

*Identifying and researching LGBT forums & networks in other locations.*



*Research Aim:*

*To Identify and record the experiences, good practices, progress, ongoing issues and lessons learned of existing LGBT forums in other locations.*

This work was undertaken on behalf of the North East Lincolnshire LGBT Forum with funding from The Equalities & Human Rights Commission.

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## ABSTRACT

The North East Lincolnshire Lesbian, Gay, Bisexual and Trans (LGBT) Forum commissioned a report to investigate the progress to date of 16 existing forums and organisations sharing similar aims and objectives. This scheme of work will assist in the development of the NE Lincs Forum and other forums that read the resulting report. Information was collected through use of a combination of 'self-administered' and 'interviewer-administered' questionnaires. 8 'LGBT forums' and 8 'other LGB(T) organisations' were examined in relation to their status, structure, income and expenditure, funding, aims and objectives, development, progress and training.

The key findings show that 10 of 16 responding organisations (63%) had Charitable or Charitable Organisation Status, 6 out of 14 (43%) had a Chair.

'Forums' had the lowest income brackets. The income of 'other organisations' was higher but varied and was dependant on their status, time in operation and expenditure requirements. The largest percentage of income was spent on staff costs and premises, the largest number of participants spent money on marketing.

A lot has been achieved by participants in terms of reducing barriers in the community. The Police and local authorities have contributed and enabled many developments.

Barriers still exist in relation to difficulties in engaging with certain segments of the community - namely lesbians, black and minority ethnic groups (BME), Trans and older LGBT people, although work is in place to reduce these barriers.

Training was both provided and received by 9 of the 16 participants (56%).

Networks and sharing of information are in place but need to be increased in order to achieve aims and objectives.

The report highlights numerous potential courses of action with regards to the status, structure, funding, operation and progress for the future direction of the forum.

**Limitations-** This piece of research is not intended to represent feedback from a statistical sample of all LGBT forums / organisations. The number of respondents is relatively small and, therefore, the findings should be considered with this in mind.

## **ACKNOWLEDGEMENTS**

First and foremost, I would like to thank the North East Lincolnshire LGBT Forum for commissioning this piece of research. It has been a valuable experience. Thank you to everyone for the help and assistance in the construction of this report.

Can I also offer my extended gratitude to all of the research participants, without you it would not have been possible. A special thanks goes to those that managed to find time despite busy schedules to participate and to those who accepted to take telephone interviews and to fill out online questionnaires.

Thank you all and I wish you every success in the future.

## **1. INTRODUCTION**

The North East Lincolnshire Lesbian, Gay, Bisexual and Trans (LGBT) Forum was established in November 2007 following recognition of the lack of a formal LGBT network in the area. Their aim is to celebrate diversity at all levels within the community and break down barriers faced by Lesbian, Gay, Bisexual and Trans communities within North East Lincolnshire. There are many existing 'LGBT forums' and 'other LGBT organisations' within England sharing similar aims and objectives. Thus, as a newly established forum it was considered that learning about the experiences, and the good and bad practices of other organisations would provide valuable information and aid the development of their new forum.

The author of this report has been commissioned by the above named forum to report on the development to date of 16 LGBT forums / other LGBT organisations in England. 8 'LGBT forums' and 8 'other LGBT organisations' will be examined in relation to their;

- **Status**
- **Structure**
- **Income and Expenditure**
- **Funding**
- **Aims and Objectives**
- **Development and Progress / Good and Bad Practices**
- **Training**
- **Networking**
- **Advice and Recommendations to Other Forums**

In addition to findings gathered in relation to the above, the report has been constructed to include a comparative observation of six existing forum websites. The results gathered from this research will form the basis of the recommendations which will be presented to assist planning and development in terms of:

- **Outlining suitable approaches to adopt**
- **Identifying practices to avoid**
- **Developing an effective website**
- **Building networks with the participants of this research project**

The results will be widely disseminated for the benefit of other forums and organisations.

## **2. METHODOLOGY**

This section will draw focus on how the research was approached. The constituent parts include; The Research Philosophy, Data Collection Technique, Sampling Technique Observation and Time Horizons.

### **2.1 Research Philosophy**

The Research Philosophy relates to the development and nature of the information gathered and determines how it will be viewed. The philosophy chosen is interpretivism, a sociological tradition that explores humans in their role as social actors. It supports the view that the world is interpreted through the mind and cannot be explored without learning and understanding the experiences of others. It seeks to understand every part of the situation under investigation in order to gain total understanding. An integral part of this philosophy is that the researcher is to understand each individual's accounts from their point of view and remain empathetic.

The philosophy chosen supports qualitative research as there is a lot of information to be gathered, some of which is very unique to the forum or organisation in question. Generalisations are less likely to be made when viewing circumstances individually and in relation to their context.

### **2.2 Data Collection Techniques**

The research tool employed is a questionnaire as it is deemed to be the most efficient tool to assist in gathering quantitative and qualitative information within a set time-frame. It enabled feedback to be collected from different geographical areas and allows precise questions so all the necessary topics can be included. It was completed using two methods, by the participants themselves (self-administered) or by the interviewer (interviewer-administered). A detailed questionnaire was designed consisting of 44 mixed-length questions with a combination of tick box and open ended questions (see Appendix 1).

A number of disadvantages for using this research tool have been explored and differ for each method. A few of the disadvantages for the self-administered postal questionnaire can include low response rate, too many questions may deter participants, complex questions may not be answered and bad questionnaire design may compromise the validity of questions. In an attempt to avoid experiencing the above, all potential participants were contacted and briefed on the nature of the research and the potential benefits they would gain from it before the questionnaire was sent to them. A pre-paid envelope was included for ease of return.

The questionnaire design was tested to ensure instructions were clear and that it avoided too many open-ended questions. It included the option for participants to provide an alternative answer or give further comments for tick-box questions. The questionnaire was circulated for validity prior to being sent to participants to ensure that the questions covered the aims of the research.

The interviewer-administered questionnaire can be advantageous due to the potential increase of information that can be gathered as the participant is not recording their experiences, thus

may be likely to elaborate on certain points when prompted. The most significant disadvantage for this method is the potential difficulty of trying to record all experiences quickly, which may result in inaccurate recording of information. To avoid this, a recap of what has been discussed was undertaken at the end of each question (where necessary). The interviews were structured to last approximately 30 minutes.

### **2.3 Sampling Technique**

The sample was 16 LGBT forums / organisations within England and, of that, at least 5 were to be LGBT Forums. The sample does not represent a percentage of the total of LGBT forums or organisations in England, but is viewed to be an adequate number to enable delivery of a useful piece of work given the time-frame and resources available.

8 LGBT forums and 8 ‘other LGBT organisations’ were selected from a variety of regions within England in order to give an overview of different operations within the country.

Where reference is made to forums and organisations collectively this will be termed ‘LGBT Bodies.’

Throughout this research the term ‘LGBT community’ has been used. This term can be viewed in two ways, one to mean the community within the immediate geographical location, the other to mean a community of people sharing same or similar beliefs. For the purpose of this report, the later is the preferred use of the term.

At least 20 LGBT Bodies were contacted. Details were mostly obtained from the internet. Choosing a greater number than the required sample size was necessary as not all of the target group could be expected to respond.

Please view below a list of the Forums and Organisations that will be contacted including their distance from the North East Lincolnshire Forum.

<b>LGBT FORUMS</b>	<b>DISTANCE (MILES)</b>
<b>HULL</b>	32.5
<b>LEEDS METROPOLITAN</b>	77.9
<b>BRISTOL</b>	230.9
<b>WIRRAL</b>	157.7
<b>NEWCASTLE</b>	161.5
<b>LAMBETH</b>	179.2
<b>RICHMOND</b>	180.8
<b>CAMDEN</b>	175.6

ORGANISATIONS	LOCATION	(MILES)
<b>NRG</b>	LONDON	177.8
<b>GLOBE</b>	GRIMSBY	SAME LOCATION
<b>DUDLEY GAY MENS PROJECT</b>	DUDLEY	139.6
<b>EQUITY PARTNERSHIP</b>	LEEDS	77.9
<b>LEEDS CITY COUNCIL</b>	LEEDS	77.9
<b>GENDERSHIFT</b>	HULL	32.5
<b>KALEIDOSCOPE</b>	LINCOLN	36
<b>LGBT SWITCHBOARD</b>	HULL	32.5

## **2.4 Observation**

A comparative observation of 6 forum websites was conducted, namely; Camden, Hull, Wirral, Richmond, Bristol and Highland. This was to ascertain what each website has or is lacking in comparison to the North East Lincolnshire website.

The validity of the observation is easy to assess as a check list was made that can be compared to each site (see Appendix 2).

The observation was based on the content of information. Although this is not a detailed observation, it is deemed as a useful research tool for assessing the extent to which a website can be developed.

## **2.5 Time Horizons**

This research involved cross-sectional examining of experiences within the time-frame of this work.

### **3. RESULTS**

The results have been presented using tables and charts and should be viewed in light of the research philosophy. Comments have been made regarding personal experiences and in relation to the context of the organisation. Questions that do not contain responses from the total number of participants may occur where the answer has not been disclosed.

#### **3.1 Background**

This section covers background information about the 16 participants of the research.

##### **“What is the location of your LGBT Body and what area does it cover?”**

<b>LOCATION</b>	<b>AREA COVERED</b>	<b>YEAR ESTABLISHED</b>
HULL LGBT FORUM	HULL AND EAST RIDING	2000
LEEDS METROPOLITAN LGBT FORUM	YORKSHIRE	1993
WIRRAL LGBT FORUM	WIRRAL	2007
RICHMOND LGBT FORUM	RICHMOND UPON THAMES	2007
CAMDEN LGBT FORUM	CAMDEN, LONDON	2002
LAMBETH LGBT FORUM	CLAPHAM, LONDON	2001
BRISTOL LGBT FORUM	BRISTOL	1994
NEWCASTLE LGBT FORUM	NEWCASTLE	
NRG	LONDON	1996
DUDLEY GAY MENS PROJECT	DUDLEY, WEST MIDLANDS	2003
GENDERSHIFT	HULL	2007
GLOBE	NORTH EAST LINCOLNSHIRE	PRE 1980
KALEIDOSCOPE LGBT LINCOLN	LINCOLN	2006
LGBT SWITCHBOARD	HULL	2008
LEEDS CITY COUNCIL	LEEDS	1974
EQUITY PARTNERSHIP IN BRADFORD	YORKSHIRE	2005

## “What are your Aims and Objectives?”

A brief overview of the work of the LGBT Body and who they cater for has been included.

<b>LGBT BODIES</b>	<b>AIMS AND OBJECTIVES</b>
HULL LGBT FORUM	To provide a political voice for the LGBT section of community in Hull and East Riding and to improve acceptance and tolerance of LGBT through education and exposure
LEEDS METROPOLITAN LGBT FORUM	To provide a safe and supportive environment in which to discuss issues relating to LGBT people. To provide help and support networking for LGBT members of staff. (See Terms of Reference – see Appendix 3)
WIRRAL LGBT FORUM	Support the LGBT community in any way, e.g. Housing, Drugs or Alcohol. We will provide information and guidance in the right direction. To improve the quality of services for the LGBT Community
RICHMOND LGBT FORUM	To ensure that Richmond is a safe and positive place that embraces all LGBT people who live, work, study visit or socialise in the borough
CAMDEN LGBT FORUM	To provide support to victims of homophobic and hate crime and to ensure equality in the provision of services to the LGBT communities in Camden and beyond
LAMBETH LGBT FOUUM	To improve the needs of the LGBT Community. Educate other communities and students of all ranges and help Police and the Local Authority improve the LGBT community needs
BRISTOL LGBT FORUM	To advance the education of the public in all aspects of discrimination suffered due to sexual orientation of LGB people
NEWCASTLE LGBT FORUM	To engage with members in an unbiased and safe atmosphere
NRG	To provide support to young LGBT people with issues ranging from coming out to education, employment, drugs, alcohol, relationships, family and any other issues
DUDLEY GAY MENS GROUP	We try to reach the Gay Community. Try to get to hard-to-reach parts of the community. We offer one-to-one support regarding isolation, homophobia, sexual health and peer support
GENDERSHIFT	To help create a fairer world in which every persons gender, gender identity and gender expression is accepted and respected
GLOBE	Offer advice and counselling and mediation
KALEIDOSCOPE	Equality and Respect, One Vision and One Voice
LGBT SWITCHBOARD	To support and empower the LGBT Community and anyone connected to it
LEEDS CITY COUNCIL	To ensure that everyone can fully join in the social, cultural, political and economic life of the city, treating all people fairly and not discriminating on any grounds
EQUITY PARTNERSHIP	Improve the life of LGB People, to influence policies and services, to improve health and reduce health inequalities, to support and develop LGB groups and to provide a community centre

Who they cater for:

- Hull LGBT Forum caters for all LGBT people in Hull and East Riding.
- Leeds Metropolitan LGBT Forum is a University Forum established for the LGBT staff. There is also a Student Forum which is run separately.
- Wirral LGBT Forum is a newly established forum catering for all LGBT People in Wirral.
- Richmond LGBT Forum established to support all members of the Richmond-Upon-Thames Borough.
- Camden LGBT Forum support LGBT people in and around the borough.
- Lambeth LGBT Forum support LGBT people in and around the borough, they are currently restructuring the forum as it was previously run by the Police and The Local Authority.
- Bristol LGBT Forum support LGBT people in and around the city.
- Newcastle LGBT Forum is a University Forum established for its students. They arrange weekly meeting points and attend events together.
- NRG is an organisation catering for the LGBT Youth in London.
- Dudley Gay Men's Project cater for Gay and Bisexual men and provide advice on sexual health and many other issues namely; housing, counselling and signposting.
- Gendershift focus on Trans people but also support LGB People.
- Globe is an organisation catering for the LGBT Youth in North East Lincolnshire.
- Kaleidoscope support LGBT People and their friends and families in the Lincoln area.
- LGBT Switchboard offer support to LGBT People and anyone connected to include friends, families and employers.
- Leeds City Council support LGBT People.
- The Equity Partnership caters for LGB People and supports their health needs (Yorkshire & Humber).

## “Which groups does your LGBT Body aim to improve the lives of?”

The groups supported have been ticked

LGBT BODY	LESBIAN	GAY	BISEXUAL	TRANSGENDER
HULL LGBT	√	√	√	√
LEEDS M. LGBT	√	√	√	√
WIRRAL LGBT FORUM	√	√	√	√
RICHMOND LGBT	√	√	√	√
CAMDEN LGBT	√	√	√	√
LAMBETH LGBT	√	√	√	√
BRISTOL LGBT	√	√	√	√
NEWCASTLE LGBT	√	√	√	√
NRG	√	√	√	√
DUDLEY GAY MENS PROJECT		√	√	
GENDERSHIFT	√	√	√	√
GLOBE	√	√	√	√
KALEIDOSCOPE	√	√	√	√
LGBT SWITCHBOARD	√	√	√	√
LEEDS CITY COUNCIL	√	√	√	√
EQUITY PARTNERSHIP	√	√	√	

## “What age group do you support?”

The age groups supported have been ticked

LGBT BODY	U16	16-25	26-35	36-45	46-64	65+	ALL AGES
GLOBE	√	√					
HULL LGBT		√	√	√	√	√	
KALEIDOSCOPE	√	√	√	√	√	√	√
BRISTOL LGBT		√	√	√	√	√	
LEEDS M. LGBT		√	√	√	√	√	
EQUITY PARTNERSHIP	√	√	√	√	√	√	√
LEEDS CITY COUNCIL	√	√	√	√	√	√	√
WIRRAL LGBT FORUM		√	√	√	√	√	
NRG	√	√					
DUDLEY GAY MENS PROJECT		√	√	√	√	√	
NEWCASTLE LGBT		√	√	√	√	√	
LGBT SWITCHBOARD	√	√	√	√	√	√	√
LAMBETH LGBT		√	√	√	√	√	
RICHMOND LGBT	√	√	√	√	√	√	
CAMDEN LGBT		√	√	√	√	√	
GENDERSHIFT	√	√	√	√	√	√	√

**Bristol and Lambeth LGBT Forums support the LGBT Community from the age of 18.**

A total of 8 out of 16 (50% of responding organisations) catered to the under 16 age group. Of those 8, 1 was a ‘forum’. 5 out of 16 participants cover all age groups.

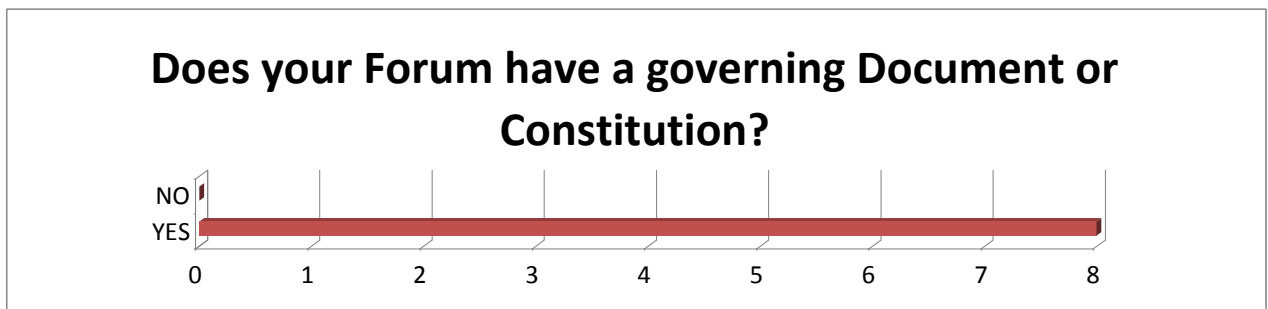
### 3.2 Status

This question has been separated into two parts, LGBT Forums and Organisations

#### **“What is the current status of the Forum?”**

<b>FORUM</b>	<b>STATUS</b>
HULL	Registered Company
LEEDS	Higher Education Establishment
WIRRAL	Registered Charity
RICHMOND	Charitable Company Registered by Guarantee
CAMDEN	Registered Charity and Private Limited Company
LAMBETH	Registered Charity
BRISTOL	Registered Charity
NEWCASTLE	Registered Charity

5 out of 8 LGBT forums have Charitable Status with 1 of those 5 being both a Registered Charity and A Private Limited Company. 1 out of 8 Forums has a Charitable Company Status. For the remaining 2 forums, 1 has Company Status and the other is a Higher Education Establishment. Charitable Status was the most popular status for the forums.



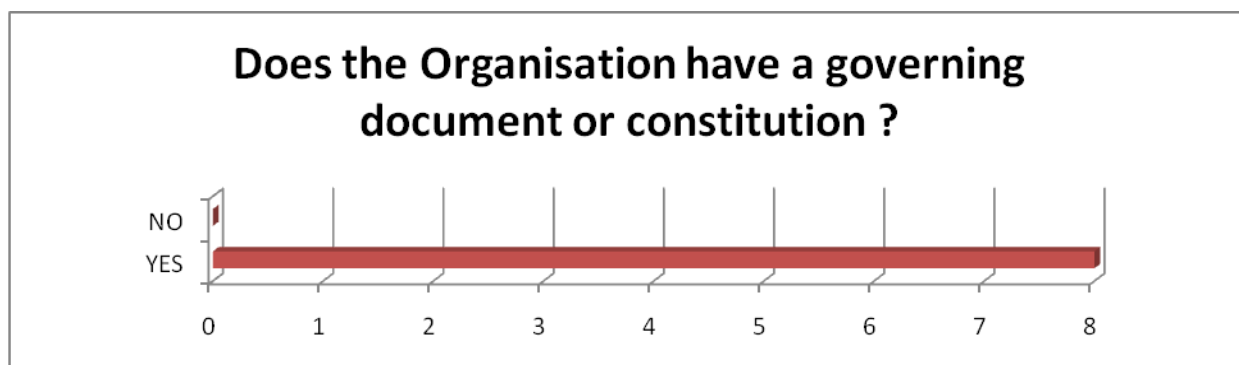
100% of forums have a governing document. 2 out of 5, 40%, found the document ineffective for the following reasons;

- Not detailed enough and does not give sufficient clarity and effective processes for dealing with problems and conflicts within the organisation which leads to ambiguity.
- Additional information about policies and procedures was needed.

## “What is the current status of the Organisation?”

ORGANISATON	STATUS
NRG	Charity and Registered Company, part of Terence Higgins Trust
GLOBE	Local Authority
EQUITY PARTNERSHIP	Registered Charity
DUDLEY GAY MENS GROUP	Registered Charity
GENDERSHIFT	Registered Company
KALEIDOSCOPE	Other- Group with Charitable Aims
LGBT SWITCHBOARD	Registered Company
LEEDS CITY COUNCIL	Local Authority

3 out of 8 organisations have a Charitable Status with 1 of those 3 having both Charitable and Registered Company Status. 1 out of 8 Organisations is a Group with Charitable Aims. Combining both ‘forums’ and ‘organisations’, 8 out of 15 (50% of participants) have Charitable Status. If the forum that’s status is a ‘Charitable Company’ and the Organisation whose status is a ‘group with Charitable Aims’ are added to this figure a total of 10 out of 15 (67%) have ‘Charitable Status’ of some kind.



100% of organisations had a governing document and 1 out of 4 (25%) of organisations found it ineffective as it was too complicated and not understood well enough.

### **3.3 Structure**

#### **“What is the structure of the LGBT Body?”**

<b>BODY</b>	<b>STRUCTURE</b>
HULL LGBT FORUM	Trustees- Elected Chair, Secretary and Treasurer
LEEDS MET LGBT FORUM	Chair
WIRRAL LGBT FORUM	2 Chairs, Secretary and Treasurer
RICHMOND LGBT FORUM	Chair and Steering Group (total 9)
CAMDEN LGBT FORUM	Director
LAMBETH	A Local Community Chair
BRISTOL	Co-chair, Treasurer and 7 members
NEWCASTLE LGBT FORUM	Trustees and Executive Committee
NRG	Terrance Higgins Trust has a board of trustees which NRG is part of, NRG have management and staff
DUDLEY	Board of Trustees and a Chief Executive Officer
GENDERSHIFT	
GLOBE	Managed as part of the Local Authority- Children’s Authority
KALEIDOSCOPE	3 Trustees, Chair, Vice Chair and Treasurer
LGBT SWITCHBOARD	Manager has control and Responsibility
LEEDS CITY COUNCIL	-
EQUITY	Board and Sub Group

3 out of 15 Bodies found that their structure was always effective. 2 of these 3 were Forums. 10 out of 15 (67%) found that it was mostly effective and 2 out of 15, found it was sometimes effective. Of these, 1 was a ‘forum’.

## “Approximately how many members does the LGBT Body have currently?”

BODY	MEMBERS
HULL LGBT FORUM	120
LEEDS LGBT FORUM	17
WIRRAL LGBT FORUM	15
RICHMOND LGBT FORUM	50
CAMDEN LGBT FORUM	40 REGULARS / 1700 NEWSLETTER RECIPIENTS
LAMBETH LGBT FORUM	50
BRISTOL LGBT FORUM	320
NEWCASTLE LGBT FORUM	80-100
NRG	120
DUDLEY	120
GENDERSHIFT	115
GLOBE	120
KALEIDOSCOPE	60
LGBT SEITCHBOARD	-
LEEDS CITY COUNCIL	-
EQUITY PARTNERSHIP	200

## “What is the profile of your regular Body members?”

4 out of 16 LGBT Bodies only fell into one profile category, the categories include;

- 100% LGBT Members
- Only had staff meetings without any other members from the categories provided
- 100% Professionals from none of the categories provided
- Not a membership organisation

2 out of 16 LGBT Bodies did not comment

From the Bodies who had members from the categories provided;

4 out of 10, had **20-35% from the Public sector organisations.**

3 out of 10, had **5-10% from the Public sector organisations.**

5 out of 10, had 4-60% from the **Voluntary sector**

3 out of 10, had between 5-10% from the **Voluntary sector**

3 out of 10, had **5-10%** from the **private sector**

1 out of 10, had **1% non-LGBT members**

3 out of 10, had **20-50%** LGBT members

4 out of 10, had between **60-100% LGBT members**

4 out of 10, had between **70 and 100% of LGBT Members**

LGBT Participation had the largest percentages, although 50% of organisation members had representation from the voluntary sector. Public sector representation was also present for 4 out of 10 organisations.

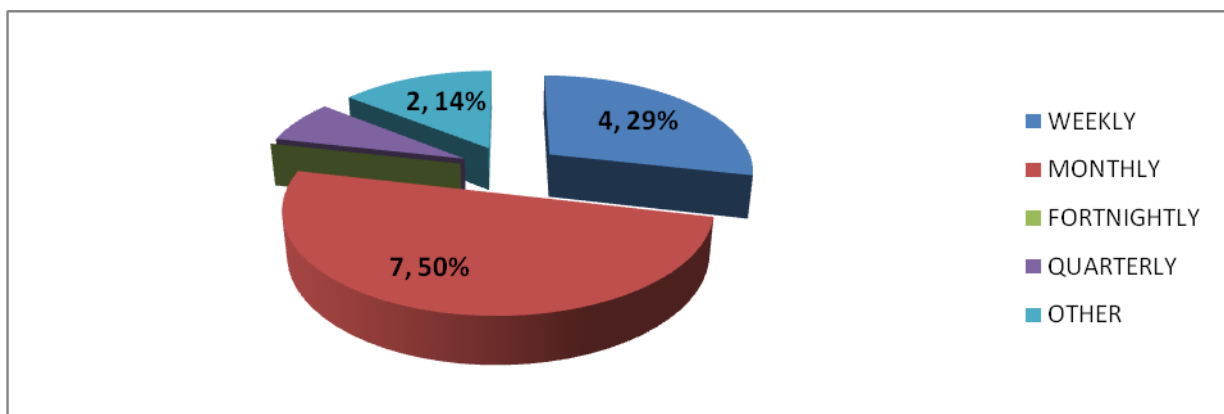
**“If LGBT Community members are at least part of your target group, what proportion of the total group (i.e. all LGBT community members) do you think are actually involved with your LGBT Body as a percentage”?**

BODY	MEMBERS
HULL LGBT FORUM	5%
LEEDS LGBT FORUM	70%
WIRRAL LGBT FORUM	1%
RICHMOND LGBT FORUM	0.1%
CAMDEN LGBT FORUM	20%
LAMBETH LGBT FORUM	50%
BRISTOL LGBT FORUM	UNKNOWN
NEWCASTLE LGBT FORUM	-
NRG	-
DUDLEY	-
GENDERSHIFT	UNKNOWN
GLOBE	2%
KALEIDOSCOPE	UNKNOWN
LGBT SWITCHBOARD	100%
LEEDS CITY COUNCIL	5%
EQUITY PARTNERSHIP	SMALL PERCENTAGE

The level of involvement for community members within the organisation differed. 6 out of 9 had between 0.1- 20% participation, 3 out of 9 had between 50-100% participation.

**“How many times do the members of the group hold meetings?”**

**2 LGBT Bodies did not comment on frequency of meetings.**

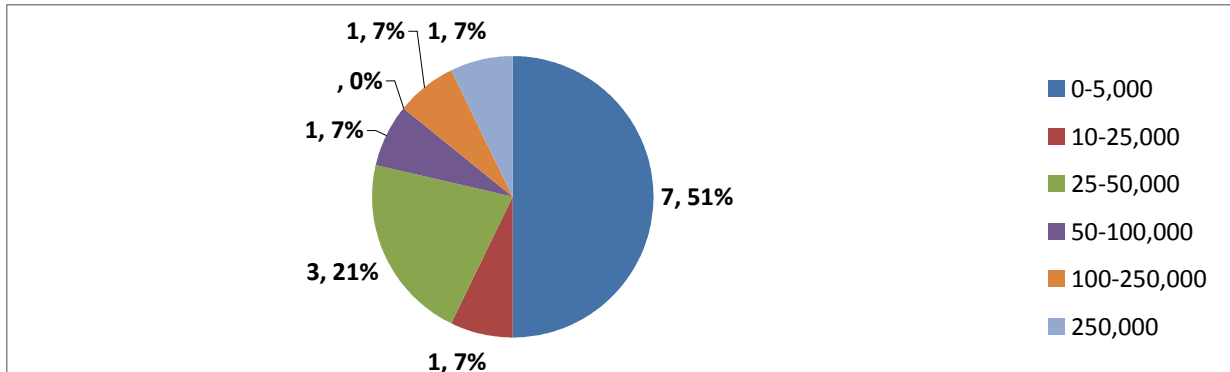


Monthly meetings had the most popular frequency - 7 out of 14 Bodies. Weekly meetings were the second most popular. The two other meeting times were 3 times per year and every 6 weeks, which were both meeting times of ‘forums’. One organisation met Quarterly.

### 3.4 Income and Expenditure

#### “What is your LGBT Bodies average income?”

One forum and one organisation did not disclose their income, thus the figures are based on 14 organisations.



50% of LGBT Bodies had an income of up to £5,000. Of these, 2 were LGB (T) organisations.

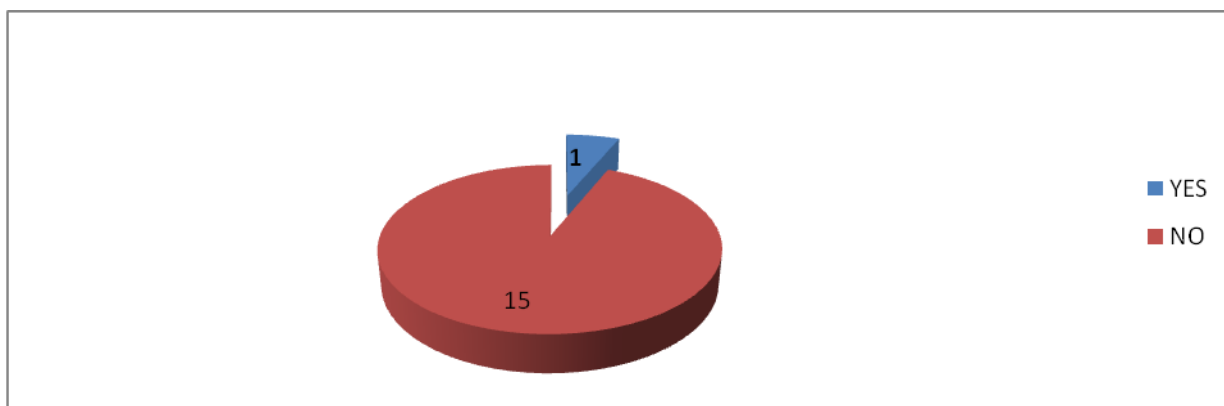
The reasoning behind the income brackets of £0-£5,000 were:

- Newly established forum, just setting up the structure and not yet received any large amounts of funding but have been provided with meeting rooms and start-up costs.
- No cash income coming into the forum although people had donated their services and the council had provided meeting rooms.
- As a Forum established for staff, the forum was not in need of a large income, the service is based on advice and support in relation to personal and work-related issues.
- Student Social Group Forum with a low annual budget.

The forum that had the most income had between £50-100,000. The forum with the second largest income had between £25-50,000.

‘Forums’ had the lowest income brackets.

## “Does your LGBT Body charge a membership fee?”



One organisation charges an annual membership fee of £20.00.

## “How does your LGBT Body allocate its income?”

This table has been broken down to illustrate the number of participants spending on each item and the number of forums included in that total.

ITEM	NUMBER	% OF TOTAL	No. OF FORUMS INCLUDED
TRAINING	4 OUT OF 14 SPENT 5%		1
RESEARCH	3 OUT OF 14 SPENT 1-2%		1
WEBSITE	7 OUT OF 14 SPENT 1-10%	50%	2
MEETINGS	7 OUT OF 14 SPENT 5-10%	50%	2
STAFF COSTS	7 OUT OF 14 SPENT 20-85%	50%	2
OTHER EVENTS	8 OUT OF 14 SPENT 2-20%	57%	3
PREMISES	9 OUT OF 14 SPENT 5-20%	64%	3
MARKETING	11 OUT OF 14 SPENT 2-20%	79%	5
ADMIN	3 OUT OF 14 SPENT 1-2%		1
NEWSLETTER	1 OUT OF 14 SPENT 7%		1

‘Staff costs’ incurred the highest spending percentage. The majority of participants spent money on ‘marketing’ and ‘premises’. The least money was spent on ‘training’, ‘research’ and ‘administration’.

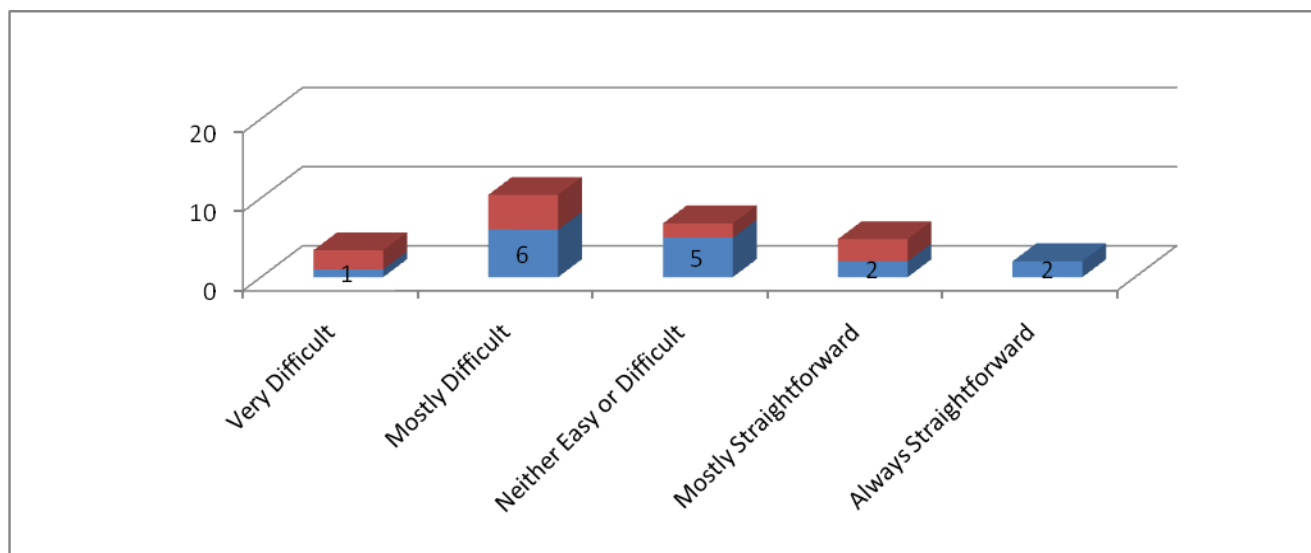
### **3.5 Funding**

#### **“How is the LGBT Body currently funded?”**

The identities of the LGBT bodies have been protected although amounts received have been included in order to provide an overview of how participants obtain their income.

Not specified	<b>Supported via core budget for Young people’s service.</b>
Not Specified	50% Donations and 50% Grants
0-5,000	No cash income yet we received facilities, meeting rooms, clerk services from Community Safety Partnership, Council, Police plus small donations of services e.g. Website, membership, subscriptions etc from individual members
0-5,000	From Student Union Fund
0-5,000	Previously Donations but now we are applying for sponsorship
0-5,000	University grant, income made from drinks and food sold in the bar, donations
0-5,000	100% Grants
0-5,000	Higher Education funding, council funding
0-5,000	No current funding although we may be able to claim expenses once we have changed our constitution
10-25,000	60% Grant income 30% Commissioned Services 10% Donations
25-50,000	Charity funded through PCT NHS for Sexual Health
25-50,000	100% Grants
25-50,000	60% Grants and 40% Trading
50-100,000	50% Grants and 50% Funding Agreements
100-250,000	60% local Authority, 30% PCT, 10% Voluntary Income
250,000	Local Authority Organisation, Central Government

## “How easy or difficult has your LGBT Body found it to get funding?”



7 out of 16 found it ‘difficult’ or ‘very difficult’ to obtain funding. The reasons for the difficulty include:

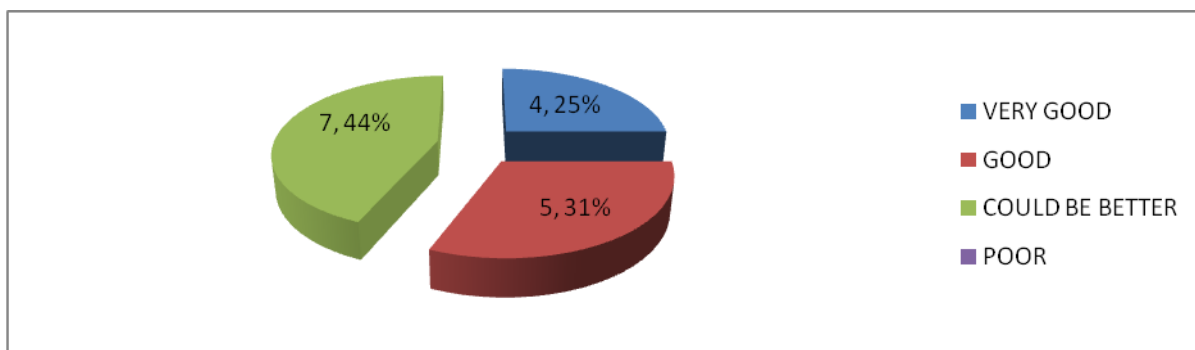
- The public being unwilling to fund or donate money as many are not passionate about LGBT issues
- Difficult to get 3 to 5 year funding from Statutory Agencies
- It is difficult to evidence the needs of LGBT People because mainstream and statutory organisations do not monitor and lobby them to do it
- Found it generally difficult to get funding and difficult to put in the funding applications, knowing what to say is a large task
- Most funding is available for capital projects and there is little funding available for ongoing revenue or running costs
- The need for more core funding

Only 1 out of the 16 that found it mostly difficult to obtain funding had an income bracket between £100-250,000, the other 3 had income brackets ranging from £5,000 to £50,000.

One of the organisations that found it neither easy nor difficult to obtain funding had an income of up to £5,000 but made that comment as they had no experience of applying for funding as it was not needed for their forum. Another had no cash funding but people offered their services such as web design, donations, although they had obtained information about potential sources of funding and knew where to obtain help with funding applications.

The Organisation that found it always straight forward had an income of up to £5,000 but only had one experience of trying to apply for funding. These findings highlight that on the whole, The Organisations that were actively trying to apply for funding were experiencing difficulty.

## “How would you rate your awareness of funding opportunities?”



The responses did not always reflect the amount of income that the Body received. An example is that 3 of the 4 stating their awareness was very good had an income bracket of £0-5,000, the other 1 of these 4 received 100-250,00.

When assessing the low income bracket and the fact that the participants awareness was good, an assumption could be made that it was very difficult to obtain funding, as it may seem that they had been applying for funding and not been successful hence their income. However, this would not be an accurate assumption. For example, one of the participants with good awareness and a low income stated that some of the reasons why they failed to obtain funding were in relation to the status of the organisation. They were newly established and had not yet formulated an effective constitution or decided on their status. They had applied or enquired about applying for funding whilst deciding on the above factors, thus many doors had been closed at the point of enquiring about available funds, hence their current lower income bracket. Awareness of funding does not mean that a body has actively been applying for it.

In addition to the above comments, the participant stated that it would be beneficial to gain extra support and guidance on how to fill out funding applications and would like someone to put funding applications forward on their behalf. This highlights that the quality of information and reasons for application are determinant variables in the application process.

5 out of 16 said that their awareness was good. Again, their income brackets differed, one did not comment on their income. The other income brackets were; 0-5,000, 10-25,000, 50-100,000 and 250,000. One of these bodies had not needed to apply for funding, which should be taken into consideration when assessing the current question as no experience is not as accurate an account in comparison to those going through the application process and actively seeking means of obtaining funding.

4 of the 7 Organisations that said their knowledge could be better had an income bracket of 0-5,000. 2 had an income of 25-50,000.

Organisations stated that their awareness could be better for the following reasons:

- Would like more information about funding opportunities and someone to submit the application on our behalf. This is difficult with no paid staff
- Would benefit from guidance and the information available could be better. They would like more information about who is willing to provide funding

- Would like to know more information about funding to assist in extended opportunities

### **3.6 Development and Progress**

#### **“Approximately how many members do you have?”**

<b>LGBT BODY</b>	<b>NUMBER OF MEMBERS</b>
HULLLGBT FORUM	<b>120</b>
RICHMOND LGBT FORUM	<b>50</b>
WIRRAL LGBT FORUM	<b>15</b>
LEEDS LGBT FORUM	<b>17</b>
BRISTOL LGBT FORUM	<b>320</b>
LAMBETH LGBT FORUM	<b>50</b>
CAMDEN LGBT FORUM	<b>40 REG/1700 NEWSLETTER RECIPIENTS</b>
NEWCASTLE LGBT FORUM	<b>80-100</b>
EQUITY PARTNERSHIP	<b>200</b>
GLOBE	<b>120</b>
NRG	<b>120</b>
DUDLEY GAY MENS PROJECT	<b>120</b>
GENDERSHIFT	<b>115</b>
KALEIDESCOPE	<b>60</b>
LGBT SWITCHBOARD	<b>-</b>
LEEDS CITY COUNCIL	<b>-</b>

#### **“How do you communicate with existing members?”**

**This table has been broken down to illustrate the number of participants spending on each item and the number of forums included in that total. One organisation did not comment.**

<b>METHOD OF COMMUNICATION</b>	<b>NUMBER</b>	<b>% OF TOTAL</b>	<b>No. OF LGBTFORUMS INVOLVED</b>
EMAIL	<b>13 OUT OF 15</b>	<b>87%</b>	<b>7</b>
TEXT	<b>3 OUT OF 15</b>		<b>NONE</b>
TELEPHONE	<b>2 OUT OF 15</b>		<b>1</b>
PODCASTS	<b>1 OUT OF 15</b>		<b>NONE</b>
LETTER	<b>1 OUT OF 15</b>		<b>NONE</b>
WEBSITE	<b>6 OUT OF 15</b>	<b>40%</b>	<b>5</b>
SOCIAL NETWORK SITES	<b>1 OUT OF 15</b>		<b>1</b>
MEETINGS	<b>4 OUT OF 15</b>		<b>4</b>
POSTERS	<b>1 OUT OF 15</b>		<b>NONE</b>
WORD OF MOUTH	<b>2 OUT OF 15</b>		<b>2</b>
NEWSLETTER	<b>5 OUT OF 15</b>	<b>33%</b>	<b>4</b>
PRESS	<b>6 OUT OF 15</b>	<b>40%</b>	<b>3</b>
BLOGS	<b>1 OUT OF 15</b>		<b>NONE</b>

Email was the most popular method of communication with 13 out of 15 participants using this method. Communication via the website and press were the second most popular method. 5 out of 6 Forums like to contact existing members through the forum website, 1 of those 5 make contact via a social networking site.

## “How do you attract new members to the LGBT Body?”

This table has been broken down to illustrate the number of participants spending on each item and the number of forums included in that total.

METHOD OF COMMUNICATION	NUMBER	% OF TOTAL	NO OF FORUMS INVOLVED
EMAIL/YAHOO GROUP	1 OUT OF 15	-	1
TEXT	0	-	NONE
TELEPHONE	0	-	NONE
PODCASTS	1 OUT OF 15	-	NONE
LEAFLETS	4 OUT OF 15	-	NONE
WEBSITE	7 OUT OF 15	47%	3
SOCIAL NETWORK SITES	3 OUT OF 15	-	3
MEETINGS	0	-	NONE
POSTERS	3 OUT OF 15	-	1
WORD OF MOUTH	3 OUT OF 15	-	1
NEWSLETTER	2 OUT OF 15	-	2
PRESS	4 OUT OF 15	-	2
PUBS AND BARS	2 OUT OF 15	-	2
PARTIES AND EVENTS	4 OUT OF 15	-	3
RADIO	1 OUT OF 15	-	0
OTHER	8 OUT OF 15	53%	2

Attracting new members through the LGBT Bodies website was the most popular method. 7 out of 15 (47%) attract new people using this method. 2 out of this 7 is accounted for by ‘LGBT forums’. ‘Other methods’ was the second most popular. Other methods include:

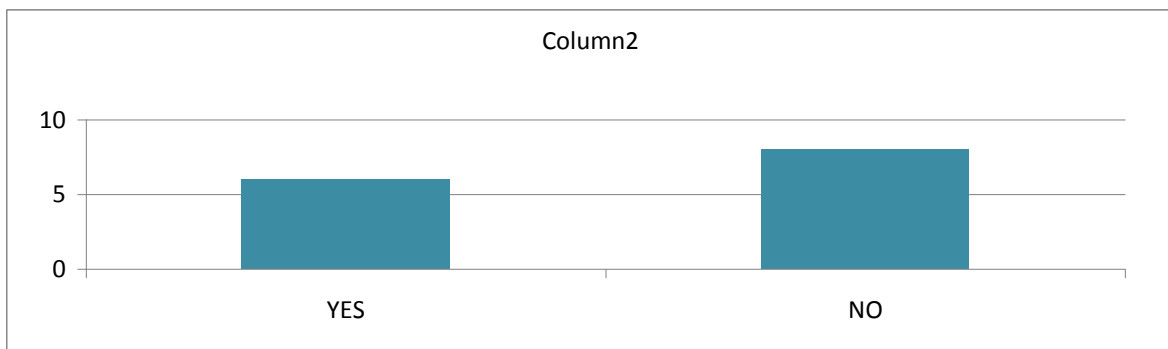
- School Nurse
- Community Centres, GU Clinics, GP’s
- Adverts in third Sector Organisations
- Advertising through Other Organisations
- History Month
- Volunteer Group

Social networking sites were popular for forums, 3 forums use these sites and have created their own groups on them.

4 out of 15 LGBT Bodies use leaflets to attract new customers.

Word-of-mouth was only selected by one forum. However there is evidence to suggest that this method would be used by 5 out of 15 Bodies as they attempt to attract members in pubs and at events and parties.

**“Has the number of members within your LGBT Body changed considerably over time? If so please state why the numbers have changed”.**



6 out of the 8 forums said their members had changed over time.

The reasons for changes include:

- Yahoo group mailing increasing membership
- Increase in numbers following gay nights out at clubs
- Increase in the number of older members attending

Decreases in numbers were in connection with:

- Changes in the bodies structure, members were lost but are slowly increasing
- High at the launch of the forum then the number declined by 10% during the first year, part of the reason was due to internal conflict which put people off. The numbers are now rising
- Numbers decreased due to difficulty in finding a meeting time suitable to all

8 out of 16 respondents said that their members had not changed over time.

## “What type(s) of work do you deliver to your target group?”

This table has been broken down to illustrate the number of participants, the amount of time spent on each item and the number of forums included in that total.

TYPE OF WORK	NUMBER	% OF TOTAL	NO OF FORUMS INVOLVED
ADVICE AND COUNSELLING	<b>9 OUT OF 16</b>	<b>56%</b>	<b>3</b>
ADVICE ON COMBATTING HATE CRIME	<b>10 OUT OF 16</b>	<b>62%</b>	<b>5</b>
CREATE NEW MEETING SPOTS	<b>4 OUT OF 16</b>	-	<b>2</b>
WORK WITH BUSINESS	<b>7 OUT OF 16</b>	<b>44%</b>	<b>4</b>
EVENTS	<b>8 OUT OF 16</b>	<b>50%</b>	<b>5</b>
REDUCING BARRIERS WITHIN THE COMMUNITY	<b>13 OUT OF 16</b>	<b>81%</b>	<b>6</b>
DIVERSITY TRAINING FOR OTHER ORGANISATIONS	<b>10 OUT OF 16</b>	<b>62%</b>	<b>5</b>
OTHER	<b>5 OUT OF 16</b>	-	<b>3</b>

‘Reducing barriers within the community’ was the most popular type of work delivered by participating bodies. There were 2 forums that would not class this as their main type of work as one was established for LGBT staff within a University as a type of Advisory Service where issues are raised and advice given. The other was established for LGBT students and acts as a social group for meeting weekly and attending events set for the forum.

‘Advice on combating hate crime’ and ‘diversity training’ were the second most popular types of service offered.

Half of the participants arrange events and 44% of participants work with businesses.

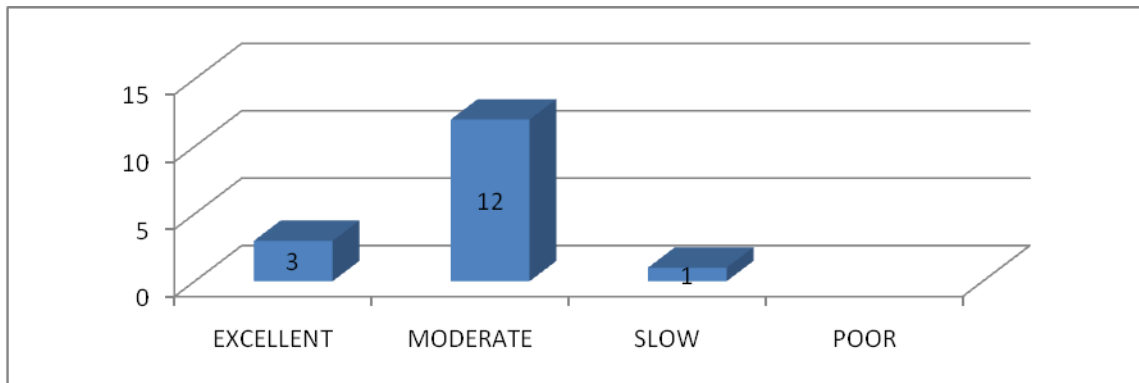
## “How do you try to reduce barriers within the community?”

The comments below are from 6 Forums and 7 Organisations.

COMMENTS
Education and exposure to reduce ignorance and fear. We regularly contribute to media and participate in advisory and community engagement. We involve many agencies in our monthly meetings in order to spread awareness of the current issues.
Wirral Borough Council and Merseyside Police help to reduce barriers. There is still a ‘no-go’ area for the LGBT Community in Wirral but we are working towards breaking down barriers.
We opened up LGBT participation in borough community consultation, e.g. In the Community Police Partnership, The LEA’s Anti Bullying strategy, public consultation on housing strategy. We encourage LGBT people to access services, e.g. Police, domestic abuse and victim support. Raising the profile of the LGBT community to councillors and other local leaders, emphasising that we are a large but often invisible minority.
We provide training for Public and Private/ Third Sector organisations in homophobia awareness and health needs of LGB groups. We monitor hate crime with our hate crime reporting centre. Provide forums for community groups and host LGB staff networks for Patient Care Trust.
Work with young people in centres and projects to challenge behaviours and attitudes.
Offer vulnerable training with other organisation to build their knowledge of LGBT inclusiveness.
Work with the council, benefits advisors about reducing barriers and currently working with Dudley council on a project. They are forming a policy for Older People on how to address older gay people’s issues.
Campaigning for equality, positive engagement and awareness raising.
We worked on a project called LGBT Matters which looks at how we work together in our schools and community raising the profiles of LGBT people. We also work with Black History Month.
Through youth events, publicity and public speaking.
Education of the community and education to the individual, sometimes when an individual has a greater understanding of their circumstances that can empower them within their community. Raising awareness in the community has to be done properly as this can sometimes be misjudged as suggesting the LGBT community are superior.
Awareness-raising workshops on Tran’s issues.
We have set up a number of equality hubs, one for each strand of equality, which includes community engagement.

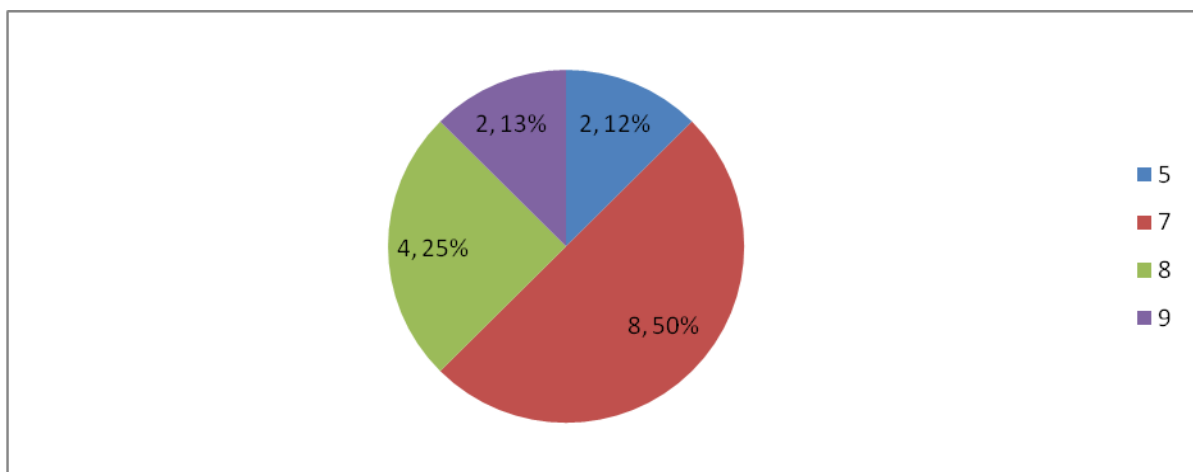
A vast amount of work in relation to reducing barriers has been undertaken and ranged from the provision of training and workshops to educate people and build awareness to collaboration with Public and Private sector organisations. The local authority and the police are major participants in reaching the goal of reducing crime.

**“How would you describe the development of your LGBT Body between the start date and now?”**



12 out of 16 Bodies found the development of their organisation ‘moderate’. 3 out of 16 found that it was ‘excellent’, and 1 found it ‘slow’. The existing barriers mentioned along with funding difficulties, explain this rating.

**“How satisfied are you that your aims and objectives are being met on a scale of 1 to 10? (1 being the least satisfied and 10 the most)”**



2 bodies gave a rating of 9 for meeting their aims and objectives. In the previous question one of these rated their development as ‘excellent’, the other as ‘moderate’.

**“Please give the two most significant achievements obtained to date by the LGBT Body”**

ACHIEVEMENTS
<ul style="list-style-type: none"> <li>• To hold our monthly multi-agency meetings in the room provided for us by the City Council</li> <li>• To have our own office even though its running costs are high</li> </ul>
<ul style="list-style-type: none"> <li>• A sexual orientation survey that we circulated</li> <li>• A ‘pink’ newsletter distributed internationally and externally during LGBT History Month</li> </ul>
<ul style="list-style-type: none"> <li>• Creation of a LGBT Officer post</li> </ul>
<ul style="list-style-type: none"> <li>• Working with Organisations to spread the work about the forum and what we aim to achieve</li> <li>• Dealing with hate crime, thanks to the police and the council. We have been asked by different departments in the council to give talks on hate crime, how to report it, etc.</li> </ul>
<ul style="list-style-type: none"> <li>• Engagement with the Council, Police, etc, as a voice for the LGBT community that can work collaboratively as part of the wider community engagement framework</li> <li>• Contribution to the new anti-bullying strategy for the borough</li> </ul>
<ul style="list-style-type: none"> <li>• An action plan for LGBT youth and young people</li> <li>• A health programme funded for 3 years for LGB people to reduce health inequalities</li> </ul>
<ul style="list-style-type: none"> <li>• Young people going to the Pride event</li> <li>• Young people engaging in other youth activities</li> </ul>
<ul style="list-style-type: none"> <li>• Our everyday work is an achievement</li> </ul>
<ul style="list-style-type: none"> <li>• We run a successful monthly peer support group and the good number of people that access the group</li> </ul>
<ul style="list-style-type: none"> <li>• Having a constitution</li> <li>• A large workforce</li> </ul>
<ul style="list-style-type: none"> <li>• Establishing a region-wide programme of trans awareness workshops</li> <li>• Working to help volunteers with mental health issues towards work readiness</li> <li>• Engaging with the public sector</li> <li>• Holding a well attended public meeting</li> </ul>
<ul style="list-style-type: none"> <li>• National representation and influence, many LGBT lives improved</li> </ul>
<ul style="list-style-type: none"> <li>• LGBT Matters Report</li> <li>• Taking part in Pride and creating awareness, reporting hate crime</li> </ul>
<ul style="list-style-type: none"> <li>• Getting LGBT monitoring at the local authority</li> <li>• Civil Partnerships event which was widely publicised and well attended</li> </ul>
<ul style="list-style-type: none"> <li>• Largest History Month programme in the UK</li> <li>• Access to the Crisis System through the Police</li> </ul>

**“What have been the two most significant barriers in the bodies’ development?”**

<b>BARRIERS</b>
<ul style="list-style-type: none"> <li>• Management, strategy and political changes in partner agencies leading to changes in levels of support. This includes government targets</li> <li>• Money, funding, staffing, volunteers</li> </ul>
<ul style="list-style-type: none"> <li>• Lack of mandatory staff development</li> <li>• Lack of information on LGBT staff and students</li> </ul>
<ul style="list-style-type: none"> <li>• Transgender people have had problems when in transition as many have been made fun of, the public understand them the least. They cannot get access to services</li> </ul>
<ul style="list-style-type: none"> <li>• Challenge and dispute with individual community members about control and direction of the forum</li> <li>• Maintaining momentum and retaining volunteers’ commitment and input in the face of conflict from hostile LGBT community members</li> </ul>
<ul style="list-style-type: none"> <li>• Issues regarding making the building suitable for disabled people due to lack of funding</li> <li>• Still not recognised as a strategic partnership by our local authority</li> </ul>
<ul style="list-style-type: none"> <li>• Young people not wanting to be seen as part of the LGBT community</li> <li>• Schools not wanting to promote the service</li> </ul>
<ul style="list-style-type: none"> <li>• Reaching our target community</li> <li>• Lack of consistent funding</li> </ul>
<ul style="list-style-type: none"> <li>• Cultural barriers, white U.K members are the majority of people in the organisation. There are no Black or Asians</li> <li>• Funding - lack of funding</li> </ul>
<ul style="list-style-type: none"> <li>• Community engagement</li> <li>• Public understanding of our challenges</li> </ul>
<ul style="list-style-type: none"> <li>• Continuous funding - always short term</li> </ul>
<ul style="list-style-type: none"> <li>• Complex structure and lack of interaction between various public sector bodies throughout the region. Each organisation is structured differently and we face different challenges</li> </ul>
<ul style="list-style-type: none"> <li>• Funding and public sector support</li> </ul>
<ul style="list-style-type: none"> <li>• Funding and keeping the forum going as it was LA and Police-led previously</li> </ul>
<ul style="list-style-type: none"> <li>• Management committee conflict and lack of funds for the amount of work that needs to be done</li> </ul>

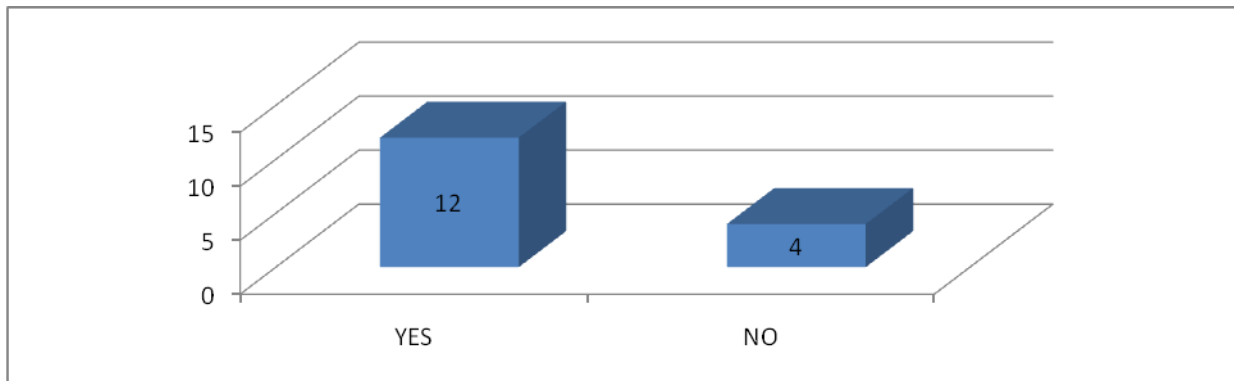
The barriers ranged from specific groups within the LGBT community experiencing problems from the public to dealing with internal conflict among committee members. The organisation that said their development was ‘excellent’ still faced barriers. 10 bodies stated that lack of funding was a significant barrier.

**“Please tell us about any groups that you have had particular difficulty engaging with and actions to address the difficulties”**

DIFFICULTIES	HOW THEY WERE ADDRESSED
Difficulty engaging with different races, disabled people and new European migrants	We have employed a multi-racial worker and are setting and funding a disabled autism group. We are making our community centre accessible and investing in access improvements. We support a learning disabled group but there is insufficient resources to support it
Hard to engage with young people due to peer pressure	We take referrals from anyone and will follow up with individual sessions
People being referred from GU Clinics cause difficulty as they do not always want to speak to us about other issues	If a person is referred and is not responding to us after 3 /4 attempts to reach them we stop trying to contact them as they do not wish to have support
There are problems trying to engage with older people	We are working with Age Concern to look at this and will hold a meeting with them to find out if we should establish a forum for them
Women and Bisexuals have been difficult to contact as they do not seem keen to be engaged with and they may not have experienced homophobia or hate crime	We have appointed a publicity and membership Development Officer who is forming a sub group to focus on reaching these groups. Brainstorming has identified lots of potential channels to engage people. However lack of volunteers and time has limited how much we are able to achieve.
The local Council were at first unapproachable but are now fully engaged	We gained full contact with the council as competition between local authorities was used to our advantage. Knowledge of legislation also helped us achieve our objectives
Lesbians as they do not like reporting hate crime, attending meetings or taking part in consultations	We employed a Lesbian Caseworker, they are still reluctant
Black and Minority Ethnic Groups (BME), people of faith, parents of LGBT people	We have applied for funding from the Equalities and Human Rights Commission for a BME worker
Lesbians are not involved in the organisation and it shows a sign of divide in the community	Constant interaction and re-interaction with the lesbian community. Constant networking and marketing with Lesbian environments
BME groups tend not to understand that one can be BME and LGBT	Interaction and education
Evangelical alliance and other fundamentalists that don't believe in the LGBT community due to their faith	Some Faiths do not hold these views like Methodists and Quakers. We actively place Trans and other LGBT Groups on boards and committees in different regions

There were a mixture of groups that were highlighted as difficult to engage with – namely; lesbian, older LGBT people, BME and religious groups.

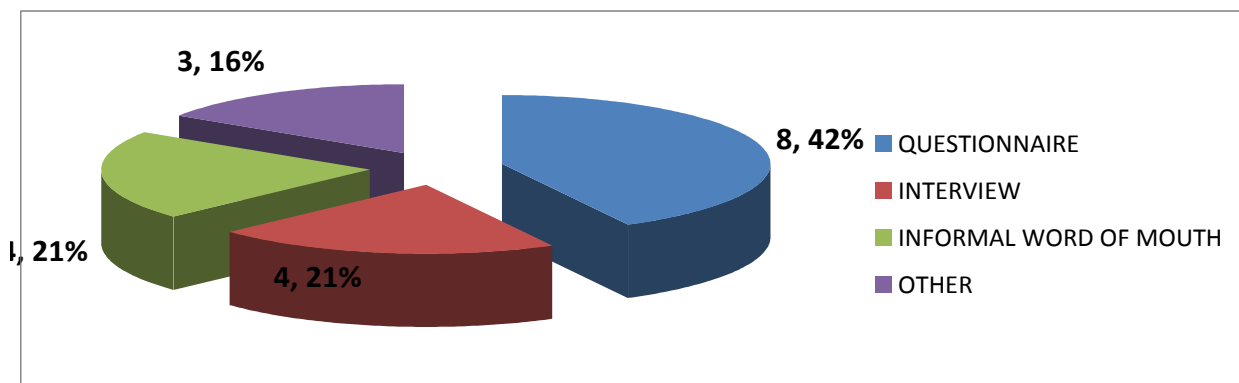
**“Do you seek regular feedback from members with regards to the effectiveness of the LGBT Body?”**



75% of LGBT Bodies collected feedback of which 6 were ‘forums’ and 6 were ‘organisations’. 4 respondents do not collect regular feedback, two of which were forums. One of these forums rated the attainment of their aims and objectives with the lowest score of respondees, 5.

**“How is the feedback collected?”**

Participants had the option to select more than one method of collection.



The questionnaire was the most popular method of collecting feedback. The informal ‘word-of-mouth’ included asking for ideas and comments at meetings.

The other selection included:

- Yahoo Groups, Away Days, Newsletter, Email, Website, Consultation Events.

**“How regular and structured is the information you receive?”**

SERVICES	No. of ‘other LGBT organisations’	No. of ‘LGBT forums’
Only every so often and isn’t particularly structured	2 out of 12	1
At regular intervals but isn’t particularly structured	2 out of 12	NONE
At regular intervals and structured carefully	6 out of 12	4
Happens only occasionally but is carefully structured	2	1
Not sure / not applicable	0	NONE

50% of participants used feedback at regular intervals.

**“What impact does the information you receive have on your LGBT Body?”**

SERVICES	No. of ‘other LGBT organisations’	No. of ‘LGBT forums’
Feedback is used effectively to improve the organisation for members	9 OUT OF 12	4
Is sometimes used effectively to improve the organisation for members	2 OUT OF 12	1
Very little is done with feedback to improve the organisation	1 OUT OF 12	1
Nothing is done with feedback to improve the organisation		
Not sure		

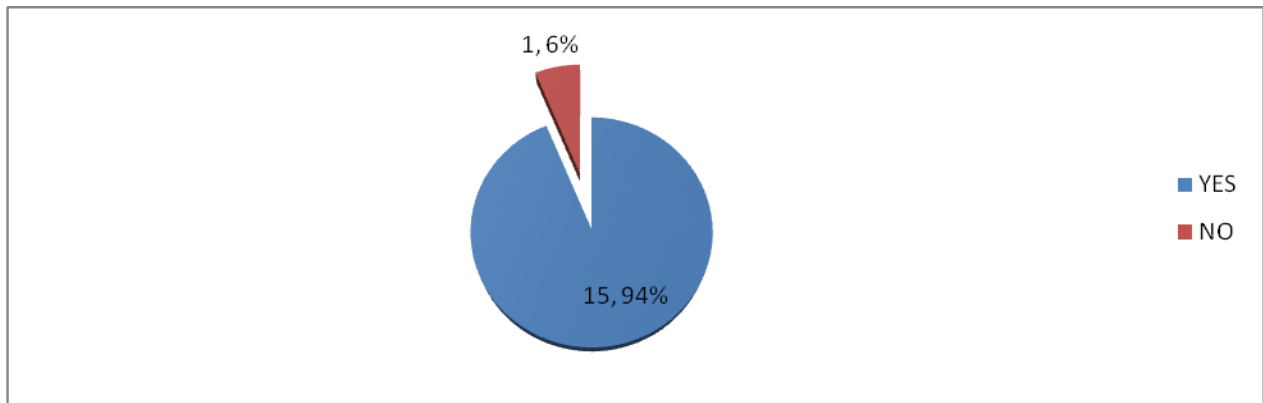
The majority of participants say used their feedback effectively.

**“If you could change one part of the LGBT Bodies development to date what would it be?”**

CHANGES
<ul style="list-style-type: none"> <li>• Put feedback to better use</li> </ul>
<ul style="list-style-type: none"> <li>• We are on a journey and things could be sped up, we would like greater understanding and awareness from staff regarding LGBT issues, we will be educating them on certain issues</li> </ul>
<ul style="list-style-type: none"> <li>• Integration and communication with the student body</li> </ul>
<ul style="list-style-type: none"> <li>• Would like own our office with secretary and more funding, would like to get paid for the work we carry out</li> </ul>
<ul style="list-style-type: none"> <li>• Our new code of conduct and complaints process which enables us to deal with personality issues and hostile behaviour should include conflicts of interest, i.e. LGBT Council Members, membership of LGBT organisations</li> </ul>
<ul style="list-style-type: none"> <li>• Put more interest into monitoring and evaluation of our services</li> </ul>
<ul style="list-style-type: none"> <li>• Obtain regular feedback which would provide us with information on how to improve</li> </ul>
<ul style="list-style-type: none"> <li>• Happy with organisation</li> </ul>
<ul style="list-style-type: none"> <li>• Longer-term initial funding</li> </ul>
<ul style="list-style-type: none"> <li>• Funding and more volunteers</li> </ul>
<ul style="list-style-type: none"> <li>• Continual change in management</li> </ul>
<ul style="list-style-type: none"> <li>• Expansion of the management committee</li> </ul>

The organisation that did not collect feedback felt the need to improve by collecting feedback. The organisation that did not use the feedback effectively recognised the need for better use. The need for funding was frequently mentioned.

**“Are there any ways in which you feel your organisation could be improved?”**



The majority of organisations felt there could be improvements made to their organisation. There was only one organisation that was totally happy, although this was not the organisation that stated that their development was ‘excellent’ and they rated their ‘achievement of objectives’ at 7, which suggests there could be room for them to improve. They commented that, as they are the decision maker, they have the freedom to change things as they please.

**“How would you improve your LGBT Body?”**

<b>POSSIBLE IMPROVEMENTS</b>
Governance, communication and funding
Collecting data from students and staff on sexual orientation
Engaging with more LGBT people and getting more volunteers involved in doing the work of the forum. Being more effective in dealing with different personalities and diversity within our community
Complete overhaul of the management system
Building up our membership numbers to be more widely known
Increase in staffing, marketing and publicity
Engaging with people
Work to improve access and better services for different races
A volunteer coordinator and larger premises
More staff training and funding
We are currently looking at how the forum can be run effectively and are seeking sponsorship

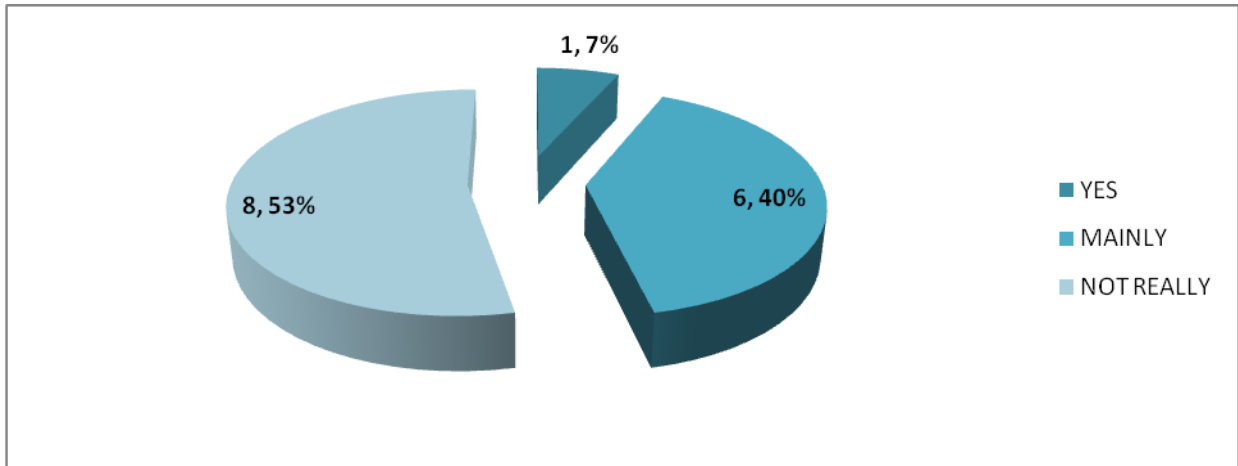
Increase in our directorship

Better marketing of our events, increased capacity to support fund-raising and financial management

More transparent and frequent communication

### “Do you feel that the facilities from which you operate are suitable?”

(One organisation did not have premises).



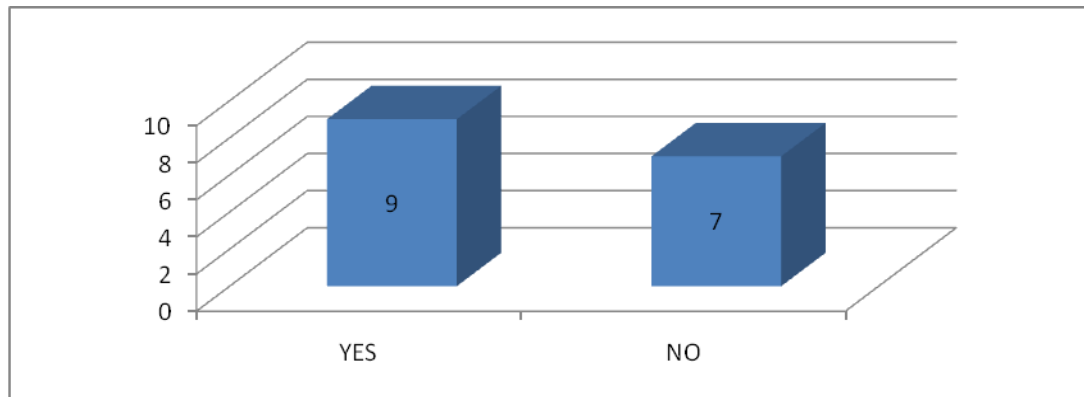
The LGBT Body that said ‘yes’ was a ‘forum’ and stated they had good meeting facilities.

40% of participants said their building was mainly suitable, of those 3 were ‘forums’ and 1 was an ‘other LGBT organisation’.

8 participants (53%) said their building was not really suitable - of those, 4 were ‘forums’. Reasons for the building not being suitable were; not good for disabled people, not in a good location, need more equipment and more space.

### **3.7 Training**

**“Have you or a body member accessed training with an LGBT theme that you would recommend to any other similar organisations?”**

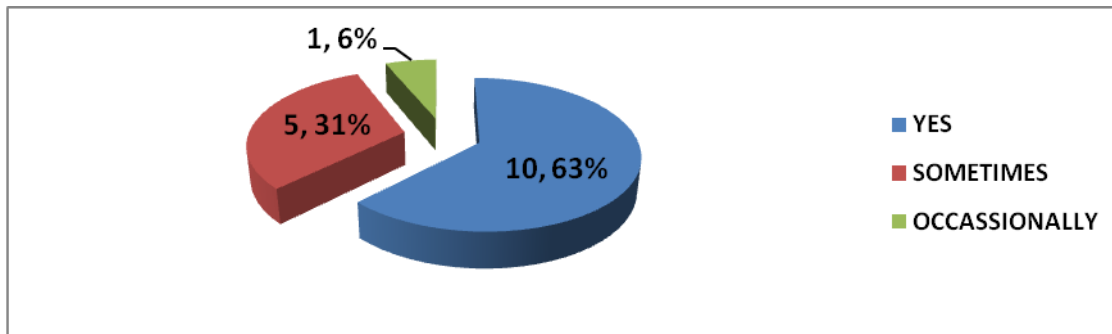


9 out of 16 respondents have accessed training.

<b>WHO PROVIDED TRAINING</b>
Wirral Borough Council Racial Minority Training
Terrance Higgins Trust HIV and Young People Awareness Training
LGBT Conference every year
Grimsby Institute LGBT Awareness Day
Newcastle University Training from Dr Allen Mullen to an LGBT Audience
Terrance Higgins Trust
Self-developed and assist training with NE Lincs Forum
Gendershift provide Trans Awareness training throughout the region
Leeds City Council had in-house training through the LGB staff group and HR officer

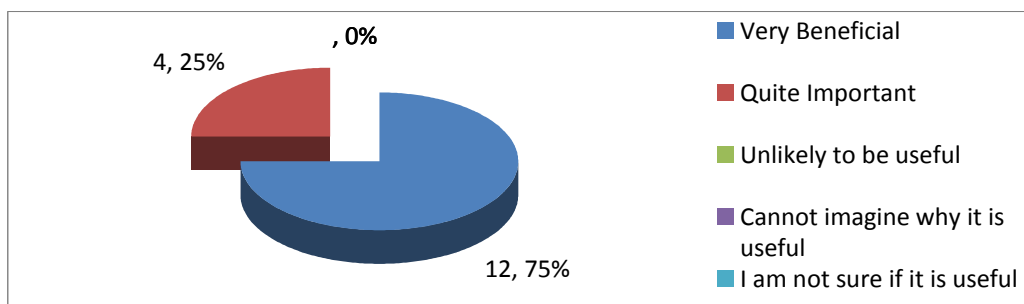
### 3.8 Networking

**“Do you share information and good practice with organisations similar to your own?”**



The majority of bodies say they share information frequently.

**“Do you believe sharing information and practice is a beneficial and useful exercise?”**



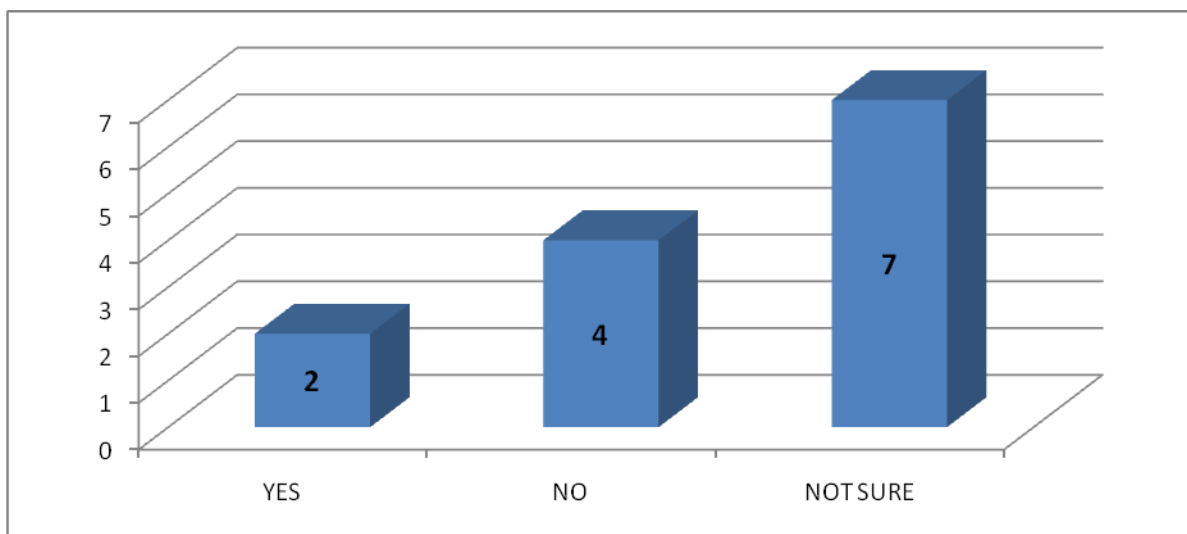
75% felt that sharing information was ‘very beneficial’; whilst 25% felt it was ‘quite important’. All participants recognised the need and benefits of sharing information and, when asked, 13 out of 16 (83%) of participants would like to network. 3 out of 16 said they might wish to network. Of these 3, one was a well established forum; the other two were well established ‘other organisations’.

**“If you have experienced effective knowledge sharing and communication with other similar organisations, please tell us how this came about and what the benefit of this was.”**

KNOWLEDGE SHARED
We influenced, through our membership, the Regional Local Development Agency to improve its equalities work. They are committed to monitoring sexual orientation. For the first time our health needs assessment was in partnership with the Primary Care Trust (PCT), The Council and Universities, and has now developed a funded programme for LGB health needs. This came about from our own health work.
Worked with HIV Charities and Healthy Gay Life.
We attend quarterly meetings consisting of LGBT Organisations hosted by the Mayor’s Office. Here we hear about what lots of other organisations are doing. We have networked with neighbouring borough forums and learnt that our problems experienced are not unusual or unique to us; we have learnt to press on.
We network with the Police on Hate Crime and share best practice with LG Working Group.
We network at events and conferences.
We share good practice with The Equality and Diversity Practitioners Union.
Share information with the public sector from time-to-time.
Being part of the CEO Forum Group, which consists of 15-20 of the most influential CEO’s of LGBT forums, we meet quarterly to discuss ideas.
Share information at the National Gay Health Workers Conference.
Through LGBT Matters we built a great network with the Police and the Local Authority.
We produced a research document that is used by other organisations, a lifestyle choice report about Myths and Facts of LGBT people, it is widely used.

10 out of 15 LGBT Bodies commented on effective knowledge sharing, 6 of those 10 were ‘forums’.

**“Do you feel that all LGBT Bodies similar to yours offer a similar service to community members?”**



7 out of 16, over half of the participants were unsure and, of these, the reason was that they did not have enough information about other forums to answer, although they knew vague details of differences between their forum and others. One of the participants that said ‘no’ stated that they work with others to provide complimentary service which no other organisation currently offers.

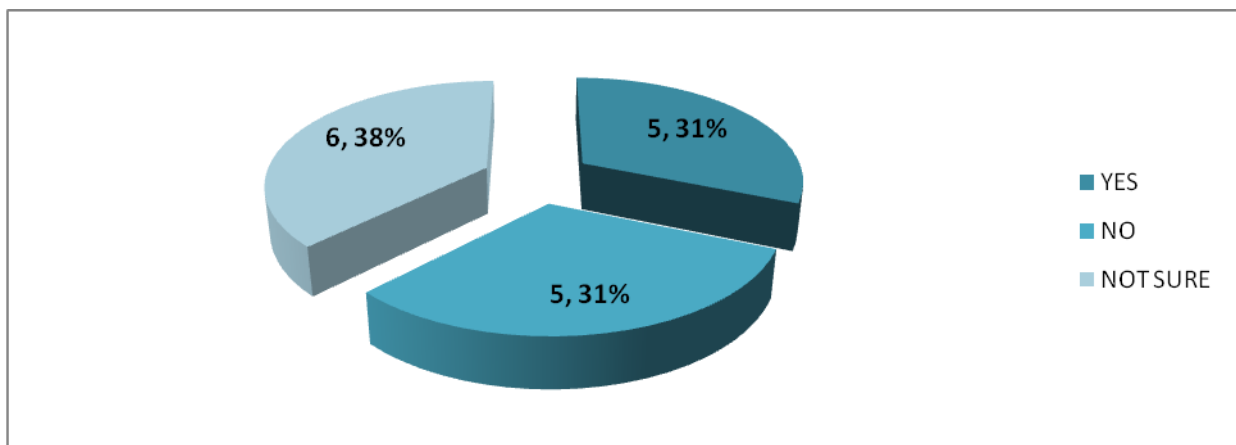
**“Which organisations do you consider most supportive of your LGBT Body? Please tell us why this is.”**

MOST SUPPORTIVE ORGANISATION
Local Authority as they offer funding
Volunteer Centre provides volunteer support, the local infrastructure support organisation provides strategic support
Local Authority
The Council Community Partnership provides meeting rooms. Police attend meetings and provide informal support and information. The council for volunteer service provide support and victim support, they attend meetings and take individual case work
The University as they provide funding for the forum when we need it
Gendershift and Hull Pride, HANA-Humber All Nations Alliance and Hull City Council, Humberside Police, Hull PCT, Humberside Fire and Corner House Volunteering
Police and The Council. Action Wirral are very supportive and give training on accounting, minute taking and community engagement
Stonewall, they have an annual equality index survey that they conduct, it is a questionnaire that LGBT forums and organisations can fill out to find out if they are good LGBT employers. Stonewall give feedback as to how to improve as employers or they rate the organisation in the top 100 if they are good. This will really help our organisation
Local Authority as they offer Financial support

Developing our community (DOC) as they assist with funding bids and provide office space for us
Equalities and Human Rights Commission, Humberside Police, City Council, NE Lincs LGBT Forum

All participants could identify organisations that offer them support. Local authorities and the Police were mentioned frequently.

**“Is there a forum that you aspire to follow, emulate or consider to be one of the best?”**



5 out of 16 participants aspire to follow or emulate an organisation. Leeds University LGBT Forum, Liverpool LGBT Network, Camden LGBT Forum and ELOP East London Out Project were well respected organisations. Reasons for this included being well established, delivery of a good service and having a large number of LGBT members. Camden LGBT Forum was well respected by 2 forums. Of these 5, 1 of the participants commented that they were not as established and large as they would like to be and do network with the forum they wish to emulate.

6 out of 16 participants were not sure whether they wish to emulate an organisation. A few of the reasons being; the feeling that there was insufficient information about the work that other organisations carry out and the feeling that the forums and organisations known were all in the development stages and not well enough established to be emulated.

5 out of 16 participants were happy with their LGBT Body, one of which would like to set a precedent and do not wish to emulate for this reason.

### **3.9 Advice and Recommendations from Organisations**

**“Do you have any other comments with regards to experiences or ideas you think other similar bodies should implement?”**

<b>LGBT BODY</b>	<b>COMMENTS</b>
<b>EQUITY PARTNERSHIP</b>	We are happy to share our health needs assessment. All organisations should monitor service users and staff.
<b>HULL LGBT FORUM</b>	We all need to change our thinking to fight discrimination across diversity so that it is not just LGBT but other groups who face discrimination also. We should use umbrella organisations to co-ordinate and we need to share administration costs.
<b>RICHMOND LGBT FORUM</b>	It is good to become active participants in local community Police/ Partnerships as we found this gave us access to many other community engagement consultation events. Ask members what topics the forum should focus on. At one meeting, we did a post it note exercise and identified community safety and policing, youth and education and health promotion, which were all to be focused on.
<b>WIRRAL LGBT FORUM</b>	Get involved with the Council and get equality and diversity policies implemented. We have helped the local hospital with setting up diversity and equality policies which helped them learn how to deal with staff. I would like to get together with all the forums in England and hold a National Conference.
<b>LAMBETH LGBT FORUM</b>	I believe that forums should be community led.
<b>LGBT SWITCHBOARD</b>	Ensure that you stay focused on the community; it is common that forums lose touch with the community they are representing.
<b>CAMDEN LGBT FORUM</b>	Being a registered charity helps.

#### **4. WEB-SITE OBSERVATION**

The observation was based on a checklist of 21 items. Please find the checklist in Appendix 2. The list was extensive and none of the 6 websites explored had all of the features shown on the list. However, the overall purpose of this exercise was to view whether there were features that could be included to your site to enhance the user experience.

Key findings were:

- 4 out of 6 have the facility to report hate crime
- 1 out of 6 has a link to one other LGBT Forum
- 4 out of 6 had the opportunity to join as a member instantly or be added to a mailing list
- 2 out of 6 promoted social networking with the option to join instantly
- 2 out of 6 had a 'health and well-being' section
- 2 out of 6 engage in affiliate marketing

Other content on the sites included:

- Competition section
- Separate section for each LGBT 'group' with information tailored to their needs
- Links to an A-Z of LGBT businesses
- Section advertising for volunteers with a form to leave personal details
- Fundraising information on how to raise money for the forum

## **5. CONCLUSION**

In the quest to explore the development of LGBT forums and organisations a vast amount of information has been gathered, although certain responses require further evidence found from other questions in order to reinforce their validity. In summary, the work and services offered to the LGBT community is very similar amongst LGBT Bodies and the progress to date has been moderate (if not excellent) from the respondent's perspective when taking into account the time in operation and the level of achievements accomplished within that time frame, barriers faced and the work involved in reducing these within the community. Despite the efforts in reducing barriers they still exist and are being addressed. The conclusion of this research will draw focus on all the topics highlighted in the introduction and include reasoning behind comments where it is deemed appropriate.

### **Status and Structure**

Charitable Status was most commonly used for both LGBT forums and organisations with a combined total of 8 out of 16 (50%). 1 forum had a Charitable Company Status and 1 organisation was a group with Charitable Aims. If these two were to be added to the above total, 10 out of 16, (62%) of participants are Charities or Charitable Organisations.

14 participants were able to comment on the structure of their group. Of those, the most common structure was to have a Chair with either a Secretary and Treasurer or a Chair with a Steering Group or Trustees. 6 out of 14 organisations had a Chair.

An important point was that 100% of respondents had a governing document or constitution which was referred to when necessary. It was deemed ineffective by 3 out of 14 bodies, thus clarity and unambiguous terms are key when constructing the document. The need to amend it may also occur if terms become out of date. Conflict within an LGBT body may occur and therefore it is advisable to limit the number of decision-makers in order to avoid lengthy disputes with regards to future direction.

'Monthly' meetings by the group was the most popular choice and is recommended as it gives adequate time for discussed actions to be implemented. A fundamental problem with meetings appears to be the under-representation of other bodies which is highlighted in the 'aims and objectives' section.

### **Income and Expenditure**

The income received by each respondent is covered in the main body of this report and, after careful consideration, it appears that the income of each body differs and reflects either their need for income or their stage of development. For example, 5 out of 7 forums were in the lowest income bracket of £0-5,000 which appears low but there were reasons for this such as being newly established, thus were about to start applying for funding or grants shortly. If the same forum was asked the question of annual income in 5 years time they may have increased their income. This point is apparent as 2 of the longer running forums had larger incomes. A point to illustrate that income may depend on the bodies needs, is that one of the

forums in the lower income bracket did not need more income as they were operating within a Higher Education establishment and had use of a designated meeting room - they had a small budget which was sufficient. A point to consider here is that a LGBT body's income can also depend on their stage in development and needs.

The highest percentage of income was spent on 'staff wages'. 7 out of 14 (50% of responding organisations) spent money on this, including 2 forums. 'Events' shared the same percentage of participants' spending and 3 forums spent money on these. For 'premises', 8 out of 14 (64%) of the total spent on this, of which 3 were forums. Marketing had a higher percentage of expenditure with 9 out of 14 (79%) - 5 forums had this level of expense.

The income and expenditure results highlight, perhaps unsurprisingly Bodies with higher income brackets spent more. Income reflects expenditure.

With regards to the source of income grants were the main source of income. Funding from local authorities was another source of income. Donations were only mentioned by 4 out of 16 respondents.

### **Funding**

Based on the results gathered, research should be done into the organisations that provide funding and the purposes for its provision. Just over 50% of participants found it difficult to obtain funding, especially for ongoing projects that did not involve start-up. In hindsight a question about the number of funding applications that had been rejected within a year could have been asked which would have revealed the level of difficulty and success in application processes.

A point to consider before applying for funding is to allow sufficient time in which to complete the application as many participants commented that they would like help in submitting the application. In addition, before seeking whom to approach for funding, information such as how much is needed and how it will be used should be planned. When the funding is received the possibility of using some of it to generate further income, and therefore sustainability, should be explored.

### **Aims and Objectives**

82% of organisations (9 out of 11) aim to reduce barriers within the community, although when examining the percentages of involvement from different sectors, it is apparent that there is under-representation of both the private sector and non-LGBT members. The representation of public sector organisations was positive with 7 out of 11 organisations having between 5-35% representation. In contrast, representation of the private sector could be larger, only 3 out of 11 had between 5-10%. Despite the promising presence of many organisations, there is not enough private sector involvement to enable the total achievement of the above aim. The percentage of LGBT Community involvement outweighed any other group with 8 out of 11 participants having between 60-100% representation.

These figures highlight that more work needs to be done in terms of securing a higher representation of Private Sector organisations and non-LGBT members to be involved in the LGBT bodies. The private sector can serve as the best messengers for the non-LGBT

Community and help to reduce barriers if their understanding is increased. This is a particularly important point if respondents are going to realise their aims and objectives.

### **Development and Progress**

As perhaps might be expected the more established forums had more members than those still developing. University forums had a promising number of members considering the majority of the members were current students, thus were at the establishment for a limited period of time. The majority of LGBT bodies had over 100 members.

The most popular way of attracting new members was through the website. This highlights the importance of providing a membership section on websites and revealed the endless possibilities regarding information that could be made available to viewers. 'Other LGBT organisations' were more likely to spend money on attracting new members via leaflets and press, whilst 'forums' recruited through methods that did not incur much expense, namely; social networking sites, pubs and bars and through other organisations. New methods of attracting members should be explored. The use of social networking sites was popular for forums and should be considered by those that do not use this. With regards to recruitment of members, the first thing would be to estimate how many people from the LGBT community live in the area and compare it with current members in order to assess recruitment progress. Then explore how to expand membership.

As mentioned earlier:

- The work of reducing barriers within the community is frequently done with the aid of public sector organisations
- A lot of work has been done with The Police in relation to Hate Crime
- A lot of work has been done with the council in relation to being recognised as valuable members of the community, helping them implement new LGBT policies and holding training days to educate their staff of LGBT issues.

Although there are still difficulties in engaging with particular groups, each LGBT Body had different experiences and issues. Particular attention should be paid to Tran's people in relation to the issues they face whilst in transition, exploring avenues of how to reduce barriers for them. Older LGBT people can often be overlooked and, in some instances, lesbians and bisexuals. LGBT people from ethnic minorities can face additional barriers. Advertising campaigns and increased involvement with private and public sectors should be explored in order to combat the above issues. Recruitment of volunteers will also help in terms of having adequate resources to help deliver the campaigns in terms of delivery of information to different organisations. Networks should also be built with equal opportunity employers whom could advertise their job vacancies on the forum's website.

Feedback from members is very important as asking them what the agenda should be for the month will prove a very beneficial exercise in helping them feel valuable within the organisation. The best way to get results is to involve those you are working on behalf of as their experiences are first hand.

## **Website**

Based on the results from the observation, there are many items that could be included to assist the development of your website which will be highlighted in the 'recommendations' section.

## **Networking**

Throughout this research the term 'LGBT community' has been used. This term can be viewed in two ways, one to mean the community within the immediate geographical location, the other to mean a community of people sharing same or similar beliefs. For the purpose of this report, the later is the preferred use of the term. On that note, it is crucial that links and larger networks outside of the immediate geographical location are built between LGBT forums and organisations as there appears to be many similar aims and objectives.

44% of the participants in this report were unsure of whether there were other organisations offering similar services. On a positive note, 81% of participants wanted to share information.

Building networks is essential in working towards aims and objectives. Increased knowledge of the forums and organisations that exist in most major towns and cities always helps to break barriers. Two of the major social networking sites started with around 100 members and then built up to be a very popular facility. Recognition has greater effect if large numbers take part. Social networking sites can help facilitate rapid growth and awareness raising among the target group.

The above information is just an illustration to show that it is possible to have an extensive network of LGBT organisations which will be recognised by the majority.

All participants of this research wish to be contacted which is a good start and maintaining that link is essential. There are numerous other organisations willing to share their experiences also.

The closing point for reflection is to view the level of achievements attained from both the participants of this research project and from other public sector bodies in creating equality. It is apparent that a lot has been accomplished. Respondents have indicated that working collaboratively is a very effective tool as organisations strive to achieve their agreed aims and objectives as there will be many more obstacles to be overcome.

## **6. RECOMMENDATIONS**

### **Status and Structure**

Charitable Status should be considered due to its perceived benefits (e.g. tax relief). It is beneficial for fundraising and many grant giving trusts can only give money to organisations with Charity Status. Individuals and organisations may also be more likely to donate money to a LGBT Body with this status.

One or two Chairs with a Board of Trustees and the majority voting system in decision-making should be considered. There may be an annual election for the Chair, with a voting system to ensure the best person is directing the organisation at all times.

Governing documents should be clear and unambiguous with clear guidelines of how to rectify disputes.

### **Income and Expenditure**

Ways of generating income should be on the agenda regularly because the problems with obtaining funding presented in the body of the report have to be taken into consideration. It would be beneficial for an organisation to have multiple possible income streams (Rather than rely on the one source) and have means of generating its own income. There are numerous avenues that can be taken, many of which can also benefit members:

- Design a universal badge for all LGBT members, the badge can be sold to LGBT members nationwide and will represent an identity for the members as they will be able to identify others from the community wherever they are. This will have dual benefit as it will provide a small but steady income and help to create a recognisable community
- Design and sell merchandise, statement T-Shirts, pens and key-rings
- Monthly or quarterly competitions for forum members, they would have to pay money to enter the competition but the money generated can be greater than the prize costs
- An annual membership fee could be charged. There was only one participant that charged a fee of £20.00, with a total of 200 members. That would mean £4000 could be generated solely from membership for that year. It should be noted, however, that this could discourage some people or organisations from participating
- Affiliate marketing can also generate income - advertising another company and providing a link to their website from your website. If your member purchases or signs up depending on the company, they will pay a percentage of that sale to you as a way of thanking you for introducing that member.

This list is not exhaustive of the many possibilities of generating income and regular review sessions at the monthly meeting would be beneficial.

*Also note – the formal status of the organisation may restrict certain types of income generating activity.*

### **Fundraising**

Large efforts should be made to fundraise. A small portion of income from any grants could be allocated to resources that can generate more money. There are two very easy ways in which members of your forum could generate money every time they purchase items online and search the internet.

- Easyfundraising.org.uk is an organisation established for organisations to earn money from the purchases made online by their members. Members can shop online with over 600 brand name retailers including Argos, Next, Amazon and M&S and generate a donation of up to 15% for the forum every time they purchase. It is free to register and this can be advertised on your website to inform and remind your members to shop online using this method. If you refer other charities, you raise money from the referral and this happens every time you refer a group, a lifetime bonus is paid of 20% of whatever they earn.
- Easysearch.org.uk is another concept which will raise money for the forum, easy search is a search engine that could be used by your members and you will be paid for every successful search made by your members.
- A large annual event for all forums like a festival. Tickets could be sold and numerous LGBT bodies working on behalf of the community could attend. This would be a great opportunity to network.
- Sponsorship is another avenue to explore. Approaching an organisation that will have mutual benefit from sponsorship due to its publicity to members would be beneficial.

### **Development and Progress / Networking**

- Contact more members from public and private sector organisations to get them involved in the work of your forum. It may not always be easy to coordinate meetings so that all members can attend but a solution to this problem would be to accept that some organisations cannot attend all meetings, they could be briefed on points discussed and still be participants ‘from a distance’ and still acting as a voice for the forum. You may wish to consider rotating the time of day, day of the week and venue to afford flexibility to those that may want to attend.
- Explore different methods of attracting non LGBT public members to the organisation.
- Contact University LGBT forums in the area, as mentioned earlier, many of their members are students and once they leave the university, it would be valuable for them to know of other LGBT forums outside of the University.
- Gain regular feedback from your members about the service you provide and they receive.
- Try to get an idea of the number of LGBT members within the locality in order to view how many of these members you are in contact with and then formulate plans of how to attract more members.

- Arrange quarterly meetings with at least 2 other LGBT forums and 2 LGBT organisations to share best practice and discuss current issues, the number of organisations at this meeting could increase over time.

### **Development of Website**

There are several ways in which your website could be developed. These include;

- Providing links to other LGBT forums and organisations
- Giving members the option to join instantly or join a mailing list
- Provide information about health and well being issues
- Online competitions
- Online hate crime reporting
- Create and advertise your social networking site which members can enter on your website. NING is an example of another networking site
- Sell Merchandise online
- Sponsorship options

### **Progress**

- It is recommended that this research project is conducted again within 2-5 years to include the same participants and the addition of more if required to view the true progress and the extent of developments.

**APPENDIX 1**

**QUESTIONNAIRE**

**LGBT RESEARCH**

Thank you for supporting this project. The research aims to capture information and perceptions from several different organisations that focus on Lesbian, Gay, Bisexual & Trans (LGBT) themes, communities and businesses.

The resulting shared knowledge and practice from this work will benefit all such organisations, not just the commissioning body (The North East Lincolnshire LGBT Forum, funded by the Equalities & Human Rights Commission).

This questionnaire has 12 pages, 44 questions (many of these are tick box), and we expect it will take approximately 30-40 minutes to complete.

Please include as much information as possible in the spaces provided. An additional page has been attached for more comments should you need it.

The inclusion of any supporting documents that you deem helpful would be most appreciated (e.g. detailing organisation structure for example).

If you have any questions regarding the questionnaire or the research process please do not hesitate to contact me on the number provided on the covering letter.

Questionnaire terminology – other organisations similar to your own are referred to as ‘LGBT organisations’ and, for example, your target group in the community may also be referred to as ‘LGBT’ - we realise this may not be totally accurate (i.e. that you may not serve all of these groups).

**Many thanks**

**Natalie.**

**Your details:**

*Please enter your contact details here (these will not be published):*

**Name:** \_\_\_\_\_

**Organisation:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

## The Questionnaire

**1a-What is the location of your organisation?**

**1b-What area does it cover?**

**2-In what year was it established?**

**3-Your organisation aims to improve the lives of which group?** e.g. - Lesbian, Gay and Bisexual people - or Lesbian, Gay, Bisexual and Trans – just Trans - etc. Please specify below.

**4-What age group do you support? (You can tick more than one category)**

A-u'16s ( ) B- 16-25 ( ) C- 26-35 ( ) D-36-45 ( ) E-46-64 ( ) F-65+ G- All age groups ( )

F- Other ( ) Please specify \_\_\_\_\_

**5-Please indicate your organisation's average income over the last three years by ticking one of the categories below.** If the organisation has not existed for three years, just use the period it has existed. Leave blank if your organisation is under one year old.

<b>A</b>	£0-5,000	
<b>B</b>	£5,000-10,000	
<b>C</b>	£10,000-25,000	
<b>D</b>	£25,000-50,000	
<b>E</b>	£50,000-100,000	
<b>F</b>	£100,000-250,000	
<b>G</b>	£250,000+	

**6-We would like to find out how organisations allocate their income.**

For the last three years please tell us (approximately) where the organisation’s money has been spent by giving percentages to the categories below. Please ensure your total is 100%.

		%
<b>A</b>	Website maintenance / development	
<b>B</b>	Premises	
<b>C</b>	Marketing / publicity / communications	
<b>D</b>	Staff costs, wages	
<b>E</b>	Meetings	
<b>F</b>	Other Events	
<b>G</b>	Admin costs (e.g. office equipment)	
<b>H</b>	Research	
<b>I</b>	Training	
<b>J</b>	Sub-group activity Please specify:	
<b>K1</b>	Other 1, specify:	
<b>K2</b>	Other 2, specify:	

**7a-How is the organisation currently funded?** e.g. grants, sponsorship, loans, donations.

For each source please give a percentage contribution (e.g. grant 50%, sponsorship 50%)

**7b-How easy / difficult has your organisation found it to source funding to do the things you have planned in recent years?**

A-Very difficult ( ) B-Mostly difficult ( ) C-Neither easy or difficult ( )

D-Mostly straightforward ( ) E-Always straight forward ( )

**7c-Please tell us about any specific difficulties you have experienced (with regards to funding / finances) and what you have done to address these.**

**8-How would you rate your awareness of the funding opportunities that may be open to you?**

A-Very Good ( ) B-Good ( ) C-Could be better ( ) D-Poor ( )

**9-Would you benefit from extra support and guidance regarding funding opportunities?**

A-Yes ( ) B-No ( )

If 'Yes' please tell us what support would be best for you:

**10-What is the current status of the organisation?** Please tick only one option.

A	Registered Company	<input type="checkbox"/>
B	Registered Charity	<input type="checkbox"/>
C	Other, please specify below	<input type="checkbox"/>

Other.....

**11-Does the organisation have a governing document or constitution?**

A-YES ( ) *please go to Question 12*

B-NO ( ) *please go to Question 15*

**12-Is this document considered effective by the organisation?**

A-YES ( ) *please go to Question 14*

B-NO ( ) *please go to Question 13*

**13-Why do you consider this document to be ineffective?** Tick all the options that apply.

- A- The document is not referred to enough ( )
- B- The document is too complicated / not understood well enough ( )
- C- The document is not consistent with our status ( )
- D- The document is not kept up to date ( )

E- Other

( )

If 'Other', please specify.....

**14a-What is the structure of the organisation?** e.g. is there a chair or an executive group? Please give details below. Feel free to provide additional documentation if this supports your answer.

**14b-Does the structure support effective decision-making?** Please tick only one option.

A- Always ( ) B- Mostly ( ) C-Sometimes ( ) D-Hardly ever ( ) E-Never ( )

**15a-Approximately how many members does the organisation have currently?** By 'members' we mean individuals that attend / contribute / communicate with the group on a regular basis.

Please state the number here: .....

**15b-We are interested in the profile of your 'regular' organisation members.** Please give a percentage figure of representation for each of the groups shown below:

	%
<b>A</b> Public sector organisations	
<b>B</b> Voluntary & community organisations	
<b>C</b> Private organisations	
<b>D</b> LGBT members of the public	
<b>E</b> Non-LGBT members of the public	
<b>F1</b> Other 1 – please specify:	
<b>F2</b> Other 2 – please specify:	

**15c-If 'LGBT' community members are at least part of your target group, what proportion of this total group (i.e. all 'LGBT' community members) do you think are actually involved with your organisation.** Please give a percentage in the box below. If this is not applicable or you feel you cannot answer, please say so.

**16-Has the number of members within your organisation changed considerably over time?**

A- Yes ( ) Please go to Question 17

B- No ( ) Please go straight to Question 18

**17- Please outline what the number changes have been** (e.g. gone up or down, by how much). Also try to give reasons for any changes.

**18a-Please use the space below to tell us about any groups that you have had particular difficulty engaging with?** (e.g. could be a particular background, age group, group of organisations, specific organisation / service provider). If possible please also tell us why you think this is.

**18b- Please tell us about action taken to address engagement problems (if any), and how effective this has been.**

**19-How many times do the members of the group hold meetings?**

**A-Weekly ( ) B-Monthly ( ) C-Fortnightly ( ) D-Quarterly ( ) E-Other ( )** State.....

**20-Please identify the main purpose / aims / objectives of the group.** If you have a mission statement you could insert this here.

**21- What type(s) of work do you deliver to your target group?**

A	Advice and counselling	<input type="checkbox"/>	F	Reducing barriers within the community	<input type="checkbox"/>
B	Advice on combating hate crime	<input type="checkbox"/>	G	Diversity training for organisations or the community	<input type="checkbox"/>
C	Create new meeting spots	<input type="checkbox"/>	H	Other - please specify	<input type="checkbox"/>
D	Work with businesses	<input type="checkbox"/>		.....	
E	Events	<input type="checkbox"/>			

**22- If you ticked 'F' above please specify how you tackle reducing barriers within the community:**

**23- How would you describe the development of your organisation between the start date and now?** Please tick the statement that best describes the development:

- A- **Excellent** -successfully working toward all our aims and objectives ( )
- B- **Moderate** - mixed success, some room for improvement ( )
- C- **Slow** – yet to make any significant progress towards aims and objectives ( )
- D- **Poor** – can provide little evidence of progress towards objectives ( )

**24- Please detail the two most significant achievements since the creation of the organisation.**

1.

2.

**25a-What have been the two most significant barriers in the organisation’s development?** (these can be internal or external of the organisation).

1.

2.

**26a-Do you share information and good practice with organisations similar to your own?**

A-Yes, often ( ) B-Sometimes ( ) C-Occasionally ( ) D-Never ( )

**26b-Do you believe sharing information and practice is a beneficial and useful exercise?**

- A- Very beneficial in the majority of situations ( )
- B- Quite important, would be useful in certain situations ( )
- C- Unlikely to be useful in most situations ( )
- D- Cannot imagine a situation where this would be useful ( )
- E- I am not sure whether this would be useful or not ( )

**26c-If you have experienced effective knowledge sharing and communication with other similar organisations, please tell us how this came about and what the benefit of this was.**

**27- How satisfied are you that your aims and objectives are being met on a scale of 1 to 10? 1 being the least satisfied and 10 the most. (Please highlight only one number below).**

1	2	3	4	5	6	7	8	9	10
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**28- Do you seek regular feedback from members of the organisation with regards to the effectiveness of the organisation?**

A-Yes ( ) B- No ( ) C-Not Sure ( )

***If 'Yes' go to Q29***

***If 'No' or 'Not Sure' go to Q31***

**29-How is feedback collected?** Please tick one or more of the boxes and for other, please specify.

<b>A</b>	Questionnaire	
<b>B</b>	Interview	
<b>C</b>	Informal word of mouth	
<b>D</b>	Other 1, please state:	
<b>E</b>	Other 2, please state:	

F	Other 3, please state:	
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**30a- Please indicate how regular and structured the feedback you receive is.** Tick one option only.

- A-Only every so often and isn't particularly structured ( )
- B-At regular intervals but isn't particularly structured ( )
- C-At regular intervals and structured carefully ( )
- D-Happens only occasionally but is carefully structured ( )
- E-Not sure / not applicable ( )

**30b- Think about how the feedback you collect is used. What impact do you think this has on the running of your organisation?**

- A- Feedback is used effectively to improve the organisation for members ( )
- B- Is sometimes used effectively to improve the organisation for members ( )
- C- Very little is done with the feedback to improve the organisation ( )
- D- Nothing is done with the feedback to improve the organisation ( )
- E- Not sure ( )

**31-If you could change one part of the organisation's development to date what would it be?**

**32- Have you or an organisation member accessed any training (with LGBT theme) that you would recommend to any other similar organisations?**

- A- YES ( ) *If 'Yes' please give details below of provider and who their target audience was etc.*
- B- NO ( ) *If 'No' please go straight to Q33*

**33- Please tell us how you try to attract new members to the organisation.** If you are not trying to do this, please say so.

**34- Please tell us how you communicate with existing members** (e.g. email, letters, telephone, newspapers / magazines, internet, etc). If you are planning on changing communication methods (or have done this recently) please tell us about this, and the reason(s) behind the change.

**35a- Do you feel that the facilities from which you operate the organisation are suitable?**

A-Yes, very ( ) B-Mainly ( ) C-Not really ( ) D- Definitely not

**35b- Please tell us about the facilities in the space below, giving good and bad points where appropriate.**

**36- Which local organisation(s) do you consider most supportive of your organisation? Please tell us why this is (e.g. they provide resources, financial support, regularly attend meetings, help with promotion, etc).**

**37- Is there a forum that you aspire to follow, emulate or consider to be one of the best?**

A-YES ( ) *Please specify which one below and why this is below*

B-NO ( )

C- ( ) *(Not sure, I do not know much about other similar organisations)*

**38- Are there any ways in which you feel your organisation could be improved?**

A-YES ( ) please give details of your improvement plans below

B-NO ( )

**39-Do you have any other comments with regards to experiences or ideas you think other similar organisations should implement? If so, please use the space below.**

**40-Do you feel that all ‘LGBT’ organisations (similar to yours) offer a similar service to community members?**

A-Yes ( )

B- No ( ) *Please give your reason for this in the space below*

C- Not sure, I do not know what other forums offer ( )

**41- Would you like to expand networking with other ‘similar organisations’?** If ‘Yes’ we may contact you in the future about relevant opportunities.

A-YES ( ) B- NO ( )

**42-Would you like to be contacted regarding events and any other information from our forum?** If ‘Yes’ we may contact you in the future about this.

A-YES ( ) B- NO ( )

**43-Would you like to be informed of the results found from this research project?**

A-YES ( ) B-NO ( )

**44-If you have any comments regarding how this research / questionnaire process could be improved, please use the space below. (E.g. areas that you think should have been included but are currently not part of the process).**

Please feel free to attach any additional literature or information that you feel would support your answers.

**Thank you for completing this questionnaire, your responses will add value to this project.**

## APPENDIX 2

### OBSERVATION

Below are is the list of items checked on each site.

ITEM				
LINKS TO OTHER FORUM SITES				
LINKS TO OTHER SITES				
INFORMATION ABOUT GROUPS				
INFO ABOUT HEALTH AND WELL BEING				
REPORT HATE CRIME				
USEFUL NUMBERS				
EVENTS				
PHOTO GALLERY				
PICTURE OF MEMBERS OF THE FORUM				
JOIN US NOW				
EMAIL DIRECT TO FORUM				
CONTACT FORUM VIA TELEPHONE				
CONTACT VIA EMAIL ONLY				
SPONSORS				
SOCIAL NETWORK LOG IN				
AFFILIATE MARKETING				
RESEARCH				
NEWSLETTER				
LEGISLATION AND RIGHTS INFORMATION				
RECOGNISED SYMBOL				
FUNDRAISING				
FURTHER COMMENTS				

## **APPENDIX 3**

### **Leeds Metropolitan University Lesbian, Gay, Bisexual and Transgender Group**

#### **Draft Terms of Reference**

##### **Terms of Reference**

- 1. To Provide a safe and supportive environment in which to discuss issues relating to LGBT**
- 2. To provide support and networking for LGBT members of staff.**
- 3. To share best practice**
- 4. To contribute to policy development across the University**
- 5. To enable consultation on, and aid impact assessment of, key University policies and strategies.**
- 6. To contribute to staff development and awareness raising in relation to equality and diversity**
- 7. To positively promote the LGBT community within the University**

##### **Mode of Operation**

- 1. The forum will meet 4-6 times each year**
- 2. The forum will report to the Equality and Diversity Strategy Group (subject to terms of ref)**
- 3. The forum will provide a spokesperson to attend the Equality and Diversity Strategy Group**
- 4. The forum will be self-determining and self-managing**

##### **Membership**

- 1. The Forum will be open to all LGBT staff from Leeds Metropolitan University.**
- 2. Once established the group will broaden its membership to include non LGBT members of staff with a professional interest in this area.**

##### **Role and responsibilities of membership**

- 1. To take a proactive role in the Group**
- 2. To contribute to projects, initiatives or activities agreed by the forum**
- 3. To regularly attend meetings**
- 4. To respect confidentiality**