

The Lesbian & Gay Foundation **Annual Review 2012/13**

IMPACT



**The Lesbian &
Gay Foundation**

Ending Homophobia,
Empowering People
www.lgf.org.uk

Registered Charity No. 1070904

WELCOME

As I write this, one of the remaining legislative changes for LGB people has finally fallen into place, with Royal Assent having been given for equal marriage within the UK. At long last, people will be able to marry the one they love, regardless of their sexual orientation.

This significant development follows a long list of legislative changes over the last 15 years and represents a fundamental shift for the UK and our place in the world. If I'm honest, it's a change in our society and laws, which I never thought I'd see within my lifetime.

I feel very proud and lucky to have been part of an organisation that has played a key role in this movement, working publicly and behind the scenes to lobby for these changes. Last year, our 'Enough is Enough' campaign focused on the issue of Equal Marriage, and the resulting outcome, is testament to all the hard work of the many groups and individuals across the country, that have fought for LGB equality over the years.

However, whilst there continues to be legislative progress within the UK, the daily work of the LGF's services is a stark reminder of the reality on the ground. There continues to be significant inequalities for LGB people's health and wellbeing, and ongoing issues regarding hate crime and discrimination.

Recently the LGF received a letter thanking our staff and volunteers for "saving my family's life". In this letter, a harrowing story unfolded of the writer's daughter being persecuted to the point where she couldn't go out alone; her son being beaten up (resulting in a broken nose and two broken ribs); her husband's car being wilfully damaged; and homophobic comments being sprayed on their windows.

In the end, the family had to split up to live with various relatives for their own safety. All of this happened because the young teenage daughter had come out as being lesbian. Luckily during this dark time, the family found out about

our Helpline. Through ongoing support, advice and encouragement, they've since been able to rebuild their lives and have now been reunited in their former home. In an environment that often champions 'innovation', it's also important to remember the difference that a long-standing service such as our helpline can make.

And this is just one of our vital services, alongside our counselling, our befriending scheme, our sexual health clinics, our Village Angels, our advice surgeries, our website, our range of resources, our school-work and much, much more. As you read through this report, I hope you gain a sense of the vast span of the work the LGF undertakes, as we strive to always remind you that 'We're Here if You Need Us!'

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

- Register for our weekly e-Bulletin, providing you with up to date information;
- Join our 'Enough is Enough!' campaign, with suggestions for taking action;
- Follow us on Twitter, for all the latest news and events (@lgfoundation) and find us on Facebook ('The Lesbian & Gay Foundation').
- Become a volunteer, helping to support our services and office functions; and
- Join our monthly donor scheme, helping to make sure we can finance our work

For more information on any of these opportunities, please call us on 0845 3 30 30 30; email us at info@lgf.org.uk; or visit our website at www.lgf.org.uk

In the meantime, on behalf of all of our beneficiaries, thank-you for your continued support.

David

David McGovern
Chair of the Board of Trustees



David McGovern
Chair of the Board
of Trustees



Registered Charity No. 1070904



“When I contacted The LGF, I was warmly welcomed. I felt really supported by the staff on reception and a lady showed me around too. The volunteers in the groups were supportive and friendly.”

Lucy, who accessed our groups.

The Lesbian & Gay Foundation (LGF) is a nationally significant charity, with a history dating back 38 years. The LGF was formed in April 2000 after the unification of Healthy Gay Manchester and Manchester Lesbian & Gay Switchboard Services.

Based in Manchester, we serve over 40,000 lesbian, gay and bisexual (LGB) people a year. That’s a lot of people, and as a result, we provide more direct services and resources to more LGB people than any other charity of our kind in the UK.

At The LGF, our vision is clear – we believe in a fair and equal society where all lesbian, gay and bisexual people can achieve their full potential.

The LGF is a registered charity (No. 1070904) and a company limited by guarantee (No. 3476576). The charity is governed by a Board of Trustees from a variety of backgrounds and with a wide range of skills and qualifications.

The LGF’s staff team, currently equivalent to 42 full-time staff, deliver a wide range of services, many of which are supported by over 160 volunteers.

OUR MISSION

“Ending Homophobia, Empowering People”

OUR VISION

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

OUR STRATEGIC GOALS

● Supporting Individuals

The LGF will support lesbian, gay and bisexual people to increase their skills, knowledge, and self-confidence to improve health and well-being.

● Strengthening Communities

The LGF will work in partnership with others to build a strong, cohesive and influential lesbian, gay, bisexual and trans community sector.

● Promoting Equality

The LGF will promote awareness, visibility and inclusion of lesbian, gay and bisexual people to achieve full equality.

● Developing Excellence

The LGF will continuously develop its people, systems and procedures to deliver and sustain excellence for all of our beneficiaries.

OUR VALUES

Innovation. Diversity. Excellence. Fairness. Integrity. Engagement.

WHO WE ARE

IN BRIEF

THE YEAR IN BRIEF

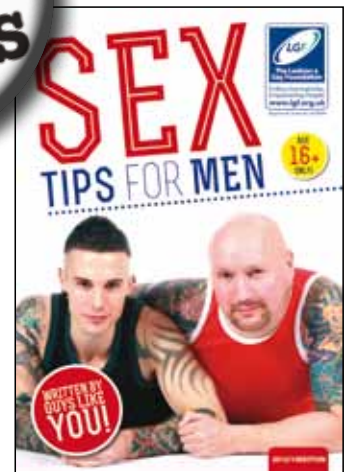


It's a difficult environment for charities like ours, but despite the challenges we've achieved a great deal this year.

During 2012/13, we continued to build on our existing provision, as well as introducing new services and reaching out to new audiences. Below are some of our key achievements:

- We were accessed a total of 433,212 times including our services, printed resources, outreach activities, bulletin and website. (This figure excludes our condoms and lube scheme).

- Through **1,098** counselling sessions, we supported the wellbeing of **135** people with a wide range of issues. Of these clients, **90%** showed an improvement in their mental health, and the service had a satisfaction rating of **100%**. Additionally, in partnership with Manchester Primary Care Mental Health Service, a further **100** people were supported through our LGBT Wellbeing Clinic, which is part of the IAPT programme.
- Our long-running helpline which operates seven days a week, 365 days a year, provided information, advice and emotional support to **1,857** callers.
- Further help was provided **537** times through our crisis pop-in service, letters and email support.
- We continued to have a key focus on gay and bisexual men's sexual health, including widespread promotion of our 'Do You Know Your HIV Status?' campaign. During the year, we enabled safer-sex to happen nearly **570,000** times through the provision of **1.14m** free condoms and lube sachets, at over 90 venues across Greater Manchester.
- As well as piloting postal home testing kits with RU Clear, we also welcomed **665** men to undertake sexual health testing at



“The resources you were able to give me were fantastic, and went down very well within the session. I’ve been invited to host further sessions, so I’m going to try to get college to send in a donation for further ‘Safer Schools’ lesson packs.” **Neil, Salford**

our variety of community clinics, including same-day testing. (This is an increase of **81%** compared to three years ago).

- We launched our ‘Well Women’ project, building on our ‘I ♥ Girls’ programme of events, workshops, resources, services and women-specific support groups.
- Through outreach events and our Village Angels safety initiative, we engaged with **19,252** people, supporting them whilst in their community. We also welcomed **18,812** people to our Community Resource Centre, to access services, support, information and training; as well as engaging with a further **14,124** people through research activities.
- We distributed **150,127** resources through attendance at events and through our

established distribution network of over **525** venues. This included our bi-monthly, community magazine outnorthwest, and our range of guides, including six new ones.

- During the year we introduced a more structured framework for our groupwork programme, providing **764** places to LGB people in total. Different groups targeted different sections of the community, offering facilitated, peer-to-peer support. We also provided **216** befriending sessions to LGB people feeling isolated and vulnerable.
- We challenged homophobia in schools, working with **3,063** young people through our joint Exceeding Expectations project. At the end of the initiative, **90%** identified that they would now take action against homophobia, compared to just **21%** beforehand.

- We also distributed safer-schools packs to **223** schools across the country.
- As well as Exceeding Expectations, our Youth Almighty project also supported **315** young people in a variety of settings, in partnership with the Albert Kennedy Trust.
- Following a successful pilot project in the North West, we expanded our Cervical Cancer Screening campaign ‘Are You Ready For Your Screen Test?’ across the country. The campaign targets lesbian and bisexual women to challenge previous myths about screening, as well as raising awareness amongst health professionals.

SUPPORTING INDIVIDUALS

SEXUAL HEALTH



We continued to make sure that gay and bisexual men in Greater Manchester have easy access to condoms and lube. During the year, we distributed a combined total of just under 1.14m individual condoms and sachets of lube, an increase of 8.5% compared to the previous year. This enabled safer-sex to occur 570,000 times and remains the most effective way to reduce the spread of HIV and other STIs.

In partnership with Manchester Centre for Sexual Health, we ran a range of community-based clinics, twice a week. These included our full-screening clinics as well as our increasingly popular, same-day HIV testing clinics. As a result, we tested a total of 665 men, an increase of 26% on the previous year, with a satisfaction rating of 99%. We continued to highlight the need for testing through our main men's campaign 'Do You Know Your HIV Status?', signposting people to both our own and GUM clinics.

We sought additional ways to innovate and increase access, including working with RU Clear, to pilot the provision of HIV home-sampling kits. Through our local development role with HIV Prevention England, we undertook motivational interviews with over 600 gay and bisexual men. We also shared good practice with wider stakeholders through the production of an HIV testing toolkit.



The LGF will support lesbian, gay and bisexual people to increase their skills, knowledge and self-confidence to improve health and well-being.

- During the year, sexual health information was accessed 16,637 times from the LGF, including the production of our 'Quickies' videos. We also produced a new resource called 'Sex Tips for Men' (launched at a live event), celebrating gay and bisexual men's sex lives. This and our 'Can We Talk?' event, helped us understand the issues men have around their sexual health and how they want to improve talking about them.
- Following generous funding from the Big Lottery Fund, we launched our 'Well Women' project, which to our knowledge, is the first of its kind within the UK. The four-year project focuses on the health and wellbeing of lesbian and bisexual (LB) women and is already going from strength to strength, ensuring we engage with more LB women in need of support. As well as (i) a programme of events and monthly workshops, the project is also (ii) bringing together an LB Women's Health Strategy; (iii) sending out a specific e-bulletin for LB women; (iv) engaging women as 'active citizens' and (v) co-ordinating a national network of organisations delivering specialist services for LB women.
- In March 2013, we held our biggest ever 'Sugar and Spice event', now enjoying its seventh year. Over 180 women joined us to celebrate International Women's Day including a series of workshops, a central cafe and craft space, acoustic music, holistic therapies and a lively panel discussion with six, inspirational, local women. Feedback was overwhelmingly positive, with 100% of attendees enjoying the event and 89% feeling more informed as a result.
- Another highlight during the year was our 'Women's Pride' event, held during Manchester Pride's Fringe Festival in August 2012. The room was packed with passionate women talking about what matters to them and has since influenced our active citizen's project, as well as our monthly workshops. During 2012/13, we ran a total of 12 workshops on varied subjects including British Sign Language, Career Goals, Bike Maintenance, Screen Printing, photography and more! In total 418 women attended throughout the year, with 91% of them feeling more informed afterwards.



GROUPS & FRIENDS



- Our Face-to-Face Counselling service continued as a vital lifeline for LGB people facing a huge range of issues. During the year, we provided a total of 1,098 sessions, supporting 135 clients to improve their mental health and wellbeing, with a 100% satisfaction rating. We also worked in partnership with Manchester Mental Health and Social Care Trust to run a Wellbeing Clinic especially for LGB&T people. The service is part of the IAPT initiative, designed to support feelings such as anxiety, stress, low mood, low self-esteem and panic. During the year, the Wellbeing Clinic supported a further 100 people. Through this process, we also shared our learning with services in Leicester, enabling them to successfully set up a similar service in their own area.
- Our 'Male Victims of Domestic And Sexual Violence' project had a huge impact following funding from the Home Office. We originally thought we'd work with 14 men, but due to such high demand, we actually supported 79 male clients who had suffered with these issues. Of these, 74% had previously made at least one attempt at suicide. Following excellent training from the organisation 'Survivors Manchester', we produced a specialised guide on male sexual violence, and provided support through our helpline and through counselling. The project made a real difference for these service users, many of whom had never dared talk about these subjects before. Of the men who undertook therapy, 100% noticed a significant difference in their overall mental health and wellbeing (as measured by CORE), and the service had a 100% satisfaction rating.
- We provided immediate information, advice and emotional support 2,260 times through our telephone and email helpline service, run from 10am-10pm,

seven days a week. We also provided pop-in support at our centre, (including for those in crisis), to 123 people, as well as advice through our police and legal surgeries for 67 people.

- The LGF's 'Village Angels' programme ran for a full-year, providing a community safety service within Manchester's gay village (from 8pm to 2am, every Friday and Saturday). Over this period, we assisted 13,027 people, being available on 101 evenings, with staff time matched by trained volunteers. The service received recognition from GMP, the NW Ambulance Service, City-Co, the VBA and Manchester City Council; and the Village Angels were also nominated for a Manchester City Council 'Be Proud' award.
- In 2011/12, we piloted a Cervical Screening Awareness campaign for LB women in the North West, which successfully halved the number of women not attending for screening. Because of the success of 'Are You Ready For Your Screen Test?' the National Cancer Screening Programme kindly provided continuation funding, enabling the campaign to be rolled out nationally. This included press releases; outreach and netreach; attendance at 12 Pride events around the country; 3,000 posters; and 85 adverts within printed and online media. We also distributed 40,000 resource booklets and 45,000 postcards, as well as providing training for cervical screening sample takers.

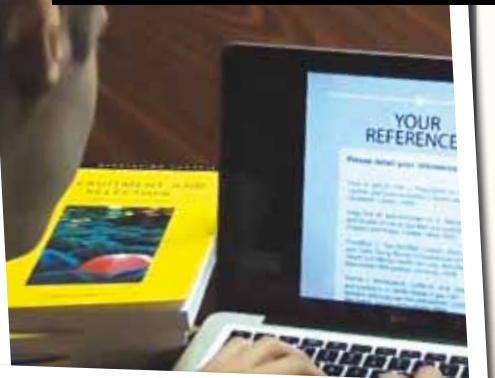
Initiated in 2011/12, our Befriending Scheme developed into a successful service, running 216 sessions (an increase of 132% on the previous year), and supporting over 35 people. This project helps isolated LGB people (particularly the elderly) to maintain their independence, and to become more integrated within community and social networks. Growth of the service was enabled through the successful recruitment of over 30 Volunteer befrienders, offering amazing one-to-one support on a weekly basis.

During the year we provided a safe and supportive environment for a wide range of LGB people through our groupwork programme, providing 764 places. We also worked with Manchester MENCAP to launch a group aimed at LGBT people with learning difficulties and disabilities; as well as supporting the development of 'Out with Prostate Cancer' - the UK's first support group for gay and bisexual men affected by prostate cancer.

GOAL 1

STRENGTHENING COMMUNITIES

EVIDENCE EXCHANGE



The LGF will work in partnership with others to build a strong, cohesive and influential lesbian, gay, bisexual and trans community sector.

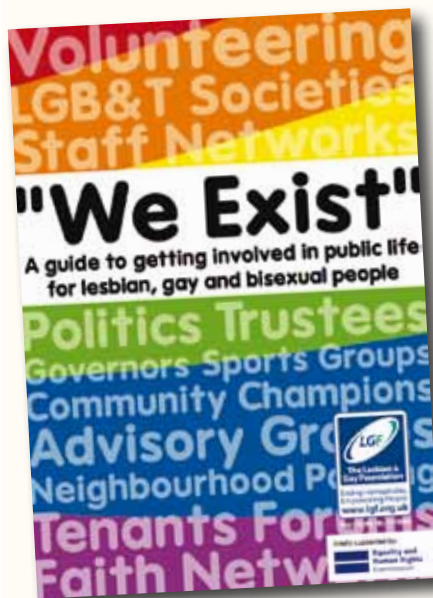
We further expanded development of our online Evidence Exchange, increasing the number of statistics by 68% to 2,711. Registration and access to this evidence base remains free of charge, and provides vital information for funding bids, presentations, needs analyses, commissioning decisions and more.

- Building upon our 'Breaking the Cycle' strategy, we continued to seek ways that we could strengthen the LGB&T sector as a whole, particularly focusing on practical support for smaller LGB&T groups, many of whom have very limited funding.
- We provided signposting information and promotion of other groups, including their events across our range of media channels, exploiting the reach of our broad audience-base. This included articles and news in our community magazine 'outnorthwest', as well as within our weekly e-bulletin, and across our social-media channels, such as Facebook and Twitter. We additionally produced three 'Policy Briefings' for the LGB&T sector, on topics including the Freedom of Information Act, The Public Services (Social Value) Act 2012 and the NHS Information Strategy.
- We once again organised and prepared for our annual 'NW Regional LGB&T Conference', which this year was titled 'Voice & Choice'. Attended by 45 group representatives, the conference received a 100% satisfaction rating, and 100% of attendees left the day feeling more informed. This year, topics included health inequalities; increasing inclusion of LB women; an update on the changes to the health and care system; celebrating community action; patient voice; and tips for best utilising social media. The event remains a key opportunity to bring together LGB&T groups and the wider community, to share, learn, innovate... and shout about the work we all do!
- We promoted 149 relevant funding sources to LGB&T groups across the year, an increase of 45% on the previous year. We also followed up individual requests for funding advice; both from individuals and organisations. We are also started the process of supporting BiUK to become a constituted organisation, so that they will be more readily able to access funding in the future.



OUR HOUSE

Our Community Resource Centre on Richmond Street has hosted many events over the last year...



- One of the most consistent needs of smaller LGB&T groups is the fundamental requirement to have access to a suitable space to meet. During 2012/13, the LGF provided meeting space 543 times to other groups (usually for free). For all groups and their attendees, we aim to provide a warm welcome provided by our helpdesk team, as well as access to our facilities. Our Community Resource Centre remains open till 10pm at night, as well as being open all day Saturday.
- We continued our role as lead partner of the National LGB&T Partnership, which meets on a monthly basis. This brings together 14 key LGB&T service-providing organisations across the country, (as well as over 660 stakeholder groups), to reduce health inequalities and challenge discrimination within public services. As part of this work programme, we responded to 83 formal consultation

processes across government departments, feeding in the needs and experiences of LGB&T people.

- The Partnership also hosted a 'Health Trans Conference' and ran two lesbian and bisexual women focused events, engaging with, and sharing information between service providers. Furthermore, we engaged with Public Health England regarding the relative invisibility of LGB&T communities, resulting in the production of a 'LGB&T Companion Document' to the Public Health Outcomes Framework.



GOAL 2

PROMOTING EQUALITY

ENOUGH IS ENOUGH



During the year, we signed up another 2,797 people to our 'Enough is Enough! – Take Action Against Homophobia' campaign.

This now brings together a combined total of 8,281 people receiving monthly information on key issues and how they can take practical steps to help end homophobia and biphobia.

As part of the campaign, we've continued to highlight and support campaigns both at home and abroad, to help further awareness of the current situation for our communities.

As a key strand of 'Enough is Enough!' last year, we launched our 'Love Equal Marriage' campaign. This promoted the government consultation; provided information on the potential changes and differences; and collated positive stories of LGB relationships and civil partnerships. We also ran a postcard and online campaign, encouraging people to lobby their MPs on the issue, and liaised with the Government Equalities Office to consider the issues involved. We're therefore absolutely delighted that our work last year, has helped contribute towards securing a positive result.



The LGF will promote awareness, visibility and inclusion of lesbian, gay and bisexual people to achieve full equality.

- With the generous support of Barclays, we ran the 2nd year of our Homo Hero Awards. These Awards provide an opportunity to help recognise the important achievements of unsung individuals, groups and businesses, who work for and on behalf of LGB people. Just under 2,200 people engaged with the awards - nominating their heroes; voting for their favourites; and helping us to celebrate the winners and all the nominees on the night. For the first time, we also worked with Manchester City Council to launch the Alan Turing Memorial Award, introduced during Alan's centenary birthday year. Once again, we were overwhelmed by the number of inspirational stories of people's dedication and determination and was another poignant reminder of the great work people do everyday, to help support their LGB communities.
- Throughout the year, we attended at least 123 different events, as part of our 'sexual orientation roadshow'. This including hosting stalls, giving presentations and attending round-table discussions. For example, during LGBT History Month we engaged with 600 staff and students in Rochdale. As a result, the E&D Officer has fed back that they are now taking a zero-tolerance approach to hate speech, due to an increase in confidence in dealing with such situations. In addition, we continued to deliver training sessions and attended a large range of networks and forum meetings.
- Homophobia, biphobia and the associated bullying remains a key issue within schools, affecting both young LGB people and those considered by their peers 'to be gay'. To challenge this culture, last year saw an expansion of our Exceeding

Expectations project, which runs in partnership with Healthy Schools Manchester and the Hope Theatre Company, and includes a thought-provoking play. During the year we directly engaged with 3,063 school pupils aged 11-15, (an increase of 49%), in Manchester and Salford secondary schools. Only 21% of pupils originally said they would take action against homophobia prior to the initiative - this rose to 93% afterwards. We also worked with 13 schools to introduce a zero tolerance policy towards such bullying; and sent out 223 of the LGF's Safer-Schools Packs following kind donations from the public.

- In addition to building up the LGB&T evidence base through our Evidence Exchange, we also had a very successful year with our own research activities, engaging with 14,124 respondents, (an increase of 90% on the previous year). This included our Village Census for 2012, with our research teams collecting data during June and October, with further support provided by the VBA and Village venues.
- We also continued with the fourth year of our Part of the Picture project, building up a picture of drug and alcohol use amongst LGB communities. Kindly funded by the Big Lottery Fund, this national survey collates information through (i) postal surveys; (ii) an online survey; and (iii) through direct interaction with LGB people at a range of events, including Prides around the country. In total, we received responses from 2,203 LGB people in 2012, making this fourth year our most productive yet. Work has now commenced on the fifth and final year of the project, which will include a greater focus on qualitative information in addition to the quantitative data collection.
- Working in partnership with a range of faith groups, we continued to celebrate LGB&T people of faith, an area that continues to affect our work and is hard for some people to approach. In October 2012, we held our third 'Celebrate' faith event at Manchester Cathedral, once again led by Bishop Nigel McCulloch, prior to his retirement.

- We successfully secured funding from the Heritage Lottery Fund, enabling us to start on a new LGB Heritage project, with a particular focus on the Greater Manchester area. The project involves several key elements, including hosting a series of seminars; producing an online timeline of LGB history (including people's stories); reproducing a source guide for LGB Heritage in the area, and last but not least, delivering a series of LGB&T quizzes around Greater Manchester to help create awareness and interest during the project. This latter part was successfully delivered during February 2013 (with a total of 14 quizzes being held), and the rest of the project is now ongoing.
- Across Greater Manchester, we engaged with all of the local authorities regarding LGB people's needs for their JSNAs and subsequent development of Health and Wellbeing strategies. We also provided further advice on Sexual Orientation Monitoring, including distribution of our specific guide on this issue, previously produced with NHS NW.
- We continued to build on our 'Pride in Practice' charter-mark, which supports GP surgeries to benchmark themselves against a range of self-assessed standards. Successful completion of the award demonstrates to patients that the surgery is delivering excellence in lesbian, gay and bisexual healthcare. By the end of the year, 99 GP surgeries had registered with the scheme, with 19 having so far achieved either a gold, silver or bronze award. Already we are hearing stories of the scheme's impact, and the increased ability for LGB patients to confide in their doctors and receive the appropriate responses, information and treatment as a result.

IDAHO 2013



As part of initiatives to recognise IDAHO (International Day Against Homophobia) we ran our 'Flying the Flag' project, which encourages organisations, particularly those in the public sector, to fly the rainbow flag on 17th May. The idea behind the project is to demonstrate solidarity with LGB&T communities, as well as generating internal debate within the organisations taking part. In May 2012, we successfully had 250 flags flown, our most successful year yet!

In addition to linking with IDAHO, the LGF also organised events tied to other global LGB initiatives. This included 'Coming Out Day' (for which the LGF produced our own summary guide); and 'Spirit Day', which encourages people to wear purple as a sign of support for young LGB&T people, and which was initiated in response to a spate of young people taking their own lives. We also continued our long-standing support for World Aids Day, challenging the stigma surrounding HIV, and raising awareness for further support and action.

GOAL 3



The Lesbian & Gay Foundation

Ending Homophobia, Empowering People
www.lgf.org.uk

Registered Charity No. 1070904

DEVELOPING EXCELLENCE

LGF IN THE MEDIA



Through our Communications team, we've sought to raise the profile of the LGF and our services, as well as the needs of LGB people. During 2012/13, we had 202 articles featured in printed and online media, and also undertook 65 interviews through radio and TV channels. We were also very pleased to feature in large mainstream media, including interviews with *Cosmopolitan*, *Take A Break* and *Newsround*.

- Areas of growth for generating income included venue hire, corporate support, training and consultancy, fundraising applications, and collection tins. We also saw a growth in people undertaking sponsored Charity Challenges such as marathons, as well as Fundraising Events (including a special community recital of the Vagina Monologues).
- At the end of last year, we had 153 active volunteers, who provided at least 8,915 hours worth of volunteering. Volunteers were involved in nearly all areas of LGF services and functions, including our Helpline, Befriending, Counselling, Village Angels, Group Programme, HR, Design, Finance, and Communications. Our annual volunteer survey highlighted 98% satisfaction with the LGF, and that during the year, 88% of volunteers felt that they had developed their skills through their involvement. We're continuing to build on our volunteer get-togethers, including our annual Volunteer Awards, social events and a really successful 'Feast' event in January 2013, which brought together staff, volunteers and Trustees to discuss strategic issues.
- Following a process of stakeholder mapping and feedback, we further enhanced and restructured our website. This continues to be an ongoing priority for the organisation, increasing access to information for people who can't necessarily come to our building, or who remain out of reach of our distribution network. During the year, 126,851 unique users viewed 452,373 pages of website content, on everything from



SOCIAL MEDIA



Our presence across social media channels continued to grow. As well as redeveloping our Facebook page (1,259 likes) we also built our engagement with Twitter (with a 62% increase in our number of followers, reaching 9,418 by year-end). These have created a really useful means for instant interaction and feedback. We've also redeveloped our free, weekly eBulletin, which by March 2013, had 4,953 recipients, and provides regular information on events, research, funding opportunities, campaigns, incidences of discrimination and more.

'Getting Support' through to 'Policy & Research' resources. For more information, see www.lgf.org.uk

- We continued to look at ways we could enhance 'customer service' at our helpdesk, which last year welcomed 18,812 visits to our Community Resource Centre. Our helpdesk team also co-ordinated our facilities for groups and training, answered our helpline, and responded to the support emails and letters we received.
- We undertook further work to maintain our current, five quality standards, which are: (i) Positive About Disabled People; (ii) Investors In Volunteers; (iii) Investors in People (iv) the Fundraising Standards Board; and (v) the Information Standard.
- We continued to develop our Customer Relationship Management (CRM) system. This has had significant benefits for the charity, both in terms of increasing our workflow effectiveness and our ability to record and interpret service monitoring data. Particular developments during the year included enhancements to our modules on distribution, resources, a region finder, our IT Helpdesk system and HR.

GOAL 4

INCOME

Where our resources came from in 2012/13

The Lesbian & Gay Foundation cannot exist without continuing financial commitment from a range of funders, grant makers and donors. We would like to thank every one of them for their vital support.

£1,782,274 Charitable Activities

Income: Income received for goods and services provided for the benefit of the LGF's beneficiaries.

£99,192 Fees & other sales: Income from training and consultancy, advertising in outnorthwest, room hire and counselling.

£44,884 Events, Pride donation & corporate support: Income received from charity challenges, Manchester Pride, and corporate support.

£6,800 - Donor supporters scheme: Money received through individual monthly donations.

£4,300 - Other miscellaneous.

TOTAL £ 1,937,450

EXPENDITURE

How we used our funding in 2012/13

Over 95% of our expenditure was spent on delivering our strategic programmes - services, information and research. Our largest areas of expenditure continue to be in delivering first class and accessible community, health and support services and producing high quality information resources.

£1,022,235 Services: Expenditure on our services including health, therapeutic and advice centres; and our condom and lube scheme.

£527,172 Information: Expenditure on our magazine, website, campaigns, resources and other information.

£208,970 Research: Expenditure on our range of research projects.

£33,674 Cost of generating funds: This is the cost of raising voluntary income and the costs associated with raising our other generated income.

£45,341 - Cost of governance: Running costs to meet constitutional and statutory requirements.

TOTAL £ 1,837,392

FINANCES

* The Lesbian & Gay Foundation's audited statutory accounts will be submitted for ratification by the Board Of Trustees (who are the charity's membership) at their Board Meeting in October 2013. Therefore, these figures may be subject to change in the interim. A full set of these accounts will be available after this date from the website of the Charity Commission (www.charity-commission.gov.uk) or by application in writing to The Company Secretary, The Lesbian & Gay Foundation, Number 5, Richmond Street, Manchester, M1 3HF.



Registered Charity No. 1070904

We would like to thank the following funders for their kind financial support during 2012/13:

GREATER MANCHESTER PRIMARY CARE TRUSTS (PCTs)

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

OTHER FUNDERS

- Albert Hunt Trust • Austin & Hope Pilkington Trust • Barclays • Big Lottery Fund • CHAPS
- Comic Relief • Department of Health • Duchy of Lancaster Benevolent Fund • EHRC
- Equity Foundation • Henry Smith Charity • Heritage Lottery Fund • HIV Prevention England (formerly CHAPS) • Home Office • IAPT National Programme • Jagger & Associates
- Lloyds TSB Foundation • Manchester City Council • Manchester Guardian Society Charitable Trust • Manchester Pride • Ministry of Justice • NHS – National Cancer Screening Programmes
- NHS Northwest Strategic Health Authority • Nottinghamshire Healthcare NHS Trust
- OCS – Transforming Local Infrastructure (TLI) • Public Health Manchester • Rayne Foundation
- Salford City Council • Salford CVS • Time to Change • Trafford Council - Diverse Communities Board • Waitrose Community Matters • Zurich Community Trust

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.

SUPPORTING OUR WORK

Do you want to help us continue our work and be here for those who need us? Even giving 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 Debbie Edwards at:

Email: debbie.edwards@lgf.org.uk **Phone:** 0845 3 30 30 30

Alternatively, please visit our website at www.lgf.org.uk/donate 

THANK YOU

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



For a large print format of this Annual Review, please call 0845 3 30 30 30 or email: info@lgf.org.uk



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