

Company registration number: 03476576

Charity registration number: 1070904

LGBT Foundation Ltd

(A company limited by guarantee)

**Annual Report and Financial Statements
for the Year Ended 31 March 2022**

LGBT Foundation Ltd

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Our Annual Review 2021/22 (which is also referred to as our 'Impact Report'), is the summary, community version of this Annual Report.
From 30th November 2022, it can be viewed at:
lgbt.foundation/about-us/our-impact-accounts

Contact Details

LGBT Foundation

Fairbairn House (2nd Floor), 72 Sackville Street, Manchester, M1 3NJ
www.lgbt.foundation info@lgbt.foundation 0345 3 30 30 30

LGBT Foundation Ltd

Reference and Administrative Details

Chair: Smyth William Harper

Trustees: Alexandra Herbert
Anjalee Kashinath Pawasker
Carl Austin-Behan OBE DL (26th February 2022)
Charles Edward Lord OBE JP (24th November 2021)
Jason Kalugarama
Jax Effiong
Lee Broadstock
Mike Hill
Sharmila Frances Kar (1st September 2021)
Simon Mark Bracewell
Smyth William Harper
Terra Lawrence-Tulloch (Currently on Parental Leave)

Company Secretary: Stewart Humphries

Principal Office: Fairbairn House (2nd Floor),
72 Sackville Street, Manchester, M1 3NJ
The charity is incorporated in England & Wales.

Company Registration Number 03476576

Charity Registration Number 1070904

External Auditor Beever and Struthers
Statutory Auditors
St George's House
215-219 Chester Road
Manchester, M15 4JE

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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 transgender;
- Persons in doubt of their sexual identity;
- Persons diagnosed with HIV and related illnesses;
- 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 2018-2023

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:** Reducing isolation amongst our communities and enabling people to flourish.
- **Promoting Safety:** Helping people feel more confident and in control of their lives.
- **Improving Performance:** Professional and knowledgeable in our approach, friendly and helpful with everyone.

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 differences and trusting people to do what's right.

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Chair and Chief Executive's Report

This has been another extraordinary year for LGBT Foundation. A year of reflection, renewal, and regeneration.

In the coming pages, you will see some of our remarkable work to be a beacon of light, hope and joy in our community. The shock of Covid-19 affected our people and our charity. We were determined to rise to its challenge and, boy, did we do just that. We've expanded our services and our geographic reach. We've got a new physical home. We supported over 45,000 people last year - more than ever before.

Whilst the statistics tell a story, you'll also read the personal testimony of people whose lives have been affirmed, transformed and - in many cases - saved by the work carried out by our dedicated team of staff and volunteers.

We're committed to achieving equality for everyone in our community. We're proud to be an anti-racist organisation: queer people of colour are supported here to bring about positive change for the wider LGBTQ+ community. We're proud to be a feminist organisation, with an active and radical women's programme. We're proud to be doing ground-breaking work that empowers trans people to live their best lives wherever they are on their journey. We're proud to reach across generations: a quarter of our service users are under 25, and we also have a vibrant and unique programme for older people. We're proud that, at LGBT Foundation, there's something for all lesbian, gay, bi, trans and queer people.

But we can only do this through the support of our funders. Our public sector partners enable us to provide a range of vital specialist services. They set us challenging targets which we smash every year. We couldn't deliver the volume of our work without the support of our corporate sponsors whom we have mentioned within this report (**page 50**). Thank you for supporting us to make a difference!

And we have seen more and more of our queer family, whether they be LGBTQ+ themselves or our allies, put their hands in their own pockets to chip into our work. You can read below for more details about how you can be part of our journey.

We also couldn't do any of this without our amazing team - and what a team they are. Our dedicated, passionate, committed, and talented staff has almost doubled in the past couple of years. They're also diverse in terms of age, gender, and ethnicity. We have a significant number of staff who are people of colour, way above the national average; we've probably got the biggest proportion of trans and non-binary people on our workforce of any charity of our size in the country; we're gender balanced; many of our staff are disabled and/or neurodivergent. It's a similar tale with our volunteers. Our board is both gender-balanced and nearly half of our trustees are people of colour. That makes us one of the most diverse charity boards in the country. The wider volunteer team are simply the best - the backbone of our charity and the secret to our success.

There's no denying these are worrying times. Covid-19 may thankfully be in the rear-view, but its impact will be felt in our community, and our world, for many years to come. The constant

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assault on transgender people in the media is obscene. Hate crime is up. Hard-fought rights seem to be under jeopardy.

Despite this, we can be optimistic - our community is strong and united, and we are more determined than ever to build a fair and equal world where all queer people can reach their full potential. At LGBT Foundation, there's only one direction: forward.

It is the honour of our lives to be part of the LGBT Foundation family. We work with remarkable people. We serve a remarkable community. We see remarkable every day. Equality truly does Win!!

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

If you'd like to join us, there are several ways to become involved, including:

- Register for our free, **e-Bulletin OUTspoken**, providing you with up-to-date news, views, and events (at www.lgbt.foundation);
- For the very latest news, events, photos, reactions, and comments, follow us on **Twitter** (@LGBTfdn); **Instagram** (lgbtfdn), and **Facebook** ('LGBT Foundation');
- Become a **volunteer**, helping to support our events, services, and day-to-day 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

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Report of the Board of Trustees For the year ending 31 March 2022

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 2022. 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.

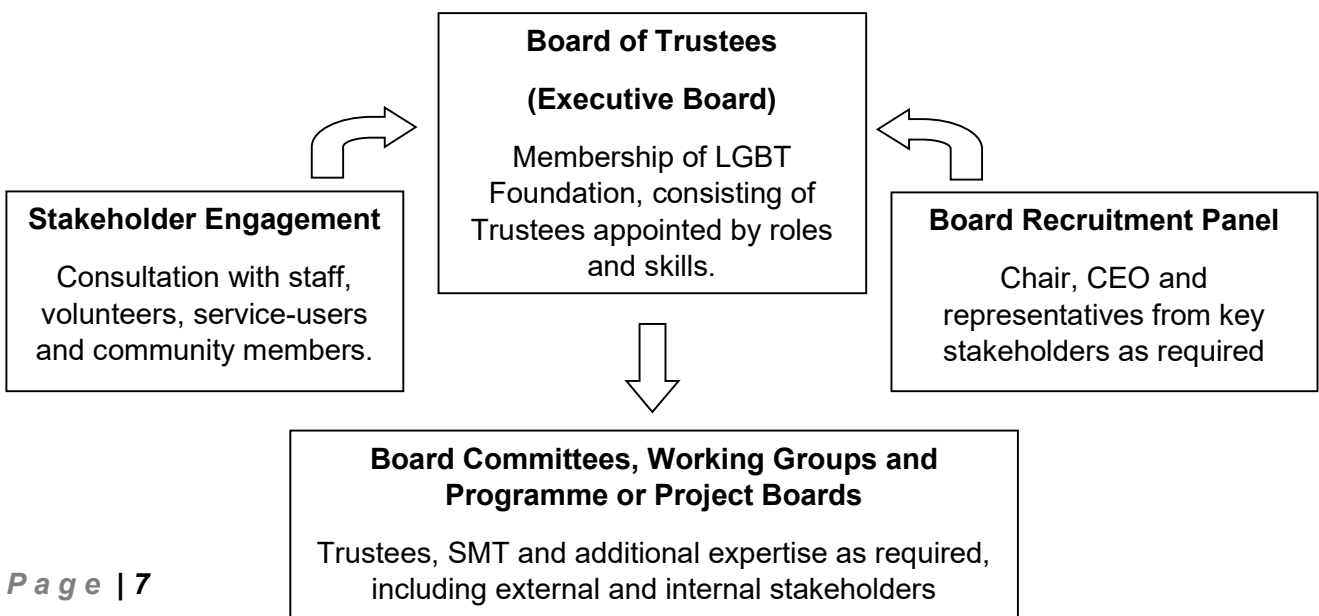
Structure, Governance, and Management

LGBT Foundation is governed by a Board of Trustees who also serve as Directors of the Company. Our various governance arrangements 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 several 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.



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Trustees are appointed for three years on a rotational basis, with a limit of three times that 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 is arranged on an annual basis to meet these needs.

Full Board of Trustee meetings during 2021-22 were held quarterly with meetings held on a Saturday morning and included a presentation from a programme within the organisation and followed by a workshop as agreed with the chair and CEO. In addition to these quarterly Board meetings, monthly "Short Board Meetings" were held on a Thursday evening (once a month) to ensure that the Board were always up to date. From August 2021, face-to-face quarterly Board meetings were resumed and in February 2022 the board held a strategy day where we looked at our Board Governance and worked on proposals that will come into force from April 2022. There is a comprehensive Forward Schedule and strategic themes are included within the 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 their Senior Management Team.

The Board committees during 2020/21 were:

- **Governance Committee** – maintains a scrutiny and review role to ensure effective governance structures are in place across the organisation. (Met 1 time in 21/22)
- **Finance & Administration Committee** – maintains a scrutiny and review role to ensure effective financial, people and systems management across the organisation. (Met 6 times in 21/22)
- **People, Planning & Performance 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. (Met 3 times in 21/22)
- **Fundraising Committee** – maintains an overview of a range of fundraising activities, including digital, donor scheme and Corporate Partnerships. (Met 2 times in 21/22)

Charity Governance Code Trustees Self-Assessment

In 2020/21, trustees undertook an online self-assessment against the Charity Governance Code principles. This resulted in trustees answering to what extent they feel we meet each element of the code. The Governance Committee reviewed these findings, and the responses gave us confidence that we are meeting and surpassing the principles of the code. We are due to carry out another self-assessment in 2022/23 when we are back at a full cohort of trustees.

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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. This is being reviewed in the 2022-23 financial year given the increase in the cost of living.

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, 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 4.13:1 (4.31:1) which demonstrates LGBT Foundation's commitment to resisting pay inequality. Additionally, we are a real Living Wage employer, accredited with the Living Wage Foundation.

Senior Management Team (SMT)

The Board of Trustees delegates day-to-day management of the Charity to the Chief Executive and the other members of their Senior Management Team (SMT). Usually, they meet every month to coordinate work plans and oversee the charity at a strategic level.

During 2021/22, the members of the SMT and their top-level responsibilities were as follows:

- **Dr 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 Bottomley** – Director of Development oversees our communications and the implementation of an Income Generation Framework, ensuring maintenance of existing income, and diversification of income streams.
- **Kamran Khan** – Director of Operations ensures the day-to-day smooth running of the charity, provides strategic leadership for the services, public affairs and inclusion teams, oversight of performance and HR.

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The SMT is supported by an SLT (senior leadership team) of five deputy directors with responsibility for the following areas:

- **Debra Nixon** - Deputy Director of Self-Generated Income: Lead on all aspects of Self-Generated income, donors and legacies, engagement with Corporates, including the development of and securing investment opportunities.
- **Laurence Webb** - Deputy Director of Inclusion: Influencing health and social care landscape, Pride in Practice, system-wide implementation of sexual orientation monitoring and trans status monitoring, organisational lead for co-production
- **Charlotte Cooke** - Deputy Director of Services: Leadership of all service areas, including mental health, sexual health, wellbeing, community safety, drugs & alcohol, and domestic abuse.
- **Shane Carter** - Deputy Director of Finance (appointed February 2022): Responsible for ensuring transparent financial governance, maintaining the financial viability of LGBT Foundation, managing the day-to-day finance function, and providing long-term financial planning and strategic leadership.
- **Meg Lighthouse** - Indigo Business Manager (appointed January 2022): Responsible for service development, relationships with stakeholders and external representation within the Indigo Gender Service.

The SLT is supported by a Wider Leadership Team (WLT) and a team of managers, staff, and volunteers, who are passionate, skilled, and knowledgeable, and who share in the charity's vision and mission.

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 2021/22. 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 several routes, including output from Board of Trustees meetings and Committee meetings; via the regular cycle of Senior Leadership Team meetings; and through the annual planning cycle. Risks are recorded on the 'Risk Register', which identifies,

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for each risk, the steps required to mitigate the risk and the Trustee or member of the Senior Management Team responsible. The Risk Register forms part of Board and other related meetings, where it is reviewed on an ongoing basis.

Objectives and Principal Achievements for 2021/22

All our principal activities support our objects and vision. Our four major activities during 2021/22 (referred to as our strategic goals) were:

- **Achieving Equality:** Making change happen with and on behalf of our beneficiaries.
- **Encouraging Wellbeing:** Reducing isolation amongst our communities and enabling people to flourish.
- **Promoting Safety:** Helping people be more confident and in control of their lives.

These goals are underpinned by a fourth strategic goal, **Improving Our 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.

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In the 2021/22 financial year, LGBT Foundation supported approximately 45,500 people.

2021/22 was an exciting year for LGBT Foundation, with new programmes, new premises, new hybrid ways of working and the expansion of some of our services throughout the UK.

With the effects of Covid still affecting all areas of the organisation, we spent the first half of the year delivering everything remotely. This allowed us to broaden our reach and engage with LGBTQ+ people far beyond our original base in Manchester.

When the world started returning to face-to-face delivery, we then had the new challenge of adapting all our services to ensure that no one was left behind. and we have adapted new hybrid service delivery models for most of our services to enable us to support the broadest possible range of people.

We supported over 45,500 people to access our services and we continue to be there when people need us.

Our Community Centre

We said goodbye to our community centre at 5 Richmond Street in 2020. As public health measures began to relax in 2021, we invested in a collaborative working space to support colleagues who wished to return to working in an office. This provided an opportunity for teams to come together to collaborate, whilst allowing us to road-test hybrid working practices and meetings.

Many people access our services because we are an LGBTQ+ specific organisation. Community engagement about the future of our community centre and service delivery hub showed us that our communities have very different needs from a future building. Some felt strongly that our future building should be located inside the Gay Village, and some expressed strongly that they did not feel comfortable accessing a community centre inside the Gay Village. To meet these different needs of our communities, we signed a lease on a new community centre at Fairbairn Building on Sackville Street towards the end of 2021. Our new Mancunian home is village-adjacent, offering an LGBTQ+ affirmative building as a safe space where people can be who they are. The build underwent rapid refurbishment in December/January and opened at the start of 2022.

We set out to find a building that met very high accessibility criteria to achieve our vision that no one is left behind. Feedback from our services shows 50% of service users want to continue to access services remotely, and so this was taken into consideration when procuring a new service delivery hub. A mixed model of physical and virtual delivery gives LGBTQ+ people more choice about how and when they access our services.

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Delivering services

Indigo Gender Service

Indigo Gender Service is the pilot NHS trans healthcare service for Greater Manchester. Launched in December 2020 and delivered in partnership with *gtd healthcare*, Indigo helps trans and non-binary people to thrive by providing care that is local, timely and easier to access.

Indigo is an innovative model of delivering trans healthcare within primary care through a close partnership between the NHS and the community and voluntary sector. Indigo's clinical services are delivered by GPs who are trained in trans healthcare, with additional services being delivered in community settings. When service users first register with Indigo, they are offered a holistic assessment to ensure they are able to access the broad range of services on offer. During this assessment, service users are supported to discuss their individual needs in relation to:

- voice and communication therapy
- recommendation of hormone therapy
- assessment and referral for top surgery
- first assessment for lower surgery
- hair removal treatment
- affirmative counselling
- care navigation and social prescribing
- referrals and signposting to other services they may wish to access

Trans people are the expert of their own experience, which is why Indigo's services are trans-led and have been coproduced with trans and non-binary communities in Greater Manchester. All service users have a named trans and/or non-binary Care Navigator who ensures that their individual needs are met and are supported whilst accessing Indigo's services.

When Indigo was first launched, we were given an initial fixed waiting list of people who were eligible to access the service. These were people who as of 1 December 2020 were registered with a GP in Greater Manchester, were on an NHS Gender Identity Clinic waiting list, and had not yet had their first appointment. There were 750 people on this original list, and by the end of the financial year, the service had booked in almost all the 610 people who chose to access care with Indigo (the balance was either uncontactable or no longer eligible for the service, with a small minority electing to remain with their current Gender Identity Clinic).

This new approach to delivering trans healthcare has been extremely well-received by service users. This is evidenced by the 99% of service users who rated the service as 'good' or 'very good' in the Friends and Family Test which is sent to all service users. This score is significantly higher than averages for NHS services and is particularly remarkable for an NHS gender service. Indigo also received a very positive interim evaluation by the NHS England external assessor and has received funding to extend the pilot to November 2023, with discussions about the process to move the service to routine commissioning.

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Feedback from people who have accessed Indigo's services:

"I am closer to being able to love myself more than I ever have been in my life."

"Indigo has really helped change my life for the better. I love that all of the care navigators are either trans themselves or non-binary. I feel as a patient valued and cared for."

"The staff I've encountered throughout use of this service have been consistently friendly, respectful and approachable, helping to ease what is overall not an easy process."

Intake and triage

In 2021/22, we received 712 referrals to our broad range of support services. 100 of these came from other services and organisations across Greater Manchester. As part of our holistic and person-centred approach, we continue to manage all referrals into our services through a single point of access. This ensures that all service users are directed to the most appropriate services to meet their needs at the point of entry. A high number of our service users present with complex needs that require multiple interventions. Our intake process enables us to ensure that our different areas of service delivery can work collaboratively to support each person from the outset.

All assessments are completed by a member of our frontline services team to ensure we have a consistent and effective triaging system. This allows us to quickly identify service users who are at risk of harm and put into action safeguarding protocols to address any concerns. The following statistics are taken from these assessments. They reflect the complexity of our service users' experiences before engaging with our services.

Of the intake assessments to access any of our services over the past 12 months:

- 78% of service users reported experiencing suicidal thoughts at some point. Of those who had experienced suicidal thoughts, 26% said that no one else knew about this.
- 36% of service users were experiencing suicidal thoughts at the point of assessment.
- 52% of service users had thoughts about self-harming to cope. Of those who had self-harmed, 27% said that no one knew about this and 60% had never accessed support for it.
- 50% of service users had experienced abuse as a child. Of those who experienced this abuse, 74% had never reported it and 67% had never accessed professional support for this.
- 51% of service users had experienced abuse as an adult. Of those who experienced this abuse, 70% had never reported it and 69% had never accessed professional support for this.
- 73% of service users were not accessing other non-mental health services before engaging with us.
- 77% of service users believed they had mental health problems.
- 21% of service users had previously been hospitalised because of mental health problems.
- 11% of service users reported not having any support from family or friends.
- 13% of service users felt threatened or unsafe at the point of assessment.

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As part of our intake and triage process, we ask service users why they chose to access our services so that we can continue to develop service delivery models. Of those who responded to this question:

- 70% did so because the service was LGBT-specific.
- 26% did so because it was delivered in an LGBT setting or environment.
- 32% did so because it was free to access.
- 18% did so because of the availability.
- 14% did so because they previously had a positive experience accessing our services.
- 8% did so because they were dissatisfied with another service provider.

We also ask service users how they heard about our services to ensure that we can continue to reach people who need us. Of those who responded to this question:

- 31% found information about our services on Google.
- 21% heard about our services via word of mouth.
- 21% were signposted to us by a health professional.
- 18% heard about our services from a friend.
- 8% were informed about our services by an LGBT Foundation member of staff or volunteer.
- 1% heard about our services on Gaydio radio station.

During these assessments, we work with service users to identify any needs they may have and any issues that they are facing. Below are the most prevalent needs or issues faced by our service users, and the total percentage of all services users presenting with these:

- Anxiety – 69%
- Depression – 60%
- Isolation – 23%
- Substance misuse – 22%
- Gender identity – 20%
- Relationship issues – 16%
- Coming out – 15%
- Abuse – 11%
- Housing situation – 10%
- Sexual assault or rape – 7%
- Relationship issues – 7%
- Religious or cultural issues – 4%
- Discrimination – 3%
- Hate incident – 1.4%
- Homelessness – 1.4%
- Asylum – 1.1%

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Helpline

Our helpline services (telephone and email support) continue to offer a vital lifeline to LGBTQ+ people throughout the UK and across the world. In 2021/22, we responded to 3,142 helpline calls and 1,223 emails, offering a friendly ear and access to non-judgemental information, signposting, and advice to people 4,365 times. We provided 39,456 minutes of support via calls to our helpline, or a total of 658 hours. This is equivalent to the time it would take to watch the 'It's a Sin' series 165 times on repeat.

Emails to our helpline remain high, with many service users commenting that they feel safer to access support by email, especially where there are language barriers or anxiety issues. This year, we delivered 28% of all helpline support through email, an increase of 17% vs the previous year. This demonstrates the value of offering digital pathways alongside more traditional routes.

People contacted our helpline services about a variety of topics. These included queries about sexual orientation and gender identity; support with coming out; accessing information about general health, sexual health, and mental health; support after a hate crime, including reporting; and social isolation. The following topics were raised most frequently by callers to our helpline:

- Mental health - 13%
- Gender identity - 10%
- Meeting others - 10%
- Sexual health - 10%
- Coming out - 9%
- Homophobia from others - 9%
- Sexuality - 8%
- Sexual orientation - 8%
- Transphobia from others - 7%
- Relationship issues - 7%
- Isolation - 5%
- Other - 5%
- Transitioning (medical) - 5%
- Transitioning (social) - 5%
- Legal - 4%
- Asylum - 4%
- Domestic violence - 4%
- Housing - 4%
- Anxiety - 4%
- Suicide (ideation or attempts) - 4%

Approximately 2 in every 5 callers (44%) were trans, highlighting our service as a key method of support for trans communities and allies. We received calls for help from every borough in GM, accounting for approximately 2 in every 5 callers (41%). Approximately 1 in every 2 calls (51%) came from outside of Greater Manchester in the UK. Despite our helpline being an England-based service, we have received requests for support from 60 countries across the world including Algeria, Egypt, Lebanon, Cameroon, South Africa, the Philippines, and Thailand.

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Feedback from people who accessed our helpline services:

“I’ve been fortunate enough in the past, and on several occasions, to have rang your helpline with issues and received 1to1 counselling from your team, for which I am forever grateful.”

“My ringing your help-line came about after my wife of 28 years left me, stating my wanting to transition and not being happy as I was, being the reason – in spite of her knowing from before we got married. She also forbade from transitioning or doing anything about it. I am now free to be [me]. I wouldn’t be here today, if it hadn’t been for whoever it was whom spoke to me on the phone last year (I wish I could tell you who it was, but I am very grateful to them). God bless you and the wonderful work you all do at the Foundation.”

Talking Therapies

Our Talking Therapies programme continues to provide non-judgmental professional mental health support for LGBTQ+ people, delivering LGBTQ+-affirmative and inclusive therapies across a range of modalities. We have seen a total of 493 clients this year and received 414 new referrals. We delivered approximately 2,890 hours of counselling, which is equivalent to the time it would take you to watch the Eurovision song contest final 723 times on repeat.

We continue to see service users presenting with high levels of need. Over half of all clients (53%) who accessed the service in 2021/22 presented with moderately severe or severe levels of depression as determined via client self-assessment tools, and over 2 in 5 (44%) presented with moderately severe or severe levels of anxiety. 1 in every 7 (14%) counselling clients presented with severe levels of both anxiety and depression.

Our IAPT service continues to deliver exceptional results for people who accessed treatment. The improvement rate for this service was 73% and the recovery rate was 71%. These represent the best rates for any third sector IAPT counselling service in Manchester. Of clients who accessed our service:

- 97% felt that staff acted with integrity during their journey with the service.
- 94% felt that they were treated with dignity and respect by the service.
- 97% felt that the service was able to understand their needs.
- 88% felt they had achieved some, most or all of their personal goals during therapy.
- 85% felt empowered in making choices about their own treatment and care.

Along with delivering our own services, we work hard to increase the accessibility of mainstream provision, for example through a targeted project in Tameside focused on ensuring better experiences for LGBT people accessing mental health provision within the area.

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Feedback from people who accessed our Talking Therapies services:

“A massive thank you to Leila (counsellor), she really took time to understand what I was going through, she listened to me and made me feel comfortable with opening up to her. Leila would make sure during every session I was ok with what we were talking about, before the session ended she made sure I comfortable to end the session. I really enjoyed speaking to Leila, I would look forward every week to discuss my last week.”

“I can't say enough good things about the counsellor I saw, I am doing much better than I was when I started and I'm just sad the sessions had to end!”

“[My counsellor was] an absolute gem. Having someone so professional yet personable, hilarious and knowledgeable made me feel so at ease and able to engage properly. During our sessions and since my overall mental health has improved but more importantly for the first time in my life I have self-worth.”

“Excellent service. Always kept in contact with me with updates. Incredible service and incredible people.”

“I would like to thank Gareth (counsellor) for our work together that empowered me to leave a toxic job and has led me to getting my dream job in the dream field.”

“Working with my counsellor was a great experience even though it was remote. He's professional, kind, and able to connect at a personal level beyond a care plan. I always felt welcomed, able to say what I wanted to and just to be myself.”

“Positive - the support and communication prior to the talking therapies was especially positive, and different from other services.”

Sexual Health

Our Sexual Health Programme continued to adapt to meet the sexual health needs of LGBTQ+ communities, finding new and innovative ways to deliver services and provide access to non-judgemental sexual health information.

Condom and lube distribution

This year, our Condom and Lube Distribution Scheme (CLDS) entered its 27th year of operation. Our team continued to deliver a remote CLDS postal service to ensure that our communities had access to sexual health prevention tools during changing COVID-19 restrictions. Over the previous 12 months, 1,644 orders were placed and fulfilled via our online order portal. This resulted in 23,016 individual condoms and 11,508 sachets of lube being delivered to LGBTQ+ people throughout the UK.

In 2021/22, we distributed 56,420 free Safer Sex Packs to LGBTQ+ people by having these available at 29 venues across the Gay Village in Manchester. This equates to 112,480 individual condoms and 112,480 sachets of lube. We also distributed a further 72,101 individual condoms and 79,714 sachets of lube at events, venues, and spaces across Greater Manchester.

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This year, our sexual health team distributed a total of 207,971 condoms and 204,069 sachets of lube across Greater Manchester. To put this into perspective, if you lined up the condom packets side-by-side, they would stretch 10 kilometres or the length of Canal Street 29 times. If you unrolled the condoms and lined them up end-to-end, they would stretch 38.3 km or the length of Canal Street 109 times. The total volume of lube that has been distributed this year was 995 litres, enough to fill over 12 bathtubs.

Remote testing

Our remote testing service ensured that LGBTQ+ people were able to access LGBTQ+-specific sexual health testing during wider national disruption to sexual health testing provision. After placing an order via our online portal, service users are booked into an appointment with one of our sexual health team. During this appointment, we assess their sexual health needs, work with them to develop their sexual health knowledge, provide harm-reduction assessments for alcohol and drug use, and offer signposting to additional services if required.

During 2021/22, our team processed and dispatched 473 remote sexual health testing kits as part of our Test & Talk service and delivered 151 extended brief intervention advice referrals through self-referral. Tests comprise of either a full sexual health screening kit or an HIV dry blood test. Of those who tested with us, 45% did so as part of their routine testing schedule, with a further 21% testing because they recently engaged in high-risk sexual activity.

Netreach

In a response to the COVID-19 pandemic, our sexual health team increased our online sexual health intervention service 'Netreach' which is delivered across 4 dating platforms, Grindr, Grizzly, Hornet, and Squirt. This year, our team provided 1-2-1 sexual health information and advice to 252 residents across all 10 boroughs of Greater Manchester. During these interactions, we were able to provide the following support and advice:

- Information about home testing and where it is available locally.
- Signposting on how and where to access PEP (post-exposure prophylaxis) and PrEP (pre-exposure prophylaxis).
- Advice about STIs (Sexually Transmitted Infections) and where to get tested.
- Discussions about sexual wellbeing, including anxiety around oral and anal sex.
- How to keep safe whilst using dating apps.
- Promotion of our online sexual health workshops and events.
- Discussions about sexuality and attraction, and what this meant to the service user.

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Events

This year, our sexual health team began to deliver a hybrid approach to sexual health events and spaces. This enabled us to meet the differing needs of our communities by providing a combination of both in-person and remote spaces. These events were well attended, allowing us to reach more than 2,500 people in 12 months. Of those who attended events:

- 99% would come to a similar event in the future.
- 77% reported feeling more confident in taking care of their sexual well-being as an LGBT person.
- 73% reported feeling more confident speaking with their sexual partner(s) about sexual health and safer sex.
- 58% reported an increased knowledge of how and where to test for HIV and STIs.

Events and spaces that our sexual health team delivered in 2021/22 included:

- **The Sex Tapes** – a panel discussion series with topics including ‘Kink & Trans Masculinity’, ‘Routes to Parenthood’, ‘Sex on Screen’, and a History Month Special.
- **SEXploration** – a reflective workshop series space for attendees to reflect, learn and apply awareness and critical thinking around sex and intimacy.
- **Sexuality – What’s In a Name?** – a workshop series that explores an individualised approach to sexuality, providing a space to reflect on how our evolving sexual desires, behaviours, and identities might clash with or complement each other.

Feedback from people who attended our Sexual Health Programme events:

“I haven't ever thought about using PrEP before, but it was very educational... This information should be widely taught and it's a shame schools don't pay any attention to it in sex ed.” – Let's Get on PrEP attendee.

“Beyond the glitz and glam of the event, the opportunity to engage with others in the sector, reflect on how far we have come, and engage in meaningful reflection around the stories mentioned was of utmost value.” – POSITIVE film screening attendee.

“The event provided a lot of opportunity to really express complex ideas - both on an individual and wider systemic level - about gender and sexuality in a space that really recognised depth and breadth of experience. Recognising and discussing the limits of tools and language we use in discussing these ideas is something valuable that I so often see missing on similar programmes.” – Sexuality: What's In a Name attendee.

“The format was excellent. The fact that it was bespoke to our needs was brilliant. Presented in an accessible way and though only an hour, lots covered that didn't feel like too much to take in, at the same time” – What's In a Name attendee.

“As a queer cis woman and therapist, this felt like such a privilege to be able to listen in on this conversation. Fascinating topic, excellent speakers, beautifully hosted and organised, and a total joy to listen to!” – The Sex Tapes: Kink & Trans Masculinity attendee.

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“It was really interesting and enlightening. As someone who's just starting to become accepting of both my trans masc and kink identities, and finding it difficult, it was really helpful to be in space with trans masc people experienced in kink.” – The Sex Tapes: Kink & Trans Masculinity attendee.

“Honestly this workshop blew my mind. I thought I was pretty clued up (at least more than the general population) on EDI matters, including the LGBT+ community and, well, I was very wrong. It's just shown how much I don't know and really makes me what to find out more, but I guess my difficulty is I don't know what I don't know so I don't know how/where to even begin my research and further learning, experiencing, open conversations.” – Training attendee.

“I love spaces like this because you don't realise how much you need them until you're there. Talking to other LGBT people and reflecting together on our experiences felt really validating and important.” – SEXploration attendee.

“Very friendly and accessible and acknowledging different identities and types of sex people have without any form of embarrassment at all just straight forward and inclusive” – HIV Beyond the Fear attendee.

Village Angels

Despite the ongoing disruption to the service because of changing COVID-19 public health measures, our flagship community safety programme, the Village Angels, continued to be there for people visiting Manchester's Gay Village when they needed us. The Village Angels returned to operational delivery in April 2021 after the longest break in the service since the angels. We received a warm welcome back from the public, venue owners, door staff, and emergency services, reinforcing our role as valuable support for the night-time economy in Manchester.

Village Angels were first established in 2011 and our volunteers can be found on Friday and Saturday nights in Manchester's 'Gay Village' from 9pm to 3am wearing the hot pink uniforms for which they are renowned. The programme works in close partnership with other multi-agency support services, including Greater Manchester Police, the NHS, and St John Ambulance.

Over the past 12 months, our Village Angels interacted with 5,182 people visiting Manchester's Gay Village, offering information, signposting, and advice. We supported 503 service users through a range of interventions to meet their safety, health, and well-being needs. These included delivering physical and mental health first aid, providing support to people facing alcohol and/or drug-related vulnerability, and responding to victims of hate crime and abuse. In total, we've interacted with thousands, and supported:

- 94 people with physical first aid.
- 102 people with mental health support.
- 125 people to sober up in a safe and protected environment.
- 131 people to arrange safe transportation home.
- 31 people to reunite with a capable guardian.

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Case studies of support given by our Village Angels this year include:

- Village Angels responded to a callout from a Village venue to support an unconscious service user. On arrival, the service user had regained consciousness but was confused, disoriented, and covered in blood. A nearby witness informed us that he had attempted to stop a theft and was assaulted, causing him to fall and hit his head on the ground and become briefly unconscious. The Village Angels delivered first aid, offered support, and contacted the police to take a statement. After a short while, the police took the service user to A&E to receive ongoing medical treatment.
- Village Angels responded to callout by a Village venue to support a young service user who they suspected had been spiked. The Village Angels arrived at the venue at the same time as the police and attended to the service user who was unresponsive on the floor. An ambulance was immediately called, and the service user was drifting in and out of consciousness. When alert, the service user was screaming, trying to injure herself, very confused and disoriented and was becoming volatile. Police continued to support until the ambulance arrived.
- Village Angels were called to Bloom Street for a female who had collapsed and hit her head. The team assisted St John Ambulance to provide an initial assessment, first aid, crowd control, and support the welfare of the service user's friend. The Village Angels then worked with St John Ambulance to get her to the hospital for ongoing medical support and cleaned up the site afterwards as there was a lot of blood.
- Village Angels responded to a call for an intoxicated male with chest pains and possible signs of a stroke. The service user was unable to lift his left arm or leg, and the left side of his face was drooped. He had angina and had previously had a stroke. An ambulance was immediately called, and the service user repeatedly lost consciousness. Eventually, an ambulance attended and took the service user to the hospital.
- Village Angels were stopped by a passer-by outside a Village venue as her friend had reportedly been spiked inside the venue. The Village Angels gave the service user a foil blanket and had a chat with them whilst they contacted the police to attend. Upon arrival, the police agreed to escort the service user to A&E.

Domestic Abuse

Our Domestic Abuse Service supports people who are currently at risk of, or who have previously experienced, domestic abuse from partners, ex-partners, or family members. The service provides a range of interventions, including practical help, advice, and emotional support. By March 2022, the domestic abuse service had undergone significant expansion in service provision and increased demand for support.

In 2021/22, we received 135 referrals for new clients entering the service, an increase of 18% vs last year. During this time, we supported 150 people and made 2,133 communications and contacts with service users and statutory bodies to ensure the safety of service users. Our domestic abuse team has supported people through casework and group work, including support to access emergency homeless accommodation, registering for local authority housing, as well as giving broader housing advice and support.

Amongst our domestic abuse service users, 2 in every 5 (35%) identified as men, and 1 in every 4 (28%) identified as trans or non-binary. This demonstrates the need for specialist

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LGBTQ+ domestic abuse service provision. Mainstream services are often focused on supporting cis and heterosexual women and therefore aren't always culturally competent in meeting the needs of LGBTQ+ people.

By the end of March 2022, we had secured the use of 6 properties to house LGBTQ+ service users who were fleeing dangerous domestic abuse situations. We provided a limited fund to support victims of domestic abuse with a deposit and 1st month's rent to facilitate moving into a new property away from the perpetrator.

We also launched the Greater Manchester LGBT IDVA (Independent Domestic Violence Advisers) service this year, hosting the LGBT-specific IDVA for people fleeing high-risk domestic abuse across the region. We also formally split historical and current abuse into two distinct services; Reclaim for people currently experiencing domestic abuse and Resilience Group for people with historic domestic abuse.

Feedback from people who accessed our Domestic Abuse service:

"All team was great. Special thanks to Holly and Oli. Caring and supportive people who I am thankful to interact with".

"My caseworker has been amazing, helpful, thorough and really kind. She made me feel so comfortable and helped me to recognise what I was going through".

"These sessions have been the most beneficial form of support I have accessed. I now feel confident to identify unhealthy behaviours in relationships and finally feel like I can heal from my past relationship".

"I have always been hesitant to access group work but I am so happy I started this group. The facilitator made me feel safe within the space and I have learnt a lot both from the content provided and from my peers in the group".

Recovery

Over the past year, our Recovery Service has continued to offer LGBTQ+ affirmative support for people affected by drugs, alcohol and/or chemsex. We do this through a range of interventions, including 1-2-1 support, access to mutual aid and peer support; telephone and online support; specialist support on chemsex; referral for specialist GBL/GHB and alcohol detox and rehab; and by sharing targeted alcohol and drug use harm-reduction information with LGBTQ+ communities.

Over the course of the year, we delivered 240 triage and assessments and 280 extended brief interventions. We also received 74 referrals into the Recovery Service for longer-term 1-2-1 casework support, 58 people received treatment including counselling related to their substance use and development of wellbeing strategies.

Our team facilitated three support groups in 2021/22 which were attended a total of 593 times. Each group has a different focus so that LGBTQ+ people can access spaces tailored to their specific needs. These groups are:

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- **Here & Now** – a safe space for LGBTQ+ people affected by substance misuse to support each other.
- **Chemsafe** – a peer support group for any LGBTQ+ person affected by Chemsex.
- **SMART Recovery Group** – a CBT-based programme that supports all LGBTQ+ people to manage their recovery from any type of addictive behaviour.

Substance misuse issues are particularly prevalent in LGBTQ+ communities and can be experienced by people presenting with other needs that are not directly related to alcohol and/or drug use. To ensure that we provide holistic and person-centred support, our recovery team works with other services to identify people who may be at risk of substance misuse. We encourage all service users to complete self-screening tools for alcohol and drug use, an Alcohol Use Disorders Identification Test (AUDIT) and Drug Use Disorders Identification Test (DUDIT). These provide an opportunity for people to reflect on their alcohol and/or drug use and identify where further support may be needed. A total of 1,058 service users completed these self-screening tools over the course of the year. As a result, we were able to make direct referrals into our Recovery Service and provide support as part of our broader person-centred approach.

Over the course of the year, the team delivered 1-2-1 support across a broad range of interventions including:

- 240 triage and assessments.
- 280 extended brief interventions.
- 1-2-1 casework for longer-term support, receiving 74 referrals over the course of the year. Of these 58 people received treatment throughout the financial year, receiving counselling related to their substance use, as well as discussing wellbeing strategies.

Feedback from people who accessed our Recovery Service:

“The LGBT foundation has changed my life.”

“Through attending your groups, though initially really difficult because of my paranoia, they have helped me gradually expose myself to the outside world in a safe controlled way. I cannot express how valuable these have been to me, I know there predominantly for recovery of substance/behaviour, but I guess it all ties in. I just really wanted you all to know I am truly grateful and have never felt unwelcomed, it’s a great reflection on smart, your organisation, the facilitators and most importantly the individuals, together it works so well. Not enough people in or out of services get appreciated. I truly appreciate it. Thank you. Truly helped me on the path to getting back to ‘my normality’”

“Thank you for listening to me and proving ways to cope and keep going sometimes.”

“So grateful for being connected to this service and LGBT centre. I’m new this week and can’t wait to see things unfold, thanks so much.”

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Rainbow Brew Buddies

A chat over a brew is one of life's greatest simple pleasures, but not everyone always has someone they can do this with regularly. LGBTQ+ communities experience disproportionately high rates of loneliness and isolation, and our telephone befriending programme Rainbow Brew Buddies aims to address this by connecting LGBTQ+ people across Greater Manchester. Service users are allocated a 'buddy' who has lived experience as an LGBTQ+ person. They then get together over the phone for a cup of tea and a chat at least once a week for around 30 minutes.

We continued to grow the programme in 2021/22. Of the 22 people who accessed this service:

- 93% reported improved confidence because of accessing the service.
- 86% felt less isolated as a direct result of accessing the service.
- 100% felt able to connect with their befriender.
- 100% would recommend the service to others.
- 100% were satisfied with the service.

Feedback from people who accessed our Rainbow Brew Buddies service:

"You don't have to waste time explaining a queer specific issue it's a really convenient way to connect with my identity and fellow LGBT people. It's a very simply and effective way of looking after people's mental health. It works really well I would recommend it for this."

"It's an outreach, if you need support they're here for you."

"It is a good way to have something to look forward to. Good to blow off some steam. Nice to have a chat with someone and feel like you're connecting with someone and to get a different viewpoint on things."

"Give it a go. It's a free service. They are there to help. The service is there to be used. It is what you make of it."

"Positive experience. Felt listened to and valued. It helped to speak to someone who understands because they have a similar life experience."

Operation Equality

In 2021, we were commissioned by the Armed Forces Covenant Fund to provide targeted support for LGBTQ+ military personnel, veterans, and their families. Operation Equality aims to reduce the high rates of loneliness and isolation experienced by these groups through the establishment of peer support networks.

Until 2000, openly lesbian, gay and bi people were unable to serve in the armed forces. Whilst technically there was never a ban on trans people serving, there were no known openly trans service personnel until 1999. Sadly, those who were out were often outed without consent and were then dishonourably discharged. As a result, many were then forced

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to come out to family members and friends under shocking and distressing circumstances, whilst simultaneously losing their livelihoods and support networks they had built inside the forces.

Whilst there has been a lot of positive work in recent years to make the armed forces more inclusive, often driven by frontline LGBTQ+ service personnel, the impact of that ban still resonates today. This programme of work was soft launched on 25 June 2021 to mark Armed Forces Day and is planned to launch fully later in 2022.

Achieving equity and inclusion

Pride in Practice

Pride in Practice, our quality assurance and social prescribing programme for primary care, has continued to develop links within all four areas of primary care - general practice, dentistry, pharmacy, and optometry. Despite the intermittent COVID-19 public health measures, and ongoing challenges and pressures with primary care, our team trained approximately 1,796 health professionals at more than 66 training events across England. Of those who attended Pride in Practice training:

- 98% had trust and confidence in the trainer and training provided.
- 96% felt that their confidence had increased in helping LGBT patients address their health care needs.
- 99% felt the training helped with their understanding of the LGBT health issues covered.
- 98% would recommend the training to other healthcare professionals.
- 98% reported that they were satisfied with the training provided.
- 99% felt that the trainer treated them with dignity and respect.

Greater Manchester

This year, our Pride in Practice team trained over 1,000 primary care health professionals across Greater Manchester. By the end of the financial year, 90% of Pride in Practice accredited services had introduced sexual orientation monitoring and 77% of accredited services had introduced trans status monitoring.

General practice:

- In 2021/22, we awarded 271 practices across all 10 boroughs of Greater Manchester, with 81% achieving a Gold award.
- We delivered training to 382 GP practices in Greater Manchester, which is more than half (55%) of all practices in the region.
- By the end of the year, our Pride in Practice posters were displayed in 443 GP practices across Greater Manchester. This means that almost two-thirds (64%) of GP practices across the region are displaying LGBTQ+-inclusive information.
- Approximately 1.9 million patients are now registered with a practice that has engaged with Pride in Practice, either undergoing training with us or displaying our LGBTQ+-inclusive material.

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Dentistry:

- In 2021/22, we awarded 53 dentist surgeries in Greater Manchester, with 63% achieving a Gold award.
- 53 dentist surgeries across Greater Manchester have now introduced trans status monitoring because of our training.
- We delivered training to 89 dentist practices across all 10 boroughs of Greater Manchester.
- 97 dentist practices engaged with our Pride in Practice programme in 2021/22, either undergoing training with us or displaying our LGBTQ+-inclusive material.

Pharmacy:

- In 2021/22, we awarded 7 pharmacies across 5 boroughs in Greater Manchester, all of which achieved a Gold award.
- We delivered training to 15 pharmacies across 6 boroughs in Greater Manchester.
- 97 pharmacies engaged with our Pride in Practice programme in 2021/22, either undergoing training with us or displaying our LGBTQ+-inclusive material.

Optometry:

- In 2021/22, we awarded 6 optometrists in Greater Manchester, all of which achieved a Bronze award.
- We delivered training to 14 optometrists across 6 boroughs in Greater Manchester.
- 46 optometrists engaged with our Pride in Practice programme in 2021/22, either undergoing training with us or displaying our LGBTQ+-inclusive material.

Greater London and the South East

In 2019, we piloted the expansion of Pride in Practice in Greater London and other parts of England. In 2021/22, we continued this expansion, concentrating our work in Greater London and the South East, working particularly closely with the following Clinical Commissioning Groups (CCGs):

- Lambeth CCG;
- Lewisham CCG;
- Mid and South Essex CCGs - Castle Point and Rochford; Basildon and Brentwood; Mid Essex; Southend; and Thurrock.

By the end of 2021/22, we have:

- Trained 105 GP practices across 13 CCGs in Greater London including Southwark, Lambeth, Wandsworth, Lewisham, Central London, Hounslow, Sutton, Harrow, Ealing, Hammersmith & Fulham, Brent, Bromley, and Islington.
- Distributed our LGBTQ+-inclusive Pride in Practice posters to be displayed in 160 GP practices and 27 pharmacies across 13 Greater London CCGs.

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- Since the pilot began, the project has trained 1,739 primary care health professionals in Greater London.
- Awarded 68 Pride in Practice awards to Greater London GP practices, of which three in every four (74%) achieved a Gold award.
- Introduced trans status monitoring into 54 GP practices, and sexual orientation monitoring into 58 practices.

In February 2022 we launched Pride in Practice for Mid and South Essex with the target of awarding 65 practices over 15 months. We also plan on completing accreditation for previously engaged practices.

Feedback from people who attended Pride in Practice training:

“An open and non-judgemental forum to discuss improve understanding of this patient group and their needs.”

“Important to improve access to services also an opportunity to ask questions that you have in your mind that you want answers to without feeling judged.”

“Helps provide clarity on many LGBTQ+ terms and how we can all gain a better understanding and provide a safe, supportive and inclusive environment for colleagues and patients.”

“Most interesting training, I have ever done. Easy to listen and watch, loved the colourful PowerPoint. I thought I already had a decent amount of knowledge regarding LGBT related topics, but Aimee definitely taught me a lot more.”

“The training received by Andrew was very engaging and interesting. I am now aware of small changes I can put into practice to help improve our service for our LGBT+ patient community.”

“It answered many questions that you may have about gender identity that you may find difficult to ask for fear of upsetting somebody.”

“It was very enlightening and made me question myself and the practices that I adopt.”

“It was really well presented with just the right amount of detail for someone to appreciate all the nuances of gender and sexual orientation and be able to discuss easily and comfortably with another.”

“I thought the training was excellent and helped me consider and learn lots of terms which were new to me. It also helped the practice learn more about how we can help the lgbtq+ community access healthcare and feel more welcome.”

“Do it, eye opening and we have made significant positive changes for our patients.”

Pride in Practice Community Champions

Community engagement is a key component of the Pride in Practice programme. In 2021/22, several of our Pride in Practice Community Champions held events, participated in forums, and started support groups. We continue to support our Community Champions wherever possible, promoting their work and celebrating their impact within LGBTQ+ communities.

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Highlights from our Pride in Practice Community Champions:

- Patrick Ettenes is one of our most proactive spokespeople on dementia and LGBTQ+: *“Mental health struggles left me wanting to take my own life – I wouldn’t be here today if it weren’t for LGBT Foundation. They have been and will always be the reason why I am alive. I was reminded I had a purpose, where I learned to use my pain to help others, so they wouldn’t be alone.”*
- Rosie Adamson Clark has been a major supporter of Pride in Practice for many years and is involved in supporting our work around lesbian, bisexual and trans women’s health and also contributing articles about her own experiences: *“I feel the work of the LGBT Foundation, and especially the Pride in Practice scheme, is crucial to the wellbeing of those of us who are made ‘other’, those who often still struggle, or are marginalised because of who we love, or who we are... As someone who has been on the receiving end of bad practice many times, it is so wonderful and reassuring when good practice and respect are routinely offered. It makes people like me feel safe and secure.”*
- Mike Southworth is incredibly proactive at promoting Pride in Practice around Heywood, Middleton and Rochdale: *“I’ve taken on a few more roles whilst still waiting for the Covid effect to calm down and return life back to normal. The (10 Stories) booklet still proves popular wherever I go! There are three new roles I have taken on, with the University Public / Patient Involvement and Engagement Forum, the Dentistry Undergraduates Progression Committee and the Pharmacy and Optometrist Advisory Board.”*
- Bury’s LGBT Forum actively promote Pride in Practice and their members are continually promoting LGBT Foundation and the work of PiP through various networks, taking part in surveys, and inviting us to events.
- GP trainee champions - we currently have four GP trainees across Greater Manchester who work with Pride in Practice to support LGBTQ+ patients. These champions are actively promoting Pride in Practice within their practices.
- Dental Champions - dental students from the University of Manchester helped us to produce an article for “BDJ Student Journal” on 10 things dental students can do to support LGBTQ+ patients which was the cover feature of January 2021’s publication - <https://www.nature.com/articles/s41406-020-0172-4>
- Greater Manchester dental students Ellen, Amber, Shivani, Aryan and Lisa helped us to put together an event for World Oral Health Day on Facebook Live on 20 March 2021, which so far has had over 960 views - <https://www.facebook.com/200165173343206/videos/3705628982819073>

Training Academy

For LGBTQ+ people to participate fully in society as active citizens, it is vital that all sectors have the relevant training and support. Our Training Academy offers a model for systems change alongside supporting individuals to become champions for LGBTQ+ inclusion and equality in their workplaces and communities. We utilise accreditations and dedicated account management to enable organisations and individuals to make practical changes towards a fully LGBTQ+-inclusive society.

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Through our Training Academy, we delivered training to a broad range of organisations, including Greater Manchester Health and Social Care Partnership; The Wildlife Trust for Lancashire, Manchester & North Merseyside; Caritas Anchor House; Barclays; Co-op; Nestle and Whitworth Art Gallery.

In 2021/22, we delivered 143 training sessions to a total of 787 individuals. Of those who attended the training:

- 99% were satisfied with the training they received.
- 99% would recommend it to others.
- 93% felt more confident about the issues that were covered.
- 94% felt more informed because of the training.
- 100% said their views were taken into account by the trainer.
- 100% said they were treated with dignity and respect by the trainer.
- 100% said that if they asked a question they were listened to carefully.
- 99% said it the training was easy to access.

This year, 71 individuals underwent a robust training and accreditation process to become Training Academy Champions. Of these, 41 achieved a Gold accreditation (58%), 20 achieved Silver (28%), and 10 achieved Bronze (14%).

Feedback from people who attended Training Academy training:

“Just wanted to say thank you so much for today’s session! Found it really very informative. I am doing the course for professional reasons to make people feel included (staff and patients), but I’m also doing the course to educate me as my son has recently told me he is Trans. You are making things a lot clearer!”

“I felt incredibly safe in the training and was able to talk openly about opinions and questions without fear, the trainer held a boundary space for us to be able to learn but also be challenged.”

“Great way to learn how to be an ally. Useful for people in all professions. Wide range of topics covered. Thorough and thought-provoking training.”

“Not just lectures but breakout groups which allowed for discussions and hearing other people’s experiences and thoughts.”

NHS Rainbow Badges

The NHS Rainbow Badge has been one of the most successful and widespread initiatives to raise LGBTQ+ awareness within the NHS. In 2021, we led the development of the second phase of the scheme to further embed LGBTQ+ inclusion in the NHS, improve LGBTQ+ people’s experience of accessing healthcare, and reduce LGBTQ+ health inequalities throughout England. The programme has evolved from an individual pledge-based scheme to an NHS Trust benchmarking model where Trusts are able to gain an organisational-wide Bronze/Silver/Gold NHS Rainbow Badges award.

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The programme is commissioned by NHS England and delivered in partnership with Stonewall, with additional support from Brighton & Hove LGBT Switchboard, LGBT Consortium, and GLADD (The Association of LGBT Doctors and Dentists). It combines the expertise and experience of our Pride in Practice programme in working with primary care services and delivering patient-focused support, Stonewall's Diversity Champion Scheme in supporting employers and internal staff, and Brighton & Hove LGBT Switchboard's experience in engaging with secondary care services.

NHS Trusts who sign up to the programme work with a dedicated account manager to assess where they are currently at and develop strategies to embed LGBTQ+ inclusion at all levels of the organisation. This includes improving access to healthcare for LGBTQ+ patients and creating supportive and inclusive workplaces for their LGBTQ+ staff. Trusts are supported to develop robust action plans to ensure that they are implementing the relevant staff training, demographic monitoring, inclusive policies, and support offers for LGBTQ+ staff and patients to drive a supportive clinical and working environment. In 2021/22, we have:

- Registered 43 organisation to the scheme.
- Launched 21 assessments of NHS organisations and Trusts.
- Completed 12 policy reviews.
- Conducted network forums to exchange ideas between NHS Trusts.
- Carried out staff surveys to ascertain experiences of gender identity and sexual orientation-based harassment and bullying within NHS Trusts as well as in-work discrimination.

QTIPoC Programme

We recognise that LGBTQ+ People of Colour face specific challenges and barriers in everyday life, and as an organisation, we need to do more to break down systemic racism and combat racial prejudice. First launched in 2020, our QTIPoC (Queer, Trans, Intersex People of Colour) Programme has continued to develop in 2021/22. The programme is carrying out crucial work within the organisation whilst simultaneously supporting colleagues of colour. To continue laying the foundations for authentic output, the QTIPoC Programme has an ongoing strategy to:

- Empower our colleagues of colour.
- Build on our anti-racist practice and inclusive recruitment.
- Provide brave spaces to voice concerns.
- Ensure authentic and accountable output for Phase II of the QTIPoC Programme.

This year, we established our Colleagues of Colour Network. The network meets weekly and aims to increase a sense of solidarity, improve wellbeing, build support, and encourage retention of colleagues *of colour*.

We successfully delivered Phase II of cross-organisational Anti-Racist Practice and Inclusive Recruitment training to an additional 60 individuals in 2021/22, including staff, volunteers, and Trustees. A report of the findings and recommendations will be available in the summer of 2022, with a view to develop directorate-specific learnings and deliver 'training the trainer'

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for Phase III. This will allow us to truly embed anti-racism and inclusivity learning into the fabric of our workforce at every level.

16 organisations have now joined the QTIPoC UK Organisers network, helping to build connections between regional QTIPoC-led organisations on a national scale. The network now has a combined online reach of over 25,000 people, and 12,000 of these are covered by Greater Manchester based groups. The network represents an average of 267 people of colour attending monthly socials, groups, and workshops.

This year, we launched a new Queer Black History Season series of spotlights as an extension to Black History Month, elevating the journeys taken by lesser-known UK-based individuals and organisations who have contributed to Northwest UK LGBTQ+ culture.

We continued to work in partnership with NHS England in a lived experience capacity to provide small-scale training and workshops focusing on intersectionality in the workplace (NHS England LGBT Staff Network, Pride in The NHS). We also developed a response to the call for evidence addressing the needs of BAME [sic] communities organised by the All-Party Parliamentary Group on HIV and AIDS.

Policy, research, and campaigns

Throughout 2021/22, we have worked in partnership with LGBTQ+ organisations and activists across the country as part of the Ban Conversion Therapy alliance. The alliance has played an active role in lobbying the government to implement an effective ban on 'conversion therapy' which safeguards all LGBTQ+ from these abusive practices.

We submitted an organisational response to the Government consultation on conversion practices, highlighting the experiences of our service users and Helpline calls. We directly lobbied MPs based in and around Greater Manchester constituencies to ensure that the proposed ban legislation will be trans-inclusive. As part of our work with the Greater Manchester LGBTQ+ Equality Panel, we helped to launch a pledge for Manchester organisations and statutory bodies to commit to a full ban on conversion therapy, including withdrawing support from those who promote the practice. We have also spoken at several external events and delivered training programmes on why a conversion therapy ban needs to be fully inclusive and without any loopholes for consent. This work will continue until an effective ban is in place and we have put an end to all forms of conversion practices.

In April 2021, we launched our Equality Wins Manifesto for the Greater Manchester Local Elections 2021. We asked candidates in the local elections in Greater Manchester to publicly pledge support for the seven commitments in the manifesto, which if implemented would have a profound and positive impact upon the lives of LGBTQ+ people. We encouraged LGBTQ+ people to contact their local candidates to ask them to support the manifesto and commit to making all parts of Greater Manchester safe and inclusive for LGBTQ+ people.

In January 2022, we made the decision to formally sever all ties with the Equality and Human Rights Commission (EHRC). The EHRC should exist to regulate, promote, and uphold human rights, and we believe it to no longer be fit for purpose. This was in response to the long-standing institutional failings the EHRC, and how its view on trans and non-binary rights

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falls short of international standards needed from a human rights organisation. In February, we joined a coalition of over 20 LGBTQ+, trans-inclusive charities, and human rights leaders in submitting evidence to the United Nations and the Global Alliance of National Human Rights Institutions as part of a united call for a special review of the 'A' status of EHRC.

Together with NHS England, we launched a new good practice guide to support health and care services to implement effective sexual orientation and trans status monitoring. 'If We're Not Counted, We Don't Count' contains updated guidance, tips, and case studies, setting out a roadmap for what good monitoring looks like. The guide explains how monitoring plays an instrumental role in identifying and reducing LGBTQ+ health inequalities. It also explains that demographic monitoring is not a stand-alone step and can only be effective if the data is converted into insight which is used to underpin strategies to improve access and reduce LGBTQ+ health inequalities.

We partnered with Gaddum to better understand the experiences and needs of LGBTQ+ carers in England. Prior to beginning this project, the limited evidence available suggested that LGBTQ+ carers face a range of barriers to accessing support, and their needs are often not met by services. To address this evidence gap, our project focused on better understanding LGBTQ+ carers' needs and how services should be improved to provide better support. We recruited an advisory panel of LGBTQ+ carers from across the UK who acted as experts by experience for the project. They decided on the research questions for a survey, supported us to assess the results, and review a report based on these findings. We published 'Can You See Us' in July 2021 and remain grateful to the LGBTQ+ Carers Advisory Panel for their valuable contributions and feedback.

In August 2021, we worked in partnership with Greater Manchester Health and Social Care Partnership and an independent market research company to encourage community members living and/or working in Greater Manchester to complete a survey to help shape Greater Manchester's health services and future campaigns.

In later 2021, we facilitated the recruitment and formation of the Greater Manchester LGBTQ+ Equality Panel. We supported the panel through meetings and the creation of a draft working plan, including a formal launch on 17 May 2022 where the above-mentioned conversion therapy pledge was introduced publicly. We are completing a second round of recruitment to expand the panel and will continue as the facilitating organisation.

We have continued to work with the LGBT Partnership in delivering the LGBTQ+ workplan in the VCSE Health and Wellbeing Alliance. During the 2021/2022 period, LGBT Foundation led on reactive work for the alliance as well as collaborative work in the alliance's subgroups focusing on Prevention and Social Care. In April 2022, we launched our report for Improving Trans and Non-binary Experiences of Maternity Services (ITEMS) that was conducted as part of our work with the alliance. It has proven to be an impactful resource in the ongoing conversations around inclusive language and care in the healthcare sector. In the plan for the 2022/2023 period, LGBT Foundation is taking the lead on a core project working to tackle health inequalities and access issues for LGBTQ+ migrants.

The Policy and Research team has taken on a new active strand of work to improve inclusion and rights for LGBTQ+ migrants, especially those seeking refuge and asylum. As part of this, we have campaigned against the provisions of the new Nationality and Borders Bill alongside other LGBTQ+ and migration charities.

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We also worked on building new organisational and institutional connections. Starting in January 2022, we delivered a six-month project at the Whitworth Gallery on (Un)Defining Queer, to expand on their existing collections from an LGBTQ+ community-focused lens. In February 2022, we delivered two online events – one was a panel discussion and Q&A on LGBTQ+ visibility in comic books, and the other was a writing workshop on queer utopian world-building. The writing workshop was done in collaboration with the Beyond Gender science fiction collective.

Feedback from people who attended Policy and Research events:

“I wish these topics were discussed more widely in academic settings too.”

“Please have more online events like this for those of us who live in isolated parts of the country/don’t have access to the queer community.”

“Great event! It has definitely introduced me to different ways of thinking and a new author!”

“It was a wonderful event: expertly organised, brimming full of possibilities to get creative, discuss ideas, and broaden the mind and heart. It was especially exciting to encounter queer theory and science fiction being used so dynamically to generate dialogue, discussion, and exchange. The event was nourishing – so much food for thought!”

LGBT Making Smoking History

Smoking is the single biggest driver of health inequalities in the UK, and LGBTQ+ people are much more likely to smoke in comparison to the general population. In 2021/22, we continued our long-standing work on smoking cessation across Greater Manchester, providing targeted interventions and tailored support for LGBTQ+ communities.

We delivered training to organisations throughout Greater Manchester to ensure that services can provide appropriate and inclusive support for LGBTQ+ people who smoke. These included NHS primary care services and smoking cessation services. The training provides an overview of LGBTQ+ communities and where they may find themselves in relation to smoking inequalities or barriers to accessing services. It also explores the historical or social situations which may have led to LGBTQ+ people smoking at higher rates. It provides LGBTQ+ awareness training and an introduction to LGBTQ+ identities and terminology so that organisations can provide culturally competent services.

This year, we worked with partners on the rebrand of the Greater Manchester behaviour-change campaign to end smoking across the city region. Previously known as ‘You Can’, the new ‘Never Quit Quitting’ campaign focuses on showcasing the real stories of Greater Manchester residents and ex-smokers, championing and applauding quit attempts, and encouraging quitters to not give up in their quit journey. We worked with an external marketing agency and film crew to produce a range of marketing materials, which included a TV advert; a digital marketing campaign which ran across social and web; out-of-home marketing on billboards across Greater Manchester; and a new campaign website with information, resources, and case studies from ex-smokers. We ensured that LGBTQ+ people were featured

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throughout the campaign, and the specific issues related to LGBTQ+ smoking inequalities were addressed. Two LGBTQ+ people are featured in the TV advert, another as

part of the wider marketing campaign, and multiple stories from LGBTQ+ people are featured on the campaign website.

This year also saw the development of a Smoke-Free Spaces substantive guide, which is used as a toolkit for organisations wanting to deliver a smoke-free event or have smoke-free spaces at their event or in their organisation. The guide provides templates, copy and materials which can be used in the practical delivery of smoke-free spaces, as well as guidance on how to have engaging and informed conversations about smoking. We have used this resource to work with LGBTQ+ organisations and those who engage with LGBTQ+ communities, including Pride organisations across Greater Manchester.

Feedback from people who attended Making Smoking History training:

“I have worked for a healthcare organisation before, and the stigma of smoking is really damaging and people were just branded as dirty for smoking so to have this meeting has been a lovely refresh and indicator of how things can be done to introduce change!”

“I just wanted to add how great I thought the training was, well put forward and clear. I truly believe the whole planet should have this training as would make it a kinder place.”

“As a smoker just wanted to say it’s nice hearing a positive approach that takes into account other contributing factors.”

Community Organising

This year, we launched our Community Organising Programme to empower community organisers who can work towards LGBTQ+ liberation from a direct, grassroots perspective. Through this new programme we are working collaboratively with LGBTQ+ community organisers throughout the UK to hone their skills and maximise the change they can bring for their communities. We aim to work with ninety community organisers across the course of this programme, using a combination of community consultations, workshops, and training sessions. We will provide community organisers with a comprehensive training programme for the first year and ongoing support for a following year.

As part of the Community Organising Programme, we delivered a Community Archives project in February 2022, where we collected the stories of 8 different community organisers and uploaded them to a digital archive that can be used as a resource and a part of LGBTQ+ history in the UK. We are currently generating collaborations with environmental groups that reflect LGBT Foundation’s aim of working towards a more environmentally sustainable future.

Greater Manchester LGBTQ+ Equality Panel

The Greater Manchester LGBTQ+ Equality Panel is one of seven panels established by the Greater Manchester Combined Authority (GMCA) to advise, support and challenge Greater Manchester’s political leaders and policymakers to tackle the discrimination and disadvantage that cause injustice and inequality in society.

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LGBT Foundation is proud to be facilitating the Greater Manchester LGBTQ+ Equality Panel, re-establishing it on the ethos of community ownership and coproduction. The Panel aims to improve the lives of LGBTQ+ people across the city-region by putting our communities at the heart of the decision-making.

The Panel was re-formed in January 2022, bringing together LGBTQ+ individuals from across the city-region who have a broad range of expertise, skills and lived experiences. The Panel is still in the development phase and is scheduled to launch formally on IDAHOBIT 2022.

Manchester LGBT Extra Care Scheme

LGBT Foundation received another round of funding from the Community Housing Fund for part of 2021/2022 to continue the community engagement aspects behind the development of the UK's first purpose-built LGBT Extra Care Scheme. Our work was able to continue through the other months of the year thanks to grants from Manchester City Council and Anchor. This funding allowed us to increase the membership of the Community Steering Group who will shape the design of the building and take a role in the oversight of the scheme.

The Community Steering Group held regular meetings with the Council and the development partner, by video link when necessary, during lockdown, to consider topics, such as dementia friendly design and environmental issues. We also built links with new stakeholders, such as Central Library and University of Manchester, to consider how to archive the history of the development and carry out more focus groups with LGBTQ+ people to understand how they feel about safety at home.

Two public consultation events were held in January and February 2022 to gauge what people thought about draft designs for the building, ahead of the preparation of a planning application for the 100 apartments for rent and shared ownership.

During the year we promoted the ground-breaking scheme at various meetings and events, such as the Climate Action Group and the Dementia Action Group in Whalley Range as well as Housing LIN, Silver Pride, Rainbow Roofs and Houseproud Northwest. We also shared our experience to Salford and Liverpool Councils and Community Led Homes members, and the scheme was used as an example of best practice in Greater Manchester's Dementia United 'Healthy Homes' report.

A Learning Journal sits on LGBT Foundation's website to track the journey through the design, build and opening of the scheme and our mailing list continues to grow for those wanting to be kept informed of the scheme's progress.

Greater Manchester LGBTQ+ Arts and Culture Network

After a successful Pilot in 2019, Greater Manchester LGBTQ+ Arts and Culture Network returned in 2020-22 with an expanded 18-month programme of activity developed and led by

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LGBT Foundation. The project supported 34 culture partners to become more inclusive, transforming their engagement with LGBTQ+ artists, audiences, participants, and staff, and creating safer, more welcoming cultural spaces for LGBTQ+ communities across Greater Manchester.

Working with LGBT Foundation's Training Academy and Community Programmes Team, the Network delivered 25 organisational and professional development sessions for 668 arts professionals; provided employment and development opportunities for 118 artists and creatives during and after lockdown, and delivered events experienced by over 20,000 people (in-person and online) including the arts industry conference Queer Joy and Radical Acts; Cultural Leaders, working with Artistic Directors, Chief Executives, and Board Members; Pride Stages – new performances created for local Prides; Progress – supporting new LGBTQ+ arts projects developed in Bury, Bolton, Oldham, and Rochdale; Create – supporting new LGBTQ+ theatre works; and Greater Manchester Digital Pride, a partnership with Greater Manchester Pride Network showcasing community Pride events across the region.

Bring Dementia OUT

We're working with Dementia United to run a monthly LGBTQ+ support group for people affected by dementia. This has strong support from all ten boroughs of Greater Manchester.

There is also a national LGBTQ+ Advisory Group on dementia that we keep in touch with to hear the voices of those in our communities who are affected by dementia.

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Supporting people and communities

Trans Programme

Our Trans Programme continued to deliver a broad range of events and initiatives in 2021/22 aimed at building communities, encouraging wellbeing, reducing isolation, and providing safe and accessible spaces for trans and non-binary people. These included:

- **TransMCR** - a monthly event for the trans community organised by LGBT Foundation. TransMCR works in partnership with trans groups and volunteers from across Greater Manchester to provide a space for anyone who self-identifies as trans and/or non-binary, and their friends and family.
- **They/Them/Us** - a group run by and for genderfluid and non-binary people, providing a safe space to come together, meet new people, and discuss issues that are important to them.
- **PlutoMCR and LGBT Foundation present: Being an Ally to Ace & Aro Communities** - an opportunity to celebrate Asexual Awareness Week with information on being an ally to asexual and aromantic communities.
- **Transpiration: Employment Forum for Trans & Non-Binary People** - a space for trans and non-binary people to support each other around employment, share tips, discuss experiences, and listen to guest talks on a range of topics.

Our Trans Programme collaborated with other programmes on events throughout the year to ensure that multiply marginalised trans and non-binary people had access to spaces designed for them. We welcomed 239 attendees to our Trans Programme events and spaces this year. Of those who attended:

- 100% satisfied with their experience.
- 100% would recommend the events and spaces to others.
- 96% said they felt less isolated because of attending.
- 99% said that their wellbeing had improved because of attending.
- 96% said that their confidence had improved because of attending.
- 94% said they felt more able to deal with problems/challenges because of attending.
- 97% felt supported with their multi-minority identity while attending these events/spaces.
- 99% said they had a greater sense of belonging because of attending these events.

Our Trans Advocacy Service resumed full operation towards the end of 2021/22. We received 30 referrals into the service and delivered support for 15 people. Depending on the complexity of support required, the service can offer both short term advocacy which is typically a single session, and longer-term advocacy which is delivered over a series of sessions. Of those who accessed the service this year, 2 in 5 of service users (42%) presented with 2 or more issues.

In June 2021, we held a community engagement event to explore what activities and work trans and non-binary people would like the Trans Programme to deliver. We also offered space to explore what support and services for trans and non-binary people were missing in Greater Manchester outside of LGBT Foundation in order to address these gaps

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This year, we also launched a Trans and Non-Binary Staff Network for LGBT Foundation. The network provides an opportunity for trans and non-binary staff across the organisation to connect and share any needs or issues that they have. There was significant interest in the network, and the initial meeting emphasised a need for regular engagement.

Feedback from people who attended our Trans Programme events:

"I'm just so grateful this was on tonight. I was feeling very isolated and suddenly my discord app pinged, and I was surrounded by people who don't need me to explain myself. What a relief :)" – They/Them/Us attendee

"I had a hard week this week, and my mood has lower than usual. Tonight, really picked me up and connected me with people who understand an aspect of my identity that most in my life don't. Tonight, must have been one of the best so far. Thanks, Zane :)" – They/Them/Us attendee

"The host, Zane, has done an amazing job at making everyone feel welcome. They're always friendly to new members and they keep the conversation flowing throughout the evening. There aren't many NB focused groups near me, so this group has made me feel at home with others like me." – They/Them/Us attendee

"I love Yvy DeLuca! What an amazing inspiring speaker. I was rapt from the moment she started speaking. Yvy was so eloquent in expressing the importance of storytelling as a way to make ourselves into empowered agents in our own narratives. I learnt so many tips about getting published that are not usually shared so generously and freely. Yvy is definitely not pulling up the ladder behind her...what came across so strongly was Yvy's genuine desire to help aspiring storytellers reach the next stage. She even offered herself as a source of support and guidance if we ever needed in the future. This was an informative, affirming, supportive and fun talk. I am so glad I was able to be part of it." – Tainted Beauty attendee

Women's Programme

Our Women's Programme supports and empowers LGBTQ+ women to improve their health and wellbeing; increase skills, knowledge, and confidence; reduce feelings of isolation; and ensure inclusion in all aspects of LGBT Foundation's work. To meet the changing needs of our communities, we adopted a hybrid approach to delivering events, groups, and spaces this year. These included:

- **A Lesbian History of Britain** - during Lesbian Visibility Week, the team hosted an event in partnership with Holly Cruise (she/her) of 'Hollyzone History' to highlight the mark that lesbians have on British history.
- **Great LGBT Women in Black History** - this informative and inspirational presentation by Black History Studies shared the story of the hidden contribution of Black LGBT women to world history.

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- **Dance OUT** – sponsored by Sport England and This Girl Can, Dance Out is a fun, beginner friendly, free dance class for all LGBTQ+ women and non-binary people who wish to access a woman-centred space.
- **A History of Queer Women's Hairstyles** – this talk by lesbian fashion historian Eleanor Medhurst was a deep-dive into the hairstyles that queer women have worn throughout history.
- **Queer Women and Witchcraft throughout the ages** – presented by Mara Gold, a PhD/DPhil candidate at the University of Oxford investigating sapphic history in the late 19th and early 20th centuries, attendees went on a magical journey through the ages, exploring just how spirituality and spellcasting became entrenched in sapphic culture.
- **Quiz Club** – a fun social space with the aim of bringing LGBTQ+ women together. We looked at a variety of different themes and often include LGBTQ+ history as a topic.

Sugar & Spice, our annual wellbeing festival for LGBTQ+ women took place in March 2021 to coincide with International Women's Day. Over the course of 3 days, we hosted 12 online and in-person events and spaces, including speed friending, an open mic night, a sex positive 'Let's Talk About KINK' session, somatic movement, lesbian and trans feminism, and the power of craftivism.

We welcomed 1,005 attendees to our Women's Programme events and spaces this year. Of those who attended:

- 99% of attendees were satisfied with their experience at the event.
- 98% of attendees would recommend the event to others.
- 84% reported that their confidence had improved on the content covered in the event/session
- 94% of attendees reported that their wellbeing improved because of attending the space.
- 80% of attendees reported feeling less isolated because of attending the event.
- 90% of attendees reported a greater sense of belonging with their community because of attending the event.

Feedback from people who attended our Women's Programme events:

"This was a brilliant event. Excellent content and such a positive way to celebrate Lesbian Visibility Week. Well done Women's Programme. And there were people from all over the globe! More of this kind of thing, please!" – A Lesbian History of Britain attendee

"It felt like such a safe and supportive space to be in while learning new things. Ellie was such a great host / facilitator and because of this I would feel very confident about coming to another event." – Great LGBT Women in Black History

"The event was really interesting as well as eye-opening. Also, the speaker and the hosts did an excellent job with this event. I had a wonderful time!" - A History of Queer Women's Hairstyles attendee

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“This group is incredibly vital for LGBT groups and also for anyone struggling with poor mental health. It was light relief from tough life experiences which is an encouragement to keep going through difficult circumstances thank you” – Dance OUT attendee

“Loved this event, well organised and it felt like a very welcoming, supportive and friendly space” – Sugar & Spice Open Mic Night attendee

“This was such a high-quality event, clarity, knowledge, relevance - all to a high standard. Lots of room for thought about how much [or little] progress women have made in the last 400 or so years” – Women in the Picture attendee

Bi Programme

Our Bi Programme consists of monthly workshops, discussions, and spaces for bi people. The programme aims to create a safe, social place for bi people where they can meet, make friends, and ultimately improve their wellbeing. In 2021/22, our Bi Programme events and spaces included:

- **Bi Talks** – a series of panel discussions around Bi lives and issues. Topics over the year included:
 - **Bi Women** – this panel discussion focussed on examining stereotypes about bi women and the reality of bi women’s experiences. This was informed by a Stonewall report which found 27% of bi women experienced discrimination or poor treatment from others in their local LGBT community because of their sexual orientation, in comparison to 9% of lesbians.
 - **Bi & Non-Binary** – this panel discussion brought together some amazing panellists to talk about their experiences and to delve into what it means to be both bi and non-binary.
 - **Black & Bi** – this panel discussion was hosted by our Bi Programme Officer Khadijah Diskin in conjunction with Black and bi activists and community members. In this space, we unpacked the experiences of Blackness and bi-ness, and the complexities of living intersectional lives.
- **Bi BFFs Speed Friending** – we hosted an online Speed Friending event to give attendees the chance to meet some of their amazing fellow bi, pan, queer, and non-monosexual/romantic pals.

We welcomed 109 attendees to our Bi Programme events this year. Of those who attended:

- 90% reported that their wellbeing improved because of the event.
- 76% reported that their feelings of isolation reduced because of the event.
- 95% reported that they felt a greater sense of belonging with their community because of the event.
- 95% of attendees were satisfied with the spaces provided and the content covered.
- 90% reported that attending helped improve their confidence in social spaces.
- 95% of attendees would recommend the event or space to others.

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Feedback from people who attended our Bi Programme events:

“The discussion was fantastic. I felt seen and resonated with the panellists. Thank you for holding the space. I would love to continue these chats!” – Bi Talks: Bi & Non-binary attendee

“The hosts were lovely and gave great advice and information with a sense of humour that just made me feel welcome and relaxed even though I was very nervous. I can’t credit these events enough, please, please, keep doing them, they’re so helpful.” – Bi Talks: Bi & Non-binary attendee

“I found myself relating to a lot of the topics discussed and as someone who has struggled with internalised biphobia, this was truly wonderful.” – Bi Talks: Bi Women attendee

“Thank you for organising this event and making it free to attend online. The panellists and chair were fantastic. A lot of complex topics were discussed, and this was balanced with positivity and humour. I don’t think that I have ever been to an event like this before and hope that you run more.” – Bi Talks: Bi Women attendee

Pride in Ageing

Our Pride in Ageing Programme entered its third year of delivery this year. The programme supports and celebrates LGBTQ+ people over 50 in Greater Manchester, aiming to make the city-region the best place to grow older as an LGBTQ+ person.

This year saw the development and launch of the Derek Jarman Pocket Park in collaboration with Manchester Art Gallery. This new community garden space is situated at the Mosley Street entrance of Manchester Art Gallery. It has been designed and planted by a volunteer group of green-fingered LGBTQ+ over 50s from Greater Manchester, with support from artist Juliet Davis-Dufayard and funding from Pockets Parks and the Manchester Wellbeing Fund. A series of events and spaces were created to help plan and implement the vision of the park, including a celebration for the park’s completion in February 2022.

As part of the project, the team launched a blog on the Manchester Art Gallery website, which as of the end of the financial year has received 2,460 views. They also launched an online zine titled ‘Let’s Get Botanical Together’ which recorded 2,500 views. These efforts have gone a long way to celebrate the amazing work of these volunteers.

Over the year, the programme also hosted 65 events and spaces for older people, including:

- **‘Respecting Trans and Gender Diverse People Around Death and Bereavement** – LGBT Foundation in conversation with Ash Hayhurst, consultant for a new death and bereavement project led by UK-wide trans and gender diverse charity GIRES.
- **Rainbow Flourish** – a free monthly social group for LGBTQ+ people over 50 to learn new skills and develop personal growth in areas that interest attendees.
- **Virtual Rainbow Death Café** – a chance to talk openly about death and dying in a relaxed, LGBTQ+-friendly online group space.
- **End-of-Life Care Training for GMC** – one hour of training for General Medical Council on end-of-life care for LGBTQ+ communities.

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Of those who attended our Pride in Ageing events and activities this year:

- 100% were satisfied with the event.
- 92% reported feeling more confident because of the event.
- 92% reported feeling more confident on the topics covered because of the space/event.
- 90% would recommend the event to others.

Feedback from people who attended our Pride in Ageing events or training:

“We’ve come together as a collective of Greater Manchester’s over 50s LGBTQ+ communities, a bunch of knowledgeable, and not so knowledgeable, amateur gardeners, and a group of people who all share a passion for the beauty and power of gardens, plants and nature. We’re very excited to be working with so many partners to create a Jarman-inspired garden, a new green space in the heart of the city which everyone will be welcome to use” – Derek Jarman Pocket Park Volunteer

“Fascinating and heart-breaking insights” – Respecting Trans and Gender Diverse People Around Death and Bereavement attendee

“I would recommend this training as I feel it is a very important issue for people to be educated upon.” – Pride in Ageing training attendee

Greater Manchester LGBTQ+ Community Fund

Together with George House Trust, we launched the Greater Manchester LGBTQ+ Community Fund in 2021. This new initiative funds projects and groups in Greater Manchester which benefit LGBTQ+ people or raise awareness of HIV and work to end HIV stigma.

Between LGBT Foundation and George House Trust, £20,000 was made available in the fund to support new projects, events and activities by organisations and community groups based in the region. We accepted bids for funding up to £1,000, and all proposals were reviewed by an independent panel of representatives from the NHS, Manchester City Council, the Village Licensed Business Association (VLBA), George House Trust’s Board of Trustees, LGBT Foundation’s Board of Trustees, and community members.

We’ve supported a wide range of community groups, including Salford Pride, Dibby Theatre, Out in the City, Proud 2b Parents, and Rainbow Noir.

As a result of being awarded funding, Salford Pride were able to host an important vigil for Trans Day of Remembrance in 2021. Receiving a grant from the project allowed for an online streamed event with music, dance, stories, and speakers to reflect and honour trans and non-binary lives that were lost because of transphobia. The event also gave local trans and non-binary artists a platform to share their work with the more than 1,000 people who watched the event. Salford Pride also used the opportunity to provide education and awareness of the issues facing trans and non-binary people, and to promote making our streets and communities a safer place.

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The fund supported Scottish country dance enthusiasts The Gay Gordons to attract new members, offering a unique way for gay men to socialise. The LGBTQ+ Manchester parents group also received funding to continue its free sanitary items and “Hug a Mum” programme, supporting people who for whatever reason couldn’t hug their own mum, alongside its work to support same-sex parents, and education in schools for LGBTQ+ young people.

Our LGBT Manchester

The effects of Covid-19 were around and causing interruptions to services, a lot of the actions the program should have put into place had to be postponed. There was a huge concern about the virus spreading so face-to-face meetings were not allowed. There was also a reluctance from volunteers and other community members to meet, meaning a lot of these were largely still held online. However, towards the end of 2021, Covid-19 restrictions were relaxing thus we managed to hold a series of in-person events to raise awareness for a number of causes. In August 2021 a safe sex pack packing party was held at the Eagle. The event was the first of our Pride activities and was very well attended. As the year moved on into the festive period and up to World Aids Day. The program helped to organise joint events with the Sexual Health Team and wider GM Partners.

Since January 2022 the program has been involved with the set-up of the new LGBT Foundation Centre. Having the centre open for staff and community members has been a vital part of the development of the program. It has helped groups reform and given them a home once more. The Village Development Coordinator, along with other members of the team, is responsible for the daily activities and the organisation of the new centre. We are mostly looking forward to the return of services being held at the new centre and are very happy with how the space is currently being used.

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Improving our performance

Volunteering

This year we recruited a full-time Volunteer Manager to continue growing our volunteer base and ensure that our volunteers have the right support. We also launched our refreshed volunteer strategy, 'Recruit, Reward, Retain', which aims to build a skilled, diverse community of volunteers to support all our areas of work.

Our regular volunteering programme experienced significant disruption this year because of COVID-19 public health measures, with several of our regular volunteering activities unable to take place. Throughout this period, our volunteers remained committed to supporting the needs of our communities, and many took on new volunteering roles with new or developing programmes and services which were experiencing high demand. Towards the end of the financial year, many of our regular volunteering activities had resumed operation.

Despite this disruption, this year, our family of regular volunteers grew to 267 volunteers. Our volunteers work with teams across the organisation, including Pride in Practice; Library and Archive; Helpline service; Village Angels; Women's Programme; our Board of Trustees; Sexual Health Service; communications; Rainbow Brew Buddies and more.

We would not be able to provide the level of support for LGBTQ+ communities without the dedication, expertise, and generosity of our wonderful volunteers. Together, they have provided thousands of hours of support, which includes more than:

- 1,400 hours of therapy delivered by our Talking Therapies Volunteer Counsellors.
- 720 hours of voluntary assistance to make the Gay Village a safer place by our Village Angels Volunteers.
- 110 hours of befriending to the most isolated members of our communities during the COVID-19 lockdowns by our Rainbow Brew Buddies volunteers.

Feedback from our volunteers:

"From my perspective, it's been (& continues to be) a pleasure volunteering with LGBT Foundation on the Derek Jarman pocket park project ... I've also loved the opportunity to be involved in a collaborative project with the Art Gallery & RHS Bridgewater ... It's been my first involvement with LGBT Foundation & it's been a very positive experience all round. Although I haven't taken advantage of many of the volunteer support/social sessions you provide, I think it's great that they're on offer & makes me feel very valued as a volunteer. Thank you!"

Communications

Website

Our website continued to play an integral role in our ability to reach LGBTQ+ communities during the pandemic, and signpost them to essential information and support. In 2021/22, we used our website to circulate important health and wellbeing information, as well as vital safety information related to COVID-19 vaccinations, sexual health testing, and other

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pandemic-related issues. This year, our website welcomed 397,207 unique users who viewed a total of 749,660 pages, a new record for the organisation. The most popular sections of our website this year continued to be our trans and non-binary pages. These generated more than 159,000 page views, approximately 21% of all traffic to the site, and acted as a key tool for providing information to trans communities and allies about trans identities, history, and wellbeing.

Over the course of the financial year, we published 49 news articles on our website. During this time, our articles received 38,000 page views from 30,000 unique users, with readers based across all parts of the UK and around the world, including USA, India, Philippines, Saudi Arabia, and South Africa. A sample of our articles published in 2021/22 included:

- Pride in Practice launches '10 Professionals from 10 Boroughs'.
- Loneliness Awareness Week: Tips for dealing with loneliness and isolation.
- In solidarity with our Nigerian trans and non-binary siblings.
- LGBT Foundation recognises the Plight of LGBTQ+ Afghans.
- Consent: Do you get it?
- An LGBTQ+ Guide to Surviving Christmas Alone.
- How to Stay Safe from Spiking this Festive Season.
- LGBTI+ Experiences in Healthcare.
- Let's Talk About Chemsex.

Social media

Social media remains vital in growing and engaging our audience, particular during the last national lockdowns. Our key channels were Facebook, Twitter, Instagram, and LinkedIn. In 2021 we began experimenting with TikTok as a new way of sharing information and the success of our work with our audience.

In this financial year, we experienced growth across all social media. With an enhanced reach experienced across Facebook (40% increase when compared to 2020-21 period) and LinkedIn (575% increase when compared to 2020-21), we're able to reach more people than ever before.

This success was due in part to the engaging content created by the team to talk and otherwise attract our community. Our press statements proved popular as a way of amplifying our policy and campaigning work. We experimented with more visual content such as films and videos which proved adept at driving engagement rates.

Press and media

Proactive and reactive engagement with press and media ensured we remained involved in national conversations about LGBTQ+ issues. Between 1st of April 2021 and 31st of March 2022, we issued 8 press releases to our contact list of 100 members of the press, 21 press statements on our website and social media.

Outlets we worked with include the BBC, the Guardian, The Independent, the New Statesmen, Pink News, Steph's Packed Lunch, Manchester Evening News, BBC Radio 4,

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Gaydio, BBC Northwest Tonight, Sky News, and The Metro amongst others.

Most reactive media aligned with key events in our calendar such as Manchester Pride as well as key commemorative dates such as LGBT History Month, World AIDS Day, National Testing Week, Pride Month and Coming Out Day.

We engaged the press proactively across this period as well. We had good responses to our press releases and press statements, most significantly across this period being our response to the changes to LGBT Foundation's long-standing condom and lube distribution scheme, the announcement of the LGBTQ+ Community Fund and our response to the Government's Ban Conversion Therapy reversals and the Equality and Human Rights Commission's stance on trans and non-binary equality.

During this period, we saw an increase of requests from unconventional media outlets including meme pages. We also saw an increase in requests coming through from Podcasts as well. This is an area to be developed in the future.

Campaigns

To support our mission of helping LGBTQ communities to reach their full potential, we ran a number of strategically significant campaigns with the aim of providing LGBTQ+ people with the skills, knowledge, and experience to live safer and healthier lives.

Key campaigns included:

LGBT History Month – It's About Time

For LGBTQ+ History Month, LGBT Foundation spotlighted historical and monumental Queer moments of history that helped define where we are as a community in today's modern world. Aligned with the national campaign theme of "Politics in Arts" we organised a series of events to raise awareness of LGBTQ+ history, the present day, and our future.

LGBTQ+ Domestic Abuse – Reclaim You

In 2021 we premiered our awareness campaign, Reclaim You. Conceived as a means of raising awareness of LGBTQ+ and gender-based domestic violence, Reclaim YOU is our long-term campaign that shares information on how people and their loved ones can get the support they need to become themselves again. The timing of the campaign aligned with LGBT Foundation creating new holistic, person-led groups, as part of our Domestic Abuse programme.

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Support of the Village Licenced Business Association (VLBA) 100k GoFundMe campaign.

Due to the changes to the funding to our Condom and Lube Distribution Scheme, the VLBA launched a crowdfunding campaign to help raise the money needed to continue the scheme.

The VLBA represents the LGBTQ+ businesses operating in Manchester's Gay Village. We created a campaign that drew attention to this community fundraiser, encouraging people to contribute what they could. Around this, we were transparent about what the funds would be used for and circulated positive messaging focusing on the community coming together to and help fund a linchpin project for LGBT Foundation.

The campaign saw us celebrate the financial support and donations given by the bars and businesses in the village.

eBulletins

Last year, we sent 64 emails across our 6 ebulletins channels. By the end of the financial year, our bulletins were being distributed to 9,802 subscribers.

We used these bulletins to communicate with stakeholders about:

- The announcement of the launch of the Greater Manchester LGBTQ+ Equality Panel and recruitment of Panel members.
- A spotlight on Colours Youth UK, an independent QTIPOC youth organisation creating space for LGBTQ+ young people of colour to explore and love the fullness of who they are.
- A spotlight on BLAQ, a collective of young Black LGBT+ people aged 16-24 from around the UK, who seek to provide a space for Black Queer youth to come together, celebrate, and embrace who they are.

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Financial Review and Results for the Year

As with other recent years, 2021/22 began with significant in-year targets to address gaps in the projected budget, and ensure we meet as much of the increased demand on services as possible. We also knew we needed to focus on generating a surplus to increase our reserves in line with our Reserves Policy. We also knew that we needed to future-proof ourselves as much as possible from the financial impact and future challenges of the external environment; in particular, Covid-19, the war in Ukraine, and the cost-of-living crisis. As such we devoted significant attention to income generation and thankfully, achieved this ambition through maintaining key contracts and securing new investments. Very welcome examples of new funding sources include:

- **NHS Rainbow Badges** – We continued to work in partnership with NHS England, Stonewall, Brighton & Hove LGBT Switchboard, LGBT Consortium, and GLADD (The Association of LGBT Doctors and Dentists) to deliver and develop the Rainbow Badge accreditation scheme. This involved working with NHS trusts across England to improve LGBTQ+ inclusion through delivering an accreditation scheme.
- **Comic Relief - Ministry of Justice Specialist Fund** – We received support from Comic Relief to increase digital inclusion for our Domestic Abuse service users, through tech loans. We've also received specialist support to develop a digital/tech strategy for the organisation, which focuses on increasing accessibility.
- **New Look** - We are delighted to have partnered with New Look, who generously funded our Volunteer Programme in 2021/22. Our volunteers are the lifeblood of all that we do at LGBT Foundation, and we're so pleased to partner with New Look to make our life-saving services possible.
- **Mars Petcare** - We are also proud to work with Mars Petcare, providing vital funding towards our helpline this year through the Dreamies partnership. The helpline today remains the cornerstone of the work we do at LGBT Foundation, and we're grateful to Mars Petcare for helping us ensure we can continue to be there for the thousands of LGBTQ+ people who have nowhere else to turn.

We've succeeded in not only maintaining a range of existing key funding relationships but also seeking new funding to ensure we diversify and expand our offer to meet ever-evolving needs within LGBTQ+ communities. LGBT Foundation was also able to realise our ambition of generating a surplus in the year, contributing to our reserves, to ensure we're as financially resilient as possible going forwards given the challenges ahead in future financial years.

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Funders

We would like to thank the following funders for their generous financial support during 2021/22:

GREATER MANCHESTER LOCAL AUTHORITIES & GREATER MANCHESTER CCGs

- Bolton □ Bury □ Heywood, Middleton & Rochdale □ Manchester □ Oldham
- Salford □ Stockport □ Tameside & Glossop □ Rochdale □ Trafford □ Wigan
- GMCA

OTHER FUNDERS

- Academic Health Science Networks □ Age Friendly Manchester □ Age UK □ Armed Forces Covenant Fund □ Arts Council England □ Assura Community Fund □ Austin & Hope Pilkington Trust □ B&Q Foundation □ Barclays Spectrum □ BHA for Equality □ Big Life Group □ Bondara
- CGL □ Comic Relief □ Community Led Homes □ Cumbria Foundation Trust □ Department of Health & Social Care □ Gaddum □ Greater Manchester Combined Authority □ GMCVO □ Grand Trust □ Greater Manchester Mental Health NHS Foundation Trust □ Guinness Partnership □ GTD Healthcare □ Health Education England □ Healthy Me, Healthy Communities □ Ipswich & East Suffolk CCG □ John Ellerman Foundation □ Klarna □ Lambeth Council □ Lewisham Council □ LGBT Consortium □ MAC AIDS Fund □ Manchester City Council □ Manchester Community Central □ Manchester Pride □ Manchester University NHS Foundation Trust □ Mangoletsi Trust □ Mid Essex CCG □ Mind □ NACCOM □ NatCen □ National Lottery Community Fund □ National Lottery Development Partnerships Fund □ National Lottery Heritage Fund □ New Look □ Neighbourly □ NHS England □ National Institute for Health Research □ OGX □ Proud Beer □ SIB Group □ Spectra □ Sport England
- St Ann's Hospice □ Terrence Higgins Trust □ The Charity Service □ Trafford Council □ The Sock Shop □ Trust for London □ Virtual Racing UK □ We Love MCR Charity □ York Law School □ Young Manchester □ Zynga

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.

LGBT Foundation Ltd

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Becoming a monthly donor

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

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

Email: Faye.Li@lgbt.foundation **Phone:** 0345 3 30 30 30

Alternatively, please visit our **website** at: www.lgbt.foundation/donate

Reserves Policy

Our Trustees have agreed to 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 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.

Despite a challenging economic background significant progress was made during the year in improving our reserves position with unrestricted reserves above the desired level. With continued economic uncertainty, trustees are looking to strengthen financial and business planning, so they continue to be in a better position to monitor the impact on our medium-term reserve levels.

Unrestricted Reserves: As of 31 March 2022, unrestricted reserves amounted to £974,247, which is equivalent to 12 week's running costs based on the approved planned expenditure for 2022/23. This represents an increase from 10 weeks running costs in the previous financial year. These reserves 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.

The level of unrestricted reserves reflects the surplus generated during 2021/22 of £692,729.

We will continue to have Designated Reserves, please see the respective notes below for more information:

Designated Reserve 1: This reserve is to cover any future dilapidation costs on the charity's rented premises. The reserve remained untouched during the year and is equivalent to £145,533.

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Designated Reserve 2: A designated operational fund was originally established in 2011/12 and 2012/13 by the Trustees. This fund is to cover any impact on our services as a result of changes to our income. The reserve remained untouched during the year and is equivalent to £161,611.

Designated Reserves 3: The Trustees have decided to maintain the COVID 19 designated fund to be used against any future costs associated with the pandemic. This fund now stands at £55,625.

Designated Reserves 4: This fund has been created in response to the current cost of living increase and ongoing economic climate. The reserve has been set at £250,000 and alongside the other designated reserves will continue to be reviewed by Trustees during the coming year.

Future Plans

In order to ensure that we fully meet our ambitions and respond to increased levels of need, we will continue to invest in a range of functions across the organisation which help us to grow in a sustained manner. Key to our future financial plans is maintaining strong partnerships with a range of stakeholders, including other third sector organisations, and the private and public sectors.

Going forwards we are continuing to deliver on an ambitious Income Generation Framework which focusses on both sustainability and growth.

The wider impact of COVID-19 will have a significant impact on our finances in the coming years, and we are working hard to mitigate as many of these risks as possible. Whilst we are confident in our 2022-23 projections, we're aware that the full impact of COVID-19 in terms of cuts to contracts and funding is likely to be felt in future years (alongside a trend of increased need), and as such we are continually focussing on diversifying our income streams further, particularly unrestricted income through activities such as our Training Academy and development of a donor scheme.

Strategic Plan 2018-2023

Looking ahead, the charity is now three years into our five-year strategic plan for 2018-2023. This Strategic Framework in which we've chosen to operate is where we'll focus our energies for the next three years. The plan outlines the considerable inequalities that continue to face LGBTQ+ people, and against which our services and bold ambitions for the future are determined. Our strategic plan and associated KPIs are reviewed by the trustee board are reviewed on an annual basis.

The plan includes our **continued mission of We're 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.**

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We have already made significant progress to deliver on our **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 systemic change by producing quality evidence and ensuring public services are informed by the needs of those using them.
 - Access: End the inequity that LGBTQ+ 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 LGBTQ+ 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 LGBTQ+ 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.

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 company's regime within Part 15 of the Companies Act 2006.

By order of the Trustees (Management Committee)

LGBT Foundation Ltd

Statement of Trustees Responsibilities

The trustees (who are also the directors of LGBT Foundation Ltd for the purposes of company law) are responsible for preparing the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and 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; 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 adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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 1.

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.

Approved by the trustees on 22 October 2022 and signed on their behalf by:

.....
Stewart Humphries
Company Secretary

LGBT Foundation Ltd

Independent Auditors' Report to the Members of LGBT Foundation Ltd

Opinion

We have audited the financial statements of LGBT Foundation Limited 'the charitable company' for the year ended 31 March 2022 which comprise the Statement of Financial Activities (incorporating an Income and Expenditure Account), the Balance Sheet, the Cash Flow Statement 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 2022 and of its incoming resources and application of resources 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,

LGBT Foundation Ltd

Independent Auditors' Report to the Members of LGBT Foundation Ltd

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, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the trustees' report have 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 strategic report or 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.

LGBT Foundation Ltd

Independent Auditors' Report to the Members of LGBT Foundation Ltd

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities set out on page 52, 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.

Ability to Detect Irregularities

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements based on our understanding of the Company and through discussion with the Directors and other management (as required by auditing standards).

We also had regard to laws and regulations in areas that directly affect the financial statements including financial reporting (including related company legislation) and taxation legislation. We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements.

LGBT Foundation Ltd

Independent Auditors' Report to the Members of LGBT Foundation Ltd

We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit. Audit procedures performed included:

- Discussions with management, enquiring over non-compliance with laws, regulations, and fraud;
- Reviewing minutes of all Board meetings during year; and
- Review of transactions (including journals) using data analytic software.

There are inherent limitations in the audit procedures described above. We did not identify any such irregularities however as with any audit, there remained a higher risk of non-detection of irregularities due to fraud, as these may involve deliberate concealment, collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls.

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.

.....
Lee Cartwright (Senior Statutory Auditor)
For and on behalf of Beever and Struthers, Statutory Auditor

St George's House
215-219 Chester Road
Manchester
M15 4JE

22 October 2022

LGBT Foundation Ltd

Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account)

	Note	Unrestricted £	Restricted £	2022 Total £	2021 Total £
Income from:					
Donations and legacies	3	509,757	-	509,757	372,821
Charitable activities	4	608,952	2,859,236	3,468,188	2,500,745
Other income	5	131,327	-	131,327	198,969
Total income		<u>1,250,036</u>	<u>2,859,236</u>	<u>4,109,272</u>	<u>3,072,535</u>
Expenditure on:					
Raising funds	6	(68,079)	-	(68,079)	(49,755)
Charitable activities	6	(489,228)	(2,859,236)	(3,348,464)	(2,671,163)
Total expenditure		<u>(557,307)</u>	<u>(2,859,236)</u>	<u>(3,416,543)</u>	<u>(2,720,918)</u>
Net income/(expenditure) for the year and net movement in funds					
		692,729	-	692,729	351,617
Reconciliation of funds:					
Total funds brought forward		894,287	-	894,287	542,670
Total funds carried forward	18	<u>1,587,016</u>	-	<u>1,587,016</u>	<u>894,287</u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 18.

LGBT Foundation Ltd

Balance Sheet as at 31 March 2022

(Registration number: 03476576)

	Note	2022 £	2022 £	2021 £	2021 £
Fixed assets:					
Tangible assets	12		3,445		
Current assets:					
Debtors	13	407,488		164,810	
Cash at bank and in hand		<u>2,533,973</u>		<u>1,911,424</u>	
		2,941,461		2,076,234	
Liabilities:					
Creditors: amounts falling due within one year	14	<u>(1,357,890)</u>		<u>(1,181,947)</u>	
Net current assets			<u>1,583,571</u>		<u>894,287</u>
Net assets			<u>1,587,016</u>		<u>894,287</u>
The funds of the charity:					
Unrestricted income funds:					
Total unrestricted funds			<u>1,587,016</u>		<u>894,287</u>
Total charity funds	18		<u>1,587,016</u>		<u>894,287</u>

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland.

The notes on pages 60 to 79 form part of these financial statements.

The financial statements on pages 57 to 79 were approved by the trustees, and authorised for issue on 22 October 2022 and signed on their behalf by

.....
Lee Broadstock
Trustee

.....
Smyth William Harper
Chair and Trustee

LGBT Foundation Ltd

Statement of Cash Flows for the Year Ended 31 March 2022

	2022 £	2021 £
Net Income	692,729	351,617
(as per the statement of financial activities)		
Purchase of fixed assets	(3,445)	-
(Increase) / decrease in debtors	(242,678)	58,805
(Decrease) / increase in creditors	110,055	158,387
(Decrease) / increase in deferred income	65,887	412,904
Net cash provided by / (used in) operating activities	<u>622,549</u>	<u>981,713</u>
Net increase in cash and cash equivalents	<u>622,549</u>	<u>981,713</u>
Cash and cash equivalents at the beginning of the year	1,911,424	929,711
Cash and cash equivalents at the end of the year	<u>2,533,973</u>	<u>1,911,424</u>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages **60 to 79** form part of these financial statements.

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2022

1. Charity status

The charity is a private company limited by guarantee, incorporated in England & Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

The address of its registered office is: Fairbairn House (2nd Floor), 72 Sackville Street, Manchester, M1 3NJ

The charity registration number is 1070904.

The company registration number is 03476576.

2. Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated

Statement of compliance

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) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011

Basis of Preparation

LGBT Foundation Ltd meets the definition of a 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 notes.

The financial statements are presented in sterling and rounded to the nearest £

Going Concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received, and the amount of the income receivable can be measured reliably.

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2022

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity, and it is probable that these conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case-by-case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash, or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading those aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings, they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs

Raising funds

These are costs incurred in attracting voluntary income and those incurred in trading activities that raise funds.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2022

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Tangible fixed assets are stated at cost. All assets costing more than £1,000 and with an estimated useful life of more than one year are capitalised.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Furniture, Fixtures & Fittings, Computers	33% straight line basis

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2022

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

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

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

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument. Financial liabilities are classified according to the substance of the contractual arrangements entered into.

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2022

3. Income from donations and legacies

	Unrestricted	Restricted	2022 Total	2021 Total
	£	£	£	£
Manchester Pride	10,000		10,000	28,581
Supporters Scheme & Individual Donations	449,757	-	449,757	297,392
Legacy Donation	-	-	-	13,848
Barclays Spectrum	50,000	-	50,000	33,000
	<u>509,757</u>	<u>-</u>	<u>509,757</u>	<u>372,821</u>

4. Income from charitable activities

	Unrestricted	Restricted	2022 Total	2021 Total
	£	£	£	£
Action Together	-	-	-	500
Age UK - Health & Wellbeing	-	3,000	3,000	-
AHSN	4,923	-	4,923	4,923
Armed Forces Rainbow Oppos Project	-	35,000	35,000	-
Arts Council England	-	30,901	30,901	17,736
Assura Foundation	-	4,180	4,180	220
Barclays Pride in Ageing	-	7,500	7,500	-
BHA (PASH)	401,101	-	401,101	405,174
Big Life Group	-	2,500	2,500	8,001
Breast Cancer Screening	-	-	-	(3,500)
Bring Dementia Out	-	8,525	8,525	-
Carers Trust	-	-	-	2,250
Central, North & South Manchester CCG	-	-	-	103,236
Change Grow Live	81,120	-	81,120	80,028
CHF Housing	-	39,666	39,666	-
Choice Support	-	-	-	1,000
Comic Relief Tech for Good	-	21,419	21,419	-
Covid Equity Fund	-	4,653	4,653	-
Department of Health & Social Care - Maternity Project	-	6,825	6,825	33,175
Department of Health & Social Care – VCSE Health & Wellbeing Alliance	-	94,154	94,154	89,958
Forever Manchester	-	-	-	1,000
GADDUM	-	-	-	3,850

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2022

4. Income from charitable activities (continued)

	Unrestricted	Restricted	2022 Total	2021 Total
	£	£	£	£
GM Business Support Ltd	-	-	-	1,817
GMCVO - Ambition for Ageing	-	-	-	30,788
GMHSCP Winter Pressures Hospital Discharge project	-	10,000	10,000	-
Grand Trust	-	25,723	25,723	24,560
Greater Manchester CCC's Mental Health	-	225,431	225,431	120,295
Greater Manchester Combined Authority - COVID 19	-	-	-	36,448
Greater Manchester Combined Authority - Victim Fund	-	29,580	29,580	29,580
Greater Manchester Combined Authority - Village Angels	-	85,000	85,000	85,000
Greater Manchester Combined Authority - Village Haven	-	50,000	50,000	50,002
Green Social Prescribing	-	2,820	2,820	-
GTD Healthcare - Indigo	-	743,846	743,846	262,589
Healthy Me Healthy Communities	-	10,000	10,000	-
Healthwatch England	-	1,500	1,500	-
HM Govn't in Partnership with National Lottery Community Fund	-	-	-	48,388
Homes England	-	-	-	140,001
John Ellerman Foundation	-	48,280	48,280	-
Lewisham Council	70,272	-	70,272	60,000
LGBT Consortium	-	14,735	14,735	29,037
London Community Response Fund	-	-	-	5,380
MAC Aids Fund	-	70,511	70,511	11,677
MACC Hate Crime Awareness	-	-	-	2,000
MACC Winter housing support scheme	-	15,200	15,200	-
MacMillan Cancer Support	-	-	-	2,379
Make Smoking History Programme	-	39,774	39,774	-
Manchester Art Gallery	-	-	-	1,200
GM Health & Social Care Partnership - Pride In Practice	-	175,000	175,000	175,000
GM Health & Social Care Partnership - Trans Programme	-	115,000	115,000	115,846

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2022

4. Income from charitable activities (continued)

	Unrestricted	Restricted	2022 Total	2021 Total
	£	£	£	£
Manchester City Council - Domestic Abuse Housing	-	154,812	154,812	125,824
Manchester City Council - Our Manchester	-	53,698	53,698	54,070
Manchester City Council Chemsex Resource	10,000	-	10,000	5,285
Manchester City Council Suicide Prevention	41,536	-	41,536	400
Manchester Metropolitan University	-	-	-	580
Manchester Pride CLDS	-	1,962	1,962	-
Mangoletsi	-	5,660	5,660	-
MCA Equalities Panel	-	33,334	33,334	-
MCC Covid Sex Work Resource	-	10,000	10,000	-
MCC Extra Care Scheme	-	19,998	19,998	-
MCC IDVA	-	47,226	47,226	-
Mind	-	7,292	7,292	14,483
NACCOM	-	-	-	7,000
NatCen Social Research	-	-	-	1,362
National Institute Health Research	-	12,484	12,484	28,226
National Lottery Community Fund	-	166,065	166,065	97,352
NHS Central Manchester CCG	-	-	-	500
NHS England Rainbow Badges	-	241,527	241,527	1,500
NHS England SOM	-	-	-	9,960
NHS England UISPC	-	-	-	1,725
NHS England Unified Information	-	-	-	3,488
NHS Oldham Clinical Commissioning Group	-	-	-	15,000
NHS Patients' Rights	-	-	-	5,332
NHS Sounding Board	-	19,983	19,983	-
Nottinghamshire Healthcare NHS Trust	-	-	-	14,400
Internal sessional MH Surge funding	-	9,216	9,216	-
OMVCS Winter Grants - MCC	-	10,000	10,000	-

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2022

4. Income from charitable activities (continued)

	Unrestricted	Restricted	2022 Total	2021 Total
	£	£	£	£
Opening Archives	-	5,470	5,470	-
Other	-	19,173	19,173	-
PiP Expansion Essex	-	16,586	16,586	-
PREP Awareness	-	8,335	8,335	-
Pride In Ageing	-	-	-	26,990
Race Equality Foundation	-	-	-	900
RAS Programme	-	3,000	3,000	-
Salford CVF - Achieve Recovery	-	-	-	9,804
Salford CVF - Smokefree - History Makers	-	-	-	750
SIB RRLF	-	50,000	50,000	-
Sir Jules Thorn Charitable Trust	-	-	-	1,000
Southway Housing	-	-	-	1,500
Spectra	-	3,959	3,959	5,700
The Guinness Partnership	-	-	-	52,544
The Henry Smith Charity	-	-	-	13,942
This Girl Can	-	4,860	4,860	-
Trans SH Clinic MCC	-	4,967	4,967	-
Trust for London	-	-	-	7,500
University of York	-	-	-	500
Unlocking Wellbeing Tameside & Glossop	-	14,056	14,056	-
We Love Manchester	-	-	-	13,590
Young Manchester Covid Recovery	-	14,851	14,851	-
Total income from charitable activities	608,952	2,859,236	3,468,188	2,500,745

5. Other Income

	Unrestricted	Restricted	2022 Total	2021 Total
	£	£	£	£
Training & Consultancy Income	115,189	-	115,189	47,307
Other Income	16,138	-	16,138	151,662
	131,327	-	131,327	198,969

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2022

6. Analysis of Resources Expended

	Direct costs £	Staff costs £	Support costs £	Total 2022 £	Total 2021 £
Cost of Raising Funds					
Voluntary income	-	5,373	1,395	6,768	22,624
Cost of sales	35,690	20,340	5,281	61,311	27,131
Cost of charitable activities					
Services	296,081	2,091,847	543,131	2,931,059	2,348,638
Information	4,861	145,158	37,689	187,708	178,296
Research	-	137,944	35,816	173,760	105,517
Governance costs	21,312	27,488	7,137	55,936	38,712
	357,944	2,428,150	630,449	3,416,542	2,720,918

The above grants represent payments to institutions in furtherance of the charities strategic aims

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2022

7. Support Costs

	Voluntary Income £	Fees & other Sales £	Services £	Information £	Research £	Governance £
Premises costs	106	400	41,130	2,854	2,712	540
Support staff costs	635	2,402	247,078	17,145	16,293	3,247
Admin costs	655	2,479	254,922	17,690	16,811	3,350
	1,396	5,281	543,131	37,689	35,816	7,137
					Total 2022 £	Total 2021 £
Premises costs					47,742	154,781
Support staff costs					286,800	221,227
Admin costs					295,907	227,885
					630,449	603,893

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.

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2022

8. Net income /expenditure for the year

This is stated after charging / (crediting)

	2022	2021
	£	£
Audit Fees	7,192	5,815
Irrecoverable VAT	19,025	14,229
	<u>19,025</u>	<u>14,229</u>

9. Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

10. Staff costs

The aggregate payroll costs were as follows:

	2022	2021
	£	£
Staff costs during the year were:		
Wages & Salaries	2,010,948	1,648,528
Social security costs	183,650	142,921
Pension costs	200,102	156,113
	<u>2,394,700</u>	<u>1,947,562</u>

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full-time equivalents was as follows:

	2022	2021
	No.	No.
Senior Management Team	4	3
Other Employees	73	60
	<u>77</u>	<u>63</u>

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2022

10. Staff costs (continued)

The number of employees whose remuneration fell within the following bands were:

	2022	2021
	No.	No.
£80,000 - £90,000	1	1
£60,000 - £70,000	1	-
	<u>2</u>	<u>1</u>

The key management personnel comprise the trustees, the Chief Executive, the Deputy Chief Executive, the Director of Operations, and the Director of Development.

The total employee benefits of the key management personnel of the charity were £258,612 (2021 £237,278).

11. Taxation

The charity is a registered charity and is therefore exempt from taxation on its charitable activities.

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2022

12. Tangible fixed assets

	Furniture and equipment £	Total £
Cost or valuation		
At the start of the year	63,020	63,020
Additions in year	3,445	3,445
Adjustments in year	-	-
At the end of the year	<u>66,465</u>	<u>66,465</u>
Depreciation		
At the start of the year	63,020	63,020
Charge for the year	-	-
Adjustments in year	-	-
At the end of the year	<u>63,020</u>	<u>63,020</u>
Net book value		
At the end of the year	<u>3,445</u>	<u>3,445</u>
At the start of the year	<u>-</u>	<u>-</u>

All of the above assets are used for charitable purposes.

13. Debtors

	2022 £	2021 £
Trade debtors	302,360	102,001
Prepayments	43,364	4,410
Accrued income	60,768	57,126
Other debtors	996	1,273
	<u>407,488</u>	<u>164,810</u>

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2022

14. Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	65,598	39,123
Other taxation and social security	89,745	72,519
Other creditors	23,169	19,701
Accruals	396,694	333,807
Deferred income	782,684	716,797
	<u>1,357,890</u>	<u>1,181,947</u>

15. Deferred income

	2022 £	2021 £
Brought Forward	(716,797)	(303,893)
Income released in the year	716,797	303,893
Income deferred in the year	782,684	(716,797)
Carried forward	<u>782,684</u>	<u>(716,797)</u>

16. Obligations under leases and hire purchase contracts

The total value of future minimum lease payments was as follows:

	2022 £	2021 £
Within one year	66,722	1,345
2-5 Years	250,209	-
	<u>316,932</u>	<u>1,345</u>

17. Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £200,102 (2021 - £156,113)

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2022

18. Funds

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Unrestricted funds					
General					
General Fund	531,518	1,250,036	(557,307)	(250,000)	974,247
Designated					
Accommodation	145,533	-	-	-	145,533
Operational Costs	161,611	-	-	-	161,611
COVID 19 Impact	55,625	-	-	-	55,625
Economic Impact	-	-	-	250,000	250,000
	362,769	-	-	250,000	612,769
Total Funds	894,287	1,250,036	(557,307)	-	1,587,016
	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Unrestricted funds					
General					
General Fund	300,518	1,403,878	(1,052,261)	(120,617)	531,518
Designated					
Accommodation	24,916	-	-	120,617	145,533
Operational Costs	161,611	-	-	-	161,611
COVID 19 Impact	45,000	-	-	10,625	55,625
Define Our Brand	10,625	-	-	(10,625)	-
	242,152	-	-	120,617	362,769
Total Funds	542,670	1,403,878	(1,052,261)	-	894,287

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2022

18. Funds (continued)

The Trustees have retained a designated fund for accommodation as a resource for any future dilapidation costs on the charity's rented premises. The designated fund for operational costs is to cover any impact on our services as a result of changes to our income. The COVID 19 designated fund has been kept, being used against any future costs associated with the pandemic, and the economic fund has been established to be used against the impact of challenges within the UK economy.

19. Restricted Reserves

	Balance at 1 April 2021	Incoming resources	Resources expended	Balance at 31 March 2022
	£	£	£	£
Age UK - Health & Wellbeing	-	3,000	(3,000)	-
Armed Forces Rainbow Project	-	35,000	(35,000)	-
Arts Council England	-	30,901	(30,901)	-
Assura Foundation	-	4,180	(4,180)	-
Barclays Pride in Ageing	-	7,500	(7,500)	-
Big Life Group	-	2,500	(2,500)	-
Bring Dementia Out	-	8,525	(8,525)	-
CHF Housing	-	39,666	(39,666)	-
Comic Relief Tech for Good	-	21,419	(21,419)	-
Covid Equity Fund	-	4,653	(4,653)	-
Department of Health & Social Care - Maternity Project	-	6,825	(6,825)	-
Department of Health Social Care - Strategic Partners	-	94,154	(94,154)	-
GMHSCP Winter Pressures	-	10,000	(10,000)	-
Hospital Discharge Project	-	25,723	(25,723)	-
Grand Trust	-	225,431	(225,431)	-
Greater Manchester CCC's Mental Health	-	29,580	(29,580)	-
Greater Manchester Combined Authority - Victim Fund	-	85,000	(85,000)	-
Greater Manchester Combined Authority - Village Angels	-	50,000	(50,000)	-
Greater Manchester Combined Authority - Village Haven	-	2,820	(2,820)	-
Green Social Prescribing	-	743,846	(743,846)	-
GTD Healthcare - Indigo	-			-

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2022

19. Restricted Reserves (continued)

	Balance at 1 April 2021	Incoming resources	Resources expended	Balance at 31 March 2022
	£	£	£	£
Healthwatch England	-	1,500	(1,500)	-
Healthy Me Healthy Communities	-	10,000	(10,000)	-
John Ellerman Foundation	-	48,280	(48,280)	-
LGBT Consortium	-	14,735	(14,735)	-
MAC Aids Fund	-	70,511	(70,511)	-
MACC Winter housing support scheme	-	15,200	(15,200)	-
Make Smoking History Programme GM Health & Social Care	-	39,774	(39,774)	-
Partnership - Trans Programme GM Health & Social Care	-	115,000	(115,000)	-
Partnership - Pride In Practice Manchester City Council - Domestic Abuse Housing	-	175,000	(175,000)	-
Manchester City Council - Our Manchester	-	154,812	(154,812)	-
Manchester Pride CLDS	-	53,698	(53,698)	-
Mangoletsi	-	1,962	(1,962)	-
MCA Equalities Panel	-	5,660	(5,660)	-
MCC Covid Sex Work Resource	-	33,334	(33,334)	-
MCC Extra Care Scheme	-	10,000	(10,000)	-
MCC IDVA	-	19,998	(19,998)	-
Mind	-	47,226	(47,226)	-
National Institute Health Research	-	7,292	(7,292)	-
National Lottery Community Fund	-	12,484	(12,484)	-
NHS England Rainbow Badges	-	166,065	(166,065)	-
NHS Sounding Board	-	241,527	(241,527)	-
Internal sessional MH Surge funding	-	19,983	(19,983)	-
OMVCS Winter Grants - MCC	-	9,216	(9,216)	-
Opening Archives	-	10,000	(10,000)	-
Other	-	5,470	(5,470)	-
PiP Expansion Essex	-	19,173	(19,173)	-
PREP Awareness	-	16,586	(16,586)	-
RAS Programme	-	8,335	(8,335)	-
SIB RRLF	-	3,000	(3,000)	-
Spectra	-	50,000	(50,000)	-
This Girl Can	-	3,959	(3,959)	-
Trans SH Clinic MCC	-	4,860	(4,860)	-
Unlocking Wellbeing Tameside & Glossop	-	4,967	(4,967)	-
	-	14,056	(14,056)	-

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2022

19. Restricted Reserves (continued)

	Balance at 1 April 2021	Incoming resources	Resources expended	Balance at 31 March 2022
	£	£	£	£
Young Manchester Covid Recovery	-	14,851	(14,851)	-
Total	-	2,859,236	(2,859,236)	-

20. Analysis of net assets between funds

	Unrestricted funds General	Total funds
	£	£
Tangible fixed assets	3,445	3,445
Current assets	2,941,461	2,941,461
Current liabilities	(1,357,890)	(1,357,890)
	1,587,016	1,587,016