



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

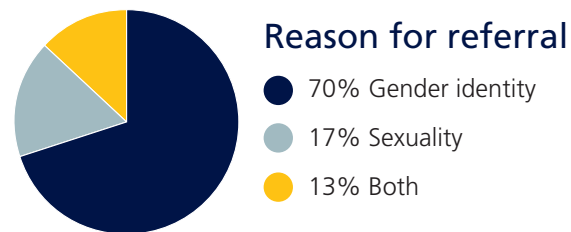
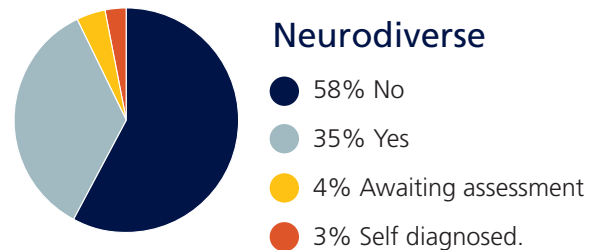
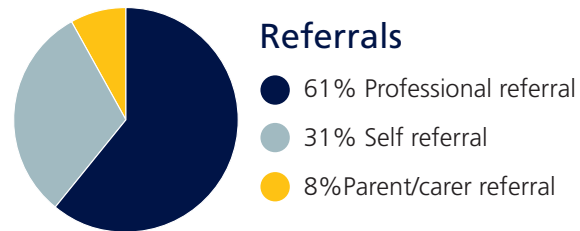
71% Yes
29% No

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.”

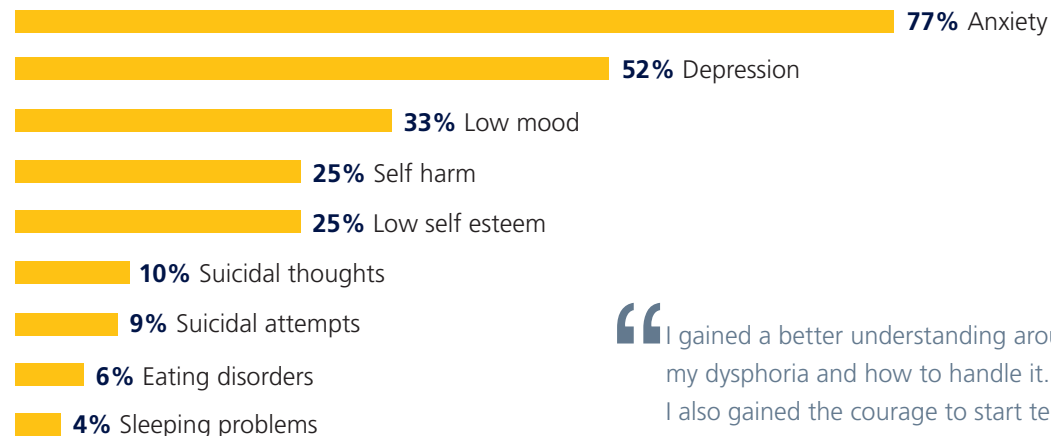
Mental health

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



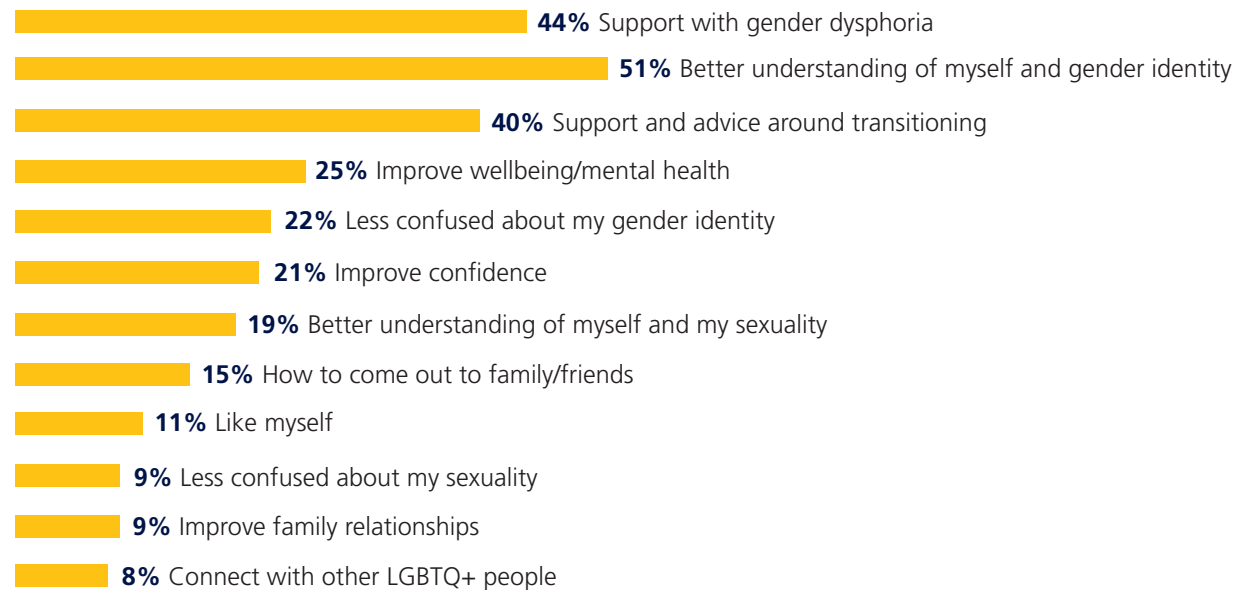
Top 9 mental health/behaviours amongst our children and young people clients:



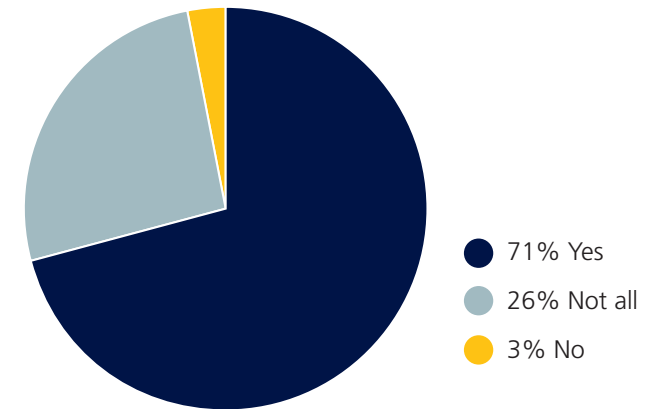
“I gained a better understanding around my dysphoria and how to handle it. I also gained the courage to start telling people my pronouns and have these conversations with my family.”

“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”

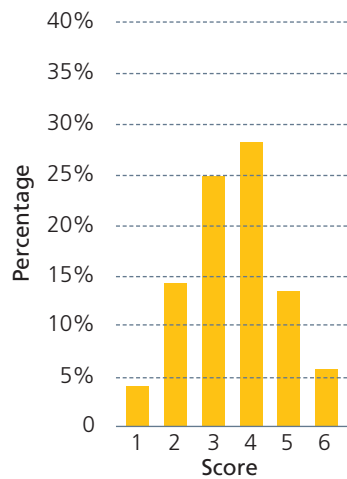
“My family is religious, so I know it's not going to be a walk in the park with them”

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

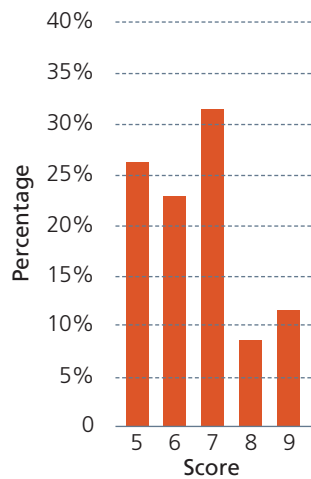
“I need to stop support at the moment due to my home situation but the support that I have received has been brilliant”

“My grandparents are more supportive than my parents”

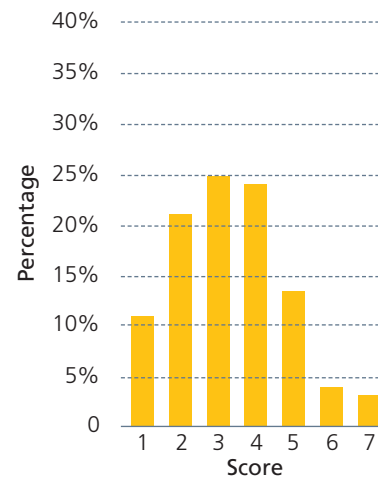
Mental health score at first appointment



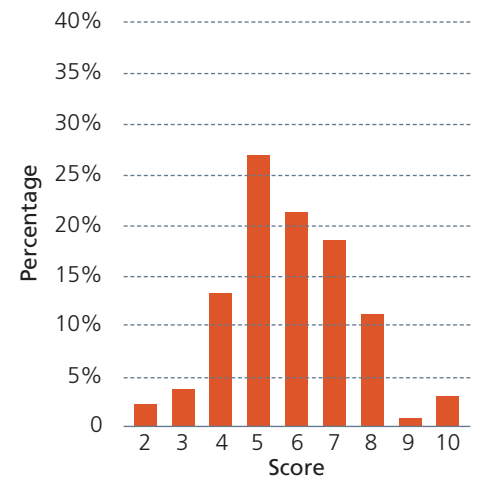
Mental health score at last appointment



Confidence score at first appointment



Confidence score at last appointment



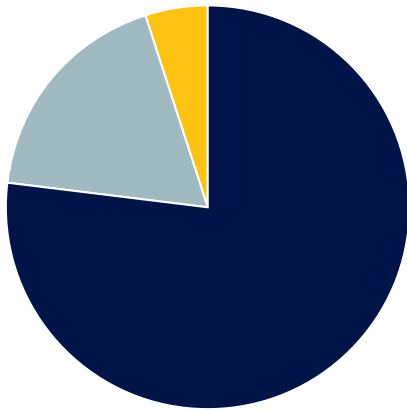
“Just been offered a space to talk through my feelings about myself was a massive help, it was given without judgement which made talking much easier. Many thanks and very grateful”

“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”

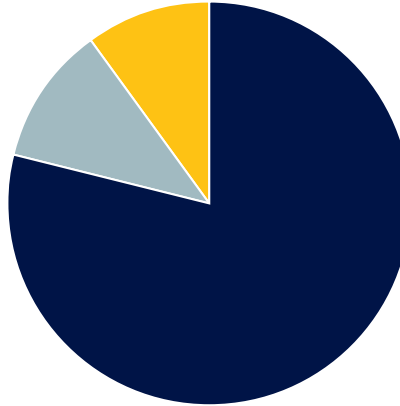
“Accessing support for mental health unrelated to LGBTQ+”

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



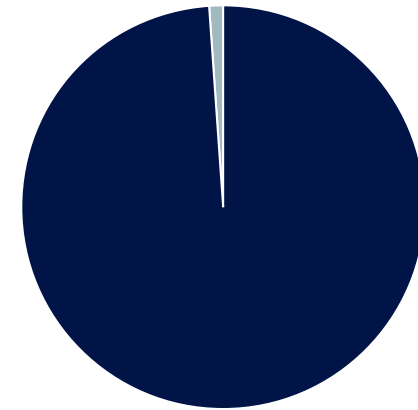
- 77% Not likely
- 18% Likely
- 5% Depends

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

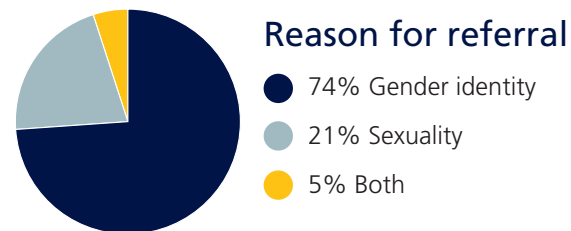
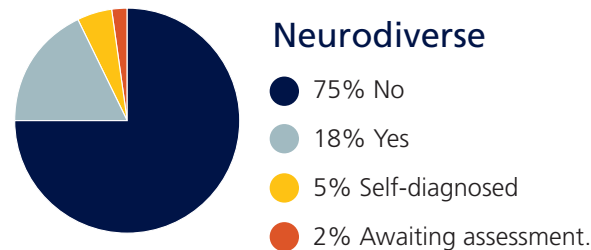
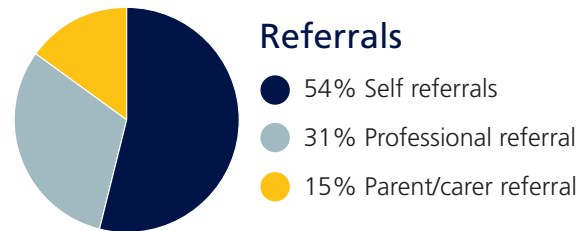
“It helped me more because I felt comfortable talking about my sexuality. I thought I would understood and I would not be judged”

“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

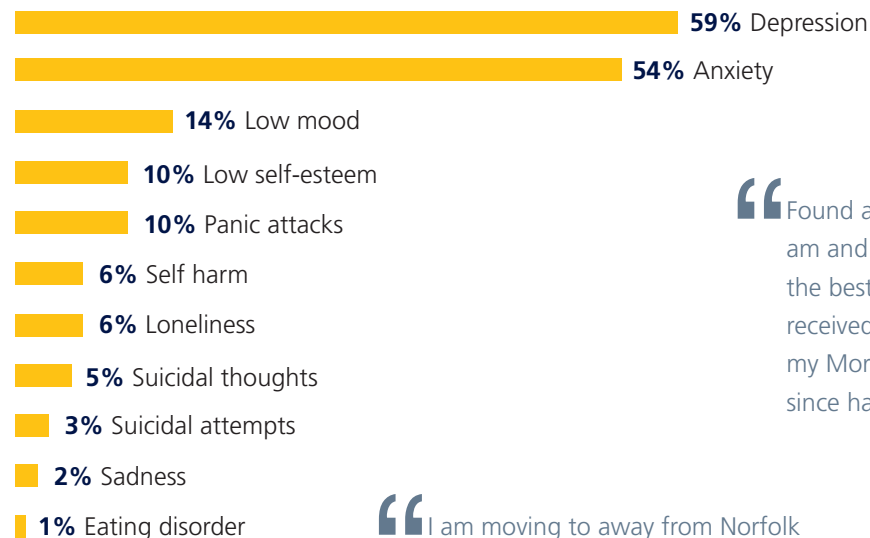
Anyone can be affected by mental health problems, being LGBTIQ+ doesn't automatically mean someone will have mental health issues but may mean they're at higher risk of experiencing poor mental health.

“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:

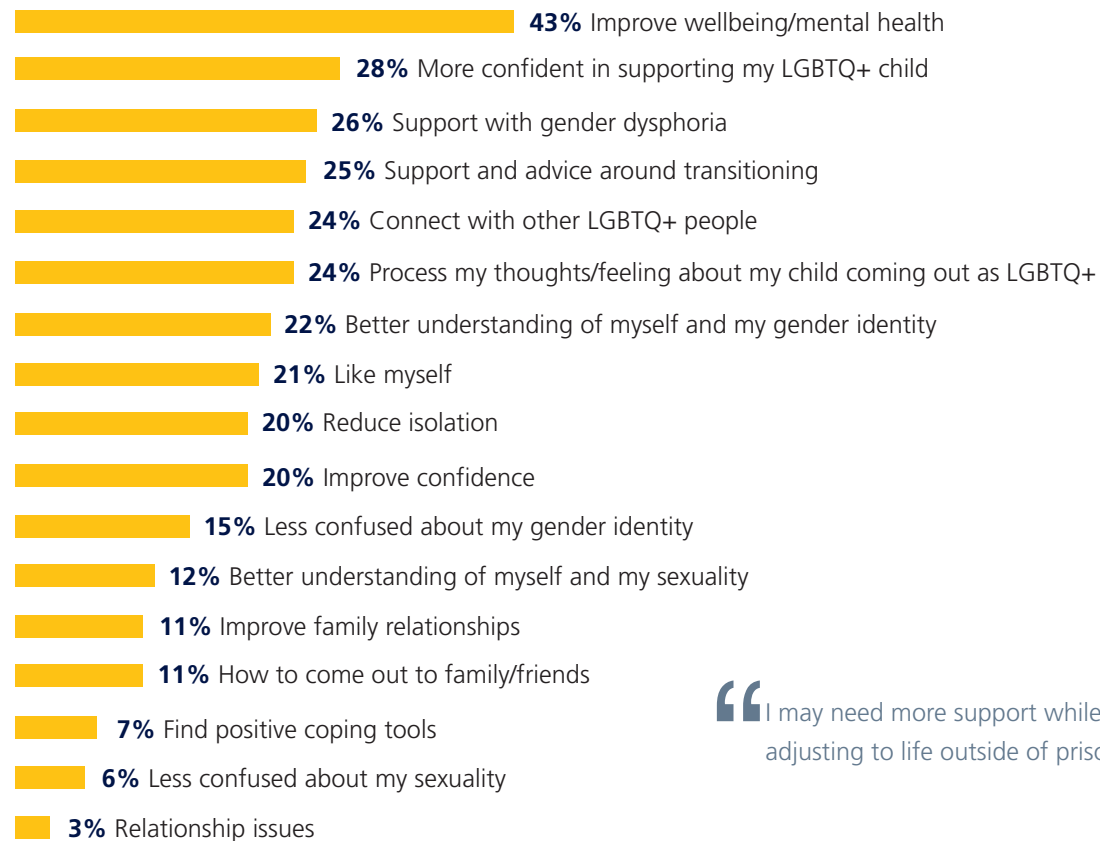


“My mental health issues will always be with me”

“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.

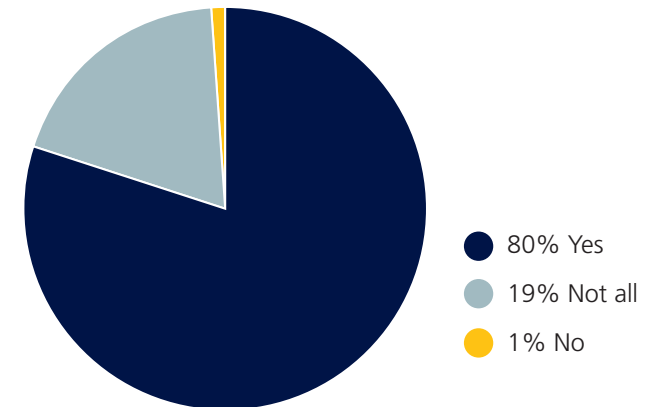


“I have a mental health nurse for ongoing mental health behaviours”

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

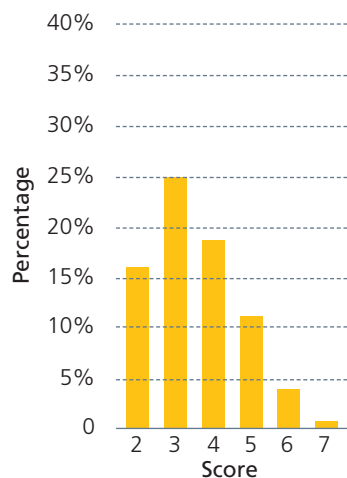
“Currently accessing support from Early Intervention In Psychosis Team, NSFT”

Goal outcomes achieved

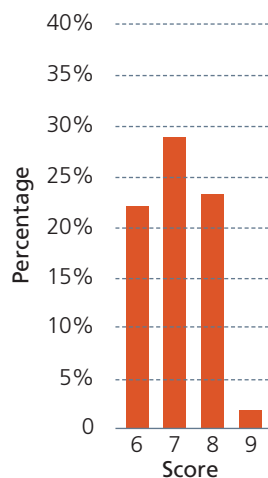


“I was feeling really lost and confused about who I was, and was unsure how to handle those feelings. I was able to discuss them openly with someone who understood a bit about what I was going through and they helped me find the courage and confidence to open up and be myself”

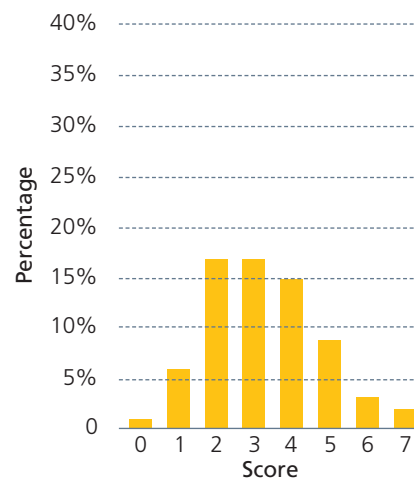
Mental health score at first appointment



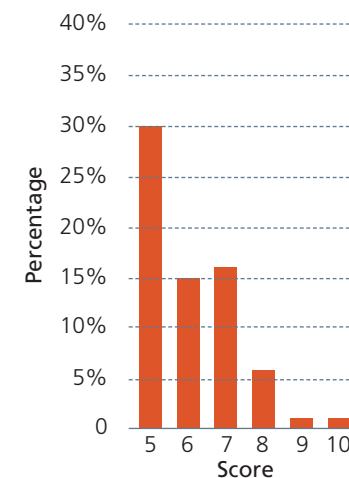
Mental health score at last appointment



Confidence score at first appointment



Confidence score at last appointment



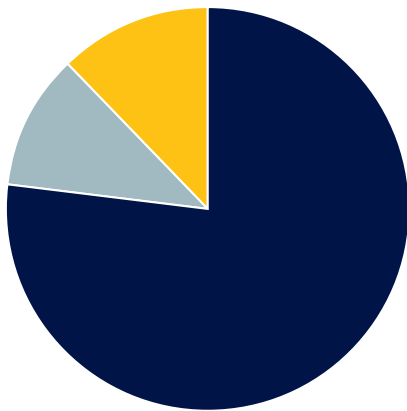
“Just having the opportunity to talk openly with someone has made a big difference to the way that I think about myself and my gender identity”

“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”

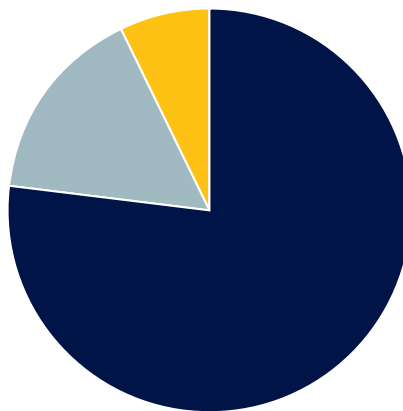
“It was a life saver that I had someone who listened to me without making judgement, I can’t thank you enough”

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



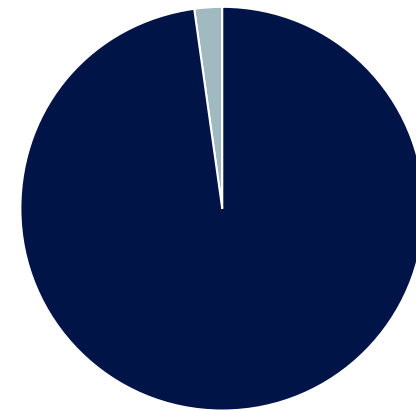
- 77% Not likely
- 11% Likely
- 12% Depends

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