



Top 10 tips for making services more inclusive for trans people

1. Promote and encourage the recruitment of LGBTIQ+ people
2. Use LGBTIQ+ positive signage and flags within services.
3. Set up (and pay) a LGBTIQ+ working group, to help develop resources for the service, & review levels of inclusivity.
4. Provide training to staff on experiences of trans people & their potential support needs.
5. Form partnerships with trans specific healthcare and support services, building staff confidence and knowledge of how to access safe services.
6. Have gender-neutral toilets available in all services for non-binary people, with sanitary bins available in all toilets.
7. Respect people's identity and their personal information - staff should not 'out' people as trans or use someone's birth name instead of their chosen name in any context.
8. Consider setting up a free clothing store and clothing alteration group.
9. Self-contained/en-suite rooms should be available in supported accommodation for those who are transitioning or have experienced transphobic violence.
10. Upskill staff in providing advocacy for trans people, acknowledging that trans people are likely to face multiple, intersectional disadvantages because of structural and systemic prejudice.

With thanks to

The Outside Project Queer Homelessness Recovery Group, residents at their shelter (Anira House) and Star Support Refuge for developing these top 10 tips.