

Homeless Link - Trans Resources – January 2019

Glossary of terms

[Stonewall - Glossary of Terms](#)

[Galop - Transphobia](#)

Trans Organisations/Services

[Gendered Intelligence](#)

[Galop - Trans Advocacy](#)

[Spectra - Transgender services](#)

[Spectra - Trans Counselling](#)

[London Friend](#) - drug and alcohol support and support for LGBT refugees

[LGBT Domestic Abuse Partnership](#) - LGBT Domestic Abuse Partnership

[Gender Trust](#) - An information centre for anyone with any question or problem concerning their gender identity, or whose loved one is struggling with gender identity issues.

[Mermaids](#) - supports trans children and their families up to age 19, with no lower age limit. They have online forums and hold residentially annually for trans children / young people and their families to come together.

[Opening Doors London](#) - information and support services with and for older Lesbian, Gay, Bisexual and Transgender (OLGBT) people.

[Mosaic Youth](#) - run a weekly youth club every Wednesday 6.30-9.30 in Euston

[All About Trans - Support Organisations](#)

[Outside Project - Coming Out Toolkit](#)

Trans Health

[CliniQ](#)

Trans Housing

[Stonewall Housing](#)

Housing Referral form - <http://stonewallhousing.org/services/referral-form/>

London Housing drop-in sessions - <https://stonewallhousing.org/contact-us/>

Trans Factsheets

[Action for Trans Health](#)

[National LGBT Partnership - trans health factsheets](#)

<https://nationallgbtpartnershipdotorg.files.wordpress.com/2015/02/np-trans-health-factsheet-information-resources.pdf>
[Gendered Intelligence - trans community resources](#)

Trans London groups and events

[Trans Network London](#) - Trans London is a support and social group for trans people in London

[Spectra - Trans groups in London](#)

LGBT Telephone Helplines

[LGBT Switchboard](#) - 10am-10pm daily

Homeless Link Resources

[Supporting LGBTQI People](#)

[How do we ensure spaces are safe for LGBTQI staff and clients](#)

LGBT Consortium

[LGBT Consortium](#) - the national membership organisation focusing on the development and support of LGBT groups, projects and organisations; so they can deliver direct services and campaign for individual rights

Publications

[Out and Included](#) - How can housing providers help to improve the lives of LGBT+ people?

[Providing Services for Transgender Customers - a guide](#)

[Women and Equalities Committee - Transgender Equality](#)

[Stonewall Trans Report](#)

Main findings:

- More than a quarter of trans people (28 per cent) in a relationship in the last year have faced domestic abuse from a partner.
- One in four trans people (25 per cent) have experienced homelessness at some point in their lives.
- “Trans people often face a lack of support from their families and are at high risk of experiencing homelessness and domestic abuse.”
- Two in five trans people (41 per cent) and three in ten non-binary people (31 per cent) have experienced a hate crime or incident because of their gender identity in the last 12 months.

- Medical intervention – individual choice, not all trans people have surgery. Those that chose have long time to wait. Many can't afford surgery
- One in eight trans employees (12 per cent) have been physically attacked by colleagues or customers in the last year.
- More than a third of trans university students (36 per cent) in higher education have experienced negative comments or behaviour from staff in the last year.
- Two in five trans people (40 per cent) adjust the way they dress because they fear discrimination or harassment. This number increases significantly to half of non-binary people (52 per cent).
- Two in five trans people (41 per cent) said that healthcare staff lacked understanding of specific trans health needs when accessing general healthcare services in the last year.
- Three in five trans people (62 per cent) who have undergone, or are currently undergoing, medical intervention for their transition are unsatisfied with the time it took to get an appointment.
- More than one in ten trans people (11 per cent) have gone abroad for medical treatment to alter their physical appearance, including buying hormones over the internet from other countries, with many citing the barriers they currently face in accessing medical treatment in the UK.

[Voices of Stoke - Blog on Poverty and Transgender](#)

Creating Safe Spaces (Stonewall Housing)

It is important that all people feel safe when using your service. Historically, services have been created in a heteronormative way that can prevent LGBT people from feeling included. As we have learnt so far, LGBT people who are victims of hate crime incidents will have had a range of experiences both positive and negative from providers before they come to use your service.

Therefore, it is vital you build up a relationship of trust and with the service that has been designed to meet their needs and help them. There are some simple things that can help to create safe spaces:

- Staff trained about asking appropriate questions about sexual orientation and gender identity.
- Regular staff training.
- Robust policies and procedures, including equality and diversity policies, ASB policies.
- Signing up to Quality Marks.
- Know your LGBT networks.
- Making sure people accessing your online presence are safe.
- Appropriate inclusive images on your website/Facebook. Not framing your visual images in a heteronormative way.
- Have visible statements relating to LGBT people in all publicity.
- Put posters and leaflets about local services in public spaces such as tenants LGBT groups if you have them, or local LGBT social or support groups.
- Ensure staff have referral details for local and national LGBT services.
- If you have a library or common area, have LGBT literature on offer.
- Have a zero-tolerance approach to all harassment and hostility, clearly articulated in tenancy agreements.
- Where required, use an interpreter who has a good understanding of language and experiences of LGBT people.
- Have a third -party reporting mechanism in place for reporting all harassment, hostility and hate crime.
- Have a policy to remove any homo/bi/transgenderphobic graffiti as a priority (i.e. within 24 hours).
- Ensure staff are trained in responding to harassment, as well as legal requirements relating to their work.
- Make sure LGBT service user experience is visible in policies and procedures in the work you do.