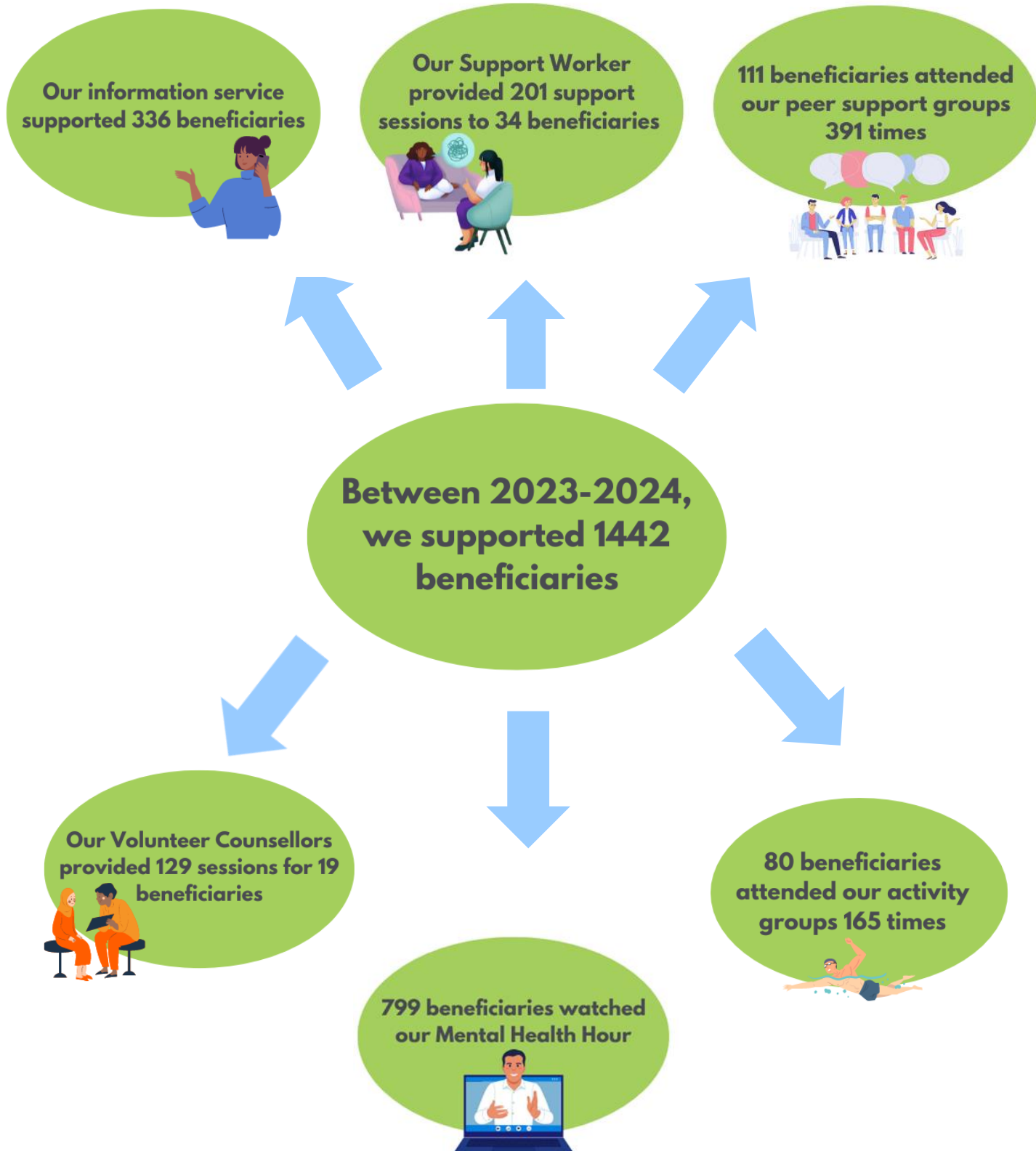




## END OF YEAR REPORT 2023-2024

WITH SUPPORT FROM...





## ABOUT LANCASHIRE LGBT

Founded in 2009, we are the pan-Lancashire charity supporting Lesbian, Gay, Bisexual Trans and Q (Questioning or 'Queer') people (LGBTQ+). Our vision is that 'All LGBTQ+ people in Lancashire can be safe and feel a sense of pride and belonging'.



Our aim is for all LGBTQ+ people, their family members and carers to be happier, healthier and better connected. So, our core work focuses on improving mental health and well-being and reducing social isolation.

We are user-led and all of our activities are based on evidence of need.

Our core support activities include:

- Information service
- One-to-one support from a dedicated support worker
- Counselling service
- Peer Support groups
- Activity groups
- Workshops promoting well-being and improving mental health

We also run our Quality Mark 'kite mark' scheme which invites organisations to undertake an audit to measure how LGBTQ+ inclusive they are as service providers and as employers. This is currently under review.

We have a partnership with Leeds and York Partnership NHS Trust Gender Identity Service, hosting their Gender Outreach Workers who give support to people on the waiting list or who are already on the care pathway. They work out of our offices in Preston as part of our team.

We deliver training and are block-booked on an annual basis by Lancashire County Council, Lancaster University Medical School, local Health Trusts and Lancashire Constabulary. We also deliver training to local businesses, GP surgeries, other local charities.

## OVERVIEW OF THE YEAR

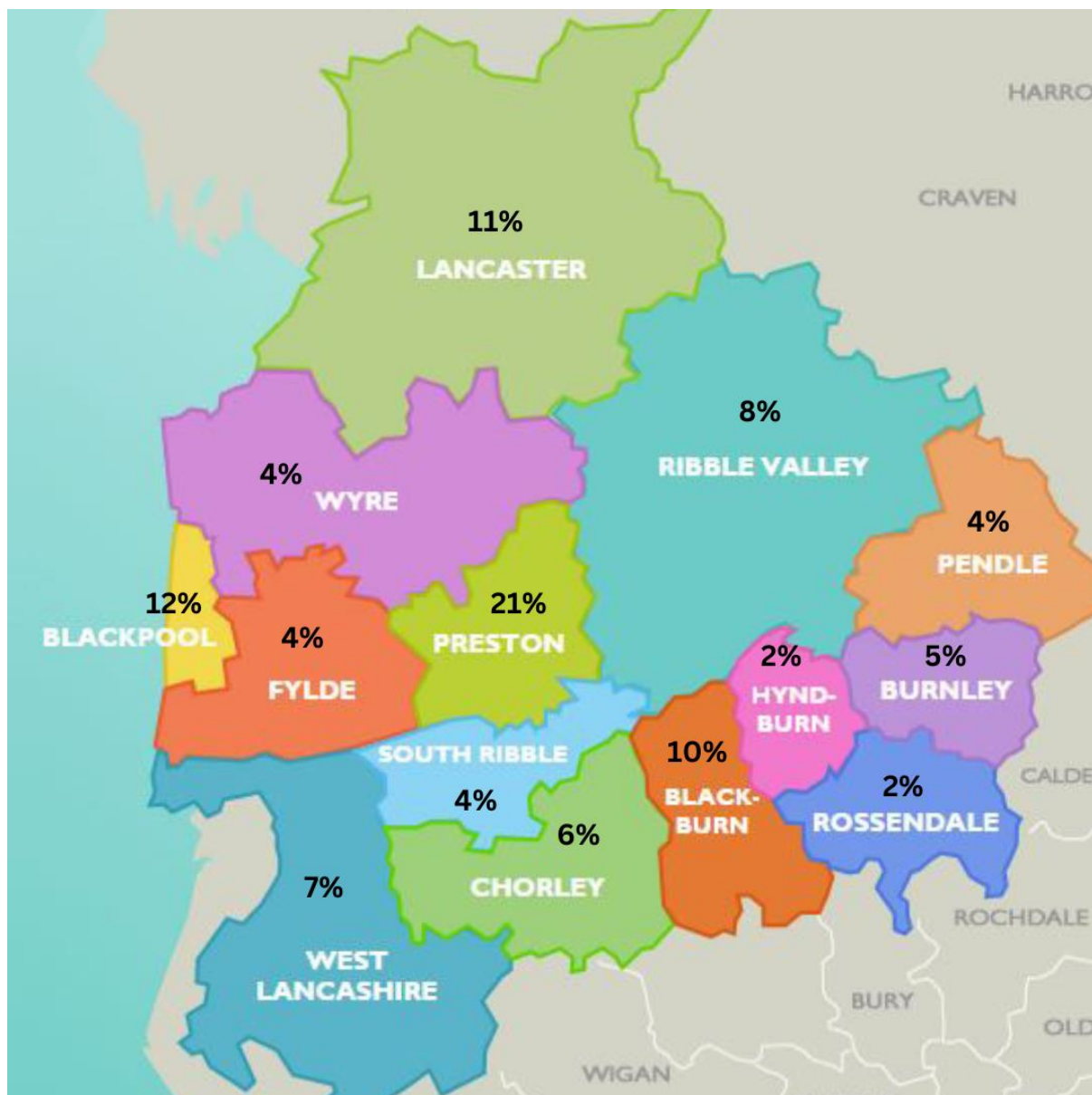
- 103 people submitted a self-referral form for support
- 336 people contacted our information service
- 13 people were referred to us by a third party
- Our Support Worker provided 201 one-to-one support sessions to 34 people
- Our volunteer counsellors provided 129 counselling sessions for 19 people
- There were 391 attendances to our Peer Support Groups with 111 beneficiaries
- There were 165 attendances to our Activity Groups with 80 beneficiaries
- 799 people watched our unique Mental Health hour webinars on our YouTube channel

Total 1,442 direct beneficiaries – this is an increase of 22% compared to last year as we expanded our capacity for mental health support

Funding this year was from a variety of sources:

- A grant from Comic Relief towards the costs of the one-to-one support service including some funds for capacity development
- A grant from National Lottery Community Fund for a new Programme Coordinator whose role includes volunteer management, to increase our volunteering capacity
- Lancashire and South Cumbria Integrated Care Board:
  - A Grant towards the costs of our Mental Health Support offer
  - Funds for Mental Health Transformation project delivering LGBTQ+ mental health awareness training to mental health professionals across Lancashire and South Cumbria
- Onward Community Fund contributed to the costs for our walking group.

**LANCASHIRE LGBTQ+ ENGAGEMENT BY LOCAL  
AUTHORITY AREA (IN %)- BETWEEN 1 APRIL 2023 – 31  
MARCH 2024**



## ALL ACTIVITIES IN DETAIL

### INFORMATION SERVICE: 336 BENEFICIARIES



We have an information service 5 days per week where people can contact us by phone or via an enquiry form on our website.

- 51% of enquiries were from an individual LGBTQ+ person
- 35% were from professional with a general enquiry (usually about equality and inclusion for LGBTQ+ people in an organisation)
- 14% of enquiries were from a professional supporting a LGBTQ+ client

The majority of enquiries from professionals come from those working in the health and education sectors.

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### MENTAL HEALTH SUPPORT

We have an electronic self-referral form on our website so individuals can refer themselves for support as well a third-party referral form for professionals to refer someone.

116 forms were submitted during this period – with the majority of people seeking mental health support.

## ONE-TO-ONE SUPPORT: 201 SESSIONS FOR 34 PEOPLE



During this period, we saw an increased demand for mental health support and were able to increase our capacity with grants from Comic Relief and NHS Lancashire and South Cumbria. The goal of our support sessions is to empower beneficiaries to achieve holistic and sustainable personal growth, happiness, and overall wellbeing.

One-to-One Support is delivered by our Support Worker who is a qualified wellbeing coach who uses a range of different skills and techniques that can be tailored to address the diverse support needs of beneficiaries. The support worker guides individuals towards specific goals and desired outcomes that enhance their physical, mental, and emotional health. At the point of contact, service users are measured on their mental well-being, confidence in themselves and how equipped they feel to manage their issues and levels of self-confidence. These factors are then measured after several support sessions over a period of time.

Over the last year, 72% of beneficiaries of our one-to-one support service were either suffering from a neurological disorder, diagnosed with a mental health condition, at crisis point or required support to rebuild their life after a mental health crisis.

### IMPACT

- 74% reported an improvement in mental health and well-being
- 76% reported an increase in confidence
- 68% reported an increase in self-esteem:
- 65% reported that they felt better equipped to manage issues

100% of beneficiaries would recommend the support service to other LGBTQ+ people

Feedback:

*My support worker was amazing and I feel very lucky to have had his support. He has given me so much confidence and helped me to make the changes I needed to move forward with my life and become the person I want to be at this stage in my life.*

*Myself and my partner were really impressed with the service that Lancashire LGBT provided. After having some negative experiences with the national health service and a local group, the one-to-one support services were extremely helpful ...I think my sessions have given me a very valuable new perspective on how my mental health intertwines with my LGBT identity and I feel as though my time has built a strong foundation to continue working on being my authentic self.*

*Keep doing what you do. This is the first time that we have had a positive outcome and moved forward, You run a brilliant service.*

With thanks to Comic Relief and NHS Lancashire and South Cumbria for grant funding to make this service possible





## COUNSELLING 129 SESSIONS FOR 19 PEOPLE



During this time, we had 3 volunteer counsellors giving person-centred counselling in 129 counselling sessions for 19 people.

During these sessions, Lancashire LGBT counsellors create a confidential and non-judgmental environment where individuals can openly discuss their trauma, triggers, explore their feelings, and work towards personal growth and improved mental health and wellbeing. Our experienced volunteer counsellors use different therapeutic approaches depending on the beneficiaries needs. Some examples of approaches that are used are Psychodynamic Psychotherapy, Integrative Counselling and Person-centred counselling.

Some of the main themes beneficiaries seek counselling and 1-2-1 support for are self-acceptance, self-confidence, self-esteem, isolation, gender or sexual identity issues, sexual issues, depression and anxiety, abuse, and trauma.

### IMPACT

- 58% reported an improvement in mental health and well-being
- 63% reported an increase in confidence
- 79% reported an increase in self-esteem:
- 47% reported that they felt better equipped to manage issues

100% of beneficiaries would recommend the support service to other LGBTQ+ people

Feedback:

*I've really appreciated the insights and practical reflections I've gained from [counsellor]. It will have a lasting effect on my ability to live a happy life*

*I would like to say thank you to [counsellor] and the service for all the support that they gave me through a difficult time*

With thanks to National Lottery Community Fund for funding for a full-time Programme Coordinator who recruits, trains and manages our volunteers. This has enabled us to increase the number of our volunteer counsellors.



## PEER SUPPORT GROUPS: 391 ATTENDANCES, 111 BENEFICIARIES



Some of our peer support groups alternate online meetings with in-person meetings. We have found that online groups are an opportunity for better inclusion, particularly for people who would not ordinarily attend a peer support group in-person - for example those who have social anxiety and/or mobility problems. It is also an opportunity for people who are geographically dispersed to get together as Lancashire is such a large county.

## LBT WOMEN AND NON-BINARY ZOOM GROUP: 191 ATTENDANCES BY 47 PEOPLE,



The online Women's group is run by volunteers and continues to be very popular with regular attendance from across the County.

### IMPACT

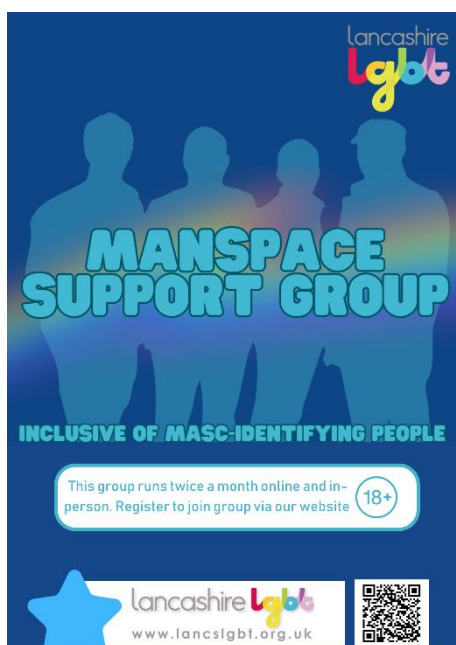
- 70% said their well-being has improved since attending the group.
- 63% said their sense of belonging and community has improved since attending the group.

### Feedback:

*I love Lancashire LGBT and the LBT Group and everything about it. It is a very special community and I care for it as much as it cares for me.*

*The host is a consummate professional who knows how to direct a session while keeping the atmosphere friendly and relaxed. If there happens to be any issue the host always knows how to react and you really feel the host has both the knowledge and authority to keep everyone safe. I also think the volunteers are a great addition too that are just extra hands on deck!*

## 'MANSPLACE' GROUP: 134 ATTENDANCES BY 40 PEOPLE



This group meets alternately in person and online and is proving very popular. The online sessions are focused on mental health support and the in-person meetings are a social meet-up.

### IMPACT

- 51% said their well-being has improved since attending the group.
- 53% said their sense of belonging and community has improved since attending the group.

Feedback:

*It's really empowering feeling part of something, being with others you can relate to, it's really helpful being able to learn and feel supported from others.*

*The online group has been a real source of confidence and personal development/growth. Being able to participate from the comfort of my own home has allowed me to consistently turn up and work with my anxiety in a manageable way. I think the face-to-face meet is fantastic for people who get something out of it, but the online-meet is great for someone like me (autistic) who finds the physicality of commuting, being in an unfamiliar place, etc, too stressful to maintain.*

#### **'TRANS-MASC' GROUP: 66 ATTENDANCES BY 24 PEOPLE**



This new group is run by volunteers, for people who identify as trans men or trans masculine – and many masculine-identified non-binary people also attend.

#### **IMPACT**

- 80% said their well-being has improved since attending the group.
- 60% said their sense of belonging and community has improved since attending the group.

Feedback:

*This group has given me confidence that has transferred to my everyday life. I feel more at ease with myself and with people, and -- although I've not quite got it right yet -- I have started dressing in clothes that feel more affirming and I am just so much braver than I used to be.*

*The hosts are always welcoming and friendly and it's nice to be able to talk with people who relate to your own struggles.*

## ACTIVITY GROUPS



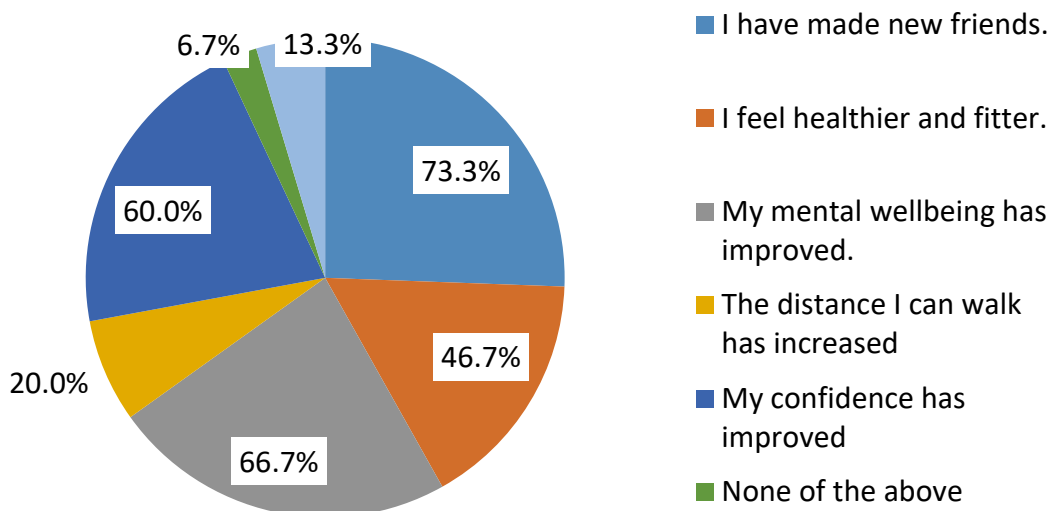
### WALKING GROUP: 84 ATTENDANCES BY 48 PEOPLE



The walks are led by our volunteer walk leaders and take place monthly from February to November, allowing walkers to experience the beauty of rural Lancashire and make new friends.

## IMPACT from feedback survey

Overall, what benefits have you received from attending the walking group (Tick as many options as you wish).



### Feedback:

*It's becoming a welcome regular breath of fresh air*

*I live outside Lancashire but visit on a regular basis. I first contacted the group as it seemed a safe environment to meet people enjoying something I have always done before I started to transition. I have found the group friendly, well organised, inclusive and safe place to discuss my own journey and share experiences with others without feeling pressurised to do so. I would encourage the continued support of this group as from my own experience it provides a safe, valuable place to meet other people and develop confidence.*

With thanks to Onward Community Fund for the grant to pay for our volunteer walk leaders' expenses

**Onward**  
Creating positive spaces

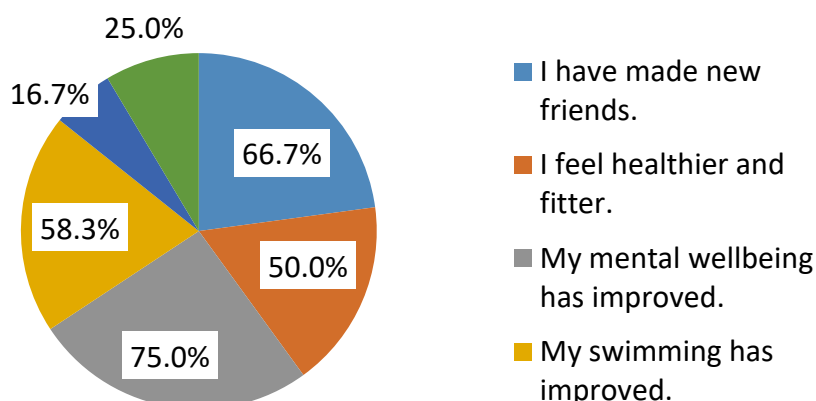
## SWIMMING GROUP: 81 ATTENDANCES WITH 32 PEOPLE.



Our LGBTQ+ swimming sessions take place monthly at Moor Park Leisure Centre in Blackpool where we have exclusive use of the pool for an hour. We also have a swimming coach present to help attendees with their technique or even teach them to swim.

## IMPACT from feedback survey

Overall, what benefits have you received from attending the swimming group (Tick as many options as you wish).





## VOLUNTEERING AT LANCASHIRE LGBT



During this time, we recruited 7 new volunteers, increasing our total number of active volunteers from 4 to 8 (after losing 3 in this period).

Our new team of volunteers have volunteered as:

- co-facilitators for our peer support groups
- volunteer counsellors
- and events volunteers



### Active volunteers

- 100% of active volunteers felt very supported by Lancashire LGBT in their role
- 100% of active volunteer co-facilitators and 77% of volunteer counsellors felt they had made a positive contribution to LGBTQ+ wellbeing
- 100% of active volunteer co-

facilitators felt that they had gained facilitator skills and 100% of active volunteer co-facilitators had benefitted from attending the monthly support group for volunteer facilitators

- 100% of active volunteer counsellors felt that they had gained counselling skills and 100% of active volunteer counsellors had benefitted from attending the monthly support group for volunteer counsellors



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## IMPACT FROM FEEDBACK SURVEY

### Feedback:

*"I have found the whole process really good, it seems well organised and seems to really value the staff and volunteers"*

*"I have felt that i have been supported at every step. The communication is prompt and always helpful. I have been offered access to training and the counselling meeting both of which i think are really helpful."*

### **Departing volunteers** (volunteers who have departed their roles in this period)

- 100% of departing volunteers felt very supported when volunteering with Lancashire LGBT in their role
- 100% of departing volunteer co-facilitators and 100% of departing volunteer counsellors felt that they had made a positive contribution to LGBTQ+ wellbeing
- 100% of departing volunteer co-facilitators felt that they had gained facilitator skills and 100% of departing volunteer co-facilitators had benefitted from attending the monthly support group for volunteer facilitators
- 100% of departing volunteer counsellors felt that they had gained counselling skills and 100% of departing volunteer counsellors had benefitted from attending the monthly support group for volunteer counsellors

### Feedback:

*"I always felt very supported by all the team when I was a volunteer . Right through my placement till volunteering I always felt like I could ask for support"*

*"I couldn't have asked for a great place to do my training and also volunteering at . It is one of the most supportive and friendliest places I have ever worked. I wish we had a lgbtq+ service in my area and I really hope I can return one day"*

*"I honestly don't have ant suggestions for improvement, as a volunteer for the first time I didn't know what to expect but I found my experience extremely positive and at times uplifting"*

With thanks to the National Lottery Community Fund for providing funding for our volunteer manager.



**LGBTQ+ MENTAL HEALTH HOUR WEBINARS: 799 VIEWS**



We have hosted a series of unique 'LGBTQ+ mental health hour' webinars, raising awareness of maintaining good mental health and wellbeing, which people can watch on our YouTube channel. All webinars have a BSL interpreter. We have covered LGBTQ+ mental health with a diverse range of guests to talk about their experiences of intersectional identities – for example we covered being LGBTQ+ and being Black/Person of Colour or having a Muslim faith or being Disabled or being Trans focusing on mental health and wellbeing. These are very popular.

See <https://lancslgbt.org.uk/mental-health-hour/>

## TRANS SUPPORT:

### Partnership with Leeds and York Partnership NHS Trust Gender Identity Service

This Partnership continues with two full-time Gender Outreach Workers, Jenny and Bradley, who work as part of our team out of our office giving support to people on the waiting list for the Gender Service or who are already on the care pathway.



They also run their own 'Inclusivity' support groups for trans and gender diverse people



## QUALITY MARK –ACHIEVED STATUS: 1

The Lancashire LGBT Quality Mark is our quality assurance programme for service providers. First introduced in 2015, the Quality Mark was developed as an updated version of the former Navajo LGBT Charter Mark. The programme is designed to assist service providers to be inclusive of LGBTQ+ people as service providers as well as employers.

During this period, we have been reviewing the programme including updating the Audit criteria and Guidance.

Runshaw college reached Achieved status during this time



#### MENTAL HEALTH TRANSFORMATION PROJECT: 5 SESSIONS 72 PEOPLE



We were commissioned by Lancashire and South Cumbria Integrated care board as part of the Mental Health Transformation project to research with LGBTQ+ people locally about their experiences accessing mental health services. We conducted a survey and 2 focus groups and then delivered 5 sessions online and in person which were co-delivered with people with lived experience of accessing mental health services.

The research informed the subsequent training sessions delivered to mental health professionals to reduce mental health inequalities as well as reduce the barriers LGBTQ+ people experience accessing services.

**TRAINING SESSIONS – TOTAL 60 SESSIONS; NUMBER OF PEOPLE TRAINED: 1325**

**The CPD Standards Office**

**CPD PROVIDER: 21342  
2023 - 2024**

[www.cpdstandards.com](http://www.cpdstandards.com)



We deliver:

- CPD- accredited Gender Identity Awareness course
- LGBTQ+ sessions which are adapted to be relevant to a sector (for example, health, criminal justice, education).

We are block-booked on an annual basis by:

- Lancashire County Council Adult Social Care to deliver our CPD accredited Gender Identity Awareness sessions
- Lancaster University Medical School to deliver LGBTQ+ awareness sessions to their third-year medical students.
- Lancashire Constabulary for Trans awareness sessions to all new Student Officers

**LANCASHIRE AND SOUTH CUMBRIA FOUNDATION TRUST: 14 SESSIONS TO 182 PEOPLE**

In addition, this year we were commissioned by Lancashire and South Cumbria Foundation Trust to deliver our CPD accredited Trans/Gender Identity Awareness sessions as well as bespoke LGBTQ+ awareness to staff.



<https://lancslgbt.org.uk>



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