



Registered No.3920445 Registered Charity No.1088133

Our Annual Report and 2019 Strategy

Switchboard

Connecting you to LGBTQ support

"It has been the first time that someone has really listened to me and I feel so much better for calling you. You've really helped me and resorted my faith in the community."

A quote from a Helpline Caller

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Chair's report

Dawn Draper

It is with great pleasure that I write about Switchboard's accomplishments this year as what has been achieved has been wonderful.

Firstly, we have completed a brand refresh after discussing it for a number of years. I hope everyone will agree it is fresh, up-to-date and inclusive. Feedback from our 'Your Switchboard Needs You Campaign' highlighted how our old branding focused mainly on our helpline and how it was also out of date. The new brand now highlights all our services equally and works well across all digital platforms (we have also refreshed content on our website). It took a lot of commitment, hard work and thankfully at no cost by a team of trustees, staff and volunteers including Emma Clayton an external marketing expert who offered her services free. Thank you to everyone involved in this big piece of work!

We also developed our new strategic plan for the charity (which is captured in this report). We engaged with users and non-users of our services through campaigns, focus groups and meetings with staff and volunteers and this feed into the strategy development.

We are committed to continue community engagement thorough various means to ensure Switchboard is listening to what LGBTQ communities require from us and develop our services accordingly.

New projects and research have been a running theme for 2017-18, with Daniel our CEO and the team being successful in developing and launching two new community projects.

Daniel, our CEO, and the Switchboard team have had a busy year developing two new projects and researching important topics. Our new LGBTQ Disability Project hosts a number of regular social activities and provides information about making connections within the community and to other services. The Rainbow Café pilot is a new group to support LGBTQ people (their friends and family) who live with memory loss or dementia.

We collaborated with Macmillan Cancer Support to research and understand the experiences and needs of LGBTQ people in Sussex who are affected by cancer. Our Health and Inclusion Project highlighted the importance of equalities monitoring for improving health outcomes for LGBTQ people – finding that these communities face significant barriers to providing accurate information about sexual orientation, gender and trans identity. Much of this could not be achieved without the funding and great partnerships with Macmillan Cancer Support, Dementia Action Alliance and the Rainbow Fund.

Funding remains a challenge in the voluntary sector. Switchboard will continue to diversify our funding as much as possible and explore innovative ways of raising funds to support our work. This year, we've been successful in gaining funding from the Tudor Trust, Brighton and Hove City Council, Chalk Cliff, Rainbow Fund, the CCG and MindOut. I'd like to thank all of our amazing funders and donors who ensure we can continue offering our services to the LGBTQ community.

I wish to thank Daniel, our CEO, who has now been in post for over a year and has achieved so much for Switchboard. I'd also like to thank our wonderful staff, volunteers and trustees who all have played vital roles in supporting LGBTQ people across Brighton & Hove and beyond. Thank you for your support and hard work!

The entire team at Switchboard is already working hard to ensure next year will be as successful!

Dawn Draper Chair of Trustees

CEO's report

Daniel Cheesman

The last twelve months have been a busy time for Switchboard. We have seen the numbers of people we support increase and we've opened two new services for disabled members of the LGBTQ community and those living with memory loss or dementia. These two developments reflect the changing needs for LGBTQ people living in the city.

The past year has also been a time of significant change for us and together the trustees, staff and volunteers worked on developing a clear strategy that would take the charity through to 2020. The strategy development followed the findings of the 'Your Switchboard Needs You' consultation that we carried out in the summer of 2017, asking the LGBTQ community about the perceptions people had of the charity. Over 180 responses from the community were received and it was clear that whilst there was a good awareness and trust of Switchboard's brand, it was clear that the community wanted us to:



We spent some time redefining our vision, mission and values, defining a clear strategy and this led to the rebrand of the charity in June 2018. The rebranding has had a positive response from stakeholders and service users and people have told us that it better reflects the charity in 2018.

Whilst much energy and time was put into re-establishing our offer and strategy, 2017/2018 was also a busy year operationally. We supported more people in the last year, with demand for the helpline increasing by 14% and more users accessing our groups. This report captures the difference we feel we have made as a charity in the last 12 months.

I would like to take this opportunity to thank the Switchboard team (staff, trustees and volunteers) for their support in the last year. The staff team has grown and we have a new found enthusiasm that has been helped with the refreshed brand and clarity of the services that we offer.

We look forward to the next year and have a clear sense of what we want to achieve to ensure that Switchboard plays a part in supporting individuals in LGBTQ communities for many more years to come.

Daniel Cheesman CEO

our direction

We spent much of the year clarifying our strategy to ensure that we have a clear vision and mission, as well as a clear sense of who we are outlined through a set of core values



our vision

Our vision is for an inclusive and diverse society where all LGBTQ people can realise their own full potential.



our mission

**Our Mission, as a charity run by and for LGBTQ people to work to understand and respond to the needs of all LGBTQ communities. We do this by:
Listening • Informing • Developing**

our values

supportive

we are supportive of one another, of all our LGBTQ communities and of all those using our services

inclusive

we promote and celebrate the diversity of all people and aim to be intersectional in our approach

friendly

we are friendly with everyone we work with

passionate

we are passionate about making a difference to the lives of all LGBTQ individuals and communities

professional

we are professional in our approach to providing services, undertaking research and in working with others

Our year at a glance

Helpline

The last 12 months saw a 14% increase in contacts to the Helpline. We had 1,292 contacts via telephone, webchat and email. Funding support via our partnership with MindOut and through additional funding from Victim Support Fund and The Chalk Cliff Trust helped us build capacity across the helpline by training 15 volunteers across the year.

The top five caller themes in 2017/18 were:

- 1 LGBTQ general mental health & wellbeing
- 2 LGBTQ coming out
- 3 Trans and/or non-binary coming out
- 4 Struggling with sexuality
- 5 Gender identity issues.

We also saw a notable increase in LGBTQ callers enquiring about the asylum process and LGBTQ housing issues – indicating that there is an issue with the lack of support in these areas.

Trans Survivors

Funding from the Victim Support Fund meant that we were able to increase capacity in the Trans Survivors service in

the last year. The service - which started as a partnership with Survivors Network - is now run by Switchboard. Run by trans and/or non-binary volunteers, we had 102 contacts in 2017/18.

Health & Inclusion Project (HIP)

Our partnership with Community Works to deliver engagement to the LGBTQ community began this year and the engagement strand of HIP continued. We engaged and consulted with 497 people (414 via online consultations, 21 one-to-one interviews and a further 62 who attended one of the 10 focus groups hosted). Our engagement topics covered:

- LGBTQ peoples experience of medicines and pharmacy
- sexual orientation and gender trans status monitoring
- urban planning - working with LGBTQ individuals
- LGBTQ migrants, refugees & asylum seekers' pathways and support in Brighton & Hove
- LGBTQ people affected by cancer (report with Macmillan Cancer Support)
- intersectionality: race/ethnicity & LGBTQ identity in Brighton & Hove (report with TDC)

Older LGBTQ Persons Project

Our Older Persons Project is for those aged 50 and over looking for a sense of community, support and information. In the last twelve months we had contact with 242 older people and organised 30 drop-in groups across the city and 4 socials, working in partnership with the Hangleton & Knoll Project, the HOP 50+ and TDC. In October 2017, we were pleased to offer two LGBTQ events as part of the city's Older People's Festival.

LGBTQ Disability Project

NEW SERVICE

Thanks to support and funding from The Tudor Trust, we were able to employ a Disability Development worker to continue to work with a group of LGBTQ disabled people to set up this project. Starting in November 2017, we now have 60 contacts through monthly meet ups and enquiries that come in.

Rainbow Café

NEW SERVICE

A highlight of the last year has been the establishment of this new service. Rainbow Café has been set up to respond to the

need that exists for LGBTQ people living with dementia or who are worried about memory loss. This service is one of the first of its kind in the UK and is responding to the need that exists for LGBTQ dementia safe spaces.

Thanks to funding from the Rainbow Fund and with support from Dementia Action Alliance and Brighton & Hove Age UK, we launched the Rainbow Café at Brooke Mead in February with the play 'The Purple List, a gag dementia venture'. Playing to 80 people, including the Mayor of Brighton & Hove, the play and the launch put the Rainbow Café on the map and at the first meeting in March we welcomed 6 individuals.

Counselling

The year began with Switchboard trustees making the difficult decision to close our counselling project after 22 years. Between the announcement in April 2017 and July 2017, when saw our last counselling client, Switchboard worked with 32 individuals and was supported by a team of 10 dedicated volunteer counsellors.

Volunteering

We could not do what we do without our dedicated, enthusiastic and skilled volunteers. In the last 12 months we trained up 15 new volunteers. Collectively, our volunteers help Switchboard to operate; providing management of the helpline as well as supporting us with our fundraising, engagement, administration, governance work along with providing practical support in the running of our projects.

LGBTQ Stop Smoking Campaign

We worked with Public Health in Brighton & Hove and LGBTQ individuals to co-produce and run a LGBTQ-specific stop smoking campaign. The campaign ran in February 2018 as part of LGBT History Month. The project signposted people to an LGBTQ specific stop smoking group run by the city's health training team who supported 3 long-term smokers to quit smoking.

Training and Consultation

INCLUSION AWARD: Our partnership with Trans Alliance and the creation of the LGBTQ Inclusion

Award continued to develop in the last year. We worked with four GP surgeries and supported them to achieve an Inclusion Award.

The process involved us training 40 health professionals in primary care including receptionists in LGBTQ awareness.

SUICIDE AWARENESS – SAFETALK:

In February we worked in partnership with Grassroots Suicide Prevention, MindOut, LGBT Community Safety Forum and Samaritans in training 32 people in suicide awareness as part of the Be Right On Festival.

Our year in numbers

1,292 contacts (14% increase on 2016/17)

497 LGBTQ Engagement

242 Older LGBTQ Project

102 Trans Survivors Helpline

60 LGBTQ Disability Project

32 LGBTQ Counselling

15 New Volunteers

6 Rainbow Café

Goodbye Jenny



After 33 years of dedicated service, we said goodbye to Switchboard's longest serving volunteer Jenny Bennett who hung up telephone headset in April. Jenny called time on her listening career as she moved onto pastures new up North. To thank Jenny for the huge contribution that she had made over the years, we threw her a leaving party at the Bedford Tavern.

Joined by Switchboard team members old and new Jenny reflected on her time with the charity. 'When I joined, you could only tell a close friend where the Switchboard office was and you could only join by being recommended by a friend. I felt it was like being part of a secret society with all the secrecy!'

When asked what she has most enjoyed about her time with Switchboard Jenny said, 'The highlight for me was being one of the four Pride Ambassadors in 2014, it was a real honour'. Jenny also said how much she would miss volunteering, 'I will miss supporting the callers of course, as well as working with the other Switchboard volunteers, and I will miss the routine of going into the office for a shift'.

Jenny has been a real value to the charity over the last 33 years and we wanted to thank her for her contribution and the difference that she has undoubtedly made to the many callers that she supported.

Our strategy

Much of last 12 months was spent developing a new strategy for the charity. This strategy was created in consultation with stakeholders, both internal and external to ensure that Switchboard was reflecting the needs of LGBTQ individuals and communities.

We have developed a strategy that has four key strategic priority areas:

1

Strategic Priority Area 1 Our digital offer, advice and support

By 2020 we will be the 'go to' organisation for LGBTQ people in the South East looking for information, advice and support that enables them to make choices and be better connected to LGBTQ services that will improve their health and wellbeing and prevent them hitting 'crisis'.

Outcomes

- Our information about LGBTQ services will be up-to-date, reliable and based on the needs of our service users. We will have multiple platforms to access information, advice and support.
- We will see increased traffic to our helpline and improved use of technology to support service users contacting us.
- Service users will have digital access to information and advice 24/7 and we continually develop support pathways based on needs of those contacting us.

2

Strategic Priority Area 2 Our Volunteering Offer

We will be a vibrant organisation that has LGBTQ volunteering at the heart of all we do.

Outcomes

- We will offer a range of volunteering opportunities allowing individuals to volunteer regularly within an LGBTQ environment.
- We will have the support systems in place to provide support and management to all volunteers.
- Volunteers will support the delivery of all our support services and projects.

3

Strategic Priority Area 3 Our transformational work with communities

We will continue to grow a vibrant and resilient LGBTQ community sector that meets the needs of all LGBTQ people. We will provide a route where LGBTQ people can play an active role in influencing the planning and policy decisions that affect LGBTQ lives.

Outcomes

- LGBTQ people will coproduce Switchboard services, ensuring that services and projects are based on the needs of our communities.
- We will be intersectional in our approach and services will be offered that support the needs of those identities with the LGBTQ community that are under-represented.
- All Switchboard support services will be recognised as essential services and accessed by those needing the support.

4

Strategic Priority Area 4 Our Partnership Working

We will work in partnership with other organisations working in partnership to provide support and to build capacity where current gaps exist for LGBTQ people and communities.

Outcomes

- We actively work in partnership with other LGBTQ providers offering an enhance support offer for our communities.
- We actively work in partnership with non-LGBTQ providers to enhance support for individuals and ensure LGBTQ inclusive settings.

Our plans for 2018/19

We have developed a strategy that sets out what we want to achieve as a charity by 2020 and this strategy is supported by an operational plan. Some of the targets that we have set for the next 12 months include:

Our digital offer, advice and support – this year we will:

- have an up-to-date database of LGBTQ services available on our website
- increase the hours that we are available on our helpline and webchat

Our partnership working – this year we will:

- work in partnership with a consortium of voluntary sector organisation to provide a robust LGBTQ element to the Ageing Well programme in Brighton & Hove
- work in partnership with the Clare Project to develop links with trans and non-binary engagement work

Our volunteering offer – this year we will:

- increase the number of helpline and support volunteers
- train a team of health and inclusion research volunteers
- develop a peer lead Trans Survivors drop in service that will be run by volunteers

Our transformational work with communities – this year we will:

- continue to develop the Rainbow Café, providing support for LGBTQ people living with dementia or memory loss
- develop a new support group for LGBTQ people who are bereaved

Our governance

Switchboard (Brighton and Hove LGBT Switchboard) was incorporated as a company limited by guarantee (registered number 3920445) on 7 February 2000. The governing document is the Memorandum and Articles of Association as amended by Special Resolutions dated 18 June 2001 and 6 November 2013. The company became a registered charity (registered charity number 1088133) on 21 August 2001.

Trustees

Switchboard is governed by a Board of Trustees (who also act as Directors for Company Act purposes). The Trustees (Directors) are responsible for reviewing risks that the charity may be exposed to and responsible for implementing any necessary systems to mitigate the risks. The Trustees (Directors) have delegated day-to-day operational management of the organisation to a Chief Operating Officer who is responsible of the day-to-day management of the Switchboard staff and volunteers.

The Trustee Board (Directors) may at its discretion admit to membership any lesbian, gay man, bisexual and transgender person who is a volunteer and has satisfactorily completed the volunteer training programme and/or meets such other criteria the Management Committee shall specify pursuant to Article 75 of the Memorandum & Articles of Association.

Directors (Trustees):

T R Davies
D Draper (APPOINTED 1 MAY 2017)
R B Abbott
K A Brown (APPOINTED 1 JUNE 2017)
L A Macadam (APPOINTED 1 JUNE 2017)
J S Gateley (APPOINTED 29 NOVEMBER 2017)
D A Holland (APPOINTED 29 NOVEMBER 2017)
A Von Spreckelsen (RESIGNED 23 AUGUST 2017)
D Scully (RESIGNED 19 JULY 2017)
A M Donnelly (RESIGNED 1 JUNE 2017)
R I Smith (RESIGNED 12 JUNE 2017)
S D Brady (APPOINTED 29 NOVEMBER 2017, RESIGNED 31 MARCH 2018)

CHAIR OF TRUSTEES D Draper
TREASURER J S Gateley
CHIEF EXECUTIVE OFFICER (CEO) D P Cheesman

Financial Review

The financial year 2017-18 has been challenging. As reported in last years accounts the decision to operate a deficit budget was taken in the light of continued reduced funding for the sector.

The accounts show total funds for year of £128564, an 11% reduction in funding compared to 2016-17 resulting in a deficit of £6885 (but still maintaining reserves at a level in line with agreed policy).

In this context the organisation has successfully delivered high quality services within the budget agreed for the year. We continue to explore new funding opportunities to achieve greater economies of scale to maximise our impact and benefit for the local population.

Switchboard would like to thank the following partners and grant-awarding bodies for their support in 2017-18.

- American Express
- Brighton & Hove City Council
- Brighton & Hove Clinical Commissioning Group
- Mind Out
- Rainbow Fund
- Survivors Network
- Awards for All (partnership with Survivors Network)
- Macmillan Cancer Support
- Chalk Cliff Trust
- Tudor Trust
- Brighton & Hove Impetus

Switchboard would also like to thank everyone who fundraised for us during the year.

Jane Gateley - Director / Trustee

Statement Of Financial Activities

	Unrestricted Funds	Restricted Funds	Total Funds 2018	Total Funds 2017
Income from				
Donations	1,505	-	1,505	419
Legacies	4,270	-	4,270	-
Grants	20,000	95,825	115,825	137,550
Charitable activities				
- Counselling & course fees	3,526	-	3,526	3,713
Other trading activities	3,411	-	3,411	3,253
Investments	27	-	27	53
TOTAL	32,739	95,825	128,564	144,988
Expenditure On				
Raising funds	464	-	464	190
Charitable activities	42,050	92,935	134,985	153,129
TOTAL	42,514	92,935	135,449	153,319
Net (Expenditure)/Income	(9,775)	2,890	(6,885)	(8,331)
Balance Brought Forward	55,432	10,188	65,620	73,951
Balance Carried Forward	45,657	13,078	58,735	65,620

Balance Sheet

The summary of financial information on pages 20 & 21 is provided as part of the Treasurers Report. It has been extracted from the full financial statements, which have been independently examined by VMR Anderson BA (Hons) FCA DChA, Chartered Accountant, Clark Brownscombe, and logged and filed with both the charities commission and companies house. Copies can be obtained from the Switchboard website.

	2018		2017	
	£	£	£	£
Fixed Assets				
Tangible fixed assets		1,063		979
Current Assets				
Debtors	592		592	
Cash at bank and in hand	89,525		93,685	
	90,117		94,277	
Creditors				
amounts falling due within one year	(32,445)		(29,636)	
Net Current Assets				
		57,672		64,641
		58,735		65,620
Capital And Reserves				
Restricted funds		13,078		10,188
Unrestricted funds		45,657		55,432
		58,735		65,620

Switchboard is a charity for LGBTQ people looking for a sense of community, support and information. We connect people and support them directly through specially developed services or link them to other specialist organisations. Our current services include:

Helpline

Trans Survivors

Older LGBTQ Project

Health & Inclusion Project

LGBTQ Disability Project

Rainbow Café

Volunteering