

The logo for 'akt' is displayed in a white circle on a background of vertical rainbow stripes. The letters 'akt' are in a bold, lowercase, sans-serif font.

toolkit for inclusive service provision



things to know

- **Up to 24 percent** of young people facing homelessness identify as LGBTQ+. **77 per cent** cite family rejection and abuse after coming out as the primary reason for their homelessness.
- **Only 35 per cent** of LGBTQ+ young people who have accessed a service whilst homeless recall being asked by service providers to provide information about their gender identity and sexual orientation.
- **Just one third (33 per cent)** felt safe to disclose this information.
- **Almost one quarter (24 per cent)** weren't aware of any support services available to them.
- **Over half (59 per cent)** of LGBTQ+ young people have faced some form of discrimination or harassment while accessing services.

how you can best include and engage lgbtq+ young people in your service

- 1 Ensure your monitoring of sexual orientation and gender identity is inclusive. Refer to Stonewall's **guidance** on this.
- 2 Use inclusive language and don't make assumptions, e.g., ask people their pronouns and use 'your partner' when talking about relationships.
- 3 Visual cues, e.g., representative posters and the inclusive Pride flag can make an environment welcoming, as well as information guides. You can reach out to contact@akt.org.uk for support with this
- 4 Connect young people with or make a referral/information request on their behalf to LGBTQ+ specific services, to provide them with specialist support if needed. Examples of specialist services include akt, LGBT Switchboard, Terrence Higgins Trust, Stonewall, Mermaids and Galop.
- 5 Openly challenge homophobic, biphobic and transphobic language used by staff or clients, and ensure adequate processes are in place to report this internally.
- 6 Some young people might not be comfortable talking in detail about their identity, even if they've chosen to disclose it, so it's important to respect boundaries and sensitivities.
- 7 Ask before you share someone's information; it's really important to respect someone's right to confidentiality around their identity.
- 8 It's important to consider the additional barriers and multiple layers of discrimination that further marginalised groups face, like LGBTQ+ young people of colour, trans young people and disabled LGBTQ+ young people, particularly when accessing housing and healthcare.
- 9 For those working in the housing and homelessness sector:
 - Consider the particular vulnerabilities of LGBTQ+ young people (including people of colour, gender diverse, non-binary, trans, disabled young people and those with insecure immigration statuses) and their experiences of domestic abuse, familial abuse, homophobic and transphobic harassment, mental and physical harm when establishing priority need and determining intentional homelessness.
 - Ensure that cases where LGBTQ+ young people (particularly those who are gender diverse, trans and non-binary) have experienced domestic abuse are accurately recorded in internal case management software and Homelessness Case Level Collection Data.
 - Ensure that LGBTQ+ youth homelessness is treated as a priority, and commission training for all staff members where appropriate.
- 10 For online support for young clients, share our **digital mentoring service** or encourage young people to visit akt's Live Chat our **home page** to access instant support, available when the chat icon is visible.