

LGBT FOUNDATION STRATEGIC PLAN 2023-2028



WHERE **QUEER HOPE** & **JOY** FLOURISHES



MISSION

We empower LGBTQ+ people to realise their full potential, every day.

VISION

We believe in a world where queer liberation enables meaningful and lasting change.

VALUES

Passion:

We create joyous and inclusive spaces for LGBTQ+ people and communities.

Empowerment:

We support LGBTQ+ people and communities to flourish by creating spaces in which to grow and thrive.

Integrity:

We hold ourselves accountable to the highest standard, doing what is right for LGBTQ+ communities.

Respect:

We celebrate what makes us unique and establish trust through inclusivity and recognition.

WHO WE ARE

We're LGBT Foundation. We are a national charity with LGBTQ+ health and wellbeing at the heart of everything we do. We celebrate and empower LGBTQ+ individuals and our diverse communities to realise their full potential, every day.

We provide services and activities that give a lifeline to those in need, offering hope and support on their journey towards achieving their aspirations.

Our vision is a world where queer liberation enables meaningful and lasting change and plays a vital part in a more equal and just society. We recognise the diversity and strength of our communities. We create safe spaces, amplify voices and work with our partners and allies to drive positive change.

Since 1975, we've been transforming the lives of LGBTQ+ people across the UK. The same spirit that fuelled our beginnings still drives us today. We are committed to championing the unique voices, experiences and cultures of LGBTQ+ people across the country.

We know that challenges still exist, but we remain optimistic about the progress we can make together, towards a fairer and more inclusive world where queer hope and joy flourishes.



EXECUTIVE SUMMARY

LGBTQ+ people face discrimination and prejudice simply for being who they are and who they love. LGBTQ+ communities also encounter a range of health and wellbeing inequalities, such as higher rates of poor mental health, increased isolation and difficulties accessing public services.

The voices and the needs of our service users are at the heart of everything we do. Our strategy has been co-produced with service users, staff and volunteers to focus our communities' views and experiences.

We are proud of our rich and passionate history of grassroots activism and community involvement, with a track record dating back to 1975. As the needs of LGBTQ+ people have changed so have we.

Manchester Lesbian & Gay Switchboard began life on 2 January 1975, when six activists came together to create an information and support service for those starting to come out. To this day, our Helpline remains a vital part of LGBT Foundation's work, delivered by both staff and trained volunteers.



**TOGETHER WE WILL
ENABLE QUEER HOPE
AND JOY TO FLOURISH.**

In 1989 our Chief Executive, Dr Paul Martin OBE, arrived in Manchester and began a lifetime of working with and on behalf of LGBTQ+ communities. In 1994, Paul became one of the founding members of Healthy Gay Manchester.

Responding to the HIV epidemic, the charity was dedicated to improving gay and bi men's sexual health.

In April 2000 the two charities merged and became the UK's largest health and community services organisation for LGBTQ+ people: The Lesbian & Gay Foundation. In 2015 we became fully trans inclusive and changed our name to LGBT Foundation.

Whilst we are excited for the future of our LGBTQ+ communities. The current external environment is volatile, uncertain, and toxic. Public sector finances are being squeezed and the cost-of-living

crisis is significantly impacting LGBTQ+ people's lives. Increasingly, discrimination and hatred are being aimed at LGBTQ+ communities, especially towards trans and non-binary people. Demand for our services has never been higher.

LGBT Foundation faces these challenging circumstances with an entrepreneurial ethos. Our recent growth provides greater influencing and partnership possibilities. Creating a fully integrated model of delivery makes us better able to meet the needs of LGBTQ+ communities. Harnessing the potential of technology helps us to reach and support more LGBTQ+ people than ever before.

Our transformative spirit will help to unlock these opportunities. We will seize the potential of the future by empowering our amazing and diverse service users, staff, and volunteers to use their talents and skills.

LGBT Foundation



ENCOURAGE WELLBEING

Goal 1 - Encourage wellbeing by coproducing a LGBTQ+ health and wellbeing service, ensuring intersectional involvement and excellent service user satisfaction.

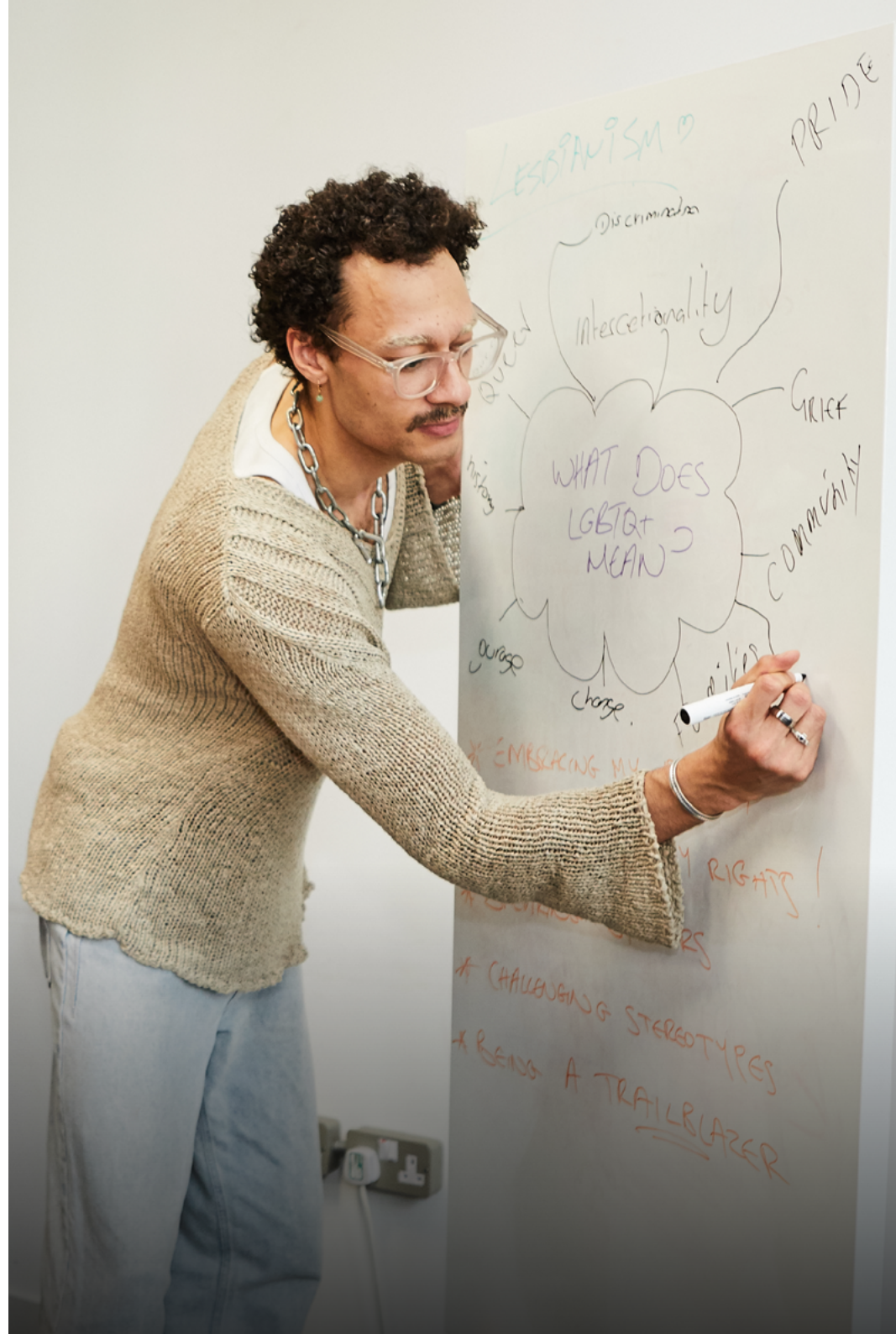
Growing and maintaining wellbeing enables LGBTQ+ people to achieve their full potential, feel confident and be in control of their lives. Our range of integrated services and programmes will support LGBTQ+ people and communities to make informed choices, reduce harm and maximise resilience. We will continually develop, expanding physical and digital access to our life-changing services and attending to the specific needs of diverse LGBTQ+ people and communities. We will increasingly focus on self-help, early interventions and developing self-referral pathways and 24/7 access to meet the increasing complexities of our service users.



PROGRESS EQUALITY

Goal 2 – Progress equality through ending the discrimination that LGBTQ+ people face in accessing health and social care by influencing system change and delivering quality training and intelligence in collaboration with partners.

Everything starts with LGBTQ+ people and the communities we are here to serve. Unlocking the diversity of their lived experiences is central to our work. We will amplify the voices of under-represented LGBTQ+ communities, empowering them to act and mobilise. We will support people and organisations to use evidence to influence system change and improve access to services using the principles of co-production. We will grow our training, consultancy and quality assurance programmes into models of excellence. We will ensure specific health inequalities are included within public policies by providing information, education and tools that will enable LGBTQ+ people and communities to flourish.



IMPROVE OUR PERFORMANCE

Goal 3 – Improve our performance by ensuring excellence, quality, and safety in everything that we do, growing our organisation in an ethical and sustainable way.

We will be an inclusive and representative organisation, and consistently aim for the highest quality in everything that we do. We will demonstrate this through our performance and by achieving exceptional satisfaction rates. This will be supported by a strong organisational culture which enables the skills and talents of our staff and volunteers to shine. We will ensure that our physical and internal structures meet the needs of our communities, develop robust project and performance systems and ensure social value remains at the heart of our work. All of this is underpinned by our approach to growth which values diversification. We will continue to build upon our financial sustainability, staying responsive to the challenging external environment. These actions will ensure that we can be here for LGBTQ+ people and communities now and in the future.



HOW YOU CAN GET INVOLVED

We are one of the largest charities of our kind in the UK providing life-saving services to thousands of LGBTQ+ people, every year. But we need your support to continue our vital work.

Interested in how we fundraise, what happens to your donation, how we support our community or how you are able to volunteer your time or skills? If you're looking for a charity to support that puts LGBTQ+ people at the heart of their work, look no further. We would love to hear from you.

DONATE

Whether it's a one-off payment or a regular donation through a monthly plan – your support guarantees we can be there for LGBTQ+ people in need of support, now and always. Oh and don't forget, if you're an eligible UK taxpayer, add Gift Aid to boost your donation by 25% – everyone's a winner!

VOLUNTEERING

Our Volunteer Programme is something we are really proud of here at LGBT Foundation. Volunteers truly are the lifeblood of our organisation. Many of our vital services would not exist without the support of our amazing volunteers.



**WE NEED YOUR
SUPPORT TO CONTINUE
OUR VITAL WORK**

FUNDRAISE

There are a range of marathons and challenges taking place throughout the year. You can challenge yourself while making a difference by taking part in one of these whether it is a run, a hike or a cycle. Check out our challenges calendar and see where you can support us.

You can tailor fundraising to your preferences and interests. There are a range of different ways you can fundraise such as through video game streaming, doing a no fizzy drinks challenge in exchange for donations, a sponsored dinner party and more.

Has something sparked your interest? Reach out for more information on how to get involved.

TRAINING

LGBT Foundation's Training Academy is for anyone wanting to increase their knowledge and confidence of LGBTQ+ inclusion at home, at work and in the community.

Completing LGBT Foundation's Training Academy modules evidences your commitment to continual learning and supporting equality, diversity, and inclusion.

CORPORATE PARTNERSHIPS

Over the years, we've built lasting and meaningful relationships with so many amazing partners. Through these partnerships we are able to open even more doors for LGBTQ+ people. It enables us to maintain the essential services we currently offer.



FOR FURTHER INFORMATION

T: 0345 3 303030

W: LGBT.FOUNDATION

**WE EMPOWER LGBTQ+ PEOPLE TO REALISE
THEIR FULL POTENTIAL, EVERY DAY.**

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If you want to find out more
information about any of our
services, call us on 0345 3 30 30 30,
email helpline@lgbt.foundation
or visit our website lgbt.foundation



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