

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 2021

LGBT Foundation Ltd

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LGBT Foundation Ltd

Reference and Administrative Details

Co-Chairs

Smyth William Harper
Olivia Butterworth

Trustees

Anjalee Kashinath Pawasker
Carl Austin-Behan OBE DL
Charles Edward Lord OBE JP
Charlie Jonathan Mallinson (resigned 14 October 2020)
Jason Kalugarama
Jax Effiong
Jonah Ogbuneke
Lee Broadstock
Mike Hill
Olivia Butterworth
Sharmila Frances Kar
Simon Mark Bracewell
Smyth William Harper
Syriah Bailey
Terra Lawrence-Tulloch
Alexandra Herbert (appointed 11 November 2020)

Company Secretary

Stewart Humphries

Advisor to the Trustees

Pauline Smith (resigned 4 December 2020)

Principal Office

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

Company Registration Number 03476576

Charity Registration Number 1070904

External Auditor

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

LGBT Foundation Ltd

Trustees' Report

Our Objects

To preserve and promote the good health, and in particular, the physical, sexual and mental health of:

- Persons who are lesbian, gay, bisexual and transgender;
- Persons in doubt of their sexual identity;
- Persons diagnosed with HIV and related illnesses;
- Any persons who may be affected or involved with any of the above, particularly partners and families.

And to provide relief for such people in need thereof at times of mental and emotional stress.

Our Strategic Framework 2018-2023

Our Vision

We believe in a fair and equal society where all lesbian, gay, bisexual and trans people can achieve their full potential.

Our Strategic Goals

- **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 feel more confident and in control of their lives.
- **Improving Performance:** Professional and knowledgeable in our approach, friendly and helpful with everyone.

Our Values

- **Passion:** We are passionate about what we do, ensuring that everyone who comes into contact with us has the best possible experience.
- **Integrity:** We are professional and honest, holding ourselves accountable to the highest ethical and performance standards.
- **Empowerment:** We are committed to enabling everyone to flourish, creating time and space for good people to do great things.
- **Respect:** We are respectful of ourselves and each other, celebrating difference and trusting people to do what's right.

Chair and Chief Executive's Report – 2020/21

This year has been hard on everyone. From those directly affected by coronavirus through losing family and friends or becoming ill from the virus to those affected mentally and physically by the impact of being locked down for such a long time, Covid has had an impact on us all.

And we are exhausted - as a world, a nation, a LGBTQ+ community and as a charity. As we hopefully start to move out of the pandemic and see how our world has changed because of Covid-19 we need to regroup, re-evaluate and rest. We are confident that LGBT Foundation will come out of this stronger, better and reinvigorated - but we must acknowledge that Covid has taken a toll.

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This annual report gives us the opportunity to step back from the daily grind of coronavirus to look at what LGBT Foundation has achieved this year. This allows us to do something we haven't had much cause to do – celebrate. Because LGBT Foundation has done some remarkable things this year as we delivered our life-changing, life-affirming, life-saving services to help get closer to a world where all lesbian, gay, bi and trans people can reach their full potential.

Our wonderful team of staff and volunteers has ensured that we are still here if you need us. In the coming pages you will read about how we have adapted and strengthened our services for a world dominated by coronavirus. We have launched brand new services such as Rainbow Brew Buddies, and the extraordinary Indigo Gender Service which provides much needed light and hope to trans and non-binary people at a time when they are under daily attack from the media, on social media and in the real world. Our Hidden Figures report highlighted the disproportionate impact coronavirus was having on LGBT people and is the most detailed piece of research carried out on the subject.

Internally we have continued our anti-racism work and have held a mirror to our own organisation to acknowledge our own shortcomings and look to see how we can better reflect the rich diversity of our communities, which we are confident will lead to a better offer to queer people of colour.

We also said farewell to our physical home on Richmond Street in Manchester's Gay Village. Our move to providing our services wholly online during lockdown, combined with a large, proposed rent increase, meant that staying in an expensive building we were no longer using was not sustainable. As we move back towards delivering more face-to-face services, we are actively seeking out new accommodation because we recognise the importance of a place where people can come to feel welcome, home and part of a bigger LGBTQ+ family.

Despite the challenges of Covid, we continued to grow as a charity. LGBT Foundation is bigger now than it has ever been in our entire history. This is an extraordinary achievement given the current environment.

Even without coronavirus this would have been a very difficult year. Our community is under attack in a way that has not been seen since the height of the AIDS crisis in the 1980s. But even though it does sometimes feel like we are moving backwards, we need to keep strong together and stay true to our convictions. The road to equality is hard, bumpy and long, but it is still heading in the right direction. And LGBT Foundation is right with you on the journey.

Let's look to the future with confidence, hope and a renewed sense of purpose.

Smyth Harper – Chair of the Board of Trustees and Dr Paul Martin OBE, Chief Executive

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

- 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 2021

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 2021. 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.

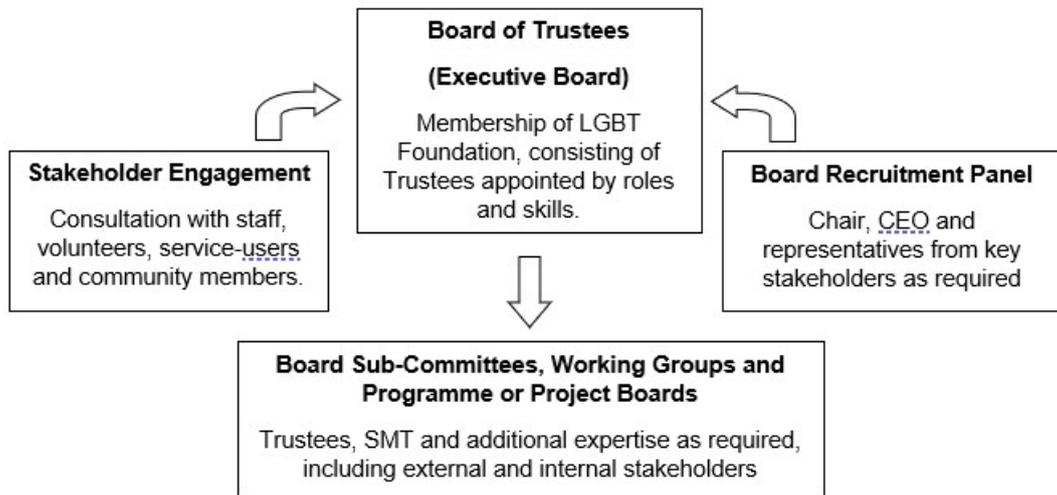
LGBT Foundation's Leadership Model

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.

LGBT Foundation Ltd

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 2020-21 were held on a quarterly basis with meetings held on a Saturday morning and included a presentation from a programme within the organisation and followed by a workshop as agreed with the chair and CEO. In addition to these quarterly Board meetings, monthly “Short Board Meetings” were held on a Thursday evening (once a month) to ensure that the Board were always up to date. From mid-March 2020, all Board meetings have been held online (via Zoom). 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 committees during 2020/21 were:

- **Governance Committee** – maintains a scrutiny and review role to ensure effective governance structures are in place across the organisation.
- **Finance & Administration Committee** – maintains a scrutiny and review role to ensure effective financial, people and systems management across the organisation.
- **People, Planning & Performance 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.
- **Fundraising Committee** – maintains an overview of a range of fundraising activities, including digital, donor scheme and Corporate Partnerships.
- **Communications Committee** – maintains an overview of, and to provide advice to it, regarding Communications at LGBT Foundation - considering both the development of LGBT Foundation’s overall communications strategy and how we measure its impact and success.

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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, last 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. This year we were able to maintain this Gold Standard at our annual review. This was achieved by ensuring that even despite the current covid situation, our people have been at the heart of what we do, and we have ensured that staff welfare is a fundamental priority. We will continue to embed the recommendations outlined by Investors in People to ensure we continually improve our support to our workforce.

Charity Governance Code Trustees Self-Assessment

The Board of Trustees delegate to the Governance Committee review and compliance with the Charity Governance Code principles. This committee includes the Chair of Trustees, the Chairs of each Committee and Company Secretary of the Board of Trustees.

Last 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.

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.

As of July 2021, the members of the SMT and their top-level responsibilities are as follows:

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- **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 Bottomley** – Director of Development: oversees the implementation of an Income Generation Framework, ensuring maintenance of existing income, and diversification of income streams.
- **Kamran Khan** – 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 three deputy directors with responsibility for the following areas:

- **Debra Nixon** Deputy 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**- Deputy 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** – Deputy Director of Services- Leadership of all service areas, including mental health, sexual health, wellbeing, community safety, drugs & alcohol, and domestic abuse.

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.

Statement of Trustees' Responsibilities in Relation to Financial Statements

The charity's Trustees, (who are also the Directors of LGBT Foundation for the purposes of company law), are responsible for preparing the Trustees' Annual Report and Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then 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, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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The Trustees are responsible for keeping proper accounting records that 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.

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.

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 2020/21

All our principal activities support our objects and vision. Our four major activities during 2020/21 (referred to as our strategic goals) were:

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.

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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.

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 were suspended. During the year, our Village Angels service was resumed, however the Haven remains closed.

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. This includes ensuring online safety and following governance and safeguarding advice.

In 2020/21 financial year, LGBT Foundation supported approximately 20,000 people.

There is no doubt that 2020/21 has been a significant and life-changing year for everyone across the globe. For LGBT Foundation the Covid-19 pandemic changed how we deliver our services overnight and resulted in the creation of new services to meet the emerging needs of LGBT communities.

The biggest change to our services involved migrating from predominantly face-to-face services to online and digital provision. As an organisation, we responded quickly and efficiently, utilising the last two weeks of March 2020 to adapt and establish services via telephone, Zoom and Instagram Live. By the start of April 2020 almost all services were digital.

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Although triggered by the pandemic and the various restrictions it imposed, offering digital spaces has helped LGBT Foundation to broaden our reach and engage with LGBT people far beyond our original base in Manchester. We are aware of the benefits to online spaces and anticipate a blended choice of both online and face-to-face support for our service users in the future.

Intake Assessments

Last year we received 939 referrals to access our broad range of wellbeing services, 124 of which came from other services and organisation across Greater Manchester. As part of our person-centred approach, each referral attended an intake and triage assessment where staff collected information and tailored the service user's experience based on their presenting needs. The following statistics are taken from these assessments and reflect the complexity of our service users' experiences prior to engaging with us. Over the past 12 months, our intake assessment to access **any of our services** indicate that:

- 73% (3 in every 4) reported experiencing suicidal thoughts at some point
- Of those that had experienced suicidal thoughts, 25% said that no-one else knew about them having these thoughts
- 35% of service users (1 in every 3) were experiencing suicidal thoughts at the point of assessment
- 51% had thoughts of self-harming to cope. Of those that had self-harmed:
- 23% (1 in every 4) said that no-one knew they were using these coping mechanisms
- 36% (1 in every 3) had never accessed support for it
- 43% of service users had experienced abuse as a child. Of these service users:
- 74% (3 in every 4) had never reported it
- 78% had never had professional support to process it
- 49% of service users had experienced abuse as an adult. Of these service users:
- 71% had never reported it
- 84% had never had support to deal with it
- 77% (3 in every 4) of service users were not accessing other non-mental health services prior to engaging with us
- 15% (1 in every 7) of all of our service users had previously been hospitalised due to mental health
- 73% of all service users wishing to access our services believed they had mental health problem(s)
- 11% (1 in every 10) did not have any support from family or friends
- 17% (1 in every 6) of our service user felt threatened or unsafe at the point of assessment.

Within the intake assessments, LGBT Foundation staff identify presenting needs and issues that service users are facing. The table below shows the rate of different presenting issues in the last financial year:

Presenting Needs/Issues	% Of Service Users
Anxiety	64%
Depression	55%
Relationship Issues	23%

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Gender Identity	20%
Substance Misuse	19%
Isolation	18%
Abuse	17%
Coming Out	15%
Relationship Break Up	12%
Loneliness	9%
Housing Situation	8%
Sexual Assault/Rape	8%
Low Appetite	7%
Discrimination	4%
Religious & Cultural	4%

Helpline

Understandably, the pandemic, lockdown and government restrictions had a huge impact on mental health and wellbeing. In turn, our helpline saw a surge in engagement resulting in 4226 helpline calls & 1058 emails (5284 total and increase of 81% on the previous financial year. The 4226 helpline calls alone equated to 722 hours of support. In order to increase our support, we extended our hours by adding another evening to our provision.

The following table highlights the most common concerns from service users:

Top 10 Topics Raised on Helpline 2020/21	% Of All Calls
Mental Health	20%
Sexual Orientation	15%
Sexuality	14%
Gender Identity	14%
Coming Out	13%
Isolation	12%
Relationship Issues	10%
Sexual Health	8%
Anxiety	8%
Social Aspect of Transitioning	8%

Approximately 3 in every 10 callers (29%) identified as trans, solidifying our service as a key contact point for members and allies of the trans communities.

Our helpline is truly a global service, with 1 in every 13 calls coming from outside the UK. We received requests for support from 60 countries across the world, including Tanzania, Nigeria, Libya, Uganda, Egypt, Slovakia, Pakistan, India, Italy, Iran and Venezuela.

Talking Therapies

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Not only did our helpline see a spike in activity but also our talking therapy services. In the last year, we supported 385 service users through our talking therapy services, amounting to approximately 2310 hours of counselling. Did Not Attend (DNA) rate for mainstream NHS services is 8.5-9.0% with the NHS recording 8.6% for Q4 in 2019/20. By comparison, LGBT Foundation's DNA rate for 2020/21 was less than half of that at only 4%.

In terms of need, we found that:

- 55% of all counselling clients presented with moderately severe or severe levels of anxiety
- 25% (1 in every 4) counselling clients presented with severe levels of anxiety
- 36% (1 in every 3) counselling clients presented with moderately severe or severe depression
- 17% presented with severe levels of depression.
- 1 in every 9 counselling clients presented with severe levels of both anxiety & depression

The improvement rate for the service was 68% and the recovery rate for the service was 67%; one of the best rates for counselling services in Manchester. Some feedback from our service users include:

I was very apprehensive about therapy and the counsellor really helped me with that. I was close to changing my mind early on and not continuing but the counsellor very subtly kept me on course and I'm very grateful for that.

I really only have positive things to say about the service. It was easy to access, incredibly helpful and one of the best decisions I've made.

What I said was taken at face value and my thoughts and feelings about my experiences were never invalidated or disregarded at all.

It has been extremely positive and useful and have found my counsellor to be an excellent listener and very willing to aid me in solutions for my problems.

Staff do not judge but offer unconditional support. My therapist has been outstanding in his ability to summarize and synthesize information during a session. His perspective and feedback has been very useful for me to experience and he has always provided care, attention and a safe place to have my feelings.

The support I received was tailored to my individual needs and I felt my concerns were listened to in a non-judgemental way.

Finished my course of free counselling sessions today with @LGBTfdn and I really can't recommend them enough. My therapist was wonderful and it was great to know from the start that whatever therapist I got would specialise in working with LGBTQ+ people. Finding a good therapist is tough (I've had a mixed experiences in private therapy and haven't felt comfortable coming out as queer to some past therapists) but this experience was so positive, so I thought I'd share.

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

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Overall, the feedback gathered showed that:

- 97% of clients felt that staff listened to them and treated their concerns seriously
- 97% of clients felt the service helped them to better understand and address their difficulties
- 97% of clients felt involved in making choices about their own treatment and care
- 97% of clients felt that they got the help that mattered to them

Sexual Health

Our sexual health service experienced a dramatic change in service delivery going from a largely face-to-face service to offering an online condom and lube distribution service, increasing our online promotion of sexual health and providing a remote testing service. The following outlines how our modifications affected our service users from March 2020-April 2021:

Sexual Health Events – As with other services, our sexual health events and groups migrated to online delivery. In addition to adapting existing groups such For Us By Us (F.U.B.U), but also created new space, for example:

- The Tip' - an online space to talk about sex, pleasure and social distancing
- The OUTlet, - a monthly, online space to explore the sexual health and wellbeing of queer people of colour
- The next CHAPter book club - a platform for self-identifying men to share and explore queer literature and sexuality

We received an incredible response to our online events, recording 7949 attendances over the course of 12 months, which translates to a 1200% increase on event attendances compared to the previous financial year. These figures are indicative of the successes that arose from the changes imposed by the pandemic. Of those that attended our events:

- 100% reported satisfied with the event provided
- 99% would recommend the events to others
- 96% reported that their wellbeing had improved
- 84% reported being more confident on the topics/issues covered
- 79% reported feeling less isolated

The real-life impact of our events are reflected in our service user feedback. Some comments include:

“Both presenter and guest were engaging and entertaining. I came away having learnt so much and will be sharing my learning in my personal and professional life.” - F.U.B.U. attendee

“This group has always been for me (and I imagine for others who attend) a very enjoyable, friendly and mentally stimulating time spent in the (virtual) company of a group of other gay men.” - The next CHAPter attendee

“My heart is so full of trans joy. I needed this space more than I realised. Thank you so much for hosting this. It's so rare and important for trans people to discuss sex and love. I would love more of this, with more discussion spaces if possible. Maybe breakout rooms as it was a big group so I felt a bit shy to share! Genuinely one of the best zooms I've been to all lockdown. I feel refreshed and empowered.” - Trans Creative Social Club - Sex, Love & Lockdown attendee

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"It was amazing to see a trans non binary person do drag and embrace their scars I've never seen that and it really gave me body euphoria! :)" - Trans Creative Social Club - Sex, Love & Lockdown attendee

"Excellent facilitator, patient and well explained. Workshop was a safe space to explore a new skill and connect with others looking to do the same. Thank you!" - Sketchy Sex? The Art of Live Drawing attendee

"The facilitator was fantastic. Expressed knowledge in an accessible manner despite its basis in academia. They were very honest and engaging. Would recommend this is expanded on." - How to do Sexual Health Research: Avoiding Myths & Misinformation attendee

"The host was excellent, engaging and receptive. Real and unfiltered - making the entire experience better overall. White collar abruptness was nowhere to be seen!" - F.U.B.U. attendee

Online Condom & Lube Orders – Since April 2020, we have completed 1004 online condom & lube orders for service users across the UK. In addition to our national reach, the sexual health team continued to promote sexual health locally and distributed a further 4730 safer sex packs to 22 venues across the Gay Village in Manchester.

Netreach – We accelerated our online sexual health advice and intervention service 'Netreach' by utilising 5 dating platforms (Gaydar, Grindr, Growlr, Hornet, & Squirt) to deliver 1-2-1 support to 2704 people within Greater Manchester, engaging with residents from all 10 boroughs. Interventions and advice included:

- Where home testing was available in their local area
- Promoting our online sexual health workshops and events
- Discussing anxiety, specifically in relation to Covid-19
- Exploring sexuality & attraction and what this meant to the service user
- Advice on how to come out to family and friends
- Guidance on how to identify and discuss abuse perpetuated by (ex)partners
- Despatched and processed 153 remote sexual health testing kits and 146 wellbeing assessments
- Carried out 110 drug and alcohol harm reduction assessments

Remote Testing Service - In October 2020, we introduced a remote sexual health testing and sexual health wellbeing assessment service. Within this provision, the team despatched sexual health tests, provided alcohol and drug use assessments and worked with service users to develop their sexual health knowledge. In the 6 months that the service operated in the financial year we:

- Despatched and processed 153 remote sexual health testing kits and 146 wellbeing assessments
- Carried out 110 drug and alcohol harm reduction assessments

Of those that received a testing kit and wellbeing assessment:

- 100% of service users said they would access the service again
- 100% said that they were treated with dignity and respect by a member of our sexual health team

"Very happy with the service, you have been very helpful and informative"

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Pride in Practice – Greater Manchester

The Pride in Practice team continued to work with primary care services and delivered training and assessment via Zoom and Teams to 808 professionals during 2020/21. Following training, 91% of Pride in Practice accredited services introduced Sexual Orientation Monitoring and 79% introduced Trans Status Monitoring.

Pride in Practice uses a variety of measures to monitor engagement, success and impact namely:

Pride in Practice works with NHS GP practices, dental surgeries, pharmacies and opticians to support primary care professionals in appropriately and effectively meet the needs of their LGBT patients.

Within GP practices, 400 posters were displayed in 70% (2 in every 3) of GP practices across Greater Manchester and 344 practices (3 in every 5) received training. This led to 235 accreditations across all 10 boroughs of Greater Manchester with 83% (over 4 in every 5) achieving a gold award.

Overall, approximately 2.4 million GP patients within Greater Manchester are seen by a practice that has engaged with Pride in Practice *in some way*.

Within dentistry, 19% (1 in every 5) of dental practices within Greater Manchester displayed LGBT-affirmative posters. A total of 75 dental surgeries received meaning that 17% (1 in every 6) of all dental practices within Greater Manchester are more informed on the oral health risks experienced by LGBT people. We also presented 39 awards to dental practices, with 67% (2 in every 3) awarded gold. For a practice to have achieved gold, they are required to implement trans status monitoring, which accounts for 26 of the 39 practices awarded in the last financial year.

Within pharmacies, 59 services across Greater Manchester displayed posters meaning 1 in every 13 people picking up their prescription are visually informed on LGBT support. Twelve pharmacies from 6 of Greater Manchester's boroughs engaged in training with 6 pharmacies receiving accreditations, 4 of which were gold awards.

By the end of the financial year, 44 (1 in every 7) optometrists within Greater Manchester displayed LGBT posters. We trained 14 optometrists from 6 Greater Manchester boroughs and accredited 5 bronze awards.

Some of the feedback from the primary care services who engaged with us include:

Eye opener for someone who does have a limited knowledge about LGBT community & practice.

it is very open and encourages discourse and respectful inquiry as opposed to putting people in boxes and making assumptions based on their sex or gender identity

It helped me understand that we have a lot of different people that we will come into contact with in and outside of work. The course has enabled me to further improve my ability to interact with them in a way that guarantees no offence is made

I would recommend as this will help people understand the differences with LGBT and how to talk to someone about it and help the other person understand that everyone is different

The information given is informative and really easy to understand. Aimee is a brilliant trainer she keeps things on schedule but also allows time for questions and answers to the best of her knowledge or will help to get the correct answer for you.

It is very informative and I feel more confident in making LGBT people feel comfortable when speaking to me.

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I think it was very practical as well as factual and thought provoking. It moved on from talking of definitions and inequalities to talking about what that means in practice in health care setting with examples of how we can work differently to overcome them.

Good training to teach you terminology, make you aware of the diversity of other people and think about how to communicate in general practice or work environment with colleagues and patients

Pride in Practice Community Champions – Highlights

Pride in Practice community champions supplemented our work in various local boroughs across Greater Manchester. Some of our community champions, their engagement and impact include:

Patrick Ettenes - one of our most proactive spokespeople on dementia and LGBT+. Patrick also contributed an article for Attitude in August 2020 sharing:

'Mental health struggles left me wanting to take my own life - I wouldn't be here today if it weren't for LGBT Foundation. They have been and will always be the reason why I am alive. I was reminded I had a purpose, where I learned to use my pain to help others, so they wouldn't be alone.

Rosie Adamson Clark - a longstanding supporter of Pride in Practice and LGBT Foundation's work our work around Lesbian, Bisexual & Trans Women's Health. As part of Lesbian, Bi and Trans Women's Health Week (LBTWHW) and a webinar hosted by the Pride in Practice team, Rosie shared her experiences as to why working with healthcare services is necessary:

'I feel the work of the LGBT Foundation, and especially the Pride in Practice scheme, is crucial to the wellbeing of those of us who are made 'other', those who often still struggle, or are marginalised because of who we love, or who we are... As someone who has been on the receiving end of bad practice many times, it is so wonderful and reassuring when good practice and respect are routinely offered. It makes people like me feel safe and secure.'

Mike Southworth - an incredibly pro-active promoter of Pride in Practice in Heywood Middleton & Rochdale. He said:

'I have taken on a few more roles whilst still waiting for the Covid effect to calm down and return life back to normal. The (10 Stories) booklet still proves popular wherever I go! There are three new roles I have taken on, with the University Public / Patient Involvement and Engagement Forum, the Dentistry Undergraduates Progression Committee and the Pharmacy and Optometrist Advisory Board.'

Bury's LGBT Forum and their members continually promote Pride in Practice and LGBT Foundation services through their networks, inviting us to events and participating in LGBT-specific surveys.

GP Trainee Champions - we currently have four GP trainees across Greater Manchester who work with Pride in Practice to support LGBT+ Patients. These champions are promoting Pride in Practice in each of their services.

Dental Champions - Dental students from University of Manchester helped us put together an article for BDJ Student Journal on 10 things dental students can do to support LGBT patients which was the cover feature of January 2021's publication: <https://www.nature.com/articles/s41406-020-0172-4>

GM Dental Students - Ellen, Amber, Shivani, Aryan & Lisa organised a collaborative event via Facebook Live as part of World Oral Health Day (20th March 2021). SO far, the event has had over 960 views:

<https://www.facebook.com/200165173343206/videos/3705628982819073>

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Pride in Practice – London

The Pride in Practice pilot scheme in London began in June 2019 and despite the pandemic, we continued to deliver training and accreditation throughout 2020/21. Despite the challenges posted by the pandemic in the last financial year we trained 72 GP practices across 13 NHS CCGs within London including: Southwark, Lambeth, Wandsworth, Lewisham, Central London, Hounslow, Sutton, Harrow, Ealing, Hammersmith & Fulham, Brent, Bromley, and Islington.

Of those trained, 51 GP practice were accredited with an award, 1 in every 4 being a gold. Sexual orientation monitoring was implemented by 44 practices and 37 practices introduced trans status monitoring. Additionally, posters were distributed to 127 GP practices and 27 pharmacies across the 13 London CCGs.

Some of the feedback from professionals who received training include:

I think it was very practical as well as factual and thought provoking. It moved on from talking of definitions and inequalities to talking about what that means in practice in health care setting with examples of how we can work differently to overcome them.

Good training to teach you terminology, make you aware of the diversity of other people and think about how to communicate in general practice or work environment with colleagues and patients

This is important awareness training - it is not sufficient (nor appropriate) to state that you treat all people the same. You need to treat all people equitably

The team also successfully launched remote training within the year, training 164 health care professionals, including pioneering work with a maternity clinic in Lewisham. By the end of the financial year, the project has trained 1558 London based primary healthcare workers in LGBT affirmative practices.

Feedback from the project to date identifies that:

- 97% of attendees felt more informed on LGBT health issues
- 99% of attendees would recommend the training to other health care professionals
- 100% of attendees felt that they were treated with dignity and respect by the trainer and that their personal views were taken into account
- 95% of attendees felt more confident in supporting LGBT patients with their health issues
- 99% had trust and confidence in the trainer and training provided
- 99% felt that their views were taken into account by the trainer
- 99% felt that their confidence had increased in helping LGBT patients address their health care needs
- 99% felt the training helped with their understanding of the LGBT health issues covered.
- 99% would recommend the training to other healthcare professionals
- 99% reported that they were satisfied with the training provided
- 99% felt that they were listened to carefully by the trainer
- 100% felt that the trainer treated them with dignity and respect.
- 99% felt that their personal views were taken into account by the trainer

In addition, a further 108 practices registered their interest in Pride in Practice training should the pilot be extended.

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Sexual Health Pilot - All four Sexual Health Services from Lewisham Greenwich Trust were trained as part of a Pride in Practice pilot in Sexual Health Services. The services have had one initial audit, along with feedback to ensure services are LGBT-affirmative and are due to receive a second audit.

Pride in Practice Training (National)

While Pride in Practice is predominantly funded within Greater Manchester and London, demand and enquiries for our services come from across the country. As a result, in the last we trained 1745 health professionals at over 108 training events across England.

From these trainings, we recorded the following feedback (based on approximately 200 responses):

Some of the comments from training attendees includes:

Things were explained in a clear and non-judgemental way.

That it is a really empowering session where you learn a lot and have the ability to ask questions.

It made me feel much more comfortable with the language we use when supporting the LGBT community in primary care. It also made me challenge my own assumptions and biases in a safe and informative space without judgement.

Really engaging content and delivery. The session felt a very safe space for people to explore their understanding and develop their learning.

This is important awareness training - it is not sufficient (nor appropriate) to state that you treat all people the same. You need to treat all people equitably

It provides a great insight into an area of our practice and provides a safe space to ask question and gain information that people might otherwise feel uncomfortable asking.

LGBT Foundation's Training Academy

In June 2020, led by the Pride in Practice Business Development Manager, LGBT Foundation launched the Training Academy; an online curriculum of 10 distinct LGBT training modules and opportunity to become an accredited Champion.

The Training Academy responded to existing demand from individual professionals and corporates better understand and meet the needs of LGBT people at home, work and in the community. Since its launch, the Training Academy has worked with AJ Bell, Klarna, National Lottery, Community Trade Union, GMCA and Citizens Advice Bureau.

The most popular training modules for organisations are:

- Module 1: LGBT 101
- Module 2: Trans and Non-binary Inclusion
- Module 4: How to be an LGBT Ally
- Module 9: LGBT Inclusive Workplaces

Participants who complete all 10 modules and an assessment are accredited as champions and have access to our LGBT Training Academy Champion Alumni Network. There have been 34 completed Champion Assessments and accreditations. 22 people have been awarded Gold, 8 people have been awarded Silver and 4 people have been awarded Bronze.

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This new development started as a pilot and due to the success we've seen, this is now very much part of our income generation strategy and a key influencing tool for us going forwards.

Domestic Abuse

In the last financial year, the domestic abuse team received 144 referrals for new clients. Each referral was assigned a caseworker who could offer support, help accessing emergency homeless accommodation and information regarding registering for local authority housing, as well as broader housing advice.

Feedback from clients emphasised not only the need for the domestic abuse service but also the depth of the support provided by coordinators:

If I were to recommend this service to somebody – I would advise the person that whatever your issue for wanting help with – you shouldn't be embarrassed as the Domestic Abuse Coordinators are really mindful, insightful and respectful regarding everything and anything you wish to talk about.

Overall, I had a really positive experience given that all of our sessions were over the phone – the Coordinator I was assigned was fantastic. I also got to learn more about my own value and requirements especially when in a relationship. Thank you for your help and support – it's really helped me.

My worker was empathetic, understanding, patient, and fantastic at establishing and maintaining rapport. She was good at helping me navigate the difficult feelings and experiences and competently explained concepts around healthy and abusive relationships, I didn't feel like the quality of the assistance provided was lessened by taking place over the phone.

In addition to support, advice and signposting, LGBT Foundation secured the use of 9 properties to house LGBT service users who were fleeing dangerous domestic abuse situations, as well as providing 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.

Trans Programme

The Trans programme continued monthly groups and events throughout the year such as TransMCR and They/Them/Us.

TransMCR is a monthly event for the trans community at LGBT Foundation. #TransMCR is organised by LGBT Foundation with various trans groups and volunteers across Greater Manchester and is a space for anyone who self-identifies as trans or non-binary and their friends and family. During the year themes included:

- Our Passion
- Pride as Protest
- Our Future

They/The/Us is a group run by and for genderfluid and non-binary people, offering a safe space to come together, meet new people, and discuss issues that are important to them.

The need for and impact of our spaces, even digitally during the pandemic is demonstrated through the feedback from our service users:

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Lockdown has deprived me of opportunities to connect with other non-binary people and left me feeling isolated and, frankly, quite down. This group was such a bright spot in this crappy time and I felt wholly accepted both in terms of my gender and also as someone neuro-divergent. Zane facilitated this group beautifully and I have left the session feeling as though my energy and optimism have just been given a zap back into life. Thank you so much.

I'd never heard of the LGBT Foundation until someone approached me and invited me to join this event, I was thoroughly impressed and hope to see more from the team in the future.

Really enjoyed today and felt that was well facilitated and very affirming and informative. Thank you!

Really wholesome space.

Absolutely great event - great speakers.

In total, our events welcomed 557 attendees and provided spaces that improved wellbeing and reduced isolation. Of those that attended:

- 97% satisfied with their experience
- 98% would recommend the events to others
- 93% said that their wellbeing had improved as a result of attending
- 90% said that their confidence had improved as a result of attending

In addition to online spaces, the trans programme continued to publish highly popular guides for trans communities and their allies including:

- The Trans Ally Guide - published in mid-2019, the resource was downloaded 3500 times in 2020/21 financial year and a total 10,860 times since its original release
- A Guide to Safe Binding – published in November 2019, the resource continues to be accessed and achieved 1660 downloads by the end of the 2020/21 financial year
- The /trans-people pages of our website were the most popular over the last financial year, receiving 156k page views from 120k unique users

Trans Advocacy

The Trans Advocacy Service continued to offer practical support to trans and non-binary people facing barriers to services or experiencing discrimination in relation to their gender identity. In the last financial year, this work included several targeted events focusing on employment, specifically for trans women and trans feminine people. We held several workshops and talks on interview etiquette, CV writing and self-employment. Feedback was very positive, and attendees were keen to see more events focusing on access to employment. We are also in the process of inducting our new Trans Advocacy Officer, through which we have refined the role and are exploring the future of the service as regards to wider community development.

Women's Programme

The Women's Programme continued to run several groups throughout the year, as well as setting up new digital ones in response to the pandemic, some examples include:

- Move it Club - a space for people to get active despite the pandemic restrictions
- Mend it Club - a space for service users to come along and learn about hand sewing skills to enable them to mend and customise clothes at home. Designed to be accessible for all regardless of sewing skills, this was a valued opportunity for service users to learn a new skill

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- Grub Club - a space to share cooking skills and strengthen wellbeing
- Quiz Club - a fun and social space with the aim of bringing service users together. We looked at a variety of different themes and often include LGBT history as a topic

It's just so nice to have the company of other women particularly in the current situation and share recipes, see friendly faces and know I'm not alone - Grub Club attendee

This event is not only informative. It gives you new ideas to try out and broadens your cooking skills. At the same time not only connects you to your community but also to the outside world and gave me a little piece of normality in abnormal times - Grub Club attendee

Alongside new groups we continued to deliver annual events such as Lesbian Visibility Day and Sugar and Spice.

We commemorated Lesbian Visibility Day by hosting a collaborative event with Holly Cruise of Hollyzone History who delivered a talk called 'A Lesbian History of Britain'.

Sugar & Spice is the Women's Programme's annual festival, which took place in March and coincided with International Women's Day. Sugar and Spice was particularly successful with 11 online events over the course of five days. Events ranged from craft workshops such as creative writing and zine making to wellbeing events such as a sexual health workshop and a 'sober social' in partnership with our Substance Misuse team.

We also had two events exclusively for women of colour – a Life Drawing event and Vogue Workshop, and a panel exclusively led by and for disabled women. Some feedback from Sugar and Spice include:

Truly amazing workshop by Annie, Lauren, Rossella and Catherine. Their work should be seen by every sexual health commissioner in the UK. - It's a Question of Sex attendee

This was my first pride event I attended because I wanted to - not because I was pressured into going by other people and coincidentally it was the best by far - Make Your Own Pride Bracelets attendee

I really loved this event. Aben was wonderful at holding the space and all the other attendees were so open and respectful. I got a chance to really reflect on influences on my relationship with sex - all the way through from childhood to now. I'll be able to use this reflection to make my sex more fun and positive in the future. Some 'heavy' topics but discussed with care and in a warm and supportive space so it didn't feel too much at all. Thank you so much x - Sugar & Spice Sexual Health Intimacy Workshop attendee

Thank you for hosting this event it was really good fun! I came out in my mid-twenties, so I feel like I missed out on a lot of queer experiences growing up. I've been nervous and hesitant about meeting other queer folks because of this but the experience this evening has really given me a confidence boost. It's been so relaxed and friendly so thank you! - Sugar & Spice Speed Friending Event attendee

This event was a breath of fresh air, and really helpful in supporting me to think about how I can make my service more inclusive for trans survivors. It was rooted in reality; the discussion was really interesting and nuanced. Loved it. Thank you. - Sugar & Spice The Trans Women's Experience of Domestic Abuse Talk attendee

The Women's Programme welcomed 560 attendees to our digital events and reported the following satisfaction rates:

- 98% of attendees were satisfied with their experience at the events

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- 99% of attendees would recommend the events to others
- 89% reported that their confidence had improved on the content covered in the events/sessions
- 96% of attendees reported that their wellbeing improved as a result of attending these spaces

Bi Programme

Established in November 19, LGBT Foundation's Bi Programme aims to create a safe, social place for Bi people to meet, make friends, and ultimately improve their wellbeing through a series of events and workshops.

In light of the pandemic, we launched two digital spaces, namely Bi Talks and Biconic Bingo.

Bi Talks comprised of a series of panel discussions around Bi lives and issues. Topics over the year included:

- In conversation with Gaby Dunn – a panel discussion with Gaby Dunn, who is an American writer, actress, journalist, comedian, LGBTQ activist, and podcaster.
- BI POC – a panel discussion about life as a Bi person of colour
- Bi Men – a panel discussion about life as a Bi man
- Battle of the Bis – A panel discussion about Bi representation in pop culture
- UK Bi History Talk by Jen Yockney MBE – a talk hosted Jen Yockney, a prominent UK Bi community activist

Comments from attendees to Bi Talks include:

Ellie did a fantastic job of moderating and the panel were engaging and brilliant. I will definitely be attending more events hosted as part of the Bi Programme - Bi Men Talk attendee

I appreciated the opportunity to hear about bi+ men's experiences in another part of the world from my own. It was a very enjoyable 90 minutes - Bi Men Talk attendee

This was a really interesting and thought-provoking panel discussion and I found it both inspiring and resonating with my own experiences, but also very educational in terms of the experiences of others - Bi POC Talk attendee

Biconic Bingo was launched to provide a space for bi people to socialise, reduce isolation and improve wellbeing by playing bingo. The event proved successful and one of many positive pieces of feedback include:

This was such a lovely event! Thank you, Ellie! I would also like to mention that I was in touch with Ellie ahead of the event and mentioned some disability-related issues to her. Her response was so kind and considerate. I felt very safe attending this event - Biconic Bingo attendee

Both Bi Talks and Biconic Bingo welcomed 214 attendees and recorded the following outcomes:

- 98% of attendees reported that their wellbeing improved as a result of attending these events
- 86% reported that the events helped reduce their feeling of isolation
- 100% of attendees were satisfied with the spaces provided and their contents
- 93% reported that attending helped improve their confidence with social spaces

Smoking Cessation

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In the last financial year, we continued our long-standing work around smoking cessation through training, collaborating on key events related to oral health and working with stakeholders on local and national Pride projects.

We delivered training to various smoking cessation and health services across Greater Manchester. These sessions highlighted the health inequalities experienced by LGBT people and the barriers to accessing smoking cessation services, which were positively received.

For World Oral Health Day (20/03/2021) we worked with the Pride in Practice team and dental students from the University of Manchester to deliver a Facebook Live event. This collaboration raised awareness of the oral health risks linked to smoking and offered oral hygiene advice from trained dental professionals.

Volunteering

In 2020/21, LGBT Foundation grew its family of regular volunteers to approximately 270 volunteers, spanning teams across the organisation including: Pride in Practice, Library & Archive, Helpline, Village Angels, Women's Programme, Trustees, Sexual Health, and Rainbow Brew Buddies.

Volunteering was significantly impacted by the pandemic due to the termination of face-to-face service delivery. That being said, volunteers still made significant contributions to our work and donated 3000 hours of their time to support our communities – the equivalent to over 4 months of 24/7 volunteering. Furthermore, our Talking Therapies Volunteer Counsellors provided over 1500 hours of therapy to service users.

As lockdown restrictions changed, our Village Angels too made efforts to ensure we could safely provide support to those in the village. Working in different ways and different hours, our Village Angels still gave over 300 hours of voluntary assistance to make the village a safer place.

Our Rainbow Brew Buddies shared almost 1000 cups of tea with service users, providing over 250 hours of befriending to the most isolated members of our communities during the Covid-19 lockdowns.

Following lockdown in March 2020, we used the start of the financial year to ensure that all of our regular volunteers received wellbeing check-ins from one of our team. Their feedback led to a series of resilience building events, including a meditation workshop and a bracelet-making workshop. Volunteers that attended these workshops provided the following comments:

Fantastic event, really helpful. A welcoming and safe community feel and really helped me deal with a stressful week and some things I was working through. Thank you so much to the team for organising and facilitating this. More events like this please!

It feels as though the Foundation values our voluntary contribution by providing these events.

The event was wonderful, [the facilitator] was very knowledgeable, easy to understand and explained all the steps in the process. I struggle to feel in the moment, as I'm usually worrying about the future and the past. This event ground me and I felt a sense of calm. Me and my partner really appreciated the gift pack as well for use on the evening and thank Nik and the LGBT foundation for putting this event on!

Substance Misuse

In response to the pandemic, the substance misuse programme launched their support groups into online spaces with a significant amount of success. The team ran three groups with different focuses:

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- Here & Now - a safe space for LGBT people affected by substance misuse
- Chemsafe - a peer support group for any LGBT people affected by chemsex
- SMART Recovery Group - a CBT based programme that supports all LGBT in managing their recovery from any type of addictive behaviour

These spaces were attended 789 times, a record for the team. The substance misuse team encouraged service users from across the organisation to complete self-screening tools for alcohol (Alcohol Use Disorders Identification Test (AUDIT)) and drug use (Drug Use Disorders Identification Test (DUDIT)) to help them reflect on their substance use and where applicable, highlight any at risk individuals.

A total of 611 completed the screening tool. Of all our wellbeing service users accessing any service:

- 1 in every 10 presented with increasing risk for alcohol use
- 1 in every 17 presented with possible alcohol dependence
- 1 in every 11 presented with increasing risk for drug use
- 1 in every 33 service users presented with possible drug dependence

As a result of the AUDIT and DUDIT screening tools, the wellbeing teams were able to make referrals to our substances misuse team and provide a blended person-centred approach for each service user.

In addition to groups and assessments, we completed 1-2-1 casework with service users and received 90 referrals over the course of the year. From these referrals, 67 people received counselling and wellbeing strategies related to their substance use.

We also published the first issue of our Recover newsletter, which is written, designed and produced entirely by Recovery Champions. This is an internal publication designed to include tips and stories from all volunteers and service users.

In relation to their experience, one service user commented:

I've just recently come out rehabilitation after completing 6 months of treatment. I enjoyed the groups there, but sometimes I felt like I wasn't understood or that people weren't clued up about what it's like being a transgender woman and also what it was like coming from a very strict Muslim background and being transgender, I felt like a minority. After my treatment completed, I decided to do my aftercare treatment back in Manchester and with the LGBT Foundation. As I'm at the end of my transition and due to have GRS soon, I wanted to be part of a network that would support me through this change and also help me through trans issues. 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. With like-minded people with similar backgrounds, I'm really grateful to the substance misuse counsellors for being so accommodating and helpful in my aftercare treatment. The one-to-one counselling at LGBT Foundation which has been very helpful, as I found it hard to adapt back to life in Manchester and she's been very supportive. So, I would highly recommend this organisation to anyone from any race, religion, sexuality and gender, you can really be yourself here

Pride in Ageing

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Our Pride in Ageing programme grew immensely in the last financial year. In total, we held 19 events with 197 attendees – that is over double the events and more than 4 times the attendees compared to the previous year.

These events included a brief series of events that coincided with the airing of Channel 4's drama series 'It's a Sin'. These highly valued spaces were a place dedicated to reflect, listen and share thoughts about the series in an intergenerational discussion group where older and younger community members could come together and discuss the latest episode after it had aired.

Attendees were also encouraged to exchange stories and memories of the 1980s held within our community first-hand. This event in particular was positively received, with feedback such as:

Really great session and important to hear our history from those who experienced it. I've gained so much from having an intergenerational space, listening and reflecting. More of this please - It's a Sin attendee

It was a wonderful space and I applaud and thank the LGBT Foundation for providing this space. Was refreshing to hear a lot of opinions and thoughts on Its A Sin but also wider discussions on LGBTQ+ issues / HIV. Thank You. Shame it had to end and the discussion could definitely go on longer - It's a Sin attendee

My experience has been that this series of groups has been supportive, everyone offered a space to speak and energy into preparing and holding the space itself. Given me incentive to access more spaces and training with the foundation - It's a Sin attendee

Other events held throughout 2020/21 include:

- 'Pride in Ageing 1st Birthday Celebration 'Sensible Footwear' Q&A with Kate Charlesworth – an event hosted by Edinburgh-based cartoonist Kate Charlesworth, who answered questions about her landmark LGBTQ memoir 'Sensible Footwear'.
- Virtual Rainbow Death Café
- Advisory Groups

Feedback from some of these events include:

I loved the fact that it was informal and fun but very interesting at the same time. Delightful. - Pride in Ageing 1st Birthday Celebration Event: 'Sensible Footwear' Q&A with Kate Charlesworth

It was fascinating to see Kate and her original artwork and hear part of her story. Glad she has reclaimed the word Dyke for gay women. Well done to Lawrie for setting it up - a fabulous event to celebrate 1 year of Pride in Ageing. - Pride in Ageing 1st Birthday Celebration Event: 'Sensible Footwear' Q&A with Kate Charlesworth

It was lovely. Intimate, friendly and offered us a challenge to go back to our diaries and campaigns. And reclaimed Dyke as a label and identity of which to be proud. - Pride in Ageing 1st Birthday Celebration Event: 'Sensible Footwear' Q&A with Kate Charlesworth

I enjoyed this event a lot. I enjoyed the freedom allowed by the host, while at the same time feeling trust that he would intervene or help guide the group / the conversation if needed. I enjoyed the openness amongst strangers on very personal intimate topics. And the friendliness and well-mannered ease between us. Thanks for offering this space! - Rainbow Death Café attendee

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The reported impact of Pride in Ageing events found that:

- 100% of attendees would recommend the events to others
- 95% of attendees reported that their wellbeing improved as a result of attending these events
- 78% of attendees reported a reduced feeling of isolation as a result of attending

Older people's housing and care project

The Homes England funding for this project started in April 2020 following some initial surveys and groundwork for the project in 2019. We used this data to construct a community survey, which ran for 6 weeks from 17 June – 31 July 2020. The survey was promoted by HouseProud, BME National, MCC, Inside Housing and the Chartered Institute of Housing.

In October 2020, as a part of International Older Persons Day, we launched “Housing, Ageing and Care”, a report based on the findings from the LGBT Extra Care Scheme Survey. Focus groups started in December 2020 to gather more views from communities under-represented within the survey.

In November 2020, a Community Steering Group was established to inform the development of the scheme and in March 2021 it was announced that Anchor Hanover Group were selected as the development partner. Both are working with Manchester City Council and LGBT Foundation to prepare the planning application for submission in 2021/2022 as well as consider design and operational issues.

LGBT Foundation launched a Learning Journal on its website in March 2021 which will track the journey through the design, build and opening of the scheme.

Ambition for Ageing

Following the end of the delivery phase of Ambition for Ageing, and the need to deliver the programme at a distance due to the pandemic, the team agreed four new objectives for the work until the end of contract in September 2020. The Ambition for Ageing team established the following objectives:

- Support Equalities Board (EB) members during the Covid-19 crisis
- Develop and maintain an equalities perspective on Covid-19 support for older people in isolation
- Ensure that the development of a medium and long-term strategy for integration with the Greater Manchester Older People Network (GMOPN) continues in an adapted form that complement the previous two aims
- Ensure that equalities learning from the EB is handed over and/or embedded into legacy projects of Ambition for Ageing

The Ambition for Ageing team produced two issues of Equalities Digest. The first focused on inequalities in the impact of Covid-19 on marginalised communities, and the second focused on inequalities in housing. Both digests also included useful resources for people from marginalised communities and were printed and posted to members who were unable to access the resources online.

The team also kept a ‘watching brief’ on the Covid-19 response and equalities affecting older people and developed a communications plan to support the integration of the Equalities Board and GMOPN via online meetings and joint trainings.

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Bring Dementia Out

The Bring Dementia Out programme experienced several challenges in the last financial year. Event cancellations and partnership work postponed due to Covid restrictions meant we had to work creatively to deliver our key objectives. Despite these setbacks we:

Via Bring Dementia Out direct training, we delivered training to 104 health and care professionals primarily to organisations such as Age UK, Alzheimer's Society and other care & dementia professionals.

We also developed training with Guinness Partnership staff up to the end of March 2020.

The focus on the training has been around the following:

-Challenges faced by LGBT people living with dementia and those supporting them – featuring the experiences of lived experience advisors

-Ideas for supporting LGBT people living with dementia

Bring Dementia Out is also a member of the LGBTQ+ Dementia Advisory Group with colleagues from Opening Doors London, Rainbow Café Brighton and Alzheimer's Society along with members with personal lived experience of dementia. We are also a supporter of Speak Out With Dementia Peer Support Group.

Bring Dementia Out has especially benefitted from our Lived Experience Advisors- particularly Patrick Ettenes.

Patrick has been extremely proactive as a speaker at other events where he is regularly asked to talk about his experiences of early onset dementia and these talks have included various universities along with being a contributor to many dementia forums run by Alzheimer's UK and others along with many requests for interviews in publications and online.

Selection of training feedback:

'It was really interesting and I feel more confident now to ask the monitoring questions. I've always found it difficult, because it feels like prying, but I think it is time for everyone to have conversations and share experiences, where they are comfortable to do so, so that we can start to break down barriers and understand each other better. I have just been looking through some of the things you sent and it is very interesting. It was one of the best sessions I have been to for a long time' Group Coordinator, Alzheimer's Society

'It really opened my eyes and my mind to this subject. I found it both moving and informative.' Dementia Support Worker

'I just wanted to thank you both for a very thought provoking and emotional session. I know my team who have attended previous sessions found them incredibly insightful and helpful.' Area Manager - Alzheimer's Society

In all honesty I had never even considered how traumatic the regression side of dementia could be to someone who had struggled in their earlier life, come to terms with who they are, only to be thrown back to more scary times. The work you are doing is inspiring." Information & Advice Service Manager, Age UK.

Research and Policy

LGBT Foundation Ltd

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Our policy and research team contributed to a number of surveys and research projects over the course of 2020/21. Some examples include:

- Collaborating with the NHS Equalities and Health Inequalities Unit to test their Unified Information Standard. This assessed whether there was sufficient evidence to show that the monitoring of protected characteristics should be mandated across the NHS
- Advising on the new two-step question on gender and trans status for the GP Patient Survey and the Cancer Patient Experiences Survey
- Contributing to the Equality Strategy for Salford Equality Strategy Writing Group
- Providing feedback regarding gender and trans status monitoring for the Children & Young People's Patient Experience Survey
- Finalising the NHS Best Practice Guide for Personalised Care and LGBT Health Inequalities, which is scheduled to be published in 2021
- Joined the Banning Conversion Therapy Coalition and have started strategic work on increasing inclusive outreach to survivors
- Continued work with Stonewall and Linklaters on the ongoing legal case regarding voter ID, including developing a survey to gather comprehensive data about barriers to access
- Strengthened links with Queer Britain and started conversations about potential future collaborations

In addition to partnership work, we published two guides on our website; Hidden Figures: The Impact of the Pandemic on LGBT Communities and Essential Briefing on the Impact of Covid-19 on LGBT Communities in the UK.

We launched Hidden Figures: The Impact of the Pandemic on LGBT Communities in May 2020. The report gathered data from our Covid-19 survey, service user data, case studies and existing research on health inequalities to demonstrate the disproportionate impact that the Covid-19 crisis is having on LGBT communities.

As a follow-on to this work, our Essential Briefing on the Impact of Covid-19 on LGBT Communities in the UK outlined how existing health inequalities experienced by LGBT communities place them at greater risk and are more likely to be severely affected if they caught Covid-19. The report also looked at emerging evidence on the wider effect the crisis is having on LGBT communities

At the start of 2021 we turned our attention to the UK census which, for the first time ever, would include questions relating to sexual orientation, gender identity and trans status. We worked with the University of Birmingham looking at campaigning and the UK census. As a part of this work, we produced a research paper evaluating previous census campaigns and what we can learn from them.

In January we ran an event for people across the LGBT sector to discuss how we can work together to encourage LGBT people to fill in the UK census. One example of suggestions included using our various networks and social media platforms to raise awareness of the changes to the census and why they are important for LGBT people.

Indigo

In December 2020, LGBT Foundation collaborated with gtd Healthcare to launch Indigo, a new NHS adult gender service in Greater Manchester. Indigo which was commissioned to provide care that is local, timely, easier to access, and designed by and for trans communities within Greater Manchester.

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The service is an innovative model of trans healthcare, based in primary care. This means our clinical services are delivered by experienced GPs in practices across Greater Manchester, with additional services being delivered in community settings. Services are trans and non-binary led, with trans and non-binary people guiding and feeding into all levels of service provision.

Indigo offers trans and non-binary people different ways to access support services, including assessment and diagnosis for gender incongruence. This includes holistic assessments of an individual's needs as well as referrals and signposting to other services. Indigo offers:

- Voice & communication therapy
- Hair removal
- Recommendation of hormone therapy
- Assessment & referral for top surgery
- First assessment for lower surgery
- Counselling
- Care navigation & social prescribing

Within the first five months of the service Care Navigators responded to 150+ helpline calls and 800+ emails regarding Indigo provisions, what service users can expect and enquiries from members of the public, GPs, Gender Identity Clinics (GICs), pharmacists, mental health nurses, consultant psychologists and families of trans people seeking advice.

Indigo received agreements from 518 patients to be transferred in our care pathway, held 232 first assessments with patients and 125 second assessments with patients. To date 98% of patients have rated their overall experience to date as good or very good. This positive satisfaction is reflected in their comments:

'Honestly, thank you for everything you have done so far for me. I'm so grateful to have the support and help to become the man I want to be. A big thank you to the doctor such a lovely man.'

'The doctor was extremely helpful and comforting, as was the Care Navigator who helped me before and after the appt. and has always been fantastic. I was made to feel very comfortable, and it has been helped greatly. Thank you for this incredible service.'

'From the start of my journey with Indigo they have been utterly amazing!!! Couldn't ask for more.'

'I felt respected and listened to, the staff had a good and clear understanding of the Trans experience and how society views trans people. It gives me optimism in the future that trans healthcare will improve, as I and a lot of the community have a lot of apprehension with the current (non-pilot) model.'

QTIPOC Programme

In December 2020, we recruited our QTIPoC (queer/questioning, trans, intersex people of colour) Programme Co-ordinator as part of our ongoing journey to better supporting LGBT people of colour (PoC). This work, while in its infancy, has already seen increased cross-organisational engagement commencing with the restructure of our QTIPoC working group. This group initially comprised of QTIPoC staff and board members working together with white allies to promote and contribute to the advancement of racial equity across our organisation.

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The renewed impact of the Black Lives Matter movement in Spring 2020 rebirthed a global united focus on white allyship and active anti-racism, understandably leading to an influx of white colleagues joining the group wishing to be informed and contribute to the cause. Feedback from members of all races in subsequent months however suggested a redistribution of energies would help streamline QTIPoC decision making.

The new strategy introduced our QTIPoC Steering Team, chaired and led by PoC to better elevate the voices of people with lived experience of racial inequality. This is complemented by thematic working groups with clear outcomes, which better enable support from white allies and build relationships with QTIPoC centric organisations both locally and nationally.

The programme's primary focus in 2021 has been internal. In order to authentically serve, represent and engage communities of colour, we had to begin to address the racial inequalities that exist within our organisation. Our Programme Co-ordinator led on the recruitment of our Anti-Racism and Inclusive Recruitment trainer, working closely with our QTIPoC Steering Team to embed anti-racism into all of our practice's organisation wide, whilst also working in an advisory capacity to refresh our application packs and recruitment processes to help improve inclusivity.

The next phase of this work is focused on the development of bespoke Anti-Racist Practice and Inclusive Recruitment training sessions, preceded by demographically targeted focus groups with colleagues past and present to detail how racism presents within LGBT Foundation. The first wave of this training will be delivered to all colleagues, leading to future outcomes and directorate specific initiatives to prioritise anti-racism across our organisation.

Alongside this work, our programme co-ordinator has been working with our Sexual Health services to help relaunch and refresh QTIPoC outreach and gathering data from QTIPoC 50+ with a view to co-productively aiding the development of the Extra Care Housing Scheme.

Externally, facilitating the QTIPoC UK Organisers Network is helping to build connections between regional QTIPoC-centric organisations on a national scale. Currently thirteen organisations are represented, with a view to partnership working to develop resources, share learnings and amplify QTIPoC initiatives UK wide.

We look forwards to a future of holistic authentic QTIPoC engagement built on a foundation of accountability, having listened to and being led by communities of colour.

Website

With the termination of face-to-face services due to Covid-19, our website played an integral role in reaching our communities during a moment of national crisis. Our website proved pivotal in circulating important health and wellbeing information, guidance on Covid-19 vaccinations, sexual health testing and advice on pandemic related issues throughout 2020/21. We also utilised our site to proactively responding to protest movements regarding trans rights and the Black Lives Matter movement.

Over the last year, our website recorded:

- 1,000,763 page views, a record for the organisation
- 512,994 unique users, over double that recorded in 2019/20 (231,200 users)
- Visitors from 224 countries and territories around the world

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Furthermore, at the beginning of the financial year, LGBT Foundation launched an online referral system, where members of the public or could self-refer into our services via desktop or mobile. This system also enabled mental health and wellbeing services to refer their services users to us in a secure way. The implementation of an online self-referral system removed significant barriers to people wishing to access our services and improved data and service continuity.

The most popular section of our website continued to be our trans & non-binary pages. These pages are instrumental in informing trans people and their allies about trans history, wellbeing and identities. Over the course of the year, these pages recorded over 178,000 page views.

In addition to existing content, we published 61 news articles on our website which received around 76,000 page views from over 59,000 unique users across the UK (Manchester, London, Birmingham & Glasgow) and internationally (USA, India, Philippines, Saudi Arabia & South Africa). A sample of our articles include:

- Signposting to our Coronavirus Hub
- Trans Day of Visibility 2021
- LGBT History Month: Five LGBT people from history whose stories you should know
- An LGBT Guide to Surviving Christmas Alone
- LGBT Foundation's response to news that the Government will bring in legislation to ban conversion therapy
- Updates on our queer, trans, intersex, people of colour (QTIPOC) work
- The launch of our 'Severe and Multiple Disadvantages in LGBT Communities' report

In response to the pandemic, we launched a 'Coronavirus Hub' on our website to disseminate important information relating to LGBT communities during the pandemic. Some examples of Coronavirus Hub content are:

- Covid-19 Vaccinations - educating LGBT people on Covid-19 vaccinations and dispelling myths specific to LGBT communities such as 'Will the vaccination interact with my hormone replacement treatment (HRT)?', 'Will the vaccination interact with my HIV medication such as ART?' and 'Will the vaccination interact with my PrEP or PEP medication?'
- The Essential Guide to LGBT Rights & Covid-19 - guidance on sexual health testing, access to medications, PrEP trials and hormones, Gender Identity Clinic (GIC) appointments and safety from abuse or hate crimes
- Sex During the Pandemic - advice around sex and intimacy during the pandemic, as well as a note from our Trustee Dr Mike Hill

The articles in the Coronavirus Hub were viewed almost 50,000 times in the last financial year.

E-Bulletins

Alongside our website, e-bulletins provided a great way of sharing monthly updates and events with service users. We sent out 106 e-bulletins across 6 different programmes, one of which was the newly launched Pride in Practice e-bulletin for primary healthcare providers.

By the end of the financial year, our e-bulletins were distributed to 9805 subscribers,

Bulletin	Subscribers	Open Rate	Engagement Rate
Outspoken!	4843	19.4%	1.2%

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Men's Bulletin	32	48.6%	12.2%
Transmission	941	16.0%	1.6%
Women's Bulletin	2384	15.7%	1.8%
Volunteer Bulletin	826	39.1%	2.9%
Pride in Practice (New Bulletin)	779	19.5%	2.0

Examples of content distributed in our e-bulletins include:

- Greater Manchester Elections: The Equality Wins Manifesto - a launch of our Equality Wins Manifesto in preparation for the Greater Manchester local elections and petitioning candidates to publicly pledge support for seven LGBT-affirmative commitments
- Proud to be Counted - encouraging answers to sexual orientation and gender identity question on the 2021 UK Census, a first for the census
- Trans 'Spotlight' series - providing articles and signposting to organisations that support trans people including 'Black Trans Foundation', 'The Trans Social Club' at Trans Creative and 'Traveller Pride' for trans and non-binary traveller communities
- Signposting and articles for primary healthcare providers during key national LGBT or health initiatives including the distribution of our 'Guide to Safe Binding' resource, the provision of up-to-date data on HIV diagnoses in the UK and articles amplifying the voices of LGBT carers

Campaigns

Alongside our e-bulletins and website communication, LGBT Foundation have launched several campaigns during the last financial year.

With Pride events across the country and around the world cancelled, we knew that this would have a considerable negative impact on some in our communities. Therefore, in May 2021 we launched #MyPridels; a digital campaign to celebrate all the different meanings of Pride. The campaign focused on Pride being a celebration of identity rather than confined to a single event or festival. We created a number of assets showcasing LGBT personalities and what Pride meant to them. We promoted these via our social media platforms and encouraged members of the public to add their stories and create a digital celebration together.

In June 2020, we launched our #LockedDownAndOut campaign, highlighting the experiences of LGBT people in lockdown. We partnered with marketing agency The Gate and produced a short film directed by Lucrecia Taormina and starring Miya Ocego and Cate Debenham. The film raised awareness to the fact that LGBTQ abuse has doubled since lockdown and the increase in calls to our helpline because of the pandemic restrictions.

From July 2020, our #NotInOurName campaign mobilised hundreds of cis women allies to reject the false narrative that trans equality is in any way at odds with the rights of cis women. Our digital campaign brought to life the voices of these allies and reached 475,000 people with this message of hope and solidarity and received press coverage in PinkNews.

As the NHS made preparations to roll out the Covid-19 vaccine, we launched a campaign to ensure that all LGBT people felt confident accessing and receiving the vaccination. Our campaign:

- Addressed the key health concerns that LGBT people may have about taking the vaccine.

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- Published factsheets on our website to address questions about potential interactions with HIV medication, PrEP or hormone therapy
- Distributed signposting and advice to CCGs, vaccination centre and healthcare professionals to ensure they felt confident in understanding and responding to the concerns of LGBT people receiving the vaccination
- Hosted a webinar with National Advisor for LGBT Health Dr Michael Brady and Dr Luke Wookey to target misinformation about the vaccine and answer questions community members

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, 2020/21 began with significant in-year targets in order to address gaps in the projected budget, plus significant concern around these targets due to the impact of COVID-19. As such we devoted significant attention to income generation and thankfully, as the financial year progressed, we were able to successfully secure new grants and contracts (many of which COVID-19 related) and make cost-savings as the year progressed. In particular, we also benefited from new corporate support we hadn't anticipated but which was very welcomed as it allowed us to focus on building our reserves in line with our Reserves Policy: something we intended to focus in 2020-21. Very welcome examples of new funding sources include:

- **Homes England** – We received financial support to help develop an LGBT+ Extra Care Scheme which is due to open in Manchester, ensuring older LGBT people are at the heart of the project design and delivery through supporting community involvement initiatives and providing consultative support on the programme.
- **Batiste** – We worked with Batiste to support our 'Equality Wins' campaign which runs across all of our communications and campaigning work, particularly supporting our Virtual Pride activity.
- **The National Lottery Community Fund** – we received COVID-19 financial support which enabled us to expand our provision and support increased demand on our services. This meant we could increase our helpline operating hours, develop a new 'Rainbow Brew Buddies' phone befriending service for people particularly isolated as a result of the pandemic. Funding was also provided to support our safeguarding work which is more important than ever given a trend we've seen around increased complexity of need.

Despite changing the ways we work and moving to an online service delivery model, our funding has ensured that 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 and contribute to both our reserves, ensuring we're more sustainable going forwards and moving towards our Reserves Policy aims, and also ensuring we provide for some significant upcoming costs such as for a new building.

Funders

We would like to thank the following funders for their generous financial support during 2020/21:

**GREATER MANCHESTER LOCAL AUTHORITIES
& GREATER MANCHESTER CCGs**

LGBT Foundation Ltd

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(Bolton (Bury (Heywood, Middleton & Rochdale (Manchester (Oldham

(Salford (Stockport (Tameside (Trafford (Wigan

OTHER FUNDERS

(Academic Health Science Networks (Achieve Recovery Bolton (Action Together VCS (Ann Walker Memorial Foundation (Arts Council England (Assura Community Fund (Austin & Hope Pilkington Trust (Barclays (Batiste (Beaverbrook's Charitable Trust (BHA for Equality (Big Life Group (Bondara (Breakthrough UK (Business Growth Hub

(Carers Trust (CGL (Choice Support (Department of Health & Social Care (Duchy of Lancaster Benevolent Fund (Ecclesiastical Foundation (ESRC (Forever Manchester (Gaddum (Gilead Sciences (Greater Manchester Combined Authority (GMCVO (Grand Trust (Greater Manchester Mental Health NHS Foundation Trust (Guinness Partnership (Henry Smith (Homes England (John Ellerman Foundation (Joshua Lloyd Label (Klarna (Lambeth Council (Lewisham Council (LGBT Consortium (MAC AIDS Fund (Macc (Macmillan Cancer Support (Manchester Art Gallery (Manchester Metropolitan University (Manchester Pride (Marsh (Method (MHCLG (Mind (NACCOM (NatCen (National Lottery Community Fund (Natural Motion (Neighbourly (NHS England (National Institute for Health Research (Nottinghamshire NHS (OGX (Open University (Proud Beer (Queer as Books (Race Equality Foundation (Salford CVS (Sir Jules Thorne Charitable Trust (Southway Housing Trust (Spectra (The Charity Service (The Dowager Countess Eleanor Peel Trust (The Sock Shop (Trust for London (Virtual Racing UK (We Love MCR Charity (York Law School

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

Reserves Policy

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.

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 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.

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Trustees' Report

Although some progress has been made, the Trustees recognise that the current level of reserves is 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 2021, unrestricted and undesignated reserves amounted to £531,518. This is equivalent to 10 week's running costs, based on the projected budget for 2021/22, which is a positive jump from 8 weeks running costs last financial year. 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 generated during 2020/21 of £351,617 of which £231,000 will be added into the Unrestricted Reserves in line with our ambitions within this policy.

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

Designated Reserve 1: We retained a designated amount of £24,916 as a future property reserve, to ensure we're able to cover the costs of any dilapidations of future premises. This reserve remained untouched and has been added to by an amount of £120,617 which is retained for future accommodation costs. This means that the total reserve pot for future building and accommodation costs now equates to £145,533.

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 2020/21. 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. This will cover any future project or staffing costs that may happen as a result of the pandemic.

Future Plans

In order to ensure that we fully meet our ambitions within the Strategic and Forward 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.

Going forwards we are investing more in our Income Generation Team, in order to deliver on an ambitious new Income Generation Framework which focusses on both sustainability and growth.

COVID-19 will have a significant impact on our finances in the coming years, and we are working hard to mitigate as many of these risks as possible. Whilst we are confident in our 2021-22 projections, we're aware that the full impact of COVID-19 in terms of cuts to contracts and funding is likely to be felt in future years (alongside a trend of increased need), and as such we are focussing on diversifying our income stream further.

Strategic Plan 2018-2023

LGBT Foundation Ltd

Trustees' Report

Looking ahead, the charity is now three 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
 - **Encouraging Wellbeing:** Reducing isolation amongst our communities & enabling people to flourish
 - **Promoting Safety:** Helping people feel more confident & in control of their lives
-
- Voice: Amplify the voices of our communities and empower people to take social action
 - Influence: Achieve systemic 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
 - 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
 - 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

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.

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.

By order of the Trustees (Management Committee)

LGBT Foundation Ltd

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 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 Limited “the charitable company” for the year ended 31 March 2021 which comprise the Statement of Financial Activities (incorporating an Income and Expenditure Account), the Balance Sheet, the Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 “The Financial Reporting Standard applicable in the UK and Republic of Ireland” (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company’s affairs as at 31 March 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.

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 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 directors' report included within the trustees' report has 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

LGBT Foundation Ltd

Independent Auditors' Report to the Members of LGBT Foundation Ltd

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.

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.

LGBT Foundation Ltd

Independent Auditors' Report to the Members of LGBT Foundation Ltd

Ability to Detect Irregularities

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements based on our understanding of the Company and through discussion with the Directors and other management (as required by auditing standards).

We also had regard to laws and regulations in areas that directly affect the financial statements including financial reporting (including related company legislation) and taxation legislation. We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements.

We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit. Audit procedures performed included:

- Discussions with management, enquiring over non-compliance with laws, regulations and fraud;
- Reviewing minutes of all Board meetings during year; and
- Review of transactions (including journals) using data analytic software.

There are inherent limitations in the audit procedures described above. We did not identify any such irregularities however as with any audit, there remained a higher risk of non-detection of irregularities due to fraud, as these may involve deliberate concealment, collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body for our audit work, for this report, or for the opinions we have formed.

.....
Lee Cartwright (Senior Statutory Auditor)
For and on behalf of Beaver and Struthers, Statutory Auditor

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

LGBT Foundation Ltd

Independent Auditors' Report to the Members of LGBT Foundation Ltd

Date:.....

LGBT Foundation Ltd

Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account)

	Note	Unrestricted funds £	Restricted funds £	Total 2021 £
Income and Endowments from:				
Donations and legacies	3	372,821	-	372,821
Charitable activities	4	832,088	1,668,657	2,500,745
Other income	5	<u>198,969</u>	<u>-</u>	<u>198,969</u>
Total income		<u>1,403,878</u>	<u>1,668,657</u>	<u>3,072,535</u>
Expenditure on:				
Raising funds	6	(49,755)	-	(49,755)
Charitable activities	6	<u>(1,002,506)</u>	<u>(1,668,657)</u>	<u>(2,671,163)</u>
Total expenditure		<u>(1,052,261)</u>	<u>(1,668,657)</u>	<u>(2,720,918)</u>
Net income		<u>351,617</u>	<u>-</u>	<u>351,617</u>
Net movement in funds		351,617	-	351,617
Reconciliation of funds				
Total funds brought forward		<u>542,670</u>	<u>-</u>	<u>542,670</u>
Total funds carried forward	17	<u>894,287</u>	<u>-</u>	<u>894,287</u>
		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	<u>76,984</u>	<u>-</u>	<u>76,984</u>
Total income		<u>681,876</u>	<u>2,017,445</u>	<u>2,699,321</u>
Expenditure on:				
Charitable activities	6	<u>(677,038)</u>	<u>(2,017,445)</u>	<u>(2,694,483)</u>
Total expenditure		<u>(677,038)</u>	<u>(2,017,445)</u>	<u>(2,694,483)</u>
Net income		<u>4,838</u>	<u>-</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>-</u>	<u>537,832</u>
Total funds carried forward	17	<u>542,670</u>	<u>-</u>	<u>542,670</u>

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 2021

	Note	2021 £	2020 £
Current assets			
Debtors	13	164,810	223,615
Cash at bank and in hand		<u>1,911,424</u>	<u>929,711</u>
		2,076,234	1,153,326
Creditors: Amounts falling due within one year	14	<u>(1,181,947)</u>	<u>(610,656)</u>
Net assets		<u>894,287</u>	<u>542,670</u>
Funds of the charity:			
Unrestricted income funds			
Unrestricted funds		<u>894,287</u>	<u>542,670</u>
Total funds	17	<u>894,287</u>	<u>542,670</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 60 were approved by the trustees, and authorised for issue on 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 2021

	Note	2021 £	2020 £
Cash flows from operating activities			
Net income		351,617	4,838
Working capital adjustments			
Decrease in debtors	13	58,805	91,068
Increase in creditors	14	158,387	154,914
Increase in deferred income		<u>412,904</u>	<u>99,269</u>
Net cash flows from operating activities		<u>981,713</u>	<u>350,089</u>
Net increase in cash and cash equivalents		981,713	350,089
Cash and cash equivalents at 1 April		<u>929,711</u>	<u>579,622</u>
Cash and cash equivalents at 31 March		<u><u>1,911,424</u></u>	<u><u>929,711</u></u>

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 2021

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 2021

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 2021

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Tangible fixed assets are stated at cost. All assets costing more than £1,000 and with an estimated useful life of more than one year are capitalised.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Furniture, Fixtures & Fittings	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.

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is identified to the fund, together with a fair allocation of management and support costs.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities are classified according to the substance of the contractual arrangements entered into.

3 Income from donations and legacies

	Unrestricted funds General £	Unrestricted funds Total 2021 £	Unrestricted funds Total 2020 £
Donations and legacies;			
Manchester Pride	28,582	28,582	41,250
Supporters Scheme & Individual Donations	297,392	297,392	233,629
Legacy Donation	13,847	13,847	(12,823)
Barclays Spectrum	33,000	33,000	50,341
Smirnoff	-	-	58,464
	372,821	372,821	370,861

4 Income from charitable activities

	Unrestricted funds Designated £	Restricted funds £	Total 2021 £	Total 2020 £
Big Life Group	-	8,001	8,001	-
We Love Manchester	-	13,590	13,590	-
Pride In Ageing	-	26,990	26,990	-
The Guinness Partnership	-	52,544	52,544	-
University of York	-	500	500	-
GM Business Support Ltd	-	1,817	1,817	-
gtd Healthcare - Indigo	-	262,589	262,589	-
National Lottery Community Fund	-	97,352	97,352	-
Trust for London	-	7,500	7,500	-
NHS Central Manchester CCG	-	500	500	-

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

	Unrestricted funds			
	Designated £	Restricted funds £	Total 2021 £	Total 2020 £
Mind	-	14,483	14,483	-
Big Lottery - Reaching Communities (Trans Programme)	-	-	-	63,197
Big Lottery - Reaching Communities (Women's Programme)	-	-	-	126,576
MACC Hate Crime Awareness	-	2,000	2,000	-
Change Grow Live	80,028	-	80,028	79,965
London Community Response Fund	-	5,380	5,380	-
Department of Health Social Care - Strategic Partners	-	89,958	89,958	60,000
Manchester City Council - Domestic Abuse Housing	-	125,824	125,824	90,832
National Institute Health Research	-	28,226	28,226	30,573
HPE LAP	-	-	-	31,920
Greater Manchester Combined Authority - COVID 19	-	36,448	36,448	-
GMCVO - Ambition for Ageing	-	30,788	30,788	78,390
The Henry Smith Charity	-	13,942	13,942	27,877
Greater Manchester Combined Authority - Village Angels	-	85,000	85,000	85,000
SAGE Foundation	-	-	-	10,408
MacMillan Cancer Support Central, North & South	-	2,379	2,379	33,597
Manchester CCG	103,236	-	103,236	112,430
Greater Manchester CCG's Mental Health	120,295	-	120,295	107,487
Motiv8	-	-	-	9,392
MAC Aids Fund	-	11,677	11,677	17,070
Manchester Art Gallery	-	1,200	1,200	-
Manchester City Council Suicide Prevention	400	-	400	-
NHS England Making It Count	-	-	-	10,000
MCC - Neighbourhood	-	-	-	500
Forever Manchester	-	1,000	1,000	200
Manchester City Council Chemsex Resource	5,285	-	5,285	-
Carers Trust	-	2,250	2,250	2,500

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

	Unrestricted funds		Total 2021 £	Total 2020 £
	Designated £	Restricted funds £		
Greater Manchester Combined Authority - Victim Fund	-	29,580	29,580	29,580
HM Government in Partnership with National Lottery Community Fund	-	48,388	48,388	-
Nottinghamshire Healthcare NHS Trust	14,400	-	14,400	18,160
NHS England Unified Information	-	3,488	3,488	3,487
Salford CVF - Smokefree - History Makers	-	750	750	-
NHS Patients Rights	5,332	-	5,332	17,867
BHA (PASH)	405,174	-	405,174	408,025
Breast Cancer Screening	(3,500)	-	(3,500)	64,900
Manchester CCG on behalf of Greater Manchester Health & Social Care Partnership - Pride In Practice	-	175,000	175,000	175,000
Homes England	-	140,001	140,001	-
Lewisham Council	60,000	-	60,000	7,618
NHS Personalised Care	-	-	-	18,995
Greater Manchester Combined Authority - Village Haven	-	50,002	50,002	25,000
Grand Trust	-	24,560	24,560	16,375
Mangoletsi	-	-	-	5,714
Manchester City Council - Our Manchester	-	54,070	54,070	53,750
Student Angels	-	-	-	1,168
NHS Oldham Clinical Commissioning Group on behalf of Greater Manchester Health & Social Care Partnership	15,000	-	15,000	32,500
Arts Council England	-	17,736	17,736	13,394
GEO LGBT Health Grant (PIP London)	-	-	-	264,720
NatCen Social Research	-	1,362	1,362	-
Assura Foundation	-	220	220	-
Department of Health & Social Care -Maternity Project	-	33,175	33,175	-
Sir Jules Thorn Charitable Trust	-	1,000	1,000	-
NACCOM	-	7,000	7,000	-
LGBT Consortium	-	29,037	29,037	-

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

	Unrestricted funds			
	Designated £	Restricted funds £	Total 2021 £	Total 2020 £
DOH Smaller Projects	-	-	-	17,077
Spectra	-	5,700	5,700	1,372
Manchester CCG on behalf of Greater Manchester Health & Social Care Partnership - Trans Programme	-	115,846	115,846	56,821
Mens Programme	-	-	-	9,961
PIP MFT	-	-	-	15,850
Stonegate	-	-	-	6,030
Dragons Den	-	-	-	10,198
NHS England UISPC	1,725	-	1,725	-
Race Equality Foundation	900	-	900	-
Action Together	500	-	500	-
Choice Support	1,000	-	1,000	-
Southway Housing	1,500	-	1,500	-
NHS England SOM	9,960	-	9,960	-
GADDUM	3,850	-	3,850	-
NHS England Rainbow Badges	1,500	-	1,500	-
AHSN	4,923	-	4,923	-
Manchester Metropolitan University	580	-	580	-
Salford CVF - Achieve Recovery	-	9,804	9,804	-
	<u>832,088</u>	<u>1,668,657</u>	<u>2,500,745</u>	<u>2,251,476</u>

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

5 Other income

	Unrestricted funds General £	Unrestricted funds Total 2021 £	Unrestricted funds Total 2020 £
Venue Hire	-	-	48,705
Training & Consultancy Income	47,307	47,307	19,869
Other Income	151,662	151,662	8,410
	198,969	198,969	76,984

6 Analysis of Resources Expended

	Direct Costs £	Staff Costs £	Support Costs £	Total Fund 2020/21 £	Total Fund 2019/20 £
Cost of Raising Funds					
Voluntary Income	(17,479)	(3,927)	(1,218)	(22,624)	(14,662)
Cost of Sales	(1,271)	(19,740)	(6,121)	(27,131)	(34,957)
Cost of Charitable Activities					
Services	(140,977)	(1,685,139)	(522,522)	(2,348,638)	(2,274,034)
Information	(1,641)	(134,844)	(41,812)	(178,296)	(191,341)
Research	-	(80,543)	(24,974)	(105,517)	(144,518)
Governance Costs	(8,096)	(23,370)	(7,246)	(38,712)	(34,971)
Total Resources Expended	(169,464)	(1,947,563)	(603,893)	(2,720,918)	(2,694,483)

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

7 Support Costs

	Voluntary Income £	Fees & Other Sales £	Services £	Information £	Research £
Premises Costs	(312)	(1,569)	(133,925)	(10,717)	(6,401)
Support Staff Costs	(446)	(2,242)	(191,418)	(15,317)	(9,149)
Admin Costs	(460)	(2,310)	(197,179)	(15,778)	(9,424)
Bad Debts	-	-	-	-	-
	<u>(1,218)</u>	<u>(6,121)</u>	<u>(522,522)</u>	<u>(41,812)</u>	<u>(24,974)</u>
			Governance £	Total Fund 2021 £	Total Fund 2020 £
Premises Costs			(1,857)	(154,781)	(171,535)
Support Staff Costs			(2,655)	(221,227)	(166,960)
Admin Costs			(2,735)	(227,885)	(249,418)
Bad Debts			-	-	(5,577)
			<u>(7,247)</u>	<u>(603,893)</u>	<u>(593,490)</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.

8 Net incoming/outgoing resources

Net incoming resources for the year include:

	2021 £	2020 £
Operating lease charges - land and buildings	-	88,080
Operating lease charges - other	-	19,176
Audit fees	5,815	4,400
Irrecoverable VAT	<u>14,229</u>	<u>24,192</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:

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

	2021	2020
	£	£
Staff costs during the year were:		
Wages and salaries	1,648,528	1,538,901
Social security costs	142,921	130,851
Pension costs	156,113	145,616
	<u>1,947,562</u>	<u>1,815,368</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:

	2021	2020
	No	No
Senior Management Team	3	3
Other Employees	60	56
	<u>63</u>	<u>59</u>

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

	2021	2020
	No	No
£80,001 - £90,000	1	1

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 £237,278 (2020 - £214,164).

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 2020	63,020	63,020
At 31 March 2021	<u>63,020</u>	<u>63,020</u>
Depreciation		
At 1 April 2020	63,020	63,020
At 31 March 2021	<u>63,020</u>	<u>63,020</u>

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

	Furniture and equipment £	Total £
Net book value		
At 31 March 2021	-	-
At 31 March 2020	-	-

13 Debtors

	2021 £	2020 £
Trade debtors	102,001	147,557
Prepayments	4,410	25,298
Accrued income	57,126	50,760
Other debtors	1,273	-
	164,810	223,615

14 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	39,123	38,671
Other taxation and social security	72,519	77,259
Other creditors	19,701	20,456
Accruals	333,807	170,377
Deferred income	716,797	303,893
	1,181,947	610,656

Deferred Income

	2021 £	2020 £
Brought forward	(303,893)	(204,624)
Income released in the year	303,893	204,624
Income deferred in the year	(716,797)	(303,893)
Carried forward	(716,797)	(303,893)

15 Obligations under leases and hire purchase contracts

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

	2021 £	2020 £
Within one year	1,345	2,690

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

Assets held under finance leases

Photocopier

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 £156,113 (2020 - £145,616).

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

17 Funds

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Unrestricted funds					
<i>General</i>					
General Fund	300,518	1,403,878	(1,052,261)	(120,617)	531,518
<i>Designated</i>					
Accommodation	24,916	-	-	120,617	145,533
Operational Costs	161,611	-	-	-	161,611
COVID 19 Impact	45,000	-	-	10,625	55,625
Define Our Brand	10,625	-	-	(10,625)	-
	<u>242,152</u>	<u>-</u>	<u>-</u>	<u>120,617</u>	<u>362,769</u>
Total funds	<u>542,670</u>	<u>1,403,878</u>	<u>(1,052,261)</u>	<u>-</u>	<u>894,287</u>
	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	
COVID 19 Impact	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>	

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

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 2020 £	Incoming Resources £	Outgoing Resources £	Balance at 31 March 2021 £
Manchester City Council - Our Manchester	-	54,070	(54,070)	-
Manchester CCG on behalf of Greater Manchester Health & Social Care Partnership - Pride In Practice	-	175,000	(175,000)	-
Department of Health Social Care - Strategic Partners	-	89,958	(89,958)	-
Greater Manchester Combined Authority (Village Angels)	-	85,000	(85,000)	-
Greater Manchester Combined Authority - Victim Fund	-	29,580	(29,580)	-
Greater Manchester Combined Authority - Village Haven	-	50,002	(50,002)	-
Manchester City Council - Domestic Abuse Housing	-	125,824	(125,824)	-
Big Life Group	-	8,001	(8,001)	-
We Love Manchester Charity	-	2,000	(2,000)	-
GMCVO Ambition for Ageing	-	30,788	(30,788)	-
MAC Aids	-	11,677	(11,677)	-
The Henry Smith Charity	-	13,942	(13,942)	-
Pride In Ageing	-	26,990	(26,990)	-
The Guinness Partnership	-	52,544	(52,544)	-
University of York	-	500	(500)	-
Manchester CCG on behalf of Greater Manchester Health & Social Care Partnership - Trans Programme	-	115,846	(115,846)	-
Macmillian Cancer Support	-	2,379	(2,379)	-
Arts Council	-	17,736	(17,736)	-
GM Business Support Ltd	-	1,817	(1,817)	-
gtd Healthcare - Indigo	-	262,589	(262,589)	-
National Lottery Community Fund	-	97,352	(97,352)	-
Trust For London	-	7,500	(7,500)	-
Spectra	-	5,700	(5,700)	-
Mind	-	14,483	(14,483)	-
Grand Trust	-	24,560	(24,560)	-
Macc Hate Crime Awareness	-	2,000	(2,000)	-

LGBT Foundation Ltd

Notes to the Financial Statements for the Year Ended 31 March 2021

	Balance at 1 April 2020 £	Incoming Resources £	Outgoing Resources £	Balance at 31 March 2021 £
London Community Response Fund	-	5,380	(5,380)	-
National Institute Health Research	-	28,226	(28,226)	-
NHS England Unified Information	-	3,488	(3,488)	-
Manchester Art Gallery	-	1,200	(1,200)	-
Homes England	-	140,001	(140,001)	-
Forever Manchester	-	1,000	(1,000)	-
We Love Manchester	-	11,590	(11,590)	-
LGBT Consortium - Performance	-	7,704	(7,704)	-
LGBT Consortium - Helpline	-	21,333	(21,333)	-
NACCOM	-	7,000	(7,000)	-
Sir Jules Thorn Charitable Trust	-	1,000	(1,000)	-
Carers Trust	-	2,250	(2,250)	-
Assura Foundation	-	220	(220)	-
Salford CVF - History Makers	-	750	(750)	-
Natcen Social Research	-	1,362	(1,362)	-
Department of Health & Social Care -Maternity Project	-	33,175	(33,175)	-
HM Government in Partnership with National Lottery Community Fund	-	48,388	(48,388)	-
Greater Manchester Combined Authority - COVID 19	-	36,448	(36,448)	-
NHS Central Manchester CCG	-	500	(500)	-
Salford CVF - Achieve Recovery	-	9,804	(9,804)	-
Total	-	1,668,657	(1,668,657)	-

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	2,076,234	2,076,234
Current liabilities	(1,181,947)	(1,181,947)
Total net assets	894,287	894,287

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
- **LGBT** - Lesbian, 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