

Derbyshire Friend Annual Report April 2012 to March 2013

Celebrating 30 years of supporting the local LGBT community

df derbyshire **FRIEND**



30 years of Friend: 1983 - 2013

In January 2013 Derbyshire Friend celebrated 30 years of supporting the local Derby and Derbyshire Lesbian, Gay, Bisexual and Trans community. For 3 decades Derbyshire Friend has built a trusted relationship with and a specialist focus on the local LGBT community. In this 30 years we have seen many significant advances in the legal protection of LGBT people, yet despite this we still see inequalities in society effecting our service users.

Derbyshire Friend started in 1983 with a team of dedicated volunteers as part of the national Friend network of Switchboards for LGB people. Since then our services have grown and reacted to changing needs to offer a flexible range of services to support LGBT people through the health and social care challenges in their lives.

At the centre of our funding and the core of our organisation is improving the sexual health of the local LGBT community in particular looking at HIV prevention for men who have sex with men. Around this we developed our services through one-to-one support, specialist resources, engagement and outreach services (one of our specialisms). This sexual health focus still remains central today and funded locally.

In January 2010 we successfully secured 3 years funding to develop services for the LGBT community in Derby and Derbyshire from the Equality and Human Rights Commission; this was the highest funded project nationally, and the organisation grew dramatically as a consequence to deliver a full range of health and social care services for the LGBT community. This developed our Gender Identity services including specialist Trans Drop-ins, Buddy Scheme and support and advocacy around transitioning. This funding also allowed the organisation to develop services locally around hate crime and LGBT domestic abuse including infrastructure support to partner organisations.

In April 2013, Derbyshire Friend became a Sexual Orientation and Gender Identity (SOGI) Specialist Organisation which now incorporates the full range of Sexual Orientation and Gender Identities that we see in society today rather than limiting our target group to LGBT. There are many reasons why individuals may not identify as Lesbian, Gay, Bisexual or Trans, these may be cultural, religious, societal, peer or other personal reasons. We hope a change from purely LGBT to SOGI will increase our reach to help all individuals at risk or suffering inequality as a result of their Sexual Orientation or Gender Identity, thereby increasing the accessibility of our services. Since moving to a SOGI model we have seen this trend reflected nationally.



30 years of Friend: The Time Line

<p>1983</p> <p>THE BEGINNINGS</p> <p>On the 5th January 1983 Derby Friend began operating with a base at Derby CVS. A group of trained Friend operators who had been working with the Nottingham Friend service had decided to set up a Derby based Friend. This group Affiliated to National Friend. In the first year we had 503 contacts.</p>	<p>1984</p> <p>A FIRST AGM</p> <p>Derby Friend holds its first Annual General Meeting and reports on the activities of its first year of operation. Contacts increased to 619 and over the year Derby Friend had made contact with a number of other agencies to strengthen the breadth of their skills and referral base.</p>	<p>1985</p> <p>GRANT AID</p> <p>Grant of £300 was awarded by Derby City Council to help Derby Friend pay rent, advertising, postage and affiliation fees.</p>	<p>1987</p> <p>GRANT AID</p> <p>Grant funding was awarded by Derby City Council to help Derby Friend buy a dedicated phone line and an answering phone.</p> <p>Tel: 48333 Wed 7pm-10pm</p>	<p>1988</p> <p>Section 28 Local Government Act</p> <p>As reported in annual report for 1987, concerns for the future of Derby Friend were expressed with the arrival of Section 28. We did however continue to receive grant from Derbyshire County Council Social Services.</p>
<p>2000</p> <p>WOMEN'S GROUP</p> <p>A group was started to provide a safe social meeting place for bisexual and lesbian women.</p> <p>MENS GROUP</p> <p>The Reach Out Men's Group was started to provide a social meeting place for men over 18 to meet up and make friends away from the Gay Commercial Scene.</p>	<p>1999</p> <p>Registered Company</p> <p>In November 1999 been registered with Companies House as a Company Limited by Guaranteed, Company No 3673291</p>	<p>1998</p> <p>THE FIRST PAID ADMIN EMPLOYEE</p> <p>After a successful grant bid to South Derbyshire Health Authority, Melvyn Fearn was appointed as the organisation's first administrative worker. This post enabled the volunteers to focus on expanding and improving services.</p>	<p>1992</p> <p>OSMASTON ROAD—SPACE!</p> <p>Derby Friend got its own premises at Osmaston Road enabling the service to provide an exclusive space for LGB people for the first time. Contacts rise substantially as a result of having these more accessible premises.</p>	<p>1990</p> <p>FUNDING FOR SEXUAL HEALTH WORKER</p> <p>The South Derbyshire Health Authority awards funding to Derby Friend for sexual health work enabling the appointment of a full-time worker to facilitate this project.</p>
<p>2000</p> <p>FORD STREET</p> <p>Derby Friend moves to better premises in Ford Street where additional space allowed more activities.</p>	<p>2000</p> <p>DERBY FRIEND'S FIRST PAID MANAGER</p> <p>Derby Friend receives extra funding to appoint its first paid manager—Adrian Piggott</p>	<p>2001</p> <p>NEW PREMISES IN FRIARY STREET</p> <p>Another move for Derby Friend—this time to 2-3 Friary Street, Derby. The new premises offered a city-centre base and space for drop-ins, group activities, training and administration in a pleasant modern environment.</p>	<p>2001</p> <p>REGISTERED CHARITY</p> <p>In 2001 Derbyshire Friend became a Registered Charity No 108896E.</p>	<p>2003</p> <p>THE LGB PAVILION CENTRE</p> <p>The Friary Street premises were renamed The Pavilion LGB Centre and refurbished with help from The Pavilion Trust that was founded with insurance monies left after the demise by arson of the old Pavilion Club at Shardlow.</p>
<p>2010</p> <p>A DEDICATED TRANS WORKER</p> <p>Derbyshire Friend appoints Elizabeth Seymour its first dedicated trans worker to enable the organisation to be able to respond more appropriately to service users with gender identity issues.</p>	<p>2010</p> <p>Rainbow Vision</p> <p>Derbyshire Friend was awarded grant funding from The Equality and Human Rights Commission to develop its services (particularly in training organisation to understand their obligations under the Equality Act) and to bring communities together.</p>	<p>2005</p> <p>THE LGBT YOUTH FORUM</p> <p>The Youth Forum is created to provide a service for younger LGBT people. Originally called Love Knows No Gender, this group is now called Stand Out. Professionally trained workers support this group which draws its membership from across the county.</p>	<p>2004</p> <p>RECOGNISING THE IMPORTANCE OF THE 'T'</p> <p>Derbyshire Friend formally becomes LGBT—although in practice the organisation had been helping trans people from the very start.</p>	<p>2003</p> <p>GOING COUNTY WIDE</p> <p>Derby Friend decided that it should become Derbyshire Friend to reflect the county-wide orientation of its services and users.</p>

A Word from the Chair Adrian Piggott



It is my pleasure to present Derbyshire Friends 30th Anniversary year Annual Report 2013-14.

Derbyshire Friend has come a long way over the past 30years. From it's origins at a small office in Derby Council for Voluntary Services, to getting enough funding to afford it's own place and part time administrator to the present day as a highly successful countywide service. Derbyshire Friend of 2013 is a vibrant professional organisation which provides a number of essential quality services to the Lesbian, Gay, Bisexual and Transgender communities of Derbyshire.

This year Derbyshire Friend began a transition of refocusing it's core work and planning for the next 3years. Our aim is to improve the health and wellbeing of individuals to enable them to achieve their full potential irrespective of their Sexual Orientation and/or Gender Identity. The refocus has allowed us as an organisation to reorganise and prioritise improvements in our services. Our ability to reach out to the community, provide quality in depth 1:1 support and professional referrals, as well as our work with partners in increasing their LGBT knowledge and access to services, is a testament to our successful approach to service development.

Whilst this report demonstrates that Derbyshire Friend is still financially stable, the Trustee Board is fully aware of the current risks to our ongoing core funding. As a Board and as a staff team we are all working hard to ensure both Derbyshire Friends future and that of services to the local LGBT community.

With the continued great work of our staff, volunteers and Trustees we aim to continue our proud 30 year history of being recognised as the provider of high quality services to the community we serve.



The DF Team

Staff Member	Role Within Period
Andy Cave	Chief Executive Officer
Beth Seymour	CSDO - Trans Lead
Bex Morris	CSDO - Support
Helen Jackson	Healthy Communities Outreach Worker
Jasmine Seymour	Cleaner
Julie Mehigan	SPO - Rainbow Vision / Health and Wellbeing Project Manager
Lucy France	Healthy Communities Outreach Worker
Makinder Chahal	Healthy Communities Outreach Worker
Melvyn Fearn	Administrator and Centre Support
Tina Ellis	CSDO - Youth, women's & Volunteering / CSDO - Youth and Schools Lead
Travis Peters !Left Nov 2012!	CSDO - Men's Lead and Volunteering / SPO - Media & Marketing

A word from the CEO Andy Cave



After 30 years of supporting the local LGBT community and we are proud to remain the leading LGBT organisation in Derbyshire delivering high quality services to improve the lives of LGBT people.

This financial year saw the organisation maintain its available funds delivering consistent levels of service throughout the year. With the end of the Equality and Human Rights funded project (Rainbow Vision) in January 2013, we will see a considerable drop in funding for the financial year 2013/14, resulting in a reduction in our capacity to deliver direct services to the community.

During a difficult time for the voluntary sector, with public sector cuts and changes to the NHS, Derbyshire Friend has worked hard to maintain partnership links and remain a trusted resource to the LGBT community and our colleagues. In particular, ensuring the needs of LGBT people are considered through all service changes. In the summer of 2012, we carried out the largest ever Health Needs Assessment of the local LGBT community to increase awareness and evidence health inequalities for LGBT people locally.

We have achieved our funded outcomes, delivering a range of services through our Pavilion LGBT Centre and through outreach direct to the LGBT community. These include; drop-ins, support and social groups, face-to-face support, telephone helpline, targeted outreach, internet and new media outreach, community forums and learning and development opportunities. Our services continue to be flexible and adaptable to the needs of our users.

Throughout this period we developed new services and new ways of working to meeting these needs. Our face-to-face support service has developed to use motivational interviewing and behaviour change methods to improve the health and wellbeing of our clients. We have also built our partnership working to provide specialist Mental Health and Hate Crime drop-in surgeries improving access rates to mainstream support. By improving the range of volunteering opportunities within the organisation, we are able to provide a Buddy Scheme to support individuals to access services.

Highlighting our commitment to developing new quality services, we won the Innovation in Practice Award, from Derbyshire Learning and Development Consortium, for our delivery of an accredited Personal Wellbeing course.

One of our biggest achievements this year has seen the development and initial roll out of a bespoke electronic data capture and monitoring system to enable us to effectively capture the work that we do and improves our ability to report and evidence our work in detail to our funders.



Pulling together we got through some difficult times

Responding to Change

Throughout last year Derbyshire Friend carried out a number of consultation activities to ensure we are delivering services that meet the needs of local LGBT people. These consultation events included;

- Members consultation event
- Community Survey
- Partner Consultation Event
- Staff and Volunteer Planning and Review Sessions
- Trustee Away Days
- Review of National LGBT research and evidence.

In addition to this we have carried out a local LGBT Health Needs Assessment to map out current inequalities. We had an amazing 331 respondents from across the city and county capturing the needs of a diverse representation of the LGBT community.



Developing our Objectives

As a result of our consultations, local LGBT needs assessments and improved national research we came together as a whole team to develop our mission statement and objectives as an organisation.

Derbyshire Friend believes that by improving their health and wellbeing, individuals they are able to achieve their full potential irrespective of their sexual orientation or gender identity.

By working with the LGBT community, their friends, families and partners we will;

- To know and understand the health and wellbeing requirements of individuals in Derbyshire
- To enable people to make choices about their health and emotional wellbeing through their awareness, knowledge and skill development
- To enable and support people to access the services they need
- To provide emotional Wellbeing support
- To carry out targeted specialist health education and health promotion

Overview of Services: April 2012 – March 2013

For the period April 2012 to March 2013 Derbyshire Friend delivered a range of services for the LGBT community from our centre in Derby City and across Derbyshire through our satellite partnership centres and through our outreach services. During this period our services consisted of;

Brief Intervention – Information, Advice and Guidance Services

Access to relevant, appropriate and current information is of vital importance to improving the lives of LGBT people. Our brief intervention services consist of those services that allow individuals to quickly and readily access information and support in a confidential and trusted way. These services include;

Telephone Switchboard and Helpline Email Support Internet and Social Media <i>Facebook/Twitter</i>	Letter Text One-to-one / Drop-in
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Case Management – Long Term support and development

A number of the issues we support people through require long-term support using therapeutic interventions such as Motivational Interviewing and Behaviour Change. Our case management work means that our team can support individuals to make change in their lives over a period of time to achieve their personal goals. All casework is centred on the individual and clients can access support through a number of methods including;

One-to-one Telephone Internet and Social Media	Email Groups Learning and Development Opportunities
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Outreach and Engagement

It is important that we are able to take services directly to individuals, where they live, meet and socialise, and in a format they understand. We also develop opportunities for LGBT people to meet and get together. Our engagement and Outreach services use a combination of marketing and community development techniques to increase the reach and impact of the work that we do. These services include;



Group Support

ReachOut - Men's Group
 StandOut - Youth Group
 Transcend - Trans Group
 Women's Zone - Women's Events

Community Outreach

Pub and Club Outreach
 Public Sex Environment Outreach
 Public Sex Venue Outreach
 LGBT and wider Community Events

On-line Outreach

Facebook, Twitter
 LGBT specific Sites

Schools Outreach

Workshops and 1-2-1 support

Resource Distribution

Static and Interactive Distribution



Key Achievements – 2013/14

During this period Derbyshire Friend has developed and implemented a bespoke data collection system tailored to meet our reporting requirements. Our monitoring system allows us to track progress centred on individual clients and maps beneficiary journeys through the organisation.

Annual Service Data

Full Service Level Data is available through our Dashboards Appendix 1-3.

Total Number of Contacts: 2497
Total individuals accessing long term support: 75
Total number of volunteer session: 639
Total number of young people receiving training in Schools: 71

Brief Intervention - Information, Advice and Guidance Services

- A total of 513 contacts for information, help and support through our brief intervention services
- 140 contacts through one-to-one face-to-face, 112 contacts through Email, 31 through Internet and social media, 4 through letter, 218 through telephone/switchboard, 2 via text
- **Almost 40% of contacts were for support around an individual's Sexual Orientation or Gender Identity**
- 34% was to get information about local and national services
- 25% was Health and Well-being related
- 23% of contacts were about relationships and family
- 19% referring to sexual health

Case Management – Long Term support and development

- 75 clients accessed long term support in this period
- 93% of goals were achieved with a further 3.4% of goals partially achieved.
- 62% of clients gained support around their sexual orientation and/or gender identity
- 62% of individuals set health and wellbeing goals as part of their support package
- The majority of contacts (56%) were face-to-face with additional support provided through telephone, email and social media.

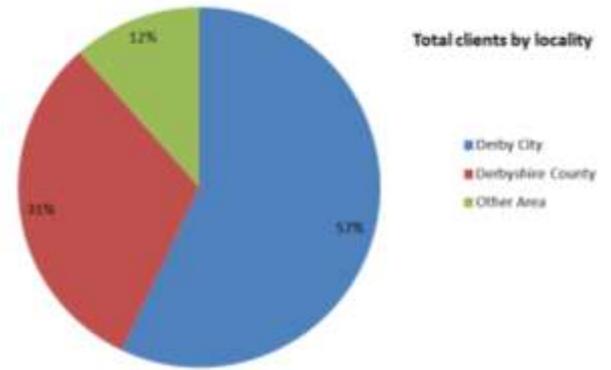
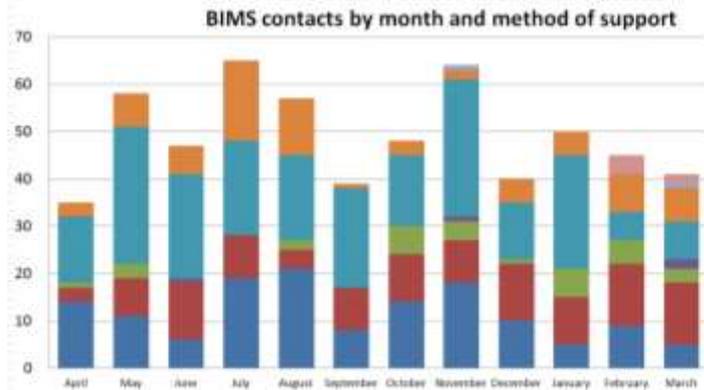
Outreach and Engagement

- 579 individual contacts through Drop-in at the LGBT centre
- 892 contacts through group support
- 856 contacts and 283 interventions through outreach services
- 716 Likes through Facebook with a total of 2841 engaged users through our posts; our Facebook page received 3288 visitors in this period.
- 396 followers on Twitter
- A total of 11,493 condoms were given out in this 12 month period

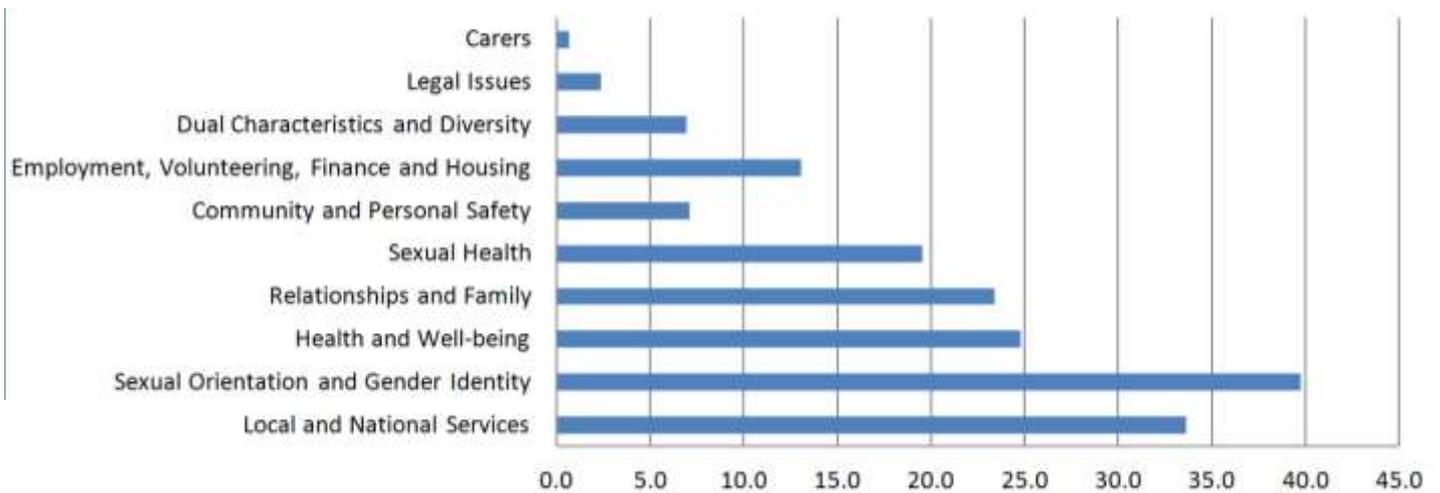


The Data

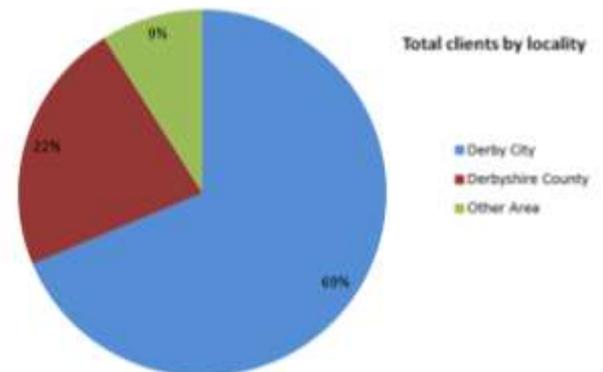
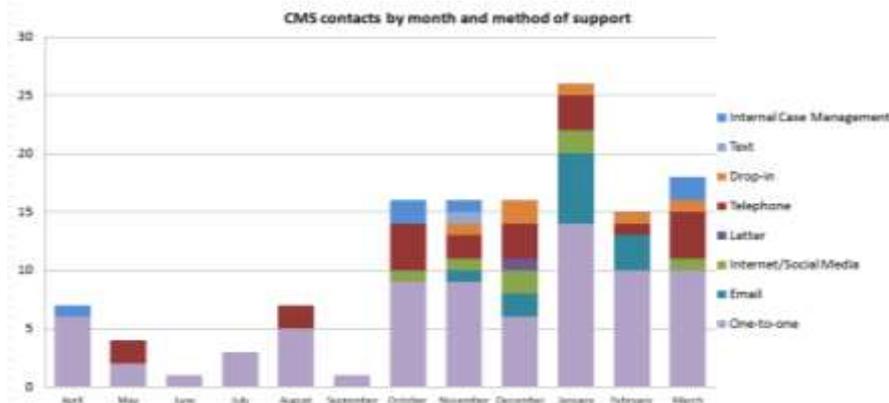
Brief Intervention Monitoring System Data



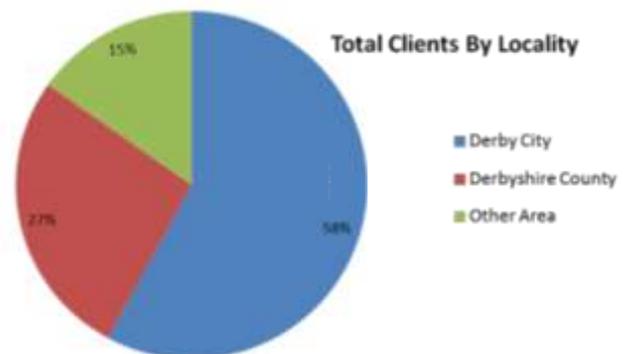
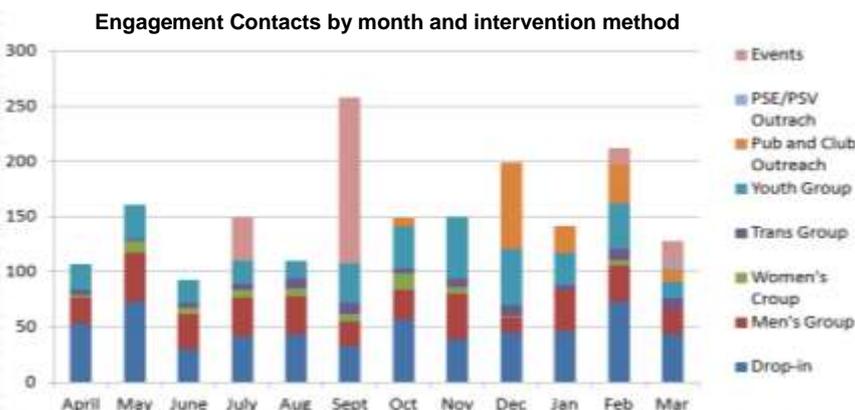
Percentage of contacts by subject area



Case Management System Data



Engagement and Outreach System Data



Health and Wellbeing Service Development

In this period we ran a number of taster sessions to trial new ways of improving the lives of LGBT people. Through these taster sessions we were able to engage new users in different activities and evaluate what could work in future projects. We also took part in and encouraged participation at community based activities. These sessions included;

- Diverse Dancing – Same Sex Salsa Class
- Pilates – Focusing on improving self esteem and body image
- Art Therapy sessions
- Health and wellbeing drop-in
- Smoking cessation with Fresh Start Derby City
- Mental Health Drop-in with Derbyshire Healthcare Foundation Trust
- Community Rounders
- Camp 'Gaymes' an LGBT community led sports day
- Smoothie Bike at Derbyshire Pride



Positive feedback has been received following each event with events attracting new individuals to our services and our existing users trying something they haven't tried before.

- Participants through our specialist health sessions preferred meeting health professionals in a known safe environment where they felt comfortable to talk about their Sexual orientation or Gender Identity
- We know running sessions over a longer period of time means attendance grows and greater outcomes are achieved
- Listening to what beneficiaries want improves attendance and engagement
- Building health and wellbeing events around social activities increases attendance and participation
- Ensuring beneficiaries have fun builds longer term trust in our services and improves participation

The Difference we make

Individuals accessing services reported an average percentage increase in the following areas;

Confidence and Self Esteem – 23.6%
Emotional and Mental Health – 26.7%
Physical Health – 20.3%
Sexual Health – 10.5%
Relationships with friends and family – 15.8%
Feeling that their Sexual Orientation is accepted – 18.6%
Feeling that their Gender Identity is accepted – 12.2%
Knowledge of LGBT groups and services – 25.6%
Employment and Training – 13.6%
Confidence to access services – 18.75%
Confidence to report Hate Crime and Discrimination – 17%

As part of our Motivational Interviewing and Behaviour change work 93% of goals set were achieved by our users with a further 3.4% being partially achieved. This is a real strength to our work and highlights our ability to work flexibly with individuals to achieve their personal goals.

Award Winning Innovative Practice

In June 2011 Derbyshire Friend ran an Accredited Personal Wellbeing Aim Award to a group of LGBT individuals. This was the first time the course was run nationally and 4 individuals successfully achieved the full award qualification passing all five units; Beliefs and Values, Making Decisions, Understanding Motivation, Teamwork and Healthy Lifestyles.

We were awarded Derbyshire Learning and Development Consortium's (DLDC) Innovation in Practice Award for our unique delivery and support for our service users.

This course showcased our ability to deliver nationally recognised accredited training to a high standard and it is testament to our skilled team that they were able to guide our learners through the course to achieve all five units. These individuals were all unemployed and used this course as their route back into employment, volunteering and training. As a result of the course all of our learners have gone onto volunteering opportunities (within Derbyshire Friend and externally), further training, work experience and employment.



Building Community Assets: DF Awards 2013

Volunteer of the year 2013:

Since joining the organisation Paul has shown his commitment and dedication to both the organisation and the LGBT community. He has become a reliable, trusted and valued member of the Derbyshire Friend team.

He has a passion for helping others and demonstrated this through his volunteering roles within Derbyshire Friend and with the ReachOut Plus group (a group for older gay and bisexual men). The success of ReachOut Plus is a credit to his tireless efforts and enthusiasm.

He is also keen to develop his skills and participates in training to hone his skills to help others successfully complete the Personal Wellbeing Award and other training.

Learner of the Year 2013:

Georgina is someone who has been involved with Derbyshire Friend for a few years now; she has taken up a volunteer role within the organisation and endeavours to participate in training and development opportunities whenever possible.

She successfully completed her Award in Personal Wellbeing, as well as undertaking our Buddying Training this year.

During her time with Derbyshire Friend she has begun to increase her confidence by taking up a volunteering role in an ICT capacity, as a peer mentor for the Trans group and more recently, as a buddy.

She has a great enthusiasm for learning and participating in joint activities. She wishes to build her skills to be able to offer support to others experiencing similar situations.

At Derbyshire Friend Georgina thrives, providing motivation and enjoyment for others through her humour and spirited personality.

The Team Skills Day of the Personal Wellbeing course was a fine example of her learning and development: she showed supportive skills towards others in the group, was happy to offer anecdotes and generate creative ideas during the activities. Other team members enjoyed her company and were very interested in her life story and the journey she has been on.

Her volunteering for and commitment to the organisation has taken a further step in being elected as a Trustee for the first time at our recent AGM.



Learning and Development

Training

Derbyshire Friend delivers training to professionals and direct to the LGBT community.

Our training is delivered by our qualified trainers and is produced to be interactive, engaging, informative and relevant. Sessions aim to offer information, expertise, tools and resources to increase knowledge and understanding for the learner. Training can be tailored to meet organisational and individual requirements.

- 74 individuals attended [LGBT Awareness](#) sessions
- 14 individuals attended [Homophobic and Transphobic Hate Crime](#) Training
- 18 specialist [LGBT Police Liaison Officers](#) attended LGBT Awareness training
- 24 individuals attended [Bullying and Harassment](#) Training
- 25 individuals attended [LGBT Domestic Abuse](#) Training
- 10 individuals developed their [trainer skills](#) through City and Guilds qualifications.



Looking ahead

- Develop services and our centre to increase access for individuals with physical and mobility impairments and improve confidential areas to carry out one-to-one therapeutic health and wellbeing sessions.
- Develop the LGBT Health and Wellbeing centre to enable more partner organisations to deliver services directly from our centre, increasing referrals and reducing the barriers to access.
- Improve access routes for individuals into the organisation by improving traditional services like our switchboard and integrating this with modern technologies into a Contact Hub for the LGBT community. Bringing together innovative ways of working with our current skills of using online work to enable all LGBT people to access relevant and appropriate support in a format and medium to suit them.
- **Develop DF's identity and brand to highlight the focus on LGBT Health and Well-being.** This will go some way to improving the understanding of the services provided at DF and clarity over what service users should expect from our services.
- Derbyshire Friend has also seen a change in our organisation to encompass the various evolving identities that exist within the Sexual Orientation (SO) and Gender Identity (GI) spectrums. This widening of identities will go some way to improving access for individuals **who don't identify as LGBT but need help and support around their SO or GI.**

Statement of Financial Activity

For the year ended 31st March 2013

2012			2013	
Total £		Unrestricted Funds £	Restricted Funds £	Total £
	Charitable Income			
207310	Grants note 1	89414	84628	174042
225	Donations	330	0	330
4520	Sundry Income	5569	0	5569
32	Interest	30	0	30
212087		95342	84628	179970
	Charitable Expenditure			
126234	Salaries	70666	58581	129248
5621	Travel and expenses	4357	2044	6401
19233	Rent, rates & insurance	6533	9700	16233
2049	Heat & light	1291	1500	2791
2921	Fees	1392	1400	2792
3689	Postage, stationery, telephone	2911	723	3634
2456	Maintenance and renewals	412	1312	1724
8718	project & associated costs	148	3980	4128
4053	Office Equipment	1673	452	2125
2918	Hospitality	406	2152	2558
6905	Training	81	2630	2711
1770	Grants	0	0	0
0	Sundries	6	0	6
0	Cost of Generating Funds	0	3877	3877
780	Management and administration expenses	800	0	800
187347		90677	88351	179028
24740	Surplus/Deficit for year	4665	-3724	942
60138	Fund balance at the start of the period	80412	4466	84878
0	Transfer between funds	0	0	0
84877	Fund balance at the end of the period	85077	743	85820

Balance Sheet

As at 31st March 2013

2012			2013
£		£	£
	Current Assets		
82380	Current Account	10683	
3428	Reserve General	8362	
33772	Reserve Derby Friend	33868	
268	Petty cash	269	
3738	Debtor	37762	
123585			90944
	Less Liabilities		
38707	Creditors & Accruals		5124
84877	Net Assets		85820
	Represented by		
4466	Restricted Funds		743
80412	Unrestricted Funds		85077
0	Designated funds		0
84877			85820

Notes to the Accounts

Note 1

Grants

	Unrestricted	Restricted	Total
	£	£	£
Derbyshire PCT	77414	0	77414
Derby City Council CGB	12000	0	12000
EHRC Rainbow Vision	0	84628	84628
	89414	84628	174042

Note 2

Debtors

EHRC Rainbow Vision

HM Revenue and Customs

£

37711

51

37762

Note 3

Accruals consisted of

Derbyshire PCT - Deferred income

Staff training

Volunteer expenses

£

5000

81

42

5124

