



LGBTQ mental health service

**ANNUAL
REPORT**

2022 - 2023

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WHO WE ARE

MindOut is a mental health service run by and for lesbians, gay, bisexual, trans, and queer people. We work to improve the mental wellbeing of LGBTQ communities and to make mental health a community concern. We offer a range of services including peer support groups, peer mentoring, advocacy, online support, counselling, workshops and befriending.

OUR VISION

is a world where the mental health of LGBTQ communities is a priority, free from stigma, respected and recognised.

OUR MISSION

is to improve the wellbeing of LGBTQ people who experience mental health issues, reduce mental health stigma, and promote positive mental health amongst the LGBTQ community.

OUR STRATEGIC AIMS

- Better mental wellbeing for LGBTQ people.
- Reduced social isolation in LGBTQ communities.
- Reduced suicidal distress in LGBTQ communities.
- An end to stigma associated with mental health.
- Improved mainstream mental health service provision for LGBTQ people.



KEY FACTS AND STATS

2102

Service Users
supported across
all services

2340

Befriending
Sessions
delivered

1533

Service Users
supported
through the
Online Chat

172

New
applications
for counselling

42

Volunteers
in post

4400

Individuals
trained

110

Volunteer
enquiries



COUNSELLING

The Counselling Service continues to be a service in high demand. We have received a total of 192 applications for counselling, from which we provided counselling for 99 individual clients through a hybrid model of face to face or remote sessions. We continue to have a 4-6 month waitlist and will be developing our groupwork next year.

A total of 868 sessions were held with a maximum of 1,188 sessions being offered to clients.



I am using my voice again

counselling service user

TRAINING

Between April 2022 and March 2023, MindOut delivered 140 training sessions to over 4400 delegates across the UK.

Thanks to an additional grant from the Social Investment Business Fund we were able to create a new role of Training Assistant to support with admin.

**More than
93%
of training delegates
reported having a better
understanding of LGBTQ
Mental Health**

SERVICES

We also developed two pilots for Group Therapy that were carried out across the year. These were:

An **Eco-Therapy group** was developed and held with attendance being at 60% (9 clients attended with a capacity of 15 attendees) where the average MindOut group attendance was at 80%.

An **Initial Relationships-Themed** Talking Therapy group was formed with a pilot of 2 groups that were developed further in 2023, offering different times/days in the week in order to meet the broadest possible constituency.

In January 2023 we recruited and welcome 7 new trainers that supported the delivery of some of our most popular training courses including:

- The A-Z LGBTQ Inclusion
- Trans 101
- Trans 102
- LGBTQ Mental Health & Suicide Prevention
- LGBTQ workplace inclusion recommendations
- Wellbeing & Self Care for LGBTQ Workers and Advocates
- Aging in the LGBTQ Community
- Everyday Transphobia and its impacts
- LGBTQ and Domestic Violence

The training department increased their sales by an incredible 24% in the last 12 months, securing income of £89K by March 2023.

WELLBEING

SERVICES

The wellbeing service has had another successful year, expanding our groups and projects to reflect the communities we serve, be more inclusive, and reach individuals that need services the most. Some of our highlights include:

Recruiting volunteers that represent our community, protecting roles for PoC, trans people and those aged 70+.

Expanding our offer of Wellbeing workshops to both online and face to face for people aged 50+.

Creating a PoC/LGBTQ focus group, peer support group, film night, and having a presence at Black Pride for the first time, with a focus on PoC people aged 50+.

“Being able to talk with other POC people who identify as LGBTQ was liberating for me. It is rare to be able to speak about your mental health, identity and issues with the health service in one place. I feel validated in what I have been experiencing just by people agreeing with me and nodding in recognition at the issues I was raising.

POC LGBTQ online group user

- We secured Befriending and Peer Mentoring activities in 32 Senior residential homes supported by Brighton and Hove City Council.
- We provided 1-to-1 digital inclusion support for those aged 70+ who wanted to join on line activities and needed support.
- We developed support initiatives such as advocacy at Brighton Sauna, Online sessions, GBT men's group, all having a focus on older gay men 50+
- We recruited 40 'Older and Out' members to volunteer to share experiences and history, be role models and celebrate with younger LGBTQ service users.

AGE MATTERS



BEFRIENDING & PEER MENTORING



We have provided over 600 hours of Befriending and Peer Mentoring by our excellent volunteers over 365 days of the year. We were able to provide this vital service again over bank holidays including Christmas, Eve, Christmas Day, Boxing Day, News Year's Eve and New Year's Day. It can be a life line to those who experience loneliness and Isolation.

The risk of suicidal distress and self-harm are likely to increase during these times and keeping our services open provides vital suicide intervention support.

I was having a tough time and I needed to talk to someone. And even talking for ten minutes was better than crying to sleep. It made me feel lighter and a bit better afterwards. *Online Chat user*

ONLINE SUPPORT

The Online Support Service is an instant access webchat helpline offering practical and emotional support, crisis, and suicide prevention service. We support LGBTQ people with relationship issues, coming out, trans health care, accessing mental health services, signposting, suicide prevention, employment rights, loneliness and isolation.

This year, 42 volunteers and 11 staff members ran 631 online sessions and worked for 1016 hours. During this time, they supported 1505 individuals which is more than an 85% increase from the previous year.

From our online service evaluation survey, at least 30% of our service users were trans and non-binary and an additional 20% were unsure if they were trans and non-binary.

Between April 2022 and March 2023 we supported over 100 LGBTQ people to stay safe from suicide.

We ran general online support sessions for LGBTQ people and specific themed sessions for:

- Trans and non-binary people
- Housing advocacy
- Counselling
- People of Colour
- Work It Out (for people in paid employment)
- People living with HIV
- People living with PTSD
- Domestic Abuse
- (with Brighton and Hove's LGBT Switchboard)
- Brighton Pride
- People over the age of 50
- Advocacy
- Trans Pride
- People experiencing suicidal thoughts

IN PERSON & ONLINE EVENTS

This year we offered a range of brand new wellbeing workshops monthly between May and October 2022. The aim of the workshops was to encourage people 50+ to attend but all ages (18+) were welcomed to sign up.

52 individuals attended our workshops, including..

- Change and Resilience
- Arts & Crafts
- Coming Out
- Living after Trauma
- Living well on a low income
- Sleep Matters
- Intrusive Thoughts
- Covid & Mental Health
- Ageism
- Work & Mental Health

A MindOut Arts and Crafts group was formed to decorate the MindOut Float at Brighton and Hove. People came together across all ages to knit and crochet their expressions for the MindOut float. The lead up to the day was brilliant and all of our service users were excited to see the decorations we created hanging proudly.

We held 8 afternoon 'meet-ups' and film evenings at Ledwood centre to support and share creative thinking. This came out of the 50+ group accompanied meetup at the Breakfast Club with Switchboard (group members from 50+), Eastbourne and Hasting focus on 50+ gay men (12 social events).



VOLUNTEERS



This year, we have continued to invest in our volunteers and acknowledge the essential, life saving work they do across our Groups, Peer Mentoring, Befriending, Counselling and Online Support services. .

All 40 individuals have dedicated their time, energy, and commitment to supporting the LGBTQ community online and at real life events. We intend to engage them in additional aspects of the organisation and are planning another recruitment round later in 2023.

“A really rewarding experience. I've grown as a person, feel more integrated in the LGBTQ+ community, and as a result my own mental health has improved!

Online Chat Volunteer

BRIGHTON MARATHON

In February and April 2023 we were fortunate to have a selection of runners running in both the Brighton Half and the Brighton Marathon on behalf of MindOut, who raised a combined total of over £3500!

Thank you so much to all our wonderful volunteers who came along to cheer and support our runners.



MINDOUT FOR THE LAUGHS

In August our fabulous Ambassador Ophelia Payne hosted and headlined the MindOut for Laughs annual showcase held at the iconic Brighton venue Komedia.

Our ticket sales were generously match funded by Lloyds Banking Group, bringing a fabulous combined total of over £5,660! We are so grateful to Ophelia and the entire line up for MindOut for Laughs: Lee Peart, Emily Bampton, Alfie Ordinary, Kate Cheka and Hannah Brackenbury.



PRIDE

This year, we were fortunate enough to secure a formal Pride partnership with The Body Shop that enable us to attend several pride events with our volunteers and services users.

We attended Brighton Pride, Trans Pride, UK Black Pride, London Pride, Eastbourne Pride, Brighton Bear Weekend, Worthing Pride and Seahaven.

The best show I've been to all year! And for such a great cause.



We take our service user feedback seriously. Everything we do is by, led and for the LGBTQ community.

WHAT OUR SERVICE USERS SAY

After each completed program, we ask our service users for feedback on their experience of working with MIndOut. We gauge whether they feel an improved sense of mental health or wellbeing, how helpful they found our staff and volunteers, and gather any additional insights on the overall quality of our services.

COUNSELLING

After counselling, I feel less anxious and more positive about my future.

"I think knowing the service was LGBTQ run made it easier for me to open up. I just needed half an hour to put some stuff down and feel like someone was listening and the person I chatted to did that really well."

ONLINE SUPPORT

"I was able to cover so many topics and feel safe doing so. From suicidal ideation and work issues to discrimination, nature and fluidity of my identity. It just felt easy too."

PEER SUPPORT GROUPS

"It was fantastic that you had a specific session for trans and non-binary people. I felt like I had to explain myself less and that there would be a level of understanding from the operators side."

PROFILE AND AUDIENCE REACH



6126



3000



7876



234



2400



3000

Our intention was to hire a social media officer during the 2022/2023 period. Regrettably, the conclusion of grant funding prevented us from securing a full-time position. Nevertheless, our team exhibited exceptional efforts in-house, effectively managing and promoting our diverse projects and workshops across various platforms.

Our audiences increased by almost 5K throughout the year.

That's **28%!**

22,636



FINANCES

Our total income for this year end March 2023 was £793,101. Our total expenditure was £854,041 made up of a combination of:

- Individual giving
- Corporate giving
- Community support
- Trusts & Foundations
- Mindout events
- Mindout merch
- MindOut training

Many thanks to Lorraine Heaysman our finance worker, Steve Early our management accountant and Vicky Anderson at Clark Brownscomb who prepared our annual accounts. Please email info@mindout.org.uk for a full copy of our accounts.

In a rapidly changing and challenging fundraising landscape we reviewed our fundraising strategy as our largest grants from National Lottery Community Fund and long term donors ended this year. We are grateful for the exceptional unrestricted donations we received over the recent years to expand our services and staff team to face the fundraising challenges of 2023.

MindOut ended the financial year in a much weaker financial position, but remains sharply focussed on cost reduction and our funding needs with a team in place that aim to develop our fundraising efforts in an environment that is extremely challenging.



Total income:

£793,101

Total expenditure:

£854,041

Borrowed from reserves:

£60,940

WAYS YOU CAN GET INVOLVED

We have big plans for 2023 and beyond!

If you're passionate about supporting LGBTQ communities with mental health, you've got skills and an idea to support our work, we'd love to hear from you! Here's how you can join us on our mission:

- Volunteer for projects, events or admin support
- Become a Friend of MindOut and host fun fundraiser dinners, local events to help raise funds
- Join our Freelance Training Team and help us to raise awareness of LGBTQ mental health concerns
- Project based volunteering
- Become a Trustee
- Become a Charity partner
- Volunteer with our Online Chat service
- Follow, share and engage with us on social media



To talk to us about future support or volunteering opportunities email us at info@mindout.org.uk

WORDS FROM THE CEO AND CHAIR OF THE BOARD:

Rita Hirani
CEO

Toby Ney
Chair of Trustees

2023 was a significant year of growth for us. We are grateful for the donations and support from our corporate supporters on whom we have been hugely reliant to support our work.

We welcomed senior roles to help build and expand our services. As our staff and volunteers have lived experience of mental health challenges, we invested in the wellbeing of our teams who consistently support our communities with the range of issues presented by our service users; from feeling isolated, complex needs and suicide prevention work.

Our services continued to expand, as did our waiting lists. We held successful annual events including our hugely popular MindOut 4 Laughs. We also planned our first PoC WellFest event, the first such event in Brighton with our partners Radical Rhizomes and funding from UK Black Pride.

As the year drew to a close, we reviewed our future strategy for fundraising and growth in the post pandemic landscape which has presented new and different challenges. We have embraced hybrid working for our staff and volunteers, hybrid service delivery which has improved access for many, and look forward to developing exciting and innovative ways to building on our LGBTQ inclusive services for our community.

THANK YOU

We want to extend a warm, board thank you to all the Trusts & Foundations, brands, companies, networks and firms that have supported us so generously this year. We are truly grateful for your commitment and support to our services, and we look forward to continuing and strengthening our partnerships into 2023 and beyond. Our work would not be possible without you.

ACKNOWLEDGEMENTS

Our Trustees:

S Munnings

(Resigned 6 October 2023)

B Firth

T Ney

S Taylor

(Resigned 24th July 2023)

D Gould

V Gooding

(Resigned 10th January 2023)

C Clark

(Resigned 18th July 2023)

N Bullen

(Resigned 10th January 2023)

Y Onoabagbe

S Fillery

(Resigned 18th July 2023)

M Renwick

G Eastman

(Resigned 6th September 2022)

Our Funders:

Access Foundation

The Big Lottery

BHCC

Brighton & Hove NHS

Brighton & Hove County Council

Globals Make Some Noise

Heads In

Lloyds Bank Foundation

POhWER/ Sussex Advocacy

Partnership

The Rainbow Fund

Southdown Housing

Three Oaks

UoK



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MindOut is a registered charity regulated by the Charity Commission (Charity no: 1140098). Registered address: 113 Queens Rd, Brighton, BN1 3XG.