PERCEPTIONS

Findings from a European Survey of Homelessness Service Providers about LGBTIQ Youth Homelessness

European Context

LGBTIQ youth homelessness remains hidden in Europe. We lack the data and the research to fully understand the scale of the problem. This year the Fundamental Rights Agency released a survey that estimates that 1 in 5 members of the LGBTIQ community experiences homelessness, rising to 1 in 3 for trans people and nearly 40% for intersex people.

While the work of FEANTSA & True Colours United over the past three years has shone a light on LGBTIQ youth homelessness, seeking to raise awareness about this often-forgotten target group and put the topic on the agenda of homeless services, our focus in 2020 has turned to action.

This survey maps for the first time the experiences of mainstream services, in order to capture the challenges they face in working with LGBTIQ young people. If we want to improve homeless services, we first have to understand where they are at, and tailor resources and tools accordingly. While this survey is only a first step, it is a key piece of the puzzle to preventing and ending LGBTIQ youth homelessness in Europe.

The challenges identified in this report have been integrated into an online LGBTIQ training course designed for mainstream homeless services.

While this report focuses on homeless services, a parallel study is being conducted of how LGBTIQ organisations work on the topic of homelessness. Our hope is that we can build collect research, practices and policies from across Europe and North America to protect vulnerable LGBTIQ youth.

Executive Summary

This report by the **European Federation of National Organisations Working** with the **Homeless (FEANTSA)**, **True Colors United**, and **the Silberman Center for Sexuality and Gender** summarizes findings from the 2019 Lesbian, Gay, Bisexual, Transgender, Intersex, and Queer (LGBTIQ) Youth Homelessness in Europe Survey, a web-based survey conducted from May 2019 to July 2019. The survey was designed to explore the experiences of homelessness organisations in providing services to LGBTIQ youth, and to estimate the prevalence of LGBTIQ youth being served by responding organisations. In total, 64 organisations participated in the survey, representing 21 countries. Key findings are summarized below.

Definitions of "youth" varied widely among the organisations surveyed.

- 17 organisations consider "youth" to include individuals age 24 and under.
- 9 organisations define "youth" as individuals under the age of 30.

Over half of the respondents (n=41) reported that their organisations work with LGBTIQ youth.

- When asked to estimate the percentage of youth the organisation works with that identify as LGBTIQ, one-third chose the response option "I honestly have no idea" and one-third did not answer.
- Over three-quarters (n=52) of organizations surveyed collect some type of demographic information about service users. However, only 5 organisations collect information about the sexual orientation of service users.
- Nearly one-third (n=20) of organisations reported collecting information about service users' gender identity and 44 organisations reported collecting information about the sex of service users. It is important to note, however, that the survey item did not distinguish whether or not respondents collect information about transgender and intersex experiences

Most organisations do not provide specialized services for LGBTIQ youth.

- Eight organisations reported providing specialized services for LGBTIQ youth.
- Only 5 organisations reported providing specialized services for transgender youth.
- Though most organisations do not provide specialized services for LGBTIQ youth, the majority of respondents (n=40) reported that their organisations could benefit from support and guidance in order to better do this work. This acknowledgement is a positive indicator of the participating organisations' willingness to receive assistance to enhance their ability to effectively work with LGBTIQ youth.

About the Survey

Background

Housing instability and homelessness impact LGBTIQ youth and young adults across the globe. In 2017, **True Colors United** began working with **FEANTSA** to organize the first session on LGBTIQ youth homelessness at the annual **FEANTSA** Policy Conference. Since that time, the organizations have collaborated to provide training and conference workshops for **FEANTSA** members. After hearing from workshop attendees about the challenges they face identifying and working with LGBTIQ youth, the organizations worked together to create a plan for conducting research that would establish a baseline of understanding about LGBTIQ youth homelessness across the region and inform the development of resources for homeless service providers. This survey, developed by **FEANTSA** and **True Colors United** and in collaboration with **the Silberman Center for Sexuality and Gender at Hunter College**, is the first step in that process.

Current Study

This initial study is an important step in understanding LGBTIQ youth homelessness in Europe. The study was based on a similar one conducted in the United States by **True Colors United** and **the Williams Institute**, first in 2012 and again in 2015. The U.S. based study laid the foundation for national organizing and technical assistance provision for service providers working with this population. The current study involved a web-based survey that was distributed among **FEANTSA** membership organizations. Survey development was a collaborative effort between **FEANTSA** and **True Colors United**, and **the Silberman Center for Sexuality and Gender** at Hunter College. The survey was reviewed by representatives from **FEANTSA** member organisations, whose feedback was incorporated prior to dissemination. The study was reviewed and approved by the **Institutional Review Board for the Protection of Human Research Participants at Hunter College**.

The survey was conducted from May 2019 - July 2019. Requests to participate in the online survey were sent to all **FEANTSA** member organisations. Of the 130 organisations invited, 64 organisations participated in the survey. Because the amount of missing data varies from question to question, results are reported by the number of organisations that provided responses to the survey items, rather than in percentage points. Due to the small sample size and the exploratory nature of this study, the findings are descriptive in nature and cannot be generalized to all **FEANTSA** membership organizations nor to all organizations working with people experiencing homelessness in Europe. Nonetheless, the data presented in this report provide critical baseline information towards systematically recognizing and addressing homelessness among this understudied population.

About the Participating Organizations

This study relies on staff reports about their organisations and their organisation's service users. The sample includes 64 organisations representing 21 European countries. The Netherlands was the most represented with 10 participating organisations, followed by Belgium with 8. See table 1 for response rates from each country. The majority of respondents (n=50) reported that people experiencing homelessness are the primary population they serve.

Demographic Data Collection

The majority of organisations (n=51) collect demographic data about the individuals they serve. The most commonly reported types of demographic information collected include the age of service users (n=48), followed by the sex of service users (n=44). A total of 20 organisations reported collecting the gender identity of service users. Organisations were least likely to collect the sexual orientation of service users, with only 5 respondents reporting that they collect this information.

When considering the response rates regarding gender identity and sex, it is important to note that the survey item did not distinguish whether or not respondents collect information about transgender and intersex experiences. For instance, if organisations provide only two options (M/F) when asking service users their sex or gender, information is not accurately colleceted about individuals who are intersex and those who have a non-binary gender identity. Likewise, information is not captured about individuals with transgender histories or those who identify as transgender.

Response Rates by Country	
Austria	4
Belgium	8
Czech Republic	1
Denmark	2
England	1
Finland	2
France	1
Germany	4
Greece	2
Hungary	1
Ireland	5
Italy	2
Luxembourg	2
Netherlands	10
Poland	1
Portugal	1
Romania	1
Scotland	4
Serbia	2
Spain	6
Wales	1
No answer	2

TABLE 1: RESPONSE RATES BY COUNTRY

Defining "Youth"

A frequently reported barrier to systematically addressing youth homelessness is a lack of consensus regarding the definition of "youth." Given this identified challenge, we included a survey item inquiring about the definition for youth that is utilized by each participating organization. Response options included: 18 and under, 21 and under, 24 and under, under age 30, not sure, and something else. Just over a quarter (n=27) of respondents said their organizations define youth as age 24 and under, while 8 organisations reported 18 and under. A large number of respondents (n=23) answered "something else." Findings reveal differential definitions of youth, which has implications for the consistent provision of youth services as well as a systematic response to youth homelessness.

Since this survey was completed FEANTSA has published the European Framework for Defining Youth Homelessness, designed to support the sector reach consensus in not only understanding 'youth homelessness' by age, but also by life experiences and the types of homelessness they can experience.

Definitions of "Youth"	
18 & Under	8
21 & Under	2
24 & Under	17
Under Age 30	9
Unsure	2
Something Else	23
No Answer	3

TABLE 2: DEFINITIONS OF "YOUTH"

Responses to "Something Else" (Youth Definitions)	
25 & Under	16 - 23 Years
26 & Under	16 - 25 Years
27 & Under	16 - 27 Years
28 & Under	18 - 25 Years
29 & Under	18 - 26 Years
15 - 35 Years	18 - 29 Years
12 - 25 Years	

TABLE 3: RESPONSES TO "SOMETHING ELSE" (YOUTH DEFINITIONS)

Services Offered

Respondents indicated that their organisations offer a range of services, including various housing services, outreach services, and supportive services. For each service type listed, organisations were less likely to offer services specifically for youth. A complete list of services offered, including those offered specifically for youth, can be found in figure 1.

Research indicates that LGBTIQ people experiencing homelessness are more likely to experience a range of disparate health outcomes, including mental health symptoms, high rates of HIV/STI, and substance use[1,2]. According to data from the U.S. and Canada, identity based family rejection is one precursor to homelessness among LGBTIQ youth. As such, the provision of mental health, substance use treatment, sexual health services, and family reconnection/counseling services are critical for LGBTIQ youth experiencing homelessness.

Serving LGBTIQ Youth

Over half (n=41) of organisations surveyed reported working with youth who identify as LGBTIQ. Thirteen organisations do not know if they work with LGBTIQ youth, and 10 organisations reported not working with youth who identify as LGBTIQ.

The ways in which organisations know they are or are not working with LGBTIQ youth varied. As previously discussed, asking service users their sexual orientation was not a common practice among the organisations surveyed.
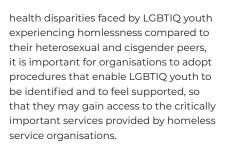
The survey asked how respondents know they work with LGBTIQ youth, and provided the following response options:

- we ask this information on intake forms;
- we do not ask on intake forms, but youth tell staff;
- we do not ask this information at intake, staff ask privately;
- there is no specific way, we just know;
- staff overhear youth talking about their LGBTIQ identity.

The most common response (n=28) was "we do not ask on intake forms, but youth tell staff." Followed by (n=13) "no specific way, we just know."

Adopting a standardized procedure for collecting data about the sexual orientation and gender identity of service users would better allow organisations to identify the LGTBIQ youth in their care, and to address the unique needs of this population. It has also been suggested that asking these questions on an intake form and/or engaging in conversations with youth about sexual orientation and gender identity in a non-judgmental manner can communicate openness and acceptance. Research indicates that LGBTIQ youth at risk of or experiencing homelessness may be less likely to engage in housing and supportive services due to fear of rejection and harassmen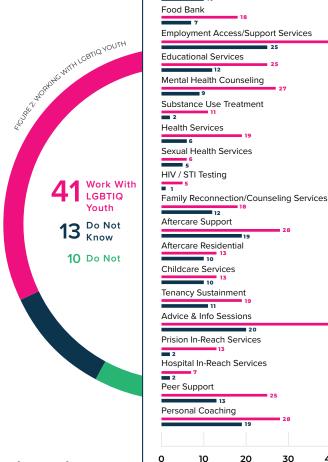t. Given the widely reported health and mental health disparities faced by LGBTIQ youth experiencing homlessness compared to their heterosexual and cisgender peers, it is important for organisations to adopt procedures that enable LGBTIQ youth to be identified and to feel supported, so that they may gain access to the critically important services provided by homeless service organisations.

Legend: Adults | Youth

FIGURE 2: WORKING WITH LGBTIQ YOUTH

41 Work With LGBTIQ Youth
13 Do Not Know
10 Do Not

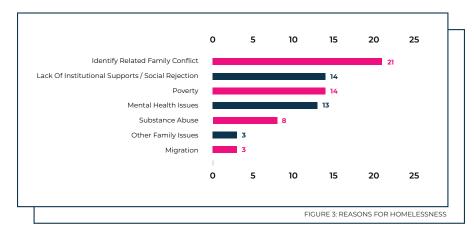| Service	Adults	Youth
Outreach	27	7
Drop-In Services	31	11
Prevention Services	38	15
Shelter	36	17
Transitional Housing	37	21
Permanent Housing	12	8
Housing First For Youth	N/A	12
Rental Assistance	18	10
Food Bank	18	7
Employment Access/Support Services	44	25
Educational Services	25	12
Mental Health Counseling	27	9
Substance Use Treatment	11	2
Health Services	19	6
Sexual Health Services	6	5
HIV / STI Testing	5	1
Family Reconnection/Counseling Services	18	12
Aftercare Support	28	19
Aftercare Residential	13	10
Childcare Services	13	10
Tenancy Sustainment	19	11
Advice & Info Sessions	42	20
Prision In-Reach Services	13	2
Hospital In-Reach Services	7	2
Peer Support	25	13
Personal Coaching	28	19

FIGURE 1: SERVICES OFFERED

"Many queer clients who come to us from us from Eastern Europe have fled their country because of homophobia or transphobia, in hope for an authentic life free from violence.

Some have also been thrown out by their parents and decided that they'd rather be homeless in Austria than in their country of origin because of better possibilities available for them."

Reasons LGBTIQ Youth Experience Homelessness

Respondents were asked to think about the reasons LGBTIQ youth experience homelessness, and to provide all relevant and applicable reasons. Nearly two-thirds of respondents (n=40) answered this open ended question. Responses were grouped into 7 thematic categories, including:

poverty, mental health issues, identity related family conflict, substance abuse, lack of institutional support/social rejection, migration, and other family issues. Figure 3 includes the frequency with which each category was cited as a reason LGBTIQ youth experience homelessness.

Identify Related Family Conflict	21
Lack Of Institutional Supports / Social Rejection	14
Poverty	14
Mental Health Issues	13
Substance Abuse	8
Other Family Issues	3
Migration	3

FIGURE 3: REASONS FOR HOMELESSNESS

Three respondents stated that LGBTIQ youth experience homelessness for the same reasons other groups experience homelessness, including financial, social, and mental health problems. While this may be accurate, it is important to contextualize these common experiences within the social and political climate of each country/region. For instance, in a social climate that is oppressive to LGBTIQ people, the experience of LGBTIQ homeless youth may also be in part due to their status as a stigmatized and marginalized group. This type of social climate may also contribute to an inability

to become financially stable, if employers and landlords are free to discriminate on the basis of sexual orientation and gender identity. When considering the mental health problems LGBTIQ youth experiencing homelessness often face, it is important to recognize their status as a marginalized population. Minority stress theory suggests that LGBTIQ health disparities can be largely explained by stressors brought about by a hostile, homo/transphobic culture, which often results in consistent harassment, mistreatment, discrimination and victimization[3].

Specialized Services for LGBTIQ Youth Experiencing Homelessness

Organisations surveyed were unlikely to offer specialized services for LGBTIQ youth; 8 organisations reported offering specialized services for LGBTIQ youth and 5 organisations reported offering specialized services for transgender youth. The phrase "specialized services" for LGBTIQ youth refers to programs and services that acknowledge and competently respond to the unique stressors sexual and gender minority youth face. These stressors are frequently rooted in cis/heterosexism, homophobia, and

transphobia and have a negative impact on the overall health and well-being of LGBTIQ individuals. It is important to note that a specialized service can be provided by mainstream homelessness organisations; the key is to be trained and knowledgeable, so that the service can be designed in response to the needs and experiences of LGBTIQ individuals.

We don't have specific services for LGBTIQ individuals but we support all beneficiaries without discrimination.

[3] Refer to page 11 for citation

Perceived Competence in Working with LGBTIQ Youth

In an effort to assess perceived organisational competence in working with LGBTIQ individuals, we asked participants to select one of the following statements that best represents their organisations: we are quite competent, we could benefit from support and guidance in order to better do this work, we face many struggles in doing this work. Each statement was prefaced by one of three statements:

1. My organisation is **currently working** with LGBTIQ youth

2. **I don't know** if my organisation is currently working with LGBTIQ youth

3. My organisation is **not currently working** with LGBTIQ youth.

Respondents were automatically directed to the appropriate statement based on their answer to the previous survey item that asked whether or not they work with LGBTIQ youth.

In all three categories (currently working with, unsure if they're working with, not currently working with), the majority of respondents (n=40) indicated that their organisations could benefit from support and guidance in order to better do this work. Only 13 respondents believe their organisations are or would be "quite competent" serving LGBTIQ youth. An additional response option was made available to those respondents whose organisations were not currently working with LGBTIQ youth. The additional response option was: My organization is not currently working with LGBTIQ youth and I don't believe they would ever choose to do so. Three respondents selected this option.

> " *This time next year we shall be in a more advanced place!* "

Challenges in Working with LGBTIQ Youth

Respondents indicated several distinct challenges that their organisations face in working with LGBTIQ youth experiencing homelessness. The challenges most frequently identified from a list of provided options include:

- The organisation doesn't know how to approach the topic of LGBTIQ identities.
- It's not part of the organisation's mission to work with LGBTIQ youth.
- The organisation is not confident in its ability to speak about LGBTIQ issues.
- The organisation fears that some LGBTIQ young people will experience violence or abuse in the service setting if their sexual orientation or gender identity is made known.

Respondents also had the option to identify additional challenges that were not included as response options. Responses to this open-ended question indicate contextual challenges specific to the regions in which organisations are located. For instance, one respondent referenced a lack of understanding about LGBTIQ identities in their home country due to "old stereotypes." Similarly, another respondent stated that they face challenges because LGBTIQ youth homelessness is not considered an "actual issue" as it remains hidden.

> ### "It is unsafe physically and psychologically to identify as LGBTIQ *in some services from fear of assult; there is also a risk of those who are already socially excluded will increase their social exclusion of gay youth as in/out group dynamics are at play."*
>
> **— Austrian survey respondent**

The survey included an open-ended question about the challenges organisastions face specifically when working with transgender youth. The majority of responses were categorized into the following themes: lack of knowledge, programmatic challenges, limited resources and discrimination. Those who indicated that their organisation's challenges serving transgender youth were due to limited knowledge referenced a lack of training and minimal experience working with transgender individuals. Programmatic challenges were focused on binary sex segregated facilities and the limitations that poses for some transgender individuals. Several respondents reported limited resources in their regions, specifically related to emergency accommodations and discriminatory landlords. Discrimination was noted as a challenge by muiltiple respondents. Examples include: homophobic and transphobic service users, heteronormative programs, and religious stigma.

As with the text based responses to organisational challenges in working with LGBTIQ youth, some of the reported challenges organisations face in working with transgender youth included acknowledgement of larger social and cultural factors.

Observations and Conclusions

The findings from the LGBTIQ Youth Homelessness in Europe survey provide insight into the experiences of homeless organisations regarding their work with LGBTIQ youth. While this is not a representative sample and the findings are not generalizable to all homeless service organisations across Europe, the data reported herein establish a baseline of information that can inform further research, capacity building, policy and programmatic endeavors geared towards adequately addressing homelessness among LGBTIQ youth.

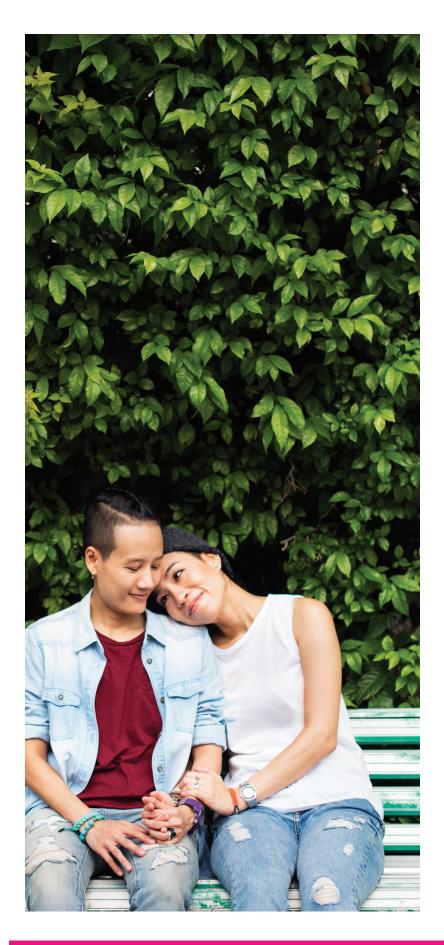**More than half of organisations surveyed** reported working with LGBTIQ youth, although findings reveal there is no systematized procedure for collecting the sexual orientation and gender identity of service users. The current system of data collection generally places the responsibility of discussing sexual orientation and gender identity on the young people seeking services rather than on active engagement from service providers to encourage or facilitate these conversations in an affirming and non-judgmental manner. Without the positive involvement of service providers, young people may not feel comfortable discussing these topics, particularly if their gender identity or sexual orientation was resulted in their experience of homelessness. This cycle leads to institutional erasure where LGBTIQ young people can move through homeless services unknown to the providers, adding to the hidden dimension of LGBTIQ youth homelessness. Adopting a systematized procedure for the collection of sexual orientation and gender identity data from service users, in locations where it is safe to do so, would enable a more thorough understanding of the prevalence, causes, and consequences of LGBTIQ youth homelessness across Europe. Comprehensive data collection efforts that are inclusive of a range of sexual and gender identities is a critical component of documenting and addressing the disparities faced by this population of young people.

Although the majority of organisations surveyed (n=41) reported working with LGBTIQ youth, specialized services for this population were rarely offered. **The notion of specialized services should not be misconstrued as special treatment. Rather, specialized services refer to services that take into account the unique challenges and needs of LGBTIQ youth as members of a socially stigmatized and marginalized group.** For instance, familial and social rejection related to an LGBTIQ identity is an experience unique to LGBTIQ individuals and one that has shown to have significant negative outcomes. According to a U.S. based study, adolescents who experienced high levels of family rejection based on their sexual or gender identity were eight times more likely to attempt suicide, six times more likely to report depressive symptoms, and three times more likely to abuse substances and engage in risky sexual behavior than their peers who report no family rejection or low levels of family rejection[4]. Thus, LGBTIQ youth would benefit from interventions and services that are designed with these unique circumstances in mind.

All of the responding organisations were less likely to report offering services specifically for youth. Just as LGBTIQ individuals have unique needs, so do young people. **Youth oriented solutions, tailored to the needs of young people, are critical to supporting sustainable and swift exits out of homelessness.** LGBTIQ youth who present to services face the dual challenge of accessing services neither tailored to their experiences as a young person nor as a member of the LGBTIQ community.

Respondents identified several key reasons they believe LGBTIQ youth experience homelessness. These reasons mirror those identified in the North American research literature[1,2,5]. Identity related family conflict, lack of institutional support/social rejection, poverty, and mental health issues were the most frequently cited reasons among the study sample. Aging out of institutional care settings and fleeing their home countries were also noted as precursors to homelessness among LGBTIQ youth.

It is important to understand the causes of homelessness among LGBTIQ youth so that prevention efforts can be appropriately directed.

Overall, organisations reported multiple challenges in working with LGBTIQ youth. Several of these challenges can be understood as a product of the social, cultural, and political environment in some countries, where LGBTIQ identities are highly stigmatized and LGBTIQ individuals face widespread discrimination and marginalization as a result. Additional challenges included a lack of resources, limited knowledge, and minimal experience working with LGBTIQ youth. Better understanding the challenges organisations face in their work with LGBTIQ youth presents many opportunities for growth and collaboration. **Notably, the majority of respondents indicated that they could benefit from support to better work with LGBTIQ youth.**

Where Do We Go From Here?

This report provides a baseline of knowledge regarding the experiences of service providers working with LGBTIQ youth experiencing homelessness. Findings indicate several opportunities for resource development and technical assistance provision.

Education and awareness building: both the general public as well as the services sector could be supported by opportunities to expand their knowledge related to LGBTIQ youth homelessness. For instance, education efforts could address:

- Understanding terminology generally used more by LGBTIQ community than homeless services to hold comfortable and empowering conversations with youth around gender identity, gender expression and sexual orientation

- Conversations around the use of pronouns and their importance in ensuring youth feel seen, heard & valued for who they are

- The impact of stigma and discrimination on LGBTIQ people

- The unique experiences of and barriers faced by transgender youth experiencing homelessness

- Best practices for asking about sexual orientation, gender identity, and pronouns

- Standardized/uniform questions about sexual orientation, gender identity, and sex as part of intake to improve data collection efforts

In preparing this survey frontline workers were asked about their ability to hold conversations around sexual orientation, gender identity and gender expression, many felt that asking a person if they were gay was not something they could discuss with a young person. However the same social worker was confident in discussing complex and poly drug use with a young person and develop solutions and refer them to appropriate harm reduction services. The key difference was in education and training. Generally homeless workers have not been trained around LGBTIQ youth and therefore don't feel competent or professional in this area. Education and awareness raising is the first step to ensuring services can meet the needs of LGBTIQ youth.

Creating inclusive and affirming programs for LGBTIQ youth:

Programs should be designed and delivered with the needs of LGBTIQ youth in mind. A one size fits all approach contributes to the sense of exclusion and institutional erasure of LGBTIQ youth from vital services. Organisations seeking to identify and retain LGBTIQ youth in their services would benefit from assessment tools and recommendations for making their programs inclusive and affirming.

Developing a systematic process of data collection:

One of the reasons LGBTIQ youth homelessness is sometimes referred to as a "hidden" issue is because of the absence of systematic data collection about sexual/gender identity. Understandably, regional context and security must be taken into account when developing these processes. Organisational representatives and young people could form a working group to inform resources and guidance for collecting this information. Designing data collection systems should be seen as a follow on activity from education and awareness raising and creating inclusive and affirming programs.

Expanding the research base:

This report is a first step in documenting LGBTIQ youth homelessness in Europe, through examining the experiences of homeless service providers. In countries across Europe including Ireland, Spain, UK, France & Slovenia, services are undertaking research into LGBTIQ homelessness along with the recently published data from the Fundamental Rights Agency has demonstrated the prevalence of LGBTIQ homelessness in Europe, but more research is required.

Cross-sectoral collaboration:

The narrative in combating homelessness in general has shifted towards collaboration between sectors, systems and services. Despite the critical work they do, homeless services cannot prevent and end homelessness on their own. This is true for LGBTIQ youth homelessness. Homeless services and LGBTIQ organisations should partner where possible to share knowledge and expertise on pronouns, terminology, and LGBTIQ experiences so that homeless services can be designed to better meet these needs.

Works Cited

1. Abramovich, A. & Shelton, J. (Eds.). (2017). *Where am I going to go? Intersectional approaches to ending LGBTQ2S youth homelessness in Canada and the US.* Toronto, ONT: Canadian Homelessness Research Network Press.

2. Choi, S.K., Wilson, B.D.M., Shelton, J., & Gates, G. (2015). Serving our Youth 2015: The Needs and Experiences of Lesbian, Gay, Bisexual, Transgender, and Questioning Youth Experiencing Homelessness. Los Angeles: The Williams Institute with the True Colors Fund.

3. Meyer, I.H. (2003). Prejudice, social stress, and mental health in lesbian, gay, and bisexual populations: Conceptual issues and research evidence. *Psychological Bulletin Journal,* 129(5), 674-697.

4. Ryan, C., Huebner, D., Diaz, R.M., & Sanchez, J. (2009). Family rejection as a predictor of negative health outcomes in white and Latino lesbian, gay, and bisexual young adults. *Pediatrics,* 123(1), 346-52.

5. Shelton, J., DeChants, J.*, Bender, K., Hsu, H., Narendorf, S., Ferguson, K., Petering, R., Barman-Adhikari, A., & Santa Maria, D. (2018). Homelessness and housing experiences among LGBTQ youth and young adults: An intersectional examination across seven U.S. cities. *Cityscape,* 20(3), 9-33.

feantsa.org

truecolorsunited.org

silbermanscsg.com