



LGBT Health and Wellbeing

Working to improve the physical, social, and mental health and wellbeing of LGBTQ+ adults in Scotland

ANNUAL REPORT

22
23

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Foreword

2023 sees LGBT Health and Wellbeing celebrating our 20th Anniversary, and what a journey it's been so far! From our Edinburgh-focused beginnings as the LGBT Healthy Living Centre, our journey to becoming Scotland's largest health and wellbeing charity for LGBT+ adults has been led by one key success criterion, that we are *of*, and *for*, the community.

A lot has changed in Scotland over this time, socially and politically, and thanks to the kind support of our funders and donors, LGBT Health and Wellbeing have been here for our community throughout it all. Page 2 shares some of this history, and pages 3-4-5 include just some of the services that we have introduced to serve our community throughout this proud history.

Unfortunately as we look to the future, there's a real risk that much of the progress that we've made over the last 20 years could be lost.

In 2015, the UK topped the ILGA-Europe rankings for LGBTI equality laws and policies. Just 7 short years later, we have been relegated to 17th place. Whilst other countries are making progress in realizing the rights of LGBTQ+ people, societal attitudes, policy and legal rights in the UK are regressing. LGBTQ+ people are increasingly being affected by a polarising discourse that is often fuelled by misinformation.

The need for our services continues to grow whilst the economic environment that we operate in becomes increasingly difficult. Over 2022-23 we managed not only to sustain the growth that the organisation saw over 2021-22, but we were able to build even further on this. The challenge for 2023-24 is to ensure that we can continue to meet this increasing, and increasingly complex need in an incredibly difficult political and economic environment.

We would like to see a sustained growth across Scotland, achieved through more multi-year funding and increasing partnerships. We are providing a wider range of programmes than ever before and are working to deliver better outcomes for LGBTQ+ individuals and communities over a wide geographical area but we are still only scratching the surface.

We are incredibly proud of our team of staff and volunteers, and are grateful for the dedication, passion, and perseverance that they have shown over such a challenging year. Because of them, we see the organisation as being best-placed to play a key role in improving the health, wellbeing and equality of LGBT+ people all over Scotland.

As this report illustrates, we have very good reason to look back not only over this last year, but over the last twenty years, and be extremely proud of everything that we have collectively achieved.



Mark Kelvin (he/him)
Chief Executive



Yorath Turner (he/him)
Chair

Introduction

Vision

Our vision is of a Scotland where LGBTQ+ people thrive; an equal Scotland where who we are does not negatively impact on our health and wellbeing.

Mission

Our mission is to improve the physical, social, and mental health and wellbeing of LGBTQ+ adults in Scotland. We do this by providing responsive support services, opportunities for our community to connect with each other, and supporting mainstream services to be more inclusive.

Our **four strategic objectives** as outlined in our current Strategic Plan are to:

1. Make a real difference to our community
2. Generate funds from a diverse income stream, and increase awareness of our organisation
3. Attract and retain the best possible team of staff and volunteers who are suitably placed to serve our community
4. Develop and implement effective and efficient organisational processes and systems.

The organisation's **key operational objectives** are to:

- Create opportunities for LGBTQ+ people to come together in safe and affirming spaces, enabling them to create, strengthen and build connections and relationships.
- Provide affirmative, varied, and responsive support services that meet the needs of our community and help them to navigate the numerous challenges that we face.
- Centre marginalised LGBTQ+ voices, such as refugees, older people, QTPOC etc., and provide tailored support for them.
- Support mainstream services on their journey towards increased accessibility and inclusivity.

Our values

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

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

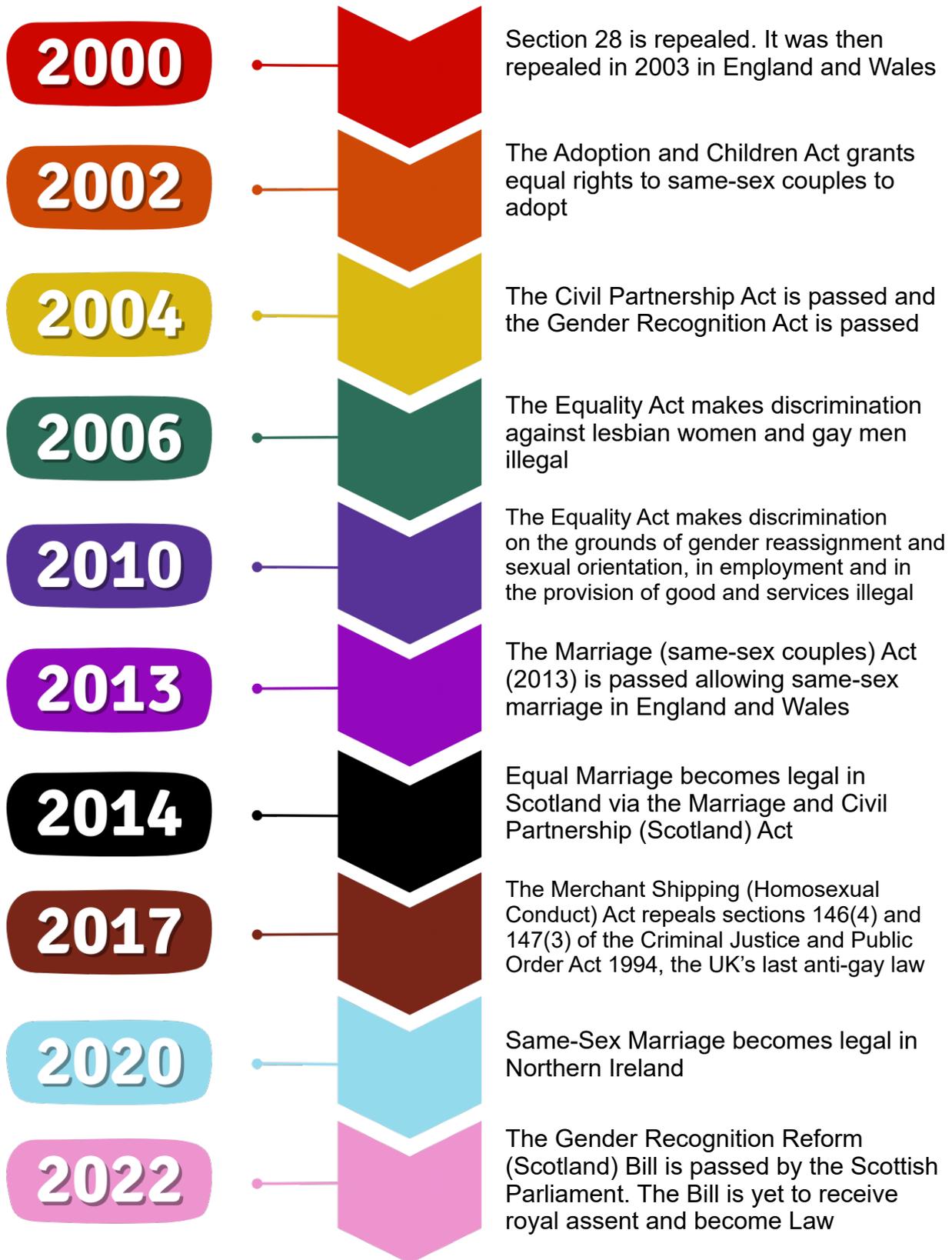
Inclusivity: We are committed to creating services and spaces that are inclusive and intersectional. This means recognising and focusing on those who have historically been shut out from systems of support and those experiencing multiple disadvantages

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

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

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

It's been a queer 20 years



Our healthy history

October
2009

Lothian LGBT Helpline

Telephone support and information on a range of issues including sexuality, relationships, sexual health and 'coming out'. *Led to LGBT Helpline Scotland (May 2013).*

January
2010

LGBT Equalities Project (3 years)

To support LGBT victims of hate crimes and LGBT people experiencing multiple discrimination. *Led to Rainbow Families and LGBT Learning Disabilities Project (October 2013).*

June
2010

LGBT Age Befriending Project (Edinburgh)

Befriending, social opportunities and information for LGBT people over 50. *Led to LGBT Age Scotland.*

July
2010

Information, Support and Advocacy Service (2.5 years)

Guidance, support, information and advocacy for LGBT people. *Continued as part of LGBT Mental Health Demonstration Project (February 2013 - March 2014)*

September
2010

LGBT Social Capital Programme (Edinburgh)

Bonding, bridging and linking activities to build social capital and reduce health inequalities experienced by LGBT people. Programme consolidates and expands asset building activities, events, volunteering, capacity building and participation work.

October
2010

LGBT Mental Health Demonstration Project (3.5 years)

National demonstration project providing Lothian-based culturally sensitive mental health and support services to redress the critical mental health inequalities experienced by LGBT people. *Continued as Lothian LGBT Mental Health Project (April 2014) and LGBT Mental Health Capacity Building Programme (April 2014).*

October
2011

LGBT Counselling Service (Edinburgh)

Delivered with 18 months pro bono clinical supervision and support. *Continued as part of MSM & LGBT Sexual Health and Wellbeing Project (April 2016). Led to Counselling and Self Management Project (April 2013 - March 2015).*

January
2012

LGBT Age Capacity Building Project (15 months)

Capacity building work with older LGBT people and mainstream organisations working with older people around the needs of older LGBT people.

April
2012

Transition Support Service (2 years)

National project offering a holistic programme of intensive support to transgender people undergoing gender transition. *Led to Lothian Transgender Support Programme (July 2014) and Glasgow Transgender Support Programme (Dec 2015).*

September
2012

LGBT Drug & Alcohol Project (10 months)

To address the high levels of addiction experienced by LGBT people by delivering support to individuals and working with mainstream addiction services.

April
2013

Counselling and Self Management Project (2 years)

2-year project which aims to enhance the mental wellbeing, resilience and self-management skills of LGBT people experiencing mental health issues by delivering an LGBT-specific counselling service and a programme of courses, workshops and peer support opportunities.

May
2013

LGBT Helpline Scotland

Volunteer staffed national telephone support and information services. Provides support on a wide range of issues including sexuality, relationships, sexual health, safety and 'coming out'.

October
2013

LGBT Learning Disabilities Project (2.5 years)

Launched and delivered the Social Circle, a pilot group for LGBT people with a learning disability or learning difficulty in 2012. The positive evaluation of this pilot led to us securing funding to further develop and expand this area of work.

April
2014

LGBT Age Scotland (3 years)

To address the marginalisation, social isolation and inequalities experienced by LGBT people over 50 by delivering a befriending service and a programme of social opportunities and information sessions in Edinburgh/Lothians and Glasgow/Greater Glasgow.

July
2014

LGBT Mental Health Capacity Building Programme (2 years)

Lothian Transgender Support Programme

Initially 2-year funded project delivering one-to-one and group support to trans people. Then funded by NHS Lothian (from July 2016).

December
2015

Glasgow Transgender Support Programme

2-year programme of one-to-one and group support to trans people.

April
2016

LGBT & MSM Counselling Service (Edinburgh)

Funded by NHS Lothian as part of the MSM & LGBT Sexual Health and Wellbeing contract.



July
2016

LGBT Social Programme (Fife)

1-year funded programme of social activities and one-to-one support.

August
2016

Rainbow Families (Glasgow and Edinburgh)

New 3-year programme developed in Glasgow and continuation of work in Edinburgh.

October
2016

LGBT Community Project (Glasgow)

New 3-year social programme to be delivered by Glasgow-based Service Manager.

LGBT Mental Health Self Management Project (Glasgow)

New 3-year mental health groupwork programme (October 2016)

April
2017

LGBT Mental Health Project 1-1 support (Glasgow)

New 3-year mental health one-to-one support programme.

May
2018

LiveChat

Service launched as part of the LGBT Helpline Scotland. Service was expanded to 4 days per week in response to COVID-19.

March
2020

LGBT Refugee and Asylum Seeker Project (Glasgow)

Programme of individual support and social opportunities for LGBT+ refugees and asylum seekers.

April
2020

TeleFriending Service

Phone-based service offering individual support to isolated LGBT+ people aged 50 or over across Scotland. Launched in response to COVID-19, following 2001 Community Connectors pilot.

January
2023

Trans and Non-Binary Counselling (Glasgow)

Specialist counselling service for trans and non-binary community members in response to increasing need.

'22-23: the year of lgbT

This last year has been a particularly challenging one for our trans community members. Scotland's attempt to reform of the Gender Recognition Act and improve the lives of trans people has led to this small and already marginalised part of our community being the target of misinformation and disinformation. They have been stigmatised and vilified in ways reminiscent of the treatment and portrayal of lesbian women and gay men in ways not seen in the UK since the 1980s. Despite making up less than 0.5% of the UK's population, their rights have become the focus of politicians and media commentators, with each headline and policy having a direct and measurable impact on their health and wellbeing.

LGBT Health and Wellbeing has, and will always be, proudly trans-inclusive. All of our services are open to anybody who can and are willing to abide by our ['safer space' agreement](#). Moreover, in response to this increased need in our community, and thanks to the support of Glasgow Health and Social Care Partnership, we have introduced a trans-specific counselling service in Glasgow. We will continue to seek funding to further increase our support services for the trans community, along with pursuing our ambition to improve the physical, social, and mental health and wellbeing of all LGBTQ+ adults in Scotland.

Over the April 2022 to March 2023 period our work with LGBTQ+ community members included:

3,341 engagements

through our Community Projects



3,083 engagements

through our Refugee & Asylum Seekers Project



2,275 people

supported through our mental wellbeing services



1,260 trans/non-binary people

supported through our specialist support



2,949 engagements

through our LGBT Age programme



1,043 engagements

through our Telefriending service for 50+



2,726 calls

answered on our LGBT+ Helpline



565 beneficiaries

from our counselling services



96 beneficiaries

from specialist support



127 volunteers

contributed a total of 6,658 hours



4,467 subscribers

who get our regular e-bulletins



23,769 followers

follow us on social media



2022-23 at a glance

Our team delivered a range of services, projects and activities for the LGBTQ+ community. In-person events were primarily delivered in Edinburgh or Glasgow though community members continued to request online activities and we were happy to oblige. These online activities, along with the LGBTQ+ Helpline and Telefriending service are accessed by people from all over Scotland.

Through 2023-23, the organisation has continued to engage with a high number of LGBTQ+ community members across our programmes. Leveraging our efficient team of staff and volunteers, we continue to deliver and evolve our services through a range of initiatives, including:



LGBT Age Project 2,949 engagements

The project offers a programme of wellbeing and social opportunities for LGBTQ+ people over 50. This includes a social and activity programme that aims to reduce loneliness, and isolation. The Age project also includes a Telefriending service that offers regular befriending to community members. Demand for this service has increased significantly over this last year and community members are facing an increasingly complex mix of scenarios that are negatively impacting their health and wellbeing.



LGBT Refugee Project 3,083 engagements

Launched in March 2020, this is Scotland's only support service for LGBTQ+ asylum seekers and refugees seeking safety in the UK, who are placed in Scotland. The service provides specialist information and support to LGBTQ+ asylum seekers and refugees as well as a community programme and volunteering opportunities, to help connect LGBTQ+ 'New Scots' with each other and their wider community.



Mental Wellbeing Projects 2,275 beneficiaries

This specialist programme promotes and supports mental and emotional wellbeing. It includes therapeutic one-to-one support through our counselling services, as well as practical, emotional, and wellbeing support in one-to-one and group settings.



Community Programme 3,341 engagements

In an effort to reduce the reliance on the night-time economy, and sometimes unsafe alternatives, the organisation continues to provide an LGBTQ+ Social Programme, as well as providing support for affiliated community groups. The Community Programme aims to reduce isolation and loneliness, and improve mental health and wellbeing by fostering affirmative relationships, offering accepting and spaces, and providing opportunities for people to try new things in a safer space where they can develop new hobbies, skills, and interests.



Transgender (and non-binary) Programme 1,260 beneficiaries

The organisation provides information, one-to-one support, and a variety of social opportunities for transgender and non-binary people. These services are primarily delivered in Edinburgh and Glasgow, and we receive an increasing number of enquiries to our helpline and live chat support service from transgender and non-binary members of our community.



Rainbow Families (Part of our community programme)

Rainbow Families events are specifically for anyone looking to meet other LGBT+ parents, to share experiences and socialise in a family setting. We also provide information events for LGBT+ parents, involving a range of topics to support families.



LGBT+ Helpline Scotland 2,726 calls answered

The Helpline provides telephone, online and email support to LGBTQ+ people, those questioning their sexual orientation or gender identity, and those struggling to accept that part of who they are. We also offer advice and support to family members, friends, and professionals.



Volunteering

127 volunteers giving 6,658 hours of their time

The organisation provides LGBT+ people, and those committed to equality and human rights, with opportunities to volunteer with an organisation that shares their interests and concerns. Volunteers continued to be involved in the organisation's work in a myriad of ways, contributing over 6,600 hours to the charity over the last year; this equates to nearly 5 full-time members of staff.

This annual report does not cover all our areas of delivery in detail.

Should you wish to find out more about a particular strand of work, please do contact us or go to www.lgbthealth.org.uk

Our impact

Mental Wellbeing Support

Andrew's story

Andrew first became aware of LGBT Health and Wellbeing when he attended a Mental Wellbeing Project's Coming Out Group in 2018. When the pandemic hit, it became harder to access support from mainstream services, and Andrew felt that a door had opened for him that he didn't want to close. Since then, Andrew has attended a number of events with LGBT Health and Wellbeing aimed at improving confidence, mental wellbeing and community connection.

"They've all helped in their own way, just gradually getting used to accepting myself a bit more. They've improved my confidence, which was sadly lacking, and I've been able to be more honest with my GP." Building the confidence and capacity of LGBT community members and empowering them to make changes which positively affect their wellbeing, is a primary goal of the Mental Wellbeing Project.

In April and May 2023, the Mental Wellbeing Project ran a series of Mindfulness Sessions, which Andrew attended. He felt that they enabled him to develop relaxation techniques, try some new coping strategies and be in a supportive space. *"The sessions have improved my overall wellbeing, I feel connected and feel an acceptance within myself. I find it safe, non-judgemental, friendly, open and welcoming."*



"I now have more helpful coping strategies; talking, and coming here for community, reducing the sense of isolation, is helping more than any medication. If it wasn't for here I'd be in a much worse place."

The Wellbeing Café has also been a space for Andrew to feel that he can be himself, and build his confidence. *"At first when I came to the Wellbeing Café, I thought this is for me, I'm actually just being in a room with people who are in the same situation. It was more relaxed and informal, and just getting to feel at ease."*

Being able to access the Mental Wellbeing Project, as well as other support within LGBT Health and Wellbeing, has supported Andrew to feel positive and hopeful about the future. *"I'm on a journey, and I don't know where it's going, but any change was not going to happen without taking a risk to a certain extent. I couldn't stand still the way I was. The option of standing still and kidding on that nothing was wrong, wasn't working anymore."*

Andrew is looking forward to attending his first Pride this year.

Trans Support

Leo's story

Leo is an autistic trans man in his late fifties. He was referred to our Glasgow Trans Support Programme by a Community Links Practitioner at his GP practice in East Glasgow as he was feeling isolated and overwhelmed by many of the issues relating to his transition, which he wasn't able to deal with.

Leo was looking for some support with updating his documents, some connection with other trans folk, and to find out whether he was actually on the Sandyford waiting list, as he hadn't heard anything from them.

The Development Worker met with Leo and found that although he had been living as a man and using the name Leo for around 5 years, he had not yet received any medical treatment through the Sandyford Gender Service, because of very lengthy waiting times. He had also not been able to change any of his documents which regularly caused him a lot of distress, such as when his deadname was called out at the local pharmacy.



“I hadn't heard of LGBT Health and Wellbeing when my GP suggested getting in contact. I felt sick with nerves before the first appointment so I nearly didn't go, but I forced myself, and Katrina was relaxed and friendly so it was actually fine. We spoke about all the transition things I knew I needed to do but had no idea how to or even where to start. We broke it down into manageable chunks and worked on a lot of the admin together although I always had some homework to do! It was quite empowering because I was ultimately in charge of it all.”

We worked through these one at a time, at a pace that Leo felt comfortable with. He came up against some issues with his Housing Association who asked for additional documentation, which was stressful for Leo, but we were able to contact them and assure them that the Statutory Declaration and request in writing was sufficient – the HA worker checked with their manager and the issue was then resolved.

Leo also came along to the T Time group a couple of times before lockdown, and although he felt really shy, he enjoyed having small chats with other trans folk.

During the pandemic, Leo struggled to use technology to access groups. We referred him to Telefriending where he received regular calls from a volunteer and enjoyed those chats. We also kept in contact by phone, and supported him to attend his first Sandyford appointment which was online.

He now comes regularly to T Time, where he participates in most of the optional activities, and knows a couple of other attendees quite well. *“If it wasn't for GTSP I wouldn't have been able to progress in the way that I have, and I even feel part of the community now, thanks to the T Time group and all the team who look after me if I ever feel overwhelmed”.*

Trans Counselling

Lee's story

Lee is a trans woman in the 25-35 age bracket from the Central Belt of Scotland. Prior to referring herself to the service, Lee advised that she had been on the waiting list of a Gender Identity Clinic for over four years while her GP refused onward referrals and to provide bridging care. Despite her family support in her attempts to complain about this, she reported ongoing obstructions in the process. *“I had to attend an appointment with my parent who challenged the doctor about why they were not helping me and the doctor openly admitted that surgery doesn't help trans people”.*

In addition to difficulties related to her gender identity and expression, Lee had been dealing with chronic depression for over a decade. Feeling isolated and alone in her experience, she had found no space where she could feel entirely accepted. This is what Lee was looking for: a space where she could be herself.

As she discovered the Trans Counselling Service by browsing the Internet, Lee was positively impressed by the referral process, which she experienced to be straightforward and easy. Due to previous experiences of being dismissed in relation to her gender identity, she did not feel comfortable talking about herself. Lee specifically chose the Trans Counselling Service because she hoped to be understood.

Her experience with the service has positively confirmed her expectations. Lee shared that she found the support she was looking for. Talking things through has helped her make sense of her difficulties and their understandable impact on her mental health.

As she is still using the Trans Counselling Service, Lee advised that she would recommend it to other community members with no hesitation and that she is satisfied with the experience. *“It is a very and inclusive service where you can just breath, you can talk about things, and I would definitely recommend this”.* In the face of unjust difficulties in accessing support elsewhere, Lee feels empowered by recognising that she is worthy of support and she deserves it.



“I didn't feel like I had anyone to turn to for support before accessing the Trans Counselling Service (...) Knowing that the service is specifically trans nonbinary inclusive means I can just be myself without thinking that I will be talked into or out of something by someone who possibly hates me for who I am (...) In an ideal world, this service shouldn't exist because the support should already be in place and the charity shouldn't pick up the slack”

Community Groups

Moira's story

Moira identifies as trans-feminine and non-binary. She began to use LGBT Health and Wellbeing's services in 2016/17. She first joined T Time to socialise and meet other trans and non-binary people. During that period, they also volunteered to help with events on our Community Programme like Pride Breakfast.

Having only recently come out, it was an incredibly empowering experience to be able to very easily connect with other trans and non-binary people. These spaces helped Moira not only connect with more trans people in an open and judgement-free queer space. *"I have found the services invaluable, for being able to find a safe in person space to meet other queer people. People I have been able to make friends with and develop a sense of support with."*

They also provided to be a learning experience as she was able to better understand themselves and the trans community. *"I have found that these spaces have taught me a great deal, about myself, my queer identity, but also expand what I knew about the LGBTQ+ community, empowering me with understanding and the skills to help run my own community space to help others."*

In late 2017, Moira including other members of T Time met with a Development Worker at LGBT Health and Wellbeing to discuss the possibility of creating a space more directly focused on providing support to non-binary people.

Whilst the spaces offered were always welcoming, they were also very binary resulting in a feeling of exclusion from those who didn't fit into a particular gender binary. The community group Non-Binary Edinburgh was then born providing a monthly social space to non-binary and all gender non-conforming people to connect.



"Outside of my own personal experience, I have seen that Non-Binary Edinburgh has grown into a service that has supported people who are questioning their gender identity, as well as continuing to provide a safe space for those who wish to connect with other trans and non-binary individuals. And while we infrequently meet in person, the online space has grown exponentially, allowing members to stay in touch as well as being able to support each other virtually."

Community Programme

James' story

James is a 42 year-old queer man who has been consciously managing anxiety and depression after a breakdown 16 years ago. He had a minor relapse in the Spring of 2021 during the COVID pandemic and in November of that year, his father passed away which hit James very hard. He had also recently been made redundant.

He first came to LGBT Health and Wellbeing through a friend, shortly after moving to Edinburgh in 2020. Being queer and managing his mental health issues and recent personal circumstances, James found it great to be able to hang out in a space where he felt relaxed, open and free to be himself.

Our Development Worker referred James to our Creative Writing sessions delivered in partnership with Open Book which he started to attend every month since their inception online. *“It has been an amazing space to make time for the joy of writing, to engage with other queer writers and to develop, both personally and creatively. Jess is a brilliant facilitator, always bringing interesting exercises and writing to inspire the group, and giving people space to express themselves without any pressure.”*

James had written before, primarily for the stage, but the Open Book sessions have helped him rediscover himself as an artist, particularly one of prose and poetry. They have built his confidence, supported his work and been a springboard for James seeking out other opportunities. He has now engaged in a multitude of open mics, workshops and storytelling shows over the past couple of years. James has had poems published in anthologies from Open Book and Coin Operated Press.

James was the featured poet at the Loud Poets Open Mic in June 2023 and has been commissioned to put together a storytelling and poetry show to be performed as part of the Scottish International Storytelling Festival in October 2023.



“Although obviously there are other parties involved here, I don’t believe I would be doing all these things if it hadn’t been for the inspiring and supportive environment of Open Book and LGBT Health and Wellbeing when I first arrived in Edinburgh and over some difficult times since. I am very grateful to the team and look forward to many more creative times with them in the future.”

Working for change

Throughout 2021-22 we have been ardently committed to making Scotland a better place for LGBTQ+ people to live. Our 'Work for Change' has focused on supporting our LGBTQ+ community members to share their lived experience with stakeholders and policymakers here in Scotland, whilst sharing the wealth of knowledge and experience we have amassed as an organisation supporting LGBT+ people. We've provided support for community members to engage with MPs, MSPs, Scottish Government Ministers and Civil Servants on the issues which matter most to our community including: mental health and wellbeing, health and social care and housing and homelessness.

We have focused on working with key stakeholders, valued partners and policymakers to improve the quality of services LGBTQ+ people access in both the public and third sectors. Alongside this, we've worked strategically on the key issues for our community, ensuring policymakers recognise the importance of intersectional approaches to social policy which is inclusive of, and will work for, all LGBTQ+ people. Our key areas of work included: LGBTQ+ health inequalities, mental health and wellbeing, self-harm, suicide prevention, dementia care and health and social care for older people, trans healthcare improvement and LGBTQ+ refugee and asylum seeker's human rights.

We are committed to working collaboratively with our community members to ensure that the acute health inequalities experienced by LGBTQ+ people here in Scotland are recognised, understood and alleviated. We will continue to work for change and highlight the criticality of equitable solutions to delivering equality for all LGBTQ+ people.



Age Action Group with then Minister for Mental Health and Health and Social Care, Kevin Stewart

Making it happen

None of this would be possible without our dedicated and passionate team. LGBT Health and Wellbeing currently consists of 26 staff (18.9 Full-time equivalent) and 127 volunteers (volunteering 6,658 hours of their time). Our refreshed strategy saw us introduce specific aims to ensure that we focus our energies internally, as much as externally.

Our aim is to **attract and retain the best possible team of staff and volunteers who are suitably placed to serve our community**. We will do this by:

- Further developing clear pathways to volunteering, employment, and development within the organisation.
- Ensuring that the team feels supported, valued and listened to.

We recognise that being an LGBTQ+ person, or an active ally, whilst serving our community can cause particular and nuanced challenges for colleagues. Exposure to continuous micro-aggressions and political or media negativity that might otherwise be avoided, and an impact on our social relationships or use of queer spaces can risk having a detrimental impact on the health and wellbeing of colleagues.

Above our competitive Terms and Conditions of employment, colleagues are offered monthly support and supervision meetings, monthly (externally facilitated) peer supervision, access to an Employee Assistance Programme, access to Learning and Development opportunities, and a Staff Wellbeing programme.

We aim to nurture a culture where colleagues feel empowered to provide direct and continuous feedback to their managers and our People Support Coordinator about their experience as an employee, and for them to ask for what they need. We also conduct an anonymous annual staff survey in order to proactively check-in with our team. Comments from our latest staff survey include:



“I feel very welcome within this space, not only because it is a LGBTQ organisation, but also because there are regular and welcoming spaces to meet with staff and discuss important work matters, everyone is direct and open to talking about things work/task related, and the company nature of nurturing and helping each other allows for a space where I have never felt overwhelmed by my workload or my tasks. This, in my opinion, promotes a healthy atmosphere or workplace goals, that allows us all to be clear, goal focused, without overworking ourselves”.

“Since I started with the organisation I’ve been feeling immensely proud to be part of the team. I believe that we have truly talented, driven and frankly irreplaceable people working here. I’ve always received the support I needed from my colleagues and I hope that I was able to offer the same in return”.

“I have really valued the opportunity to work with LGBT Health and Wellbeing, and have thoroughly enjoyed my first year at the organisation. Working for an organisation that aligns with my values is incredibly important for me, and I know that staff at LGBT Health are passionate and motivated about working with the community, resulting in a positive environment to work in”.

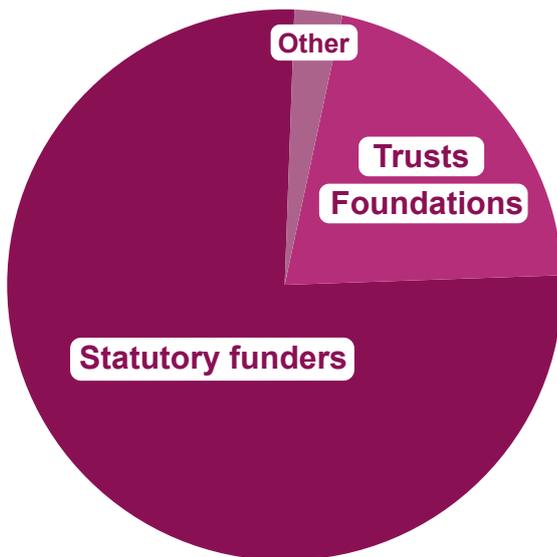
Finance summary

Over 2022-23 the organisation saw an increase in income of around 5% when compared with the previous year (2022-23: £949,436, 2021-22: £907,675).

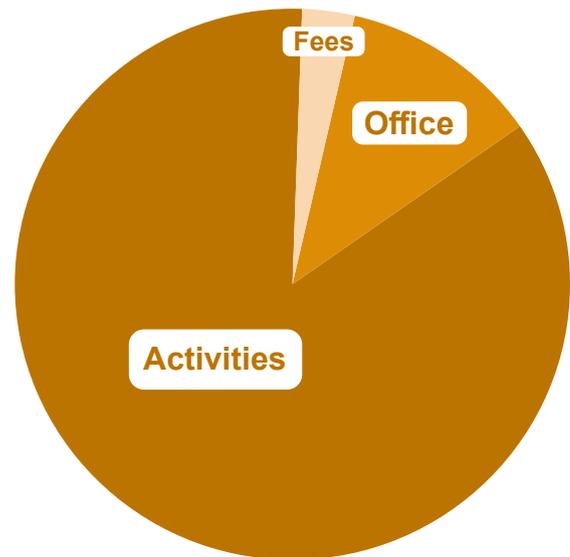
The organisation continues to secure new contracts with a range of funders, along with the extension of previously-awarded contracts. NHS Lothian (£199,345), Glasgow Health and Social Care Partnership (£107,692), and the Scottish Government (£261,838) continue to fund specific projects and services within the organisation, and Edinburgh Integration Joint Board provides some Core Funding (£101,456). Alongside this we have sought funding from local and national statutory funders, trusts and foundations to support the delivery of a range of services.

We received project and core funding from 17 different funding streams, across 11 different funders.

Income



Expenditure



We are extremely grateful to our statutory partners, the many trusts and foundations, and the individual and corporate donors who fund our work. Together, these contributions enable us to deliver our key support services to Scotland's LGBT+ community.

Key funders over 2022-23 included:





LGBT Health and Wellbeing (registered as LGBT Healthy Living Centre)

Scottish Charity No. SCD34216 | Company Limited Guarantee No. SC246290

Registered office

Duncan Place Community Hub
4 Duncan Place
Edinburgh
EH6 8HW

Glasgow office

The Adelphi Conference Centre
12 Commercial Road
Glasgow
G5 0PQ

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