



# EMPOWERING CHANGE, CELEBRATING PROGRESS AND STRENGTHENING COMMUNITIES

OUR IMPACT REPORT  
APRIL 2023 – MARCH 2024



# LGBT FOUNDATION



We are a national charity with LGBTQ+ health and wellbeing at the heart of everything we do. We celebrate and empower our diverse communities to realise their full potential, every day.

Our vision is a world where queer liberation creates meaningful change and a fairer society for us all.

Our services and activities are a lifeline for those in need. We offer support to help hope and joy flourish in our communities.

Thank you to all our funders, supporters, donors, volunteers, allies and every person who has come on this journey with us – you made an incredible, life-saving and life-long difference to our communities.

**Now, more than ever, your support is critical.**

With ongoing challenges facing our communities, we urgently need you to help us continue offering life-saving services and advancing LGBTQ+ rights. Whether you donate, volunteer, or fundraise for us, you can create immediate and lasting change.

**MAKE A REAL DIFFERENCE  
WHEN IT MATTERS MOST;**

Visit [lgbt.foundation](https://lgbt.foundation) to take action now.

## YEARLY REFLECTIONS

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 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**

# A TASTER OF OUR GROUNDBREAKING ACHIEVEMENTS AND LIFESAVING IMPACT



## NEW BRAND IDENTITY AND WEBSITE:

Focusing on Queer Hope, Joy, and LGBTQ+ Health and Wellbeing.



**NEW SEXUAL VIOLENCE SUPPORT SERVICE IN MANCHESTER.**



## COMMUNITY CENTRE REDEVELOPED

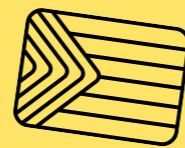
More group spaces, clinics, and counselling areas.



**4,571 VISITORS** to our centre; **91%** rated their experience as **"WONDERFUL"** or **"GREAT."**



**75%** chose our services for being **LGBTQ+ CENTRED.**



**900 PEOPLE** tested for HIV/STIs; **80%** reported **IMPROVED KNOWLEDGE.**



**119 EVENTS** across Greater Manchester and Liverpool City Region, connecting with over **8,100 PEOPLE.**



**10,000TH HEALTHCARE PROFESSIONAL TRAINED**

through Pride in Practice.



**273 VOLUNTEERS** across **305 ROLES.**



**NEW SEXUAL HEALTH SERVICE IN LIVERPOOL.**



## ENCOURAGE WELLBEING

Wellbeing is central to our mission. Throughout 2023/24, we delivered a spectrum of support services aimed at empowering individuals, reducing harm, and building resilience.

### INDIGO GENDER SERVICE

Our pioneering NHS adult trans healthcare service for Greater Manchester, delivered with gtd healthcare, continued to offer innovative, local care designed by and for trans and non-binary people.

Indigo's trans-led care model has revolutionised healthcare access for trans and non-binary people, providing much-needed timely, compassionate, and affirming care.

During this period, Indigo achieved:

**1830 appointments**, including **1059 people** who attended a first appointment.

**398 initial intake** appointments and **313 first clinical** appointments.

Outstanding satisfaction rates, with **100% of respondents** rating the service as **'good'** or **'very good.'**

**"I feel safe in the hands of this service."**

### HELPLINE SUPPORT

Our helpline and email support services are lifelines for LGBTQ+ people needing critical, immediate assistance. We use our in-house intake and triage system to provide timely and effective help.

In 2023/24, we answered **3,389 calls** and **1,928 emails**, providing more than **418 hours of support** on issues including discrimination, mental health, asylum, sexual orientation, and gender identity.

**"The helpline staff have been like angels sent to help and we really appreciate the help they provided. We were unsure how to support our son in his journey forward. It has taken a big weight off us as a family, and he is so much happier in himself now."**

## TALKING THERAPIES

Mental health support is critical for LGBTQ+ people.

In 2023/24, we received **556 new referrals** and began sessions with **446 people**, delivering around **3900 hours** of counselling.

Of those who accessed talking therapies, **99%** said that we **acted with integrity**, and **100%** said they were **treated with dignity and respect**.

Our Improving Access to Psychological Therapies service holds the highest rates for IAPT counselling services in Manchester, with an **improvement rate of 90%** and **recovery rate of 82%**.



## SEXUAL HEALTH

We champion sex without shame for all LGBTQ+ people by offering sexual health services, testing, and resources across Greater Manchester and Liverpool City region.

In 2023/2024, our team tested over **900 people**, with **79% accessing our service** because it is a LGBTQ+ specific service.

We distributed **224,471 condoms** and **205,949 sachets of lube**.

We delivered **28 events** and **participated in 119 events** across Greater Manchester and the Liverpool City Region, connecting with **over 8,100 people**.

**“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.”**

## VILLAGE ANGELS

Our flagship Village Angels programme makes Manchester’s Gay Village safer and more welcoming, enabling everyone to celebrate queer joy in a secure space every Friday and Saturday night.

In 2023/24, our **Angels delivered over 3,400 hours** of **volunteer support**. While in Manchester’s Gay Village, they **helped 515 people to get home safely** and **interacted with a further 20,000 people**.



## DOMESTIC ABUSE AND SEXUAL VIOLENCE SERVICE

In 2023/24, our team processed **160 initial assessments**, received **311 new referrals**, provided housing **support to roughly 100 people**, supported **100 with criminal proceedings**, and **assisted 10 victims** fleeing honor-based domestic violence.

Our sexual violence and abuse support service processed **106 referrals**, supported **22 people in reporting incidents** and **24 people with criminal proceedings** and provided **housing support for 6**.

**“Being able to access LGBTQ+ 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.”**

## RECOVERY SUPPORT

Our service offers dedicated, LGBTQ+ affirmative assistance for those navigating issues related to drugs, alcohol, and chemsex.

**238 triage and assessments conducted**, ensuring support for everyone with **255 extended brief interventions** delivered, addressing immediate needs related to substance use as well as **112 referrals** for longer-term 1-2-1 casework, providing ongoing support for more intensive needs with **97 individuals supported** with tailored treatments.

Launched the **Chemsafe Space** website and hosted three recovery groups to 630 participants.

**“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 how to make changes.”**

## PRIDE IN AGEING

Now in its fifth year, the Pride in Ageing programme continues to celebrate and uplift LGBTQ+ people over 50 in Greater Manchester.

### KEY HIGHLIGHTS INCLUDE:

#### Manchester Flower Show:

The Derek Jarman Pocket Park attracted 2,000 visitors.

#### "A Journey to Dungeness"

**Screening:** Part of the Pride in Nature Festival at RHS Bridgewater.

#### 'Box of Me' Workshops:

Creative end-of-life care workshops in partnership with St Ann's Hospice.

**Digital Café:** Monthly sessions for over-50s to build digital skills.

**Intergenerational Performance:** A collaboration with The Proud Trust.

Volunteers generously contributed through advisory meetings, gardening sessions, and Manchester Pride roles. They also led intergenerational event planning, archive projects, and participated in key strategy launches.

"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."



In 2023/24, we hosted **106 events**, engaging **over 1,100 attendees**.

## COMMUNITY LED

We welcomed **549 attendees** across **26 Women's Programme events** this year.

**100% would recommend** the event to others, **97% said they improved their wellbeing**, and **96% said they had a greater sense of belonging**.

"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..."

Our pilot **LGBTQ+ Autistic and Neurodivergent Programme** provided community for neurodivergent LGBTQ+ people. The programme hosted **5 events with 63 attendees**, including board game nights and online social spaces.



With our **Trans advocacy support** we helped **35 trans and/or non-binary people navigate challenges** including employment problems, breaches of the Equality Act, healthcare complications, asylum claims, and workplace changes.



Through **Operation Equality**, we made significant strides in supporting LGBTQ+ armed forces personnel, veterans, and their families.

By enhancing access to our services and marching in the Manchester Pride Parade, we've reinforced visibility and community support. In 2023, we actively responded to the government's LGBT Veterans Review, advocating for swift reparations for those impacted by the historic ban on homosexuality in the UK Armed Forces.

We continued to uplift LGBTQ+ communities through –

- **The Village Action Forum** to enhance safety in Manchester's Gay Village
- **Our Community Cafe** which provided an LGBTQ+ safe space for **4,571 visitors**
- **Village Heroes** to foster pride and ownership in queer spaces through clean-up efforts

# PROGRESS EQUALITY

## PRIDE IN PRACTICE

Pride in Practice ensures primary care services meet the needs of LGBTQ+ patients. In 2023/24, we trained **1,503 healthcare professionals** across **278 primary care providers**, including GPs, dental practices, pharmacies and more. To date, we have trained 10,000 healthcare professionals.

Across all our Pride in Practice training activities in 2023/24, we trained **1,796 professionals** at **66 training events** across England with **91%** reported being **confident supporting trans patients** and **95%** reported being **confident or very confident supporting LGBTQ+ patients**.

**"I feel that having more training will definitely help me to be more confident when approaching the subject. 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."**

## TRAINING ACADEMY

Our Training Academy continues to be a vital resource for those committed to championing LGBTQ+ inclusion.

We welcomed **1,085 learners** and **122 members** of the public including NHS Trusts, NHS Integrated Care Boards, prison services, local councils, universities, housing associations, and other charitable groups.

**99% would recommend the training to others;**  
**98% felt more informed about LGBTQ+ issues.**

For details on how Pride in Practice and Training Academy can improve your workplace, visit [lgbt.foundation/training](https://lgbt.foundation/training)



## NHS RAINBOW BADGES

The NHS Rainbow Badge Scheme, in collaboration with other leading organisations and health and wellbeing experts, sought to enhance LGBTQ+ inclusion across NHS services. Despite pausing the programme in February 2024, the scheme's impact on creating inclusive healthcare remains.

Throughout 2023/24 Rainbow Badge registered 43 organisations on the scheme, conducted 28 policy reviews and 36 staff surveys to assess and improve LGBTQ+ inclusion.

## POLICY AND ADVOCACY

In 2023/24 we participated in 27 consultations with governmental bodies on issues ranging from healthcare to commissioning and issued public statements and collaborated with partners to advocate for LGBTQ+ rights.

## ADVANCING EQUALITY

We were actively involved in **The Greater Manchester LGBTQ+ Equality Panel**, championing inclusion and addressing inequalities in the region. It continued to promote the Greater Manchester Pledge to End Conversion Therapy, increasing signatories and raising awareness and engaging with key Greater Manchester leaders, including Mayor Andy Burnham.

**The Manchester LGBTQ+ Majority Extra Care Scheme** is a pioneering housing initiative for older LGBTQ+ individuals. This period saw the progression of key design and operational aspects of the scheme, with active involvement from the Community Steering Group, public consultations and engaged with the broader community to inform the project's development.

**The Greater Manchester LGBTQ+ Arts & Culture Network** (funded by the National Lottery through Arts Council England) saw us partner with over 40 cultural partners across Greater Manchester and train over 700 cultural sector staff through our Training Academy.

**Greater Manchester LGBTQ+ Community Fund** saw 14 recipients of a third funding round, supporting a range of projects that address LGBTQ+ needs, promote equality, drive social change, and raise HIV awareness – from trans inclusion initiatives to safe spaces for LGBTQ+ women and amplifying seldom-heard voices.

**Greater Manchester LGBTQ+ Community Ambassador** saw Carl Austin-Behan strengthened connections between LGBTQ+ organisations, public sector bodies, and local communities, ensuring LGBTQ+ inclusion remains a regional priority.

# OUR VOLUNTEERS

We are incredibly thankful to our **273 volunteers** who actively contribute across **305 roles**.

Our volunteers are at the core of our operations, contributing significantly to our mission amplifies our impact, allowing us to deliver a wider range of services and reach more individuals in need.

**2,100 hours of therapy** provided by volunteer counsellors, and **3,400 hours of support** from Village Angels volunteers:

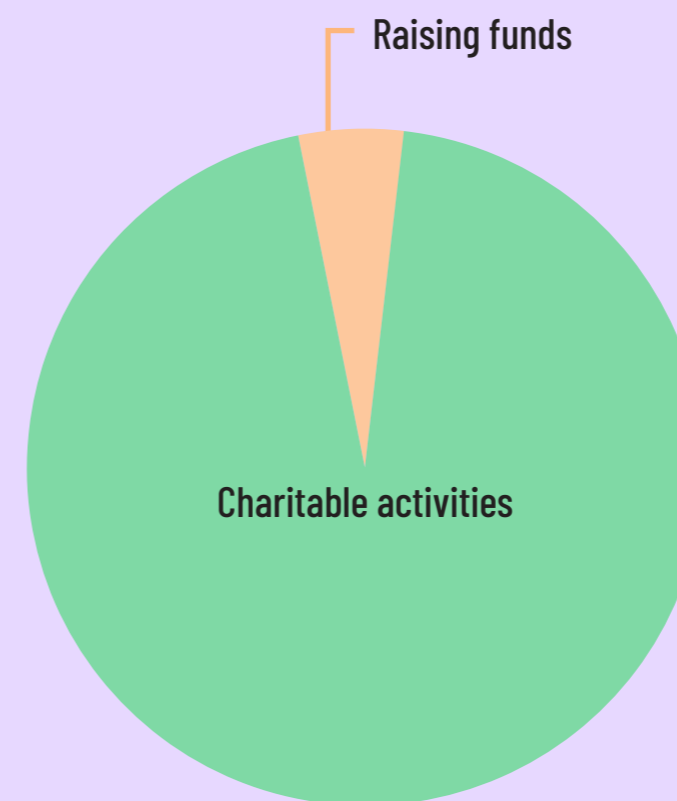
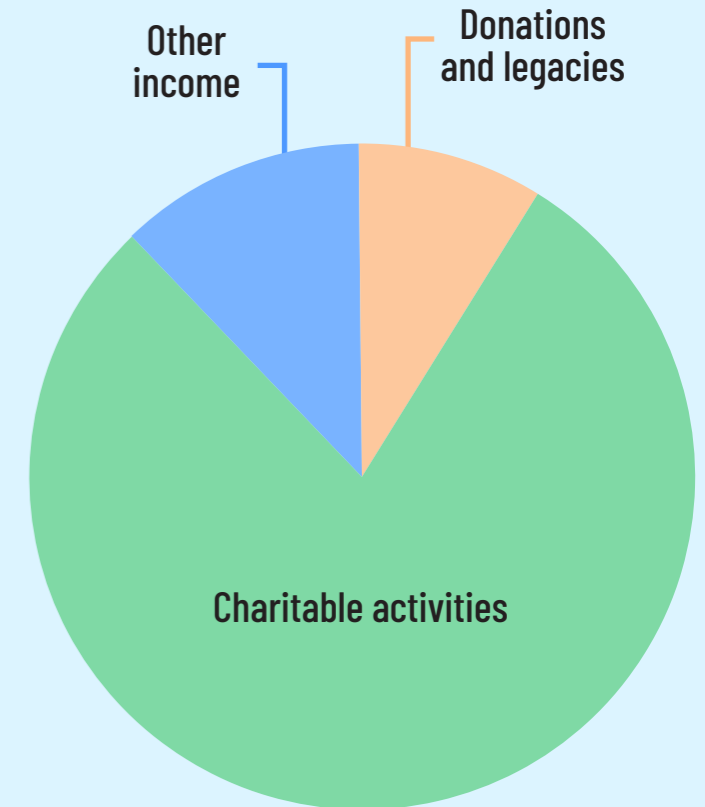


# INCOME AND EXPENDITURE

Statement of Financial Activities for the Year Ended 31 March 2024  
(including Income and Expenditure Account)

Income	2024 Total (£)
Donations and legacies	344,403
Charitable activities	3,526,723
Other income	479,746

Total income:	4,350,872
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Expenditure	2024 Total (£)
Raising funds	92,299
Charitable activities	4,702,762

Total expenditure:	4,795,061
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For the full details on our accounts, please view our annual report.

# TOGETHER WE CAN BUILD A MORE INCLUSIVE FUTURE FOR LGBTQ+ COMMUNITIES

Our journey towards a more inclusive and supportive world for LGBTQ+ people is driven by the passion and commitment of individuals and organisations like you. Your support enables us to continue our crucial work and expand our impact.

## DONATE:

Now more than ever, your support is crucial in ensuring the continuation of our life-saving programmes and services for LGBTQ+ people. Every contribution directly supports our efforts to reach more people and provide essential support.

## GET INVOLVED:

Volunteer your time, raise awareness, or advocate for our cause within your community. Find out how you can get involved and help us extend our reach and effectiveness.

## PARTNER WITH US:

Collaboration with businesses, community groups, and other organisations enhances our capacity to make an impact. By partnering with us, you contribute to innovative work together for equality and inclusion.

## STAY CONNECTED:

Get our latest news, events, and achievements by **signing up for our newsletter and following us on social media.**

SCAN TO HEAD  
TO OUR WEBSITE  
& FOLLOW US ON  
SOCIAL MEDIA





# WE'RE HERE TO EMPOWER, ENCOURAGE AND CELEBRATE OUR WONDERFUL LGBTQ+ COMMUNITIES.

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