

Company registration number: 03476576

Charity registration number: 1070904

LGBT Foundation Ltd

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2020

LGBT Foundation Ltd

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LGBT Foundation Ltd

Reference and Administrative Details

Co-Chairs

Smyth William Harper
Olivia Butterworth

Trustees

Aderonke Apata (resigned 26 October 2019)
Anjalee Kashinath Pawasker
Carl Austin-Behan OBE DL (appointed 26 October 2019)
Catherine Denise Poulton (resigned 26 October 2019)
Charles Edward Lord OBE JP (appointed 26 October 2019)
Charlie Jonathan Mallinson (resigned 14 October 2020)
Christina Richards (resigned 26 October 2019)
Jason Kalugarama (appointed 26 October 2019)
Jax Effiong (appointed 26 October 2019)
Jonah Ogbunike (appointed 26 October 2019)
Lee Broadstock
Matthew Webber (resigned 26 October 2019)
Mike Hill (appointed 26 October 2019)
Olivia Butterworth
Sharmila Frances Kar
Simon Mark Bracewell
Smyth William Harper
Syriah Bailey (appointed 26 October 2019)
Terra Lawrence-Tulloch (appointed 26 October 2019)
Thomas Glyn Jenkins (resigned 26 October 2019)

Company Secretary

Stewart Humphries

Advisor to the Trustees

Pauline Smith (appointed 26 October 2019)

Principal Office

5 Richmond Street
Manchester
M1 3HF
The charity is incorporated in England & Wales.

LGBT Foundation Ltd

Reference and Administrative Details

Company Registration Number 03476576

Charity Registration Number 1070904

External Auditor Beaver and Struthers
Statutory Auditors
St George's House
215-219 Chester Road
Manchester
M15 4JE

LGBT Foundation Ltd

Trustees' Report

Co-Chairs and Chief Executive's Report – 2019/20

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

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

As we move forward into a new uncertain world where we have to live with coronavirus until a cure or vaccine is developed, there will be big challenges ahead for the voluntary sector, including LGBT Foundation.

But we are confident we have a secure future and can look forward with optimism.

This year also saw the global mobilisation of the Black Lives Matter movement following the shocking death of George Floyd. At LGBT Foundation we are proud to support this movement and simply say with pride and solidarity that black lives matter. Actions speak louder than words, and we have already have a BAME action plan in place which is starting to address systemic issues to address the exclusion and racism experienced by many of our QTPOC family. We have also made a visible difference to our leadership by reshaping our board to significantly increase representation of people of colour. We back the Charity So White campaign to amplify the voice of people of colour on boards. We reject the notion that it is "too hard" or the talent "not being there" to see better representation. The reality is that the power lies with us to change and through targeted and successful recruitment our board is now one of the most diverse you will find in any charity with a fantastic range of ethnicity, age, gender, experience and personality.

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

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

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

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

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

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

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- Register for our free, weekly **e-Bulletin OUTspoken**, providing you with up to date news, views and events (at www.lgbt.foundation);
- For the very latest news, events, photos, reactions and comments, follow us on **Twitter** (@LGBTfdn); on **Instagram** (lgbtfdn) and on **Facebook** ('LGBT Foundation');
- Become a **volunteer**, helping to support our events, services and day to day functions (www.lgbt.foundation/volunteering); and
- Join our **monthly donor scheme**, helping to make sure we can finance our work and continue to support LGBT people in need (www.lgbt.foundation/donate)

For more information on any of these opportunities, please **phone us** on 0345 3 30 30 30;

email us at info@lgbt.foundation; or **visit our website** at www.lgbt.foundation

Report of the Board of Trustees

For the year ending 31 March 2020

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 2020. 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 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.

Structure, Governance and Management

LGBT Foundation is governed by a Board of Trustees who also serve as Directors of the Company. Our various arrangements for governance are brought together in one place within our Governance Manual, which is reviewed on an annual basis.

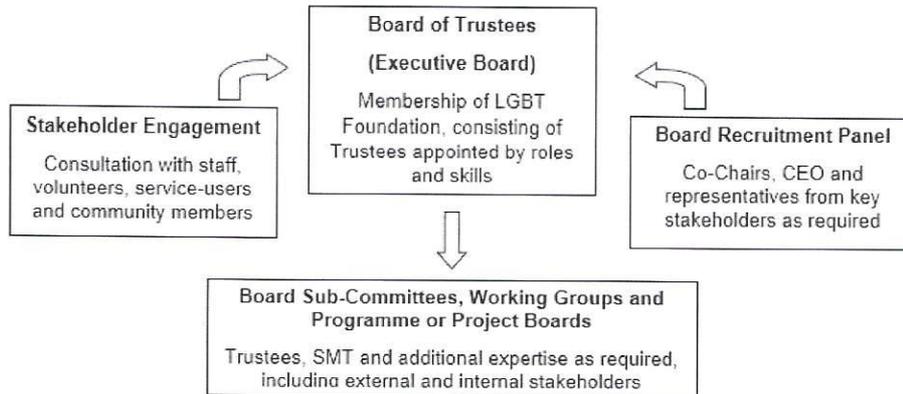
LGBT Foundation's Leadership Model

The Board of LGBT Foundation also constitutes the membership of the Charity. The Board has a number of 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.

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Trustees' Report



Trustees are appointed for a three-year period on a rotational basis, with no limit on the number of times 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 arranged on an annual basis to meet these needs. Full Board of Trustee meetings during 2019-20 were held on a quarterly basis with meetings lasting half-a-day. Strategic themes were included within a 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 and Administration Sub-Committee (FASC), which reports back to the Board meetings. The Sub-Committee operates under agreed terms of reference and includes both Trustees and members of the Senior Management Team, as well as staff and at times, key external specialists. The day-to-day operations of LGBT Foundation, including finance, are delegated to the Chief Executive and their Senior Management Team.

The Board sub-committees during 2019/20 were:

- **Governance Sub-Committee** – maintains a scrutiny and review role to ensure effective governance structures are in place across the organisation.
- **Finance & Administration Sub-Committee** – maintains a scrutiny and review role to ensure effective financial, people and systems management across the organisation.
- **People, Planning & Performance Sub-Committee** – 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.

In addition, at LGBT Foundation 2019 AGM, the board approved the establishment of two new sub-committees which are:

- Fundraising sub-committee
- Communications sub-committee

Meetings of these sub-committees will take place from the beginning of the new financial year 2020-2021.

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Trustees' Report

Investors in People

LGBT Foundation holds a number of quality assurance marks which further outline our commitment to excellence in what we do and how we work. Following a rigorous assessment process, this year LGBT Foundation was accredited Gold Standard by Investors in People. This standard is only achieved by the top 2% of organisations assessed, and recognises LGBT Foundation as an industry leader in developing and supporting its people.

Charity Governance Code Trustees Self-Assessment

The Board of Trustees delegate to the Governance Sub-Committee review and compliance with the Charity Governance Code principles. This committee includes the Co-Chairs and Company Secretary of the Board of Trustees.

Within this financial year trustees undertook an online self-assessment against the Charity Governance Code principles. This resulted in trustees answering to what extent they feel we meet each element of the code. The Governance Sub-Committee reviewed these findings and responses gave us confidence that we are meeting and surpassing the principles of the code. To support continuous improvement in this area we will be developing a short action plan from the findings to ensure we further enhance our compliance.

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, SMT, and all staff members.

The charity does not pay bonuses or other incentive payments. Any pay increases to the Chief Executive, SMT members and other employees are awarded subject to good performance; and take into account affordability and the financial circumstances of the charity at that time. For the past several years, cost-of-living increases for all posts have been limited to 1% per annum, in line with the public sector.

The Trustees are confident that the current level of reward has enabled the charity to recruit and retain a high-performing Senior Management Team, who represent good value for money. The Trustees are also mindful of the public, and 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 4.31:1 which demonstrates LGBT Foundation's commitment to resisting rising pay inequality. The charity is additionally a real Living Wage employer, accredited with the Living Wage Foundation.

Senior Management Team (SMT)

The Board of Trustees delegate day-to-day management of the Charity to the Chief Executive and the other members of their Senior Management Team (SMT). Usually, they meet on a weekly basis to co-ordinate work-plans and oversee the charity at an operational level. Further strategic meetings are scheduled as required.

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Since June 2018, the members of the SMT and their top-level responsibilities are as follows:

- **Paul Martin OBE** - Chief Executive: strategic development; funding negotiations; Chair of the National LGB&T Partnership; networking and liaison with key contacts.
- **Rob Cookson** - Deputy Chief Executive: Business development, maintenance and initiation of funding contracts, strategic lead for income and finance, sexual health strategic lead.
- **Rachel Waterman** - Director of Operations: ensures day-to-day smooth running of the charity, provides strategic leadership for the services, public affairs and inclusion teams, oversight of performance and HR.

The SMT are supported by a SLT (senior leadership team) of five assistant directors with responsibility for the following areas:

- **Rachel Bottomley** - Assistant Director of Contracts and Finance- development of funding bids and tenders; contract and funding initiation and negotiation, budget setting, management of financial processes.
- **Debra Nixon** - Assistant Director of Self- Generated Income - Lead on all aspects of Self-Generated income, donors and legacies, engagement with Corporates, including the development of and securing investment opportunities
- **Laurence Webb** - Assistant Director of Inclusion- influencing health and social care landscape, Pride in Practice, system-wide implementation of sexual orientation monitoring and trans status monitoring, organisational lead for co-production
- **Charlotte Cooke** - Assistant Director of Services- Leadership of all service areas, including mental health, sexual health, wellbeing, community safety, drugs & alcohol, and domestic abuse.
- **Emma Meehan** - Assistant Director of Public Affairs: Research, policy, stakeholder liaison and management, policy development, community programmes, lead on external communications.

The SLT are supported by a team of managers, staff and volunteers, who are passionate, skilled and knowledgeable, and who share in the charity's vision and mission.

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 2019/20. 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.

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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 a number of routes, including output from Board of Trustees meetings and Committee meetings; via the regular cycle of Senior Leadership Team 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 Trustee or member of the Senior Management Team responsible. The Risk Register forms part of Board and other related meetings, where it is reviewed on an ongoing basis.

Objectives and Principal Achievements for 2019-20

All our principal activities support our objects and vision. Our four major activities during 2019/20 (referred to as our strategic goals) were:

- **Achieving Equality:** Making change happen with and on behalf of our beneficiaries
- **Encouraging Wellbeing:** Reducing isolation amongst our communities and enabling people to flourish
- **Promoting Safety:** Helping people more confident and in control of their lives

These goals are under-pinned by a fourth strategic goal, **Improving Our Performance**, which focuses on our internal approach to ensure the successful delivery of the goals above.

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

LGBT Foundation's response to the Coronavirus pandemic

In March, the Coronavirus pandemic radically changed how we support LGBT people and deliver our services. Following government guidance, we temporarily closed our community centre and shifted all viable services to remote delivery. Where no online alternative is possible, e.g. face-to-face sexual health testing, we have suspended these services until further notice. All changes to service delivery have been communicated via our bulletins and a COVID-specific page on our website, which is updated regularly.

Aware of the increased need for emotional support, brief advice and signposting we prioritised our helpline and mental health services. We extended our helpline hours throughout the week and over the weekend. In addition, a new initiative, 'Rainbow Brew Buddies', has been set up to deliver a telephone befriending services to LGBT people in Greater Manchester experiencing loneliness and isolation in the wake of the pandemic.

For talking therapies, we now offer assessments and counselling sessions via Zoom and telephone. A similar approach has been taken with our substance misuse and domestic abuse services and all LGBT Foundation staff working in these areas have received safeguarding training and ongoing support from Safeguarding Leads.

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Our Sexual Health Team, Trans Programme and Women's Programme have continued to support LGBT people with a number of engaging workshops online. Most have taken place via Zoom but some, e.g. Sexual Health's 'The Tip', has utilised Instagram for live-feed streaming.

The closure of bars, clubs and hospitality services across the UK mean that our Village Angels and Haven services have been suspended until further notice.

Alongside adapting our services to operate remotely, we have published a wealth of informative and harm-reduction resources on our website to support LGBT people during this time. These resources include safe ways to affirm your identity, advice around safe sex during the pandemic and a 'Wellbeing Hub' offering further signposting for improving mental health and wellbeing.

Adapting to a remote delivery service has been supported by our incredible team of volunteers. They have been crucial in supporting the increased volume of helpline calls and emails. To support our volunteers we established the LGBT Foundation Volunteer Hardship Fund to help those volunteers experiencing higher levels of stress and/or isolation due to the impact of the Coronavirus.

We know that the impact of the Coronavirus will have a lasting effect on our community and we will continue to support LGBT people wherever possible.

Goal one: Achieving Equality

- *It's fantastic. So informative and educational and will definitely help me in practice and private life. You think you know how to be equal, but it's more about equity*
- *Very thorough on how to approach scenarios and awareness around terminology. Lots of information on the variety of support groups for all ages and faiths.*
- *The general discussion was great and I clarified the use of terms which was useful. Even if you think you know it all, you don't!!*
- *Gives a lot of insight about health inequalities LGBT people encounter and that I can facilitate and help.*
- *Excellent non-judgmental open session where I think we all felt able to ask questions and express opinion. I learnt a lot and will feel more comfortable in future consultation.*
- *Very informative! Brilliant session. Made lines of communication easier and clearer between staff and patients. Good wide variety of info for people to be made aware of.*
- *It's about raising awareness levels to improve service provision and to feel confident about dealing with needs of LGBT people seeking our services*

- Feedback from attendees of Pride in Practice training sessions in 2019-20

OUR CAMPAIGNS

In January 2020 we celebrated a huge milestone for us as an organisation- the 45th anniversary of our helpline. Our digital campaign focused on celebrating the evolution of the service over the last 45 years, and commemorating those who have supported it along the way. The campaign reached over 280,000 people. The campaign moved people who had used the service to come forward and share their experiences on social media. The celebration of this significant milestone in LGBT Foundation's history will be a key theme of our campaigns over the course of the year in 2020.

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- At Manchester Pride in 2019 we launched our new 'Equality Wins' attitude change campaign. The campaign aims to raise the voices of LGBT people, including those who have been underrepresented or marginalised, and brought our communities together to change attitudes and behaviours in wider society. Since launching, the campaign has been seen over 436k times online. As part of the campaign we distributed 2,000 Equality Wins fans to Pride attendees. Our Equality Wins LGBT Activity Book was also launched with over 1,500 copies distributed across the weekend.

- Our campaign to celebrate the 25th anniversary of our Condom and Lube Distribution scheme "Look How Far We've Come" reached 366k people online over the August Bank Holiday weekend in 2019. Featuring 17 LGBT people, the campaign celebrated the diversity of our communities and the rich history of the scheme. We distributed 23,000 safer sex packs over the weekend alongside a Look How Far We've Come print campaign, distributing three times as many packs as the previous year.

- In March 2020 we launched 'Hidden Figures' – a new report focused on the many inequalities faced by lesbian, gay, bisexual and trans people. The report marks the largest and most substantive look at the health inequalities faced by LGBT people across their lives, bringing together research and insights from a wide array of organisations and public sector bodies. Hidden Figures was launched at the Greater Manchester Reform Board on Friday 6th March and to date has been distributed to 990 people.

- In July 2019 we led a joint letter from over 100 organisations, activists and thought leaders from across the LGBT sector calling for urgent reform of the Gender Recognition Act, which was one of the days leading story on BBC News, and our work in co-ordinating a call for GRA reform from four metro mayors was a leading story in The Guardian.

- In 2019 we were commissioned by the NHS Personalised Care Group and the LGBT Health team and NHS England to produce a guide on LGBT Health Inequalities and Personalised Care Guide. As part of this project we ran a stakeholder event to gather case studies for the guide which was attended by 40 people and delivered a presentation on the project at the NHS LGBT Health team's sharing and learning event in March.

- LGBT Foundation's quality assurance and social prescribing programme for Primary Care; Pride in Practice, has continued to develop links within all four areas of primary care; General Practice, Dentistry, Pharmacy and Optometry. The greatest progress was within general practice where 208 GP practices received awards across the 10 boroughs of Greater Manchester, 83% of which were gold. Overall, approximately 40% of GP practices have introduced sexual orientation and/or trans status monitoring.

- Dentistry saw further developments with 70 dental practices engaging in training throughout Greater Manchester. Following training, 37 dental practices introduced sexual orientation monitoring and 36 introduced trans status monitoring. In total, 31 dental practices received awards, with 65% being gold. Approximately 560,000 people within Greater Manchester access dental services who have, at minimum engaged with Pride in Practice by displaying a poster within their service.

- Pharmacy and optometry services continue to be areas of development and working with Greater Manchester Local Pharmaceutical Committee and the Northern Optometric Society have been fundamental in engaging with services. In the past 12 months, 55 pharmacies have displayed an LGBT Foundation poster, 11 undertook training and 5 received an award – all of which were gold.

- By comparison, 25 optometry services across Greater Manchester display an LGBT Foundation poster, 14 engaged in training and 5 have received awards – all of which were bronze.

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- Overall, across all four primary care services within Greater Manchester, 91% of Pride in Practice accredited services have introduced Sexual Orientation Monitoring and 78% have introduced Trans Status Monitoring.

- In addition to training and accreditation, community engagement is a key component to Pride in Practice. In 2019/2020, several of our Pride in Practice community leaders held events, participated in forums, started support groups and received awards for their diverse work. We continue to support our community leaders wherever possible, promoting their work and highlighting their impact within the LGBT community.

- In the financial year 2019-2020, Pride in Practice ran a pilot programme in London funded by GEO working with 13 CCGs including Southwark, Lambeth, Wandsworth, Lewisham, Central London, Hounslow, Sutton, Harrow, Ealing, Hammersmith & Fulham, Brent, Bromley and Islington. Over a 10-month period, 1360 healthcare professionals received training across 64 practices. Accreditation was awarded to 45 practices, 71% of which achieved a gold award. Sexual orientation monitoring and/or trans status monitoring were implemented in 36 practices. In addition to those trained, a further 90 practices engaged with Pride in Practice e.g. incorporating LGBT posters in public areas and a further 96 practices registered interest should the pilot continue.

- Alongside the London pilot, eight CCGs across the UK were also selected in an additional expansion project, funded by the Government Equalities Office. This expansion predominantly covered GP practices and embedded Pride in Practice in services across Calderdale, Eastern Cheshire, Greater Huddersfield, Herefordshire, Leeds, Mid Essex, North Kirklees, and St Helens. Over an 8-month period, 890 healthcare professionals were trained across 75 practices. Following the training, 53 practices implemented sexual orientation monitoring and 52 implemented trans status monitoring. Assessment and accreditation were completed with 47 practices, with 66% achieving a gold award. Alongside those trained and accredited, a further 62 practices engaged with Pride in Practice e.g. displaying LGBT Foundation posters in public spaces.

- In 2019/20 we continued our long standing work around smoking cessation. We advised local authorities (Trafford, Tameside, Rochdale, Salford, and The Cure Programme) on Trans Status and Sexual Orientation Monitoring and how this data could be utilised to provide targeted and tailored support for LGBT people. In summer 2019, we conducted a survey asking 110 members of LGBT spaces to share their thoughts on general smoking habits and the rationale for smoke-free spaces. Promoting and creating smoke-free spaces remained a priority for us and in January 2020 we facilitated the Friends of Sackville Gardens meeting, lobbying local business to support making Sackville Gardens smoke-free for events such as Big Weekend, Pride and Sparkle. Lobbying for smoke-free spaces across Greater Manchester became an influential strand within our work and as a result Levenshulme Pride, Sparkle, & Salford Pride committed to designated smoke-free areas. Rebranding of our Smokefree Toolkit took place in the lead up to Pride season 2020 and a 'Smoking Cessation' section was published on our website offering a range of tips, resources and further signposting for LGBT people.

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In early 2019/20, LGBT Foundation delivered a training programme with healthcare professionals on how services can best meet the needs of LGBT cancer patients. Over the course of five training sessions, approximately 150 healthcare professionals were trained from organisations such as Public Health England, Cancer Research UK and NHS Kings College. Feedback was incredibly positive with 100% of attendees feeling more informed on the issues covered, 99% feeling more confident and 100% recommending the training to others. We have responded to a range of consultations and inquiries including a review of Marie Curie's booklet End of Life Care for LGBT people and the NHS' Cancer Screening Call for Evidence. In January 2020 the MacMillan and LGBT Cancer Programme ended and we have produced an end of project evaluation report sharing our learning and demonstrating the impact of the programme.

LGBT Foundation's Bring Dementia Out programme began in December 2019 following funding from the Guinness Partnership and partner work with National Dementia Action Alliance, Brighton & Hove Switchboard and The National LGB&T Partnership. The programme seeks to improve outcomes and experiences of LGBT people affected by dementia, promote visibility and inclusion of LGBT people affected by dementia, and improve tailored information and support for LGBT people affected by dementia. A Lived Experience Advisors group has been established with 10 LGBT people living with dementia (and their partners/supporters), who contribute their experiences and assist in developing the programme. We have started developing training for the housing and dementia sectors and published two blog posts; one for HousingLIN and one for Housing & Dementia Research Consortium.

In the face of the ongoing challenges faced by the trans and non-binary population within Greater Manchester to accessing advice, support and specialist services, we continued to work closely with NHS England and Greater Manchester Health and Social Care Partnership to co-design an alternative model to respond to these needs. A collaborative co-design process was undertaken to describe a "Greater Manchester Trans Health Service". In the design process we used the Pride in Practice model to bring together clinicians, commissioners and trans and non-binary people to coproduce solutions. We held extensive community consultations, and used a range of evidence, including the results of our Pride in Practice Annual Patient Survey. The tender for this groundbreaking new delivery model was opened by NHS England in October 2019.

LGBT HEALTH AND INCLUSION

RESEARCH AND POLICY

This academic year, as part of our strategic goal to influence the curricula of health and social care students, we continued our collaboration with University of Manchester Medical School to improve the curriculum and exams of medical students by introducing more informed, co-produced, LGBT inclusive educational materials. This included a guest lecture on living with HIV and the delivery of interactive sessions on LGBT patient care at a series of medical student lectures in March 2020.

This year we continued to work with Manchester Metropolitan University to develop our LGBT+ Research Network, an informal group bringing together university lecturers, researchers, administration staff, and voluntary sector partners including ourselves and Manchester Pride. A highlight of the year included a one day event where researchers and VCS organisations shared their research areas and priorities, enabling us to generate a range of new research opportunities and strengthen our partnership. In addition, we continue to act as a placement provider across a range of courses, including hosting MMU Masters Students in Psychology and undergraduate students on the popular Q-Step programme.

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LGBT Foundation plays a key role in providing informed, highly valued contributions and perspectives via consultations across Greater Manchester and England. In 2019/20 LGBT Foundation engaged in 130 consultations with a broad range of stakeholders, with a significant emphasis on contributing to health care reform and broader governmental policies. A small sample of these consultations includes: Variations in Sex Characteristics (VSC) Call for Evidence

- Government Equalities Office, Suicide Prevention. NICE Quality Standard (The National Institute for Health and Care Excellence, Cancer Screening Call for Evidence (NHS), provision of information for Trafford Domestic Abuse Service (TDAS), General Pharmaceutical Council consultation on their ambitions for embedding patient and public voice in their work, consultation with Facebook's international policy team consultation on proposed changes to their paid-for advertising policies in relation to conversion therapy.

We continued to act as the lead partner of the National LGB&T Partnership, providing project management and administrative support, and chaired by our Chief Executive. During 2019-20, this significant partnership brought together 10 key LGB&T organisations across the country, as well as holding a series of roundtable engagement events with over 30 organisations represented from different parts of the LGBT sector and wider health and care system. The Partnership acts as a catalyst and connector to put LGB&T people firmly on the agenda of decision-makers. A highlight this year included the Partnership's largest ever LBT Women's Health Week in March. This week, which has grown in size and profile since its conception in 2017. The programme of activities and events featured a debate in the Main Chamber of the House of Commons, a series of online learning webinars, a LBT Women's Health Week Networking Reception for LGBTQ+ women and non-binary people, and a session at NHS England's learning event 'Sharing and Learning from Best Practice in LGBT Health'.

- The National LGB&T Partnership also led a project on Improving Access and Reducing Barriers to Accessing Breast Screening, in collaboration with PHE and 5 Health and Wellbeing Alliance partners.

This year, the National LGB&T Partnership developed a close relationship with the National LGBT Health Adviser and his team. We continued with our ambitious piece of work around gender in NHS records, surveys and demographic monitoring, working with various colleagues internally to NHSE/I, NHSX and NHS Digital. In addition, we worked with Dr Michael Brady and his team and some research colleagues from academia to look at the current evidence base for LGBT+ health and what we can and should do to develop better relationships between evidence and policy making as well as between the voluntary, academic and policy sectors.

- We continued to act a programme partner in the GMCVO Ambition for Ageing programme across Greater Manchester, which has now completed its fifth year of delivery and enters its legacy building year in 2020-21. In particular, we hosted three programme staff focusing on equalities research and communications; and we facilitated the Equalities Board, helping to ensure that marginalised communities are actively shaping the programme's plans and activities. In 2019 Ambition for Ageing commissioned 15 research projects to find out "What makes a neighbourhood age-friendly for people from minority communities?" The Equalities Board commissioned and managed five research projects by Equalities Board member organisations including a project on "Social and Cultural Barriers to Accessing Services Within Bedoun (Stateless) Arabic Speaking Communities" and "What Makes A Neighbourhood A Good Place to Grow Older for People With Mental Health Issues."

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- Led by the Open University, our 'Integrated Care for Trans Adults' research programme continues to progress. The project is looking at trans and non-binary people's experiences of healthcare and how better to integrate the care available to them. Specifically the project will provide information on how to develop effective models for the health services needed to support trans adults before, during and after they are seen by NHS-commissioned specialist gender identity services. The focus is on effective integration of care – or how to make health care more 'joined up'. The first strand of work comprised of a qualitative document analysis of all policies related to trans people in six STP areas in England and a series of case studies, based on best practice across the UK, are now underway.
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- In 2019/20 we revamped the Policy and Research section of our website to make it easier for people to access policy responses, evidence and data related to LGBT issues, and to participate in research projects. Thanks to the support of a team of volunteers we have updated our online 'Evidence Exchange' an online hub of statistics and research carried and collated by LGBT Foundation and other external research bodies.
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- In collaboration with Spectra, Mermaids and Gendered Intelligence we launched the Trans Learning Partnership (TLP). The TLP aims to take the tacit knowledge within organisations that work with trans and non-binary people to create policy and best practice guidance for meeting the needs of and improving the outcomes of trans communities. We recruited a diverse range of paid Community Reps and held coproduction workshops across the country to co-design the project outcomes with people with lived experience.
-

- We continued to use our website and social media channels to promote our messages and calls for action. In 2019/20 our website recorded 627,870 page views from 231,200 users across 142 countries and independent territories. Our pages on non-binary identities continues to be a key tool to educate the public, recording 17.5k page views over the year.
-

- In 2019/20 we published 77 news articles that were viewed 50,000 times over the year, discussing topics such as ageing research, GRA Reform, service user steering groups, and calls to action against hate speech.
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- In addition, we have seen a growth of over 15% in media enquiries in January-March 2020 compared to January-March 2019. Our proactive approach to engaging with media outlets on issues affecting LGBT seen people has seen our work covered in a wide range of national, local and LGBT outlets. A small sample of these include: BBC News, ITV Granada, TalkRadio, Manchester Evening News, Hits Radio, Cosmopolitan, Good Housekeeping, Diva, PinkNews, Attitude, Metro, London Evening Standard, Global Radio, Gaydio, ITV National News, Forbes.
-

- Our social media channels continued to be a valuable way to promote our services, message and campaigns and provide information and advice to our communities. On Twitter, we grew our followers to 138,200, published 3000 tweets which were seen 17,173,100 times and engaged with over 340,000 times. On Facebook, we grew our fans to 124,200 people. Our Facebook page was viewed 2,264,000 times and our Facebook posts were viewed 1,389,000 times. Our post engagement rates currently sits at over double the charity sector average.
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Manchester Pride's Big Weekend is one of the most important dates in the LGBT Foundation calendar. This year, with the support of Manchester Pride, we moved our annual community café space to inside the Pride Expo space within Manchester's Gay Village, opening up new opportunities to engage with a wide range of people who may not otherwise have used the café facilities. Our Outreach team are the visible face of LGBT Foundation in the Village- handing out information resources, safer sex packs and offering advice and support. In 2019, our team of outreach staff and volunteers engaged with over 1100 people across the Big Weekend, giving information, tips and advice, and distributing fans, safer sex packs and other resources.

This year, we continued to deliver on our commitment to engage our communities at all local Pride events across Greater Manchester. We were represented at Pride events across Greater Manchester, including Bury, Stockport, Trafford, Bolton, Salford, Levenshulme, Wythenshawe and more. We also helped to promote local Prides across all of our communication channels.

In January 2020 we hosted the first LGBT Arts and Cultures Conference. The day had representation from people of different intersections of society including many BAME artists. Approximately 40% of conference speakers/creatives were BAME creatives and approximately 25% of seminar speakers throughout the pilot year of the LGBT Arts and Culture Network have been BAME creatives. The Arts and Cultures Conference was very successful with 100% of the 130 seats being purchased on the pay what you can ticket scheme.

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COMMUNICATIONS AND EVENTS

Goal two: Encouraging Wellbeing

"Really helpful and friendly staff, wonderful place to be, and so many options for queer people. Looking forward to group sessions and meeting new people."

-Talking Therapies client

LGBT FOUNDATION HELPLINE

In January 2020, we celebrated the 45th anniversary of the helpline. As the needs of our communities have evolved over time, so have our services but to this day, the helpline remains a vital part of our work. The service has provided a lifeline to thousands of LGBT people who've had nowhere else to turn over the last 45 years. The simple act of being a listening ear at the end of a telephone line allows people to have a voice, feel a connection and know that there is someone out there who cares. We would not have been able to support so many people were it not for the hundreds of dedicated staff and volunteers who have operated the helpline through the decades.

This year saw the transformation of our helpline in response to the coronavirus pandemic. A new phone system was installed prior to lockdown measures being introduced, giving us the technology needed to continue delivering the service remotely. We are proud to say that there was no disruption to the delivery of the helpline during this process and we continued to be there when people needed us.

We anticipated an increased demand for emotional support, advice and signposting as a result of the pandemic's impact on our communities' mental health and wellbeing. To ensure that we were there for our communities when they needed us, we extended the operating hours of the helpline throughout the week, and relaunched our weekend helpline operation. Our new operating hours are weekdays 9am-9pm and weekends from 10am-6pm.

Thanks to a generous donation of ad credits from Facebook, we were quickly able to reach hundreds of thousands of LGBT people across the country with information about the helpline and messages of love, hope and support in this difficult time.

This year, our Helpline services (telephone and email support) offered a vital lifeline to 3,068 LGBT people who were able to access support and information on a variety of topics including issues relating to sexual orientation and/or gender identity; support with coming out; accessing information about general health, sexual health and mental health; support following instances of hate crime including reporting; and issues around social isolation.

These services have enabled us to offer support to people in remote areas, including those with little or no contact with the LGBT community or other services. Our team of dedicated staff and volunteers that deliver the services receive extensive training and support to enable them to deliver the most effective support to LGBT people who reach out to us. Many of those accessing the services here doing so at the point of crisis and are expressing multiple complex needs.

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The helpline received a total of 2,224 calls in 2019/20, an increase of 29.8% on the previous year. A total of 411 hours of support were offered through the helpline, or the equivalent to listening to the entire 26 studio album catalogue from Cher 26 times. Just over half (52%) of all calls came from Greater Manchester, and 2 in 5 calls (38%) came from the rest of the UK. The service is truly a global service, with 1 in every 11 calls now coming from outside of the UK. We received requests for support from the following places: Azerbaijan, Bangladesh, South Africa, Egypt, Ghana, Dubai, Denmark, Lebanon, Uganda, U.S.A, Spain and Vietnam and other countries.

The most common issues discussed on the helpline over the past 12 months were; mental health (14% of all calls); sexual health (13%); gender identity (12%); coming out (11%); sexual orientation (11%); support meeting others (11%); counselling enquiry (11%); sexuality (10%); homophobia (10%); and relationship issues (9%).

The helpline team continued to offer a digital helpline service via email which this year has supported 662 people who may not have been able to access support using a vocal service. Reasons why people may have needed to access a non-vocal service include issues around safety, being unable to make phone calls because of a hearing impairment, and vocal dysphoria experienced by trans communities

Through our pop-in service, we were able to support 162 people in 2019/20. All sessions were delivered on a one-to-one basis by trained staff at our Community Centre, enabling us to offer advice and support on many of the issues brought to the sessions by service users. Through this service, we have been able to make an immediate referral to internal and/or external services for further support.

INTAKE & TRIAGE

We continue to manage all of our referrals into our services through a single point of access to ensure that assessments are robust and that service users are directed to the appropriate services to meet their needs at the point of entry. As a high number of service users are presenting with complex needs which require multiple interventions, this process enables us to ensure that our different areas of service delivery are able to work collaboratively to support the individual from the outset. All assessments are completed by a member of the front-line services team, which has increased the efficiency of the process and ensures consistency.

In order to demonstrate evidence of need and the complexity of issues that service users are presenting with, we have begun to compile data from all intake assessments from our services. This has allowed us to gauge the areas we may need to deploy extra resource to in order to support our service users. The following data represents responses from Feb to May and is based on approx. 80 responses.

Of the intake assessment for access to any service:

77% reported experiencing suicidal thoughts at some point. Of those that had experienced suicidal thoughts, 27% said that no-one else knew about them having these thoughts. 45% of service users were experiencing suicidal thoughts at the point of assessment

45% had had thoughts of self-harming to cope. Of those that had self-harmed, 40% said that no-one knew they were using these coping mechanisms and 32% had never accessed support for it

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- 46% of service users had experienced abuse as a child. Of these service users, 31% had never reported it, 22% had never had support to deal with it and 28% were still in contact with the perpetrator
- 39% of service users had experienced abuse as an adult. Of these service users, 32% had never reported it and 6% had never had support to deal with it
- 77% of service users were not accessing other non-mental health services
- 41% of service users were accessing mental health services whilst also accessing services at LGBT Foundation
- 25% of all of our service users wishing to access any of our services had been hospitalised due to mental health
- 72% of all service users wishing to access our services believe they have mental health problem(s)
- 10% do not have any support from family or friends
- 30% of all of our services users live alone

COUNSELLING + IAPT

- Our Talking Therapies programme continues to provide non-judgmental and professional mental health support for LGBT people, delivering LGBT-affirmative and inclusive therapies across a range of modalities. The programme has seen a total of 505 clients this year, of which 303 began treatment during the financial year. In 2019/20 we delivered a total of 3,623 hours of talking therapy, the equivalent of listening to all 8 studio albums from ABBA 700 times.
- Our volunteer-led counselling service continues to go from strength to strength, and welcomes therapists from a wide range of backgrounds, identities and modalities. All therapists undergo an interview process and attend monthly clinical supervision in adherence with BACP guidelines.
- Over half (52%) of all clients that accessed the service in 2019/20 presented with moderately severe or severe levels of depression as determined via client self-assessment tools, and 38% presented with severe levels of anxiety.
- The service continues to be highly effective, with clients reporting an average improvement rate of 74% and 48% of clients met the clinical threshold for having 'recovered'. Overall, 97% of clients were satisfied with their assessment experience and 99% of clients were offered their preference for treatment. The Did Not Attend (DNA) rate for our counselling services was 4.5% for the year, which is almost half that of the mainstream NHS services, which was 8.6% for Q3 2019/20. Typically, NHS records a rate of approx. 8.5 – 9.0%.
- Our waiting times reached an all-time low in the second quarter of the year but rose again toward the end of the year because of an increased demand on the service. Our mental health and wellbeing teams continue to call all our clients on waiting lists to ensure they remain connected to the service and receive interim support.

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- Following a formal application process, our Mental Health Lead was successfully appointed as one of five System Leads on the Greater Manchester Mental Health VCSE Board. The board includes a range of leaders with specialisms and expertise that cut across the key priorities for the public, service users, locality plans and the wider GM Mental Health Strategy. The Mental Health Lead was also appointed as a member of Greater Manchester Children and Young People Health and Wellbeing Executive Board by the Greater Manchester Mental Health VCSE Leadership Board. The Board co-ordinates children's health transformation activities in GM, facilitating joint working whilst avoiding duplication.
- Some of the client feedback has been:
 - *"Very friendly, easy to talk. I never really communicate emotion, but somehow I did. Understanding and informative to what is available in terms of support."*
 - *"Feel like time was taken to understand my needs. Ross was sensitive when asking questions and made sure to warn me in triggering situations. I felt like he knew well when to probe into specific things I mentioned."*
 - *"I was happy with the service I received today. The therapist was very friendly and professional and felt as though my needs were listened to. I was given information about different treatments available, and felt as though my decisions were well informed from the information provided."*
 - *"Ellie was really nice and friendly, she put me at ease during the assessment. It's great to leave feeling like people care and that I had a good time! She also gave me some extra info about groups I could look into as well. Really fab, would recommend"*

TRANS PROGRAMME

- A key focus of the Trans Programme this year has been on the development of community resources. To mark International Day Against Homophobia, Biphobia and Transphobia (IDAHOBIT), we launched a new Trans Allies Guide to empower people to be better allies to their trans and non-binary friends, family and colleagues. It became the most downloaded resource on our new website within two weeks of publishing and has so far been downloaded 7,300 times. Notable trans and non-binary people and allies contributed quotes on social media on the importance of being an ally, and how to be one. This year also saw another rise in levels of transphobic hate crimes and hate instances. We also developed a guide to reporting transphobic hate crime guide to empower our communities to feel confident in reporting hate crime and seeking support.
- In September, the Trans Programme hosted the 'Celebrating Trans Resilience in Greater Manchester' conference. This event celebrated the work of trans and non-binary people in GM and marked the end of the fourth and final year of National Lottery Community Fund grant for the Trans Programme. The aim was to bring together trans and non-binary people and cisgender professionals in a collaborative educational and celebratory environment, with all speakers being trans and/or non-binary.
- Following a roundtable with intersex activists, researchers and organisations to discuss the inclusion of intersex people at LGBT Foundation, we have implemented intersex status monitoring across the organisation. With this, we are pioneering intersex inclusion in LGBT spaces, as it is not known to be recorded by any other LGBT organisation in the UK. We have seen an increase in intersex people calling our helpline, and we hope that this data will help us to gain insight into how intersex people are interacting with us, and to ensure positive experiences of our services.

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Manchester Health and Care Commissioning provided funding for us to develop a film for commissioners exploring the barriers faced by trans and non-binary people affected by cancer. The film features three individuals from different backgrounds delivering an impassioned speech advocating for the care they need. The speech challenges myths and preconceptions about trans and non-binary lives and experiences. Quotes taken from our 'trans and non-binary people living with cancer survey' are heard throughout the video as the stories of people affected by cancer emphasise the need for change and bring a personal element to the content.

- Our Trans Advocacy Service continued to provide practical support to trans and non-binary people facing barriers to services or experiencing discrimination related to their gender identity.
- Trans Advocacy comes in two types, short term for those that require one-off support without appointment and long term whereby service users require sustained support over several meetings.

This year, we supported 53 individuals for one-off support. This advocacy on behalf of service users included resolving medication/hormone issues with GP practices, liaising with GIC's to remove barriers or clarify documentation/evidence requirements, as well as explaining expectations around GIC procedures like screening appointments. The team also supported 20 individual across 80 sessions with more long term support needs, providing advice and information, wellbeing support, letter writing, and escalation of complaints with and on behalf of trans service users.

- TransMCR, our free monthly trans community event welcomed more than 500 attendees over the course the year at 12 events. Events were themes around key topics including health, history, activism, community and stories. These events included film screenings, discussions for older trans people and for BAME trans people, workshops on safe binding, peer-supported voice coaching, a taster session on British Sign Language, and learning about Manchester's trans history. 99.6% of attendees said they were satisfied with their experience, 98% said the event was easy to access and 83% express an interest to join further groups or activities as a result of attending. 22% of attendees were aged over 50, and 21% identified as non-binary.

TransMCR has provided trans and non-binary people with opportunities to learn new skills, attend workshops and access a broad range of services. 92% of attendees felt more informed or having gained new skills as a result of the workshops or groups. These activities have had a direct improvement in the wellbeing for attendees, with 83% reporting that activities had helped deal with a personal problem or challenge, and 80% reporting an increase in confidence.

- Some of the attendee feedback from TransMCR has been:
- *"Needed. Literal life saver."*
- *"I am trying to surround myself with general positivity, I no longer feel am the only trans person out there"*
- *"It was useful to be able to ask some questions about sexual health, and the person I spoke to was really helpful, also the cake was really good!!!"*
- *"Meeting people and getting to go by my preferred name"*
- *"I was anxious but found it to be welcoming so feel like I will attend again."*
- *"Love the sense of belonging which it gives me."*
- *"It is a bridge for people whom want to come out but don't know where to turn"*

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WOMEN'S PROGRAMME

- Our Women's Programme supports and empowers LB+ women to improve their health and wellbeing; increase skills, knowledge and confidence; reduce feelings of isolation; and ensure inclusion in all aspects of our work. During 2019/20 the programme delivered 60 different types of groups & events, welcoming over 500 women and non-binary people through our doors to engage in a broad range of activities, events and skills workshops.

- The events were very well received by attendees, with 99% reporting that they were satisfied or very satisfied with their experience. 88% reported to be more informed on issues affecting women as a result of attending these events. Offering LGBT-specific women-centered spaces was valued by attendees, with 84% attending because the offering was LGBT-specific. 86% of attendees felt supported with their multiple minority identities, and as a result 83% felt an increased sense of belonging. 97% said the event was easy to access, and 97% of those who attended would recommend our events to others.

- Inclusion has continued to be a key focus for the programme over the last year, and this is reflected in the diversity of the attendees attracted to. 31% of attendees identified as BAME, 22% of attendees did not identify with their gender assigned at birth, 16% of attendees were aged 50 or above and 24% of attendees identified as disabled. Our Inclusion Officer also developed a new resource, Including All Women, to share the experience gained whilst in post. The resource offers easy-to-read guidance and advice on how to consider intersecting identities and make sure events and spaces are accessible and inclusive. We hope that this insight has a wider impact on the accessibility and inclusivity on spaces for women.

- In November we curated a series of workshops focus on energy. The Energy Clinics focused on how to protect and retain energy, the impact that nutrition has on our energy levels, the benefits that restorative yoga can have on our wellbeing, QuiGong for people experiencing menopause, and finding renewable energy through hope. These events were incredibly popular and were attended by 75 people. In order to extend the longevity of The Energy Clinics, we have since produced a small resource to share with LB+ women interested in protecting and retaining energy.

- Sugar and Spice, our annual wellbeing festival for lesbian, bi and queer women celebrated its 15th year in March. The festival welcomed 108 attendees over 4 evening events a full weekend of activity. 100% of attendees were satisfied with the events, with 90% reporting that they were very satisfied. Sugar & Spice continues to attract new people, with 28% of attendees reported it being their first time accessing LGBT Foundation. An additional 35% of attendees reported this being their first S&S (increase of 7% versus the previous year. For those accessing LGBT Foundation services for their first time accessing there was a 100% satisfaction rate and all indicated they would recommend to a friend. 95% reported an increased sense of belonging in the LB+ women's community after attending Sugar & Spice. Just over 1 in 4 of these new attendees had multiple minority identities (older, BAME or non-binary) – all reported feeling more supported as a result of attending.

- We have completed our analysis on the National Sexual Wellbeing Survey for Women who have Sex with Women, the largest piece of research of its kind in the UK. The report "Sexual Wellbeing Survey – A Question of Sex" was due to launch at the Women's Programme Learning Conference in March which has now been postponed.

- Some of the attendee feedback from Women's Programme events has been:

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- *"It was interesting to meet like-minded people and that is a safe space. I received a lot of support and helpful discussion around a personal issue I was going through so I am very grateful for the kind nature of the people who were present"* (BAME LGBT Women Group)
- *"The workshop encourages self-expression and is valuable in examining how we see ourselves. The creative element of the activity is really helpful in improving general wellbeing."* (Mould Yourself in Clay! - Skills Workshop)
- *"Full of valuable information, delivered really clearly and with great sensitivity and fun."* (Qui Gong for the Menopause - The Energy Clinics)
- *"Great way of socialising with like minded people - in a safe environment that is free."* (Sugar & Spice)
- *"The event gave opportunities for self-exploration. In particular, the additional activities (messages to future generations and recording a letter to your younger self) were interesting"* (The times of your life)
- *"Inclusive, non-judgmental, well facilitated and everyone given their own space to talk."* (They/Them/US)
- *"They/Them/Us is a very friendly, supportive group. Everyone is super nice and it feels like a welcoming space. Worth checking out!"* (They/Them/US)
- *"It's very welcoming and uplifting to be surrounded by people who share similar experiences."* (Women of Colour Shine)
- *"A space where you can be yourself and no one judges you."* (Women of Colour Shine)

MEN'S PROGRAMME

- Following on from a successful pilot in 2018/19, we secured funding from the LGBT+ Futures Fund to support the ongoing development of the Men's Programme. This tailored programme of work engages gay, bisexual and trans men through monthly workshops and events with the goal of improving wellbeing, reducing isolation, and increasing confidence.

- We relaunched the programme in Men's Health Week with a photography series, social media takeover and a celebratory event focusing on the '5 ways to wellbeing'. The campaign represented the diversity of GBT communities with volunteers, business owners and community leaders sharing their perspectives of what healthy means to them, exploring physical and mental health, socialisation and self-confidence.

- This year, the Men's Programme has supported 134 men across 11 events. Inclusion has been a big focus for the programme since its inception, reaching out to marginalised GBT communities. Of event attendees, 29% were disabled, 27% were BAME, 25% were aged 50+ and 18% were trans.

- From these events, 100% of attendees reported that they would recommend the events to others, 99% were satisfied with the event and 98% said they were easy to access. Providing space that is GBT-specific has been very positively received by attendees, with 90% stating they came because it was GBT-specific. 55% of all attendees reported an increased sense of confidence as a result of attending the Men's Programme event.

- Key events this year included a Trans Day of Remembrance event for trans masculine and non-binary people to share their experiences of masculinity, coming out and finding a community; and a Merriment winter festive event which included games, a yuletide quiz and drag bingo, festive food and beverages, and drag performances.

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- The Programme has also launched a new monthly men's book club called The Next CHAPter. This continues to a great success with a loyal attendance and has so far read books include E. M Fortster's *Maurice*, Jackie Kay's *Trumpet*, Patricia Highsmith's *The Price of Salt* and Jeanette Winterson's *Written on the Body*.
- Some of the event attendee feedback has been:
 - *"A friendly environment to meet and know new people. An opportunity to share experience"*
 - *"I would recommend them as a good safe space where they can interact with other GBT men"*
 - *"Inclusive space. No one questions why you are there."*
 - *"They're relaxed, informed and non-judgmental"*
 - *"It is a good way to meet people in a non-threatening way."*
 - *"If someone comes alone, a member of the team introduces themselves."*

BI PROGRAMME

- After securing funding from the Grand Trust we have been able to launch a Bi Programme consisting of monthly workshops, discussions and spaces for bisexual people. This creates a safe, social place for Bi people where they can meet, make friends, and ultimately improve their wellbeing through a series of sessions and workshops. A period of community consultation was undertaken to build on existing information and insight we gained from our Bi Series of events in 2017. This consultation process found that bi people wanted a diverse range of events in order to reflect the diversity of bi communities. This included social events, discussion spaces and practical skill workshops.

- The Programme was launched in November, and between then and the end of the financial year, 5 monthly events were held which were attended by 30 people. Activities included crafting, discussions around navigating relationships as a bi person, collective bi reflections on LGBT History Month and visits to film festivals.

- 100% of those who attended events reporting that they did so because it was bi-specific, underlining the need for these spaces. Biphobia exists both outside and inside LGBT communities, and so having a space exclusively for bi people to come together is crucial in addressing feelings of isolation, bi-erasure and internalized biphobia.

- 100% of attendees also said that the events were easy to access, 88% said they would recommend the events to others and 89% felt supported with their multiple minority identities within the spaces provided.

- The Bi Programme events has already seen an impact on those who attended events. Of event attendees, 82% reported an improvement in their wellbeing improved as a result of attending the event, 76% reported that they had felt an increased sense of belonging, 66% reported that their confidence had improved, and 61% felt less isolated.

- Some of the event attendee feedback has been:
 - *"Relaxed talking space, Ace pizza!! Welcoming to share stories, mixed ages and genders."*
 - *"It's really inclusive and lots of different people."*
 - *"Cute bi vibes, very relaxing and cosy."*
 - *"Appreciated sharing stories and discussion with all participants."*

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- *“Everyone is really friendly.”*

PRIDE IN AGEING

- Our Pride in Ageing Programme was officially launched in June 2019 by our Patron and long-time supporter Sir Ian McKellen. The launch event was attended by 110 health and social care representatives and community members. The programme supports and celebrates LGBT people over 50 in Greater Manchester and aims to make the city-region the best place to grow older as an LGBT person. The Pride in Ageing Advisory Panel comprised of 15 LGBT people over 50 from various backgrounds and experiences who volunteer their time and expertise to guide the programme and ensure that it is best able to meet the needs of the communities it serves.

- In October we launched our new Come OUT With Us campaign to coincide International Day of Older Persons (01 October) to raise awareness around the higher rates of social isolation and exclusion faced by LGBT over 50s and the importance of welcoming and inclusive spaces for this age group. We launched an accompanying events series (in collaboration with other teams) focussing on socialising, skills and voice. This features revamped versions of existing groups such as Bloomers and Older and Bolder, a new health and wellbeing discussion space “Round 2”.

- Over the course of the year, Pride in Ageing hosted 8 events attended by 70 people. These included ‘Telling Our Story’ open mic night, oral history skills for over 50’s, a rainbow death café, and end of life care workshops. As a result of attending these events, 95% felt more informed about the topics discuss, 76% felt more confident and 98% would recommend the event to others.

- We launched Back in the Closet in partnership with Great Place at GMCA and HouseProud, a ground-breaking new artist residency project which will shed light on LGBT people’s experiences of sheltered housing and independent living schemes, looking at how we can improve LGBT visibility in these settings. Five artists are to be placed in housing schemes across GM to work with both staff and residents to open a discussion on LGBT identities and to find both small and significant changes to make these environments more inclusive.

- Pride in Ageing also launched Drag Yourself Out in partnership with Southway Housing, a journey into drag with Cheddar Gorgeous for older gay, bi and trans men. These workshops were conceived with a group of older gay, bi and trans men. Over a series of six workshops attendees will design their own drag persona, which can convey the issues facing this community. Three sessions were able to run prior to lockdown, with plans to continue to the programme online.

- We launched a major collaboration with Manchester Art Gallery around their Derek Jarman: Protest exhibition, with £15,000 Pocket Parks funding secured for LGBT over 50s to come together to work with an artist to design and plant a garden inspired by Derek Jarman’s garden in Dungeness. The voices of older LGBT people will also be featured as part of the exhibition, with responses to some of the artworks.

- Pride in Ageing continued work this year on the development of a training and quality assurance standard for care homes. We have continued to meet with Manchester City Council and Pride in Practice around the development of this with discussions ongoing with a care scheme about piloting this.

- Some of the Pride in Ageing event attendee feedback has been:

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- *"It's a different place where old people can give young people like me wisdom, truths and knowledge." (Telling Our Story attendee)*
- *"It shines a light on hidden histories. There is not a lot of LGBT history in the mainstream." (Oral Histories Skills attendee)*
- *"Good way to get to know people and learn about what it means to be gay LGBTQ - especially of older people." (Advisory Group Attendee)*
- *"Useful to hear other people's experiences, but it won't provide solutions to grief. Good to see how easy it can be to talk about it." (Rainbow Death Café attendee)*
- *"That it was thought provoking, enjoyed the conversations, and took away a practical decision- to write my will." (Queering the Archive attendee)*

OUR LGBT MANCHESTER

- The Our LGBT Manchester programme works to celebrate and champion LGBT life in Manchester. This includes working with stakeholders to improve the Gay Village area to make it a safer and a more enjoyable place to be.
- Following the Sackville Gardens consultation, we have actively been involved in establishing a 'Friends of Sackville Gardens' group to take ownership of the gardens and develop the area. The group now runs on a monthly basis.
- We continued to facilitate the Village Action Forum, bringing together key stakeholders from the Gay Village area. We also co-facilitate groups Bloomers, Horizon and Older & Bolder.
- The Great Manchester Get Together was held on 23 June in Sackville Gardens in partnership with Jo Cox Foundation. The day consisted of three main events including a Picnic and Sports groups in Sackville Gardens, LGBT Walking History tour in partnership with GM moving and a Sharing Stories of Activism workshop.
- Feedback from the event included:
 - *"I and friends enjoyed a wonderful afternoon in Sackville Gardens. A welcoming environment within the community, an opportunity to participate and explore ideas together, or just socialise or relax in the park. A great initiative and thanks to the good folks at LGBT Foundation for their efforts and to everyone who visited"*
- We have established a new initiative in collaboration with GMP called 'Coffee with a Cop'. This will replace the Police surgery with the aim of it being a more relaxed session leading to increasing engagement. The group will run twice a month in a morning and evening.
- The Winter Festival in Sackville Gardens took place on 23 November 2019. We worked with Friends of Sackville Gardens and Sheena Simon Campus to plan and organise the event. The event was well attended and positively received by the local community.
- There are currently 13 organisations in the Arts and Cultures network - Contact, HOME, Islington Mill, Manchester International Festival, MMU, Octagon Theatre, Oldham Coliseum, Peoples History Museum, The Lowry, The Met, The Royal Exchange Theatre, University of Manchester and Waterside. Through the network 70 people from the above organisations will have received LGBT Awareness training during the pilot year.

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COMMUNITY CENTRE & GROUPS / EVENTS

- In addition to our own groups and services, our community centre acted as a space for over 40 external LGBT groups across the year to hold meetings and events free of charge. Many of these groups are unfunded or smaller community groups, and so having access to free accessible space in the city centre to be able to hold events, activities, meetings and workshops is important for them to continue doing the great work that they do.

- These include African Rainbow Family; akt; Alcoholics Anonymous; ASPECS LGBTQ Autism Group; Back in the Closet – Houseproud; Biphoria; Better Things; Butterflies; Co-dependency Anonymous; Connect; First Wednesdays; FORGE; Friends of Dorothy; Hidayah; Hot Candle Lit Yoga; Hot Flow 60; House of Rainbow; Icebreakers; LGBT Educators Event; LGBT Stroke Support Group; Manchester Leathermen; Manchester Sharks; Mermaids; Mxer; Narcotics Anonymous; NHS Buzz Manchester (LGBT Staff Network); Outdoor Lads; Outmates; Out on Sunday Walking Group; Out on the Page; Out with Prostate Cancer; Quest (in the north); Refuge Recovery; SMART Recovery; Stonewall Housing; Taekwondo; United Pride Friends; Vinyasa Flow All Levels; Women's Reading Group.

Goal three: Promoting Safety

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

-Sexual Health Clinic Service User

DOMESTIC ABUSE

- Over the past year, our domestic abuse service has supported individuals who were suffering from domestic abuse, with 64 new clients entering the service during the 2019/20 financial year. These individuals received case work support, as well as broader housing advice and support.

- By the end of the financial year, we secured the use of 8 properties to house LGBT service users who were fleeing dangerous domestic abuse situations, as well as securing a limited fund to support victims of domestic abuse with a deposit and 1st month's rent to facilitate moving into a new property, away from the perpetrator.

- The team delivered Domestic Abuse training to 170 people over 18 training sessions across Greater Manchester to range of organisations including council staff, police, Shelter, and university social work students at Manchester Metropolitan University.

- In August we signed a contract with GALOP to launch a campaign in November to recognise and respond to LGBT Domestic Abuse on a national level. The campaign aims to strengthen advocacy for LGBT survivors of domestic abuse, promote a greater understanding of LGBT domestic abuse, and address gaps in national and regional policies to build on good practice and remove the barriers LGBT people face when accessing services, through training, networking and via online spaces and poster distribution.

- In September we launched the LGBT Domestic Abuse Peer Support Group – Survive to Thrive. It is the first LGBT Domestic Abuse Peer Support group in the country. There was an internal referral process where people who had previously accessed 1-2-1 domestic abuse case work were contacted and asked to complete a self-referral form if they wanted to access the group.

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In November the Domestic Abuse team attended the annual National LGBT Domestic Abuse Partnership conference in Durham. Six LGBT domestic abuse service providers in England and Wales attended the conference and providers discussed issues within local authorities and how we can work more closely in partnership to ensure a greater response on a national level. All of the organisations were involved in the publication of the document 'Recognise & Respond: Strengthening advocacy for LGBT+ survivors of Domestic Abuse' and LGBT Foundation is referenced throughout it. The document aims to improve the understanding of LGBT domestic abuse, highlight the importance of specialist LGBT services and provide recommendations to statutory and voluntary sector service providers, local, regional and national policy makers, funders and commissioners.

We worked in partnership with Sheffield University and Stockport Without Abuse on a policy briefing paper disseminated across Greater Manchester outlining the specific forms of abuse and experiences for LGBT victims of domestic abuse, with the aim of addressing the inequalities and educating professionals on LGBT domestic abuse. The paper will also address the barriers faced by LGBT victims and professionals working within the Violence Against Women and Girls sector.

We have built a new partnership with Magistrate Judges and the Judicial College. This will have a direct influence on the way in which Judges and Magistrates are trained in dealing with domestic abuse within LGBT relationships.

Some of our domestic abuse training attendee feedback has been:

"Brilliant session, really engaging speakers and I feel a lot more positive about supporting LGBT clients as I am more aware of the issues faced by LGBT clients. I am excited about the prospect of supporting bridges to improve our response to LGBT abuse and accessibility"

"Very up to date and relevant knowledge. Presented in an interesting, relaxed and passionate way".

Some feedback from our service users has been:

"After being supported by you I am noticing that people are starting to warm to me and respect me because now I'm respecting myself"

"I didn't think I was gonna change from coming to these sessions but I can really see that grey cloud disappearing and your helping me realise so much that I can get through this".

"Coming to these appointments and speaking to you is letting me recognise the different types of abuse I experienced in the relationship and your helping me to deal with these things im figuring out"

"You've changed my life"

"I just want to say that I don't tell people things a lot and I feel like I can tell you everything.... I trust you, I open up to you, I listen to you and I trust your opinion so thank you for that"

Some feedback from our sexual health clinic service users has been:

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COMMUNITY SAFETY

The Village Angels programme is our flagship community safety programme, providing support to people in Manchester's Gay Village during Friday and Saturday nights. This is a volunteer-led harm reduction programme, where groups of volunteers alongside first aid trained shift leads patrol Manchester's Gay Village from 9pm to 3am keeping people safe in the LGBT night-time economy. This can be helping people with basic aid, who may be lost or who's phones have died to responding to serious mental health crises and helping people who are alone and vulnerable to get home safely.

- Last year the Village Angels made 1,080 significant interventions within the Village, representing a 32% increase on the previous year, and a further 11,600 supporting interactions with the public, a 79% increase on the previous year. Of those significant interventions:
 - 58% presented with an alcohol related vulnerability.
 - 25% were for some form of first aid.
 - 3% were for severe mental health crises around suicidal ideation or self-harm.

- In June it was announced that the Village Angels and Haven Volunteers had won the prestigious Queens Award for Voluntary Service. This is the highest award given to volunteer groups across the UK, and is the organisational equivalent of an MBE.

The Village Haven is a night-time safe haven, which operates from 11pm to 5am every Friday and Saturday night in the Gay Village, and is run as a partnership project between LGBT Foundation, Serenity Security, and Barnabus. The service supports people who are vulnerable as a result of alcohol or drug consumption, people who are highly distressed, are unable to get home safely, or have lost their belongings and need to contact someone.

- The Village Haven made 562 significant interventions within the Bloom Street location in the Village, representing an 18% increase on the previous year. Of those significant interventions:
 - 57% were for an alcohol related vulnerability, and 12% for a drug related vulnerability.
 - 19% were for some form of first aid.
 - 4% was support around homelessness.
 - 3% were for severe mental health crises around suicidal ideation or self harm.

During Manchester Pride 2019, we offered an expanded service surpassing anything we've previously undertaken. As well as both Angels and Haven working over three nights across the bank holiday weekend, we also operated services in Mayfield Depot (site of the main Pride activity) as well as on the corridor between Mayfield and the Village. We also continued our partnership with The Warehouse Project, providing in-venue support at their Homobloc club night.

- This year the London based Soho Angels entered their second year of operations. Modelled on the Village Angels and done in partnership with Westminster City Council and supported by Smirnoff, our volunteers and shift leads will be supporting vulnerable people in the night-time economy of Soho – an area of high significance to the LGBT community.

- Since Soho Angels became in February 2019, the service has helped 1380 people on the street and 350 within the night hub, of which 205 required medical support. Agreement has been reached with the LAS to utilise the Night Hub as a place of safety for patients that are not in need of urgent medical attention. This way we can help reduce demand for A&E departments going forward.

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- On average, 10 Soho Angels and 8 St John Ambulance volunteers work each Friday and Saturday night. There are 73 volunteers currently trained and working.
- The establishment of the Soho Angels project was the recipient of the strongly contested 'Best in Brand Purpose' award at The Drum Social Purpose Awards 2019.

The campaign featured images and real-life stories from a broad range of Greater Manchester residents with a simple message: '*HIV: Let's sort this together*'. Alongside PaSH service users, staff, and volunteers, high profile figures such as Cheddar Gorgeous and Jsky starred in the campaign images. The campaign focuses on a 'Test, Manage, Prevent' message, encouraging people to take regular HIV tests, manage the possible risks of HIV transmission during sex, and treat HIV effectively to promote health and reduce onwards transmission. Alongside the campaign, the website sortHIV.org.uk was launched, one to one support and HIV testing were upscaled.

- We have made great progress with a plan for collaborative working with The Northern Sexual Health. This has included HIV testing clinics at Manchester Pride, and a popular new full screening offer at Basement Sauna where LGBT Foundation staff test alongside health advisors from The Hathersage centre.

- We have diversified our outreach offer, beginning with four monthly Sexual Health Groups were launched to engage underrepresented groups across the LGBT community, including trans women, gay, bisexual, trans and other men of colour who have sex with men and Black African communities:

- *For Us by Us (F.U.B.U.)* is a group aimed at gay, bisexual, trans and intersex men of colour who have sex with men of all ages and focuses on sexual health, healthy relationships, consent, communication, body image and dating.

- *The OUTlet* is a group for LGBTQ+ people of colour focused on tough discussions such as queerness, identity, coming out, media and sexual health services.

- *Woke* is a social space for LGBTQ+ people of colour to come together, network and converse in a safe, dry and controlled environment.

- *Round2!* is a group for LGBT people aged 50+ to discuss issues around sex in later life.

- These groups have supported further diversity and inclusion in our sexual health work, allowing us to develop stronger relationships with partner organisations such as Rainbow Noir. We will be continuing these groups into the 20/21 year, and using what we have learnt to work closely with high profile individuals across a wide spectrum of identities.

SEXUAL HEALTH

- Our Sexual Health service conducted 896 HIV tests last year across 221 clinic sessions, with us delivering clinics in all 10 boroughs of Greater Manchester. This represented a 24% increase on the previous year.
- The team delivered 873 wellbeing assessments, a 22% increase on the previous year. As a result of these assessments:
 - 73% reported an improved knowledge of U=U
 - 75% reported that they felt more confident practicing safe sex
 - 84% reported that they know what PEP and PrEP are and where to get it
 - 88% reported know more about how to test for HIV and where to get STI tests

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- 99% reported being satisfied with the service
- We distributed 127,238 loose condoms in the last year, an increase of 33% on the previous year, as well as 127,472 sachets of lube, and increase of 49%. We distributed a further 70,548 safer sex packs, each containing two condoms and two 10ml sachets of lube. In total, this means in the last financial year we distributed 268,334 condoms and 268,568 sachets of lube.
- The team delivered sexual health workshops to 520 people across 81 events taking place within all 10 boroughs of Greater Manchester.
- The team carried out sexual health outreach work in all 10 borough of Greater Manchester, reaching 630 people across 88 local events.
- *"Great service and I felt really comfortable, I struggled to get this done elsewhere so this here for a gay person like me is great."*
- *"You are wonderful people with an honest sense of hospitality and kindness"*
- *"Amazing staff. Super friendly, professional and supportive. Very easy to book and get the test done. Very impressed."*
- *"The staff are well trained to make you feel less anxious or at least acknowledge how you feel"*
- *"Excellent service. Non-judgmental and welcoming. Friendly and informative staff. Thank you."*
- *"Thank you very much, all the staff were very polite and reassuring and made me feel at ease for my first test"*
- *"Amazing service, could not get tested anywhere else. Friendly at all stages. Many thanks. First ever test."*
- *"The folk in here are most kind and gentle creatures. I really do appreciate the care they put in their work"*
- *"Fantastic! Very easy to access, super friendly, and a service I'd love to available more widely. This is now my regular clinic!"*
- The launch of the PaSH Partnership's HIVE campaign had a positive media impact including online articles by Manchester Evening News, Tameside Community Radio News, Rochdale Online, HIV Prevention England and a printed article in Manchester Evening News. The hashtag #SortHIV reached 2.8 million impressions, with a reach of 646,457 and the campaign had a reach of 852,700 on Facebook.

SUBSTANCE MISUSE

- Our Substance Misuse Programme entered its fourth year of delivery, offering support to LGBT people in Manchester affected by drugs, alcohol and chemsex. The programme offers one-to-one support, Chemsex support, telephone and online support, referral for specialist GBL/GHB and alcohol detox and rehab, and access to mutual aid and peer support groups.
- Last year we supported 64 new service users with substance misuse support. This equated to 600 contact points, ranging from extended and brief interventions to peer support group attendances.
- Of the clients we discharged last year:
 - 86% of all discharged service users achieved a positive outcome related to their substance misuse (35% reached their goal of being drug or alcohol free, further 51% achieved their goal or reducing their usage to a manageable amount).

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- 100% of service users that access support for alcohol related substance misuse achieved a positive outcome (40% of service users looking for support with alcohol finished the treatment alcohol free, the other 60% achieved reduced, controlled occasional use)
- 83% of service users that accessed support for non-opiate related substance use achieved positive outcome.
- Amongst last year's referrals, 42% of clients reported regular use of at least 3 substances and 63% reported regular use of 2 substances. The most commonly used substances were GHB/GBL, alcohol and Methamphetamine.
- Across the year we have also taken steps to increase our accessibility to LBT women. We have increased our monthly women and non-binary only space to weekly sessions from monthly, as well as hosting a breakout space at a Sugar & Spice event.
- Some feedback from our substance misuse service users is as follows:
 - *"I attend the 'Here and now group' on a Tuesday which is about things going on for you in the Present moment and then 'The Smart group' on a Thursday... which is my favourite as it's from CBT approach... and I learn coping and managing tools although it was different to the groups at the rehab... I soon adapted and was understood and respected and most of all heard... a lot of sharing and relating, which I really like. I've also made lots of new friends and feel connected again."*
 - *"The foundation has always been on hand for when I needed to chat, giving me different coping mechanisms and outlets to vent instead of turning to alcohol and drinks. I had counselling around my mental health and past traumas and am now in a good place to enable me to move forward in life from my past. If anyone is struggling then please don't hesitate to get in touch - we all need a helping hand sometime."*

Goal four: Improving Our Performance

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

- *"Doing work I believe in with people I enjoy spending time with"*
- *"Working in a team of LGBT+ identifying people"*
- *"I love the camaraderie among the testers and volunteers on the clinic"*
- *"to see people getting along, making friends, support and laughter at my events"*
- *"seeing the impact [queers without beers] has on people when helping"*
- *"the positive journey that can be achieved"*
- *"being able to be instrumental in our client's journey"*
- *"Being a part of something, sense of belonging"*
- *"helping, purpose, pride"*

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In January 2020, following a rigorous assessment process, LGBT Foundation was accredited Gold Standard by Investors in People. This standard is only achieved by the top 2% of organisations assessed, and recognises LGBT Foundation as an industry leader in developing and supporting its people. The Investors in People Standard sets out the criteria for high performance through people based on a framework of leading, supporting and improving people to deliver organisational ambition.

Andrew Mackey from Investors in People who conducted the assessment said "It was a pleasure to spend time with the team. Everyone, without exception, showed a passion for what they do that was really impressive and good to see. Special thanks to Rachel Waterman for her efforts in putting together the documentary evidence and in arranging the interview timetable. Unusually, everyone who was selected for interview attended or was available on the phone. This is a further indication of the level of engagement of staff across the organisation"

We continue to maintain and develop strong relationships with corporate organisations who share our values. Highlights of this year included our partnership with method a year-long partnership aiming to challenge stereotypes and make the world a more inclusive, expressive and diverse place. method funded LGBT Foundation's entire volunteering programme, and helping to provide support across a number of projects championing the charity's #EqualityWins activity. We were also pleased to partner with DP Building Systems, a specialist cable company who produced a high quality rainbow 5-in-1 fast charging cable, which aims to raise vital awareness and funds to ensure that LGBT Foundation continues to be there for every single LGBT person. The inventor of the product tragically lost his friend to suicide after he struggled for years with issues related to his sexual orientation and his fears that he would "bring shame" and be rejected by his family. In the coming year we will continue to build on our strong foundation of working with brands who are committed to delivering meaningful change for LGBT communities.

In 2019/20, LGBT Foundation grew its family of regular volunteers to approx. 230 volunteers, spanning teams across the organisation including: Pride in Practice, Library & Archive, Helpline, Village Angels, Women's Programme, Trustees, Sexual Health, and Befriending. Additionally, an approximate 220 volunteers gave their time through episodic volunteering, which will henceforth in this document be referred to as 'micro volunteering'. Volunteering is embedded throughout all areas of LGBT Foundation, particularly in areas of service delivery, and continues to develop across the organisation.

In January 2020 we launched our reimagined volunteering programme. The new Volunteer Vision sets out actions under the three strands of 'Recruit, Reward, Retain'. As well as a member of staff assigned to support and supervise each volunteer, we have a central team who keep our volunteers up to date via shout-outs, e-bulletins, volunteers socials and parties; as well as demonstrating our recognition of their efforts through our annual Volunteer Awards Ceremony. As a result, 95% feel their volunteering makes a difference to LGBT communities and 92% feel that other volunteers and staff appreciate their work.

In addition, we recognise the positive impact that volunteering can have on an individual. In our 2019/20 volunteer survey, 90% of volunteers felt they had been given opportunities to learn new skill, 97% felt their volunteering was important and 77% felt they had achieved their goals.

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- We continue to strive to increase the diversity of our service user base, as well as our volunteers, staff and trustees. In 2019 we established an internal working group to look at representation and inclusion of QTIPOC (queer, trans and intersex people of colour) and to tackle wider racism within LGBT communities. The working group, comprised of trustees and staff members both with lived experience and those who are allies, held stakeholder meetings and listening events, and have developed a BAME action plan which is being rolled out internally. Obtaining funding to launch a BAME programme at LGBT Foundation remains a high priority, and we have worked closely with organisations such as Race Equality Foundation.

- Communicating our services to our service users and supporters remains a critical part of our work. Last year we sent out 110 email bulletins across 5 different bulletins, including our volunteers, women, mens, minority LB women, trans and non-binary people, and our general bulletin OUTspoken. Together, they have a total subscribership of 9328 people.

- Following 12 months of development, we were able to go live with our new online service delivery platform within Salesforce in February 2020. This new platform provides several benefits including: Online self-referral forms for people wishing to access our services, making it more accessible and reducing administrative, data entry burdens for colleague; Provision for an online case management system that integrates the wait lists and active client lists for all services; Automated monthly and quarterly reporting and live data on key service metrics that can inform strategic decision making.

- LGBT Foundation has received a wide range of media coverage in the last year, having been featured in publications including BBC News, Channel 4 News, The Telegraph, The Sunday Mirror, The Independent, The I, Global News Group, Attitude, Manchester Evening News, PinkNews, Vice, Cosmopolitan, BBC Radio Lancashire, BBC Radio Wales, Evening Standard, Metro, Gaydio, ITV Granada, Canal Street Media, and the Drum. Thanks to a reshaped Communications team, we have further developed our relationships with both national and regional mainstream media outlets as well as the LGBT media, and are regularly called upon to comment on issues of interest to LGBT communities.

- As a result of our growing staff team, some of whom are now home-based and based in regions beyond Greater Manchester, we have introduced a range of new mechanisms and training opportunities to support and promote the wellbeing of our staff. This includes regular Wellbeing sessions delivered by external facilitators, the delivery of personal resilience and line management training, and the expansion of our total reward statement offering a range of non-financial benefits.

Whilst these principal activities are just a flavour of the work we've done during 2019/20 they help to build an understanding of the LGBT Foundation's comprehensive programme of activities to help benefit LGBT people and communities.

The Trustees have complied with the duty in the Charities Act 2011 to have due regard to the guidance on public benefit published by the Charity Commission.

Financial Review and Results for the Year

As with other recent years, 2019/20 began with significant in-year targets in order to address gaps in the projected budget. Therefore a significant amount of staff time was devoted to income generation activity and we recruited to a new Assistant Director of Self Generated Income role. Thankfully, through hard work and vigilance, we were able to secure new grants and contracts, and make cost-savings as the year progressed. Very welcome examples of new funding sources include:

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- **Method** – We gained a new corporate partnership, working with Method cleaning product brand to support our Volunteer Programme costs for one year. This has enabled us to support a huge amount of volunteer activity, benefitting all of our services and programmes of work.
- **Grand Trust** – this relatively new Trust are funding our work around addressing some intersectionalities which exist within the LGBT community. They have funded some evidence analysis into this area of work, some building costs to support smaller LGBT groups, and a new 'Bi Programme' which offers a series of events aimed at providing support and social spaces for bisexual people. This three year contract will ensure some sustained attention to addressing these intersectionalities, something we are keen to expand on and develop further.
- **NHS England** – we received financial support to undertake a project looking at LGBT people's rights within healthcare. This research project will result in better guidance and support for LGBT people, supporting them to better advocate for their rights.

Also of note, areas of income that exceeded income targets were:

- **Voluntary Income:** Charity Challenges and Tin collections
- **Earned Income:** Training & Consultancy
- **Fundraising applications:** both to statutory and private sources

As a result, LGBT Foundation continued to deliver against its goals, providing high quality services and innovative insight; helping to meet the diverse and complex needs of our LGBT communities. LGBT Foundation was also able to finish the year with a surplus.

As usual, we've analysed costs in line with our major activities, namely **Services, Information, and Research**; in addition to **Governance**.

Funders

We would like to thank the following funders for their

generous financial support during 2019/20:

GREATER MANCHESTER LOCAL AUTHORITIES

& GREATER MANCHESTER CCGs

- Bolton • Bury • Heywood, Middleton & Rochdale
- Manchester • Oldham • Salford • Stockport • Tameside • Trafford • Wigan

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OTHER FUNDERS

• Action on Smoking and Health • Arts Council England • Asda Hulme • Barclays Spectrum • Bar Pop • Bondara • Change, Grow, Live (CGL) • Department of Health • Ecclesiastical Foundation • Equilibrium Foundation • Forever Manchester • Government Equalities Office • GMCVO • GMP Pride Network • Grand Trust • Greater Manchester Combined Authority • Greater Manchester Sexual Health Improvement Programme • GSK • Greater Manchester Health and Social Care Partnership • Guinness Homes • Healthcare at Home • Henry Smith Charity • HIV Prevention England HIV Prevention England • Independent Choices • In the Style • Jaded London • JP Morgan • Kro Hospitality • Lewisham Council • Lord Mayor of Manchester's Charity Appeal Trust • MAC Aids Fund • Macmillan Cancer Support • Manchester Athena • Manchester Health and Care Commissioning Manchester City Council • Manchester Pride • Manchester University NHS Foundation Trust • Mangoletsi Trust • Medicash Foundation • Method • Ministry of Housing, Communities and Local Government • National Coordinating Centre for Public Engagement • National Institute for Health Research • National Lottery Community Fund • Nesta • NHS England • Nottinghamshire Healthcare NHS Trust • OGX • Proud Beer • Siemens • Smirnoff • Spectra • Superbia • The Precious Frog • The Sock Shop • Tesco • UKH Foundation • Virtual Racing UK • VCSE Health and Wellbeing Alliance • VISA • Waitrose Wilmslow •

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

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 Faye Li at:

Email: Faye.Li@lgbt.foundation **Phone:** 0345 3 30 30 30

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

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

Reserves Policy

The Charity Commission recommends that a charity should have reserves within a minimum of 3 months and a maximum of 9 months running costs at any one time.

Our Trustees have agreed a policy whereby the unrestricted funds not committed to project activity or invested in tangible fixed assets held by LGBT Foundation, should be built up to a minimum of 3 months in the medium term.

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Reserves are primarily held to enable us to adjust to unforeseen reductions in income or increases in expenditure. They also help ensure there is sufficient working capital for effective operation, particularly to enable funding that is paid in arrears, or to cover late payments. Bearing in mind these working capital requirements, LGBT Foundation's reserves would be 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.

Although some progress has been made over the last few years, the Trustees recognise that the current level of reserves is substantially below the minimum desired level. However, continued uncertainty in the economic situation, combined with the difficulty of generating contributions to reserves from current sources of funding, mean that the minimum target is likely to be achieved in the medium term, rather than the short term.

Unrestricted Reserves: As of 31 March 2020, unrestricted and undesignated reserves amounted to £300,518. This is equivalent to just over 8 week's running costs, based on the projected budget for 2020/21. They are held, in line with LGBT Foundation's Reserves Policy, to enable the charity to adjust to unforeseen reductions in income or increases in expenditure. They are also held to help ensure sufficient working capital for effective operation.

This level of unrestricted reserves reflects that the surplus of generated during 2019/20 £4,838 which will be added into the Unrestricted Reserves.

We will continue to have Designated Reserves, please see the respective notes below for more information.

Designated Reserve 1: We retain a designated amount of £24,916 as a future property reserve, to ensure we're able to cover the costs of any dilapidations at the end of our current building lease. This reserve remained untouched during 2017/18.

Designated Reserve 2: A designated operational fund was originally established in 2011/12 and 2012/13 by the Trustees. This was mostly used in 2013/14 to provide mental health services and to adjust to changes in our financial income. As a result, this left £21,346 to underpin future budgets as required. Since then, this reserve has remained untouched, including during 2019/20. In 2016/17 the Trustees agreed that the £140,265 surplus generated during 2016/17 should be added to Designated Reserve 2, and it therefore now totals £161,611.

Designated Reserves 3: Our previous Designated Reserves 3 and 4 were not required as we had previously anticipated, and therefore have been combined into Designated Reserves 3, which will be utilised to mitigate any financial impact of Covid-19 on this and future years. The total Designated Reserves 3 now totals £55,625.

Future Plans

LGBT Foundation continued to start the financial year with funding gaps to address in-year costs. However, it is important to note that continued and consistent success concerning income generation has enabled the Charity to again achieve a modest surplus. In order to ensure that we fully meet our ambitions within the Strategic Plan, 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 sectors.

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COVID-19 will have a significant impact on our finances in the coming year and likely beyond, and we are working hard to mitigate as many of these risks as possible. Whilst there is direct impact on some income streams (such as Earned Income from Venue Hire), there are also a number of new opportunities such as COVID-19 emergency funding, and already we have been successful in securing a number of these opportunities, and are confident this will minimise impact on our financial year end position for 2020/21. We are also mindful of the longer term financial impact of COVID-19 and as such will be working to secure as much longer term funding as possible in order to ensure as little impact as possible on our ability to undertake our strategic plan and address new and emerging issues within the LGBT community.

Strategic Plan 2018-2023

Looking ahead, the charity is now two years into our five year strategic plan for 2018-2023. This Strategic Framework in which we've chosen to operate is where we'll focus our energies for the next three years. The plan outlines the considerable inequalities that continue to face LGBT people, and against which our services and bold ambitions for the future are determined. Our strategic plan and associated KPIs are reviewed by the trustee board are reviewed on an annual basis.

The plan includes our **continued mission of We're Here If You Need Us** and our continued vision: **We believe in a fair and equal society where all lesbian, gay, bisexual and trans people can achieve their full potential**

We have already made significant progress to deliver on our **strategic priorities** directly in line with our mission, as follows:

- **Achieving Equality:** Making change happen with and on behalf of our communities
- **Voice:** Amplify the voices of our communities and empower people to take social action
- **Influence:** Achieve systems change by producing quality evidence and ensuring public services are informed by the needs of those using them
- **Access:** End the inequity that LGBT people face in health and social care services through learning and collaboration

- **Encouraging Wellbeing:** Reducing isolation amongst our communities & enabling people to flourish
- **Services:** Expand our offer for wider groups of people, with a broader set of needs, in a greater range of locations
- **Skills:** Encourage and invest in the expertise and talents of our communities so they can achieve their goals
- **Education:** Inform community members and those serving them on the most effective ways to meet the needs of LGBT people

- **Promoting Safety:** Helping people feel more confident & in control of their lives
- **Action:** Increase personal resilience through the delivery of pioneering and impactful health care provision
- **Justice:** Promote and protect the personal rights and freedoms of our communities
- **Place:** Maintain and expand the number of safe public and private spaces for LGBT people

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We've also set out a priority of **'Improving Our Performance: Professional and knowledgeable in our approach, friendly & helpful with everyone.'** This outlines our plans to continually develop and improve as a charity and deliver excellence for our beneficiaries.

- Quality: Ensure excellence in everything we do to better meet the needs of the people we serve
- People: Champion a culture that enables us to live our values and invests in its communities
- Growth: Broaden our family of allies and secure a sustainable financial future

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 companies regime within Part 15 of the Companies Act 2006.

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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.

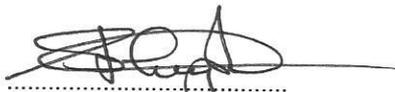
The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

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 1.

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 21/11/20 and signed on their behalf by:



Stewart Humphries
Company Secretary

LGBT Foundation Ltd

Independent Auditors' Report to the Members of LGBT Foundation Ltd

Opinion

We have audited the financial statements of LGBT Foundation Ltd "the charitable company" for the year ended 31 March 2020 which comprise the Statement of Financial Activities (Incorporating the Income and Expenditure Account), the Balance Sheet, the Statement of Cash Flows 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 2020 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.

LGBT Foundation Ltd

Independent Auditors' Report to the Members of LGBT Foundation Ltd

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.

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 31, 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.

LGBT Foundation Ltd

Independent Auditors' Report to the Members of LGBT Foundation Ltd

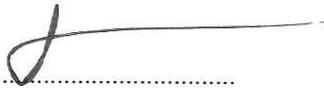
Auditor's responsibilities for the audit of the financial statements

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 web-site at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

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

St George's House
215-219 Chester Road
Manchester
M15 4JE

Date: 21.01.21

LGBT Foundation Ltd

Statement of Financial Activities for the Year Ended 31 March 2020 (Including Income and Expenditure Account)

	Note	Unrestricted funds £	Restricted funds £	Total 2020 £
Income and Endowments from:				
Donations and legacies	3	370,861	-	370,861
Charitable activities	4	234,031	2,017,445	2,251,476
Other income	5	76,984	-	76,984
Total income		<u>681,876</u>	<u>2,017,445</u>	<u>2,699,321</u>
Expenditure on:				
Charitable activities	6	(677,038)	(2,017,445)	(2,694,483)
Total expenditure		<u>(677,038)</u>	<u>(2,017,445)</u>	<u>(2,694,483)</u>
Net income		<u>4,838</u>	-	<u>4,838</u>
Net movement in funds		4,838	-	4,838
Reconciliation of funds				
Total funds brought forward		<u>537,832</u>	-	<u>537,832</u>
Total funds carried forward	17	<u>542,670</u>	-	<u>542,670</u>
	Note	Unrestricted funds £	Restricted funds £	Total 2019 £
Income and Endowments from:				
Donations and legacies	3	269,463	-	269,463
Charitable activities	4	231,394	1,520,804	1,752,198
Other income	5	92,435	-	92,435
Total income		<u>593,292</u>	<u>1,520,804</u>	<u>2,114,096</u>
Expenditure on:				
Raising funds	6	(51,073)	-	(51,073)
Charitable activities	6	(540,050)	(1,520,804)	(2,060,854)
Total expenditure		<u>(591,123)</u>	<u>(1,520,804)</u>	<u>(2,111,927)</u>
Net income		<u>2,169</u>	-	<u>2,169</u>
Net movement in funds		2,169	-	2,169
Reconciliation of funds				
Total funds brought forward		<u>535,663</u>	-	<u>535,663</u>
Total funds carried forward	17	<u>537,832</u>	-	<u>537,832</u>

LGBT Foundation Ltd

**Statement of Financial Activities for the Year Ended 31 March 2020
(Including Income and Expenditure Account)**

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2020 is shown in note 17.

The notes on pages 46 to 58 form part of these financial statements.

LGBT Foundation Ltd
(Registration number: 03476576)
Balance Sheet as at 31 March 2020

	Note	2020 £	2019 £
Current assets			
Debtors	13	223,615	314,683
Cash at bank and in hand		<u>929,711</u>	<u>579,622</u>
		1,153,326	894,305
Creditors: Amounts falling due within one year	14	<u>(610,656)</u>	<u>(356,473)</u>
Net assets		<u>542,670</u>	<u>537,832</u>
Funds of the charity:			
Unrestricted income funds			
Unrestricted funds		<u>542,670</u>	<u>537,832</u>
Total funds	17	<u>542,670</u>	<u>537,832</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 46 to 58 form part of these financial statements.

The financial statements on pages 43 to 59 were approved by the trustees, and authorised for issue on 21/11/20 and signed on their behalf by:



 Lee Broadstock
 Trustee



 Olivia Butterworth
 Co-Chair and Trustee



 Smyth William Harper
 Co-Chair and Trustee

LGBT Foundation Ltd

Statement of Cash Flows for the Year Ended 31 March 2020

	Note	2020 £	2019 £
Cash flows from operating activities			
Net income		4,838	2,169
Working capital adjustments			
Decrease/(increase) in debtors	13	91,068	(221,248)
Increase/(decrease) in creditors	14	154,914	(86,768)
Increase in deferred income		99,269	118,873
Net cash flows from operating activities		350,089	(186,974)
Net increase/(decrease) in cash and cash equivalents		350,089	(186,974)
Cash and cash equivalents at 1 April		579,622	766,596
Cash and cash equivalents at 31 March		929,711	579,622

All of the cash flows are derived from continuing operations during the above two periods.
The notes on pages 46 to 58 form part of these financial statements.

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2020

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:

5 Richmond Street
Manchester
M1 3HF

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

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.

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2020

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 that 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.

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.

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2020

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	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.

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.

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2020

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.

3 Income from donations and legacies

	Unrestricted funds General £	Unrestricted funds Total 2020 £	Unrestricted funds Total 2019 £
Donations and legacies;			
Manchester Pride	41,250	41,250	42,250
Supporters Scheme & Individual Donations	233,629	233,629	114,825
Legacy Donation	(12,823)	(12,823)	56,000
Siemens	-	-	1,800
Barclays Spectrum	50,341	50,341	16,388
Smirnoff	58,464	58,464	38,200
	<u>370,861</u>	<u>370,861</u>	<u>269,463</u>

4 Income from charitable activities

	Unrestricted funds		Total 2020 £	Total 2019 £
	Designated £	General £		
Big Lottery - Reaching Communities (Trans Programme)	63,197	-	63,197	144,983
Big Lottery - Reaching Communities (Women's Programme)	126,576	-	126,576	123,640
CGL	79,965	-	79,965	108,313
Department of Health LGBT Alliance	60,000	-	60,000	60,000
Manchester City Council Domestic Abuse Housing	90,832	-	90,832	68,494
NIHR	30,573	-	30,573	-
HPE LAP	31,920	-	31,920	14,183
HLF Safer Sex	-	-	-	6,774

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2020

	Unrestricted funds		Total 2020 £	Total 2019 £
	Designated £	General £		
GMCVO - Ambition for Ageing	78,390	-	78,390	71,904
Henry Smith	27,877	-	27,877	27,479
GMCA (Village Angels)	85,000	-	85,000	85,000
SAGE Foundation	10,408	-	10,408	-
MacMillan	33,597	-	33,597	34,863
Central, North & South Manchester CCG	-	112,430	112,430	106,324
Greater Manchester CCG's Mental Health	-	103,441	103,441	103,230
Motiv8	9,392	-	9,392	-
MAC Aids Fund	17,070	-	17,070	24,575
NHS England Making It Count	10,000	-	10,000	-
MCC - Neighbourhood	500	-	500	-
Forever Manchester	200	-	200	-
CQUIN	4,046	-	4,046	-
Carers Trust	2,500	-	2,500	-
GMCA Victims Fund	29,580	-	29,580	29,580
New Charter	-	-	-	26,611
Nottinghamshire Healthcare NHS Trust	-	18,160	18,160	21,840
NHS Unified Information	3,487	-	3,487	-
Superbia	-	-	-	500
NHS Patients Rights	17,867	-	17,867	-
BHA (PASH)	408,025	-	408,025	327,870
Breast Cancer Screening	64,900	-	64,900	-
Pride in Practice GMHSCP	130,000	-	130,000	130,000
Pride in Practice NHS	45,000	-	45,000	45,000
Lewisham	7,618	-	7,618	-
NHS Personalised Care	18,995	-	18,995	-
GMCA (Village Haven)	25,000	-	25,000	25,000
Grand Trust	16,375	-	16,375	-
Mangoletsi	5,714	-	5,714	-
Manchester City Council - Our Manchester	53,750	-	53,750	56,197
Student Angels	1,168	-	1,168	5,793
Smoking Cessation	32,500	-	32,500	2,500
Arts Council England	13,394	-	13,394	1,000

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2020

	Unrestricted funds		Total 2020 £	Total 2019 £
	Designated £	General £		
GEO LGBT Health Grant (PIP London)	264,720	-	264,720	74,675
Association of Mental Health Providers	-	-	-	8,370
Homeless Link	-	-	-	3,500
UK Health Foundation	-	-	-	3,500
Young People's Health Partnership	-	-	-	5,750
Race Equality Foundation	-	-	-	1,000
Maternity Action	-	-	-	3,750
DOH Smaller Projects	17,077	-	17,077	-
Trans Learning Project	1,372	-	1,372	-
Trans	56,821	-	56,821	-
Mens Programme	9,961	-	9,961	-
PIP MFT	15,850	-	15,850	-
Stonegate	6,030	-	6,030	-
Dragons Den	10,198	-	10,198	-
	<u>2,017,445</u>	<u>234,031</u>	<u>2,251,476</u>	<u>1,752,198</u>

5 Other income

	Unrestricted funds	Unrestricted funds Total 2020 £	Unrestricted funds Total 2019 £
	General £		
Venue Hire	48,705	48,705	52,911
Training & Consultancy Income	19,869	19,869	11,005
Other Income	8,410	8,410	28,519
	<u>76,984</u>	<u>76,984</u>	<u>92,435</u>

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2020

6 Analysis of Resources Expended

	Direct Costs £	Staff Costs £	Support Costs £	Total Fund 2019/20 £	Total Fund 2018/19 £
Cost of Raising Funds					
Voluntary Income	(8,535)	(2,873)	(3,254)	(14,662)	(8,554)
Cost of Sales	(4,667)	(20,625)	(9,665)	(34,957)	(42,519)
Cost of Charitable Activities					
Services	(425,631)	(1,366,874)	(481,528)	(2,274,034)	(1,563,240)
Information	(4,966)	(140,921)	(45,454)	(191,341)	(180,649)
Research	-	(95,714)	(48,804)	(144,518)	(283,820)
Governance Costs	(8,787)	(21,399)	(4,785)	(34,971)	(33,145)
Total Resources Expended	<u>(452,586)</u>	<u>(1,648,406)</u>	<u>(593,490)</u>	<u>(2,694,483)</u>	<u>(2,111,927)</u>

7 Support Costs

	Voluntary Income £	Fees & Other Sales £	Services £	Information £	Research £
Premises Costs	(940)	(2,793)	(139,175)	(13,138)	(14,106)
Support Staff Costs	(915)	(2,719)	(135,464)	(12,787)	(13,729)
Admin Costs	(1,367)	(4,062)	(202,365)	(19,102)	(20,510)
Bad Debts	(32)	(91)	(4,524)	(427)	(459)
	<u>(3,254)</u>	<u>(9,665)</u>	<u>(481,528)</u>	<u>(45,454)</u>	<u>(48,804)</u>
			Governance £	Total Fund 2020 £	Total Fund 2019 £
Premises Costs			(1,383)	(171,535)	(162,314)
Support Staff Costs			(1,346)	(166,960)	(153,907)
Admin Costs			(2,011)	(249,418)	(84,967)
Bad Debts			(45)	(5,577)	-
			<u>(4,785)</u>	<u>(593,490)</u>	<u>(401,188)</u>

Support costs have been allocated across activities. Premises related costs have been allocated based on floor area used (where material) and staff related costs have been allocated on the basis of time spent on activities.

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2020

8 Net incoming/outgoing resources

Net incoming resources for the year include:

	2020 £	2019 £
Operating lease charges - land and buildings	88,080	87,780
Operating lease charges - other	19,176	19,360
Audit fees	4,400	5,015
Irrecoverable VAT	<u>24,192</u>	<u>32,197</u>

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:

	2020 £	2019 £
Staff costs during the year were:		
Wages and salaries	1,538,901	1,248,233
Social security costs	130,851	109,643
Pension costs	<u>145,616</u>	<u>123,214</u>
	<u>1,815,368</u>	<u>1,481,090</u>

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:

	2020 No	2019 No
Senior Management Team	3	3
Other Employees	<u>56</u>	<u>42</u>
	<u>59</u>	<u>45</u>

The number of employees whose emoluments fell within the following bands was:

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2020

	2020	2019
	No	No
£80,001 - £90,000	<u>1</u>	<u>1</u>

The key management personnel comprise the trustees, the Chief Executive, the Deputy Chief Executive, and the Director of Operations.

The total employee benefits of the key management personnel of the charity were £214,164 (2019 - £202,444).

11 Taxation

The charity is a registered charity and is therefore exempt from taxation on its charitable activities.

12 Tangible fixed assets

	Furniture and equipment £	Total £
Cost		
At 1 April 2019	<u>63,010</u>	<u>63,010</u>
At 31 March 2020	<u>63,010</u>	<u>63,010</u>
Depreciation		
At 1 April 2019	<u>63,010</u>	<u>63,010</u>
At 31 March 2020	<u>63,010</u>	<u>63,010</u>
Net book value		
At 31 March 2020	<u>-</u>	<u>-</u>
At 31 March 2019	<u>-</u>	<u>-</u>

13 Debtors

	2020	2019
	£	£
Trade debtors	147,557	247,581
Prepayments	25,298	4,008
Accrued income	<u>50,760</u>	<u>63,094</u>
	<u>223,615</u>	<u>314,683</u>

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2020

14 Creditors: amounts falling due within one year

	2020	2019
	£	£
Trade creditors	38,671	35,109
Other taxation and social security	77,259	62,970
Other creditors	20,456	21,886
Accruals	170,377	31,884
Deferred income	303,893	204,624
	<u>610,656</u>	<u>356,473</u>

Deferred Income

	2020	2019
	£	£
Brought forward	(204,624)	(85,751)
Income released in the year	204,624	85,751
Income deferred in the year	(303,897)	(204,624)
Carried forward	<u>(303,897)</u>	<u>(204,624)</u>

15 Obligations under leases and hire purchase contracts

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2020	2019
	£	£
Leased premises - Richmond street		
Operating leases not later than one year	-	88,080

	2020	2019
	£	£
Other operating leases		
Operating leases not later than one year	2,690	19,176
Operating leases later than one year and not later than five years	-	14,196
	<u>2,690</u>	<u>33,372</u>

16 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 £145,616 (2019 - £123,214).

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2020

17 Funds

	Balance at 1 April 2019 £	Incoming resources £	Resources expended £	Balance at 31 March 2020 £
Unrestricted funds				
<i>General</i>				
General Fund	295,680	681,876	(677,038)	300,518
<i>Designated</i>				
Accommodation	24,916	-	-	24,916
Operational Costs	161,611	-	-	161,611
Initiatives	45,000	-	-	45,000
Define Our Brand	10,625	-	-	10,625
	<u>242,152</u>	<u>-</u>	<u>-</u>	<u>242,152</u>
Total funds	<u>537,832</u>	<u>681,876</u>	<u>(677,038)</u>	<u>542,670</u>
	Balance at 1 April 2018 £	Incoming resources £	Resources expended £	Balance at 31 March 2019 £
Unrestricted funds				
<i>General</i>				
General Fund	293,511	593,292	(591,123)	295,680
<i>Designated</i>				
Accommodation	24,916	-	-	24,916
Operational Costs	161,611	-	-	161,611
Initiatives	45,000	-	-	45,000
Define Our Brand	10,625	-	-	10,625
	<u>242,152</u>	<u>-</u>	<u>-</u>	<u>242,152</u>
Total unrestricted funds	535,663	593,292	(591,123)	537,832
Restricted funds				
Restricted Funds	-	1,520,804	(1,520,804)	-
Total funds	<u>535,663</u>	<u>2,114,096</u>	<u>(2,111,927)</u>	<u>537,832</u>

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2020

The Trustees have retained a Designated Fund for Accommodation as a resource for any future dilapidations costs on the charity's rented premises. The Designated Fund for Operational Costs has been allocated to provide a financial buffer (as required) during a continued period of change in the external environment.

18 Restricted reserves

	Balance at 1 April 2019 £	Incoming Resources £	Outgoing Resources £	Balance at 31 March 2020 £
Our Manchester	-	53,700	(53,700)	-
Pride in Practice - Trans	-	45,000	(45,000)	-
Pride in Practice - GM NHS	-	130,000	(130,000)	-
Department of Health - IESD Fund	-	77,077	(77,077)	-
GMCA (Village Angels)	-	85,000	(85,000)	-
Ministry of Justice - Victims Fund	-	29,580	(29,580)	-
Village Haven	-	25,000	(25,000)	-
DCLG Domestic Abuse	-	90,832	(90,832)	-
HPE LAP	-	31,920	(31,920)	-
Student Angels	-	1,168	(1,168)	-
Action on Smoking	-	32,500	(32,500)	-
GMCVO Ambition for Ageing	-	78,390	(78,390)	-
MAC Aids	-	17,070	(17,070)	-
Henry Smith	-	27,877	(27,877)	-
LGBT Cancer Alliance	-	33,597	(33,597)	-
CGL Drug & Alcohol Contract	-	79,965	(79,965)	-
Passionate About Sexual Health	-	408,025	(408,025)	-
Motiv8	-	9,392	(9,392)	-
Big Lottery - Womens	-	126,576	(126,576)	-
Big Lottery - Trans	-	63,197	(63,197)	-
GEO PIP	-	264,720	(264,720)	-
Arts Council	-	13,394	(13,394)	-
Dragons Den	-	10,198	(10,198)	-
Stonegate	-	6,030	(6,030)	-
PIP MFT	-	15,850	(15,850)	-
Mens Programme	-	9,961	(9,961)	-
Trans	-	56,821	(56,821)	-
Trans Learning Programme	-	1,372	(1,372)	-
Mangoletsi	-	5,714	(5,714)	-
Grand Trust	-	16,375	(16,375)	-
NHS Personalised Care	-	18,995	(18,995)	-
SAGE Foundation	-	10,408	(10,408)	-

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2020

	Balance at 1 April 2019 £	Incoming Resources £	Outgoing Resources £	Balance at 31 March 2020 £
Lewisham	-	7,618	(7,618)	-
Breast Cancer Screening	-	64,900	(64,900)	-
NHS Patients Rights	-	17,867	(17,867)	-
NHS Unified Information	-	3,487	(3,487)	-
Carers Trust	-	2,500	(2,500)	-
CQUIN	-	4,046	(4,046)	-
Forever Manchester	-	200	(200)	-
MCC Neighbourhood	-	500	(500)	-
NHS Making It Count	-	10,000	(10,000)	-
Total	-	1,986,822	(1,986,822)	-

Grants are treated as restricted reserves where the funder closely specifies the service which is to be performed

19 Analysis of net assets between funds

	Unrestricted funds General £	Total funds £
Current assets	1,153,326	1,153,326
Current liabilities	(610,656)	(610,656)
Total net assets	542,670	542,670

LGBT Foundation Ltd

Glossary of Terms

- **BAME** - Black, Asian, and minority ethnic
- **CCG** - Clinical Commissioning Group
- **CEO** - Chief Executive Officer
- **CLDS** - Condom and Lube Distribution Scheme
- **CORE** - Clinical Outcomes Routine Evaluation
- **CRM** - Customer Relationship Management
- **DH** - Department of Health
- **FASC** - Finance & Administration Sub-Committee
- **GB** - Gay and bisexual
- **GP** - General Practitioner
- **GUM** - Sexual health or genitourinary medicine
- **H&WB** - Health & Wellbeing (Strategy)
- **HIV** - Human immunodeficiency virus
- **HPE** - HIV Prevention England
- **HR** - Human Resources
- **IAPT** - Improving Access to Psychological Therapies
- **ICRF** - Investment and Contract Readiness Fund
- **ICT** - Information and Communications Technologies
- **IDAHOBIT** - International Day Against Homophobia, Biphobia & Transphobia
- **IT** - Information Technology
- **JSNA** - Joint Strategic Needs Assessment
- **LB** - Lesbian and bisexual
- **LGB** - Lesbian, Gay & Bisexual
- **LGB&** - TLesbian, Gay, Bisexual & Trans
- **MPHDS** - Manchester Public Health Development Service
- **NAVCA** - National Association for Voluntary and Community Action
- **NW** - North West
- **OCS** - Office of Civil Society
- **PHE** - Public Health England
- **PrEP** - Pre-exposure prophylaxis
- **SMT** - Senior Management Team
- **SORP** - Statements of Recommended Practice
- **STI** - Sexually Transmitted Infection
- **VBA** - Village Business Association
- **VCSE** - The voluntary, community and social enterprise
- **WSW** - Women who have sex with women