

FOI REF:	15783
RESPONSE SENT:	25/07/2025

Request

To whom it may concern, I am part of a group of academics interested in helping local authorities provide proactive, safe, and inclusive support / services for LGBTQ+ people in situations of homelessness. I would like to request the following information:

- Do you collect data on LGBTQ+ identity from applicants for homelessness services?
- Please can you share a copy of your intake/point of entry form and the questions it asks of applicants when they present as homeless (.pdf / word doc format if possible).
- Is any specific guidance given to staff around the collection of LGBTQ+ identity data during homelessness application? Please can you share a copy of this guidance or provide a summary?
- Do any specific policies exist on the collection of LGBTQ+ identity data during homelessness applications? Please can you share a copy of these policies or provide a summary? Thank you for your time and consideration in advance.

This information is very important to us. If you have any questions, please do not hesitate to contact me

Response

- We do collect data on LGBTQ+ identity from applicants who approach the homeless service for purpose of equality monitoring, support planning and ensuring fair non discriminatory treatment, but the customer is not obligated to provide this information.
- At initial approach from a customer, we Triage their information on to our recording system which includes the following questions:

Sexual orientation

Heterosexual / Straight
-- please choose --

Applicant prefers not to say
Bisexual
Gay / Lesbian
Heterosexual / Straight
Other sexual orientation

Gender identity same as sex registered at birth?

-- please choose --

-- please choose --
No
Yes
Prefer not to say

Full Housing Assessment tool : Equality Data section includes a question in regard of a persons sexuality and Gender.



- We do not provide specific guidance to staff around the collection of LGBTQ+ identity data during a homelessness application, however the collection of this data would be included in any new staff training processes.
- We do not have specific policies on the collection of LGBTQ+ identity data during homelessness applications, but in our internal Homeless team policy & procedure it mentions on entering customer information: **Ensuring that data on protected characteristics is gathered whilst informing the customer they are not obliged to share certain information.**

