

LGBTQ+ Housing Pledge Resource Pack

This resource pack is a comprehensive list of organisations offering specialist health, wellbeing, and support services for LGBTQ+ people across the UK, including additional services for trans and non-binary people, LGBTQ+ people of colour, people of faith, families, and young people.



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Health and Wellbeing Support

01

LGBT Foundation

- A charity that provides a range of support and services to LGBTQ+ people.
- Call the helpline on 0345 3 30 30 30 between 9am until 9pm on a week day and between 10am and 6pm on Saturday and Sunday (excluding bank holidays and religious festivals) or email info@lgbt.foundation.

LGBT Health and Wellbeing

- A charity promoting the health, wellbeing and equality of LGBTQ+ adults (16+) in Scotland through a helpline, support services and groups.
- For Edinburgh services, call [0131 564 3970](tel:01315643970) during working hours or email admin@lgbthealth.org.uk.
- For Glasgow services, call [0141 255 1767](tel:01412551767) during working hours or email glasgow@lgbthealth.org.uk.

London Friend

- Offers services to support LGBTQ+ health and wellbeing, including support groups and counselling. These are available online, as well as in person around London.
- Call 020 7833 1674 during working hours or email office@londonfriend.org.uk.

Mindout

- A Sussex-based Mental health service run by and for LGBTQ+ people. both in-person and online counselling options available.
- Call 0300 7729855 during working hours or email info@mindout.org.uk; you can also use the website 'chat' function to speak to a volunteer during specified hours across the week.

The rainbow project

- An LGBTQ+ Charity based in Northern Ireland, providing health and wellbeing services for community members.
- Call 028 9031 9030 during working hours or email info@rainbow-project.org.

Stonewall

- A national charity that supports the LGBTQ+ community and provides campaigns, events, and programmes to create change in public policy and attitudes.
- Call 020 7593 1850 during working hours or email info@stonewall.org.uk.

Switchboard

- Provides a 12-hours-a-day support line, offering a listening ear, information and support for LGBTQ+ people across the country.
- Call their helpline on 0800 0119 100 open 10am – 10pm every day.
- Or email them on hello@switchboard.lgbt.

Trans and Non-Binary Support

02

The Clare Project

- a charity that Provides online information and online groups for trans, non-binary and intersex adults and offers in-person services for people living in Sussex.
- Call 01273 234779 during working hours or email info@clareproject.org.uk.

Gendered Intelligence

- A charity supporting young trans and gender variant people aged under 25, offering information for their parents and carers and providing training for professionals.
- Call 020 7155 1302 during working hours or email admin@genderedintelligence.co.uk.

Mermaids

- an organisation that Supports gender-diverse young people aged 19 and under, and their families and carers. Offers a helpline and and webchat.
- Call the helpline on 0808 801 0400 Monday-Friday 1pm-8:30pm or email info@mermaidsuk.org.uk.

Spectra

- Provides online groups for trans and non-binary people open to anyone in the UK, as well as in-person peer support services in London and sexual health screenings.
- Call 0800 587 8302 during working hours or email info@spectra-london.org.uk.

Transactual

- An organisation that shares reliable information about trans and non-binary people's lives and about trans rights in the UK.
- Email info@transactual.org.uk.

Race and Faith

03

African Rainbow Family

- Charity that supports people seeking asylum and refugees in England and Wales who are LGBTQ+ and have African heritage.
- Call 0333 335 6326 during work hours or email info@africanrainbowfamily.org.

Black beetle health

- Group that promotes the health, wellbeing and equality of LGBTQ+ communities of colour by conducting research and shedding light on important health disparities among QTIBPOC in the UK.
- Email admin@blackbeetlehealth.co.uk.

Hidaya

- Provides support and welfare for LGBTQ+ Muslims and promote social justice and education about the British LGBTQ+ Muslim community.
- Email hello@hidayahlgbt.co.uk.

Keshet

- An education and training charity supporting Jewish LGBTQ+ people and their families feel more included within Jewish life.
- Contact using [this online form](#).

Micro Rainbow

- UK-based charity that provides support for LGBTQ+ asylum seekers and refugees, focusing on safe housing, social inclusion, and employability support.
- Helpline for LGBTQ+ migrants is 0800 3585851, open to first time callers from Monday – Friday 2pm-5pm or email info@microrainbow.org.

Rainbow Migration

- Provide practical and emotional support for LGBTQ+ people seeking asylum to help improve their confidence and reduce isolation.
- Call 0203 752 5801 during working hours or email hello@rainbowmigration.org.uk.

UK Black Pride

- The organisation behind the world's largest free pride event for LGBTQ+ Black and People of colour; they do campaign work all year round.
- For volunteering enquiries, contact volunteers@ukblackpride.org.uk; for sponsorship/partnership enquiries email phyll@ukblackpride.org.uk.

Families and Young People

04

FFLAG

- A national voluntary organisation and charity dedicated to supporting families, friends and supporters of LGBTQ+ people.
- Call the helpline on 0300 688 0368 on Wednesday & Thursday 10am-8pm and Friday & Saturday 10am-6pm or email support@fflag.org.uk.

Mermaids

- An organisation that supports gender-diverse young people aged 19 and under, and their families and carers. Offers a helpline and web chat.
- Call the helpline on 0808 801 0400 Monday-Friday 1pm-8:30pm or email info@mermaidsuk.org.uk.

The Proud Trust

- Organisation that supports LGBTQ+ young people through youth groups, peer support and mentoring programs.
- Call 0161 660 3347 during working hours or email info@theproudtrust.org.

Research Papers and Reports

05

Inclusive Housing & Community Support

These reports focus on building inclusive housing practices and community-driven solutions to better meet the needs of LGBTQ+ people in housing services and planning.

- [Building Inclusive Housing Support for LGBTQ+ Communities \(2022\)](#) – Albert Kennedy Trust’s survey of housing providers, outlining how to embed LGBTQ+ inclusive practices.
- [London - Planning for a Just City? \(2019\)](#) – Town & Country Planning Association report on equality in planning policy, with a case study on Tonic Housing.
- [No Place Like Home \(2017\)](#) – Research from the HouseProud HomeSAFE project on LGBTQ+ social housing residents’ experiences, leading to the LGBTQ+ Housing Pledge.
- [The London Queer Housing Coalition Manifesto \(2024\)](#) – Recommendations from Stonewall Housing and partners for the next Mayor of London on LGBTQ+ housing priorities.
- [Stonewall Housing Impact Report \(2024\)](#) – An overview of challenges within LGBTQ+ communities based on data from Stonewall Housing service users.

LGBTQ+ Homelessness

These reports explore the specific challenges LGBTQ+ people face around homelessness and housing insecurity, with a focus on youth and broader community trends.

- [Lesbian, Gay, Bisexual and Transgender People's Experiences of Homelessness \(2024\)](#) – Government-commissioned research into LGBTQ+ homelessness, published in 2024.
- [LGBTQ+ Housing and Homelessness Survey \(2023\)](#) – Survey by Edith England & Neil Turnbull capturing the views of over 1,000 LGBTQ+ people on housing and homelessness.
- [The LGBTQ+ Youth Homelessness Report \(2021\)](#) – National report by the Albert Kennedy Trust providing updated insights into LGBTQ+ youth homelessness.

Research Papers and Reports cont.

06

Older LGBTQ+ People & Later Life

These reports focus on the housing and support needs of older LGBTQ+ people, highlighting barriers, preferences, and community-led solutions for ageing well.

- [Housing, Ageing + Care \(2020\)](#) – LGBT Foundation’s research on Manchester’s LGBTQ+ communities and their views on the UK’s first LGBT extra care scheme.
- [In-Or-Out? The Housing Needs of Older LGBT People in Birmingham \(2016\)](#) – Report by Birmingham LGBT and Stonewall Housing on older LGBTQ+ people’s housing needs in Birmingham.
- [A Review of the Needs of Older LGBT+ People in Later Life \(2019\)](#) – PinkNews and Aegon report exploring the needs of older LGBT+ people in the UK.
- [Secure, Accessible, Friendly, Equal \(SAFE\) Housing \(2018\)](#) – Centre for Research in Ageing & Gender’s study on the housing experiences and concerns of older LGBTQ+ people.

Health, Wellbeing & Community Experiences

These reports provide insights into the health, wellbeing, and lived experiences of LGBTQ+ people in Britain, both at home and in wider society.

- [LGBT in Britain – Health Report \(2018\)](#) – Stonewall’s findings on the mental health and wellbeing of LGBTQ+ people in Britain.
- [LGBT in Britain – Home and Communities \(2018\)](#) – Stonewall’s report exploring how LGBTQ+ people experience life at home and within their communities.

Equalities Monitoring & Good Practice

Guides designed to help organisations improve how they capture and use equalities data on LGBTQ+ people to create more inclusive services.

- [Getting Equalities Monitoring Right \(2017\)](#) – Scottish Trans and Stonewall Scotland’s guide on collecting and analysing data related to LGBTQ+ identities.
- [If We’re Not Counted, We Don’t Count \(2021\)](#) – LGBT Foundation’s good practice guide on monitoring sexual orientation and gender identity, particularly for social care providers.