

# **LGBT**

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## **foundation**

**LGBT FOUNDATION LIMITED**

(A Charitable Company Limited by Guarantee)

### **Annual Report, Financial Statements and Impact Report**

**For the financial year ended  
31 March 2017**

**Registered Charity No. 1070904  
Company No. 03476576**

## Our Objects

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

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

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

## Our Strategic Framework 2016-17

*Please note, that for 2017-18 our Strategic Framework has been updated, (as outlined in our Future Plans).*

## Our Vision

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

## Our Strategic Goals

- Meeting the needs of LGBT people by providing services
- Achieving change with and on behalf of LGBT people

## Our Values

- **Passion:** We are passionate about what we do, ensuring that everyone who comes into contact with us has the best possible experience.
- **Integrity:** We are professional and honest, holding ourselves accountable to the highest ethical and performance standards.
- **Empowerment:** We are committed to enabling everyone to flourish, creating time and space for good people to do great things.
- **Respect:** We are respectful of ourselves and each other, celebrating difference and trusting people to do what's right.

## Contact Details

### LGBT Foundation

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## Annual Report and Financial Statements

*For the year ended 31 March 2017*

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Our Annual Review 2016/17 (which is also referred to as our 'Impact Report'),  
is the summary, community version of this Annual Report.  
From November 2017, it can be viewed at: [www.lgbt.foundation/about-us/annual-reports](http://www.lgbt.foundation/about-us/annual-reports)

## Chair and Chief Executive's Report – 2016/17

It has been another year of remarkable achievement for LGBT Foundation.

Our services have grown, and we've reached out to more people than ever before. We've launched new programmes, and built on the success of existing ones, to make a real difference to the lives of LGBT people. We continue to successfully lobby for positive change both in Greater Manchester and nationally.

You can read about some of the impact we've made on pages 12 and 13 of this report. These statistics are impressive, but lying behind each of them are deeply personal stories about lives which have been changed, lives which have been improved, and lives which have been saved.

Our team of staff and volunteers make this possible. They are simply amazing. Their passion, pride and dedication is underscored by a sense of purpose to make the world a better place, and a conviction that all LGBT people should be able to reach their full potential.

That's not to say there aren't challenges. It is still an incredibly difficult environment for the charitable sector as a whole in the UK, and the continued pressure on public finances has meant that we've seen further significant cuts to many of our programmes. We've stepped up to this by seeking out new funding opportunities, and demonstrating to our commissioners that we represent excellent value for money, with robust evidence of our successful outcomes.

Our communities face challenges too. Hate crime continues to rise, mental ill-health amongst LGBT communities is a major issue, other health outcomes are poor, and the treatment of minority groups such as LGBT people seeking asylum or refuge is shameful. Although it is now 50 years since the partial decriminalisation of homosexuality in England and Wales, our communities still desperately need the support, help and voice that only organisations like LGBT Foundation can provide.

Despite these challenges we're optimistic. Devolution in Greater Manchester creates a unique opportunity for our region to take charge of its own destiny, and LGBT people and organisations have a vital role to play. We have a new mayor who is a passionate advocate for our community; a health & social care partnership who are keen supporters of our work; and LGBT Foundation is an enthusiastic cheerleader for devolution and its potential for radical change.

We're on a mission at LGBT Foundation – a mission to achieve equality, promote safety, and encourage wellbeing for all LGBT people. And with a bright future ahead for LGBT people, we're confident that we'll go from strength to strength.

**Smyth Harper, Chair of the Board of Trustees and Paul Martin OBE, Chief Executive**

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

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

For more information on any of these opportunities, please **phone us** on 0345 3 30 30 30; **email us** at [info@lgbt.foundation](mailto:info@lgbt.foundation); or **visit our website** at [www.lgbt.foundation](http://www.lgbt.foundation)

## Report of the Board of Trustees For the year ending 31 March 2017

The Board of Trustees are pleased to present their annual report and the audited financial statements of LGBT Foundation, for the year ended 31 March 2017. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Charities SORP (FRS 102), preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities. The charity was incorporated by guarantee on 1 December 1997. It has no share capital and is a registered charity. The guarantee of each member is limited to £1. The governing document is the Memorandum and Articles of Association of the company and members of the Board of Trustees are the Directors of the company.

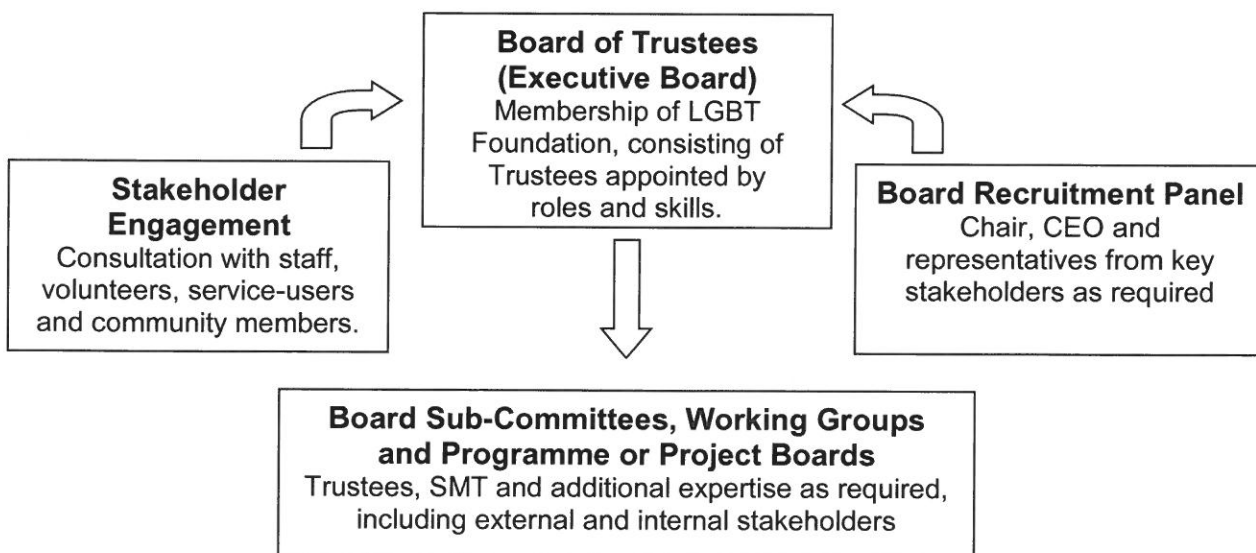
### Structure, Governance and Management

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

#### LGBT Foundation's Leadership Model

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

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



Trustees are appointed for a three-year period on a rotational basis, with no limit on the number of times a Trustee can put themselves forward for re-appointment.

All new Trustees are required to undertake an induction programme, including the provision of an extensive induction pack, staff presentations, and peer-mentoring as desired. Trustee training needs are assessed and a programme of internal and external training arranged on an annual basis to meet these needs.

Full Board of Trustee meetings during 2016-17 were held on a quarterly basis with meetings lasting half-a-day. Strategic themes were included within a standard agenda. In addition, any other strategic meetings are held as required. Responsibility for reviewing key areas of financial activity and policy is delegated to the Finance and Administration Sub-Committee (FASC), which reports back to the Board meetings. The Sub-Committee operates under agreed terms of reference and includes both Trustees and members of the Senior Management Team, as well as staff and at times, key external specialists. The day-to-day operations of LGBT Foundation, including finance, are delegated to the Chief Executive and his Senior Management Team.

#### **The Board sub-committees during 2016/17 were:**

- **Governance Sub-Committee** – maintains a scrutiny and review role to ensure effective governance structures are in place across the organisation.
- **Finance & Administration Sub-Committee** – maintains a scrutiny and review role to ensure effective financial, people and systems management across the organisation.
- **Planning & Performance Sub-Committee** – maintains an overview of project and programme performance, ensuring that (i) quality is maintained and/or increased; (ii) set targets are achieved; and (iii) ideas for innovation are explored.

#### **Remuneration of Key Personnel**

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

The charity does not pay bonuses or other incentive payments. Any pay increases to the Chief Executive, SMT members and other employees are awarded subject to good performance; and take into account affordability and the financial circumstances of the charity at that time. For the past several years, cost-of-living increases for all posts have been limited to 1% per annum, in line with the public sector.

The Trustees are confident that the current level of reward has enabled the charity to recruit and retain a high-performing Senior Management Team, who represent good value for money. The Trustees are also mindful of the public, and our funders' and donors' expectations that the money they support the charity with, will be used wisely and appropriately.

Our highest to lowest pay ratio is currently 4.7:1, which demonstrates LGBT Foundation's commitment to resisting rising pay inequality. Additionally, the charity is a living wage employer, accredited by the Living Wage Foundation.

## Senior Management Team (SMT)

The Board of Trustees delegate the day-to-day management of the Charity to the Chief Executive and the other members of his Senior Management Team (SMT). Usually, they meet on a fortnightly basis to co-ordinate work-plans and oversee the charity at an operational level. Further strategic meetings are scheduled as required.

As of July 2017, the members of the SMT and their top-level responsibilities are as follows:

- **Paul Martin OBE** – Chief Executive: strategic development; funding negotiations; Chair of the National LGB&T Partnership; networking and liaison with key contacts.
- **Rob Cookson** – Deputy Chief Executive: Business development, maintenance and initiation of funding contracts, strategic lead for income and finance, sexual health strategic lead.
- **Rachel Waterman** – Director of Operations: ensures day-to-day smooth running of the charity, provides strategic leadership for the services and insight teams, oversight of performance and HR.
- **Rachel Bottomley** – Assistant Director – Income: development of funding bids and tenders; contract and funding initiation and negotiation, budget setting, management of financial processes.
- **Charlotte Cooke** – Assistant Director – Services (Maternity Cover): Leadership of all service areas, including mental health, sexual health, wellbeing, community safety, drugs & alcohol, and domestic abuse.
- **Emma Meehan** – Assistant Director – Insight & Public Affairs: Research, stakeholder liaison and management, policy development, lead on external communications.

The SMT are supported by a team of managers, staff and volunteers, who are passionate, skilled and knowledgeable, and who share in the charity's vision and mission.

## Statement of Trustees' Responsibilities in Relation to Financial Statements

The charity's Trustees, (who are also the Directors of LGBT Foundation for the purposes of company law), are responsible for preparing the Trustees' Annual Report and Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP (FRS102);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

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

Members of the Board of Trustees, who are Directors for the purposes of company law, and Trustees for the purposes of charity law, who served during the year and up to the date of this report are set out on page 29.

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

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

## **Public Benefit**

The Trustees, in exercising their powers and duties, have complied with their duty in the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission. In preparing the report and accounts the Trustees have complied with the requirements set out in that guidance to report on the significant activities and achievements of the charity in 2016/17. They have reported in a way that both sets out the aims and strategies of the charity and demonstrates how the aims and activities of the charity were carried out for the public benefit.

## **Risk Management**

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

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



## Objectives and principal activities for 2016/17

All our principal activities support our objects and vision. The two major areas of activity during 2016/17, (referred to as our strategic goals), were:

- Meeting the needs of LGBT people by providing services
- Achieving change with and on behalf of LGBT people

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

*"LGBT Foundation and Fiona have really helped me. If it wasn't for the full service that LGBT Foundation offer, this would have been a lot harder and I don't know how I would have done it. They've been, and continue to be, there for me."*

**LGBT Foundation Service-User**

The prevention of HIV and other STIs, as well as helping LGBT people to maintain and improve their sexual health, continued to be an important part of what we do. Our testing services have been expanded, enabling us to provide HIV tests during evenings and weekends. Our programmatic approach to sexual health ensures a focus upon our Condom and Lube Distribution Scheme (CLDS), information, individual and group work. Digital interventions remain important, with our continued presence online through a range of channels, including gay social dating sites and our website. We've also worked with other voluntary sector organisations and community activists to promote the importance of PrEP as an intervention, which as part of a programmatic approach to sexual health, can help end all new cases of HIV within a generation.

*"Dear LGBT Foundation, I came into your offices today to be checked for HIV. I was dealt with by a lad called Craig. I ordinarily get acutely frightened and anxious during these visits, to the point I once cried like a sobbing little baby. My experience today was quite the opposite. I had the most to worry about out of any recent HIV test and Craig not only put me 100% at ease with his both personal and professional demeanour, (which he has perfected to a tee), he also made me laugh and smile so much it was actually really cool experience and the young man is an enormous asset to your organisation. Credit where credit is due and I thought you should be made aware of this."*

**Rapid HIV Point-of-Care Service-User**

Our dedicated Trans programme of work continues to go from strength to strength. Supported by the Big Lottery Fund, it has developed a range of ways to engage with and support trans people, including workshops, online support and resources. The Trans programme not only supports the health and wellbeing needs of trans people but also provides information and knowledge to combat transphobia.

*"TransMCR is amazing, I would recommend it to anyone who feels alone being trans - the message is loud and clear, you are not alone and there are people here who care about you!"*

**Trans Service User**

*"Having Trans Awareness training delivered by LGBT Foundation has been invaluable to our organisation and has enabled us to support our trans service users and staff with compassion and confidence."*

**Salford Royal NHS Foundation Trust**

During 2016-17 we continued to offer a range of interventions to support LGBT people to improve or maintain their mental health and wellbeing. Services included counselling, befriending, group work, pop-in and via our helpline.

We've also developed a comprehensive Improving Access to Psychological Therapies (IAPT) programme, enabling LGBT people to improve their health and wellbeing regarding a range of needs, particularly depression and anxiety. Our IAPT service is successfully seeing 100% of referrals within the 18 weeks referral to treatment target.

*"You can be open and honest without fear of being judged. My life has changed completely during the time between my first and last sessions. Thanks to the service I have found so much confidence in myself and know that I can move on with my life and be happy in my own skin."*

**Service User quote from our Talking Therapies Programme**

Thanks to funding from NHS England and Greater Manchester Health and Social Care Partnership, Pride in Practice has continued to expand, providing support across all primary care services, including dentists, pharmacies and optometrists, as well as continuing to support GP Practices across Greater Manchester.

*"Being part of the Pride in Practice programme helps ensure that our Primary Care services are inclusive, accessible and welcoming to our patients who may be Lesbian, Gay, Bisexual and Trans, helping us to understand and be responsive to their health needs."*

**Bal Duper, Clinical Director for Primary Care, NHS Oldham CCG**

*"We have a lot of LGBT customers and patients in our local area and the Pride in Practice training and resources will help us to support them even more. It is inclusive and non-judgemental and relevant as to not accepting stereotypes."*

**Dipesh M Raghvani M.R.PharmS, Managing Director, SMS Pharmacy**

In 2016/17, in addition to our monthly skills workshops and events, the Women's Programme launched a campaign for lesbian and bisexual women called 'What is abuse?', which included launching a resource that has since had over 5,000 downloads and hosting a speak-out community event with 50 attendees. In November 2016, after four years of providing dedicated spaces to over 1,500 women, we concluded the first round of funding with an annual learning conference for 50 professionals from 32 organisations. This was focused on Engaging Effectively with Lesbian and Bisexual Women, with 100% of attendees reporting increased knowledge and confidence around the issue.

In March, we were awarded further support from the Big Lottery Fund to develop our dedicated work with lesbian and bisexual women for another three years, including inclusion work with BAME, trans and older (50+) lesbian and bisexual women across Greater Manchester.

- *"It's such a chilled out environment and the perfect place to meet and chat to new people and try new things."*
- *"Come! It's really good, you'll leave feeling nurtured, recharged and empowered."*
- *"Open minded, inclusive, creative and welcoming safe space in which to socialise with other women."*

**Feedback from the Women's Programme Workshops attendees**

During this year we also saw the growth in the use of our website and social media. As a result, more LGBT people have been able to gain access to information and specialist support. Our reach has also expanded through increased followers on Twitter and Facebook, enabling us to engage with larger numbers of LGBT people and supporters.

We remain focused on increasing the voice and visibility of LGBT people's concerns, needs and aspirations. As the Lead Partner of the 'National LGB&T Partnership', we continue to work with a range of stakeholders to raise awareness of the needs of LGBT people in health settings. During 2016-17, we successfully bid to become a member of the VCSE Health & Wellbeing Alliance (the successor to the Strategic Partners' Programme). As a result, we'll continue to advise Department of Health (DH), Public Health England (PHE) and NHS England on how national health policies and practices affect LGBT people. Additionally at a more local level, we've been deeply involved in trying to shape the devolution agenda across Greater Manchester, focusing on a range of important issues. In particular, we've highlighted the significantly higher levels of health inequalities faced by LGBT people.

Policy and research continues to be an important part of what we do. As part of this, Lankelly Chase has generously funded LGBT Foundation to undertake a 19-month research project. This will break new ground in developing an understanding of the severe and multiple disadvantages experienced by a population where there's already a strong evidence base around some inequalities, but where few studies have drawn this evidence together to paint a picture of complex needs.

The project is a piece of action research, seeking to deliver real change for LGBT people experiencing severe and multiple disadvantage. A final report detailing key findings and policy recommendations will be available in January 2018.

Our work continues to be underpinned by a community assets based approach. We actively seek opportunities for LGBT people to be involved in improving their health. For example, our substance misuse work has established community-led support groups and our Community Resource centre continues to host a range of meetings and one-off events, for a wide range of LGBT community groups over the year.

*"The LGBT drug and alcohol service is a life saver. Thank you for helping me to save myself from myself. The service is wonderful. It was not there in 2015 and it is amazing to say I am no longer lost and I am living not just existing. Thank you."*

**Service User quote from our Drug & Alcohol programme**

We couldn't do what we do without an amazingly dedicated and skilled Volunteer team. We currently have nearly 400 active volunteers, helping to deliver crucial services each and every day. Together, they contributed nearly 9,000 hours of essential volunteering to help LGBT communities. Our volunteers perform a wide number of roles, ranging from essential office administration through to helping save people's lives whilst out with our Village Angels programme.

*"LGBT Foundation is a fantastic place to volunteer. I've had the chance to get in touch with lots of wonderful people, and I've got a lot of support from them during my volunteering. It's been a great opportunity to learn various skills and gain working experiences. Volunteering at LGBT Foundation has given me a lot of choices to engage with what I'm interested in, and get what I need. It's built up my CV and taught me what it'd feel like working with professionals in the workplace."*

**Feedback from an LGBT Foundation volunteer**

Whilst these principal activities are just a flavour of the work we've done during 2016/17, they help to build an understanding of the LGBT Foundation's comprehensive programme of activities to help benefit LGBT people and communities.

**The Trustees have complied with the duty in the Charities Act 2011 to have due regard to the guidance on public benefit published by the Charity Commission.**

## Our Impact in Brief

Below is a summary overview of some of our highlight achievements in 2016/17:

- In total, our services, information and resources were accessed 2,400,923 times during the year. (This figure excludes our condom and lube distribution scheme described below). This includes impressive reach and access via Facebook and Twitter of 1,721,988 times. Additionally, across all of our services, we had a satisfaction rate of 98%.
- We additionally distributed 409,728 condoms, and 424,160 sachets of lube to 78 community venues within Greater Manchester, including bars, clubs, saunas, community centres and more. Our safer-sex scheme not only offers protection but provides vital information about risk reduction and different ways to access sexual health support.
- Based within the 'Gay Village' within central Manchester, our building acts as a community hub; and was visited 21,130 times by people accessing our services, training and events.
- We had 1,986 interactions with gay, bisexual and other men who have sex with men, across 124 online 'netreach' sessions. We additionally connected with 9,271 people through our outreach activities, including attendance at key events and our night-time Village Angels initiative. These programmes enable us to reach a much larger cohort of people who need our support across Greater Manchester.
- We delivered 343 full, sexual health screening sessions for men who have sex with men, in partnership with Manchester Centre for Sexual Health. Thanks to funding from Public Health England's Innovation Fund, we also delivered an additional 484 rapid HIV tests. This combined figure of 827 tests represents a 27% rise on the previous year.
- We increased the percentage of women attending our generic services to 39%, of whom 100% reported an increase in their health and wellbeing. Our 'Well-Women' programme also engaged with 436 women in lesbian and bisexual women-specific monthly workshops and events; as well as regularly keeping over 2,500 women informed, through a dedicated women's e-bulletin; and reaching out to over 1,100 through our dedicated meetup group.
- Foundation Direct, (which combines our helpline, email support and pop-in service), supported a total of 1,260 people. As with previous years, our pop-in service consistently achieves 100% satisfaction. Our service users often leave positive feedback, including comments about the ease of accessing a non-judgemental and supportive service.
- During 2016-2017, we further developed our Talking Therapies Programme and officially launched the first LGBT specific IAPT service in the country. As a result, we supported 299 people through both IAPT and our volunteer-led Counselling Service - an impressive 124% increase from the previous year. Our team delivered 1,441 one-to-one sessions, with 100% of clients reporting an improvement in their mental health and wellbeing.
- A further 122 individuals received peer-help through our range of support groups, attending 585 places. Another 37 people were also supported through our Befriending Scheme, helping to build their confidence and reduce their isolation. We consistently see a 100% increase in confidence, and 100% reduction in isolation, from the people accessing this service. Looking forward, LGBT Foundation is looking to support other independent LGBT groups as part of our community offer.
- We supported a total of 321 people across our services who had been victims of hate crime; in addition to another 72 people seeking advice at either our Police or Legal Advice Surgeries.

- A total of 753 people were involved in our various research projects, helping to develop the LGBT evidence base. We also increased the number of statistics on our Evidence Exchange to 4,733; as well as responding to 55 local and national consultations about important LGBT issues.
- Our website provided accessible information and advice 484,136 times to 413,008 unique users (a rise of 98%). We also saw an additional 19,406 views of our YouTube channel. We also achieved a huge increase in our Twitter followers to 74,994 (a 83% increase); Facebook to 95,000 (a 28% increase) and our weekly e-bulletin reaching 6,412 subscribers (an 8% increase).
- As well as working with 120 GP practices during 2016/17, we've now expanded our Pride In Practice scheme to start working with all primary care outlets in Greater Manchester. This includes dentistry, optometry, and community pharmacy. We also trained 1,370 'health professionals regarding LGBT people's needs, (a 36% increase), with 100% recommending the training.
- We had more than 150 volunteers regularly volunteering to deliver our services, with a further 248 volunteers supporting our events. In total, volunteers contributed a staggering 8,975 hours of their time, reflecting the addition of new projects and pilot schemes such as the Village Haven. 92% of our volunteers felt our training equipped them with the skills to undertake their volunteer roles; and 88% of our volunteers reported developing new skills as a result of their volunteering with us.
- Our Manchester Youth Fund project is run in partnership with The Proud Trust, where one of our staff members is seconded. This year, the project delivered a total of 21 workshops for 502 young people, within schools, colleges and youth groups, creating safer places for LGBT students.
- Launched in August 2016, our new drug and alcohol programme supported people 378 times through triage, brief intervention, extended intervention, harm-reduction advice and group support. We also delivered LGBT Awareness training to 61 members of staff and volunteers within Manchester's drugs and alcohol service, with 100% saying they were 'very satisfied' or 'satisfied' with the training.

*"If I recommended this service to someone else,  
I'd tell them how kind, caring, trusting and safe the building  
and the whole process made me feel.  
My counsellor was incredible and helped me greatly"*

**Counselling client feedback**

## Principal Achievements for 2016-17

### Goal 1: Meeting the needs of LGBT people by providing services

- People visited our Community Resource Centre 21,130 times, accessing services, support, training, information and a range of different events. Across all of our services, we had a 98% satisfaction rate, of which 70% were 'very satisfied'. Community members continue to shape and influence our provision, including through our Trans Advisory Group, our Women's Advisory Group and our new Men's Advisory Group.
- Our 'Foundation Direct Service' has proven to be a vital service for people who are waiting to access longer term support such as counselling and befriending, as well as being a robust link with emergency services for some of our most vulnerable service users.

Through this service, we were able to help a total of 1,261 people, including 697 people through our helpline; 77 through our pop-in service; and 487 via e-mail. These wraparound services enable us to help users in remote areas, including those with little or no contact with the LGBT community or other services. In particular, our helpline and e-mail services have also been beneficial to people who wanted their contact to remain as discreet as possible. A focus in 2017/18 will be to look at the way 'Foundation Direct' functions. In particular, we want to ensure that we're capturing the relevant data; and also identifying ways in which to increase the scope of these wraparound services.

- During 2016/17 we supported 77 people through our pop-in service. All sessions were delivered on a one-to-one basis by trained staff at our Community Resource Centre, in the heart of the Gay Village. Staff and volunteers were able to provide advice and support on many of the issues brought to the service such as mental ill-health; advice on sexual health; issues linked to the individual's sexual orientation and/or gender identity; as well as being able to make an immediate referral to internal and/or external services for further support.

Common feedback from people who've used the pop-in service, include comments on the high level of non-judgemental support they've received on a number of issues. People have also talked about how the ease at which they were able to access the service, particularly when they're experiencing a difficult situation. As with previous years, the service once again achieved 100% satisfaction; as well as people reporting they'd recommend the service to friends and family.

- Our range of Support and Social Groups provide safe and accessible spaces, for LGBT people to meet likeminded others and reduce their feelings of isolation and build confidence. Between them, our three, social support groups supported 122 individual people, with 95% reporting an improvement in their overall wellbeing as a result of accessing this service.
- As a fundamental part of our long-standing work to help prevent the transmission of HIV and other STIs, we distributed 188,928 loose condoms; 203,360 sachets of lube; and 110,400 safer sex packs each containing two sachets of lube and two condoms. (Totalling 409,728 condoms and 424,160 sachets of lube). Our condom and lube scheme (CLDS) operates across a wide variety of 78 different community venues within Greater Manchester. These include bars and clubs, saunas, community centres and drug and alcohol support services, with the intent to make these resources as accessible as possible. We also distributed over 480 play packs to men who are having sex with other men, in group settings. These equip them with condoms, lube, gloves, and a range of resources focused on risk-reduction, including our drug support cards.

- During the year, our website alone provided information and advice 484,136 times to 413,008 unique users, (a 98% rise in people accessing our site); with 872,639 page views (a 73% rise). We also saw an 83% increase in our Twitter followers to 74,994; as well as a 30% rise in people liking our Facebook page, to 96,352. Additionally, our weekly e-bulletin reaching 6,412 subscribers (an increase of 8% from last year's figure). Through these mechanisms, we're able to share up to date and timely information with a significant number of people, as well as opportunities for two-way engagement.
- Although this year our social media content focused on our other social media outlets, we still had an impressive 19,406 views on our YouTube channel. Currently, the demographic for our YouTube channel is similar to last year, with 82% identifying as male. This probably reflects the majority of our videos containing sexual health information aimed at people who identify as male. Looking ahead, we'll explore more content aimed at trans people and women; to increase both the number of people accessing our YouTube channel, as well as attempting to balance our demographic to this particular outlet.
- In 2016-17, LGBT Foundation's sexual health web pages were viewed 35,649 times (a rise of 19% compared to last year); and 7,332 sexual health related resources for men, women and people identifying as trans were downloaded (an increase of 125%). This demonstrates the continuing need for information and advice that is targeted to particular community groups. As such, we've made significant changes to our website so that the sexual health information is accessible to as many individuals as possible, regardless of their gender identity, sexual orientation or trans status.
- In total, our information resources have been downloaded 77,094 times. These include reports, information and advice as well as service specific applications (for example counselling, or befriending services). As well as our own media channels, we also know that we featured in external media (such as magazines, radio and TV), at least 103 times. For example, we received national media coverage in The Independent regarding the Extra Care Scheme for elderly LGBT people in Manchester; and we were also covered by multiple channels including The Telegraph, Daily Mail and Gay Times, with regards to the PrEP statement in November.
- We ran a total of 147 sexual health clinics for gay, bisexual and other men who have sex with men (MSM) over the past year. As well as community-based clinics in Manchester, this included targeted outreach clinics in Salford and Trafford, focusing on localities with high prevalence of HIV. As a result, we delivered 827 sexual health tests during the year, which is an increase of 27% on the previous year). Within this figure, we delivered 343 full, sexual health screening sessions, in partnership with Manchester Centre for Sexual Health; and we also delivered an additional 484 rapid HIV tests. For the first time ever, the majority of the rapid HIV tests, (totaling 426), were independently delivered by our own trained staff and volunteers, thanks to funding from Public Health England's Innovation Fund. Within this particular project, we discovered nine reactive results. (HIV testing is considered to be cost-effective if there's one positive result found per 1,000 tests).
- Through our netreach (which includes a late night service), we had 1,986 interactions with gay, bisexual and other men who have sex with men (MSM). This was through a variety of dating and hook-up sites, including Grindr and Fitlads. We talk about all aspects of sexual health from accessing PrEP and HIV disclosure, through to HIV testing and exploring fetish.

We additionally engaged with 534 people through our 'Question Of The Month' outreach, which occurred once a week for two hours per session. This year, we focused on questions that were engaging, but also helped give people up to date sexual health information.

- With an increasingly open, fetish scene in Manchester, we regularly attend a range of fetish nights on Canal Street, as part of our targeted outreach activities. This has enabled us to promote exploring sex with a curious mindset, in a way that reduces risk whilst maximising pleasure. Our aim is to help equip people to talk openly about the sex they want to have with their (sexual) partners. We also provide free condoms and lube, along with tips and tricks on how to play safer in sex-on-premises venues.
- With the profile of hate crime continuing to be a key feature in both local and national media; the issue remains a significant one for the LGBT communities. During the year, 321 people accessed our services to report hate crime and access related support. The impact of hate crime can be devastating; affecting people both in the immediate aftermath, and sometimes many years after the incident took place. For many years, we've acted as a third-party, hate crime reporting centre; as well as hate-crime being raised through our legal and police surgeries, helpline, pop-in support, counselling, and befriending.
- A total of 72 people attended either our Legal Advice Surgery or our Police Advice Surgery, which are run in partnership with local solicitors O'Neill Patient and Greater Manchester Police (GMP) respectively. This represents an 89% increase on the previous year, with people attending for a variety of reasons. Some of the diverse issues raised included discrimination, domestic abuse, and hate crime victimisation.
- During 2016/17, our Befriending Service supported 37 LGBT people who'd been experiencing isolation and low confidence, which is an increase on last year. Many of the people who access the service, experience loneliness and a difficulty in being able to socialise and/or build a support network. This has a real impact on their mental health and wellbeing and their ability to lead fulfilling lives. The service continues to support people who are aged 55+; who self-identify as LGBT and who without the safety of this service, would be unable to connect with other older LGBT people.

As a result of their involvement, their level of isolation was significantly reduced and service users reported a substantial increase in their self-confidence.

The Befriending Service continues to see an increase in the number of trans people that access the service. Correspondingly, we've run a targeted recruitment campaign to increase the numbers of trans volunteers involved. We've also undertaken a targeted recruitment campaign to increase the number of volunteers who identify as female. Targeted recruitment has been a priority over the last year, to ensure we're addressing the needs of the people who are accessing the service, and can more accurately match their befriending preferences. We've also started work in conjunction with the Trans Programme, to extend the remit of the Befriending Service to provide trans specific, service navigation support, which will hopefully launch during 2017/18.

The Befriending scheme continues to support people with their social anxiety and works with service users on increasing their confidence; empowering people to lead fulfilling lives through a number of social activities such as attending social groups; and starting new hobbies to expand their social networks. Many service users will stay in contact with LGBT Foundation and this year we welcomed two new volunteers to the Befriending team, who'd previously been through the service themselves.

- The Intake and Triage Service is our main referral pathway, which streamlines and simplifies access to LGBT Foundation services, for both our service users and other health and social care professionals. Users who come to LGBT Foundation services through this access point are offered an initial support meeting, where one of our workers will work collaboratively with them to identify their needs and goals. This information is used to help draw up a useful wellbeing plan.



In 2016/17, 129 service users were assessed through the Intake Service following the referral stage. (Whilst this number is lower than last year, during 2016/17 we developed an IAPT service for Manchester residents. This means they are instead, our Psychological Wellbeing Practitioner, now assesses all Manchester residents through the IAPT service, including those that are wanting to access other services, including the Befriending Service).

The Intake and Triage service continues to enable us to make the best use of our resources and significantly reduces the pressure on counselling and befriending. As a result, this has significantly decreased the waiting time for services users wishing to access longer-term support. We've undertaken significant work with the IAPT team, to streamline the assessment process. This has reduced the number of assessments that people have when accessing a number of different services.

- Over the course of 2016-17, our Talking Therapies Programme team delivered 1,441 one-to-one counselling sessions at our Community Centre; a 54% increase from the previous year. This service includes the first LGBT specific IAPT service in the country, which can be accessed by Manchester residents and operates in line with the national Stepped Care model. Our team of trained staff and highly skilled volunteers delivered the sessions to 299 service users, representing a remarkable rise of 124% on the previous year. When asked if they'd recommend the service to friends and family, 100% of respondents stated they would. Furthermore, 100% of service users accessing counselling continue to report an improvement in their wellbeing and resilience, as well as a decrease in their level of risk of significant harm.

Our team of Counsellors continue to deliver LGBT affirmative and inclusive therapy, focusing on the intersectionality brought by clients. This approach has enabled the service to support a cohort of extremely vulnerable LGBT individuals who present with multiple complex needs. Looking ahead, we will continue to focus on diversifying our service provision and will prioritise training for our team of staff and volunteers.

- Our partnership with local healthcare providers continues to grow, and we've established robust links with local services to offer the best level of care to each LGBT person we engage with. Our service delivery continues to focus on the early preventative stages, to help reduce the risk of crisis, and support service users to thrive with good mental health and wellbeing. Examples of our work with external providers includes partnerships with Survivors Manchester for male survivors of sexual trauma; and 42nd Street for younger clients.

Throughout the year, we've seen an increase in self-referrals from clients who are seeking asylum. What has become apparent to us is that their intersectionality increases the level of minority stress experienced and that this stress has an extremely negative impact on their mental health. LGBT clients seeking asylum will have often experienced trauma, which makes recovery more complex. We are therefore hoping to be able to develop specific models aimed at supporting their specific needs. Whilst doing so, we are very keen to maintain robust links with specialist organisations such as Freedom from Torture.

During the last financial year we have delivered training to empower our team of staff and volunteers on recognising trauma when supporting a service user, as well as cultural competence training. The training has helped our staff and volunteers to support clients whose narratives may be more complex due to their intersectionality.

- Our Village Angels project is a key component of our outreach, providing support to people in Manchester's Gay Village during Friday and Saturday nights until 3am, (whatever the weather)! Our staff members are accompanied by a team of 21 volunteers, who working in small groups together, engaged with 5,486 people. Of these interactions, 462 were classified as providing

support to highly vulnerable people. These include victims of crime; people who are incapacitated and unable to get home due to alcohol or drug consumption; people who are homeless; and people who are highly distressed (for example, due to domestic abuse or suicide ideation). Our Village Angels have a broad range of skills and experience, further supplemented by monthly training from a range of third party organisations.

As a complementary service to Village Angels, we ran a three-month pilot of a Village Haven service. Operating from a caravan, this provided a safe place for vulnerable people in the village to be supported to get home safely. During the pilot, 69 highly vulnerable people were supported by 12 volunteers and three shift leads. The success of this pilot has now led to longer-term funding for the project, which will now run from Barnabus' building in the gay Village on the nights of operation.

- Manchester Pride 2016, saw another busy weekend of events, activities and community engagement for LGBT Foundation. Our Community Café once again, provided a free, safe space in the only alcohol free building within the festival site. Vital support, information and facilities such as trans changing spaces were available throughout the weekend. LGBT Foundation's 2016 Pride campaign, #EqualityWins formed the basis of our parade entry, stall and engagement activities. Alongside this, we trialled 'Pick & Mix' safer sex resources that were more accessible to people from across LGBT communities, as people could choose the items and information for themselves, based on the sex they're having.
- We launched our new Drug and Alcohol programme in August 2016, funded by Change, Grow, Live (CGL). The programme aims to increase the engagement of LGBT people in drug and alcohol support services; and increase awareness of the support available in Manchester, including promotion of our own programme. As well as support through our other work, our service provision includes triage assessment, brief intervention, extended brief intervention, harm-reduction advice, and group support. In the seven months of operation since launch, we provided drug and alcohol support 378 times.

## **Goal 2: Achieving change with and on behalf of LGBT people**

- One of the key aims of our women's programme is to increase the number of women accessing our services. During 2016/17, 39% of our service users identified as women. This compares favourably to 37% in the previous year, (which in itself, was an increase on 33% in 2014/15, and just 22% in 2013/14). We're also very pleased to report that 100% of these women showed an improvement in their health and wellbeing as a result of these services, with 100% satisfaction and 100% recommendation rates!
- In addition to women attending our general range of services, a further 436 women came to our lesbian and bisexual women's specific events and workshops. These included monthly skills-based workshops on a wide variety of topics, including Mindfulness, DIY, and Creative Writing. We also put on several open-mic events to celebrate Manchester Pride and the four year anniversary of the programme; and held our annual International Women's Day festival: Sugar and Spice, which itself was attended by around 200 women. Additionally, our annual learning conference on engaging effectively with lesbian and bisexual women, was attended by 48 professionals from 32 organisations, including Manchester City Council and the NHS.
- By the end of 2016/17 we had over 2,500 subscribers to our monthly e-bulletin for lesbian and bisexual (LB) women. The e-bulletin aims to reduce isolation by letting women know about events, groups and services that are local to them and providing information on topical issues and volunteering opportunities. Similarly, our meetup page 'Bisexual and Lesbian Women

Manchester' now has over 1,100 members - a 40% increase on last year - and is used to host community events, as well as LGBT Foundation events for LB women.

- During the year, we distributed around 1,500 printed copies of our information booklets for women. These included our new guide on abuse for lesbian and bisexual women 'What is abuse?'; our mental health guide 'You've Got A Friend'; and our rewritten guide to sex and sexual health for women who have sex with women, 'Beating About The Bush'. In addition, our resources specifically for lesbian and bisexual women were downloaded 13,484 times. Notably, our latest resource, 'What is Abuse?' (launched in June 2016) has been the most popular overall, with 5,460 downloads already. Our report on lesbian and bisexual women's health needs: Beyond Babies and Breast Cancer (2013), which is aimed at professionals, has also now been downloaded over 4,500 times.
- Throughout the year, we engaged with people across all localities in Greater Manchester through events and outreach. This work represents attendance at local Prides (including Manchester, Oldham, Tameside, Bolton, Peel Park Picnic, and Bury Walking Rainbow); as well as key events highlighting HIV Awareness, Hate Crime, and LGBT equality and diversity.
- Both our Trans' programme and Women's programme have contributed to an increase in awareness of LGBT issues. We also delivered training to health and wellbeing organisations and delivered a piece of action research piloting Gender Identity and Trans Status Monitoring in GP Practices as part of our Pride in Practice programme. Additionally, our Men's sexual health programme worked with local groups to deliver sexual health campaigns. Most of the events involved us delivering presentations or talking about LGBT issues and providing information resources.
- In 2016-17, authentic LGBT voices have been heard by health and social care organisations across Greater Manchester, with Community Leaders volunteers speaking out on behalf of their LGBT communities. This included using a variety of digital and creative media, such as videos and a pop-up LGBT Health art gallery. In addition, we've brought LGBT communities and health professionals together in new and exciting ways through events across Greater Manchester, including a pop-up flu vaccine clinic at LGBT Foundation for people living with HIV; and pop-up diabetes and cholesterol testing at the Great British Bear Bash.
- Founded in 2014, and chaired by our Chief Executive, we've continued to support the bi-monthly Village Action Forum. Meeting at our building, approximately 20 people attend each meeting, united in their aim to create a cleaner, tidier and safer Gay Village in Manchester. The Village Haven and Village Clean Up projects have both originated from the Village Action Forum.
- In order to help influence the policy and practice of statutory bodies, including local and national government, we responded to a total of 55 consultations throughout the year. By using evidence-based information, as well as specific examples, we aim for our responses to benefit LGBT people and communities across England. Our response to the General Pharmaceutical Council's (GPC) consultation on religion, personal values and beliefs led to a second public consultation on patient centred care; and direct engagement from the GPC with our Pride in Practice programme on how to improve pharmacy services for LGBT people. Our engagement with Manchester City Council's consultation on funding for the voluntary, community and social enterprise sector, helped to highlight the importance of sustainable funding for VCSE organisations; and strengthened the position of the sector within local decision making. We also responded to NHS England's consultation on PrEP and were a key player in the campaign for PrEP to be provided by the NHS to high-risk patients.
- We undertook research with 753 people, covering topics including drug and alcohol use, sexual health and access to healthcare. We also explored the specific needs of trans people; and LGB

people experiencing severe and multiple disadvantage (see below). In addition, we expanded the number of LGBT statistics in our Evidence Exchange to 4,733 (which is freely available online), increasing the accessibility of information regarding the needs and experiences of our diverse communities.

- With the generous support of the LankellyChase Foundation, in May 2016, we began a research project exploring what constitutes severe and multiple disadvantage for LGBT people. The project is led by a 'core group' of LGBT people with lived experience of the issues to be explored. They meet on a monthly basis to make decisions on the design and delivery of the research. So far, we've conducted a survey of LGBT organisations in England to assess their impressions of the multiple and complex needs faced by LGBT people; and have carried out a thorough review of the literature in this area. Moving forwards, we'll be conducting 30-45 peer interviews and two national focus groups, in order to gain deeper insight into what life is like for LGBT people with multiple and complex needs.
- In addition to our own groups and services, our Community Resource Centre acts as a vital meeting space for a wide range of other groups. In particular, many small LGBT groups struggle to access funding and resources, so having free or low-cost room hire is of paramount importance. With the support of our reception and facilities staff, we help to ensure that LGBT people and communities have somewhere safe to seek help and peer support. Every day, we host a diverse range of targeted groups, acting as an important and trusted hub in the centre of Manchester. Moving into the next financial year, we'll be focusing more attention on the development of independent groups that exist across Greater Manchester. We'll utilise our expertise and knowledge to offer a package of support to new and existing groups, in order for them to run more effectively and efficiently.
- We continued to act as the lead partner of the National LGB&T Partnership, chaired by our Chief Executive and providing project management and administrative support. During 2016-17, this significant partnership brought together 11 key LGB&T organisations across the country, as well as a stakeholder group of 774 organisations, (with a combined reach of over 1million people). This initiative is a Sector Strategic Partner (now renamed the VCSE Health & Wellbeing Alliance) of the Department of Health (DH), NHS England and Public Health England (PHE), collaborating with a wide range of other organisations. The Partnership acts as a catalyst and connector to put LGB&T people firmly on the agenda of decision-makers. Highlights this year include running the first National Lesbian & Bisexual Women's Health Week; working with the National Care Forum and the Alzheimer's Society to improve care for LGBT people with dementia; and launching our manifesto of LGBT Priorities to support LGB&T voluntary and community organisations to engage with local commissioners and policy makers.
- During this year, we promoted 136 relevant funding sources within our weekly e-bulletin to individuals and groups, as part of our capacity-building for the LGBT voluntary community sector. This included a wide range of national, regional and local funding opportunities, from independent trusts or foundations, and government funding for the VCSE sector.
- We expanded our Pride in Practice project, which aims to ensure that LGBT people receive the best possible support from primary care services. We built upon our established work with GP Practices, supporting 120 GP practices within Greater Manchester. In addition, this year saw us beginning work in dentistry, optometry, and community pharmacy. As part of this project, we continued to work with primary care staff, training a further 1,370 people regarding the needs of LGBT people. Of these, 100% said they'd recommend the training.
- Hate crime and community safety remain prominent issues for LGBT people. In total across our various services, we supported 321 people regarding these issues. For example, 33

victims of hate crime from Cheshire accessed the helpline, a pop in, or utilised counselling or befriending for support following hate crime victimisation.

As part of this work, we've maintained strong relationships with local police forces, including Greater Manchester and Cheshire Police; as well as working closely with the former Police and Crime Commissioner, Tony Lloyd, to develop our services. We've also taken local leaders including Andy Burnham, Tony Lloyd and Jon Rouse around the Gay Village with the Village Angels, to help ensure they understand the different issues affecting LGBT communities.

We additionally continue to contribute to the National Hate Crime Network. This partnership, which meets quarterly, enables LGBT organisations across the country to plan unified campaigns against hate crime, and to support each other in taking a stand against homophobia, biphobia and transphobia.

- We continued to work with NHS England and stakeholders across health and social care to create an 'information standard' for sexual orientation monitoring. This will enable health and social care organisations to monitor sexual orientation in a way that is consistent with all other parts of the healthcare system. Data on patient sexual orientation will make it easier for healthcare providers to understand LGB people's specific needs and provide improved services to them. The standard will come into effect in Summer 2017.
- To mark International Day against Homophobia, Biphobia and Transphobia (IDAHOBIT), we again organised and hosted a special vigil in Sackville Gardens on 17 May 2016. At least 96 people attended the event, providing a chance for the community to reflect and pay their respects to LGBT people who've been affected by hate crime. Influential Speakers including Aderonke Apata and Manchester City Council's lead member for LGBT Women, Bev Craig, who talked about the issues that face LGBT people and the lives of those in their communities.
- We've continued to be involved in the Ambition for Ageing programme across Greater Manchester. In particular, we host three programme staff focusing on equalities research and communications; and we facilitate the Equalities Board, helping to ensure that minority communities are actively shaping the programme's plans and activities.
- Our weekly e-bulletin subscriptions saw an 8% increase by the end of the year, reaching a record of 6,412 subscribers. We've added new sections and content this year, to further reflect our values and to ensure that this media channel better represents all LGBT people. Each bulletin is filled with a range of LGBT important topics, as well as providing opportunities for engagement and capacity building.
- Through our Manchester Youth Fund project, (run in partnership with The Proud Trust through a seconded post), we delivered a total of 21 workshops in 5 schools, 2 colleges and 1 youth group. As a result, we engaged with 502 young people across the city, helping them to safely explore LGBT issues and related topics. Our aim is that these young people will now be further able and equipped to help support their LGBT peers, creating supportive and enabling environments. Through this project, we also delivered ongoing support to Black and Asian LGBT young people through the group Fusion. This has included a residential trip, one-to-one support, and equipping Black and Asian allies to advocate for LGBT people.
- LGBT Foundation continues to maintain and develop partnerships with an extensive range of organisations across different sectors, to ensure the needs of LGBT people are being recognised and met through policy, structures and services. We've worked with a wide range of partners in 2016 to provide training, consultancy, and partnership work across a range of different topics including: mental health; sexual health; drugs & alcohol; hate crime; domestic abuse; sexual orientation monitoring; primary care services and many more.

We've also delivered training across all Pennine Care NHS Foundation Trust's Healthy Minds mental health services, to improve LGBT awareness amongst practitioners and share good practice. 100% of attendees felt more informed as a result of the training and 96% felt more confident about working with LGBT clients within their service.

- Across 2016-17 our volunteers delivered an unprecedented variety of roles, from delivering events, to supporting people on our helpline, delivering groups, facilitating workshops, and supporting our staff team by undertaking admin tasks. From frontline delivery with our service users to back office support, LGBT Foundation couldn't function without our dedicated volunteers. With almost 400 volunteers making a contribution over the year and nearly 9,000 hours donated, that's a lot to be thankful for. For example, this includes 947 volunteer hours in our counselling service; and 670 volunteer hours to maintaining the LGBT library and archive.

We've also engaged 26 trans volunteers who have given 537 hours to LGBT Foundation's Trans Programme. We've worked with these individuals to establish our Trans Programme Working Group, who will design, direct and shape our trans community events.

- Between October 2016 to March 2017, we had 69 people accessing our voice and communication workshops in partnership with University of Manchester. These are aimed at the trans community, helping people to change their voice in a safe and effective way. We've also produced a series of online videos to support trans people remotely.

Following further promotion, 597 people are now subscribed to our monthly Trans Programme eBulletin, called 'TransMission'. The eBulletin is a platform to promote trans social and support groups; and initiatives focused on increasing trans visibility and reducing social isolation. It's also a medium for the community to have their voices heard.

Additionally, after listening to feedback from service users about the lack of information available around sex and relationships, (that particularly meets the needs of non-binary people), we've developed a trans sexual health guide that is due to be launched at the end of June 2017.

- In our annual survey, 92% of volunteers said that the training we provided, equipped them with the necessary skills to undertake their roles, and 88% of volunteers fed back that they had developed new skills through their volunteering roles. We had 130 volunteers undertake at least one training session with us on topics such as assessments, one to one support, first aid and a variety of others.
- We truly value the contributions made by our volunteer socials, and we work hard to make their experience with us as positive as possible. As well as a member of staff assigned to support each volunteer, we have a central team who keep our volunteers up to date via shout-outs, e-bulletins, volunteers socials such as coffee mornings, happy hours and a Christmas party; as well as demonstrating our recognition of their efforts through our annual Volunteer Awards Ceremony. As a result, 95% of our volunteers said they'd recommend LGBT Foundation as a place to volunteer.

## Financial Review and Results for the Year

The external funding environment continues to remain precarious, particularly with local authorities facing a further squeeze on their finances. These pressures are directly felt by the VCSE sector, with cuts made to statutory funding, and contracts often offered on a relatively short-term (one or two-year) basis. LGBT Foundation has been proactive in adapting to these changing circumstances, in particular seeking new sources of income, at both a local and national level. The charity has also changed its operating model over the past few years, trying to protect front-line services at a time of increased demand.

As with other recent years, 2016/17 began with financial uncertainty, and a considerable gap to address in the projected budget. Therefore a significant amount of staff time was devoted to income generation activity; as well as prudence regarding expenditure. Thankfully, through hard work and vigilance, we were able to secure new grants and contracts, and make cost-savings as the year progressed. Very welcome examples of new funding sources include:

- **MAC AIDS Fund - Trans Initiative:** We received funding to support trans people's sexual health needs. This project has involved undertaking research; training staff within local GUM clinics about trans awareness; delivering targeted outreach and netreach with the trans community; and developing new resources and workshops for trans people.
- **Change, Grow, Live (CGL):** We were subcontracted by CGL to provide a range of interventions to support people with substance dependencies. This marks a new area of work for us, and we're receiving both high demand and positive feedback. We've instigated a range of new services, such as Alcohol Peer Support Groups, a Crystal Meth support group, and one-to-one tailored support. This new work is particularly timely, as we're noticing a considerable increase in chemsex activity across Greater Manchester.
- **Greater Manchester OPCC Active Citizen's Fund:** We received funding to pilot a 'Village Haven' initiative to provide a safe physical space in a caravan over the weekend, supporting people in distress or danger, to sober up, come down, and be able to get home safely. The evidence produced by the three-month pilot, means that we've now been able to secure longer-term funding to run the service.

Also of note, areas of income that exceeded income targets were:

- **Voluntary Income:** Corporate Support, Charity Challenges, and Individual Donations
- **Earned Income:** Training & Consultancy
- **Fundraising applications:** both to statutory and private sources

As a result, LGBT Foundation continued to deliver against its goals, providing high quality services and innovative insight; helping to meet the diverse and complex needs of our LGBT communities. LGBT Foundation was also able to finish the year with a surplus.

In 2011/12 and 2012/13, the Trustees set aside a 'Designated Reserve 2' for operational purposes, to help adjust during hard economic times. In 2014/15, 2015/16 and 2016/17, this reserve has remained unused, with £21,346 remaining. As discussed in more detail within the 'Reserves Policy' on page 25, the Trustees have determined to allocate the surplus from 2016/17 to further bolster this designated reserve. This will be used to underpin the 2017/18 budget, (which currently projects a significant funding gap); and to enable further necessary investment in our infrastructure. Additionally, a new 'Designated Reserve 3' has been established, to pump-prime initiatives to increase voluntary and unrestricted income.

As usual, we've analysed costs in line with our major activities, namely **Services, Information, and Research**; in addition to **Governance**.

**We would like to thank the following funders for their generous financial support during 2016/17:**

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

- Ashton, Leigh & Wigan • Bolton • Bury • Heywood, Middleton & Rochdale
- Manchester • Oldham • Salford • Stockport • Tameside • Trafford

**OTHER FUNDERS**

- Barclays • Barclays Spectrum (Barclays Staff LGBT Network)
  - Ben Cohen Foundation • Big Lottery Fund
- Change, Grow, Live (CGL) • Chestnut Ridge (Model Horse Store)
  - Central, North & South Manchester CCG
  - Cheshire Office of Police and Crime Commissioner
- Department for Communities and Local Government • Department of Health
  - Depository Trust & Clearing Corporation (DTCC)
  - GLOW (Worldpay Staff LGBT Network) • GMCVO
- Greater Manchester Health and Social Care Partnership
- Henry Smith Charity • HIV Prevention England • Independent Choices
- Jagger & Associates • Lankelly Chase Foundation • MAC Aids Fund • MACC
  - Manchester Athena • Manchester City Council • Manchester Pride
  - Newham GGC • NHS England • NHS Health Education North West
    - Nottinghamshire Healthcare NHS Trust
- Office of the Police & Crime Commissioner for Greater Manchester (now the Police and Crime Service within the Greater Manchester Combined Authority)
  - People's History Museum • Pennine Care NHS Foundation Trust
- Public Health England • Public Health Manchester • Terrence Higgins Trust
  - Tesco • The King's Fund • ViiV Healthcare

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

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**BECOMING A MONTHLY DONOR**

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

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

**Email:** Daniel.Walsh@lgbt.foundation      **Phone:** 0345 3 30 30 30

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



## Reserves Policy

The Charity Commission recommends that a charity should have reserves within a minimum of 3 months and a maximum of 9 months running costs at any one time.

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

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

Although some progress has been made over the last few years, the Trustees recognise that the current level of reserves is substantially below the minimum desired level. However, continued uncertainty in the economic situation, combined with the difficulty of generating contributions to reserves from current sources of funding, mean that the minimum target is likely to be achieved in the medium term, rather than the short term.

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**Unrestricted Reserves:** As of 31 March 2017, unrestricted and undesignated reserves amounted to £292,927. This is equivalent to just over 7.5 week's running costs, based on the projected budget for 2017/18. They are held, in line with LGBT Foundation's Reserves Policy, to enable the charity to adjust to unforeseen reductions in income or increases in expenditure. They are also held to help ensure sufficient working capital for effective operation.

This level of unrestricted reserves reflects that (i) the surplus generated during 2016/17 will be fully allocated to Designated Reserve 2; and that (ii) £45,000 has been taken out, to create a new Designated Reserve 3. Please see the respective notes below for more information.

**Designated Reserve 1:** We retain a designated amount of £24,916 as a future property reserve, to ensure we're able to cover the costs of any dilapidations at the end of our current building lease. This reserve remained untouched during 2016/17.

**Designated Reserve 2:** A designated operational fund was originally established in 2011/12 and 2012/13 by the Trustees. This was mostly used in 2013/14 to provide mental health services and to adjust to changes in our financial income. As a result, this left £21,346 to underpin future budgets as required. Since then, this reserve has remained untouched, including during 2016/17. However, the Trustees have agreed that the £140,265 surplus generated during 2016/17 should be added to Designated Reserve 2, and it therefore now totals £161,611. This reflects the current, significant shortfall projected in the 2017/18 budget, (due to financial cuts to long-standing grants and contracts), and continued uncertainty in fundraising targets. Funds will also be necessary for investment in website development, ICT hardware, and building maintenance, (originally planned for 2016/17, but deferred due to the need to find suitable providers).

**Designated Reserve 3:** The Trustees have established a new designated reserve, which will be used to fund initiatives to increase voluntary and unrestricted income. The intention is that this funding will enable us to generate more independent funding, and contribute more to unrestricted reserves in the future. As agreed, £45,000 has been reallocated from unrestricted reserves to pump-prime this initiative.

## Future Plans

For the past two years, the charity has started the financial year with significant funding gaps to address in-year. However, successful income generation and expenditure savings have enabled the charity to raise a surplus to bolster historically low reserves.

However, for the financial year ahead, these successes are undermined by further cuts to current contracts. For example, during 2016/17:

- Our traditional sexual health funding from across Greater Manchester was put out to tender. At the expectation of our commissioners, this required the formation of a new partnership with BHA for Equality and George House Trust, (which we've entitled the PaSH Partnership). We're very pleased to report that we won this tender, but going forward, it's also resulted in a significant reduction of £105,166 within the LGBT Foundation's annual allocation. This means that since 2010, we've experienced a 48% cut to our local sexual health funding, (which is actually a 56% cut in real terms).
- The Health System Leads (DH, PHE and NHS England) announced a successor to the Strategic Partners Programme. This is now called the VCSE Health & Wellbeing Alliance. Whilst we were successful with our bid, it means that we'll see core funding for The National LGB&T Partnership reduced from £186k to just £60k in 2017/18.
- Whilst our drugs and alcohol contract with CGL is relatively new, we were informed that this would need to be reduced by £29,493 for 2017/18.

Clearly reductions on this scale cause significant issues for the charity's finances and the ability to plan ahead. We'll therefore continue to invest in our capacity to generate income, and seek new funding sources to support our projects and programmes. The surplus generated during 2016/17 will also enable us to underpin the current funding gap in our 2017/18 budget, providing valuable breathing space to plan and to adapt.

### Strategic Plan 2017-22

Looking ahead, the charity has developed a new Strategic Plan for 2017-2022. This sets out the Strategic Framework in which we've chosen to operate, and where we'll focus our energies for the next five years. The plan outlines the considerable inequalities that continue to face LGBT people, and against which our services and bold ambitions for the future are determined.

Entitled '*Together: Securing the Future for LGBT people*', the plan includes our **new mission** of:

"Achieving Equality, Promoting Safety, and Encouraging Wellbeing for all LGBT people"

We've also set our new **strategic priorities** directly in line with our mission, as follows:

- **Achieving Equality:** Challenging discrimination, inequalities, and barriers facing LGBT people; as well as driving forward monitoring, and development of the evidence base.
- **Promoting Safety:** Helping to protect LGBT people from potentially self-harming behaviours; as well as abuse, violence and hate-crime from others in society.
- **Encouraging Wellbeing:** Supporting the needs of LGBT people, including their mental health, sexual health, physical health, substance-misuse, and issues related to isolation.

Internally, we've also set out a priority of '**Enhancing our Performance**'. This outlines our plans to continually develop and improve as a charity and deliver excellence for our beneficiaries.

## **Two-Year Business Plan 2017/18 – 2018/19**

Our main focus remains to deliver the best possible services and resources we possibly can, in order to meet the growing needs of the LGBT people we serve. Some of the key areas of development for this two-year period include:

- Develop our Community Leaders Programme, supporting direct, involvement of LGBT people.
- Improve engagement with LGBT people within our identified, priority communities - BME people; asylum seekers and refugees; and LGBT people with long-term conditions.
- Expand Pride in Practice across GM's primary care outlets, working with staff and services to increase LGBT access; and deliver excellence in LGBT healthcare.
- Undertake research and evaluation to improve the evidence base; and along with responding to consultations, use this information to influence policy and decision makers.
- Facilitate implementation of the Sexual Orientation Data Standard and ensure Greater Manchester is a whole-system, early adopter.
- Continue to lead The National LGB&T Partnership, improving access and reducing health inequalities for LGBT people.
- Provide capacity-building support to other autonomous LGBT groups, to improve their knowledge and skills, and providing free meeting space.
- Work towards ending new cases of HIV within a generation; including continuing to run our free, safer-sex scheme, and providing full STI screening and HIV testing services.
- Develop our drugs and alcohol services across GM, including supporting the REACH Chemsex Clinic and enhancing our chemsex initiatives, such as our Play Packs.
- Develop a new website to enhance our range of online services and online presence; as well as refreshing and distributing LGBT health and wellbeing resources.
- Promote and provide hate-crime reporting and community safety initiatives, including our Village Angels and Village Haven schemes; and hosting our police and legal-advice surgeries.
- Provide talking therapies and the only LGBT IAPT service in the country, working towards a full-stepped care model.
- Run our crisis intervention and immediate support services, as well as maintaining our helpline, e-support, befriending programme, and peer support groups.
- Ensure our governance is in line with best practice and that our finances and processes are well managed. We'll also maintain external accreditations, awards, and other best practice
- Build constructive partnerships with other providers and researchers; maintaining contracts and exploring sub-contracting opportunities.
- Ensure we've got the right people in the right roles, with opportunities for development and growth. We'll embed revised systems for our people, such as: appraisal, performance, and policies; and will also enhance our volunteer offer. We'll also strive to ensure our staff and volunteers are representative of local community diversity.
- Invest appropriately in our infrastructure (such as our CRM systems and IT hardware), supporting quality and cost-effectiveness.

## Auditors

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

This report has been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2015) and in accordance with the special provisions of Part 15 of the Companies Act 2006.

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

*M. Webber*

.....  
**Matt Webber – Company Secretary**

*21/10/17*

.....  
**Date**

## Trustees, Officers and Advisors

### Status

A registered Charity established as a Company limited by guarantee, governed by its Memorandum and Articles of Association, dated 22 March 2000.

Registered as a Company on 1 December 1997

Registered as a Charity on 7 August 1998

Registered Company Number: 3476576

Registered Charity Number: 1070904

### Trustees

Smyth Harper (Chair from Oct 2016)

Andrea Murray (Deputy Chair)

Glyn Jenkins MBE (Co-Treasurer)

Lee Broadstock (Co-Treasurer)

Catherine Poulton

Jeannie Parr

Matt Webber (from Oct 2016)

Emily van Blankenstein (from Oct 2016)

Olivia Butterworth (from Oct 2016)

Sharmila Kar (from Oct 2016)

### Departing Trustees

David McGovern (Chair to Oct 2016)

Hayley Matthews (to March 2017)

Helen Stevenson (to Sept 2016)

### Company Secretary

David McGovern (to Oct 2016)

Matt Webber (from Oct 2016)

### Senior Management Team

Paul Martin OBE (Chief Executive)

Rob Cookson (Deputy Chief Executive)

Dale Maskell (Director of Operations) – to April 2017

Rachel Waterman (Director of Operations) - from April 2017

### Head Office and Registered Office

- **Address:** Number 5, Richmond Street, Manchester, M1 3HF
- **Tel:** 0345 3 30 30 30;
- **Fax:** 0161 235 8036;
- **e-mail:** info@lgbt.foundation
- **Website:** www.lgbt.foundation

### Auditors

- **Beevers & Struthers**  
St George's House, 215-219 Chester Road, Manchester, M15 4JE

### Bankers

- **Barclays Bank plc**  
876 Stockport Road, Levenshulme, Manchester, M19 3BP
- **Unity Trust Bank plc**  
Nine Brindleyplace, Birmingham, B1 2HB

**Independent Auditor's Report to the members of  
LGBT Foundation Limited  
For the year ended 31 March 2017**

We have audited the financial statements of LGBT Foundation Limited for the year ended 31 March 2017 on pages 32 to 44, which comprise the Statement of Financial Activities (including the Income and Expenditure Account), the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or the opinions we have formed.

**Respective Responsibilities of the Trustees and Auditors**

As explained more fully in the Trustees' Responsibilities Statement set out on pages 7 and 8, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Financial Reporting Council's (FRC's) Ethical Standards for Auditors.

**Scope of the audit of the financial statements**

A description of the scope of an audit of financial statements is provided on the FRC's website at [www.frc.org.uk/auditscopeukprivate](http://www.frc.org.uk/auditscopeukprivate).

**Opinion on Financial Statements**

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2017 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Opinion on Other Matters Prescribed by the Companies Act 2006**

In our opinion:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- the Directors' Report has been prepared in accordance with applicable legal requirements.

#### **Matters on Which We are Required to Report by Exception**

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

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

*Maria Hallows*

MARIA HALLOWS (Senior Statutory Auditor)

For and on behalf of

**BEEVER AND STRUTHERS**

Chartered Accountants & Statutory Auditor

St. George's House

215 - 219 Chester Road

Manchester

M15 4JE

**Date:** 21.10.17

## LGBT Foundation Limited: Statement of Financial Activities

For the year ended 31 March 2017 (incorporating income and expenditure accounts)

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2016/17 £	Unrestricted funds 2015/16 £	Restricted funds 2015/16 £	Total Funds 2015/16 £
<b>Income</b>							
Donations & legacies	3	84,503	-	84,503	34,873	-	34,873
Other trading activities	4	67,422	-	67,422	55,865	-	55,865
Charitable activities	5	660,959	1,263,133	1,924,092	763,692	973,884	1,737,576
Other	6	20,361	-	20,361	107,417	-	107,417
<b>Total Income</b>		<b>833,245</b>	<b>1,263,133</b>	<b>2,096,378</b>	<b>961,847</b>	<b>973,884</b>	<b>1,935,731</b>
<b>Expenditure</b>							
Costs of raising funds	7	48,785	-	48,785	40,576	-	40,576
Charitable activities	7	644,195	1,263,133	1,907,328	815,909	980,421	1,794,994
<b>Total Expenditure</b>		<b>717,386</b>	<b>1,263,133</b>	<b>1,956,113</b>	<b>856,495</b>	<b>980,421</b>	<b>1,836,916</b>
<b>Net income/(Expenditure) and net movement in funds for the year</b>							
		140,265	-	140,265	105,352	(6,537)	98,815
<b>Reconciliation of Funds</b>							
Total funds brought forward		384,189	-	384,189	278,837	6,537	285,374
<b>Total Funds Carried Forward</b>		<b>524,454</b>	<b>-</b>	<b>524,454</b>	<b>384,189</b>	<b>-</b>	<b>384,189</b>

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.



# LGBT Foundation Limited: Balance Sheet as at 31 March 2017

Registered Company No. 03476576

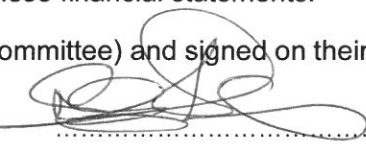
	Note	2017		2016	
		£	£	£	£
<b>Fixed Assets</b>					
Tangible assets	12		-		487
<b>Current Assets</b>					
Debtors	13	149,373		231,511	
Cash at bank and in hand		830,887		583,087	
		<u>980,260</u>		<u>814,598</u>	
<b>Creditors: Amounts falling due within one year</b>	14	<u>(455,806)</u>		<u>(430,896)</u>	
<b>Net Current Assets</b>			<b>524,454</b>		<b>383,702</b>
<b>Total Assets Less Current Liabilities</b>			<u><b>524,454</b></u>		<u><b>384,189</b></u>
<b>Net Assets</b>			<u><b>524,454</b></u>		<u><b>384,189</b></u>
<b>Funds</b>					
Restricted funds	15				
Unrestricted income funds:					
General funds	16	292,927		337,927	
Designated funds	16	231,527		46,262	
			<u>524,454</u>		<u>384,189</u>
<b>Total Funds</b>			<u><b>524,454</b></u>		<u><b>384,189</b></u>

These financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the special provisions for small companies under part 15 of the Companies Act 2006.

The notes on pages 32 to 44 form part of these financial statements.

Approved by the Trustees (Management Committee) and signed on their behalf:

  
 .....  
**Smyth Harper – Chair**

  
 .....  
**Glyn Jenkins - Treasurer**

21/10/17  
 .....  
**Date**

21 Oct 2017  
 .....  
**Date**

## LGBT Foundation Limited: Statement of Cash Flows 31 March 2017

<b>Statement of Cash Flows</b>	<b>2017</b>	<b>2016</b>
	<b>£</b>	<b>£</b>
Cash received from operating activities	<u>247,800</u>	<u>370,199</u>
Increase in cash and cash equivalents	<b>247,800</b>	370,199
Cash and cash equivalents at beginning of year	<u>583,087</u>	<u>212,888</u>
Cash and cash equivalents at end of year	<u><u>830,887</u></u>	<u><u>583,087</u></u>

<b>Reconciliation of movement in funds to net cash flow from operating activities</b>	<b>2017</b>	<b>2016</b>
	<b>£</b>	<b>£</b>
Net movement in funds	<b>140,265</b>	98,815
Decrease in debtors	<b>82,138</b>	7,884
Increase in creditors	<b>24,910</b>	261,830
Depreciation	<u>487</u>	<u>1,670</u>
Net cash inflow from operating activities	<u><u>247,800</u></u>	<u><u>370,199</u></u>

**Note 1 Accounting Policies**

The principal policies adopted in the preparation of the financial statements are set out below.

**a) Basis of preparation of accounts**

The Financial Statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

**b) Reconciliation with previous Generally Accepted Accounting Practice**

In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 the restatement of comparative items was required. No restatements were required.

**c) Incoming resources**

Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when received. Revenue grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. Income in respect of design and advertising sales, venue hire, training and consultancy income, student placement fees, local authority contracts and other funding arrangements are recognised when they become receivable.

**d) Fund accounting**

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

Unrestricted funds are donations and other income received or generated for the charitable purposes.

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

The reserves policy is detailed on page 23 of this report.

**e) Fixed Assets**

Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost of each asset over its estimated useful life at the rates of:

- Computer Equipment: 33% straight line basis
- Office Furniture & Fixtures: 33% straight line basis

Only assets with a value of over £350 are capitalised.

Note, capital equipment purchases relating to in-year grants are posted as costs within the same financial year.

**Accounting Policies (continued)**

**f) Resources Expended**

All expenditure is accounted for on an accruals basis.

- Costs of raising funds are those costs incurred in attracting voluntary income and those incurred in other activities that raise funds.
- Charitable activities include expenditure associated with our major work programmes; services, information and research, and include both the direct costs and support costs relating to these activities.
- Governance costs include those incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements.
- Support costs have been allocated across all activities. Premises related costs have been allocated based on floor usage and staff related costs have been allocated on the basis of time spent on activities. Note 7 shows details of these allocations.

**g) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discount due.

**h) Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**i) Financial instruments**

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

**j) VAT**

LGBT Foundation registered for VAT on 1 April 2002. The majority of the work the Foundation undertakes is within the scope of VAT with an element of supplies outside the scope of VAT. Input tax is not recoverable on inputs relating to supplies outside the scope of VAT. Any irrecoverable VAT is charged to the income and expenditure account in the year in which it is incurred.

**k) Operating leases**

LGBT Foundation currently holds three Operating Leases for the Financial year stated, these are (i) Rent; (ii) Photocopiers; and (iii) the Telephone System rental (please see Note 18 of the Financial Accounts). Should operating leases apply, then rentals due under operating leases are charged over the lease term on a straight line basis or on the basis of actual rentals payable where this fairly reflects usage.

**l) Pensions**

LGBT Foundation contributes to defined contribution pension schemes on behalf of its employees. The assets of these schemes are entirely separate to those of the charity. The pension cost shown represents contributions payable by the charity on behalf of the employees. As at 31st March 2017, there were outstanding contributions due to be paid of £14,668 (2016 - £6,905).

**m) Deferral of grant income**

Certain grants are received with conditions attached which must be fulfilled before the grant becomes unconditional. Where uncertainty exists as to whether these conditions can be met, the incoming resource is deferred as a liability until certainty exists that the conditions imposed can be met.

**n) Going concern**

The financial statements have been prepared on a going concern basis.

The challenging funding environment which the Charity faces in the immediate future is referred to on page 23 of the Trustees' Report. Having made appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate reserves to continue in operational existence for the foreseeable future based on cash flow forecasts and the level of principal Sexual Health contracts already secured. Accordingly, the going concern basis has been adopted in preparing the financial statements.

**o) Foreign exchange**

The accounts are presented in sterling. Transactions throughout the year denominated in foreign currencies are translated into sterling and recorded at the rate of exchange ruling at the date of the transaction.

**2. Legal status of the Charity**

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity.

**3. Donations and Legacies**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total Funds 2016/17</b>	<b>Total Funds 2015/16</b>
	£	£	£	£
<b>Donations</b>				
Manchester Pride Donation	34,750	-	34,750	-
Supporters Scheme & Individual Donations	17,863	-	17,863	16,578
Sponsorship	30,304	-	30,304	18,295
World Aids Day	1,586	-	1,586	-
	<b>84,503</b>	<b>-</b>	<b>84,503</b>	<b>34,873</b>

**4. Income from Other Trading Activities**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2016/17 £	Total Funds 2015/16 £
Design and Advertising Sales	20	-	20	3,521
Venue Hire	46,969	-	46,969	39,129
Training and Consultancy Income	20,433	-	20,433	11,325
Student Placement Fees	-	-	-	1,890
	<b>67,422</b>	<b>-</b>	<b>67,422</b>	<b>55,865</b>

**5. Income from Charitable Activities**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2016/17 £	Total Funds 2015/16 £
<b>Local Authority Contracts (HIV/Sexual Health)</b>				
Ashton, Leigh & Wigan Council/Local Authority	24,142	-	24,142	24,138
Bolton Council/Local Authority	21,575	-	21,575	21,575
Bury Council/Local Authority	27,350	-	27,350	27,350
Manchester Council/Local Authority	193,000	-	193,000	202,500
Manchester Council/Local Authority – Public Health	-	-	-	-
Oldham Council/Local Authority	12,497	-	12,497	12,500
Rochdale Council/Local Authority	13,480	-	13,480	24,480
Salford Council/Local Authority	90,000	-	90,000	105,998
Stockport Council/Local Authority	19,367	-	19,367	20,822
Tameside Council/Local Authority	9,560	-	9,560	9,537
Trafford Council/Local Authority	19,800	-	19,800	57,600
<b>Other Funding Agreements</b>				
Ben Cohen Foundation	-	7,500	7,500	900
Big Lottery – Reaching Communities (Trans Programme)	-	127,421	127,421	68,531
Big Lottery – Researching Communities (Women’s Programme)	-	52,052	52,052	73,633
CGC Drug & Alcohol Contract	-	137,808	137,808	-
Department of Health – Strategic Partners	-	190,580	190,580	186,000
Department of Health – IESD Fund Community Leaders	-	-	-	48,789
Garfield Weston Foundation	-	-	-	11,250
GMCVO – Ambition for Ageing	-	52,000	52,000	42,000
Health Education NW	-	24,406	24,406	-
Henry Smith Charity	-	24,366	24,366	24,522
HIV Prevention England	-	-	-	27,000
Office of Greater Manchester PCC (Village Angels)	-	85,000	85,000	85,000
Bridgewater Community Healthcare	-	-	-	70,000
PHE HIV Prevention Innovation Fund	-	46,352	46,352	61,789
EHRC Hate Crime	-	-	-	23,750
Race Equality Foundation	-	-	-	4,250
NHS England – Lancashire & Greater Manchester SCN	-	-	-	500
Sub-total carried forward to next page	<b>430,771</b>	<b>747,485</b>	<b>1,178,256</b>	<b>1,234,414</b>

# LGBT Foundation Limited: Notes to the Accounts 31 March 2017 (continued)

## 5. Income from Charitable Activities (continued)

	Unrestricted Funds	Restricted Funds £	Total Funds 2016/17 £	Total Funds 2015/16 £
<b>Sub-total brought forward from previous page</b>	<b>430,771</b>	<b>747,485</b>	<b>1,178,256</b>	<b>1,234,414</b>
<b>Other Funding Agreements (continued)</b>	-	-	-	-
Central, North & South Manchester CCG	109,576	-	109,576	13,855
Greater Manchester CCG's Mental Health (8 boroughs)	103,230	-	103,230	208,158
Lankelly Chase Foundation	-	80,889	80,889	-
Local Investment – Heywood, Middleton & Rochdale	-	-	-	24,643
MAC Aids Fund	-	13,697	13,697	38,215
Mac Aids Trans Initiative	-	26,243	26,243	-
Mac Aids Man Net Plus	-	38,797	38,797	-
Manchester City Council – Trans Research Study	-	-	-	14,841
Manchester City Council – Women's Day Funding	-	-	-	500
Manchester City Council – Youth Fund 2014/15	-	16,524	16,524	15,136
Manchester City Council – Equalities Fund	-	35,000	35,000	35,000
Manchester City Council – Wellbeing Grant	-	8,100	8,100	7,350
Ministry of Justice – Victims and Witness Support Fund	-	7,000	7,000	3,500
Motiv8	-	14,415	14,415	-
Nottinghamshire Healthcare NHS Trust (Rampton)	16,346	-	16,346	25,284
Office of Greater Manchester PCC	-	-	-	21,500
OPCC Cheshire	-	10,285	10,285	8,160
PIP 3 Manchester CCG	-	10,680	10,680	-
Pride Prevention, Protection	-	223	223	-
Superbia	-	1,300	1,300	-
NHS England – Sexual Orientation Monitoring	-	-	-	32,338
NHS Practice in Pride	1,036	46,659	47,695	28,341
Pride in Practice GM NHS	-	142,586	142,586	-
Pride in Practice – Trans	-	45,000	45,000	-
Newham CCG	-	13,250	13,250	500
Independent Choices	-	-	-	3,416
Village Haven	-	5,000	5,000	-
Woman's Aid	-	-	-	750
NHS Commissions Board	-	-	-	21,675
<b>Totals</b>	<b>660,959</b>	<b>1,263,133</b>	<b>1,924,092</b>	<b>1,737,576</b>

## LGBT Foundation Limited: Notes to the Accounts 31 March 2017 (continued)

### 6. Other Income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2016/17 £	Total Funds 2015/16 £
Other income	20,361	-	20,361	27,304
Secondment Placements	-	-	-	13,736
Partnership Income	-	-	-	66,377
	<u>20,361</u>	<u>-</u>	<u>20,361</u>	<u>107,417</u>

### 7. Analysis of Resources Expended

	Direct Costs £	Staff Costs £	Support Costs £	Total Fund 2016/17 £	Total Funds 2015/16 £
<b>Costs of Raising Funds</b>					
Voluntary Income	3,597	2,257	5,353	11,207	9,059
Cost of Sales	4,127	17,391	16,060	37,578	31,517
<b>Cost of Charitable Activities</b>					
Services	343,405	666,296	321,185	1,330,886	1,288,852
Information	3,084	171,055	123,120	297,259	299,555
Research	-	181,797	58,884	240,681	167,779
Governance costs	4,334	23,462	10,706	38,502	40,154
<b>Total Resources Expended</b>	<u>358,547</u>	<u>1,062,258</u>	<u>535,308</u>	<u>1,956,113</u>	<u>1,836,916</u>

### 8. Support Costs

	Voluntary Income £	Fees & other sales £	Services £	Information £	Research £	Governance £	Total funds 2016/17 £	Total funds 2015/16 £
Premises Costs	1,650	4,950	99,001	37,950	18,150	3,301	165,002	159,763
Support staff costs	1,711	5,134	102,681	39,361	18,825	3,423	171,135	136,956
Administrative costs	1,958	5,874	117,476	45,032	21,537	3,916	195,793	218,672
Depreciation costs	5	15	292	112	54	9	487	1,670
Bad debts written off	29	87	1,735	665	318	57	2,891	16,968
	<u>5,353</u>	<u>16,060</u>	<u>321,185</u>	<u>123,120</u>	<u>58,884</u>	<u>10,706</u>	<u>535,308</u>	<u>534,029</u>

Support costs have been allocated across activities. Premises related costs have been allocated based on floor area used (where material) and staff related costs have been allocated on the basis of time spent on activities.



**9. Staff Costs and Emoluments**

**Total staff costs were as follows:**

	<b>2016/17</b>	<b>2015/16</b>
	<b>£</b>	<b>£</b>
Wages and salaries	<b>1,042,340</b>	885,803
Social security costs	<b>92,129</b>	81,229
Pension Costs	<b>95,805</b>	81,018
	<u><b>1,230,274</b></u>	<u>1,048,050</u>

**Particulars of employees:**

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	<b>2016/17</b>	<b>2015/16</b>
		<b>No</b>
Senior management team	<b>5</b>	5
Other employees	<b>35</b>	33
	<u><b>40</b></u>	<u>38</u>

The number of employees whose emoluments as defined for tax purposes amounted to over £60,000 during the year were as follows:

	<b>2016/17</b>	<b>2015/16</b>
		<b>No</b>
£70,000 - £80,000	<b>-</b>	-
£80,000 - £90,000	<b>1</b>	1
	<u><b>1</b></u>	<u>1</u>

**10. Net outgoing resources**

Net outgoing resources are stated after charging:

	2016/17 £	2015/16 £
Depreciation	487	1,670
Audit fees	4,115	3,720
Irrecoverable VAT	26,279	24,746
Operating lease charges	102,611	100,011
	<u>102,611</u>	<u>100,011</u>

**11. Taxation**

No provision has been made for taxation as the company is a registered charity and exempt under Section 505 of the Income and Corporation Taxes Act 1988.

**12. Tangible Fixed Assets**

	Office Fixtures & Fittings £	Computer Equipment £	Total £
<b>Cost</b>			
At 1 April 2016	11,604	51,416	63,020
Additions	-	-	-
<b>At 31 March 2017</b>	<u>11,604</u>	<u>51,416</u>	<u>63,020</u>
<b>Depreciation</b>			
At 1 April 2016	11,604	50,929	62,633
Charge for the year	-	487	487
<b>At 31 March 2017</b>	<u>11,604</u>	<u>51,416</u>	<u>63,020</u>
<b>Net Book Value</b>			
At 31 March 2017	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2016	<u>-</u>	<u>487</u>	<u>487</u>

**13. Debtors**

	2016/17 £	2015/16 £
Trade debtors	95,667	184,743
Prepayments	29,818	46,768
Other debtors	23,888	-
	<u>149,373</u>	<u>231,511</u>

**14. Creditors: Amounts falling due within one year**

	2016/17	2015/16
	£	£
Trade creditors	35,221	53,906
Taxation and social security	73,131	91,655
Deferred income (note below)	222,849	233,574
Accruals	108,358	44,416
Other creditor	16,247	7,345
	<u>455,806</u>	<u>430,896</u>

**Deferred income**

	2016/17	2015/16
	£	£
Brought forward	233,574	62,896
Incoming resources from prior years released	(233,574)	(62,896)
Incoming resources deferred in year	222,849	233,574
	<u>222,849</u>	<u>233,574</u>

## LGBT Foundation Limited: Notes to the Accounts 31 March 2017 (continued)

15. Restricted Reserves	Balance at 1 April 2016 £	Incoming resources £	Outgoing resources £	Balance at 31 March 2017 £
Ben Cohen Foundation	-	7,500	(7,500)	-
Big Lottery – Reaching Communities (Trans Programme)	-	127,421	(127,421)	-
Big Lottery – Researching Communities (Women's Programme)	-	52,052	(52,052)	-
Department of Health – IESD Fund – Strategic Partners	-	190,580	(190,580)	-
GMCVO – Ambition for Ageing	-	52,000	(52,000)	-
Henry Smith Charity	-	24,366	(24,366)	-
MAC Aids Fund	-	13,697	(13,697)	-
Manchester City Council – Youth Fund	-	16,524	(16,524)	-
Manchester City Council – Equalities Fund	-	35,000	(35,000)	-
Manchester City Council – Wellbeing Grant	-	8,100	(8,100)	-
Ministry of Justice – Victims and Witness Support Fund	-	7,000	(7,000)	-
Office of Greater Manchester PCC (Village Angels)	-	85,000	(85,000)	-
OPCC Cheshire	-	10,285	(10,285)	-
Survivors Manchester	-	46,352	(46,352)	-
NHS Pride in Practice	-	46,659	(46,659)	-
Pride in Practice GM NHS	-	142,586	(142,586)	-
Pride in Practice – Trans	-	45,000	(45,000)	-
Newham CCG	-	13,250	(13,250)	-
Mac Aids Trans Initiative	-	26,243	(26,243)	-
Mac Aids Man Net Plus	-	38,797	(38,797)	-
Lankelly Chase Foundation	-	80,889	(80,889)	-
Superbia	-	1,300	(1,300)	-
PIP 3 Manchester OCG	-	10,680	(10,680)	-
Village Haven	-	5,000	(5,000)	-
CGC Drug & Alcohol Contract	-	137,808	(137,808)	-
Health Education NW	-	24,406	(24,406)	-
Motiv8	-	14,415	(14,415)	-
Pride, Prevention, Protection	-	223	(223)	-
	-	<u>1,263,133</u>	<u>(1,263,133)</u>	-

**15. Restricted Reserves (continued)**

Grants are treated as restricted reserves where the funder closely specifies the service which is to be performed.

**16. Unrestricted Income Funds**

	Balance at 1 Apr 2016 £	Incoming resources £	Outgoing resources £	Transfers	Balance at 31 Mar 2017 £
General Fund	337,927	833,245	(692,980)	(185,265)	292,927
Designated Funds:				-	
Accommodation	24,916	-			24,916
Operational Costs	21,346	-	-	140,265	161,611
Initiatives	-	-	-	45,000	45,000
	<u>384,189</u>	<u>833,245</u>	<u>(692,980)</u>	<u>-</u>	<u>524,454</u>

The Trustees have retained a Designated Fund for Accommodation as a resource for any future dilapidations costs on the charity's rented premises. The Designated Fund for Operational Costs has been allocated to provide a financial buffer (as required) during a continued period of change in the external environment.

**17. Analysis of Net Assets Between Funds**

	Tangible fixed assets £	Net current assets £	Total £
Restricted Income Funds	-	-	-
Unrestricted Income Funds	-	524,454	524,454
<b>Total Funds</b>	<u>-</u>	<u>524,454</u>	<u>524,454</u>

**18. Commitments under Operating Leases**

At 31 March 2017 the LGBT Foundation had aggregate commitments under non-cancellable operating leases as set out below.

	2016/17 £	2015/16 £
Operating leases which expire:		
Within 2 to 5 years		
Leased Premises – Richmond Street	263,640	351,520
Spiritel Phone Rental	14,940	19,920
Photocopier Rental Charge	56,784	70,980
	<u>335,364</u>	<u>442,420</u>

**19. Trustee Remuneration**

- The Trustees received no remuneration in the course of their duties.
- During 2016/17, there have been no related party transactions.
- The Charity has taken out Trustee Liability insurance on behalf of the Trustees.
- This has been taken out in conjunction with professional liability insurance with the organisation's brokers.

**20. Related Party Transactions**

There were no transactions with related parties during the financial year.

## Glossary of Terms

- **BAME** Black, Asian, and minority ethnic
- **CCG** Clinical Commissioning Group
- **CEO** Chief Executive Officer
- **CLDS** Condom and Lube Distribution Scheme
- **CORE** Clinical Outcomes Routine Evaluation
- **CRM** Customer Relationship Management
- **DH** Department of Health
- **FASC** Finance & Administration Sub-Committee
- **FRSB** Fundraising Standards Board
- **GB** Gay and bisexual
- **GP** General Practitioner
- **GUM** Sexual health or genitourinary medicine
- **H&WB** Health & Wellbeing (Strategy)
- **HIV** Human immunodeficiency virus
- **HPE** HIV Prevention England
- **HR** Human Resources
- **IAPT** Improving Access to Psychological Therapies
- **ICRF** Investment and Contract Readiness Fund
- **ICT** Information and Communications Technologies
- **IDAHOBIT** International Day Against Homophobia, Biphobia & Transphobia
- **IT** Information Technology
- **JSNA** Joint Strategic Needs Assessment
- **LB** Lesbian and bisexual
- **LGB** Lesbian, Gay & Bisexual
- **LGB&T** Lesbian, Gay, Bisexual & Trans
- **LGF** The Lesbian & Gay Foundation
- **MPHDS** Manchester Public Health Development Service
- **NAVCA** National Association for Voluntary and Community Action
- **NW** North West
- **OCS** Office of Civil Society
- **PHE** Public Health England
- **PrEP** Pre-exposure prophylaxis
- **SMT** Senior Management Team
- **SORP** Statements of Recommended Practice
- **STI** Sexually Transmitted Infection
- **VBA** Village Business Association
- **VCSE** The voluntary, community and social enterprise