



LGBT Foundation Impact Report 2019/20

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Co-chairs and Chief Executive's Introduction

As we produce this report the shadow of coronavirus looms over our community, our society, and the entire world. Unsurprisingly it has had a huge impact on how LGBT Foundation goes about our business.

Almost overnight – and at a time of uncertainty, fear and anxiety for many LGBT people – we had to radically redesign how we deliver our services. Through the dedication and hard work of the remarkable people who make up Team LGBT Foundation we did this, and we also developed new and innovative services to ensure that LGBT Foundation continues to be a beacon of light, and a refuge of hope to those in need.



This year also saw the global mobilisation of the Black Lives Matter movement following the shocking death of George Floyd. At LGBT Foundation we are proud to support this movement and simply say with pride and solidarity that Black LGBT Lives Matter. Actions speak louder than words, and we have already have a QTIPOC (queer, trans and intersex people of colour) action plan in place which is starting to confront systemic issues, and work to address the exclusion and racism experienced by many of our QTIPOC family. We have also made a visible difference to our



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leadership by reshaping our board to significantly increase representation of people of colour. We back the Charity So White campaign to amplify the voices of people of colour on boards. We reject the notion that it is “too hard”, or talent “not being there” to see better representation. The reality is that the power lies with us to change and through targeted and successful recruitment our board is now one of the most diverse you will find in any charity with a fantastic range of ethnicity, age, gender, experience and personality.

Another major change to our governance has been the introduction of a Co-chair arrangement for our Board of Trustees. We have done this to ensure gender diversity in our leadership and to support women’s equality throughout our organisation. Feminism is a core tenet of equality and feminist values are part of LGBT Foundation’s DNA.



This report outlines our extraordinary activity over the past year – both before and during the pandemic – as we work towards a fair and equal society where all lesbian, gay, bi and trans people can achieve their full potential.

We have reached more people than ever before, and the following pages are a glorious celebration of lives touched and transformed for the better.

You can be part of our story. There are loads of ways to get involved with LGBT Foundation. You could make a regular donation to us – every single penny counts! Or you could do a fundraising challenge. Or, of course, you could join our family and volunteer with us.

Find out how you can become part of our journey at lgbt.foundation/takepart.



Smyth Harper and Olivia Butterworth, Co-chairs of the Board of Trustees and Paul Martin OBE, Chief Executive

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Highlights of our Year

It's been another memorable, extraordinary 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.

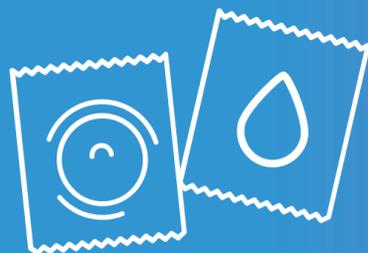
“ LGBT Foundation has always been on hand for when I needed to chat, giving me different coping mechanisms and outlets to vent instead of turning to alcohol and drinks. I had counselling around my mental health and past traumas and am now in a good place to enable me to move forward in life from my past. If anyone is struggling then please don't hesitate to get in touch - we all need a helping hand sometime. ”

Substance Misuse Service User



We celebrated a huge milestone for us as an organisation - **the 45th anniversary of our helpline**. Over the years, our helpline has provided a lifeline to thousands of LGBT people who've had nowhere else to turn, and has come into its own as a way for us to **support LGBT people throughout the Covid-19 pandemic**.

Through our helpline and email support service, we offered a vital lifeline to **2,886 LGBT people** who were able to access support and information on a range of issues. A total of **411 hours of support** were given through our helpline – the equivalent of 274 football matches!



Last year, we also celebrated the **25th anniversary of our Condom and Lube Distribution Scheme**. Since the scheme launched, we have distributed over 31 million condoms and sachets of lube, helping countless people to have the best sex with the least harm.

Our **Village Angels and Haven Volunteers** won the prestigious **Queens Award for Voluntary Service**. This is the highest award given to volunteer groups across the UK, and is the organisational equivalent of an MBE.



We launched a number of exciting **new programmes** and areas of work this year including **Pride in Ageing, Bi Programme, Men's Programme, Bring Dementia Out, and Making Smoking History LGBT**.

We continued to use our website to help achieve a fairer and more equal society. This year our website provided **231,200 people from 142 countries** quality information and advice on a range of topics affecting our communities.



In March, we responded to the Covid-19 pandemic by moving to become a fully remote service delivery charity in just a week- ensuring **LGBT communities continued to have access to vital services** at a difficult time for many.

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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.

Pride in Practice Training Attendee

“

It's fantastic. So informative and educational and will definitely help me in practice and private life. You think you know how to be equal, but it's more about equity.

”



We launched '**Hidden Figures**' – a new report focused on the many health inequalities faced by LGBT people across their lives, bringing together research and insights from a wide array of organisations and public sector bodies.



436,000



people

We launched our new **Equality Wins attitude change campaign** to raise the voices of LGBT people, including those who have been underrepresented for too long. We reached **436,000 people** in the first 6 months of the campaign.

As a result of our **Pride in Practice programme**, 91% of accredited services have introduced sexual orientation monitoring, and 78% have introduced trans status monitoring.

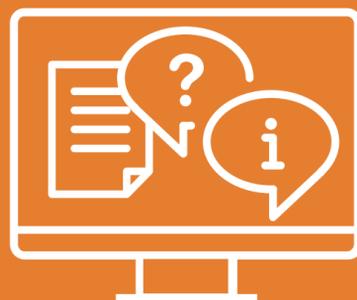


PRIDE IN PRACTICE



Our expansion pilot of Pride in Practice outside of Greater Manchester has trained **2,250 healthcare professionals** and engaged with **191 practices** in Greater London and other parts of the country.

Our **Trans Programme** developed a range of community resources to empower trans communities and our allies, including '**A Guide To Being A Trans Ally**' which was downloaded over 7,300 times, and '**A Guide To Reporting Transphobic Hate Crime**'.



Our social media channels continue to be a valuable way to promote our services, messages and campaigns to our communities and allies. In total **our messages on social media were seen 19,437,100 times** this year.

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Encouraging Wellbeing

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

“ **‘Whoever you are is good enough’**, my counsellor told me this morning. Thank you LGBT Foundation for supporting me as I navigate my way through my worries and questions of my gender identity. It means so much to be able to talk to someone who understands how and what I’m feeling. ”

Talking Therapies Service User



Trans MCR welcomed over **500 trans and non-binary attendees** over the course of the year. 92% of attendees reported feeling more informed or having gained new skills as a result of the workshops or groups.

Our **Women’s Programme** delivered 60 different types of groups & events, reaching over **500 women and non-binary people**. 99% reported that they were satisfied or very satisfied with their experience.

POWER IN PURPOSE



82% of people who attended our new **Bi Programme** events reported an improvement in their wellbeing as a direct result of attending the events and 76% reported that they had felt an increased sense of belonging.



Our **Trans Advocacy service** provided practical support to **53 trans and non-binary people** facing barriers to services or experiencing discrimination, and longer-term support to a further 20 people.

Our **Men’s Programme** supported 134 GBT men across 11 events this year. Of event attendees, **29% were disabled, 27% were BAME, 25% were aged 50+ and 18% were trans.**



Our **Pride in Ageing programme** engaged 70 LGBT people aged 50+ across a range of events and activities. As a result of attending these events, **95% felt more informed** about the topics discuss and **76% felt more confident.**

Our **Talking Therapies service** provided **3,623 hours of counselling** to 505 clients this year. This is the equivalent of listening to all 8 studio albums by ABBA 700 times!

3,623 hours



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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.

Sexual Health Clinic Service User

“ I was pretty nervous as a trans man regarding the questions that I would be asked or the assumptions that would be made but I found the experience very inclusive and knowledgeable. Everyone involved in the process was approachable and friendly, I will definitely recommend the service to my trans and queer friends. ”



Our team of **Village Angels** supported 1,080 people in Manchester's Gay Village, and 562 people in the Village Haven, an **increase of 27% on the previous year**. Support included helping vulnerable people get home safely, offering support with wellbeing, and to responding to serious physical and mental health crises.



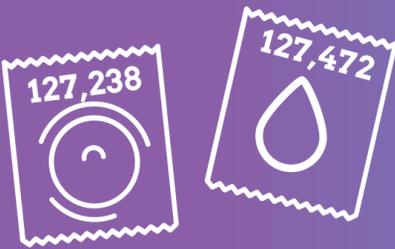
SOHO ANGELS

Our **London-based Soho Angels** entered their second year of operation, and **supported 1,380 people** on the streets of Soho, and 350 people in the Night Hub, helping people to 'end the night right'.

We launched our new '**HIV: Let's sort this together**' campaign with our PaSH partners. The campaign focuses on a '**Test, Manage, Prevent**' message, and has been seen more than 2.8 million times.



As a part of our long-standing work to help prevent the transmission of HIV and other STIs, we distributed **127,238 loose condoms** in the last year, as well as **127,472 sachets of lube**. We also distributed a further **70,548 Safer Sex Packs**, each containing two condoms and two sachets of lube.



Our **Domestic Abuse service** helped **64 people** seeking support or refuge. We also delivered **LGBT Domestic Abuse training to 170 people** including local government employees, the police and other charities.



86% of the service users who engaged in our **Substance Misuse Programme** reported a **positive outcome** related to their substance misuse.

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Our People

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

What is your favourite thing about volunteering at LGBT Foundation? (Responses from our 2019-20 Volunteer Survey)

“

“Helping, purpose, pride” - **“Doing work I believe in with people I enjoy spending time with”** - “To see people getting along, making friends, support and laughter at my events” - **“Being a part of something, sense of belonging”**

”



This year, we were accredited **Gold Standard by Investors in People**. This is only achieved by the top 2% of organisations assessed, and recognises **LGBT Foundation as an industry leader** in developing and supporting its people.



INVESTORS IN PEOPLE | Gold

230

volunteers



Our **230 volunteers** remain a vital part of Team LGBT Foundation. 97% of our volunteers feel their volunteering was important, **95% feel their volunteering makes a difference to LGBT communities** and 92% feel that other volunteers and staff appreciate their work.

Our QTIPOC (queer, trans and intersex people of colour) inclusion work continued this year. We established an **internal working group** to look at representation and inclusion of QTIPOC and to tackle wider racism within LGBT communities.



We worked diligently to increase representation of people of colour on the Board of Trustees, now standing at **44%**. Our board is now the most diverse it has ever been, and we are striving to be one of the most diverse in our sector.

As part of our work to make sure our organisation and **our services are accessible and inclusive for intersex people**, we have implemented intersex status monitoring across the organisation. We have also begun **intersex awareness training** with our teams.

Our organisation values of

Passion, Empowerment, Integrity and Respect

informed everything we've achieved

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Our Finances

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

Income



Expenses



We'd like to give our heartfelt thanks to everyone who supported us during 2019/20, including our funders, donors, staff, volunteers, service-users and community members.

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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**');
- Become a volunteer, helping to support our events, services and office functions (www.lgbt.foundation/volunteering); and
- Join our monthly donor scheme, helping to make sure we can finance our work and continue to support LGBT people who need us (www.lgbt.foundation/donate)

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