



LGBT FOUNDATION

(A company limited by guarantee)

Annual Report and Financial Statements for the Year Ended 31 March 2024

Company registration number: 03476576

Charity registration number: 1070904





WHERE QUEER HOPE & JOY FLOURISHES

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Reference and Administrative Details

Chair:	Jax Effiong
Trustees:	Alexandra Kaye Herbert Anjalee Kashinath Pawasker – stepped down 21 October 2023 Eleanor Andrew Ian Ambrose Jason Kalugarama Loic Laude Dr Michael Jonathan Hill Oscar Sharples – appointed 21 October 2023 Selina Khunkhuna – appointed 21 October 2023 Simon Mark Bracewell Simon Mehigan Smyth William Harper Terra Lawrence Tulloch – stepped down 22 April 2023
Company Secretary:	Dr Michael Jonathan Hill
Principal Office:	Fairbairn House (2 nd Floor), 72 Sackville Street, Manchester, M1 3NJ
Company Registration Number:	03476576
Charity Registration Number:	1070904
External Auditor:	Beever and Struthers Statutory Auditors The Colmore Building 20 Colmore Circus Queensway Birmingham B4 6AT

The charity is incorporated in England & Wales.

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Trustees' Report

1. Chair and Chief Executive's Foreword

This year, LGBT Foundation has proudly continued to deliver life-affirming and life-saving services to tens of thousands of people. In this report you will see our achievements in numbers: over 1,800 appointments attended at Indigo Gender Clinic, almost 3,400 Helpline calls answered, over 900 sexual health tests completed, more than 500 people assisted safely home by the Village Angels, housing support provided to 100 individuals experiencing domestic abuse... these are staggering figures - but they are also so much more. Each individual supported is a life changed, and an instance of queer hope and joy inspired.

The impact of this work is felt in our service users' passionate testimonials:

"I feel safe in the hands of this service." - Indigo Service User

"We as a family wanted to say a big thank you for the help that Chloe has provided for our son. [...] She has been like an angel sent to help." - Helpline Service User

"I was lost and stuck and in a very dark place and with the help and support of the foundation I have been able to gain my confidence back, feel happy to move forward with my life and make positive steps towards my life to make it better for me and my children." - Talking Therapies Service User

"Thankful for trans and nonbinary informed staff. Sexual health services are especially tricky when you are transgender." - Sexual Health Service User

The need for LGBTQ+-specific services remains clear and we have continued to work at a tireless pace through many challenges. Harmful media narratives and the increased politicisation of LGBTQ+ issues have resulted in very difficult conditions, particularly for our trans and non-binary communities. An increased cost of living and rising inflation created an extremely tough funding environment. Regretfully, we had to take action which led to some of our cherished friends and colleagues taking voluntary redundancy. In difficult times, the support of our funders, donors, volunteers, and supporters is more important and appreciated than ever. We are focused on repairing and recovering, on ensuring that we remain focused on our core mission - to celebrate and empower our diverse communities to realise their full potential, every day.

Next year will see LGBT Foundation reach an amazing milestone: 50 years of glorious service. Over the last 50 years, we have seen our organisation grow from a grassroots Helpline to an organisation that last year supported 45,000 people. The fight for LGBTQ+ equality is far from over. As we celebrate all that LGBT Foundation has achieved, we also look to the future, to ensuring that wherever queer hope and joy are needed, we continue to be there, making an impact.

Jax Effiong, Chair of the Board of Trustees

Dr Paul Martin OBE, Chief Executive

2. Trustees' Report

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 2024. 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

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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.

1.1 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.

1.2 Our Strategic Framework

Our Vision

We believe in a world where queer liberation enables meaningful and lasting change.

Our Strategic Goals

- **Progress Equality** through ending the discrimination that LGBTQ+ people face in accessing health and social care by influencing system change and delivering quality training and intelligence in collaboration with partners.
- **Encouraging Wellbeing** by coproducing a LGBTQ+ health and wellbeing service, ensuring intersectional involvement and excellent service user satisfaction.
- **Improving Performance** by ensuring excellence, quality, and safety in everything that we do, growing our organisation in an ethical and sustainable way.

Our Values

- **Passion:** We create joyous and inclusive spaces for LGBTQ+ people and communities.
- **Integrity:** We hold ourselves accountable to the highest standard, doing what is right for LGBTQ+ communities.
- **Empowerment:** We support LGBTQ+ people and communities to flourish by creating spaces in which to grow and thrive.
- **Respect:** We celebrate what makes us unique and establish trust through inclusivity and recognition.

2. 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.

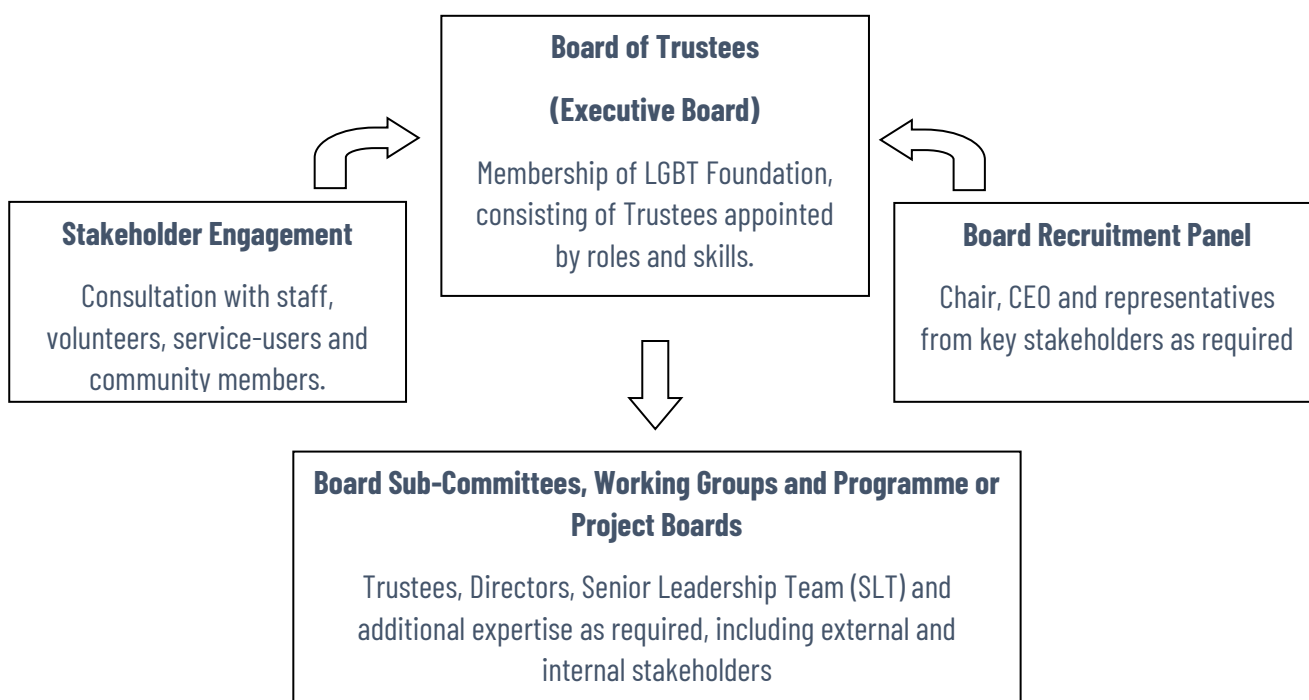
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2.1 LGBT Foundation's Leadership Model

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.



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 2023-24 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. 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, Administration, Risk and Governance Sub-Committee (FARG), which reports back to the Board meetings. The Sub-Committee operates under agreed terms of reference. The day-to-day operations of LGBT Foundation, including finance, are delegated to the Chief Executive and their Directors Team.

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The Board committees during 2023/24 were:

- **Finance, Administration, Risk and Governance Sub-Committee (FARG)** – maintains a scrutiny and review role to ensure effective financial, people and systems management across the organisation.
- **People, Planning & Performance Committee (PPRC)** – 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.

2.2 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, Directors, SLT and all staff members.

The charity does not pay bonuses or other incentive payments. Any pay increases to employees are awarded subject to good performance; and take into account affordability and the financial circumstances of the charity at that time.

The Trustees are confident that the current level of reward has enabled the charity to recruit and retain high-performing employees, 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 4.2:1 (2023: 4.1:1) which demonstrates LGBT Foundation's commitment to resisting pay inequality. Additionally, we are a real Living Wage employer, accredited with the Living Wage Foundation.

2.3 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 2023/24. 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.

2.4 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 Directors and SLT meetings; and through the annual planning cycle. Risks are recorded on the 'Risk Register', which identifies, for each risk, the steps required to mitigate the risk and the person responsible. The Risk Register forms part of Board and other related meetings, where it is reviewed on an ongoing basis.

3. Objectives and Principal Achievements for 2023/24

All our principal activities support our objects and vision. Our three major activities during 2023/24 were:

- **Encouraging Wellbeing**
- **Achieving Equality**
- **Improving Our Performance**

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

4. Encourage Wellbeing

Throughout 2023/24, our commitment to encouraging the wellbeing of LGBTQ+ people and communities has remained unwavering. We focused on delivering a range of integrated support services and programmes aimed at empowering individuals, reducing harm, and building resilience. By expanding both physical and digital access to our services, we ensured that everyone could receive the support they needed, when they needed it. Our dedication to serving the specific needs of our diverse LGBTQ+ communities is at the core of our efforts, as we continue to foster an environment where every individual can thrive.

4.1 Indigo Gender Service

Indigo Gender Service continued to embody the spirit of queer hope and joy in its third year of operation, serving as a beacon for trans and non-binary people across Greater Manchester.

As the NHS adult trans healthcare service for Greater Manchester, delivered in partnership with *gtd healthcare*, Indigo remains dedicated to empowering trans and non-binary people by providing healthcare that is local, timely, and accessible. The service is revolutionary in its approach, shifting trans healthcare into local primary care settings. With services designed by and for the community, Indigo's trans-led care model is co-produced with trans and non-binary people to ensure their needs are met.

Every person who accesses care from Indigo is supported by a team of care navigators, comprised entirely of trans and/or non-binary people. This team plays a crucial role in ensuring each person's unique needs are addressed, providing support throughout their time with Indigo. Additionally, the service offers affirmative counselling and voice and communication therapy, further enhancing the comprehensive care provided.

In 2023/24, Indigo achieved significant milestones:

- **Delivered 398 initial intake appointments:** Conducted by care navigators to ensure that each person's needs were thoroughly assessed and supported.
- **Completed 313 first clinical appointments:** Provided by Indigo's clinical teams, starting individuals on their tailored care pathways.
- **Facilitated 363 second assessment/diagnosis appointments:** Allowing service users to progress further in their transition and healthcare journey.
- **A total of 1,830 appointments attended:** Including critical 3-month reviews, annual reviews, surgical recommendations, and follow-ups, ensuring comprehensive and continuous care.

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Since its launch in December 2020, Indigo has grown and evolved significantly, moving from managing an initial fixed waiting list to handling ongoing direct referrals. By the end of March 2024, 1,059 people had attended a first appointment, reflecting Indigo's unwavering dedication to accessible, timely and local care for trans and non-binary people. The service now averages 38 direct referrals per month, demonstrating its essential role in meeting the healthcare needs of trans and non-binary people across Greater Manchester.

In 2023/24, the Friends and Family Test revealed outstanding satisfaction, with 100% of respondents rating the service as 'good' or 'very good,' underscoring Indigo's commitment to exceptional, person-centred care.

Feedback from people who accessed Indigo's services:

"I was very nervous going in as I have not had the best experience with doctors at my own GP but they were very kind and understanding, I was able to speak about my experiences knowing they understood, they were extremely helpful and gave me lots of info so I know where my treatment is up to and what to expect moving forward."

"A little overwhelming but in a good way. I really needed to hear the serious conversation topic to settle in the severity of taking T. I haven't really been spoken to in a serious way before so it made it feel more life changing."

"I really liked being able to talk to a care navigator after my appointment to discuss what the GP had told me and talk about my worries. Being able to talk about my fear that I might face barriers to NHS gender treatment due to my unrelated referral for an NHS autism assessment really helped calm my nerves. I'm glad to know that it's up to me to disclose this and Indigo is trying to fight against medical gatekeeping."

"The care navigator who took my intake appointment was super helpful and nice, put me at ease and made the whole thing super enjoyable. The doctor who took my first appointment was super nice too, succinct and to the point, made sure I had no worries and answered my questions with ease when it came to some of the services you provide. I feel safe in the hands of this service."

4.2 Intake and triage

To ensure we best support those who reach out to us, we maintain a centralised intake and triage system. This is more than just a process – it guarantees that everyone who contacts us feels seen, heard, and supported. It also enables us to provide timely, efficient, and effective assistance to those who use our services.

In 2023/24, we received a total of 860 referrals into our support services, with 11.6% originating from other services and organisations based in Greater Manchester. This collaboration highlights our role as a recognised and integral part of the Greater Manchester health and wellbeing landscape. By working closely with other services, we contribute to a supportive and inclusive community, ensuring that LGBTQ+ people can access the comprehensive care and assistance they need.

As part of our person-centred approach, everyone referred into our services undergoes an intake and triage assessment. This process allows our teams to gather essential information and tailor our support to meet each person's specific needs. The data from these assessments offer valuable insights into the challenges faced by those accessing our services before engaging with us. Among those who underwent intake and triage assessments in 2023/24:

- 75% reported experiencing suicidal thoughts at some point, of which 30% said that no-one else knew about them having these thoughts.
- 47% had thoughts of self-harming to cope.
- 50% had experienced abuse as a child, of which,

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- 72% had never reported it.
 - 60% had never had professional support to process it.
- 41% had experienced abuse as an adult, of which:
 - 68% had never reported it.
 - 60% had never had support to deal with it.
- 78% were not accessing other non-mental health services prior to engaging with us.
- 72% had previously accessed a counselling service.
- 17% had previously been hospitalised due to ill mental health.
- 77% believed they had mental health problem(s).
- 13% did not have any support from family or friends

During the assessment, we ask the person why they chose to access support from us. Of those who responded, 75% chose our service because it was LGBTQ+-specific. This demonstrates need for services which are developed by and for communities.

We also ask service users how they heard about our services to ensure we can continue to reach those in need. Of those who responded, 40% heard about our services via word of mouth, which is testament to the quality of provision.

In our assessments, we work closely with individuals to identify their specific needs and understand the challenges they face. The most commonly reported needs and issues were anxiety, depression, relationship issues, substance use, isolation, historical abuse and coming to terms with gender identity or sexual orientation.

4.3 Helpline and email support

Our helpline and email support remain a crucial resource for LGBTQ+ people across the UK, offering compassionate assistance and guidance to those in need. In 2023/24, we answered 3,389 helpline calls and responded to 1,928 emails, providing 5,317 instances of valuable support.

Our dedicated team provided more than 418 hours of support via helpline calls. To put that in perspective, it's like watching every episode of the original *Queer as Folk* about 56 times. This highlights the depth of our commitment to being there for our community when they need us most.

The most frequently raised topics by people on our helpline over the past year were discrimination from others, mental health issues, asylum, sexual orientation and gender identity, coming out, relationship issues, isolation and sexual health. Our helpline continues to be a vital lifeline for our communities, providing crucial support across diverse localities, both within the UK and worldwide.

Notably, 1 in every 5 callers (20%) is aged 50 or older, emphasising our helpline as a key contact point for older LGBTQ+ people and allies.

Feedback from people who accessed our helpline

"Hi, we as a family wanted to say a big thank you for the help that Chloe has provided for our son. We know it is all confidential, but he has told us the help he has received has been really helpful. She has been like an angel sent to help and we really appreciate the help she has provided as we were unsure how to support him in his journey forward. It has taken a big weight off us as a family, and he is so much happier in himself so please pass on our sincere thanks to Chloe and for all the work she does."

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"I'd never heard of a third party hate crime reporting centre, until I called the helpline. But it gives me hope that my hate crime report will be taken seriously."

4.4 Talking therapies

Mental health support is vital for LGBTQ+ people, who often face unique challenges and higher rates of mental health issues due to discrimination, stigma, and social isolation. Offering inclusive and accessible talking therapies is essential in addressing these challenges, providing affirming support across a range of therapeutic modalities. In 2023/24, we received 556 new talking therapies referrals and began sessions with 446 individuals, reflecting the growing demand for this service.

We delivered approximately 3,900 hours of counselling – equivalent to watching the Eurovision Song Contest 975 times in a row. This significant amount of support underscores our commitment to providing accessible and compassionate care.

Many clients who accessed this service presented with high levels of need. Of those who accessed talking therapies this year:

- 83% reported moderately severe or severe levels of anxiety, with 43% experiencing severe anxiety.
- 74% reported moderately severe or severe levels of depression, with 27% experiencing severe depression.
- 23% reported severe levels of both anxiety and depression.

Our Improving Access to Psychological Therapies (IAPT) service continued to deliver exceptional outcomes for those who accessed treatment. With an impressive improvement rate of 90% and a recovery rate of 82%, we proudly hold the highest rates for IAPT counselling services in Manchester. These results highlight how integral mental health support is to nurturing queer hope and joy.

By providing a safe, non-judgemental space, we empower our community to thrive and achieve better mental health. Of clients who accessed talking therapies:

- 99% said that our teams acted with integrity throughout their journey with us.
- 100% reported being treated with dignity and respect.
- 96% felt empowered to make choices about their own treatment and care.
- 99% felt that the service understood their needs.
- 96% achieved some, most, or all their personal goals during therapy.
- 96% experienced improved wellbeing because of our counselling service.
- 93% saw an increase in their confidence after accessing our counselling service.
- 96% reported that they received the help that mattered to them when accessing the counselling service.
- 97% gained a better understanding of the difficulties they were experiencing thanks to our counselling service.

Feedback from people who accessed talking therapies:

"I was lost and stuck and in a very dark place and with the help and support of the foundation I have been able to gain my confidence back, feel happy to move forward with my life and make positive steps towards my life to make it better for me and my children."

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"Mindy [counsellor] is a kind, empathetic and wise woman. She was brilliant with us. I found her really helpful. She put me at ease and really helped me talk with my partner. The counselling has made a big positive difference to my relationship."

"I have genuinely enjoyed our sessions and I want to say a massive thank you! You've been kind, compassionate and understanding at every point and you have helped me start to see the good in me which is no small task! I won't forget your words of praise and understanding and I plan to build my confidence on the groundwork we've done so once again, thank you!"

"I am very grateful for the therapy sessions, they have done a whole of goodness for me. I felt the sessions were a safe space for me and I didn't feel judged. I liked having the freedom to decide what I wanted to discuss, and I am grateful for the time Stephen gave me to think and build up the courage to answer honestly... I didn't feel pressured to go into more details or disclose things I wasn't ready to share, instead, I was gently encouraged to explore my feelings and beliefs. I appreciate the way I was spoken to. I didn't feel patronised, for example, when I couldn't get my words right, I could still follow our conversation and I appreciated that Stephen didn't simplify his language, or that he handed me the responsibility to look up resources. I felt very comfortable during the sessions (or as comfortable as one can be discussing things that bring us shame."

"I have been heard with compassion and care and been given a new set of tools to help me understand myself more which I really appreciate and will be extremely helpful from here onwards."

"Most of all, thank you. I have found the sessions extremely valuable, and it really provided me a space to be able to take a step back and go 'oh yeah'. Be it realising why I think or do something, or just a penny drop moment about my own development or growth. I felt supported and most of all, calm and at ease. I appreciate your time and experience, I genuinely feel the sessions have been extremely value adding to the way I try to navigate life. Thanks again."

4.5 Sexual health support

We champion sex without shame for all LGBTQ+ people by offering comprehensive sexual health support services. Our efforts include testing, providing essential information and resources, engaging in outreach activities, and distributing free condoms and lube. These initiatives are designed to enhance the sexual health and wellbeing of our communities.

Sexual health testing

We have a proud history of providing HIV and sexually transmitted infections (STI) testing for LGBTQ+ people and men who have sex with men. This year, our testing services continued to adapt and expand, offering in-person screenings at our Fairbairn House community centre, in community spaces throughout Greater Manchester and the Liverpool City Region, and through postal orders placed online. We also distributed postal testing kits at community events, ensuring our testing services are as accessible as possible.

At the heart of our approach is the belief that knowledge is power. Every person who tests with us also undergoes a pre-testing assessment. These sessions allow us to evaluate their sexual health needs, enhance their knowledge, and assess harm reduction strategies. We guide them to additional services when necessary, empowering them to manage their sexual health and wellbeing confidently.

During this time, our team tested over 900 people and carried out 884 sexual health and wellbeing assessments. This comprehensive support ensures our community has the flexibility to access sexual health testing in a manner that suits their needs. Of those who tested with us:

- 83% reported that their knowledge of HIV and STI testing had improved.

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- 55% reported a greater understanding of effective condom and lube use.
- 82% reported an improved knowledge of PEP and PrEP.
- 61% reported a greater understanding of U=U.
- 65% reported an increased understanding of chemsex and its associated risks.

Additionally, feedback highlighted the unique aspects of our testing service that people valued, with 79% saying they accessed the service because it was an LGBTQ+-specific service.

By providing these essential services and information, we strive to create a well-informed community capable of taking charge of their sexual health with confidence and clarity.

Feedback from people who accessed sexual health testing:

"Really good. It's been 8 years since I was last tested after a horrific experience at a local GUM that didn't know how to support trans clients, and I'm now feeling much more confident that I can have a safe, supportive and thorough testing in a trans friendly setting."

"Thankful for trans and nonbinary informed staff. Sexual health services are especially tricky when you are transgender."

"I really appreciated how clear [you] was with the information I needed, and that they were able to ... give me some in depth information about chemsex language on Grindr. I now feel much more empowered to stay safe on Grindr."

"Amazing service! Was made to feel completely at ease, was given the opportunity to ask any questions and given advice too. Thank you so much 🌈"

"So amazing you offer this service. I've been trying to get tested for STD's in north Manchester you can never get an appointment. I get the impression they're not really doing their job properly in north Manchester. The service user pathway should be so much better. I gave up after several failed attempts. You guys offering this has been the most amazing thing. Thank you."

"Really smooth and welcoming so far. It was refreshing compared to previous experience of rationed sexual health provision"

Condom and lube distribution

We continued to ensure that LGBTQ+ people have access to vital sexual health supplies. In 2023/24, we distributed a total of 224,471 condoms and 205,949 sachets of lube across Greater Manchester and the Liverpool City Region through various channels:

- **Safer Sex Packs:** We distributed 56,000 Safer Sex Packs across 36 venues.
- **Postal orders:** Over 1,200 condom and lube orders were fulfilled via our online portal.
- **Loose distribution:** More than 100,000 loose condoms and 100,000 loose sachets of lube were distributed to 110 venues.

To put this in perspective, if all the condoms we distributed were unrolled and lined up end-to-end, they would stretch 42.6 kilometres, the length of a standard marathon. We've also distributed approximately 1,000 litres of lube, enough to fill four bathtubs to the brim.

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Events and outreach

Last year, our incredible sexual health team delivered 28 events and spaces across Greater Manchester and the Liverpool City Region. These included:

- **Up All Write:** A relaxed space where attendees use writing prompts and fun exercises to explore themes of sex, sexuality, pleasure, and passion, and how these resonate with them.
- **HIV Beyond the Stigma:** As part of National HIV Testing Week, the team delivered a series of workshops to local authority staff in Bury and Rochdale. These workshops aimed to make attendees informed and confident in their knowledge around HIV. The team also discussed how attendees can contribute to dismantling the remaining stigma around HIV for future generations.
- **SEXploration:** A reflective workshop series providing a space for attendees to reflect, learn, and apply awareness and critical thinking around sex and intimacy.
- **Condom Packing Parties:** Throughout the year, LGBTQ+ volunteers and allies came together to pack approximately 56,000 condoms, lube, and sexual health information into our renowned Safer Sex Packs. These sessions (filled with good company and free pizza) helped to ensure our communities had free access to vital sexual health resources.

Our sexual health team also attended numerous outreach events, engaging with the public about sexual health and distributing vital information, condoms, and lube. Last year, we participated in 119 events across Greater Manchester and the Liverpool City Region, connecting with over 8,100 people to promote safer sex and wellbeing.

Feedback from people who attended our sexual health group work

"The event helped me feel more connected to myself and my feelings very glad I came" – Connection To Self attendee

"Just an unbelievable, thought-provoking and entirely unexpected type of event that I am so glad I decided to attend." – Connection To Self attendee

"Though provoking. Helped me realise I need to let go of a lot of detrimental thoughts" – SEXploration attendee

"Really well facilitated and some great prompts! It really got me thinking. I was hesitant to engage but I felt safe and encouraged to explore my wellbeing beyond sexual attraction. I would of loved to see more examples of different kinds of intimacy, especially when talking about love languages. I started writing a love letter to myself and how I make myself feel good and acts of self-intimacy." – Up All Write attendee

4.6 Village Angels

The Village Angels initiative exists to make Manchester's Gay Village a safer and more welcoming place, helping to ensure everyone can celebrate queer joy in a safe space. Since 2011, this flagship community safety programme has been a lifeline for thousands of vulnerable people, offering immediate support and assistance during busy weekend nights. Donned in their iconic hot pink uniforms, our Village Angels volunteers are a reassuring presence every Friday and Saturday night from 9pm to 3.30am.

Our Village Angels play a crucial role in fostering a safe environment. They offer help in various ways, from guiding lost tourists to delivering emergency first aid. They support intoxicated individuals to get home safely and assist those who are vulnerable or in distress. Whether they are dealing with minor incidents or serious emergencies, the Village Angels are always ready to step in and provide the necessary support.

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In 2023/24 alone, our dedicated team of Angels delivered over 3,400 hours of volunteer support – that’s the equivalent of listening to Pink Pony Club by Chappell Roan over 47,000 times. While patrolling Manchester’s Gay Village, they helped 515 people to get home safely through a range of interventions and interacted with a further 20,000 people. This year, we supported:

- 131 people with physical first aid.
- 67 people with mental health support.
- 185 people with welfare checks.
- 20 people to access emergency healthcare by calling an ambulance.
- 21 people by reuniting them with a capable guardian.

As part of this initiative, we also operate the Village Haven, a safe space at the Beacon on 45 Bloom Street. Open during the same hours, the Haven is a sanctuary for those who need a place to rest, recover, or seek help. Our Village Angels work closely with Greater Manchester Police, the NHS, and St John Ambulance to ensure comprehensive support.

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

- **Suicidal thoughts and seizures:** Angels encountered a person and their friend opposite Velvet. The friend was worried as the person had been expressing suicidal thoughts and was pointing at the barrier to the canal. The person started vomiting and having seizures. Angels placed them in the recovery position and called an ambulance, which arrived and took the person to the hospital. Angels supported the friend until they were able to get home safely.
- **Stabbing incident:** Angels were called to attend to a person who had been stabbed on Bloom Street. They notified the police and provided crowd control until more police and ambulance personnel arrived.
- **Poppers ingestion:** Angels were called to a bar where someone had mistaken a bottle of poppers for an alcoholic shot and was experiencing severe heartburn and nausea. Angels advised a trip to A&E, but the person refused. Angels provided emergency first aid and advice.
- **Hospital inpatient:** Angels overheard on the radio about a person walking on Portland Road in a hospital gown with an IV drip. They located the person, established they had left Manchester Royal Infirmary hospital, and contacted the ambulance dispatch team. The person walked from Portland Street to Canal Street, followed by Angels, until police arrived and took the person back to the hospital.
- **Dislocated shoulder:** Angels were called to New Union where a person had dislocated their shoulder. The person was sober and in a lot of pain. Angels put the shoulder in a sling and helped the person and their daughter get a taxi to the hospital.
- **Unconscious on canal path:** A Village Angels shift lead encountered an unconscious person on the canal path outside the Village. Passersby were assisting but had no first aid experience. The shift lead delivered first aid while an ambulance was called.
- **Collapsed with heart condition:** Angels were called to Bar Pop to assist someone who had collapsed. The person had a known heart condition and collapsed again while talking to Angels. They called for an ambulance and took the person to the Haven to stay warm until the ambulance arrived about 45 minutes later. The person was then discharged to the paramedics.

4.7 Domestic abuse support

Our domestic abuse support service is dedicated to empowering LGBTQ+ people who are experiencing, or have experienced, abuse from partners, ex-partners, or family members. Our mission is to provide compassionate support, listen without judgment, and ensure that no one feels alone in their journey. We offer a comprehensive range of

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interventions, including practical assistance, emotional and mental health support, housing support, and guidance through legal processes. This support is crucial in addressing the unique needs of LGBTQ+ communities, who often face higher rates of domestic abuse motivated by discrimination based on their sexual orientation or gender identity.

Throughout 2023/24, we secured between four and six properties at various points, offering safe housing for LGBTQ+ people fleeing dangerous domestic abuse situations. Providing safe housing offers victims a secure environment where they can begin to rebuild their lives away from their abusers. This initiative helps prevent homelessness and offers a stable foundation for those in crisis.

In 2023/24, our domestic abuse team achieved significant milestones:

- **Processed 160 initial assessments:** Identified community members at high risk of domestic abuse and initiated tailored support plans.
- **Received 311 new referrals:** Connected with clients seeking support, ensuring timely assistance and intervention.
- **Provided housing support to approximately 100 individuals:** Facilitated access to emergency homeless accommodation, LGBT Foundation's emergency housing, refuges, and local authority housing registration.
- **Supported approximately 100 individuals with criminal proceedings:** Assisted with reporting to the police, navigating the court system, and providing essential intelligence related to domestic abuse cases.
- **Assisted 10 victims fleeing honour-based domestic violence:** Offered critical support to those escaping life-threatening situations rooted in cultural or familial pressures.

In addition to one-on-one support, we offer three specialised group programmes to help survivors of domestic abuse:

- **Healing Hour:** A safe and supportive group offering therapies like massage and meditation, creative activities, and peer discussions.
- **Resilience Group:** A programme for LGBTQ+ survivors to learn about domestic abuse, develop positive coping skills, and regain their confidence.
- **Reclaim Programme:** Offering personalised safety plans, support for practical needs like legal issues and housing, and educational sessions to help individuals understand their situations better.

Our domestic abuse support service continues to be a lifeline for many, ensuring that LGBTQ+ people receive the comprehensive assistance they need to escape abusive situations and move towards a safer, more hopeful future.

Feedback from people who accessed domestic abuse support:

"I just want to express my heartfelt gratitude to both [of my workers] for the care and support they gave to me over the last 12 months of accessing LGBT Foundation services. You have both had a massive impact on my ability to manage the situation that I was dealing with and I genuinely feel that my personal outcomes would have been considerably worse had I not had your support."

"Honestly, I feel like the support I have been given would not have been comparable had your services not been available. Being able to access LGBT embedded services has meant that I have been able to access support authentically without having the additional stress of second guessing whether my sexuality would impact on the care given."

"[My case worker] was really kind and supportive. She was also able to listen to me, let me make decisions without feeling pressured. It was a comfort to know the service was there as I made important changes for my own wellbeing. Changes that have so far been well sustained. The service was also so easily accessible, I was put in contact with [my case worker] within 48 hours of reaching out, which is really important. In my experience, delays in accessing service, particularly around emotional and mental health, result in destructive behaviours as coping strategies or the feeling of absolute isolation and hopelessness. Really grateful to the service for their help."

"I was a little hesitant at first because this was all new to me but honestly, the sessions brought so much value, clarity, healing, reassurance and validation in ways I never thought I could experience. It's played a vital part in my recovery, and I'm extremely grateful for it."

4.8 Sexual violence and abuse support

Launched in January 2023, our sexual violence and abuse support service offers LGBTQ+-specific assistance to victims and survivors of sexual violence and abuse. The service focuses on three key operational areas: harm reduction, criminal justice support, and non-recent violence support.

Our LGBTQ+ Independent Sexual Violence Adviser (ISVA) provides crucial support to both recent and non-recent victims of sexual violence and abuse. They act as a guide through the criminal justice system, offering a single point of contact throughout the process. This includes discussing reporting options, assisting victims throughout the criminal justice process (including liaising with the police and providing court support), and offering accurate information, emotional, practical, and advocacy support. The ISVA also facilitates onward referrals, signposting, and ensures the safety of victims/survivors and any dependents.

In its first full year of operation, our sexual violence and abuse support service made significant strides:

- **Processed 106 referrals:** Offered support to LGBTQ+ people seeking help for sexual violence and abuse.
- **Provided housing support to 6 people:** Helped survivors secure safe and stable living conditions after experiencing sexual violence and abuse.
- **Supported 22 people in reporting incidents:** Assisted individuals in reporting sexual violence to the police.
- **Supported approximately 24 people with criminal proceedings:** Assisted with reporting to the police, navigating the court system, and providing necessary intelligence related to sexual violence cases.

Our sexual violence and abuse support service ensures that LGBTQ+ people receive the compassionate, inclusive, and comprehensive assistance they need to heal, rebuild their lives, and pursue justice.

Feedback from people who accessed sexual violence and abuse support:

"I am very appreciative of all the services have done for me so far, it's beyond words and I'm incredibly grateful for being able to access resources I didn't know I had access to and have learned so much and I'm able to move forward and feel empowered. I would and will recommend the service to anyone in the LGBT family."

"I want to express my sincere gratitude for the exceptional support that you have been provided to me. Your guidance, patience, and encouragement have played a massive role in helping me to rehab through the challenges that I have faced during my waiting time for funding. Your support has not only helped me to achieve my professional goals, but it has also

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taught me the true meaning of self-worth . I have always felt confident in knowing that I could rely on them whenever I needed support or guidance, and for that, I am grateful. Once again, thank you for all that you have done for me."

"Thank you for everything you have done, and for still being there in case I need to update you on anything. It has made me feel like you've not dropped me, that you're still there and caring, so thank you!"

4.9 Recovery support

Substance misuse rates within LGBTQ+ communities are notably higher than in the general population, underscoring the urgent need for specialised interventions. Our recovery support service offers dedicated, LGBTQ+-affirmative assistance for those navigating issues related to drugs, alcohol, and chemsex. We provide a comprehensive suite of support options, including one-on-one personal support, mutual aid, peer engagements, and both telephone and online support. Additionally, we offer guidance on chemsex, referrals for detox and rehab, and essential harm reduction information.

Our recovery support service made significant progress on several initiatives and delivered a range of interventions. Highlights from 2023/24 include:

- **Launched a new website, Chemsafe Space:** In November 2023, we introduced this platform to provide clear and up-to-date information on sexualised drug use, signpost appropriate support services, offer harm reduction advice, and highlight personal stories and key research.
- **Conducted 238 triage and assessments:** Ensuring each person received thorough evaluations and appropriate referrals.
- **Delivered 255 extended brief interventions:** Offered targeted support to address immediate needs related to substance use.
- **Received 112 referrals for longer-term 1-2-1 casework:** Provided ongoing, personalised support for more intensive needs.
- **Supported 97 people with tailored treatments:** Included counselling and wellbeing strategies to help individuals develop healthier coping mechanisms and achieve recovery goals.

Our team also facilitated three distinct recovery support groups, collectively attended 630 times throughout the year:

- **Here & Now:** A safe space for LGBTQ+ people affected by substance misuse to support each other.
- **Chemsafe:** A peer support group for LGBTQ+ people affected by chemsex, focusing on harm reduction and shared experiences.
- **SMART Recovery Group:** A CBT-based programme that helps manage various types of addictive behaviour.

This year, we also hosted a variety of sober social events in partnership with Sober Gay Socials to create safe and inclusive spaces for LGBTQ+ people who choose sobriety. These events included:

- **Queer Connections Manchester Pride:** A sober celebration of pride with DJs from the recovery community, free refreshments, and a quiet space for relaxation.
- **Dry Jan January Social:** An electrifying evening featuring drag performances, a DJ, and a celebration of authenticity, creativity, and community.
- **Sober Karaoke Night:** A lively and fun-filled evening where attendees belted out their favourite tunes in a supportive, alcohol-free environment.
- **Sober Bingo Night:** A queer and camp bingo night filled with fun, music, and laughter.

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- **Sober Spooky Social:** A Halloween-themed social event featuring costumes, prizes, and alcohol-free drinks.

We encouraged people accessing services from across the organisation to complete self-screening tools for alcohol (AUDIT) and drug use (DUDIT). This helped them reflect on their substance use and identify those at risk. Of approximately 600 people who used these tools:

- 17% presented with hazardous or harmful alcohol consumption or possible alcohol dependence.
- 6% presented with possible drug dependence.

By integrating these screening tools with our broader person-centred approach, we were able to make targeted referrals to our recovery team and provide comprehensive support to those in need.

Feedback from people who accessed our recovery support

"Working with [my support worker] has been an absolute dream. They have been so wonderfully supportive, kind and insightful throughout this whole process. I felt really listened to, guided and sometimes even challenged by them throughout my journey on the programme and I can't thank them enough for their fantastic support from the beginning and throughout. On a practical level, they have always been on time to our appointments, kept me updated about any schedule changes and been flexible when needed. I really appreciate that level of organisation and flexibility as I have a very busy job that I need to schedule my sessions around. I feel I have grown my understanding of my own relationship with drugs and alcohol significantly since starting this programme, and am all the better for it both mentally and physically. I couldn't have done it without them. Their warmth, professionalism, good humour and keen insight really made it an enjoyable as well as a productive experience. Thank you!"

"I want to say that [my support worker] was absolutely brilliant with me, I feel so much better in myself and more mindful of the choices I make, as well as understanding how my drug issue became a serious issue and how to make changes."

4.10 Women's Programme

Our Women's Programme helps LGBTQ+ women to flourish. Our primary goal is to create an environment where LGBTQ+ women can improve their health and wellbeing, expand their skills, boost confidence, and reduce social isolation. Throughout the year, we organised various events, group activities, and community spaces, enabling real-time interaction and engagement. These included:

- **Film screening and post-show discussion:** In partnership with HOME Manchester, we hosted a screening of the blockbuster Barbie film with a hosted a discussion to explore the film through a queer lens and looking at gender expression.
- **Theatre trip to watch 30 & Out:** The play followed Kit's coming out journey in a hilarious, sexy, and painful portrayal of starting life anew.
- **Drag king workshop:** A beginner-friendly workshop for LGBTQ+ women and non-binary people to explore the world of drag kings.
- **My First Pride:** A social event for people who recently came out or might be attending Pride for the first time, fostering connections and confidence.
- **Self-Portraits Your Way! Drawing Workshop:** An alternative drawing workshop led by artist Ruby Elliot, encouraging creative self-expression.
- **Quiz Club:** A fun and social space designed to bring people together, often incorporating LGBTQ+ history themes.

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We welcomed 549 attendees across 26 events and spaces this year. Of those who attended:

- 100% would recommend the event to others.
- 91% said their confidence had improved on the content covered in the event/session.
- 97% said their wellbeing improved because of attending the space.
- 89% said they felt less isolated because of attending the event.
- 96% said they had a greater sense of belonging with their community because of attending the event.
- 87% said they felt better able to deal with challenges and issues they faced because of attending the space.
- 96% said they felt supported with their multiple-minority identity while attending the space.

Sugar & Spice is our Women's Programme's annual festival, held in March to coincide with International Women's Day. Our 2024 festival marked our 18th consecutive year, demonstrating our longstanding commitment to celebrating the vibrant and diverse voices of queer women. This year's festival included events such as:

- **Sapphic Showcase:** Celebrating the extraordinary talents of queer women through a special showcase at HOME, Manchester.
- **Creative workshops:** Including an upcycling coin pouch workshop and a lino-print workshop at LGBT Foundation's Community Café.
- **Wellbeing workshops:** Featuring a Women's Circle, a sexual health workshop, and a special film screening at LGBT Foundation's Community Café.

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

"I can't tell you how much I appreciated having a space to just exist with people who were like me. These kinds of spaces to build community are so rare, and being able to access a connection to other people like me gave me so much hope. I feel just a little bit more able to do something that brings me joy! The facilitation of the space was safe, inclusive, and very accessible. Thank you so much for this." – Self Portrait Workshop attendee

"Incredibly uplifting – both in mood and community enriching. We travelled 200 miles to be here, because it is such an impressive yearly event." – Sapphic Showcase @ Sugar & Spice attendee

"It was such a welcoming atmosphere and event. I felt safe and could be myself and was able to meet new people too. The staff were helpful and kind. The event itself went by so quick because it was so much fun. It was great to be able to mix and talk with other attendees at the break and after the event too. I will definitely be coming to similar events in the future." – Sapphic Showcase @ Sugar & Spice attendee

"The event was absolutely fantastic! It was a very welcoming environment, and full of talented and interesting people. It was an incredibly joyful space, and I definitely felt a lot of queer joy as a result of attending!" – Sapphic Showcase @ Manchester Pride attendee

4.11 Pride in Ageing

As our Pride in Ageing programme reaches its fifth year of operation, it continues to honour and empower LGBTQ+ people over 50 in Greater Manchester. Queer hope and joy know no age limit – our mission is to ensure our city-region remains a vibrant and inclusive space where our older community members can thrive. We're proud to make continuous progress year after year.

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Throughout 2023/24, we hosted 106 events and spaces, engaging over 1,100 attendees. These events fostered community involvement, shared experiences, and provided peer support. Highlights included:

- **Manchester Flower Show:** Derek Jarman Pocket Park featured as a show garden, attracting 2,000 unique visitors at the In Our Nature stall.
- **Screening of "A Journey to Dungeness":** Held at RHS Bridgewater as part of the Pride in Nature Festival.
- **'Box of Me' End of Life Care Workshops:** Four creative workshops in partnership with St Ann's Hospice, focusing on discussions around end-of-life care.
- **Monthly Over 50's Digital Café:** Attendees learned and shared skills for navigating the internet and other digital platforms.
- **'Things Have Only Got Better':** An intergenerational performance event in partnership with The Proud Trust.
- **Library and Archive Team:** Archive pop-ups for Manchester Pride, LGBTQ+ History Month and Trans Day of Visibility.

Our Pride in Ageing volunteers play a crucial role in the success of this programme, with roles such as:

- **Pride in Ageing Advisory Group Meetings:** Up to 15 people meeting monthly throughout the year to guide and shape the programme's direction and ensure it meets the needs of our older LGBTQ+ community.
- **Derek Jarman Pocket Park gardening sessions and meetings:** In collaboration with Manchester Art Gallery, up to 7 volunteers participate regular sessions throughout every season, ensuring the park remains a vibrant community space all year round.
- **Manchester Pride volunteering:** Older volunteers participated in the parade, staffed stalls, welcomed visitors, and provided crucial support roles during Manchester Pride, enhancing the event's inclusivity.
- **Intergenerational meetings for performance event planning:** Volunteers collaborated with The Proud Trust's BeeYOUth Group, holding 5 meetings between summer and winter 2023 to plan a unique intergenerational performance event.
- **Age Friendly Manchester 5-Year strategy launch event:** Volunteers contributed to the strategy's launch and continue to play an ongoing role in ensuring that the needs of older LGBTQ+ people are included in Manchester's plans.
- **Library and archive volunteer team:** Weekly archive sessions and meetings at Manchester Central Library, involving up to 5 attendees, preserving LGBTQ+ history and making it accessible for future generations.
- **Centre for Ageing Better 'State of Ageing' report launch:** Volunteers participated in the November 2023 launch, providing insights and helping to shape the discussion around ageing within LGBTQ+ communities.

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

"The Pride in Ageing programme is literally lifesaving. As an older lesbian it really matters to me that Pride in all of its diversity is recognised."

"Next month Pride in Ageing celebrates 5 Years since it started...and Lawrie should rightly be very proud of what he has achieved starting a group from scratch - a successful official launch with Sir Ian McKellen as the key-note speaker after a pre-launch earlier that morning on Radio Manchester, and several successful fund-raising galas in combination with

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Spectrum since then. Most important of the achievements are (from my viewpoint)...setting up an archive of older LGBTQ+ people's stories at Manchester Central Library, Brew Buddies, the Derek Jarman Pocket Garden project, Box of Me and of course the whole Skills for Care Project. Many of these programmes are still ongoing and there are others in the pipeline like the housing project for older LGBTQ+ people and the ongoing joint project with the young LGBTQ+ people at the Proud Trust."

"Pride in Ageing recognises that older LGBTQ+ have our life experience and ensures we are valued and can play a part in our community."

4.12 LGBTQ+ Autistic and Neurodivergent Programme

Our innovative LGBTQ+ Autistic and Neurodivergent Programme pilot ran until September 2023, providing essential support and community for neurodivergent LGBTQ+ people. During its operation, the programme hosted five events, welcoming 63 attendees. These included two board game nights, two online social spaces, and an event titled 'Beyond Your Mask - Authenticity and Connection Through Abstract Art'

The online social space was particularly impactful, offering a relaxed opportunity for sharing interests and making connections via Discord, fostering a sense of community among neurodivergent LGBTQ+ people.

Feedback from people who attended LGBTQ+ Autistic and Neurodivergent Programme events:

"The event was fantastic. The session itself was interesting and really made me think and come out of my comfort zone. It gave me an understanding of myself and my community and was a very positive space to exist in. Would definitely recommend it and go to session of a similar nature." – Beyond Your Mask attendee

"This event helped me take time to focus on myself and my emotions in a safe space, and to find a new means of expressing it as a neurodivergent mind. I feel I can use what I've learned in my own time to connect with abstract art a bit more and in turn, with myself and others like me. It was well paced and I had a great time!" – Beyond Your Mask attendee

"An excellent workshop offering a window into finding authenticity of self and connection through abstract art. Well facilitated and very accessible." – Beyond Your Mask attendee

4.13 Trans advocacy support

Our trans advocacy support service helped trans and/or non-binary people navigate challenges with a clear and strong voice. This year, we supported 35 individuals through a variety of issues, including employment problems, breaches of the Equality Act, healthcare complications, asylum claims, and workplace changes.

Of those we supported in 2023/24:

- 66% had two or more issues requiring support.
- 80% encountered barriers in medical pathways, such as GIC appointments and GP bridging prescriptions.
- 23% faced discrimination or harassment from services.
- 53% had issues in primary care settings.
- 14% dealt with problems in their workplace.
- 91% reported that these barriers negatively affected their mental health, with 64% noting impacts on identity and self-esteem, and 14% on transition-related physical health.

Examples of some of the barriers experienced by people we supported include:

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- Discrimination in the workplace, including misgendering or other forms of transphobia, and racism.
- Difficulties in getting GPs to conduct monitoring blood tests or issue bridging prescriptions.
- Mistakes made in deed polls.
- Discrimination at fertility clinics.

100% of people who provided feedback on this service reported that some, most, or all issues were resolved.

4.14 Operation Equality

This year, we continued our efforts to support LGBTQ+ armed forces personnel, veterans, and their families through Operation Equality. Our focus was on targeted communications to enhance access to our support services. Additionally, we proudly organised a group of veterans and serving armed forces personnel to march in the Manchester Pride Parade, demonstrating our unwavering commitment to visibility and community support. These efforts underscore our dedication to building a supportive and inclusive environment for those who have served.

In July 2023, we welcomed the findings of the government's LGBT Veterans Review, which highlighted the need for reparations for LGBTQ+ veterans affected by the historic ban on homosexuality in the UK Armed Forces. We urged the government to implement these recommendations swiftly, recognising the lasting impact of systemic homophobia, biphobia, and transphobia on LGBTQ+ people.

In December 2023, we voiced our strong concerns regarding the government's decision to cap compensation for LGBTQ+ veterans affected by the historical ban on LGBTQ+ people serving in the military. This policy limits reparations for those who faced discrimination, dismissal, and dishonourable discharges due to their sexual orientation or gender identity. We emphasised that the cap on compensation fails to adequately address the profound impact of these injustices and urged the government to reconsider this policy to ensure fair and just compensation for all affected veterans.

4.15 Our LGBT Manchester

Our commitment to nurturing and uplifting Manchester's vibrant LGBTQ+ communities shines through the impactful initiatives of the Our LGBT Manchester programme. The Village Action Forum continued its vital role in bringing together stakeholders and businesses to enhance safety and the overall environment in Manchester's Gay Village. Meeting bi-monthly, the Village Action Forum provided a platform for discussing and addressing community concerns, with updates from Greater Manchester Police and collaborative action planning.

Our Village Heroes project remained a cornerstone of our community efforts, with volunteers gathering to clean and maintain the Village area. These litter-picking sessions not only keep the Village clean and welcoming, but also instil a sense of pride and ownership within our community.

Our Community Café has evolved into a vital support space for LGBTQ+ people, offering a warm and inclusive environment every Saturday. More than just a place to get free refreshments, the café serves as a haven for those seeking connection, comfort, and community. Whether it's a quick visit to charge a phone or a longer stay to engage in conversation, our community centre provides a welcoming atmosphere where everyone can feel at home and combat isolation.

In December, we hosted our second Festive Feast at our community centre, featuring live music and complimentary meals generously provided by Via on Canal St. The alcohol-free event fostered connection and joy, bringing together over 60 individuals during what can be a challenging and lonely time, spreading queer hope and joy throughout our community.

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Additionally, our Sunday Free Worship sessions were established to offer a bi-weekly gathering place for LGBTQ+ people of faith, providing an accepting space where they might not feel welcome in traditional places of worship.

5. Progress Equality

This year, we continued our mission to eradicate discrimination against LGBTQ+ people in health and social care, and in broader society. Anchored by our strategic goal to influence systemic change, we strengthened our efforts to deliver outstanding training, advocate for inclusive policies, improve access to services, and collaborate effectively with partners. By centring the diverse lived experiences of LGBTQ+ people, we amplified under-represented voices and empowered communities to mobilise and act.

Our comprehensive training and consultancy services go beyond just meeting standards – they set new ones. This ensures that LGBTQ+ voices are not just heard, but also drive the necessary changes for equitable care. This commitment enables LGBTQ+ people and communities to access the support they need, ultimately allowing them to flourish.

5.1 Pride in Practice

Whether you're visiting a GP, dentist, pharmacist, or optometrist, you deserve a service where you feel safe, accepted, seen, and supported by the healthcare professionals who provide your care. Pride in Practice is our quality assurance and social prescribing programme for primary care services that aims to elevate access, outcomes, and experiences for LGBTQ+ patients and residents.

Our Pride in Practice Team made significant strides in improving healthcare services for LGBTQ+ communities. Some of our key achievements in 2023/24 include:

- **Engaged with 106 new GP practices:** Expanding our reach to ensure more inclusive healthcare.
- **Trained 1,503 healthcare professionals across 278 primary care providers:** Including GPs, dental practices, opticians, pharmacies, sexual health services, and other health services.
- **Conducted 145 policy assessments:** Evaluating practice policies to ensure they consider the needs of LGBTQ+ patients.
- **Improved sexual orientation monitoring:** 129 practices have implemented more robust monitoring practices this year to enhance care for LGBTQ+ patients.
- **Enhanced gender identity monitoring:** 130 practices have implemented improved monitoring practices this year to more effectively support trans and non-binary patients.
- **Granted 140 Pride in Practice awards:** 70% of these were gold awards, highlighting the highest standards of LGBTQ+-inclusive care.

By the end of the financial year, our Pride in Practice team has achieved incredible milestones:

- **Trained 10,000 healthcare professionals to date:** In June 2023, we celebrated this significant milestone, showcasing the extensive impact of our Pride in Practice programme.
- **Worked with 986 healthcare providers to date:** Engaging across 32 Integrated Care Boards (ICBs) to ensure inclusive care for LGBTQ+ patients.
- **Awarded 637 Pride in Practice certifications to date:** With 75% of these certifications achieving gold status, demonstrating our commitment to excellence in LGBTQ+ healthcare.

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Across all our Pride in Practice training activities, we trained 1,796 professionals at 66 training events across England in 2023/24. The impact of our work is reflected in the following outcomes:

- 91% reported being confident supporting trans patients.
- 78% reported being confident or very confident using the correct pronouns with LGBTQ+ patients
- 95% reported being confident or very confident supporting LGBTQ+ patients.

The quality of our training is demonstrated by the feedback we receive from professionals. Of those who attended Pride in Practice training:

- 99% had trust and confidence in the trainer and training provided.
- 98% felt that their views were considered by the trainer.
- 96% felt that their confidence had increased in helping LGBTQ+ patients address their health care needs.
- 99% reported that they were satisfied with the training provided.
- 99% felt that they were listened to carefully by the trainer.
- 98% felt that the trainer treated them with dignity and respect.
- 99% felt that their personal views were considered by the trainer

Pride in Practice continues to make a significant impact on the quality of care received by LGBTQ+ patients, ensuring they are met with understanding, respect, and comprehensive support in all primary care settings.

Feedback from people who attended Pride in Practice training:

"I feel that having more training will definitely help me to be more confident when approaching the subject. I feel my understanding is better as the information provided has helped educate me more. I have friends that are gay, but not trans, queer plus. The training has helped me have a better understanding as I have nobody close to me personally that I can discuss this with or tell me about the possible barricades they might face to healthcare. Thank you."

"We are already thinking about what we can do for LGBTQ+ History month next year and how we can continue to help LGBTQ+ patients."

"We have increased our awareness and understanding of the diverse needs and experiences of the LGBT+ community. Our staff will provide more welcoming and respectful environment for everyone."

"In our assessment interviews where we are meeting young people for the first time, we take the time out to ask them what their pronouns are."

"My organisation is open minded however I feel we have a better understanding of pronouns how to approach the topic and I feel we all likely feel more confident after training."

5.2 Training Academy

Our Training Academy continues to be a vital resource for those committed to championing LGBTQ+ inclusion, both personally and professionally. This past year, we welcomed 122 members of the public and 1,085 learners from 29 diverse organisations, including NHS Trusts, NHS Integrated Care Boards, prison services, local councils, universities, housing associations, and other charitable organisations.

During the year we delivered a series of Gender Inclusion training sessions to Maternity services across the country. These sessions were funded through NHS England and Trusts who received this funding were able to self-select their

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training provider. We took an innovative approach to pitching for this business and utilised the skills and contacts of a member of the board to highlight the benefit of contracting us for delivery.

This year marked a milestone for the Training Academy, as we celebrated accrediting a total of 100 Training Academy Champions through the programme since its conception. In 2023/24, 25 individuals completed all 10 modules and an end-of-course assessment, with over half achieving a Gold Training Academy Champion award.

Of those who underwent training with the Training Academy in 2023/24:

- 99% would recommend the training to others.
- 100% felt listened to and treated with dignity and respect.
- 98% felt more informed about LGBTQ+ issues because of the training.

The Training Academy remains committed to delivering high-quality, interactive online sessions that foster meaningful dialogue and equip participants with the tools to create inclusive environments.

Feedback from people who attended Training Academy training:

"[It was a] great to reflect and think about people holistically and how that may impact on those we work with or services we design or plan for our cohort and having that awareness always of diversity and need".

"I would say that this training is completely relevant and valuable for everyone. It felt like an inclusive and safe space to ask questions and share experiences, but most importantly learn."

"I have been enlightened and highly recommend any of the training delivered by LGBT foundation, I have attended 3 now, and feel much happier in terms of understanding and compassion around working with anyone that would class themselves under the LGBT umbrella."

"Very clear and engaging training that I think everybody no matter their career sector or personal background should take part in. A very thorough coverage of important issues, and lessons. I felt I learned a lot and was pleased to see this training being compulsory at my organisation and I could tell there were people in the training who perhaps learnt a LOT of new information."

"A lot of thought had gone into the training from the speaker's own way of presenting to the content itself. It was fully engaging from start to finish, practical content and takeaways for me and my colleagues to apply in our day to day ways of working and communicating."

5.3 NHS Rainbow Badges

Phase Two of the NHS Rainbow Badge Scheme was a collaborative initiative with Stonewall, Brighton & Hove LGBT Switchboard, LGBT Consortium, and GLADD. It aimed to benchmark and award NHS organisations for their LGBTQ+ inclusion efforts. The programme featured a tiered bronze, silver, and gold awards model, drawing from LGBT Foundation's Pride in Practice, Stonewall's Diversity Champion expertise, and Brighton & Hove LGBT Switchboard's secondary care insights. The programme was designed to improve LGBTQ+ inclusion by implementing relevant staff training, monitoring, policies, and support for both staff and patients. Despite its conclusion due to lack of funding in February 2024, the scheme's impact on creating supportive and inclusive healthcare environments remains significant. The partners are exploring ways to continue this legacy of positive change.

Key achievements in 2023/24 include:

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- **Registered 43 organisations on the scheme:** NHS organisations across England joined the scheme to improve LGBTQ+ inclusion.
- **Conducted 27 first-time assessments and 13 re-assessments:** Evaluated NHS trusts on clinical service provision; workforce inclusion; leadership; sexual orientation, gender and trans status monitoring; facilities; and staff engagement.
- **Completed policy reviews for 28 NHS organisations:** An additional 10 trusts requested follow-up reviews to best meet LGBTQ+ employee needs.
- **Conducted staff surveys:** Assessed experiences of gender and sexual identity-based harassment and bullying within 36 NHS trusts, 75% of which were engaging in the exercise for the first time.
- **Hosted network forums:** Facilitated idea exchange among trusts.

5.4 Policy and research

In 2023/24, our policy and research efforts were marked by significant advocacy and impactful initiatives. Over the past year, we participated in 27 consultations conducted by governmental bodies, addressing a diverse range of issues from healthcare to commissioning. Additionally, we issued public statements and collaborated with various partners to influence key stakeholders on issues affecting LGBTQ+ communities. We also engaged in several research partnerships on a range of topics, such as migrant communities and carers.

5.5 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 tackle inequality and injustice in the region. Facilitated by LGBT Foundation, the Panel aims to improve the lives of LGBTQ+ people across the city-region by championing LGBTQ+ inclusion and ensuring that the needs of our diverse communities are fully considered.

The Panel's work has continued to grow in impact and scope since its relaunch in 2022. Here are some highlights from this year:

- **Intersectional work and the Greater Manchester Pledge to End Conversion Therapy:** Continued efforts to increase the number of signatories and raise awareness of the Pledge. The Panel collaborated with the Faith and Belief Equality Panel and the Women and Girls' Equality Panel to adapt and promote the Pledge within their communities.
- **Engagement with GMCA policymakers:** Productive meetings were held with key Greater Manchester leaders, including Mayor Andy Burnham, Deputy Mayor Kate Green, and Manchester City Council Leader Councillor Bev Craig, to discuss LGBTQ+ inclusion and policy improvements.
- **Pride attendance and community engagement:** The Panel participated in six local Pride events across Manchester, Stockport, and Bolton, and Manchester Pride to engage with the community, gather insights, and promote the Panel's work. A communications plan has been developed to increase the Panel's visibility and effectiveness.
- **Laying foundations for future endeavours:** The Panel has undergone significant redevelopment, including restructuring meetings to accommodate members' needs and creating new governance documents to support productive operations. This included refining workplans and strategies to ensure effective delivery of the Panel's objectives.

5.6 Manchester LGBTQ+ Majority Extra Care Scheme

Despite planning-related delays, the past year saw significant progress in key areas of the Manchester LGBTQ+ Majority Extra Care Scheme. The Community Steering Group has been actively involved in design meetings, contributing to

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decisions on interior apartment layouts, communal areas, and public spaces, ensuring the spaces reflect the needs and desires of our community.

In January 2024, we conducted a public consultation on-site, along with associated events, to engage with the broader community. Additionally, our presence at Pride on the Range in Summer 2023 helped further connect the project with local residents and LGBTQ+ communities.

Our co-production efforts with the Community Steering Group also included visits to other Extra Care schemes and discussions about care provision. These activities provided valuable insights that will be used to inform the future design and operational aspects of the scheme.

We also focused on strengthening the Community Steering Group by recruiting new members, ensuring a diverse range of voices and perspectives. Our commitment to community engagement extended to presenting the scheme to local councillors and holding meetings with various community groups, including GM Housing Planning and Ageing and Rainbow Roofs.

Notably, in May 2023, we shared insights from our project with Victor Madrigal-Borloz, the UN Independent Expert on Protection Against Violence and Discrimination Based on Sexual Orientation and Gender Identity, highlighting the scheme's significance on both a local and international level.

5.7 Bring Dementia OUT

In 2023/24, we concluded our Bring Dementia Out Programme. This focused on supporting LGBTQ+ people affected by dementia, and developing training that raises awareness among healthcare professionals about the unique needs of LGBTQ+ people with dementia.

Our Online LGBTQ+ Dementia Support Group, supported by Dementia United, has been a lifeline for over 20 members through monthly meetings facilitated by our LGBTQ+ Dementia Coordinator. Although funding for this programme ended at the close of 2023/24, we continue to stay in touch with group members, keeping them informed about relevant initiatives and support services nationwide. The group's impact was thoroughly evaluated in a final report, highlighting its role in providing a supportive community for LGBTQ+ people affected by dementia.

We also expanded our efforts to educate healthcare professionals about the unique needs of LGBTQ+ people with dementia. Throughout the summer of 2023, we delivered training sessions to 211 participants across Greater Manchester. This training was well-received, emphasising the importance of inclusive care practices and increasing awareness among professionals. One participant remarked, *"I highly recommend considering LGBTQ+ dementia training either for yourself or your organisation. It's a crucial step in promoting inclusivity and better care for individuals within the LGBTQ+ community who are affected by dementia."* Further detail about this training can be found in the training evaluation report.

Our team remains actively involved in the Greater Manchester LGBTQ+ Steering Group, working on developing further support for LGBTQ+ people affected by dementia. Additionally, we are exploring ways to incorporate LGBTQ+ dementia support into our broader training programmes and have already received interest from several care homes seeking further assistance in this area.

5.8 Greater Manchester LGBTQ+ Arts and Culture Network

The Greater Manchester LGBTQ+ Arts & Culture Network is an LGBT Foundation initiative, proudly funded by the National Lottery through Arts Council England. After two successful programmes, we secured additional support in April 2023 to

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launch our third programme, running until September 2024. This phase focuses on organisational, professional, artist, and audience development, along with advocacy.

With over 40 cultural partners from every Greater Manchester borough, the Network is committed to transforming engagement with LGBTQ+ artists, audiences, and staff, ensuring safer and more welcoming cultural spaces. Quarterly meetings foster best practices and partnerships, while our annual conference brings together creatives to explore how the arts can drive change and nurture queer hope and joy.

Our Training Academy has trained over 700 cultural sector staff since 2019, equipping them with the skills to support LGBTQ+ communities. The Network's projects empower LGBTQ+ artists and bring vibrant performances to Pride events across Greater Manchester, culminating in a celebration on Manchester Pride's Main Stage. Key projects include:

- **CREATE:** Artist commissions to support the development of new LGBTQ+ theatre works.
- **PROGRESS:** Funding LGBTQ+ events and participation projects in GMCA boroughs with lower arts engagement, such as Bolton, Bury, Oldham, Rochdale, Tameside, and Wigan, aligning with Arts Council England's priorities.
- **PRIDE STAGES:** Backing new performances that tour Greater Manchester Prides, culminating in main stage performances at Manchester Pride, reaching thousands annually.

5.9 Greater Manchester LGBTQ+ Community Fund

On 11 October, international Coming Out Day, we proudly announced the 14 recipients of the third funding round of the Greater Manchester LGBTQ+ Community Fund, in partnership with George House Trust and Homobloc. The fund supports groups addressing LGBTQ+ needs, promoting equality, driving social change, and raising awareness about HIV.

The diverse range of funded projects includes initiatives that prioritise trans inclusion, educate about HIV, provide resources to communities, offer safe spaces for LGBTQ+ women, and amplify seldom heard LGBTQ+ voices. The recipients of the third funding round and their plans for the funds are:

- **Bury LGBTQI+ Forum:** Supporting an art project led by Sara Joy Ford to reduce social isolation among LGBTQ+ women.
- **Gay Gordons:** Enhancing ICT provision for this Manchester-based LGBTQ+ community dance group to improve online presence and recruitment.
- **Prestwich Pride CIC:** Expanding community events in 2024, including family activities and drag acts.
- **Tranuary CIC:** Hosting a two-day festival with creative workshops, an art exhibition, a short film screening, and conversations with trans activists.
- **Trans Pride Manchester CIC:** Supporting an annual pride event for trans and non-binary people, including a protest march and community workshops addressing unique issues.
- **Out In The City:** Funding community activities to enhance the wellbeing of LGBTQ+ people aged 50 and above, combating social isolation.
- **Emmerson and Ward:** Developing an interactive art installation for LGBTQ+ youth and military veterans to foster community and boost confidence.
- **Creative City England CIC:** Piloting weekly LGBTQ+ creative arts sessions at Levenshulme Old Library, offering free, inclusive, two-hour sessions for five weeks.
- **Studio 409:** Purchasing new podcast equipment to enhance the quality of existing shows and support recording public events at Islington Mill.

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- **To Bee Productions:** Producing “Queens of the Desert, a Queer Cabaret” during LGBT+ History Month, celebrating LGBTQ+ culture with storytelling, drag, music, burlesque, and poetry.
- **Manchester Village Spartans RUFC:** Launching a campaign to recruit more trans and gender-nonconforming rugby union players, demonstrating that gender identity should not hinder participation in team sports.
- **Connect:** Supporting access provision, meeting space costs, and a variety of activities for trans individuals aged 18-35 to benefit physical and mental health.
- **Drag Kings of Manchester:** Hosting monthly butch and drag king nights, emphasising sex positivity and HIV awareness in AFAB communities, and accessibility for marginalised individuals.
- **Trafford Hongkongers CIC:** Promoting LGBTQ+ inclusion within the Hongkonger community with a two-day project offering a safe space for networking and a public exhibition showcasing LGBTQ+ acceptance and rights.

These projects are a testament to the resilience and creativity of our communities, and we are excited to see the positive changes they will bring to Greater Manchester.

5.10 Greater Manchester LGBTQ+ Community Ambassador

In his role as Greater Manchester LGBTQ+ Community Ambassador, Carl Austin-Behan has continued to build and strengthen connections between LGBTQ+ organisations, public sector bodies, and local communities across Greater Manchester. A highlight this year was the delivery of an LGBTQ+ Sector Engagement Event in February, which received overwhelmingly positive feedback. Attendees emphasised the importance of regular access to information and best practices, particularly considering growing concerns about the visibility of LGBTQ+ inclusion.

Additionally, this role has been instrumental in supporting several ongoing projects, including the Trans Memorial initiative, developed in collaboration with partners such as Sparkle and Manchester Pride. This project, now in the crowdfunding stage, is set to become a significant symbol of recognition and remembrance within the community.

The Greater Manchester LGBTQ+ Community Ambassador has also facilitated key connections and promoted best practices through engagement with Greater Manchester Combined Authority, Greater Manchester Police, Manchester City Council, and public sector stakeholders. This collaborative approach has ensured that LGBTQ+ inclusion remains a priority across the region, particularly in areas such as hate crime prevention, public sector liaison, and LGBTQ+ representation in local governance.

6. Improve our Performance

We are dedicated to improving our performance by ensuring excellence, quality, and safety across all our initiatives. From our vibrant community centre to our incredible volunteers, and from our dedicated colleagues to our dynamic communications, we aim to set new standards in everything we do. By focusing on inclusivity and sustainability, we work to create an environment where our staff, volunteers, and community members can thrive. This approach, grounded in ethical growth and social value, ensures that we continue to be here for LGBTQ+ communities now and in the future.

6.1 Our volunteers

Our incredible volunteers are the beating heart of LGBT Foundation, driving our mission to spread queer hope and joy every single day. This year, our volunteer family continued to grow, with 340 applications and 216 people stepping into

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both short-term and long-term volunteering roles. By the end of the year, we proudly had 273 dedicated volunteers across 305 different roles.

Our volunteers support a wide range of activities, such as delivering training, answering helpline calls, ensuring safety in the Gay Village, empowering our communities, preserving LGBTQ+ history, overseeing our governance as Trustees, promoting sexual health, and enhancing our communications.

The dedication of our volunteers is truly inspiring. This year alone:

- Our Talking Therapies Volunteer Counsellors provided over 2,100 hours of therapy, offering essential support to those in need.
- Our Village Angels volunteers committed 3,400 hours to life-saving work on Friday and Saturday nights in Manchester's Gay Village

During Manchester Pride weekend in August, over 80 volunteers joined us, many marching in our Pride Parade entry.

Their contributions included:

- Providing a warm welcome to attendees at our Community Café.
- Answering questions about our services at our Expo stall in Sackville Gardens.
- Distributing condoms, lube, and sexual health information through our outreach teams.
- Welcoming Pride visitors at the gates surrounding the Village site as part of our Village Angels Welcome Team.
- Reporting on all our activities and capturing the vibrant atmosphere in our Community Correspondence Team.

Our volunteers embody the spirit of our community, bringing dedication, passion, and a commitment to fostering an environment where queer hope and joy can flourish.

We would like to thank all the influencers who have also volunteered their time to support us reach wider audiences, and our patrons who continue to use their influence to support our work, with special thanks to Sir Ian McKellen, Owain Wyn Evans and Kunal Trehan.

Feedback from our volunteers:

"Volunteering for this charity is nothing short of a pleasure."

"I like feeling that I have made a contribution. The purpose of my work has been explained and its importance to the Foundation."

"The skills I have and am developing will stick with me for the rest of my life."

"Whether it's been engaging with the local community through various outreach stalls or attending inter-organisational meetings to discuss how the police can work better with the community, everything I have done has given me a sense of pride and joy."

"Received great safeguarding training and amazing safeguarding support to guide me through difficult conversations when I've been supporting folks over the phone in crisis. This has given me greater confidence to deliver what can at times be a very challenging service."

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6.2 Our colleagues

The past year has certainly presented its share of challenges. Faced with a deficit in 2023/24 and a tough economic outlook for upcoming years, we needed to mitigate risks by establishing a balanced budget for the next period. Although we made every effort to cut expenditure we were confronted with a persistent projected deficit. With income targets set at what we believed to be their maximum; the only viable option left to reduce costs was to decrease our workforce.

The restructuring process was difficult and demanding but we take solace in not having to implement any compulsory redundancies. During this time, we bid farewell to several valued colleague during the voluntary redundancy process, as well as others who chose to depart voluntarily. This significant transition has left some teams and individuals feeling impacted, and we have developed plans for a recovery phase aimed at rebuilding, connecting, and looking ahead.

This year we hosted four incredible All Colleagues Days, with sessions delivered by colleagues to share skills, look into the future, and gain a deeper understanding of our communities and impact. Given our hybrid nature, these days are crucial for fostering connection and have become a vital part of our colleagues' calendars.

We continue to innovate, and this year we're particularly proud of introducing a menstruation and menopause policy. This policy addresses the challenges staff face during menstruation and menopause/perimenopause, outlines the support available to them in the workplace, and sets clear procedures for both staff and line managers. Importantly, this policy now allows us to track the impact of these factors on sickness, providing us with a more comprehensive understanding of our colleagues' wellbeing

Diversity, inclusion and belonging are at the heart of everything we do and so developing a Diversity, Inclusion and Belonging strategy has been a key priority for us this year. Over 30 people gifted their time to take part in ten focus groups covering training, accessibility, community support, staff networks, and more. We're still refining the strategy, which will be presented to the Board for feedback in October 2024. Additionally, we introduced guidelines for staff networks, developed with a focus on safety, commitment, and sustainability. Our top priority was to consult with our existing networks, resulting in new components such as a new network application process, project consultation, and impact monitoring.

We are continuing our journey with Gold Investors In people, with regular monitoring meetings to ensure that our goals, strategies and initiatives equip and support our colleagues to thrive at LGBT Foundation, to deliver our mission of spreading queer hope and joy.

6.3 Our community centre

This year, our dynamic community centre underwent a revitalising refurbishment, enhancing our ability to host a diverse array of services and activities, facilitate more meetings, and create additional space for co-working and visitors. Completed in January with generous support from B&Q, the renovation was a collaborative effort focused on meeting the needs of our service users. We now offer more bookable spaces, improved soundproofing, and clinic-grade rooms for sexual health and Indigo appointments, along with additional meeting rooms, ensuring our growing services have a dedicated home. These enhancements ensure that our centre remains a safe, supportive, and welcoming environment for everyone who visits. We take pride in the vibrant colours, artwork, and photographs that truly unify the space.

In the past year, our community centre welcomed 4,571 visitors. Feedback was overwhelmingly positive, with 91% of visitors rating their experience as either "wonderful" or "great." These insights are invaluable as we continue to enhance the quality of our services and the welcoming atmosphere of our community space.

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During Manchester Pride weekend, we offered an array of workshops and events, providing a welcoming space for people to take a breather from the outdoor festivities while participating in engaging activities or simply enjoying a warm drink. Throughout the year, our space has hosted various events, including visits from international guests like the leaders of Samtokin 78, Iceland's leading queer charity, and our patron, Sir Ian McKellen. Our centre continues to be a hub of activity, hosting condom packing parties, staff and volunteer inductions, sober socials, counselling sessions, sexual health testing, board meetings, and providing support for those who seek assistance in times of need.

6.4 Our communications

Our communications are a cornerstone in our efforts to spread queer hope and joy, both within and beyond our immediate community. From a transformative rebrand to expansive digital outreach, we've focused on ensuring that our message of inclusivity, resilience, and support reaches everyone who needs it.

Rebrand implementation

This year, one of our most transformative initiatives was the launch and management of our rebrand. Introduced in May to coincide with International Day Against Homophobia, Biphobia, and Transphobia (IDAHOBIT), our rebrand was a comprehensive update that introduced a new mission, vision, values, and tone of voice, along with a refreshed logo.

The rebrand was more than just a visual update, it was a fully collaborative effort. Extensive consultations with community members and staff ensured that the new brand identity genuinely resonated with those we serve. This co-productive approach led to the creation of a diverse photo and video library, highlighting real people and real places, celebrating the joy, resilience, and vibrant spirit of our communities. Community photoshoots in Manchester and Liverpool further cemented our commitment to authentic representation, showcasing LGBTQ+ people in everyday environments. The updated photography and video content are now central to our communications, reflecting the lived experiences and stories of our community members.

This rebrand goes beyond aesthetics, it's about embodying and living our values daily, creating a brand that reflects who we are and the future we want to build together. It also solidifies our role as a leading health and wellbeing charity, ensures our mission is clearly communicated, and our services are accessible to all who need them.

Website

In December 2023, we launched our newly redesigned website to align with our refreshed brand identity and updated tone of voice. This transformation focused on improving user experience, accessibility, and functionality. Key updates included a new information architecture, upgraded access standards, and enhanced referral pathways. Additionally, we updated key resources and comprehensively overhauled all text and images on the site. A new knowledge base was also introduced, providing a growing repository of help and advice pages to better serve our communities.

In 2023/24, our website continued to be an essential resource, offering crucial information and support to our communities. Serving as a primary communication tool, it effectively disseminated health and wellbeing information. The website's reach was substantial, with 982,856 page views and 650,033 unique visitors, reflecting its ongoing importance and impact.

The most popular section of our website continued to be trans and non-binary pages, which serve as a valuable resource for trans people and allies, offering information on trans identities, history, and wellbeing. This highlights the importance of our digital platform in informing and supporting our diverse communities.

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Social media

Our social media channels remain vital for connecting with LGBTQ+ communities, allies, and supporters. Despite challenges like algorithm changes and an increasingly toxic environment, particularly on X (formerly Twitter), we have continued to foster meaningful engagement. In response to these challenges, we are refining our social media strategy to ensure our platforms remain safe and engaging spaces.

Key accomplishments this year include:

- **Grew our total followers to 395,866:** Expanding our reach across X (formerly Twitter), Facebook, Instagram, and LinkedIn.
- **Generated 4.29 million impressions across all channels:** Increasing visibility and engagement with our content.
- **Reached 2.06 million users:** Connecting with a broad and diverse audience across our platforms.
- **Shared 3,185 posts across all platforms:** Actively engaging with our followers by consistently delivering content that resonates.
- **Maintained a 3.93% average engagement rate:** Fostering meaningful interactions and discussions within our online community.

These metrics demonstrate our commitment to fostering an engaged, informed, and connected community.

Press and media

In 2023/24, media engagement was instrumental in amplifying our voice, advocating for LGBTQ+ rights, and shaping public discourse. We received nearly 2,500 emails into our media inbox from major outlets like BBC, ITV, Sky News, The Daily Mail, The Independent, and more, alongside student-led and local media. This broad media presence solidified our role as a trusted authority on LGBTQ+ issues, particularly in areas such as:

- **Political landscape and pop culture:** Engaged in discussions around UK politics and cultural phenomena, helping to influence both legislation and societal attitudes towards LGBTQ+ rights.
- **Health and wellbeing:** Focused on raising awareness of LGBTQ+ health inequalities and advocating for improved healthcare access, reducing stigma, and pushing for policy changes that benefit LGBTQ+ individuals.
- **Inclusion in sport:** Highlighted the challenges LGBTQ+ athletes face and promoted the importance of inclusive sports policies.
- **Veterans review and pardons:** Responded to historical injustices against LGBTQ+ veterans, advocating for recognition and rectification.
- **Coming out:** Engaged in discourse about coming out, normalising the experience, reducing stigma, and promoting societal acceptance.
- **LGBTQ+ life, culture, and feel-good stories:** Promoted positive representations of LGBTQ+ life, helping to shift public perception, celebrate contributions, and foster a more inclusive media environment.

Coverage in major publications like The Guardian, The Times, and The Telegraph helped bring LGBTQ+ issues to the forefront of national conversations, while appearances on broadcast platforms such as BBC TV and Radio allowed us to engage directly with millions of viewers and listeners, shaping real-time advocacy. Our interactions with outlets like Manchester Evening News maintained our strong presence within the local community.

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One of the standout moments was the widespread coverage of our short film on LGBTQ+ women by the Press Association, which significantly amplified our voice across various platforms. We also partnered with television production companies, including those behind popular shows like "Doctors" and "Hollyoaks," to ensure authentic portrayals of LGBTQ+ experiences on mainstream media, which in turn contribute to broader societal acceptance.

We made concerted efforts to engage with student media, focusing on building connections with younger audiences to help shape future societal attitudes. Collaborations with freelancers, particularly during Pride Month, allowed us to keep our content fresh and relevant, ensuring our messages continued to resonate across diverse audiences.

Addressing and challenging hostile media coverage has been a crucial aspect of our work. By correcting misconceptions and defending the rights of LGBTQ+ people, we have mitigated the impact of harmful narratives and reinforced our position as a strong advocate for inclusion and equality. We've worked with allies and other organisations to rebut these narratives without being at loggerheads with media and audiences whose hearts and minds we're unlikely to change.

Key campaigns

Throughout 2023/24, we centred our campaigns around celebrating the joy of the queer experience while addressing significant issues within the LGBTQ+ community. These campaigns reflected our commitment to promoting queer hope and joy, alongside education and advocacy.

Liverpool profile raising

As we expanded our services into Liverpool and Merseyside, we prioritised raising awareness of our sexual health services, especially during key events like Liverpool Pride. We hosted a "My First Pride" event in Liverpool, offering a welcoming and supportive space for those attending Pride for the first time, further embedding our presence and services within the local community.

Manchester Pride campaign

The theme of joy was at the heart of our marketing and community engagement during Manchester Pride. Our campaign celebrated the vibrancy of LGBTQ+ identities and experiences, with the message of joy resonating across all our marketing materials and in the design of our parade entry. This campaign was a powerful reminder of the resilience and unity of our communities.

Winter Wellness campaign

Focusing on combating loneliness and isolation, particularly among older LGBTQ+ people, the Winter Wellness campaign highlighted the importance of connection during the colder months. The campaign included 88 social media posts, collaborations with influencers, and fundraising efforts to support our services, spreading warmth and community spirit.

Dry January

Aiming to support those choosing to abstain from alcohol for the month, our Dry January campaign provided resources, shared tips, and personal stories on social media. We partnered with health experts to offer advice, helping participants navigate their month alcohol-free while fostering a supportive community environment.

Vote With Pride

Launched in January 2024, our Vote With Pride campaign empowered LGBTQ+ people and our allies to actively participate in local, regional, and national elections throughout the year. The initiative emphasised the importance of voting in shaping policies that affect LGBTQ+ communities, providing practical guidance on voter registration and resources to help voters make informed decisions. With empowering messages, the campaign focused on uniting the community to

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amplify their voices, ensuring their vote holds power and meaning. The campaign continued for the remainder of the financial year, driving community engagement and influencing positive change.

LGBTQ+ History Month 2024

In February 2024, we spotlighted the intersection of LGBTQ+ identities and medicine. Our campaign highlighted significant medical advancements and contributions by LGBTQ+ people, showcasing our Pride in Practice initiative and the NHS Rainbow Badge programme. Educational content was shared widely, emphasising the importance of inclusive healthcare practices and the legacy of LGBTQ+ pioneers within medicine.

Newsletter

Our newsletter is designed to keep our community informed, connected, and supported, while inspiring positive action for change and bolstering our work. In May 2023, we relaunched our monthly newsletter to provide an easy-to-access channel. We use this to share health and wellbeing resources, events, volunteering and job opportunities, fundraising campaigns, and more. We have achieved remarkable engagement with the newsletter in its first year, with an impressive open rate of 36%.

7. Financial Review and Results for the Year

As with recent years, 2023/24 began with significant in-year targets to address gaps in the planned budget, and the need to ensure that we met as much of the increased demand on our services as possible. However, the funding environment remains challenging. We have seen falls in both our individual and corporate donations as well as funding via grants and contracts due to the cost-of-living crisis and falls in available statutory funding. This has been offset to some extent by an increase in our training income.

This fall in income against rising costs has led to a deficit of £444,189 for the financial year.

We undertook a reorganisation in early 2024 to address this deficit and continue to diversify our income streams and target multi-year funding opportunities in order to support the ever-evolving needs of our LGBTQ+ communities. The Trustees feel that these actions, along with our level of reserves, mean that we will have the financial resilience to meet the challenges ahead.

7.1 Funders

**We would like to thank the following funders for their
generous financial support during 2023/24:**

GREATER MANCHESTER LOCAL AUTHORITIES

- Bolton Bury Manchester Oldham Rochdale
- Salford Stockport Tameside Trafford Wigan

- Greater Manchester Combined Authority

OTHER FUNDERS

- Armed Forces Covenant Fund □ Arts Council England □ Assura Foundation □ British Academy □ Barclays Spectrum
- BHA for Equality □ Change Grow Live □ CLDS Community Fund □ Department of Health & Social Care □ GMCVO □
- GMSCHP Dementia United □ GTD Healthcare □ Health Education England □ Lambeth Council □ Lewisham Council □
- National Lottery Community Fund □ NHS Confederation □ NHS England □ NHS Greater Manchester Integrated Care
- Board □ North Cumbria Integrated Care NHS Foundation Trust □ Spectra □ Sport England □ The Proud Trust □
- 10GM □ Young Manchester Covid Recovery

We are also very grateful to all our supporters, donors, partners and advocates and allies for all of their help during the year. In particular, heartfelt thanks goes to our volunteers, who continue to provide their time, energy and skills for the benefit of our communities.

7.2 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 us at:

Email: charity@lgbt.foundation

Phone: 0345 3 30 30 30

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

7.3 Reserves Policy

Our Trustees aim to maintain a general reserve of unrestricted funds to enable us to adjust to unforeseen reductions in income or increases in expenditure. They also help ensure that there is sufficient working capital for effective operations, particularly to enable funding that is paid in arrears, or to cover late payments. Bearing in mind those 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.

The target general reserve, and the Policy itself, is the subject of regular review and a formal assessment is presented to the Board of Trustees at least annually. At the most recent review, Trustees agreed to a policy that free reserves (unrestricted funds less tangible fixed assets and designated funds) should be built up to 4-6 months in the medium term. With continued economic uncertainty Trustees are looking to improve our reserves position with the aim of increasing organisation resilience and to help ensure sufficient working capital for effective operation.

As at 31 March 2024, free reserves amounted to £1,193,241 (2023: £1,084,849) which is equivalent to 3.5 months running costs based on planned expenditure for 2024/25.

The level of free reserves reflects the deficit generated during 2023/24 of £444,189.

We will continue to have Designated Funds as follows:

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Designated Fund 1: This reserve of £50,000 is to cover any future dilapidation costs on the charity's rented premises.

Designated Fund 2: This reserve of £12,038 is to cover tangible fixed assets used to carry out the charity's business.

The Designated Fund of £55,625 for Covid 19 related expenditure has been released this year as we do not expect any future costs associate with the pandemic. The Designated Fund created last year in response to the cost-of-living increase and the ongoing economic climate of £250,000 has also been released as these monies were utilised during the year to contribute towards increases in staff pay and organisational costs. Finally, the operation fund established to cover any impact on our services as a result of changes in our income of £254,000 has also been released to help maintain levels of free reserves in accordance with our Reserves Policy.

7.4 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 sector.

We developed a new five-year Strategic Plan for 2023-2028 which 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 key performance indicators are reviewed by the trustee board on an annual basis. A copy of the Strategic Plan can be found on our website: [Strategic20Plan.pdf \(lgbt.foundation\)](#).

7.5 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

8. 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 4.

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 26 October 2024 and signed on their behalf by:

.....

Mike Hill
Company Secretary

9. 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 2024 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 2024 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, 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.

LGBT Foundation Ltd

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.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities set out on page 41, 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 website 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.

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

The Colmore Building
20 Colmore Circus Queensway
Birmingham
B4 6AT

26 October 2024

10. Statement of Financial Activities for the Year Ended 31 March 2024

	Note	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Income from:					
Donations and legacies	3	344,403	-	344,403	538,384
Charitable activities	4	-	3,521,723	3,521,723	3,640,075
Other income	5	484,746	-	484,746	330,274
Total income		829,149	3,526,723	4,350,872	4,508,733
Expenditure on:					
Raising funds	6	(92,299)	-	(92,299)	(91,180)
Charitable activities	6	(1,181,039)	(3,526,723)	(4,702,762)	(4,305,101)
Total expenditure		(1,273,338)	(3,526,723)	(4,795,061)	(4,396,281)
Net income/(expenditure) for the year and net movement in funds		(444,189)	-	(444,189)	112,452
Reconciliation of funds:					
Total funds brought forward		1,699,468	-	1,699,468	1,587,016
Total funds carried forward	18	1,255,279	-	1,255,279	1,699,468

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 17.

LGBT Foundation Ltd

11. Balance Sheet as at 31 March 2024

	Note	2024 £	2024 £	2023 £	2023 £
Fixed assets:					
Tangible assets	12		12,038		4,993
Current assets:					
Debtors	13	618,828		585,675	
Cash at bank and in hand		<u>1,368,115</u>		<u>2,211,702</u>	
		1,986,943		2,797,377	
Liabilities:					
Creditors: amounts falling due within one year	14	<u>(743,702)</u>		<u>(1,102,902)</u>	
Net current assets			<u>1,243,241</u>		<u>1,694,475</u>
Net assets			<u>1,255,281</u>		<u>1,699,468</u>
The funds of the charity:					
Unrestricted income funds:					
Total unrestricted funds			<u>1,255,281</u>		<u>1,699,468</u>
Total charity funds	18		<u>1,255,281</u>		<u>1,699,468</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 48 to 65 form part of these financial statements.

The financial statements on pages 45 to 65 were approved by the trustees, and authorised for issue on 26 October 2024 and signed on their behalf by

.....
Ian Ambrose
Trustee

.....
Jax Effiong
Chairman and Trustee

12. Statement of Cash Flows for the Year Ended 31 March 2024

	2024	2023
	£	£
Net Income	(444,189)	112,452
(as per the statement of financial activities)		
Purchase of fixed assets	(11,982)	(3,849)
Depreciation Charges	4,937	2,301
(Increase) / decrease in debtors	(33,154)	(178,187)
(Decrease) / increase in creditors	(190,429)	65,033
(Decrease) / increase in deferred income	(168,771)	(320,021)
Net cash provided by / (used in) operating activities	<u>843,587</u>	<u>(322,271)</u>
Net increase in cash and cash equivalents	<u>(843,587)</u>	<u>(322,271)</u>
Cash and cash equivalents at the beginning of the year	2,211,703	2,533,973
Cash and cash equivalents at the end of the year	<u>1,368,115</u>	<u>2,211,702</u>

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

The notes on pages 48 to 65 form part of these financial statements.

Notes to the Financial Statements for the Year Ended 31 March 2024

13. Notes to the Financial Statements for the Year Ended 31 March 2024

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

Notes to the Financial Statements for the Year Ended 31 March 2024

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.

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.

Notes to the Financial Statements for the Year Ended 31 March 2024

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 2024

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 2024

3. Income from donations and legacies

	Unrestricted	Restricted	2024 Total	2023 Total
	£	£	£	£
Supporters Scheme & Individual Donations	281,940	-	281,940	460,611
Legacy Donation	-	-	-	5,123
Spectrum	62,463	-	62,463	72,650
	<u>344,403</u>	<u>-</u>	<u>344,403</u>	<u>538,384</u>

4. Income from charitable activities

	Unrestricted	Restricted	2024 Total	2023 Total
	£	£	£	£
Adur & Worthington Council	-	-	-	15,000
Armed Forces Covenant Fund: Rainbow Oppos Project	-	61,567	61,567	34,125
Arts Council England	-	79,469	79,469	7,569
Assura Foundation	-	19,769	19,769	-
British Academy: Leverhulme Grants	-	5,000	5,000	5,000
Manchester City Council: Pride in Ageing	-	10,000	10,000	10,000
BHA for Equality: PaSH	-	422,002	422,002	394,041
Big Life Group	-	-	-	20,000
Manchester University NHS Foundation Trust: Cancer Research Engagement	-	-	-	6,400
Change Grow Live	-	80,956	80,956	80,154
Groundwork UK: Community Housing Fund	-	-	-	15,260
CLDS Community Fund	-	11,648	11,648	29,117
Manchester City Council: Covid Health Equity Fund	-	-	-	5,249
Trafford Council: Domestic Abuse Drop-In Service	-	-	-	5,000
Department of Health & Social Care –Priority Projects	-	-	-	16,450
Department of Health & Social Care – Health & Wellbeing Alliance	-	96,492	96,492	95,827
Department of Health & Social Care – Maternity Project	-	-	-	9,990
Health Education England	-	26,095	26,095	-
GM Workforce Collaborative	-	-	-	47,752

Notes to the Financial Statements for the Year Ended 31 March 2024

4. Income from charitable activities (continued)

	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Greater Manchester Combined Authority MOJ Cost of Living Crisis Support Budget	-	-	-	9,000
GMCVO	-	20,530	20,530	4,000
GMSCHP Dementia United	-	24,951	24,951	12,011
HIV Opt Out Testing	-	-	-	4,250
Lottery Partnership Development Fund	-	-	-	50,000
Greater Manchester Combined Authority: Victims Support Services IDVA/ISVA	-	82,990	82,990	44,771
North Cumbria Integrated Care NHS Foundation Trust: Netreach	-	2,822	2,882	14,112
NHS England	-	41,443	41,443	-
OGX Women's Programme	-	-	-	25,000
BHA for Equality: PaSH Liverpool	-	52,565	52,565	19,220
Manchester City Council: Neighbourhood Investment Fund	-	-	-	4,414
University of Sraithclyde (kills for Care): Pride in Ageing	-	-	-	2,590
Smirnoff Soho Angels	-	-	-	35,155
St Ann's Hospice	-	-	-	4,600
National Lottery Community Fund: Together for our Planet Fund	-	-	-	9,993
NHS Confederation: Trans Allyship Resources	-	6,667	6,667	13,333
UK Health Security Agency: Mpox & Sexual Health Engagement Fund	-	-	-	22,064
Cabinet Office: LGBT Veterans Independent Review	-	-	-	10,210
NHS Greater Manchester Integrated Care Board: Pride in Practice	-	175,000	175,000	175,000
NHS Greater Manchester Integrated Care Board: Trans Programme	-	137,889	137,889	115,000
Grant Trust	-	-	-	10,243
NHS Greater Manchester Integrated Care Board: Talking Therapies	-	232,681	232,681	225,980
Greater Manchester Combined Authority - COVID 19	-	-	-	7,744
Greater Manchester Combined Authority - Victim Fund	-	29,580	29,580	29,580

Notes to the Financial Statements for the Year Ended 31 March 2024

4. Income from charitable activities (continued)

	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Greater Manchester Combined Authority - Village Angels	-	138,002	138,002	85,000
Greater Manchester Combined Authority - Village Haven	-	-	-	50,000
GTD Healthcare - Indigo	-	902,798	902,798	828,924
John Ellerman Foundation	-	-	-	47,510
Lambeth & Lewisham Council	-	66,959	66,959	83,395
NHS Greater Manchester Integrated Care Board: Make Smoking History Programme	-	10,000	10,000	50,857
Manchester City Council - Domestic Abuse Housing	-	125,812	125,812	155,812
Manchester City Council - Our Manchester	-	65,000	65,000	53,698
Manchester City Council - Russell Road Project	-	46,347	46,347	-
Manchester City Council - Chemsex Resource	-	10,000	10,000	6,667
Greater Manchester Combined Authority: LGBTQ+ Equalities Panel	-	49,098	49,098	49,766
Manchester City Council: Extra Care Scheme	-	-	-	20,002
Manchester City Council: IDVA	-	57,544	57,544	53,197
National Lottery Community Fund	-	192,677	192,677	165,581
NHS England Rainbow Badges	-	138,683	138,683	195,242
NHC Sounding Board Contract	-	-	-	9,426
The Audience Agency: Opening Archives	-	-	-	200
Other	-	48,426	48,426	25,754
NHS Mid & South Essex Integrated Care Board: Pride in Practice	-	-	-	54,006
Pride In Ageing	-	-	-	833
Spectra	-	15,359	15,359	21,763
The Proud Trust	-	16,708	16,708	-
10GM	-	5,000	5,000	-
NHS Greater Manchester Integrated Care Board: Unlocking Wellbeing	-	-	-	5,944
Young Manchester Covid Recovery	-	13,196	13,196	11,542
GMHSCP Winter Pressures	-	-	-	19,752
Total income from charitable activities	-	3,521,723	3,521,723	3,640,075

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2024

5. Other Income

	Unrestricted	Restricted	2024 Total	2023 Total
	£	£	£	£
Training & Consultancy Income	299,427	-	299,427	215,516
Other Income	180,319	-	185,319	114,759
	<u>479,746</u>	<u>-</u>	<u>484,746</u>	<u>330,275</u>

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2024

6. Analysis of Resources Expended

	Direct costs £	Staff costs £	Support costs £	Total 2024 £	Total 2023 £
Cost of Raising Funds					
Voluntary income	17,656	8,396	2,326	28,378	22,980
Cost of sales	25,077	30,418	8,425	63,921	68,200
Cost of charitable activities					
Services	88,767	3,085,401	854,609	4,028,777	3,777,551
Information	5,234	236,083	65,391	306,708	231,590
Research	-	239,933	66,458	306,391	229,147
Governance costs	5,673	43,236	11,976	60,885	66,813
	<u>142,407</u>	<u>3,643,467</u>	<u>1,009,185</u>	<u>4,795,061</u>	<u>4,396,280</u>

The above grants represent payments to institutions in furtherance of the charity's strategic aims

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2024

7. Support Costs

	Voluntary Income	Fees & other Sales	Services	Information	Research	Governance
	£	£	£	£	£	£
Premises costs	392	1,422	144,217	11,035	11,215	2,021
Support staff costs	941	3,409	345,781	26,458	26,889	4,845
Admin costs	981	3,553	360,430	27,579	28,029	5,051
Depreciation costs	11	41	4,181	320	325	59
	2,326	8,425	854,609	65,391	66,458	11,976
					Total 2024	Total 2023
					£	£
Premises costs					170,302	146,816
Support staff costs					454,653	454,653
Admin costs					425,623	283,688
Depreciation cost					4,937	2,301
					1,009,185	887,458

Support costs have been allocated across activities based on time spent on those activities.

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2024

8. Net income /expenditure for the year

This is stated after charging / (crediting)

	2024	2023
	£	£
Audit Fees	8,000	7,325
Irrecoverable VAT	116,562	6,020

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:

	2024	2023
	£	£
Staff costs during the year were:		
Wages & Salaries	3,068,898	2,772,373
Social security costs	294,451	276,370
Pension costs	298,673	254,030
	3,662,022	3,302,773

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:

	2024	2023
	No.	No.
Senior Management Team	4	4
Other Employees	95	89
	99	93

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2024

10. Staff costs (continued)

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

	2024	2023
	No.	No.
£90,000 - £100,000	1	1
£70,000 - £80,000	1	1
£60,000 - £70,000	2	-
	<u>4</u>	<u>2</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 £324,587 (2023: £299,133).

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 2024

12. Tangible fixed assets

	Furniture and equipment £	Total £
Cost or valuation		
At the start of the year	70,314	70,314
Additions in year	11,982	11,982
Adjustments in year	-	-
At the end of the year	<u>82,296</u>	<u>82,296</u>
Depreciation		
At the start of the year	65,321	65,321
Charge for the year	4,937	4,937
Adjustments in year	-	-
At the end of the year	<u>70,258</u>	<u>70,258</u>
Net book value		
At the end of the year	<u>12,038</u>	<u>12,038</u>
At the start of the year	<u>4,994</u>	<u>4,994</u>

All of the above assets are used for charitable purposes.

13. Debtors

	2024 £	2023 £
Trade debtors	248,697	395,354
Prepayments	60,827	41,874
Accrued income	305,911	147,191
Other debtors	3,393	1,256
	<u>618,828</u>	<u>585,675</u>

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2024

14. Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	92,561	111,963
Other taxation and social security	138,131	173,249
Other creditors	4,858	8,124
Accruals	102,696	346,903
Deferred income	293,891	462,663
Provision for irrecoverable VAT	111,565	-
	<u>743,702</u>	<u>1,102,902</u>

15. Deferred income

	2024	2023
	£	£
Brought Forward	462,663	782,684
Income released in the year	(462,663)	(782,684)
Income deferred in the year	293,891	462,663
Carried forward	<u>293,891</u>	<u>462,663</u>

16. Obligations under leases and hire purchase contracts

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

	2024	2023
	£	£
Within one year	66,722	66,722
2-5 Years	116,764	183,487
	<u>183,486</u>	<u>250,209</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 £266,451 (2023: £266,451).

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2024

18. Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
General					
General Fund	1,084,849	829,149	(1,273,338)	552,581	1,193,241
Designated					
Accommodation	50,000			-	50,000
Tangible fixed assets	4,994			7,044	12,038
Operational Costs	254,000			(254,000)	-
COVID 19 Impact	55,625			(55,625)	-
Economic Impact	250,000			(250,000)	-
	614,619	829,149	(1,273,338)	(552,581)	62,038
Total Funds	1,699,468	829,149	(1,273,338)	-	1,255,281

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
General					
General Fund	970,802	867,109	(756,206)	3,144	1,084,849
Designated					
Accommodation	145,533	-	-	(95,533)	50,000
Tangible fixed assets	3,445	1,549	-	-	4,994
Operational Costs	161,611	-	-	92,389	254,000
COVID 19 Impact	55,625	-	-	-	55,625
Define Our Brand	250,000	-	-	-	250,000
	616,214	-	-	(3,144)	614,619
Total Funds	1,587,016	868,658	(756,206)	-	1,699,468

Notes to the Financial Statements for the Year Ended 31 March 2024

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 of £55,625 for Covid 19 related expenditure has been released this year as we do not expect any future costs associate with the pandemic. The Designated Fund created last year in response to the cost-of-living increase and the ongoing economic climate of £250,000 has also been released as these monies were utilised during the year to contribute towards increases in staff pay increases and organisational costs. Finally, the operation fund established to cover any impact on our services because of changes in our income of £254,000 has also been released to help maintain levels of free reserves in accordance with our Reserves Policy.

19. Restricted Reserves

	Balance at 1 April 2023	Incoming resources	Resources expended	Balance at 31 March 2024
	£	£	£	£
Armed Forces Covenant Fund: Rainbow				
Oppos Project	-	61,567	(61,567)	-
Arts Council England	-	79,469	(79,469)	-
Assura Foundation	-	19,769	(17,769)	-
British Academy: Leverhulme Grants	-	5,000	(5,000)	-
Manchester City Council: Pride in Ageing	-	10,000	(10,000)	-
BHA for Equality: PaSH)	-	422,002	(422,002)	-
Change Grow Live	-	80,956	(80,956)	-
CLDS Community Fund	-	11,648	(11,648)	-
Department of Health & Social Care –				
VCSE Health & Wellbeing Alliance	-	96,492	(96,492)	-
Health Education England	-	26,095	(26,095)	-
GMCVO	-	20,530	(20,530)	-
GMSCHP Dementia United	-	24,951	(24,951)	-
Greater Manchester Combined Authority:				
Victims Support Services IDVA/ISVA	-	82,990	(82,990)	-
North Cumbria Integrated Care NHS				
Foundation Trust: Netreach	-	2,822	(2,822)	-
NHS England	-	41,443	(41,443)	-
BHA for Equality: PaSH Liverpool	-	52,565	(52,565)	-
NHS Confederation: Trans Allyship				
Resources	-	6,667	(6,667)	-
NHS Greater Manchester Integrated Care				
Board: Pride in Practice	-	175,000	(175,000)	-
NHS Greater Manchester Integrated Care				
Board : Trans Programme	-	137,889	(137,889)	-

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2024

NHS Greater Manchester Integrated Care Board: Talking Therapies	-	232,681	(232,681)	-
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19. Restricted Reserves (continued)

	Balance at 1 April 2023	Incoming resources	Resources expended	Balance at 31 March 2024
	£	£	£	£
Greater Manchester Combined Authority - Victim Fund	-	29,580	(29,580)	-
Greater Manchester Combined Authority - Village Angels	-	138,002	(138,002)	-
GTD Healthcare - Indigo	-	902,798	(902,798)	-
Lambeth & Lewisham Council	-	66,659	(66,629)	-
NHS Greater Manchester Integrated Care Board: Make Smoking History Programme	-	10,000	(10,000)	-
Manchester City Council - Domestic Abuse Housing	-	125,812	(125,812)	-
Manchester City Council - Our Manchester	-	65,000	(65,000)	-
Manchester City Council - Russell Road Project	-	46,347	(46,347)	-
Manchester City Council - Chemsex Resource	-	10,000	(10,000)	-
Greater Manchester Combined Authority: LGBTQ+ Equalities Panel	-	49,098	(49,098)	-
Manchester City Council IDVA	-	57,544	(57,544)	-
National Lottery Community Fund	-	192,677	(192,677)	-
NHS England Rainbow Badges	-	138,683	(138,683)	-
Other	-	48,428	(48,428)	-
Spectra	-	15,359	(15,359)	-
The Proud Trust	-	16,708	(16,708)	-
10GM	-	5,000	(5,000)	-
Young Manchester Covid Recovery	-	13,196	(13,196)	-
Total	-	3,640,075	3,640,075	-

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2024

20. Analysis of net assets between funds

	Unrestricted funds General	Total funds
	£	£
Tangible fixed assets	12,038	12,038
Current assets	1,986,943	1,986,943
Current liabilities	(632,136)	(632,136)
	<u>1,366,845</u>	<u>1,366,845</u>