

<b>Institution:</b> University of Surrey		
<b>Unit of Assessment:</b> 21 Sociology		
<b>Title of case study:</b> Improving housing policy and organisational practice for Lesbian, Gay, Bisexual, Trans, Queer (LGBTQ+) people		
<b>Period when the underpinning research was undertaken:</b> 2015-2020		
<b>Details of staff conducting the underpinning research from the submitting unit:</b>		
<b>Name(s):</b>	<b>Role(s) (e.g. job title):</b>	<b>Period(s) employed by submitting HEI:</b>
Andrew King Paul Stoneman Ann Cronin	Professor of Sociology Lecturer in Sociology Research Assistant	December 2012 – present November 2012 – April 2017 February 2014 – December 2017
<b>Period when the claimed impact occurred:</b> 2016 ongoing		
<b>Is this case study continued from a case study submitted in 2014?</b> N		
<p><b>1. Summary of the impact</b> (indicative maximum 100 words)</p> <p>Between 3-8% of the UK population are Lesbian, Gay, Bisexual, Transgender, Queer (LGBTQ+). Yet despite over a decade of equality legislation and recent UK Government emphasis on putting resident voices at the heart of housing policy and organisational practice, the need to understand and actively address LGBTQ+ people's concerns in relation to housing have been under-developed. Building on our earlier research, this case study documents how research and knowledge exchange projects we have undertaken have addressed this problem, developing and implementing the UK's first LGBTQ+ housing equality charter, the <i>HouseProud Pledge Scheme</i>, and creating impact in three key areas: (i) organisational change amongst social housing providers with 1.5 million residents (ii) influencing the strategic direction of organisations supporting LGBTQ+ people around housing; and (iii) driving the LGBTQ+ inclusivity in housing agenda forwards at international levels.</p>		
<p><b>2. Underpinning research</b> (indicative maximum 500 words)</p> <p>This case study draws on two substantive and inter-connected research projects concerning housing amongst LGBTQ+ people conducted at Surrey between 2015-2020. The projects showed LGBTQ+ people have substantial concerns about safety, belonging, and community in relation to their housing, often feeling they are marginalised or ignored by multiple housing and support agencies [R1-R5]. These projects demonstrated that housing organisations need inclusive policies and services, to take practical steps to listen to LGBTQ+ residents, whilst LGBTQ+ organisations need to do more to advocate and support them.</p> <p>Earlier research undertaken at the University of Surrey investigating gaps in knowledge about older LGBTQ+ people found a deficiency in the knowledge base around LGBTQ+ housing [R1]. Our first study to address this gap, the <i>SAFE Housing study</i> [R2, R3] was conducted (2015-2016) with LGBTQ+ people aged over fifty years of age. The study comprised 5 focus groups, undertaken in London and Shropshire with 26 LGBTQ+ individuals recruited via local LGBTQ+ groups and via social media, followed by a survey disseminated through LGBTQ+ organisations and social media with a sample of 175 respondents. The research demonstrated that older LGBTQ+ people often feel disconnected from their local communities and isolated from wider LGBTQ+ communities, are concerned about people entering their home to provide support services as they get older, do not feel that housing providers currently recognise them or meet their needs, and that LGBTQ+ organisations could do more to advocate for them [R2, R3].</p>		

Following publication of the *SAFE Housing study* results, HouseProud, the national network for LGBTQ+ people working in social housing, took inspiration from the findings, identifying a need to address similar knowledge gaps around LGBTQ+ people living in social housing. They commissioned Professor King and Dr Stoneman to conduct a second, follow-on study specifically about LGBTQ+ people living in social housing. The *HomeSAFE study* led to the publication of a report, 'No Place like Home' [R4]. Study participants were recruited via LGBTQ+ organisations, social housing communications and social media. The research included a survey with 225 responses, plus 3 focus groups with a total of 23 participants and 14 individual interviews. The study, the largest of its type in the UK to date, found that despite over ten years of equality legislation, LGBTQ+ social housing residents are disadvantaged across a range of axes – participants emphasised the need to 'manage' their identities at home, with many reporting compensatory behaviours to hide clues to their sexuality and/or gender identity from landlords, home repairs operatives, and their neighbours. Whilst 78% of survey respondents felt their neighbourhood was a safe place to live, only 32% felt it was safe to be openly LGBTQ+ there. Most participants wanted staff to be trained around LGBTQ+ issues and 75% of survey respondents wanted staff to see an equality charter mark scheme to indicate their housing provider was LGBTQ+ inclusive. The report concluded that housing providers need to build trust with their LGBTQ+ residents and be openly supportive. At the end of the study, Professor King's previously developed knowledge exchange action research methodology [R5] was used to garner evidence and a consortium to develop an equality charter scheme, the *HouseProud Pledge Scheme* to put the research recommendations into practice.

### 3. References to the research (indicative maximum of six references)

[R1] King, A., Almack, K., Suen, Y-T., & Westwood, S. (2018). *Older LGBT People: Minding the Knowledge Gaps*. London: Routledge. ISBN: 9780367586089 (SAFE Housing and HomeSAFE studies emerged from King's earlier work on the ESRC Minding the Gaps project. This edited collection was produced from selected participants in the project.)

[R2] King, A. & Cronin, A. (2016). 'Bonds, Bridges and Ties: Applying Social Capital Theory to LGBT People's Housing Concerns Later in Life'. *Quality in Ageing and Older Adults* 17(1): 16-25. DOI: 10.1108/QAOA-05-2015-0023

[R3] King, A. & Stoneman, P. (2017). 'Understanding SAFE Housing – putting older LGBT\* people's concerns, preferences and experiences of housing in England in a sociological context'. *Housing, Care and Support* 20(3): 89-99. DOI: 10.1108/HCS-04-2017-0010

[R4] King, A., Stoneman, P., & Sanders, F. (2018). 'No Place Like Home? Exploring the concerns, preferences and experiences of LGBT\*Q social housing residents. Findings from the 2017 HouseProud HomeSAFE study'. *University of Surrey, Guildford*. Available online [https://4c44e8b6-9d05-492e-9982-20636858ab3e.filesusr.com/ugd/b509b4\\_4fbc80e5a93b46428b1f49c9d5f2c72b.pdf](https://4c44e8b6-9d05-492e-9982-20636858ab3e.filesusr.com/ugd/b509b4_4fbc80e5a93b46428b1f49c9d5f2c72b.pdf) [Peer-reviewed]

[R5] King, A. (2015). 'Prepare for Impact? Reflecting on Knowledge Exchange Work to Improve Services for Older LGBT People in Times of Austerity'. *Social Policy and Society* 14(1): 15-27. DOI: 10.1017/S1474746413000523

#### Funding:

King, A. Housing with Pride Project, ESRC UK Centre for Collaborative Housing Evidence/UKRI. Grant ES/P008852/1 [April 2019 – November 2019] £6,610.

### 4. Details of the impact (indicative maximum 750 words)

#### 4.1 Producing and implementing the UK's first LGBTQ+ equality *pledge scheme* to create organisational changes in the housing sector

We secured UKRI funding for a knowledge exchange action research project, *Housing with Pride* [S1], to develop, launch and track the impact of the [HouseProud Pledge Scheme](#). This was undertaken through consultations and knowledge exchange events with senior housing staff, frontline housing workers and LGBTQ+ residents.

The scheme is analogous to other national equality charters (e.g. Athena SWAN) whereby social housing organisations who sign it actively commit to address core objectives: (i) enabling LGBTQ+ residents to have an input at strategic decision-making level; (ii) organisational commitment a programme of staff education about LGBTQ+ lives, and (iii) increasing LGBTQ+ visibility by use of the Pledge Scheme symbol on all provider communications. Achieving these objectives within a year of signing the Scheme entitles the organisation to claim 'Pledge Pioneer' status. Organisations can achieve the next level of accreditation, 'Pledge Plus', either in the first year or subsequently, by supporting LGBTQ+ residents' to co-design and action outcome-oriented goals/projects to further improve housing provider services.

Launched on 17<sup>th</sup> May 2019 (International Day Against Homophobia, Transphobia and Biphobia) the scheme was endorsed by senior housing sector leaders, for example:

- An article [S2] appeared in *24 Housing magazine* (housing sector online magazine with an annual circulation of one million and 24.1k followers on Twitter) with the headline "*Pioneering HouseProud Pledge scheme champions LGBTQ+ residents*". In it, Clare Miller, CEO of Clarion Housing Group – the UK's largest social housing provider with over 350,000 tenants across the UK, stated, "*We look forward to working with residents, allies and partners across the sector to raise awareness of the Pledge and make sure all LGBTQ+ residents in social housing have the support they need.*" Whilst David Montague, CEO of London and Quadrant (L&Q), which has over 90,000 properties, stated, "*real change can only be achieved together. On behalf of L&Q's LGBTQ+ staff and residents, I invite all our housing sector colleagues to join this important cause.*"
- In London, where 22% of all housing is socially rented, the Scheme was publicly endorsed by the Deputy Mayor for Housing, Greater London Authority (GLA) who, on 28<sup>th</sup> June 2019, wrote to all 96 housing providers operating in the capital urging them to sign it [S3].

15 social housing organisations, representing approx. 1 million housing units and 1.5 million social housing residents in the UK, signed and participated in the *Pledge Scheme* during 2019-20 [S1]. A subsequent audit of the Scheme conducted by HouseProud [S4] accredited 7 providers with Pledge Pioneer status i.e., they had achieved core commitments within a year, 2 large providers (Clarion Housing Group, Anchor Hanover) with a combined housing stock of approx. 179,000 homes had achieved Pledge Plus status, whilst 16 providers in total had signed by January 2020. The audit [S4] documented how organisational policy and practice had been impacted, including:

- Home Group who have 110,000 residents in England and Scotland. Their 'Rainbow Rooves' LGBTQ+ resident group now actively undertake equality impact assessments as part of the organisation's policy development process.
- Network Homes, which owns and manages over 20,000 homes across London, Hertfordshire and South East England specialist LGBT+ training sessions for frontline staff, including maintenance staff.
- 150 housing professionals from across the sector received LGBTQ+ equality and diversity training from Stonewall Housing, a specialist LGBT+ housing support charity.
- Clarion Housing Group (350,000 tenants) and Anchor Hanover (54,000 housing units), achieved Pledge Plus status because their LGBTQ+ residents' groups undertook projects to improve organisational policy, procedures and awareness around hate crime, including liaising with police services.

The *Pledge Scheme* specifically addresses UK Government policy to amplify and address resident voices within housing organisations (e.g., Social Housing White Paper, 2020). Both HouseProud [S5] and Clarion Housing Group [S6] responded to the 'Call for Evidence' to the initial Social

Housing Green Paper (2018), citing the research and *Pledge Scheme* as important to address key areas of concern regarding resident experiences.

Additionally, the GLA have included the *Pledge Scheme* in their equality, diversity and inclusion (EDI) action plan for developers who apply to build GLA affordable homes and who must now demonstrate how they will incorporate LGBTQ+ residents inclusivity in their new housing schemes [S7].

#### 4.2 Influencing the strategic direction of LGBTQ+ support organisations concerning housing

Our research has provided an evidence base for LGBTQ+ support organisations, who directly assist older LGBT+ people, train housing staff who interact with LGBTQ+ residents and influence and shape the development of new housing schemes. For example,

- Bob Green OBE, CEO and Tina Wathern, Director of Education and Engagement, Stonewall Housing, the largest specialist LGBTQ+ housing support organisation in the UK, state that the research has enabled them to raise awareness, improve practice and develop services [S8]. They note, “*We have used the findings to evidence the current need for safe housing and more informed services...*” and it has “*...influenced the discussion with housing providers and politicians about the lack of housing for older LGBT+ people.*” They state it has facilitated their work with Manchester City Council, to develop the UK’s first LGBT majority ‘Extra Care’ scheme [S8].
- Alice Wallace, the Director of Opening Doors London (ODL), the UK’s largest older LGBTQ+ support charity with over 2,000 members states that [S9] the research “*...provides vital backing for the work of ODL, especially our befriending programme [...] highlighting issues that we have begun to tackle with the launch of our Pride in Care quality standard.*”
- Anna Kear, CEO of Tonic Living, the UK’s only social enterprise developing inclusive urban LGBT+ affirmative retirement communities states that it has enabled them to amplify the voices of older LGBTQ+ people to decision makers, engage housing providers at a senior level and provided the basis for a need’s assessment project for older LGBT+ people [S10].

#### 4.3. Driving LGBTQ+ inclusivity in housing agenda forwards at international levels

International impact has been achieved in two ways: (i) the research was included in an EU report aimed at improving data collection techniques amongst European policy makers which made a series of recommendations to politicians and policy makers in member states [S11], (ii) the research was cited in the first *Pink News* Ageing Summit report, ‘A Review of the Needs of Older LGBT People in Later Life’ [S12], which was directly aimed at policy makers and the international LGBT+ community audience. *Pink News* has global readership of approx. 5 million per month and the report has received 5,000 views.

#### 5. Sources to corroborate the impact (indicative maximum of 10 references)

[S1] King A., Sanders, F and Stevens, J (2020) ‘Housing with Pride: A Knowledge Exchange project to increase LGBTQ+ resident inclusivity in the social housing sector’. Sheffield, UK Centre for Collaborative Housing Evidence. Available online <https://housingevidence.ac.uk/publications/housing-with-pride/>

[S2] Tanner, B (2019) ‘Pioneering HouseProud Pledge scheme champions LGBTQ+ residents’ 24Housing, 17<sup>th</sup> May. (PDF)

[S3] Letter from Deputy Mayor, Greater London Authority to 96 housing providers, 28<sup>th</sup> June 2019. Plus the copy send to Clare Miller, Clarion Housing Group. (PDF)

[S4] HouseProud Pledge Scheme Audit, Dec 2020. Available online <https://www.houseproud-lgbt.com/>

**[S5]** HouseProud response to the New Deal for Social Housing Green Paper, 24th Oct 2018 (PDF)

**[S6]** Clarion Housing Group (2018) 'Clarion Housing's response to the Green Paper for Social Housing' Available online <https://www.clarionhg.com/media/1829/clarion-response-to-shgp-ext.pdf>

**[S7]** Greater London Authority (2020) 'Homes for Londoners: Affordable Homes Programme 2021-2026 – Equality Action Plan Additional Guidance'. London, GLA. Available online [https://www.london.gov.uk/sites/default/files/equality\\_diversity\\_and\\_inclusion\\_action\\_plan\\_-\\_additional\\_guidance\\_002.pdf](https://www.london.gov.uk/sites/default/files/equality_diversity_and_inclusion_action_plan_-_additional_guidance_002.pdf)

**[S8]** Letter from Bob Green, CEO of Stonewall Housing, dated 9<sup>th</sup> August 2019. (PDF)

**[S9]** Letter from Alice Wallace, Director of Opening Doors London, dated 9<sup>th</sup> August 2019. (PDF)

**[S10]** Letter from Anna Kear, CEO, Tonic Living, dated 7<sup>th</sup> August 2019. (PDF)

**[S11]** Bell, M (2017) "Analysis and comparative review of equality data collection practices in the European Union Data collection in relation to LGBTI People", Directorate-General for Justice and Consumers, EU. Available online [https://ec.europa.eu/newsroom/just/document.cfm?action=display&doc\\_id=45605](https://ec.europa.eu/newsroom/just/document.cfm?action=display&doc_id=45605)

**[S12]** El Zerbi, C. (2019) "A Review of the Needs of Older LGBT People in Later Life". London: Pink News. Available to download online <https://www.pinknews.co.uk/2019/05/14/pinknews-ageing-summit-older-lgbt-care/>