

Housing Strategy 2008-2013

healthy homes, healthy lives, healthy city

Draft LGBT (Lesbian Gay Bisexual and Trans) People's Housing Strategy

Appendix 3 - Housing Strategy - LGBT - Cabinet

Copyright

© Brighton & Hove City Council 2008

Published by

Brighton & Hove City Council, Housing Strategy Team,
4th Floor Bartholomew House, Bartholomew Square,
Brighton BN1 1JE

t: 01273 293055

e: housing.strategy@brighton-hove.gov.uk

w: www.brighton-hove.gov.uk

Acknowledgements

We would like to thank all those members of the public, service users, staff and partner organisations who have taken the time to share their views, opinions and stories with us. These conversations have helped shaped our own understanding of the needs of local people and ultimately set the direction and priorities of this draft strategy. We would particularly like to thank the members of the Lesbian Gay Bisexual and Trans Housing & Support Working Group for their continued support and commitment.

Housing Strategy 2008-2013

healthy homes, healthy lives, healthy city

**Draft LGBT (Lesbian Gay Bisexual
and Trans) People's Housing Strategy**

**TRANSLATION
PANEL**

About this Draft Strategy

The LGBT People's Housing Strategy is being developed to address important citywide issues that affect the LGBT population of Brighton & Hove – both now and in the future. This is the consultation draft of the strategy, not the final product. We would like your comments on this draft strategy to help us shape the final strategy to make sure that it really does meet the needs of the city's LGBT people.

Recent research shows that there are particular housing issues for LGBT people. Risks of homelessness are high; many LGBT people move to the city at an early age to be part of a supportive LGBT community, and find it difficult to find safe, suitable, affordable places to live. Trans people face the possibility of losing home and job during transition and after. And whether homeless, in rented housing or as owner-occupiers, LGBT people are at high risk of harassment and hate crime.

Not only does the LGBT People's Housing Strategy help us address the needs of the city's LGBT population over the next five years, it also gives us an opportunity to create a framework of mutual respect, involvement and understanding that sets high standards and lays the foundations for meeting the needs and aspirations of the future LGBT population.

We would very much like your comments and feedback on this draft strategy. Please post your comments by 30 November 2008 to:

FREEPOST RRRT-ETLH-KYSK
Housing Strategy Team (LGBT)
Brighton & Hove City Council
4th Floor Bartholomew House
Bartholomew Square
Brighton BN1 1JE

Or email them to housing.strategy@brighton-hove.gov.uk

Contents

About this Draft Strategy	2
Foreword	5
1 Executive Summary	7
1.1 Our Strategic Housing Vision for Brighton & Hove	7
1.2 Engaging Local People	9
1.3 The Goals of this Strategy	10
1.4 Local Area Agreement	12
2 Introduction	14
2.1 LGBT People in Brighton & Hove	14
2.2 The challenges we face	15
2.3 Health Impact Assessment	18
2.4 Equality and Inclusion	20
3 The Strategy in Context	21
3.1 Organising to Meet the Challenges	21
3.2 A Partnership Approach	21
3.3 Strategy Co-ordination	23
4 Strategic Objective 1: Plan and provide accessible, welcoming and safe housing and support services that are responsive to the needs of LGBT people and promote their health and well-being	24
5 Strategic Objective 2: Plan and provide housing and support services that actively contribute to LGBT community safety, and challenge harassment, discrimination and hate crime	31
6 Strategic Objective 3: Plan and provide housing and support services in consultation with the LGBT community	39

Appendix 1: Equality Impact Assessment Summary	45
Appendix 2: LGBT People’s Housing & Support Working Group	46
Appendix 3: Glossary	48
Appendix 4: Bibliography	51

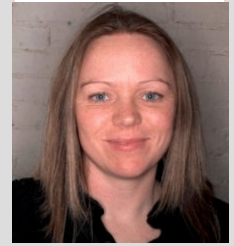
Foreword

Brighton & Hove's LGBT communities are an integral part of our city's public face and make an incredible contribution to its identity. In business, in the arts, in academia and in the community, Brighton and Hove continues to benefit from the work of lesbian, gay, bisexual and trans people who help to make our city an exciting and diverse place to live, work and socialise. The city's Pride events, LGBT History Month, the 'village' of Kemptown and the thriving LGBT retail, leisure and community sectors attract visitors and new residents from all over the world.

There is however, a growing body of evidence to support the notion that the LGBT communities of Brighton & Hove have specific housing needs. While cities are often challenging in terms of their housing, with high costs and overcrowding very common among metropolitan areas, we are improving our understanding of the risks attached to LGBT people's housing needs. These include, we believe, higher than usual risks of mental health problems, domestic violence and abuse, homelessness, and sexual exploitation.

We have done much to minimise these risks over the past few years, and by working in partnership, the community sector and the Council can now begin to plan services across the city together, to make sure that the most vulnerable LGBT people have access to the services they need.

This strategy aims to recognise the importance of housing issues to LGBT people's quality of life, and work together to find ways to remove barriers and create opportunities for LGBT people. We want to make sure Council housing and support services are accessible to all LGBT people, in all their diversity. We want to signal our readiness to provide excellent services to LGBT communities by helping to develop a 'Rainbow Charter Mark'.



Kat Marples
Chair of the
LGBT Housing &
Support Working
Group



**Councillor Maria
Caulfield**
Cabinet Member
for Housing

We want to increase our contribution to community safety for LGBT people, working more efficiently in partnership with colleagues in the police service and Partnership Community Safety Teams.

We want to monitor more closely the contracts of housing and support services commissioned by the Council, so that we can be sure they are all accessible and welcoming to the LGBT community.

Above all, we want to continue to work closely together with LGBT communities as we design and review our services, policies and strategies, so that we have a really responsive set of citywide services that reflects the needs of the whole community.

This is the first time the city has developed an LGBT Housing Strategy. This work has only become possible through a new partnership – the **LGBT Housing & Support Working Group**. The work of this group brings together statutory services and community representatives to address the issues facing LGBT people in housing need in the city.

We want our strategy to make a genuine difference to the lives of LGBT people in the city. Please take the time to read this draft and respond. We need to hear the views of local people, and we are very grateful for all the help you have given us so far.

signature to be inserted

signature to be inserted

Kat Marples
Chair of the LGBT Housing &
Support Working Group

Councillor Maria Caulfield
Cabinet Member for Housing

1 Executive Summary

1.1 Our Strategic Housing Vision for Brighton & Hove

The LGBT People's Housing Strategy is part of a group of housing related strategies that supports the overarching ***Housing Strategy 2008-2013: healthy homes, healthy lives, healthy city*** sharing the same united vision:

Enabling healthy homes, healthy lives and a healthy city that reduces inequality and offers independence, choice and a high quality of life

Other supporting strategies include the BME (Black & Minority Ethnic) People's Housing Strategy and the Older People's Housing Strategy.

Objectives of the LGBT People's Housing Strategy

The objectives of this strategy are specific to the needs of LGBT people but also support the wider Housing Strategy:

- Objective 1** Plan and provide accessible, welcoming and safe housing and support services that are responsive to the needs of LGBT people and promote their health and well-being
- Objective 2** Plan and provide housing and support services that contribute to LGBT community safety and challenge harassment, discrimination and hate crime
- Objective 3** Plan and provide housing and support services in consultation with the LGBT community

Each objective has a number of strategic goals that outline the main actions and success criteria for this strategy.

Making a Difference

Over the lifetime of this strategy we would like to achieve:

- Improved access to inclusive housing and support services for vulnerable LGBT people
- An increased contribution to community safety by housing and support services
- Contract monitoring across all services to embed LGBT awareness in services we commission
- Effective and regular community engagement in service and policy design and review

Our Strategic Principles

The Housing Strategy outlines 6 principles that underpin all of the work we do and equally apply to this strategy:

- A healthy city
- Reducing inequality
- Improving neighbourhoods
- Accountability to local people
- Value for money
- Partnership working

Health Impact Assessment

We recognise that housing plays an important part of all aspects of people's lives, particularly health and well-being. As part of the development of this strategy the Primary Care Trust has carried out a Health Impact Assessment on the city's housing stock and housing needs. The results of this assessment are helping us to ensure that our strategy and action plans contribute to improving the health and well-being of local people.

1.2 Engaging Local People

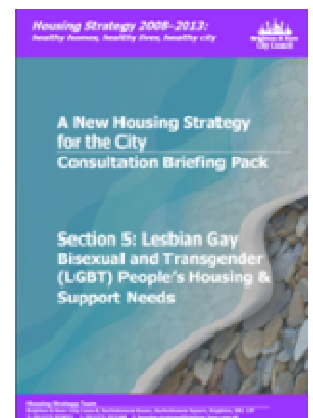
Effective engagement with LGBT people is at the heart of this strategy. We developed the strategy in stages with extensive consultation with stakeholders to ensure it meets the needs and aspirations of the city's LGBT people.

Feedback from LGBT people has highlighted that housing is a difficult issue for many. Research indicates that LGBT people in the city are at higher than usual risk of homelessness, harassment and hate crime. Providing safe and welcoming housing and support services that are responsive to these needs and support LGBT people's aspirations of independent life is a vital part of our work.

Strategy Consultation

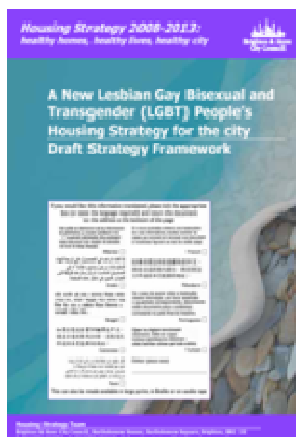
The first round of consultation was undertaken over a period of 3 months in summer 2007, giving local residents the opportunity to comment on a Consultation Briefing Pack covering different aspects of housing and support. The pack was available on the council website and throughout the city in libraries and other public places. It was also sent out to many voluntary organisations and residents.

Officers also went out into the community, attended social functions, service user groups meetings and other events such as Spectrum's Bi and Trans Working Group to seek the views of local people. We also held a dedicated event for LGBT service providers and service users.



Case Study: LGBT Housing & Support Working Group

Whilst developing the strategy we set up an LGBT Housing & Support Working Group made up of representatives from a wide range of LGBT people's support and advocacy groups, the community and voluntary sector, the Partnership Community Safety Team and the local authority. This group, facilitated by the Council and chaired by Spectrum, has reviewed each stage of the strategy development process and made many valuable contributions to our strategic priorities and action plan.



The second round of consultation concentrated on the Strategy Framework – our proposed priorities and actions developed from the findings of first round of consultation. More consultation was carried out on this framework which has resulted in changes to our priorities and been used to help develop this draft strategy and action plan.

We do not want consultation to end with the publication of this strategy, but would like it to be a part of an ongoing process, involving local people and other stakeholders throughout the life of this strategy helping us to monitor its implementation and review our services.

1.3 The Goals of this Strategy

Each objective has a range of strategic goals that will be developed and implemented throughout the lifetime of this strategy. Each strategic goal will also have subsidiary actions.

Strategic Objective 1: Plan and provide accessible, welcoming and safe housing and support services that are responsive to the needs of LGBT people and promote their health and well-being

Our strategic goals under this first objective are to:

- Goal 1** Work towards comprehensive monitoring and reporting of levels of service use, outcomes, satisfaction and complaints by LGBT identity
- Goal 2** Promote LGBT awareness in services we commission, through training, support, monitoring and if necessary through enforcement
- Goal 3** Respond to the findings of the detailed housing analysis commissioned from the Count Me In Too data

- Goal 4 Improve housing choice, support and independence for LGBT people with mental health or substance misuse needs, young LGBT people, older LGBT people, trans people, and those suffering multiple disadvantage
- Goal 5 Improve links between housing and support services and community support networks for LGBT people

Strategic Objective 2: Plan and provide housing and support services that contribute to LGBT community safety and challenge harassment, discrimination and hate crime

Our strategic goals to help deliver this objective are to:

- Goal 6 Work with community partners to make sure that our services are welcoming and able to respond effectively and appropriately to LGBT harassment and hate crime
- Goal 7 Train more frontline housing staff in how to recognise and report LGBT harassment and hate crime
- Goal 8 Work more closely with the Police, the Partnership Community Safety Team and the new LGBT casework panel to make sure that cases of LGBT harassment and hate crime are safely reported, correctly recorded, and successfully resolved, including by prosecution where appropriate
- Goal 9 Take action as a housing provider where we can against perpetrators of harassment and hate crime and promote LGBT awareness in the wider community

Goal 10 Work to prevent homelessness caused by domestic and sexual violence and abuse against LGBT people and in LGBT relationships and households

Strategic Objective 3: Plan and provide housing and support services in consultation with the LGBT community

Our strategic goals to help engage LGBT people are to:

Goal 11 Continue to support and develop the LGBT Housing & Support Working Group

Goal 12 Consult LGBT community groups and service users when we carry out Equality Impact Assessments on our strategies and services

Goal 13 Work with community and voluntary sector LGBT services to help them develop a 'Rainbow Charter Mark' to reward quality services for LGBT people and signal their availability to LGBT service users

Goal 14 Work with the LGBT Housing & Support Working Group to meet the need for LGBT support services either within or commissioned by the council

Goal 15 Work with the LGBT Housing & Support Working Group to meet the need for a LGBT Housing Options Officer

1.4 Local Area Agreement

The Brighton & Hove Local Area Agreement set out the priorities for the city and has been agreed between the Government, the local authority, the Local Strategic Partnership and other key partners.

The agreement contains 35 key performance indicators that the Government will use to assess how the city is performing and includes additional local indicators to reflect key issues.

A key local indicator specifically relating to LGBT communities has been included in the LAA:

- Number of police recorded LGBT hate crimes and incidents

As housing has such wide reaching effects on people's lives, our strategy also contributes to a wider range of performance indicators in the LAA:

The priorities and goals of this strategy contribute to the following National Indicators for Local Authority Partnerships:

- **NI 1: Percentage of people who believe people from different backgrounds who get on well together in their local area**
 - **NI 17: Perceptions of anti-social behaviour**
 - NI 21: Dealing with local concerns about anti-social behaviour and crime by the local council and police
 - NI 23: Perceptions that people in the area treat one another with respect and dignity
 - NI 25: Satisfaction of different groups with the way the police and local council dealt with anti-social behaviour
 - NI 27: Understanding of local concerns about anti-social behaviour and crime by the local council and police
 - **NI 32: Repeat incidents of domestic violence**
 - **NI 119: Self-reported measure of people's overall health and wellbeing**
 - NI 140: Fair treatment by local services
 - **NI 141: Number of vulnerable people achieving independent living**
 - NI 142: Number of vulnerable people who are supported to maintain independent living
 - NI 160: Local Authority tenants' satisfaction with landlord services
- (Indicators in bold are also included in Brighton & Hove's Local Area Agreement)

2 Introduction

2.1 LGBT people in Brighton & Hove

Brighton & Hove is known throughout the world as an LGBT centre. We believe there are more than 40,000 LGBT people living here, which is about 21% of the city's population. We do not have Census data about LGBT people because neither sexual nor gender identities are part of the questions asked by the Census. But from the proliferation of LGBT businesses and community groups, from local research into the LGBT community, and from relatively new data around levels of LGBT service use, we believe that the LGBT community is one of the largest identity communities in the city.

Pride, the IDAHOBIT celebrations, our LGBT press, clubs, businesses and communities all play a huge part in the success of our exciting city. Additionally, the community and voluntary sectors have a huge range of services for LGBT people, including some of the UK's largest and most active support groups for bisexual and trans people.

Recent local research around housing and support issues tells us that some LGBT people who live in the city experience serious problems in the community. Many LGBT people have come to the city to escape homophobia, biphobia or transphobia and some of these are vulnerable and in need of support.

Research has shown how help is needed for LGBT people to find housing that does not put them at risk of homelessness, exploitation, domestic violence, hate crime, harassment, or problems with sexual health, mental health or substance misuse.

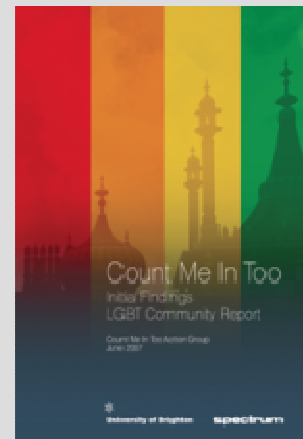
We have done a lot of work on these issues over the past year – taking part in research, consultation, setting up new working groups. We have been working closely with LGBT

community sector services, training our officers to make them more aware of LGBT issues, and changing our services to make them easier for LGBT people to use.

However, we want to do more, and we want to involve the city's LGBT community in helping us redesign services.

Case Study: Count Me In Too

Count Me In Too is a large-scale research project led by Spectrum and the University of Brighton, looking at the needs and aspirations of LGBT people who live, work and socialise in Brighton & Hove. In order to find out about the housing and support needs of LGBT people across the city, we funded an in depth analysis of the housing data from the recent Count Me In Too survey. The Count Me In Too Housing Report has provided a wealth of evidence from which to make decisions about how best to meet the housing and support needs of LGBT people in the city.



2.2 The challenges we face

We have to recognise that we have limited resources, highlighting the importance of identifying and addressing key issues that will have the most positive and effective outcome for LGBT people. To this end the LGBT People Housing Strategy has been developed from its inception through consultation with LGBT people living in the city, service providers and users, voluntary sector organisations working with and on behalf of LGBT people and their carers and colleagues across the local authority and the primary care trust.

Multiple Disadvantage

Brighton & Hove is a diverse city with many identity communities living here. Many LGBT people have multiple identities – maybe a faith identity and a disability, as well as an identity as an LGBT person. All these different identities can affect someone's housing and support needs.

‘Multiple disadvantage’ is the term we use to describe what happens when someone finds themselves excluded from services because their various identities combine to make it less likely that they can find the particular combination of services that they need, or when someone experiences discrimination in a number of ways.

According to the recent LGBT research project Count Me In Too, carried out by Spectrum and the University of Brighton, there are many issues of multiple disadvantage at work in the city’s LGBT communities, with health issues, homelessness, harassment and hate crime varying according to different identities.

To ensure housing and housing support services meet the diverse and complex needs of LGBT people living in the city we want to:

- Provide a range of housing and support services that are responsive to the diverse needs of the city’s residents
- Monitor age, ethnicity, gender, ability, sexual orientation, gender identity and faith in all cases, to allow us to better understand the diverse needs of the city’s residents
- Monitor case outcomes, satisfaction and complaints if possible, broken down by age, ability, gender, ethnicity, faith, sexual orientation, and gender identity
- Report the results to the relevant Housing & Support Working Groups

This will help us to analyse trends in our service user populations for multiple disadvantage, and plan our services to address it.

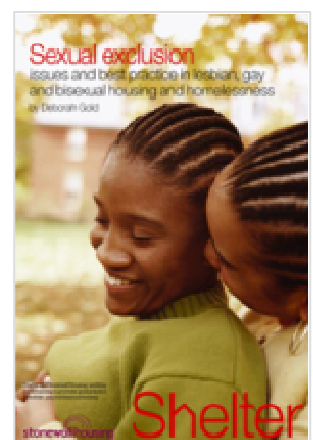
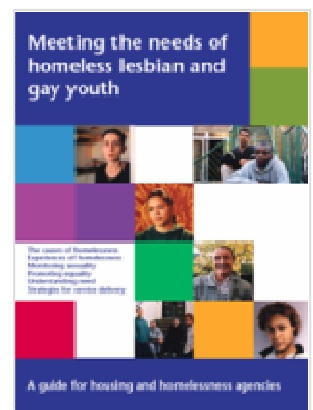
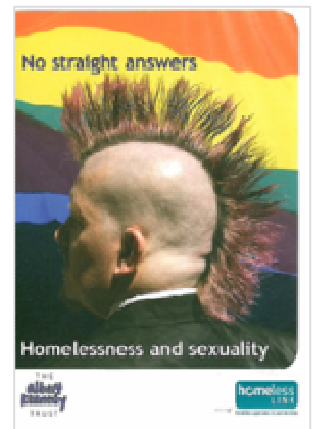
Homelessness

According to Count Me In Too, over a 5th of LGBT respondents had been homeless or insecurely housed during their time in Brighton. A surprisingly high proportion of respondents were homeless at the time they completed the survey. This suggests an overrepresentation of LGBT people within the homeless population of the city.

Plenty of national research suggests that homelessness is an issue for LGBT people, but we do not yet have enough data from our own monitoring of sexual and gender identities to establish whether or not LGBT people are similarly overrepresented within our homeless services. Having begun this year to monitor both sexual and gender identities, we will continue to gather data until we have enough to analyse trends. However, from local research such as Count Me In Too and Out On My Own – a 2005 research project looking into LGBT youth homelessness in the city - we can begin to address issues that are suggested by the findings.

Both Count Me In Too and Out On My Own suggest high levels of LGBT migration into the city. This can be an issue for how we provide services to homeless people. In some cases, our services are not available to people who have no real connection to Brighton & Hove. When we cannot offer our services to people who are homeless, we will try to use our draft 'reconnection policy' to put them in touch with services that can help them in a place where they do have a connection. But we've heard often from service users and community sector services that this means that some homeless LGBT people run additional risks – particularly around sexual health, sex work, and abusive relationships.

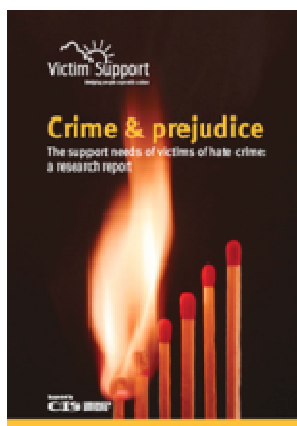
Homelessness is a distressing experience for anyone and we want to prevent it whenever we can. Effective homelessness prevention means understanding the homelessness risks for different communities. In order to achieve this, we want to:



- Work towards comprehensive monitoring and reporting of levels of service use, outcomes, satisfaction and complaints by LGBT identity
- Promote LGBT awareness in services we commission, through training, support, monitoring
- Work to prevent homelessness caused by domestic and sexual violence against LGBT people
- Train more frontline staff in how to recognise and report LGBT hate crime
- Develop a support service especially for young LGBT people
- Establish a specialist LGBT Housing Options Officer
- Carry out an Equality Impact Assessment of our Local Connection and Reconnection Policies in partnership with the LGBT Housing & Support Working Group

Community Safety

Hate crime against LGBT people is very common, but many people do not report it. According to Count Me In Too, almost $\frac{3}{4}$ of respondents had experienced a hate crime in the past 5 years, but only a quarter had reported any. Reports of LGBT hate crime go mainly to the Police, but we want housing services – particularly neighbourhood offices, which deal with reports of harassment and neighbour issues within social housing – to become reporting centres of excellence, where LGBT people can report hate crime against them in confidence and safety, and receive the advice and support they need to take action against the perpetrators wherever possible, and to recover from the effects of the crime against them.



2.3 Health Impact Assessment

To help ensure that the new housing strategy contributes to reducing health inequalities, the Public Health Directorate of Brighton and Hove City Teaching Primary Care Trust (PCT) has been carrying out a Health Impact Assessment of the city's housing needs.

Research carried out by the PCT has identified a range of health and housing impacts to help develop the strategy:

- Mental health issues, including depression due to a range of housing factors, were amongst the most significant health issues reported highlighting the importance of access to appropriate housing and support services.
- The specific needs of people with substance misuse / addiction problems in temporary accommodation require a partnership approach between housing, social care, substance misuse services and primary care.
- Isolation and a lack of social support was also highlighted particularly amongst those with poor mobility illustrating the need for services to engage with wider communities alongside traditional groups.
- The need for adaptations or more adaptable housing in accessible locations was highlighted to help meet the needs of the population with a disability, mobility problem or specific care need. This will enable care services to be more easily delivered in the home rather than in hospital settings.
- There is a need for noise reductions through infrastructural insulation or environmental measures to improve much the stress and anxiety reported.

The findings from the PCT have helped shape the development of the new housing strategies and are ensuring that our strategic priorities will help to reduce inequality and enhance their health and well-being.

2.4 Equality and Inclusion

Our aim is that life in Brighton & Hove should be a positive experience for the whole community. But many people experience discrimination and exclusion based on their identities, whether sexual or gender identities, and this can have a profound impact on their quality of life.

We want to make sure that all the city's residents are offered support appropriate to their needs so that they are able to be full and active members of the community, and we also want to play an active role in challenging the discrimination and exclusion that many LGBT people face.

In its most basic form, our work in equality and inclusion is about making sure that as a service provider, employer and community leader we comply with the various strands of equalities legislation and our duties around race, disability and gender. But we also have a professional and moral obligation to go much further - to include the other key equalities strands of age, religion/belief and sexual orientation, and to understand how social exclusion works against other people not covered by legislation, such as carers.

Social exclusion is closely linked to deprivation and inequality. We need to remove the barriers to equality and tackle discrimination, but we must also address deprivation to help bring about equality of opportunity - and a city of opportunity for everyone.

3 The Strategy in Context

3.1 Organizing to Meet the Challenges

Delivering effective services for the city's LGBT communities requires co-ordinated services across all sectors.

Housing services are working in partnership with Social Care services, the Police and the community and voluntary sector to analyse and respond to the Count Me In Too survey. Working groups have been set up around Domestic Violence, LGBT hate crime, young people and sex work, to make sure we are working efficiently in partnership with all sectors.

Additionally, in recent years there has been a much bigger focus on working with the Primary Care Trust to ensure health considerations and included in our social care and housing work, with strategic public health officers from the PCT now physically working alongside social care and housing colleagues.

3.2 A Partnership Approach

This strategy will only be a success if it is delivered in partnership between the local council, service providers and our communities. In many cases the providers of specialist advice and services will understand the needs of parts of the community much more comprehensively than the Council.

We must work with all those that have a knowledge and stake in our local communities to achieve the aims of this strategy and make real improvements to the lives of the city's residents.

Some of the partnerships and key groups that operate across the city include:

- 2020 Community Partnership (Local Strategic Partnership or LSP)
- Public Service Board
- City Inclusion Partnership

2020 Community Partnership (Local Strategic Partnership)

The Local Strategic Partnership (LSP) is a multi-agency partnership that brings together at a local level the different parts of the public, private, community and voluntary sectors. Its role is to improve the economic social and environmental well being of local people in the City of Brighton and Hove. The LSP has developed the 2020 Community Strategy which sets out the vision and plans of the agencies, organisations and communities who work together to improve the quality of life in this city.

Public Service Board

The Public Service Board sits alongside the LSP and is the main forum for the Council and its partners to work together on joint and national priorities. It has members from the Primary Care Trust, Brighton & Sussex University Hospitals, the Police and business leaders and oversees progress against the targets in the Local Area Agreement.

Local Area Agreement (LAA)

These are new agreements that set out the priorities for a local area agreed between Government, the local authority, the Local Strategic Partnership and other key partners.

Action relating to the LAA includes increasing the number of police recorded LGBT hate crimes and incidents, reducing overall levels of economic disadvantage and improving the percentage of people who feel that they can get on with others from different backgrounds. The targets in the Local Area Agreement are monitored regularly and reported to government and local partners.

City Inclusion Partnership

The Council is working with partners in the city to develop new arrangements that will oversee and lead the strategic direction of equalities and diversity work across the city. This will take the form of a new City Inclusion Partnership that will sit within the Local Strategic Partnership and provide the basis for partnership work between the city council and our statutory and community / voluntary sector partners. This Partnership will work actively with communities of interest and community / voluntary groups across the city and will provide a mechanism to hold the statutory sector to account in relation to equalities work.

3.3 Strategy Co-ordination

Our LGBT Housing Strategy does not operate in isolation, but as its aims and objectives are interrelated to a wide range of other plans and strategies within the Council, its partner agencies, and stakeholders.

Key plans and strategies include:

- 2020 Community Strategy
- Draft Local Area Agreement
- Housing Strategy 2008-2013: healthy homes, healthy lives, healthy city
- Community Safety, Crime Reduction and Drugs Strategy, 2008-11
- Draft Local Development Framework (Local Plan)
- Supporting People Commissioning Strategy 2008-2011
- Homelessness Strategy 2008
- Single Homeless Strategy 2002
- Youth Homelessness Strategy 2007
- Temporary Accommodation Strategy 2008

Copies of these strategies and plans are available from the Council's website.

4 Strategic Objective 1: Plan and provide accessible, welcoming and safe housing and support services that are responsive to the needs of LGBT people and promote their health and well-being

4.1 Recognising and supporting our communities

We want our services to be accessible to the whole community. This means making sure that we reach out to communities that are not yet using our services, find out what the barriers are, and remove them. We also want our services to promote health and well-being. Housing and health are inextricably linked. We want to make sure that we work closely with partners in the health services to make sure that we understand the health needs of the LGBT community and how they impact upon housing need.

Our strategic goals under this first objective are to:

- Goal 1** Work towards comprehensive monitoring and reporting of levels of service use, outcomes, satisfaction and complaints by LGBT identity
- Goal 2** Promote LGBT awareness in services we commission, through training, support, monitoring and if necessary through enforcement
- Goal 3** Respond to the findings of the detailed housing analysis commissioned from the Count Me In Too data
- Goal 4** Improve housing choice, support and independence for LGBT people with mental health or substance misuse needs, young LGBT people, trans people, and those suffering multiple disadvantage
- Goal 5** Improve links between housing and support services and community support networks for LGBT people

Actions to meet Objective 1 will contribute to the following National Indicators for Local Authorities and Local Authority Partnerships

- NI 1: Percentage of people who believe people from different backgrounds get on well together in their local area
- NI 23: Perceptions that people in the area treat one another with respect and dignity
- NI 119: Self-reported measure of people's overall health and wellbeing
- NI 140: Fair treatment by local services
- NI 141: Number of vulnerable people achieving independent living
- NI 142: Number of vulnerable people who are supported to maintain independent living
- NI 160: Local Authority tenants' satisfaction with landlord services

4.2 Strategic Goal 1: Work towards comprehensive monitoring and reporting of levels of service use, outcomes, satisfaction and complaints by LGBT identity

Unless we monitor sexual and gender identities in all our services, and in satisfaction and complaints, we will not be able to show that we are providing an equal and accessible service. We need to know how many LGBT people use our services, which services they do and don't use, what happens when they do use our services and whether or not they are happy with the services they use. This is a key part of how we plan and resource our services.

According to Count Me In Too, only just under half of the homeless people who used our services said they were treated well. So this year, we have begun a planned programme of training and monitoring of sexual and gender identities (including some specialist training around trans issues), and this will continue throughout the life of the LGBT Housing Strategy and beyond, with regular reports to our partners and the public about how we're doing.

Goal 1		Work towards comprehensive monitoring and reporting of levels of service use, outcomes, satisfaction and complaints by LGBT identity	
Strategic Action:		Success Criteria:	
<ul style="list-style-type: none"> Develop and distribute guidelines on safe use of data 	<ul style="list-style-type: none"> Guidelines agreed by partner organisations and available online and in-form 	<ul style="list-style-type: none"> Actively promote reports of monitoring data to relevant groups 	<ul style="list-style-type: none"> Reports go to Housing Strategy and Management senior management as well as LGBT Housing & Support Working Group, and are actively promoted to the community sector by newsletter and to the LGBT community by publication in the LGBT press
<ul style="list-style-type: none"> Develop citywide monitoring guidelines for better citywide trend analysis 	<ul style="list-style-type: none"> Involve LGBT community sector partners in existing and new monitoring groups and develop common reporting mechanisms 		

4.3 Strategic Goal 2: Promote LGBT awareness in services we commission, through training, support, monitoring and if necessary through enforcement

As well as the services we provide, we need to know that the services we commission are accessible, safe and welcoming for LGBT people. Our contract monitoring varies across the services we commission; Supporting People services are carefully monitored around equalities, including LGBT accessibility, but some more short-term service agreements cannot as yet be so readily monitored.

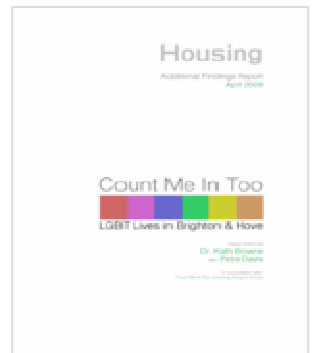
We are providing support and in some cases training for services we commission, both around monitoring of sexual and gender identities and around LGBT accessibility and awareness. We are increasing our own monitoring, supporting other services to do the same, and will work to develop citywide monitoring categories so that all services are working from comparable data. And we are willing to consider decommissioning for those services who cannot demonstrate that they are accessible to LGBT people.

Goal 2 Promote LGBT awareness in services we commission, through training, support, monitoring and if necessary through enforcement

Strategic Action:	Success Criteria:
<ul style="list-style-type: none"> Develop service – wide contract monitoring around LGBT awareness 	<ul style="list-style-type: none"> All contract relationships to contain agreed standard LGBT awareness requirements, regularly monitored and reported
<ul style="list-style-type: none"> Develop and source LGBT awareness training and written guidance on common issues for temporary and emergency accommodation providers 	<ul style="list-style-type: none"> All providers to have received guidance and booked appropriate training
<ul style="list-style-type: none"> Develop and promote transparent protocols on enforcement for contract monitoring officers 	<ul style="list-style-type: none"> Protocols written and circulated to relevant teams

4.4 Strategic Goal 3: Respond to the findings of the detailed housing analysis commissioned from the Count Me In Too data

Over the last year, Housing Strategy has provided funding and support for the Count Me In Too project, and several of our officers have been involved in the specialist analyses so far, which include Domestic Violence, Community Safety, Mental Health, Health and Wellbeing, and now Housing.



The housing analysis contains rich data around the housing and support needs of the LGBT community, and the particular risks run by some vulnerable sections of the community.

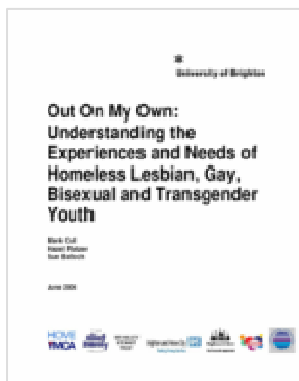
We have already given considerable resources to analysing the results, but it's also important that we use this data to build policy that will be more responsive to the housing needs of the LGBT community – so this is our third strategic goal.

Goal 3

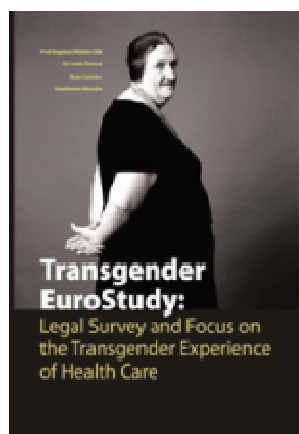
Respond to the findings of the detailed housing analysis commissioned from the Count Me In Too data

Strategic Action:	Success Criteria:
<ul style="list-style-type: none"> • Feed findings into development and review of LGBT Housing Strategy, in partnership with the LGBT Housing & Support Working Group 	<ul style="list-style-type: none"> • Recommendations reviewed by LGBT Housing & Support Working Group for inclusion in strategic action planning and review
<ul style="list-style-type: none"> • Report findings to Housing Strategy, Housing Management and Adult Social Care senior management teams 	<ul style="list-style-type: none"> • Findings reported to senior managers and disseminated across services
<ul style="list-style-type: none"> • Carry out an Equality Impact Assessment of the Single Homeless Strategy, including the Local Connection Policy 	<ul style="list-style-type: none"> • Equality impact assessment carried out and the results published

4.5 Strategic Goal 4: Improve housing choice, support and independence for LGBT people with mental health or substance misuse needs, young LGBT people, older LGBT people, trans people, and those suffering multiple disadvantage



Early indications from Count Me In Too, Out On My Own, Tipping The Iceberg, the Whole of Me, Gay and Grey, and other recent local and national research show that there are groups within the LGBT community that are running particular risks.



We want to respond to these findings and develop better ways of helping these groups live independently, safely and sustainably in the community, supported by our services if they need them.

We're particularly concerned about the relationship between transition and homelessness; we want to work very closely with the Primary Care Trust to make sure that the risks of homelessness run by trans people before, during and after transition are minimised.

Goal 4

Improve housing choice, support and independence for LGBT people with mental health or substance misuse needs, young LGBT people, older LGBT people, trans people, people living with HIV, and those suffering multiple disadvantage

Strategic Action:	Success Criteria:
<ul style="list-style-type: none"> Work with the PCT and trans community sector services to develop early intervention to prevent homelessness and associated risks for trans people during transition 	<ul style="list-style-type: none"> Early intervention mechanisms developed and publicised within trans community sector organisations and the LGBT press
<ul style="list-style-type: none"> Work with the PCT to develop referral pathways for specialist LGBT mental health and substance misuse services 	<ul style="list-style-type: none"> Pathway developed and promoted to LGBT community sector
<ul style="list-style-type: none"> Work with young people's LGBT services to develop peer support approaches, tenancy sustainment and 'lead tenant' scheme, and to explore developing a bond scheme 	<ul style="list-style-type: none"> Multi-agency pathway established
<ul style="list-style-type: none"> Work with LGBT Switchboard to develop partner approach to Accommodation Finding service 	<ul style="list-style-type: none"> Accommodation Finding service becomes part of options pathway for LGBT private-sector homeseekers
<ul style="list-style-type: none"> Develop guidance for Housing Options and Homeless officers regarding the particular vulnerabilities of LGBT migrants, particularly young migrants 	<ul style="list-style-type: none"> Guidance developed and circulated as part of LGBT Housing and Support Working Group sub-group on Tipping The Iceberg
<ul style="list-style-type: none"> Work with sheltered housing services' LGBT service user group to make sure sheltered services are welcoming and appropriate for older LGBT people 	<ul style="list-style-type: none"> Workplan developed in conjunction with LGBT service user group

4.6 Strategic Goal 5: Improve links between housing and support services and community support networks for LGBT people

If we are to deliver a housing strategy that really meets the needs of LGBT people, we need to make use of all the available resources and work in partnership with the community sector. Often, people who feel alienated from Council services will approach a community sector provider, so it's vital that we plan services for LGBT people in the

round, and listen to community sector services who tell us our services need to change.

Community support networks have been shown to be important in preventing risks to LGBT community safety, too, so we want to promote engagement with the community sector as a positive part of LGBT life in Brighton and Hove.

Goal 5		Improve links between housing and support services and community support networks for LGBT people	
Strategic Action:		Success Criteria:	
<ul style="list-style-type: none"> Develop a guide to LGBT housing-related statutory and community services within the city and a common services database 		<ul style="list-style-type: none"> Guide developed and distributed widely and cross-sectorally, promoted in the LGBT press. Database of services hosted online with cross-sectoral access 	
<ul style="list-style-type: none"> Develop an 'outreach plan' to cover liaison with community services and manage casework deriving from outreach to those services 		<ul style="list-style-type: none"> Outreach plan developed in conjunction with LGBT Housing and Support Working Group and published widely in the LGBT community sector 	
<ul style="list-style-type: none"> Promote referral routes for casework deriving from community services (eg Clare Project drop-in) 		<ul style="list-style-type: none"> Agree referral routes with specific services 	

5 Strategic Objective 2: Plan and provide housing and support services that actively contribute to LGBT community safety, and challenge harassment, discrimination and hate crime

5.1 A safer city

According to Count Me In Too, nearly ¾ of LGBT people have experienced some form of harassment or hate crime. Homes and neighbourhoods should be safe places for everyone, and we want to make our services contribute to improving community safety.

Our strategic goals to help deliver this objective are to:

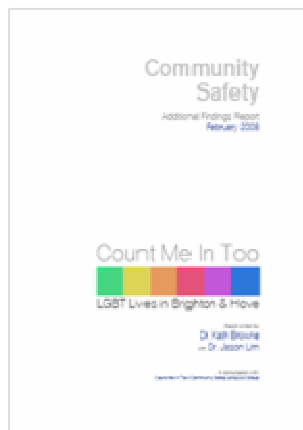
- Goal 6** Work with community partners to make sure that our services are welcoming and able to respond effectively and appropriately to LGBT harassment and hate crime
- Goal 7** Train more frontline housing staff in how to recognise and report LGBT harassment and hate crime
- Goal 8** Work more closely with the Police, the Partnership Community Safety Team and the new LGBT casework panel to make sure that cases of LGBT harassment and hate crime are safely reported, correctly recorded, and successfully resolved, including by prosecution where appropriate
- Goal 9** Take action as a housing provider where we can against perpetrators of harassment and hate crime and promote LGBT awareness in the wider community
- Goal 10** Work to prevent homelessness caused by domestic and sexual violence and abuse against LGBT people and in LGBT relationships and households



Actions to meet Objective 2 will contribute to the following National Indicators for Local Authorities and Local Authority Partnerships

- NI 17: Perceptions of anti-social behaviour
- NI 21: Dealing with local concerns about anti-social behaviour and crime by the local council and police
- NI 23: Perceptions that people in the area treat one another with respect and dignity
- NI 25: Satisfaction of different groups with the way the police and local council dealt with anti-social behaviour
- NI 27: Understanding of local concerns about anti-social behaviour and crime by the local council and police
- NI 32: Repeat incidents of domestic violence
- NI 140: Fair treatment by local services

5.2 Strategic Goal 6: Work with community partners to make sure that our services are welcoming and able to respond effectively and appropriately to LGBT harassment and hate crime



One of the principal challenges around LGBT hate crime is that it can happen anywhere – in the home, at work, in the street or in a social setting. This means that reporting harassment and hate crime happens in many different agencies. Housing services work in partnership with many other agencies to help make sure that harassment and hate crime are dealt with effectively.

Thanks to the work of the Partnership Community Safety Team, there are now effective means of sharing expertise and data across services. Housing services plans to replicate this work by developing shared data with the services we commission, so that we can contribute effectively to the partnership work necessary for an effective citywide response to LGBT harassment and hate crime.

Goal 6

Work with community partners to make sure that our services are welcoming and able to respond effectively and appropriately to LGBT harassment and hate crime

Strategic Action:	Success Criteria:
<ul style="list-style-type: none"> Develop shared cross-sectoral baseline data on anti-social behaviour, harassment and hate crime 	<ul style="list-style-type: none"> Cross-sectoral working group regularly analyses trends in citywide data
<ul style="list-style-type: none"> Work with Housing Associations to develop joint training programmes for housing officers on LGBT hate crime 	<ul style="list-style-type: none"> Training spec developed and joint training resourced and carried out
<ul style="list-style-type: none"> Develop outreach and publicity plan around hate crime awareness in housing services 	<ul style="list-style-type: none"> Plan developed and publicised widely in LGBT press, community sector newsletters, etc

5.3 Strategic Goal 7: Train more frontline housing staff in how to recognise and report LGBT harassment and hate crime



Of those who experience hate crime, according to Count Me In Too, almost ¾ do not report it. Still fewer are able to report successfully that the hate crimes they experienced were linked to their sexual or gender identity. Reasons for not reporting are very varied, from a lack of awareness of how to report to a feeling that the incident would not be taken seriously.

Housing services have an important role to play in the reporting of hate crime. Neighbourhood offices are often the first port of call for tenants in social housing who experience hate crime in their homes. Successful reporting is a sensitive and sometimes complex matter which frontline housing officers may need training to accomplish. We want more hate crimes to be reported and we want to contribute actively to challenging hate crime and harassment in our communities; so providing more training for frontline housing officers is our seventh strategic goal.

Goal 7

Train more frontline housing staff in how to recognise and report LGBT harassment and hate crime

Strategic Action:	Success Criteria:
<ul style="list-style-type: none"> Design and implement hate crime awareness training programme to cover all frontline housing officers 	<ul style="list-style-type: none"> Training designed and programme timetabled
<ul style="list-style-type: none"> Design and implement hate crime reporting training (including recording, safe use and collation) to be delivered immediately following the development of the new citywide reporting tool 	<ul style="list-style-type: none"> Training designed and programme timetabled
<ul style="list-style-type: none"> Work in partnership to develop citywide online resource for hate crime reporting starting with 'beginner's guide to reporting hate crime', but also eventually to include service database, best practice examples, reporting tool and toolkit 	<ul style="list-style-type: none"> Housing officers participating in working group

5.4 Strategic Goal 8: Work more closely with the Police, the Partnership Community Safety Team and the new LGBT casework panel to make sure that cases of LGBT harassment and hate crime are safely reported, correctly recorded, and successfully resolved, including by prosecution where appropriate

Resolving cases of harassment and hate crime is not simple and it is seldom the job of only one agency. In some cases, Council services, community support services, advocacy services, the Police and the Crown Prosecution Services can be involved. It is essential that we work together in partnership with all relevant services to make sure that harassment and hate crime are successfully reported in a safe and supportive atmosphere, recorded correctly as homophobic, biphobic or transphobic, and resolved to the satisfaction of the victim wherever possible – including making sure victims have enough support to help them recover as swiftly as possible .

Case Study: LGBT Casework Panel

To make sure housing services are working efficiently with all partner services towards resolving cases of hate crime, housing officers sit on the LGBT casework panel. The casework panel is an interagency group, with representatives from all the relevant services, that meets to discuss cases and analyse trends in casework. This has helped us to resolve some difficult cases and remove barriers to reporting and case resolution.

We have been working closely with the Partnership Community Safety Team to look at trends in casework so that we can understand how to respond better to hate crime when it occurs. What we want to do now is help to prevent LGBT hate crime by tackling anti-social behaviour in our communities.

Goal 8

Work more closely with the Police, the Partnership Community Safety Team and the new LGBT casework panel to make sure that cases of LGBT harassment and hate crime are safely reported, correctly recorded, and successfully resolved, including by prosecution where appropriate

Strategic Action:	Success Criteria:
<ul style="list-style-type: none"> • Agree housing-related use of citywide reporting tool and data access/safe use guidelines 	<ul style="list-style-type: none"> • Tool and guidelines agreed and circulated
<ul style="list-style-type: none"> • Design and distribute publicity campaign on 'how to report' 	<ul style="list-style-type: none"> • Campaign widely distributed in neighbourhood offices and city direct centres, community centres and publications, and schools
<ul style="list-style-type: none"> • Work with partners in the police, PCST and CPS to develop and circulate guidelines on collecting and recording evidence for prosecution 	<ul style="list-style-type: none"> • Guidelines circulated and in use as standard

5.5 Strategic Goal 9: Take action as a housing provider where we can against perpetrators of harassment and hate crime and promote LGBT awareness in the wider community

As a housing provider, we take responsibility for making sure the homes we provide are safe and suitable for our tenants. This includes taking action against tenants who commit acts of harassment and hate crime. We have a range of options, including assisting with prosecution, ASBO, tenancy demotion, and in extreme cases, eviction.

Case Study: Pride in Whitehawk

The Pride in Whitehawk group came together to organise a Whitehawk float on the Pride Parade in August 2005, when more than 30 local community groups were involved in decorating the Pride float. It has been as much a celebration of Whitehawk as of LGBT identity, and has made a tangible difference to a number of isolated LGBT people in Whitehawk.

As well as preventing crime, we also have a responsibility to promote LGBT awareness, better understanding and community relations. There are a number of successful community initiatives, for example **Pride in Whitehawk**, that we would like to work with and learn from.

Goal 9

Take action as a housing provider where we can against perpetrators of harassment and hate crime and promote LGBT awareness in the wider community

Strategic Action:

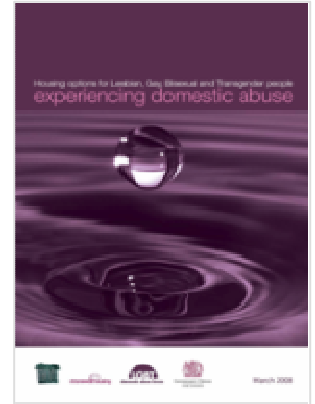
- Design and circulate transparent guidelines for neighbourhood housing officers on a staged process of taking action
- Agree timescales for action at beginning of case
- Work with community partners to develop programme of information, publicity and outreach to address negative perceptions of LGBT safety in some areas of the city

Success Criteria:

- Guidelines designed and circulated to all neighbourhood housing officers
- Written agreement between victim and housing services in every case
- Programme developed and widely promoted

4.6 Strategic Goal 10: Work to prevent homelessness caused by domestic and sexual violence and abuse against LGBT people and in LGBT relationships and households

Domestic violence and abuse is another pressing community safety issue for LGBT people. According to Count Me In Too, 1/4 of gay men, 1/3 of lesbians, almost half of bi people, and 2/3 of trans people had experienced domestic violence or abuse. However, only 1 in 5 incidents were ever reported.



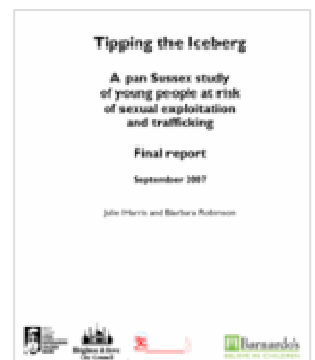
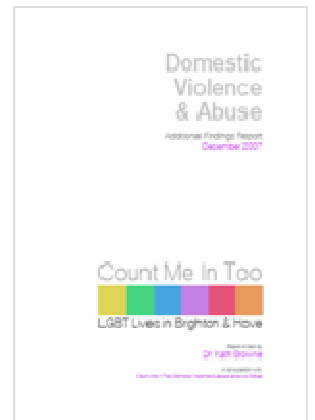
Case Study: LGBT Domestic Violence and Abuse Working Group

In order to respond to this issue, we have set up an LGBT Domestic Violence and Abuse Working Group to work in parallel to the Domestic Violence Forum. This Forum brings together cross-sector professionals throughout housing, health and support services to remove barriers to effective joint working and to analyse trends within the data we have.



Domestic violence and abuse is also a common cause of homelessness, as survivors leave their homes to find a safe place to recover.

Some young LGBT people experience domestic violence and abuse in their family homes, from homophobic, biphobic or transphobic family members. The 'Tipping the iceberg' report from Barnardos singled out Brighton & Hove as a city where many young LGBT people come to escape these kinds of situations. It's important that we understand the risks some young LGBT people run and provide services that help to link them in to local community support networks.



Goal 10

Work to prevent homelessness caused by domestic and sexual violence and abuse against LGBT people and in LGBT relationships and households

Strategic Action:	Success Criteria:
<ul style="list-style-type: none"> Explore residential options for male and trans survivors of domestic and sexual violence and abuse 	<ul style="list-style-type: none"> Options paper for consideration by key partners
<ul style="list-style-type: none"> Housing Options service to work closely with new gay, bi and trans (GBT) worker at Refuge to develop pathway for GBT survivors of domestic violence and abuse 	<ul style="list-style-type: none"> Pathway developed and guidelines circulated to frontline housing officers
<ul style="list-style-type: none"> Work in partnership to develop preventative measures against homelessness and support needs deriving from sex work and sexual exploitation 	<ul style="list-style-type: none"> LGBT Housing & Support Working Group sup-group to liaise with Primary Care Trust and Children and Young People's Trust

5 Strategic Objective 3: Plan and provide housing and support services in consultation with the LGBT community

5.1 Involving local communities

If we want our LGBT Housing Strategy to really make a difference for LGBT people, we have to make sure that the LGBT community is involved in the planning, review and monitoring of services.

We have set up the LGBT Housing and Support Working Group (HSWG) to help us do this. The LGBT HSWG is a group of community sector representatives and Council officers who look at gaps in our services and plan better, more accessible service provision for LGBT people.

Our strategic goals to help engage LGBT people are to:

- Goal 11** Continue to support and develop the LGBT Housing & Support Working Group
- Goal 12** Consult LGBT community groups and service users when we carry out Equality Impact Assessments on our strategies and services
- Goal 13** Work with community and voluntary sector LGBT services to help them develop a 'Rainbow Charter Mark' to reward quality services for LGBT people and signal their availability to LGBT service users
- Goal 14** Work with the LGBT Housing & Support Working Group to meet the need for LGBT support services either within or commissioned by the council
- Goal 15** Work with the LGBT Housing & Support Working Group to meet the need for a LGBT Housing Options Officer

Actions to meet Objective 3 will contribute to the following National Indicators for Local Authorities and Local Authority Partnerships:

- NI 2: Percentage of people who feel that they belong to their neighbourhood
- NI 3: Civic participation in the local area
- NI 4: Percentage of people who feel they can influence decisions in their locality
- NI 140: Fair treatment by local services

5.2 Goal 11: Continue to support and develop the LGBT Housing & Support Working Group

The LGBT Housing and Support Working Group has been an enormous help in planning and delivering real change for LGBT people within housing and support services. The group is tasked with a wide range of actions, including training audits, service gap analysis, strategic planning and review, and facilitating service user engagement.

Though the group does have very senior membership from within the Council’s housing services, it is led by the community group members and chaired by Spectrum. Agendas are determined by consensus, and the group is not quorate unless both statutory and community sector members are present. This approach has enabled us to see how services for LGBT people function in the round, and to plan effective partnership work across sectors.

Goal 11

Continue to support and develop the LGBT Housing & Support Working Group

Strategic Action:	Success Criteria:
<ul style="list-style-type: none"> • Provide administrative support and expenses for the LGBT HSWG 	<ul style="list-style-type: none"> • Each meeting has full administrative support and expenses
<ul style="list-style-type: none"> • Develop a service user sub-group for the LGBT HSWG 	<ul style="list-style-type: none"> • Sub-group terms of reference developed and group meeting regularly
<ul style="list-style-type: none"> • Make sure service commissioners attend LGBT HSWG on a regular basis 	<ul style="list-style-type: none"> • At least 2 service commissioners at each meeting

5.3 Goal 12: Consult LGBT community groups and service users when we carry out Equality Impact Assessments on our strategies and services

Equality Impact Assessments are a tool we use to help us make decisions. Each major decision we make has to be examined to see how it will affect the city's communities of interest. All major decisions have varying impact on different stakeholder groups, but the Equality Impact Assessment process is designed to tell us when there is a risk of affecting one particular community negatively. For example – if we choose to move a service from one place to another within the city, we have to check that it will still be accessible to the communities it is designed to serve.

When carrying out an Equality Impact Assessment, we routinely look at local data and research, but we also ask local community groups to help us evaluate the proposal, so that we understand the concerns of our local communities. It's really important that we consult the LGBT community to see how our decisions will affect them, so this is our twelfth strategic goal.

Goal 12 Consult LGBT community groups and service users when we carry out Equality Impact Assessments on our strategies and services	
Strategic Action:	Success Criteria:
<ul style="list-style-type: none"> LGBT HSWG is reference group for equality impact assessments 	<ul style="list-style-type: none"> Selected equality impact assessments come to LGBT HSWG for consultation and review
<ul style="list-style-type: none"> LGBT HSWG service user sub group is reference group for equality impact assessments 	<ul style="list-style-type: none"> Selected equality impact assessments come to LGBT HSWG user sub-group for consultation and review
<ul style="list-style-type: none"> Equality impact assessment timetable goes to LGBT HSWG to determine which equality impact assessments are priority for involvement 	<ul style="list-style-type: none"> LGBT HSWG selects equality impact assessments for involvement

5.4 Goal 13: Work with community and voluntary sector LGBT services to help them develop a ‘Rainbow Charter Mark’ to reward quality services for LGBT people and signal their availability to LGBT service users

According to Count Me In Too, just under half of LGBT people who used Housing Services were satisfied with the service they received.

We want to make sure that we are providing excellent, accessible services for the LGBT community, so we want to develop some service standards in cooperation with the LGBT community sector and with LGBT service users. Once they are developed, we want all our frontline housing services to aim to meet them within 2 years; we can then advertise them widely with a Rainbow Charter Mark, so that LGBT people using our services will know they can expect to receive an excellent service from us. These service standards will be subject to regular review by the Housing and Support Working Group, to make sure they are still working.

Goal 13	
Work with community and voluntary sector LGBT services to help them develop a ‘Rainbow Charter Mark’ to reward quality services for LGBT people and signal their availability to LGBT service users	
Strategic Action:	Success Criteria:
<ul style="list-style-type: none"> • Set up ‘Safe Space’ group to develop service standards for Rainbow Charter Mark 	<ul style="list-style-type: none"> • Safe space group resourced and recruited, terms of reference agreed, group meeting regularly to design service standards
<ul style="list-style-type: none"> • Frontline housing services to meet service standards for charter mark within 2 years of their development 	<ul style="list-style-type: none"> • Service standards designed and met within 2 years
<ul style="list-style-type: none"> • All City Direct Centres and neighbourhood offices that are successful in meeting service standards display Rainbow Charter Mark prominently 	<ul style="list-style-type: none"> • Charter mark displayed in successful public reception areas

5.5 Goal 14: Work with the LGBT Housing & Support Working Group to meet the need for LGBT support services either within or commissioned by the council

Around a fifth of people interviewed by Count Me In Too felt uncomfortable using mainstream (non-LGBT specific) services. In our Housing Needs Focus Group for LGBT people, too, LGBT community sector staff expressed clearly and unanimously that they felt there was an evident need for LGBT-specific support services.

While LGBT-specific supported housing along the lines of Stonewall Housing's model may be some way off, we are now in a position to begin designing LGBT-specific floating support services.

Goal 14	Work with the LGBT Housing & Support Working Group to meet the need for LGBT support services either within or commissioned by the council	
Strategic Action:		Success Criteria:
<ul style="list-style-type: none"> • Work with Supporting People Services to develop dedicated floating support service for LGBT young people 		<ul style="list-style-type: none"> • Support service up and running
<ul style="list-style-type: none"> • Liaise with Stonewall Housing to measure the benefits and value of LGBT-specific supported housing 		<ul style="list-style-type: none"> • Report for consideration by senior managers in housing

5.6 Goal 15: Work with the LGBT Housing & Support Working Group to meet the need for a LGBT Housing Options Officer

The call for a dedicated officer working within our Housing Options service has been a constant since we began looking at the housing needs of LGBT people. Each round of consultation has heard a consistent statement of the benefits of LGBT-specific casework along the lines of that provided within the community sector – for example within Hove YMCA's drop-in services.

Though we have stringent savings targets to meet within housing services, we have to consider how to meet this need, or how best to organise casework for LGBT service users in housing options. So this is our final strategic goal.

Goal 15	Work with the LGBT Housing & Support Working Group to meet the need for a LGBT Housing Options Officer
Strategic Action:	Success Criteria:
<ul style="list-style-type: none">• Explore options for recruiting new LGBT Housing Options office, or seconding existing officer to new post	<ul style="list-style-type: none">• Options report to LGBT HSWG for recommendation

Appendix 1: Equality Impact Assessment Summary

The strategy has been developed through a staged process that has enabled us to engage with service users, services providers and the wider community and take into account their views, concerns and aspirations. To ensure that the LGBT Housing Strategy is truly inclusive we carried out an Equalities Impact Assessment to identify the positive and negative impacts our strategic objectives and goals will have on service users, staff and the community. These findings have helped shape our objectives and goals to help mitigate potential negative impacts.

The strategy in itself is aimed at a section of the community that as a whole may suffer discrimination due to sexual or gender identity, but it is also a group that can easily suffer other forms of discrimination such as in relation to disability, mental health or poverty. There is a black and minority ethnic LGBT population that can experience discrimination, isolation and exclusion and older lesbian, gay, bisexual and trans communities that have also suffered discrimination or had life experiences where they may have had to hide their identities.

There were no fundamental negative impacts identified that directly result from the strategy, a reflection of how the strategy has been developed in response to the disadvantage faced by many LGBT people. Other impacts, such as reaching those who are less likely to engage with services, funding constraints and the changing the nature of support provision will be addressed as respective services are developed and reviewed.

We are committed to ensuring that all services are equality impact assessed during 2008-2011. As part of this commitment, we have agreed that the LGBT Housing and Support Working Group will be invited to become a critical friend of the Equality Impact Assessment process, helping to make sure that LGBT issues are at the heart of our understanding of equal and inclusive services.

Appendix 2: LGBT Housing & Support Working Group

This group was set up as part of the housing strategy development process to ensure that representatives or service users, service providers and key communities of interest had an opportunity to help shape the development of the housing strategy.

The role of the group will continue following publication of the strategy as it takes on a monitoring and scrutiny role, helping to ensure that partnership works together in addressing the changing needs of older people.



LGBT Housing & Support Working Group

Community Sector Representatives

- Kat Marples (Chair) Spectrum
- Arthur Law Spectrum
- Tracey Chandler Spectrum
- Mark Cull Terrence Higgins Trust
- Dr Kath Browne Count Me In Too
- Peter Otto GEMS (Gay Elderly Mens Society)
- Michelle Bridgeman The Gender Trust
- Steph Scott The Clare Project
- Jess Wood Allsorts
- Prof. Hazel Platzer University of Sussex
- Pippa Green Hove YMCA
- Karen Hooper Brighton YMCA
- Mel Potter Brighton Oasis
- Joanna Rowland-Stuart Regard
- Richard Mackendrick Albert Kennedy Trust

Partnership Community Safety Team

- John Irvine LGBT Community Safety officer
- Nick Antjoule Sussex Police LGBT liaison officer

Brighton & Hove City Council

- Petra Davis Housing Policy Officer
- Peter Huntbach Sheltered Housing Manager
- Aaron Burns Temporary Accommodation Manager
- Daniel Parsonage Supporting People Officer
- Kathie Kearney Housing Options Domestic Violence Officer
- Deborah Grafham Housing Options Crisis Intervention Manager
- Jo Barringer Housing Support Services Manager

Our thanks go also to Nick Hibberd, who as the Head of Housing Needs was a founder member of the LGBT HSWG. He continues to give encouragement and practical support to our work from his new post as Assistant Director of Housing Management.

Arthur Law was the chair of the LGBT HSWG from its inception until June 2008. He was among the original drivers for setting up the group and his contribution has been enormous. He is ably replaced by Kat Marples, another Spectrum trustee with a housing and mental health background.

Appendix 3: Glossary of Terms

- **Biphobia**
Fear, hatred or discriminatory language or behaviour, directed against bisexuality and bisexual people.
- **Black and Minority Ethnic (BME)**
Black and Minority Ethnic (BME) has been used to refer to all those who do not classify themselves as White British. BME includes people who classify themselves as being Irish, Other White (for example European), Caribbean, African, Asian, Chinese and other groups.
- **City Inclusion Partnership**
The City Inclusion Partnership oversees and leads the strategic direction of equalities and diversity work across the city, to support statutory agencies to meet their duties under the different equality schemes. The Partnership sits under the **Local Strategic Partnership** (see below) as one of the 'family of partnerships' and links to the existing groups focusing on each of the equality strands.
- **Community services**
Services provided by independent local or national organisations within the community and voluntary sector.
- **Floating Support**
This is support that is provided to people by visiting them in their own homes irrespective of the type of housing they are in.
- **Gender identity**
Everyone has a gender identity. Gender identity is the sense a person has of their gender. This sense may match the body they have, or it may not. A person's gender identity is not the same as their **sexual identity** (see below).

- **Homophobia**
Fear, hatred or discriminatory language or behaviour, directed against homosexuality and homosexual people.
- **IDAHO(BIT)**
IDAHO is the International Day Against **Homophobia** (see above). In Brighton & Hove this day is celebrated as IDAHOBIT, the International Day Against Homophobia, **Biphobia** and **Transphobia** (see below). Held on the 17th May, it raises awareness of the many countries around the world that still criminalise LGBT identity.
- **LGBT**
We use this term to refer to everyone who identifies themselves as lesbian, gay, bisexual or trans. The term is also an 'umbrella term' – that is, it covers a whole range of other sexual and gender identities (such as unsure, queer, or intersex). It is also worth noting that even people who do not identify as LGBT can experience hate crime, harassment or discrimination from people who do perceive them to be LGBT.
- **LGBT harassment and hate crime**
Sustained or serious discriminatory language or behaviour directed at LGBT people which is related to their **sexual or gender identity** (see below). Harassment and hate crime can take many forms. It should be reported wherever possible to the police or another statutory agency which can help to deal with the problem.
- **Local Area Agreement (LAA)**
This is an agreement that sets out the priorities and targets for a local area agreed between government, the local authority and other partners through the **Local Strategic Partnership** (see below).
- **Local Strategic Partnership (LSP)**
This is a single body that brings together at a local level the public, private, business, community and voluntary sectors so that services work together to deliver on local priorities.

- **Monitoring**
Statutory services (see below) collect a large amount of information about the people who use their services. The process of collecting this information is usually referred to as 'monitoring'. Common monitoring arrangements include questions about race, gender, age, disability, sexual and gender identities, and religion or belief. This information is collected in order to understand the communities we serve and make sure we are providing services which respond to their needs. Monitoring data is subject to strict controls and does not affect the level or quality of service received.
- **Older people**
We use this term in this strategy most often to refer to those over 60 years of age, though some older people's services across the city use different lower age limits, some as low as 50 or as high as 70.
- **Sexual identity**
Everyone has a sexual identity. Sexual identity is most simply understood as the sense a person has about their sexual and emotional feelings and the way they want to express them. A person's sexual identity is not the same as their **gender identity** (see above).
- **Statutory services**
Services provided on behalf of the Government by local Councils, the Police, the NHS, the Prison service or the Probation services.
- **Transphobia**
Fear, hatred or discriminatory language or behaviour, directed against trans identity and trans people.

Appendix 4: Bibliography

This strategy refers to and is based upon a considerable body of local and national research into the needs and experiences of LGBT people. Where such research is not directly referred to in the text, it has nevertheless been a part of the lengthy process of developing an informed and responsive LGBT Housing Strategy. We would like to thank the authors and contributors of these reports.

A place at the table: transsexuality and gender stereotyping – Persia West, 2004

Count Me In – Spectrum, 2001

Count Me In Too: community report – Dr Kath Browne and Spectrum, 2007

Count Me In Too: academic report - Dr Kath Browne and Spectrum, 2007

Count Me In Too: community safety - Dr Kath Browne and Spectrum, 2008

Count Me In Too: domestic violence - Dr Kath Browne and Spectrum, 2008

Count Me In Too: health and wellbeing - Dr Kath Browne and Spectrum, 2008

Count Me In Too: housing - Dr Kath Browne with Petra Davis, 2008

Count Me In Too: mental health - Dr Kath Browne and Spectrum, 2008

Diagnosis: homophobic, the experiences of lesbians, gay men and bisexuals in mental health services – PACE Linda MacFarlane, 1998

Engendered penalties: transgender and transsexual people's experiences of inequality and discrimination - Stephen Whittle, Lewis Turner and Maryam Al-Alami with Em Rundall and Ben Thom, 2007

Housing options for lesbian, gay, bisexual and transgender people experiencing domestic abuse – Stonewall Housing 2008

Housing options for older LGBT people in Scotland – ODS Ltd., 2005

Living together: British attitudes to lesbian and gay people – Stonewall 2007

Lesbian and gay normativities in a 'gay city' – re-traditionalisations and civil partnerships – Dr Kath Browne 2007

Lesbian, gay and bisexual lives over 50 – Brian Heapley, Andrew Yip, and Debbie Thompson, 2003

Meeting the needs of homeless lesbian and gay youth: a guide for housing and homelessness agencies – Stonewall Housing and the National Centre for Social Research, 2001

Mental disorders, suicide, and deliberate self-harm in lesbian, gay and bisexual people, a systematic review of the literature – Michael King, Jo Semlyen, Sharon See Tai, Helen Killaspy, David Osborn, Dimitri Popelyuk, and Irwin Nazareth, 2008

Mental health and social wellbeing of gay men, lesbians and bisexuals in England and Wales: a summary of findings – Prof. Michael King and Dr Eamonn McKeown, with James Warner, Angus Ramsay, Katherine Johnson, Clive Cort, Oliver Davidson and Lucienne Wright, 2003

No straight answers: homelessness and sexuality – the Albert Kennedy Trust and Homeless Link, 2002

Opening doors to the needs of older lesbians, gay men and bisexuals – Age Concern, 2002

Opening Doors – A Resource Pack– Age Concern, 2002

Opening Doors – A Literature Review– Age Concern, 2002

Opening Doors Conference – Summary Report– Age Concern, 2002

Out on my own: understanding the experiences and needs of homeless lesbian, gay, bisexual and transgender youth – Hazel Platzer, Sue Balloch, and Mark Cull, 2006

Precis #67: housing and support needs of older lesbian, gay, bisexual and transgender people in Scotland – ODS Ltd., 2005

Prescription for change: lesbian and bisexual women's health check – Stonewall 2008

Putting people first, equality matters 1: providing appropriate services for lesbian, gay, bisexual and trans people – Social Care Policy and Practice, 2008

Report into the medical and related needs of transgender people in Brighton and Hove: the case for a local integrated service - Persia West, 2004

Safe and secure: LGBT experiences of social housing in Scotland – Stonewall Scotland, Scottish Federation of Housing Associations, and LGBT Centre for Health and Wellbeing, Edinburgh, 2007

Sexual exclusion: issues and best practice in lesbian, gay and bisexual housing and homelessness – Deborah Gold, 2005

Shaping futures: LGBT people growing older – CRFR, University of Edinburgh, 2004

The housing needs of lesbian, gay and bisexual (LGB) people in Wales – Triangle Wales and Stonewall Cymru, 2006

The whole of me – a resource pack – Age Concern, 2006

Tipping the iceberg: a pan-Sussex study of young people at risk of sexual exploitation and trafficking – Julie Harris and Barbara Robinson, 2007

Transgender Eurostudy: legal survey and focus on the transgender experience of health care - Prof Stephen Whittle OBE, Dr Lewis Turner, Ryan Combs and Stephenne Rhodes, 2008

Understanding suicidal distress and promoting survival in lesbian, gay, bisexual and transgender (LGBT) communities - Katherine Johnson, Paul Faulkner, Helen Jones, Emma Welsh, 2007

We would very much like your comments and feedback on this draft strategy.
Please post your comments by 30 November 2008 to:

FREEPOST RRRT-ETLH-KYSK
Housing Strategy Team (LGBT)
Brighton & Hove City Council
4th Floor Bartholomew House
Bartholomew Square
Brighton BN1 1JE

Or email them to housing.strategy@brighton-hove.gov.uk

