

## Quality Mark: The process

### Training

A one day training workshop which is aimed at employees within all parts of your organisation.

Our purpose will be to:

- Develop the knowledge and skills of the participants to enable them to support a cultural shift towards best practice
- Offer practical guidance and help on meeting the needs of LGBT people

### Audit

Through a series of interviews with key members of your team and scrutiny of evidence such as your policy documents the audit will look for 7 key indicators of good practice: Fit for purpose, commitment to service users, an accessible & welcoming environment, policies which empower, excellent practice, a supportive working culture and a well informed team.

**We will also provide:** A visibility pack of resources for staff and clients  
Ways to secure client inclusion & feedback  
Advice & information to support your ongoing work with LGBT clients

Costs	Training (per day for 15 participants):	£1,000*
	Audit & 1 day training package:	£2,450
	Audit:	£2,000

*\*there is a discount for block booking of training days*

For further information please contact AKT on  
020 7831 6562 or [admin@akt.org.uk](mailto:admin@akt.org.uk)



## 'Making a Difference'

A Quality Mark for providers of  
Homelessness & Housing Services



## About the Albert Kennedy Trust (AKT)

AKT has 20 years of experience of providing support and housing solutions to 16-25 year old Lesbian, Gay, Bisexual and Trans people who are homeless or living in a hostile environment after coming out to their parent or care giver.

We provide:

- Safe housing through a supported lodgings scheme and other housing options
- Mentoring
- Training
- Information, Advice & Advocacy

Our unique service is offered across greater London and greater Manchester but our quality mark is available across England.

AKT is an accredited provider of mentoring through the Mentoring & Befriending Foundation and are registered to provide supporting people services across the North West.

For more information, please see our service guide available on our website or contact our London office on 020 7831 6562 / [admin@akt.org.uk](mailto:admin@akt.org.uk)



This mark will be awarded to organisations who successfully complete the training and audit process.

## 'Making a Difference' Quality Mark

In response to the findings of AKT's research report which examined practice within housing and homelessness organisations across the UK and feedback from the young people we support: AKT have developed a unique and nationally significant Quality Mark Scheme which comprises a training & audit process for participating organisations to undertake.

The aim of the scheme is to help providers achieve consistent and sustainable better practice in their work with LGBT people: encouraging shifts in knowledge, values and culture within their organisation.

AKT young people are fully involved in the delivery of the Quality Mark as trainers and part of the audit team, to ensure the scheme is responsive to their needs.

Participants who successfully complete the audit and training will be awarded a Quality Mark in recognition of their commitment and high standard of working with LGBT people.

The scheme also includes a package of resources and access to further information and support.

The Quality Mark is especially relevant to Foster Care Agencies, Housing Providers and Youth Services. Clients include:

Trafford Housing Trust  
Homes in Havering  
YMCA

Knowsley Housing Trust  
London Borough of Havering  
London Borough of Sutton

*"I initially felt quite apprehensive about what to expect from the course as I have had very little experience with LGBT people. I am now much more aware of best practice and policy around LGBT clients and will use it accordingly in my new role"*

**Participant on training day**