

LGBTQ+ Housing Pledge:
by HouseProud
and delivered by
Stonewall Housing



Annual Report for
Scheme Sponsors
2025/ 2026

A message from our Co-Chairs

As Co-Chairs of the LGBTQ+ Housing Pledge Advisory Board, we are delighted to introduce this Annual Report for Scheme Sponsors 2025/26. It is a moment to pause, reflect and celebrate the extraordinary progress made over the last year, and to say a heartfelt thank you to the organisations whose support has made this work possible.

The LGBTQ+ Housing Pledge, by HouseProud and delivered by Stonewall Housing, exists because every LGBTQ+ resident should be able to feel safe, respected and able to be themselves at home. It is rooted in the voices and experiences of LGBTQ+ social housing residents, growing directly from the No Place Like Home research and shaped through co-production with residents from the very beginning. That resident-led foundation continues to guide everything we do.

This year has been remarkable. Over the last financial year, we have seen 38 new Pledge Promises, 28 organisations awarded Pledge Pioneer status, more than 90 new expressions of interest and more than 300 meetings with organisations. We have welcomed nearly 40 new signatories and the Pledge has now reached 99 organisations signed up, representing 2.4 million homes.

What is especially exciting is the national growth of the scheme. With sign-ups from Cornwall to Newcastle, around a third of signatories now based in the North of England, and only three of the newest signatories based in London, the Pledge is reaching far beyond its original geography. This year we have welcomed local authorities, G15 members, smaller charities and housing associations, all showing that LGBTQ+ inclusion is relevant to every part of the social housing sector.

The organisations whose logos appear overleaf have helped make this progress possible. Your sponsorship has enabled the appointment of a dedicated full-time Pledge Coordinator, expanded tailored support to signatories, and helped keep the Pledge free and accessible to providers of all sizes, structures, locations and resources. That matters deeply. It means that a small housing charity, a local authority, a large housing association or a specialist provider can all access practical guidance, peer learning, resources and accreditation without cost being a barrier.

But this report is not only about numbers. It is about the difference those numbers represent. It is about LGBTQ+ residents having a stronger voice in the homes and communities where they live. It is about providers learning from one another through forums, events, newsletters, one-to-one support and a growing community of practice. It is about residents sitting on assessment panels, shaping the direction of the scheme and, through the new LGBTQ+ Resident Impact Group, helping us understand what meaningful change really looks like.

Some of the most powerful stories this year have come from residents themselves: people who have used their involvement in the Pledge to build confidence, influence their landlords, create new LGBTQ+ customer forums and help make housing services safer and more welcoming for others. That is the real impact of this work.

At a time when some organisations are stepping back from equality, diversity and inclusion, we are incredibly proud that the social housing sector continues to show leadership, courage and commitment. The growth of the Pledge is a clear signal that LGBTQ+ inclusion is not an optional extra. It is part of good housing, good resident engagement, good governance and good service delivery.

As we approach the milestone of 100 organisations signed up, and look ahead to further expansion across Wales, Scotland and Northern Ireland, we do so with real optimism. Thank you for standing alongside HouseProud, Stonewall Housing, the Advisory Board, our signatories and LGBTQ+ residents. Together, we are helping to build a housing sector where everyone can feel safe, respected and able to be themselves at home.

Steven McIntyre

Co-chair, LGBTQ+ Housing Pledge Advisory Board Chief
Executive, Stonewall Housing

Jamie Hickling

Co-chair, LGBTQ+ Housing Pledge Advisory Board HouseProud

With thanks to the LGBTQ+ Housing Pledge Sponsors



Annual Report for Scheme Sponsors

Over the last financial year, we have seen significant growth and expansion of the LGBTQ+ Housing Pledge scheme.

Since last April, we have had

- 38 new Pledge Promises
- 28 awards of Pledge Pioneer status
- 90+ new expressions of interest
- Over 300 meetings with organisations!

Key Metrics and Growth

New Signatories

We have been thrilled to welcome nearly 40 new signatories over the last year. This includes two local authorities (Brighton & Hove City Council and Norwich City Council); three more members of the G15 (Peabody and MTVH); and several smaller charities and housing associations across the country, such as YMCA Brighton, Finchley Charities and Abbeyfield Living Society.

Excitingly, only 3 of these organisations have been based in London which highlights the national spread of the Pledge Scheme. We have had signups from Cornwall all the way to Newcastle. Now, around 33% of signatories are based in the North of England, with several based in the Midlands, South West England and South Wales.

Over the next year, we will be focusing on expansion into Wales, Scotland, and Northern Ireland to fulfil our ambition to bring this accreditation to all corners of the UK.



We have now reached an overall total of 99 signatories, which includes Pledge Promisers and Pledge Pioneers, representing a whopping 2.4 million homes. We are so close to the 100 mark and extremely excited to reach this milestone.

A huge thanks to our incredible sponsors – you have made all of this work possible.

Take a look at some of the work we have been doing on the following pages.

Support for Signatories

Organisations signed up to the LGBTQ+ Housing Pledge benefit from a comprehensive support package designed to meet them where they are on their LGBTQ+ inclusion journeys, and help them make meaningful, lasting progress.

At the heart of this support is regular one-to-one sessions with the Pledge Coordinator, offering tailored guidance, good practice, and collaborative action planning to help signatories navigate challenges and stay on track. Alongside this, a monthly newsletter connects over 350 subscribers from signatory organisations to the wider landscape, bringing together upcoming events, recommended reading, and curated resources.

Beyond individual support, the Pledge fosters a genuine community of practice. The Pledge Pals buddying scheme creates opportunities for peer support between signatories of similar sizes or facing similar challenges. We have now made over 20 matches!

Organisations also benefit from a growing bank of practical materials – including resource lists, logo packs, and toolkits – to support their work on the ground. Celebratory events throughout the year recognise and honour the progress signatories are making, helping to embed a culture of visibility and inclusion across the housing sector.

Support for Signatories

Our bi-monthly signatory forums bring all member organisations together to share learnings and hear from guest speakers, focusing on a range of topics suggested by our signatories. The forums average between 50-80 attendees in each session and offer a safe and inclusive space to hear about good practice, connect with colleagues across the sector, and find out more about the Pledge scheme.

Some highlights from the last year included a session on LGBTQ+ Awareness Training in which we heard a range of speakers from organisations such as the contractors firm Axis Europe, who had rolled out award-winning Empathy Training for all their customer facing staff members. In another forum, we had a speaker from Rochdale Boroughwide Housing who spoke about the steps they had taken to monitor resident demographics inclusively and sensitively. We have also heard from staff at Peter Bedford Housing Association to learn more about the steps they are taking to become fully 'tenant-led,' sharing their tenant participation 'ladder' model that ensures that they hear from all residents.

Our most popular session to date was February's forum on 'Resident Engagement that Sparks Joy.' Over 85 attendees came along to hear about the positive, joyful potentials of resident engagement, with the conversation led by two signatory organisations. The Social Interest Group spoke about the range of activities that they offer within their housing schemes, including Pride-themed BBQs for Pride month, weekly queer cuppas in their women's supported housing schemes, and even an Alan Turing themed decoding exercise in which residents translated messages into positive affirmations centred around themes of self-love and queer acceptance. See below for photos of some of these activities.

Feedback surveys have been overwhelmingly positive from these meetings.

"The atmosphere was incredibly positive, and Jack's demeanour is conducive to a really kind and productive space. That was just emphasised with the focus on LGBTQ+ joy and everyone's stories!"

Attendee Quote 1

"Inspirational speakers doing some incredible work ... [it's] a safe space."

Attendee Quote 2



Co-production

Centring and working with the voices of LGBTQ+ residents has always been a core element of the LGBTQ+ Housing Pledge. It was resident voices that contributed to the No Place Like Home research back in 2017, which highlighted themes of hypervigilance, detachment, isolation, and a lack of trust in landlord's willingness to take issues of harassment or discrimination seriously. The recommendations from this research directly led to the Pledge's development, where resident voices were centralised. From the get-go, we had residents sitting on our advisory board, overseeing the strategic direction of the accreditation. and, of course, sitting on the annual assessment panels to decide which organisations receive accreditation.

Over the last year, we wanted to further expand and build on this level of involvement so that residents are at the heart of ongoing decision-making processes.

That is why we set up a new LGBTQ+ Resident Impact Group, which involves quarterly online spaces where residents are consulted with on various aspects of Pledge service delivery, with a focus on measuring the impact of the Pledge scheme. Across these two sessions, we have met with 10 residents from a range of social housing providers all over the country. Feedback has been really positive.

"I wanted to reach out and thank you for the opportunity to participate in the focus group today ... this was my first time being involved in something like this, but I was glad to be able to share my thoughts regardless."

Participant Quote 1

"I'm still feeling the vibe after our superb meeting on Friday ... I really enjoyed taking part and meeting everyone."

Participant Quote 2

Very excitingly, we now have a database of 27 LGBTQ+ social housing residents who have expressed an interest in being involved in further opportunities within the LGBTQ+ Housing Pledge. These individuals are invited to join the impact group sessions and assessment panels, and are also consulted with on an ad hoc basis for consultations on work relating to LGBTQ+ inclusive housing.

Hear from one of our involved residents!

I was involved with Stonewall Housing for the first time on the assessment panel for the Pledge.

Firstly, I'd like to say that as a gay man, it was an honour and privilege to be part of such an important standard that housing providers were applying for. Seeing some of the work that they were doing in their organisations was inspiring, and it was a very proud moment to see that LGBTQ+ was as important as other groups within organisations, in most cases.

From taking part in the panel, I read that many housing providers had a customer LGBTQ + forum, and that my landlord (Vico Homes) as much as they are an ally of the LGBTQ+ community, they have a staff LGBTQ+ forum but there was no such forum for customers. The panel empowered me to approach the staff member who was the contact for the pledge and have a discussion regarding setting up a much-needed forum for customers.

An initial meeting has now been set up with staff [from my housing association] and myself on 5th November to plan when our inaugural meeting will be with customers.

Being part of the Pledge assessment panel was one of the most important projects I have been involved in this year. I wouldn't have approached My housing provider to set up a LGBTQ+ forum, which will be a safe space where customers can talk freely about things that affect their daily lives.

I met Jack Mason, who has been fantastic contact that I have made, he has helped me develop my volunteering work in LGBTQ+ field and I have made contacts around the country because of this vital project.

Events and Networking

Events and in-person networking are a vital part of how we grow and sustain the LGBTQ+ Housing Pledge. Attending conferences, delivering talks, and hosting workshops allows us to meet housing professionals, generate new expressions of interest, welcome prospective signatories, and expand the Pledge's reach.

These spaces also give us the opportunity to share insight and learning about LGBTQ+ inclusive practice, spark meaningful conversations, and demonstrate why this work matters. By showing up consistently at national and regional events, we help to ensure that LGBTQ+ inclusion remains visible and prioritised across the housing sector.

Over the last financial year, we were thrilled to have attended over 15 in-person profile raising events across the country. Highlights have included:

Delivering a talk at the Speakers Corner of the National Housing Summit in Liverpool (September 2025)

We spoke about Stonewall Housing's annual Impact Report, which provides a snapshot into the complexities and challenges LGBTQ+ face when accessing housing, and how the LGBTQ+ Housing Pledge offers an answer to some of these issues (photo below).



Tpas' National Tenant Engagement in Coventry (July)

We had a stall advertising the LGBTQ+ Housing Pledge, speaking to a range of social housing tenants who were particularly keen for their organisations to be involved in the Pledge. We generated over 18 new expressions of interest from this stall alone. The Conference provided brilliant opportunities for networking with other organisations including the team from the Domestic Abuse accreditation, DAHA. This interaction led to the formation of a new 'Accreditation Club' made up of staff from different social housing accreditations who meets quarterly to network and share good practice.



We also delivered a workshop on LGBTQ+ Resident Engagement in partnership with a resident member of our advisory board, and a member of staff from Anchor Hanover. The session alone generated 3 new expressions of interest.

Speaking at online networks

We regularly join the Housing Diversity Network's regional groups and HouseProud North. To share good practice, Jack sits on the G15 LGBTQ+ Network Group and is a founding member of a new 'Accreditation Club' which meets quarterly and is made up of staff from various social housing accreditation schemes including DAHA, Tpas, and HDN.

Speaking at online networks

Jack co-chairs the LGBTQ+ Housing Research and Practice Network hosted by the Housing Studies Association (HSA). Our quarterly online meetings bring together practitioners and researchers across the sector and from all over the country. We have had speakers join us from a range of fields. We facilitated a session on LGBTQ+ ageing in which staff and researchers from Sheffield Council outlined their work on LGBTQ+ inclusive ageing; and playwright Clare Summerskill spoke about her touring play which explores LGBTQ+ experiences in care settings.

Alongside the quarterly meetings, the network hosts a series of 'Lunch and Learn' sessions and webinars. This included a Trans Day of Visibility Lunch and Learn with the brilliant Debbie Cannon from Trans Without Abuse. Over 80 attendees came to hear about Trans Experiences of Housing and learnt more about how the LGBTQ+ Housing Pledge can facilitate trans-inclusive practice.

Trans Day of Visibility Lunch & Learn: Trans experiences of housing in the UK

LIVE | 76 | 22:23

Take control | Pop out | Chat | Q&A | People | Raise | React | View | More | Camera | Mic | Share | End event | Leave

Encryption status

Language Matters: Identity & Understanding

Trans: Someone whose gender identity doesn't align with the sex they were assigned at birth.

Non-binary: An umbrella term for gender identities that aren't exclusively male or female.

Cisgender: A person whose gender identity does align with their assigned sex.

Pronouns: Pronouns are often used to refer to a noun that has already been mentioned; using the correct pronouns affirms a person's identity.

GY | EK | ME | RL | AH | LM | GY | NW | JH | MH | MB | OC

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Debbie Cannon

The Pledge is now establishing itself as the 'go-to' source of knowledge around LGBTQ+ inclusive housing.

- We were approached to deliver a joint webinar with the consultancy firm Positive About Inclusion and some housing providers based in Northeast. Over 50 people attended this session.
- We were invited to a series of research forums hosted by the charity JustLife to share some insights from Stonewall Housing's Impact Report, and how the Pledge can alleviate inequalities facing our communities.
- Jack spoke at a conference on Tackling Hate Crime hosted by Brighton & Hove City Council alongside other charities such as Victim Support.

Media Coverage

We have had our name mentioned in dozens of posts by housing providers when they are announcing their sign up to the Pledge Scheme.

Spotlight

An announcement by Railway Housing Association which was subsequently captured and covered in an article by the Northern Echo.

An article with Lee Bloomfield, the CEO of Manningham Housing Association that references the Pledge when discussing inclusive practice

And it's not just articles and blog posts! Jack and the Research Network co-chair Gareth Young recorded an episode for the HQN Podcast in which the Pledge Scheme was mentioned. Jack also recorded an episode for the Equality in Housing Podcast where he shone a light on the Pledge Scheme and described how it can equip housing staff with top tips on inclusive practice. We also partnered with the HDN for a comms campaign during Pride month, which included a video of Jack talking about the Pledge.



A highlight: Our Celebration Event!

In September of last year, we gathered at the Pan Pacific Hotel in London for an event to celebrate the impact of the LGBTQ+ Housing Pledge. This special event honoured the organisations who have sponsored the Pledge and helped embed LGBTQ+ inclusion in social housing. It was also an opportunity to celebrate the record number of housing providers achieving Pledge Pioneer status this year, a moment to reflect on what we have achieved together and shine a spotlight on those leading the way for inclusive housing for LGBTQ+ communities.

We were enormously proud to announce that 28 organisations were awarded LGBTQ+ Housing Pledge Pioneer status that year, a significant milestone in the journey toward safe, welcoming, and inclusive housing for LGBTQ+ people. These new Pioneers joined the 16 existing organisations, collectively setting a strong standard for the sector.

This recognition celebrates organisations going above and beyond to create environments where LGBTQ+ residents feel secure, respected, and free to be their authentic selves. By achieving Pioneer status, these organisations are setting a benchmark for others in the housing sector to follow.

Chris Shoubridge, Assistant Director for Landlord Services at London Borough of Ealing wrote:

“We are delighted to be awarded the Pledge Pioneer accreditation of the HouseProud pledge, which has an important role to play in helping us to cultivate estates where all our LGBTQ+ residents can live in communities filled with pride and identity. By embracing the pledge, we are working to make housing inclusive for every member of our thriving and diverse communities.”

The event marked the end of last year’s assessment round, which involved 6 LGBTQ+ resident panellists sitting on 2 days of panels. One of those involved in the process wrote:

“I felt very honoured to be chosen to be part of the LGBTQ+ Housing Pledge assessment panel. It was such an enjoyable experience. I wanted to be on the panel as it was important that I could give my views on the applications submitted to ensure that they are committed to LGBTQ+ as much as non-LGBTQ+ people in their organisation. From doing the assessment, it has given me a clearer picture of suggestions I have suggested to my housing association to be even more inclusive than they already are.”

Thank you for reading!

We are so proud of all that we have achieved this year, and excited for what's next for the Pledge scheme.

Please do share this report with your boards and with your residents via any resident newsletters. And please spread the word with colleagues and across the sector – encouraging them to make the Pledge Promise and create safer spaces for LGBTQ+ people living in social housing.

