



# LGBT Foundation Impact Report 2018/19

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# Chair and Chief Executive's introduction

**It's been another memorable, extraordinary, rollercoaster and record-breaking year for LGBT Foundation.**

Throughout 2018/19 we played a full part in campaigning for equality, speaking truth to power and empowering LGBT communities to have a strong, loud and proud voice.

And as we work towards a fair and equal society where all lesbian, gay, bi and trans people can reach their full potential, we've reached more people in more places than ever before.

As you read through our impact report you will see stories of lives saved, and lives transformed. You will read astonishing statistics about the huge numbers of people we help each year. And you will read the powerful testimony of those whose lives have been touched by our wonderful team of staff and volunteers, who work day and night to make a difference.

We have a simple motto - we're here if you need us. And that applies to everyone in our beautifully diverse communities. If you're young, we're here for you; if you're older, we're here for you; if you're a person of colour, we're here for you; if you're a man, a woman, or non-binary, we're here for you; lesbian, gay, bi, trans - however you describe yourself - we're here for you. If you need help, if you're struggling, if you need a friendly face or reassuring voice, we are there for you if you need us. We are all family - and at LGBT Foundation, everyone is welcome.



This is an important year in our LGBT history. We mark 50 years since the Stonewall riots, when a brave group of the most marginalised lit a flame that still burns bright today. Today, we stand on their shoulders - as you read this report I hope you will agree that our work and activism continues to fuel that fire of hope, acceptance and equality.

In this landmark year for LGBT communities we have much to be thankful for, but much still to do to build a fairer, more equal society. You can be part of our story, by becoming a regular donor, raising money for us through fundraising events or challenges, or by giving your time by volunteering.

**Visit [lgbt.foundation/takepart](https://lgbt.foundation/takepart) and find out more about how you can play your part.**



**Paul Martin OBE, Chief Executive and Smyth Harper, Chair**

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# Highlights of our year

It's been another memorable, extraordinary, rollercoaster and record-breaking year for LGBT Foundation. Here is just a flavour of what we've achieved with the support of our funders and donors.

It was a landmark year for **Pride in Practice**, who have now helped over **2 million patients receive LGBT-inclusive primary healthcare** since the programme's conception in 2012.



**Our Community Centre**, a thriving hub of activity for LGBT communities in the heart of Manchester's Gay Village, was visited approximately **27,000 times for services, support, training, information and a range of activities and events.**



**Our Talking Therapies** service provided support to **565 people, delivering a total of 1,626 hours of counselling**- the equivalent of 10 weeks of continuous non-stop therapeutic support.



Thanks to continued support and funding from Manchester Pride we distributed **88,900 Safer Sex packs** to LGBT community venues including bars, clubs, saunas, community centres and more.

**We grew our family of volunteers to 230**, enabling us to help more LGBT people than ever before if they need us.



We ensured that **281,000 people across 217 countries** and independent territories had access to quality online information and advice through our website.



**Our helpline and email support offered a vital lifeline to 2,357 LGBT people** who were able to access support and information on issues including coming out, hate crime, and social isolation.



“ LGBT Foundation has been life-saving - recommended by a friend. I always sing your praises. Thank you.

”

Attendee at 'Guide to Good Sex' Workshop.

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# Achieving Equality

We are making change happen by ensuring that LGBT people's voices are heard and helping to make the world a more equal place for LGBT people.



Our campaign for inclusive sex and relationships education generated **323 public messages of support online**- because we believe in every young person's right to be themselves and be loved

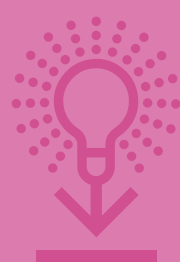
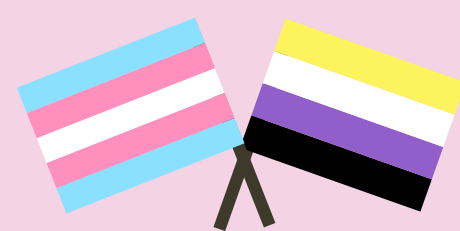


We trained **350 cancer professionals** to help them improve their care for LGBT patients, including the team at The Christie's new Proton Beam Therapy Centre.

**100%** of attendees recommended our training

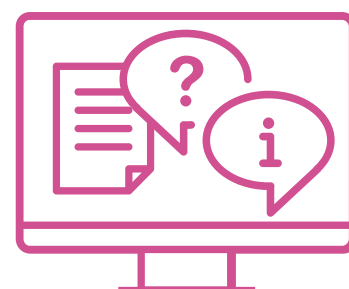


Our guide to responding to the Government's **Gender Recognition Act Consultation** was **downloaded 700 times**, supporting trans and non-binary people, the LGBT community, and our allies, to stand up for the rights of trans and non-binary people.



We trained **1,420 health care professionals** across 145 health care providers into Greater Manchester through Pride in Practice, and expanded the programme in Greater London and rural locations across England

Our online information on non-binary inclusion was **viewed 62,000 times**, featuring at the top of google searches for non-binary for the majority of 2018/19, **informing the world about non-binary identities**



Our National Sexual Wellbeing Survey for women who have sex with women gained over **2,500 responses**, making it one of the **largest pieces of research of its kind**.

72% of all Greater Manchester GP practices now display supportive and informative, inclusive materials aimed specifically at LGBT patients as a result of Pride in Practice.



**PRIDE IN PRACTICE**



We responded to **125 regional and national consultations**, with a significant emphasis on contributing to health care reform and broader governmental policies ensuring that the needs of LGBT people are acknowledged at the highest levels.

“ It helped me understand the issues important to the LGBT community. I previously felt we dealt with people as individuals and hadn't understood a wider picture. Now I can see the point of asking the question of sexuality. Well done!

Pride in Practice Training Attendee



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# Encouraging Wellbeing

**We work to increase confidence and reduce isolation amongst our communities, enabling people to flourish**

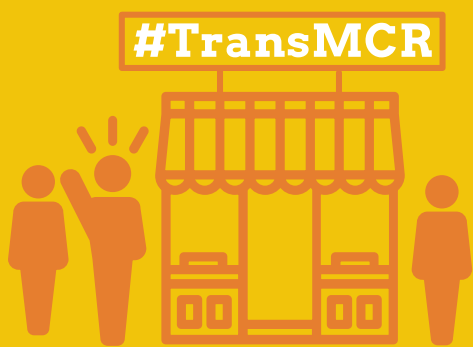


The groups and events in our Community Centre were attended by **5,700 people** across 40 different regularly scheduled groups or events. **97.9% of attendees would recommend our groups and events to others**

As a result of attending our LGBT specific events and spaces, **82% of attendees reported increased confidence** and **83% reported feeling less isolated**



Our **Befriending Service** supported **35 LGBT people** who'd been experiencing social isolation and low confidence through 136 sessions



Our ever popular monthly Trans MCR event welcomed **700 attendees across 12 monthly events**. 91% felt more informed or having gained new skills as a result of the workshops and groups

We launched our **Trans Advocacy Service** to provide practical support to trans and non-binary people facing barriers to services or experiencing discrimination. We delivered 48 short-term sessions and 71 long-term sessions to 42 people



Our **Women's Programme** delivered 70 different groups & events, welcoming **770 people** through our doors to engage in a broad range of activities, events and skills workshops

We piloted a tailored programme of support for gay, bisexual, and trans men, particularly those facing disadvantage, **reaching 108 people** through activities including life drawing and creative writing



“The therapy service that LGBT Foundation provides has helped me cope during some of the most profound changes in my life, and I think I know who I am more now than I did before. I feel like I'm going to be able to do more in my life now than just survive. That's a huge change for me to even feel that that is possible.

**Talking Therapies Client**



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# Promoting Safety



**We are helping people feel more confident and in control of their lives- LGBT people should feel safe and be safe, wherever they are**

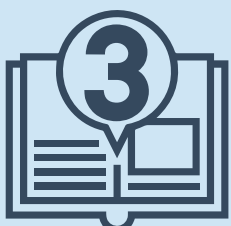
**The Village Angels**, our flagship community safety programme, **helped 820 vulnerable members of the public**. 45% were related to drug and/or alcohol and 1 in 5 people were given first aid or medical attention. They provided signposting and advice to a further 6500 people



## SOHO ANGELS

We launched the brand new **Soho Angels**, taking our community safety work to the streets of London. **During the pilot stage over 9 shifts volunteers supported 63 people in the Hub and 159 people on the street**

As a part of our long-standing work to help prevent the transmission of HIV and other STIs, we **distributed 154,160 loose condoms and 65,180 sachets of lube across Greater Manchester**



We launched **3 LGBT-inclusive Sex Guides** focused which have been distributed to **2,900 people** focusing on the type of sex people were having, not just their **gender or sexual orientation**.

Our **Substance Misuse programme** supported **190 people with 1-2-1 support and supported a further 715 people** through our range of support and recovery groups



**We helped 53 people seeking support or refuge** from domestic abuse. 71% of those told us they hadn't previously considered accessing domestic abuse support.

We posted **250 Play Packs**, designed for gay, bi and other men who have sex with men, specifically for people taking part in group sex, and for people engaging in chemsex



“ I received support with personal safety issues, considering future relationships, housing issues, accessing local services and information and encouragement about engaging in the community. Without this support, I would have either given up and/or done myself serious harm. I am now thriving, feeling much better, optimistic, independent, and confident because of the professional and well-coordinated holistic service I have been able to access and benefit from... I know that the service is there for me if I need further help in the future. I am not alone. ”

**Domestic Abuse Service User**

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# Our people



**We're people powered- professional and knowledgeable in our approach, friendly and helpful with everyone**

Of our family of **230 volunteers**, 92% said that they felt supported as a volunteer, 92% said that they were treated with fairness and respect, and **89% would recommend us as a place to volunteer**



We continue to strive to **increase the diversity** of our service user base, as well as our volunteers, staff and trustees. **We announced new initiatives to tackle racism within LGBT communities and improve representation and inclusion of BAME people**

Over Manchester Pride weekend, our incredible volunteers dedicated a total of **978 hours of volunteering** time to our Pride Parade entry, outreach, community café, and events.



Communicating opportunities and giving a voice to our service users and supporters is critical to our mission. Over the year we circulated **241 e-bulletins**, which were opened 74,000 times.



We launched a **Community Day of Action** to bring together members of the community and local stakeholders to take action in making improvements to LGBT spaces, leading to an increased sense of community ownership over places including Manchester's Gay Village.



**Our organisation's values**  
of  
**passion, empowerment, integrity and respect**  
informed  
**everything we've achieved**

“ I got into volunteering by accessing LGBT Foundation services. I came here in crisis, and had an assessment and was given a crisis plan, then referred to a Support Worker. They then suggested volunteering once I got myself settled in the area.

I feel welcome, accepted as part of a team, and treated equally to paid staff. It has added to my confidence and self-esteem as an older gay man and as a human being, and given me the belief that it's never too late to either come out or offer yourself and your experience to help others.”

**LGBT Foundation Helpline/Reception Volunteer**

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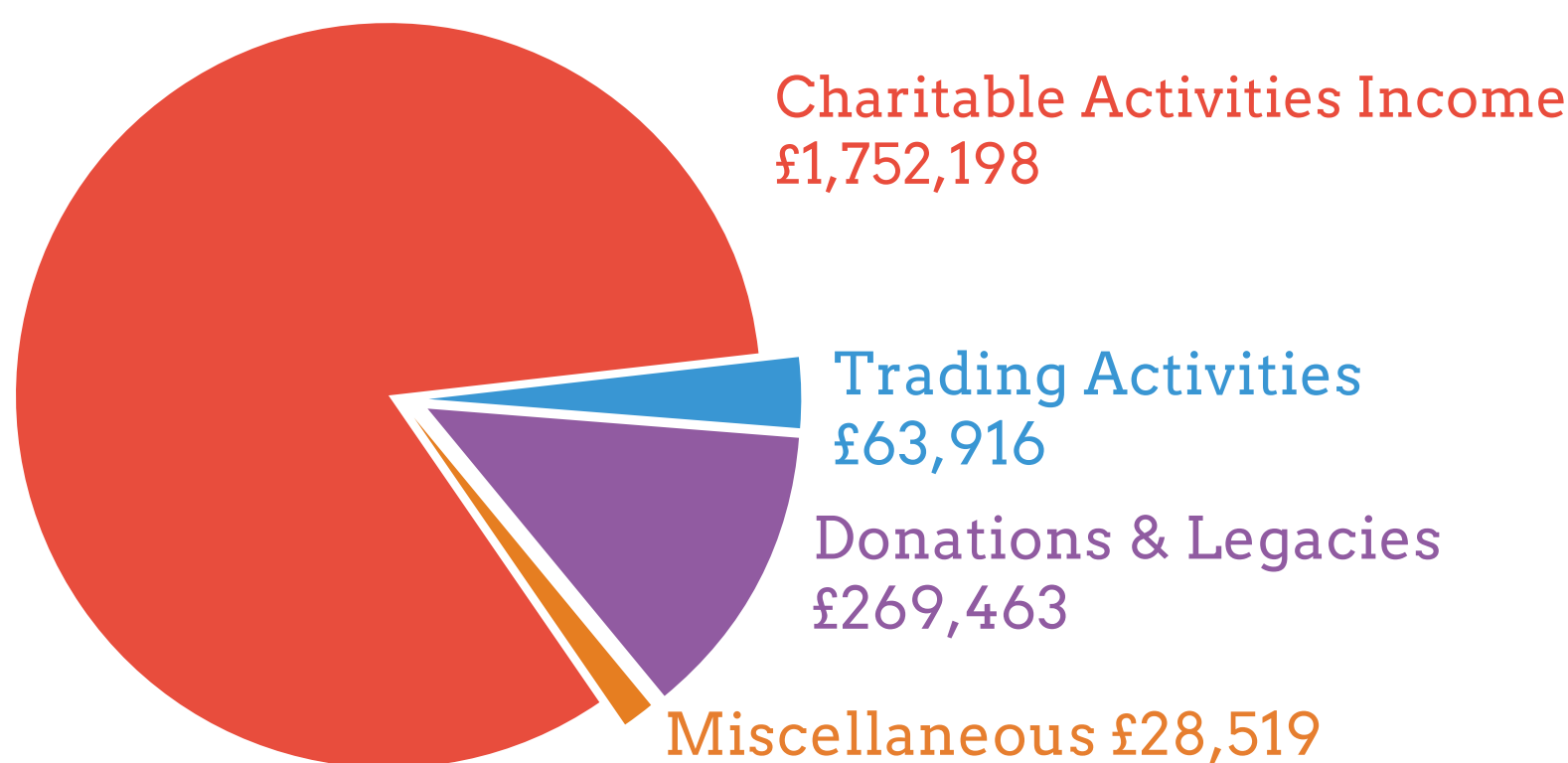
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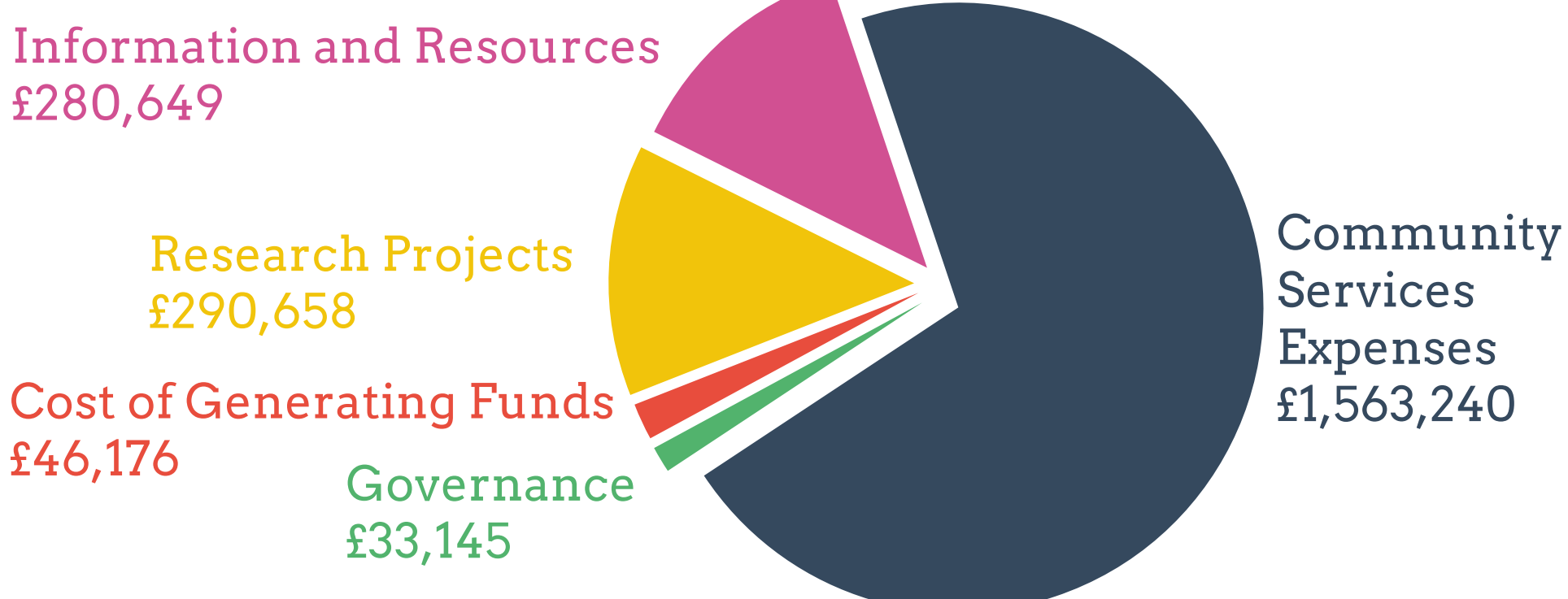
# Our Finances

Your incredible support makes our work possible. Thanks to the generous support of our funders and donors, we're able to help more LGBT people than ever before.

## Income



## Expenditure



We'd like to give our heartfelt thanks to everyone who supported us during 2018/19, including our funders, donors, staff, volunteers, service-users and community members.

**Feeling inspired? Keep in touch, and help us ensure that Equality Wins next year:**



- Register for our weekly e-Bulletin OUTspoken, providing you with up to date information and stories ([at www.lgbt.foundation](http://www.lgbt.foundation));
- For the very latest news, events, photos, reactions and comments, follow us on Twitter ([@LGBTfdn](https://twitter.com/LGBTfdn)); on Instagram ([lgbtfdn](https://www.instagram.com/lgbtfdn)) and on Facebook ('[LGBT Foundation](https://www.facebook.com/LGBTFoundation)');
- Become a volunteer, helping to support our events, services and office functions ([www.lgbt.foundation/volunteering](http://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 who need us ([www.lgbt.foundation/donate](http://www.lgbt.foundation/donate))

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