



LGBT FOUNDATION LIMITED
(A Charitable Company Limited by Guarantee)

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

**For the financial year ended
31 March 2018**

**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 2017-18

Please note, that for 2018-19 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

- **Achieving Equality:** Making change happen with and on behalf of our beneficiaries
- **Encouraging Wellbeing:** Increasing confidence and reducing isolation amongst our communities
- **Promoting Safety:** Keeping LGBT people safe, from between the sheets to out on the streets
- **Improving Performance:** Professional in our approach, friendly and helpful with all of our stakeholders

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.

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Annual Report and Financial Statements

For the year ended 31 March 2018

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Our Annual Review 2017/18 (which is also referred to as our 'Impact Report'), is the summary, community version of this Annual Report.
From November 2018, it can be viewed at: lgbt.foundation/about-us/our-impact-accounts

Chair and Chief Executive's Report – 2017/18

It's been another record-breaking year for LGBT Foundation. We've provided more services to people in need than ever before, and made a real impact as we campaign for a fair and equal society where all lesbian, gay, bi and trans people can reach their full potential.

In the coming pages you will read some impressive stats about the extraordinary level of service that we provide to LGBT people.

But more important than the statistics is what lies behind them – each of them represent a real person whose life has been touched by LGBT Foundation who found we were there for them when they needed us.

It could be as simple as someone being able to make a safer sex choice by picking up one of our condom and lube Safer Sex Packs, or someone having an amazing time at one of our great events in the wonderful LGBT Foundation Community Resource Centre - the heart and soul of Manchester's world-famous Gay Village.

It could be someone whose life was saved by one of our Village Angels, or someone who found respite at our Village Haven.

It could be someone who was isolated and felt they had nowhere to turn, but picked up the phone to our helpline to find they weren't alone after all.

It could be someone who has seen a poster for our ground-breaking Pride In Practice service in their GP surgery, giving them confidence to speak openly to their doctor or other healthcare professional.

It could be someone who has used our counselling service. This year we provided more sessions than ever before – and every single person who has used our counselling service report that their mental health has improved.

It could be someone struggling with addiction who needed help to break free. Chemsex, in particular, is a hidden danger in our community which is causing huge damage to many, many people.

It could be someone needing help to break free from an abusive, damaging or violent relationship who has accessed our domestic abuse service, another one of the emerging areas of need for LGBT people where we are there if they need us.

Or it could be someone who has come along to one of the host of events we hold at our Community Resource Centre where we run a range of much-loved programmes and groups, where they had a great time and found a home from home, friends for life, and a family.

I really could go on – but what a difference we make. LGBT Foundation gives hope, provides help, gives people a voice, and makes a massive difference.

None of this would happen without the colleagues who work and volunteer at LGBT Foundation. Every time I walk into LGBT Foundation's Community Resource Centre I am blown away by the colleagues, who have a perfect mix of passion and professionalism. We could not do it without them. We also couldn't do it without the organisations that commission our services, and I would like to thank you for your continued support. In these pages you will see how the funding you invest changes lives.

We've also developed a range of other partnerships this year, as well as building on our valued commercial relationships. Barclays have worked with us for some years, and we were thrilled that their Spectrum Network held a gala event at Manchester Midland Hotel last year that raised thousands of pounds to help support our life-saving work. At Christmas, we partnered with PayPal in their brilliant Turkey Dash. Again, this raised thousands of pounds, and raised the profile of our plucky little charity. We're also doing some wonderful work with Smirnoff and were proud to partner with them on their 'We're Open' campaign.

And we couldn't do it without your continued support. There are loads of ways to get involved with LGBT Foundation. You could make a regular donation to us – every single penny counts! Or you could do a fundraising challenge. Or, of course, you could join our family and volunteer with us. Find out how you can be part of our journey at lgbt.foundation/takepart.

Summing up the work of LGBT Foundation is really hard – as you will see in the coming pages we do so much for so many. But I can think of few better ways to illustrate our work than a note I read recently which was quietly passed to one of our Village Angels volunteers. The Angel had stepped in to help someone in their hour of need. I'll leave you with what they wrote: *"It's thanks to you that I didn't die that night. You really are an angel – thank you for keeping me alive."*

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 OUTspoken**, providing you with up to date information and stories (at www.lgbt.foundation);
- 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/volunteering); 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)

For more information on any of these opportunities, please **phone us** on 0345 3 30 30 30; **email us** at info@lgbt.foundation; or **visit our website** at www.lgbt.foundation

Report of the Board of Trustees For the year ending 31 March 2018

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 2018. 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: 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) (effective 1st January 2015). 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 £10. 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.

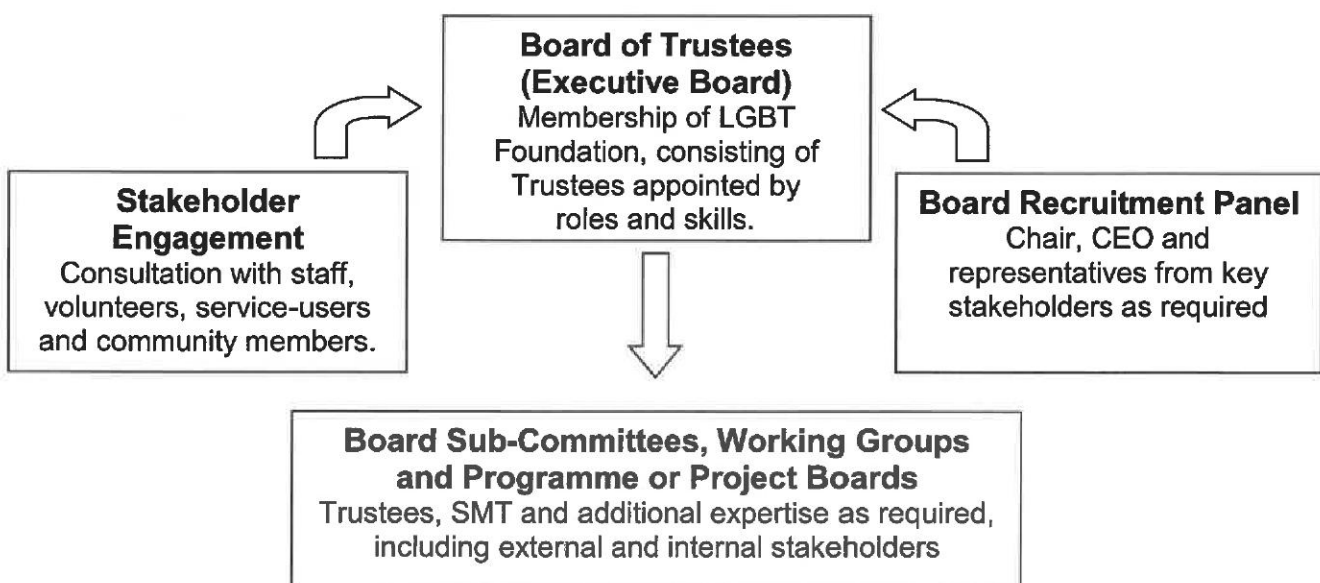
Structure, Governance and Management

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-election.

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 2017-18 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 2017/18 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.
- **People, 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.

Charity Governance Code Trustees Self-Assessment

The Board of Trustees delegate to the Governance Sub-Committee review and compliance with the Charity Governance Code principles. This committee includes the Chair, Deputy Chair and Company Secretary of the Board of Trustees.

The committee undertook a self-assessment against the code. As a result, a Board development session was run on the Governance Code to all trustees which also outlined how we were responding to the code. Additionally, an external diversity consultant worked closely with the Board of Trustees on developing Board Goals at a residential.

Our self-assessment identifies that we meet all of the principles of the code. The only exception to this is that we have one trustee whose term exceeds the recommended maximum of nine years. We take the view that they have valuable institutional memory of the organisation which is useful when the role of a trustee is of a relatively transient nature.

We will be reviewing this annually as part of the business of our Governance Sub-Committee.

We have found the Governance Code principles to be useful and help us identify where we can further enhance our practices as well as recognising our strengths. We will be undertaking our next self-assessment by December 2018 to ensure ample time for reflection and implementation of actions before the next annual report.

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 4.6:1, which demonstrates LGBT Foundation's commitment to resisting rising pay inequality. The charity is additionally a living wage employer, accredited with the Living Wage Foundation.

Senior Management Team (SMT)

The Board of Trustees delegate 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 June 2018, 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.
- **Debra Nixon** Assistant Director – Income (**Maternity Cover**)//**Rachel Bottomley (currently on maternity leave)**: development of funding bids and tenders; contract and funding initiation and negotiation, budget setting, management of financial processes.
- **Charlotte Cooke** – Assistant Director – Services 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;
- 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 charitable company'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 31.

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 2017/18. 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 for 2017/18

All our principal activities support our objects and vision. The four major areas of activity during 2017/18, (referred to as our strategic goals), were:

- Achieving Equality: Making change happen with and on behalf of our beneficiaries
- Encouraging Wellbeing: Increasing confidence and reducing isolation amongst our communities
- Promoting Safety: Keeping LGBT people safe, from between the sheets to out on the streets
- Improving Performance: Professional in our approach, friendly and helpful with all of our stakeholders

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

Our Impact in Brief

Below is a summary overview of some of our highlight achievements in 2017/18:

- We secured the publication of the NHS England Sexual Orientation Monitoring Information Standard following seven years of work with a wide range of partners and stakeholders- because if we're not counted, we don't count
- Thanks to funding from Macmillan we now host an LGBT Cancer Programme to improve the experiences of LGBT people living with cancer in Greater Manchester, the first service of its kind in the country
- Our Pride in Practice programme, a quality assurance and social prescribing service for primary care providers, reached a key milestone. We have now trained 52% of all GP practices in Greater Manchester have now received Pride in Practice training- that's over 1,500,000 patients across GM who are registered at Pride in Practice registered GP practices
- We served quality online advice and information to 367,727 people through our website, which we re-designed and relaunched to make it more user-friendly
- We launched a Confidence Movement through our Women's Programme, which included a video series sharing lesbian, bi and trans women's experiences and coming out stories, and a popular Confidence Conference, of which the 80 attendees reported 100% satisfaction and 96% increased belonging
- Our innovative voice and communication workshops, delivered in partnership with Manchester University, were awarded the 'Sternberg Award for Clinical Innovation' by the Royal College of Speech and Language Therapists, and were also awarded a runner-up prize by GMCVO, through their Innovation Awards 2018
- We supported 1740 people through our helpline, email, and pop-in support service which offers immediate advice and support to LGBT people in need
- We commemorated 30 years of LGBT safer sex activism through our 'Let's Talk About Sex' community artist led project, reaching over 65 000 people with our pop up exhibitions
- We supported 46 new people to build their support networks, make friends and reduce loneliness through our Befriending programme
- Recognising the lack of dedicated services and spaces for bisexual people we launched our Bi Series, providing bi spaces events and workshops to 235 people. Of those, 80% reported improved health & wellbeing as a result of attending the events
- As a fundamental part of our long-standing work to help prevent the transmission of HIV and other STIs, we distributed, 253,794 loose condoms and sachets of lube across Greater Manchester.
- We launched our Village Haven, and since its launch have provided a safe space and harm reduction support to 253 highly vulnerable people in Manchester's Gay Village
- We launched our Domestic Abuse service in June, and since its launch have secured 4 living spaces to provide a safe harbour for victims of domestic abuse, as well as proving casework support to 23 people and housing support to 19 people

- Through our sexual health clinics and screenings we provided 260 full sexual health screenings and 498 HIV tests, helping more people to have happy, healthy sex
- We built on the success of our LGBT specific IAPT (Improving Access to Psychological Therapies) service and were awarded the annual CQUIN award due to our high recovery rates.
- Our team of Counsellors delivered 1035 LGBT affirmative and inclusive therapy sessions to 276 people, giving support to extremely vulnerable LGBT individuals who present with multiple complex needs
- Our Drug and Alcohol Programme supported 128 people through 885 interactions over 2017/18, helping people to manage their drug and alcohol use or move into recovery
- Our range of Support and Social Groups provided safe and accessible spaces for 561 LGBT people to meet likeminded others, reduce their feelings of isolation and build confidence
- We proudly partnership with Smirnoff to make nightlife a safer, more inclusive space for LGBT people, and reached over 3 million people with a documentary about our pioneering Village Angels programme, which was produced in collaboration with LADbible
- Thanks to funding from Manchester Pride we distributed 94,600 Safer Sex packs including condoms, lube, and safer sex advice, to 65 LGBT community venues including bars, clubs, saunas, community centres and more
- Our team of dedicated volunteers continue to make an invaluable contribution to our work. This year 140 volunteers dedicated their time across a range of programmes including Talking Therapies, Befriending, Office Support, Village Angels/Haven, Women's Programme, Trans Programme and events. 90% of our volunteers said they'd recommend LGBT Foundation as a place to volunteer.

Objectives and Principal Achievements for 2017-18

All our principal activities support our objects and vision. Our four major activities during 2017/18 (referred to as our strategic goals) were:

- Achieving Equality- Making change happen with and on behalf of our beneficiaries
- Encouraging Wellbeing- Increasing confidence and reducing isolation amongst our communities
- Promoting Safety- Keeping LGBT people safe, from between the sheets to out on the streets

These goals are under-pinned by a fourth strategic goal, Improving Performance, which focuses on our internal approach to ensure the successful delivery of the goals above.

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

Goal one: Achieving Equality

"I just wanted to say thank you for the training you delivered yesterday. All the staff are in agreement that we are in a far better position to help our LGBT patients than we were before. There was even a comment of "I wish it was longer, I could listen to him all day!" High praise indeed. Again, thank you for your information and enthusiasm"- Practice Manager, Park View Medical Centre

"I try to come to every event that this programme puts on as it's all delivered to such a high standard. I felt really lost and unsure of what to do with myself after having cancer and I didn't think there was much out there for me as an LGBT person with the condition, however this programme has allowed me to reconnect with myself and coming together with others who are similar to me to discuss the issues that have affected us has given me a fresh purpose"-LGBT Cancer Programme service user

- This year saw the culmination of over seven years of work with host of partners to create a way for health and social care professionals to monitor sexual orientation of their service users in a consistent way, and use that data to improve services. The NHS England Sexual Orientation Monitoring Information Standard went live in October 2017. LGBT Foundation has been a driving force behind the development of this information standard and we believe it will be a significant game-changer in the future of health and social care provision for lesbian, gay and bisexual people in England.
- As part of this programme of work we produced a new guide to sexual orientation monitoring which has been downloaded 278 times in total. We launched an online social media campaign, #ThanksForAsking, to highlight the benefits of sexual orientation monitoring to both patients and healthcare professionals, and produced a patient facing FAQ on our website to address community concerns around the collection of data on sexual orientation. In addition, we held six regional engagement events with LGBT VCSE organisations, NHS Equality and Diversity Groups, and IT suppliers, and produced 2 E-learning modules to assist healthcare professionals in implementing sexual orientation monitoring.
- We continue to influence regional and national policymaking through analysis, provision of research, and by responding to local and national Government consultations. In June 2017 we published the Greater Manchester LGBT Action Plan, which has been written with the support of a number of public and third sector organisations. The Action Plan provides

recommendations to public sector bodies across four key thematic areas- Leadership, Monitoring, Services, and Visibility. To date the report has been downloaded 297 times and continues to be a valuable resource in helping us to influence for practical change across Greater Manchester. We have responded to a number of local and national consultations, most notably the NHS England consultation on specialised gender identity services for adults.

- In May 2017 we published the Transforming Outcomes report, which was produced following a large-scale literature review and through community consultation and asset mapping exercises with community groups and individuals. It brings together evidence and data from many different sources including large-scale general population studies, smaller scale community studies and qualitative research to paint a vivid picture of the health needs of trans people and of their experiences of accessing health care and other services. The report also offers insight into trans community strengths and assets which we can learn from and engage with in order to better meet the needs of trans communities, and is the first large-scale, national report which tries to bring together all the available evidence to address this invisibility. To date it has been downloaded 489 times.
- From January 2018 we established an LGBT Cancer Programme, with a full time Macmillan LGBT Cancer Programme Co-ordinator working within our Pride in Practice team. We have established the programme at LGBT Foundation, including bulletin announcements, social media updates and a new landing page on our website. Through the programme to date we have ensured that LGBT cancer voices are present in the national review of Macmillan's Community Engagement Framework and recruited seven lesbian, gay and bisexual people living with cancer in Greater Manchester to co-design a set of new projects and assist with the delivery of project work to Greater Manchester's LGBT communities.
- Pride in Practice, our quality assurance and social prescribing programme for primary care services and lesbian, gay, bisexual and trans (LGBT) communities, continues to develop and strengthen relationships between clinicians and patients, and enable primary care services to link with community assets and utilise strength based approaches to community healthcare delivery. In 2017-18 we trained 1680 professionals on LGBT issues & health care needs, an increase of 229.8% on the previous year and a record for LGBT Foundation. As a result of our training, attendees reported 99.2% satisfaction, with 99.8% reporting a greater understanding of LGBT issues as a result. By the end of 2017/18, Pride in Practice had awarded 174 awards to GP practices in Greater Manchester, with 76.4% receiving a gold award. We are proud to say that 52% of all GP practices in Greater Manchester have now received Pride in Practice training- that's over 1,500,000 patients across GM who are registered at Pride in Practice registered GP practices.
- As part of Pride in Practice's trans-specific work, we produced the hugely popular Trans Guides 2: Support for GPs and Trans Patients and distributed 1,000 print copies to GPs and trans communities across Greater Manchester, while the digital guides averaged 80 views per week between January and March 2018.
- Thanks to funding from the VCSE Health and Wellbeing Alliance, the LGB&T Partnership produced a new e-learning toolkit for Public Health Nurses, with LGBT Foundation as lead delivery partner. The toolkit is designed to equip public health nurses with advice, support and guidance on supporting their LGBT patients. This includes public health nurses working within a range of specialisms, from school nurses, to health visitors.
- We continued to act as the lead partner of the National LGB&T Partnership, providing project management and administrative support, and chaired by our Chief Executive. During 2017-18, 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). The Partnership acts as a catalyst and connector to put LGB&T people firmly on the agenda of decision-makers. Highlights this year include the publication of a research review on the mental health of young LGBT people, the production of an e-learning toolkit for public health nurses, a campaign around National LBT Women's Health Week focusing on prevention and inclusion, featuring a series of webinars and a Twitter Q&A, and a research project on developing a whole systems approach to LGBT health equality.

- We continued to act a programme partner in the GMCVO Ambition for Ageing programme across Greater Manchester, which has now completed its third year of delivery. In particular, we host three programme staff focusing on equalities research and communications; and we facilitate the Equalities Board, helping to ensure that marginalised communities are actively shaping the programme's plans and activities. The Equalities Board has engaged 26 individual older people and 27 professionals representing equalities organisations. Our Equalities team delivers a monthly bulletin on Equalities and Ageing in Greater Manchester, which has 144 subscribers, and over 2017-18, 565 volunteer hours were donated to the Ambition for Ageing Equalities programme through meeting attendance, training delivery, focus groups, and Equalities Visits across Greater Manchester.
- Thanks to the generous funding of Lankelly Chase, we delivered a research project around understanding severe and multiple disadvantage in the lives of LGBT people. The project, which adopted a peer-led methodology, sought to develop an evidence base on LGBT people's experience of severe and multiple disadvantage. Over the course of the 19 month project, 25 people were interviewed 1-2-1, 14 people attended 2 focus groups in Bristol and Leicester, and 2 project surveys received 118 responses in total. The report will be published in Autumn 2018. Our intention is for this research to be used to educate, inform, and lever positive change for, in and with communities.
- In 2017-18 we continued to use our website and social media channels to promote our messages and calls for action. Over the year we provided information and news to 367,727 unique users who between them visited 753,805 pages. Our social media presence continues to grow, with our combined following on Twitter and Facebook reaching 225,074 by the end of the year.
- We launched a new, more user-friendly website in November 2017. This has resulted in an increase of 50% in the proportion of returning visitors to our website, as well as the number of pages per session, and the time spent on our pages, increasing by 25%. A greater percentage of individuals viewing our site are also now based in the UK, demonstrating the improved targeting of our online information. We remain popular internationally, with website views from 184 countries. Our international views are particularly high in countries without full legal representation and protections for LGBT citizens, including the Philippines, Malaysia, Russia, Turkey, Peru and Pakistan. In addition we developed a new online events directory as part of our website, providing information on LGBT events across Manchester, which will be further developed in the coming year.
- We have continued our commitment to celebrating and commemorating key LGBT dates. For IDAHOBIT in 2017 we held a community event featuring members of Greater Manchester's diverse LGBT family sharing their experiences, including performances from local communities and artists which culminated in a minute of noise against LGBT Hate Crime. On World Aids Day we participated in a city-wide fundraising and awareness initiative, engaging 75 volunteers over 3 days of fundraising, also participating in an evening vigil commemorating those who have died as a result of HIV and AIDS.

- Manchester Pride's Big Weekend is one of the most important dates in the LGBT Foundation calendar. As the only advertised dry space in the Village we offer a unique Pride experience with a relaxed social atmosphere, providing space for people to meet new friends, learn new skills, and feel empowered to be themselves. In addition we are able to highlight our year round offer through our Expo stand. Our Outreach team are the visible face of LGBT Foundation in the Village- handing out information resources, safer sex packs and offering advice and support. In 2017, 107 volunteers gave 727.5 hours of volunteering time over the Big Weekend. As well as our popular walking entry in the Pride Parade, 471 visitors attended events, workshops, and our community café in our Community Resource Centre on Richmond Street.
- The Manchester Pride Vigil continues to be a poignant and important end to the Manchester Pride weekend, with particular remembrance that Pride grew from the AIDS epidemic as a support mechanism for people living with HIV. The vigil saw LGBT Foundation work alongside George House Trust to commemorate those we've lost to the virus and to show solidarity to those currently living with HIV.
- This year, our activity was not simply focused on organising the Big Weekend activity but also our involvement at all of the local prides organised across Greater Manchester. We were represented at Pride events across Greater Manchester, including Bury, Stockport, Trafford, Bolton, Salford, Levenshulme, Wythenshawe and more. We also helped to promote local Prides across all of our communication channels.
- As part of a strategic objective to positively influence the curricula of future health and social care staff, we have developed a new programme of work with Manchester Medical School to review and improve the way that LGBT issues are included within the medical school curriculum. Work in this area has so far included a review of first year medical case studies and a roundtable event attended by representatives from the medical school, medical students and LGBT patients in order to further develop this emerging programme of work. In academic year 2018/19 we will continue our collaboration by delivering an evening debate series aimed at medical students, and an LGBT health conference in Spring 2019.
- Our Big Lottery funded Women's Programme inclusion project continues to increase the diversity of women engaging with the programme, with the inclusion project specifically focusing on engaging with BAME women, trans women, and older women. Across Women's Programme events in 2017-18, 27% of the people identified as BAME (25% compared to the year before), 23.2% of the people were over 50 years old (15% the year before), and 15% of the people identified as trans women, and 5% identified as non-binary (11% the year before). In total, our Lesbian and Bi Women's community events & skills workshops were attended 446 times over the course of the year, and we engaged with 895 women through outreach at a variety of events, including Sparkle Weekend 2017, Greater Manchester Pride events, and Rainbow Noir events.
- The Women's Programme launched their annual health campaign in October 2017, called the Confidence Movement. We hosted a very successful Confidence Conference in October with around 80 people attending- 100% of whom reported satisfaction, and 96% of attendees reporting increased belonging. The conference also significantly increased the programme's reach with the three target inclusion groups – with the attendees being 30% BAME, 9% 50+ and 7% trans. In addition, our annual Sugar and Spice wellbeing festival, on the week of International Women's Day, attracted 150 people and was delivered with the help of 15 volunteers. Attendees reported 75% increased skills, 68% increased

confidence, and 86% increased feeling of belonging in the lesbian and bi women's community. For the evening open mic event, we saw 95% feeling of increased belonging in the lesbian and bi women's community.

- Our Trans Programme celebrated its 2 year anniversary in October 2017. Our monthly TransMCR event, organised with various trans groups and volunteers across Greater Manchester, attracted 327 attendees, with 98.9% saying that they would recommend the events to others, and 99.1% reporting satisfaction with their experience at the events. The Trans Programme continues to be shaped by our Trans Advisory Panel, and in 2018 we recruited 8 Trans Community Leaders who have undergone training and personal development to enable them to lead on local change and help to build a trans social movement in Greater Manchester.
- Thanks to funding from the Heritage Lottery Fund, we delivered a community artist led project to mark 30+ years of safer sex activism in Greater Manchester. 2017 was a milestone year for safer sex promotion to gay, bisexual and other men who have sex with men (MSM) in Greater Manchester, marking 30 years since local activism and activity took off in response to the government's controversial 'Don't Die of Ignorance' HIV and AIDS campaign, as well as a series of other key milestones in the history of sexual health awareness and action across the region. The project fused art, history and stories of personal lived experiences to bring this vibrant heritage to life, connecting people throughout Greater Manchester with this important story of safer sex promotion for men who have sex with men.
- Over the course of the project, 9 volunteers helped to develop a physical 'Let's Talk about Sex' exhibition, with over 200 people attending community engagement events over the course of the project. During the exhibition period in February 2018 over 65,000 people engaged with the physical and online exhibit.

Goal two: Encouraging Wellbeing

"The informal chat was very efficient and concise and I am looking forward to being paired up with a "Befriender" sometime very soon. I appreciate the fact that I was listened to and acknowledged with my situation and my needs for a little more social opportunity"- **Befriending Programme service user**

"I wanted to thank you again for all the help you've given me over the last few months. I don't think I would have been in a good place to have surgery if I hadn't been able to work through all the things that have been building up. So thank you for all your help."-**Talking Therapies service user**

- Our service delivery has been informed by an increased trend of service users presenting with complex needs and requiring multiple interventions. As a result we have reviewed our own services, with the aim of seeing projects working more seamlessly together, particularly in relation to internal referral pathways, and minimizing wait-times between interventions. In addition we continue to highlight this emerging trend to commissioners, and local and regional decision makers.
- People visited our Community Resource Centre approximately 40,000 times, accessing services, support, training, information and a range of different events. Across all of our services, we had a 99.5% satisfaction rate, of which 80% were 'very satisfied'. Community members continue to shape and influence our provision, including through our Trans Advisory Panel and our Women's Leadership 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 2634 contacts. This is an increase of 8.4% on the previous year. The breakdown was 854 emails, 1502 phone calls, 273 pop-ins, and 5 letters. 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.
- This year we saw a record number of Trans individuals utilising our Helpline service (413), an increase of 158% on the previous year. 31% of all calls are from people who identify as Trans, highlighting the changing needs of our communities.
- During 2017/18 we supported 243 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.
- We have managed all of our referrals into our services through a single point of access Intake and Triage Service. This service has been delivered by our wellbeing staff and social work students and ensures every service user receives a robust assessment and is directed to the appropriate service. All service users are seen within a two week window and in 2017/18 we delivered 155 sessions, an increase of 20% from the same period last year.
- Our range of Support and Social Groups continue to provide safe and accessible spaces, for LGBT people to meet likeminded others and reduce their feelings of isolation and build confidence. This year our groups were accessed 561 times. Our groups include Bloomers (older women's group), Older & Bolder (older gay, bisexual and questioning men), Book club, Horizon (a relaxed social group for lesbian and bisexual women), MORF (social & peer support group for trans*masculine people), LB Folx (group for LB trans and non-binary women), Spark (for gay and bisexual men) and Women's book club.
- 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 across the whole community have somewhere safe to seek help and peer support. Every day, we host a diverse range of targeted groups, such as First Wednesdays, a support group for people in the Greater Manchester area who are in the asylum process, and Icebreakers, a self help, mutual support group in Manchester that helps gay and bisexual men aged 18 to 80 plus. By utilising our building spaces for smaller community groups, we are able to act as an important and trusted hub in the centre of Manchester. Moving into the next financial year, we will focus on the development and support of independent groups that exist across Greater Manchester, as part of our new 'Our LGBT Manchester Programme', which is due to launch in summer 2018, thanks to funding from Manchester City Council.
- Our Community Resource Centre is a vibrant hub of activity for a diverse range of LGBT events and groups throughout the year. 1893 people attended our groups & events in 2017/18, receiving a satisfaction rate of 99.2%, with 98% of attendees would recommend the

services & groups to others. 100% of event attendees reported that attending the event or group had helped them in some way. Almost 1 in 5 (19.2%) of people attending our events & groups came from outside of Greater Manchester, demonstrating our national reach.

- During 2017-18, our Befriending Service supported 46 new befriending clients, a 53% increase in the figures for the same period last year (2016/17). Many of the people who access the service, experience loneliness and a difficulty in being able to socialise and/or build a support network. The service therefore has a real impact on their mental health and wellbeing and their ability to lead fulfilling lives. 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 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. Our team of 10 befriending volunteers continue to offer exemplary support to allow our Befriending scheme to flourish.
- We have continued to build on the success of last year's launch of the country's only LGBT specific IAPT (Improving Access to Psychological Therapies) service. In early 2018 we were awarded the annual CQUIN award, an additional grant awarded if the provider achieves on a key focus area for the IAPT Programme. This year the focus was on 'recovery rate' and we were successful in hitting the required 60% of clients moving into recovery. We have also been given more flexibility in the number of sessions we can offer which will further drive our recovery rate up. We have also begun to utilise the new IAPT 'Views' system to capture outcomes for our IAPT services. In addition we have increased the diversity of our IAPT team in relation to both demographics and skillset.
- 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. Our volunteer led counselling service continues to welcome therapists from a wide range of backgrounds, identities and modalities. All therapists undergo an interview process and attend monthly clinical supervisions. In 2017/18 our team delivered 1035 sessions to 276 people. All of our service users were seen within 12 weeks of referral.
- Through Big Lottery we have successfully secured funding to launch a 12 month pilot of a Trans Advocacy service, in response to the increasing demand from service users with navigating the highly complex gender identity care pathway and other services, such as housing or employment. The pilot will launch in April 2018 and will support at least 25 service users over the course of the pilot.
- In 2017 we launched the Bi Series, a trial programme aimed at providing bi specific spaces through bi orientated events. This resulted in 235 people attending events, all of which reported that they would attend future bi events, underlining their importance to the community. 76.6% reported improved knowledge on Bi issues & identities, with 80% reporting improved health & wellbeing as a result of attending the events, allowing us to develop our evidence base on the needs of the bisexual community.
- LGBT Foundation continues as a delivery partner of the Motiv8 programme, providing a wide range of support services, raising awareness of Motiv8 to the lesbian, gay, bisexual and trans (LGBT) communities and providing bespoke sessions to increase self-confidence and self-esteem. Motiv8 aims to improve the lives of the most vulnerable people including those who may be homeless, long-term unemployed, living with disabilities and health conditions, or drug and alcohol dependent and this year referred 20 people through the programme. It aims

to tackle the barriers that prevent people from accessing support with more opportunities for education and training, improved health and wellbeing services and better financial help.

- Our Trans Programme delivered a series of innovative Voice and Communication workshops in partnership with the University of Manchester, which were attended by 35 people. The workshops focused on the human voice, how it works and how people can protect their voice when considering changing it. Of those attendees, 100% reported satisfaction with the service, and 97.1% reported increased confidence as a result of attending. In September 2017, the workshops were awarded the 'Sternberg Award for Clinical Innovation' by the Royal College of Speech and Language Therapists, and were also awarded a runner-up prize by GMCVO, through their Innovation Awards 2018.
- As part of our partnership with Smirnoff, the Trans Programme developed the 'We're Open' online hub providing basic information on what it means to be trans, supporting people become an awesome ally and support trans and gender non-conforming people, which received 28,650 pages views since its launch in December 2017.

Goal three: Promoting Safety

"The staff member who tested me was excellent, very knowledgeable and made me feel comfortable"- **Sexual Health Programme service user.**

"I just wanted to thank you for all your help and support over the past few weeks with this matter. It was nice to know that someone was taking me seriously when nobody else appeared to be"- **Community Safety Programme Service User**

- In July 2017 LGBT Foundation began delivery of the PaSH (Passionate about Sexual Health) contract in partnership with George House Trust and BHA for Equality. Our sexual programme aims to help people feel more confident and in control of the sex they are having, as well as delivering a comprehensive programme of interventions, screening, testing and awareness campaigns.
- As a fundamental part of our long-standing work to help prevent the transmission of HIV and other STIs, we distributed, 253,794 loose condoms and sachets of lube across Greater Manchester.
- Thanks to continued support and funding from Manchester Pride we distributed 94,600 Safer Sex packs to 65 LGBT community venues 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 and services. In 2017/18 our sexual healthonline information pages were accessed 17,876 times.
- We also posted 282 Play Packs in partnership with the MAC AIDS fund. These are packs designed for gay, bi and other men who have sex with men, specifically for people taking part in group sex, and for people who are engaging in chemsex. Each pack contains fingering and fisting gloves, condoms, lube, antibacterial wipes, a vibrating ring, and information about our testing clinics and drug and alcohol service. Approximately 10% of the people accessing our testing services have declared using chems during sex. Manchester has the 2nd highest prevalence of chems usage (after Brighton) in the UK (SIGMA, 2016).
- As part of our strategic objective to end all new cases of HIV transmission in Greater Manchester within a generation, we delivered 498 HIV tests over the year, with 3 reactive

results. This equates to a reactivity rate of 6 in 1000 (HIV testing is considered to be cost-effective if there's one positive result found per 1,000 tests). 1 in 5 of the people that attended our rapid HIV testing clinics had never been tested for HIV before.

- Through our sexual health clinics and screenings we provided 260 instances of full sexual health screening in partnership with The Northern Contraception, Sexual Health and HIV Service. This includes screening for syphilis, gonorrhoea and hepatitis immunity – STIs which have rising prevalence amongst gay, bi and other men who have sex with men.
- For both full screening and rapid HIV clinics LGBT Foundation staff provide a comprehensive sexual health and wellbeing assessment. This offers service users the opportunity to discuss the sex they are having or want to have, and can result in service users being directed into additional LGBT Foundation services where further support has been identified. As a result of our face to face interventions 91.7% of service users felt more confident to test for STI's in the future, 91.7% felt more confident to test regularly, and 83.3% reported an improved knowledge of HIV testing.
- We delivered sexual health group work to 332 individuals across a variety of subjects, holding and launching several group work sessions under various themes including safe sex, relationships, HIV & STI testing and navigating social media. Of those trained in those subjects, the impact of these sessions included 90% of attendees reporting an increased knowledge of HIV transmission, 88% reporting an improved knowledge of PrEP, and 82% feeling more confident to test for HIV regularly.
- This year we have worked in partnership with a number of organisations including PrEPster, iWantPrEPNow, HIV Prevention England and Sophia Forum to provide good quality information regarding PrEP in terms of impact, dosing and self-medicating. We hosted a film screening of PrEP17 at Cruz101, co-hosted a PrEP conference in Salford, delivered PrEP pop-up stalls in partnership with BHA for Equality and developed content across our digital media to ensure that all LGBT people are aware of how PrEP could help them from acquiring HIV.
- During this financial year, our Deputy Chief Executive has been on a secondment to Greater Manchester Health & Social Care Partnership (GMH&SCP) as Programme Manager for Ending HIV. This work with the GMH&SCP has culminated in the development of an ambitious programme of work for Greater Manchester, with a clear vision to end all new transmissions of HIV within a generation. As a result of this work, there will be a 300% increase in the number of postal HIV kits accessed by Greater Manchester residents.
- Our Drug and Alcohol Programme, funded by CGL (Change, Grow, Live), entered its second year of delivery, offering support to LGBT people in Manchester affected by drugs, alcohol and chemsex. The programme now offers one to one support, Chemsex support, telephone and online support, referral for specialist GBL/GHB and alcohol detox and rehab, and access to mutual aid and peer support groups. These groups include SMART recovery, a CBT based programme that supports people to manage their recovery from any type of addictive behaviour, a weekly chemsex support group, the Here and Now group, a safe space for LGBT people to support each other, and a women's drop in space. In total, 128 clients were seen across 885 interactions over 2017/18. As a result of engaging with our programme, 72 people went on to attend the Here & Now group, 73 people went on to attend the SMART group, and 28 people went on to attend our Chem Safe groups.
- In total we have conducted 518 DUDITS (Drug Use Disorders Identification Test), of whom 5% presented with increasing risk or possible dependence on substances, as well as 529

AUDITS (Alcohol Use Disorders Identification Test), of which 21.7% presented with increasing risk, and 6% as higher risk or possible dependence. Our drug and alcohol online information pages were utilised 4186 times over 2017/18.

- We remain a committed part of the chemsex pathway for the City of Manchester. Chemsex is defined by the use of any combination of drugs that includes three specific drugs (“chems”) before or during sex by MSM (Men who have Sex with Men). These three drugs are methamphetamine (crystal/crystal meth/ Tina/meth), mephedrone (meph/drone) and GHB/GBL (G/Gina). We work in collaboration with the REACH Clinic providing face to face casework to individuals affected. We are currently designing proposals for a needs-first chemsex support service which acknowledges our status as a specialist service and access point for the LGBT community.
- We are currently funded to work with Manchester residents but we are in the process of identifying funding which will allow us to expand our Drug and Alcohol work and offer this life changing support to LGBT people across Greater Manchester.
- 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.
- 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 46 volunteers, who working in small groups together, engaged with 4605 people over 114 Village Angels shifts. This included 841 interactions with highly vulnerable people, including 28 instances of assault, 224 instances related to drugs and alcohol, and 39 instances related to mental health. Of the support delivered, 59 received first aid, 67 resulted in the involvement of an ambulance, and 705 interventions resulted in reduced risk of threat and harm to the person. Our Village Angels have a broad range of skills and experience, further supplemented by monthly training from a range of third party organisations.
- Following a successful pilot in 2017, we formally launched our Village Haven service in October 2017. The Village Haven is a night time safe haven, which operates from 11pm to 5am every Friday and Saturday night in the Village in Manchester, and is run as a partnership project between LGBT Foundation, Serenity Security, and Barnabus. The service supports people who are vulnerable as a result of alcohol or drug consumption, people who are highly distressed, are unable to get home safely, or have lost their belongings and need to contact someone. Since the formal launch of the Village Haven we have supported 253 highly vulnerable individuals in the Village Haven. Of these individuals we helped 70 people presenting with alcohol related issue, 17 people with drug related issues and 28 people with medical issues. Due to the high levels of vulnerability of Village Haven service users, this work only possible due to successful collaboration with a range of local stakeholders, with referrals to the Haven coming from door staff, members of the public, Police and Village Angels.
- In 2017-18 we held 12 police surgeries & 24 legal advice surgeries which were attended by 68 people in total. These surgeries are run in partnership with local solicitors O’Neill Patient and Greater Manchester Police (GMP) respectively. We continue to support LGBT victims of hate crime, with approximately 200 victims of crime supported by LGBT Foundation in the last year. Overall satisfaction rate of their experiences with us was 96.5%. Our service delivery around hate crime can originate through a number of different channels. This year, we responded to 59 instances of hate crime over our Helpline, and 61 service users accessing our Talking Therapies services had experienced a crime.

- Our Domestic Abuse programme launched in June 2017. The project was funded by the Ministry of Housing, Communities and Local Government (MHCLG, formerly DCLG). MHCLG also funded similar pilots in Brighton and London and this resulted in the foundation of a national steering group of partner organisations around LGBT Domestic Abuse. In Manchester we delivered the project in partnership with Manchester City Council (MCC), Great Places Housing Association, City West Housing Trust, and Independent Choices.
- Over the past year we have supported 29 individuals through the service, which includes practical housing advice, 1:1 casework support, and bookable advice sessions. Through the programme we have been able to secure 4 living spaces to provide a safe harbour for victims of domestic abuse, as well as providing casework support to 23 people, as well as providing housing support to 19 people. Two thirds of our service users identified as men, highlighting a lack of support within mainstream domestic abuse service provision for LGBT people affected by domestic abuse.

Goal four: Improving Performance

“Volunteering gives me a fixed point in the week. It also gives me useful insight into LGBT material and issues. On occasion I have been able to use it in connection with my Open University studies. If you’re thinking of volunteering at LGBT Foundation, first of all I would say make the step. Remember that there’s support there, team leaders, staff members, supervisors, you name it. There’s a good atmosphere and social aspects too. If you are feeling a bit isolated volunteering can be a great way to relieve that” -LGBT Foundation Volunteer

“I feel very privileged to work with such an incredible group of people every day who deliver vital services.”- LGBT Foundation staff member

- In September 2017 we were independently reassessed for Investors in People, a quality mark and the benchmark of good people management, and continue to receive Silver status.
- In March 2018 we were reassessed for Investors in Volunteers, a UK quality mark for organisations who involve volunteers in their work. As well as retaining our accreditation, we were given very good feedback on the quality of our evidence submitted. 29 volunteers participated in the assessment process.
- We continue to develop strong relationships with corporate organisations who share our values. From October 2017-December 2017 we participated in a national Christmas campaign called Turkey Dash, run by PayPal UK in collaboration with Aardman animations. We developed a partnership with Smirnoff, which aims to make the night-time economy a safer and more inclusive space for LGBT communities. Through the partnership, a short documentary featuring our Village Angels programme was produced by LADbible, which received over 3 million views when it was broadcast online in December. In addition LGBT Foundation has been featured on a series of national Smirnoff advertisements broadcast on television, online, and via national billboards, and we continue to develop a series of community safety initiatives through the partnership. We retain a strong relationship with Barclays bank, and were the beneficiaries of their September Soiree evening event in Manchester.
- We continue to truly value the contributions made by our volunteers, and we work hard to make their experience with us as positive as possible. In 2017-18, 140 volunteers dedicated their time across a range of programmes including Talking Therapies,

Befriending, Office Support, Village Angels/Haven, Women's Programme, Trans Programme and events. As well as a member of staff assigned to support and supervise each volunteer, we have a central team who keep our volunteers up to date via shout-outs, e-bulletins, volunteers socials, the Christmas party; as well as demonstrating our recognition of their efforts through our annual Volunteer Awards Ceremony. As a result, 90% of our volunteers said they'd recommend LGBT Foundation as a place to volunteer.

- Thanks to funding from Big Lottery, we secured funding to conduct an Equalities and Inclusion review of our organisation, which was led by an external consultant. The review concluded in March 2018 and produced a series of findings and recommendations of furthering our approach to inclusion, equality and diversity within the organisation, which we are now implementing.
- Communicating our services to our service users and supporters remains a critical part of our work. Our four e-bulletins reaching a total 10,535 subscribers a month. This includes our weekly bulletin which totals 6330 subscribers, the fortnightly volunteer bulletin, which reaches 640 subscribers, and our community programme bulletins, Transmission and our Women's Bulletin, which reach 1065 and 2500 subscribers monthly respectively.
- In September we recruited a Performance Manager to help us streamline the collection of our data and make better use of the information which it gave us. We now have a much more usable and valuable data analysis system providing regular performance management updates to trustees, the senior management team, and staff.
- LGBT Foundation has received a wide range of media coverage in the last year, having been featured in publications including The Huffington Post, BBC Breakfast, Diva, ITV Granada, Gay Times, BBC Radio Manchester, Heart FM / Capital FM, UNILad, Gaydio and LADbible.

Whilst these principal activities are just a flavour of the work we've done during 2017/18 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.

Financial Review and Results for the Year

As has been the case in previous years, economic uncertainty means the external funding environment is prone to changes and cuts, particularly in the public sector and within local authorities. One consequence of this is that statutory funding for the VCSE sector is also precarious, with cuts in funding and increasingly short-term contracts commonplace.

To counteract this financial uncertainty, LGBT Foundation has made significant investment into income generation activity, in order to maximise income and diversify our income streams, to improve our financial sustainability and resilience and create a more balanced income portfolio. This has also been identified as a priority over the coming years, to allow us to secure our long-term future. Through hard work and careful planning, we have been able to secure new income as well as make any necessary cost savings. Some of these exciting new sources of income include:

- **PayPal – Turkey Dash:** We partnered with PayPal as one of eight charities, as part of their Christmas donation campaign. Turkey Dash was a one-of-a-kind festive race on Channel 4

on 15 December involving eight CGI animated turkeys created by Aardman Animation Studios. The campaign encouraged the public to donate, and culminated in a live television race featuring our very own racing turkey, Rainbow Rebel.

- **Smirnoff – We’re Open:** We have been working with Smirnoff as part of their ‘We’re Open’ campaign, which seeks to drive change and make the world a more inclusive space. The highlight of this during 2017/18 was the production of a short documentary video in partnership with LadBible, showcasing the work of our Village Angels.
- **GMCA Police and Crime Service – Village Haven:** Thanks to funding from the Police and Crime Service within GMCA, we have been able to launch the Village Haven, a partnership between LGBT Foundation, Serenity Security, and Barnabus. The Village Haven is a night time safe haven, which operates from 11pm to 5am every Friday and Saturday night in the Village in Manchester. Located in the Beacon at 45 Bloom Street, the Village Haven is a safe space for people who are unable to keep themselves safe to be supported to get home without coming to harm

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, 2016/17 and 2017/18, this reserve has remained unused, with £21,346 remaining. Within 2016/17 £140,265 (being the surplus figure for the year) was transferred to the ‘Designated Reserve 2’ and it therefore now totals £161,611. As discussed in more detail within the ‘Reserves Policy’ on pages 26 and 27, the Trustees have determined to allocate the surplus from 2017/18 to the unrestricted reserves. Additionally, a new ‘Designated Reserve 4 has been established, to pump-prime to develop the way we define our brand and 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.**

Funders

We would like to thank the following funders for their generous financial support during 2017/18:

**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 • Bird & Bird • Bowel Cancer Network
 - Change, Grow, Live (CGL) • Central, North & South Manchester CCG
 - Cheshire Office of Police and Crime Commissioner
- Clothworkers' Foundation • Department for Communities and Local Government
 - Department of Health • GMCVO • Greater Manchester Combined Authority
 - Greater Manchester Health and Social Care Partnership
 - Henry Smith Charity • Heritage Lottery Fund • HIV Prevention England
 - Independent Choices • Jagger & Associates • Lankelly Chase Foundation
- MAC Aids Fund • MACC • Macmillan Cancer Support • Manchester Athena
 - Manchester City Council • Manchester Pride • NHS England
- NHS Health Education North West • Nottinghamshire Healthcare NHS Trust • PayPal
- Public Health England • Public Health Manchester • S Collins & Co. Ltd • Smirnoff
 - Stonewall • 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.

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

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.

Unrestricted Reserves: As of 31 March 2018, unrestricted and undesignated reserves amounted to £293,511. This is equivalent to just over 7.5 week's running costs, based on the projected budget for 2018/19. 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 the surplus of generated during 2017/18 £11,209 which will be added into the Unrestricted Reserves.

We will continue to have Designated Reserves, 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 2017/18.

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 2017/18. In 2016/17 the Trustees agreed that the £140,265 surplus generated during 2016/17 should be added to Designated Reserve 2, and it therefore now totals £161,611.

Designated Reserve 3: The Trustees established a 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.

Designated Reserve 4: The Trustees have established a new designated reserve, which will be used to develop the way we define our brand. This initiative will enable us to diversify and 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, £10,625 has been reallocated from unrestricted reserves to pump-prime this initiative which is funded by the surplus generated within 2017/18.

Future Plans

As in previous years, the charity has started the financial year with significant funding gaps to address in-year. Despite this, income generation and expenditure savings have enabled the charity to raise a surplus to increase historically low reserves.

A key aspect of our future plans is to continue to diversify our income streams. In addition to maintaining a range of contracts we have also strengthened relationships with Corporate Supporters.

We continue to provide a diverse range of services with and for LGBT Communities. Our approach to income generation is one of sustainable growth, which has enabled us to provide increasing

tailored support. In the future, we expect to see a continued high demand for our services provision, coupled with a growing complexity of need.

Strategic Plan 2018-2023

Looking ahead, the charity has developed a new Strategic Plan for 2018-2023. 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.

The plan includes our **new mission of Here If You Need Us** and our continued vision: **We believe in a fair and equal society where all lesbian, gay, bisexual and trans people can achieve their full potential**

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

- **Achieving Equality:** Making change happen with and on behalf of our communities
 - Voice: Amplify the voices of our communities and empower people to take social action
 - Influence- Achieve systems change by producing quality evidence and ensuring public services are informed by the needs of those using them
 - Access- End the inequity that LGBT people face in health and social care services through learning and collaboration
- **Encouraging Wellbeing:** Reducing isolation amongst our communities & enabling people to flourish
 - Services: Expand our offer for wider groups of people, with a broader set of needs, in a greater range of locations
 - Skills: Encourage and invest in the expertise and talents of our communities so they can achieve their goals
 - Education: Inform community members and those serving them on the most effective ways to meet the needs of LGBT people
- **Promoting Safety:** Helping people feel more confident & in control of their lives
 - Action: Increase personal resilience through the delivery of pioneering and impactful health care provision
 - Justice: Promote and protect the personal rights and freedoms of our communities
 - Place: Maintain and expand the number of safe public and private spaces for LGBT people

We've also set out a priority of **'Improving Our Performance: Professional and knowledgeable in our approach, friendly & helpful with everyone.'** This outlines our plans to continually develop and improve as a charity and deliver excellence for our beneficiaries.

- Quality: Ensure excellence in everything we do to better meet the needs of the people we serve
- People: Champion a culture that enables us to live our values and invests in its communities
- Growth: Broaden our family of allies and secure a sustainable financial future

Business Plan 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. We are currently in the second year of our 2017-2019 Business Plan. 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 the special provisions relating to Companies subject to the small companies regime within Part 15 of the Companies Act 2006.

By order of the Trustees (Management Committee)


.....
Matt Webber – Company Secretary

20/10/18
.....
Date

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)

Olivia Butterworth (Deputy Chair)

Glyn Jenkins MBE (Co-Treasurer)

Lee Broadstock (Co-Treasurer)

Catherine Poulton

Sharmila Kar

Anjalee Pawasker (Appointed 20 December 2017)

Simon Bracewell (Appointed 20 December 2017)

Aderonke Apata (Appointed 20 December 2017)

Charlie Mallinson (Appointed 20 December 2017)

Departing Trustees

David McGovern (Resigned 4 May 2017)

Hayley Matthews (Resigned 4 May 2017)

Emily van Blankenstein (Resigned 2 August 2017)

Jeannie Parr (Resigned 20 December 2017)

Andrea Murray (Resigned 31 March 2018)

Company Secretary and Trustee

Matt Webber

Senior Management Team

Paul Martin OBE (Chief Executive)

Rob Cookson (Deputy Chief Executive)

Rachel Waterman (Director of Operations)

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

- **Beever & 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 2018**

Opinion

We have audited the financial statements of LGBT Foundation Limited "the charitable company" for the year ended 31 March 2018 which comprise the Statement of Financial Activities (Incorporating the Income and Expenditure Account), the Balance Sheet, the Statement of Cash Flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

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 2018 and of its profit for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report to you in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- 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 included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which 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.

Responsibilities of directors

As explained more fully in the Trustees' Responsibilities Statement set out on pages 8 and 9, 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, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's web-site at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable 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 charitable 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 charitable company and the charitable company's members as a body for our audit work, for this report, or for the opinions we have formed.

Beever and Struthers

MARIA HALLOWS (Senior Statutory Auditor)

For and on behalf of

BEEVER AND STRUTHERS

Statutory Auditor

St. George's House

215 - 219 Chester Road

Manchester

M15 4JE

Date: *23 October 2018*

LGBT Foundation Limited: Statement of Financial Activities

For the year ended 31 March 2018 (incorporating income and expenditure accounts)

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2017/18 £	Unrestricted funds 2016/17 £	Restricted funds 2016/17 £	Total Funds 2016/17 £
Income							
Donations & legacies	3	94,907	-		84,503	-	84,503
Other trading activities	4	44,088	-		67,422	-	67,422
Charitable activities	5	341,528	1,664,842		660,959	1,263,133	1,924,092
Other	6	37,252	-		20,361	-	20,361
Total Income		517,775	1,664,842	2,182,617	833,245	1,263,133	2,096,378
Expenditure							
Costs of raising funds	7	47,384	-		48,785	-	48,785
Charitable activities	7	459,182	1,664,842		644,195	1,263,133	1,907,328
Total Expenditure		501,654	1,664,842	2,171,408	692,980	1,263,133	1,956,113
Net income/(Expenditure) and net movement in funds for the year		11,209	-	11,209	140,265	-	140,265
Reconciliation of Funds							
Total funds brought forward		524,454	-	524,454	384,189	-	384,189
Total Funds Carried Forward		535,663	-	535,663	524,454	-	524,454

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 2018

Registered Company No. 03476576

	Note	2018		2017	
		£	£	£	£
Fixed Assets					
Tangible assets	12		-		-
Current Assets					
Debtors	13	93,435		149,373	
Cash at bank and in hand		766,596		830,887	
		<u>860,031</u>		<u>980,260</u>	
Creditors: Amounts falling due within one year	14	<u>(324,368)</u>		<u>(455,806)</u>	
Net Current Assets			535,663		524,454
Total Assets Less Current Liabilities			<u>535,663</u>		<u>524,454</u>
Net Assets			<u>535,663</u>		<u>524,454</u>
Funds					
Restricted funds	15				
Unrestricted income funds:					
General funds	16	293,511		292,927	
Designated funds	16	242,152		231,527	
			<u>535,663</u>		<u>524,454</u>
Total Funds			<u>535,663</u>		<u>524,454</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.

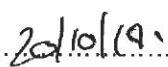
Approved by the Trustees (Management Committee) and signed on their behalf:



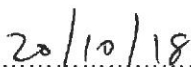
Smyth Harper – Chair



Lee Broadstock - Treasurer



Date



Date

LGBT Foundation Limited: Statement of Cash Flows 31 March 2018

Statement of Cash Flows	2018	2017
	£	£
Cash received from operating activities	(64,291)	247,800
(Decrease)/Increase in cash and cash equivalents	(64,291)	247,800
Cash and cash equivalents at beginning of year	830,887	583,087
Cash and cash equivalents at end of year	<u>766,596</u>	<u>830,887</u>
Reconciliation of movement in funds to net cash flow from operating activities	2018	2017
	£	£
Net movement in funds	11,209	140,265
Decrease in debtors	55,938	82,138
(Decrease)/Increase in creditors	(131,438)	24,910
Depreciation	-	487
Net cash inflow from operating activities	<u>(64,291)</u>	<u>247,800</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.

LGBT Foundation meets the definition of public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy. The financial statements are prepared in sterling which is the functional currency of the charity.

b) 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.

c) 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 26 of this report.

d) 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 at cost.

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

Accounting Policies (continued)

e) 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 8 shows details of these allocations.

f) 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 due.

g) 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.

h) 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.

i) 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.

j) 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.

k) 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 2018, there were outstanding contributions due to be paid of £13,558 (2017 - £14,668).

l) 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.

m) 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 pages 28 and 29. 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.

2. Legal status of the Charity

The charity is a private company limited by guarantee and has no share capital and is incorporated in England and Wales. 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. The address of the charity's registered office is Number 5 Richmond Street, Manchester, M1 3HF.

3. Donations and Legacies

	Unrestricted Funds	Restricted Funds	Total Funds 2017/18	Total Funds 2016/17
	£	£	£	£
Donations				
Manchester Pride Donation	37,500	-	37,500	34,750
Supporters Scheme & Individual Donations	42,822	-	42,822	17,863
Sponsorship	14,585	-	14,585	30,304
World Aids Day	-	-	-	1,586
Legacy Donation	10,000	-	10,000	-
Smirnoff	10,000	-	10,000	-
	114,907	-	114,907	84,503

4. Income from Other Trading Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2017/18 £	Total Funds 2016/17 £
Design and Advertising Sales	-	-	-	20
Venue Hire	42,888	-	42,888	46,969
Training and Consultancy Income	1,200	-	1,200	20,433
	44,088	-	44,088	67,422

5. Income from Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2017/18 £	Total Funds 2016/17 £
Local Authority Contracts (HIV/Sexual Health)				
Ashton, Leigh & Wigan Council/Local Authority	6,036	-	6,036	24,142
Bolton Council/Local Authority	5,394	-	5,394	21,575
Bury Council/Local Authority	6,838	-	6,838	27,350
Manchester Council/Local Authority	49,825	-	49,825	193,000
Oldham Council/Local Authority	3,125	-	3,125	12,497
Rochdale Council/Local Authority	3,370	-	3,370	13,480
Salford Council/Local Authority	22,500	-	22,500	90,000
Stockport Council/Local Authority	4,842	-	4,842	19,367
Tameside Council/Local Authority	2,390	-	2,390	9,560
Trafford Council/Local Authority	5,400	-	5,400	19,800
Other Funding Agreements				
Ben Cohen Foundation	-	2,500	2,500	7,500
Big Lottery – Reaching Communities (Trans Programme)	-	119,704	119,704	127,421
Big Lottery – Researching Communities (Women’s Programme)	-	136,670	136,670	52,052
Beacon Of Hope	-	2,811	2,811	-
CGL Drug & Alcohol Contract	-	108,315	108,315	137,808
Clothworkers	-	15,000	15,000	-
Department of Health – Strategic Partners	-	60,000	60,000	190,580
Department of Health – SOM	-	44,136	44,136	-
Department of Health – Nurses Toolkit	-	26,829	26,829	-
Department of Health – Whole System Approach	-	69,480	69,480	-
Domestic Abuse Housing	-	59,664	59,664	-
HIV Eradication	-	32,435	32,435	-
HPE LAP	-	15,802	15,802	-
HLF Safer Sex	-	49,320	49,320	-
GMCVO – Ambition for Ageing	-	52,016	52,016	52,000
Health Education NW	-	-	-	24,406
Henry Smith Charity	-	26,090	26,090	24,366
Office of Greater Manchester PCC (Village Angels)	-	85,000	85,000	85,000
PHE HIV Prevention Innovation Fund	-	-	-	46,352
IAPT Improving Recovery	-	51,671	51,671	-
Sub-total carried forward to next page	109,720	957,443	1,067,163	1,178,256

5. Income from Charitable Activities (continued)

	Unrestricted Funds	Restricted Funds £	Total Funds 2017/18 £	Total Funds 2016/17 £
Sub-total brought forward from previous page	109,720	957,443	1,067,163	1,178,256
LGBT Cancer Alliance		11,201	11,201	-
Central, North & South Manchester CCG	106,218	-	106,218	109,576
Greater Manchester CCG's Mental Health (8 boroughs)	103,750	-	103,750	103,230
Lankelly Chase Foundation	-	58,927	58,927	80,889
MAC Aids Fund	-	25,603	25,603	13,697
Mac Aids Trans Initiative	-	3,756	3,756	26,243
Mac Aids Man Net Plus	-	10,203	10,203	38,797
Manchester City Council – IWD Sugar & Spice	-	795	795	-
Manchester City Council – Neighbourhood	-	1,170	1,170	-
Manchester City Council – Youth Fund 2014/15	-	15,147	15,147	16,524
Manchester City Council – Equalities Fund	-	35,000	35,000	35,000
Manchester City Council – Wellbeing Grant	-	7,815	7,815	8,100
Ministry of Justice – Victims and Witness Support Fund	-	29,580	29,580	7,000
Motiv8	-	21,504	21,504	14,415
Nottinghamshire Healthcare NHS Trust (Rampton)	21,840	-	21,840	16,346
OPCC Cheshire	-	10,385	10,385	10,285
PIP 3 Manchester CCG	-	-	-	10,680
Pride Prevention, Protection	-	-	-	223
Superbia	-	930	930	1,300
Stonewall Consultancy	-	10,000	10,000	-
Passionate About Sexual Health	-	245,661	245,661	-
NHS Practice in Pride	-	208	208	47,695
Pride in Practice GM NHS	-	130,608	130,608	142,586
Pride in Practice – Trans	-	45,000	45,000	45,000
POCT	-	3,300	3,300	13,250
Independent Choices	-	5,238	5,238	5,000-
Village Haven	-	25,000	25,000	-5,000
Celebrate Pride	-	10,000	10,000	-
People History Museum	-	368	368	-
Totals	341,528	1,664,842	2,006,370	1,924,092

6. Other Income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2017/18 £	Total Funds 2016/17 £
Other income	37,252	-	37,252	20,361
	<u>27,252</u>	<u>-</u>	<u>27,252</u>	<u>20,361</u>

7. Analysis of Resources Expended

	Direct Costs £	Staff Costs £	Support Costs £	Total Fund 2017/18 £	Total Funds 2016/17 £
Costs of Raising Funds					
Voluntary Income	4,289	3,403	3,134	10,826	11,207
Cost of Sales	8,602	18,646	9,310	36,558	37,578
Cost of Charitable Activities					
Services	392,883	807,972	463,842	1,664,697	1,330,886
Information	1,902	175,119	43,785	220,806	297,259
Research	-	159,490	47,011	206,501	240,681
Governance costs	5,188	22,223	4,609	32,020	38,502
Total Resources Expended	<u>412,864</u>	<u>1,186,853</u>	<u>571,691</u>	<u>2,171,408</u>	<u>1,956,113</u>

8. Support Costs

	Voluntary Income £	Fees & other sales £	Services £	Information £	Research £	Governance £	Total funds 2017/18 £	Total funds 2016/17 £
Premises Costs	923	2,743	136,679	12,902	13,853	1,358	168,459	165,002
Support staff costs	879	2,611	130,070	12,278	13,183	1,292	160,313	171,135
Administrative costs	1,332	3,956	197,092	18,605	19,976	1,958	242,918	195,793
Depreciation costs	-	-	-	-	-	-	-	487
Bad debts written off	-	-	-	-	-	-	-	2,891
	<u>3,134</u>	<u>9,310</u>	<u>463,841</u>	<u>43,785</u>	<u>47,012</u>	<u>4,608</u>	<u>571,690</u>	<u>535,308</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:

	2017/18	2016/17
	£	£
Wages and salaries	1,155,501	1,042,340
Social security costs	102,277	92,129
Pension Costs	114,488	95,805
	<u>1,372,226</u>	<u>1,230,274</u>

Particulars of employees:

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

	2017/18	2016/17
		No
Senior management team	6	5
Other employees	38	35
	<u>44</u>	<u>40</u>

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

	2017/18	2016/17
		No
£70,000 - £80,000	-	-
£80,000 - £90,000	1	1
	<u>1</u>	<u>1</u>

10. Net outgoing resources

Net outgoing resources are stated after charging:

	2017/18	2016/17
	£	£
Depreciation	-	487
Audit fees	4,912	4,115
Irrecoverable VAT	33,915	26,279
Operating lease charges	109,792	102,611
	<u>109,792</u>	<u>102,611</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 £
Cost			
At 1 April 2017	11,604	51,416	63,020
Additions	-	-	-
At 31 March 2018	<u>11,604</u>	<u>51,416</u>	<u>63,020</u>
Depreciation			
At 1 April 2017	11,604	51,416	63,020
Charge for the year	-	-	-
At 31 March 2018	<u>11,604</u>	<u>51,416</u>	<u>63,020</u>
Net Book Value			
At 31 March 2018	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2017	-	-	-

13. Debtors

	2017/18	2016/17
	£	£
Trade debtors	78,795	95,667
Prepayments	2,308	29,818
Other debtors	12,332	23,888
	<u>93,435</u>	<u>149,373</u>

14. Creditors: Amounts falling due within one year

	2017/18	2016/17
	£	£
Trade creditors	58,465	35,221
Taxation and social security	64,019	73,131
Deferred income (note below)	85,751	222,849
Accruals	96,321	108,358
Other creditor	19,812	16,247
	<hr/> 324,368 <hr/>	<hr/> 455,806 <hr/>

Deferred income

	2017/18	2016/17
	£	£
Brought forward	222,849	233,574
Incoming resources from prior years released	(222,849)	(233,574)
Incoming resources deferred in year	85,751	222,849
	<hr/> 85,751 <hr/>	<hr/> 222,849 <hr/>

LGBT Foundation Limited: Notes to the Accounts 31 March 2018 (continued)

15. Restricted Reserves	Balance at 1 April 2017	Incoming resources	Outgoing resources	Balance at 31 March 2018
	£	£	£	£
Ben Cohen Foundation	-	2,500	(2,500)	-
Big Lottery – Reaching Communities (Trans Programme)	-	119,704	(119,704)	-
Big Lottery – Researching Communities (Women’s Programme)	-	136,670	(136,670)	-
Department of Health – SOM	-	44,136	(44,136)	-
Department of Health – Nurses Toolkit	-	26,829	(26,829)	-
Department of Health – Whole System Approach	-	69,480	(69,480)	-
Domestic Abuse Housing	-	59,664	(59,664)	-
HIV Eradication	-	32,435	(32,435)	-
HPE LAP	-	15,802	(15,802)	-
HLF Safer Sex	-	49,320	(49,320)	-
Department of Health – IESD Fund – Strategic Partners	-	60,000	(60,000)	-
GMCVO – Ambition for Ageing	-	52,016	(52,016)	-
Henry Smith Charity	-	26,090	(26,090)	-
MAC Aids Fund	-	25,603	(25,603)	-
MAC Aids Man Net Plus	-	10,203	(10,203)	-
Manchester City Council – Youth Fund	-	15,147	(15,147)	-
Manchester City Council – Equalities Fund	-	35,000	(35,000)	-
Manchester City Council – Wellbeing Grant	-	7,815	(7,815)	-
Manchester City Council – IWD Sugar & Spice	-	795	(795)	-
Manchester City Council – Neighbourhood	-	1,170	(1,170)	-
Ministry of Justice – Victims and Witness Support Fund	-	29,580	(29,580)	-
Office of Greater Manchester PCC (Village Angels)	-	85,000	(85,000)	-
OPCC Cheshire	-	10,385	(10,385)	-
Stonewall Consultancy	-	10,000	(10,000)	-
NHS Pride in Practice	-	208	(208)	-
Pride in Practice GM NHS	-	130,608	(130,608)	-
Pride in Practice – Trans	-	45,000	(45,000)	-
Superbia	-	930	(930)	-
Mac Aids Trans Initiative	-	3,756	(3,756)	-
Passionate About Sexual Health	-	245,661	(245,661)	-
Lankelly Chase Foundation	-	58,927	(58,927)	-
POCT	-	3,300	(3,300)	-
LGBT Cancer Alliance	-	11,201	(11,201)	-
Village Haven	-	25,000	(25,000)	-
CGL Drug & Alcohol Contract	-	108,315	(108,315)	-
Beacon Of Hope	-	2,811	(2,811)	-
Motiv8	-	21,504	(21,504)	-
Independent Choices	-	5,238	(5,238)	-
Clothworkers	-	15,000	(15,000)	-
IAPT Improving Recovery	-	51,671	(51,671)	-
Celebrate Pride	-	10,000	(10,000)	-
People History Museum	-	368	(368)	-
	-	1,664,842	(1,664,842)	-

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 2017	Incoming resources	Outgoing resources	Transfers	Balance at 31 Mar 2018
	£	£	£		£
General Fund	292,927	517,775	(506,566)	(10,625)	293,511
Designated Funds:				-	
Accommodation	24,916	-	-		24,916
Operational Costs	161,611	-	-	-	161,611
Initiatives	45,000	-	-	-	45,000
Define our Brand	-	-	-	10,625	10,625
	<u>524,454</u>	<u>517,775</u>	<u>(506,566)</u>	<u>-</u>	<u>535,663</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	-	535,663	535,663
Total Funds	<u>-</u>	<u>535,663</u>	<u>535,663</u>

18. Commitments under Operating Leases

At 31 March 2018 the LGBT Foundation had total future minimum commitments under non-cancellable operating leases as set out below.

	2017/18 £	2016/17 £
Operating leases which expire:		
Later than one year and not later than five years		
Leased Premises – Richmond Street	175,860	263,640
Spiritel Phone Rental	9,960	14,940
Photocopier Rental Charge	42,588	56,784
	<u>228,408</u>	<u>335,364</u>

19. Trustee Remuneration

- The Trustees received no remuneration in the course of their duties.
- During 2017/18, 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.
- No payments were made in 2017/18 to Trustees for expenses incurred on behalf of the charity (2016/17 £nil).

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