

LGBTQ+ Project

England & Wales · Charity number 1129770

Details

Other names	NORFOLK AREA LGB PROJECT, NORFOLK LGBT+ PROJECT, NORFOLK LGBT PROJECT
Status	Registered
Legal form	Other
Registered	2009-05-21
Register	View on the Charity Commission register

Contact

Address	10 Cathedral Street Norwich NR1 1LX
Phone	01603219299
Email	info@lgbtqproject.org.uk
Website	www.norfolklgbtproject.org.uk

Activities

Objects: TO RELIEVE THE MENTAL AND EMOTIONAL SUFFERING OF YOUNG PEOPLE IN THENORFOLK AREA WHO ARE LESBIAN, GAY OR BISEXUAL (LGB) OR IN DOUBT OF THEIRSEXUALITY, BY THE PROVISION OF ADVICE, PEER-SUPPORT AND INFORMATION.THE PRESERVATION AND PROTECTION OF PUBLIC HEALTH, IN PARTICULAR AMONGSTLGB PEOPLE, BY RAISING AWARENESS AND PROVIDING INFORMATION ABOUTMATTERS THAT AFFECT THEIR PHYSICAL MENTAL END SEXUAL HEALTH.

Activities: LGBTQ Project provides support, information and advice to all age groups that is relevant to the health and wellbeing needs of lesbian, gay, bisexual and transgender and those questioning living in Norfolk and Waveney. Our support services are provided to suit the needs of the individual from face to face appointment, email, LGBTQ drop in groups, phone and social media.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Economic/community Development/employment, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** NORFOLK
- Norfolk

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£317,858	£350,396	-	-
2024-03-31	£363,268	£309,751	-	-
2023-03-31	£225,782	£128,024	-	-
2022-03-31	£225,782	£128,000	-	-
2021-03-31	£97,161	£83,532	-	-

Trustees

Name	Role	Appointed
Julie Margaret Copley Copley	Chair	2022-04-29
Jayne Clarke		2022-06-23
John Archdale Clegg		2022-10-06

Accounts



Established in 2007, LGBTQ+ Project is the county's only mental health and well-being provider. The charity provides early intervention and prevention support services and information to all age groups helping to empower individuals to improve their mental health and emotional wellbeing, and to reduce the social isolation of LGBTQ+ individuals living in Norfolk and Waveney.

Our vision

To continue providing support, information, and advice relevant to the health and wellbeing of LGBTQ+ individuals living in Norfolk and Waveney.

Our mission

LGBTQ+ Project's continued mission is to improve the health, mental health, and wellbeing of LGBTQ+ individuals of all ages and communities in Norfolk and Waveney. We want to bring supportive, empowering, and non-judgemental services to peoples' lives to enable them to improve their wellbeing. We also aim to assist others in providing support to LGBTQ+ communities through our information services, educational tools, and resources.

Our services are for the community, by the community, and we champion the importance of local service provision that is informed, effective and compassionate. We hope together, we can make a difference, working towards an inclusive society for all those that we support and represent.

With a collective understanding of each other,
we can change the world through people

LGBTQ+ Project

Trustee report for the financial year ending 31st March 2025

The Trustees present their report and the audited financial statement for the year ending 31st March 2025.

Charity No.

1129770

Registered office

10 Cathedral Street
Norwich
NR1 1LX

Trustees

The trustees who served during this year, and up to the date of this report were as follows:
Juels Copley, Jayne Clark, Ben Cicchetti, John Clegg, Katie O'Neill and Lloyd Headbh Houston.

Chief Executive Officer

Fiona Hammond-Liew-Bedford

Bankers

Co-op

Independent Examiner

ADP Accounting Limited
19 Farrow Close
Mattishall
Norfolk NR20 3SZ

Support

During this financial year
847 individuals accessed
our support services and
208 accessing out
LGBTQ+ drop in groups.

Age range

69% 25yrs and under
31% 26yrs and above

Geography

80.5% Norfolk
14.8% Waveney
4.7% Unknown

Mental health issues/behaviours

71% Yes
29% No

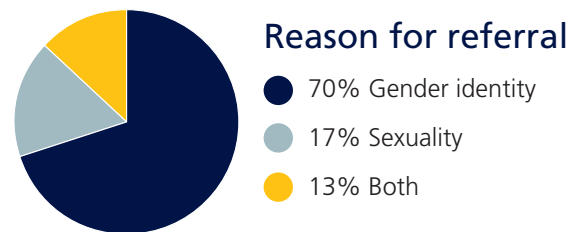
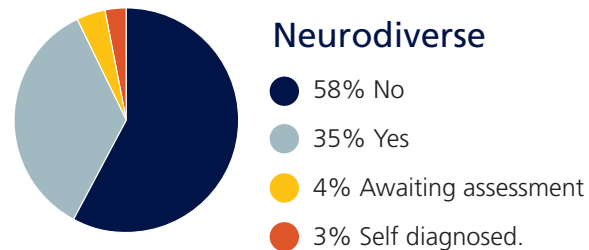
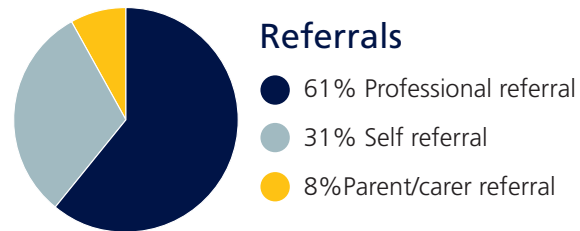
Our values – CARE

Compassion
Authenticity
Respect
Empathy



LGBTQ+
PROJECT
Supporting Norfolk and Waveney

Children and Young people



“My confidence has grown surrounding my gender identity.”

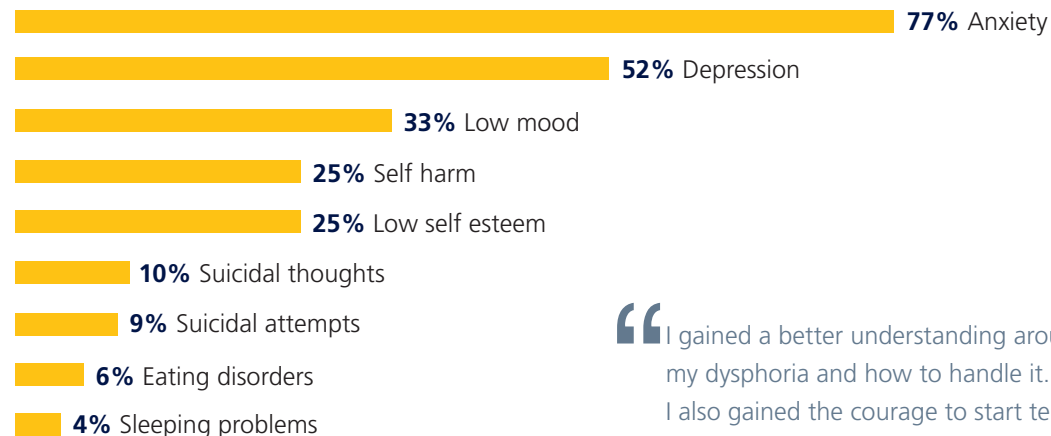
Mental health

Anyone can be affected by mental health problems, being LGBTQ+ doesn't automatically mean someone will have mental health issues but may mean they're at higher risk of experiencing poor mental health.

Mental health/behaviours



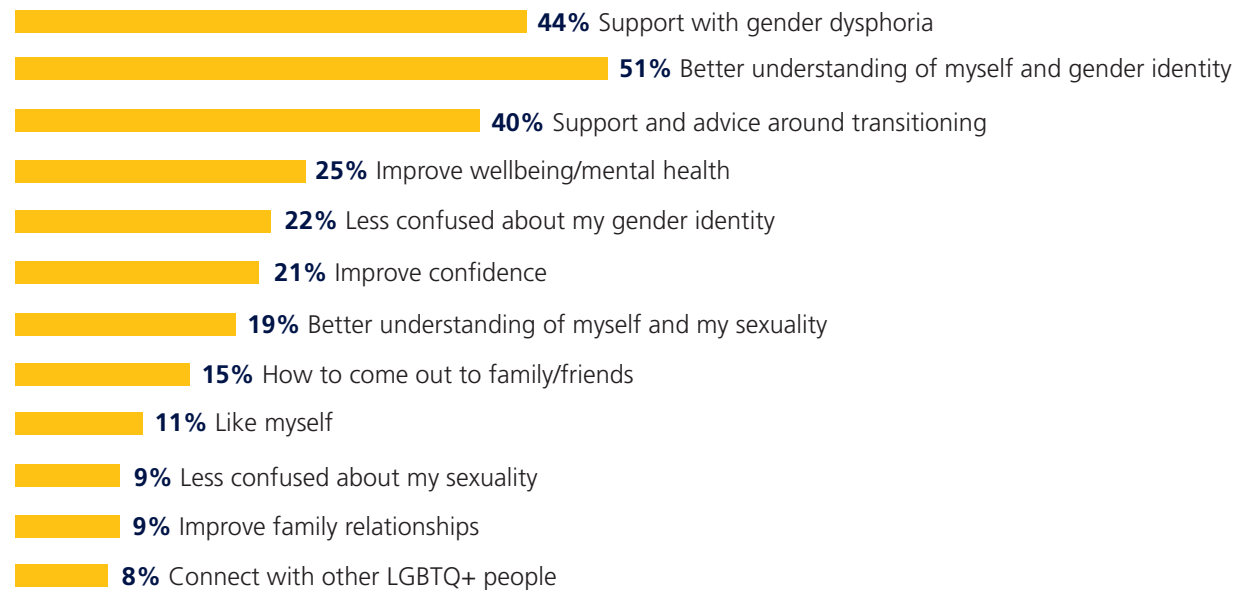
Top 9 mental health/behaviours amongst our children and young people clients:



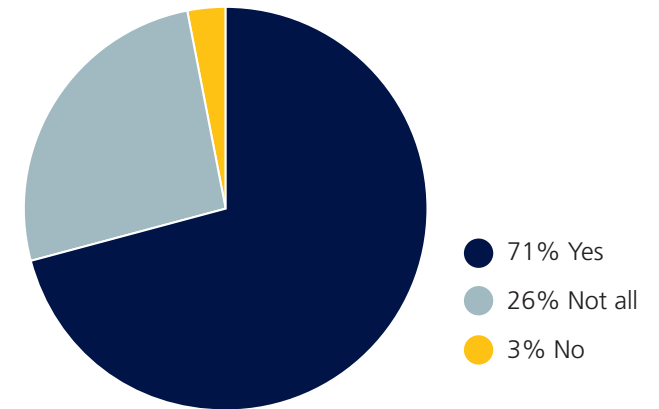
“I gained a better understanding around my dysphoria and how to handle it. I also gained the courage to start telling people my pronouns and have these conversations with my family.”

“I now know I have a better understanding of who I am and what that means to me. I feel less scared of exploring my identity because I know it is normal and okay to do it”

Setting goal outcomes is important in our support services to achieve the best outcome for our clients.



Goal outcomes achieved



“My own worries and fears about coming out at work stops me from being myself”

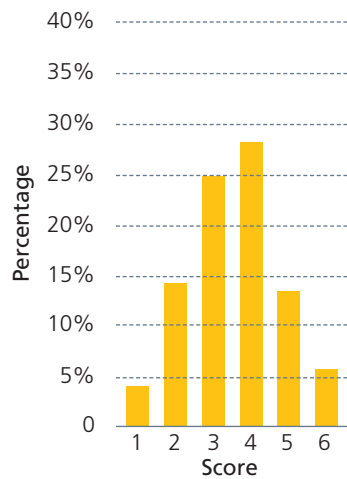
“My family is religious, so I know it's not going to be a walk in the park with them”

“The waiting times for accessing gender affirming care is unfair and damaging”

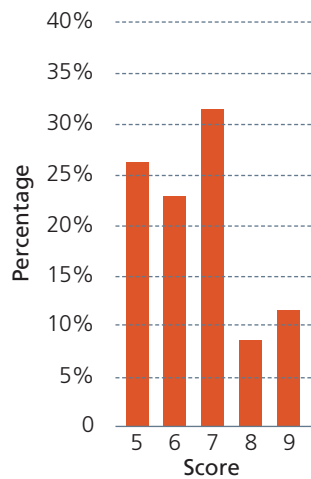
“I need to stop support at the moment due to my home situation but the support that I have received has been brilliant”

“My grandparents are more supportive than my parents”

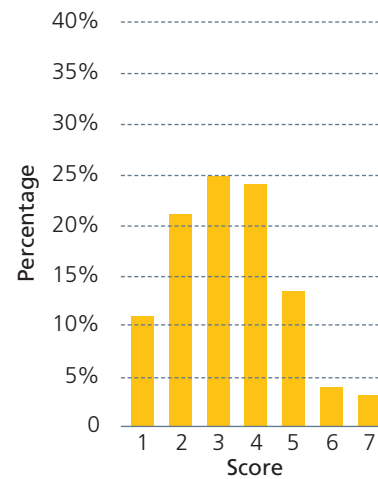
Mental health score at first appointment



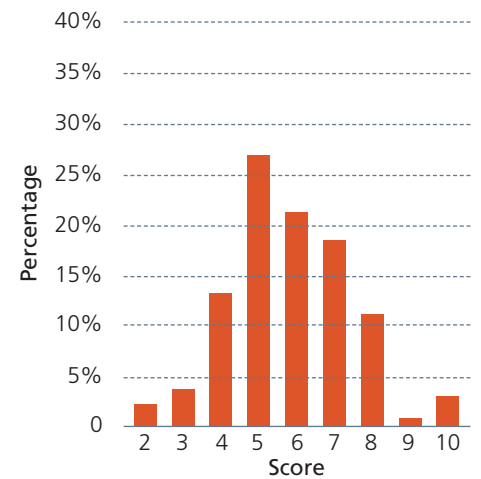
Mental health score at last appointment



Confidence score at first appointment



Confidence score at last appointment



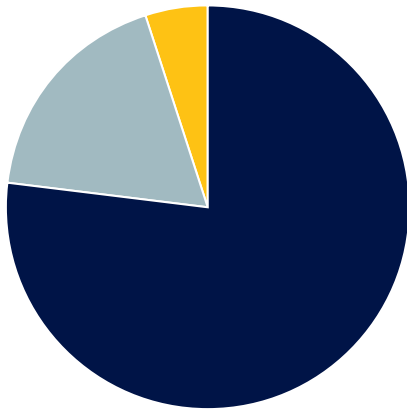
“Just been offered a space to talk through my feelings about myself was a massive help, it was given without judgement which made talking much easier. Many thanks and very grateful”

“If the waiting times for the gender clinics were not so long then it would make a difference to a lot of us who are waiting”

“Now accessing counselling through the charity to address other issues”

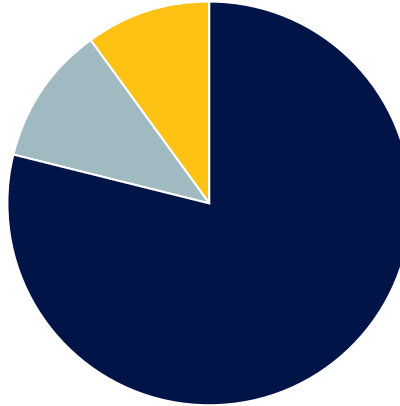
“Accessing support for mental health unrelated to LGBTQ+”

How likely are you to access another mental health provider since you have accessed support from LGBTQ+ Project?



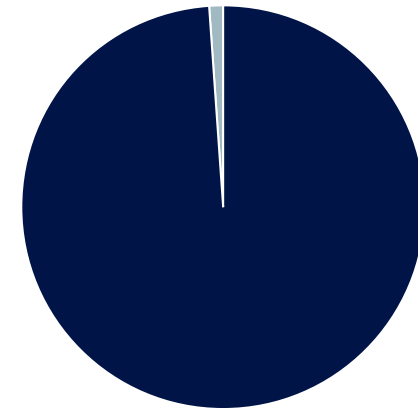
- 77% Not likely
- 18% Likely
- 5% Depends

As a result of accessing support from LGBTQ+ Project, how much has your mental health or wellbeing improved?



- 79% A lot
- 11% It hasn't improved
- 10% It hasn't got worse

Has accessing a dedicated LGBTQ+ wellbeing service given you more confidence in the support that you have received?



- 99% Yes
- 1% No

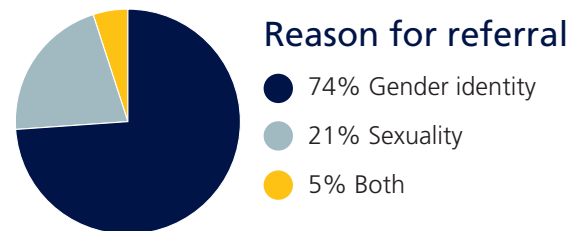
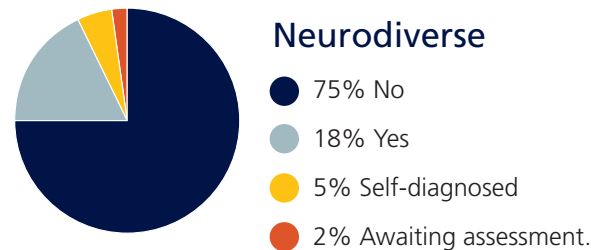
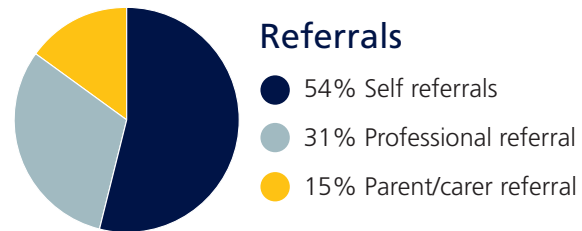
“It helped me more because I felt comfortable talking about my sexuality. I thought I would understood and I would not be judged”

“I am looking at wellbeing support in college for other issues not connected to my gender identity”

“I have found it difficult in the past to access support as a trans person”

“Through this support I have been referred for support with an eating disorder”

Adult clients



“Some of my issues are unresolved family issues”

Mental health

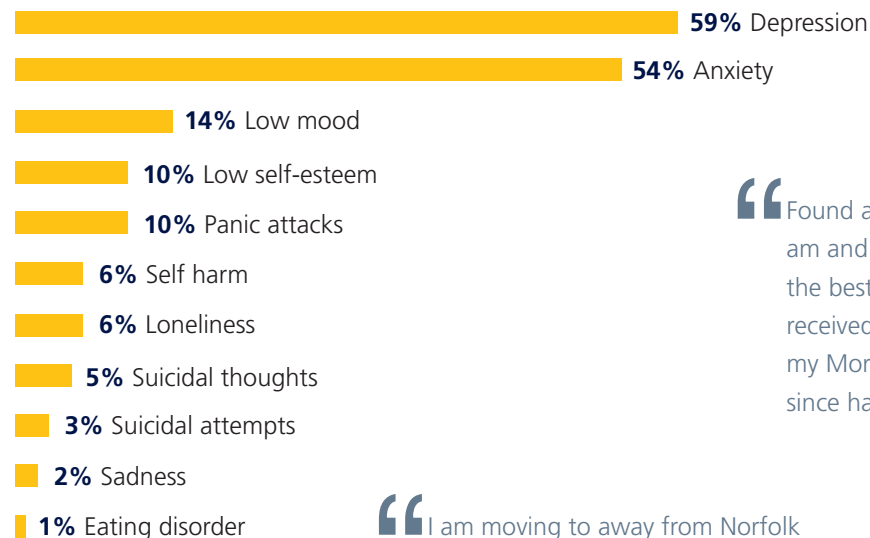
Anyone can be affected by mental health problems, being LGBTIQ+ doesn't automatically mean someone will have mental health issues but may mean they're at higher risk of experiencing poor mental health.

“Ongoing issues with internal hate and self loathing will take a lot to process”

Mental health/behaviours



Top 12 mental health/behaviours amongst our adult clients are:

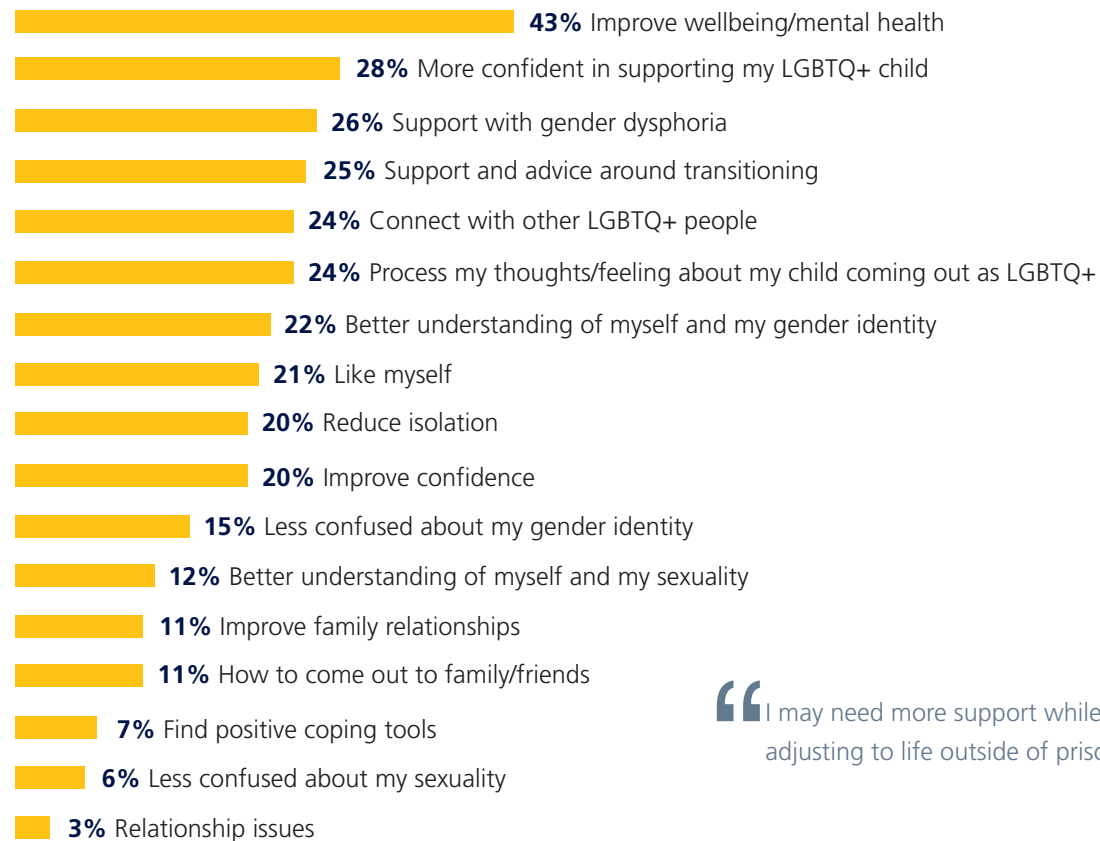


“My mental health issues will always be with me”

“Found a better understanding around who I am and had a lot of support with finding out the best route to start transitioning. I also received a lot of support around coming out to my Mormon family, which I have started to do since having the sessions”

“I am moving to away from Norfolk and I hope to continue support”

Setting goal outcomes is important in our support services to achieve the best outcome for our clients.

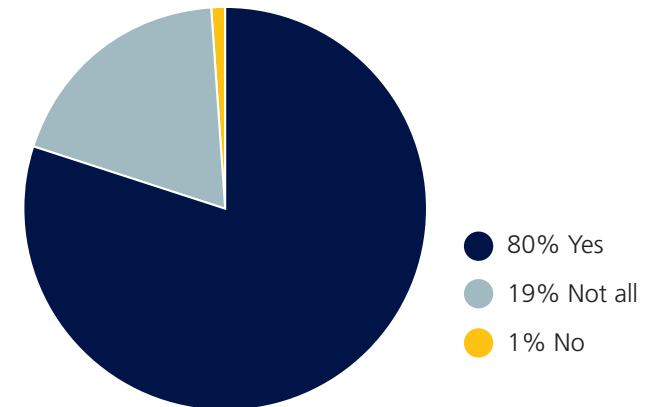


“I have a mental health nurse for ongoing mental health behaviours”

“I may need more support while adjusting to life outside of prison”

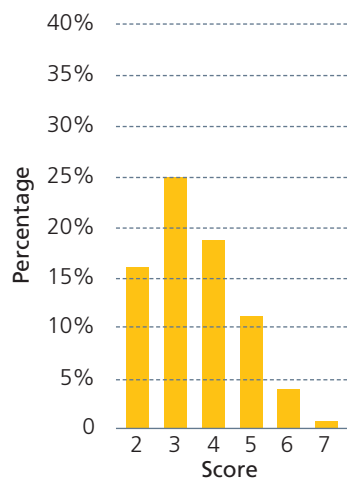
“Currently accessing support from Early Intervention In Psychosis Team, NSFT”

Goal outcomes achieved

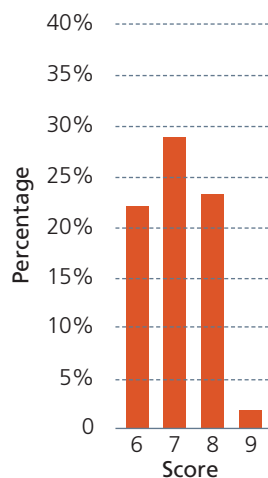


“I was feeling really lost and confused about who I was, and was unsure how to handle those feelings. I was able to discuss them openly with someone who understood a bit about what I was going through and they helped me find the courage and confidence to open up and be myself”

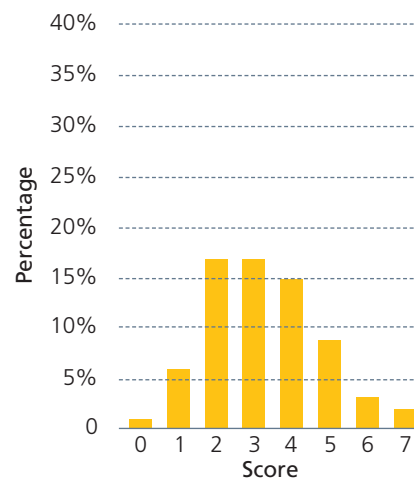
**Mental health score
at first appointment**



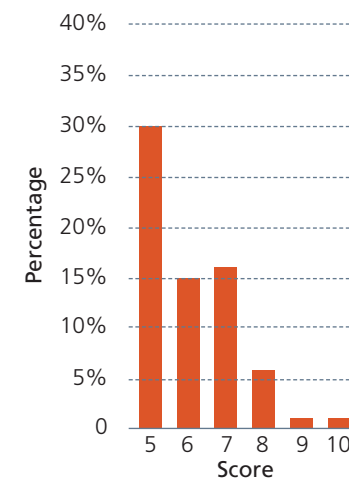
**Mental health score
at last appointment**



**Confidence score
at first appointment**



**Confidence score
at last appointment**



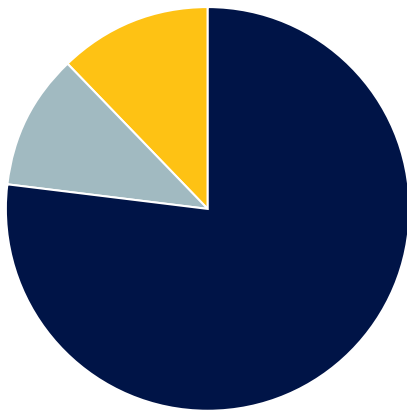
“Just having the opportunity to talk openly with someone has made a big difference to the way that I think about myself and my gender identity”

“My sessions have been a big help to me, being able to see ‘the bigger picture’ and allowing myself to explore who I am”

“It has helped me focus on the positive outcomes of my child being trans”

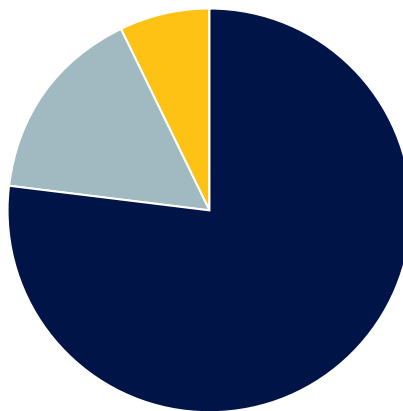
“It was a life saver that I had someone who listened to me without making judgement, I can’t thank you enough”

How likely are you to access another mental health provider since you have accessed support from LGBTQ+ Project?



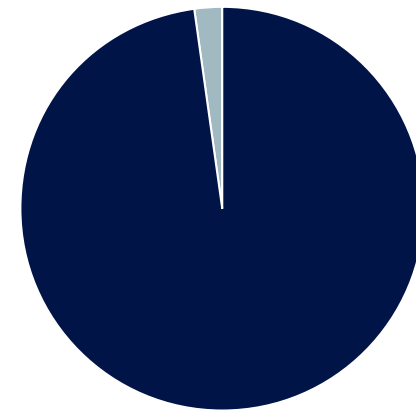
- 77% Not likely
- 11% Likely
- 12% Depends

As a result of accessing support from LGBTQ+ Project, how much has your mental health or wellbeing improved?



- 77% A lot
- 16% It hasn't improved
- 7% It hasn't got worse

Has accessing a dedicated LGBTQ+ wellbeing service given you more confidence in the support that you have received?



- 98% Yes
- 2% No

“Highly recommend accessing support from them, helped me to go to social groups and to meet other lgbt people and have more confidence in liking myself”

“Thank you, there was no judgement towards me and how I was feeling. I am so grateful for the support given”

“Would seek for other issues that are unrelated to LGBTQ+”

“Thank you so much for the quick appointment and the support that I received”



LGBTQ+ Drop in groups

208 Individuals accessed our drop in groups

302 Sessions provided

13 Groups Volunteers Support

33 Current Volunteers

930 Volunteer hours given



Educating with Pride

Working together towards positive inclusion and visibility for LGBTQ+ students in schools, Educating with Pride is a year long partnership that gives staff the tools and resources they need to continue making a difference to the lives of LGBTQ+ students.

Currently funded by The National Lottery Community Fund, this annual service has been running since 2018.

“I am passionate about my work because I know that safe and welcoming schools are fundamental to improving the wellbeing of LGBTQ+ students. LGBTQ+ youth who grow up in supportive environments report improved mental health, increased self-esteem and feeling optimistic about their future. I am encouraged by all of the amazing school staff that I work with who are committed to making sure that all of their students feel seen, heard and supported to be their true, authentic selves.”

Sophie Reynolds – EWP Coordinator



172

Staff attended LGBTQ+ Awareness training

1,085

Students attended students sessions

5,633

Students engaged with us during Outreach Events and LGBTQ+ Student Group Visits



Trans Swim

The mission of the LGBTQ+ Project's Trans Swim events are to provide safe and welcoming spaces for trans and non-binary folks to get active, meet others and build community. Specifically, we want to ensure that trans and non-binary folks have safe access to swimming pools, in an relaxed and inclusive environment.

“I'm non binary and haven't swam in ages, I really miss it and would love to be able to swim topless now I've had top surgery”

The need

It is widely accepted that participating in sport and physical activity is beneficial to one's physical, mental and emotional health and wellbeing. This includes trans and non-binary folks, who unfortunately, are currently experiencing increased hostility in the public forum. This means, it has never been more important for trans and non-binary individuals to be able access inclusive sport and physical activity.

Trans and non-binary individuals are less likely to participate in physical activity than cisgender individuals.

This is because of the many barriers they face when accessing physical activity or sport, including inadequate changing facilities, gendered sport clothing and fear of discrimination from others. Swimming in particular, due to its high degree of body exposure, is an activity that trans and non-binary folks don't feel safe participating in.

Event details

In between August 2024 and March 2025, three Trans Swim events were held across Norfolk and Waveney.

The first event was held on August 25, 2024 from 7-8pm at the Beccles Lido in Beccles, Suffolk.

The second event was held on November 23, 2024 from 6-7pm at the Riverside Leisure Centre in Norwich, Norfolk.

The third event was held on March 23, 2025 from 6-8pm at the Sport-A-Peel pool in Wells-next-the-Sea, Norfolk.

These events were open to transgender, non-binary and gender questioning adults, ages 18+.

“I had such a great time and felt so free which was amazing. I would love it if this became a regular thing”

Attendees

46 tickets were sold across the three Trans Swim events. 23 were sold for the swim on August 25, 2024, 15 tickets were sold for the swim on November 23, 2024 and 8 tickets were sold for the swim on March 23, 2025. 17 individuals attended the Beccles Lido swim event, 8 individuals attended the Riverside Leisure Centre swim event and 8 individuals attended the Sport-A-Peel swim event. Those who attended were between the ages of 18 and 64.





Attendees reported that they had an overall positive experience. Of the 10 individuals who completed the feedback survey, all 10 reported that they were satisfied or very satisfied with their overall experience at the trans swim events.

Cost

The LGBTQ+ Project paid hiring fees for the pools used. The Beccles Lido hiring fee was £150, the Riverside Leisure Centre hiring fee was £250 and the Sport-A-Peel pool hiring fee was £134. Tickets were sold for the swim events. Tickets for the Beccles Lido swim cost £1.50/each and tickets for the Riverside Leisure Centre swim and the Sport-A-Peel swim cost £2.50/each. The decision to keep the ticket cost low was made to ensure that the events were accessible to more people. The tickets were sold on Eventbrite and, after choosing to absorb the buyer fees, the Beccles Lido swim brought in £34.50 gross/£15.41 net, the Riverside Leisure Centre brought in £37.50 gross/£23.85 net and the Sport-A-Peel swim brought in £20 gross/12.72 net.

“I am non-binary and have been hoping a trans swimming space might open up for some time”

Future Goals

Goal 1

Host trans swim events more regularly across Norfolk and Waveney. Once a month being the ultimate goal. We need additional funding to make this possible, as the current cost of hiring pools is unsustainable.

Goal 2

Keep the events low cost for attendees. This will work to maintain the events financial accessibility, allowing it to reach more trans and non-binary folks in Norfolk and Waveney.

Goal 3

Provide transportation to and from the swim events for attendees who would not be able to access them otherwise. This is especially necessary in Norfolk and Waveney, as the county is vast and has limited public transportation options in more rural areas.

LGBTQ+ Project Final accounts 2024 – 2025

Income	£	Expenditure	£		£
Grants	£72,766.00	Audit & Accountancy fees	£4,882.37	Balance brought forward	£77,907.05
Contract	£225,344.00	Low cost counselling services	£46,430.00	Restricted reserves	£75,907.05
Generated income	£11,08.25	Educating with Pride Expenses	£1,953.31	Free reserves	£2000.00
Donations	£8,739.58	Events	£1,987.94		
TOTAL =	£317,857.83	IT Software and Consumables	£17,944.88		
		LGBTQ+ drop in groups	£7,687.41		
		Office overheads	£16,576.23		
		Resources	£2,464.62		
		Wages and associated costs	£197,425.52		
		Promotion and website	£24,540.18		
		Membership	£3,100.05		
		Staff expenses	£22,368.64		
		Volunteer expenses	£2,934.57		
		TOTAL =	£350,395.75		



www.lgbtqproject.org.uk

10 Cathedral Street • Norwich • Norfolk • NR1 1LX
Registered Charity No. 1129770

**Norfolk LGBT+ Project
Independent Examiners Report
Year Ended 31 March 2025**

I report on the accounts of the company for the year ended 31 March 2025 as attached.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 43 of the 1993 Act;
- follow the procedures laid down in the General Directions given by the Charity Commission under section 43(7)(b) of the 1993 Act;
- state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Pauline Street
.....

ADP Accounting Limited
Association of Chartered Certified Accountants
10 June 2025
19 Farrow Close
Mattishall
Dereham
Norfolk
NR20 3SZ

Accounts

Annual report

1st April 2023 – 31st March 2024



“April 2023 was a positive start to the new financial year for the charity with being awarded an NHS contract to continue providing support to the LGBTQ+ community in Norfolk and Waveney. This has enabled us not only to employ additional staff to help with the referrals for one-to-one support but to continue to expand as a LGBTQ+ wellbeing provider.

The focus of our work will always be to improve the health and wellbeing of those accessing our support services. By fostering a culture of inclusivity and self-acceptance, we strive to reduce social isolation and create a supportive environment where every person feels seen, heard and empowered. Through personalised and compassionate care delivered by those with genuine lived experience, we aim to enhance the mental and emotional wellbeing of LGBTQ+ individuals and inspire positive change”.

Fiona Hammond-Liew-Bedford, CEO

Our vision

To continue providing support, information, and advice relevant to the health and wellbeing of LGBTQ+ individuals living in Norfolk and Waveney.

Our mission

LGBTQ+ Project’s continued mission is to improve the health, mental health, and wellbeing of LGBTQ+ individuals of all ages and communities in Norfolk and Waveney. We want to bring supportive, empowering, and non-judgemental services to peoples’ lives to enable them to improve their wellbeing. We also aim to assist others in providing support to LGBTQ+ communities through our information services, educational tools, and resources.

Our services are for the community, by the community, and we champion the importance of local service provision that is informed, effective and compassionate. We hope together, we can make a difference, working towards an inclusive society for all those that we support and represent.

**With a collective understanding of each other,
we can change the world through people
LGBTQ+ Project**

Trustee report for the financial year ending 2024

The trustees present their report and the audited financial statement for the year ended 31st March 2024.

Charity Number

1129770

Registered Office

10 Cathedral Street Norwich Norfolk NR1 1LX

Trustees

The trustees who served during the year, and up to the date of this report, were as follows: Juels Copley, Jayne Clarke, Amber Green, Ben John Clegg.

Chief executive officer

Fiona Hammond-Liew-Bedford

Bankers

NatWest

Independent examiners

ADP Accounting Ltd, 19 Farrow Close, Mattishall, Norfolk, NR20 3SZ.

**data from 2023 – 2024 closed clients*

Our values • CARE • Compassion • Authenticity • Respect • Empathy



During this financial year **754** individuals accessed our support services, our dedicated team of LGBTQ+ support staff provided one to one support to **630** individuals and **124** individuals accessed our low-cost counselling service.

Statistics

75% – aged 25 and under
25% – aged 26+

Reason for referral

67% – Gender identity
17% – both
16% – sexuality

Referrals

77% – professional referrals
23% – self referrals

Mental health difficulties such as depression, self-harm, and suicidal thoughts can affect anyone, but they are more prevalent amongst those who identify at LGBTQ+.

Top 7 mental health issues and behaviours amongst our clients are:

74% – anxiety
57% – depression
36% – low mood
26% – self harm
21% – Low self esteem
9% – suicidal thoughts
1% – suicidal attempts.

“After the support that I received from my support worker, I can walk away from negative comments that are said about my gender identity as I learnt that I don’t need others approval to be myself”.

Setting goal outcomes is important in support work, to achieve the best outcome we work at the client’s pace.

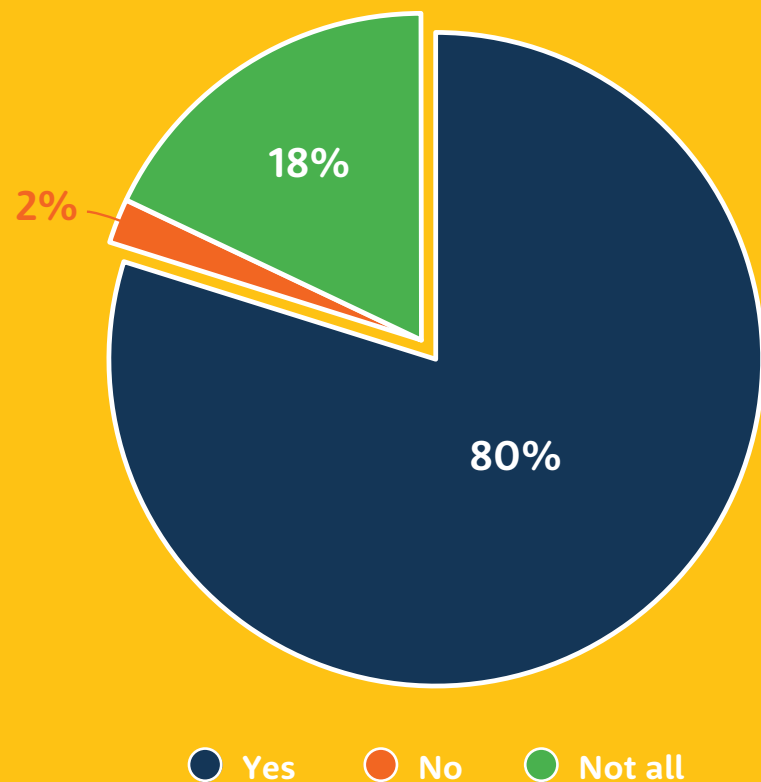
Our client goal outcomes

44% - Better understanding of myself and my gender identity
33% – Support and advice around transitioning
32% – Improve wellbeing/mental health
30% – Support with gender dysphoria
21% – Better understanding of myself and my sexuality
17% – Less confused about my gender identity
11% – Improve confidence and like myself
10% – Connect with other LGBTQ+ people
8% – How to come out to family and friends.

There is no limit on how many support sessions our clients can access, we acknowledge that we all process our thoughts and feelings differently so there fore we tailor the support sessions to suits the needs of our clients.

2,176 support sessions were provided to our clients who completed their sessions during this financial year.

Goal outcomes achieved



"I think it will take time for me to admit to myself about being gay"

"I have met other trans woman through this support"

"still figuring out relationship but this has improved"

"I have had mental health issues all my life due to supressing my feeling about my gender"

"My dad is never around and at times i hate him"

"Having to take one day at a time, not everyone is understanding or accepting of my gender identity"

"I have moved out of the family home, hopefully things will improve now that my mum and I have space between us"

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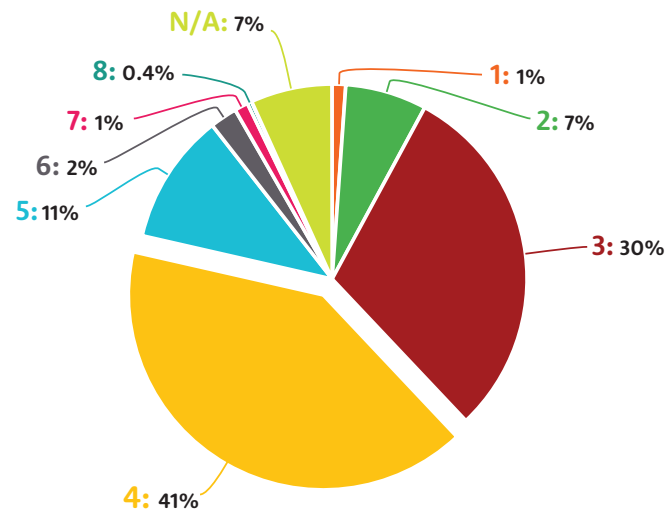
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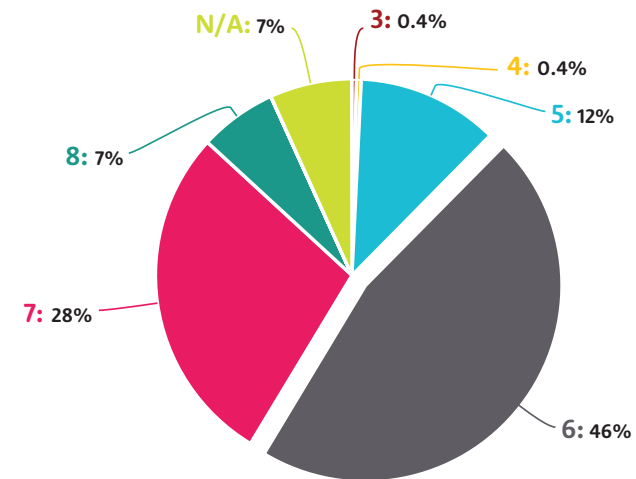
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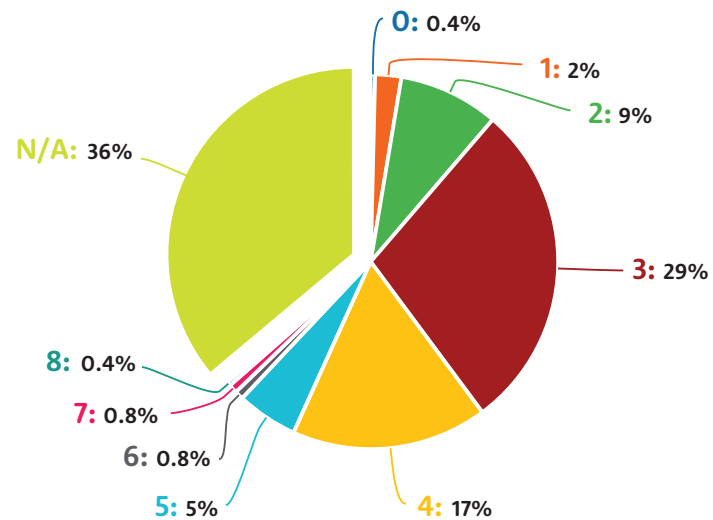
Mental health score at first appointment



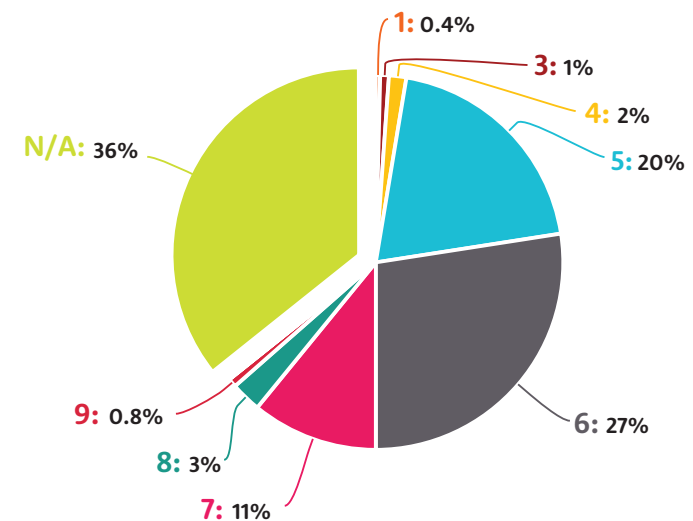
Mental health score at last appointment



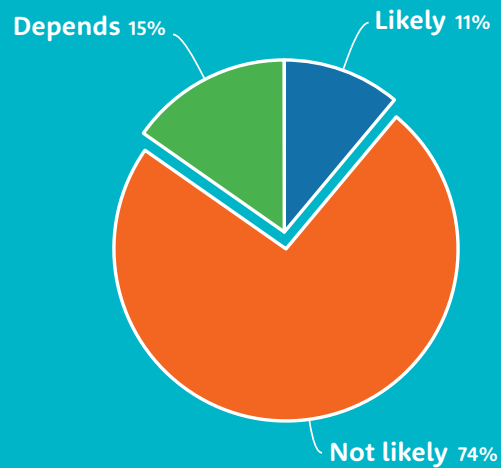
Confidence score at first appointment



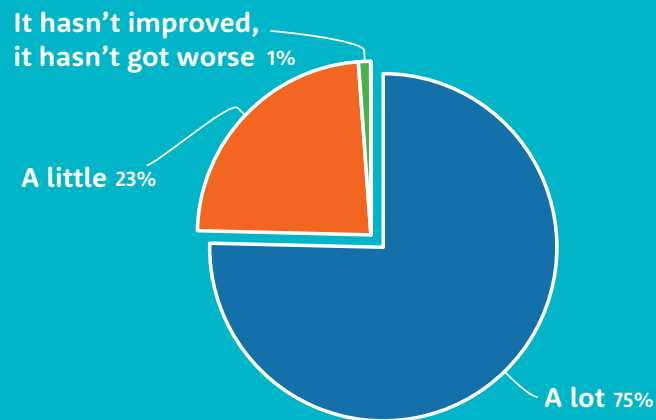
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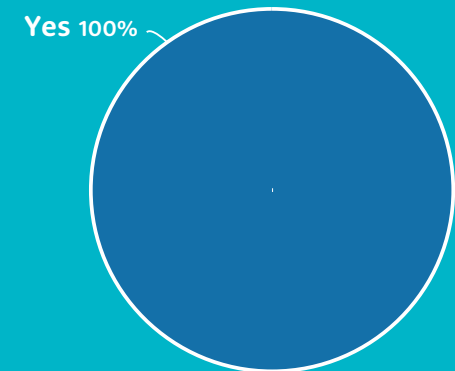
How likely are you to access another mental health provider you have accessed support from Norfolk LGBT+ Project?



As a result of accessing support from Norfolk LGBT+ Project, how much has your mental health or wellbeing improved?



Has accessing a dedicated LGBT+ wellbeing service given you more confidence in the support that you have received?





LGBTQ+ drop-in groups

342 individual's attending drop in groups

224 sessions provided

672 volunteer hours

"The drop in group is my safe space,
I can be just me without judgement"





Educating with Pride

Working together towards positive inclusion and visibility for LGBTQ+ students in schools, Educating with Pride is a year long partnership that gives staff the tools and resources they need to continue making a difference to the lives of LGBTQ+ students.

Currently funded by The National Lottery Community Fund, this annual service has been running since 2018.

“Sophie delivered one of the best training sessions I have had in nearly twenty years of working in schools. She was informative, knowledgeable and made you feel at ease to ask questions if you needed to. The training had a good balance of content, incorporating some activities which meant you could get up and move about the room. I found the training very interesting, and it gave me a much greater awareness of the subject. Sophie is very articulate and is able to convey her knowledge very well to others”.

“I am passionate about my work because I know that safe and welcoming schools are fundamental to improving the wellbeing of LGBTQ+ students. LGBTQ+ youth who grow up in supportive environments report improved mental health, increased self-esteem and feeling optimistic about their future. I am encouraged by all of the amazing school staff that I work with who are committed to making sure that all of their students feel seen, heard and supported to be their true, authentic selves”.

Sophie Reynolds – EWP Coordinator

299 staff attended LGBTQ+ Awareness training

408 students attended training sessions.

4130 students attended outreach and school Pride events

276 pupils attend LGBTQ+ lunch time groups.



LGBTQ+ Awareness training

Our aim is to help support organisation's staff, service users, volunteers and wider stakeholders develop their skills and knowledge to better support LGBTQ+ individuals.

"The training was very informative. I genuinely feel this training created the safest space I have had in a training course as the trainer wanted us to ask questions. Encouraging people to ask questions will allow them to feel more comfortable understanding the LGBTQIA+ community and embracing them. I do think people are worried about saying the wrong things, e.g. pronouns, so they shy away from the community a bit, so I would recommend this course to everyone in order to create a more welcoming environment for all."

46 training sessions were provided to a variety of organisations such as Norfolk & Suffolk Foundation Trust, MAP, YMCA, Virgin Wines, The Samaritans to name a few.

814 individuals attending training during this period.

LGBTQ+ Project Final accounts 2023 – 2024

Income	£
Contracts	£224,000
Grants	£113,755
Generated income	£13,397.83
Donations	£12,114.78
TOTAL	£363,267.61

Expenditure	£
Accountancy	£4,974.06
Counselling	£37,400.96
Educating with Pride	£2,194.80
Resources	£7,816.09
Office overheads	£16,875.16
IT & Software	£10,226.35
LGBTQ+ Awareness Training	£88.96
LGBTQ+ drop in groups	£3778.93
Memberships	£1,002.00
Wages and associated costs	£173,946.67
Printing & Stationary	£1,859.86
Promotion & Website	£27,803.39
Staff expenses	£18,316.82
Volunteer expenses	£2,884.27
DBS/ID badges	£582.68
TOTAL	£309,751.00

	£
Balance brought forward	£53,546.61
Restricted reserves	£51,546.61
Free reserves	£2,000



www.lgbtqproject.org.uk

10 Cathedral Street • Norwich • Norfolk • NR1 1LX
Registered Charity No. 1129770

Annual report

1st April 2023 – 31st March 2024



“April 2023 was a positive start to the new financial year for the charity with being awarded an NHS contract to continue providing support to the LGBTQ+ community in Norfolk and Waveney. This has enabled us not only to employ additional staff to help with the referrals for one-to-one support but to continue to expand as a LGBTQ+ wellbeing provider.

The focus of our work will always be to improve the health and wellbeing of those accessing our support services. By fostering a culture of inclusivity and self-acceptance, we strive to reduce social isolation and create a supportive environment where every person feels seen, heard and empowered. Through personalised and compassionate care delivered by those with genuine lived experience, we aim to enhance the mental and emotional wellbeing of LGBTQ+ individuals and inspire positive change”.

Fiona Hammond-Liew-Bedford, CEO

Our vision

To continue providing support, information, and advice relevant to the health and wellbeing of LGBTQ+ individuals living in Norfolk and Waveney.

Our mission

LGBTQ+ Project’s continued mission is to improve the health, mental health, and wellbeing of LGBTQ+ individuals of all ages and communities in Norfolk and Waveney. We want to bring supportive, empowering, and non-judgemental services to peoples’ lives to enable them to improve their wellbeing. We also aim to assist others in providing support to LGBTQ+ communities through our information services, educational tools, and resources.

Our services are for the community, by the community, and we champion the importance of local service provision that is informed, effective and compassionate. We hope together, we can make a difference, working towards an inclusive society for all those that we support and represent.

**With a collective understanding of each other,
we can change the world through people
LGBTQ+ Project**

Trustee report for the financial year ending 2024

The trustees present their report and the audited financial statement for the year ended 31st March 2024.

Charity Number

1129770

Registered Office

10 Cathedral Street Norwich Norfolk NR1 1LX

Trustees

The trustees who served during the year, and up to the date of this report, were as follows: Juels Copley, Jayne Clarke, Amber Green, Ben John Clegg.

Chief executive officer

Fiona Hammond-Liew-Bedford

Bankers

NatWest

Independent examiners

ADP Accounting Ltd, 19 Farrow Close, Mattishall, Norfolk, NR20 3SZ.

**data from 2023 – 2024 closed clients*

Our values • CARE • Compassion • Authenticity • Respect • Empathy



During this financial year **754** individuals accessed our support services, our dedicated team of LGBTQ+ support staff provided one to one support to **630** individuals and **124** individuals accessed our low-cost counselling service.

Statistics

75% – aged 25 and under
25% – aged 26+

Reason for referral

67% – Gender identity
17% – both
16% – sexuality

Referrals

77% – professional referrals
23% – self referrals

Mental health difficulties such as depression, self-harm, and suicidal thoughts can affect anyone, but they are more prevalent amongst those who identify at LGBTQ+.

Top 7 mental health issues and behaviours amongst our clients are:

74% – anxiety
57% – depression
36% – low mood
26% – self harm
21% – Low self esteem
9% – suicidal thoughts
1% – suicidal attempts.

“After the support that I received from my support worker, I can walk away from negative comments that are said about my gender identity as I learnt that I don’t need others approval to be myself”.

Setting goal outcomes is important in support work, to achieve the best outcome we work at the client’s pace.

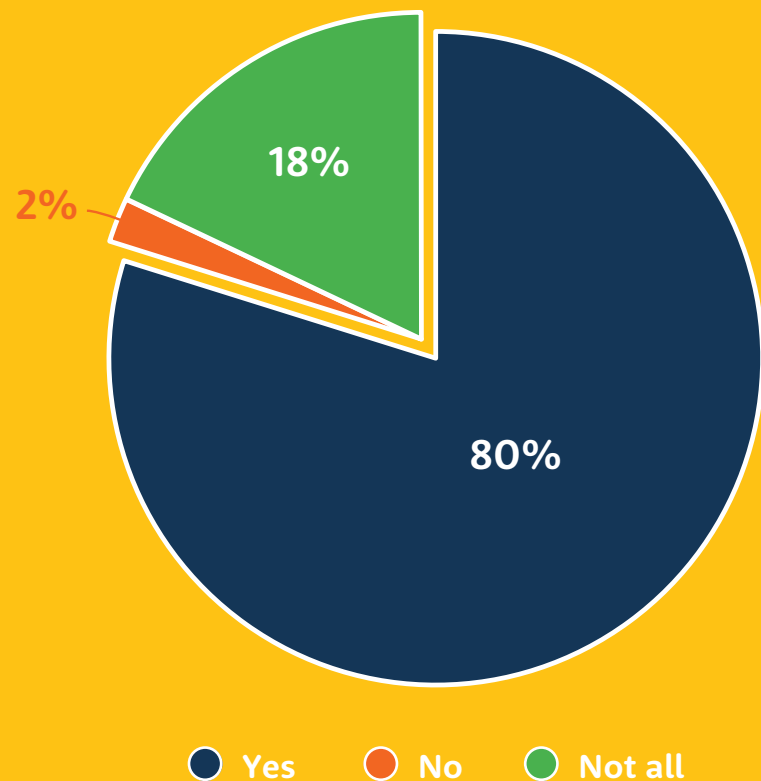
Our client goal outcomes

44% - Better understanding of myself and my gender identity
33% – Support and advice around transitioning
32% – Improve wellbeing/mental health
30% – Support with gender dysphoria
21% – Better understanding of myself and my sexuality
17% – Less confused about my gender identity
11% – Improve confidence and like myself
10% – Connect with other LGBTQ+ people
8% – How to come out to family and friends.

There is no limit on how many support sessions our clients can access, we acknowledge that we all process our thoughts and feelings differently so there fore we tailor the support sessions to suits the needs of our clients.

2,176 support sessions were provided to our clients who completed their sessions during this financial year.

Goal outcomes achieved



"I think it will take time for me to admit to myself about being gay"

"I have met other trans woman through this support"

"still figuring out relationship but this has improved"

"I have had mental health issues all my life due to supressing my feeling about my gender"

"My dad is never around and at times i hate him"

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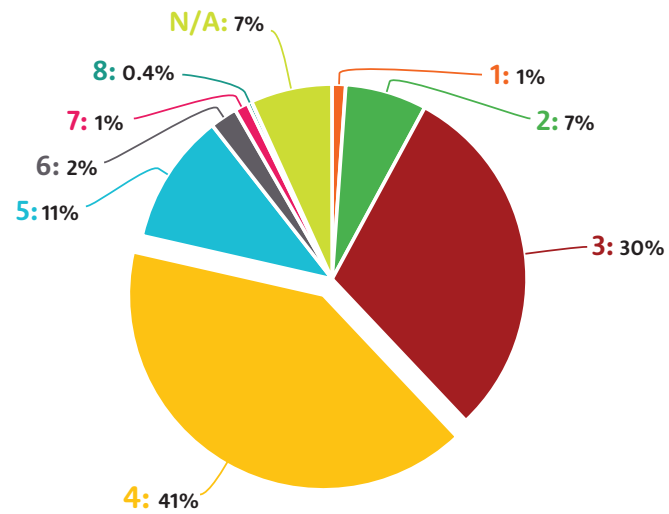
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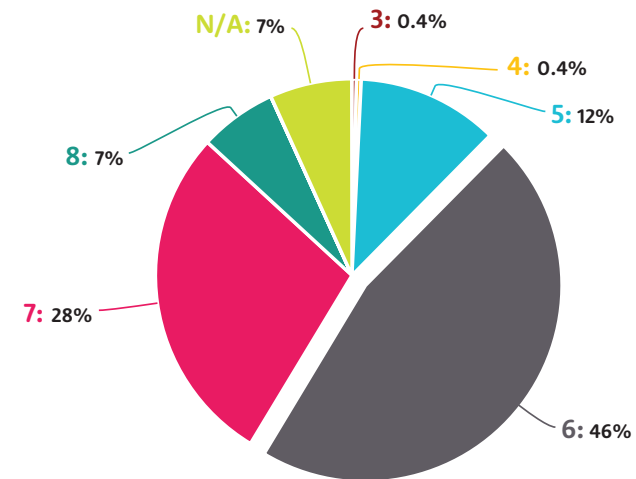
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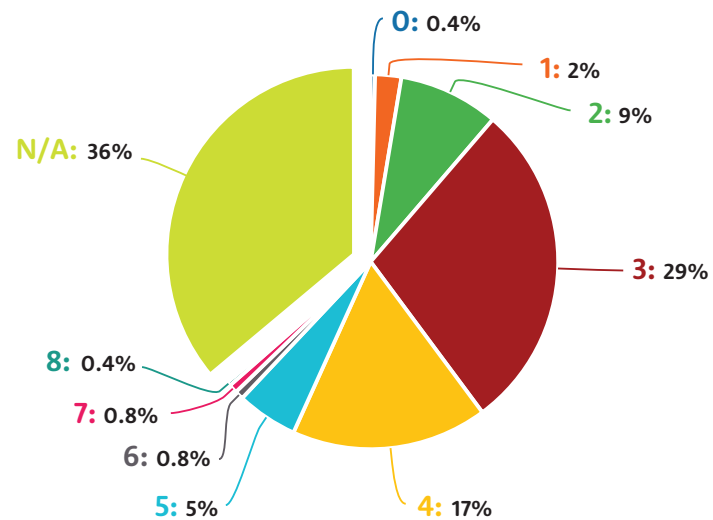
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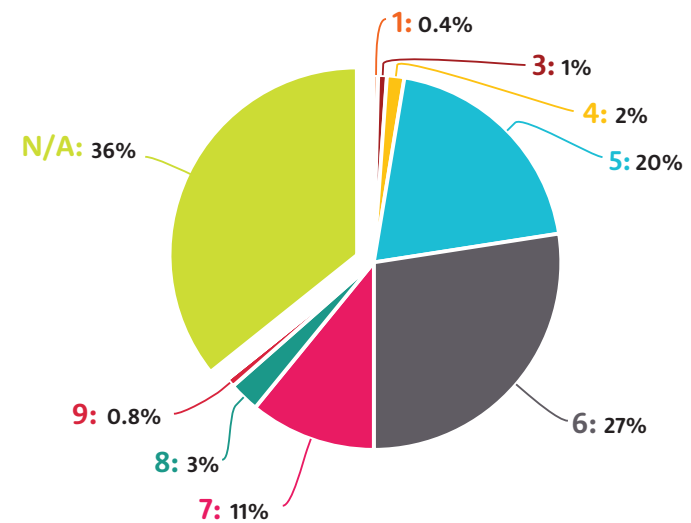
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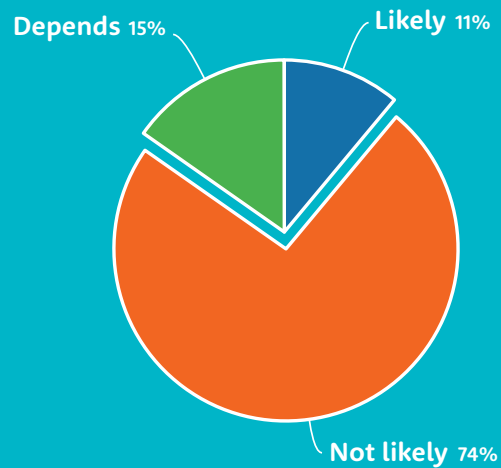
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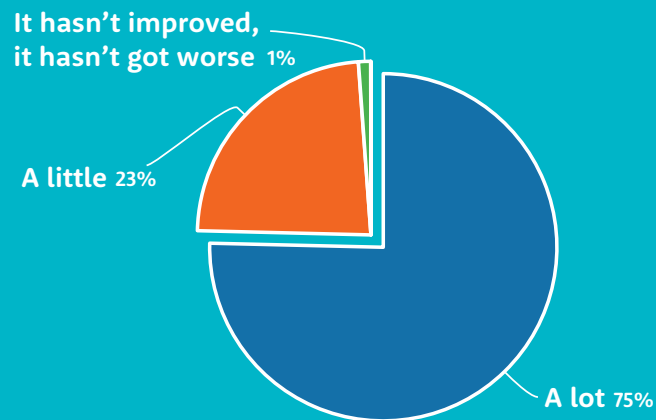
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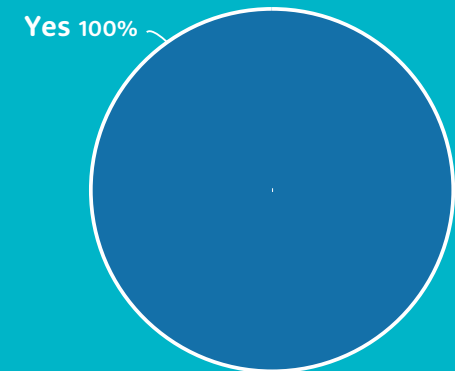
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LGBTQ+ drop-in groups

342 individual's attending drop in groups

224 sessions provided

672 volunteer hours

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Educating with Pride

Working together towards positive inclusion and visibility for LGBTQ+ students in schools, Educating with Pride is a year long partnership that gives staff the tools and resources they need to continue making a difference to the lives of LGBTQ+ students.

Currently funded by The National Lottery Community Fund, this annual service has been running since 2018.

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Free reserves	£2,000



www.lgbtqproject.org.uk

10 Cathedral Street • Norwich • Norfolk • NR1 1LX
Registered Charity No. 1129770

Norfolk LGBT+ Project
Independent Examiners Report
Year Ended 31 March 2024

I report on the accounts of the company for the year ended 31 March 2024 as attached.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 43 of the 1993 Act;
- follow the procedures laid down in the General Directions given by the Charity Commission under section 43(7)(b) of the 1993 Act; and
- state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charitieshave not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Pauline Street

ADP Accounting Limited

Association of Chartered Certified Accountants

19th July 2024

19 Farrow Close

Mattishall

Dereham

Norfolk

NR20 3SZ

Accounts



Charity Commissioners Annual Report

April 2021 – March 2022

Norfolk LGBT+ Project is a registered charity, providing support, information and advice to all age groups that is relevant to the health and wellbeing of the lesbian, gay, bisexual and transgender community in Norfolk and Waveney since 2007.





*With a collective understanding of each other,
we can change the world through people*

Norfolk LGBT+ Project

Trustees' Report for the year ending 2022

The trustees present their report and the audited financial statements for the year ended 31 March 2022.

Charity Number

1129770

Registered Office

10 Cathedral Street Norwich Norfolk NR1 1LX

Trustees

The trustees who served during the year and up to the date of this report were as follows: Sandra Cross, Travis Britton, Iain Green and Juels Copley.

Chief executive officer

Fiona Liew-Bedford

Bankers

Barclays Bank Leicester LE87 2BB

Independent examiners

ADP Accounting Ltd, 19 Farrow Close, Mattishall, Norfolk, NR20 3SZ

Our vision

To continue providing support, information, and advice relevant to the health and wellbeing of LGBT+ individual in Norfolk and Waveney.

Our mission

Norfolk LGBT+ Project's continued mission is to improve the health, mental health and wellbeing of LGBT+ people of all ages and communities in Norfolk and Waveney. We want to bring supportive, empowering, and non-judgemental services to people's lives to enable them to improve their wellbeing. We also aim to assist others in providing support to LGBT+ communities through our informative services, educational tools, and resources.

Our services are for the community, by the community, and we champion the importance of local service provision that is informed, effective and compassionate. We hope together we can make a difference, working towards an inclusive society for all those we support and represent.

Our values

CARE – Compassion. Authenticity. Respect. Empathy.



Summary of the main services provided

The main activities of the charity are to advise, assist, inform and support any person in doubt or experiencing difficulty related to their sexuality or gender identity. We achieve this by providing one to one support to all age groups, LGBTQ+ drop-in groups, a low-cost counselling service and parent/carer support.



LGBT+ Awareness training

To provide the best outcome for our clients, working in partnership with other organisations is key to our work, not only via referrals but also providing LGBT+ Awareness training, the aim of this is to help support LGBTQ+ staff, service users, volunteers, friends and family and communicate a clear message of inclusivity. Our LGBTQ+ Awareness training sessions help individuals and organisations better support LGBTQ+ people. Our LGBTQ+ Awareness Course is accredited (CPD) and will contribute to staff's continued professional development. Staff can use their hours trained for CPD points as stated on their certificate of completion.

'Amazing, a credit to Norfolk'

During this year, we provided training to 498 Individual's from 26 different organisations ranging from healthcare, businesses and third sector.

Our staff provided training to 913 staff under the Educating with Pride service, we also worked alongside 127 LGBTQ+ pupils during LGBTQ+ lunch time groups to help produce resources, we also presented our Think B4U Bully workshop to 180 pupils and attended a wellbeing event with 1600 pupils attending.

During 2021 – 2022, we provided direct one to one support to 693 individuals, 40 individuals accessed our low-cost counselling service, 122 individuals accessed our drop-in groups, 47 parents/carers support, 127 pupils via LGBTQ+ lunch time groups – a total of 1,029 individuals.

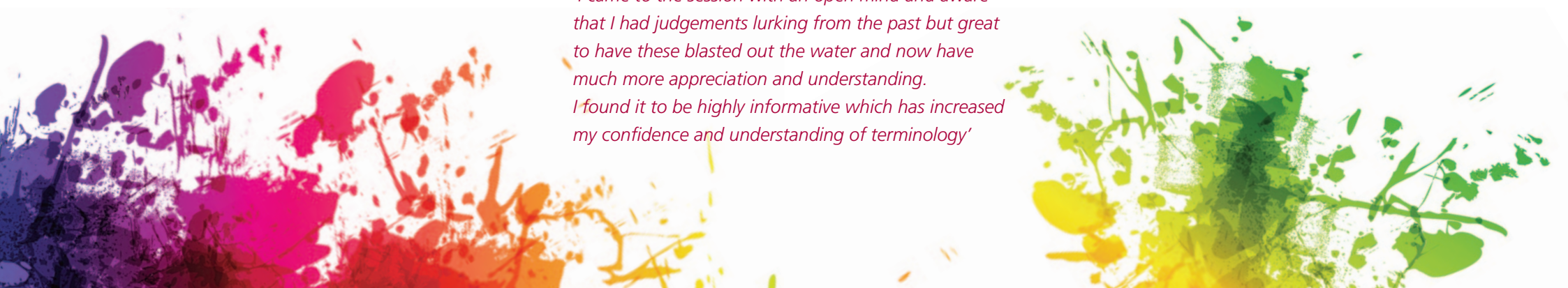
'I came to the session with an open mind and aware that I had judgements lurking from the past but great to have these blasted out the water and now have much more appreciation and understanding. I found it to be highly informative which has increased my confidence and understanding of terminology'



Educating with Pride

Currently funded by The National Lottery Community Fund, we are extremely proud of the work that we have achieved by working with places of education in Norfolk and Waveney, making a difference is important to us and we exceeded our expectations of signing up schools to our Educating with Pride school service. 43 schools signed up during the year

'I'm really grateful we had this training. I feel more confident in talking about LGBT+ and hope that I will be good at supporting any students who need help. I also feel better about knowing how to correct myself if I get things wrong. It raised some interesting discussions within our team'





www.norfolkproject.org.uk

10 Cathedral Street • Norwich • Norfolk • NR1 1LX
Registered Charity No. 1129770

Financial report 2021 – 2022

Total income: £225,782 • Expenditure: £128,024

Income	£
Grants	192,110
Donations	6,101
Generated income	27,571

Expenditure	£
Salaries and associated costs	71,268
Office Overheads	6,373
Volunteer Expenses	2,868
Staff Expenses	5,589
Office Supplies	4,474
Fundraising	938
Educating with Pride	233
LGBT+ Awareness Training	144
Membership	3,845
Website	1,360
Governance Costs	275
Events	300
Venue Hire	1,198
Promotion	334
LGBT+ Group Expenses	2,016
Resources	2,662
Graphic Designer	2,160
Counselling	17,655
Shop	3,343
Safeguarding Training	525
DBS/ID Badges	465

	£
Funds brought forward	97,758
Restricted reserves	96,258
Unrestricted reserves	1,500

Financial Review Reserves Policy

The Trustees and Management are working towards rebuilding our reserves over the next two years. This will allow us to use non ring-fenced money/grants to sustain the organisation in the short term should the funding climate become more difficult.

Norfolk LGBT Project
Independent Examiners Report
Year Ended 31 March 2022

I report on the accounts of the company for the year ended 31 March 2022 as attached.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 43 of the 1993 Act;
- follow the procedures laid down in the General Directions given by the Charity Commission under section 43(7)(b) of the 1993 Act; and
- state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

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Pauline Street

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27th April 2022

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Accounts

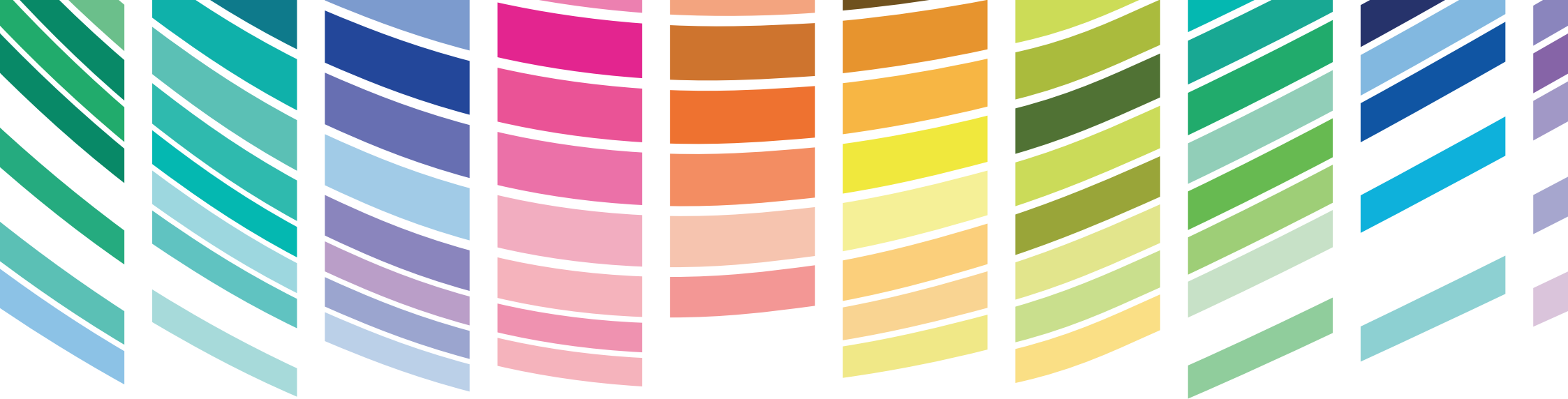


Charity Commissioners Annual Report

April 2022 – March 2023

Established in 2007, Norfolk LGBT+ Project is the county's only dedicated LGBT+ health and wellbeing service provider. We provide early intervention and prevention support, services, and information to all age groups helping to empower individuals to improve their mental and emotional wellbeing, and to reduce the social isolation of LGBT+ individuals living in Norfolk and Waveney.



**Trustees' Report for the year ending 2023**

The trustees present their report and the audited financial statement for the year ended 31st March 2023.

Charity Number

1129770

Registered Office

10 Cathedral Street Norwich Norfolk NR1 1LX

Trustees

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**With a collective understanding
of each other, we can change
the world through people**

Norfolk LGBT+ Project

Our vision

To continue providing support, information, and advice relevant to the health and wellbeing of LGBT+ individuals living in Norfolk and Waveney.

Our mission

Norfolk LGBT+ Project's continued mission is to improve the health, mental health, and wellbeing of LGBT+ individuals of all ages and communities in Norfolk and Waveney. We want to bring supportive, empowering, and non-judgemental services to peoples' lives to enable them to improve their wellbeing. We also aim to assist others in providing support to LGBT+ communities through our information services, educational tools, and resources.

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Our values

CARE

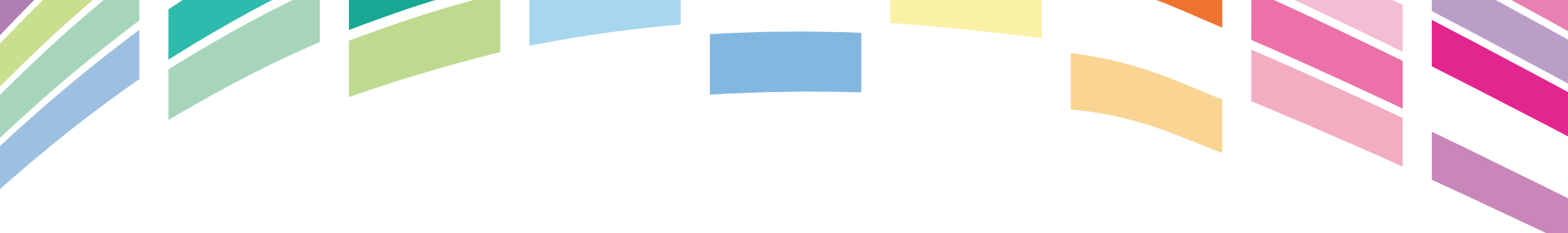
Compassion

Authenticity

Respect

Empathy





Summary of the main services provided

The main activity provided by the charity is its support service, offering guidance, information and one to one support to those who identify as LGBTQ+, as well as those questioning their sexuality or gender identity.

January 2022, we were awarded a grant to run a pilot project from Norfolk and Waveney Clinical Commissioning Group, this enabled us to employ 3 full time staff to help the enormous demand of our support services.

During this financial year, we provided 733 individuals with dedicated one to one support, 40 of these clients accessed our low-cost counselling service which is currently funded by The National Lottery Community Fund. This service is high in demand and the 40 funded spaces are taken up within 3-4 months of opening our waiting list.

“Just to say a big thank you for allowing me to access this service, it has literally saved my life”

67% of those who accessed our one-to-one support were aged 17yrs and under
15% were aged between 18 – 25
18% were aged 26+.

63% of referrals were for support around gender identity
25% support around sexuality
12% for both sexuality and gender identity

82% referrals received from professionals
18% referrals were self-referrals

94% of clients have mental health issues/behaviours

“Words cannot express the gratitude I have for all your help and support for my child and myself. They were struggling so bad when we found you and the difference you and your help has made is immeasurable. You are angels x”



Top 3 mental health issues & behaviour

72% depression
64% anxiety
56% self-harm

When asked what the client goal outcomes for accessing support were:

54% – Support around transitioning
43% – Manage and cope with gender dysphoria
28% – Connect with other LGBTQ+ people
27% – Accepting my sexuality
26% – How to come out to family/friends
24% – Being comfortable with my gender identity
24% – Improving my mental health/wellbeing
24% – Liking myself
17% – Improving confidence
15% – Improve family relationships

To measure the impact of this support, clients were asked to score their mental health on their first session, 0 being the lowest and 10 being the highest.

39% scored 3
30% scored 2
15% scored 4
10% scored 1

After completing all their sessions, clients were asked again to score their mental health, 0 being the lowest and 10 being their highest.

56% scored 6
27% scored 7
9% scored 5
5% scored 8

When asked “How likely are you to access another mental health provider since you have accessed support from Norfolk LGBT+ Project?”

76% replied Not likely
21% replied Likely
3% replied Depends

When asked “As a result of accessing support from Norfolk LGBT+ Project, how much has your mental health or wellbeing improved?”

94% replied A lot
6% replied A little

When asked “Has accessing a dedicated LGBT+ wellbeing service given you more confidence in the support that you have received?”

100% replied Yes



LGBTQ+ drop in groups

“Having BLAH is a lifeline.... and that’s why we need BLAH groups. Thank you for all that you do”

— Parent.

102 individuals accessed our biweekly or monthly drop in groups.

“I am grateful for the opportunity to meet others at the drop in group, it gives me something to look forward to”





Educating with Pride

Currently funded by The National Lottery Community Fund, our annual service which has been running since 2018, helping schools from KS1-5 across Norfolk and Waveney to achieve a high standard of care supporting LGBTQ+ children and young people, staff, parents, and the wider community.

During 2022 – 2023, we worked in partnership with **62** places of education.

905 school staff accessed LGBTQ+ Awareness Training.

393 attended our Think B4U Bully workshop.

318 children and young people accessed their LGBTQ+ lunch time group.

1,171 students attend LGBT+ awareness sessions.



Training Feedback

“Our trainer was knowledgeable, open, and made it feel like a very safe environment. Anything she wasn't sure about she told us and returned with the answer at the next session! I am so happy my school put a focus on this as it has enhanced the understanding of our pupils and made opened discussions amongst staff”.

“A great training session which created a lot of discussion around the school after”.



LGBT+ Awareness Training

To provide the best outcome for our clients, working in partnership with other organisations is key to our work, not only via referrals but also providing LGBT+ Awareness Training.

847 individuals attended training during this period.

Organisations trained

Healthcare:

NSFT NHS; Transforming Care CYPS NHS; NCHC NHS; East Coast Healthcare; East Anglian Air Ambulance; Sensi Treatments; Chathealth.

Mental Health and Social Care:

Julian Support; Feathers Futures; St Giles Trust; Kings Lynn Night Shelter; Voluntary Norfolk; Leeway; Momentum Norfolk; Samaritans; REST Hub Norwich; Norfolk and Waveney MIND.

Higher Education:

Educational Mental Health Practitioners (UEA); Student information Zone, (UEA); Students Union (UEA); College of West Anglia

Youth Services:

Norfolk County Council Children's Services; MAP; South Norfolk YAB; Break Charity; Norfolk Anti-Bullying Conference (Workshops); Benjamin Foundation; Parachute Project; The Child and Educational Psychology Practice; Norfolk Children's and Young People's Health Service; Academy Transformation Trust; Norfolk Constabulary Safer Schools Team.

Training Feedback

"The Training gave me a better understanding of the challenges young people come up against. Also, it has given me the knowledge to find support for our young people who are having challenges within themselves."

"I just wanted to convey how impressed I was with Joe Henson and his training he delivered for us recently. It was delivered in a really thoughtful, sensitive way and from a very knowledgeable place, and he had a real impact on a lot of the team who all seemed to learn a lot from him."

- S.H, REST Hub Deputy Manager.



LGBT+ Workplace Award



The first completion of the workplace award was undertaken successfully with Feathers Futures. To achieve the award, Feathers Futures worked in partnership with the Norfolk LGBT+ Project from August 2021 – October 2022. We looked at inclusion from a strategic perspective as well as an operational one; our key aim was to celebrate and increase understanding of differences so we can build stronger communities.



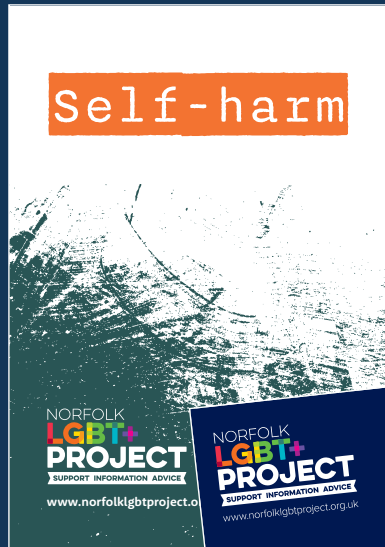
The second completion of the workplace award was Julian Support. During the 12-month consultancy and support period, and at request of JS, the inclusion strategy was focused on transgender and non-binary identities.



Virgin wines undertook a survey with us to assess the needs of the organisation in terms of inclusion outcomes. We identified key elements to work from and they have booked further training sessions, however these were delayed due to our contact leaving post and new contact completing their induction, these have now been rebooked for summer 2023.

In house resources

We produce our own inhouse LGBT+ resources based on the needs of our clients, all our resources are distributed via Norfolk's Living Well Health Information Leaflet Service.





www.norfolkproject.org.uk

10 Cathedral Street • Norwich • Norfolk • NR1 1LX
Registered Charity No. 1129770

Finance report 2022 -2023

Total income – £226,260 • Expenditure – £253,680

Income	£
Grants	177,459.00
Generated income	38,055.22
Donations	10,745.91

Expenditure	£
Wages & associated costs	155,607.31
Accountancy	3,975.78
Fundraising	4,407.43
Counselling	18,225.00
Educating with Pride	6,904.63
Resources	9,793.25
Office overheads	14,550.96
Memberships	1955.00
Promotion	4124.09
Staff expenses	13,860.90
Volunteer expenses	1905.42
LGBT+ group expenses	5,950.84
IT	1284.89

	£
Redundancy Contingency Provision	11,134.50

	£
Balance brought forward:	91,780.85
Restricted reserves:	90,280.85
Free reserves:	1,500.00



Norfolk LGBT Project
Independent Examiners Report
Year Ended 31 March 2023

I report on the accounts of the company for the year ended 31 March 2023 as attached.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 43 of the 1993 Act;
- follow the procedures laid down in the General Directions given by the Charity Commission under section 43(7)(b) of the 1993 Act; and
- state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charitieshave not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Pauline Street

ADP Accounting Limited

Association of Chartered Certified Accountants

9th May 2023

19 Farrow Close

Mattishall

Dereham

Norfolk

NR20 3SZ

Accounts



ANNUAL REPORT

APRIL 2020 – MARCH 2021

Norfolk LGBT+ Project continues to provide support, information and advice to all age groups that is relevant to the health and wellbeing of lesbian, gay, bisexual and transgender community in Norfolk and Waveney since 2007.

2020 was a year of challenges and changes for Norfolk LGBT+ Project and no doubt the first 6 months of 2021 will be the same – as it has been for so many charities throughout the UK, COVID19 had a huge impact on how we all continued to provide our support services.

Overnight we had to rethink how we delivered our services and through the commitment and hard work of the incredible staff and volunteers that make up the team behind Norfolk LGBT+ Project we did just that, and we continue to learn so we can adapt and develop new services to ensure that LGBT+ individuals living in Norfolk and Waveney feel confident that our services are right for them.

Fiona Liew-Bedford – Manager

Norfolk LGBT+ Project's response to the Coronavirus pandemic

In March 2020, the COVID-19 completely altered how we supported LGBT+ individuals and how we delivered our services. Following government guidance, we provisionally suspended all our LGBT+ drop-in groups and moved all these services online. Aware of the increased need for emotional support, advice, and information we expanded our support via online platforms such as Zoom and a WhatsApp message service, whilst still offering support via email, phone, text and social media and when some restrictions were lifted, we were able to provide some face-to-face appointments. We used “Check in” mental health posts to reach out to followers and clients.

Throughout the year 709 individuals accessed our services for support relating to their sexuality and gender identity with the aim of having a better understanding of medical pathways, understanding their rights of referrals to a Gender Identity Clinic, coming out to family members and a better acceptance of themselves. As mentioned, COVID-19 and the subsequent series of lockdowns and restrictions had a negative impact on people's emotional and mental wellbeing and increased feelings of isolation, so we developed a different approach, utilising new tools such as Zoom to help alleviate these impacts on individuals.

We had an increase of parents/carers requesting support via email or Zoom with some attending our monthly zoom which allowed them to offer advice to other parents/carers, express their thoughts and feelings and to build new networks. 17 parents/carers in total.

“Having the opportunity to chat to other parents has been a blessing, I kept worrying that I was not providing the right support for my son, but I felt so reassured by others that I was doing the right thing.”

Our low-cost counselling service continued via Zoom and telephone, with 36 individuals able to access this service thanks to a grant from the National Lottery Community Fund.

“Thanks to the counselling I received if now feel confident in who I am and I'm ready to live the life I am supposed to be living.”

LGBT+ Awareness training/ Educating with Pride

We trained and awarded certificates to 580 professionals in LGBT+ Awareness or Gender Identity awareness. On top of these trainees, we also gave talks at the Norfolk Youth against Bullying conference on tackling HBT bullying, a talk to YMCA Youth on empowerment, a talk to Norwich High School GDST on the history of LGBT+ Rights in the UK, and a talk at the UEA on our community services and impact.



"The Norfolk LGBT+ project is always my first point of call for information and advice, they are highly skilled in engaging with individuals who have not had a good track record of engagement. The training is tailored to suit learners at all levels, and they have excellent way of communicating and delivering sessions."

School staff attendees	192
Organisation staff attendees	363
Open Session attendees	25
Attended talks	102
Total Trained + Certified	580
TOTAL	682

Schools trained	6
Other organisations trained	14
Open sessions	5
Specialist talks delivered	5

"I have recommended it to schools for 2 reasons. 1- to support a whole school approach to equality, diversity and inclusion and 2- to support LGBT+ students and their families."

Policy reviews

We provided 5 schools with trans policy templates which will serve as a basis for transgender policy for staff and students and are made accessible to all school staff. We reviewed Break and NNUH policies. These policies inform the service delivery of health and education outcomes of hundreds of people at a population level.

Resource Production

We produced "Gender Dysphoria", "Coming Out" and "Internet Safety" booklets in pre-print draft copies.

We produced domestic abuse resources in digital and print format. Their impact and aim are to provide relevant information and education on domestic abuse in LGB and T partnerships – they have been uploaded to website to enable first point of access, which improves the accessibility of them for all.

Website

We had a new website designed and given the increasing diversity in Norfolk we included a Recite.me toolbar to maximise the accessibility for those who first language is not English. The toolbar also supports people who are neurodiverse, visually impaired.

Social Media 2020 -2021



Our posts reached 52,890 individuals



1,405 followers



786 followers

Partnership working

To achieve the best outcome for our clients, working in partnership with relevant organisations is an essential element of our work. This year we strengthened our working partnerships with organisations and an addition was joining the Sir Norman Lamb Coalition for Young People. Being part of the Coalition provides an opportunity to develop a group existing offer; recognising the value of the vital support they provide to young people, with an ambition to show how Norfolk can lead the way by coming together to make a real difference by providing access to shared resources and opportunities, sharing good practice, raising the profile of the work groups do, and linking up with larger countywide and national networks. The Coalition will enable groups to have a seat at the table and grow as an organisation.

We were successful in applying for a small grant of £4,878 from the Sir Norman Lamb Mental Health fund which will enable us to employ 2 part time roles offering support to LGBTQ+ children and young people from April 2021.



Financial report 2021 – 2022

Total income: £97,161 • Total expenditure: £83,532

Funding

The National Lottery Community Fund

Thanks for The National Lottery Community Fund, we were awarded a development grant of £82,214 which also included funding for us to provide a much need low cost counselling services.

Office of the Police Crime and Commissioner Norfolk

A grant of £4,163 enabled us to work in partnership with Domestic Abuse charity Pandora Project to raise the awareness of domestic abuse in LGBT+ relationships.

Norfolk Community Foundation

we were also grateful to receive a grant from Norfolk Community Foundation to produce a booklet *“Gender dysphoria – A workbook for difficult days”*

With financial support from our funders, we were able to continue providing support services for the LGBT+ community in Norfolk and Waveney and making a difference to the lives of some many.

Income	£	Expenditure	£	Balance brough forward	£16,289.31
Grants	5,577	Salaries & associated costs	44,292	Restricted reserves	£14,731.70
The National Lottery Community Grant	82,214	Office costs	6,523	Free reserves	£1,514.12
Donations	2,308	Governance costs	245		
Educating with Pride	950	General overheads	5,926		
LGBT+ Awareness Training	1,900	Consultancy	5,525		
Workplace Award	3,500	Low cost counselling service	12,100		
Bank Transfer	712	Website	2,703		
Total	97,161	Resources	6,219		
		Total	83,532		

Norfolk LGBT Project

Income and Expenditure for Year Ended
31st March 2021

		Norfolk LGBT + Project	
Income		£	£
	Grants	4,163	
	Lottery Grant	82,214	
	Norfolk Community Foundation	1,414	
	Donations	2,308	
	Fundraising	-	
	Educating with Pride	950	
	LGBT+ Awareness Training	1,900	
	Workplace Award	3,500	
	Shop	-	
	Bank Interest	-	
	Bank Transfer	712	
	Float	-	
			97,161
Expenditure			
	Wages	43,608	
	Payroll Services	684	
	Premises costs	6,523	
	Volunteer Expenses	845	
	Staff Expenses	1,465	
	Office Supplies	3,365	
	Fundraising	0	
	Educating with Pride	0	
	LGBT+ Awareness Training	0	
	Workplace Award	0	
	Postage	22	
	Membership	167	
	Website	2,703	
	Accountant	245	
	Graphic Design	4,285	
	Venue Hire	0	
	Promotion	41	
	LGBT+ Group Expenses	21	
	Resources	1,934	
	Counselling	12,100	
	Consultancy	5,525	
			83,532

Surplus/(deficit) in year

13,630

Norfolk LGBT Project

Balance Sheet
As at 31st March 2021

		£
Assets		
	Cash at Bank	16,281
Funds		
	Brought forward	11,909
	Surplus/(deficit) in year	13,630
	Carried forward	25,539

Norfolk LGBT Project
Independent Examiners Report
Year Ended 31 March 2021

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