

# LGBTQ+ PROJECT

Supporting Norfolk and Waveney

A guide to our LGBTQ+ health and wellbeing support services in Norfolk and Waveney



[www.lgbtqproject.org.uk](http://www.lgbtqproject.org.uk)

Registered Charity No. 1129770

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## Get in touch

Give us a call or email us to book an appointment or to enquire about any of the services mentioned in this guide.

**Enquiries:** [info@lgbtqproject.org.uk](mailto:info@lgbtqproject.org.uk)

**Support:** [referral@lgbtqproject.org.uk](mailto:referral@lgbtqproject.org.uk)

**Counselling:** [counselling@lgbtqproject.org.uk](mailto:counselling@lgbtqproject.org.uk)

**Training:** [training@lgbtqproject.org.uk](mailto:training@lgbtqproject.org.uk)

**Education:** [ewp@lgbtqproject.org.uk](mailto:ewp@lgbtqproject.org.uk)

**Volunteer:** [volunteer@lgbtqproject.org.uk](mailto:volunteer@lgbtqproject.org.uk)

**Phone:** 01603 219299

**WhatsApp:** 07526 635616

 [nwlgbtqproject](https://www.instagram.com/nwlgbtqproject)

 [lgbtq+ project](https://www.facebook.com/lgbtq+project)

[www.lgbtqproject.org.uk](http://www.lgbtqproject.org.uk)

## Who we are

We believe every LGBTQ+ individual should have access to comprehensive mental health and wellbeing support that is tailored to their unique needs. As the only dedicated health and wellbeing service in the county, we are committed to providing early intervention and prevention support, education, and information to individuals of all age groups in Norfolk and Waveney.

By fostering a culture of inclusivity and self-acceptance, we strive to reduce social isolation and create a supportive environment where every person feels seen, heard, and empowered. Through personalised and compassionate care delivered by those with genuine lived experience, we aim to enhance the mental and emotional wellbeing of LGBTQ+ individuals and inspire positive change.

## Be you, belong

# At LGBTQ+ Project we value:

## Individuality

No two people's needs are the same, that's why we treat every person as an individual and tailor our support services to the unique needs of each client.

## Compassion

Our compassion drives us to actively listen, understand deeply and respond with empathy to the challenges and experiences each of our clients bring.

## Choice

We deliver our services with complete impartiality to empower our clients to make informed decisions and choose their own path.

## Safety

We create an environment of inclusivity and respect, where individuals can freely express themselves, share their experiences, and seek support without fear of discrimination or harm.



## Our support services

### For individuals

- LGBTQ+ one to one support
- Low cost counselling
- LGBTQ+ drop-in groups
- All age Transgender and Gender Diverse Support

### For families/carers

- One-to-one support
- Support groups

*“Thank you for all the support you gave me, I feel a weight has been lifted and my confidence has increased”.*

## One-to-one support

We provide tailored mental health and wellbeing support for LGBTQ+ individuals of all ages. As the sole dedicated service in the county, we offer personalised and compassionate care delivered by those with genuine lived experience to reduce isolation, empower individuals, and inspire positive change.

Our support is here when you're ready and you can take it at your own pace. We offer a place of safety, where you will be free to share your experiences without judgement.

Our support and guidance will empower you to make your own choices.

## How can we support you?

Our aim is to support you the best way we can, we tailor our support to suit your needs.

**1:1 appointment: Face-to-face or online.**

**Phone: We can arrange a time/date that suits you and your support work.**

*“My support worker was great! They listened and helped me through a lot of difficulties which I was worried about sharing at first, but they made me feel relaxed and reassured me that my feelings were valid”.*

## All age Trans and Gender Diverse Support Service

We provide confidential support to trans and gender diverse people of all ages. Our services empower those exploring their gender identity by providing a safe space to ask questions, increasing their sense of resilience, and helping to manage gender dysphoria. We work alongside trans and gender diverse people at every stage of their journey. Whether you're a young person navigating your path or an adult seeking guidance, understanding and connection, we're here for you.

Our aim is to improve the emotional and mental health of children, young people and adults across various gender identities and expressions.

### We offer the following services:

- One to one support and guidance around medical and socially transitioning, name change, gender dysphoria, mental health and wellbeing.
- Access to our low-cost counselling service with 12 sessions available.
- Trans support groups for all age groups, provide a safe, affirming space where everyone can thrive.
- Free inhouse produced resources.

# FAMILY & CARER SUPPORT



## Family/carers support

Our support for family members and carers provides a nurturing space where you can find the support and guidance you need to understand what your loved one is going through. For some parents finding out your child is LGBTQ+ is often an experience that leaves you as a parent wondering “Did I do something wrong” or “How can I support my child”.

By connecting with others who share similar experiences in a non-judgemental environment, you can openly discuss your thoughts and ask questions, and gain valuable knowledge and support from those who know exactly what you’re going through.

We provide a monthly online group plus one-to-one support.

*“I can’t thank you enough for the support that was given to me, I struggled with my own thoughts at the beginning but was given the time and space to process it all in my own time. The support given was non-judgmental and honest and given with such empathy”.*



*“I am so thankful to have been able to benefit from this service and so grateful. A massive thank you to everyone involved in making this happen”.*

## Counselling

We provide one-to-one counselling sessions to LGBTQ+ people and for those who may be questioning and experiencing issues relating to their sexuality or gender identity.

Counselling often has different meanings for different people. The NHS website defines counselling as: “A talking therapy that involves a trained therapist listening to you and helping you find ways to deal with emotional issues.”

You will be offered 6 or 12 sessions of counselling with a fully qualified counsellor. All our counsellors work within the British Association for Counselling and Psychotherapy (BACP) code of ethics, or an equivalent professional body.

For more information please email: [counselling@lgbtqproject.org.uk](mailto:counselling@lgbtqproject.org.uk)

### **Financial contribution:**

All clients are asked to contribute £5 to each session, this must be paid before each session and discussed with their allocated counsellor.

Parental consent – If you are under 18 years old, we will require parental consent before you start your sessions with your counsellor.



Our counselling services is currently funded by The National Lottery Community Fund.

## All age LGBTQ+ drop in groups

Whether you're seeking guidance, connection, or simply want to be part of a welcoming community, our LGBTQ+ drop-in groups provide a safe and inclusive space where you can find support, understanding, and acceptance.

Some of our current groups include:



We continue to expand our drop-in groups throughout Norfolk so please visit our website and click on "What's on" to find out more information or please email [info@lgbtqproject.org.uk](mailto:info@lgbtqproject.org.uk)

Whatever it is, wherever it is – the key is connection and community, so don't give up.



# INVEST IN YOUR PEOPLE

For professionals

Educating with Pride

LGBTQ+ Awareness training



## Educating with Pride

Working together towards positive inclusion and visibility for LGBTQ+ students in schools, Educating with Pride (EWP) is a year long partnership that gives you the tools and resources you need to continue to make a positive difference to the lives of students.



*“I have never received so many positive emails about a piece of CPD! We all feel better-placed to support our students who are LGBTQ+ thanks to your great advice.”*



## Included in the award:

- Full staff training in LGBTQ+ Awareness with a 3 hour session for all participants, certificates included. To be delivered to all staff, training can be split into multiple sessions to allow for higher rates of attendance.
- A policy template for transgender inclusion for staff and pupils and a review of existing equality policies in place at request.
- 1:1's with students who need additional support, we can visit the school to provide these when such contact is allowed to take place, can also be provided remotely.
- LGBTQ+ related student workshops upon request.
- Resources for educating young people on LGBTQ+ issues and signpost to external resources.
- Logos and posters to display to refer to charity services.
- Support on how to set up a school LGBTQ+ group.
- Guidance, advice and support on integrating LGBTQ+ topics into curriculum.
- Present the school with your EWP award and join our EWP network of Norfolk and Waveney schools.



## LGBTQ+ Awareness training

Our aim is to help support your organisation's staff, service users, volunteers and wider stakeholders develop their skills and knowledge to better support LGBTQ+ individuals.

Our 3 hour LGBTQ+ Awareness course is accredited CPD and will contribute to staff's continued professional development.



*“Fantastic, excellent content and delivered in a supportive way ensuring no-one felt a question was silly.”*



As well as our accredited training session, we also offer a 2.5 hour Gender Identity Awareness training, which will cover how to support trans, non-binary and gender-non-conforming individuals. Training is suitable for all levels of knowledge on this topic.

#### **LGBTQ+ Awareness training will cover:**

- Pronouns, how to use them and why they are important
- Local LGBTQ+ statistics for mental health
- The differences between Sexuality, Sex and Gender
- An overview of understanding LGBTQ+ terminology
- Challenging stereotypes
- Microaggressions and how to tackle them.
- The challenges LGBTQ+ people face.
- Transgender identities and how to support gender-variant youth.
- Legal responsibilities including the Equality Act 2010 and GRA Act 2004
- Tips on how to make your workplace more LGBTQ+ inclusive.

We provide a confidential and non-judgemental space where you and your colleagues can ask the questions you feel are most relevant to your working practices.



# Support us

## Volunteer with us

We are dedicated to supporting LGBTQ+ individuals in our community, but we need your support. We rely on the generosity of people like you to provide our vital services. Your knowledge and empathy make you perfectly placed to offer support, guidance, and a listening ear to those who need it. As you give your time and skills, you'll be making a positive impact on the lives of others while also gaining a deep sense of personal reward from making a true difference.

Join us today. By volunteering, you can ensure our services remain free for all, share your experience to help others, and open doors to exciting opportunities for you.

Together, we can ensure every person feels seen, heard, and empowered.



For more information, please email [volunteer@lgbtqproject.org.uk](mailto:volunteer@lgbtqproject.org.uk) or scan the QR code for the application form



*“I have been volunteering for LGBTQ+ Project for a few months now, helping to set up and facilitate the running of North Walsham BLAH. I was impressed with the vetting process and found the training so interesting and helpful. I love seeing the young people growing and becoming a cohesive group that are led by fun and a sense of being able to be themselves. LGBTQ+ Project have offered support, expertise and funding, whilst allowing some autonomy to allow the group to develop organically. The other volunteer brings enthusiasm and lived experiences and between us, we are a great team! We both see the importance of groups like this to support young people as the world around them can seem overwhelming and sometimes scary right now. The group offers them a chance to discuss any worries, think about the big picture, receive one to one support if needed and enjoy time with kids like them. LGBTQ+ Project’s time honoured and trusted reputation is so important in building a group that is based on excellent knowledge, experience and a genuine desire to support young people to embrace their unique identities. I would highly recommend volunteering for the project to anyone who believes in equality for all and has the time and energy to give”.*

**Laura**

*“Volunteering for LGBTQ+ Project has been a transformative journey for me. Working with local youth groups and the multicultural group, I enjoy making a positive impact, connecting with the community, and being part of something bigger than myself. It is truly fulfilling. I am grateful for the opportunity to contribute and grow through this meaningful experience”.*

**Dom**

## Donate

We believe every LGBTQ+ individual should have access to comprehensive mental health and wellbeing support that is tailored to their unique needs, regardless of their financial situation. That's why we are committed to keeping our services free for all. But we can't do this without your help.



Your contribution will directly support our efforts in providing essential resources, counselling, education, and community programmes that empower and uplift LGBTQ+ individuals.

Join us in making a lasting change by donating today. Together, we can reduce isolation and inspire positive change for every LGBTQ+ individual in our community.

*“Happy to donate to such a worthy cause, every bit helps”.*



**For a one off or monthly donation please scan the QR code which takes you to our Local Giving page.**

**TEXT donation:**

For a one off or regular donation

**TEXT NORFOLKLGBT TO 70085**

**Thank you for supporting your local LGBTQ+ wellbeing charity.**

**Could you fundraise for us?**

Whether it's taking on a physical challenge or organising a cake sale, your efforts big or small can make a real difference. Contact us today with your fundraising ideas.

The logo for the LGBTQ+ Project features the letters 'L', 'G', 'B', 'T', 'Q', and a plus sign. Each letter is filled with a different color and has a small, overlapping square of a different color on its right side. The colors are: L (red), G (orange), B (yellow), T (green), Q (light blue), and the plus sign (purple).

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