

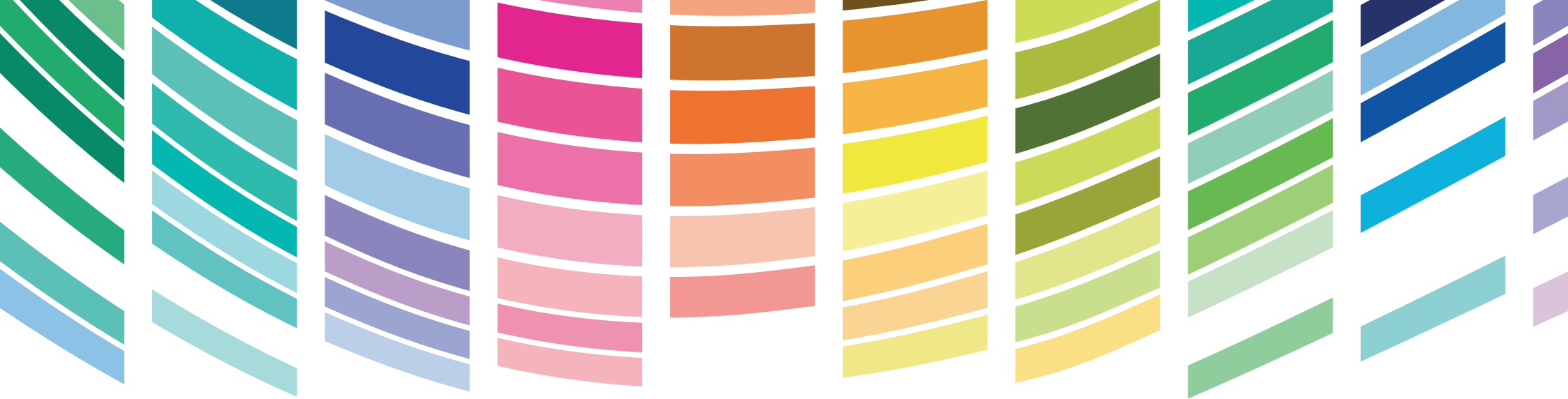


Charity Commissioners Annual Report

April 2022 – March 2023

Established in 2007, Norfolk LGBT+ Project is the county's only dedicated LGBT+ health and wellbeing service provider. We provide early intervention and prevention support, services, and information to all age groups helping to empower individuals to improve their mental and emotional wellbeing, and to reduce the social isolation of LGBT+ individuals living in Norfolk and Waveney.





Trustees' Report for the year ending 2023

The trustees present their report and the audited financial statement for the year ended 31st March 2023.

Charity Number

1129770

Registered Office

10 Cathedral Street Norwich Norfolk NR1 1LX

Trustees

The trustees who served during the year, and up to the date of this report, were as follows: Juels Copley, Jayne Clarke, Amber Green, Ben John Clegg.

Chief executive officer

Fiona Liew-Bedford

Bankers

NatWest

Independent examiners

ADP Accounting Ltd, 19 Farrow Close, Mattishall, Norfolk, NR20 3SZ.

**With a collective understanding
of each other, we can change
the world through people**

Norfolk LGBT+ Project

Our vision

To continue providing support, information, and advice relevant to the health and wellbeing of LGBT+ individuals living in Norfolk and Waveney.

Our mission

Norfolk LGBT+ Project's continued mission is to improve the health, mental health, and wellbeing of LGBT+ individuals of all ages and communities in Norfolk and Waveney. We want to bring supportive, empowering, and non-judgemental services to peoples' lives to enable them to improve their wellbeing. We also aim to assist others in providing support to LGBT+ communities through our information services, educational tools, and resources.

Our services are for the community, by the community, and we champion the importance of local service provision that is informed, effective and compassionate. We hope together, we can make a difference, working towards an inclusive society for all those that we support and represent.

Our values

CARE

Compassion

Authenticity

Respect

Empathy





Summary of the main services provided

The main activity provided by the charity is its support service, offering guidance, information and one to one support to those who identify as LGBTQ+, as well as those questioning their sexuality or gender identity.

January 2022, we were awarded a grant to run a pilot project from Norfolk and Waveney Clinical Commissioning Group, this enabled us to employ 3 full time staff to help the enormous demand of our support services.

During this financial year, we provided 733 individuals with dedicated one to one support, 40 of these clients accessed our low-cost counselling service which is currently funded by The National Lottery Community Fund. This service is high in demand and the 40 funded spaces are taken up within 3-4 months of opening our waiting list.

“Just to say a big thank you for allowing me to access this service, it has literally saved my life”

67% of those who accessed our one-to-one support were aged 17yrs and under
15% were aged between 18 – 25
18% were aged 26+.

63% of referrals were for support around gender identity
25% support around sexuality
12% for both sexuality and gender identity

82% referrals received from professionals
18% referrals were self-referrals

94% of clients have mental health issues/behaviours

“Words cannot express the gratitude I have for all your help and support for my child and myself. They were struggling so bad when we found you and the difference you and your help has made is immeasurable. You are angels x”



Top 3 mental health issues & behaviour

- 72% depression
- 64% anxiety
- 56% self-harm

When asked what the client goal outcomes for accessing support were:

- 54% – Support around transitioning
- 43% – Manage and cope with gender dysphoria
- 28% – Connect with other LGBTQ+ people
- 27% – Accepting my sexuality
- 26% – How to come out to family/friends
- 24% – Being comfortable with my gender identity
- 24% – Improving my mental health/wellbeing
- 24% – Liking myself
- 17% – Improving confidence
- 15% – Improve family relationships

To measure the impact of this support, clients were asked to score their mental health on their first session, 0 being the lowest and 10 being the highest.

- 39% scored 3
- 30% scored 2
- 15% scored 4
- 10% scored 1

After completing all their sessions, clients were asked again to score their mental health, 0 being the lowest and 10 being their highest.

- 56% scored 6
- 27% scored 7
- 9% scored 5
- 5% scored 8

When asked “How likely are you to access another mental health provider since you have accessed support from Norfolk LGBT+ Project?”

- 76% replied Not likely
- 21% replied Likely
- 3% replied Depends

When asked “As a result of accessing support from Norfolk LGBT+ Project, how much has your mental health or wellbeing improved?”

- 94% replied A lot
- 6% replied A little

When asked “Has accessing a dedicated LGBT+ wellbeing service given you more confidence in the support that you have received?”

- 100% replied Yes



LGBTQ+ drop in groups

“Having BLAH is a lifeline.... and that’s why we need BLAH groups. Thank you for all that you do”

– Parent.

102 individuals accessed our biweekly or monthly drop in groups.

“I am grateful for the opportunity to meet others at the drop in group, it gives me something to look forward to”





Educating with Pride

Currently funded by The National Lottery Community Fund, our annual service which has been running since 2018, helping schools from KS1-5 across Norfolk and Waveney to achieve a high standard of care supporting LGBTQ+ children and young people, staff, parents, and the wider community.

During 2022 – 2023, we worked in partnership with **62** places of education.

905 school staff accessed LGBTQ+ Awareness Training.

393 attended our Think B4U Bully workshop.

318 children and young people accessed their LGBTQ+ lunch time group.

1,171 students attend LGBT+ awareness sessions.



Training Feedback

“Our trainer was knowledgeable, open, and made it feel like a very safe environment. Anything she wasn't sure about she told us and returned with the answer at the next session! I am so happy my school put a focus on this as it has enhanced the understanding of our pupils and made opened discussions amongst staff”.

“A great training session which created a lot of discussion around the school after”.



LGBT+ Awareness Training

To provide the best outcome for our clients, working in partnership with other organisations is key to our work, not only via referrals but also providing LGBT+ Awareness Training.

847 individuals attended training during this period.

Organisations trained

Healthcare:

NSFT NHS; Transforming Care CYPS NHS; NCHC NHS; East Coast Healthcare; East Anglian Air Ambulance; Sensi Treatments; Chathealth.

Mental Health and Social Care:

Julian Support; Feathers Futures; St Giles Trust; Kings Lynn Night Shelter; Voluntary Norfolk; Leeway; Momentum Norfolk; Samaritans; REST Hub Norwich; Norfolk and Waveney MIND.

Higher Education:

Educational Mental Health Practitioners (UEA); Student information Zone, (UEA); Students Union (UEA); College of West Anglia

Youth Services:

Norfolk County Council Children's Services; MAP; South Norfolk YAB; Break Charity; Norfolk Anti-Bullying Conference (Workshops); Benjamin Foundation; Parachute Project; The Child and Educational Psychology Practice; Norfolk Children's and Young People's Health Service; Academy Transformation Trust; Norfolk Constabulary Safer Schools Team.

Training Feedback

“The Training gave me a better understanding of the challenges young people come up against. Also, it has given me the knowledge to find support for our young people who are having challenges within themselves.”

“I just wanted to convey how impressed I was with Joe Henson and his training he delivered for us recently. It was delivered in a really thoughtful, sensitive way and from a very knowledgeable place, and he had a real impact on a lot of the team who all seemed to learn a lot from him.”

- S.H, REST Hub Deputy Manager.



LGBT+ Workplace Award



The first completion of the workplace award was undertaken successfully with Feathers Futures. To achieve the award, Feathers Futures worked in partnership with the Norfolk LGBT+ Project from August 2021 – October 2022. We looked at inclusion from a strategic perspective as well as an operational one; our key aim was to celebrate and increase understanding of differences so we can build stronger communities.



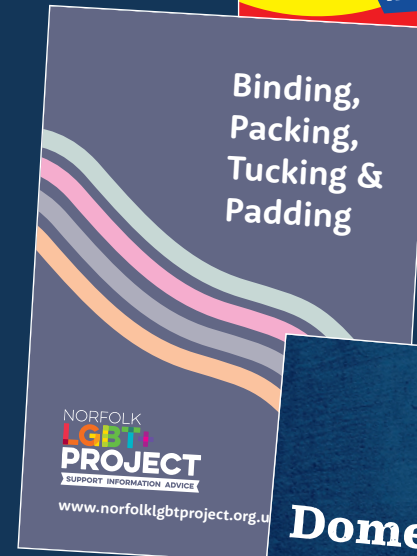
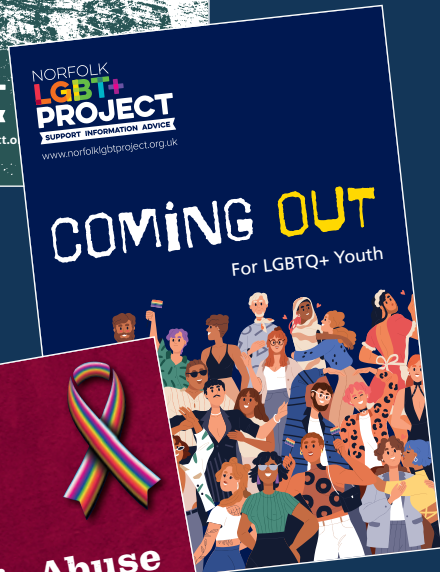
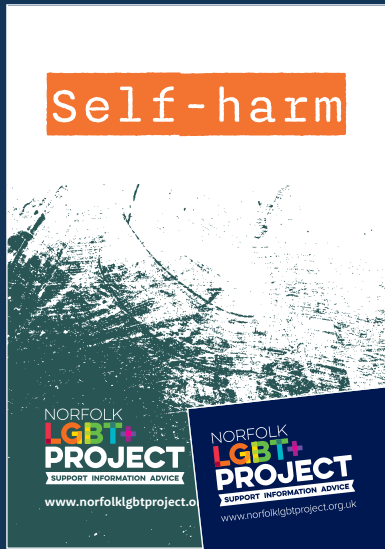
The second completion of the workplace award was Julian Support. During the 12-month consultancy and support period, and at request of JS, the inclusion strategy was focused on transgender and non-binary identities.



Virgin wines undertook a survey with us to assess the needs of the organisation in terms of inclusion outcomes. We identified key elements to work from and they have booked further training sessions, however these were delayed due to our contact leaving post and new contact completing their induction, these have now been rebooked for summer 2023.

In house resources

We produce our own inhouse LGBT+ resources based on the needs of our clients, all our resources are distributed via Norfolk's Living Well Health Information Leaflet Service.





www.norfolkproject.org.uk

10 Cathedral Street • Norwich • Norfolk • NR1 1LX
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