



Strategic Plan 2021-24

Who we are

We promote the health, wellbeing and equality of LGBTⁱ adults in Scotland. We support the LGBT community by providing a range of accessible, responsive and LGBT affirmative support services, community events and initiatives. And we work with statutory and third sector partners to raise awareness of the experiences and needs of LGBT people, and to support the development of LGBT-inclusive policies and services.

Our vision and mission

Our vision is of a Scotland where LGBT people are equal citizens. A Scotland where sexual orientation, gender identity and gender expression do not impact negatively on health and wellbeing, where LGBT people have equal access to public and support services, are able to participate fully and openly in public life and their communities, and do not face disadvantage as they age.

Our mission is to improve the health and wellbeing of LGBT adults and reduce health inequalities, by providing effective social and support services, and by being a strong national and local voice for their needs.

Our priority areas

- Addressing loneliness and social isolation
- Promoting good mental and emotional health
- Working with more marginalised and overlooked sections of our community
- Stimulating community engagement and volunteering
- Providing platforms for diverse LGBT voices.

What we do

- **Community and support programmes:** we provide a range of individual and group support programmes delivered in-person, as well as by phone and online, which promote mental and emotional wellbeing, enable personal development and reduce social isolation. Our services are developed in response to community need and include programmes with a particular focus on the most disadvantaged sections of the community, including older LGBT people, asylum seekers and refugees, trans and nonbinary people.
- **Community involvement and participation:** we are a community development organisation. The involvement of LGBT people is fundamental to shaping our services, informing the development of programmes and supporting their delivery. We encourage and support individuals to participate as community members, as volunteers, as peer group leaders and as human rights activists.
- **Partnerships:** we build strong partnerships with a wide range of individuals and organisations across the LGBT community and the wider third and statutory sectors to deliver our programmes, promote equality and inclusion and reduce health inequalities.
- **Policy and influencing:** we use our expertise on LGBT issues, and the evidence and learning from our work with the community, to help inform mainstream service delivery and policy development. As part of this work, we support individuals to contribute their voices and experiences to help improve understanding of the needs of LGBT people.

Our values

Equality and diversity: Our team is inclusive and representative of our community. We engage with all sections of the LGBT+ community and our allies. We celebrate diversity.

Respect: We value and treat people fairly. We are open, accountable, accepting, trustworthy and supportive.

Inclusivity: We are committed to creating services and spaces that are inclusive and intersectional. This means recognising and focusing on those who have been historically shut out from systems of support and those experiencing multiple disadvantages.

Participation: Our services are designed by and for the communities they serve. We support, empower and nurture community participation.

Collaboration: We are not an island. We work together with each other, community members and partner organisations to achieve goals that benefit us all.

Excellence: We strive to deliver high quality and innovative services that achieve the best outcomes for our community.

Our strategic objectives

- Building capacity to achieve better health and wellbeing within the community
- Develop the ability of services to respond to the needs of LGBT individuals
- Building collaborative partnerships
- Building a positive, proactive organisation.

Implementing and sustaining our strategy

We will:

- Be accountable to and maintain strong relationships with our funders and partners.
- Develop and implement annual work plans across each of our programmes.
- Report on our performance and measure our collective impact, as well as the performance of individual programmes.
- Engage with community members, staff and volunteers to ensure we continue to meet the needs of the community and identify and respond to changes in need.
- Sustain and grow our community reach and engagement.
- Maintain strong management and governance to enable the delivery of high quality services that align with our vision.
- Invest in the development of our staff and volunteers, to ensure they have the necessary skills and experience to deliver our mission.

ⁱ LGBT Health works with the entire diversity of the lesbian, gay, bisexual and transgender community, including nonbinary, queer, intersex and asexual people (LGBTQIA+), as well as those questioning their sexual orientation and/or gender identity and those who do not use labels for either.