

Access to goods and services

ALBANIA

According to the 2024–2025 nationwide [survey](#) of Aleanca LGBTI, access to goods and services for LGBTI persons remains limited and characterised by low institutional trust and limited awareness of protection mechanisms. Only 25% of respondents reported having accessed services or visited the Aleanca LGBTI community centre or other LGBTI organisations. Awareness of public equality bodies is also low, with only 36% stating that they were aware of the role or activities of the Commissioner for Protection from Discrimination. Institutional distrust remains widespread. 88% of respondents reported that they do not trust law enforcement institutions, and 90% stated that they had never reported discrimination or violence to any public authority. Among those who experienced serious incidents, only 11.6% reported the case, and only two cases resulted in any form of final resolution.

In 2025, Ylberofilla's [Needs Assessment of Trans People](#) in Albania highlighted persistent barriers in access to essential services. According to the assessment, 29.4% of trans and non-binary respondents reported difficulties in obtaining services, while 23.5% had avoided health services altogether due to fear of discrimination. The assessment further found that 35% of respondents reported a persistent fear of discriminatory treatment by medical staff, and that social and housing services were widely perceived as unsafe or ineffective.

AUSTRIA

In June, a [petition](#) was submitted in Vienna calling for the introduction of designated time slots for queer people in public saunas. The required quorum was reached, and an official hearing was held before the Petitions Committee in November. VIMÖ submitted a statement in support of the petition. In December, the Committee [rejected](#) the request.

In July, the Ombud for Equal Treatment published a model complaint [letter](#) intended to assist intersex and non-binary individuals in challenging barriers to access arising from the lack of gender diversity options in online forms. The Ombud also issued [recommendations](#) for companies on developing

gender-inclusive forms. Both publications were prepared in consultation with VIMÖ and VeNiB.

BOSNIA AND HERZEGOVINA

In 2025, the Municipal Court in Sarajevo ruled in *SOC v. MHS* that discrimination had occurred in access to advertising services. The Court established that the refusal to broadcast promotional materials for an LGBTI cultural event amounted to direct discrimination on the grounds of sexual orientation. It found that the service provider had selectively and unjustifiably restricted access to a service that was otherwise offered to other clients under equal conditions.

DENMARK

In late 2024, Danish Regions [confirmed](#) that citizens who updated their gender markers on official IDs will, from 2025, be able to access health information tied to their previous CPR number, resolving a major gap that had caused loss of medical records for many trans people. Following a meeting with the Minister for Digitalisation, the CPR office also sent a directive to all public and private users of CPR data requiring systems to accommodate new personal identification numbers without disrupting access to services or records.

FRANCE

In January, the Court of Justice of the European Union (CJEU) [ruled](#) in case C-394/23, brought by the Association "Mousse", that it is unlawful for a railway company to require customers to provide a gender marker when purchasing train tickets. The case was against the French state-owned railway company SNCF, which obliges passengers to choose between the civil titles "Mr" or "Ms," without offering a third option. The CJEU found that such a requirement violates the GDPR principles of data minimisation and accuracy, since gender information is not necessary for the provision of the service. It also recognised that collecting this data creates a risk of discrimination on the basis of gender identity, breaching the fundamental EU principle of non-discrimination. In late July, the Council of State [ruled](#) that the SNCF will not be allowed to require customers to indicate their gender when purchasing tickets on its online platform. With the ruling, the Council of State aligned

itself with the previous CJEU judgment, arguing that the practice conflicted with the principle of data minimization, a pillar of the General Data Protection Regulation (GDPR) and condemning the State to pay €3,000 to the complainant.

In June, the Versailles Administrative Court of Appeal ruled that the city of Puteaux did not engage in discrimination based on gender identity during a school trip in which a 12-year-old trans boy was required to sleep in a girls' dormitory. Despite his requests to be accommodated in accordance with his gender identity, the court found that the municipality had made reasonable efforts to find a solution but was ultimately unable to do so.

GEORGIA

In 2025, civil society actors reported an increasingly polarised environment marked by state-aligned disinformation and hostile narratives. According to community-based and service-providing organisations, these dynamics have contributed to declining trust in public institutions, particularly law enforcement, and have increased pressure on independent organisations already facing legal uncertainty, reputational attacks, and funding constraints.

ICELAND

In January, all of Reykjavík's public swimming pools received Rainbow Certification. The certification aims to make workplaces and public services more inclusive for LGBTI people, both as employees and service users, and to prevent direct and indirect discrimination. All workplaces under the city's administration are eligible to apply. The process includes mandatory staff training on LGBTI issues, an assessment of workplace policies and conditions, and the development of an action plan to improve inclusion and awareness.

IRELAND

In February, the Irish Prison Service (IPS) announced further delays in issuing its long-awaited policy guidance on the housing of trans inmates. Despite reports on its imminent completion in June, no policy had been published by the end of the year. The forthcoming policy aims to provide clear guidance

on the management of trans prisoners and consider the supports for gender diversity in the prison environment more broadly.

In June, the Mental Health Commission (MHC) launched a guidance document and a training resource to support mental health services staff working with LGBTI service users. The material provides guidance to mental health professionals on how to meet the needs of LGBTI people accessing services, with the aim of promoting "a deeper understanding" of the unique challenges faced by LGBTI people and to improve service-user experiences across Ireland's mental health system. The guidance was based on an evidence review commissioned by the MHC.

KOSOVO

In 2025, cases of refusal of services, particularly in housing, hospitality, and healthcare, remained underreported due to fear of outing, retaliation, and lack of trust in institutions.

KYRGYZSTAN

In April, the NGO Kol-Kabysh reported that their coordinator received a call from a special detention centre informing her that five trans women held there were critically ill with high fevers and urgently needed fever-reducing medication. When she asked to speak directly with them, the women were given only a minute on the line. The call was then taken over by a detention centre employee, who demanded the medicines be delivered within the hour.

In January, LGBTI organisations and initiatives across the country lost more than half of their funding due to the executive order "On the Reassessment and Reorganisation of US Foreign Assistance" signed by the United States in January 2025. The freezing and subsequent dismantling of the United States Agency for International Development (USAID) at the beginning of 2025 also led to the halting of many development projects, threatening the funding of independent media, and creating uncertainty for US-funded laboratories. As such, 83 percent of programs were canceled, with the remaining ones transferred to the State Department. As a result, local queer health organisations were unable to

distribute outreach packages to the community or provide comprehensive counselling on health and HIV-related issues.

RUSSIA

In December, Russia's federal media regulator blocked access to the US-based online gaming platform Roblox, citing alleged violations of the country's law banning so-called LGBTI "propaganda." The regulator claimed that the platform contains "inappropriate content" that could harm the "spiritual and moral development of children."

SERBIA

In 2025, Rainbow Ignite, in its report *The Rights of Sexual and Gender Minorities in Serbia*, recorded instances of same-sex couples being denied rental housing or services due to perceived sexual orientation. Amnesty International similarly noted persistent structural discrimination against LGBTI persons in everyday transactions and service access.

SPAIN

In January, the promoters of a self-appointed Moroccan nightclub in Torremolinos (Málaga) published admission rules on social media that explicitly excluded LGBTI people. The Torremolinos City Council confirmed that the venue had no commercial licence and announced a complaint to the National Police for a hate crime. Subsequently, the Junta de Andalucía formally initiated proceedings to open a sanctioning file, while the Ministry of Equality confirmed that the conduct would be considered a serious infraction under equality and non-discrimination legislation and could result in fines ranging from €6,001 to €60,000. The organisers of the event were consequently arrested by the National Police.

SWEDEN

In November, Regnbågsdalen, Stockholm's second LGBTI senior residence, opened in Enskededalen. The residence includes 18 apartments, as well as shared facilities including a gym, library, cinema, and spaces for activities.

TAJIKISTAN

In 2025, civil society actors reported that many LGBTI people avoided seeking support from legal service providers due to fear of stigma, discrimination, and their heightened economic vulnerability.

They underscored that many lawyers were reluctant to take on cases involving LGBTI clients. This reluctance was linked to concerns about reputational damage, pressure from judicial or state authorities, and fear of being stigmatised or targeted due to their professional involvement in LGBTI-related cases. As a result, access to effective legal representation remained limited.

TURKEY

In early December, SPoD NGO announced the opening of the Suna Sözer Community Centre to create a new inclusive space for LGBTI people in Turkey. The launch was attended by consuls general from Belgium, the Netherlands, Canada, and Brazil, as well as representatives from the private sector and civil society.

UNITED KINGDOM

In late April, following a ruling by the UK Supreme Court on the interpretation of "sex" under the Equality Act 2010 (see also under Legal Gender Recognition), the Equality and Human Rights Commission warned that public authorities, including the National Health Service, could face enforcement action if they failed to update guidance on the provision of single-sex services. Shortly afterwards, the Commission published an interim update for public bodies and businesses, stating that workplaces were required to provide single-sex toilets and that access to single-sex spaces should be determined in line with "biological sex" as defined in the ruling.

In late May, the EHRC issued a more detailed update to its draft code of practice on service and launched a public consultation. The code advised that service providers, including sports clubs and hospitals, could request a birth certificate where there was a "genuine concern" regarding eligibility for single-sex services, and reiterated that access to such facilities should be determined on the same legal basis of "biological sex at birth". Following criticism, the EHRC

amended its interim update in mid-May to clarify that toilets, showers, and changing facilities may be mixed-sex where provided in separate, lockable rooms.

In response, the Good Law Project launched a [legal challenge](#) to the interim update, arguing that it exceeded the scope of the Supreme Court ruling and was incompatible with the Equality Act 2010 and the Human Rights Act 1998. In July, the High Court granted permission for the challenge to proceed. The claimant argued that the guidance amounted to a de facto exclusion of trans people from facilities, risked breaches of privacy and equality rights, and went beyond what the Court had required.

During the consultation period, Museums Galleries Scotland [warned](#) that the proposed EHRC code could leave trans people without access to appropriate facilities and, in some cases, force smaller institutions to close if they were unable to implement the required changes. In early September, the EHRC submitted its proposed final code of practice to the UK Government, which had not adopted it by year's end. In November, the High Court [heard](#) the Good Law Project's judicial review [challenge](#). After two days of hearings, the Court reserved its judgment. In November, the High Court [heard](#) the Good Law Project's judicial review [challenge](#) to the EHRC's interim update. In February 2026, the High Court issued [judgment](#). It ruled that the interim update was not unlawful, but that service providers could lawfully choose to operate trans-inclusive sex-segregated services such as toilets. On that basis, it appears that the EHRC's proposed code of practice is inaccurate, but that is still to be decided.

In July, Sex Matters announced [plans](#) to sue the City of London Corporation for £50,000 over its policy of allowing trans women to use the Hampstead Heath Ladies' Pond. In line with the opinion of regular swimmers, the corporation has permitted trans women to swim at the Ladies' Pond since 2019 and reaffirmed the policy following April's Supreme Court's ruling (See also under Legal Gender Recognition). In [response](#) LGBTI rights groups, local residents, and allies have taken to social media and community forums to express solidarity with trans swimmers while praising the Corporation's inclusive

stance. In November, Sex Matters formally [filed](#) its High Court claim seeking a judicial review of the City of London Corporation's policy allowing trans women to use Hampstead Heath's Ladies' Pond. In response, civil society announced that a commemoration of trans joy and community celebration will take place to "reclaim Hampstead Heath from the TERFs".

In January 2026, the High Court [refused](#) permission for Sex Matters to pursue its legal challenge at that level, with Mrs Justice Lieven ruling that an individual alleging direct discrimination, rather than the charity itself, would be the appropriate claimant and sending the matter back to the county court for any further action.

UZBEKISTAN

In February, Uzbekistan enacted the [Law](#) "On the Provision of Psychological Assistance to the Population", which undermines confidentiality protections by requiring psychologists to disclose client information at the request of a court or investigative authority. In a context where homosexuality remains criminalised, this provision makes it dangerous for LGBTI persons to seek psychological support, as their personal information may be shared with law enforcement.

In April, the legal representative of a 24-year-old man detained under Article 120 of the Criminal Code, which criminalises consensual same-sex relations between men, declined to continue representing him, stating that association with such cases could damage his professional reputation. The lawyer reportedly encouraged the family to resolve the matter discreetly and advised that a confession would be "the best way out." A state-appointed defence lawyer was subsequently assigned but failed to attend interrogations, did not submit procedural motions, and similarly advised the defendant to confess. The lawyer also reportedly pressured him to disclose the identities of his partners, suggesting that doing so could lead to a reduced sentence.