



# LGBT FOUNDATION

(A company limited by guarantee)

## Annual Report and Financial Statements for the Year Ended 31 March 2023

Company registration number: 03476576

**Charity registration number: 1070904**

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## Reference and Administrative Details

Chair:	Smyth William Harper
Deputy Chair:	Jax Effiong
Treasurer:	Lee Broadstock (Stepped down 22 <sup>nd</sup> October 2022) Ian Ambrose (Appointed 22 <sup>nd</sup> October 2022)
Trustees:	Alexandra Herbert Anjalee Kashinath Pawasker Jason Kalugarama Loic Laude (Appointed 22 <sup>nd</sup> October 2022) Dr Mike Hill Nell Andrew (Appointed 22 <sup>nd</sup> October 2022) Simon Mark Bracewell Simon Mehigan (Appointed 22 <sup>nd</sup> October 2022) Terra Lawrence-Tulloch
Chief Executive:	Dr Paul Martin OBE
Company Secretary:	Stewart Humphries
Principal Office:	Fairbairn House (2 <sup>nd</sup> Floor), 72 Sackville Street, Manchester, M1 3NJ
Company Registration Number:	03476576
Charity Registration Number:	1070904
The charity is incorporated in England & Wales.	
External Auditor	Beever and Struthers Statutory Auditors St George's House 215-219 Chester Road Manchester, M15 4JE

## Trustees' Report

# 1. LGBT FOUNDATION LTD

## 1.1. Our Objects

To preserve and promote the good health, and in particular, the physical, sexual, and mental health of:

- Persons who are lesbian, gay, bisexual, and transgender;
- Persons in doubt of their sexual identity;
- Persons diagnosed with HIV and related illnesses;
- Any persons who may be affected or involved with any of the above, particularly partners and families.

And to provide relief for such people in need thereof at times of mental and emotional stress.

## 1.2. Our Strategic Framework 2018-2023

### Our Vision

We believe in a fair and equal society where all lesbian, gay, bisexual, and trans people can achieve their full potential.

### Our Strategic Goals

- **Achieving Equality:** Making change happen with and on behalf of our beneficiaries.
- **Encouraging Wellbeing:** Reducing isolation amongst our communities and enabling people to flourish.
- **Promoting Safety:** Helping people feel more confident and in control of their lives.
- **Improving Performance:** Professional and knowledgeable in our approach, friendly and helpful with everyone.

### Our Values

- **Passion:** We are passionate about what we do, ensuring that everyone who comes into contact with us has the best possible experience.

- **Integrity:** We are professional and honest, holding ourselves accountable to the highest ethical and performance standards.
- **Empowerment:** We are committed to enabling everyone to flourish, creating time and space for good people to do great things.
- **Respect:** We are respectful of ourselves and each other, celebrating differences and trusting people to do what's right.

## 2. CHAIR AND CHIEF EXECUTIVE'S REPORT

### 2.1. A note from our Chair

This year, LGBT Foundation has provided support to a record number of LGBTQ+ people. In the pages that follow you will read stories of lives transformed, lives improved and lives saved.

As the biggest LGBTQ+ health and wellbeing charity in the country, LGBT Foundation has a simple mission to empower LGBTQ+ people to realise their full potential every day. We want to see queer hope and joy flourish throughout our community.

Over the seven years I have been chair of this amazing charity I've seen us grow at an extraordinary rate. Our workforce and income has more than doubled. We've improved existing services and developed new ones. We've expanded our geographic reach from Greater Manchester to deliver services across the country.

LGBT Foundation's story is one of innovation and ambition, rooted in evidence and a determination to deliver.

It has been the honour of my life to be part of that story and play a small part in its success.

One example of the power of this charity that I've seen during my tenure as chair is the creation of a brand new service to support transgender people on their journey.

Indigo Gender Service was developed after listening to the concerns of trans people who often have to wait years for an appointment at a gender identity clinic. With trans people, we designed a service rooted in primary care, made the case for creating it, and secured the funding to make it happen. Launched December 2020, Indigo is a partnership between ourselves, the NHS and gtd healthcare, a not-for-profit primary care service.

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Since launching, more than 1,000 trans people in Greater Manchester have accessed Indigo's services, and its results have been extraordinary.

There has never been a service like Indigo and its model has been adopted in two other parts of the country so that more of our trans siblings will be able to access timely care.

I think it's best summed up in the words of one of Indigo's service users: "When I had my diagnosis appointment it was the first time I felt that someone actually believed me. It was like giving me a life."

Watching this service grow from a concept on a piece of paper to a real service making a real difference to real people's lives has been a joy.

And that's just one of our services.

From our helpline, to our counselling services, to encouraging sexual health, to our drug and alcohol services, to helping people escape domestic abuse, to developing groundbreaking schemes for vulnerable members of our community such as our Pride in Ageing programme, to supporting LGBTQ+ veterans, LGBT Foundation's work is wide and deep. We want our work to lead to meaningful and lasting change so that queer people can live their best possible lives.

Again, others can say it better than me. Here's some of the words of the people who have used our services over the past year:

*"I feel more hopeful, motivated and most importantly much less alone"*

*"I am in a totally different position than I was six months ago"*

*"It was a scary prospect coming to a group and at times really hard to address some very difficult issues, but the team were great at ensuring I was heard and offered the right support"*

*"Accessing the recovery services at the LGBT Foundation completely changed my life... I now consider myself recovered, which I genuinely never thought would happen"*

*"Beyond amazing"*

*"Beautiful, uplifting, energising, informative"*

*"LGBT Foundation saved my life"*

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As I hand over the reins of chairing this phenomenal charity, I am incredibly proud of what LGBT Foundation has achieved over the past seven years. But that's not a personal pride, it's a pride in being part of something very, very special.

Because none of this could happen without LGBT Foundation's people. The staff, volunteers and trustees are just remarkable. And they are led by a man without whom our community could simply not have made the progress it has over the past four decades. Next year our Chief Executive Paul Martin marks 35 years as a queer activist, working to make the world a better place for our community. He's advised mayors, prime ministers, and even the United Nations, but still isn't afraid to roll his sleeves up and do the legwork. Every single step forward we have made as a community over the past 35 years has involved Paul in some way or another. I'm privileged to have him as a friend, and we are all lucky to have him as one of the greatest queer advocates our community has ever known.

That's not to say the job is done. In recent years we have seen a movement develop that wants to roll back our rights. The poison of social media has been an incubator of hate. And in the real world incidents of hate crime against lesbian, gay and bi people has more than trebled since 2016, and against trans people have increased by an astonishing 451%.

Progress is real, but it's also fragile and should never be a gateway for complacency.

These may be dark times, but what you will read in the pages that follow is no story of despair but rather one that uplifts, energises and motivates.

That's because LGBT Foundation remains a beacon, shining bright and strong and showing that queer hope and joy is real and something we can all experience.

**Smyth Harper – Chair of the Board of Trustees**

## 2.2. A note from our Chief Executive

Over the last year, LGBT Foundation has undergone a rebrand that is about much more than a fresh logo.

The current climate is difficult for many LGBTQ+ people. Increasingly toxic public rhetoric, directed in particular towards our trans and non-binary siblings, has made many in our communities feel concerned and unsafe. Growing instances of hate crime show that these fears are sadly not unfounded.



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During dark times, it is more important than ever that our community's light burns brightly. At LGBT Foundation, our new brand is a new outlook. We are fundamentally shifting perspectives – ours and others – towards cultivating and celebrating queer hope and joy.

As you read this year's Impact Report, you will see how LGBT Foundation provides spaces and services in which queer hope and joy flourish. Over the last year, the outstanding work of our staff, volunteers and Trustees have seen LGBT Foundation provide record levels of support to our communities.

We have been a safe harbour, offering tailored support from talking therapies to recovery services, support for survivors of domestic abuse and sexual violence to community safety activity. We have been a social hub, delivering joyous and inclusive community groups and spaces. And we have been thought leaders, working across policy, research, and education to drive the fundamental and meaningful change that will secure a brighter future for all LGBTQ+ people.

As you will see from above, we bid a fond farewell to our Chair, Smyth Harper, this year after an outstanding 7 years of exceptional leadership for and on behalf of our LGBTQ+ communities.

I've known Smyth since 2001, from his early days in Manchester as a supportive journalist through his tenure as Head of Press at Manchester City Council through to him working with GM Mayor Andy Burnham as his comms supremo. Throughout all this time Smyth has been an amazing advocate for LGBTQ+ communities and in particular has been a keen supporter of LGBT Foundation. I was therefore delighted when he joined LGBT Foundation's Board after having been a volunteer for the charity as both a Helpline operator and as a Village Angel.

It has been Smyth's intimate knowledge of the charity's operations and his instinctive understanding of the importance of our work that has made Smyth such an exceptional Trustee and Chair.

His has been a safe and light hand on the tiller, helping to steer LGBT Foundation onto bigger and greater things. We have seen extraordinary growth during his chairmanship and he has been an inspiring advocate and keen supporter of Trustees, staff, and volunteers.

He has been a staunch ally, mentor, and supporter of me personally and of the wider leadership team and Board of Trustees. His counsel and advice has always been very well received and more importantly very much appreciated.

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I'm therefore delighted that he has been persuaded to remain as a Trustee for the next few years to continue supporting us navigating the often toxic and challenging external environment. We know that we will continue to benefit from his insight and his reassuring presence around the Board table.

Smyth hands over the reins to another safe pair of hands in Jax Effiong, our current Deputy Chair, who will be supported by Jason Kalugarama as our incoming Deputy Chair. LGBT Foundation is indeed blessed to have such exceptional and talented Trustees.

This year has been record-breaking, and the work continues. We will strive tirelessly for a world where queer liberation creates meaningful change and a fairer society for us all.

**Dr Paul Martin OBE, Chief Executive**

**If you'd like to join us, there are several ways to become involved, including:**

- Register for our free, **e-Bulletin**, providing you with up-to-date news, views, and events ([www.lgbt.foundation/signup](http://www.lgbt.foundation/signup));
- For the very latest news, events, photos, reactions, and comments, follow us on **Twitter** (@LGBTfdn); **Instagram** (lgbtfdn), **TikTok** (@LGBTfdn) and **Facebook** ('LGBT Foundation');
- Become a **volunteer**, helping to support our events, services, and day-to-day functions ([www.lgbt.foundation/volunteering](http://www.lgbt.foundation/volunteering)); and
- Join our **monthly donor scheme**, helping to make sure we can finance our work and continue to support LGBT people in need ([www.lgbt.foundation/donate](http://www.lgbt.foundation/donate))

For more information on any of these opportunities, please **phone us** on

**0345 3 30 30 30**

**email us** at [info@lgbt.foundation](mailto:info@lgbt.foundation) or **visit our website** at [www.lgbt.foundation](http://www.lgbt.foundation)

### 3. REPORT OF THE BOARD OF TRUSTEES - YEAR ENDING 31 MARCH 2023

The Board of Trustees are pleased to present their annual report and the audited financial statements of LGBT Foundation, for the year ended 31 March 2023. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1<sup>st</sup> January 2015). The charity was incorporated by guarantee on 1 December 1997. It has no share capital and is a registered charity. The guarantee of each member is limited to £10. The governing document is the Memorandum and Articles of Association of the company and members of the Board of Trustees are the Directors of the company.

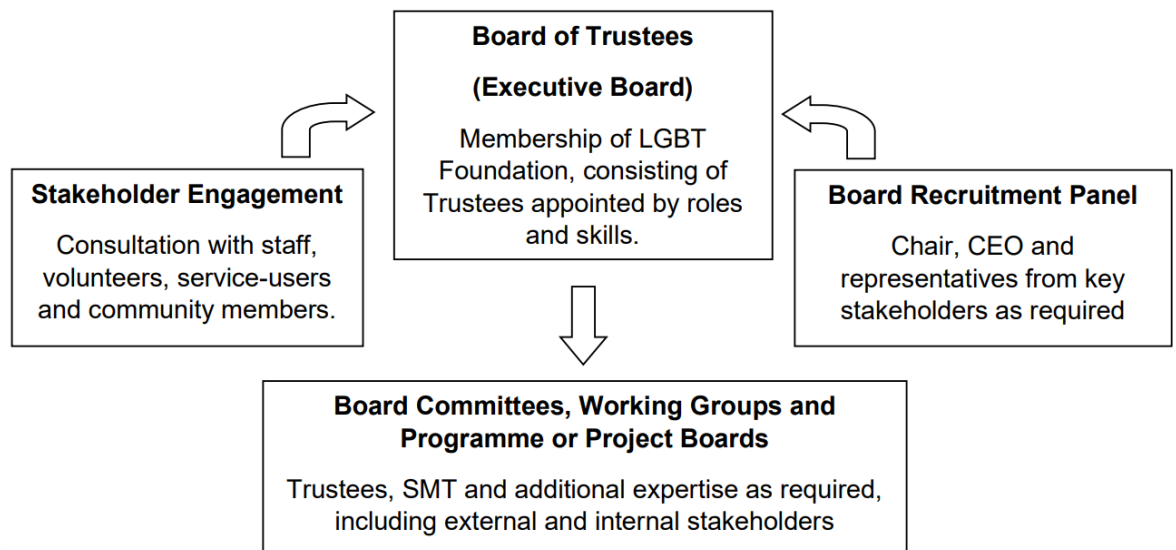
#### 3.1. Structure, Governance, and Management

LGBT Foundation is governed by a Board of Trustees who also serve as Directors of the Company. Our various governance arrangements are brought together in one place within our Governance Manual, which is reviewed on an annual basis.

##### LGBT Foundation's Leadership Model

The Board of LGBT Foundation also constitutes the membership of the Charity. The Board has several mechanisms in place to consult with key stakeholders, (such as staff, volunteers, and service users), to inform our work and decision-making.

The Board is also supported by involving a recruitment panel to oversee the recruitment of new Trustees. Trustees are recruited either through open recruitment, or identified by recommendation, based upon their skills and experience, and in line with the needs and aspirations of the Board.



Trustees are appointed for three years on a rotational basis, with a limit of three times that a Trustee can put themselves forward for re-election.

All new Trustees are required to undertake an induction programme, including the provision of an extensive induction pack, staff presentations, and peer mentoring as desired.

Full Board of Trustee meetings during 2021-22 were held quarterly with meetings held on a Saturday morning and included a presentation from a programme within the organisation and followed by a workshop as agreed with the chair and CEO.

There is a comprehensive Forward Schedule and strategic themes are included within the standard agenda. In addition, any other strategic meetings are held as required. Responsibility for reviewing key areas of financial activity and policy is delegated to the Finance, Audit, Risk & Governance Committee (FARG), which reports back to the Board meetings. The Committee operates under agreed terms of reference and includes both Trustees and members of the Senior Management Team, as well as staff and at times, key external specialists. The day-to-day operations of LGBT Foundation, including finance, are delegated to the Chief Executive and their Senior Management Team.

## The Board committees during 2022/23 were:

- **Finance, Audit, Risk & Governance Committee** – maintains a scrutiny and review role to ensure effective financial, people and systems management across the organisation. (Met 6 times in 22/23)
- **People, Performance & Resources Committee** – maintains an overview of project and programme performance, ensuring that (i) quality is maintained and/or increased; (ii) set targets are achieved, and (iii) ideas for innovation are explored. (Met 3 times in 22/23)

## 3.2. Charity Governance Code Trustees Self-Assessment

In 2020/21, trustees undertook an online self-assessment against the Charity Governance Code principles. This resulted in trustees answering to what extent they feel we meet each element of the code. The Governance Sub-Committee reviewed these findings, and the responses gave us confidence that we are meeting and surpassing the principles of the code. We are committed to carrying out this Self-Assessment periodically and will look at this again during 2023/24.

## 3.3. Remuneration of Key Personnel

LGBT Foundation is committed to a policy of equal pay and aims to ensure that salaries reflect the knowledge, skills, responsibilities and personal competencies required of each of the roles. The charity also takes into consideration the external jobs market and comparative remuneration for similar jobs in other charities and relevant organisations. These factors apply in setting the pay of the Chief Executive, SMT, and all staff members.

The charity does not pay bonuses or other incentive payments. Any pay increases to the Chief Executive, SMT members and other employees are awarded subject to good performance; and take into account affordability and the financial circumstances of the charity at that time. For the past several years, cost-of-living increases for all posts were limited to 1% per annum, in line with the public sector. This was reviewed in the 2021-22 financial year given the increase in the cost of living and from April 2022 there was an increase of 4.75%.

The Trustees are confident that the current level of reward has enabled the charity to recruit and retain a high-performing Senior Management Team, who

represent good value for money. The Trustees are also mindful of the public, and our funders' and donors' expectations that the money they support the charity with, will be used wisely and appropriately.

Our highest to lowest pay ratio is currently 4.37:1 which demonstrates LGBT Foundation's commitment to resisting pay inequality. Additionally, we are a real Living Wage employer, accredited with the Living Wage Foundation.

### 3.4. Senior Management Team (SMT)

The Board of Trustees delegates day-to-day management of the Charity to the Chief Executive and the other members of their Senior Management Team (SMT). Usually, the SMT meet every month to coordinate work plans and oversee the charity at a strategic level.

During 2022/23, the members of the SMT and their top-level responsibilities were as follows:

- **Dr Paul Martin OBE** – Chief Executive: strategic development; funding negotiations; Chair of the National LGB&T Partnership; networking and liaison with key contacts.
- **Rob Cookson** – Deputy Chief Executive: Business development; maintenance and initiation of funding contracts; strategic lead for income and finance; sexual health strategic lead.
- **Rachel Bottomley** – Director of Development: oversees our communications and the implementation of an Income Generation Framework, ensuring maintenance of existing income and diversification of income streams.
- **Laura Wilkinson** – Director of Operations: ensures the day-to-day smooth running of the charity; provides strategic leadership for the services, public affairs and inclusion teams; oversight of performance and HR.

The SMT is supported by an SLT (senior leadership team) of five deputy directors with responsibility for the following areas:

- **Debra Nixon** - Deputy Director of Self-Generated Income: Lead on all aspects of Self-Generated income, donors and legacies; engagement with Corporates, including the development of and securing investment opportunities.

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- **Charlotte Cooke** - Deputy Director of Services: Leadership of all service areas, including mental health, sexual health, wellbeing, community safety, drugs & alcohol, and domestic abuse.
- **Shane Carter** - Deputy Director of Finance: Responsible for ensuring transparent financial governance, maintaining the financial viability of LGBT Foundation, managing the day-to-day finance function and providing long-term financial planning and strategic leadership.
- **Meg Lighthouse** - Indigo Business Manager: Responsible for service development, relationships with stakeholders and external representation within the Indigo Gender Service.
- **Alex Matheson** - Deputy Director of Education (Appointed: July 2023): Influencing health and social care landscape, Pride in Practice, system-wide implementation of sexual orientation monitoring and trans status monitoring, organisational lead for co-production.

The SLT is supported by a Wider Leadership Team (WLT) and a team of managers, staff and volunteers, who are passionate, skilled and knowledgeable, and who share in the charity's vision and mission.

## 3.5. Public Benefit

The Trustees, in exercising their powers and duties, have complied with their duty in the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission. In preparing the report and accounts the Trustees have complied with the requirements set out in that guidance to report on the significant activities and achievements of the charity in 2022/23. They have reported in a way that both sets out the aims and strategies of the charity and demonstrates how the aims and activities of the charity were carried out for the public benefit.

## 3.6. Risk Management

The Trustees have assessed the major risks to which the charity is exposed, in particular those related to the operations and finances of the charity and are satisfied that the systems are in place to mitigate the charity's exposure to the major risks.

Risks are identified through several routes, including output from Board of Trustees meetings and Committee meetings; via the regular cycle of Senior Leadership Team meetings; and through the annual planning cycle. Risks are recorded on the 'Risk Register', which identifies, for each risk, the steps required to mitigate the risk and the Trustee or member of the Senior Management Team responsible. The Risk Register forms part of Board and other related meetings, where it is reviewed on an ongoing basis.



## 4. OBJECTIVES AND PRINCIPAL ACHIEVEMENTS FOR 2022/23

All our principal activities support our objects and vision. Three of our major activities during 2022/23 (referred to as our strategic goals) were:

- **Achieving Equality:** Making change happen with and on behalf of our beneficiaries.
- **Encouraging Wellbeing:** Reducing isolation amongst our communities and enabling people to flourish.
- **Promoting Safety:** Helping people be more confident and in control of their lives.

These goals are underpinned by a fourth strategic goal, **Improving Our Performance**, which focuses on our internal approach to ensure the successful delivery of the goals above.

Our services include a wide range of community, health, and support interventions, based on demand and evidence of need.

# 5. DELIVERING SERVICES

## 5.1. Indigo Gender Service

Indigo Gender Service celebrated its second full year of delivery, continuing to act as an essential lifeline for trans and non-binary people living in Greater Manchester. As the pilot NHS adult trans healthcare service for Greater Manchester, delivered in partnership with *gtd healthcare*, Indigo is dedicated to empowering trans and non-binary people by providing care that is local, timely and accessible.

Indigo is a revolutionary trans healthcare model that shifts care into local primary care. Trans people are the experts in their own experiences, which is why Indigo's services are trans-led and have been coproduced with trans and non-binary communities in Greater Manchester. All service users have a named trans and/or non-binary Care Navigator, who ensures that their individual needs are met and are supported while accessing Indigo's services.

Indigo's comprehensive services include:

- Recommendation for hormone therapy
- Assessment and referral for top surgery
- First assessment and management of referral for lower surgery
- Referral for hair removal treatment
- Affirmative counselling
- Voice and communication therapy
- Care navigation and social prescribing
- Onward signposting to additional services if required

When Indigo first launched in December 2020, we were given an initial fixed waiting list of 750 people who were eligible to access the service. By July 2022, we had worked through this initial waiting list and have since moved on to direct referrals into the service. This led to a refinement in our service pathway and streamlining of the intake process, resulting in an increase in first assessments.

Some highlight performance metrics for the service in 2022/23 include:

- 248 initial intake appointments carried out by Care Navigators.
- 331 first appointments delivered by Indigo's clinical teams.
- 353 service users completed their second assessment/diagnosis appointments and moved forward on the NHS Gender Dysphoria pathway.

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- 2,153 appointments attended by our service users, these include 3- and 9-month reviews, annual reviews, surgical recommendation appointments, and telephone follow-ups.
- 1,383 hours of counselling voice and communication therapy delivered.
- The quality of care delivered by Indigo's team can be evidenced by the 98% of service users who rated the service as 'good' or 'very good' in the Friends and Family Test which is sent to all service users.

### Feedback from people who accessed Indigo's services:

*"When I had my diagnosis appointment it was the first time I felt that someone actually believed me. It was like giving me a life. The nurses, the doctors, even my second surgical referral... a completely positive experience."*

*"You couldn't ask for better people helping you through such a life changing experience. The doctors, care coordinators and other staff at Indigo have been incredibly understanding, compassionate and easy to talk to and the support from them exceeded my expectations, I am so glad this pilot was running in my local area and am certain others would benefit from similar services. I'm very grateful for the holistic approach Indigo takes, The Dr always takes an interest in how I'm doing mentally, socially and in my life in general as well as my physical well-being. He also took time to answer all my questions about surgery and other issues and give me the benefit of his expertise. I really value having this space to discuss all aspects of my transition."*

*"I felt like the care navigator and doctor were both very reassuring and I felt listened to and understood. I didn't feel like I had to hide anything about my gender identity to placate them in order to access the services."*

## 5.2. Intake and triage

To provide timely, efficient, and effective support to our service users, we maintain a centralised intake and triage system for our broad range of support services. In 2022/23, we received 1,026 referrals, with 17% originating from other Greater Manchester services and organisations and the remainder primarily from self-referrals. This represents a 44% growth in total referrals compared to the previous year.

Many of our service users have multiple complex needs requiring varied interventions. Therefore, every service user undergoes an intake assessment with a member of our frontline services team. This method ensures coordinated and comprehensive support from the outset. It is integral to our ability to rapidly

pinpoint and initiate safeguarding protocols for users at risk. The data extracted from these assessments form the following statistics, providing a window into many challenges faced by our service users before they engage with our services. These figures represent intake assessments conducted across all services over the previous 12-month period:

- 80% reported experiencing suicidal thoughts at some point. Of those that had experienced suicidal thoughts, 24% said that no one else knew about them having these thoughts.
- 40% were experiencing suicidal thoughts at the point of assessment.
- 57% had thoughts of self-harming to cope. Of those who had self-harmed:
  - 28% said that no-one knew they were using these coping mechanisms.
  - 59% had never accessed support for it.
- 64% had experienced abuse as either a child or an adult, of which:
  - 62% had never reported it.
  - 50% had never had professional support to process it.
- 72% were not accessing other non-mental health services prior to engaging with us.
- 27% were accessing other mental health services whilst accessing services with us.
- 26% had not previously accessed a counselling service.
- 20% had previously been hospitalised due to mental ill-health.
- 77% believed they had mental health problem(s)/concerns.
- 13% did not have any support from family or friends.
- 15% felt threatened or unsafe at the point of assessment.
- 25% lived alone.

During the intake and triage assessment, we ask service users why they chose to access our services. This information is used for further refinement of our service delivery models. Of those who responded to this question:

- 75% did so because the service was LGBTQ+-specific.
- 44% did so because it was delivered in an LGBTQ+ setting or environment.
- 48% did so because it was free to access.
- 28% did so because of the availability.
- 16% did so because they previously had a positive experience accessing our services.
- 11% did so because they were dissatisfied with another service provider.

We also ask service users how they heard about our services to ensure that we can continue to reach people who need us. Of those who responded to this question:

- 34% heard about our services via word of mouth.
- 29% found information about our services via Google.
- 21% were signposted to us by a health professional.
- 9% were informed about our services by an LGBT Foundation member of staff or volunteer.
- 7% heard about our services on social media.
- 1% heard about our services on Gaydio.

As part of the assessment, we work with service users to pinpoint their specific needs and to understand the challenges they encounter. The following are the most identified needs or issues reported by our service users, alongside the overall percentage of users presenting these concerns:

- Anxiety - 67%
- Depression - 54%
- Relationship breakdown or breakup - 35%
- Isolation - 23%
- Historical abuse - 22%
- Gender identity - 19%
- Substance misuse - 19%
- Sexuality - 17%
- Coming out - 16%
- Suicidal - 6%

### 5.3. Helpline services

Over the past year, our support helpline services (both telephone and email) remained a beacon of hope for LGBTQ+ communities across the UK and globally. In 2022/23, we responded to an impressive 3,508 calls and 1,803 emails, representing 5,311 instances of compassionate interaction, non-judgemental information sharing, and signposting advice. Our dedicated team provided 528 hours of support via calls to our helpline. This is equivalent to the time it would take to listen to Madonna's entire discography 43 times.

Overall activity for these services increased by 19% compared to the previous year. Emails to our helpline saw a significant 47% increase this year, accounting for 34% of all assistance provided through our helpline services. This rise underscores the growing importance of digital communication, complementing traditional channels.

The following topics were raised most frequently by people accessing our helpline services, and the percentage of all calls on which these were discussed:

## LGBT Foundation Ltd

- Sexual health -12%
- Coming out - 11%
- Mental health - 11%
- Sexuality - 11%
- Gender identity - 10%
- Asylum - 9.4%
- Homophobia from others - 9.2%
- Sexual orientation - 8.9%
- Meeting others - 8.2%
- Isolation - 6.7%
- Relationship issues - 6.6%
- Transitioning (medical) - 6.4%
- Transphobia from others - 5.5%
- Housing - 5.2%
- Hate crime - 4.7%
- Suicide (ideation or attempts) - 4.6%
- Legal - 4.5%
- Transitioning (social) - 4.4%
- Discrimination - 4.4%
- Culturally related issue 4%

Half of all calls to our helpline came from trans people, highlighting our service as a vital support tool for trans communities. We received calls from every borough in Greater Manchester, with approximately one-third originating from our current service delivery areas, including Greater Manchester and Liverpool. Approximately 1 in every 2 calls (48%) came from outside of Greater Manchester in the UK. The service is truly a global one, with 1 in every 6 calls (18%) coming from outside of the UK. This year, we received requests for support from 60 countries across the world, including Singapore, Pakistan, Serbia, Afghanistan, Nigeria, Tanzania, Iraq, Peru, and USA.

### Feedback from people who accessed our helpline services:

*"Thank you for the thoughtful words, you have helped me feel a lot less desperate. I appreciate you going to such lengths for me, I will do my best to heed all of your kindness and support, and pay it forwards always. I'm looking forward to being proud of myself and happy to be in my body, and I will always think of you when I regale how I achieved that."*

## 5.4. Talking therapies

Our Talking Therapies service continues to provide non-judgmental professional mental health support for LGBTQ+ people, delivering LGBTQ+-affirmative and inclusive therapies across a range of modalities. We saw a total of 346 clients this year and received 506 new referrals. We delivered approximately 2,680 hours of counselling, which is equivalent to the time it would take you to listen to Tragedy by Steps 32,160 times.

We continue to see service users presenting with high levels of need. 62% of all clients in 2022/23 presented with moderately severe or severe levels of depression as determined via client self-assessment tools, and 35% presented with severe depression. 50% of all clients in 2022/23 presented with moderately severe or severe levels of anxiety as determined via client self-assessment tools, and 22% presented with severe of anxiety. 1 in every 6 (18%) of clients presented with severe levels of both anxiety and depression.

Our IAPT service continues to deliver exceptional results for people who accessed treatment. The service boasted an improvement rate of 76% and a recovery rate of 87%, ranking as the second highest and highest, respectively, among IAPT counselling services in Manchester. Of clients who accessed our service:

- 99% felt that staff acted with integrity during their journey with the service.
- 99% felt that they were treated with dignity and respect by the service.
- 95% felt empowered in making choices about their own treatment and care.
- 99% felt that the service was able to understand their needs.
- 95% felt they had achieved some, most or all their personal goals during therapy.

### Feedback from people who accessed our Talking Therapies services:

*"I would like to thank [my counsellor] for all the work she did with me, I feel like it's made a huge positive impact to my life and really opened my mind to thinking differently to situations that I struggled with. I can't thank her enough and I'm so pleased she was able to work with me. I've felt a huge improvement to my everyday life and the things she went through with me has worked massively."*

*"[Volunteer Counsellor] I say this wholeheartedly- you are my hero, in so many ways. You allowed me for the first time to tell my story, give me the genuine compassion and guide me over the last few months. Each session gave me the understanding and tools to help*

*me work through so much. You have a wonderful energy and knowledge that has equipped me with tools and confidence to start to embrace my life, my emotions, my past, my future, to love others and most importantly- myself. I have nothing but admiration and respect for you. I thank you so much."*

*"Thank you for being there and helping me throughout what were some extremely tough times. Obviously I still face many difficulties, but I am in a totally different position than I was six months ago, and a lot of it has been thanks to you and being able to explore what I want out of life and to be supported when making my decisions."*

*"It was an absolute pleasure to work with my counsellor, cannot speak highly enough of her. Made me feel safe and valid. Great line in analogies, too."*

*"All staff at the LGBT foundation are extremely welcoming and thoughtful. I've met so many different volunteers and staff members and have always been warmly greeted and made to feel welcome, but not overwhelmed."*

*"It is the best mental health service have ever had any contact with. Thank You so much."*

### 5.5. Sexual Health

This year has undoubtedly been one of challenges and growth for our Sexual Health service. As the UK faced the Mpox (monkeypox) outbreak, we swiftly responded, adapting our services to meet the pressing needs of our communities. Amid these developments, we took significant strides with the initiation of sexual health service delivery in Liverpool, made possible with the expansion of PaSH (Passionate about Sexual Health).

Notably, our endeavours garnered international recognition when the work of our sexual health programme was presented at the Fast-Track Cities conference in Seville. This presentation highlighted a series of webinars delivered as part of the HIVE programme.

#### Responding to the Mpox (monkeypox) outbreak

The UK's Mpox outbreak in May 2022 required a swift and coordinated response. In partnership with others in the sexual health and LGBTQ+ sectors, our team played a pivotal role. We also aligned our approach with clinical services, the UK Health Security Agency (UKHSA), and Manchester City Council's infection prevention team. There were moments when we needed to



constructively challenge these institutions and call for immediate action to safeguard our communities from further risk and harm.

Attuned to our communities' distinct needs, we ensured that information shared was specially tailored for LGBTQ+ individuals, achieving deeper resonance. To efficiently spread crucial updates, we bolstered our digital presence. Our website and social channels emerged as key sources of information about Mpox, details about vaccinations, and how to reduce personal and community risk. We further amplified our offline outreach, which included community groups, bars, and sex-on-premises venues. By equipping our colleagues and volunteers with the latest knowledge, they became trusted Mpox information providers, addressing myths and concerns promptly. Furthermore, we directed community members to trusted sources of information, including the NHS and UKHSA, for in-depth guidance.

### Condom and lube distribution

In 2022/23, we distributed 63,000 free Safer Sex Packs to LGBTQ+ people by having these available at 33 venues throughout Manchester's Gay Village. This is the equivalent of 127,000 individual condoms and 127,000 sachets of lube. We also distributed a further 135,000 individual condoms and 134,000 sachets of lube at events, venues, and spaces across Greater Manchester.

We also continued to deliver a remote condom and lube distribution postal service to ensure that our communities across the UK had access to sexual health prevention tools. Over the previous 12 months, 1,000 orders were placed and fulfilled via our online order portal. This resulted in 14,500 individual condoms and 7,200 sachets of lube being delivered to LGBTQ+ people throughout the UK.

In total, our teams distributed 268,363 sachets of lube across Greater Manchester, an increase of 34% compared to the previous year. This equates to 1,343 litres of lube distributed, or enough to fill 4,000 fizzy drink cans!

We also distributed 261,878 condoms throughout Greater Manchester, a 30% increase compared to the previous year. If unrolled and lined up end-to-end, they would stretch 4,600 km or the distance from Manchester to Kiev and back.

### Sexual health testing

We have a proud history of providing HIV and STI testing services for LGBTQ+ people and men who have sex with men. This year, we resumed our in-person screening services at our new community centre in 72 Sackville Street, and continued provision of remote testing services through postal kits delivered to

people's homes. This blended approach ensures that our community has the flexibility to access sexual health testing in a manner that suits their needs.

Each service user who accesses sexual health testing with us undergoes a pre-testing assessment. In these sessions, we evaluate their sexual health needs, work with them to enhance their sexual health knowledge. We also assess harm reduction related to alcohol and drug use and guide them to additional services when necessary.

Throughout 2022/23, our team dispatched 579 remote sexual health testing kits and conducted 686 sexual health wellbeing assessments. Tests comprise either a full sexual health screen and rapid HIV test, or an HIV dry blood test. Of those who tested with us, 52% did so as part of their routine testing schedule, 18% did so because they recently engaged in high-risk sexual activity, and 19% did so because of intimacy with a new partner. Of service users who chose to access our remote testing service:

- 57% said because it was an LGBT-specific service.
- 49% said because of the availability of the service.
- 22% said because it is in an LGBT setting or environment.
- 19% said that they were dissatisfied with the experience at another service provider.

### Feedback from people who accessed sexual health testing:

*"Terrific people, made me feel super comfortable! [LGBT Foundation Staff] were wonderful thanks so much!"*

*"Thanks for being lovely and understanding"*

### Netreach

Our sexual health team continued working in digital spaces to provide sexual health advice and signposting across a range of dating platforms. These included Grindr, Growlr, Grizzly, Squirt, FabGuys, FabSwingers, and Reco. Our outreach spanned across Greater Manchester, Cumbria, and the broader Lancashire region. Through these efforts, we were able to provide personalised sexual health advice to an estimated 2,400 individuals, which included:

- Providing guidance on Mpox resources and information.
- Information about accessing available home testing.
- Guidance on how to obtain PEP (post-exposure prophylaxis) and PrEP (pre-exposure prophylaxis) within their local area.
- Offering advice on STIs and where to access sexual health testing.

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- Addressing concerns related to different types of sex.
- Ensuring safe use of dating apps.
- Promoting our online sexual health workshops and events.
- Engaging in discussions about sexuality, attraction, and their personal significance.

## Events

Last year, our sexual health team provided a broad range of events and spaces to approximately 500 people. These activities included:

- **The Sex Tapes:** A panel discussion series where panellists speak about their experiences in the world of sex toys, kink, and shibari.
- **Working with the Natural Cycles:** A collaboration with our Women's Programme to provide a trans-inclusive and gender-free way of working with the menstrual cycle or the moon cycle to bring insight, order, and deep connection to your everyday life.
- **Condom Packing Parties:** LGBTQ+ volunteers and allies come together to meet and chat whilst helping pack condoms, sachets of lube and sexual health information into our Safer Sex Packs to be distributed in venues throughout Manchester's Gay Village.
- **Consent & Boundaries Talks:** Hosted by local universities, our sexual health team shared tips and examples of how to talk to sexual partners about what you want from the sex you're having.
- **Cervical Screening Workshops:** An exploration into what a cervical screening is, and what it isn't. With practical tips for overcoming barriers to screening, staff provide some myth-busting and a sneak-peak at what alternative options to the smear test researchers hope will be available soon.

Of those who attended events:

- 98% said they felt more confident in taking care of their sexual wellbeing as an LGBT person.
- 96% said they felt more confident chatting with their sexual partner(s) about sexual health and safer sex.
- 99% said they had increased knowledge of how to test for HIV and where to test for STIs.
- 92% said that their knowledge of HIV prevention had increased.

## Feedback from people who attended our Sexual Health Programme events:

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*"Great experience! Amazing speaker, presentation was easy to comprehend and fun!" - Consent & Boundaries Talk attendee*

*"Lots of practical information shared through a combination of discussion, and product demos. It's refreshing to be able to discuss subjects like anal sex with everyday people. A very accepting and non-judgemental atmosphere. Facilitator had a lovely, welcoming vibe. Support within the chat function was great too! The range of panellists was good, and some of the products and websites mentioned, I had been unaware of previously. Thank you!" - The Sex Tapes: Sex Toy Delights attendee*

*"Excellent - really well organised & accommodating for online attendees, superb online facilitation ... Very informative sessions, took loads away to implement & take forwards to my PCN both for patients & staff." - Cervical Screening Workshop attendee*

*"I learned some new things in the workshop and found it useful, i felt empowered after the workshop and learnt important skills on how to set hard and soft boundaries in my life" - Consent & Boundaries Talk attendee*

*"I would describe this group or event to a friend as an open space to learn and discover and open up on your sexuality and feel comfortable in your own pace to share and learn more." - Sexuality: What's in a Name? Workshop attendee*

*"It made me feel that there are more LGBT-friendly places I can go to when I have sexual health concerns, rather than my local GP." - Cervical Screening Workshop attendee*

### 5.6. Village Angels

Our Village Angels initiative, the flagship project of our Community Safety Programme, has been operating since 2011. Our dedicated Village Angels volunteers, donned in their iconic hot pink uniforms, are available every Friday and Saturday night from 9.30pm to 3.30am in Manchester's Gay Village.

Their roles are as varied as they are crucial, serving as a tourist information one moment and handling serious incidents the next. They offer support in diverse ways, from aiding people who are intoxicated by alcohol or drugs, to helping those alone and vulnerable reach home safely. Furthermore, they often provide first response and emergency first aid during serious medical incidents until paramedics arrive.

As part of this initiative, we also offer the Village Haven, a safe space operating during the same hours. Located at the Beacon on 45 Bloom Street, this

sanctuary serves those who are distressed or under the influence and may require support to return home safely. The Village Angels team also work in close partnership with other multi-agency support services, including Greater Manchester Police, the NHS, and St John Ambulance.

In 2022/23, our dedicated Village Angels delivered 1,884 hours of support. During this time, we interacted with 13,781 people visiting Manchester's Gay Village, offering information, signposting, and advice. We supported 478 service users through a range of interventions to meet their safety, health, and wellbeing needs. In total, we supported:

- 140 people with physical first aid.
- 47 people with mental health and wellbeing support.
- 54 people to sober up in safe and protected environment.
- 208 people to arrange safe transportation home.
- 31 people to reunite with a capable guardian.

Our efforts and impact were recognised when the Village Angels team was featured on BBC One's The One Show, focusing on hate crime and safety in the night-time economy. This significant exposure spotlighted our role as a provider of an essential service, demonstrating the vitality and significance of our programme in the community.

### Case studies of support given by our Village Angels this year include:

- Angels were called by a venue to deliver emergency first aid for a person who was unconscious and unresponsive. Angels called 999 and were instructed to do CPR. After 5 compressions the service user became responsive again. The ambulance crew arrived and took over.
- Angels were called to Abingdon Street to support an individual having seizures. Ambulance called and police attended. They started to come round, and Angels handed over to the paramedics.
- Angels encountered an intoxicated person who fell from sitting and banged their head. Angels provided first aid and water. The service user began to vomit and convulse before losing consciousness. Angels called St John's Ambulance to attend, and the service user was taken to their welfare van.
- Angels assisted in Cockatoo Club where an intoxicated person with a head injury wanted to drive to the hospital despite losing consciousness twice already. Angels stayed with them until an ambulance arrived.
- Angels were called to someone who was intoxicated with alcohol and poppers and had cut the end of their finger off in the toilets. Angels cleaned and dressed the wound on site. Moved the service user to the Village Haven and called 999. They advised the Angels to wrap in clingfilm

and use a triangular bandage to elevate. Were told ambulance was a 7-hour wait. Angels involved Greater Manchester Police to assist in travel to hospital. The missing part of finger was found and taken to A&E with the service user by police.

- Angels were called to attend G-A-Y. A service user had become dizzy, vomited, and either slipped or passed out, hitting their head/nose on the toilet. Security staff supported the service user with Angels until an ambulance arrived.

### 5.7. Domestic Abuse

Our Domestic Abuse service supports LGBTQ+ people facing threats or past experiences of abuse, whether from a partner, ex, or family members. We offer a comprehensive suite of interventions, ranging from practical assistance to emotional and mental health support. During 2022/23, the service saw marked growth in its reach and a rising need for its support. We saw a 55% surge in referrals to this service compared to the previous year. We received 209 new referrals, and thanks to the hard work of our dedicated team, we were able to directly support 168 LGBTQ+ domestic abuse victims through casework. This support encompassed help with emergency homeless shelters, guidance on registering for local authority housing, and broader housing advice. Of those utilising our domestic abuse services, 47% were men, and 27% were trans and/or non-binary.

By end of the financial year, we had secured seven properties to accommodate LGBTQ+ individuals fleeing dangerous domestic abuse situations. Additionally, we provided a designated fund to assist victims with their deposit and first month's rent, enabling a safer transition away from their abusers. We also expanded our pioneering Greater Manchester LGBT IDVA service, introducing two LGBTQ+ specific IDVA roles to aid residents in escaping domestic abuse and addressing non-recent issues across the region.

#### Feedback from people who accessed our Domestic Abuse service:

*"Thank you so much. I feel really empowered after attending the groups you facilitated. I know you said that it's our actions that affect us, but you are the one who helped me identify how to help myself. You are such a positive and fun person to be around and talk to. Thank you for listening to me and taking me seriously. I wish you all the best."*

*"Thanks to the DA team! I felt welcomed, supported and included all the way. It was a scary prospect coming to a group and at times really hard to address some very difficult issues, but the team were great at ensuring I was heard and offered the right support."*

## 5.8. Sexual Violence and Abuse

In January 2023, we launched a Sexual Violence and Abuse service to provide LGBTQ+ specific support to victims and survivors of sexual violence and abuse. The service is accessible to any LGBTQ+ person over the age of 18 residing in Greater Manchester, irrespective of whether the sexual offense was recent or non-recent. The programme's key operational areas are threefold:

- Harm reduction
- Criminal justice
- Non-recent violence support

The service hosts an LGBTQ+ Independent Sexual Violence Adviser (ISVA), a dedicated professional who lends support to both recent and non-recent victims of sexual violence and abuse. Our ISVA is primarily responsible for discussing reporting options, assisting victims throughout the criminal justice process (including liaising with the police and providing court support), acting as a single point of contact, and offering accurate information, emotional, practical, and advocacy support. They are also in charge of facilitating onward referrals, signposting, and ensuring the safety of victims/survivors and any dependents.

In the first 3 months of the programme, the team provided 1-2-1 support to 12 individuals, reflecting the profound impact this service has made on people's lives within a short span of time.

### Feedback from people who accessed our Sexual Violence service:

*"Today was the 1st time that I had met Frankie (ISVA) but we have communicated several times prior. I expressed that I was suicidal last week and Frankie rang to ensure that I was safe and well despite not having had my formal assessment yet. She went above and beyond her remit. Today, I felt that she explained the ISVA and court process to me. I currently gave a lot on my plate where I've had to report, be video interviewed and these currently police investigated by 3 police forces for rape and sexual assault dating back to 1996. Frankie made me feel safe and understood that due to my trust being abused by professionals, my need to see her face to face to establish a trusting relationship. I gave arranged a further appointment."*

## 5.9. Recovery

Substance misuse, especially concerning alcohol and drugs, is notably higher within LGBTQ+ communities than in the general population. Beyond statistics, this trend underlines the crucial need for tailored interventions. In response, our



Recovery Service offers specialised LGBTQ+-affirmative support for those grappling with issues related to drugs, alcohol, and/or chemsex. We use a variety of methods to ensure our community never feel alone in their recovery journey, including 1-2-1 personal support, mutual aid, peer engagements, and telephone and online support. Additionally, our specialised support includes guidance on chemsex, referrals for detox and rehab, and the sharing of crucial harm-reduction information.

In 2022/23, we carried out 336 triage and assessments and 247 extended brief interventions. We also received 107 referrals into the Recovery Service for longer-term 1-2-1 casework support. Of these, 76 people received treatment including counselling related to their substance use and development of wellbeing strategies.

In 2022/23, our team facilitated three distinct recovery support groups, which collectively saw 709 attendances. Each group is designed with a unique focus, enabling LGBTQ+ individuals to engage in environments aligned with their needs. The groups are:

- **Here & Now:** a safe space for LGBTQ+ people affected by substance misuse to support each other.
- **Chemsafe:** a peer support group for any LGBTQ+ person affected by Chemsex.
- **SMART Recovery Group:** a CBT-based programme that supports all LGBTQ+ people to manage their recovery from any type of addictive behaviour.

LGBTQ+ communities often face heightened substance misuse issues which are intertwined with other unrelated challenges. Our recovery team works with our other support services to pinpoint those at potential risk. We encourage all LGBT Foundation service users to undertake the Alcohol Use Disorders Identification Test (AUDIT) and Drug Use Disorders Identification Test (DUDIT) for self-awareness and to identify any additional support needs. This year, 544 service users made use of these tools. Of those accessing our support services, roughly:

- 1 in 6 (16%) presented with hazardous or harmful alcohol consumption or possible alcohol dependence.
- 1 in 9 (11%) presented with possible alcohol dependence (moderate to severe alcohol use disorder).
- 1 in every 20 (5%) presented with probable heavy drug dependence.

Using these screening tools, our wider services teams referred individuals to our Recovery Service, integrating their support within our broader person-centred approach.



## Feedback from people who accessed our Recovery support groups

*"The Foundation saved my life".*

*"Just very thankful that there is a place to go that provides a safe place to talk openly and receive help. Many thanks to Louise who let the group run over as it was a larger group and I'm sure it was a very long day for her. Thanks for welcoming me and being so kind."*

*"A lot of my drinking is tied to my status in the LGBT community so need to have a space where I can discuss those issues freely"*

*"It's amazing how much my perspective is changing after just a few sessions. I feel more hopeful, motivated and most importantly much less alone. Really grateful for this service and community. Everyone has been really lovely."*

*"It's a friendly and supportive space where I feel like I can be myself and talk about difficult things. It's making a huge difference to my mental wellbeing and keeping me on track with my recovery. Thank you LGBT foundation."*

## Feedback from people who accessed our Recovery 1-2-1 casework

*"Accessing the recovery services at the LGBT Foundation completely changed my life. I had been trying to manage my substance misuse by myself for years and it never stuck. Being able to access the service and work with a keyworker who understood the impact of my queer identity on my drinking, and my complicated feelings regarding sobriety, absolutely saved me. I now consider myself recovered, which I genuinely never thought would happen. It is also very reassuring knowing that I can attend group if I need to despite having stopped regular 1 on 1 sessions."*

*"My key worker was empathic, approachable, had great interpersonal and communication skills and above all was easy with whom to engage."*

## 5.10. Rainbow Buddies (befriending)

Rainbow Buddies, our telephone befriending initiative, was launched during the COVID-19 pandemic to bridge the gap of loneliness and isolation experienced at a disproportionately high rate within LGBTQ+ communities. Under this programme, LGBTQ+ individuals across Greater Manchester are given the

opportunity to connect with others in their community, making a profound difference in the individual's overall wellbeing.

Every participant is paired with a 'buddy', another LGBTQ+ person who can relate to their experiences and understand their journey. These buddies engage in weekly conversations to foster a sense of camaraderie and belonging. These calls, lasting around 30 minutes each, are not just talks - they are lifelines of connectivity, offering comfort and companionship in times of solitude.

The programme grew to support 69 people in 2022/23. Of those who accessed the service:

- 100% would recommend the service to others.
- 100% were satisfied with the service.
- 100% felt able to connect with their befriender.
- 92% felt less isolated as a direct result of accessing the service.
- 85% said their confidence improved as a direct result of accessing the service.

### Feedback from people who accessed our Rainbow Buddies service:

*"I was given a piece of advice from someone else who had travelled a similar path in life, and they said "don't try and do it alone". I followed that advice by contacting the LGBT foundation and engaging with their services and it has helped me a lot. Feeling alone with challenges can feel overwhelming and that is massively helped by being able to have contact with and connect with helpful supportive people who share some of the same or similar life experiences."*

*"I would strongly encourage trying the LGBT Foundation Rainbow Buddy Service as it's BRILLIANT! - my Buddy kept me going and I really looked forward to her weekly phone call as it was my lifeline and we had laughs and brilliant conversations because Amy had matched us so well and I didn't feel so alone and isolated . Thankyou LGBT Foundation for this excellent Service!"*

*"Brew buddies is a fantastic service that helped me through an isolated period of time where I'd lost connection with LGBTQ groups and events. Also not having friends who are LGBTQ and after covid and personal mental health and addiction issues in my life so speaking with my brew buddy Hannah, it helped build my confidence and self esteem with connecting again with the LGBTQ community."*

*"It was an amazing experience, considering this was the very first LGBT service I decided to access. My experience with the befriending service was absolutely amazing too. The buddy that I had chosen was incredible, very friendly and we had got along very well. The service in general was beyond amazing and staff are pretty incredible too."*

### 5.11. Trans Advocacy

Trans and non-binary individuals can often encounter challenges in accessing services or face discrimination based on their gender identity. Trans advocacy is a practical form of support that helps individuals to overcome these hurdles. Advocates act as an aid to service users, amplifying their voices when interacting with the organisation responsible for creating these barriers or perpetuating discrimination. Advocacy's central aim is to empower individuals, ensuring they can access the services they are entitled to and helping to safeguard their rights.

Over the past year, our Trans Advocacy service received 52 referrals from across all ten boroughs of Greater Manchester, successfully supporting 35 people in their navigation of various services. Predominantly, these challenges related to primary healthcare service interactions, especially within GP settings. These include:

- Encountering resistance from GPs in providing blood testing for hormone-based therapies related to gender transition healthcare.
- Assistance needed in navigating the complaint procedures at Gender Identity Clinics (GICs).
- Help required in processing applications for Gender Recognition Certificates (GRCs), including demonstrating evidence requirements.
- Facing difficulties while changing names via deed poll.
- Seeking clarity about the process and options for obtaining private prescriptions and bridging prescriptions.

#### Feedback from people who accessed our Trans Advocacy service:

*"Finn [advocate] was a great help, explained everything simply and clearly, really put my mind at ease. I have accessed the service before and it's been brilliant each time, would definitely be happy to reach out again in future if needed. Thanks so much!"*

*"Sam [advocate] was absolutely amazing helped me through so many worries and issue around being trans every week listened and made me realise its okay to be whoever you wanna be"*

*"Finn [advocate] was very helpful and supportive. He helped me out immensely with my doctors and I'm very grateful."*

### 5.12. Operation Equality

In June 2022, to coincide with Armed Forces Day, we launched Operation Equality, our befriending service for LGBTQ+ Armed Forces personnel, veterans, and their families. The launch event was attended by representatives from several key organisations, including Fighting with Pride and Armed Forces Wellbeing Network, as well as members of the public. The event was also officially endorsed by the Ministry of Defence.

While great progress has been made in achieving equality for LGBTQ+ people in the UK, it is easy to forget how recent some of the changes are – it wasn't until January 2000 that gay and lesbian personnel were allowed to openly serve in the Armed Forces. Prior to the change, queer people in the military could not come out without risking their careers and had no recourse in the event of bullying or harassment because of their sexuality. Many were outed without their consent, with invasive searches and investigations being commonplace.

Though the ban has been lifted, the memory of it is fresh, with many veterans still carrying the weight of its impact to their lives and careers. Operation Equality aims to tackle loneliness and build a community for LGBTQ+ military personnel and veterans who may otherwise feel alone or isolated. It has already seen great success in its early stages and is now open to both volunteers and future service users.

As part of our work with Operation Equality, we also facilitated a conversation with key stakeholders during the consultation process for the LGBT Veterans Independent Review on the historic ban on LGBTQ+ service members. Our work with veterans groups and our wider service provision models were cited as best practice in this report.

# 6. ACHIEVING EQUITY AND INCLUSION

## 6.1. Pride in Practice

Pride in Practice is our programme dedicated to quality assurance and social prescribing in primary care, aiming to elevate access, outcomes, and experiences for LGBTQ+ patients. In 2022/23, we extended its influence by fostering connections across all sectors of primary care: general practice, dentistry, pharmacy, and optometry. Across all training activity, last year our team trained approximately 1,899 health professionals at 104 training events. Of those who attended Pride in Practice training:

- 99% had trust and confidence in the trainer and training provided.
- 99% felt that their views were taken into account by the trainer.
- 97% felt that their confidence had increased in helping LGBT patients address their healthcare needs.
- 99% would recommend the training to other healthcare professionals.
- 98% felt more informed on LGBTQ+ health needs in primary care settings.
- 99% reported that they were satisfied with the training provided.
- 99% felt that they were listened to carefully by the trainer.
- 99% felt that the trainer treated them with dignity and respect.

This year, we successfully launched our 'Pride in Pharmacy' resource at an event supported by the CEO of the Royal Pharmaceutical Society. The resource is an easily accessible digital training guide for community pharmacies, enhancing their capacity to serve LGBTQ+ people more effectively. Additionally, we assisted in developing a Gender Identity Toolkit to help GP practices integrate trans and non-binary inclusive processes into their practice management.

### Greater Manchester

This year, our Pride in Practice team trained over 1,000 primary care professionals across Greater Manchester. By the end of the financial year, 90% of Pride in Practice accredited services had introduced sexual orientation monitoring and 77% of accredited services had introduced trans status monitoring.

#### **General practice:**

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- In 2022/23, we trained 36 GP practices across Greater Manchester, and awarded 20 of those practices. 58% of awarded practices achieved a gold award.
- In total, we have now awarded 283 GP practices across all 10 boroughs of Greater Manchester, with 80% of those achieving a gold award.
- In total, we have now trained 387 GP practices across Greater Manchester, meaning that we have trained approx 80% of all practices in the city-region.

### **Dentistry:**

- In 2022/23, 2022/23, we engaged with 9 dental practices in Greater Manchester, and awarded 5 of those practices, with 50% achieving a gold award.
- In total, we have now awarded 57 dental practices in Greater Manchester, with 66% of those achieving a gold award.
- In total, we have now trained 91 dental practices across all 10 boroughs of Greater Manchester.
- 46 dental practices across Greater Manchester have now introduced trans status monitoring because of our training.

### **Pharmacy:**

- In 2022/23, we engaged with 1 pharmacy across Greater Manchester, and awarded this pharmacy with a gold award.
- In total, we have now awarded 8 pharmacies in Greater Manchester, with 87% of those achieving a gold award.

### **Optometry:**

- In 2022/23, we engaged with 1 optician, and delivered training to 1 optician across 1 borough in Greater Manchester.
- In total, we have now awarded 7 opticians in Greater Manchester, as yet none have hit gold standard.

## Greater London

We continued the expansion of Pride in Practice in Greater London in 2022/23, working within the London boroughs of Lambeth and Lewisham.

### **Lambeth:**

- In 2022/23, we engaged with 22 GP practices in Lambeth, and delivered training to 308 healthcare professionals. We awarded 10 of those

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practices, with 90% achieving a gold award and 10% achieving a silver award.

- In total, 72% of GP practices in Lambeth have now been trained, and 53% have been fully awarded.

### **Lewisham:**

- In 2022/23, we engaged with 16 GP practices in Lewisham, and delivered training to 224 healthcare professionals. We awarded 6 of those practices - 67% achieved gold awards, 17% silver, and 17% bronze.
- In total, 54% of GP practices in Lewisham have now been trained, and 40% have been fully awarded.

### Other Areas

Due to Pride in Practice's growing reputation nationally, we received a growing number of opportunities from GP practices and other healthcare services outside of our funded areas.

In total, the team converted 19 opportunities which generated an income of £112,000. Many of these involved working with multiple services so a total of 78 GP practice or other healthcare accounts were engaged. This included:

- 14 GP practices as part of the Croydon Training Hub
- 12 Military GP practices
- 12 GPs as part of Burmantofs, Harehills & Richmond Hill PCN (Leeds)
- 6 GPs in Bedford Sharnbrook
- 6 GPs as part of Macclesfield PCN
- 5 GPs as part of Banes, Swindon and Wiltshire ICB
- 4 GPs as part of Chester PCN

Additionally, Pride in Practice also secured a contract in Mid & South Essex and delivered the following:

- 32 practices received training
- 25 practices were presented with an accredited Pride in Practice award.

## Feedback from people who attended Pride in Practice training:

*"Informative, useful, educational, and a non-judgemental safe space for the team to ask questions and have discussions. [The trainer] was personable, professional and very knowledgeable."*

*"It was very open and honest. At no point did it feel like a lecture. [The trainer] was so engaging, knowledgeable and informative and I learnt a lot from the training. I feel very thankful to have received the training and [the trainer] was inspirational in how I can put what I've learnt in to practice."*

*"It was very easy to follow, all explained very well! Definitely helped me to understand not to make assumptions from now on (something I didn't even realize that I did!) about individuals preferred pronouns."*

*"I've already recommended it widely and am hoping to organise three further training sessions for my colleagues. [The trainer] is an exceptional trainer - extremely knowledgeable and engaging. The training was immensely informative, very clearly presented, with a sense of humour and great openness."*

*"It is very important to be aware of the situation and issues surrounding the treatment of minority groups. Particularly in the case of the trans community, there is very little knowledge among many people and this likely contributes to the discrimination they face. It is very important to break down barriers so that we may better understand and respect each other without getting bogged down by differences."*

*"Compared to the University training we do as staff this was brilliant, the trainer was well informed and approachable but also has a laid back attitude so it felt more of a discussion than a training session"*

*"This event is a fantastic opportunity to learn more about LGBTQ+ inclusion and advocacy in healthcare. I would recommend it to anyone working in healthcare or equality, diversity and inclusion to help them understand more about the Pride in Practice programme and the work that is happening to be more inclusive."*

*"Accessible and easy to understand advice and guidance on LGBTQ+ folks, delivered by an enthusiastic and well spoken individual."*



*"I would say that the training was delivered in a warm and personal, approachable way and is vital in educating staff members about the diversity of our population and the reason behind misconceptions and inequities that are frequently held. The training promoted inclusivity and challenged thinking. The trainer was engaging and thorough. The material was very comprehensive and offered ongoing support if and when needed."*

### Pride in Practice Community Champions

During 2022/23, our devoted Pride in Practice Community Champions hosted a range of events, took part in various forums, and laid the foundation for several new support groups. This has greatly contributed to fostering positive change for LGBTQ+ communities. We make it a priority to stand behind our Community Champions, continually endorsing their endeavours and heralding the impact they make. Read some of the highlights of their work below.

#### **Patrick Ettenes, Lived Experience Advisor (Dementia):**

As a single LGBTQ+ person of colour living with early onset dementia Patrick has been looking to shift his approach to highlighting those in our communities who are often most underrepresented. He continues to talk to dementia and care organisations about the importance of monitoring LGBTQ+ service users and the lack of visibility in support services.

Throughout 2022/23, Patrick partnered with groups like Black Beetle Health, African Caribbean Care Group, and Dementia United. In June 2022, he spoke at the "Living Well with Dementia in Greater Manchester" conference. By September, his expertise took him to Malta Pride to discuss LGBTQ+ communities and the intersection with dementia. His personal journey with early onset dementia was the highlight at Sheffield's International Human Rights Day event in December.

2023 brought further opportunities. In January, he participated in the film project, 'Dementia: The Island Journey', and by February, his contributions were recognised with a nomination at the Alzheimer's Society Dementia Hero Awards. March saw him support the launch of Black Beetle Health's mental health guide and writing for 'Critical Dementia Studies'. By April, he was involved in evaluating the Greater Manchester LGBTQ+ Dementia Support Group, showcasing his continuous commitment to the cause.

#### **Mike Southworth:**

Mike continues to be proactive at promoting Pride in Practice around Heywood, Middleton & Rochdale and regularly attends Pride in Practice Steering Groups.

#### **GM LGBTQ+ Online Monthly Dementia Support Group:**

Members of the group contribute to changing attitudes towards how LGBTQ+ people are understood in their experience of living with dementia across Greater Manchester. Their contributions have led to the publication of a fascinating report and to further training on the needs of LGBTQ+ people affected by dementia. This project is supported by Dementia United.

### **LGBTQ+ Carers Group:**

Throughout 2022/23 Members of the LGBTQ+ Carers Group run by Gaddum and supported by LGBT Foundation have been instrumental in inspiring colleagues to take part in a research project in regard to LGBTQ+ carers, in partnership with LGBT Foundation and Sheffield University.

### Pride in Practice Patient Experience Survey 2022/23

Launched in June 2022, this year's survey received 335 valid responses from members of our communities. These responses have significantly added to the evidence base demonstrating both the need for greater LGBTQ+ inclusion in healthcare, and the impact of Pride in Practice. Key findings include:

- People at Pride in Practice registered practices were 15% more likely to say that their needs as an LGBTQ+ person were being met by their GP practice than those who attended non-registered practices.
- 19% of responders said that the support a GP practice gives to LGBTQ+ people was a factor in the decision to register with a specific service.
- 56% of people feel that their GP is meeting their needs as an LGBTQ+ person. This is down 12% from 2018.
- 17% of people said that they had experienced discrimination or unfair treatment based on their LGBTQ+ identity in the last 12 months. This was up 7% from 2019.

### Patient and Practice Support

Ongoing and additional support for patients and practices has been a growing theme for Pride in Practice activities over the last few years. In 22/23 we collated the number of these engagements for the first time and found that there were 72 instances when a Pride in Practice Account Manger provided some form of additional support, sometimes covering multiple topics. Key themes included:

- 34 requests for signposting or additional information
- 30 clinical related requests for information, including relating to GIC referrals, bridging prescriptions, inclusive screenings and relating to monitoring. Several

of these related to an emergent trend of GPs refusing care for trans and non-binary people outside of NHS guidelines.

- 14 were clerical related, including changing gender markers, writing passport letters and updating new patient registrations forms
- 12 were in relation to negative experiences of complaints
- 11 were people asking for recommendations of inclusive practices
- 9 related to support for children and young people
- 1 related to support for a person with autism
- 1 related to fertility/ pregnancy

## 6.2. Training Academy

Our Training Academy was established in 2020 as a hub of knowledge and empowerment for those aiming to champion LGBTQ+ inclusion both personally and professionally. The Training Academy responds to the increasing demands from individuals and organisations seeking the necessary tools and knowledge to create genuinely inclusive environments.

Training sessions are conducted online and combine the ease of digital learning with the richness of live, interactive sessions. These 90-minute to two-hour sessions provide education and foster meaningful dialogue. Participants can anonymously share and ask questions, ensuring a comprehensive learning experience. Through an accreditation model and access to dedicated account management, individuals and organisations are supported to make practical changes towards a fully LGBTQ+-inclusive society.

This year, 111 individuals underwent a robust training and accreditation process to become Training Academy Champions. Of these, 65 achieved a gold accreditation (59%), 30 achieved silver (27%), and 16 achieved bronze (14%). We have also successfully worked with a diverse range of organisations in the private, public, and voluntary sectors.

In 2022/23, we delivered 115 training sessions on LGBTQ+ equality and inclusion through the Training Academy. Of those who attended training:

- 92% felt more confident in addressing the issues that the training covered.
- 97% would recommend the training to a friend or colleague.
- 98% felt their views were taken into account by the trainer.
- 99% felt that they were treated with dignity and respect by the trainer.
- 98% felt that they were listened to carefully when asking a question or sharing a view.

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- 92% felt that the training had helped them.
- 98% were satisfied with the training.
- 99% felt that the training was easy to access.
- 94% felt more informed on the topics covered because of the training.

### Feedback from people who attended Training Academy training:

*"The training was led really well and was facilitated to hold a safe and open space to discuss the topics in a non-judgemental and compassionate way. I would recommend this particularly for individuals that do not necessarily have an understanding around trans and non-binary topics or who may feel uncomfortable on how to approach this topic with others"*

*"[The trainer] is a real inspiration because they can talk with such depth of knowledge totally unscripted."*

*"The session was extremely well structured; a great balance between presentation, video and discussion. [The trainer] is an outstanding coach, and extremely considered. As ever, I have come away with a head full of thoughts, learning, considerations and lots of practical support to put in to action; both personally, and at work. Thank you"*

*"The training offers a space to really deepen understanding and awareness of LGBT+ equality and inequalities."*

*"I am in the process of recruiting 14 new Support Workers and will be requesting this training for them. The training was thought provoking and made me think."*

*"Great training, you will learn so much and it will provide opportunities for you to learn and reflect not only as a professional but also as a person and work towards being more aware, inclusive and a better ally."*

*"It makes you think about language and goes further into the general understanding of EDI. I really enjoyed the case studies and discussing as a group, building on each other's answers."*

## 6.3. NHS Rainbow Badges

NHS Rainbow Badge Scheme phase two entered its second year in 2022/23. The programme saw continued partnership and collaboration with Stonewall,

while also working closely with NHS England. We remained grateful for the unwavering support of Brighton & Hove LGBT Switchboard, LGBT Consortium, and GLADD (The Association of LGBT Doctors and Dentists).

To further advance LGBTQ+ inclusion throughout the NHS, we worked with our partners to expand and enhance the NHS Rainbow Badge awards scheme. This year's tiered awards model of bronze, silver, and gold aimed to further recognise and incentivise NHS organisations in their commitment to LGBTQ+ inclusivity. We drew from the experience of LGBT Foundation's Pride in Practice, Stonewall's Diversity Champion expertise, and Brighton & Hove LGBT Switchboard's secondary care insights. This collective knowledge refined our approach to awarding Trusts. Each award underscored a commitment to LGBTQ+ inclusive policies, comprehensive staff training, and supportive practices for both patients and staff, thereby fostering a nurturing clinical and workplace environment.

Some of our achievements for the year 2022/23 are outlined below:

- Registered an additional 25 NHS organisations on the scheme.
- Finalised 44 Rainbow Badge assessments with various NHS Trusts.
- Successfully completed a comprehensive review of 29 policies.
- Completed 40 staff surveys to deepen our understanding on experiences related to gender and sexual orientation identity-based harassment, bullying within NHS trusts, and workplace discrimination.
- Proudly launched the LGBTI+ Sounding Board & Experience Network.

## 6.4. Policy and research

### Census

This year marked a significant milestone with the publication of the 2021 Census results for England and Wales, providing unprecedented insights into our communities. After years of advocacy for the inclusion of sexual orientation and gender identity questions, we now have a clearer understanding of the makeup of LGBTQ+ communities. The data reveals 1.5 million people (3.2%) identified with an LGB+ orientation, while 262,000 (0.5%) identified as trans or non-binary. This ground-breaking Census was the first to inquire about gender identity, sexual orientation, and trans identity. Though the reported figures represent a fraction of the actual LGBTQ+ population due to historic and ongoing attitudes making many hesitant to disclose, this is a significant starting point. We champion continuous monitoring, especially within health and social care, to capture a comprehensive understanding of LGBTQ+ experiences to affect positive change.

## Conversion Therapy

In 2022/23, we intensified our work to implement a comprehensive, and trans-inclusive national ban on abusive conversion therapies. We continued to play an active role in the national Ban Conversion Therapy Alliance, working closely with LGBTQ+ organisations and community activists to align our collective efforts. As legislative debates approached, we actively lobbied MPs, receiving overwhelmingly positive feedback and promises of continued dialogue. In our role as the facilitating organisation for the Greater Manchester LGBTQ+ Equality Panel, we supported the launch of a campaign on 17 May to eradicate conversion therapy across the city-region. Endorsed by political and community leaders including Greater Manchester Mayor Andy Burnham, the campaign features a pledge that openly condemns conversion practices, coupled with a demand to withdraw public funding from any organisation involved in, facilitating, or opposing a trans-inclusive ban on conversion therapy.

## ITEMS

This year, we presented the ITEMS (Improving Trans and non-binary Experience of Maternity Services) research project findings, which explored trans and non-binary individuals' experiences in perinatal care. Commissioned by the VCSE (Voluntary Community Social Enterprise) Health and Wellbeing Alliance, this study, with 121 responses, is among the largest in the world on trans pregnancies. It revealed trans and non-binary individuals face notable challenges in care compared to cis women, with 30% not accessing care during pregnancy. Transphobia and racism further impacted trans parents of colour. While some good care practices were identified, they were localised, emphasising the need for comprehensive training and national guidance. Our report's recommendations advocate for personalised, trauma-informed care, inclusive language, and efficient demographic monitoring systems. By spotlighting these crucial insights, we urge healthcare professionals and commissioners to employ these findings to make perinatal services more inclusive and accessible for trans and non-binary people.

## LGBTQ+ Migrants

As part of the VCSE Health and Wellbeing Alliance, we also conducted an in-depth project to understand the experiences of LGBTQ+ migrants when accessing healthcare in the UK. Conducted by a staff member who also has lived experience of being an LGBTQ+ migrant to better underscore our commitment to understanding multiple marginalisation – as well as empowering our own staff team as community members – we conducted interviews of various LGBTQ+ people with different migration statuses. The experiences they

shared highlight the value in doing detailed community work when challenging health inequalities. For example, a common ask in the system is to ensure translation is provided but participants pointed out that this translation not only needs to be linguistically accurate but also culturally competent to ensure that medical histories are collected accurately. We spoke to the Black Beetle Health podcast about our findings and a report around best practice is in the final stages of design and publication. A follow-up project has been approved by the Health and Wellbeing Alliance to take the findings of the report and create a training package that can then be offered to healthcare practitioners.

### Gender Identity Development Service

We voiced significant concerns regarding NHS England's proposed Interim Service Specification replacing the Gender Identity Development Service for children and young people. We highlighted increased barriers that lead to reduced service access for children and young people, some of whom already found the service inadequate. Furthermore, these barriers could hinder essential medication access. The stipulation for young people to partake in a clinical study for hormone treatments raises ethical questions about their meaningful consent. The interim specification's approach discouraged gender exploration and recommended against affirming social transition, despite evidence highlighting.

In response, beyond our own organisational consultation submission, we mobilised community participation in the public consultation. Through our consultation pizza parties and hosted response sessions, we supported over 40 trans and non-binary individuals and allies in articulating their concerns and views. These gatherings were crucial platforms for our community members, ensuring their voices were represented in the ongoing discourse surrounding the future of trans and non-binary healthcare.

### All-Party Parliamentary Group

We provided a consultation response to the All-Party Parliamentary Group (APPG) on HIV and AIDS for their report "Nothing about us without us: Addressing the Needs of Black, Asian and Minority Ethnic Communities in Relation to HIV". Our sexual health service provision and engagement with QTIPoC communities were both cited as examples of positive outreach. Our main contributions, which were included as recommendations in the report, were: (a) calls for greater awareness and culturally competent education within the general population with equitable racially minoritised representation; (b) anti-stigma and myth busting campaigns to dispel misinformation around HIV and AIDS; and (c) recognising wider health and socio-political inequalities faced



by QTIPoC and racially minoritised communities as part of regular reporting and interventions.

### LIVE, WORK, POSE

The first stage of a community research project funded by the BA/Leverhulme Small Research Grant has also been completed. The project, titled “LIVE, WORK, POSE: The History of a Queer House”, is aimed at collaborating with the House of Spice performance collective to collect their stories as a means of modelling grassroots LGBTQ+ community-building through arts and culture. The project has included providing the House of Spice with a small pot of development funding through the grant in exchange for conducting interviews with them and collecting their narratives. A journal article is currently being drafted to be submitted for publication in mid-2024. The second phase of the project, due to be delivered in late 2024, will include a public exhibition/performance to display the findings of the research in a publicly accessible platform.

## 6.5. Greater Manchester LGBTQ+ Equality Panel

The Greater Manchester LGBTQ+ Equality Panel, established by Greater Manchester Combined Authority (GMCA), comprises volunteers devoted to improving LGBTQ+ lives across the city-region. Proudly facilitated by LGBT Foundation, the Panel’s core objectives include making public places accessible and safe for all LGBTQ+ people, ensuring services record sexual orientation and trans status to enhance service delivery, and advocating for inclusive policies to protect LGBTQ+ individuals. Their current focuses include enhancing police services, making public spaces more inclusive, and safeguarding LGBTQ+ people from abusive conversion practices.

The panel was re-launched in 2021 and has since gained significant momentum. Activities include launching the Greater Manchester Pledge to End Conversion Therapy, raising awareness at local Pride events, meeting with Mayor Andy Burnham, and taking part in anti-racism training. Their work also involves influencing policy on gender dysphoria services for young people and increasing representation from all boroughs of GM.

The panel's impact reached international recognition when they welcomed United Nations Independent Expert Victor Madrigal-Borloz to Manchester. They discussed LGBTQ+ livelihoods, rising levels of anti-LGBTQ+ hate crime and anti-trans rhetoric. The panel also worked with the GMCA’s elections team to address the impact of new voter identity legislation on LGBTQ+ communities.



In 2023, the panel represented the Mayor of Greater Manchester at the 30th anniversary of Pride in Montpellier, sharing their work and fostering international relations. They aim to visit Pride events across GM and run community engagement surveys to gather feedback on their action plans.

The Panel's working groups are planning various actions for the coming year, from improving hate crime data and reporting, raising awareness of LGBTQ+ safety in public spaces, to ensuring the pledge to end conversion therapy is implemented across GM.

### 6.6. LGBT Make Smoking History

Smoking is the single biggest driver of health inequalities in the UK, and LGBTQ+ people are much more likely to smoke in comparison to the general population. In response, our LGBT Make Smoking History programme provides targeted interventions and tailored support for LGBTQ+ communities. We also work in partnership with organisations and services across Greater Manchester to ensure that LGBTQ+ people can access smoking cessation services which meet their needs.

Throughout Greater Manchester, we have been equipping organisations and services with the knowledge they need to offer inclusive and appropriate support to LGBTQ+ individuals who smoke. This includes NHS primary care services, smoking cessation programmes, and more. Our training gives an insight into the unique experiences of LGBTQ+ communities, particularly concerning smoking inequalities and potential barriers they face in accessing services.

The training delves into the historical and societal contexts that contribute to heightened smoking rates among LGBTQ+ individuals. Furthermore, attendees are educated on LGBTQ+ awareness, familiarising them with identities and terminology, ensuring that they can offer culturally competent services. Organisations trained in 2022/23 include Salford and Rochdale boroughs Stop Smoking services and tobacco commissioner teams. Additionally, GM Treating Tobacco in Maternity Services adopted our training, ensuring that professionals are well-equipped, including midwives handling tobacco dependency in maternity services across Greater Manchester.

In 2022, many localities welcomed the return of in-person Pride events following years of disruption caused by COVID-19. Central to our LGBT Make Smoking History programme is community engagement. Throughout the year, we collaborated with Pride organisers across Greater Manchester to amplify the visibility of initiatives like the "Never Quit Quitting" campaign, public outreach for quitting support, and our LGBTQ+ inclusion training. Notably, we

successfully pioneered smoke-free zones at events like the Salford Pink Picnic and Rochdale Pride, clearly marked with our Make Smoking History signage.

The Make Smoking History project expanded its focus last year to include specific cancer-related projects. Throughout 2022, we collaborated with Vocal, a community research organisation affiliated with Manchester University. We ran a short series of co-produced workshops which generated visual content, such as conversational videos, and a creative zine that delved into fostering LGBTQ+ inclusivity in research. The initiative culminated in a celebratory event, which showcased the accomplishments and outputs of the project.

In October, we ran a Stoptober campaign to highlight LGBTQ+ inclusion in quitting smoking discussions. We emphasised the elevated smoking rates within LGBTQ+ communities and the barriers faced in accessing primary care services. Our efforts gained significant traction on social media. Additionally, we developed materials such as banners, flyers, and posters featuring LGBTQ+ people's quitting stories and support resources. These resources were designed with longevity in mind, and are being used throughout the year to encourage LGBTQ+ people to quit smoking.

### Feedback from people who attended Making Smoking History training:

*"The training session was really well delivered and met my learning requirements. I now feel much more confidence talking about LGBT+ inclusion as part of my day-to-day work"*

*"Thanks for the training - really informative and lots to think about / remember"*

## 6.7. Community Organising

Our Community Organising programme has continued to play a key role in empowering grassroots community organising this year. Focused on supporting LGBTQ+ community members and allies, the programme champions self-advocacy and empowerment in tackling issues of personal importance.

Our dedicated team produced an informative and engaging resource to help budding organisers take their first steps. This comprehensive guide provides useful tips and innovative ideas to kickstart organising efforts, whether it's for a local cause or a broader LGBTQ+ advocacy campaign.

We hosted or co-facilitated 12 community organising events throughout the year, collectively attended by 120 participants. These sessions created platforms for mutual support, learning, and community-driven action, echoing our belief in the transformative power of communities. Events included:

- **Make a Message of Solidarity:** A creative online space to spread messages of solidarity, joy, love, and community through creating posters, placards, banners, etc.
- **What is Community Organising?:** An introductory session exploring the what, who, why and how of community organising and how participants can make a change in their community.
- **Oral Histories Digital Archive Launch Event:** An Event for staff, volunteers, and interviewees for the Digitally Democratising Archives Project as funded by The Audience Agency.
- **Climate Activism #GreenWithPride:** An introductory workshop which equipped participants with the tools to communicate the urgency of climate change with their local politicians and decision makers.
- **LGBTQ+ Disabled and Neurodivergent Community Organising Space:** A session which brought together community members to connect and identify common concerns they want to change. Through discussions and activities, participants explored ways groups could organise independently to tackle issues together.
- **Community Organising Resource Launch:** A day of workshops and presentations on community organising and writing for change alongside the launch of the Community Organising resource.

### Feedback from people who attended Community Organising events:

*"It was a lovely, genuinely heart-warming event full of lovely, interesting, passionate people representing a diverse cross-section of communities. Thank you for having me there." - Community Organising Resource Launch event attendee*

*"I was very pleased with how access for the event had been considered in such detail and with such care. I particularly appreciated the descriptions of the slide graphics - that kind of detail doesn't often happen. I was made very welcome both beforehand and on arrival, and appreciated the no-fuss assistance with getting drinks and a snack." - LGBTQ disabled & neurodivergent community organising space event attendee*

*"[The facilitator] was amazing! So caring and everything thought through to a tee. Thank you to everyone who put this together, but special shout out to them!" - Oral Histories Digital Archive Launch Event attendee*

*"Amazing event, really nice space, well-run and with great speeches/performances and lovely catering. I was already excited about the project and this made me even more excited!" - Oral Histories Digital Archive Launch Event attendee*

*"It was really nice as first timers at the event that it was a small group where we felt like we were heard. Wasn't so overwhelming as trying to talk in a call with a large number of people!" - Oral Histories Digital Archive Launch Event attendee*

### 6.8. Manchester LGBT Extra Care Scheme

LGBT Foundation was awarded a second grant from the Community Housing Fund in November 2021 to facilitate the project towards planning submission, a process which was nearing completion with the previous housing provider, Anchor. The strategic partnership with Anchor was formerly ended on 17th June 2022 after both LGBT Foundation and Manchester City Council lost confidence in their ability to deliver the scheme in line with the brief.

The CHF permitted an extension to the grant deadline to November 2022 while the new Delivery Partner was selected. Competition was closed in October and members of the Community Steering Group were involved in evaluating a presentation as part of the second stage of the competition. The CSG ceased its regular meetings during this period and LGBT Foundation and the Council then entered a period of clarification with the preferred housing provider, Great Places, who were formerly approved by the Housing Board in March 2023.

LGBT Foundation has now received funding from Manchester City Council for a three year post (March 2023-26) to support the development of the Russell Road scheme and the roll-out of the Pride in Ageing Quality Accreditation programme. The project is now well underway in partnership with the new provider and a commitment to co-production has been re-established, with the Community Steering Group continuing to play an important role at the heart of scheme's development. It is anticipated that we will be in a position to submit a planning application by the end of the year and expect a decision around March 2024. Subject to delays during this process, we are currently working towards construction beginning around late Summer/ early Autumn 2024, with a projected completion date of 2026.

### 6.9 Greater Manchester LGBTQ+ Dementia Support Group & Training

Following on from our Bring Dementia Out project (2019-2021) we have been working with Dementia United and other partners across Greater Manchester to run a monthly online LGBTQ+ support group for people affected by dementia. This has been a very important support network for our communities and is supported by our LGBTQ+ Dementia Co-ordinator who works one day a week

on the project supporting group members, new enquiries and also professionals wishing to engage with the group to promote LGBTQ+ inclusive services.

In April 2023 we published an Evaluation Report (with a Forward by Mayor of Greater Manchester, Andy Burnham) which looked at the progress of the group so far, experiences of group members, learning needs of the facilitators and recommendations for continuing this work.

Following this, Dementia United funded LGBT Foundation to deliver 11 training sessions across 4 months between May and August to support health care professionals, local authorities and others throughout Greater Manchester to be more informed and feel more confident around understanding the needs of LGBTQ+ people affected by dementia. Training was provided to over 200 people. We are now seeing an increasing number of requests to attend organisational meetings and deliver further support to professionals and extend the support that we could provide to the LGBTQ+ community.

As a result of these combined projects we are in a position to seek further long-term funding to develop both the support group and to put into place a full-time member of the team to oversee our work in supporting our communities and health care professionals across Greater Manchester.

This would also be important to run our dementia programme alongside other established LGBT Foundation services and enable us to engage more fully with local and national groups who recognise that the needs of LGBTQ+ people affected by dementia require long term support.

# 7. SUPPORTING PEOPLE AND COMMUNITIES

## 7.1. Working together

At the heart of our work lies the belief that unity fosters strength. This is reflected in our diverse community programmes, which, rather than operating in isolation, often collaborate to create enriching experiences for our community members. By pooling resources, knowledge, and expertise from various programmes, we ensure that our events, services, and activities are inclusive, intersectional, and cater to the unique needs of participants.

Two standout events from this year exemplify our collaborative spirit:

- **My First Pride: Social Mixer:** This event was a testament to the power of collaboration, bringing together the Women's Programme, Bi Programme, Trans Programme, Pride in Ageing, QTIPoC Programme, and Rainbow Buddies. Aimed at those who have recently come out and might be attending their first Pride, this mixer was a prelude to Manchester Pride 2022. It offered a safe and welcoming space for attendees to connect, share their stories, and prepare for the larger Pride event.
- **My First Queer Halloween:** Halloween took on a special significance with this collaborative event. Spearheaded by the Women's Programme, Bi Programme, Trans Programme, Pride in Ageing, QTIPoC Programme, Recovery, and Rainbow Buddies, this evening was all about fun, friendship, and community. Especially designed for those who have recently come out, it provided an opportunity to celebrate Halloween in a queer-friendly environment, make new friends, and strengthen ties within the community.

These cross-organisational events not only amplify the reach and impact of our individual programmes but also reinforce our commitment to creating a cohesive, supportive, and vibrant LGBTQ+ community.

## 7.2. Trans Programme

Throughout 2022/23, our Trans Programme carried out a wide variety of events and initiatives. Our goal was to foster a sense of community, promote mental health, and alleviate feelings of isolation by ensuring that trans and non-binary individuals had access to safe, accessible, and inclusive spaces. These activities included:

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- **TransMCR:** A monthly event for the trans community at LGBT Foundation. TransMCR is organised by LGBT Foundation with various trans groups and volunteers across Greater Manchester, and is a space for anyone who self-identifies as trans or non-binary, and their friends and family.
- **They/Them/Us:** A monthly group run by and for genderfluid and non-binary people, providing a safe space to come together, meet new people, and discuss issues that are important to them.
- **DIY Trans Tailoring Workshop:** As part of our #GreenWithPride climate activism campaign with Hubbub, we ran a workshop on clothes tailoring for community members to learn to fix and tailor outfits.
- **What Do We Want?:** An event bringing trans and non-binary people from Greater Manchester together to undertake some community mapping and planning.
- **How To Just Do You (When Everyone Else Has Opinions):** A workshop for trans, non-binary, and gender-expansive people to explore being comfortable and joyful within themselves.
- **TPoC Pride Playlist:** A collaborative zine-making workshop for trans, non-binary, and gender non-conforming people of colour ahead of Manchester Pride 2022.
- **Cervical Screening Workshop:** An exploration of what cervical screening is and what it isn't. With practical tips for overcoming barriers to screening, myth-busting, and a sneak-peak at what alternative options to the smear test researchers hope will be available soon.
- **TDOR: Transgender Day of Remembrance:** An event to remember and honour all trans lives lost, centring trans voices as an evening that unites LGBTQ+ and ally communities.

We held a special edition of TransMCR at Sparkle weekend, Manchester's celebration of gender diversity held in July each year. Our series of mini events included:

- **Pre-Sparkle Meet-up:** An opportunity for attendees to come and make friends ahead of attending Sparkle Weekend.
- **A Talk with Loz Kay, Director of Hope Mill Community Choir**
- **Voice and Communication Change Self Help Workshop**
- **A Q&A session with our Indigo Gender Service**
- **Form Filling Party:** An event where people came for advice on filling out forms for deed polls and gender recognition certificates from our Trans Advocacy service.
- **Open Mic Night**

We welcomed 440 attendees to our trans programme events and spaces this year. Of those who attended:



- 98% were satisfied with their experience.
- 100% would recommend the events and spaces to others.
- 93% said they felt less isolated because of attending.
- 99% said that their wellbeing had improved because of attending.
- 95% said that their confidence had improved because of attending.
- 95% said they felt more able to deal with their problems/challenges because of attending.
- 93% felt supported with their multi-minority identity while attending these events/spaces.
- 97% said they had a greater sense of belonging because of attending.
- 91% felt more informed on the topic of the event because of attending.

### Feedback from people who attended our Trans Programme events:

*"It's really good to see people from different jobs/ages attend the event. This is my first time coming to these kind of events and I'm so impressed and happy". - Trans MCR event attendee*

*"It was a beautiful, uplifting, energising, informative event and such a needed and wonderful opportunity to connect with other trans people in a really meaningful way. Much love and gratitude" - TransMCR event attendee*

*"Thank you so much for this event. It's exactly what I needed today. I'm in a small village near Selby which I've chosen for how quiet it is and the easy access it gives me to going for walks in nature with few people around but the flip side is no LGBTQ+ community on my doorstep. This is the first event I've joined from the foundation and I'm interested in joining more online events so I'll keep my eye open. I found it affirming just to see other LGBTQ+ people on screen before the workshop itself even started." - Trans Self-Massage event attendee*

*"Brilliant, so informative & affirming - I learnt so much & feel much more confident to express my identity through my clothing by recycling things that I already own!!" - DIY Trans Tailoring event attendee*

*"I love this space. I can sneak in or be having a very bad migraine and people hold the space and still show joy and make me feel celebrated." - They/Them/Us event attendee*

*"I've been joining in with these for about a year, and I look forward to them now. Zane [facilitator] runs a really good group - he gets inclusivity right and I finish up at the end*



*of these much happier having had the chance to chat with others.” - They/Them/Us event attendee*

*“I would love more events like this. This was such a wonderful opportunity to connect with the community.” - How To Just Do You event attendee*

### 7.3. Women's Programme

Our Women's Programme is rooted in the principle of empowerment and support for LGBTQ+ women. Our primary objective is to create an environment where LGBTQ+ women can improve their health and wellbeing, expand their skills, boost confidence, and reduce isolation.

This programme doesn't operate in isolation - it works with and through all layers of our organisation, ensuring comprehensive inclusion. It's integral to our mission that every aspect of our work is inclusive, providing full representation and participation for LGBTQ+ women. Throughout the year, we organised various events, group activities, and community spaces, enabling real-time interaction and engagement, including:

- **Dance OUT:** Sponsored by Sport England and This Girl Can, Dance Out was a fun, beginner-friendly, free dance class for all LGBTQ+ women and non-binary people who wish to access a woman-centred space.
- **Quiz Club:** A fun social online space to bring our community together.
- **A Write Good Time:** A special online poetry workshop with Manchester-based spoken word poet, Amy King. The 60-minute workshop was for people of all levels of writing experience, with no previous experience required.
- **Make Your Own Sashiko Patch:** A skills-based workshop to give well-worn, well-loved clothing a new lease of life through learning how to make a handmade Sashiko patch.
- **Women's Euro Watch Parties:** A series of LGBTQ+ women-centred sober watch parties of the UEFA Women's Euro Championship in collaboration with the Recovery Programme.
- **Sapphic Showcase: Cabaret + Open Mic Night + Social Mixer (Manchester Pride edition):** A cabaret and open-mic event that kicked off the Friday of Manchester Pride 2022, followed by a social space to meet others before Pride.
- **Wellbeing Laughter Workshops:** A series of four wellbeing laughter workshops with local laughter yoga facilitator Sara Kay as well as special event at Sugar & Spice 2023.

Amidst the vibrant offering of our Women's Programme's events and spaces, we were especially proud to launch a new short film, 'Being an LGBTQ+ Woman' in March 2023. Born from the heartfelt conversations and stories of LGBTQ+ women in Greater Manchester, this poignant film captures the unique experiences, challenges, and triumphs of their journey through womanhood. Through this film, we hope to further underline the spirit of unity, resilience, and pride that resonates within our community.

Sugar & Spice is our Women's Programme's annual festival which takes place in March to coincide with International Women's Day. At this year's festival, we ran a range of interesting and engaging workshops including:

- **Intro to BSL:** Finger spelling and greetings
- **Sapphic Showcase:** cabaret and open mic - Sugar & Spice edition
- **You're F\*\*\*in' Amazing!:** A workshop all about celebrating YOU!
- **Joyful Yoga Flow**
- **Acupressure Taster Session**
- **Get on Top of Things:** An exploration in managing your time
- **Cervical Screening Workshop**
- **International Women's Day Panel**
- **Rebel Dykes Film Screening**
- **Zines as a Tool for Activism**
- **In the Name of Radical Self Love**

We welcomed 709 attendees to our Women's Programme events and spaces this year. Of those who attended:

- 98% were satisfied with their experience at the event.
- 99% would recommend the event to others.
- 94% reported that their confidence had improved on the content covered in the event/session.
- 98% reported that their wellbeing improved because of attending the space.
- 87% reported feeling less isolated because of attending the event.
- 97% reported a greater sense of belonging with their community because of attending the event.
- 88% reported feeling better able to deal with challenges and issues they faced because of attending the space.
- 94% reported feeling supported with their multi-minority identity while attending the space.

[Feedback from people who attended our Women's Programme events:](#)

*"The event was so powerful, inspiring and moving. I really connected with the meditation and journaling process and it felt like I was putting self-love/self-care into practice. I felt very calm, present and nourished as a result of attending and would highly recommend this to others. The space felt safe, welcoming, inclusive and warm. Big thanks to Aimie and Ellie [facilitators]." - In the Name of Radical Self Love event attendee*

*"For context I received some traumatic family news today and, after calling some helplines to process what I have had to deal with, I hopped onto this session. I'm no artist but drawing does me good and it helped bring me back down to earth and away from the information I've had to process today (it helped more than the two different national helplines I called). Ruby [facilitator] had a lovely vibe and being in a 'room' full of other queer people doodling was sooo lovely :) I really hope this kind of event can happen more often." - Drawing event attendee*

*"This was such a fantastic event. I wasn't sure what to expect but I felt welcome, comfortable and safe from the outset...I'd left work today feeling really heavy and stressed, and the workshop completely changed that. I feel more confident to 'try' drawing without the need to be perfect. It's so exciting to know I can have fun and let go of perfectionist tendencies. And the fact I could attend for free made such a difference, as it's not something I could afford otherwise. Would love more of these!! Thanks so much LGBT Foundation for this event." - Drawing event attendee*

*"It was such a beautiful experience to be part of the yoga session. Being in a room of queer women felt really empowering as sometimes non-queer yoga spaces can make me feel a little self-conscious. The head massage at the end was brilliant and I felt a very cathartic sense of relief post session. The yoga teacher was so lovely and I love the way she created such a loving and warm space." - Joyful Yoga Flow event attendee*

*"The monthly quiz club is always really fun, and Ellie's [facilitator] enthusiasm is infectious! I am mostly housebound due to illness so I really hope that these online quiz clubs continue" - Quiz Club attendee*

*"This was an amazing event to round off Sugar & Spice weekend - it was powerful to sit in a room full of LGBTQ+ women and queer people to watch a film about those who paved the way for us - I felt quite emotional at the end." - Rebel Dykes Film Screening event attendee*

*"I truly had the most liberating, uplifting, full of laughter and joy evening that I've had in a really long time! The staff and volunteers were delightful; so friendly, welcoming and helpful. The showcase itself was FANTASTIC, very well organised, and had the audience laughing and crying the whole way through - so many talented acts on stage! And I really enjoyed the casual mingling element afterwards, I had the opportunity to talk to people of a community that I haven't really felt able to engage with before, and I felt like I learned more about myself and other people in the community, which ultimately helps to understand feelings of confusion or isolation that I have felt in the past. I would love to see more events like these please, I would happily attend a regular event like this. THANK YOU LGBT Foundation for putting on this marvellous event!" - Sapphic Showcase (Pride) event attendee*

*"I've not had an opportunity prior to meet queer women in a safe social space so this was really important. I've been very isolated so this was also a big plus for my mental health" - Sapphic Showcase (Sugar & Spice) event attendee*

### 7.4. QTIPoC Programme

First launched in 2020, our QTIPoC (Queer, Trans, Intersex People of Colour) Programme carries out crucial work, both internally and externally, to highlight and address specific challenges and barriers faced by QTIPoC. Throughout 2022/23, the programme delivered a multitude of community events and engagement activities. Internally, these were designed to empower our colleagues of colour, bolster our anti-racist practices and inclusive recruitment, and provide brave spaces where concerns could be expressed. Externally, we worked to foster safe and accessible spaces for QTIPoC to address specific intersectional issues faced by QTIPoC. This dual approach underpinned our commitment to achieving authentic and accountable results in the second phase of the QTIPoC Programme.

#### Seasoned Connections

One of our standout initiatives, Seasoned Connections, was centred around enhancing digital literacy for QTIPoC aged 45 and above. We delivered a series of 12 weekly sessions, with participation ranging from 3-9 attendees per session. What added richness to this initiative was intergenerational connection through our collaboration with The Proud Trust's young QTIPoC group, Fusion. This not only enhanced community members' digital skills, but created a space where generations learned from each other, reducing feelings of isolation.

## QTIPoC Patient Experience Survey

Grounded in the premise that healthcare is a right, not a privilege, we conducted several initiatives to bridge the gaps and address the unique challenges QTIPoC face in accessing appropriate and inclusive healthcare. One of these was the QTIPoC Patient Experience Survey, launched to deepen our understanding of the healthcare experiences and challenges faced by the community. The revelations were enlightening and concerning. Of those who responded:

- 34% were not registered with a GP practice.
- 34% had experienced discrimination at their GP practice.
- 82% felt that their GP could improve their services.
- 37% had experienced discrimination at the dentist.
- 68% felt that their pharmacy could improve its services.

## Self-Care and Healthcare

We also ran a series of community engagement sessions with QTIPoC focused on healthcare and self-care and to explore barriers faced to mainstream healthcare services. Events included:

- Hair, Skin and Self-care with Auntie Ken
- Gender Play Workshop
- Getting the most out of your GP as Queer, Intersex, Trans People of Colour
- Cervical Screening: Beyond the Barriers! QTIPoC Special
- Queer Love and Intimacy Poetry Workshop for LGBT People of Colour
- What Does My Healthcare Provider Need To Know About Me?
- Yoga: Rest as Revolution

Of those who attended events:

- 71% said their confidence increased in personal healthcare and self-care.
- 68% said it was their first-time accessing LGBT Foundation events.
- 77% would attend more QTIPoC-specific events at LGBT Foundation.

## Supporting workforces to reduce QTIPoC health inequalities

In our ongoing strategy to address QTIPoC health inequalities, during 2022/23 we undertook several key initiatives. We developed comprehensive in-house anti-racism training, tailored specifically to enhance the awareness and understanding of our workforce about the unique challenges faced by QTIPoC.

Furthermore, in collaboration with our People and HR teams, we formulated and implemented inclusive recruitment policies, underscoring our commitment to diversity, equity, and inclusion.

Building on this, we shared insights from our community engagement and the QTIPoC Patient Experience Survey with NHS colleagues. Our emphasis was on the importance of unified, cross-organisational strategies to address QTIPoC health inequalities effectively.

### 7.5. Pride in Ageing

Pride in Ageing is our initiative to honour and empower the vibrant community of LGBTQ+ people over 50 in Greater Manchester. As we strive to make our city-region the most welcoming and inclusive place for our community to grow older, we continue to strengthen our commitment to this demographic.

Throughout the year, we hosted 74 Pride in Ageing events and spaces specially curated for our older community members, as well as insightful training sessions and informative talks centred around the inclusion of older LGBTQ+ individuals. These events were attended by 1,117 people collectively. A sample of these events and spaces included:

- **Derek Jarman Pocket Park gardening sessions:** The Derek Jarman Pocket Park is a partnership project with Manchester Art Gallery. This new community garden space has been designed and planted by a volunteer group of green-fingered LGBTQ+ over 50s from Greater Manchester, with support from artist Juliet Davis-Dufayard and funding from Pockets Parks and the Manchester Wellbeing Fund.
- **Growing Workshop for #GreenWithPride:** A session as part of the #GreenWithPride partnership work with environmental charity Hubbub on growing seeds inspired by Derek Jarman's garden.
- **Library and Archive Volunteering**
- **Pride in Our Nature:** An event run by RHS Bridgewater, supported with the participation of Pride in Ageing. The team spoke to audiences at the RHS's first ever LGBT pride event at RHS Bridgewater, including a stall, presentation on stage about our Pocket Park and featuring as part of an LGBT gardening panel. 53 people visited our stall, and around 50-70 people watched our talks on stage.
- **IGNITION Workshop - Socially Engaged Photography:** Volunteers from Pride in Ageing met youth group Action for Conservation for a photography workshop at the Derek Jarman Pocket Park.
- **GROOVE Social:** A trip to see GROOVE at Contact Theatre with group of Pride in Ageing volunteers - plus after show networking with the cast and crew.

- **Derek Jarman Pocket Park Gardeners trip to Folkestone and Dungeness:** A trip for Pocket Park volunteers to Derek Jarman's cottage and garden in Dungeness as well as visiting Folkstone.

Pride in Ageing also helped to run collaborative events with other programmes and services, including:

- **Future Care Planning Arts and Crafts Workshop:** In collaboration with the Trans Programme, a future care planning drop-in space and arts and crafts session, where attendees could speak to Siobhan Kenyon, LGBT palliative care coordinator for Salford.
- **Trans Death Café:** In collaboration with the Trans Programme, a space to sit, have a brew and some cake. The key rule is that the topic of conversation with others is about death!
- **Reflecting on our Past:** In collaboration with the Community Organising Programme, a drop-in event at Manchester Central Library to be inspired by the archive of LGBTQ+ activism.
- **Box of Me (sessions for Sugar & Spice 2023 and for the QTIPoC Programme):** This workshop invited participants to think more about the plans to put in place for their future and beyond.

Of those who attended our Pride in Ageing events and activities this year:

- 100% were satisfied with the event.
- 95% reported feeling more confident on the topics covered because of the space/event.
- 95% would recommend the event to others.

### Feedback from people who attended our Pride in Ageing events or training:

*"Involvement in this project has had some really personal benefits, it has made me reflect on and articulate the difficulties we experienced in the 70's, 80's and 90's but the main thing is that it has rekindled my creativity. I used to write but I stopped and now I feel the urge to restart, I have re-engaged with visual arts too - drawing, painting, collage. I also feel a greater sense of connection to Manchester, my adopted home. That might not seem like a big thing, but I have very little family, and none of them are within 200 miles of here so my chosen family: LGBT Manchester, is incredibly precious to me. For example, we talked about the project at an event at RHS Bridgewater, the kind of venue that would have shunned us in previous decades, we were in the Flower festival too, and did a workshop in the gallery with young people from another local project.*



*Walking into MAG and feeling 'I belong here' is tremendous and I wonder what will be the next initiative I can be involved in. I am looking forward to making more art, doing more gardening, being more Derek I suppose." - Derek Jarman Pocket Park Gardeners trip to Folkestone and Dungeness attendee*

*"I found the Pride in Ageing trip to Derek Jarman's Cottage exceptionally moving, the furnishings as he left it. To see and feel how he lived in such serene tranquillity, so atmospheric. A really memorable visit." - Derek Jarman Pocket Park Gardeners trip to Folkestone and Dungeness attendee.*

*"The opportunity to visit Prospect Cottage with Pride in Ageing was highlight, I felt (Derek Jarman's) presence in every room, it was an incredibly moving and personal experience." - Derek Jarman Pocket Park Gardeners trip to Folkestone and Dungeness attendee.*

*"Pride in Ageing to me - it's about activism, it's about socialising together, it's about helping people to prevent loneliness - and all of those strands coming together. The programme is also a showcase of how much older people can still contribute to the wider LGBTQ+ community" - Pride in Ageing volunteer*

*"I was in the Pride Parade with LGBT Foundation - I was so proud to be part of it. Pride in Ageing is important to me because we are contributing, and we count, it shows we are just as important. People usually seem to forget us and I'm angry about the stereotypes I see around older people, Pride in Ageing seeks to change that" - Pride in Ageing volunteer*

*"I joined Pride in Ageing because as an older lesbian you know that if you don't have contact with family you need to have good friends. Living in a city like Manchester there's such exciting opportunities for LGBTQ+ folks, and Pride in Ageing is making sure older members of our communities can be part of that. And it's about influencing beyond local level - we have the ears of politicians and are developing national interest." - Pride in Ageing volunteer*

## 7.6. LGBTQ+ Autistic and Neurodivergent Programme

We proudly launched our innovative LGBTQ+ Autistic and Neurodivergent Programme in February 2023. This ground-breaking initiative is the first of its kind in the UK, specifically designed by and for our neurodivergent community, including individuals with autism, ADHD, Tourette's, OCD, dyslexia, dyspraxia, dyscalculia, and others.



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This programme, spearheaded by a coordinator with lived experience offers events, groups, workshops, and social support for an often-marginalised group within LGBTQ+ communities. In developing the programme, we consulted with neurodivergent LGBTQ+ people to shape its form and future expansion, with a focus on creating accessible social spaces.

The programme aims to establish best practices for services supporting LGBTQ+ autistic and neurodivergent people across Greater Manchester, led by a community advisory panel and an organisational steering group. Our goal is to foster co-learning across sectors, making services and spaces more inclusive and accessible.

The LGBTQ+ Autistic and Neurodivergent Programme aims to be intersectional from its inception, working closely with our existing programmes to ensure the needs of our diverse community members are met.

### 7.7. Greater Manchester LGBTQ+ Community Ambassador

In August 2022, we introduced a new pivotal role, the Greater Manchester LGBTQ+ Community Ambassador. We were excited to appoint Dr Carl Austin-Behan OBE DL to this role. Carl was Manchester's first openly gay Lord Mayor and served as the former LGBTQ+ Advisor to the Mayor of Greater Manchester. He is renowned for his significant contributions to LGBTQ+ equality and communities in Greater Manchester, was recognised with an OBE in the 2020 New Year's Honours List.

As Greater Manchester LGBTQ+ Community Ambassador, Carl's influence and connections will help us bring together Manchester's Gay Village businesses, community groups, and LGBTQ+ organisations to the benefit of LGBTQ+ communities across Greater Manchester. Carl will also link LGBT Foundation with councillors, officers, and officials across Greater Manchester's public sector, including the NHS, local authorities, and Greater Manchester Combined Authority.

This ambassadorial role embodies our ongoing dedication to establishing meaningful partnerships and championing the aspirations of LGBTQ+ individuals and communities throughout the region.

### 7.8. Our LGBT Manchester

The new LGBT Foundation centre has become the hive of activity that we hoped it would. We have seen the return of our regular community groups using the space again for their meetings and support groups. We also managed to reach out and accept new groups to our centre. One is a group called IMAAN

(a charity that supports LGBTQ+ Muslims). We have been their chosen space for the Northern meetings as IMAAN is typically a group from London.

We have successfully set up the Village Hero volunteer team. The Village Heroes are a group of volunteers who meet weekly, every other Tuesday and Thursday. They are tasked with keeping the village area clean and tidy and report any need for maintenance in the area. Manchester's Gay Village is seen as a very popular destination to visit and is known the world over. For this reason the scheme is very important and helps to keep the village area a safe and nice environment for locals and visitors to enjoy.

The Village Action Forum has been re-established. The Village Action Forum is a group of all the stakeholders of Manchester's Gay Village. The Village Action Forum exists to provide a space for collaborative working aimed at improving the 'look and feel' of the Village. The Forum exists to allow interested parties to determine what improvement is required in the Village, and to support plans of action to implement these changes. This year we also successfully managed to secure a further 3 years of funding. Having this will ensure that we can continue to grow the programme and help more people within our community and ensure that the Village remains a special place for all to enjoy.

# 8. IMPROVING OUR PERFORMANCE

## 8.1. Our volunteers

Our dedicated volunteers lie at the heart of LGBT Foundation, and their significant contributions are helping us to deliver queer hope and joy, every day of the year. To further enhance the impact our volunteers have, we've developed and begun implementing a comprehensive Volunteer Vision that outlines a five-year growth strategy. This vision focuses on three key areas: Recruit, Retain, and Recognition. This plan aims to expand our volunteer capacity over the next five years, ensuring that volunteers are an integral part of all our work and a driving force behind achieving the objectives detailed in our 5-year Business Plan.

Over the past year, our volunteering programme has thrived. We've instituted more frequent social events and workshops, established training programmes, and created new volunteer opportunities. These enhancements have enriched the volunteering experience, providing our volunteers with opportunities to learn, grow, and feel more connected to our organisation and their community.

In 2022/23, we were thrilled to expand our volunteer family to 443 dedicated individuals. These volunteers contributed their skills and energy across a range of our organisational teams, including Counselling, Sexual Health, Outreach, Village Angels, Trans Programme, Recovery, and Befriending. Furthermore, we welcomed 137 new volunteers to our ranks this year, and their enthusiasm and commitment have been an inspiring addition to our teams.

Our Talking Therapies Volunteer Counsellors made an incredible impact, providing over 2,150 hours of therapy to service users in the last year. Our Village Angels committed 1,884 hours to provide life-saving support, significantly contributing to the safety and inclusivity of Manchester's Gay Village. In addition, our Rainbow Buddies volunteer befrienders dedicated approximately 207 hours to offering companionship to the most isolated members of LGBTQ+ communities.

### Feedback from our volunteers:

*"I love being part of the LGBT Foundation volunteering team, as not only have I been welcomed and supported from the very start, but it opened up a myriad of opportunities to get involved in additional events and initiatives through time and build connections in a safe environment." - Indigo Voice and Communication Change team volunteer*

*"Volunteering in the research and policy department of the Foundation was an eye opening and rewarding experience. I learnt a great deal about the work required to effect change for our community. Despite the seriousness of the issues, it was a real boost for my mental health to see the dedication and talent of the team as they strategised and responded to the challenges of the day."* - Policy and Research team volunteer

*"It's an honour to work at the LGBT Foundation, but an absolute privilege to work with its' service users!"* - Talking Therapies Team volunteer

### Volunteering with LGBT Foundation: Johnathan's story

Jonathan's journey with LGBT Foundation began as a volunteer with our Rainbow Buddy programme, an initiative dedicated to reducing loneliness and isolation within the LGBTQ+ community. He felt a deep connection with this cause, sharing, ***"I live alone so home working can be quite isolating. It was one of the main factors for starting during the pandemic. I, myself, had felt the loneliness that comes with it so I really felt that I could relate to that particular programme."***

During his volunteering, Jonathan consistently supported his buddy, initially through weekly phone calls and then through in-person meetings at our Fairbairn Centre. When his buddy grappled with anxiety that prevented them from participating in our support groups, Jonathan joined them. These sessions allowed Jonathan a first-hand experience of our proactive work in the community.

Dan, our Wellbeing Manager, has been a significant source of support for Jonathan, offering guidance and promptly responding to his queries. Jonathan views Dan as a "great mentor".

Jonathan's connection to LGBT Foundation started before his time volunteering. ***"I was introduced to the Foundation by one of my friends as I received some support from them a few years as I was experiencing something with my ex. They put me in touch with an IDVA. There was this feeling that I wanted to give back as I'd received the compassion and knowledge and help at that time."***

Volunteering provided Jonathan with knowledge and experience that enabled him to support others. ***"For me, gaining more knowledge by being present and knowing more about it has helped me direct people to the services as well. That's a benefit that comes from volunteering as you only know these things if you Google specific things and if you're going through something it can be really overwhelming. It's been nice to offer that advice and nudge to friends who have needed help."*** Jonathan also contributed his

time and effort at our Pride events, experiencing the joy of serving his community in a unique manner.

We extend our heartfelt appreciation to volunteers like Jonathan, whose efforts greatly contribute to the spreading of queer hope and joy within LGBTQ+ communities.

### 8.2. Our colleagues

The strength and progress of LGBT Foundation has always been deeply rooted in our people. In 2022/23 there was a concerted effort to enhance, support, and further develop our colleagues' skills and expertise. A standout initiative was the management training conducted in collaboration with LevelHeaded. By June, we ensured that every manager in our organisation had benefited from management training, which aimed to promote consistent leadership standards and approaches across the board. From this, we intend to create a bespoke system of management that ensures a harmonious and equitable approach across all departments. Plans for additional internal training are already underway, ensuring continued growth and evolution of our management styles.

In February 2023, we reintroduced our face-to-face inductions, an event that hadn't been held for over three years because of disruption caused by the COVID-19 pandemic. Organised by Team People, it was a moment of reconnection and orientation. New colleagues and volunteers were acquainted with our core values, provided insights into resilience building, and introduced to our Board of Trustees.

On the strategic front, our Five-Year People Strategy was rolled out. Designed as a long-term vision for our workforce, it sets the course for employee development, welfare, and engagement for the next five years. Following its co-produced approach, similar strategies, like our safeguarding roadmap, were developed, solidifying the effectiveness of this method.

Our commitment to inclusivity and representation was further demonstrated through the establishment and further development of multiple staff networks. These include the Trans and Non-binary Network, the Women's Network, the QTIPoC Network, and the Disabled & Neurodivergent Staff Network, which provide much-needed platforms for dialogue, support, and advocacy within our organisation.

After securing our Gold "Investors in People" reaccreditation, 2022/23 was a significant year for workforce development at LGBT Foundation. With clear goals, robust strategies, and dedicated initiatives, we have taken strides to ensure that our colleagues are equipped, supported, and ready to drive our mission forward.

## 8.3. Our Community Centre

In response to the rising cost of living, we launched a pilot community café, with free hot and cold refreshments, games, entertainment and activities. This new initiative began in January 2023 at our community centre at Fairbairn House, Sackville St. The initiative rapidly transformed into a cornerstone of community support, running every Saturday and Sunday from 10am to 1pm. Beyond offering refreshments in a warm and welcoming setting, the community café emerged as a haven for individuals seeking solace, community, and resources. Echoing our intent, one of the service users who visited in January remarked, ***"The community café was a lifeline for me. It gave me the strength I needed to get up this morning."***

As we continued to cultivate spaces of queer hope, joy, and community support, on 23 December 2022 we hosted a memorable Winter Meal at our community centre for our service users. The evening saw an overwhelming turnout of over 50 attendees. Amidst the ambient live music and festive cheer, our service users indulged in delicious free meals graciously donated by Via, Canal Street. The heart and spirit of our team shone brightly as our dedicated staff volunteered to orchestrate the evening. Each attendee left with a Love2Shop voucher, another gesture from our end to help alleviate cost-of-living pressures.

Our transition to the Fairbairn Building has been more than just a physical move, it has been a reaffirmation of our commitment to ensure that every member of our community feels seen, valued, and supported.

## 8.4. Our communications

### Website

Our website remains a cornerstone for our communication. Throughout 2022/23, we provided crucial online information, resources, and support for LGBTQ+ communities. Through our website, we shared information about accessing our various support services, details on upcoming community events, and an array of guides and resources tailored to support LGBTQ+ individuals, their families, and allies.

This year saw our website achieve remarkable milestones: our digital outreach expanded as we recorded an unprecedented 995,909 page views, from 551,672 unique users. Our trans and non-binary pages, once again, emerged as the most visited section on our site. An invaluable resource, these pages offer insights on trans identities, history, and wellbeing, and garnered 166,000 page views this year.

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Throughout the year, our commitment to timely and informative content saw us publish 31 news articles. These articles received significant traction, garnering 78,000 page views from 64,000 unique users. Notably, our digital presence was prominent in major cities across the UK, such as London, Manchester, and Birmingham, and we continued to be a source of vital information for LGBTQ+ people around the world. A sample of our articles from 2022/23 include:

- Revealed: Improving Trans and Non-binary Experiences of Maternity Services (ITEMS) report
- Mental Health Awareness: Tips for dealing with loneliness and isolation
- Greater Manchester Equality Panel Launches with a commitment to end conversion therapy across the city region
- Operation Equality Launch
- International Pronouns Day
- World AIDS Day - A Legacy of Queer Activism
- LGBT Foundation announces new short-film "Being an LGBTQ+ Woman", as part of 17 years of Sugar & Spice
- Autistic and Neurodivergent Programme Launch Announcement

## Social media

Amid the swiftly changing digital landscape of 2022/23, our commitment to uplifting the LGBTQ+ community remains resolute. Through engaging social media, we create a virtual platform that informs, empowers, and unites.

Across diverse platforms, we reach broad audiences – from Twitter's quick updates to Facebook's immersive stories, Instagram's visual grids, and LinkedIn's professional discourse. Our channels are crucial for sharing vital info and raising awareness about LGBTQ+ challenges and successes. From historical milestones to present issues, we strive for an informed and empathetic society.

More than likes, our social spaces foster meaningful conversations. We offer a secure platform for sharing, seeking advice, and finding support. We spotlight events, campaigns, and workshops, rallying community members for positive change. Our global reach is rooted in local nuances, fostering belonging.

Into the next year, we stay dedicated to social media's power for good. We'll refine strategies, create compelling content, all to advance LGBTQ+ rights, inclusivity, and celebrate our diverse community.

## Press and media



# LGBT Foundation Ltd

In 2022/23, addressing LGBTQ+ challenges in UK media is crucial, especially for trans and non-binary individuals. Hurdles persist—misrepresentation and misinformation harm progress. Urgently, we prioritise accurate representation and empathy.

The current UK media landscape harms LGBTQ+ people, notably trans and non-binary individuals. Our strategy counters misinformation using expertise and personal stories. We secure platforms for trans and non-binary voices through interviews and op-eds, nurturing inclusivity.

Beyond LGBTQ+ circles, allies and media partners amplify our inclusive message, challenging negative narratives responsibly. Our aim: reshape media, advocate LGBTQ+ rights, foster inclusivity's positive change.

As we move forward, our commitment to engaging with the media takes on a dual role: advocating for LGBTQ+ rights and countering challenges faced within the broader media landscape. By addressing these challenges head-on, we aim to contribute to a transformative shift in how LGBTQ+ stories are told, understood, and embraced. Our mission remains steadfast: to create a media environment where every individual's story is honoured, where truth prevails over misinformation, and where the journey toward inclusivity is marked by positive change.

## Campaigns

LGBT Foundation's impactful campaigns have illuminated a path towards unity, understanding, and change amidst complex societal dynamics. These efforts have celebrated the vibrancy of LGBTQ+ communities while addressing unique challenges faced by trans and non-binary individuals. Through fostering education, promoting accurate information, and nurturing empathy, these campaigns have achieved significant influence.

One campaign, LGBT+ History Month, paid homage to trailblazers through storytelling and discussions, fostering education and inspiration for continued progress. Another campaign, focused on the winter season, provided warmth and inclusivity, acknowledging the complexities LGBTQ+ individuals face during holidays and emphasising community support.

Pride season in Greater Manchester showcased unity and resilience while shedding light on ongoing struggles, and engaging allies and community members to advocate for an authentic and fear-free future. LGBT Foundation's 2022 pride campaign centred around the themes of Equality Wins, Safety Wins, and Community Wins, encapsulating the LGBTQ+ journey's triumphs, challenges, and unity.



## LGBT Foundation Ltd

Integral to LGBT Foundation's mission is accurate education, addressing critical LGBTQ+ wellbeing topics and providing resources for informed decisions. Communication campaigns aim to nurture empathy by sharing personal stories, experiences, and facts, fostering respectful and compassionate approaches to the LGBTQ+ community.

## Trustees' Report

### Financial Review and Results for the Year

As with recent years, 2022/23 began with significant in-year targets to address gaps in the planned budget, and the need to ensure we met as much of the increased demand on our services as possible. We also knew we needed to focus on generating a surplus to protect our reserves in line with our Reserves Policy. We also knew that we needed to future-proof ourselves as much as possible from the financial impact and future challenges of the external environment; in particular, the war in Ukraine, and the cost-of-living crisis. As such we devoted significant attention to income generation and thankfully, achieved this ambition through maintaining key contracts and securing new investments. Very welcome examples of new funding sources include:

- **NHS Rainbow Badges** – We continued to work in partnership with NHS England, Stonewall, Brighton & Hove LGBT Switchboard, LGBT Consortium, and GLADD (The Association of LGBT Doctors and Dentists) to deliver and develop the Rainbow Badge accreditation scheme. This involved working with NHS trusts across England to improve LGBTQ+ inclusion through delivering an accreditation scheme.
- **Comic Relief - Ministry of Justice Specialist Fund** – We received support from Comic Relief to increase digital inclusion for our Domestic Abuse service users, through tech loans. We've also received specialist support to develop a digital/tech strategy for the organisation, which focuses on increasing accessibility.
- **New Look** – We are delighted to have partnered with New Look, who generously funded our Volunteer Programme in 2021/22. Our volunteers are the lifeblood of all that we do at LGBT Foundation, and we're so pleased to partner with New Look to make our life-saving services possible.
- **Mars Petcare** – We are also proud to work with Mars Petcare, providing vital funding towards our helpline this year through the Dreamies partnership. The helpline today remains the cornerstone of the work we do at LGBT Foundation, and we're grateful to Mars Petcare for helping us ensure we can continue to be there for the thousands of LGBTQ+ people who have nowhere else to turn.

We've succeeded in not only maintaining a range of existing key funding relationships but also seeking new funding to ensure we diversify and expand our offer to meet ever-evolving needs within LGBTQ+ communities. LGBT Foundation was also able to realise our ambition of generating a surplus in the year, contributing to our reserves, to ensure we're as financially resilient as possible going forwards given the challenges ahead in future financial years.

## Trustees' Report

### Funders

**We would like to thank the following funders for their  
generous financial support during 2022/23:**

**GREATER MANCHESTER LOCAL AUTHORITIES  
& GREATER MANCHESTER CCGs**

- Bolton □ Bury □ Heywood, Middleton & Rochdale □ Manchester □ Oldham
- Salford □ Stockport □ Tameside & Glossop □ Rochdale □ Trafford □ Wigan
- GMCA

**OTHER FUNDERS**

- Adur & Worthington Council □ Armed Forces Covenant Fund □ Arts Council England □ BA Leverhulme □ Barclays Spectrum □ BHA for Equality □ Big Life Group □ Bloom & Wild □ Cancer Awareness VOICE □ Change Grow Life □ CHF Housing □ COVID Equity Fund □ Department of Health & Social Care □ Greater Manchester Combined Authority □ GMCVO □ Grand Trust □ Greater Manchester Mental Health NHS Foundation Trust □ GTD Healthcare □ Health Education England □ Healthy Me, Healthy Communities □ Ipswich & East Suffolk CCG □ John Ellerman Foundation □ Lambeth Council □ LGBT Consortium □ Manchester City Council □ Manchester Community Central □ Manchester Pride □ Manchester University NHS Foundation Trust □ Mars Petcare □ Ministry of Justice □ Mid Essex CCG □ NACCOM □ National Lottery Community Fund □ National Lottery Development Partnerships Fund □ New Look □ NHS England □ National Institute for Health Research □ OGX □ Spectra □ St Ann's Hospice □ The Charity Service □ Trafford Council □ SOCKSHOP □ Young Manchester

We are also very grateful to all of our supporters, donors, partners, advocates and allies for all of their help during the year. In particular, our heartfelt thanks to our volunteers, who continue to provide their time, energy and skills for the benefit of our communities.

## Trustees' Report

### Becoming a monthly donor

#### Can you help us continue our work and be here for those who need us?

Giving even just a small amount each month makes an impact on the number of people we can help. To find out more information about joining our monthly donor scheme, please contact Faye Li at:

**Email:** Faye.Li@lgbt.foundation    **Phone:** 0345 3 30 30 30

Alternatively, please visit our **website** at: [www.lgbt.foundation/donate](http://www.lgbt.foundation/donate)

### Reserves Policy

Our Trustees have agreed to a policy whereby the unrestricted funds not committed to project activity or invested in tangible fixed assets held by LGBT Foundation, should be built up to a minimum of 3 months in the medium term.

Reserves are primarily held to enable us to adjust to unforeseen reductions in income or increases in expenditure. They also help ensure there is sufficient working capital for effective operations, particularly to enable funding that is paid in arrears, or to cover late payments. Bearing in mind these working capital requirements, LGBT Foundation's reserves would therefore only be utilised in specific and approved circumstances. For example, to make up for a reduction in income and/or an increase in expenditure or to pay for the costs of making organisational changes as a response to these.

Despite a challenging economic background progress was made during the year in improving our reserves position with unrestricted reserves above the desired level. With continued economic uncertainty, trustees are looking to strengthen financial and business planning, so they continue to be in a better position to monitor the impact on our medium-term reserve levels.

Unrestricted Reserves: As of 31 March 2023, unrestricted reserves amounted to £1,089,843 which is equivalent to 12 week's running costs based on the planned expenditure for 2023/24 and is consistent with the previous financial year. These reserves are held in line with LGBT Foundation's Reserves Policy to enable the charity to adjust to unforeseen reductions in income or increases in expenditure. They are also held to help ensure sufficient working capital for effective operation.

The level of unrestricted reserves reflects the surplus generated during 2022/23 of £112,452

We will continue to have Designated Reserves, please see the respective notes below for more information:

**Designated Reserve 1:** This reserve is to cover any future dilapidation costs on the charity's rented premises. The reserve has been reduced to £50,000.

**Designated Reserve 2:** A designated operational fund was originally established in 2011/12 and 2012/13 by the Trustees. This fund is to cover any impact on our services as a result of changes to our income. Due to the ongoing challenges within the UK economy and potential impact on our income this reserve has been increased to £254,000.

**Designated Reserves 3:** The Trustees have decided to maintain the COVID 19 designated fund to be used against any future costs associated with the pandemic. This fund stands at £55,625.

## Trustees' Report

**Designated Reserves 4:** This fund was created last year in response to the current cost of living increase and ongoing economic climate. The reserve has been set at £250,000 and alongside the other designated reserves will continue to be reviewed by Trustees during the coming year.

### Future Plans

In order to ensure that we fully meet our ambitions and respond to increased levels of need, we will continue to invest in a range of functions across the organisation which help us to grow in a sustained manner. Key to our future financial plans is maintaining strong partnerships with a range of stakeholders, including other third sector organisations, and the private and public sectors.

Going forwards we are continuing to deliver on an ambitious Income Generation Framework which focusses on both sustainability and growth.

The wider impact of COVID-19 will have a significant impact on our finances in the coming years, and we are working hard to mitigate as many of these risks as possible. Whilst we are confident in our 2022-23 projections, we're aware that the full impact of COVID-19 in terms of cuts to contracts and funding is likely to be felt in future years (alongside a trend of increased need), and as such we are continually focussing on diversifying our income streams further, particularly unrestricted income through activities such as our Training Academy and development of a donor scheme.

### Strategic Plan 2018-2023

Looking ahead, the charity is now three years into our five-year strategic plan for 2018-2023. This Strategic Framework in which we've chosen to operate is where we'll focus our energies for the next three years. The plan outlines the considerable inequalities that continue to face LGBTQ+ people, and against which our services and bold ambitions for the future are determined. Our strategic plan and associated KPIs are reviewed by the trustee board are reviewed on an annual basis.

The plan includes our **continued mission** of **We're Here If You Need Us** and our continued vision: **We believe in a fair and equal society where all lesbian, gay, bisexual and trans people can achieve their full potential.**

## Trustees' Report

We have already made significant progress to deliver on our **strategic priorities** directly in line with our mission, as follows:

- **Achieving Equality:** Making change happen with and on behalf of our communities.
  - Voice: Amplify the voices of our communities and empower people to take social action.
  - Influence: Achieve systemic change by producing quality evidence and ensuring public services are informed by the needs of those using them.
  - Access: End the inequity that LGBTQ+ people face in health and social care services through learning and collaboration.
- **Encouraging Wellbeing:** Reducing isolation amongst our communities & enabling people to flourish.
  - Services: Expand our offer for wider groups of people, with a broader set of needs, in a greater range of locations.
  - Skills: Encourage and invest in the expertise and talents of our communities so they can achieve their goals.
  - Education: Inform community members and those serving them on the most effective ways to meet the needs of LGBTQ+ people.
- **Promoting Safety:** Helping people feel more confident & in control of their lives.
  - Action: Increase personal resilience through the delivery of pioneering and impactful health care provision.
  - Justice: Promote and protect the personal rights and freedoms of our communities.
  - Place: Maintain and expand the number of safe public and private spaces for LGBTQ+ people.

We've also set out a priority of '**Improving Our Performance: Professional and knowledgeable in our approach, friendly & helpful with everyone.**' This outlines our plans to continually develop and improve as a charity and deliver excellence for our beneficiaries.

- Quality: Ensure excellence in everything we do to better meet the needs of the people we serve.
- People: Champion a culture that enables us to live our values and invests in its communities.
- Growth: Broaden our family of allies and secure a sustainable financial future.

## Auditors

Beever and Struthers were elected as auditors for the year at the Annual General Meeting.

This report has been prepared in accordance with the special provisions relating to Companies subject to the small company's regime within Part 15 of the Companies Act 2006.

**By order of the Trustees (Management Committee)**

## Statement of Trustees' Responsibilities

The trustees (who are also the directors of LGBT Foundation Ltd for the purposes of company law) are responsible for preparing the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently.
- observe the methods and principles in the Charities SORP.
- make judgements and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the Board of trustees, who are Directors for the purposes of company law, and trustees for the purposes of charity law, who served during the year and up to the date of this report are set out on page 1.

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees, having made enquiries of fellow directors and the charitable company's auditor that they ought to have individually taken, have each taken all the steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Approved by the trustees on 21 October 2023 and signed on their behalf by:

.....  
  
Stewart Humphries  
Company Secretary



## Independent Auditors' Report to the Members of LGBT Foundation Ltd

### Opinion

We have audited the financial statements of LGBT Foundation Limited "the charitable company" for the year ended 31 March 2023 which comprise the Statement of Financial Activities (incorporating an Income and Expenditure Account), the Balance Sheet, the Cash Flow Statement, and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### Basis for opinion

We conducted our audit in accordance with International Standards on auditing (UK) (ISAS (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

We have nothing to report to you in respect of the following matters in relation to which the ISAS (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

### Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the other information. Our opinion on the financial statements does not cover the other

## Independent Auditors' Report to the Members of LGBT Foundation Ltd

information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

## Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

## Independent Auditors' Report to the Members of LGBT Foundation Ltd

### Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities set out on page 71, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

### Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAS (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

### Ability to Detect Irregularities

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements based on our understanding of the Company and through discussion with the Directors and other management (as required by auditing standards).

## Independent Auditors' Report to the Members of LGBT Foundation Ltd

We also had regard to laws and regulations in areas that directly affect the financial statements including financial reporting (including related company legislation) and taxation legislation. We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements.

We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit. Audit procedures performed included:

- Discussions with management, enquiring over non-compliance with laws, regulations, and fraud;
- Reviewing minutes of all Board meetings during year; and
- Review of transactions (including journals) using data analytic software.

There are inherent limitations in the audit procedures described above. We did not identify any such irregularities however as with any audit, there remained a higher risk of non-detection of irregularities due to fraud, as these may involve deliberate concealment, collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls.

## Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose.

To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body for our audit work, for this report, or for the opinions we have formed.

.....  
Lee Cartwright (Senior Statutory Auditor)  
For and on behalf of Beever and Struthers, Statutory Auditor

One Express  
1 George Leigh Street  
Ancoats  
Manchester  
M4 5DL

21 October 2023

## Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account)

		Unrestricted	Restricted	2023 Total £	2022 Total £
	Note	£	£		
<b>Income from:</b>					
Donations and legacies	3	538,384	-	<b>538,384</b>	509,757
Charitable activities	4	-	3,640,075	<b>3,640,075</b>	3,468,188
Other income	5	330,274	-	<b>330,274</b>	131,327
<b>Total income</b>		<b>868,658</b>	<b>3,640,075</b>	<b>4,508,733</b>	4,109,272
<b>Expenditure on:</b>					
Raising funds	6	(91,180)	-	<b>(91,180)</b>	(68,079)
Charitable activities	6	(665,026)	<b>(3,640,075)</b>	<b>(4,305,101)</b>	(3,348,464)
<b>Total expenditure</b>		<b>(756,206)</b>	<b>(3,640,075)</b>	<b>(4,396,281)</b>	(3,416,543)
<b>Net income/(expenditure) for the year and net movement in funds</b>		<b>112,452</b>	<b>-</b>	<b>112,452</b>	692,729
<b>Reconciliation of funds:</b>					
Total funds brought forward		<b>1,587,016</b>	-	<b>1,587,016</b>	894,287
<b>Total funds carried forward</b>	18	<b>1,699,468</b>	-	<b>1,699,468</b>	1,587,016

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 18.

## Balance Sheet as at 31 March 2023 (Registration number: 03476576)

	Note	2023 £	2023 £	2022 £	2022 £
<b>Fixed assets:</b>					
Tangible assets	12		4,993		3,445
<b>Current assets:</b>					
Debtors	13	585,675		407,488	
Cash at bank and in hand		<u>2,211,702</u>		<u>2,533,973</u>	
		2,797,377		2,941,461	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	14	<u>(1,102,902)</u>		<u>(1,357,890)</u>	
<b>Net current assets</b>			<u><b>1,694,475</b></u>		<u>1,583,571</u>
<b>Net assets</b>			<u><b>1,699,468</b></u>		<u>1,587,016</u>
<b>The funds of the charity:</b>					
Unrestricted income funds:					
Total unrestricted funds			<u><b>1,699,468</b></u>		<u>1,587,016</u>
<b>Total charity funds</b>	18		<u><b>1,699,468</b></u>		<u>1,587,016</u>

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland.

The notes on pages 86 to 103 form part of these financial statements.

The financial statements on pages 83 to 103 were approved by the trustees, and authorised for issue on 21 October 2023 and signed on their behalf by

.....  
Ian Ambrose  
Trustee

.....  
Smyth William Harper  
Chairman and Trustee

## Statement of Cash Flows for the Year Ended 31 March 2023

	2023 £	2022 £
<b>Net Income</b>	112,452	692,729
<b>(as per the statement of financial activities)</b>		
Purchase of fixed assets	(3,849)	(3,445)
Depreciation Charges	2,301	-
(Increase) / decrease in debtors	(178,187)	(242,678)
(Decrease) / increase in creditors	65,033	110,055
(Decrease) / increase in deferred income	(320,021)	65,887
<b>Net cash provided by / (used in) operating activities</b>	<b>(322,271)</b>	<b>622,549</b>
<b>Net increase in cash and cash equivalents</b>	<b>(322,271)</b>	<b>622,549</b>
Cash and cash equivalents at the beginning of the year	2,533,973	1,911,424
<b>Cash and cash equivalents at the end of the year</b>	<b>2,211,702</b>	<b>2,533,973</b>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 86 to 103 form part of these financial statements.



## Notes to the Financial Statements for the Year Ended 31 March 2023

### 1. Charity status

The charity is a private company limited by guarantee, incorporated in England & Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

The address of its registered office is: Fairbairn House (2nd Floor), 72 Sackville Street, Manchester, M1 3NJ

The charity registration number is 1070904.

The company registration number is 03476576.

### 2. Accounting policies

#### Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated

#### Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011

#### Basis of Preparation

LGBT Foundation Ltd meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The financial statements are presented in sterling and rounded to the nearest £

#### Going Concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

#### Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received, and the amount of the income receivable can be measured reliably.

## Notes to the Financial Statements for the Year Ended 31 March 2023

### Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity, and it is probable that these conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case-by-case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash, or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity

### Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

### Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading those aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings, they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs

### Raising funds

These are costs incurred in attracting voluntary income and those incurred in trading activities that raise funds.

### Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

### Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

## Notes to the Financial Statements for the Year Ended 31 March 2023

### Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

### Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

### Tangible fixed assets

Tangible fixed assets are stated at cost. All assets costing more than £1,000 and with an estimated useful life of more than one year are capitalised.

### Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Furniture, Fixtures & Fittings, Computers	33% straight line basis

### Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

### Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

## Notes to the Financial Statements for the Year Ended 31 March 2023

### **Fund structure**

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is identified to the fund, together with a fair allocation of management and support costs

### **Financial instruments**

#### **Classification**

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument. Financial liabilities are classified according to the substance of the contractual arrangements entered into.

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 3. Income from donations and legacies

	Unrestricted	Restricted	2023 Total	2022 Total
	£	£	£	£
Manchester Pride	-	-	-	10,000
Supporters Scheme & Individual Donations	460,611	-	<b>460,611</b>	449,757
Legacy Donation	5,123	-	<b>5,123</b>	-
Barclays Spectrum	72,650	-	<b>72,650</b>	50,000
	<u>538,384</u>	<u>-</u>	<u><b>538,384</b></u>	<u>509,757</u>

### 4. Income from charitable activities

	Unrestricted	Restricted	2023 Total	2022 Total
	£	£	£	£
Adur & Worthington Council	-	15,000	<b>15,000</b>	-
Age UK - Health & Wellbeing	-	-	-	3,000
AHSN	-	-	-	4,923
Armed Forces Rainbow Oppos Project	-	34,125	<b>34,125</b>	35,000
Arts Council England	-	7,569	<b>7,569</b>	30,901
Assura Foundation	-	-	-	4,180
BA Leverhulme	-	5,000	<b>5,000</b>	-
Barclays Pride in Ageing	-	10,000	<b>10,000</b>	-
BHA (PASH)	-	394,041	<b>394,041</b>	401,101
Big Life Group	-	20,000	<b>20,000</b>	2,500
Bring Dementia Out	-	-	-	8,525
Cancer Awareness VOICE	-	6,400	<b>6,400</b>	-
Change Grow Live	-	80,154	<b>80,154</b>	81,120
CHF Housing	-	15,260	<b>15,260</b>	39,666
CLDS Community Fund	-	29,117	<b>29,117</b>	-
Comic Relief Tech for Good	-	-	-	21,419
Covid Equity Fund	-	5,249	<b>5,249</b>	4,653
DA Drop ins Trafford Council	-	5,000	<b>5,000</b>	-
DHSC - Consortium Priority Projects	-	16,450	<b>16,450</b>	-
DHSC - VCSE Health & Wellbeing Alliance	-	95,827	<b>95,827</b>	94,154
DHSC -Maternity Project	-	9,990	<b>9,990</b>	6,825
GM Workforce Collaborative	-	47,752	<b>47,752</b>	-

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 4. Income from charitable activities (continued)

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
GMCA MOJ Cost of Living Crisis Support	-	9,000	<b>9,000</b>	-
GMHSCP Winter Pressure	-	19,752	<b>19,752</b>	-
GMMH VCSE	-	4,000	<b>4,000</b>	-
GMSCHP Dementia United	-	12,011	<b>12,011</b>	-
HIV Opt Out Testing	-	4,250	<b>4,250</b>	-
Lottery Partnership Development Fund	-	50,000	<b>50,000</b>	-
MOJ IDVA ISVA	-	44,771	<b>44,771</b>	-
NHS Cumbria Netreach	-	14,112	<b>14,112</b>	-
OGX Women's Programme	-	25,000	<b>25,000</b>	-
PASH Liverpool	-	19,220	<b>19,220</b>	-
PRIDE NIF	-	4,414	<b>4,414</b>	-
Skills for care Pride in Ageing	-	2,590	<b>2,590</b>	-
Smirnoff Soho Angels	-	35,155	<b>35,155</b>	-
St Ann's Hospice	-	4,600	<b>4,600</b>	-
TNL Together for our planet Fund	-	9,993	<b>9,993</b>	-
Trans Allyship Resources	-	13,333	<b>13,333</b>	-
UKHSA Mpox & Sexual Health Engagement	-	22,064	<b>22,064</b>	-
Veteran's Review	-	10,210	<b>10,210</b>	-
GM HSC Partnership - Pride In Practice	-	175,000	<b>175,000</b>	175,000
GM HSC Partnership - Trans Programme	-	115,000	<b>115,000</b>	115,000
GMHSCP Winter Pressures Hospital Discharge	-	-	-	10,000
Grand Trust	-	10,243	<b>10,243</b>	25,723
Greater Manchester CCC's Mental Health	-	225,980	<b>225,980</b>	225,431
GMCA - COVID 19	-	7,744	<b>7,744</b>	-
GMCA - Victim Fund	-	29,580	<b>29,580</b>	29,580
GMCA - Village Angels	-	85,000	<b>85,000</b>	85,000
GMCA - Village Haven	-	50,000	<b>50,000</b>	50,000
Green Social Prescribing	-	-	-	2,820
GTD Healthcare - Indigo	-	828,924	<b>828,924</b>	743,846
HealthWatch England	-	-	-	1,500
Healthy Me Healthy Communities	-	-	-	10,000
Internal sessional MH Surge funding	-	-	-	9,216
John Ellerman Foundation	-	47,510	<b>47,510</b>	48,280
Lambeth & Lewisham Council	-	83,395	<b>83,395</b>	70,272
LGBT Consortium	-	-	-	14,735
MAC Aids Fund	-	-	-	70,511

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 4. Income from charitable activities (continued)

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
MACC Winter housing support scheme	-	-	-	15,200
Make Smoking History Programme	-	50,857	<b>50,857</b>	39,774
MCC - Domestic Abuse Housing	-	155,812	<b>155,812</b>	154,812
MCC - Our Manchester	-	53,698	<b>53,698</b>	53,698
MCC - Chemsex Resource	-	6,667	<b>6,667</b>	10,000
MCC - Suicide Prevention	-	-	-	41,536
Manchester Pride CLDS	-	-	-	1,962
Mangoletsi	-	-	-	5,660
MCA Equalities Panel	-	49,766	<b>49,766</b>	33,334
MCC Covid Sex Work Resource	-	-	-	10,000
MCC Extra Care Scheme	-	20,002	<b>20,002</b>	19,998
MCC IDVA	-	53,197	<b>53,197</b>	47,226
Mind	-	-	-	7,292
National Institute Health Research	-	-	-	12,484
National Lottery Community Fund	-	165,581	<b>165,581</b>	166,065
NHS England Rainbow Badges	-	195,242	<b>195,242</b>	241,527
NHS Sounding Board Contract	-	9,426	<b>9,426</b>	19,983
OMVCS Winter Grants - MCC	-	-	-	10,000
Opening Archives	-	200	<b>200</b>	5,470
Other	-	25,754	<b>25,754</b>	19,173
PiP Expansion Essex	-	54,006	<b>54,006</b>	16,586
PREP Awareness	-	-	-	8,335
Pride In Ageing	-	833	<b>833</b>	7,500
RAS Programme	-	-	-	3,000
SIB RRLF	-	-	-	50,000
Spectra	-	21,763	<b>21,763</b>	3,959
This Girl Can	-	-	-	4,860
Trans SH Clinic MCC	-	-	-	4,967
Unlocking Wellbeing Tameside & Glossop	-	5,944	<b>5,944</b>	14,056
Young Manchester Covid Recovery	-	11,542	<b>11,542</b>	14,851
<b>Total income from charitable activities</b>	<b>-</b>	<b>3,640,075</b>	<b>3,640,075</b>	<b>3,468,188</b>



## Notes to the Financial Statements for the Year Ended 31 March 2023

### 5. Other Income

	Unrestricted	Restricted	<b>2023 Total</b>	2022 Total
	£	£	£	£
Training & Consultancy Income	215,516	-	<b>215,516</b>	115,189
Other Income	114,759	-	<b>114,759</b>	16,138
	<u>330,275</u>	<u>-</u>	<u><b>330,275</b></u>	<u>131,327</u>

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 6. Analysis of Resources Expended

	Direct costs £	Staff costs £	Support costs £	Total 2023 £	Total 2022 £
<b>Cost of Raising Funds</b>					
Voluntary income	13,141	7,739	2,100	<b>22,980</b>	6,768
Cost of sales	37,465	24,174	6,561	<b>68,200</b>	61,311
<b>Cost of charitable activities</b>					
Services	163,677	2,842,468	771,405	<b>3,777,551</b>	2,931,059
Information	4,141	178,899	48,551	<b>231,590</b>	187,708
Research	-	180,234	48,913	<b>229,147</b>	173,760
Governance costs	20,299	36,585	9,929	<b>66,813</b>	55,936
	<b>238,724</b>	<b>3,270,099</b>	<b>887,458</b>	<b>4,396,281</b>	3,416,542

The above grants represent payments to institutions in furtherance of the charity's strategic aims

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 7. Support Costs

	Voluntary Income £	Fees & other Sales £	Services £	Information £	Research £	Governance £
Premises costs	347	1,085	127,617	8,032	8,092	1,643
Support staff costs	1,076	3,361	395,198	24,873	25,059	5,087
Admin costs	671	2,097	246,590	15,520	15,636	3,174
Depreciation costs	5	17	2,000	126	127	26
	<b>2,101</b>	<b>6,581</b>	<b>771,405</b>	<b>48,550</b>	<b>48,913</b>	<b>9,929</b>
					<b>Total 2023 £</b>	Total 2022 £
Premises costs					<b>146,816</b>	47,742
Support staff costs					<b>454,653</b>	286,800
Admin costs					<b>283,688</b>	295,907
Depreciation cost					<b>2,301</b>	-
					<b>887,458</b>	630,449

Support costs have been allocated across activities based on time spent on those activities.

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 8. Net income /expenditure for the year

This is stated after charging / (crediting)

	2023	2022
	£	£
Audit Fees	7,325	7,192
Irrecoverable VAT	6,020	19,025

### 9. Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

### 10. Staff costs

The aggregate payroll costs were as follows:

	2023	2022
	£	£
<b>Staff costs during the year were:</b>		
Wages & Salaries	2,772,373	2,010,948
Social security costs	276,370	183,650
Pension costs	254,030	200,102
	<b>3,302,772</b>	<b>2,394,700</b>

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full-time equivalents was as follows:

	2023	2022
	No.	No.
Senior Management Team	4	4
Other Employees	89	73
	<b>93</b>	<b>77</b>

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 10. Staff costs (continued)

The number of employees whose remuneration fell within the following bands were:

	2023 No.	2022 No.
£90,000 – £100,000	1	-
£80,000 – £90,000	-	1
£70,000 – £80,000	1	-
£60,000 – £70,000	-	1
	<u>2</u>	<u>2</u>

The key management personnel comprise the Trustees, the Chief Executive, the Deputy Chief Executive, the Director of Operations, and the Director of Development.

The total employee benefits of the key management personnel of the charity were £299,133 (2022: £258,612).

### 11. Taxation

The charity is a registered charity and is therefore exempt from taxation on its charitable activities.

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 12. Tangible fixed assets

	Furniture and equipment £	Total £
<b>Cost or valuation</b>		
At the start of the year	66,465	<b>66,465</b>
Additions in year	3,849	<b>3,849</b>
Adjustments in year	-	-
At the end of the year	<u>70,314</u>	<u><b>70,314</b></u>
<b>Depreciation</b>		
At the start of the year	63,020	<b>63,020</b>
Charge for the year	2,301	<b>2,301</b>
Adjustments in year	-	-
At the end of the year	<u>65,321</u>	<u><b>65,321</b></u>
<b>Net book value</b>		
<b>At the end of the year</b>	<u>4,994</u>	<u>4,994</u>
At the start of the year	<u>3,445</u>	<u>3,445</u>

All of the above assets are used for charitable purposes.

### 13. Debtors

	<b>2023</b> £	2022 £
Trade debtors	395,354	302,360
Prepayments	41,874	43,364
Accrued income	147,191	60,768
Other debtors	1,256	996
	<u><b>585,675</b></u>	<u>407,488</u>

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 14. Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	111,963	65,598
Other taxation and social security	173,249	89,745
Other creditors	8,124	23,169
Accruals	346,903	396,694
Deferred income	462,663	782,684
	<b>1,102,902</b>	<b>1,357,890</b>

### 15. Deferred income

	2023 £	2022 £
Brought Forward	782,684	(716,797)
Income released in the year	(782,684)	303,893
Income deferred in the year	462,663	(716,797)
Carried forward	<b>462,663</b>	<b>782,684</b>

### 16. Obligations under leases and hire purchase contracts

The total value of future minimum lease payments was as follows:

	2023 £	2022 £
Within one year	66,722	66,722
2-5 Years	183,487	250,209
	<b>250,209</b>	<b>316,932</b>

### 17. Pension and other schemes

#### Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £266,451 (2022: £200,102)

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 18. Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
<b>Unrestricted funds</b>					
<b>General</b>					
General Fund	974,247	868,658	(756,206)	3,144	1,089,843
<b>Designated</b>					
Accommodation	145,533	-	-	(95,533)	50,000
Operational Costs	161,611	-	-	92,389	254,000
COVID 19 Impact	55,625	-	-	-	55,625
Economic Impact	250,000	-	-	-	250,000
	<b>612,769</b>	<b>-</b>	<b>-</b>	<b>(3,144)</b>	<b>609,625</b>
<b>Total Funds</b>	<b>1,587,016</b>	<b>868,658</b>	<b>(756,206)</b>	<b>-</b>	<b>1,699,468</b>

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
<b>Unrestricted funds</b>					
<b>General</b>					
General Fund	531,518	1,250,036	(557,307)	(250,000)	974,247
<b>Designated</b>					
Accommodation	145,533	-	-	-	145,533
Operational Costs	161,611	-	-	-	161,611
COVID 19 Impact	55,625	-	-	-	55,625
Economic Impact	-	-	-	250,000	250,000
	<b>362,769</b>	<b>-</b>	<b>-</b>	<b>250,000</b>	<b>612,769</b>
<b>Total Funds</b>	<b>894,287</b>	<b>1,250,036</b>	<b>(557,307)</b>	<b>-</b>	<b>1,587,016</b>



## Notes to the Financial Statements for the Year Ended 31 March 2023

### 18. Funds (continued)

The Trustees have retained a designated fund for accommodation as a resource for any future dilapidation costs on the charity's rented premises. The designated fund for operational costs is to cover any impact on our services as a result of changes to our income. The COVID 19 designated fund has been kept, being used against any future costs associated with the pandemic, and the economic fund has been established to be used against the impact of challenges within the UK economy.

### 19. Restricted Reserves

	Balance at 1 April 2022	Incoming resources	Resources expended	Balance at 31 March 2023
	£	£	£	£
Adur & Worthington Council	-	15,000	(15,000)	-
Armed Forces Rainbow Oppos Project	-	34,125	(34,125)	-
Arts Council England	-	7,569	(7,569)	-
BA Leverhulme	-	5,000	(5,000)	-
Barclays Pride in Ageing	-	10,000	(10,000)	-
BHA (PASH)	-	394,041	(394,041)	-
Big Life Group	-	20,000	(20,000)	-
Cancer Awareness VOICE	-	6,400	(6,400)	-
Change Grow Live	-	80,154	(80,154)	-
CHF Housing	-	15,260	(15,260)	-
CLDS Community Fund	-	29,117	(29,117)	-
Covid Equity Fund	-	5,249	(5,249)	-
DA Drop ins Trafford Council	-	5,000	(5,000)	-
DHSC - Consortium Priority Projects	-	16,450	(16,450)	-
DHSC - VCSE Health & Wellbeing Alliance	-	95,827	(95,827)	-
DHSC - Maternity Project	-	9,990	(9,990)	-
GM Workforce Collaborative	-	47,752	(47,752)	-
GMCA MOJ Cost of Living Crisis Support	-	9,000	(9,000)	-
GMHSCP Winter Pressure	-	19,752	(19,752)	-
GMMH VCSE	-	4,000	(4,000)	-
GMSCHP Dementia United	-	12,011	(12,011)	-
HIV Opt Out Testing	-	4,250	(4,250)	-
Lottery Partnership Development Fund	-	50,000	(50,000)	-
MOJ IDVA ISVA	-	44,771	(44,771)	-
NHS Cumbria Netreach	-	14,112	(14,112)	-

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 19. Restricted Reserves (Continued)

	Balance at 1 April 2022	Incoming resources	Resources expended	Balance at 31 March 2023
	£	£	£	£
OGX Women's Programme	-	25,000	(25,000)	-
PASH Liverpool	-	19,220	(19,220)	-
PRIDE NIF	-	4,414	(4,414)	-
Skills for care Pride in Ageing	-	2,590	(2,590)	-
Smirnoff Soho Angels	-	35,155	(35,155)	-
St Ann's Hospice	-	4,600	(4,600)	-
TNL Together for our planet Fund	-	9,993	(9,993)	-
Trans Allyship Resources	-	13,333	(13,333)	-
UKHSA Mpox & Sexual Health Engagement	-	22,064	(22,064)	-
Veteran's Review	-	10,210	(10,210)	-
GM HSC Partnership - Pride In Practice	-	175,000	(175,000)	-
GM HSC Partnership - Trans Programme	-	115,000	(115,000)	-
Grand Trust	-	10,243	(10,243)	-
Greater Manchester CCC's Mental Health	-	225,980	(225,980)	-
GMCA - COVID 19	-	7,744	(7,744)	-
GMCA - Victim Fund	-	29,580	(29,580)	-
GMCA - Village Angels	-	85,000	(85,000)	-
GMCA - Village Haven	-	50,000	(50,000)	-
GTD Healthcare - Indigo	-	828,924	(828,924)	-
John Ellerman Foundation	-	47,510	(47,510)	-
Lambeth & Lewisham Council	-	83,395	(83,395)	-
Make Smoking History Programme	-	50,857	(50,857)	-
MCC - Domestic Abuse Housing	-	155,812	(155,812)	-
MCC - Our Manchester	-	53,698	(53,698)	-
MCC - Chemsex Resource	-	6,667	(6,667)	-
MCA Equalities Panel	-	49,766	(49,766)	-
MCC Extra Care Scheme	-	20,002	(20,002)	-
MCC IDVA	-	53,197	(53,197)	-
National Lottery Community Fund	-	165,581	(165,581)	-
NHS England Rainbow Badges	-	195,242	(195,242)	-
NHS Sounding Board	-	9,426	(9,426)	-
Opening Archives	-	200	(200)	-
Other	-	25,754	(25,754)	-
PiP Expansion Essex	-	54,006	(54,006)	-
Pride In Ageing	-	833	(833)	-
Spectra	-	21,763	(21,763)	-
Unlocking Wellbeing Tameside & Glossop	-	5,944	(5,944)	-

# LGBT Foundation Ltd

Young Manchester Covid Recovery	-	11,542	(11,542)	-
<b>Total income from charitable activities</b>	<b>-</b>	<b>3,640,075</b>	<b>(3,640,075)</b>	<b>-</b>

## 20. Analysis of net assets between funds

	<b>Unrestricted funds General</b>	<b>Total funds</b>
	<b>£</b>	<b>£</b>
Tangible fixed assets	4,993	4,993
Current assets	2,797,377	2,797,377
Current liabilities	(1,102,902)	(1,102,902)
	<b>1,699,468</b>	<b>1,699,468</b>



# LGBT FOUNDATION

(A company limited by guarantee)

## Annual Report and Financial Statements for the Year Ended 31 March 2023

Company registration number: 03476576

**Charity registration number: 1070904**

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## Reference and Administrative Details

Chair:	Smyth William Harper
Deputy Chair:	Jax Effiong
Treasurer:	Lee Broadstock (Stepped down 22 <sup>nd</sup> October 2022) Ian Ambrose (Appointed 22 <sup>nd</sup> October 2022)
Trustees:	Alexandra Herbert Anjalee Kashinath Pawasker Jason Kalugarama Loic Laude (Appointed 22 <sup>nd</sup> October 2022) Dr Mike Hill Nell Andrew (Appointed 22 <sup>nd</sup> October 2022) Simon Mark Bracewell Simon Mehigan (Appointed 22 <sup>nd</sup> October 2022) Terra Lawrence-Tulloch
Chief Executive:	Dr Paul Martin OBE
Company Secretary:	Stewart Humphries
Principal Office:	Fairbairn House (2 <sup>nd</sup> Floor), 72 Sackville Street, Manchester, M1 3NJ
Company Registration Number:	03476576
Charity Registration Number:	1070904
The charity is incorporated in England & Wales.	
External Auditor	Beever and Struthers Statutory Auditors St George's House 215-219 Chester Road Manchester, M15 4JE

## Trustees' Report

# 1. LGBT FOUNDATION LTD

## 1.1. Our Objects

To preserve and promote the good health, and in particular, the physical, sexual, and mental health of:

- Persons who are lesbian, gay, bisexual, and transgender;
- Persons in doubt of their sexual identity;
- Persons diagnosed with HIV and related illnesses;
- Any persons who may be affected or involved with any of the above, particularly partners and families.

And to provide relief for such people in need thereof at times of mental and emotional stress.

## 1.2. Our Strategic Framework 2018-2023

### Our Vision

We believe in a fair and equal society where all lesbian, gay, bisexual, and trans people can achieve their full potential.

### Our Strategic Goals

- **Achieving Equality:** Making change happen with and on behalf of our beneficiaries.
- **Encouraging Wellbeing:** Reducing isolation amongst our communities and enabling people to flourish.
- **Promoting Safety:** Helping people feel more confident and in control of their lives.
- **Improving Performance:** Professional and knowledgeable in our approach, friendly and helpful with everyone.

### Our Values

- **Passion:** We are passionate about what we do, ensuring that everyone who comes into contact with us has the best possible experience.



- **Integrity:** We are professional and honest, holding ourselves accountable to the highest ethical and performance standards.
- **Empowerment:** We are committed to enabling everyone to flourish, creating time and space for good people to do great things.
- **Respect:** We are respectful of ourselves and each other, celebrating differences and trusting people to do what's right.

## 2. CHAIR AND CHIEF EXECUTIVE'S REPORT

### 2.1. A note from our Chair

This year, LGBT Foundation has provided support to a record number of LGBTQ+ people. In the pages that follow you will read stories of lives transformed, lives improved and lives saved.

As the biggest LGBTQ+ health and wellbeing charity in the country, LGBT Foundation has a simple mission to empower LGBTQ+ people to realise their full potential every day. We want to see queer hope and joy flourish throughout our community.

Over the seven years I have been chair of this amazing charity I've seen us grow at an extraordinary rate. Our workforce and income has more than doubled. We've improved existing services and developed new ones. We've expanded our geographic reach from Greater Manchester to deliver services across the country.

LGBT Foundation's story is one of innovation and ambition, rooted in evidence and a determination to deliver.

It has been the honour of my life to be part of that story and play a small part in its success.

One example of the power of this charity that I've seen during my tenure as chair is the creation of a brand new service to support transgender people on their journey.

Indigo Gender Service was developed after listening to the concerns of trans people who often have to wait years for an appointment at a gender identity clinic. With trans people, we designed a service rooted in primary care, made the case for creating it, and secured the funding to make it happen. Launched December 2020, Indigo is a partnership between ourselves, the NHS and gtd healthcare, a not-for-profit primary care service.

## LGBT Foundation Ltd

Since launching, more than 1,000 trans people in Greater Manchester have accessed Indigo's services, and its results have been extraordinary.

There has never been a service like Indigo and its model has been adopted in two other parts of the country so that more of our trans siblings will be able to access timely care.

I think it's best summed up in the words of one of Indigo's service users: "When I had my diagnosis appointment it was the first time I felt that someone actually believed me. It was like giving me a life."

Watching this service grow from a concept on a piece of paper to a real service making a real difference to real people's lives has been a joy.

And that's just one of our services.

From our helpline, to our counselling services, to encouraging sexual health, to our drug and alcohol services, to helping people escape domestic abuse, to developing groundbreaking schemes for vulnerable members of our community such as our Pride in Ageing programme, to supporting LGBTQ+ veterans, LGBT Foundation's work is wide and deep. We want our work to lead to meaningful and lasting change so that queer people can live their best possible lives.

Again, others can say it better than me. Here's some of the words of the people who have used our services over the past year:

*"I feel more hopeful, motivated and most importantly much less alone"*

*"I am in a totally different position than I was six months ago"*

*"It was a scary prospect coming to a group and at times really hard to address some very difficult issues, but the team were great at ensuring I was heard and offered the right support"*

*"Accessing the recovery services at the LGBT Foundation completely changed my life... I now consider myself recovered, which I genuinely never thought would happen"*

*"Beyond amazing"*

*"Beautiful, uplifting, energising, informative"*

*"LGBT Foundation saved my life"*

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As I hand over the reins of chairing this phenomenal charity, I am incredibly proud of what LGBT Foundation has achieved over the past seven years. But that's not a personal pride, it's a pride in being part of something very, very special.

Because none of this could happen without LGBT Foundation's people. The staff, volunteers and trustees are just remarkable. And they are led by a man without whom our community could simply not have made the progress it has over the past four decades. Next year our Chief Executive Paul Martin marks 35 years as a queer activist, working to make the world a better place for our community. He's advised mayors, prime ministers, and even the United Nations, but still isn't afraid to roll his sleeves up and do the legwork. Every single step forward we have made as a community over the past 35 years has involved Paul in some way or another. I'm privileged to have him as a friend, and we are all lucky to have him as one of the greatest queer advocates our community has ever known.

That's not to say the job is done. In recent years we have seen a movement develop that wants to roll back our rights. The poison of social media has been an incubator of hate. And in the real world incidents of hate crime against lesbian, gay and bi people has more than trebled since 2016, and against trans people have increased by an astonishing 451%.

Progress is real, but it's also fragile and should never be a gateway for complacency.

These may be dark times, but what you will read in the pages that follow is no story of despair but rather one that uplifts, energises and motivates.

That's because LGBT Foundation remains a beacon, shining bright and strong and showing that queer hope and joy is real and something we can all experience.

**Smyth Harper – Chair of the Board of Trustees**

## 2.2. A note from our Chief Executive

Over the last year, LGBT Foundation has undergone a rebrand that is about much more than a fresh logo.

The current climate is difficult for many LGBTQ+ people. Increasingly toxic public rhetoric, directed in particular towards our trans and non-binary siblings, has made many in our communities feel concerned and unsafe. Growing instances of hate crime show that these fears are sadly not unfounded.

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During dark times, it is more important than ever that our community's light burns brightly. At LGBT Foundation, our new brand is a new outlook. We are fundamentally shifting perspectives – ours and others – towards cultivating and celebrating queer hope and joy.

As you read this year's Impact Report, you will see how LGBT Foundation provides spaces and services in which queer hope and joy flourish. Over the last year, the outstanding work of our staff, volunteers and Trustees have seen LGBT Foundation provide record levels of support to our communities.

We have been a safe harbour, offering tailored support from talking therapies to recovery services, support for survivors of domestic abuse and sexual violence to community safety activity. We have been a social hub, delivering joyous and inclusive community groups and spaces. And we have been thought leaders, working across policy, research, and education to drive the fundamental and meaningful change that will secure a brighter future for all LGBTQ+ people.

As you will see from above, we bid a fond farewell to our Chair, Smyth Harper, this year after an outstanding 7 years of exceptional leadership for and on behalf of our LGBTQ+ communities.

I've known Smyth since 2001, from his early days in Manchester as a supportive journalist through his tenure as Head of Press at Manchester City Council through to him working with GM Mayor Andy Burnham as his comms supremo. Throughout all this time Smyth has been an amazing advocate for LGBTQ+ communities and in particular has been a keen supporter of LGBT Foundation. I was therefore delighted when he joined LGBT Foundation's Board after having been a volunteer for the charity as both a Helpline operator and as a Village Angel.

It has been Smyth's intimate knowledge of the charity's operations and his instinctive understanding of the importance of our work that has made Smyth such an exceptional Trustee and Chair.

His has been a safe and light hand on the tiller, helping to steer LGBT Foundation onto bigger and greater things. We have seen extraordinary growth during his chairmanship and he has been an inspiring advocate and keen supporter of Trustees, staff, and volunteers.

He has been a staunch ally, mentor, and supporter of me personally and of the wider leadership team and Board of Trustees. His counsel and advice has always been very well received and more importantly very much appreciated.

## LGBT Foundation Ltd

I'm therefore delighted that he has been persuaded to remain as a Trustee for the next few years to continue supporting us navigating the often toxic and challenging external environment. We know that we will continue to benefit from his insight and his reassuring presence around the Board table.

Smyth hands over the reins to another safe pair of hands in Jax Effiong, our current Deputy Chair, who will be supported by Jason Kalugarama as our incoming Deputy Chair. LGBT Foundation is indeed blessed to have such exceptional and talented Trustees.

This year has been record-breaking, and the work continues. We will strive tirelessly for a world where queer liberation creates meaningful change and a fairer society for us all.

**Dr Paul Martin OBE, Chief Executive**

**If you'd like to join us, there are several ways to become involved, including:**

- Register for our free, **e-Bulletin**, providing you with up-to-date news, views, and events ([www.lgbt.foundation/signup](http://www.lgbt.foundation/signup));
- For the very latest news, events, photos, reactions, and comments, follow us on **Twitter** (@LGBTfdn); **Instagram** (lgbtfdn), **TikTok** (@LGBTfdn) and **Facebook** ('LGBT Foundation');
- Become a **volunteer**, helping to support our events, services, and day-to-day functions ([www.lgbt.foundation/volunteering](http://www.lgbt.foundation/volunteering)); and
- Join our **monthly donor scheme**, helping to make sure we can finance our work and continue to support LGBT people in need ([www.lgbt.foundation/donate](http://www.lgbt.foundation/donate))

For more information on any of these opportunities, please **phone us** on

**0345 3 30 30 30**

**email us** at [info@lgbt.foundation](mailto:info@lgbt.foundation) or **visit our website** at [www.lgbt.foundation](http://www.lgbt.foundation)

### 3. REPORT OF THE BOARD OF TRUSTEES - YEAR ENDING 31 MARCH 2023

The Board of Trustees are pleased to present their annual report and the audited financial statements of LGBT Foundation, for the year ended 31 March 2023. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1<sup>st</sup> January 2015). The charity was incorporated by guarantee on 1 December 1997. It has no share capital and is a registered charity. The guarantee of each member is limited to £10. The governing document is the Memorandum and Articles of Association of the company and members of the Board of Trustees are the Directors of the company.

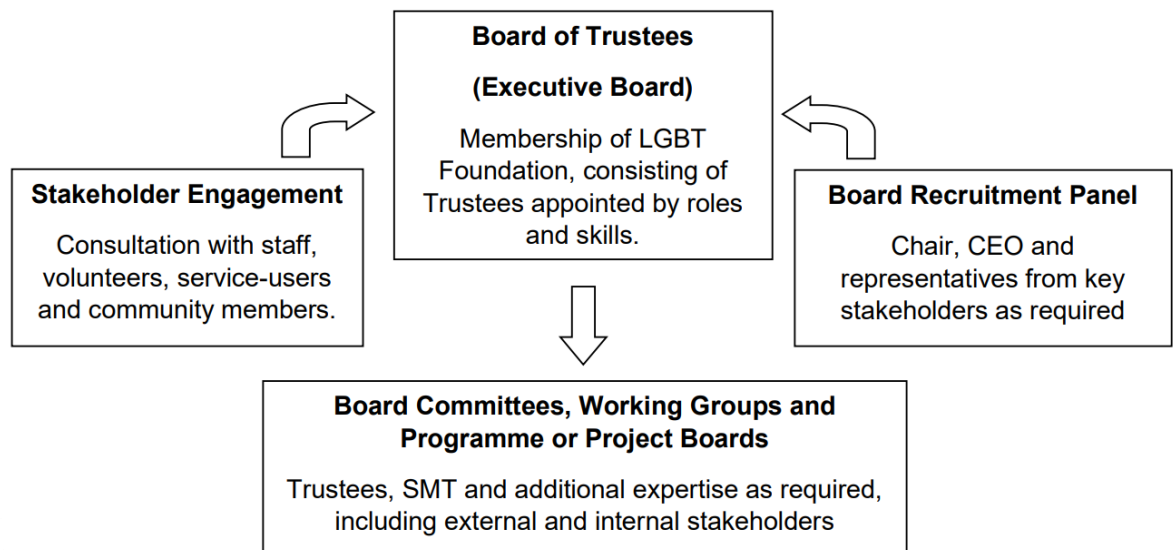
#### 3.1. Structure, Governance, and Management

LGBT Foundation is governed by a Board of Trustees who also serve as Directors of the Company. Our various governance arrangements are brought together in one place within our Governance Manual, which is reviewed on an annual basis.

##### LGBT Foundation's Leadership Model

The Board of LGBT Foundation also constitutes the membership of the Charity. The Board has several mechanisms in place to consult with key stakeholders, (such as staff, volunteers, and service users), to inform our work and decision-making.

The Board is also supported by involving a recruitment panel to oversee the recruitment of new Trustees. Trustees are recruited either through open recruitment, or identified by recommendation, based upon their skills and experience, and in line with the needs and aspirations of the Board.



Trustees are appointed for three years on a rotational basis, with a limit of three times that a Trustee can put themselves forward for re-election.

All new Trustees are required to undertake an induction programme, including the provision of an extensive induction pack, staff presentations, and peer mentoring as desired.

Full Board of Trustee meetings during 2021-22 were held quarterly with meetings held on a Saturday morning and included a presentation from a programme within the organisation and followed by a workshop as agreed with the chair and CEO.

There is a comprehensive Forward Schedule and strategic themes are included within the standard agenda. In addition, any other strategic meetings are held as required. Responsibility for reviewing key areas of financial activity and policy is delegated to the Finance, Audit, Risk & Governance Committee (FARG), which reports back to the Board meetings. The Committee operates under agreed terms of reference and includes both Trustees and members of the Senior Management Team, as well as staff and at times, key external specialists. The day-to-day operations of LGBT Foundation, including finance, are delegated to the Chief Executive and their Senior Management Team.

## The Board committees during 2022/23 were:

- **Finance, Audit, Risk & Governance Committee** – maintains a scrutiny and review role to ensure effective financial, people and systems management across the organisation. (Met 6 times in 22/23)
- **People, Performance & Resources Committee** – maintains an overview of project and programme performance, ensuring that (i) quality is maintained and/or increased; (ii) set targets are achieved, and (iii) ideas for innovation are explored. (Met 3 times in 22/23)

## 3.2. Charity Governance Code Trustees Self-Assessment

In 2020/21, trustees undertook an online self-assessment against the Charity Governance Code principles. This resulted in trustees answering to what extent they feel we meet each element of the code. The Governance Sub-Committee reviewed these findings, and the responses gave us confidence that we are meeting and surpassing the principles of the code. We are committed to carrying out this Self-Assessment periodically and will look at this again during 2023/24.

## 3.3. Remuneration of Key Personnel

LGBT Foundation is committed to a policy of equal pay and aims to ensure that salaries reflect the knowledge, skills, responsibilities and personal competencies required of each of the roles. The charity also takes into consideration the external jobs market and comparative remuneration for similar jobs in other charities and relevant organisations. These factors apply in setting the pay of the Chief Executive, SMT, and all staff members.

The charity does not pay bonuses or other incentive payments. Any pay increases to the Chief Executive, SMT members and other employees are awarded subject to good performance; and take into account affordability and the financial circumstances of the charity at that time. For the past several years, cost-of-living increases for all posts were limited to 1% per annum, in line with the public sector. This was reviewed in the 2021-22 financial year given the increase in the cost of living and from April 2022 there was an increase of 4.75%.

The Trustees are confident that the current level of reward has enabled the charity to recruit and retain a high-performing Senior Management Team, who



represent good value for money. The Trustees are also mindful of the public, and our funders' and donors' expectations that the money they support the charity with, will be used wisely and appropriately.

Our highest to lowest pay ratio is currently 4.37:1 which demonstrates LGBT Foundation's commitment to resisting pay inequality. Additionally, we are a real Living Wage employer, accredited with the Living Wage Foundation.

### 3.4. Senior Management Team (SMT)

The Board of Trustees delegates day-to-day management of the Charity to the Chief Executive and the other members of their Senior Management Team (SMT). Usually, the SMT meet every month to coordinate work plans and oversee the charity at a strategic level.

During 2022/23, the members of the SMT and their top-level responsibilities were as follows:

- **Dr Paul Martin OBE** – Chief Executive: strategic development; funding negotiations; Chair of the National LGB&T Partnership; networking and liaison with key contacts.
- **Rob Cookson** – Deputy Chief Executive: Business development; maintenance and initiation of funding contracts; strategic lead for income and finance; sexual health strategic lead.
- **Rachel Bottomley** – Director of Development: oversees our communications and the implementation of an Income Generation Framework, ensuring maintenance of existing income and diversification of income streams.
- **Laura Wilkinson** – Director of Operations: ensures the day-to-day smooth running of the charity; provides strategic leadership for the services, public affairs and inclusion teams; oversight of performance and HR.

The SMT is supported by an SLT (senior leadership team) of five deputy directors with responsibility for the following areas:

- **Debra Nixon** - Deputy Director of Self-Generated Income: Lead on all aspects of Self-Generated income, donors and legacies; engagement with Corporates, including the development of and securing investment opportunities.

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- **Charlotte Cooke** - Deputy Director of Services: Leadership of all service areas, including mental health, sexual health, wellbeing, community safety, drugs & alcohol, and domestic abuse.
- **Shane Carter** - Deputy Director of Finance: Responsible for ensuring transparent financial governance, maintaining the financial viability of LGBT Foundation, managing the day-to-day finance function and providing long-term financial planning and strategic leadership.
- **Meg Lighthouse** - Indigo Business Manager: Responsible for service development, relationships with stakeholders and external representation within the Indigo Gender Service.
- **Alex Matheson** - Deputy Director of Education (Appointed: July 2023): Influencing health and social care landscape, Pride in Practice, system-wide implementation of sexual orientation monitoring and trans status monitoring, organisational lead for co-production.

The SLT is supported by a Wider Leadership Team (WLT) and a team of managers, staff and volunteers, who are passionate, skilled and knowledgeable, and who share in the charity's vision and mission.

## 3.5. Public Benefit

The Trustees, in exercising their powers and duties, have complied with their duty in the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission. In preparing the report and accounts the Trustees have complied with the requirements set out in that guidance to report on the significant activities and achievements of the charity in 2022/23. They have reported in a way that both sets out the aims and strategies of the charity and demonstrates how the aims and activities of the charity were carried out for the public benefit.

## 3.6. Risk Management

The Trustees have assessed the major risks to which the charity is exposed, in particular those related to the operations and finances of the charity and are satisfied that the systems are in place to mitigate the charity's exposure to the major risks.

Risks are identified through several routes, including output from Board of Trustees meetings and Committee meetings; via the regular cycle of Senior Leadership Team meetings; and through the annual planning cycle. Risks are recorded on the 'Risk Register', which identifies, for each risk, the steps required to mitigate the risk and the Trustee or member of the Senior Management Team responsible. The Risk Register forms part of Board and other related meetings, where it is reviewed on an ongoing basis.

## 4. OBJECTIVES AND PRINCIPAL ACHIEVEMENTS FOR 2022/23

All our principal activities support our objects and vision. Three of our major activities during 2022/23 (referred to as our strategic goals) were:

- **Achieving Equality:** Making change happen with and on behalf of our beneficiaries.
- **Encouraging Wellbeing:** Reducing isolation amongst our communities and enabling people to flourish.
- **Promoting Safety:** Helping people be more confident and in control of their lives.

These goals are underpinned by a fourth strategic goal, **Improving Our Performance**, which focuses on our internal approach to ensure the successful delivery of the goals above.

Our services include a wide range of community, health, and support interventions, based on demand and evidence of need.

# 5. DELIVERING SERVICES

## 5.1. Indigo Gender Service

Indigo Gender Service celebrated its second full year of delivery, continuing to act as an essential lifeline for trans and non-binary people living in Greater Manchester. As the pilot NHS adult trans healthcare service for Greater Manchester, delivered in partnership with *gtd healthcare*, Indigo is dedicated to empowering trans and non-binary people by providing care that is local, timely and accessible.

Indigo is a revolutionary trans healthcare model that shifts care into local primary care. Trans people are the experts in their own experiences, which is why Indigo's services are trans-led and have been coproduced with trans and non-binary communities in Greater Manchester. All service users have a named trans and/or non-binary Care Navigator, who ensures that their individual needs are met and are supported while accessing Indigo's services.

Indigo's comprehensive services include:

- Recommendation for hormone therapy
- Assessment and referral for top surgery
- First assessment and management of referral for lower surgery
- Referral for hair removal treatment
- Affirmative counselling
- Voice and communication therapy
- Care navigation and social prescribing
- Onward signposting to additional services if required

When Indigo first launched in December 2020, we were given an initial fixed waiting list of 750 people who were eligible to access the service. By July 2022, we had worked through this initial waiting list and have since moved on to direct referrals into the service. This led to a refinement in our service pathway and streamlining of the intake process, resulting in an increase in first assessments.

Some highlight performance metrics for the service in 2022/23 include:

- 248 initial intake appointments carried out by Care Navigators.
- 331 first appointments delivered by Indigo's clinical teams.
- 353 service users completed their second assessment/diagnosis appointments and moved forward on the NHS Gender Dysphoria pathway.

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- 2,153 appointments attended by our service users, these include 3- and 9-month reviews, annual reviews, surgical recommendation appointments, and telephone follow-ups.
- 1,383 hours of counselling voice and communication therapy delivered.
- The quality of care delivered by Indigo's team can be evidenced by the 98% of service users who rated the service as 'good' or 'very good' in the Friends and Family Test which is sent to all service users.

### Feedback from people who accessed Indigo's services:

*"When I had my diagnosis appointment it was the first time I felt that someone actually believed me. It was like giving me a life. The nurses, the doctors, even my second surgical referral... a completely positive experience."*

*"You couldn't ask for better people helping you through such a life changing experience. The doctors, care coordinators and other staff at Indigo have been incredibly understanding, compassionate and easy to talk to and the support from them exceeded my expectations, I am so glad this pilot was running in my local area and am certain others would benefit from similar services. I'm very grateful for the holistic approach Indigo takes, The Dr always takes an interest in how I'm doing mentally, socially and in my life in general as well as my physical well-being. He also took time to answer all my questions about surgery and other issues and give me the benefit of his expertise. I really value having this space to discuss all aspects of my transition."*

*"I felt like the care navigator and doctor were both very reassuring and I felt listened to and understood. I didn't feel like I had to hide anything about my gender identity to placate them in order to access the services."*

## 5.2. Intake and triage

To provide timely, efficient, and effective support to our service users, we maintain a centralised intake and triage system for our broad range of support services. In 2022/23, we received 1,026 referrals, with 17% originating from other Greater Manchester services and organisations and the remainder primarily from self-referrals. This represents a 44% growth in total referrals compared to the previous year.

Many of our service users have multiple complex needs requiring varied interventions. Therefore, every service user undergoes an intake assessment with a member of our frontline services team. This method ensures coordinated and comprehensive support from the outset. It is integral to our ability to rapidly

pinpoint and initiate safeguarding protocols for users at risk. The data extracted from these assessments form the following statistics, providing a window into many challenges faced by our service users before they engage with our services. These figures represent intake assessments conducted across all services over the previous 12-month period:

- 80% reported experiencing suicidal thoughts at some point. Of those that had experienced suicidal thoughts, 24% said that no one else knew about them having these thoughts.
- 40% were experiencing suicidal thoughts at the point of assessment.
- 57% had thoughts of self-harming to cope. Of those who had self-harmed:
  - 28% said that no-one knew they were using these coping mechanisms.
  - 59% had never accessed support for it.
- 64% had experienced abuse as either a child or an adult, of which:
  - 62% had never reported it.
  - 50% had never had professional support to process it.
- 72% were not accessing other non-mental health services prior to engaging with us.
- 27% were accessing other mental health services whilst accessing services with us.
- 26% had not previously accessed a counselling service.
- 20% had previously been hospitalised due to mental ill-health.
- 77% believed they had mental health problem(s)/concerns.
- 13% did not have any support from family or friends.
- 15% felt threatened or unsafe at the point of assessment.
- 25% lived alone.

During the intake and triage assessment, we ask service users why they chose to access our services. This information is used for further refinement of our service delivery models. Of those who responded to this question:

- 75% did so because the service was LGBTQ+-specific.
- 44% did so because it was delivered in an LGBTQ+ setting or environment.
- 48% did so because it was free to access.
- 28% did so because of the availability.
- 16% did so because they previously had a positive experience accessing our services.
- 11% did so because they were dissatisfied with another service provider.

We also ask service users how they heard about our services to ensure that we can continue to reach people who need us. Of those who responded to this question:

- 34% heard about our services via word of mouth.
- 29% found information about our services via Google.
- 21% were signposted to us by a health professional.
- 9% were informed about our services by an LGBT Foundation member of staff or volunteer.
- 7% heard about our services on social media.
- 1% heard about our services on Gaydio.

As part of the assessment, we work with service users to pinpoint their specific needs and to understand the challenges they encounter. The following are the most identified needs or issues reported by our service users, alongside the overall percentage of users presenting these concerns:

- Anxiety - 67%
- Depression - 54%
- Relationship breakdown or breakup - 35%
- Isolation - 23%
- Historical abuse - 22%
- Gender identity - 19%
- Substance misuse - 19%
- Sexuality - 17%
- Coming out - 16%
- Suicidal - 6%

### 5.3. Helpline services

Over the past year, our support helpline services (both telephone and email) remained a beacon of hope for LGBTQ+ communities across the UK and globally. In 2022/23, we responded to an impressive 3,508 calls and 1,803 emails, representing 5,311 instances of compassionate interaction, non-judgemental information sharing, and signposting advice. Our dedicated team provided 528 hours of support via calls to our helpline. This is equivalent to the time it would take to listen to Madonna's entire discography 43 times.

Overall activity for these services increased by 19% compared to the previous year. Emails to our helpline saw a significant 47% increase this year, accounting for 34% of all assistance provided through our helpline services. This rise underscores the growing importance of digital communication, complementing traditional channels.

The following topics were raised most frequently by people accessing our helpline services, and the percentage of all calls on which these were discussed:



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- Sexual health -12%
- Coming out - 11%
- Mental health - 11%
- Sexuality - 11%
- Gender identity - 10%
- Asylum - 9.4%
- Homophobia from others - 9.2%
- Sexual orientation - 8.9%
- Meeting others - 8.2%
- Isolation - 6.7%
- Relationship issues - 6.6%
- Transitioning (medical) - 6.4%
- Transphobia from others - 5.5%
- Housing - 5.2%
- Hate crime - 4.7%
- Suicide (ideation or attempts) - 4.6%
- Legal - 4.5%
- Transitioning (social) - 4.4%
- Discrimination - 4.4%
- Culturally related issue 4%

Half of all calls to our helpline came from trans people, highlighting our service as a vital support tool for trans communities. We received calls from every borough in Greater Manchester, with approximately one-third originating from our current service delivery areas, including Greater Manchester and Liverpool. Approximately 1 in every 2 calls (48%) came from outside of Greater Manchester in the UK. The service is truly a global one, with 1 in every 6 calls (18%) coming from outside of the UK. This year, we received requests for support from 60 countries across the world, including Singapore, Pakistan, Serbia, Afghanistan, Nigeria, Tanzania, Iraq, Peru, and USA.

### Feedback from people who accessed our helpline services:

*"Thank you for the thoughtful words, you have helped me feel a lot less desperate. I appreciate you going to such lengths for me, I will do my best to heed all of your kindness and support, and pay it forwards always. I'm looking forward to being proud of myself and happy to be in my body, and I will always think of you when I regale how I achieved that."*

## 5.4. Talking therapies

Our Talking Therapies service continues to provide non-judgmental professional mental health support for LGBTQ+ people, delivering LGBTQ+-affirmative and inclusive therapies across a range of modalities. We saw a total of 346 clients this year and received 506 new referrals. We delivered approximately 2,680 hours of counselling, which is equivalent to the time it would take you to listen to Tragedy by Steps 32,160 times.

We continue to see service users presenting with high levels of need. 62% of all clients in 2022/23 presented with moderately severe or severe levels of depression as determined via client self-assessment tools, and 35% presented with severe depression. 50% of all clients in 2022/23 presented with moderately severe or severe levels of anxiety as determined via client self-assessment tools, and 22% presented with severe of anxiety. 1 in every 6 (18%) of clients presented with severe levels of both anxiety and depression.

Our IAPT service continues to deliver exceptional results for people who accessed treatment. The service boasted an improvement rate of 76% and a recovery rate of 87%, ranking as the second highest and highest, respectively, among IAPT counselling services in Manchester. Of clients who accessed our service:

- 99% felt that staff acted with integrity during their journey with the service.
- 99% felt that they were treated with dignity and respect by the service.
- 95% felt empowered in making choices about their own treatment and care.
- 99% felt that the service was able to understand their needs.
- 95% felt they had achieved some, most or all their personal goals during therapy.

### Feedback from people who accessed our Talking Therapies services:

*"I would like to thank [my counsellor] for all the work she did with me, I feel like it's made a huge positive impact to my life and really opened my mind to thinking differently to situations that I struggled with. I can't thank her enough and I'm so pleased she was able to work with me. I've felt a huge improvement to my everyday life and the things she went through with me has worked massively."*

*"[Volunteer Counsellor] I say this wholeheartedly- you are my hero, in so many ways. You allowed me for the first time to tell my story, give me the genuine compassion and guide me over the last few months. Each session gave me the understanding and tools to help*

*me work through so much. You have a wonderful energy and knowledge that has equipped me with tools and confidence to start to embrace my life, my emotions, my past, my future, to love others and most importantly- myself. I have nothing but admiration and respect for you. I thank you so much."*

*"Thank you for being there and helping me throughout what were some extremely tough times. Obviously I still face many difficulties, but I am in a totally different position than I was six months ago, and a lot of it has been thanks to you and being able to explore what I want out of life and to be supported when making my decisions."*

*"It was an absolute pleasure to work with my counsellor, cannot speak highly enough of her. Made me feel safe and valid. Great line in analogies, too."*

*"All staff at the LGBT foundation are extremely welcoming and thoughtful. I've met so many different volunteers and staff members and have always been warmly greeted and made to feel welcome, but not overwhelmed."*

*"It is the best mental health service have ever had any contact with. Thank You so much."*

### 5.5. Sexual Health

This year has undoubtedly been one of challenges and growth for our Sexual Health service. As the UK faced the Mpox (monkeypox) outbreak, we swiftly responded, adapting our services to meet the pressing needs of our communities. Amid these developments, we took significant strides with the initiation of sexual health service delivery in Liverpool, made possible with the expansion of PaSH (Passionate about Sexual Health).

Notably, our endeavours garnered international recognition when the work of our sexual health programme was presented at the Fast-Track Cities conference in Seville. This presentation highlighted a series of webinars delivered as part of the HIVE programme.

#### Responding to the Mpox (monkeypox) outbreak

The UK's Mpox outbreak in May 2022 required a swift and coordinated response. In partnership with others in the sexual health and LGBTQ+ sectors, our team played a pivotal role. We also aligned our approach with clinical services, the UK Health Security Agency (UKHSA), and Manchester City Council's infection prevention team. There were moments when we needed to

constructively challenge these institutions and call for immediate action to safeguard our communities from further risk and harm.

Attuned to our communities' distinct needs, we ensured that information shared was specially tailored for LGBTQ+ individuals, achieving deeper resonance. To efficiently spread crucial updates, we bolstered our digital presence. Our website and social channels emerged as key sources of information about Mpox, details about vaccinations, and how to reduce personal and community risk. We further amplified our offline outreach, which included community groups, bars, and sex-on-premises venues. By equipping our colleagues and volunteers with the latest knowledge, they became trusted Mpox information providers, addressing myths and concerns promptly. Furthermore, we directed community members to trusted sources of information, including the NHS and UKHSA, for in-depth guidance.

### Condom and lube distribution

In 2022/23, we distributed 63,000 free Safer Sex Packs to LGBTQ+ people by having these available at 33 venues throughout Manchester's Gay Village. This is the equivalent of 127,000 individual condoms and 127,000 sachets of lube. We also distributed a further 135,000 individual condoms and 134,000 sachets of lube at events, venues, and spaces across Greater Manchester.

We also continued to deliver a remote condom and lube distribution postal service to ensure that our communities across the UK had access to sexual health prevention tools. Over the previous 12 months, 1,000 orders were placed and fulfilled via our online order portal. This resulted in 14,500 individual condoms and 7,200 sachets of lube being delivered to LGBTQ+ people throughout the UK.

In total, our teams distributed 268,363 sachets of lube across Greater Manchester, an increase of 34% compared to the previous year. This equates to 1,343 litres of lube distributed, or enough to fill 4,000 fizzy drink cans!

We also distributed 261,878 condoms throughout Greater Manchester, a 30% increase compared to the previous year. If unrolled and lined up end-to-end, they would stretch 4,600 km or the distance from Manchester to Kiev and back.

### Sexual health testing

We have a proud history of providing HIV and STI testing services for LGBTQ+ people and men who have sex with men. This year, we resumed our in-person screening services at our new community centre in 72 Sackville Street, and continued provision of remote testing services through postal kits delivered to

people's homes. This blended approach ensures that our community has the flexibility to access sexual health testing in a manner that suits their needs.

Each service user who accesses sexual health testing with us undergoes a pre-testing assessment. In these sessions, we evaluate their sexual health needs, work with them to enhance their sexual health knowledge. We also assess harm reduction related to alcohol and drug use and guide them to additional services when necessary.

Throughout 2022/23, our team dispatched 579 remote sexual health testing kits and conducted 686 sexual health wellbeing assessments. Tests comprise either a full sexual health screen and rapid HIV test, or an HIV dry blood test. Of those who tested with us, 52% did so as part of their routine testing schedule, 18% did so because they recently engaged in high-risk sexual activity, and 19% did so because of intimacy with a new partner. Of service users who chose to access our remote testing service:

- 57% said because it was an LGBT-specific service.
- 49% said because of the availability of the service.
- 22% said because it is in an LGBT setting or environment.
- 19% said that they were dissatisfied with the experience at another service provider.

### Feedback from people who accessed sexual health testing:

*"Terrific people, made me feel super comfortable! [LGBT Foundation Staff] were wonderful thanks so much!"*

*"Thanks for being lovely and understanding"*

### Netreach

Our sexual health team continued working in digital spaces to provide sexual health advice and signposting across a range of dating platforms. These included Grindr, Growlr, Grizzly, Squirt, FabGuys, FabSwingers, and Reco. Our outreach spanned across Greater Manchester, Cumbria, and the broader Lancashire region. Through these efforts, we were able to provide personalised sexual health advice to an estimated 2,400 individuals, which included:

- Providing guidance on Mpox resources and information.
- Information about accessing available home testing.
- Guidance on how to obtain PEP (post-exposure prophylaxis) and PrEP (pre-exposure prophylaxis) within their local area.
- Offering advice on STIs and where to access sexual health testing.

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- Addressing concerns related to different types of sex.
- Ensuring safe use of dating apps.
- Promoting our online sexual health workshops and events.
- Engaging in discussions about sexuality, attraction, and their personal significance.

## Events

Last year, our sexual health team provided a broad range of events and spaces to approximately 500 people. These activities included:

- **The Sex Tapes:** A panel discussion series where panellists speak about their experiences in the world of sex toys, kink, and shibari.
- **Working with the Natural Cycles:** A collaboration with our Women's Programme to provide a trans-inclusive and gender-free way of working with the menstrual cycle or the moon cycle to bring insight, order, and deep connection to your everyday life.
- **Condom Packing Parties:** LGBTQ+ volunteers and allies come together to meet and chat whilst helping pack condoms, sachets of lube and sexual health information into our Safer Sex Packs to be distributed in venues throughout Manchester's Gay Village.
- **Consent & Boundaries Talks:** Hosted by local universities, our sexual health team shared tips and examples of how to talk to sexual partners about what you want from the sex you're having.
- **Cervical Screening Workshops:** An exploration into what a cervical screening is, and what it isn't. With practical tips for overcoming barriers to screening, staff provide some myth-busting and a sneak-peak at what alternative options to the smear test researchers hope will be available soon.

Of those who attended events:

- 98% said they felt more confident in taking care of their sexual wellbeing as an LGBT person.
- 96% said they felt more confident chatting with their sexual partner(s) about sexual health and safer sex.
- 99% said they had increased knowledge of how to test for HIV and where to test for STIs.
- 92% said that their knowledge of HIV prevention had increased.

## Feedback from people who attended our Sexual Health Programme events:

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*"Great experience! Amazing speaker, presentation was easy to comprehend and fun!" - Consent & Boundaries Talk attendee*

*"Lots of practical information shared through a combination of discussion, and product demos. It's refreshing to be able to discuss subjects like anal sex with everyday people. A very accepting and non-judgemental atmosphere. Facilitator had a lovely, welcoming vibe. Support within the chat function was great too! The range of panellists was good, and some of the products and websites mentioned, I had been unaware of previously. Thank you!" - The Sex Tapes: Sex Toy Delights attendee*

*"Excellent - really well organised & accommodating for online attendees, superb online facilitation ... Very informative sessions, took loads away to implement & take forwards to my PCN both for patients & staff." - Cervical Screening Workshop attendee*

*"I learned some new things in the workshop and found it useful, i felt empowered after the workshop and learnt important skills on how to set hard and soft boundaries in my life" - Consent & Boundaries Talk attendee*

*"I would describe this group or event to a friend as an open space to learn and discover and open up on your sexuality and feel comfortable in your own pace to share and learn more." - Sexuality: What's in a Name? Workshop attendee*

*"It made me feel that there are more LGBT-friendly places I can go to when I have sexual health concerns, rather than my local GP." - Cervical Screening Workshop attendee*

### 5.6. Village Angels

Our Village Angels initiative, the flagship project of our Community Safety Programme, has been operating since 2011. Our dedicated Village Angels volunteers, donned in their iconic hot pink uniforms, are available every Friday and Saturday night from 9.30pm to 3.30am in Manchester's Gay Village.

Their roles are as varied as they are crucial, serving as a tourist information one moment and handling serious incidents the next. They offer support in diverse ways, from aiding people who are intoxicated by alcohol or drugs, to helping those alone and vulnerable reach home safely. Furthermore, they often provide first response and emergency first aid during serious medical incidents until paramedics arrive.

As part of this initiative, we also offer the Village Haven, a safe space operating during the same hours. Located at the Beacon on 45 Bloom Street, this



sanctuary serves those who are distressed or under the influence and may require support to return home safely. The Village Angels team also work in close partnership with other multi-agency support services, including Greater Manchester Police, the NHS, and St John Ambulance.

In 2022/23, our dedicated Village Angels delivered 1,884 hours of support. During this time, we interacted with 13,781 people visiting Manchester's Gay Village, offering information, signposting, and advice. We supported 478 service users through a range of interventions to meet their safety, health, and wellbeing needs. In total, we supported:

- 140 people with physical first aid.
- 47 people with mental health and wellbeing support.
- 54 people to sober up in safe and protected environment.
- 208 people to arrange safe transportation home.
- 31 people to reunite with a capable guardian.

Our efforts and impact were recognised when the Village Angels team was featured on BBC One's The One Show, focusing on hate crime and safety in the night-time economy. This significant exposure spotlighted our role as a provider of an essential service, demonstrating the vitality and significance of our programme in the community.

### Case studies of support given by our Village Angels this year include:

- Angels were called by a venue to deliver emergency first aid for a person who was unconscious and unresponsive. Angels called 999 and were instructed to do CPR. After 5 compressions the service user became responsive again. The ambulance crew arrived and took over.
- Angels were called to Abingdon Street to support an individual having seizures. Ambulance called and police attended. They started to come round, and Angels handed over to the paramedics.
- Angels encountered an intoxicated person who fell from sitting and banged their head. Angels provided first aid and water. The service user began to vomit and convulse before losing consciousness. Angels called St John's Ambulance to attend, and the service user was taken to their welfare van.
- Angels assisted in Cockatoo Club where an intoxicated person with a head injury wanted to drive to the hospital despite losing consciousness twice already. Angels stayed with them until an ambulance arrived.
- Angels were called to someone who was intoxicated with alcohol and poppers and had cut the end of their finger off in the toilets. Angels cleaned and dressed the wound on site. Moved the service user to the Village Haven and called 999. They advised the Angels to wrap in clingfilm



and use a triangular bandage to elevate. Were told ambulance was a 7-hour wait. Angels involved Greater Manchester Police to assist in travel to hospital. The missing part of finger was found and taken to A&E with the service user by police.

- Angels were called to attend G-A-Y. A service user had become dizzy, vomited, and either slipped or passed out, hitting their head/nose on the toilet. Security staff supported the service user with Angels until an ambulance arrived.

### 5.7. Domestic Abuse

Our Domestic Abuse service supports LGBTQ+ people facing threats or past experiences of abuse, whether from a partner, ex, or family members. We offer a comprehensive suite of interventions, ranging from practical assistance to emotional and mental health support. During 2022/23, the service saw marked growth in its reach and a rising need for its support. We saw a 55% surge in referrals to this service compared to the previous year. We received 209 new referrals, and thanks to the hard work of our dedicated team, we were able to directly support 168 LGBTQ+ domestic abuse victims through casework. This support encompassed help with emergency homeless shelters, guidance on registering for local authority housing, and broader housing advice. Of those utilising our domestic abuse services, 47% were men, and 27% were trans and/or non-binary.

By end of the financial year, we had secured seven properties to accommodate LGBTQ+ individuals fleeing dangerous domestic abuse situations. Additionally, we provided a designated fund to assist victims with their deposit and first month's rent, enabling a safer transition away from their abusers. We also expanded our pioneering Greater Manchester LGBT IDVA service, introducing two LGBTQ+ specific IDVA roles to aid residents in escaping domestic abuse and addressing non-recent issues across the region.

#### Feedback from people who accessed our Domestic Abuse service:

*"Thank you so much. I feel really empowered after attending the groups you facilitated. I know you said that it's our actions that affect us, but you are the one who helped me identify how to help myself. You are such a positive and fun person to be around and talk to. Thank you for listening to me and taking me seriously. I wish you all the best."*

*"Thanks to the DA team! I felt welcomed, supported and included all the way. It was a scary prospect coming to a group and at times really hard to address some very difficult issues, but the team were great at ensuring I was heard and offered the right support."*

## 5.8. Sexual Violence and Abuse

In January 2023, we launched a Sexual Violence and Abuse service to provide LGBTQ+ specific support to victims and survivors of sexual violence and abuse. The service is accessible to any LGBTQ+ person over the age of 18 residing in Greater Manchester, irrespective of whether the sexual offense was recent or non-recent. The programme's key operational areas are threefold:

- Harm reduction
- Criminal justice
- Non-recent violence support

The service hosts an LGBTQ+ Independent Sexual Violence Adviser (ISVA), a dedicated professional who lends support to both recent and non-recent victims of sexual violence and abuse. Our ISVA is primarily responsible for discussing reporting options, assisting victims throughout the criminal justice process (including liaising with the police and providing court support), acting as a single point of contact, and offering accurate information, emotional, practical, and advocacy support. They are also in charge of facilitating onward referrals, signposting, and ensuring the safety of victims/survivors and any dependents.

In the first 3 months of the programme, the team provided 1-2-1 support to 12 individuals, reflecting the profound impact this service has made on people's lives within a short span of time.

### Feedback from people who accessed our Sexual Violence service:

*"Today was the 1st time that I had met Frankie (ISVA) but we have communicated several times prior. I expressed that I was suicidal last week and Frankie rang to ensure that I was safe and well despite not having had my formal assessment yet. She went above and beyond her remit. Today, I felt that she explained the ISVA and court process to me. I currently gave a lot on my plate where I've had to report, be video interviewed and these currently police investigated by 3 police forces for rape and sexual assault dating back to 1996. Frankie made me feel safe and understood that due to my trust being abused by professionals, my need to see her face to face to establish a trusting relationship. I gave arranged a further appointment."*

## 5.9. Recovery

Substance misuse, especially concerning alcohol and drugs, is notably higher within LGBTQ+ communities than in the general population. Beyond statistics, this trend underlines the crucial need for tailored interventions. In response, our

Recovery Service offers specialised LGBTQ+-affirmative support for those grappling with issues related to drugs, alcohol, and/or chemsex. We use a variety of methods to ensure our community never feel alone in their recovery journey, including 1-2-1 personal support, mutual aid, peer engagements, and telephone and online support. Additionally, our specialised support includes guidance on chemsex, referrals for detox and rehab, and the sharing of crucial harm-reduction information.

In 2022/23, we carried out 336 triage and assessments and 247 extended brief interventions. We also received 107 referrals into the Recovery Service for longer-term 1-2-1 casework support. Of these, 76 people received treatment including counselling related to their substance use and development of wellbeing strategies.

In 2022/23, our team facilitated three distinct recovery support groups, which collectively saw 709 attendances. Each group is designed with a unique focus, enabling LGBTQ+ individuals to engage in environments aligned with their needs. The groups are:

- **Here & Now:** a safe space for LGBTQ+ people affected by substance misuse to support each other.
- **Chemsafe:** a peer support group for any LGBTQ+ person affected by Chemsex.
- **SMART Recovery Group:** a CBT-based programme that supports all LGBTQ+ people to manage their recovery from any type of addictive behaviour.

LGBTQ+ communities often face heightened substance misuse issues which are intertwined with other unrelated challenges. Our recovery team works with our other support services to pinpoint those at potential risk. We encourage all LGBT Foundation service users to undertake the Alcohol Use Disorders Identification Test (AUDIT) and Drug Use Disorders Identification Test (DUDIT) for self-awareness and to identify any additional support needs. This year, 544 service users made use of these tools. Of those accessing our support services, roughly:

- 1 in 6 (16%) presented with hazardous or harmful alcohol consumption or possible alcohol dependence.
- 1 in 9 (11%) presented with possible alcohol dependence (moderate to severe alcohol use disorder).
- 1 in every 20 (5%) presented with probable heavy drug dependence.

Using these screening tools, our wider services teams referred individuals to our Recovery Service, integrating their support within our broader person-centred approach.

## Feedback from people who accessed our Recovery support groups

*"The Foundation saved my life".*

*"Just very thankful that there is a place to go that provides a safe place to talk openly and receive help. Many thanks to Louise who let the group run over as it was a larger group and I'm sure it was a very long day for her. Thanks for welcoming me and being so kind."*

*"A lot of my drinking is tied to my status in the LGBT community so need to have a space where I can discuss those issues freely"*

*"It's amazing how much my perspective is changing after just a few sessions. I feel more hopeful, motivated and most importantly much less alone. Really grateful for this service and community. Everyone has been really lovely."*

*"It's a friendly and supportive space where I feel like I can be myself and talk about difficult things. It's making a huge difference to my mental wellbeing and keeping me on track with my recovery. Thank you LGBT foundation."*

## Feedback from people who accessed our Recovery 1-2-1 casework

*"Accessing the recovery services at the LGBT Foundation completely changed my life. I had been trying to manage my substance misuse by myself for years and it never stuck. Being able to access the service and work with a keyworker who understood the impact of my queer identity on my drinking, and my complicated feelings regarding sobriety, absolutely saved me. I now consider myself recovered, which I genuinely never thought would happen. It is also very reassuring knowing that I can attend group if I need to despite having stopped regular 1 on 1 sessions."*

*"My key worker was empathic, approachable, had great interpersonal and communication skills and above all was easy with whom to engage."*

## 5.10. Rainbow Buddies (befriending)

Rainbow Buddies, our telephone befriending initiative, was launched during the COVID-19 pandemic to bridge the gap of loneliness and isolation experienced at a disproportionately high rate within LGBTQ+ communities. Under this programme, LGBTQ+ individuals across Greater Manchester are given the

opportunity to connect with others in their community, making a profound difference in the individual's overall wellbeing.

Every participant is paired with a 'buddy', another LGBTQ+ person who can relate to their experiences and understand their journey. These buddies engage in weekly conversations to foster a sense of camaraderie and belonging. These calls, lasting around 30 minutes each, are not just talks - they are lifelines of connectivity, offering comfort and companionship in times of solitude.

The programme grew to support 69 people in 2022/23. Of those who accessed the service:

- 100% would recommend the service to others.
- 100% were satisfied with the service.
- 100% felt able to connect with their befriender.
- 92% felt less isolated as a direct result of accessing the service.
- 85% said their confidence improved as a direct result of accessing the service.

### Feedback from people who accessed our Rainbow Buddies service:

*"I was given a piece of advice from someone else who had travelled a similar path in life, and they said "don't try and do it alone". I followed that advice by contacting the LGBT foundation and engaging with their services and it has helped me a lot. Feeling alone with challenges can feel overwhelming and that is massively helped by being able to have contact with and connect with helpful supportive people who share some of the same or similar life experiences."*

*"I would strongly encourage trying the LGBT Foundation Rainbow Buddy Service as it's BRILLIANT! - my Buddy kept me going and I really looked forward to her weekly phone call as it was my lifeline and we had laughs and brilliant conversations because Amy had matched us so well and I didn't feel so alone and isolated . Thankyou LGBT Foundation for this excellent Service!"*

*"Brew buddies is a fantastic service that helped me through an isolated period of time where I'd lost connection with LGBTQ groups and events. Also not having friends who are LGBTQ and after covid and personal mental health and addiction issues in my life so speaking with my brew buddy Hannah, it helped build my confidence and self esteem with connecting again with the LGBTQ community."*

*"It was an amazing experience, considering this was the very first LGBT service I decided to access. My experience with the befriending service was absolutely amazing too. The buddy that I had chosen was incredible, very friendly and we had got along very well. The service in general was beyond amazing and staff are pretty incredible too."*

### 5.11. Trans Advocacy

Trans and non-binary individuals can often encounter challenges in accessing services or face discrimination based on their gender identity. Trans advocacy is a practical form of support that helps individuals to overcome these hurdles. Advocates act as an aid to service users, amplifying their voices when interacting with the organisation responsible for creating these barriers or perpetuating discrimination. Advocacy's central aim is to empower individuals, ensuring they can access the services they are entitled to and helping to safeguard their rights.

Over the past year, our Trans Advocacy service received 52 referrals from across all ten boroughs of Greater Manchester, successfully supporting 35 people in their navigation of various services. Predominantly, these challenges related to primary healthcare service interactions, especially within GP settings. These include:

- Encountering resistance from GPs in providing blood testing for hormone-based therapies related to gender transition healthcare.
- Assistance needed in navigating the complaint procedures at Gender Identity Clinics (GICs).
- Help required in processing applications for Gender Recognition Certificates (GRCs), including demonstrating evidence requirements.
- Facing difficulties while changing names via deed poll.
- Seeking clarity about the process and options for obtaining private prescriptions and bridging prescriptions.

#### Feedback from people who accessed our Trans Advocacy service:

*"Finn [advocate] was a great help, explained everything simply and clearly, really put my mind at ease. I have accessed the service before and it's been brilliant each time, would definitely be happy to reach out again in future if needed. Thanks so much!"*

*"Sam [advocate] was absolutely amazing helped me through so many worries and issue around being trans every week listened and made me realise its okay to be whoever you wanna be"*

*"Finn [advocate] was very helpful and supportive. He helped me out immensely with my doctors and I'm very grateful."*

### 5.12. Operation Equality

In June 2022, to coincide with Armed Forces Day, we launched Operation Equality, our befriending service for LGBTQ+ Armed Forces personnel, veterans, and their families. The launch event was attended by representatives from several key organisations, including Fighting with Pride and Armed Forces Wellbeing Network, as well as members of the public. The event was also officially endorsed by the Ministry of Defence.

While great progress has been made in achieving equality for LGBTQ+ people in the UK, it is easy to forget how recent some of the changes are – it wasn't until January 2000 that gay and lesbian personnel were allowed to openly serve in the Armed Forces. Prior to the change, queer people in the military could not come out without risking their careers and had no recourse in the event of bullying or harassment because of their sexuality. Many were outed without their consent, with invasive searches and investigations being commonplace.

Though the ban has been lifted, the memory of it is fresh, with many veterans still carrying the weight of its impact to their lives and careers. Operation Equality aims to tackle loneliness and build a community for LGBTQ+ military personnel and veterans who may otherwise feel alone or isolated. It has already seen great success in its early stages and is now open to both volunteers and future service users.

As part of our work with Operation Equality, we also facilitated a conversation with key stakeholders during the consultation process for the LGBT Veterans Independent Review on the historic ban on LGBTQ+ service members. Our work with veterans groups and our wider service provision models were cited as best practice in this report.



# 6. ACHIEVING EQUITY AND INCLUSION

## 6.1. Pride in Practice

Pride in Practice is our programme dedicated to quality assurance and social prescribing in primary care, aiming to elevate access, outcomes, and experiences for LGBTQ+ patients. In 2022/23, we extended its influence by fostering connections across all sectors of primary care: general practice, dentistry, pharmacy, and optometry. Across all training activity, last year our team trained approximately 1,899 health professionals at 104 training events. Of those who attended Pride in Practice training:

- 99% had trust and confidence in the trainer and training provided.
- 99% felt that their views were taken into account by the trainer.
- 97% felt that their confidence had increased in helping LGBT patients address their healthcare needs.
- 99% would recommend the training to other healthcare professionals.
- 98% felt more informed on LGBTQ+ health needs in primary care settings.
- 99% reported that they were satisfied with the training provided.
- 99% felt that they were listened to carefully by the trainer.
- 99% felt that the trainer treated them with dignity and respect.

This year, we successfully launched our 'Pride in Pharmacy' resource at an event supported by the CEO of the Royal Pharmaceutical Society. The resource is an easily accessible digital training guide for community pharmacies, enhancing their capacity to serve LGBTQ+ people more effectively. Additionally, we assisted in developing a Gender Identity Toolkit to help GP practices integrate trans and non-binary inclusive processes into their practice management.

### Greater Manchester

This year, our Pride in Practice team trained over 1,000 primary care professionals across Greater Manchester. By the end of the financial year, 90% of Pride in Practice accredited services had introduced sexual orientation monitoring and 77% of accredited services had introduced trans status monitoring.

#### **General practice:**



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- In 2022/23, we trained 36 GP practices across Greater Manchester, and awarded 20 of those practices. 58% of awarded practices achieved a gold award.
- In total, we have now awarded 283 GP practices across all 10 boroughs of Greater Manchester, with 80% of those achieving a gold award.
- In total, we have now trained 387 GP practices across Greater Manchester, meaning that we have trained approx 80% of all practices in the city-region.

### **Dentistry:**

- In 2022/23, 2022/23, we engaged with 9 dental practices in Greater Manchester, and awarded 5 of those practices, with 50% achieving a gold award.
- In total, we have now awarded 57 dental practices in Greater Manchester, with 66% of those achieving a gold award.
- In total, we have now trained 91 dental practices across all 10 boroughs of Greater Manchester.
- 46 dental practices across Greater Manchester have now introduced trans status monitoring because of our training.

### **Pharmacy:**

- In 2022/23, we engaged with 1 pharmacy across Greater Manchester, and awarded this pharmacy with a gold award.
- In total, we have now awarded 8 pharmacies in Greater Manchester, with 87% of those achieving a gold award.

### **Optometry:**

- In 2022/23, we engaged with 1 optician, and delivered training to 1 optician across 1 borough in Greater Manchester.
- In total, we have now awarded 7 opticians in Greater Manchester, as yet none have hit gold standard.

## Greater London

We continued the expansion of Pride in Practice in Greater London in 2022/23, working within the London boroughs of Lambeth and Lewisham.

### **Lambeth:**

- In 2022/23, we engaged with 22 GP practices in Lambeth, and delivered training to 308 healthcare professionals. We awarded 10 of those

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practices, with 90% achieving a gold award and 10% achieving a silver award.

- In total, 72% of GP practices in Lambeth have now been trained, and 53% have been fully awarded.

### **Lewisham:**

- In 2022/23, we engaged with 16 GP practices in Lewisham, and delivered training to 224 healthcare professionals. We awarded 6 of those practices - 67% achieved gold awards, 17% silver, and 17% bronze.
- In total, 54% of GP practices in Lewisham have now been trained, and 40% have been fully awarded.

### Other Areas

Due to Pride in Practice's growing reputation nationally, we received a growing number of opportunities from GP practices and other healthcare services outside of our funded areas.

In total, the team converted 19 opportunities which generated an income of £112,000. Many of these involved working with multiple services so a total of 78 GP practice or other healthcare accounts were engaged. This included:

- 14 GP practices as part of the Croydon Training Hub
- 12 Military GP practices
- 12 GPs as part of Burmantofs, Harehills & Richmond Hill PCN (Leeds)
- 6 GPs in Bedford Sharnbrook
- 6 GPs as part of Macclesfield PCN
- 5 GPs as part of Banes, Swindon and Wiltshire ICB
- 4 GPs as part of Chester PCN

Additionally, Pride in Practice also secured a contract in Mid & South Essex and delivered the following:

- 32 practices received training
- 25 practices were presented with an accredited Pride in Practice award.

## Feedback from people who attended Pride in Practice training:

*"Informative, useful, educational, and a non-judgemental safe space for the team to ask questions and have discussions. [The trainer] was personable, professional and very knowledgeable."*

*"It was very open and honest. At no point did it feel like a lecture. [The trainer] was so engaging, knowledgeable and informative and I learnt a lot from the training. I feel very thankful to have received the training and [the trainer] was inspirational in how I can put what I've learnt in to practice."*

*"It was very easy to follow, all explained very well! Definitely helped me to understand not to make assumptions from now on (something I didn't even realize that I did!) about individuals preferred pronouns."*

*"I've already recommended it widely and am hoping to organise three further training sessions for my colleagues. [The trainer] is an exceptional trainer - extremely knowledgeable and engaging. The training was immensely informative, very clearly presented, with a sense of humour and great openness."*

*"It is very important to be aware of the situation and issues surrounding the treatment of minority groups. Particularly in the case of the trans community, there is very little knowledge among many people and this likely contributes to the discrimination they face. It is very important to break down barriers so that we may better understand and respect each other without getting bogged down by differences."*

*"Compared to the University training we do as staff this was brilliant, the trainer was well informed and approachable but also has a laid back attitude so it felt more of a discussion than a training session"*

*"This event is a fantastic opportunity to learn more about LGBTQ+ inclusion and advocacy in healthcare. I would recommend it to anyone working in healthcare or equality, diversity and inclusion to help them understand more about the Pride in Practice programme and the work that is happening to be more inclusive."*

*"Accessible and easy to understand advice and guidance on LGBTQ+ folks, delivered by an enthusiastic and well spoken individual."*

*"I would say that the training was delivered in a warm and personal, approachable way and is vital in educating staff members about the diversity of our population and the reason behind misconceptions and inequities that are frequently held. The training promoted inclusivity and challenged thinking. The trainer was engaging and thorough. The material was very comprehensive and offered ongoing support if and when needed."*

### Pride in Practice Community Champions

During 2022/23, our devoted Pride in Practice Community Champions hosted a range of events, took part in various forums, and laid the foundation for several new support groups. This has greatly contributed to fostering positive change for LGBTQ+ communities. We make it a priority to stand behind our Community Champions, continually endorsing their endeavours and heralding the impact they make. Read some of the highlights of their work below.

#### **Patrick Ettenes, Lived Experience Advisor (Dementia):**

As a single LGBTQ+ person of colour living with early onset dementia Patrick has been looking to shift his approach to highlighting those in our communities who are often most underrepresented. He continues to talk to dementia and care organisations about the importance of monitoring LGBTQ+ service users and the lack of visibility in support services.

Throughout 2022/23, Patrick partnered with groups like Black Beetle Health, African Caribbean Care Group, and Dementia United. In June 2022, he spoke at the "Living Well with Dementia in Greater Manchester" conference. By September, his expertise took him to Malta Pride to discuss LGBTQ+ communities and the intersection with dementia. His personal journey with early onset dementia was the highlight at Sheffield's International Human Rights Day event in December.

2023 brought further opportunities. In January, he participated in the film project, 'Dementia: The Island Journey', and by February, his contributions were recognised with a nomination at the Alzheimer's Society Dementia Hero Awards. March saw him support the launch of Black Beetle Health's mental health guide and writing for 'Critical Dementia Studies'. By April, he was involved in evaluating the Greater Manchester LGBTQ+ Dementia Support Group, showcasing his continuous commitment to the cause.

#### **Mike Southworth:**

Mike continues to be proactive at promoting Pride in Practice around Heywood, Middleton & Rochdale and regularly attends Pride in Practice Steering Groups.

#### **GM LGBTQ+ Online Monthly Dementia Support Group:**

Members of the group contribute to changing attitudes towards how LGBTQ+ people are understood in their experience of living with dementia across Greater Manchester. Their contributions have led to the publication of a fascinating report and to further training on the needs of LGBTQ+ people affected by dementia. This project is supported by Dementia United.

## **LGBTQ+ Carers Group:**

Throughout 2022/23 Members of the LGBTQ+ Carers Group run by Gaddum and supported by LGBT Foundation have been instrumental in inspiring colleagues to take part in a research project in regard to LGBTQ+ carers, in partnership with LGBT Foundation and Sheffield University.

## Pride in Practice Patient Experience Survey 2022/23

Launched in June 2022, this year's survey received 335 valid responses from members of our communities. These responses have significantly added to the evidence base demonstrating both the need for greater LGBTQ+ inclusion in healthcare, and the impact of Pride in Practice. Key findings include:

- People at Pride in Practice registered practices were 15% more likely to say that their needs as an LGBTQ+ person were being met by their GP practice than those who attended non-registered practices.
- 19% of responders said that the support a GP practice gives to LGBTQ+ people was a factor in the decision to register with a specific service.
- 56% of people feel that their GP is meeting their needs as an LGBTQ+ person. This is down 12% from 2018.
- 17% of people said that they had experienced discrimination or unfair treatment based on their LGBTQ+ identity in the last 12 months. This was up 7% from 2019.

## Patient and Practice Support

Ongoing and additional support for patients and practices has been a growing theme for Pride in Practice activities over the last few years. In 22/23 we collated the number of these engagements for the first time and found that there were 72 instances when a Pride in Practice Account Manger provided some form of additional support, sometimes covering multiple topics. Key themes included:

- 34 requests for signposting or additional information
- 30 clinical related requests for information, including relating to GIC referrals, bridging prescriptions, inclusive screenings and relating to monitoring. Several

of these related to an emergent trend of GPs refusing care for trans and non-binary people outside of NHS guidelines.

- 14 were clerical related, including changing gender markers, writing passport letters and updating new patient registrations forms
- 12 were in relation to negative experiences of complaints
- 11 were people asking for recommendations of inclusive practices
- 9 related to support for children and young people
- 1 related to support for a person with autism
- 1 related to fertility/ pregnancy

## 6.2. Training Academy

Our Training Academy was established in 2020 as a hub of knowledge and empowerment for those aiming to champion LGBTQ+ inclusion both personally and professionally. The Training Academy responds to the increasing demands from individuals and organisations seeking the necessary tools and knowledge to create genuinely inclusive environments.

Training sessions are conducted online and combine the ease of digital learning with the richness of live, interactive sessions. These 90-minute to two-hour sessions provide education and foster meaningful dialogue. Participants can anonymously share and ask questions, ensuring a comprehensive learning experience. Through an accreditation model and access to dedicated account management, individuals and organisations are supported to make practical changes towards a fully LGBTQ+-inclusive society.

This year, 111 individuals underwent a robust training and accreditation process to become Training Academy Champions. Of these, 65 achieved a gold accreditation (59%), 30 achieved silver (27%), and 16 achieved bronze (14%). We have also successfully worked with a diverse range of organisations in the private, public, and voluntary sectors.

In 2022/23, we delivered 115 training sessions on LGBTQ+ equality and inclusion through the Training Academy. Of those who attended training:

- 92% felt more confident in addressing the issues that the training covered.
- 97% would recommend the training to a friend or colleague.
- 98% felt their views were taken into account by the trainer.
- 99% felt that they were treated with dignity and respect by the trainer.
- 98% felt that they were listened to carefully when asking a question or sharing a view.

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- 92% felt that the training had helped them.
- 98% were satisfied with the training.
- 99% felt that the training was easy to access.
- 94% felt more informed on the topics covered because of the training.

### Feedback from people who attended Training Academy training:

*"The training was led really well and was facilitated to hold a safe and open space to discuss the topics in a non-judgemental and compassionate way. I would recommend this particularly for individuals that do not necessarily have an understanding around trans and non-binary topics or who may feel uncomfortable on how to approach this topic with others"*

*"[The trainer] is a real inspiration because they can talk with such depth of knowledge totally unscripted."*

*"The session was extremely well structured; a great balance between presentation, video and discussion. [The trainer] is an outstanding coach, and extremely considered. As ever, I have come away with a head full of thoughts, learning, considerations and lots of practical support to put in to action; both personally, and at work. Thank you"*

*"The training offers a space to really deepen understanding and awareness of LGBT+ equality and inequalities."*

*"I am in the process of recruiting 14 new Support Workers and will be requesting this training for them. The training was thought provoking and made me think."*

*"Great training, you will learn so much and it will provide opportunities for you to learn and reflect not only as a professional but also as a person and work towards being more aware, inclusive and a better ally."*

*"It makes you think about language and goes further into the general understanding of EDI. I really enjoyed the case studies and discussing as a group, building on each other's answers."*

## 6.3. NHS Rainbow Badges

NHS Rainbow Badge Scheme phase two entered its second year in 2022/23. The programme saw continued partnership and collaboration with Stonewall,



while also working closely with NHS England. We remained grateful for the unwavering support of Brighton & Hove LGBT Switchboard, LGBT Consortium, and GLADD (The Association of LGBT Doctors and Dentists).

To further advance LGBTQ+ inclusion throughout the NHS, we worked with our partners to expand and enhance the NHS Rainbow Badge awards scheme. This year's tiered awards model of bronze, silver, and gold aimed to further recognise and incentivise NHS organisations in their commitment to LGBTQ+ inclusivity. We drew from the experience of LGBT Foundation's Pride in Practice, Stonewall's Diversity Champion expertise, and Brighton & Hove LGBT Switchboard's secondary care insights. This collective knowledge refined our approach to awarding Trusts. Each award underscored a commitment to LGBTQ+ inclusive policies, comprehensive staff training, and supportive practices for both patients and staff, thereby fostering a nurturing clinical and workplace environment.

Some of our achievements for the year 2022/23 are outlined below:

- Registered an additional 25 NHS organisations on the scheme.
- Finalised 44 Rainbow Badge assessments with various NHS Trusts.
- Successfully completed a comprehensive review of 29 policies.
- Completed 40 staff surveys to deepen our understanding on experiences related to gender and sexual orientation identity-based harassment, bullying within NHS trusts, and workplace discrimination.
- Proudly launched the LGBTI+ Sounding Board & Experience Network.

## 6.4. Policy and research

### Census

This year marked a significant milestone with the publication of the 2021 Census results for England and Wales, providing unprecedented insights into our communities. After years of advocacy for the inclusion of sexual orientation and gender identity questions, we now have a clearer understanding of the makeup of LGBTQ+ communities. The data reveals 1.5 million people (3.2%) identified with an LGB+ orientation, while 262,000 (0.5%) identified as trans or non-binary. This ground-breaking Census was the first to inquire about gender identity, sexual orientation, and trans identity. Though the reported figures represent a fraction of the actual LGBTQ+ population due to historic and ongoing attitudes making many hesitant to disclose, this is a significant starting point. We champion continuous monitoring, especially within health and social care, to capture a comprehensive understanding of LGBTQ+ experiences to affect positive change.



## Conversion Therapy

In 2022/23, we intensified our work to implement a comprehensive, and trans-inclusive national ban on abusive conversion therapies. We continued to play an active role in the national Ban Conversion Therapy Alliance, working closely with LGBTQ+ organisations and community activists to align our collective efforts. As legislative debates approached, we actively lobbied MPs, receiving overwhelmingly positive feedback and promises of continued dialogue. In our role as the facilitating organisation for the Greater Manchester LGBTQ+ Equality Panel, we supported the launch of a campaign on 17 May to eradicate conversion therapy across the city-region. Endorsed by political and community leaders including Greater Manchester Mayor Andy Burnham, the campaign features a pledge that openly condemns conversion practices, coupled with a demand to withdraw public funding from any organisation involved in, facilitating, or opposing a trans-inclusive ban on conversion therapy.

## ITEMS

This year, we presented the ITEMS (Improving Trans and non-binary Experience of Maternity Services) research project findings, which explored trans and non-binary individuals' experiences in perinatal care. Commissioned by the VCSE (Voluntary Community Social Enterprise) Health and Wellbeing Alliance, this study, with 121 responses, is among the largest in the world on trans pregnancies. It revealed trans and non-binary individuals face notable challenges in care compared to cis women, with 30% not accessing care during pregnancy. Transphobia and racism further impacted trans parents of colour. While some good care practices were identified, they were localised, emphasising the need for comprehensive training and national guidance. Our report's recommendations advocate for personalised, trauma-informed care, inclusive language, and efficient demographic monitoring systems. By spotlighting these crucial insights, we urge healthcare professionals and commissioners to employ these findings to make perinatal services more inclusive and accessible for trans and non-binary people.

## LGBTQ+ Migrants

As part of the VCSE Health and Wellbeing Alliance, we also conducted an in-depth project to understand the experiences of LGBTQ+ migrants when accessing healthcare in the UK. Conducted by a staff member who also has lived experience of being an LGBTQ+ migrant to better underscore our commitment to understanding multiple marginalisation – as well as empowering our own staff team as community members – we conducted interviews of various LGBTQ+ people with different migration statuses. The experiences they

shared highlight the value in doing detailed community work when challenging health inequalities. For example, a common ask in the system is to ensure translation is provided but participants pointed out that this translation not only needs to be linguistically accurate but also culturally competent to ensure that medical histories are collected accurately. We spoke to the Black Beetle Health podcast about our findings and a report around best practice is in the final stages of design and publication. A follow-up project has been approved by the Health and Wellbeing Alliance to take the findings of the report and create a training package that can then be offered to healthcare practitioners.

### Gender Identity Development Service

We voiced significant concerns regarding NHS England's proposed Interim Service Specification replacing the Gender Identity Development Service for children and young people. We highlighted increased barriers that lead to reduced service access for children and young people, some of whom already found the service inadequate. Furthermore, these barriers could hinder essential medication access. The stipulation for young people to partake in a clinical study for hormone treatments raises ethical questions about their meaningful consent. The interim specification's approach discouraged gender exploration and recommended against affirming social transition, despite evidence highlighting.

In response, beyond our own organisational consultation submission, we mobilised community participation in the public consultation. Through our consultation pizza parties and hosted response sessions, we supported over 40 trans and non-binary individuals and allies in articulating their concerns and views. These gatherings were crucial platforms for our community members, ensuring their voices were represented in the ongoing discourse surrounding the future of trans and non-binary healthcare.

### All-Party Parliamentary Group

We provided a consultation response to the All-Party Parliamentary Group (APPG) on HIV and AIDS for their report "Nothing about us without us: Addressing the Needs of Black, Asian and Minority Ethnic Communities in Relation to HIV". Our sexual health service provision and engagement with QTIPoC communities were both cited as examples of positive outreach. Our main contributions, which were included as recommendations in the report, were: (a) calls for greater awareness and culturally competent education within the general population with equitable racially minoritised representation; (b) anti-stigma and myth busting campaigns to dispel misinformation around HIV and AIDS; and (c) recognising wider health and socio-political inequalities faced

by QTIPoC and racially minoritised communities as part of regular reporting and interventions.

### LIVE, WORK, POSE

The first stage of a community research project funded by the BA/Leverhulme Small Research Grant has also been completed. The project, titled “LIVE, WORK, POSE: The History of a Queer House”, is aimed at collaborating with the House of Spice performance collective to collect their stories as a means of modelling grassroots LGBTQ+ community-building through arts and culture. The project has included providing the House of Spice with a small pot of development funding through the grant in exchange for conducting interviews with them and collecting their narratives. A journal article is currently being drafted to be submitted for publication in mid-2024. The second phase of the project, due to be delivered in late 2024, will include a public exhibition/performance to display the findings of the research in a publicly accessible platform.

## 6.5. Greater Manchester LGBTQ+ Equality Panel

The Greater Manchester LGBTQ+ Equality Panel, established by Greater Manchester Combined Authority (GMCA), comprises volunteers devoted to improving LGBTQ+ lives across the city-region. Proudly facilitated by LGBT Foundation, the Panel’s core objectives include making public places accessible and safe for all LGBTQ+ people, ensuring services record sexual orientation and trans status to enhance service delivery, and advocating for inclusive policies to protect LGBTQ+ individuals. Their current focuses include enhancing police services, making public spaces more inclusive, and safeguarding LGBTQ+ people from abusive conversion practices.

The panel was re-launched in 2021 and has since gained significant momentum. Activities include launching the Greater Manchester Pledge to End Conversion Therapy, raising awareness at local Pride events, meeting with Mayor Andy Burnham, and taking part in anti-racism training. Their work also involves influencing policy on gender dysphoria services for young people and increasing representation from all boroughs of GM.

The panel's impact reached international recognition when they welcomed United Nations Independent Expert Victor Madrigal-Borloz to Manchester. They discussed LGBTQ+ livelihoods, rising levels of anti-LGBTQ+ hate crime and anti-trans rhetoric. The panel also worked with the GMCA’s elections team to address the impact of new voter identity legislation on LGBTQ+ communities.

In 2023, the panel represented the Mayor of Greater Manchester at the 30th anniversary of Pride in Montpellier, sharing their work and fostering international relations. They aim to visit Pride events across GM and run community engagement surveys to gather feedback on their action plans.

The Panel's working groups are planning various actions for the coming year, from improving hate crime data and reporting, raising awareness of LGBTQ+ safety in public spaces, to ensuring the pledge to end conversion therapy is implemented across GM.

### 6.6. LGBT Make Smoking History

Smoking is the single biggest driver of health inequalities in the UK, and LGBTQ+ people are much more likely to smoke in comparison to the general population. In response, our LGBT Make Smoking History programme provides targeted interventions and tailored support for LGBTQ+ communities. We also work in partnership with organisations and services across Greater Manchester to ensure that LGBTQ+ people can access smoking cessation services which meet their needs.

Throughout Greater Manchester, we have been equipping organisations and services with the knowledge they need to offer inclusive and appropriate support to LGBTQ+ individuals who smoke. This includes NHS primary care services, smoking cessation programmes, and more. Our training gives an insight into the unique experiences of LGBTQ+ communities, particularly concerning smoking inequalities and potential barriers they face in accessing services.

The training delves into the historical and societal contexts that contribute to heightened smoking rates among LGBTQ+ individuals. Furthermore, attendees are educated on LGBTQ+ awareness, familiarising them with identities and terminology, ensuring that they can offer culturally competent services. Organisations trained in 2022/23 include Salford and Rochdale boroughs Stop Smoking services and tobacco commissioner teams. Additionally, GM Treating Tobacco in Maternity Services adopted our training, ensuring that professionals are well-equipped, including midwives handling tobacco dependency in maternity services across Greater Manchester.

In 2022, many localities welcomed the return of in-person Pride events following years of disruption caused by COVID-19. Central to our LGBT Make Smoking History programme is community engagement. Throughout the year, we collaborated with Pride organisers across Greater Manchester to amplify the visibility of initiatives like the "Never Quit Quitting" campaign, public outreach for quitting support, and our LGBTQ+ inclusion training. Notably, we

successfully pioneered smoke-free zones at events like the Salford Pink Picnic and Rochdale Pride, clearly marked with our Make Smoking History signage.

The Make Smoking History project expanded its focus last year to include specific cancer-related projects. Throughout 2022, we collaborated with Vocal, a community research organisation affiliated with Manchester University. We ran a short series of co-produced workshops which generated visual content, such as conversational videos, and a creative zine that delved into fostering LGBTQ+ inclusivity in research. The initiative culminated in a celebratory event, which showcased the accomplishments and outputs of the project.

In October, we ran a Stoptober campaign to highlight LGBTQ+ inclusion in quitting smoking discussions. We emphasised the elevated smoking rates within LGBTQ+ communities and the barriers faced in accessing primary care services. Our efforts gained significant traction on social media. Additionally, we developed materials such as banners, flyers, and posters featuring LGBTQ+ people's quitting stories and support resources. These resources were designed with longevity in mind, and are being used throughout the year to encourage LGBTQ+ people to quit smoking.

### Feedback from people who attended Making Smoking History training:

*"The training session was really well delivered and met my learning requirements. I now feel much more confidence talking about LGBT+ inclusion as part of my day-to-day work"*

*"Thanks for the training - really informative and lots to think about / remember"*

## 6.7. Community Organising

Our Community Organising programme has continued to play a key role in empowering grassroots community organising this year. Focused on supporting LGBTQ+ community members and allies, the programme champions self-advocacy and empowerment in tackling issues of personal importance.

Our dedicated team produced an informative and engaging resource to help budding organisers take their first steps. This comprehensive guide provides useful tips and innovative ideas to kickstart organising efforts, whether it's for a local cause or a broader LGBTQ+ advocacy campaign.

We hosted or co-facilitated 12 community organising events throughout the year, collectively attended by 120 participants. These sessions created platforms for mutual support, learning, and community-driven action, echoing our belief in the transformative power of communities. Events included:

- **Make a Message of Solidarity:** A creative online space to spread messages of solidarity, joy, love, and community through creating posters, placards, banners, etc.
- **What is Community Organising?:** An introductory session exploring the what, who, why and how of community organising and how participants can make a change in their community.
- **Oral Histories Digital Archive Launch Event:** An Event for staff, volunteers, and interviewees for the Digitally Democratising Archives Project as funded by The Audience Agency.
- **Climate Activism #GreenWithPride:** An introductory workshop which equipped participants with the tools to communicate the urgency of climate change with their local politicians and decision makers.
- **LGBTQ+ Disabled and Neurodivergent Community Organising Space:** A session which brought together community members to connect and identify common concerns they want to change. Through discussions and activities, participants explored ways groups could organise independently to tackle issues together.
- **Community Organising Resource Launch:** A day of workshops and presentations on community organising and writing for change alongside the launch of the Community Organising resource.

### Feedback from people who attended Community Organising events:

*"It was a lovely, genuinely heart-warming event full of lovely, interesting, passionate people representing a diverse cross-section of communities. Thank you for having me there." - Community Organising Resource Launch event attendee*

*"I was very pleased with how access for the event had been considered in such detail and with such care. I particularly appreciated the descriptions of the slide graphics - that kind of detail doesn't often happen. I was made very welcome both beforehand and on arrival, and appreciated the no-fuss assistance with getting drinks and a snack." - LGBTQ disabled & neurodivergent community organising space event attendee*

*"[The facilitator] was amazing! So caring and everything thought through to a tee. Thank you to everyone who put this together, but special shout out to them!" - Oral Histories Digital Archive Launch Event attendee*

*"Amazing event, really nice space, well-run and with great speeches/performances and lovely catering. I was already excited about the project and this made me even more excited!" - Oral Histories Digital Archive Launch Event attendee*



*"It was really nice as first timers at the event that it was a small group where we felt like we were heard. Wasn't so overwhelming as trying to talk in a call with a large number of people!" - Oral Histories Digital Archive Launch Event attendee*

### 6.8. Manchester LGBT Extra Care Scheme

LGBT Foundation was awarded a second grant from the Community Housing Fund in November 2021 to facilitate the project towards planning submission, a process which was nearing completion with the previous housing provider, Anchor. The strategic partnership with Anchor was formerly ended on 17th June 2022 after both LGBT Foundation and Manchester City Council lost confidence in their ability to deliver the scheme in line with the brief.

The CHF permitted an extension to the grant deadline to November 2022 while the new Delivery Partner was selected. Competition was closed in October and members of the Community Steering Group were involved in evaluating a presentation as part of the second stage of the competition. The CSG ceased its regular meetings during this period and LGBT Foundation and the Council then entered a period of clarification with the preferred housing provider, Great Places, who were formerly approved by the Housing Board in March 2023.

LGBT Foundation has now received funding from Manchester City Council for a three year post (March 2023-26) to support the development of the Russell Road scheme and the roll-out of the Pride in Ageing Quality Accreditation programme. The project is now well underway in partnership with the new provider and a commitment to co-production has been re-established, with the Community Steering Group continuing to play an important role at the heart of scheme's development. It is anticipated that we will be in a position to submit a planning application by the end of the year and expect a decision around March 2024. Subject to delays during this process, we are currently working towards construction beginning around late Summer/ early Autumn 2024, with a projected completion date of 2026.

### 6.9 Greater Manchester LGBTQ+ Dementia Support Group & Training

Following on from our Bring Dementia Out project (2019-2021) we have been working with Dementia United and other partners across Greater Manchester to run a monthly online LGBTQ+ support group for people affected by dementia. This has been a very important support network for our communities and is supported by our LGBTQ+ Dementia Co-ordinator who works one day a week

on the project supporting group members, new enquiries and also professionals wishing to engage with the group to promote LGBTQ+ inclusive services.

In April 2023 we published an Evaluation Report (with a Forward by Mayor of Greater Manchester, Andy Burnham) which looked at the progress of the group so far, experiences of group members, learning needs of the facilitators and recommendations for continuing this work.

Following this, Dementia United funded LGBT Foundation to deliver 11 training sessions across 4 months between May and August to support health care professionals, local authorities and others throughout Greater Manchester to be more informed and feel more confident around understanding the needs of LGBTQ+ people affected by dementia. Training was provided to over 200 people. We are now seeing an increasing number of requests to attend organisational meetings and deliver further support to professionals and extend the support that we could provide to the LGBTQ+ community.

As a result of these combined projects we are in a position to seek further long-term funding to develop both the support group and to put into place a full-time member of the team to oversee our work in supporting our communities and health care professionals across Greater Manchester.

This would also be important to run our dementia programme alongside other established LGBT Foundation services and enable us to engage more fully with local and national groups who recognise that the needs of LGBTQ+ people affected by dementia require long term support.



# 7. SUPPORTING PEOPLE AND COMMUNITIES

## 7.1. Working together

At the heart of our work lies the belief that unity fosters strength. This is reflected in our diverse community programmes, which, rather than operating in isolation, often collaborate to create enriching experiences for our community members. By pooling resources, knowledge, and expertise from various programmes, we ensure that our events, services, and activities are inclusive, intersectional, and cater to the unique needs of participants.

Two standout events from this year exemplify our collaborative spirit:

- **My First Pride: Social Mixer:** This event was a testament to the power of collaboration, bringing together the Women's Programme, Bi Programme, Trans Programme, Pride in Ageing, QTIPoC Programme, and Rainbow Buddies. Aimed at those who have recently come out and might be attending their first Pride, this mixer was a prelude to Manchester Pride 2022. It offered a safe and welcoming space for attendees to connect, share their stories, and prepare for the larger Pride event.
- **My First Queer Halloween:** Halloween took on a special significance with this collaborative event. Spearheaded by the Women's Programme, Bi Programme, Trans Programme, Pride in Ageing, QTIPoC Programme, Recovery, and Rainbow Buddies, this evening was all about fun, friendship, and community. Especially designed for those who have recently come out, it provided an opportunity to celebrate Halloween in a queer-friendly environment, make new friends, and strengthen ties within the community.

These cross-organisational events not only amplify the reach and impact of our individual programmes but also reinforce our commitment to creating a cohesive, supportive, and vibrant LGBTQ+ community.

## 7.2. Trans Programme

Throughout 2022/23, our Trans Programme carried out a wide variety of events and initiatives. Our goal was to foster a sense of community, promote mental health, and alleviate feelings of isolation by ensuring that trans and non-binary individuals had access to safe, accessible, and inclusive spaces. These activities included:

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- **TransMCR:** A monthly event for the trans community at LGBT Foundation. TransMCR is organised by LGBT Foundation with various trans groups and volunteers across Greater Manchester, and is a space for anyone who self-identifies as trans or non-binary, and their friends and family.
- **They/Them/Us:** A monthly group run by and for genderfluid and non-binary people, providing a safe space to come together, meet new people, and discuss issues that are important to them.
- **DIY Trans Tailoring Workshop:** As part of our #GreenWithPride climate activism campaign with Hubbub, we ran a workshop on clothes tailoring for community members to learn to fix and tailor outfits.
- **What Do We Want?:** An event bringing trans and non-binary people from Greater Manchester together to undertake some community mapping and planning.
- **How To Just Do You (When Everyone Else Has Opinions):** A workshop for trans, non-binary, and gender-expansive people to explore being comfortable and joyful within themselves.
- **TPoC Pride Playlist:** A collaborative zine-making workshop for trans, non-binary, and gender non-conforming people of colour ahead of Manchester Pride 2022.
- **Cervical Screening Workshop:** An exploration of what cervical screening is and what it isn't. With practical tips for overcoming barriers to screening, myth-busting, and a sneak-peak at what alternative options to the smear test researchers hope will be available soon.
- **TDOR: Transgender Day of Remembrance:** An event to remember and honour all trans lives lost, centring trans voices as an evening that unites LGBTQ+ and ally communities.

We held a special edition of TransMCR at Sparkle weekend, Manchester's celebration of gender diversity held in July each year. Our series of mini events included:

- **Pre-Sparkle Meet-up:** An opportunity for attendees to come and make friends ahead of attending Sparkle Weekend.
- **A Talk with Loz Kay, Director of Hope Mill Community Choir**
- **Voice and Communication Change Self Help Workshop**
- **A Q&A session with our Indigo Gender Service**
- **Form Filling Party:** An event where people came for advice on filling out forms for deed polls and gender recognition certificates from our Trans Advocacy service.
- **Open Mic Night**

We welcomed 440 attendees to our trans programme events and spaces this year. Of those who attended:

- 98% were satisfied with their experience.
- 100% would recommend the events and spaces to others.
- 93% said they felt less isolated because of attending.
- 99% said that their wellbeing had improved because of attending.
- 95% said that their confidence had improved because of attending.
- 95% said they felt more able to deal with their problems/challenges because of attending.
- 93% felt supported with their multi-minority identity while attending these events/spaces.
- 97% said they had a greater sense of belonging because of attending.
- 91% felt more informed on the topic of the event because of attending.

### Feedback from people who attended our Trans Programme events:

*"It's really good to see people from different jobs/ages attend the event. This is my first time coming to these kind of events and I'm so impressed and happy". - Trans MCR event attendee*

*"It was a beautiful, uplifting, energising, informative event and such a needed and wonderful opportunity to connect with other trans people in a really meaningful way. Much love and gratitude" - TransMCR event attendee*

*"Thank you so much for this event. It's exactly what I needed today. I'm in a small village near Selby which I've chosen for how quiet it is and the easy access it gives me to going for walks in nature with few people around but the flip side is no LGBTQ+ community on my doorstep. This is the first event I've joined from the foundation and I'm interested in joining more online events so I'll keep my eye open. I found it affirming just to see other LGBTQ+ people on screen before the workshop itself even started." - Trans Self-Massage event attendee*

*"Brilliant, so informative & affirming - I learnt so much & feel much more confident to express my identity through my clothing by recycling things that I already own!!" - DIY Trans Tailoring event attendee*

*"I love this space. I can sneak in or be having a very bad migraine and people hold the space and still show joy and make me feel celebrated." - They/Them/Us event attendee*

*"I've been joining in with these for about a year, and I look forward to them now. Zane [facilitator] runs a really good group - he gets inclusivity right and I finish up at the end*

*of these much happier having had the chance to chat with others.” - They/Them/Us event attendee*

*“I would love more events like this. This was such a wonderful opportunity to connect with the community.” - How To Just Do You event attendee*

## 7.3. Women's Programme

Our Women's Programme is rooted in the principle of empowerment and support for LGBTQ+ women. Our primary objective is to create an environment where LGBTQ+ women can improve their health and wellbeing, expand their skills, boost confidence, and reduce isolation.

This programme doesn't operate in isolation - it works with and through all layers of our organisation, ensuring comprehensive inclusion. It's integral to our mission that every aspect of our work is inclusive, providing full representation and participation for LGBTQ+ women. Throughout the year, we organised various events, group activities, and community spaces, enabling real-time interaction and engagement, including:

- **Dance OUT:** Sponsored by Sport England and This Girl Can, Dance Out was a fun, beginner-friendly, free dance class for all LGBTQ+ women and non-binary people who wish to access a woman-centred space.
- **Quiz Club:** A fun social online space to bring our community together.
- **A Write Good Time:** A special online poetry workshop with Manchester-based spoken word poet, Amy King. The 60-minute workshop was for people of all levels of writing experience, with no previous experience required.
- **Make Your Own Sashiko Patch:** A skills-based workshop to give well-worn, well-loved clothing a new lease of life through learning how to make a handmade Sashiko patch.
- **Women's Euro Watch Parties:** A series of LGBTQ+ women-centred sober watch parties of the UEFA Women's Euro Championship in collaboration with the Recovery Programme.
- **Sapphic Showcase: Cabaret + Open Mic Night + Social Mixer (Manchester Pride edition):** A cabaret and open-mic event that kicked off the Friday of Manchester Pride 2022, followed by a social space to meet others before Pride.
- **Wellbeing Laughter Workshops:** A series of four wellbeing laughter workshops with local laughter yoga facilitator Sara Kay as well as special event at Sugar & Spice 2023.

Amidst the vibrant offering of our Women's Programme's events and spaces, we were especially proud to launch a new short film, 'Being an LGBTQ+ Woman' in March 2023. Born from the heartfelt conversations and stories of LGBTQ+ women in Greater Manchester, this poignant film captures the unique experiences, challenges, and triumphs of their journey through womanhood. Through this film, we hope to further underline the spirit of unity, resilience, and pride that resonates within our community.

Sugar & Spice is our Women's Programme's annual festival which takes place in March to coincide with International Women's Day. At this year's festival, we ran a range of interesting and engaging workshops including:

- **Intro to BSL:** Finger spelling and greetings
- **Sapphic Showcase:** cabaret and open mic - Sugar & Spice edition
- **You're F\*\*\*in' Amazing!:** A workshop all about celebrating YOU!
- **Joyful Yoga Flow**
- **Acupressure Taster Session**
- **Get on Top of Things:** An exploration in managing your time
- **Cervical Screening Workshop**
- **International Women's Day Panel**
- **Rebel Dykes Film Screening**
- **Zines as a Tool for Activism**
- **In the Name of Radical Self Love**

We welcomed 709 attendees to our Women's Programme events and spaces this year. Of those who attended:

- 98% were satisfied with their experience at the event.
- 99% would recommend the event to others.
- 94% reported that their confidence had improved on the content covered in the event/session.
- 98% reported that their wellbeing improved because of attending the space.
- 87% reported feeling less isolated because of attending the event.
- 97% reported a greater sense of belonging with their community because of attending the event.
- 88% reported feeling better able to deal with challenges and issues they faced because of attending the space.
- 94% reported feeling supported with their multi-minority identity while attending the space.

[Feedback from people who attended our Women's Programme events:](#)

*"The event was so powerful, inspiring and moving. I really connected with the meditation and journaling process and it felt like I was putting self-love/self-care into practice. I felt very calm, present and nourished as a result of attending and would highly recommend this to others. The space felt safe, welcoming, inclusive and warm. Big thanks to Aimie and Ellie [facilitators]." - In the Name of Radical Self Love event attendee*

*"For context I received some traumatic family news today and, after calling some helplines to process what I have had to deal with, I hopped onto this session. I'm no artist but drawing does me good and it helped bring me back down to earth and away from the information I've had to process today (it helped more than the two different national helplines I called). Ruby [facilitator] had a lovely vibe and being in a 'room' full of other queer people doodling was sooo lovely :) I really hope this kind of event can happen more often." - Drawing event attendee*

*"This was such a fantastic event. I wasn't sure what to expect but I felt welcome, comfortable and safe from the outset...I'd left work today feeling really heavy and stressed, and the workshop completely changed that. I feel more confident to 'try' drawing without the need to be perfect. It's so exciting to know I can have fun and let go of perfectionist tendencies. And the fact I could attend for free made such a difference, as it's not something I could afford otherwise. Would love more of these!! Thanks so much LGBT Foundation for this event." - Drawing event attendee*

*"It was such a beautiful experience to be part of the yoga session. Being in a room of queer women felt really empowering as sometimes non-queer yoga spaces can make me feel a little self-conscious. The head massage at the end was brilliant and I felt a very cathartic sense of relief post session. The yoga teacher was so lovely and I love the way she created such a loving and warm space." - Joyful Yoga Flow event attendee*

*"The monthly quiz club is always really fun, and Ellie's [facilitator] enthusiasm is infectious! I am mostly housebound due to illness so I really hope that these online quiz clubs continue" - Quiz Club attendee*

*"This was an amazing event to round off Sugar & Spice weekend - it was powerful to sit in a room full of LGBTQ+ women and queer people to watch a film about those who paved the way for us - I felt quite emotional at the end." - Rebel Dykes Film Screening event attendee*

*"I truly had the most liberating, uplifting, full of laughter and joy evening that I've had in a really long time! The staff and volunteers were delightful; so friendly, welcoming and helpful. The showcase itself was FANTASTIC, very well organised, and had the audience laughing and crying the whole way through - so many talented acts on stage! And I really enjoyed the casual mingling element afterwards, I had the opportunity to talk to people of a community that I haven't really felt able to engage with before, and I felt like I learned more about myself and other people in the community, which ultimately helps to understand feelings of confusion or isolation that I have felt in the past. I would love to see more events like these please, I would happily attend a regular event like this. THANK YOU LGBT Foundation for putting on this marvellous event!" - Sapphic Showcase (Pride) event attendee*

*"I've not had an opportunity prior to meet queer women in a safe social space so this was really important. I've been very isolated so this was also a big plus for my mental health" - Sapphic Showcase (Sugar & Spice) event attendee*

### 7.4. QTIPoC Programme

First launched in 2020, our QTIPoC (Queer, Trans, Intersex People of Colour) Programme carries out crucial work, both internally and externally, to highlight and address specific challenges and barriers faced by QTIPoC. Throughout 2022/23, the programme delivered a multitude of community events and engagement activities. Internally, these were designed to empower our colleagues of colour, bolster our anti-racist practices and inclusive recruitment, and provide brave spaces where concerns could be expressed. Externally, we worked to foster safe and accessible spaces for QTIPoC to address specific intersectional issues faced by QTIPoC. This dual approach underpinned our commitment to achieving authentic and accountable results in the second phase of the QTIPoC Programme.

#### Seasoned Connections

One of our standout initiatives, Seasoned Connections, was centred around enhancing digital literacy for QTIPoC aged 45 and above. We delivered a series of 12 weekly sessions, with participation ranging from 3-9 attendees per session. What added richness to this initiative was intergenerational connection through our collaboration with The Proud Trust's young QTIPoC group, Fusion. This not only enhanced community members' digital skills, but created a space where generations learned from each other, reducing feelings of isolation.



## QTIPoC Patient Experience Survey

Grounded in the premise that healthcare is a right, not a privilege, we conducted several initiatives to bridge the gaps and address the unique challenges QTIPoC face in accessing appropriate and inclusive healthcare. One of these was the QTIPoC Patient Experience Survey, launched to deepen our understanding of the healthcare experiences and challenges faced by the community. The revelations were enlightening and concerning. Of those who responded:

- 34% were not registered with a GP practice.
- 34% had experienced discrimination at their GP practice.
- 82% felt that their GP could improve their services.
- 37% had experienced discrimination at the dentist.
- 68% felt that their pharmacy could improve its services.

## Self-Care and Healthcare

We also ran a series of community engagement sessions with QTIPoC focused on healthcare and self-care and to explore barriers faced to mainstream healthcare services. Events included:

- Hair, Skin and Self-care with Auntie Ken
- Gender Play Workshop
- Getting the most out of your GP as Queer, Intersex, Trans People of Colour
- Cervical Screening: Beyond the Barriers! QTIPoC Special
- Queer Love and Intimacy Poetry Workshop for LGBT People of Colour
- What Does My Healthcare Provider Need To Know About Me?
- Yoga: Rest as Revolution

Of those who attended events:

- 71% said their confidence increased in personal healthcare and self-care.
- 68% said it was their first-time accessing LGBT Foundation events.
- 77% would attend more QTIPoC-specific events at LGBT Foundation.

## Supporting workforces to reduce QTIPoC health inequalities

In our ongoing strategy to address QTIPoC health inequalities, during 2022/23 we undertook several key initiatives. We developed comprehensive in-house anti-racism training, tailored specifically to enhance the awareness and understanding of our workforce about the unique challenges faced by QTIPoC.



Furthermore, in collaboration with our People and HR teams, we formulated and implemented inclusive recruitment policies, underscoring our commitment to diversity, equity, and inclusion.

Building on this, we shared insights from our community engagement and the QTIPoC Patient Experience Survey with NHS colleagues. Our emphasis was on the importance of unified, cross-organisational strategies to address QTIPoC health inequalities effectively.

### 7.5. Pride in Ageing

Pride in Ageing is our initiative to honour and empower the vibrant community of LGBTQ+ people over 50 in Greater Manchester. As we strive to make our city-region the most welcoming and inclusive place for our community to grow older, we continue to strengthen our commitment to this demographic.

Throughout the year, we hosted 74 Pride in Ageing events and spaces specially curated for our older community members, as well as insightful training sessions and informative talks centred around the inclusion of older LGBTQ+ individuals. These events were attended by 1,117 people collectively. A sample of these events and spaces included:

- **Derek Jarman Pocket Park gardening sessions:** The Derek Jarman Pocket Park is a partnership project with Manchester Art Gallery. This new community garden space has been designed and planted by a volunteer group of green-fingered LGBTQ+ over 50s from Greater Manchester, with support from artist Juliet Davis-Dufayard and funding from Pockets Parks and the Manchester Wellbeing Fund.
- **Growing Workshop for #GreenWithPride:** A session as part of the #GreenWithPride partnership work with environmental charity Hubbub on growing seeds inspired by Derek Jarman's garden.
- **Library and Archive Volunteering**
- **Pride in Our Nature:** An event run by RHS Bridgewater, supported with the participation of Pride in Ageing. The team spoke to audiences at the RHS's first ever LGBT pride event at RHS Bridgewater, including a stall, presentation on stage about our Pocket Park and featuring as part of an LGBT gardening panel. 53 people visited our stall, and around 50-70 people watched our talks on stage.
- **IGNITION Workshop - Socially Engaged Photography:** Volunteers from Pride in Ageing met youth group Action for Conservation for a photography workshop at the Derek Jarman Pocket Park.
- **GROOVE Social:** A trip to see GROOVE at Contact Theatre with group of Pride in Ageing volunteers - plus after show networking with the cast and crew.

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- **Derek Jarman Pocket Park Gardeners trip to Folkestone and Dungeness:** A trip for Pocket Park volunteers to Derek Jarman's cottage and garden in Dungeness as well as visiting Folkstone.

Pride in Ageing also helped to run collaborative events with other programmes and services, including:

- **Future Care Planning Arts and Crafts Workshop:** In collaboration with the Trans Programme, a future care planning drop-in space and arts and crafts session, where attendees could speak to Siobhan Kenyon, LGBT palliative care coordinator for Salford.
- **Trans Death Café:** In collaboration with the Trans Programme, a space to sit, have a brew and some cake. The key rule is that the topic of conversation with others is about death!
- **Reflecting on our Past:** In collaboration with the Community Organising Programme, a drop-in event at Manchester Central Library to be inspired by the archive of LGBTQ+ activism.
- **Box of Me (sessions for Sugar & Spice 2023 and for the QTIPoC Programme):** This workshop invited participants to think more about the plans to put in place for their future and beyond.

Of those who attended our Pride in Ageing events and activities this year:

- 100% were satisfied with the event.
- 95% reported feeling more confident on the topics covered because of the space/event.
- 95% would recommend the event to others.

### Feedback from people who attended our Pride in Ageing events or training:

*"Involvement in this project has had some really personal benefits, it has made me reflect on and articulate the difficulties we experienced in the 70's, 80's and 90's but the main thing is that it has rekindled my creativity. I used to write but I stopped and now I feel the urge to restart, I have re-engaged with visual arts too - drawing, painting, collage. I also feel a greater sense of connection to Manchester, my adopted home. That might not seem like a big thing, but I have very little family, and none of them are within 200 miles of here so my chosen family: LGBT Manchester, is incredibly precious to me. For example, we talked about the project at an event at RHS Bridgewater, the kind of venue that would have shunned us in previous decades, we were in the Flower festival too, and did a workshop in the gallery with young people from another local project.*

*Walking into MAG and feeling 'I belong here' is tremendous and I wonder what will be the next initiative I can be involved in. I am looking forward to making more art, doing more gardening, being more Derek I suppose." - Derek Jarman Pocket Park Gardeners trip to Folkestone and Dungeness attendee*

*"I found the Pride in Ageing trip to Derek Jarman's Cottage exceptionally moving, the furnishings as he left it. To see and feel how he lived in such serene tranquillity, so atmospheric. A really memorable visit." - Derek Jarman Pocket Park Gardeners trip to Folkestone and Dungeness attendee.*

*"The opportunity to visit Prospect Cottage with Pride in Ageing was highlight, I felt (Derek Jarman's) presence in every room, it was an incredibly moving and personal experience." - Derek Jarman Pocket Park Gardeners trip to Folkestone and Dungeness attendee.*

*"Pride in Ageing to me - it's about activism, it's about socialising together, it's about helping people to prevent loneliness - and all of those strands coming together. The programme is also a showcase of how much older people can still contribute to the wider LGBTQ+ community" - Pride in Ageing volunteer*

*"I was in the Pride Parade with LGBT Foundation - I was so proud to be part of it. Pride in Ageing is important to me because we are contributing, and we count, it shows we are just as important. People usually seem to forget us and I'm angry about the stereotypes I see around older people, Pride in Ageing seeks to change that" - Pride in Ageing volunteer*

*"I joined Pride in Ageing because as an older lesbian you know that if you don't have contact with family you need to have good friends. Living in a city like Manchester there's such exciting opportunities for LGBTQ+ folks, and Pride in Ageing is making sure older members of our communities can be part of that. And it's about influencing beyond local level - we have the ears of politicians and are developing national interest." - Pride in Ageing volunteer*

## 7.6. LGBTQ+ Autistic and Neurodivergent Programme

We proudly launched our innovative LGBTQ+ Autistic and Neurodivergent Programme in February 2023. This ground-breaking initiative is the first of its kind in the UK, specifically designed by and for our neurodivergent community, including individuals with autism, ADHD, Tourette's, OCD, dyslexia, dyspraxia, dyscalculia, and others.

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This programme, spearheaded by a coordinator with lived experience offers events, groups, workshops, and social support for an often-marginalised group within LGBTQ+ communities. In developing the programme, we consulted with neurodivergent LGBTQ+ people to shape its form and future expansion, with a focus on creating accessible social spaces.

The programme aims to establish best practices for services supporting LGBTQ+ autistic and neurodivergent people across Greater Manchester, led by a community advisory panel and an organisational steering group. Our goal is to foster co-learning across sectors, making services and spaces more inclusive and accessible.

The LGBTQ+ Autistic and Neurodivergent Programme aims to be intersectional from its inception, working closely with our existing programmes to ensure the needs of our diverse community members are met.

### 7.7. Greater Manchester LGBTQ+ Community Ambassador

In August 2022, we introduced a new pivotal role, the Greater Manchester LGBTQ+ Community Ambassador. We were excited to appoint Dr Carl Austin-Behan OBE DL to this role. Carl was Manchester's first openly gay Lord Mayor and served as the former LGBTQ+ Advisor to the Mayor of Greater Manchester. He is renowned for his significant contributions to LGBTQ+ equality and communities in Greater Manchester, was recognised with an OBE in the 2020 New Year's Honours List.

As Greater Manchester LGBTQ+ Community Ambassador, Carl's influence and connections will help us bring together Manchester's Gay Village businesses, community groups, and LGBTQ+ organisations to the benefit of LGBTQ+ communities across Greater Manchester. Carl will also link LGBT Foundation with councillors, officers, and officials across Greater Manchester's public sector, including the NHS, local authorities, and Greater Manchester Combined Authority.

This ambassadorial role embodies our ongoing dedication to establishing meaningful partnerships and championing the aspirations of LGBTQ+ individuals and communities throughout the region.

### 7.8. Our LGBT Manchester

The new LGBT Foundation centre has become the hive of activity that we hoped it would. We have seen the return of our regular community groups using the space again for their meetings and support groups. We also managed to reach out and accept new groups to our centre. One is a group called IMAAN

(a charity that supports LGBTQ+ Muslims). We have been their chosen space for the Northern meetings as IMAAN is typically a group from London.

We have successfully set up the Village Hero volunteer team. The Village Heroes are a group of volunteers who meet weekly, every other Tuesday and Thursday. They are tasked with keeping the village area clean and tidy and report any need for maintenance in the area. Manchester's Gay Village is seen as a very popular destination to visit and is known the world over. For this reason the scheme is very important and helps to keep the village area a safe and nice environment for locals and visitors to enjoy.

The Village Action Forum has been re-established. The Village Action Forum is a group of all the stakeholders of Manchester's Gay Village. The Village Action Forum exists to provide a space for collaborative working aimed at improving the 'look and feel' of the Village. The Forum exists to allow interested parties to determine what improvement is required in the Village, and to support plans of action to implement these changes. This year we also successfully managed to secure a further 3 years of funding. Having this will ensure that we can continue to grow the programme and help more people within our community and ensure that the Village remains a special place for all to enjoy.

# 8. IMPROVING OUR PERFORMANCE

## 8.1. Our volunteers

Our dedicated volunteers lie at the heart of LGBT Foundation, and their significant contributions are helping us to deliver queer hope and joy, every day of the year. To further enhance the impact our volunteers have, we've developed and begun implementing a comprehensive Volunteer Vision that outlines a five-year growth strategy. This vision focuses on three key areas: Recruit, Retain, and Recognition. This plan aims to expand our volunteer capacity over the next five years, ensuring that volunteers are an integral part of all our work and a driving force behind achieving the objectives detailed in our 5-year Business Plan.

Over the past year, our volunteering programme has thrived. We've instituted more frequent social events and workshops, established training programmes, and created new volunteer opportunities. These enhancements have enriched the volunteering experience, providing our volunteers with opportunities to learn, grow, and feel more connected to our organisation and their community.

In 2022/23, we were thrilled to expand our volunteer family to 443 dedicated individuals. These volunteers contributed their skills and energy across a range of our organisational teams, including Counselling, Sexual Health, Outreach, Village Angels, Trans Programme, Recovery, and Befriending. Furthermore, we welcomed 137 new volunteers to our ranks this year, and their enthusiasm and commitment have been an inspiring addition to our teams.

Our Talking Therapies Volunteer Counsellors made an incredible impact, providing over 2,150 hours of therapy to service users in the last year. Our Village Angels committed 1,884 hours to provide life-saving support, significantly contributing to the safety and inclusivity of Manchester's Gay Village. In addition, our Rainbow Buddies volunteer befrienders dedicated approximately 207 hours to offering companionship to the most isolated members of LGBTQ+ communities.

### Feedback from our volunteers:

*"I love being part of the LGBT Foundation volunteering team, as not only have I been welcomed and supported from the very start, but it opened up a myriad of opportunities to get involved in additional events and initiatives through time and build connections in a safe environment." - Indigo Voice and Communication Change team volunteer*

*"Volunteering in the research and policy department of the Foundation was an eye opening and rewarding experience. I learnt a great deal about the work required to effect change for our community. Despite the seriousness of the issues, it was a real boost for my mental health to see the dedication and talent of the team as they strategised and responded to the challenges of the day."* - Policy and Research team volunteer

*"It's an honour to work at the LGBT Foundation, but an absolute privilege to work with its' service users!"* - Talking Therapies Team volunteer

### Volunteering with LGBT Foundation: Johnathan's story

Jonathan's journey with LGBT Foundation began as a volunteer with our Rainbow Buddy programme, an initiative dedicated to reducing loneliness and isolation within the LGBTQ+ community. He felt a deep connection with this cause, sharing, ***"I live alone so home working can be quite isolating. It was one of the main factors for starting during the pandemic. I, myself, had felt the loneliness that comes with it so I really felt that I could relate to that particular programme."***

During his volunteering, Jonathan consistently supported his buddy, initially through weekly phone calls and then through in-person meetings at our Fairbairn Centre. When his buddy grappled with anxiety that prevented them from participating in our support groups, Jonathan joined them. These sessions allowed Jonathan a first-hand experience of our proactive work in the community.

Dan, our Wellbeing Manager, has been a significant source of support for Jonathan, offering guidance and promptly responding to his queries. Jonathan views Dan as a "great mentor".

Jonathan's connection to LGBT Foundation started before his time volunteering. ***"I was introduced to the Foundation by one of my friends as I received some support from them a few years as I was experiencing something with my ex. They put me in touch with an IDVA. There was this feeling that I wanted to give back as I'd received the compassion and knowledge and help at that time."***

Volunteering provided Jonathan with knowledge and experience that enabled him to support others. ***"For me, gaining more knowledge by being present and knowing more about it has helped me direct people to the services as well. That's a benefit that comes from volunteering as you only know these things if you Google specific things and if you're going through something it can be really overwhelming. It's been nice to offer that advice and nudge to friends who have needed help."*** Jonathan also contributed his



time and effort at our Pride events, experiencing the joy of serving his community in a unique manner.

We extend our heartfelt appreciation to volunteers like Jonathan, whose efforts greatly contribute to the spreading of queer hope and joy within LGBTQ+ communities.

### 8.2. Our colleagues

The strength and progress of LGBT Foundation has always been deeply rooted in our people. In 2022/23 there was a concerted effort to enhance, support, and further develop our colleagues' skills and expertise. A standout initiative was the management training conducted in collaboration with LevelHeaded. By June, we ensured that every manager in our organisation had benefited from management training, which aimed to promote consistent leadership standards and approaches across the board. From this, we intend to create a bespoke system of management that ensures a harmonious and equitable approach across all departments. Plans for additional internal training are already underway, ensuring continued growth and evolution of our management styles.

In February 2023, we reintroduced our face-to-face inductions, an event that hadn't been held for over three years because of disruption caused by the COVID-19 pandemic. Organised by Team People, it was a moment of reconnection and orientation. New colleagues and volunteers were acquainted with our core values, provided insights into resilience building, and introduced to our Board of Trustees.

On the strategic front, our Five-Year People Strategy was rolled out. Designed as a long-term vision for our workforce, it sets the course for employee development, welfare, and engagement for the next five years. Following its co-produced approach, similar strategies, like our safeguarding roadmap, were developed, solidifying the effectiveness of this method.

Our commitment to inclusivity and representation was further demonstrated through the establishment and further development of multiple staff networks. These include the Trans and Non-binary Network, the Women's Network, the QTIPoC Network, and the Disabled & Neurodivergent Staff Network, which provide much-needed platforms for dialogue, support, and advocacy within our organisation.

After securing our Gold "Investors in People" reaccreditation, 2022/23 was a significant year for workforce development at LGBT Foundation. With clear goals, robust strategies, and dedicated initiatives, we have taken strides to ensure that our colleagues are equipped, supported, and ready to drive our mission forward.



## 8.3. Our Community Centre

In response to the rising cost of living, we launched a pilot community café, with free hot and cold refreshments, games, entertainment and activities. This new initiative began in January 2023 at our community centre at Fairbairn House, Sackville St. The initiative rapidly transformed into a cornerstone of community support, running every Saturday and Sunday from 10am to 1pm. Beyond offering refreshments in a warm and welcoming setting, the community café emerged as a haven for individuals seeking solace, community, and resources. Echoing our intent, one of the service users who visited in January remarked, ***"The community café was a lifeline for me. It gave me the strength I needed to get up this morning."***

As we continued to cultivate spaces of queer hope, joy, and community support, on 23 December 2022 we hosted a memorable Winter Meal at our community centre for our service users. The evening saw an overwhelming turnout of over 50 attendees. Amidst the ambient live music and festive cheer, our service users indulged in delicious free meals graciously donated by Via, Canal Street. The heart and spirit of our team shone brightly as our dedicated staff volunteered to orchestrate the evening. Each attendee left with a Love2Shop voucher, another gesture from our end to help alleviate cost-of-living pressures.

Our transition to the Fairbairn Building has been more than just a physical move, it has been a reaffirmation of our commitment to ensure that every member of our community feels seen, valued, and supported.

## 8.4. Our communications

### Website

Our website remains a cornerstone for our communication. Throughout 2022/23, we provided crucial online information, resources, and support for LGBTQ+ communities. Through our website, we shared information about accessing our various support services, details on upcoming community events, and an array of guides and resources tailored to support LGBTQ+ individuals, their families, and allies.

This year saw our website achieve remarkable milestones: our digital outreach expanded as we recorded an unprecedented 995,909 page views, from 551,672 unique users. Our trans and non-binary pages, once again, emerged as the most visited section on our site. An invaluable resource, these pages offer insights on trans identities, history, and wellbeing, and garnered 166,000 page views this year.

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Throughout the year, our commitment to timely and informative content saw us publish 31 news articles. These articles received significant traction, garnering 78,000 page views from 64,000 unique users. Notably, our digital presence was prominent in major cities across the UK, such as London, Manchester, and Birmingham, and we continued to be a source of vital information for LGBTQ+ people around the world. A sample of our articles from 2022/23 include:

- Revealed: Improving Trans and Non-binary Experiences of Maternity Services (ITEMS) report
- Mental Health Awareness: Tips for dealing with loneliness and isolation
- Greater Manchester Equality Panel Launches with a commitment to end conversion therapy across the city region
- Operation Equality Launch
- International Pronouns Day
- World AIDS Day - A Legacy of Queer Activism
- LGBT Foundation announces new short-film "Being an LGBTQ+ Woman", as part of 17 years of Sugar & Spice
- Autistic and Neurodivergent Programme Launch Announcement

## Social media

Amid the swiftly changing digital landscape of 2022/23, our commitment to uplifting the LGBTQ+ community remains resolute. Through engaging social media, we create a virtual platform that informs, empowers, and unites.

Across diverse platforms, we reach broad audiences – from Twitter's quick updates to Facebook's immersive stories, Instagram's visual grids, and LinkedIn's professional discourse. Our channels are crucial for sharing vital info and raising awareness about LGBTQ+ challenges and successes. From historical milestones to present issues, we strive for an informed and empathetic society.

More than likes, our social spaces foster meaningful conversations. We offer a secure platform for sharing, seeking advice, and finding support. We spotlight events, campaigns, and workshops, rallying community members for positive change. Our global reach is rooted in local nuances, fostering belonging.

Into the next year, we stay dedicated to social media's power for good. We'll refine strategies, create compelling content, all to advance LGBTQ+ rights, inclusivity, and celebrate our diverse community.

## Press and media

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In 2022/23, addressing LGBTQ+ challenges in UK media is crucial, especially for trans and non-binary individuals. Hurdles persist—misrepresentation and misinformation harm progress. Urgently, we prioritise accurate representation and empathy.

The current UK media landscape harms LGBTQ+ people, notably trans and non-binary individuals. Our strategy counters misinformation using expertise and personal stories. We secure platforms for trans and non-binary voices through interviews and op-eds, nurturing inclusivity.

Beyond LGBTQ+ circles, allies and media partners amplify our inclusive message, challenging negative narratives responsibly. Our aim: reshape media, advocate LGBTQ+ rights, foster inclusivity's positive change.

As we move forward, our commitment to engaging with the media takes on a dual role: advocating for LGBTQ+ rights and countering challenges faced within the broader media landscape. By addressing these challenges head-on, we aim to contribute to a transformative shift in how LGBTQ+ stories are told, understood, and embraced. Our mission remains steadfast: to create a media environment where every individual's story is honoured, where truth prevails over misinformation, and where the journey toward inclusivity is marked by positive change.

## Campaigns

LGBT Foundation's impactful campaigns have illuminated a path towards unity, understanding, and change amidst complex societal dynamics. These efforts have celebrated the vibrancy of LGBTQ+ communities while addressing unique challenges faced by trans and non-binary individuals. Through fostering education, promoting accurate information, and nurturing empathy, these campaigns have achieved significant influence.

One campaign, LGBT+ History Month, paid homage to trailblazers through storytelling and discussions, fostering education and inspiration for continued progress. Another campaign, focused on the winter season, provided warmth and inclusivity, acknowledging the complexities LGBTQ+ individuals face during holidays and emphasising community support.

Pride season in Greater Manchester showcased unity and resilience while shedding light on ongoing struggles, and engaging allies and community members to advocate for an authentic and fear-free future. LGBT Foundation's 2022 pride campaign centred around the themes of Equality Wins, Safety Wins, and Community Wins, encapsulating the LGBTQ+ journey's triumphs, challenges, and unity.

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Integral to LGBT Foundation's mission is accurate education, addressing critical LGBTQ+ wellbeing topics and providing resources for informed decisions. Communication campaigns aim to nurture empathy by sharing personal stories, experiences, and facts, fostering respectful and compassionate approaches to the LGBTQ+ community.

## Trustees' Report

### Financial Review and Results for the Year

As with recent years, 2022/23 began with significant in-year targets to address gaps in the planned budget, and the need to ensure we met as much of the increased demand on our services as possible. We also knew we needed to focus on generating a surplus to protect our reserves in line with our Reserves Policy. We also knew that we needed to future-proof ourselves as much as possible from the financial impact and future challenges of the external environment; in particular, the war in Ukraine, and the cost-of-living crisis. As such we devoted significant attention to income generation and thankfully, achieved this ambition through maintaining key contracts and securing new investments. Very welcome examples of new funding sources include:

- **NHS Rainbow Badges** – We continued to work in partnership with NHS England, Stonewall, Brighton & Hove LGBT Switchboard, LGBT Consortium, and GLADD (The Association of LGBT Doctors and Dentists) to deliver and develop the Rainbow Badge accreditation scheme. This involved working with NHS trusts across England to improve LGBTQ+ inclusion through delivering an accreditation scheme.
- **Comic Relief - Ministry of Justice Specialist Fund** – We received support from Comic Relief to increase digital inclusion for our Domestic Abuse service users, through tech loans. We've also received specialist support to develop a digital/tech strategy for the organisation, which focuses on increasing accessibility.
- **New Look** – We are delighted to have partnered with New Look, who generously funded our Volunteer Programme in 2021/22. Our volunteers are the lifeblood of all that we do at LGBT Foundation, and we're so pleased to partner with New Look to make our life-saving services possible.
- **Mars Petcare** – We are also proud to work with Mars Petcare, providing vital funding towards our helpline this year through the Dreamies partnership. The helpline today remains the cornerstone of the work we do at LGBT Foundation, and we're grateful to Mars Petcare for helping us ensure we can continue to be there for the thousands of LGBTQ+ people who have nowhere else to turn.

We've succeeded in not only maintaining a range of existing key funding relationships but also seeking new funding to ensure we diversify and expand our offer to meet ever-evolving needs within LGBTQ+ communities. LGBT Foundation was also able to realise our ambition of generating a surplus in the year, contributing to our reserves, to ensure we're as financially resilient as possible going forwards given the challenges ahead in future financial years.

## Trustees' Report

### Funders

**We would like to thank the following funders for their  
generous financial support during 2022/23:**

**GREATER MANCHESTER LOCAL AUTHORITIES  
& GREATER MANCHESTER CCGs**

- Bolton □ Bury □ Heywood, Middleton & Rochdale □ Manchester □ Oldham
- Salford □ Stockport □ Tameside & Glossop □ Rochdale □ Trafford □ Wigan
- GMCA

**OTHER FUNDERS**

- Adur & Worthington Council □ Armed Forces Covenant Fund □ Arts Council England □ BA Leverhulme □ Barclays Spectrum □ BHA for Equality □ Big Life Group □ Bloom & Wild □ Cancer Awareness VOICE □ Change Grow Life □ CHF Housing □ COVID Equity Fund □ Department of Health & Social Care □ Greater Manchester Combined Authority □ GMCVO □ Grand Trust □ Greater Manchester Mental Health NHS Foundation Trust □ GTD Healthcare □ Health Education England □ Healthy Me, Healthy Communities □ Ipswich & East Suffolk CCG □ John Ellerman Foundation □ Lambeth Council □ LGBT Consortium □ Manchester City Council □ Manchester Community Central □ Manchester Pride □ Manchester University NHS Foundation Trust □ Mars Petcare □ Ministry of Justice □ Mid Essex CCG □ NACCOM □ National Lottery Community Fund □ National Lottery Development Partnerships Fund □ New Look □ NHS England □ National Institute for Health Research □ OGX □ Spectra □ St Ann's Hospice □ The Charity Service □ Trafford Council □ SOCKSHOP □ Young Manchester

We are also very grateful to all of our supporters, donors, partners, advocates and allies for all of their help during the year. In particular, our heartfelt thanks to our volunteers, who continue to provide their time, energy and skills for the benefit of our communities.

## Trustees' Report

### Becoming a monthly donor

#### Can you help us continue our work and be here for those who need us?

Giving even just a small amount each month makes an impact on the number of people we can help. To find out more information about joining our monthly donor scheme, please contact Faye Li at:

**Email:** Faye.Li@lgbt.foundation    **Phone:** 0345 3 30 30 30

Alternatively, please visit our **website** at: [www.lgbt.foundation/donate](http://www.lgbt.foundation/donate)

### Reserves Policy

Our Trustees have agreed to a policy whereby the unrestricted funds not committed to project activity or invested in tangible fixed assets held by LGBT Foundation, should be built up to a minimum of 3 months in the medium term.

Reserves are primarily held to enable us to adjust to unforeseen reductions in income or increases in expenditure. They also help ensure there is sufficient working capital for effective operations, particularly to enable funding that is paid in arrears, or to cover late payments. Bearing in mind these working capital requirements, LGBT Foundation's reserves would therefore only be utilised in specific and approved circumstances. For example, to make up for a reduction in income and/or an increase in expenditure or to pay for the costs of making organisational changes as a response to these.

Despite a challenging economic background progress was made during the year in improving our reserves position with unrestricted reserves above the desired level. With continued economic uncertainty, trustees are looking to strengthen financial and business planning, so they continue to be in a better position to monitor the impact on our medium-term reserve levels.

Unrestricted Reserves: As of 31 March 2023, unrestricted reserves amounted to £1,089,843 which is equivalent to 12 week's running costs based on the planned expenditure for 2023/24 and is consistent with the previous financial year. These reserves are held in line with LGBT Foundation's Reserves Policy to enable the charity to adjust to unforeseen reductions in income or increases in expenditure. They are also held to help ensure sufficient working capital for effective operation.

The level of unrestricted reserves reflects the surplus generated during 2022/23 of £112,452

We will continue to have Designated Reserves, please see the respective notes below for more information:

**Designated Reserve 1:** This reserve is to cover any future dilapidation costs on the charity's rented premises. The reserve has been reduced to £50,000.

**Designated Reserve 2:** A designated operational fund was originally established in 2011/12 and 2012/13 by the Trustees. This fund is to cover any impact on our services as a result of changes to our income. Due to the ongoing challenges within the UK economy and potential impact on our income this reserve has been increased to £254,000.

**Designated Reserves 3:** The Trustees have decided to maintain the COVID 19 designated fund to be used against any future costs associated with the pandemic. This fund stands at £55,625.

## Trustees' Report

**Designated Reserves 4:** This fund was created last year in response to the current cost of living increase and ongoing economic climate. The reserve has been set at £250,000 and alongside the other designated reserves will continue to be reviewed by Trustees during the coming year.

### Future Plans

In order to ensure that we fully meet our ambitions and respond to increased levels of need, we will continue to invest in a range of functions across the organisation which help us to grow in a sustained manner. Key to our future financial plans is maintaining strong partnerships with a range of stakeholders, including other third sector organisations, and the private and public sectors.

Going forwards we are continuing to deliver on an ambitious Income Generation Framework which focusses on both sustainability and growth.

The wider impact of COVID-19 will have a significant impact on our finances in the coming years, and we are working hard to mitigate as many of these risks as possible. Whilst we are confident in our 2022-23 projections, we're aware that the full impact of COVID-19 in terms of cuts to contracts and funding is likely to be felt in future years (alongside a trend of increased need), and as such we are continually focussing on diversifying our income streams further, particularly unrestricted income through activities such as our Training Academy and development of a donor scheme.

### Strategic Plan 2018-2023

Looking ahead, the charity is now three years into our five-year strategic plan for 2018-2023. This Strategic Framework in which we've chosen to operate is where we'll focus our energies for the next three years. The plan outlines the considerable inequalities that continue to face LGBTQ+ people, and against which our services and bold ambitions for the future are determined. Our strategic plan and associated KPIs are reviewed by the trustee board are reviewed on an annual basis.

The plan includes our **continued mission** of **We're Here If You Need Us** and our continued vision: **We believe in a fair and equal society where all lesbian, gay, bisexual and trans people can achieve their full potential.**



## Trustees' Report

We have already made significant progress to deliver on our **strategic priorities** directly in line with our mission, as follows:

- **Achieving Equality:** Making change happen with and on behalf of our communities.
  - Voice: Amplify the voices of our communities and empower people to take social action.
  - Influence: Achieve systemic change by producing quality evidence and ensuring public services are informed by the needs of those using them.
  - Access: End the inequity that LGBTQ+ people face in health and social care services through learning and collaboration.
- **Encouraging Wellbeing:** Reducing isolation amongst our communities & enabling people to flourish.
  - Services: Expand our offer for wider groups of people, with a broader set of needs, in a greater range of locations.
  - Skills: Encourage and invest in the expertise and talents of our communities so they can achieve their goals.
  - Education: Inform community members and those serving them on the most effective ways to meet the needs of LGBTQ+ people.
- **Promoting Safety:** Helping people feel more confident & in control of their lives.
  - Action: Increase personal resilience through the delivery of pioneering and impactful health care provision.
  - Justice: Promote and protect the personal rights and freedoms of our communities.
  - Place: Maintain and expand the number of safe public and private spaces for LGBTQ+ people.

We've also set out a priority of **'Improving Our Performance: Professional and knowledgeable in our approach, friendly & helpful with everyone.'** This outlines our plans to continually develop and improve as a charity and deliver excellence for our beneficiaries.

- Quality: Ensure excellence in everything we do to better meet the needs of the people we serve.
- People: Champion a culture that enables us to live our values and invests in its communities.
- Growth: Broaden our family of allies and secure a sustainable financial future.

## Auditors

Beever and Struthers were elected as auditors for the year at the Annual General Meeting.

This report has been prepared in accordance with the special provisions relating to Companies subject to the small company's regime within Part 15 of the Companies Act 2006.

**By order of the Trustees (Management Committee)**

## Statement of Trustees' Responsibilities

The trustees (who are also the directors of LGBT Foundation Ltd for the purposes of company law) are responsible for preparing the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently.
- observe the methods and principles in the Charities SORP.
- make judgements and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the Board of trustees, who are Directors for the purposes of company law, and trustees for the purposes of charity law, who served during the year and up to the date of this report are set out on page 1.

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees, having made enquiries of fellow directors and the charitable company's auditor that they ought to have individually taken, have each taken all the steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Approved by the trustees on 21 October 2023 and signed on their behalf by:

.....  
Stewart Humphries  
Company Secretary

## Independent Auditors' Report to the Members of LGBT Foundation Ltd

### Opinion

We have audited the financial statements of LGBT Foundation Limited "the charitable company" for the year ended 31 March 2023 which comprise the Statement of Financial Activities (incorporating an Income and Expenditure Account), the Balance Sheet, the Cash Flow Statement, and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### Basis for opinion

We conducted our audit in accordance with International Standards on auditing (UK) (ISAS (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

We have nothing to report to you in respect of the following matters in relation to which the ISAS (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

### Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the other information. Our opinion on the financial statements does not cover the other

## Independent Auditors' Report to the Members of LGBT Foundation Ltd

information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

## Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

## Independent Auditors' Report to the Members of LGBT Foundation Ltd

### Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities set out on page 71, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

### Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAS (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

### Ability to Detect Irregularities

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements based on our understanding of the Company and through discussion with the Directors and other management (as required by auditing standards).

## Independent Auditors' Report to the Members of LGBT Foundation Ltd

We also had regard to laws and regulations in areas that directly affect the financial statements including financial reporting (including related company legislation) and taxation legislation. We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements.

We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit. Audit procedures performed included:

- Discussions with management, enquiring over non-compliance with laws, regulations, and fraud;
- Reviewing minutes of all Board meetings during year; and
- Review of transactions (including journals) using data analytic software.

There are inherent limitations in the audit procedures described above. We did not identify any such irregularities however as with any audit, there remained a higher risk of non-detection of irregularities due to fraud, as these may involve deliberate concealment, collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls.

## Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose.

To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body for our audit work, for this report, or for the opinions we have formed.

.....  
Lee Cartwright (Senior Statutory Auditor)  
For and on behalf of Beever and Struthers, Statutory Auditor

One Express  
1 George Leigh Street  
Ancoats  
Manchester  
M4 5DL

21 October 2023

## Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account)

		Unrestricted	Restricted	2023 Total £	2022 Total £
	Note	£	£		
<b>Income from:</b>					
Donations and legacies	3	538,384	-	<b>538,384</b>	509,757
Charitable activities	4	-	3,640,075	<b>3,640,075</b>	3,468,188
Other income	5	330,274	-	<b>330,274</b>	131,327
<b>Total income</b>		<b>868,658</b>	<b>3,640,075</b>	<b>4,508,733</b>	4,109,272
<b>Expenditure on:</b>					
Raising funds	6	(91,180)	-	<b>(91,180)</b>	(68,079)
Charitable activities	6	(665,026)	<b>(3,640,075)</b>	<b>(4,305,101)</b>	(3,348,464)
<b>Total expenditure</b>		<b>(756,206)</b>	<b>(3,640,075)</b>	<b>(4,396,281)</b>	(3,416,543)
<b>Net income/(expenditure) for the year and net movement in funds</b>		<b>112,452</b>	-	<b>112,452</b>	692,729
<b>Reconciliation of funds:</b>					
Total funds brought forward		<b>1,587,016</b>	-	<b>1,587,016</b>	894,287
<b>Total funds carried forward</b>	18	<b>1,699,468</b>	-	<b>1,699,468</b>	1,587,016

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 18.

## Balance Sheet as at 31 March 2023 (Registration number: 03476576)

	Note	2023 £	2023 £	2022 £	2022 £
<b>Fixed assets:</b>					
Tangible assets	12		4,993		3,445
<b>Current assets:</b>					
Debtors	13	585,675		407,488	
Cash at bank and in hand		<u>2,211,702</u>		<u>2,533,973</u>	
		2,797,377		2,941,461	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	14	<u>(1,102,902)</u>		<u>(1,357,890)</u>	
<b>Net current assets</b>			<u><b>1,694,475</b></u>		<u>1,583,571</u>
<b>Net assets</b>			<u><b>1,699,468</b></u>		<u>1,587,016</u>
<b>The funds of the charity:</b>					
Unrestricted income funds:					
Total unrestricted funds			<u><b>1,699,468</b></u>		<u>1,587,016</u>
<b>Total charity funds</b>	18		<u><b>1,699,468</b></u>		<u>1,587,016</u>

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland.

The notes on pages 86 to 103 form part of these financial statements.

The financial statements on pages 83 to 103 were approved by the trustees, and authorised for issue on 21 October 2023 and signed on their behalf by

.....  
Ian Ambrose  
Trustee

.....  
Smyth William Harper  
Chairman and Trustee



## Statement of Cash Flows for the Year Ended 31 March 2023

	2023 £	2022 £
<b>Net Income</b>	112,452	692,729
<b>(as per the statement of financial activities)</b>		
Purchase of fixed assets	(3,849)	(3,445)
Depreciation Charges	2,301	-
(Increase) / decrease in debtors	(178,187)	(242,678)
(Decrease) / increase in creditors	65,033	110,055
(Decrease) / increase in deferred income	(320,021)	65,887
<b>Net cash provided by / (used in) operating activities</b>	<b>(322,271)</b>	<b>622,549</b>
<b>Net increase in cash and cash equivalents</b>	<b>(322,271)</b>	<b>622,549</b>
Cash and cash equivalents at the beginning of the year	2,533,973	1,911,424
<b>Cash and cash equivalents at the end of the year</b>	<b>2,211,702</b>	<b>2,533,973</b>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 86 to 103 form part of these financial statements.

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 1. Charity status

The charity is a private company limited by guarantee, incorporated in England & Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

The address of its registered office is: Fairbairn House (2nd Floor), 72 Sackville Street, Manchester, M1 3NJ

The charity registration number is 1070904.

The company registration number is 03476576.

### 2. Accounting policies

#### Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated

#### Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011

#### Basis of Preparation

LGBT Foundation Ltd meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The financial statements are presented in sterling and rounded to the nearest £

#### Going Concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

#### Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received, and the amount of the income receivable can be measured reliably.

## Notes to the Financial Statements for the Year Ended 31 March 2023

### Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity, and it is probable that these conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case-by-case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash, or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity

### Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

### Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading those aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings, they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs

### Raising funds

These are costs incurred in attracting voluntary income and those incurred in trading activities that raise funds.

### Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

### Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

## Notes to the Financial Statements for the Year Ended 31 March 2023

### Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

### Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

### Tangible fixed assets

Tangible fixed assets are stated at cost. All assets costing more than £1,000 and with an estimated useful life of more than one year are capitalised.

### Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Furniture, Fixtures & Fittings, Computers	33% straight line basis

### Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

### Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

## Notes to the Financial Statements for the Year Ended 31 March 2023

### **Fund structure**

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is identified to the fund, together with a fair allocation of management and support costs

### **Financial instruments**

#### **Classification**

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument. Financial liabilities are classified according to the substance of the contractual arrangements entered into.

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 3. Income from donations and legacies

	Unrestricted	Restricted	2023 Total	2022 Total
	£	£	£	£
Manchester Pride	-	-	-	10,000
Supporters Scheme & Individual Donations	460,611	-	<b>460,611</b>	449,757
Legacy Donation	5,123	-	<b>5,123</b>	-
Barclays Spectrum	72,650	-	<b>72,650</b>	50,000
	<u>538,384</u>	<u>-</u>	<u><b>538,384</b></u>	<u>509,757</u>

### 4. Income from charitable activities

	Unrestricted	Restricted	2023 Total	2022 Total
	£	£	£	£
Adur & Worthington Council	-	15,000	<b>15,000</b>	-
Age UK - Health & Wellbeing	-	-	-	3,000
AHSN	-	-	-	4,923
Armed Forces Rainbow Oppos Project	-	34,125	<b>34,125</b>	35,000
Arts Council England	-	7,569	<b>7,569</b>	30,901
Assura Foundation	-	-	-	4,180
BA Leverhulme	-	5,000	<b>5,000</b>	-
Barclays Pride in Ageing	-	10,000	<b>10,000</b>	-
BHA (PASH)	-	394,041	<b>394,041</b>	401,101
Big Life Group	-	20,000	<b>20,000</b>	2,500
Bring Dementia Out	-	-	-	8,525
Cancer Awareness VOICE	-	6,400	<b>6,400</b>	-
Change Grow Live	-	80,154	<b>80,154</b>	81,120
CHF Housing	-	15,260	<b>15,260</b>	39,666
CLDS Community Fund	-	29,117	<b>29,117</b>	-
Comic Relief Tech for Good	-	-	-	21,419
Covid Equity Fund	-	5,249	<b>5,249</b>	4,653
DA Drop ins Trafford Council	-	5,000	<b>5,000</b>	-
DHSC - Consortium Priority Projects	-	16,450	<b>16,450</b>	-
DHSC - VCSE Health & Wellbeing Alliance	-	95,827	<b>95,827</b>	94,154
DHSC -Maternity Project	-	9,990	<b>9,990</b>	6,825
GM Workforce Collaborative	-	47,752	<b>47,752</b>	-

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 4. Income from charitable activities (continued)

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
GMCA MOJ Cost of Living Crisis Support	-	9,000	<b>9,000</b>	-
GMHSCP Winter Pressure	-	19,752	<b>19,752</b>	-
GMMH VCSE	-	4,000	<b>4,000</b>	-
GMSCHP Dementia United	-	12,011	<b>12,011</b>	-
HIV Opt Out Testing	-	4,250	<b>4,250</b>	-
Lottery Partnership Development Fund	-	50,000	<b>50,000</b>	-
MOJ IDVA ISVA	-	44,771	<b>44,771</b>	-
NHS Cumbria Netreach	-	14,112	<b>14,112</b>	-
OGX Women's Programme	-	25,000	<b>25,000</b>	-
PASH Liverpool	-	19,220	<b>19,220</b>	-
PRIDE NIF	-	4,414	<b>4,414</b>	-
Skills for care Pride in Ageing	-	2,590	<b>2,590</b>	-
Smirnoff Soho Angels	-	35,155	<b>35,155</b>	-
St Ann's Hospice	-	4,600	<b>4,600</b>	-
TNL Together for our planet Fund	-	9,993	<b>9,993</b>	-
Trans Allyship Resources	-	13,333	<b>13,333</b>	-
UKHSA Mpox & Sexual Health Engagement	-	22,064	<b>22,064</b>	-
Veteran's Review	-	10,210	<b>10,210</b>	-
GM HSC Partnership - Pride In Practice	-	175,000	<b>175,000</b>	175,000
GM HSC Partnership - Trans Programme	-	115,000	<b>115,000</b>	115,000
GMHSCP Winter Pressures Hospital Discharge	-	-	-	10,000
Grand Trust	-	10,243	<b>10,243</b>	25,723
Greater Manchester CCC's Mental Health	-	225,980	<b>225,980</b>	225,431
GMCA - COVID 19	-	7,744	<b>7,744</b>	-
GMCA - Victim Fund	-	29,580	<b>29,580</b>	29,580
GMCA - Village Angels	-	85,000	<b>85,000</b>	85,000
GMCA - Village Haven	-	50,000	<b>50,000</b>	50,000
Green Social Prescribing	-	-	-	2,820
GTD Healthcare - Indigo	-	828,924	<b>828,924</b>	743,846
HealthWatch England	-	-	-	1,500
Healthy Me Healthy Communities	-	-	-	10,000
Internal sessional MH Surge funding	-	-	-	9,216
John Ellerman Foundation	-	47,510	<b>47,510</b>	48,280
Lambeth & Lewisham Council	-	83,395	<b>83,395</b>	70,272
LGBT Consortium	-	-	-	14,735
MAC Aids Fund	-	-	-	70,511

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 4. Income from charitable activities (continued)

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
MACC Winter housing support scheme	-	-	-	15,200
Make Smoking History Programme	-	50,857	<b>50,857</b>	39,774
MCC - Domestic Abuse Housing	-	155,812	<b>155,812</b>	154,812
MCC - Our Manchester	-	53,698	<b>53,698</b>	53,698
MCC - Chemsex Resource	-	6,667	<b>6,667</b>	10,000
MCC - Suicide Prevention	-	-	-	41,536
Manchester Pride CLDS	-	-	-	1,962
Mangoletsi	-	-	-	5,660
MCA Equalities Panel	-	49,766	<b>49,766</b>	33,334
MCC Covid Sex Work Resource	-	-	-	10,000
MCC Extra Care Scheme	-	20,002	<b>20,002</b>	19,998
MCC IDVA	-	53,197	<b>53,197</b>	47,226
Mind	-	-	-	7,292
National Institute Health Research	-	-	-	12,484
National Lottery Community Fund	-	165,581	<b>165,581</b>	166,065
NHS England Rainbow Badges	-	195,242	<b>195,242</b>	241,527
NHS Sounding Board Contract	-	9,426	<b>9,426</b>	19,983
OMVCS Winter Grants - MCC	-	-	-	10,000
Opening Archives	-	200	<b>200</b>	5,470
Other	-	25,754	<b>25,754</b>	19,173
PiP Expansion Essex	-	54,006	<b>54,006</b>	16,586
PREP Awareness	-	-	-	8,335
Pride In Ageing	-	833	<b>833</b>	7,500
RAS Programme	-	-	-	3,000
SIB RRLF	-	-	-	50,000
Spectra	-	21,763	<b>21,763</b>	3,959
This Girl Can	-	-	-	4,860
Trans SH Clinic MCC	-	-	-	4,967
Unlocking Wellbeing Tameside & Glossop	-	5,944	<b>5,944</b>	14,056
Young Manchester Covid Recovery	-	11,542	<b>11,542</b>	14,851
<b>Total income from charitable activities</b>	<b>-</b>	<b>3,640,075</b>	<b>3,640,075</b>	<b>3,468,188</b>



## Notes to the Financial Statements for the Year Ended 31 March 2023

### 5. Other Income

	Unrestricted	Restricted	<b>2023 Total</b>	2022 Total
	£	£	£	£
Training & Consultancy Income	215,516	-	<b>215,516</b>	115,189
Other Income	114,759	-	<b>114,759</b>	16,138
	<u>330,275</u>	<u>-</u>	<u><b>330,275</b></u>	<u>131,327</u>

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 6. Analysis of Resources Expended

	Direct costs £	Staff costs £	Support costs £	Total 2023 £	Total 2022 £
<b>Cost of Raising Funds</b>					
Voluntary income	13,141	7,739	2,100	<b>22,980</b>	6,768
Cost of sales	37,465	24,174	6,561	<b>68,200</b>	61,311
<b>Cost of charitable activities</b>					
Services	163,677	2,842,468	771,405	<b>3,777,551</b>	2,931,059
Information	4,141	178,899	48,551	<b>231,590</b>	187,708
Research	-	180,234	48,913	<b>229,147</b>	173,760
Governance costs	20,299	36,585	9,929	<b>66,813</b>	55,936
	<b>238,724</b>	<b>3,270,099</b>	<b>887,458</b>	<b>4,396,281</b>	3,416,542

The above grants represent payments to institutions in furtherance of the charity's strategic aims

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 7. Support Costs

	Voluntary Income £	Fees & other Sales £	Services £	Information £	Research £	Governance £
Premises costs	347	1,085	127,617	8,032	8,092	1,643
Support staff costs	1,076	3,361	395,198	24,873	25,059	5,087
Admin costs	671	2,097	246,590	15,520	15,636	3,174
Depreciation costs	5	17	2,000	126	127	26
	<b>2,101</b>	<b>6,581</b>	<b>771,405</b>	<b>48,550</b>	<b>48,913</b>	<b>9,929</b>
					<b>Total 2023 £</b>	Total 2022 £
Premises costs					<b>146,816</b>	47,742
Support staff costs					<b>454,653</b>	286,800
Admin costs					<b>283,688</b>	295,907
Depreciation cost					<b>2,301</b>	-
					<b>887,458</b>	630,449

Support costs have been allocated across activities based on time spent on those activities.

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 8. Net income /expenditure for the year

This is stated after charging / (crediting)

	2023	2022
	£	£
Audit Fees	7,325	7,192
Irrecoverable VAT	6,020	19,025

### 9. Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

### 10. Staff costs

The aggregate payroll costs were as follows:

	2023	2022
	£	£
<b>Staff costs during the year were:</b>		
Wages & Salaries	2,772,373	2,010,948
Social security costs	276,370	183,650
Pension costs	254,030	200,102
	<b>3,302,772</b>	<b>2,394,700</b>

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full-time equivalents was as follows:

	2023	2022
	No.	No.
Senior Management Team	4	4
Other Employees	89	73
	<b>93</b>	<b>77</b>

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 10. Staff costs (continued)

The number of employees whose remuneration fell within the following bands were:

	2023 No.	2022 No.
£90,000 – £100,000	1	-
£80,000 – £90,000	-	1
£70,000 – £80,000	1	-
£60,000 – £70,000	-	1
	<u>2</u>	<u>2</u>

The key management personnel comprise the Trustees, the Chief Executive, the Deputy Chief Executive, the Director of Operations, and the Director of Development.

The total employee benefits of the key management personnel of the charity were £299,133 (2022: £258,612).

### 11. Taxation

The charity is a registered charity and is therefore exempt from taxation on its charitable activities.

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 12. Tangible fixed assets

	Furniture and equipment £	Total £
<b>Cost or valuation</b>		
At the start of the year	66,465	<b>66,465</b>
Additions in year	3,849	<b>3,849</b>
Adjustments in year	-	-
At the end of the year	<u>70,314</u>	<u><b>70,314</b></u>
<b>Depreciation</b>		
At the start of the year	63,020	<b>63,020</b>
Charge for the year	2,301	<b>2,301</b>
Adjustments in year	-	-
At the end of the year	<u>65,321</u>	<u><b>65,321</b></u>
<b>Net book value</b>		
<b>At the end of the year</b>	<u>4,994</u>	<u>4,994</u>
At the start of the year	<u>3,445</u>	<u>3,445</u>

All of the above assets are used for charitable purposes.

### 13. Debtors

	<b>2023</b> £	2022 £
Trade debtors	395,354	302,360
Prepayments	41,874	43,364
Accrued income	147,191	60,768
Other debtors	1,256	996
	<u><b>585,675</b></u>	<u>407,488</u>

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 14. Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	111,963	65,598
Other taxation and social security	173,249	89,745
Other creditors	8,124	23,169
Accruals	346,903	396,694
Deferred income	462,663	782,684
	<b>1,102,902</b>	<b>1,357,890</b>

### 15. Deferred income

	2023 £	2022 £
Brought Forward	782,684	(716,797)
Income released in the year	(782,684)	303,893
Income deferred in the year	462,663	(716,797)
Carried forward	<b>462,663</b>	<b>782,684</b>

### 16. Obligations under leases and hire purchase contracts

The total value of future minimum lease payments was as follows:

	2023 £	2022 £
Within one year	66,722	66,722
2-5 Years	183,487	250,209
	<b>250,209</b>	<b>316,932</b>

### 17. Pension and other schemes

#### Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £266,451 (2022: £200,102)

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 18. Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
<b>Unrestricted funds</b>					
<b>General</b>					
General Fund	974,247	868,658	(756,206)	3,144	1,089,843
<b>Designated</b>					
Accommodation	145,533	-	-	(95,533)	50,000
Operational Costs	161,611	-	-	92,389	254,000
COVID 19 Impact	55,625	-	-	-	55,625
Economic Impact	250,000	-	-	-	250,000
	<b>612,769</b>	<b>-</b>	<b>-</b>	<b>(3,144)</b>	<b>609,625</b>
<b>Total Funds</b>	<b>1,587,016</b>	<b>868,658</b>	<b>(756,206)</b>	<b>-</b>	<b>1,699,468</b>

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
<b>Unrestricted funds</b>					
<b>General</b>					
General Fund	531,518	1,250,036	(557,307)	(250,000)	974,247
<b>Designated</b>					
Accommodation	145,533	-	-	-	145,533
Operational Costs	161,611	-	-	-	161,611
COVID 19 Impact	55,625	-	-	-	55,625
Economic Impact	-	-	-	250,000	250,000
	<b>362,769</b>	<b>-</b>	<b>-</b>	<b>250,000</b>	<b>612,769</b>
<b>Total Funds</b>	<b>894,287</b>	<b>1,250,036</b>	<b>(557,307)</b>	<b>-</b>	<b>1,587,016</b>



## Notes to the Financial Statements for the Year Ended 31 March 2023

### 18. Funds (continued)

The Trustees have retained a designated fund for accommodation as a resource for any future dilapidation costs on the charity's rented premises. The designated fund for operational costs is to cover any impact on our services as a result of changes to our income. The COVID 19 designated fund has been kept, being used against any future costs associated with the pandemic, and the economic fund has been established to be used against the impact of challenges within the UK economy.

### 19. Restricted Reserves

	Balance at 1 April 2022	Incoming resources	Resources expended	Balance at 31 March 2023
	£	£	£	£
Adur & Worthington Council	-	15,000	(15,000)	-
Armed Forces Rainbow Oppos Project	-	34,125	(34,125)	-
Arts Council England	-	7,569	(7,569)	-
BA Leverhulme	-	5,000	(5,000)	-
Barclays Pride in Ageing	-	10,000	(10,000)	-
BHA (PASH)	-	394,041	(394,041)	-
Big Life Group	-	20,000	(20,000)	-
Cancer Awareness VOICE	-	6,400	(6,400)	-
Change Grow Live	-	80,154	(80,154)	-
CHF Housing	-	15,260	(15,260)	-
CLDS Community Fund	-	29,117	(29,117)	-
Covid Equity Fund	-	5,249	(5,249)	-
DA Drop ins Trafford Council	-	5,000	(5,000)	-
DHSC - Consortium Priority Projects	-	16,450	(16,450)	-
DHSC - VCSE Health & Wellbeing Alliance	-	95,827	(95,827)	-
DHSC - Maternity Project	-	9,990	(9,990)	-
GM Workforce Collaborative	-	47,752	(47,752)	-
GMCA MOJ Cost of Living Crisis Support	-	9,000	(9,000)	-
GMHSCP Winter Pressure	-	19,752	(19,752)	-
GMMH VCSE	-	4,000	(4,000)	-
GMSCHP Dementia United	-	12,011	(12,011)	-
HIV Opt Out Testing	-	4,250	(4,250)	-
Lottery Partnership Development Fund	-	50,000	(50,000)	-
MOJ IDVA ISVA	-	44,771	(44,771)	-
NHS Cumbria Netreach	-	14,112	(14,112)	-

## Notes to the Financial Statements for the Year Ended 31 March 2023

### 19. Restricted Reserves (Continued)

	Balance at 1 April 2022	Incoming resources	Resources expended	Balance at 31 March 2023
	£	£	£	£
OGX Women's Programme	-	25,000	(25,000)	-
PASH Liverpool	-	19,220	(19,220)	-
PRIDE NIF	-	4,414	(4,414)	-
Skills for care Pride in Ageing	-	2,590	(2,590)	-
Smirnoff Soho Angels	-	35,155	(35,155)	-
St Ann's Hospice	-	4,600	(4,600)	-
TNL Together for our planet Fund	-	9,993	(9,993)	-
Trans Allyship Resources	-	13,333	(13,333)	-
UKHSA Mpox & Sexual Health Engagement	-	22,064	(22,064)	-
Veteran's Review	-	10,210	(10,210)	-
GM HSC Partnership - Pride In Practice	-	175,000	(175,000)	-
GM HSC Partnership - Trans Programme	-	115,000	(115,000)	-
Grand Trust	-	10,243	(10,243)	-
Greater Manchester CCC's Mental Health	-	225,980	(225,980)	-
GMCA - COVID 19	-	7,744	(7,744)	-
GMCA - Victim Fund	-	29,580	(29,580)	-
GMCA - Village Angels	-	85,000	(85,000)	-
GMCA - Village Haven	-	50,000	(50,000)	-
GTD Healthcare - Indigo	-	828,924	(828,924)	-
John Ellerman Foundation	-	47,510	(47,510)	-
Lambeth & Lewisham Council	-	83,395	(83,395)	-
Make Smoking History Programme	-	50,857	(50,857)	-
MCC - Domestic Abuse Housing	-	155,812	(155,812)	-
MCC - Our Manchester	-	53,698	(53,698)	-
MCC - Chemsex Resource	-	6,667	(6,667)	-
MCA Equalities Panel	-	49,766	(49,766)	-
MCC Extra Care Scheme	-	20,002	(20,002)	-
MCC IDVA	-	53,197	(53,197)	-
National Lottery Community Fund	-	165,581	(165,581)	-
NHS England Rainbow Badges	-	195,242	(195,242)	-
NHS Sounding Board	-	9,426	(9,426)	-
Opening Archives	-	200	(200)	-
Other	-	25,754	(25,754)	-
PiP Expansion Essex	-	54,006	(54,006)	-
Pride In Ageing	-	833	(833)	-
Spectra	-	21,763	(21,763)	-
Unlocking Wellbeing Tameside & Glossop	-	5,944	(5,944)	-

# LGBT Foundation Ltd

Young Manchester Covid Recovery	-	11,542	<b>(11,542)</b>	-
<b>Total income from charitable activities</b>	<b>-</b>	<b>3,640,075</b>	<b>(3,640,075)</b>	<b>-</b>

## 20. Analysis of net assets between funds

	<b>Unrestricted funds General</b>	<b>Total funds</b>
	<b>£</b>	<b>£</b>
Tangible fixed assets	4,993	4,993
Current assets	2,797,377	2,797,377
Current liabilities	(1,102,902)	(1,102,902)
	<b>1,699,468</b>	<b>1,699,468</b>



# DRAFT AUDIT MANAGEMENT LETTER

LGBT Foundation Limited  
Year ending 31 March 2023

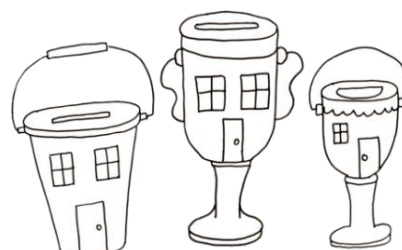
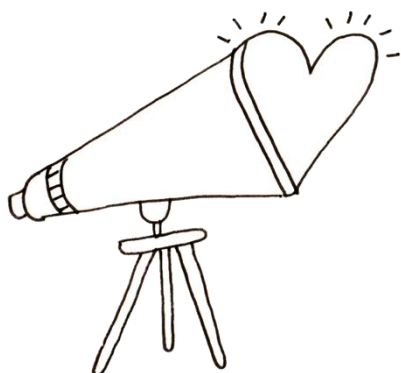
5 September 2023

BEEVER  
AND  
STRUTHERS

CHARTERED ACCOUNTANTS  
AND BUSINESS ADVISORS

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# INTRODUCTION

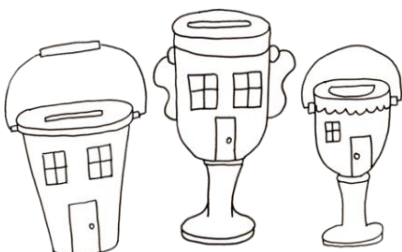
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Our audit of the financial statements of LGBT Foundation Limited is now complete. The purpose of this letter is to formally bring to your attention the findings from our audit. We appreciate that you will already be aware of the majority of the matters contained in this letter.

To comply with the provisions of the International Standard on Auditing (ISA) 260 – “Communication of Audit Matters with those Charged with Governance” we report to management on the findings of our audit.

## Outstanding points

1. A final review of the full set of financial statements (including the trustee report)
2. Our review of latest management accounts and copy bank statements at the point of which we sign the audit report, so that we can conclude our work on going concern.
3. Receipt of the signed letter of representation from the Board.



# AUDIT ADJUSTMENTS

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## **Unadjusted misstatements**

Our audit work is based upon an assessment of materiality. For the purpose of this audit, materiality has been calculated at £72,000, by reference to turnover. We are not required to report on corrected or uncorrected misstatements we believe are clearly trivial. Triviality has been calculated at £4,500 for the purposes of our audit.

## **Audit adjustments**

We have made no adjustment to the accounts as provided by the finance team.

## **Material weaknesses in the accounting and internal control systems identified during the audit**

Our audit procedures did not identify material weaknesses in the accounting and internal control systems of the Charity.



# QUALITATIVE ASPECTS OF ACCOUNTING PRACTICES AND FINANCIAL REPORTING

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## Accounting Policies

The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) requires that entities should review their accounting policies regularly to ensure they are appropriate to its particular circumstances for the purposes of giving a true and fair view. The Charity's Trustees play a key role in this process.

We have reviewed the Charity's accounting policies as stated in the latest financial statements in detail and confirm that we judge them to be appropriate to provide relevant, reliable, comparable and understandable information.

## Accounting Estimates

Key accounting estimates in the financial statements include:

- useful lives of depreciating assets;
- the level of bad debt provision;
- accruals;
- allocation of expenses;
- allocation of support costs.

We confirm that these estimates have been made appropriately in line with our knowledge of the Charity and are disclosed satisfactorily in the financial statements.

## Financial Statement Disclosures

We confirm that we judge the disclosures throughout the financial statements to be neutral, consistent and provide sufficient clarity to the user.

## Significant Matters Arising from the Audit

There were no significant matters arising from the audit that were discussed, or subject to correspondence with management.

## Timing of Transactions

Our audit work confirmed that material transactions were recorded in the correct accounting periods. Accruals and prepayments were made for material items

## Going Concern

The financial statements have been prepared on a going concern basis. We have evaluated your assessment of the Charity's ability to continue as a going concern and the disclosure made in the accounting policies and we confirm that this assumption is appropriate based on our work to date.





# ETHICS AND INDEPENDENCE

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In the UK and Ireland, auditors are subject to the ethical requirements of the Financial Reporting Council's 2019 Revised Ethical Standards for Auditors.

International Standard on Auditing (UK and Ireland) 260 Communication with those Charged with Governance and good practice require us to confirm the following to those charged with governance.

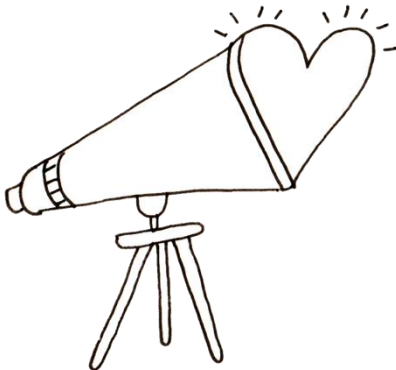
We have reviewed our independence and confirm that, in our professional judgement, this firm is independent within the meaning of regulatory and professional requirements and the objectivity of the senior statutory auditor, Lee Cartwright, and the audit staff is not impaired.

The review included consideration of whether:

- The firm is dependent on the companies as clients due to the significance of the audit fee to the firm;
- The firm is owed significant overdue fees;
- There is any actual or threatened litigation between the firm and the Companies;
- Any benefits have been received by the audit team which are not modest;
- The firm has any mutual business interest with the companies;
- Any members of the audit team have any personal or family connections with the companies or officers; or
- Independence is impaired through the provision of services other than the statutory audit.

The Trustees should take an active role in considering whether the external auditor's independence might be impaired by the provision of non-audit services.

We have not provided any non-audit services to the Charity during the year.



# ACCOUNTING AND INTERNAL CONTROLS

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## IT general control environment

One of the International Standards on Auditing, ISA 315 Identifying and Assessing the Risks of Material Misstatements has been updated and applies to the Charity for the first time this year. The standard has significantly enhanced auditors' approach to understanding entities, their environment and risk assessment activities to promote a more consistent and robust risk assessment process. Although auditors were previously required to consider IT controls, the revised ISA includes further considerations in relation to understanding the IT environment and general IT controls.

In conjunction with finance team we have undertaken a review of the IT arrangements for the Charity and found no issues to report.

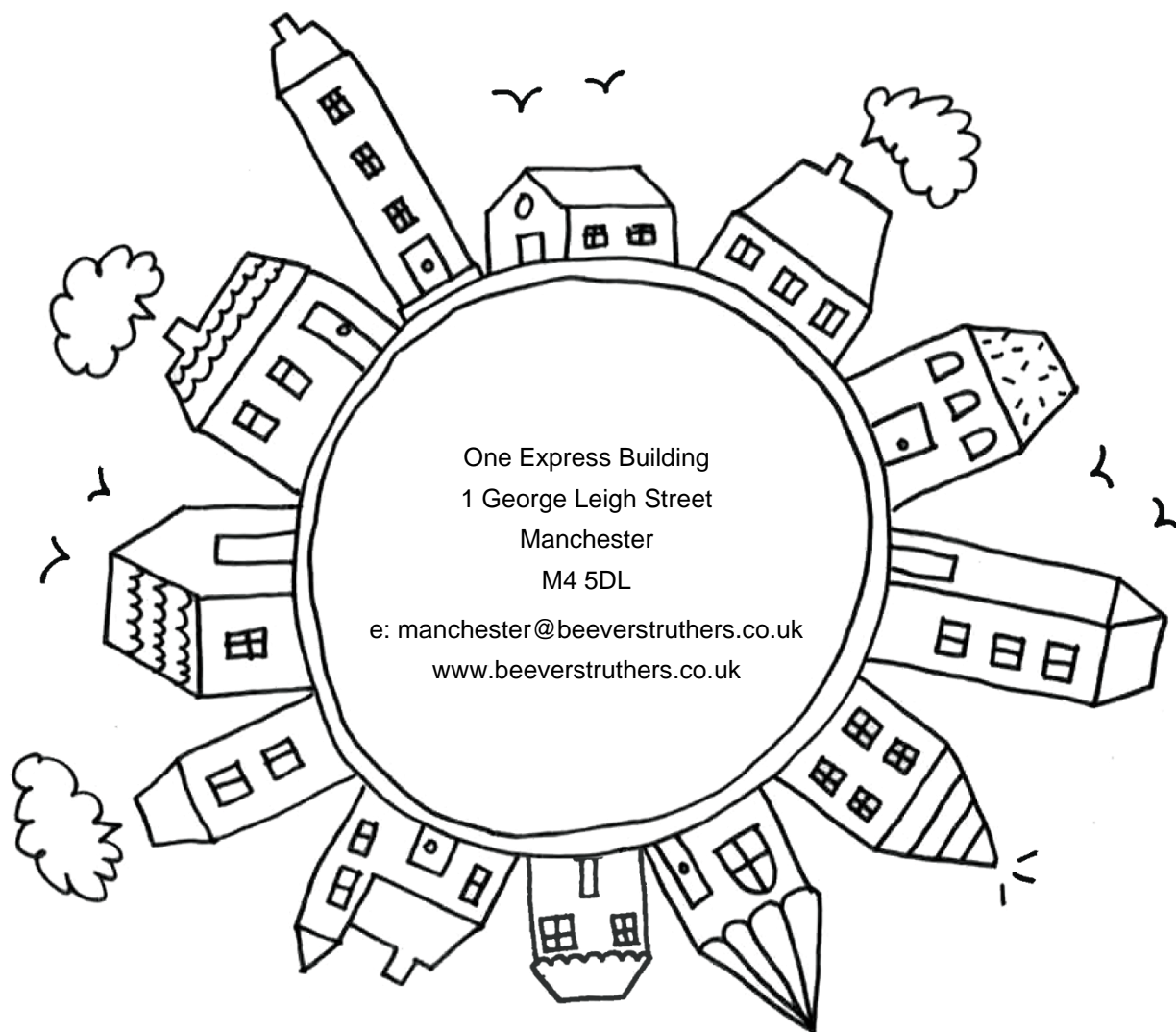
## Conclusion

This letter has been prepared for the sole use of the trustees of LGBT Foundation Limited and must not be disclosed to any third party without our prior written consent. We do not assume responsibility to any third party in this regard.

We would like to take this opportunity to express our appreciation for the assistance and co-operation extended to us by you and your staff during the audit.

Yours faithfully

Lee Cartwright  
**Partner**



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