

## Chair's report

The impact of the pandemic has been huge for Switchboard and everyone in our communities for many different reasons and will continue to do so for a long time to come and in this report we aim to highlight what we have achieved during this past year in these often difficult circumstances.

I stated in last year's report that it was always a pleasure to write about Switchboard's accomplishments and regardless of this past year's challenges we saw another year of success with the services we have been able to offer albeit remotely in the main, funding and fundraising, new projects and continuing with the development of our current projects and the implementation of our interim strategic plan to ensure we continue to meet our aims and objectives even during this pandemic.

None of this of course would have been achieved without everyone at Switchboard; especially both CEOs Lyndsay Macadam and Jacob Bayliss and the staff and volunteer teams, myself and the Trustees cannot thank you all enough for all of your hard work and commitment to Switchboard and its service offer during this often difficult 18<sup>th</sup> months or so. I want to doubly thank the new staff and volunteers who joined us too as it could not have been easy joining Switchboard remotely as a new team member and providing a remote service to services users you have yet to meet. Hopefully by the time of the AGM we would have had a chance to meet everyone in person to say thank you again.

Lyndsay left Switchboard last August to move back to Scotland and take up a role with Scottish Women's Autism Network; in her role as CEO at Switchboard Lyndsay developed new services with partner organisations building on our work with those in our communities who face the greatest inequalities and brought in additional funding to expand support services Switchboard offer the LGBTQ+ communities. Lyndsay's last few months at Switchboard they successfully adapted all of Switchboard's services in response to the Covid-19 crisis and led the team through huge and unexpected change. On behalf of all at Switchboard I take the opportunity again to say thanks and best wishes Lyndsay in her new role.

In September we welcomed Jacob Bayliss as our new CEO, he has a wealth of experience in the LGBTQ sector and is passionate about community engagement, intersectional social justice and health and inequality. Jacob really did have to hit the ground running due to the impact of the lockdown on Switchboard services and remote working of the team, he worked extremely hard in meeting and working with his team, funders and partners and all mainly online, so no easy task! Since his arrival Jacob has brought in many new funding streams and is developing more partnerships to ensure our service offer stays relevant for our communities in need, (see Jacobs report for more detail). Jacob also developed and implemented our interim strategy for this financial year and along with the trustees is working on our new strategy for 2022-25.

Like many charities Switchboard welcomed some additional emergency Covid funding to support us financially in the move to remote working and the loss of fundraising so we would like to thank Brighton & Hove City Council, The Big Lottery, Tudor Trust, Sussex Community Fund and Caf Bank. With Pride being cancelled in 2020 our initial community fundraising target had to be readjusted but by year end we had raised over 14k which was tremendous; I would like to thank our hard working fundraising sub-committee lead by Kim, both our CEOs Lyndsay and Jacob, funders old and new, commissioners, donors, local businesses and everyone who supported us which assisted in ensuring Switchboard remained the great service it is today for our community in Brighton and Hove and beyond.

This will be my final report as Chair of Switchboard as I stand down this year after 6 years on the board, all I can say is it has been an absolute pleasure and I will continue to support Switchboard in any way I can in the years to come but new challenges await!

Finally I wish to say a huge thanks to all of those involved in Switchboard, the Trustees, staff, volunteers and supporters for all your contributions, work and support throughout this years that allows Switchboard to continue and thrive, you have all been amazing.

Dawn Draper, Chair of Trustees