fair for All - LGBT)
www.lgbthealthscotland.org.uk/documents/Good_LGBT_Practice_NHS.pdf

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National Programme for Improving Mental Health and Well-Being (2005)
<http://www.scotland.gov.uk/Resource/Doc/76169/0019039.pdf>

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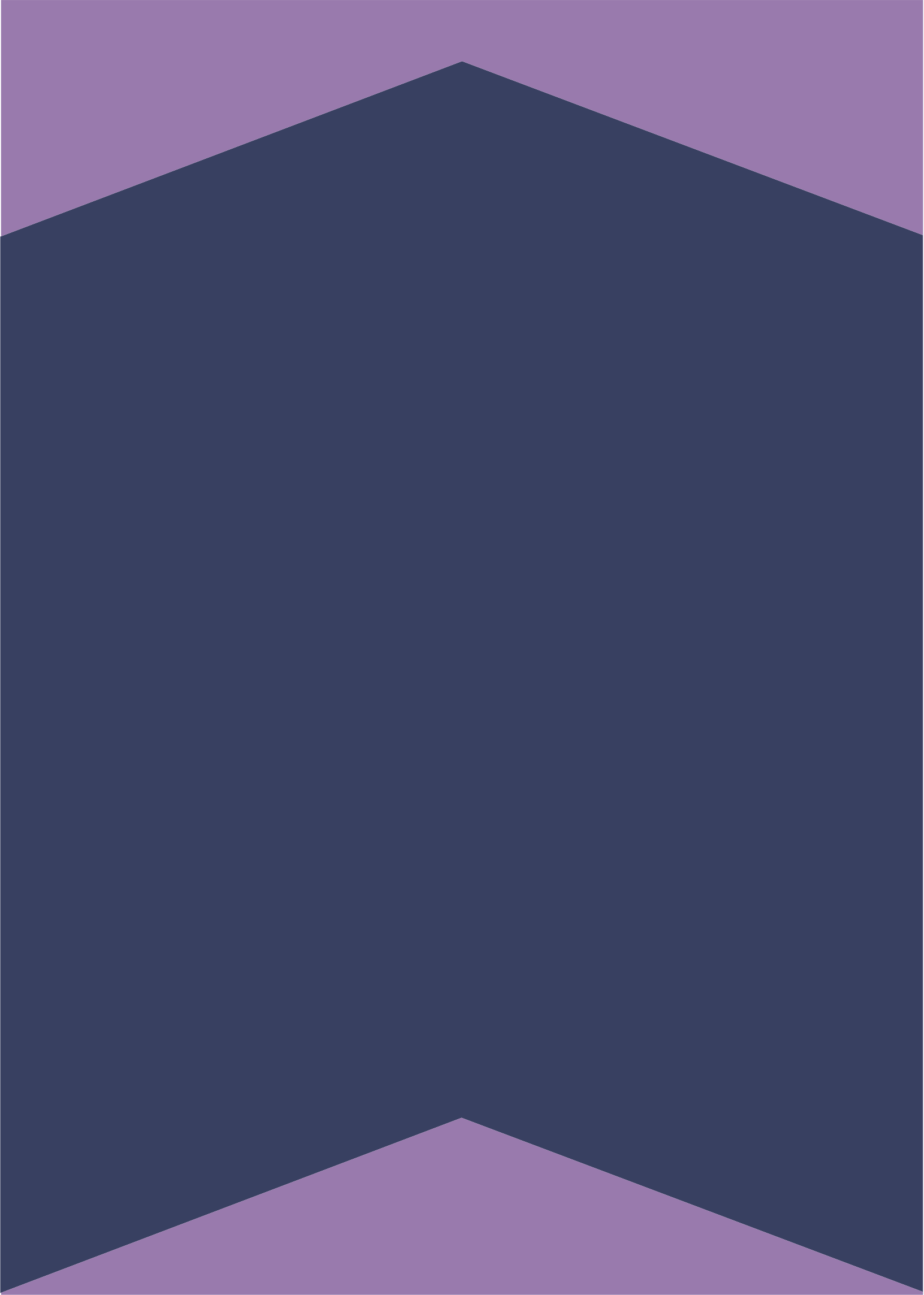
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Stonewall
S C O T L A N D



**Identifying and addressing issues of housing access and service provision
for lesbian, gay, bisexual and transgender people in Scotland.
Funded by Communities Scotland.**





**LGBT
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