



Supporting Norfolk and Waveney

ANNUAL REPORT 2025-2026

Compassionate Support. Lasting Change.

Registered Charity No. 1129770

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INTRODUCTION

It is a privilege to introduce this Annual Report for LGBTQ+ Project and to reflect on a year of continued growth, resilience and impact across Norfolk and Waveney.

Over the past year, we have continued to support LGBTQ+ people, families and communities at a time when inclusive, affirming and accessible services remain vitally important. Many LGBTQ+ people still experience isolation, discrimination, poor mental health and barriers to support. Our work seeks to respond to these challenges by creating safe spaces, offering meaningful support, building confidence and connection, and ensuring that LGBTQ+ voices are heard.

I am proud of the commitment shown by our team, volunteers, trustees and partners, whose dedication has enabled LGBTQ+ Project to continue making a positive difference. Through our community activities, wellbeing support, outreach, training and partnership work, we have strengthened our role as a trusted organisation for LGBTQ+ people across the county.

This year has also reminded us of the importance of collaboration. By working alongside local services, community organisations, funders and supporters, we have been able to extend our reach and help create more inclusive communities across Norfolk and Waveney.

I would like to thank everyone who has contributed to our work this year, including our staff, volunteers, trustees, funders, partners and, most importantly, the LGBTQ+ people and communities who place their trust in us. Their experiences, voices and courage continue to shape and inspire everything we do.

As we look ahead, LGBTQ+ Project remains committed to improving wellbeing, reducing isolation, promoting equality and ensuring that LGBTQ+ people across Norfolk and Waveney can live safely, openly and with dignity.

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Chief Executive Officer

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LGBTQ+ PROJECT NORFOLK & WAVENEY

We believe every LGBTQ+ person deserves access to safe, inclusive, and high-quality mental health and wellbeing support that reflects their individual needs and experiences.

As the only dedicated LGBTQ+ health and wellbeing service in Norfolk and Waveney, we provide early intervention and prevention support, education, information, and wellbeing services for people of all ages across our communities.

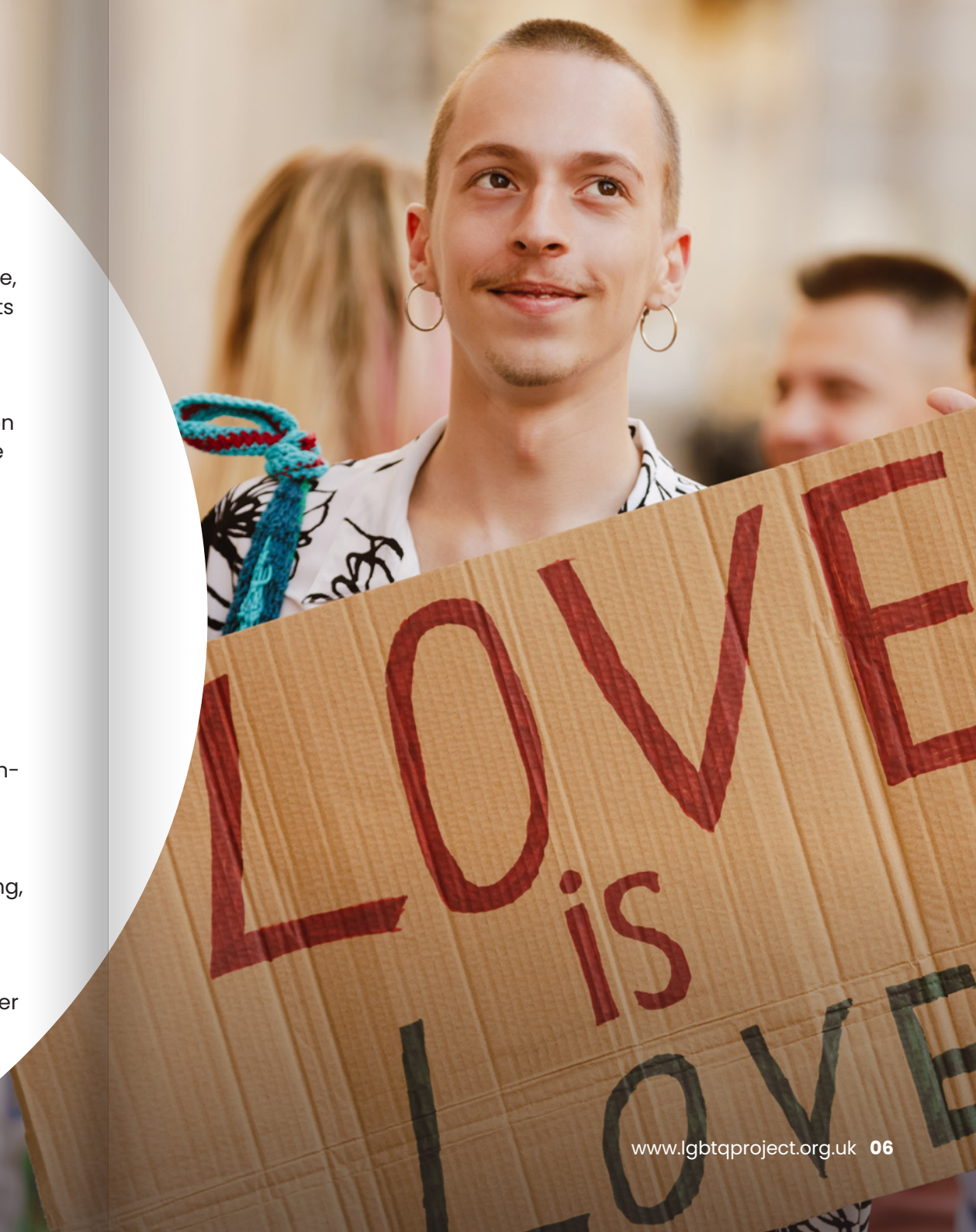
We understand that many LGBTQ+ people can face barriers when accessing mainstream support services and may not always feel safe, understood, or represented. Our services are designed to provide compassionate, affirming support in environments where people feel seen, heard, and valued.

Our Approach

Our LGBTQ+ Wellbeing Practitioners and volunteers provide person-centred support informed by lived experience, empathy, and understanding.

We are committed to reducing social isolation, improving wellbeing, and helping LGBTQ+ people build confidence, resilience, and stronger connections within their communities.

Through safe, respectful, and inclusive support, we aim to empower people to explore their identity, access the support they need, and feel less alone.



“

I have always struggled to talk about my identity and I am grateful to have access to this support.

”

IMPACT AT A GLANCE

At the heart of LGBTQ+ Project's work is our specialist one-to-one wellbeing support service, providing safe, confidential and affirming support to LGBTQ+ people across Norfolk and Waveney.

Our experienced LGBTQ+ Wellbeing Practitioners work alongside individuals to explore challenges relating to mental health, identity, relationships, discrimination, social isolation, confidence and access to services.

We recognise that many LGBTQ+ people face unique experiences and barriers that can have a significant impact on their wellbeing. For some, our service provides the first opportunity to speak openly about their experiences in an environment where they feel understood, respected and free from judgement. Through a person-centred approach, we empower individuals to identify their strengths, develop coping strategies, build resilience and work towards their personal goals.

“

I felt heard and valid for the first time in my life.

”

2025-2026 in numbers



602

individuals accessed one-to-one support

5,204

appointments delivered



3,903

hours of direct support provided



289

telephone calls



752

emails



96%

of children and young people closed "Package of Care Complete" with a paired goal-based outcome



81%

of children and young people saw Measurable Improvement in their goal-based outcome



81%

of adults closed "Package of Care Complete" with a paired goal-based outcome



81%

of adults saw Measurable Improvement in their goal-based outcome



89%

overall increase in improvement of mental health for closed clients

Behind every statistic is a person who felt heard, supported and valued. Through specialist LGBTQ+ wellbeing support, individuals improved their mental health and confidence and felt better equipped to navigate challenges.

The impact of this support is reflected in the outcomes achieved by those accessing our services and the demand for our services reflects the continued need for specialist LGBTQ+ wellbeing support within Norfolk and Waveney.

For many people, one-to-one support is not simply about accessing a service; it is about being heard, validated and supported to make positive changes in their lives. The difference made through these conversations can be life-changing, helping individuals to feel safer, more connected and better equipped to navigate the challenges they face.

“
This support has
been incredible. The best
decision I ever made was
contacting the LGBTQ Project.
”

“

Having the opportunity to sit and discuss all my thoughts and feelings about how i felt about was myself was a relief.

”



REDUCING ISOLATION & BUILDING COMMUNITY

Reducing social isolation and creating opportunities for connection remains a core part of LGBTQ+ Project's work. Many of the people who access our services report feeling lonely, disconnected from their communities or lacking opportunities to meet other LGBTQ+ people in safe and supportive environments.

For some individuals, particularly those living in rural areas or those who are newly exploring their identity, isolation can have a significant impact on their mental health, confidence and overall wellbeing.

Throughout 2025–2026, LGBTQ+ Project delivered 210 all age drop-in groups, providing welcoming, inclusive spaces where LGBTQ+ people could connect with others who shared similar experiences, access peer support, build friendships and develop a stronger sense of belonging within their community.

“

Meeting likeminded people put me at ease at my first group.

”

Our groups are more than social activities; they provide vital opportunities for people to feel seen, heard and accepted. Many attendees reported increased confidence, improved wellbeing and reduced feelings of isolation as a result of participating in group activities. For some individuals, attending a group was the first time they had met other LGBTQ+ people face-to-face, helping them realise they were not alone in their experiences.

During the year, 402 attendances were recorded across drop-in sessions. Participants regularly shared how valuable it was to have access to spaces where they could be themselves without fear of judgement, discrimination or misunderstanding.

The relationships formed through these groups often extend beyond the sessions themselves, creating lasting friendships and support networks that continue to benefit individuals long after their initial involvement with the charity.

“

The conversation has helped me be a lot more open with others and myself thanks to it.

”

OUTREACH, AWARENESS RAISING & COMMUNITY ENGAGEMENT

Community engagement and visibility remain a vital part of LGBTQ+ Project's work.

Throughout 2025–2026, our team attended a wide range of outreach and awareness-raising events across Norfolk and Waveney, engaging with approximately 7,354 people. These events provided valuable opportunities to connect with individuals, families, professionals and communities, ensuring that more people were aware of the support, information and resources available through LGBTQ+ Project.

During the year, we attended local Pride celebrations, Mental Health Awareness Week events, careers fairs, Freshers' Week activities, LGBTQ+ History Month events, wellbeing festivals and community engagement days. These events enabled us to reach diverse audiences, increase awareness of LGBTQ+ experiences and promote understanding, inclusion and equality across the region.

Our outreach activities also played an important role in reducing barriers to support. By engaging with people in community settings, educational environments and public spaces, we were able to connect with individuals who may not otherwise have been aware of our services or felt confident accessing support. Many people used these opportunities to seek advice, ask questions, access information or learn more about LGBTQ+ identities and issues.

In addition to promoting our services, outreach events helped strengthen relationships with schools, colleges, healthcare providers, employers and community organisations. These partnerships continue to play an important role in creating more inclusive environments and improving access to support for LGBTQ+ people throughout Norfolk and Waveney.

By maintaining a visible presence within our communities, LGBTQ+ Project continues to challenge stigma, increase representation and ensure that LGBTQ+ people know they are not alone. Every conversation, event and connection contributes to our wider goal of creating safer, more inclusive communities where LGBTQ+ people can thrive.



EDUCATING WITH PRIDE

The 2025–2026 school year was an overall success for the Educating with Pride programme, despite the challenges that the For Women Scotland Supreme Court decision presented.

It was exciting to see continued uptake in our student workshops and LGBTQ+ student club visits across Educating with Pride schools. Educating With Pride (EWP) schools continued to prioritise LGBTQ+ inclusivity, which is more important than ever, given the current cultural and political climate.

Challenges

The biggest challenges to the EWP programme over the year were the For Women Scotland (FWS) Supreme Court decision and school budget constraints. The FWS decision and the subsequent Equality and Human Rights Commission draft Code of Practice guidance, did very little to clarify how schools could and should make decisions around the treatment of Trans pupils in school. In fact, this guidance made schools unsure of how to move forward and, in some cases, saw schools deprioritise the inclusion of Trans and Non-Binary students. Schools also cited budget constraints as a reason that they were unable to renew their EWP contracts.

Achievements: New Schools Visited

We continue to be proud of the increased and regular visits to student LGBTQ+ clubs at EWP schools. Our EWP Manager visited LGBTQ+ clubs at EWP schools once a month and engaged with 494 LGBTQ+ pupils which was a big success. Based on feedback from school staff, this was helpful and meaningful to them.

School Pride Week

We attended Pride events at 18 different schools; that's 5 more than 2024. Pride bake sales were very popular. Other events included Pride marches, drag performances, Pride flag inspired bracelet making, musical performances by students, face paint, guest speakers and student-led Pride assemblies. All of the school Pride events were very well attended and received by students and staff alike. We estimate that 1,855 students attended school Pride events across June and July!

Through our Educating with Pride programme, we continued to work directly with schools and colleges across Norfolk and Waveney to increase understanding, acceptance and inclusion of LGBTQ+ people. During 2025–2026, our Educating With Pride Manager delivered LGBTQ+ awareness sessions to 479 students, providing age-appropriate education on LGBTQ+ identities, inclusive language, allyship and equality.

Students about their school Pride event:

“ I have been feeling really low recently, but this has made me so happy! ”

“ That's my flag! I'm so excited! ”

“ This is the best day ever! ”

“ I love being an Ally! ”

“ Now my shoes can be as proud as I am! ”
– A student who purchased Pride shoelaces

These sessions created safe spaces for young people to explore questions, challenge misconceptions and develop a greater understanding of the diverse experiences of LGBTQ+ people. By encouraging open and respectful conversations, the training helped to foster empathy, reduce prejudice and promote a culture of inclusion within educational settings.

For many students, these sessions provided their first opportunity to learn about LGBTQ+ identities in a positive and supportive environment. Feedback from schools highlighted high levels of engagement, with students demonstrating curiosity, respect and a willingness to learn. The sessions also supported schools in their wider commitment to creating safe learning environments where all young people feel represented, valued and able to thrive.

Through this work, LGBTQ+ Project continues to contribute to the development of more inclusive school communities, helping to ensure that LGBTQ+ young people feel safer, more visible and better supported, while equipping their peers with the knowledge and confidence to become active allies.

Educating With Pride continued to create safer and more inclusive educational environments. More than 5,400 young people were reached through workshops, student groups, Pride events and outreach activities.

“
I would
feel very
confident in
signposting a
young person
to your services if
they needed them.
”

“
Sophie was
really engaging
and passionate
and made this
a very safe and
informative
session.
”

“
The PowerPoint was adapted
for the age and youth group
attending which was really
good. It was great to hear
the questions being asked
by the group and how
focused they were in
the session.
”



494

LGBTQ+ pupils at
school clubs engaged

479



students received LGBTQ+
awareness sessions

18 pride
events
at schools
attended



1,855

students attended
school Pride events



5,400+

young people reached through
workshops, student groups, Pride
events and outreach activities

CREATING SAFER COMMUNITIES

During the reporting period, we delivered 15 LGBTQ+ awareness training sessions attended by 712 participants from a wide range of sectors across Norfolk and Waveney.

These sessions were designed to increase understanding of LGBTQ+ identities and experiences, promote inclusive practice, and build confidence in supporting LGBTQ+ individuals within professional and community settings.



Participants developed a greater awareness of the diverse identities that exist within LGBTQ+ communities, as well as the discrimination, health inequalities, and barriers to accessing services that many LGBTQ+ people continue to face. The training encouraged reflection on existing practices and provided practical tools and strategies to create safer, more welcoming, and inclusive environments.

Through strong partnership working with GP surgeries, healthcare providers, children's services, voluntary and community sector organisations, and youth organisations, we extended the reach and impact of this work. These collaborations enabled us to share expertise, strengthen organisational capacity, and support partners to embed LGBTQ+ inclusion within their policies, services, and day-to-day practice.

As a result, organisations across Norfolk and Waveney are better equipped to recognise and respond to the needs of LGBTQ+ people, contributing to more equitable access to services and improved experiences for LGBTQ+ communities. This work has also helped to strengthen local networks of support, foster greater understanding between organisations, and promote a more inclusive culture across the region.

“

The service was respectful, culturally sensitive and I was not judged.

”

TRANS SWIM PROGRAMME

The LGBTQ+ Project's Trans Swim programme provides safe, welcoming, and inclusive swimming opportunities for transgender, non-binary, and gender-questioning adults across Norfolk and Waveney.

The programme was developed in response to the significant barriers that many trans and non-binary people face when accessing sport and physical activity, including concerns around changing facilities, gendered expectations, discrimination, and body visibility. Swimming can be particularly challenging, leaving many individuals excluded from an activity that supports physical, mental, and emotional wellbeing.

Between April 2025 and March 2026, we delivered four Trans Swim events across Norfolk and Waveney, including our first event in Great Yarmouth. The sessions were held in Beccles, Wymondham, and Great Yarmouth and were open to transgender, non-binary, and gender-questioning adults aged 18 and over. A total of 57 tickets were booked, with attendees ranging in age from 18 to 64.

The programme continues to demonstrate a clear need for dedicated trans-inclusive recreational spaces. Feedback highlighted the importance of having environments where participants could access swimming without fear of judgement, discrimination, or exclusion. For many attendees, the events represented their first opportunity to swim comfortably and confidently in a public setting for several years.



“For people to have access to such a service is amazing.”

Beyond physical activity, the sessions provided valuable opportunities for connection and community building. Participants reported feeling welcomed, accepted, and able to meet other LGBTQ+ people in a supportive environment. Several attendees described the events as particularly meaningful during a period of increasing hostility towards trans communities, helping to reduce feelings of isolation and strengthen a sense of belonging.

Feedback from participants was overwhelmingly positive. Of the 26 attendees who completed evaluation forms, every respondent reported being satisfied or very satisfied with their experience. The programme has successfully created safer access to swimming while supporting the wellbeing, confidence, and social connectedness of trans and non-binary people across the region.

Looking ahead, we aim to expand the programme by offering more regular swimming opportunities across Norfolk and Waveney, maintaining affordability for participants, and improving accessibility for those living in rural communities through enhanced transport support. These developments will help ensure that more trans and non-binary people can benefit from inclusive physical activity and community connection opportunities.

INDEPENDENT EXAMINER'S REPORT

I report on the accounts of the company for the year ended 31 March 2026 as attached.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 43 of the 1993 Act;
- follow the procedures laid down in the General Directions given by the Charity Commission under section 43(7)(b) of the 1993 Act;
- state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees

concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Pauline Street
.....

ADP Accounting Limited
Association of Chartered Certified Accountants
8 June 2026
19 Farrow Close
Mattishall
Dereham
Norfolk
NR20 3SZ

FINANCIAL OVERVIEW

During 2025–2026, the LGBTQ+ Project generated total income of £259,989 through commissioned contracts, grants, donations, fundraising activities, and generated income.

The majority of income was secured through contracts and commissioned services, demonstrating continued confidence in the organisation's ability to deliver high-quality support and services for LGBTQ+ communities across Norfolk and Waveney.

Total expenditure for the year was £280,249, reflecting significant investment in the delivery of frontline services, staff, volunteer support, community engagement activities, counselling provision, training, events, and organisational infrastructure. This investment enabled the organisation to respond to increasing demand for LGBTQ+ support services while continuing to develop new opportunities for community connection, wellbeing, and inclusion.

Throughout the year, the LGBTQ+ Project continued to prioritise direct support for LGBTQ+ people, investing in skilled staff, volunteer development, mental health and counselling provision, community groups, outreach activities, and partnership working. Additional resources were directed towards strengthening organisational systems, digital infrastructure, training, and governance to ensure the charity remains sustainable and responsive to community need.

The organisation closed the financial year with restricted reserves of £57,647, providing a foundation for future sustainability and supporting the continued delivery and development of services for LGBTQ+ communities across the region. While demand for services continues to grow, the LGBTQ+ Project remains committed to securing diverse income streams and strengthening partnerships to ensure that LGBTQ+ people in Norfolk and Waveney can continue to access safe, inclusive, and life-changing support.

“

I felt as if I had failed my child as I wasn't sure how to support her. I didn't understand anything about being transgender, but the support given gave me a better understanding of what my child was feeling and going through. I was allowed to cry, be open with my feelings and not judged at all. Thank you for everything. I am grateful that you exist.

”

Income

£

Contract	229,062.00
Grants	6,800
Donations	10,424.93
Generated income	8,854.03

Total	255,140.96
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Expenditure

£

Wages and associated costs	195,220.71
Staff expenses	18,229.43
Training	1,107.96
Resources	3,646.58
Events	1,513.37
Premises costs	11,095.52
Drop in groups	7,746.65
Volunteer expenses	4,644.87
Counselling	7,500
Website	1971.58
NCF grant	6,800
Educating with Pride	930.90
Office Supplies/equipment	12,867.84
IT services	5,316.39
Accountant	863.46
Membership	793.94

Total	280,249.20
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Balance brought forward

57,646.81

Restricted reserves

55,646.81

Free reserves

2,000



Compassionate Support. Lasting Change.

Supporting LGBTQ+ people, families, carers, and communities across Norfolk and Waveney.

Need support, information, or advice? We're here to help.

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