



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	<u><u>13,630</u></u>
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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	<u><u>25,539</u></u>

Norfolk LGBT Project
Independent Examiners Report
Year Ended 31 March 2021

I report on the accounts of the company for the year ended 31 March 2021 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

14th April 2021

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