



LGBT Health and Wellbeing Annual Report 2015-16



Index

Chair's Foreword	1
Chief Executive's Foreword	2
Introduction	3
Our Work with LGBT People	4
Mental Health Project	4
LGBT Headspace	5
'Living With...' LGBT Self-Management Awareness Campaign	6
Counselling	8
LGBT Helpline	9
LGBT Social Programmes	10
Edinburgh Social Programme	10
LGBT Language Café	12
Glasgow Social Programme	13
Community Groups	14
Volunteer Programme	15
LGBT Age Scotland	16
LGBT Learning Disabilities Project	17
Transgender Support Programme	18
Glasgow Transgender Support Programme	18
Lothian Transgender Support Programme	19
Transgender Lives Project	20
Fife LGBT Needs Assessment	21
Our Capacity Building and Partnership Work	22
LGBT Age Capacity Building Project	24
LGBT Mental Health Capacity Building Project	25
Evaluation of Performance	26
Financial Review	27
Finance Summary	28
Our Funders and Supporters	28

Chair's Foreword



This year has been seen another record of strong delivery and building of the organisation's sustainability. Our Glasgow presence continues to strengthen, with some excellent community development activity to complement our ground-breaking LGBT Age work – the presence of an over 50s vintage bus at Glasgow Pride was a particular highlight.

Across Scotland, we continue to deliver Scotland's only national LGBT Helpline, as well as a range of services that support our LGBT communities. Our ambitions have not been restricted to Scotland's cities – we are now delivering a much needed social programme in the Kingdom of Fife.

We have seen significant change in the organisation with projects coming to an end, new ones commencing and staff coming and going; those who depart go with our very best wishes, and we welcome our new people and the fresh energy and enthusiasm they bring. On behalf of the Board of Trustees, I'd like to place on record my sincere thanks to the Chief Executive, the staff and volunteers - their commitment to delivering better outcomes for LGBT individuals and communities in Scotland continues to be an inspiration.

Our Board has been relatively stable over the past year. My thanks to all those Trustees – whether recently joined, or who have been with us for longer, and continue to give up their time to make such a valuable contribution. Over the coming year, we will continue to focus on guiding the organisation's strategy, ensuring good governance and maintaining robust financial scrutiny.

LGBT Health and Wellbeing has a critical role to play in addressing the very real health inequalities that continue to persist amongst LGBT communities in Scotland, and we will continue to strive for better outcomes for LGBT people. We look forward to working with everyone to further develop our work over the coming year.

Trevor Owen
Chair, Board of Directors

Chief Executive's Foreword



The last year has seen an ongoing focus on our work across Scotland. One of the key developments has been our work on the Fife LGBT Community Needs Assessment, which gives a strong evidence of the need to provide social opportunities and individual support in this area. This evidence base has enabled us to successfully secure funding for a pilot project in Fife, and happily this much-needed work is now underway.

It has also been a year of consolidating the work in Glasgow where, alongside our 50+ activities, we are now providing a very well used trans-specific support programme. In Glasgow too, much work has gone into consulting with the wider LGBT community to enable us to establish key areas of need and respond to these.

Here our successful pilot social events have seen us secure new funding to deliver a wider intergenerational LGBT social programme, as well as a smaller programme aimed specifically at LGBT parents. Meanwhile a range of services continue to be delivered in Edinburgh, alongside some exciting new initiatives like the Language Café.

The dedication, hard work and commitment of our staff and volunteers continue to be the key ingredient that makes our organisation so unique and impactful. We've continued to see our community reach grow, which means we are well placed to make a difference to the lives of LGBT people across Scotland, including those who are seldom reached.

Through our extensive community consultation, and by providing a platform for the diverse voices of our community to be heard, we continue to be strong advocates for the needs of LGBT people. In our work with a myriad of statutory and third sector partners we are always seeking opportunities to raise awareness and understanding, and ensure that the health inequalities experienced by LGBT people become better understood.

Looking ahead, the organisation faces considerable challenges in securing the funding needed to sustain some of our programmes and initiatives, as well as to continue to identify and strive to address the many gaps in service provision. However, we have no doubt the coming year will be another eventful one in which we look forward to playing a key role in promoting the health, wellbeing and equality of LGBT people in Scotland.

Maruska Greenwood
Chief Executive

Introduction

LGBT Health and Wellbeing (LGBT Healthy Living Centre) was set up in 2003 to promote the health, wellbeing and equality of lesbian, gay, bisexual and transgender (LGBT) people in Scotland. It provides support, services and information to improve health and wellbeing, reduce social isolation and stimulate community development and volunteering.

LGBT Health's strategic objectives, as outlined in our Strategic Plan, are to:

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

The organisation's key objectives are to:

- Provide a programme of activities which tackle the life circumstances that contribute to the ill-health of LGBT people
- Reduce levels of isolation and social exclusion experienced by LGBT people
- Strengthen the capacity of the LGBT community to promote the health of individuals
- Support individuals to adopt and sustain healthy lifestyles
- Ensure that LGBT people have equity of access to mainstream health services and information which are responsive to their needs.

What people told us about LGBT Health*:

"I have received lots of emotional support and encouragement, which has enabled me to learn and grown as a person. I feel included in my community, a sense of belonging. Have improved health and wellbeing - mental, physical and spiritual."

"I have made friends, gained vital information and now live without the burden of shame. Transition is possible and I am not alone."

"LGBT Health has nurtured my creativity and helped me feel more confident in [my] sexuality."

* Quotes used throughout this report are taken from our November-December 2015 Service Evaluation and from other written feedback received over the course of 2015-16.

Our Work with LGBT People

Over 2015-16 the organisation engaged with a large number of LGBT community members across its range of programmes:

3,350

individuals

accessed our group activities and programmes (social programme, drop-ins, mental health, trans and community groups), including

750 beneficiaries

in Glasgow

460

individuals

accessed one-to-one support (mental health service, befriending)

1,500

enquiries

from LGBT people responded to, including

865 on our

national Helpline

120

individuals

volunteered their services

3,000

individuals

received regular up-to-date LGBT health, equality and community related information.

Beneficiary numbers have increased across most of our programmes, with our groupwork activities seeing the biggest increase, largely due to the rise of social events in Glasgow. Calls to our national LGBT Helpline have also continued to increase.

Mental Health Project

Our Mental Health Project supports individuals experiencing poor mental health and, through the evaluation of this work, continues to build our knowledge and understanding of the mental health needs of LGBT people and how to most effectively address these.

The delivery of a wide range of activities as part of this project is often made possible through extensive partnership work and the generous provision of in-kind support from mainstream mental health practitioners and organisations.

"Thank you for welcoming me. I didn't realise other people experienced these things. I am a very private person and you made it easy to ask for help. You've helped me think things through to uncover the roots of the anxiety, depression and gave my feelings and emotions validity."

"I have less shame in relation to my former relationship which was abusive. I feel more constructive, optimistic. Being seen, heard and valued was very helpful. Having my difficulties and painful experiences acknowledged where I often feel "other people have so much worse to deal with", helped me too."

LGBT Headspace

The Lothian-based LGBT Headspace Programme is part-funded by NHS Lothian and The Robertson Trust. The Programme provides culturally-sensitive services to help redress the critical levels of poor mental health, including:

- **One-to-one support:** assessment appointments and ongoing individually tailored support.
- **Workshops:** information and taster sessions and art therapy taster sessions.
- **Courses:** providing tools to address mental health challenges in more depth, including coming out, yoga relaxation skills and MAPS and Thrive mental health programmes.
- **Groups:** time limited and ongoing groups such as art therapy weekends and a women’s wellbeing group.
- **Exhibitions and events:** one-off events aimed at increasing awareness and building community resilience, such as the Wellbeing Mela delivered in partnership with other third sector agencies.

“Just wanted to say a big thank-you to everyone, the [Feeling better about me] weekend made a big difference in my life and confidence.”

“After the Coming Out course I feel more positive, more confident and empowered. It has helped me to think through some relationships and given me different way to think about issues. I now have less fear of coming out to my friends.”

ART WORKSHOP
Express yourself and create the mandala that represents your universe

MANDALA MAKING

Sunday 6th September
11.30-5pm (doors open 11am)
Serenity Café, The Tun
8 Jacksons Entry, EH8 8PJ

Contact Alison on 0131 652 3283 or alison@lgbthealth.org.uk for more information and bookings (essential).

“I so enjoyed the mandala making workshop. It felt empowering to express myself in image and words and liberating too! The space created felt very safe, warm and connected. I am so proud of what I created and I never ever thought I’d say that about a piece of art!”

THE THRIVE PROGRAMME
Over 8 weeks, take control and make changes. Gain self-awareness into the way you think and feel. Build self-esteem and empower yourself to move forward and thrive.

Tuesdays 20th October, 8th December
6-8.30pm
LGBT Health and Wellbeing
9 Howe Street, Edinburgh, EH3 6TE

More information at www.thriveprogramme.org
FREE course / BOOKING essential
Contact Alison via 0131 652 3283 or alison@lgbthealth.org.uk

“[The Thrive course] challenges the way you think in a positive, easy to grasp way. It has made me feel empowered and excited to make changes. It has given me inner-confidence – a feeling of invincibility. It has convinced me that I can finally change things I thought I couldn’t.”

‘Living with...’ LGBT Self Management Awareness Campaign

The Campaign sought to use the arts to provide a platform for LGBT people to explore their particular experiences and challenges in living with and managing long term conditions. Through this 9-month project individuals were supported to produce and showcase written and visual work that served to raise awareness and increase understanding of long term conditions and self-management more broadly.

As part of the Campaign we delivered a wide range of workshops to build creative skills (such as creative writing and art making) to empower individuals to self advocate creatively. These workshops led into two large scale events: a visual arts exhibition and a spoken word event, run as part of the Scottish Mental Health Arts and Film Festival. These events enabled us to showcase the art works and performances to a wide audience of both professionals and the public. The week-long exhibition was seen by around 400 people.

The campaign also aimed to create a tangible legacy in the form of a short film of the exhibition available online via YouTube, spoken word podcasts and opportunities for people to contribute to the Scottish Recovery Network’s online ‘write to recovery’ resource.

“It did open up my eyes in terms of how I view LGBT people with long term mental health conditions. I did enjoy the art work and exhibition, there were all kinds of themes and approaches which inspired me in many ways.”

“It was great to see through art work how LGBT people with long term conditions are brave, confident and highly functional despite having to deal with mental health issues, it gives me hope!”



Performance Night

An evening of **Spoken Word, Poetry and Music.**

The **LGBT community** take centre stage exploring the challenges and celebrations in our relationships with **mental health.**

Feature sets from **Harry Giles** and **Jenny Lindsay.**

Entry **free** for **performers.**
Enquiries about performing to **Alison** via **alison@lgbthealth.org.uk** or **0131 652 3283**

Living With ...

Saturday 17th October
5.30-8.30pm (Cost: £4/£2)
Scottish Storytelling Centre
43-45 High Street, Edinburgh, EH1 1SR

Bookings (essential) via Scottish Storytelling Centre box office 0131 556 9579 or www.scottishstorytellingcentre.co.uk



Feedback from spoken word workshops and performance participants:

“It has inspired me and encouraged me to move on, I feel more optimistic about next steps on my journey of self-discovery.”

“I have felt more empowered to write about my mental health and less scared about being judged by other people.”

I was able to write about emotions, especially things that make me angry and channel those feelings in a more positive way.”

“Excellent programme workshops followed by performance – great. The event was affirming and very thought provoking. Wonderful opportunity and feeling of togetherness and affirmation.”



Feedback from the visual arts exhibition and launch event:

“Personally I felt a sense of pride in being part of a community that has the courage to reveal its vulnerability and in so doing to show how strong and capable we are.”

“Adored seeing all the artworks and listening to/watching other performers. As someone who is bisexual, disabled and chronically ill, it was an important event for me. Being able to make connections via shared experiences makes for strength in the community in my opinion.”

“I thoroughly enjoyed the launch event. It was a wonderful celebration of all the work that has gone into the exhibition by all who contributed; but more than that it was an affirmation of our connectedness as a community and how we want to welcome all into our space – whether they identify as LGBT or not.”



“I loved the exhibition, loved being part of it, part of the work shop, and the film. I felt supported throughout. I loved sharing with others, whether that was through their art, or in conversation. It was wonderful to have a space dedicated in the first instance to LGBT people. Within Mental Health I feel and have always felt that my sexual identity was either dismissed or considered a symptom or effect rather than being a valid choice. So to be in a space where that was a starting point... it makes the business of expression so much easier as you are putting your best foot forward rather than starting on your back foot... so to speak!”

“At first I felt very vulnerable, I guess I make judgements like I'm not good enough to display, but then by overcoming that initial insecurity and putting yourself 'out there'. You become part of something bigger, like one voice in a choir... and the vulnerability becomes a strength. I am still receiving feedback from people I don't even know. This feels incredibly validating.”

Counselling Service

Largely thanks to the support of the Edinburgh and Lothians Health Foundation we were able to continue to deliver a specialist counselling service in Edinburgh.

The service was delivered by our team of volunteer counsellors and a trainee art therapy student.



Counselling Service

Daytime & evening sessions available at 9 Howe Street, Edinburgh, EH3 6TE

Are you going through a rough patch? Are you feeling stuck? Would you like someone to talk to? If you are LGBT+ you can refer yourself for 12 sessions of one to one counselling

Call 0131 523 1100 or email claire@lgbthealth.org.uk to find out more or request counselling



Feedback on the counselling demonstrates the huge impact this individual support can have:

"I came because I was experiencing disabling anxiety and through counselling I have been helped to get in touch with the feelings behind my anxiety and find techniques to manage it. Things are still hard at times but I now have tools such as writing and visualisation which are helpful and steadying."

"I will always be indebted for the support I have received from my counsellor and LGBT Health. I could not have afforded regular sessions but also feel I could not have met a better counsellor to help me. He made me feel ok to be me for the first time ever as a trans man! I trust him implicitly. My overall mental health and wellbeing has improved over the last 12 months significantly."

"I have been given space, encouragement and support to rebuild my confidence and sense of worth. I feel seen and heard and valued. I appreciate the safety of the LGBT context where my gender/sexual orientation are not 'other' or potential problems to focus on, unless I choose to do so."

"I now feel able to cope with my day-to-day life and not clouded by pressures and factors out with my control. I've been able to take ownership of various aspects of my life (including putting myself first and, as a result, being able to say "no" to people in a healthy and positive manner)."

LGBT Helpline Scotland

Our national helpline, co-funded by NHS Lothian and the Scottish Government, provides information, support and referrals in relation to sexuality and coming out, gender identity, relationship, sexual health, community safety and emotional wellbeing issues.

Now in its third year of providing a Scotland-wide service, the helpline saw its calls increase by 5%. 863 calls were answered; 4 out of 5 of these calls involved emotional support. In addition to answering calls, the team also provide email support via an online profile on Gaydar. This support was provided to 84 individuals.

The helpline service is delivered two days a week (Tuesdays and Wednesdays 12 noon to 9pm) by a part-time Helpline Coordinator supported by a team of highly trained volunteers.

In order to achieve its national reach, the helpline is promoted via widely distributed posters and fliers and through a presence on health websites and social network sites. Thanks to financial support from the Scottish Government, we have been able to roll out a small-scale Domestic Abuse Campaign, to raise awareness of the support available via the helpline for LGBT people experiencing domestic abuse.



The poster is a vertical rectangular graphic with a purple background. At the top, the title 'LGBT Helpline Scotland' is written in white. Below the title is a rainbow horizontal bar. The main text is in white and includes: 'Information and support for lesbian, gay, bisexual and transgender, those questioning their sexual orientation or gender identity and their families, friends and supporters', 'Tuesdays and Wednesdays 12-9pm', the phone number '0300 123 2523', and 'Email Support: helpline@lgbthealth.org.uk'. There is a graphic of a black telephone handset and two white speech bubbles. At the bottom, there are two logos: 'LGBT HEALTH & WELLBEING' with a colorful swirl icon, and 'Sex Health Wellbeing For Gay & Bisexual Men' with a stylized 'Sx' logo.

"I wanted to call and thank you for talking to me. I'm being real with myself, not hiding who I am from others, I feel positive about having sex with men and I'm comfortable and sure that I am gay, which I've denied to myself for over 50 years. It's all been down to being able to call you so often and being allowed the space to talk about it all – it's so great to realise that there are positives in being gay and that it's not all negative. Thank you!"

"I'm trying to get out of this abusive relationship and you've been so lovely and supportive, an absolute god send."

"It is impossible to say in words how much just speaking to you, let alone your awesome support around the hate crime I've been experiencing, has meant."

"Thank you so much for your kind and encouraging words. It's really complicated to be gay, black and Muslim – coming to terms with this has been really hard but with people like you around I think I can do this."

LGBT Social Programmes

The organisation has continued to deliver its LGBT Social Programme of social activities, events, volunteering and capacity building support to community groups in Edinburgh. In addition, a number of pilot events were also run in both Glasgow and Fife.



“I wanted to email to say thank you, so much, for organising the summer fete today. I had such a great day. My son and I had some serious bonding time out learning wood carving techniques. What a great idea for a summer fete! I expected I’d stay about two hours but stayed the whole day.”

Edinburgh Social Programme

The organisation provides a year-round programme of social events in Edinburgh that aim to offer a vibrant alternative to the gay commercial scene. This programme is sustained primarily through core funding from City of Edinburgh Council and NHS Lothian.

The regular drop-ins provide a welcoming and inclusive social space and a good gateway to the organisation’s many other programmes. In addition, there is a programme of wide-ranging and imaginative community social events, delivered with the support of a volunteer Events Team, including yearly events such as our Pride Breakfast, Summer Fete and Winter Concert, one-off events such as the popular LGBT Roller Disco, quarterly community discussions and Rainbow Family outings. This year also once again saw the return of our popular film event and LGBT swimming sessions.



Featuring:
The screening of
'Appropriate Behaviour'
(2014)
Discussion
Refreshments & nibbles

Bi and Beyond Edinburgh & LGBT Health present: A Bi Visibility Film Night

Friday 6.30-9.30pm (Screening starts at 7pm), 25th September
All welcome to celebrate **Bi Visibility Day 2015**
LGBT Health and Wellbeing, 9 Howe Street, EH3 6TE
Contact Jules for more information - E: jules@lgbthealth.org.uk or T: 0131 523 1104
Free entry - Book online: <http://bit.ly/1Gix4Lr>



"I'm so glad LGBT Health had something going on for Bi Visibility Day. There really aren't many other opportunities."

"I was at the winter concert and the film night earlier in the year. I am new to LGBT Health events but I just wanted to say how welcoming and friendly everyone in your organisation is."



"I really enjoyed the swimming sessions. These have been so important for me personally. [As a trans man] It was the first time since early childhood that I was able to take my shirt off in public and it left me feeling very empowered, thanks to the accepting atmosphere at Warrender."

"First time today [at Rainbow Families] and it was such a relief to see my son playing happily. This has been a difficult few months and I'm so happy there is a place where people see him for who he is. Many thanks to you for being so helpful and introducing us both to everybody."



LGBT Language Café

One of our key new initiatives was the launch of the LGBT Language Café in Edinburgh. This unique initiative provides a fun, safe and sociable space specifically for LGBT people who do not speak English as a first language to meet new people and build their confidence with spoken English. In addition to building confidence around speaking English, it quickly became apparent that the sessions could help participants become more aware of local LGBT and mainstream services and resources, as well as help individuals become more integrated into community life through topical discussions, learning about idioms, colloquial phrases and LGBT labels and definitions.

A strong motivation for participants was the desire to meet new people and have the opportunity to socialise with other LGBT people without worrying about their language skills. The sessions therefore have a strong social focus, encouraging conversations and interaction between participants.



“This group has led me to new friends, a new job maybe and a new confidence in myself. Thank you all so much for wonderful conversations and warm-hearted times.”

For LGBT Health the initiative has proved fantastic in enabling us to engage with new sections of the community. A total of 24 individuals engaged in these sessions, representing a really wide range of ethnic backgrounds, nationalities and native languages. Initially run as a 4-week pilot, these sessions quickly proved popular and were continued. The feedback from participants was very positive:

“I really enjoy the evening here – not only because I had the chance to speak English but also because I met very nice and funny people in a comfortable situation.”

“This group is very important. For me, I wait every day for news that I can stay in Edinburgh and am very nervous. Thank you.”

“I really enjoy these sessions. You have made me feel very welcome and I have found out about many events and activities to go to because I came to the language café first.”

“Thank you for such lovely times in your Hub. It means a lot to be able to come and hang out and speak with others. This has helped me get more confident and make new friends.”

“The LGBT lessons are most helpful, and learning about the words people use to describe themselves. I don't know these words very well so I have learned a lot. Thank you.”



Language Café

- Improve your spoken English
- For lesbian, gay, bisexual and/or transgender people, or those who are questioning and whose first language is not English
- Meet other people
- Safe and supportive environment
- Activities and information

Tuesdays 6.30-8pm, from 28th July-18th August
LGBT Health and Wellbeing, 9 Howe Street, EH3 6TE
16yrs+. Booking is helpful but you can just turn up.
For more information and to book your **FREE** place, contact Jules:
E: jules@lgbthealth.org.uk
T: 0131 523 1104



Glasgow Social Programme



Join us for
**GLASGOW PRIDE
BREAKFAST**

Saturday, 22 August 2015
9:30—11:30am

LGBT Age, T-time Glasgow and LGBT Health & Wellbeing
welcome everyone to our very first Glasgow

PRIDE BREAKFAST CELEBRATION

Calton Heritage & Learning Centre ☯
423 London Road, G40 1AG

Come and enjoy a delicious breakfast accompanied by live performances at this family-friendly event. A perfect start to your Pride celebrations! £3 suggested donation



Please book in advance: <http://bit.ly/1Jd54ie>
For more information contact: 0141 271 2330
Email: beverley@lgbthealth.org.uk

We ran a very successful Pride Breakfast in 2015, and used the Pride celebrations to start our wider LGBT community consultation. In response to the findings from our consultation, which indicates a strong need for social activities and spaces for the wider LGBT community, in early 2016 we piloted a new monthly informal intergenerational social get-together. We also ran a social and consultation event aimed at LGBT parents.

In addition, in early 2016, we launched our Village Voices Glasgow e-bulletin, to enable individuals to be more connected into their community; subscriber numbers have grown rapidly, and by March had already reached 200.

These pilot events, alongside two community surveys through which we reached 360 individuals, have provided a strong evidence base for the level of need that exists in Glasgow and have enabled us to now secure funding from the Big Lottery Fund to develop a community project.

The project will have a big focus on volunteering and community engagement and involvement in creating a social programme and social spaces for the community to come together. In addition, funding from the Volant Trust for next three years will also enable us to deliver a smaller scale project working with LGBT parents, with a strong focus on creating social opportunities for parents and their children to come together with their peers.



“[Glasgow’s] Pride Breakfast was the first time I was able to be out in public dressed as ‘me.’ I felt supported in my trans identity and very comfortable. It was an important first step for me.”

“I think the event had a really lovely feel to it and for me it added lots to my Pride experience – it had a very supportive, community feel to it which was really great. Glad to have been part of it.”

Community Groups

The organisation has continued to host and support a range of identity, interest and support-based community groups in Lothian which improve the social networks of LGBT people. As well as providing tailored ad hoc support, we supported volunteer leaders in Edinburgh through the Community Group Leaders' Forum, and a programme of quarterly training sessions.



LGBT Basketball Group
Tuesdays every week | 7-8pm
(doors open at 7pm)
Leith Community Education Centre
12A Kirkgate, EH6 6AD (Sports Hall)
Cost: £2 | £15 for 6-month membership
Contact: LGBTBasketballEdinburgh@gmail.com

A friendly and informal group for beginners and regular players alike. Get in touch with the team for more information.

"This is by far the best kind of group I've attended like this. Basketball can be really aggressive, gendered and competitive and this group feels safe, friendly and most significantly, for me, I can be myself and not take the game too seriously."



Bi and Beyond
1st & 3rd Wednesdays of the month | 7-9pm
(doors open at 7pm)
LGBT Health, 9 Howe Street, EH3 6TE
biandbeyondedinburgh@gmail.com

A fortnightly social gathering for people who identify as bisexual and non-monosexual. With organised social activities and refreshments provided, whatever your label, or lack of label, we welcome you.

"It's so fantastic you're having a presence at BiFest, we need all the support we can muster and it really reflects how supportive you've been of bi stuff in general"
(Group leader, Bi and Beyond, Edinburgh)

Volunteer Programme

The organisation has a strong commitment to providing LGBT people, and those committed to equality and human rights, with opportunities to volunteer with an organisation that represents their interests and concerns. Volunteers are involved in the organisation's work in a myriad of ways, including the development and delivery of social events, befriending, counselling, helpline, drop-ins, Language Café, LGBT Age Champions, project support and publicity, as well as on the Board of Directors. We provide a regular rolling programme of induction and ongoing training for volunteers run in both Glasgow and Edinburgh.

Our 2015 Volunteer Survey was completed by 39 volunteers and demonstrates a really wide range of individuals of all ages (from 20 to 70) who identify right across the LGBT spectrum – and beyond – volunteer with LGBT Health. For the majority of individuals their main motivation for volunteering is to support a cause they believe in, as well as to feel more connected to their community and to learn new skills. 88% of volunteers indicated support from their supervisor was 'excellent' or 'very good' and 83% rated their overall volunteering experience as 'excellent' or 'very good'.

A volunteer working group is responding to the areas identified in the survey as having scope for improvement, including the need to ensure volunteers feel more connected to the wider organisation and providing opportunities for volunteers to meet and socialise with each other.

This wide-ranging voluntary contribution from 120 individuals amounted to nearly 5,000 hours. The often very specialist contribution volunteers make conservatively equates to nearly 3 full-time members of staff, or around £84,000 (based on salary and associated costs for a Development Worker), and thus very clearly has a crucial impact in terms of significantly increasing the organisation's capacity, as well helping to ensure we reflect the diverse communities we work with.



“The helpline volunteer training has been brilliant, I feel like I’ve really learned so much that won’t only be useful for my role as a volunteer, but for other areas of my life too!”

“I really enjoy supporting the work LGBT Health does and feeling part of something that celebrates itself and our community.”

“I have learned a great deal about LGBT communities and the great work that takes place at LGBT Health. I have consistently felt supported by the organisation in a logistical sense but most importantly on an interpersonal level with staff.”

LGBT Age Scotland

Our Big Lottery-funded LGBT Age Project has continued to develop and deliver a varied programme of social events, information sessions, and one-to-one befriending, in Edinburgh and Glasgow. The social programme, designed and delivered with community involvement, has been expanded in Glasgow to include a new user-led community group spaces and intergenerational social and creative activities.

The LGBT Age service has a positive impact on beneficiaries across a range of measures. Beneficiaries reported feeling 'more connected to their community' (65%) 'less lonely' (57%), being more 'able to say about things that affect me' (61%) and said they 'feel better about themselves' (48%).

Our LGBT Age e-bulletin is sent to over 400 recipients and helps promote our social events, as well as external and community news of particular interest to LGBT people over 50.



"Having a befriender means that I have a purpose to go out. There is no one in my sheltered housing complex that I can call a friend and I feel unable to share my sexual orientation as this may lead to being excluded or judged and further isolated."

"My befriender has allowed me to be who I really am. I have no one else since my wife died and I can go days without speaking to anyone, which makes our meetings really important to me."

"I have gained so much by attending, by finally being able to be out and be myself, and by being with other people that accept me. I only recently came out, and realised that my history of depression was most certainly linked to hiding my true identity. I am in recovery so can't access LGBT events in clubs where most are held, so these socials are a lifeline."

"It was late in life when I came out, I've come to realise that community is very important to how you feel. Being part of a community is very empowering and has helped me with my self-esteem and sense of identity."

LGBT Learning Disabilities Project

Our 2 ½ year Scottish Government-funded LGBT Learning Disabilities Project came to an end in early 2016. The Project has provided one-to-one support and social opportunities in Edinburgh through the Social Circle group and the activities that accompany this (e.g. discussion groups, games afternoons), sports tasters and social outings to a small number of LGBT people with a learning disability or learning difficulty.

As well as engaging directly with individuals, the Project has also, importantly, worked to increase the capacity of learning disability organisations to meet the needs of LGBT people. Due to its unique nature, the Project received enquiries from professionals across Scotland and beyond, in relation to issues such as accessible LGBT information resources and guidance on how best to support service users. Our LGBT learning disability e-bulletin, aimed primarily at professionals and organisations, had over 200 subscribers.

The LGBT-awareness training to professionals working with people with learning disabilities was well received, with participants invariably reporting they find the sessions interesting and feel more able to support or respond to the needs of someone who is LGBT or exploring their sexual orientation or gender identity.

Part of the legacy of the Learning Disabilities Project is a toolkit of resources, available online, to support staff working with people with learning disabilities who are LGBT or may be exploring their sexual orientation or gender identity.

LGBT Learning Disability Project

Social groups for lesbian, gay, bisexual, and transgender people who have a learning disability or learning difficulty!

Monthly social group

- share experiences
- chat
- talk about being LGBT

Social outings

- movies
- meals
- fun

Sports taster sessions

- open to people of all abilities
- try something new
- get active!

Call George on 0131 652 3281 or email george@lgbthealth.org.uk for more information

“Good to acquire some of the resources to help people dealing with issues around gender/sexual orientation. Keen to share the knowledge I learnt today with fellow colleagues service users.”

“What I like about the group is being able to say what I am, be able to understand other genders in the world and know what it means be an LGBT person.”

“Was able to be self and be able to chat about gender issues and feelings... and planting bulbs.”

“It felt good to be able to dress-up as the personal identity I want to be known as. Enjoyed games, chatting, good to see everyone again.”

Transgender Support Programme

LGBT Health has continued to build on its strong track record of delivering trans-specific support programmes, in recognition that this is one of the sections of the LGBT community which experiences the most acute disadvantage and inequality and that individuals often have very specific support and information needs. Encouragingly, from late 2015, we have been able to once again start to expand our trans-specific delivery in Glasgow, as well as continuing to deliver a programme in Lothian.

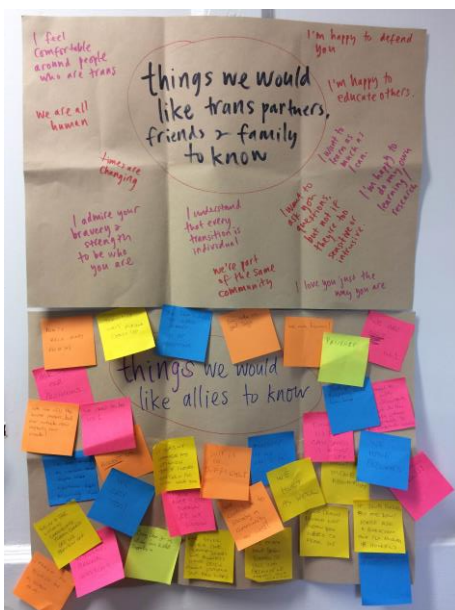
Our T monthly e-bulletin is distributed to over 600 individuals across Scotland and is a vital tool for sharing information about upcoming events, both within our programmes and more widely.

“Today’s trans remembrance session was a wonderfully reflective time; an open expression of our fears and concerns, yet ultimately uplifting. Thanks for creating such a welcoming and supportive space, it’s really important to me.”



Glasgow Transgender Support Programme

The monthly T time has continued to provide crucial information, peer support and social contact. In addition, as part of the wider support programme, tailored one-to-one support is provided, alongside a series of workshops and courses aimed at building the confidence and resilience of trans people.



“Enjoyed talking to more people. I’m getting used to my new identity. It’s nice to now be recognised at T time.”

“Enjoy meeting like-minded people, discussing my feelings with people who get it. It was great to enjoy something unrelated to the gender issues, but with like-minded people.”

“As always good/helpful for me to spend time with others who are in transition. Enjoy the camaraderie, the blethers, the chances to catch up, but most especially the news about upcoming events.”

Lothian Transgender Support Programme

As part of this programme a monthly drop-in is provided in Edinburgh, with optional activities running alongside this. In addition, a confidence building workshop, activity day and a gender service information session were delivered. Also over 200 enquiries were responded to in relation to trans issues and support and wide ranging information provided in relation to gender identity issues to ensure individuals are linked in to the most relevant sources of support, including our own counselling and mental health support, as well as NHS and other provision.



"I had a very nice and pleasant time on my visit to T time. The group seemed very relaxed and everyone has been very friendly. It took my mind off my present concerns. 10/10 I would attend again!"

"Knowing that T time, the fellowship and support, is now in my life is fantastic."

"[After attending the Gender Services Information Session] I am more aware of services available and have had all my questions answered around funding, voice and speech therapy and hormones. A great panel and really informative session."

Gender Services Information Session

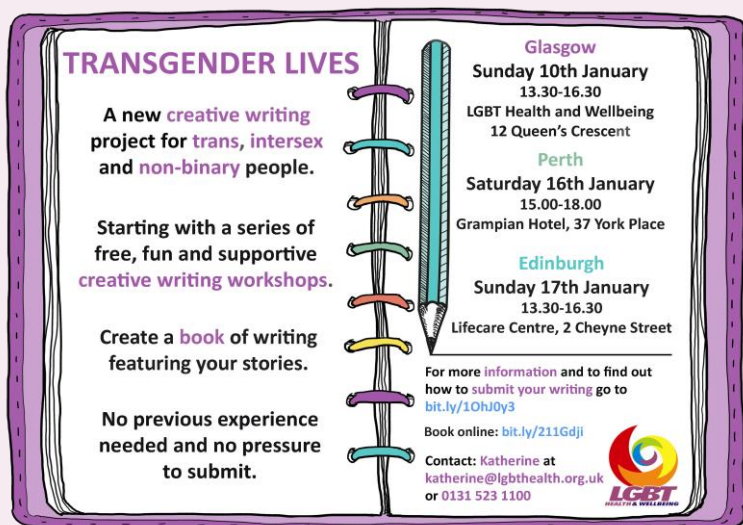
A joint event delivered in partnership with Lothian Gender Clinic and LGBT Health and Wellbeing

Ask questions in a safe and supportive space and find out about NHS gender services in Lothian

For anyone 16+ who self-identifies as trans* and / or non-binary living in and outwith Lothian

Panel includes:
Dr David Gerber
Dr Sarah Kennedy
Dr A Gebbie
and Moira Little

Transgender Lives Project

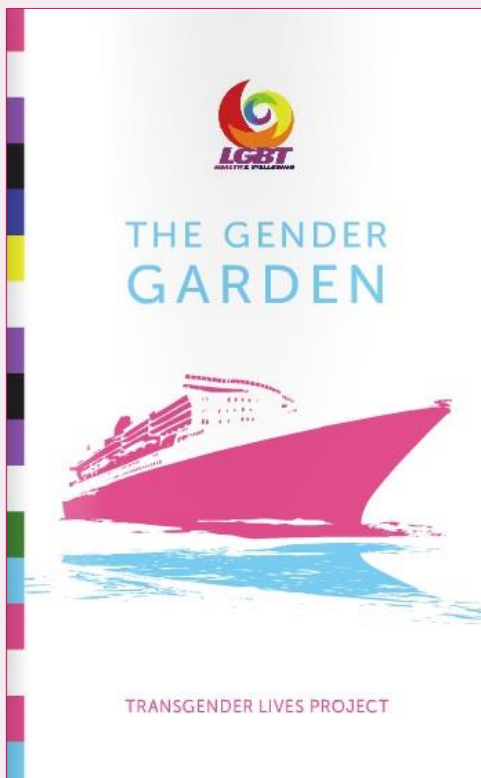


4 workshops took place in 4 cities
 23 people participated in the workshops
 14 people contributed to the book
 420 copies of the book were printed, and it is available online
 Over 40 people attended the launch where 11 people performed their work

“The project was absolutely brilliant. It took me and others out of our shells.”

“Wonderful launch. Was touched at folks’ willingness to share such personal stuff. So glad I came!”

The Scottish Government-funded Transgender Lives Project ran from October 2015 to March 2016. It aimed to bring to life the voices of transgender, non-binary and intersex people’s experience of living in Scotland and support people to write about their experiences through a series of friendly, welcoming creative writing workshops.



The project resulted in a book, *The Gender Garden*, which illustrates some of the diverse lives of individuals who identify as transgender. It is both celebratory and informative, using the unique power of creative writing to foster understanding and insight in order to support positive change.

The Gender Garden is a resource to help people with different life experiences to understand more about what it is like to be transgender, non-binary or intersex; it is also a source of support and solidarity for people within the community – from those who came out a long time ago to people who are just starting to ask questions about their gender.

For those who took part in the workshops and contributed to the book, engaging with creative writing helped to increase confidence and support self-expression and self-advocacy, as well as creating a safe space to discuss their experiences with others.

Fife LGBT Needs Assessment



Our work in other parts of Scotland has included an LGBT community needs assessment carried out in Fife. The Needs Assessment Report is the most comprehensive research to date of the experience of LGBT people in Fife and presents the findings from our survey responses (148 responses) and one-to-one interviews (12 individuals).

The Needs Assessment provides strong evidence of the lack of LGBT-specific social activities, venues or services for LGBT adults in Fife, which means very limited opportunities for peer contact and support. Some of the key recommendations of the report are therefore to address the high levels of social isolation and loneliness experienced by many LGBT people in Fife by creating local social opportunities for LGBT people to meet peers and build the confidence, skills, resources and knowledge within LGBT communities to enable individuals to create sustainable social opportunities and networks.

Following these findings, we have been able to secure funding from both the Scottish Government and Fife Health and Wellbeing Alliance (£10k and £5k respectively) to deliver a 1-year small scale pilot LGBT Support Programme in Fife, which will launch in summer 2016.

Key findings of Fife LGBT Needs Assessment

- 1 in 3 respondents are not out about their sexual orientation or gender identity to any of their work colleagues
- 2 in 3 respondents are not out to their neighbours
- 3 in 10 respondents never or rarely have contact with other LGBT people in Fife
- 6 in 10 respondents gave lack of local social opportunities as the main reason they did not have more contact with other LGBT people

"I want to be out, but I've heard so much homophobia and transphobia from my colleagues that I feel unsafe being out."

"My counsellor referred me to a group in Edinburgh when I told her that I wanted to meet other LGBT people and that I was feeling lonely. I struggle to find funds in order to travel from Fife to Edinburgh, otherwise I would come more often."

"I'm constantly looking for [LGBT affirmative] signs that this service will be ok and that I won't have to fight another fight."

LGBT people in Fife reported experiencing disadvantage when using health and support services, with services often failing to recognise and meet their needs. There is a strong need to provide LGBT-specific information and support in Fife, as well as for mainstream services to address the often well-founded fear of negative reactions and treatment, by addressing practice and by proactively indicating that they are LGBT-friendly.

Our Capacity Building and Partnership Working

The organisation engaged not just with LGBT community members, but also with a wide range of professionals to promote the interests of LGBT people. This capacity building and awareness raising work included:

240
enquiries
from mainstream service
providers responded to

780
participants
in our training and awareness
raising sessions

22
focus groups
and consultations
run or contributed to

LGBT, trans and learning disability
bulletins distributed to a
wide-ranging audience.

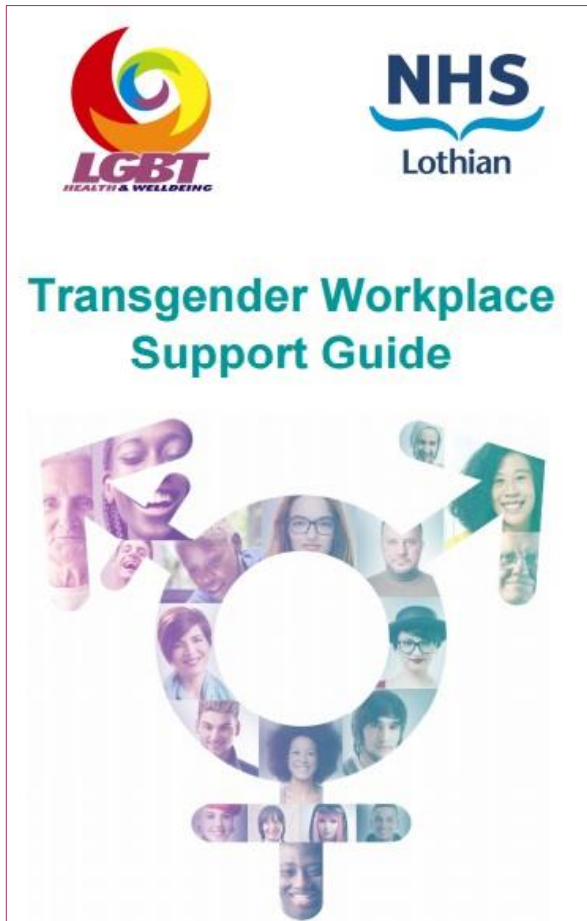
We are strongly committed to partnership work and work with an extensive range of individuals, groups and other LGBT, health and voluntary sector organisations not just in Edinburgh, but increasingly also in Glasgow, Fife and beyond. These partnerships are crucial in enabling us to develop and deliver our many programmes and services.

The organisation directly contributes its expertise on LGBT issues to a wide range of individuals and organisations, including by participation in a number of steering and advisory groups coordinated by statutory agencies. We also regularly both coordinate focus groups and host, promote and contribute to consultations and focus groups; these provide community members with the opportunity to provide an LGBT perspective to local and national consultations on a wide range of health, wellbeing and equality related issues.

“Just getting into contact to say how much I appreciated meeting you today, thank you very much for taking the time to go through some of the issues that may occur as [my employee] goes through his transition journey. My knowledge base has increased greatly and will enable me to better support them.”
(Employer)

“[As a counsellor] I now have greater awareness of the need to be proactive about letting people know it is ok to talk about LGBT topics and identity. I feel less anxious about being an expert and will work on being more open.”
(LGBT awareness training participant)





The organisation responds to many information and guidance requests from mainstream professionals and organisations.

Some 40 bespoke training and awareness raising sessions were delivered to voluntary and statutory sector organisations, ranging from more general awareness raising around LGBT issues to specialist sessions on mental health, transgender, learning disability or older people's issues.

This work is key to our relationship building with mainstream organisations and to ensuring that LGBT people are increasingly provided with more culturally sensitive and appropriate services.

The organisation produces and distributes a number of monthly e-bulletins, some with a primary community focus, but others also contain content aimed specifically at professionals:

- **Village Voices:** focused on LGBT issues and events, with Glasgow edition now being produced alongside the original Lothian one
- **LGBT Learning Disabilities:** Scotland-wide e-bulletin aimed at those working in the learning disabilities field
- **T monthly:** Scotland-wide trans-specific e-bulletin
- **LGBT Age:** aimed at LGBT people over 50
- **Rainbow Families:** aimed at LGBT parents.



Our e-bulletins have a circulation list of over 3,000, with more than 1,000 new subscribers added over this 12-month period. Subscribers are primarily LGBT community members, but the e-bulletins are also circulated to around 500 professionals. These e-bulletins constitute a key communication tool not just for promoting our services and sharing information about other key community events and developments, but also for the dissemination of involvement, participation and consultation opportunities.

LGBT Age Capacity Building Project

The project works with mainstream organisations to increase understanding and enable them to better meet the needs of older LGBT people and gave the voice and experiences of older LGBT people themselves centre stage in its awareness raising work. As the project finished in June 2015, the focus of much of the work has been on creating a lasting legacy and evaluating impact.



Feedback from training and workshop participants:

“Hearing first-hand the real life experiences of older LGBT people definitely made me question my knowledge and hopefully made me aware. I will certainly be more careful not to use heteronormative language.”

“[Following the LGBT Age workshop] Will be looking to include more content about supporting LGBT older people in our literature, as well as endeavour to source LGBT-inclusive images.”

78% of people who participated in training sessions, seminars or the professionals' forum said that they would change something about their practice. In a follow-up survey 79% of respondents indicated they had already made changes, including 49% reporting they now use different language as a result of the project.

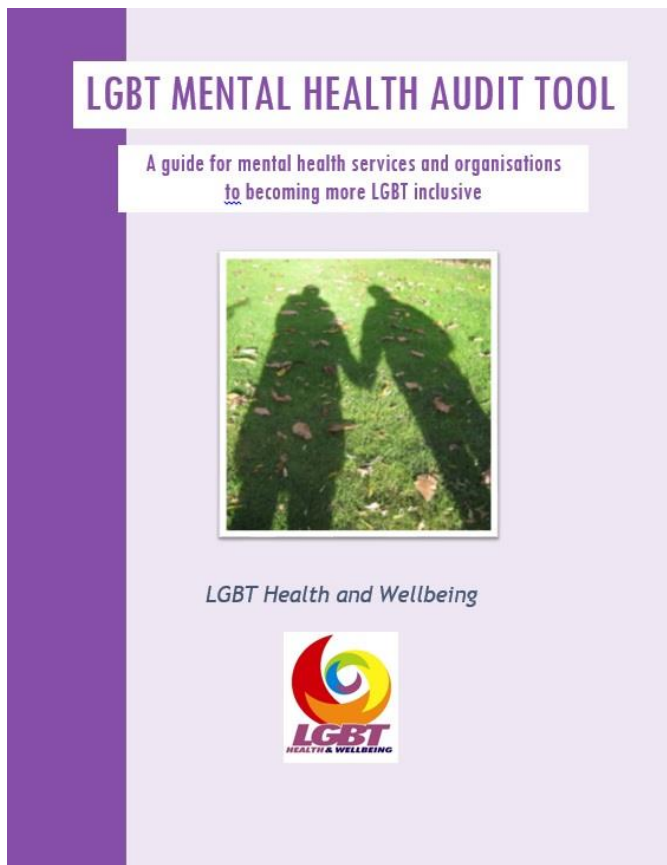
LGBT Age Capacity Building Project

Changes made by participants in training sessions, seminars or professionals' forum included:

- asking open questions and not making assumptions
- introducing a safe space policy
- using the LGBT Age Audit Tool
- reviewing publicity
- including LGBT people in organisational strategy
- putting up LGBT-affirmative posters
- reviewing systems and procedures to explicitly mention LGBT people
- signposting to LGBT organisations
- organising staff trainings
- discussing learning with colleagues
- ... and a range of other actions.

LGBT Mental Health Capacity Building Project

Our small-scale pilot LGBT Mental Health Capacity Building Project supports mainstream mental health service providers to become more culturally competent in meeting the needs of LGBT people who use their services. The project, which was largely focused on working with service providers in Glasgow, offers both mental health-focused LGBT awareness raising training and bespoke capacity building support to enable mental health providers to work through the Audit Tool and identify action that would enhance and demonstrate their LGBT inclusive practice.



Feedback from training participants:

"I absolutely loved the training, it was so vital to hear the various lived experiences. I now feel I have the skills to be able to ask questions in an appropriate manner. This will have a lasting impact upon my work [with the Care Inspectorate.]"

"[As a mental health professional] Hearing people's life experiences was really useful for my understanding of how to support their needs. I now also have an increased knowledge and confidence in using accepted terminology."

Evaluation of Performance

We are firmly committed to comprehensively evaluating the reach and impact of our services. Our rigorous organisation-wide annual Service Evaluation was carried out in November to December 2015 and for the second year covered services in both Edinburgh and Glasgow. The evaluation questionnaire was made available in paper form and electronically and received 219 responses.

The service user profile information again demonstrates a really wide range of individuals of all ages (from 18 to 75) who identify right across the LGBT spectrum – and beyond – engage with LGBT Health’s programmes and services.

How beneficiaries evaluated our services

Responses strongly demonstrate the impact of our services on people’s lives across a range of health and wellbeing outcomes:

- 57% reported feeling more connected to their community
- 50% feel better about themselves
- 41% reported their mental or emotional health is better.

“LGBT Health provides a sense of community and a lot of support.”

Service Evaluation respondents rated their experience of our services as follows:

- 89% rated our staff as ‘excellent’ or ‘very good’
- 81% found the quality of our services ‘excellent’ or ‘very good’
- 83% rated their overall experience of the organization as ‘excellent’ or ‘very good’.

“Staff and volunteers are great, very genuine and engaged.”

“Great service that has provided me with fantastic support.”

The evaluation responses contain lots of positive feedback about the work that we do, the friendliness, approachability and dedication of the staff and volunteer team and the value of engaging with the organisation.

When asked what they most enjoy and value, respondents told us:

- Meeting people and sense of community
- Friendship and fun
- Safe and welcoming environment
- Wide range of activities
- Support and information.

We have continued to focus on reviewing operational policies and practice guidelines to ensure high quality service delivery, as well as starting to work towards our Quality in Befriending accreditation.

We also continue to work on strengthening our communication tools, with a greater emphasis placed on the use of social media, alongside promotion of our services via our website, e-bulletins and printed programme.

Financial Review

Our 2016-18 Business Plan outlines the actions we intend to take over the coming 3 years to achieve our strategic objectives. It identifies our short, medium and longer term priorities in relation to our business objectives and key performance indicators, including in relation to securing funding to sustain and develop our work. The Business Plan contains a detailed financial overview and outlines our fundraising strategy, which places equal emphasis on securing statutory contracts and awards from trusts and foundations.

Over 2015-16 the organisation saw a modest increase in income of around 2%, when compared with the previous year (2015-16: £550,272; 2014-15: £540,893). The organisation has successfully continued to diversify its funding to enable the delivery of a range of programmes and services both in Lothian and increasingly beyond.

We received project and core funding from 21 funding streams, across 13 different funders. Of those 21 funding streams, 13 are short term or year on year funding, which means that in addition to needing to report against a high, and increasing, number of work streams (the previous year funding had come from 18 funding streams, across 10 funders), a great deal of organisational resources are required to re-apply for funding year on year, or to identify new funders.

Each year fundraising is focused on meeting income shortfalls for the current financial year, as well as securing funding for future years. In the current financial year (at end September 2016) our projected income is still somewhat below 2015-16 levels with funding committed from 17 funding streams, across 13 funders, but further awards are likely over the remainder of the year.

Positively, we are increasingly seeing funders refunding us, or funding multiple projects; this is true for statutory funders (e.g. NHS Lothian, Scottish Government), but also increasingly for trusts and foundations (Big Lottery Fund, The Alliance, Esmée Fairbairn Foundation and Edinburgh and Lothians Health Foundation). The Chief Executive's role continues to have a strong focus on income generation and strategic relationship-building with key statutory partners and funders.

Our geographical expansion, as well as a focus on key infrastructure work such as ensuring the development and embedding of robust policies and practice, has necessitated ongoing reserve investment. The organisation however continues to exercise sound financial management and to critically examine all aspects of expenditure to identify useful savings. Thus the organisation's total net assets at 31 March 2016 were at a healthy level at £266,381 (down from £270,492). This includes, alongside unrestricted reserves of £192,099, £74,282 in restricted project funding in relation to underspends or early payments received for particular projects or initiatives (namely LGBT Age, Lothian and Glasgow Transgender Support Programmes, Fife Support Programme and Glasgow Mental Health Project) which are expected to be fully spent in the coming financial year.

Finance Summary

Income and Expenditure April 2015-March 2016		
Income	£550,272	%
Big Lottery Fund	139,953	25%
NHS Lothian	106,790	19%
Scottish Government	72,062	13%
City of Edinburgh Council	45,282	8%
Esmée Fairbairn Foundation	42,804	8%
Other Grants	131,542	24%
Donations & other income	11,839	2%
Expenditure	£554,383	
Staff Costs	411,478	74%
Office Costs	76,978	14%
Programme Costs	58,287	11%
Professional Fees	7,640	1%

Our Funders and Supporters

We very much appreciate the ongoing support of NHS Lothian, City of Edinburgh Council, the Scottish Government and the Esmée Fairbairn Foundation who have provided the bulk of the funding for our core activities.

The support of Trusts and Foundations and statutory funders continues to be crucial both in supporting the delivery of larger projects such as LGBT Age, but also many of our more specialist services, such as the Counselling Service and our trans-specific work in Glasgow and Edinburgh. The key Trusts and Foundations who have supported our project work this year have been the Big Lottery Fund, Edinburgh and Lothians Health Foundation, The Rayne Foundation, The Alliance and The Robertson Trust.

We have also received valuable support from a number of other trusts and foundations, including The Rayne Foundation, Bank of Scotland Foundation and The Austin and Hope Pilkington Trust who together fund our Glasgow Transgender Support Programme.

We also remain grateful to all our donors for their vital support and would like to thank all the individuals who made donations to the charity.



Legal Status: The registered name of the organisation is the LGBT Healthy Living Centre, though it operates as LGBT Health and Wellbeing.

The organisation is a company limited by guarantee, number SC246290, and is a registered Scottish charity, registration number SC034216.