



Meeting the Needs and Aspirations of LGBT+ Tenants

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Would you describe yourself as?...

- Straight/Heterosexual
- Gay/Lesbian/Homosexual
- Bisexual
- Other
- Prefer not to answer

Progress

- 50th Anniversary of Sexual Offence Act (1967)
- 2007 – Equality Order
- Equality Act (2010)
- Equal Marriage (2014/15)
- Statutory duties translating into policy and practice

Lived experience

Disproportionate concentration of non-straight people live in most deprived neighbourhoods (Matthews & Besemer, 2014)

Links between sexual and gender orientation, family breakdown/rejection and homelessness (Valentine, 2002; Tunåker 2015; Matthews et.al forthcoming)

Contact with services:

- Housing associations
- Homelessness services



Lived experience

“I have had a couple of words with people, like, "dirty faggot" and I have been told when I worked in the shop that I should go and die of AIDS.”

“Over here I have a gigantic Pride flag up on the wall...the window was open so you could see back out. Then I heard guys from downstairs shouting up through the window, "gay", or, "faggot", or, "queer", or something”

Lived experience

“basically keep my head down and keep walking - get in the flat and lock the door and that was the routine.”

Lived experience

I: what actually happens with the neighbour. Is it a case of abuse?

R: No it is low level harassment in the form of continual banging on the wall and playing computer game background noise as a kind of protest.

I: Do you think that the noise pollution is being done vindictively?

R: Yes it is, yes.

I: Have you approached the neighbour about this issue?

I: I feel too intimidated to do it. At one point someone tried to enter my house, but failed. I do not know what that was about whether that was someone coming to cause trouble. It makes me a bit intimidated about the circumstance.

Lived experience

R: I am not sure whether it is relating to my circumstance or my disability

I: Was it transphobic?

R: No, it was discrimination against my other disabilities and not understanding and setting my triggers off.

Service providers



Knowing service users

“We are the only social landlord and factor at the moment in this area, so we have data on all the households (850 households in the area), and through that data alone and through our interactions with our customers, we will know that we have some LGBT tenants”

“we are aware of several of our tenants who are gay and we are aware of it because they are open about it, but it is not an issue”

Implicit homophobia

“sexuality does not come up a lot when we are talking to tenants”

“I think they [the staff] would feel that they would not want to offend somebody by asking them”

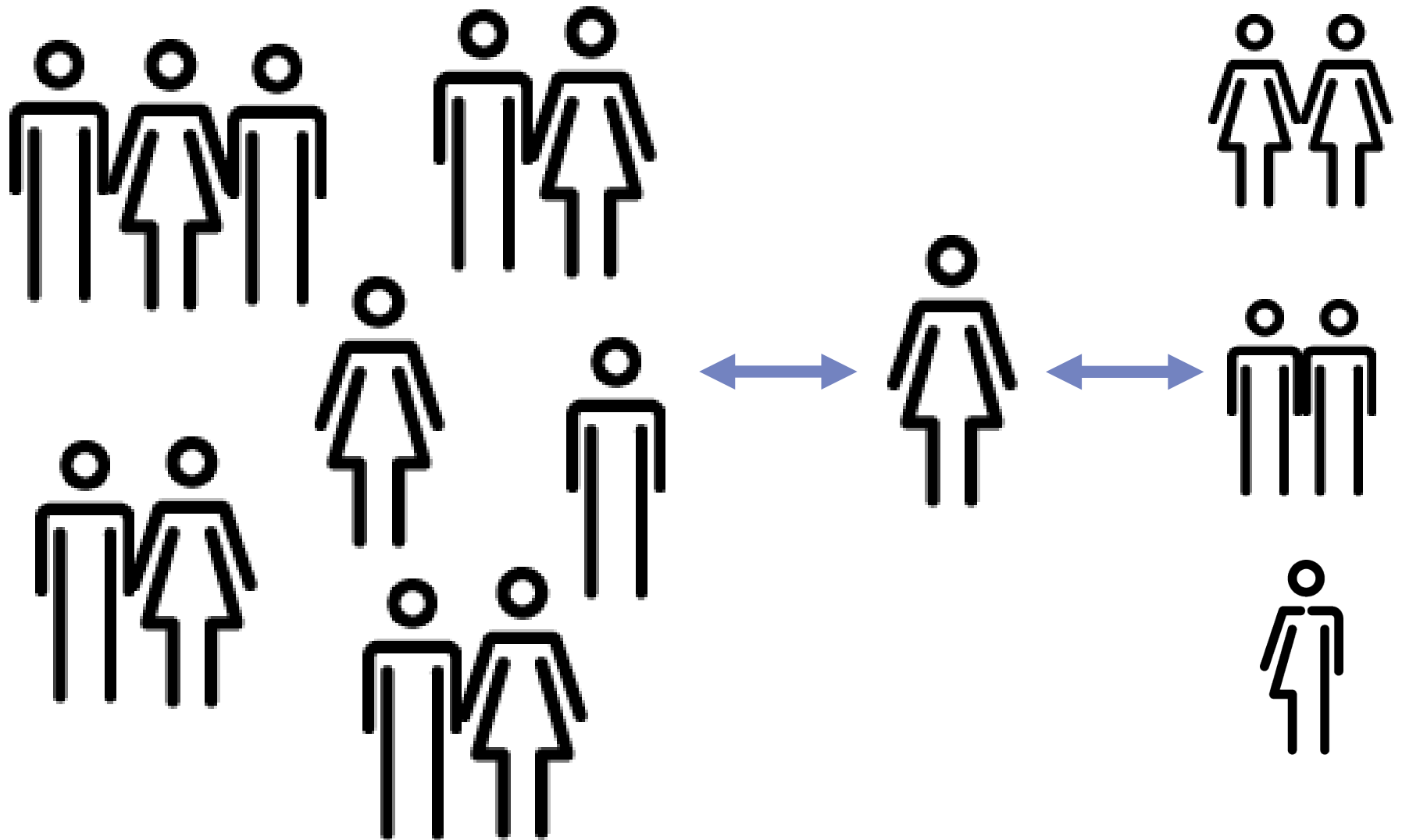
Anti-social Behaviour Minimising?

“In normal circumstances in a one off incident like that we would speak to everyone who was involved to try and calm the waters“

Attitudes to same-sex relationships

	2000	2004	2005	2010	2015
Always/mostly wrong	48%	41%	40%	28%	18%
Rarely/not wrong at all	37%	44%	44%	58%	69%
Unweighted bases	1663	1637	1549	1495	1288

New diversity workers?



What can we
do?

Stonewall Scotland Diversity Champions Programme



Service delivery

- Update your equalities monitoring
 - Gender question
 - Sexual identity question
- Listen to stories
 - Antisocial behaviour policy
- Analyse by category
- Training for frontline staff
- Visible signs of inclusion

Everyday heterosexuality

Everyday homophobia

Advanced level

- Equalities impact assessments
 - Lots of evidence on LGBT+ people now
 - It's not all bad!
- Consider “heteronormativity”
 - How do you make heterosexuality “normal” in your working practices and procedures?
 - How do you make non-heterosexuals and/or non-cisgender people feel different?