



LGBT Health and Wellbeing Annual Report 2017-18



2017-18 AT A GLANCE

Our Work with LGBT People



4,419 individuals accessed our group activities and programmes



739 individuals received 1-1 support



1,155 Helpline calls



101 volunteers



14 community groups supported

Our Capacity Building Work



476 training participants



26 strategic fora



20 focus groups and consultations



9 publications and films
produced or contributed to



45 e-bulletins distributed to
4,785 subscribers

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Chair's Foreword



As Chair of the Board of Trustees over 2017/18, I'm delighted to append my foreword to this report, which highlights another year of strong delivery that has made a tangible difference to the lives of LGBT people in Scotland. There have been a number of highlights, including our community development work; the deepening and strengthening of partnerships and the establishment of new ones; the increasing number of people accessing our services and – most importantly – our ability to reach into and work with communities with empathy and humanity to help improve their lives.

This year has posed challenges for us, with the organisation seeing some good work come to an end and important restructuring taken forward to ensure our sustainability. And we have also seen some fantastic successes, with new projects coming on stream that will help us to explore new and emerging areas.

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. It is their energy, tenacity and optimism that helps drive the work of the organisation forward.

Our Board has been relatively stable over the past few years, and we now looking to freshen that mix with an injection of new perspectives and experiences through the recruitment of new Trustees in the coming months. My thanks to all those Trustees – those who have more recently joined, been with us for many years, and continue to give up their time to make such a valuable contribution. I am sad to say that this will be my last annual report – following nearly a decade on the Board, I am moving on. I have no doubt whatsoever that the Board – and my successor – will continue to play an important role in supporting the organisation as it moves into the future. Exciting possibilities await which we're in an excellent position to harness.

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 take forward our ambitions over the coming year.

Trevor Owen
Former Chair, Board of Directors

Chief Executive's Foreword



This year LGBT Health and Wellbeing turned 15! When we started back in 2003, Scotland was a markedly different place for LGBT people than it is today.

Back in 2003 there was no legal recognition of same-sex relationships, and no way for transgender people to change their legal gender. What positive changes these 15 years have brought, including the 2004 Gender Recognition Act civil partnerships in 2005 and in 2014, at last, Equal Marriage. And more change to come, with the Scottish Government now consulting on further reform on gender recognition, a process we've been keen to support and enable our communities to contribute to.

And, perhaps most importantly, we've seen public attitudes in Scotland shift enormously, as our country continues on its journey towards becoming more tolerant and comfortable with diversity.

However, it is clear that our work is not yet done. Many barriers still exist to LGBT people's full participation, and health and wider inequalities continue to stand in the way of individuals achieving their full potential.

The demand for our services has certainly never been higher. And we've seen our programmes continue to evaluate very strongly. As some of the quotes in this report testify, many individuals report our programmes provide a real lifeline, enabling them to feel affirmed, empowered and part of a community.

For LGBT Health as an organisation, it has been a year marked by considerable financial challenges and constraints. However, in the face of this, thanks to the tremendous commitment, energy and hard work of our fantastic staff and volunteer teams, we have managed to deliver more activities and engaged with a greater number of individuals than ever before. It has been particularly encouraging to see the ongoing development of our services in Glasgow this year, as our programmes become more established and are increasingly touching the lives of more community members.

Another change over the last 15 years has been the increasing evidence base around the health and wider inequalities of LGBT people. Having this evidence helps us be more influential. Using the research, together with what we hear from the thousands of people we reach, enables us to increasingly provide a strong, informed and credible voice for the interests of LGBT people.

Building on that, this year we have been able to continue to consolidate our strategic work, particularly in relation to our engagement with the Scottish Government and other key partners around mental health, transgender wellbeing and older people.

Our organisation too has been on a journey over the last 15 years. It has been an immense pleasure and privilege to have been at its helm for 10 of those years. I am confident that, whatever the next years may bring, we are well placed to continue to play a key part in addressing inequality and promoting the health, wellbeing and equality of LGBT people in Scotland.

Maruska Greenwood
Chief Executive

Introduction

LGBT Health and Wellbeing promotes the health, wellbeing and equality of lesbian, gay, bisexual and transgender (LGBT) people in Scotland. We provide support, services and information to improve mental and emotional wellbeing, reduce social isolation and promote community inclusion.

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.

“ I've gained so much, my life was undergoing massive change when I first contacted the organisation, and you've helped me through every step. I was able to come out to my whole family, you've supported me through my separation from my opposite sex partner and helped me find resources and activities which have connected me with the community. It's been a massive help in my life. ”

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 responsive to their needs.

“ For a long time I didn't feel part of the LGBTQI community, I had always felt quite alien to my peer group, this 'feeling' has dramatically changed in past year. It feels lovely to belong. ”

“ Through LGBT Health I've gained a sense of community and acceptance/validation, friendships, information and help to progress with transition and improve my mental health, and invaluable support from staff without which I might not still be here. ”

“ The excellent service you provide was an absolute god send to me. I found out about the range of activities available to me, I am in my 50s and finally feel part of my community. Knowing that you are there makes me feel at ease. If I ever need any help, I know it will be given with compassion and confidentiality. Thank you so much. ”

Some of the key organisational achievements and developments over 2017-18 are highlighted in this report, together with some of our plans to build on those successes.

* Quotes used throughout this report are taken from our November-December 2017 Service Evaluation and from other written feedback received over the course of 2017-18.

Our Work with LGBT People

Over 2017-18 the organisation engaged with a large number of LGBT community members across our mental health, social, trans, family and 50+ programmes in Edinburgh and Glasgow:



4,419 individuals accessed our group activities and programmes



739 individuals received 1-1 support



1,155 Helpline calls
142 online Helpline enquiries



101 volunteers



14 community groups supported

Beneficiary numbers continue to increase significantly across many of our programmes, largely due to the growth in service delivery in Glasgow, as our projects become more established and embedded there.

Calls to our national LGBT Helpline saw an increase of 10% over this 12 month period. 16% more people accessed our one-to-one support and attendance at our groups and events was up 11%.

LGBT Helpline Scotland



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

“ You’ve helped me so much, honestly I can’t tell you how much talking to you has helped. I know it sounds funny but it’s been easier to talk to you [about hate crime, death threats, family rejection and mental health] than it has been to talk to my mum. I’m going to speak with an LGBT Police Liaison Officer right away and sign up for counselling, and I will move to my auntie’s house for safety as you suggested. ”

Now in its fifth year of providing a Scotland-wide service, the helpline saw its calls increase by 10%. A total of 1,155 calls were answered (up from 1,049 in the previous year); 3 out of 4 of these calls involved emotional support. In addition to answering calls, the team also provide support via email and through online profiles on Grindr. These enable us to target support at men with concerns around sexual health. 142 enquiries were responded to online.

In addition, scoping has been undertaken to pilot a new online chat service, which will launch later in 2018. It is hoped this will further support engagement, particularly for transgender people, as online support can avoid worry about being misgendered.

The helpline service is delivered two days a week (Tuesdays and Wednesdays, 12 noon to 9pm) by a part-time Helpline Coordinator supported by sessional staff and a team of up to 10 trained and dedicated volunteers.

In order to achieve its national reach, the helpline is promoted via posters and fliers which are widely distributed, from universities to older peoples’ services. We ensure the helpline information is available on health, mental health and LGBT websites and social network sites, as well as being advertised prominently in all the organisation’s various communication tools, such as our e-bulletins.

“ Thank you very much for listening to me. I’m trying so hard to understand why my son is gay and although I still can’t accept it, you’ve helped me to understand more about what he’s been going through. ”

“ I’m glad I asked you the question [around sexual health]. You’ve prompted me to make an appointment at the gay men’s clinic. It’s a great idea to provide the service on Grindr – thank you for investing the time and for giving excellent advice. ”

“ I just want to take the time to thank your organisation so much for your helpline, which is genuinely a lifeline. The high quality support you provide is incredible. I can’t tell you how much speaking to someone last night helped me as a Mum whose daughter has come out as gay. I feel able to understand and support her as well as feeling much better about my response so far. ”

LGBT Community Programmes

Our social programmes provide LGBT people with opportunities to meet with peers away from the gay commercial scene. The organisation now provides a vibrant LGBT Social Programme in both Edinburgh and Glasgow, which also supports a range of local affiliated community groups.

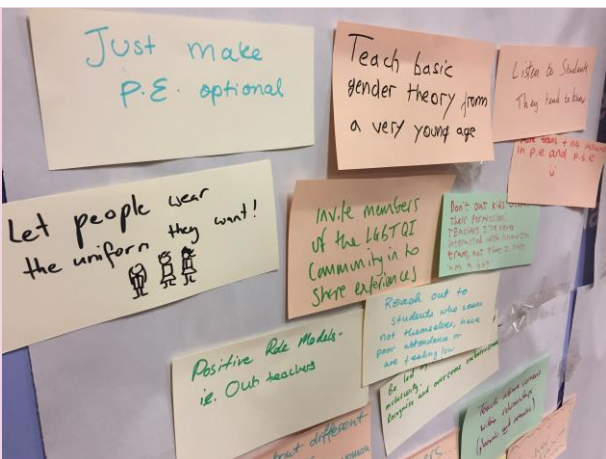
Edinburgh Community Programme

Our year-round programme of social activities, events, volunteering and capacity-building support to community groups in Edinburgh continues to be supported through core funding from City of Edinburgh Council and NHS Lothian.

The programme of community social events, which is delivered with the support of a volunteer Events Team and a small team of sessional workers, includes some annual fixtures, such as our Pride Breakfast, Summer Fete and Winter Concert, alongside events like Men's Film Nights and Non-Binary Socials.



“Lovely atmosphere at today’s **Summer Celebration**, everyone was so friendly. Didn’t feel like I had to hide and be careful all the time, instead felt included, welcomed and part of something bigger.”



Quarterly community discussion evenings provide a platform to discuss community issues. These are delivered in collaboration with a range of partners able to contribute on the specific topic. This year’s evenings were focused on LGBT people’s experiences of education, both past and present, LGBT identities in the D/deaf community, and equality and inclusion in primary education.

“**Sign of the Times** discussion provided a great opportunity to see the point of view of others and develop a better understanding of each other. I enjoyed exploring how to improve access for BSL users and D/deaf people.”

“**Brilliant Another Brick in the Wall** education discussion. Really enjoyed hearing from people of different age, and that they had similar experiences. Nice that we can give each other support now.”

This year saw a greater focus on increasing access to our events, including through collaboration with Deaf Action, Enable, Inclusion Scotland and Get2gether.

Glasgow Community Programme

Thanks to a three-year Big Lottery Fund funding, we have, since late 2016, been able to build on our earlier pilot events to deliver an increasingly varied social programme in Glasgow. Activity strands have included regular and one-off social events, drop-ins and community discussions.

The project has from the start had a strong focus on volunteering and involving community members in developing the social programme and creating social spaces for the community to come together. Delivery has been supported by a volunteer Events Team, as well as sessional staff.

Activities delivered as part of the new programme include the monthly Rainbow Spoon community meet up, LGBT Yoga and LGBT Language Exchange, which provides a space for people looking to improve their English or hoping to learn a new language. One-off and more regular events included a community picnic, Pride Breakfast, Open Mic events and a roller disco.

“ It was great to try **yoga** at a beginner’s level! The lesson was excellent. The session felt really inclusive and really helped me to relax and clear my mind. I felt safe and supported in this space. ”

“ I am new to Glasgow and don’t speak a lot of English. The **Language Exchange** event is good for me because I can be myself. Also I can be safe being a trans woman, even when on the streets it’s not always safe. ”



“ I enjoyed **Rainbow Spoon**, being in a new place and enjoying people’s company. Liked the questionnaires about ‘who did this, who did that?’, as they proved a smart way for even very shy people to socialise. ”

“ I felt shy coming to the **Language Exchange** because I don’t normally go to LGBT things. It was so nice to arrive, be greeted warmly and see such a diverse mix of people and be introduced to a new culture and language. ”

Three community discussion evenings were run focusing on the experiences of more marginalised sections of the LGBT community, namely LGBT sex workers, prisoners, asylum seekers and refugees. We also contributed to a multi-session, multi-venue Sextival collaborative event on healthy sex and relationships, including workshops and discussions.

“ The **Community Discussion** provided informative and thought provoking insight on life as an LGBT asylum seeker. I enjoyed hearing the stories of the panel member, and the opportunity to reflect on how I might help. ”

Community Groups

The organisation hosts and support a wide range of identity, interest and support-based community groups in both Edinburgh and Glasgow. Over this year we supported a total of 14 community-led peer support groups, ranging from very well-established groups such as Edinburgh Trans Women and Glasgow's LGBT Unity group supporting LGBT asylum seekers and refugees, to newer initiatives, such as the Non-Binary Group in Edinburgh.



Starting the **Non-Binary Edinburgh** Group with LGBT Health has certainly had its trials and tribulations, but it's also been extremely rewarding, and an education in itself. Setting the group up has been tough for me personally, as I've had to face some of my own fears and struggles. However, I think a lot of folks within the group face the same issues, so it's a very gentle and safe environment. There has been lots of support provided by the organisation, especially crucially at the preliminary and early stages, until we as group leaders found our feet. Thanks to this assistance around practical issues like a meeting venue, as well as support to help boost the confidence of group leaders, we are now able to provide a wonderfully warm and safe space for folks. 🌈

Over and above LGBT Health's own programmes and their direct beneficiaries, these affiliated weekly, fortnightly and monthly community groups held around 180 meetings and engaged with over 800 people, including some 300 new members. These community-led groups play a crucial role in further helping to improve the social networks of LGBT people, by providing regular informal opportunities for LGBT people to connect with their peers.

We provide the group leaders of these affiliated groups with tailored and responsive support not just with setting up, running and promoting a new group, but also ongoing support around how to build capacity and further develop their group.

In Edinburgh this support includes the delivery of a quarterly Community Group Leaders' Forum, which provides community group leaders with the opportunity to meet other group leaders, share ideas and experiences, discuss best practice and help highlight areas of development in terms of leader's skills, confidence and knowledge. Regular training is provided in response to those needs, and over the last year included sessions on working with groups and dealing with tricky situations.

I'm always really pleased with how I feel after the **Community Group Leaders' Forum** meetings, despite having to travel quite a distance to attend them. Very helpful, very useful to meet other leaders and nice to know we're doing a good job! 🌈

LGBT Mental Health Projects

Our mental health projects support individuals experiencing poor mental health by providing culturally-sensitive services to promote the mental and emotional wellbeing of LGBT people. Over 300 individuals received one-to-one support through these projects, including nearly 200 receiving counselling. A range of mental wellbeing groups, workshops and courses were delivered, with nearly 700 people attending across more than 70 events.

Many of the activities delivered as part of these projects are made possible through extensive partnership work and the provision of substantial in-kind support from mainstream mental health practitioners and organisations.

Also, through the evaluation of this work, we continue to build our knowledge and understanding of the mental health needs of LGBT adults and how to address these most effectively.

“ It was my birthday and I wasn’t going to leave the house, but I’m glad I did. The **LGBT Royal Ed** group gives me somewhere to go and people who care. People sung happy birthday and there was a cake. ”

“ Thanks to the **one-to-one support** I’ve received I have been able to understand how some of my negative self-perceptions about my gender and sexuality influence my mental health and start to work on challenging them, hopefully leading to improved self-esteem and reduction in anxiety and depressive thinking. ”



Sex Health Wellbeing
For Gay & Bisexual Men



Through our 3-year contract with NHS Lothian, our Edinburgh-based Helpline and Counselling Service teams continue to work closely with Waverley Care in the co-delivery of the SX project, which launched in 2016 and aims to improving the sex, health and wellbeing of gay and bisexual men, and men who have sex with men.

Within this partnership LGBT Health is particularly focused on delivering the mental and emotional wellbeing support, whilst Waverley Care, Scotland’s HIV and Hepatitis C charity, is more focused on providing support around sexual health and prevention. The partnership allows SX to draw on the experience and expertise of both organisations in providing a holistic range of services.

Edinburgh Mental Health Project (LGBT Headspace)

The long-established LGBT Headspace Programme is part-funded by NHS Lothian, with additional funding over this period from The Robertson Trust and Bank of Scotland Foundation, as well as events funding from the Scottish Book Trust. However a reduction in overall project funding has seen Headspace delivery somewhat reduced.

The programme's activity strands include one-to-one support and regular groups, including the Women's Wellbeing and Men's Film events and the LGBT Space at the Royal Edinburgh Hospital. Workshops and courses have included the Coming Out course and art therapy weekends.

“ The **LGBT Space at the Royal Ed** was the first LGBT thing I've ever been to. I'm so glad my occupational therapist told me about it. Everyone was really friendly. I'll come back. ”



COMING OUT COURSE

A unique 6-week course to explore the lifelong process of coming out.

Spend some time creatively reflecting on how 'out' you are, whilst exploring other reasons why you might want to stay 'in'.

Discover new strategies to deal with your fears, meet others in similar situations and celebrate your triumphs in a confidential, relaxed, safe, LGBT affirmative space.

The graphic features a stylized illustration of a foot stepping into water, creating colorful ripples. The text is arranged in a clean, modern layout with a mix of bold and regular fonts.

“ Taking part in the **Coming Out course** has had a big impact on my confidence. It has given me a set of tools to use and the knowledge that I can handle any coming out situation in the future. It has been a really important place for me to speak openly about my worries and to have them listened to without judgement. It was also very positive I see and listen to other LGBT people from different walks of life who are going through similar things to me. It makes me feel less alone and more part of the LGBT community. ”



“ It has **HUGELY** improved my life. I feel less anxious inside. I worry less about what people think, I have more value in my own opinions. The **Thrive programme** has quite simply allowed me to be the person I've always wanted – to be living the life I've always wanted. ”

“ It is so nice be around a group of normal women. I quite often feel like I am not 'butch' or 'femme' enough to fit in, it has been so lovely today at the **Women's Wellbeing Group** meeting new people and feeling like even though we're different, we're all so at home and accepted. ”

Edinburgh Counselling Service

This service is delivered thanks to funding from NHS Lothian, as well as a small grant from the Women's Fund for Scotland. This donation-based service is managed by a part-time Counselling Coordinator who carries out the initial assessments, with counselling delivered through the generous in-kind contribution made by our team of trained volunteer counsellors.

The service works closely with the NHS Sexual Health and Gender Clinics, Waverley Care and other referral sources. Demand for the service is high, both because other voluntary counselling services are being stretched, as well as mainstream services not always being well-equipped to support LGBT people.



**COUNSELLING AT LGBT HEALTH
FOR TRANSGENDER PEOPLE
INCLUDING NON-BINARY PEOPLE**

“ I wanted to guarantee that my counsellor would know about and be okay with trans issues. I knew here I could discuss my issues with no judgment. I found this very useful and it helped me sorting out my thoughts and priorities. ”

“ The counselling sessions gave me space to talk out things I was frightened to address outside of that space. It helped me to recognise patterns in my behaviour that weren't helping me and to move forward in my thinking. ”

“ Counselling has been a life changing experience. Really awesome. Still get anxious but can control it now. ”

“ It has helped me a lot to deal with ongoing struggles and enabled me to keep my mental health at a healthy level. Counselling also helped me to go through stuff in the past that I hadn't really been able to process before which was really good for me. My mental health and wellbeing definitely benefited from the work we did. ”

COUNSELLING FOR GAY AND BISEXUAL MEN

AND ALL MEN WHO HAVE SEX WITH MEN



**Need to talk to someone?
We're trained to listen**

Our Counselling Service provides a confidential space where you can talk, free from judgement, and find ways to improve how you feel

- Edinburgh-based
- Weekly appointments
- Daytime/Evening
- Monday-Friday

Glasgow Mental Health Self-Management Project

Following on from the initial delivery of pilot mental health groupwork, we received funding from The Alliance for a programme of groupwork activities aimed at supporting individuals to self-manage their mental health issues. This programme was launched in April 2017.

The project has included the delivery of regular activities such as the monthly Wellbeing Café, with each session providing themed activities, and groups including a Gardening Group, Art for Wellbeing and Walking Group.



“ I loved the **launch event**. It was welcoming, inspiring, interesting and just so important to talk about **LGBTQI wellbeing** and where to get support. ”

“ I came in anxious and depressed, but the **gardening group** was friendly, welcoming and warm and I went away feeling a bit better, energised and stimulated. ”

Alongside this there has been a varied programme of one-off activities, including self-care, writing, outings, information sessions and discussions. A User Group has been set up and members play an active part in planning activities. Volunteers support some of the programme delivery.

The programme has been delivered in venues across Glasgow, much of it in partnership with other community organisations such as Flourish House, Glasgow Disability Alliance and Woodlands Community Garden.

Glasgow Counselling and One-to-One Support

In addition to the self-management groupwork programme, the Henry Smith Charity has provided funding for counselling and one-to-one support, which has been available from June 2017.

Through this new programme we've been able to offer tailored support, information and signposting to individuals around their mental wellbeing, as well as providing a small-scale more structured counselling service.

As with our other mental health support, it's clear that the fact that this is an LGBT service is a major reason for people referring. Individuals value the fact that this therapeutic support is offered within an LGBT-affirmative and culturally sensitive context:

“ I felt that some of the things I wanted to discuss were to do with being LGBT and I didn't want my counsellor to look at me blankly or judge. I wanted to be able to be honest and for them to understand.”

MENTAL WELLBEING PROJECT



Groups, courses, activities
and emotional support for
the LGBT community

www.lgbthealth.org.uk

“ Coming to counselling has made me realise I don't have to panic about how I am feeling or reacting, because I know I have time allocated to discuss it properly each week. Having an active, impartial, supportive counsellor to help me sort through my feelings and issues has been really helpful.”

“ I feel like a different person – I've returned to myself. More confident, coping better. Counselling has helped me to deal with the changing nature of day-to-day life in a more stable way. Helped me to not get stuck on one particular aspect. Dispelled myths behind problems. I've learned a lot. It's had an impact on doing more things that I enjoy and make positive choices.”

LGBT Age Project

Our LGBT Age project, aimed at LGBT community members over 50, has continued to develop, with almost 100 new community members engaging in activities. Through its social programme, which is designed and delivered with active community involvement, a vibrant range of 70 activities have been on offer.

Each quarter the Creative Activity Planning meetings ensure community members take part in the planning and development of the LGBT Age social programme. Alongside the varied programme of staff-led activities, a number of community-led initiatives are supported which provide regular social opportunities. A key initiative is Coffee Posse, an informal monthly social get together now running in both Glasgow and Edinburgh, which provides a friendly and welcoming alternative to the often more youth-oriented commercial gay scene.

“ **Coffee Posse** was a whole new experience for me, I was very nervous at first as I didn't know what to expect. Once I made it, staff welcomed me in and they introduced me to other people there. I felt comfortable to talk with others and getting to know people like myself. I left feeling good about myself, knowing I am not alone. It has opened my eyes to what is out there for me.”

“ I really enjoyed the company and conversation at **Coffee Posse**, and discussing ideas for the next 3 months social programme, I felt included and part of something positive. Thank you!”



“ The canal boat trip was a very enjoyable day out. Liked the friendly relaxed atmosphere, the chance to meet lots of lovely people and make new friends. Was anxious about coming along but people made an effort to come and talk with me and made me feel welcome. I have been quite isolated. Miss having company I can relax in. ”

“ The Ride with Pride bus was awesome, I haven't marched for years because I know I can't manage to walk that far and it was great to get to be part of the march again. Not only that, loved the fact we were at front of the march highlighting the older community. ”

Another initiative is the regular informal film nights, for which community members choose the films to be shown each quarter. There is also a community fundraising group set up to organising small scale fundraisers to raise some additional funds to sustain specific LGBT Age activities.

One of the ways the social programme is advertised is through the LGBT Age e-bulletin which has nearly 700 subscribers, including 115 gained over the year.

In addition to its social programme, the project also provided a strong platform for consultation and for the voices of older LGBT people to be heard in order to help counter the lack of awareness of the life experiences and needs of older LGBT people.

The LGBT Age Reference Group, made up of community members over 50, has been instrumental in championing the issues of older LGBT people. The group spearheaded the successful Ride with Pride initiative, which involves working with Pride organisers to provide a dedicated bus to enable older LGBT people, particularly those with health or mobility issues, to take part in the Pride march and community celebrations held annually in Glasgow and Edinburgh.



The LGBT Age project was funded from 2014 to 2017 by the Big Lottery Fund. This funding enabled us to expand delivery in Edinburgh and set up the Glasgow programme. We produced a comprehensive Impact Report capturing the journey, learning and evaluation of the project over that 3-year period.

We are delighted that the Scottish Government has provided funding to enable the continuation of the LGBT Age social programme, when our Big Lottery award came to an end. In addition, funding from Comic Relief will over the coming years enable us to deliver the LGBT Age Community Action Project, which will work with the Glasgow Reference Group to identify and address community issues that are important to LGBT people over 65 and identify and support actions that community members can take in relation to these.

‘A Long Line of Glitter’ Film Project

The ‘A Long Line of Glitter’ short film came out of a collaboration between Glasgow’s Village Storytelling Centre and LGBT Age. Through a series of 12 weekly workshops older community members were brought together to share their stories around the theme of “roots to new shoots”. The film features stories of lives lived in the era of criminalisation and the positive impact of more recent attitudinal changes.



First screened at Glasgow’s Centre for Contemporary Arts, it has been very positively received by audiences. In 2017 it won the Best Scottish Short award in at SQIFF (Scottish Queer International Film Festival).

To mark 50 years since the decriminalisation of homosexuality in England and Wales, the Sunday Herald did a 2-page feature on the film project participants and their stories.



Transgender Support Programmes

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.

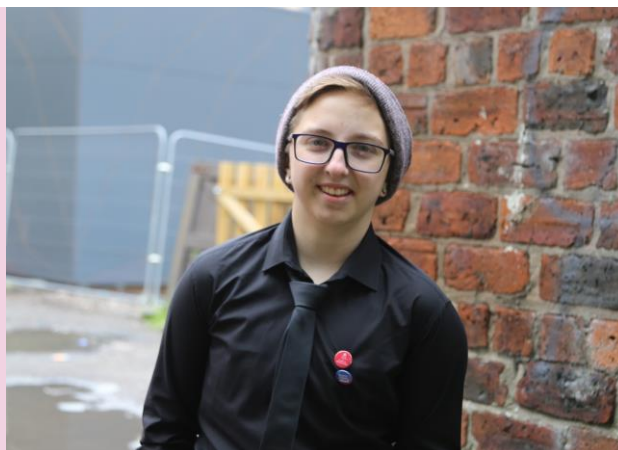
Through our trans-specific programmes, LGBT Health provides group support, courses, workshops and social opportunities to meet with peers. These programmes experience a high level of engagement, with nearly 700 individuals participating in the 40+ activities.

Through this programme we also provide one-to-one tailored, individual support face-to-face, as well as by phone and email; this support was accessed by over 300 individuals. The issues discussed as part of this one-to-one support are hugely wide-ranging, and often complex and sensitive, demonstrating the need for and value of having a specialist service.

“ You've been amazing, a real beacon of hope today! Really grateful for our **one-to-one** chat. I'm feeling so much more positive. Thank you SO much!! ”



“ Really enjoyed the **Confidence Workshop** and, although I'm always a muddle, I have felt more uplifted since then. Even when I'm stressed out I just seem more able to cope with the fact that I am, and that it will pass. Have also been more assertive about taking time out to rest and be calm, which can only be good. ”



“ The **Transition Support Course** was brilliant, just the best weekend. My family don't want to know me now, but I've gained a new family of very good people. I feel a lot stronger, more confident and in control. Big thanks to the LGBT Health team for making the weekend happen. ”

We've seen demand for our trans-specific programmes in both Glasgow and Edinburgh grow significantly year-on-year. Over this 12-month period alone, these programmes had over 200 new beneficiaries and saw a 22% increase in beneficiary numbers for group activities and a 9% increase in the demand for one-to-one support.

Our T monthly e-bulletin is now distributed to nearly 1,000 individuals, with over 200 new subscribers added from across Scotland over the last 12 months alone. The e-bulletin is an important tool for sharing news and information about upcoming events to a very geographically dispersed community. Individuals continue to often travel from far afield to access support and services, due to a lack of service provision and social opportunities in their local area.

NHS Lothian support our well-established trans work in Edinburgh, whilst the Rayne Foundation, Robertson Trust and Awards for All provided funding for our Glasgow programme over this period.

Impact of T time (Transgender Drop-in)

Our monthly transgender drop-in is now very much an established fixture in both Edinburgh and Glasgow. It is often the first social event at which transgender people, or those questioning their gender identity, have the opportunity to meet with peers in a safe, informal setting.

Our evaluation, carried out with attendees of the Edinburgh group, found:

- 90% reported they are more confident to seek support when they need it
- 84% feel less isolated
- 82% feel more able to cope
- 80% feel their mental health and wellbeing is better.

“ I'd never met another trans person before so I loved being at T time, I felt happy for that couple of hours. I really smiled that day. ”

“ T time is a crucial socialising hub for people like me, who'd be isolated otherwise. I feel more confident in myself by meeting like-minded people. The staff and volunteers are friendly and reassuring and will spend time discussing any problems you may have. In short, it is a lifeline for many of the people who attend, including myself. ”



“ T time is my own safe space. There are not many spaces where I can safely be myself and try new things without judgment. Plus get to meet people with similar experiences and can help to give you encouragement and perspective. ”

“ I get so much from T time, really, it's so so important. I don't have much support around me so the people I meet and time I spend at T time is crucial for my wellbeing, just feeling ok, connecting to people in a safe, welcoming space. ”

Rainbow Families

Whilst LGBT people experience many of the same issues around parenthood as their non-LGBT peers, they can also experience challenges that are unique to being LGBT, such as how to start a family (fertility treatment, fostering, adoption, surrogacy), connecting with other LGBT parents, LGBT-friendly child care providers, advice on issues in school, support on 'coming out' to children and talking with children about gender and sexuality, and where to access LGBT-friendly family counselling.



The Rainbow Family project works with LGBT parents and their children, as well as prospective parents and the wider family. The project has been delivered in Edinburgh as part of our wider social programme since 2010. Funding from Volant has supported this delivery, enabling us to develop the programme and roll it out to Glasgow.

The project delivers a programme of regular and varied family events, which provide a safe and fun space for parents and children to socialise, share experiences and build community. Workshops and discussions provide parents and prospective parents with information and support around some of the very specific challenges they might face. Through the programme we engaged with nearly 500 adults and their children. We also ensure some of our larger scale LGBT social programme events, such as our Pride Breakfast and Winter Concert, are inclusive, welcoming and engaging for LGBT families.

Alongside groups and activities, the project also provides one-to-one support, information and guidance to parents or prospective parents in relation to fertility options, family planning, LGBT family issues and inclusive education.

“The **Waiting to Conceive** event felt an informal, safe and supportive space. I have really enjoyed and appreciated hearing different people’s experiences, just so nice to not feel alone.”

“What a lucky and lovely day by the sea. You went to so much effort to entertain the children and we appreciate this so much. We come to these **Rainbow Families** events to teach our boy that he’s part of a wonderful community of happy, healthy people. Plus it is so great to be able to have the time to chat to other parents.”

“The **Inclusion and Equality in Primary Education** was an opportunity to share my experience and get support that I would not be able to get anywhere else. It was also useful to hear the experience of other parents and have the chance to think of ways to tackle issues that might come up in future.”

A Rainbow Families Facebook page has been created, which has already gained 400 followers in its first year. The more established Rainbow Families e-bulletin now has over 600 subscribers, including some 150 new ones. These communication tools enable us to publicise events, but also to easily share relevant information with LGBT parents and stakeholders.

Our community engagement with parents is clearly highlighting the level of demand far outstrips the project's scale and resources. We are also aware there are some pressing gaps in services, especially around the acute need for information, guidance and support experienced by parents and families of younger children who identify as trans or non-binary or are questioning their gender identity.

Volunteering with LGBT Health

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, counselling, helpline, project support and publicity, as well as on the Board of Trustees. We provide a regular rolling programme of induction and ongoing training for volunteers, run in both Glasgow and Edinburgh.

Our 2017 Volunteer Survey was completed by 35 volunteers. Overall, the results were encouraging: 92% of respondents reported that they would recommend our volunteering opportunities to a friend; 81% rated the volunteer induction as 'excellent' or 'very good'; 81% rated support from their supervisor as 'excellent' or 'very good'. Since starting to volunteer with LGBT Health, all respondents agreed or strongly agreed that they have made a difference to people's lives. The key motivation for volunteering continued to be the desire individuals have to support a cause they believe in, as well as to feel more part of their community.



“ I have never had a visible LGBT+ community in my life before, and now I have one and through my volunteering I am helping other people find that sense of connection themselves. ”



“ Volunteering here is a wonderful opportunity, very grateful to be able to work with the organisation. The positive feedback from community members is great. Feel valued and able to make a difference to others. ”

Over this year, this wide-ranging voluntary contribution from 101 individuals amounted to nearly 7,000 hours. The often very specialist contribution volunteers make conservatively equates to over 4 full-time members of staff, or around £123,000 (based on salary and associated costs for a Development Worker), and thus very clearly significantly increases the organisation's capacity, as well helping to ensure we reflect the diverse communities we work with.

Our Capacity Building and Partnership Working

LGBT Health engages not just with LGBT community members but, often equally importantly, it also works with a wide range of professionals to promote the interests of LGBT people. Over 2017-18 this capacity building and awareness raising work included:



476 training participants



26 strategic fora



20 focus groups and consultations



9 publications and films
produced or contributed to



**45 e-bulletins distributed to
4,785 subscribers**



“ The **Community Health Exchange (CHEX)** has enjoyed a mutually beneficial relationship with LGBT Health and Wellbeing over many years and we consider them a key national partner for community-led health. They are recognised across sectors as a credible voice in understanding the health issues of LGBT people. Their focus on generating good quality evidence of the barriers and challenges experienced by LGBT people is critical in raising awareness of the health inequalities LGBT people experience, particularly with policy makers and those responsible for delivering mainstream services. We have found their evidence gathered of the impact of their services on LGBT people’s health and quality of life to be both impressive and robust, and we have regularly profiled this in a CHEX publications to highlight a good practice approach in community-led health. ”

“ LGBT Health’s ability to undertake policy and influencing work has been well demonstrated through its association with **NHS Lothian** and other funding partners. It is very active in advocacy to raise awareness of, and improve services for, marginalised LGBT populations including older people, people with disabilities and transgender people. This work includes involvement in strategic fora, responding to consultations and producing publications and resources, such as the well-received Transgender Workplace Guide which aims to support transgender employees, managers and HR staff. Alongside its robust service delivery, LGBT Health serves as a valuable source of information and guidance for professional staff and organisations across Scotland. They are a driving force in addressing LGBT health and equality issue. ”

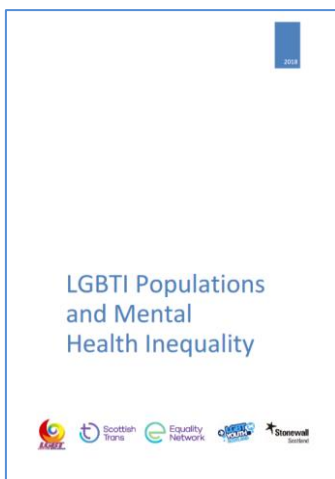
The organisation directly contributes its expertise on LGBT issues to a wide range of individuals and organisations. The last year has seen us strengthen our engagement with the Scottish Government, with a particular focus on mental health and older people.

More widely, we are increasingly recognised as a ‘go to’ organisation in relation to LGBT issues, especially in relation to older people, trans wellbeing and mental health. We now participate in a growing number of working parties, steering and advisory groups, often coordinated by statutory agencies. LGBT Health is currently represented on 26 local and national fora, in relation to LGBT equality, community development, mental health, sexual health, community safety and older people. At these fora we raise awareness of the lived experiences, needs, barriers and inequalities LGBT adults experience, providing a strong, informed and credible voice for the interests of LGBT people.

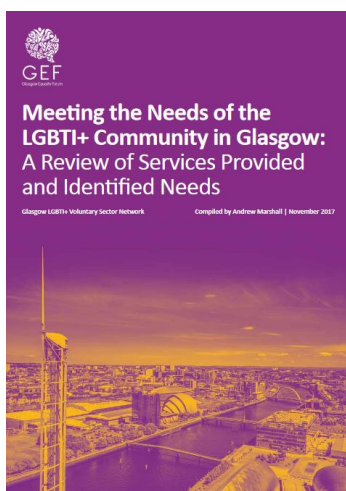
In order to influence local and national strategy and commissioning, we also regularly contribute to consultations and publications, providing an LGBT perspective in relation to issues such as mental health, ageing, dementia and sexual health.

In relation to transgender health, we've been part of a small project group working with the Scottish Public Health Network (ScotPHN) to look at the health care needs and demand for gender reassignment services in Scotland. This is the first time ScotPHN has sought to collaborate in this way with third sector organisations, and there is a shared sense that this co-production has been fruitful and worthwhile.

“ [Due to the third sector’s involvement] The project focus changed from the narrower perspective of gender reassignment to a wider one on gender identity services and the experience of the service user. ScotPHN felt that the quality and the depth of the transgender needs assessment was improved as a consequence of this collaboration. ”



In relation to mental health, one of the key pieces of work undertaken has been a collaboration with the other LGBT intermediary organisations (LGBT Youth, Stonewall, Equality Network and Scottish Trans) to bring together the key evidence in relation to the mental health in LGBT populations and make recommendations to address these inequalities within the Scottish context. We are keen to ensure this evidence base is used to inform the drafting of the new Suicide Prevention Action Plan.



Alongside ensuring our work in Glasgow continues to embed and develop, we have also been strong advocates for the needs of LGBT people in the city. As one of the founding members of the Glasgow LGBTI+ Voluntary Sector Network, we have also been key contributors to the 'Meeting the Needs of the LGBTI+ Community in Glasgow' publication, which calls on Glasgow City Government to work with LGBT charities and community organisations to ensure the manifesto commitment to “making Glasgow the best place in Europe for LGBT people” becomes a reality.

As a community development organisation, we are keen to ensure our influencing and capacity building work is anchored in the lived experiences of LGBT people in Scotland. We therefore coordinate consultation events and focus groups which provide community members with a platform to discuss a range of health, wellbeing and equality issues of concern.

A key focus this year has been ensuring community engagement around the Scottish Government’s Gender Reassignment Act consultation. To enable this, we ran four community consultation events, in partnership with Scottish Trans and the Scottish Government. These events provided trans people with information, a supportive arena in which to discuss the issues and the opportunity to participate, both individually and collectively in the consultation. We also used this community feedback to inform our organisational consultation response.

Working with NHS Lothian to Build Cultural Competence

In 2017 we were awarded a contract, along with the Scottish Trans Alliance, to deliver trans awareness training to NHS Lothian frontline staff, service providers and managers. The need for these training sessions was identified by NHS Lothian's Transgender Stakeholder Group, which LGBT Health and other organisations, groups and community stakeholders sit on.

“ The talk helped me use the correct terminology and made me consider using `they` instead of assuming gender based on appearance or even m/f on medical records. It was useful to know the laws to protect trans patients from discrimination. ”

The sessions also built on the work of the Transgender Workplace Support project, which was a collaboration between NHS Lothian and LGBT Health and Wellbeing.

In total we co-delivered 8 one-hour trans awareness sessions; 4 for service providers and frontline staff, and 4 for managers and HR professionals, plus two half-day workshops. The sessions, which were attended by 170 participants, were positively received, and the intention is to continue to roll these sessions out.

“ Feel the training has given me a better understanding and awareness of terminology and how to apply this in the workplace and directly with individuals. We need more of these training sessions; should be compulsory for NHS and Council staff. ”

Feedback from the half-day training indicated 67% of participants felt the course content had 'completely met' the course outcomes.

“ Good to learn about different terminology, and to have time to reflect upon assumptions and experience of individuals seeking help. ”

In our efforts to ensure LGBT people are increasingly provided with more culturally sensitive and appropriate services, we respond to many information and guidance requests from mainstream professionals and organisations. We regularly receive requests for training, but have very limited capacity to meet the demand.

However, we delivered a further 10 bespoke talks, training and awareness raising sessions to voluntary and statutory sector organisations, ranging from more general awareness-raising around LGBT wellbeing issues to specialist sessions on mental health, transgender wellbeing, older people's issues and dementia.

We produce and distribute a number of monthly e-bulletins, and disseminate information through social media and our website. This primarily has a community focus, but the information is also of interest to professionals working in health, wellbeing and equality.

We continue to proactively capture learning both from our service delivery and our capacity building and community consultation activities. We regularly disseminate this learning through social media, e-bulletins and the online resources section of our website.

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 late 2017, covered all our services in both Edinburgh and Glasgow. The evaluation questionnaire was available in paper form and electronically and received 294 responses, with around half of responses submitted online.

The service user profile information again demonstrates the range of individuals of all ages (from mid-teens to 80s), who identify right across the LGBT spectrum – and beyond – who engage with LGBT Health’s programmes and services.

What Community Members Said About Our Services

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

- **78% feel better about themselves**
- **69% reported feeling more connected to their community**
- **67% reported their mental or emotional health is better**

“ Since attending the groups and events I have improved self-esteem, have improved my sense of self and feel the best version of myself. ”

“ Feel less alone, more empowered, more positive and optimistic. ”

Respondents rated their experience of our services:

- **92% rated our staff as ‘excellent’ or ‘very good’**
- **83% found the quality of our services ‘excellent’ or ‘very good’**
- **82% rated their overall experience of the organisation as ‘excellent’ or ‘very good’**

“ Have enabled me to feel more confident, have less emotional weight to carry around. I know there's somewhere I can talk to people and be myself. ”

“ Have a place in the world where I can be myself. ”

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.

“ This organisation is unique in that it benefits the **WHOLE** community, not simply younger individuals coming out, this has been vital to me in my needs in terms of my LGBT identity. ”

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

- **Social interaction, friendship and fun**
- **Sense of community and community support**
- **Welcoming and accepting environment**
- **Wide range of information and support**
- **Improved wellbeing**

“Sense of community, companionship, sense of belonging and solidarity.”

“Self-acceptance and improved self-esteem that comes from having the confidence to be myself, not feeling like a freak or deviant.”

“Confidence and mental wellbeing, chance to meet other LGBT folk.”

“Strength in who I am and knowing I am not alone.”

We also invited respondents to provide suggestions for improvement. As ever, they provided us with a wealth of suggestions for activities, both new and repeat ones, as well as suggestions around further developing publicity and promotion, access and inclusion.

Effectively reaching a geographically-dispersed community of interest presents ongoing challenges. Within our limited resources, we continue to work hard to strengthen our communication tools. Our printed quarterly programme, which was completely revamped to make it more accessible and dynamic, has been well received (78% reported this as ‘excellent’ or ‘very good’).

Alongside the promotion of our services via our website, e-bulletins and printed publicity, we have continued to place more emphasis on the use of social media (Facebook, Twitter and Meetup) to promote the organisation and our programmes and events. Meetup provides a great platform to circulate our social events to a community of people who are looking for local meetups, whilst Facebook allows us to engage with community groups linking them to our programme and Twitter increases our reach by building relationships with local organisations and public services who can then refer to our services.

- **34,946 website visitors** (86% of visitors were new)
- **10,948 followers on social media** (+2,098 new followers)
 - **5,148 people engaged with our events on Facebook**
 - **915 people engaged with our events on Meetup**
- **4,785 LGBT, transgender and 50+ e-bulletin subscribers** (+523 new subscribers)

Building our Organisation



Alongside the focus on service delivery, much work has also been undertaken to continue to build a positive, proactive organisation with strong governance, leadership and the ethos of health, wellbeing and diversity at its heart, where staff and volunteers feel confident, empowered and supported in delivering better outcomes for LGBT people in Scotland.

Our Board of Trustees is made up of a range of individuals from across the community who bring wide perspectives from different sectors of Scottish life and ensure that the organisation maintains a clear focus on our strategic objectives and vision. Alongside regular Board meetings, Trustees contribute their expertise to the organisation through the Trustee-led Marketing and Communication, People and Audit, Finance and Fundraising Subcommittees.

We recognise that our dynamic and skilled staff and volunteer team are our major asset, and therefore work to support, develop and empower them to deliver the organisation's mission. We underpin the health and wellbeing of our own staff through the ongoing development of a comprehensive people framework and a range of operational policies and procedures that support staff in carrying out their roles. We invest in the learning and development of our staff to ensure that they are able to fulfil their roles and continue to improve their skills.

“ I feel I benefit a lot from working at LGBT Health and Wellbeing. The learning and development focus of the organisation enabled me to achieve more than I could imagine. I have a lot of agency to explore opportunities for improving my work and as such, I feel I learn and develop a lot from just doing my job (sometimes more than attending a formal training!) which I feel lucky for. The organisation also allows me to take on the lead on various projects which helps me gain confidence and expertise. ”

Employee and volunteer surveys, as well as regular support and supervision, annual appraisals and exit feedback from employees and volunteers, enable us to proactively monitor performance in this area and serve to guide continuous improvement.

We continue to work on our Healthy Working Lives accreditation to help create a safer, healthier and more motivated workforce. A working group, consisting of staff from across the organisation, is leading the delivery of a programme of health promotion, continues to gauge views on our current approach to creating a healthy workplace, and help generate new ideas for health and team building initiative. We've achieved the bronze accreditation and are now working towards silver.



We have successfully been accredited as a Carer Positive Organisation, to reflect our work in ensuring a culture that support and acknowledges the work of unpaid carers. The award is at the 'engaged' level, with further work planned to build on this to achieve the next level of accreditation.

We have also started the work on achieving Investing in Volunteering accreditation, which we look to complete over the course of 2018.

We also continue to review operational and HR policies and practice guidelines to ensure high quality service delivery is coupled with staff wellbeing.

Financial Review

Our 2016-18 Business Plan outlines the actions we intend to take over a 3-year period to achieve our strategic objectives. It identifies our short, medium and longer term priorities for 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 contacts and awards from trusts and foundations. Each year fundraising is focused both on meeting income shortfalls for the current financial year, and securing funding for future years.

We have successfully continued to secure contracts with statutory funders, most notably over this period a three-year contract with the Scottish Government to deliver the LGBT Age project. Alongside this we have sought to diversify our trusts and foundations funding to enable the delivery of a range of programmes and services, including a new 3-year award from the Robertson Trust towards our Glasgow Trans Support Programme.

We received project and core funding from 20 funding streams, across 12 different funders. Of those 20 funding streams, 5 were short term funding, whilst the remainder were multi-year contracts or awards. The organisation is thus continuing to report against a high number of work streams, as well as considerable organisational resource being required to re-apply for funding year on year, and to identify new funders when short term and multi-year awards end.

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, The Robertson Trust and Bank of Scotland 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.

Over 2017-18 the organisation saw a small decrease in income (1.5%), when compared with the previous year (2017-18: £538,960; 2016-17: £547,353). The organisation's total net assets at 31 March 2018 were at a healthy level at £283,366 (up from £256,639). This includes, alongside unrestricted reserves of £196,575, £86,791 in restricted project funding in relation to underspends or early payments received for particular projects or initiatives, predominantly for Glasgow projects (namely Glasgow LGBT Community Project, Glasgow Transgender Support Programme and Glasgow Mental Health Project and Inclusion against Stigma), which are expected to be fully spent in the coming financial year.

Income and Expenditure April 2017-March 2018		
Income	£538,960	%
Statutory Funders		
NHS Lothian	167,432	31%
Scottish Government	79,598	15%
City of Edinburgh Council	41,516	8%
Trusts and Foundations		
Big Lottery Fund	60,937	11%
Alliance	51,291	9%
Henry Smith Charity	31,500	6%
Robertson Trust	27,500	5%
Other		
Other Grants (under £25,000)	56,666	11%
Donations & other income	22,520	4%
Expenditure	£512,233	%
Staff Costs	395,265	77%
Office Costs	74,054	14%
Programme Costs	39,451	8%
Professional Fees	3,463	1%

Our Funders and Supporters

In relation to our core activities, we very much appreciate the ongoing support of NHS Lothian and City of Edinburgh Council, as well as the one-off grant from the Garfield Weston Foundation.

Our projects in Edinburgh are largely funded through multi-year statutory contracts, with NHS Lothian now providing vital support for our counselling service, trans-specific and mental health work, as well as co-funding the LGBT Helpline. In addition, the Robertson Trust, Bank of Scotland Foundation and Women's Fund for Scotland provided support for our mental health delivery.

Our projects in Glasgow are to date still wholly funded through grants from trusts and foundations. We are particularly indebted to the Big Lottery Fund (Community Project), The Alliance and Henry Smith Charity (Mental Health Project) and Robertson Trust (Trans Programme) for their substantive multi-year awards. A smaller one-off award was also received from Awards for All for our trans programme.

At a national level the Scottish Government is supporting our Helpline and LGBT Age project, whilst See Me is enabling us to deliver mental health anti stigma work and the Volant Trust supports our work with families.

In addition, we are enormously appreciative of our donors for their support and would like to thank all the individuals and groups who made donations to the charity.



Legal Status

The registered name of the organisation is the LGBT Healthy Living Centre, which 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.



15 YEAR
ANNIVERSARY
 LGBT Health and Wellbeing

