



END OF YEAR REPORT 2020-2021



In partnership with
THE NATIONAL LOTTERY
COMMUNITY FUND



the
Tudortrust



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LANCASHIRE LGBT- 1 APRIL 2020 – 31 MARCH 2021

OVERVIEW OF THE YEAR

The time period April 1st 2020 – March 31st 2021 was unprecedented. At the beginning of this period there was a national lockdown due to the Covid-19 pandemic, which eased periodically over different localities later in the year and then there was another national lockdown from November 2020 and again in January 2021. This of course meant that all our support and activity groups were cancelled as well as all our training bookings and we immediately began working from home. We also increased our social media engagement rate as more people began following us and engaging with posts we created and shared.

During the beginning of the pandemic, we conducted a survey to gain an understanding of how the lockdown restrictions were impacting LGBTQ+ people across Lancashire and the key findings were:

LANCASHIRE LGBT COVID-19
LOCKDOWN
SURVEY REPORT

lancashire 



Mental Health: There was a huge impact on mental health - 72% of respondents were concerned about their mental health the most.

Well-being: The majority of respondents reported negative changes in well-being.

Home/Living environment: 34% of respondents were not able to be open about their sexual orientation or gender identity all of the time.

Accessing gender clinics: trans people experienced disruption to their gender transition healthcare pathway for a year as staff in clinics were redeployed elsewhere within the Trusts to treat Covid-19 patients.

Initially we found that the numbers of people contacting the information and support service reduced significantly. Later in the year there was still a lower volume of contacts, but those who made contact, presented with a range of complex issues which took up more of our resources. Enquiries from people with poor mental health and well-being increased by over 500% during this period.

In response to this, we were successful in securing grant funding from Comic Relief/Groundwork for specialised counselling as well as funding from National Lottery Community Fund for a Support Worker to give ongoing one-to-one support to beneficiaries. We also began to offer general person-centred counselling. During this time, our volunteers gave additional phone support to beneficiaries.

At the beginning of the pandemic, we were concerned about our income sources as our training bookings were cancelled, and we were unsure whether we would continue to have the income from Leeds and York Partnership Trust for use of our office space as staff for the satellite clinic were deployed to hospital wards. We were fortunate to get emergency Covid-19 funding from HM Government in partnership with the National Lottery Community Fund. During this period, we were also successful in securing grant funding from the Community Foundation Covid-19 fund rounds 1 and 2 towards the costs of our information and support service. In addition, near the end of this period, we gained funding from Preston City Council Emergency Assistance grant towards the costs of giving one-to-one support to LGBTQ+ people in Preston to help them deal with the impact of Covid-19. The grant funding from the Tudor Trust towards the salary costs of the Chief Executive finished at this time but we were delighted that they subsequently committed to a further 3 years' unrestricted grant funding.

Later in the year, the organisations which we provide training to (for example Lancashire County Council, Lancashire Police, Lancaster University Medical School) asked for online training and we moved our training online using Microsoft Teams. Leeds and York Partnership Trust also agreed to pay for the costs of the satellite clinic and Gender Outreach Worker use of office space.

ALL ACTIVITIES IN DETAIL

INFORMATION AND SUPPORT SERVICE: 401 BENEFICIARIES



Total number of enquiry beneficiaries 2020 -21 Total 401 288 Direct beneficiaries 113 Indirect beneficiaries	
Client direct enquiry	177
Professional enquiry general	60
Professional with LGBT client	56
Total number of enquiries	293
Enquiries which take more than 10 minutes	46%
Top four topics (some enquiries may be more than one topic)	
Support groups	15%
Family issues / parental support	10%
Mental health	10%
Enquiries re our services	9%
Method of contact	
Email	56%
Phone	38%
Social Media	5%
Top four (known) geographical areas	
Outside Lancashire or Pan-Lancashire	20%
Preston	18%
Blackpool	10%
Lancaster	8%

CASEWORK (NEW): 4 BENEFICIARIES

Our new part-time support worker Beth Meadows joined us in January 2021 and by the end of March had 4 cases on her list of people she was giving regular 1-2-1 support to.

COUNSELLING: 20 BENEFICIARIES

- 7 people were referred to SHARE the NHS psychosexual service
- 11 people received counselling from our specialist counsellors funded by Comic Relief/Groundwork
- 2 people received counselling from our student placement counsellors.

This year, due to Covid-19, there were no community events.

GROUPS: 15 BENEFICIARIES

New **Online LBT Women's Group** This group started in March 2021. 2 meetings were held that month, and a total of 15 individuals attended.

The other support and activity groups did not meet up due to the Covid-19 restrictions.

PRACTITIONER FORUM: 2 MEETINGS. 9 BENEFICIARIES

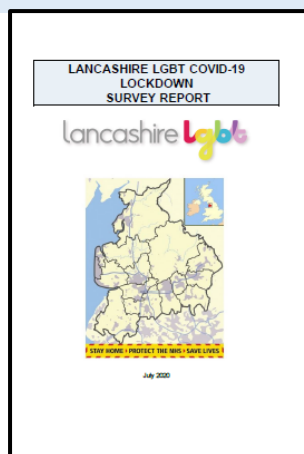
The Practitioner Forum brings together community members who run LGBT groups across Lancashire. This Forum offers peer support and information-sharing for members helping to ensure the sustainability of wider support for LGBT people across the county. A total of 9 different representatives from 6 community groups and organisations attended online meetings.

BEFRIENDING: 2 PEOPLE BEFRIENDED. 2 BENEFICIARIES

This is delivered by a volunteer who has lived experience of being a parent of a trans young person. Both beneficiaries this year were parents or carers of trans young people who were given phone support.

Two of our other volunteers also gave some telephone support to community members.

COMMUNITY CONSULTATIONS: 2: WITH 252 PEOPLE



We conducted 2 community consultations with a total of 252 responses.

The impact of Lockdown on LGBT People in Lancashire : 187 responses.

HPV Survey 2020 on behalf of East Lancashire Hospitals Trust – to investigate knowledge, attitudes and practices re HPV and the HPV vaccine: 65 responses.

TRANS SUPPORT: 154 BENEFICIARIES

The number of information and support enquiries involving trans beneficiaries (whether direct or indirect) was 154. That was 52% of all information and support enquiries.

Partnership with Leeds and York Partnership NHS Trust Gender Identity Service



All trans support activities complement the partnership we have with Leeds and York Partnership Gender Identity Service who have a satellite clinic from our offices and who also employ

1 Gender Outreach Worker working from our offices supporting local trans people who are on the care pathway.

The Gender Outreach worker was working from home during this period and there were no satellite clinics at our offices due to staff being redeployed in the Trust to deal with the Covid-19 pandemic.

QUALITY MARK – WORKING TOWARDS STATUS 6; ACHIEVED STATUS 1

‘Working Towards’ status: 6

- South King St Medical Practice
- Adelaide Street Family Practice (incorporating Harris Medical Centre)
- St Paul's Medical Centre
- Elizabeth St Surgery
- Spring into Action CIC
- Empowerment



‘Achieved’ Status: 1

- Age UK Lancashire (upgrade from Working Towards status)



TRAINING SESSIONS – TOTAL 35 SESSIONS; NUMBER OF PEOPLE TRAINED: 599

SUMMARY

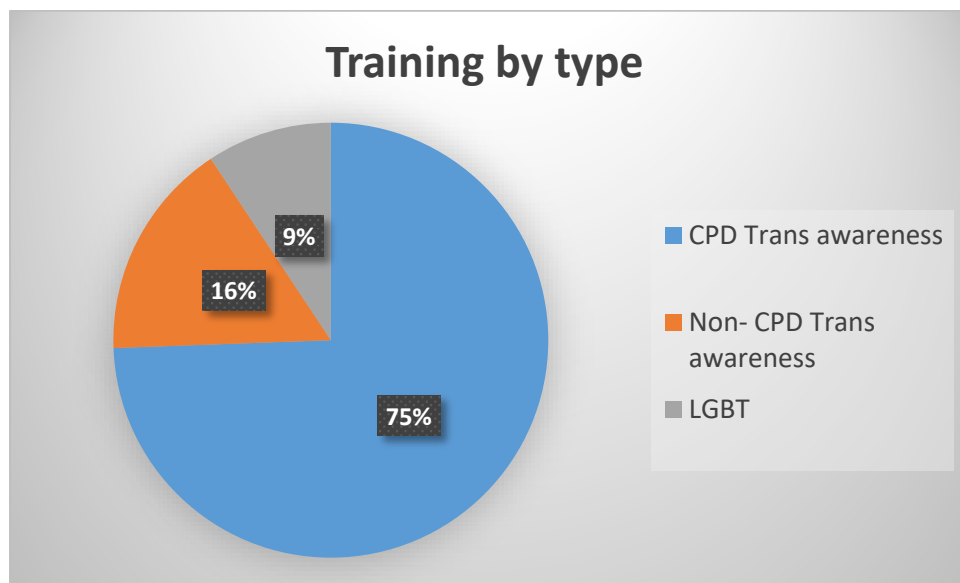
The CPD Standards Office
CPD PROVIDER: 21342
2018 - 2020
www.cpdstandards.com



From the beginning of this year our training bookings – which had always been delivered in person - were cancelled; but by July, we had adapted and began delivering online training which continued throughout the year

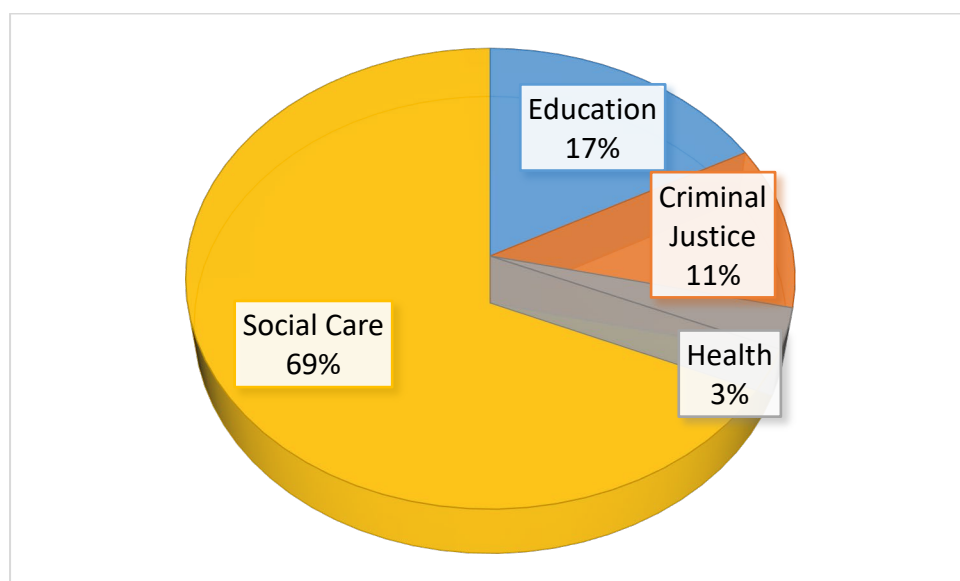
and to date.

The charts below reflect the Training we delivered:



The CPD accredited Trans/Gender Identity Awareness accounted for 75% of sessions with the majority booked by Lancashire County Council. Other organisations we delivered training to were Lancashire Constabulary, Lancaster University Medical School, Lancashire and South Cumbria Foundation Trust, University of Central Lancashire, Cardinal Newman College.

TRAINING BY SECTOR



The majority of training delivered was to the Social Care sector, which represents the high volume of bookings from Lancashire County Council for our CPD accredited Trans/Gender Identity Awareness to staff working in Social Care.



SOCIAL MEDIA

We reached 4.96k people across all our social media channels

Our Facebook engagement rate by follower is 0.26% (the median across all industries is 0.08%)

Our Twitter engagement rate by follower is 0.15% (the median across all industries is 0.045%)

We only began to use Instagram at the end of this financial year

WEBSITE

We had 7k users during this period and 8.7k sessions.

We have around 892 active users per month - higher than last year

Website engagement – 89% are new visitors

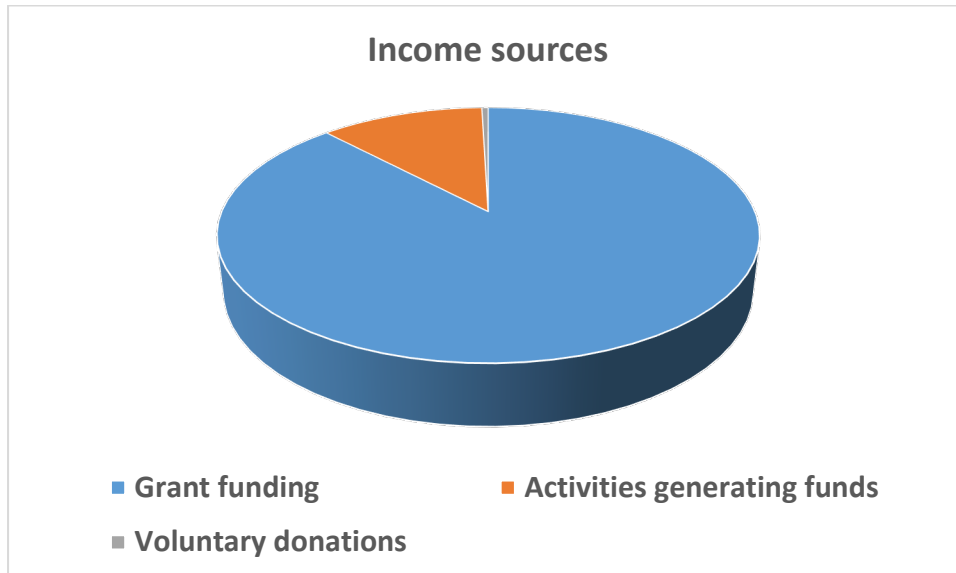
The majority reach us through directly using our URL (35%) or by organic search (51%)

The top landing pages in order of frequent use are:

1. Home page 32%
2. Peer and social support groups 9%
3. For individuals 6%

4. About us 5%

INCOME 20/21



APPENDIX: DIVERSITY MONITORING

DIVERSITY MONITORING	.	Information and Support only
Gender		
Male (including trans man)		37%
Female (including trans woman)		49%
Non-binary		4%
Other		3%
Gender not known		8%
Sexual Orientation		
Gay male		17%
Lesbian		7%
Bisexual		6%
Pansexual		0%
Heterosexual		6%
Other		3%
Sexual orientation not known		61%
Faith		

Christian		3%
Muslim		0%
Sikh		0%
Buddhist		0%
Hindu		0%
Jewish		0%
No faith		3%
Other Faith		0%
Faith not known		95%
Ethnicity		
British Asian		0%
British Chinese		0%
White British		21%
White Irish		0%
Other White		1%
Mixed Ethnicity		0%
Other Ethnicity		3%
Ethnicity not known		76%
Age		
<19		3%
20+		11%
25+		7%
35+		3%
45+		7%
55+		13%
65+		2%
75+		0.6%
Age not known		54%
Disability		
Physical disability		1%
Learning disability/Mental Health/Autistic Spectrum		3%
No disability or Disability status not known		96%

Percentages may be rounded up or down, so may not total 100%.

Lancashire

Magbolt