



## Lynx South West — Infrastructure and Community Development

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## Community-responsive, Community-led Shared Skills, Shared Achievements

Intercom has been providing Community Development services to grassroots LGBT groups and projects since February 1998. We have been helping local people consult about local gaps, helping new groups start up, suggesting protocols for good practice and sustainability, helping apply charity law guidance to (sometimes tangled) financial situations, promoting groups and their activities across the peninsula from Fern-down and Frome to Penzance and Plymouth... and much more. Between us, Intercom and the other grassroots initiatives have achieved a great deal over the past eleven years.

### Consultation Into Action

Our shared success is underpinned by active community-responsiveness. We work to a five-stage process: Community-led Consultation, Strategic Planning, Community Engagement, Targeted Action, and Monitoring of the Benefit.

### This summary

This is a summary of our most recent work, and the work of grassroots LGBT groups and projects. It shows the results of key consultations, and the action-points that these grassroots initiatives and local individuals have prioritised, phrased in

their own preferred terminology. Our extended traffic light system shows how far Intercom and the other grassroots communities have travelled, and the directions in which we are currently travelling.

We have tried to show transparently the places where there is a crossover of action points. The same priorities regularly recur in different consultations—and this in itself shows the breadth and depth of the gaps. Of all these gaps, the most difficult one to bridge is the capacity gap between available community resources, and actual community needs.

Intercom has full records going back to 1997, but to keep this document manageable we begin just four years ago, with our first community conference, funded by central government through the Change Up programme in 2005.

### The future

This document is a major opportunity for further consultation, giving us and our stakeholders an opportunity of making sure we are on the right track, setting the right priorities and responding to community needs. Please tell us your thoughts.

# Key topics emerging from community consultation over the last four years

## **Accessibility and inclusion, 32, 37**

### **Awareness Raising**

- Broad-spectrum LGBT issues, 8, 9
- Faith (cross-cutting issue), 35
- Of LGBT specialist infrastructure services, 38
- Same Sex Domestic Abuse, 9, 27, 28, 35
- the NHS, 25, 26
- Trans issues, 9, 26, 27, 35

### **Campaigns**

- Filters & access to LGBT Internet pages, 12
- Legislation & Equality, 29, 35, 37
- Older People's needs, 29
- Public sector freedom of information, 29
- Responding to grassroots priorities, 38
- Strategic planning, 12
- Strategic planning (funding of services), 29

## **Conferences of grassroots groups, 20, 37**

### **Crime and the Criminal Justice System, 21**

- "Enough is Enough" Campaign (New Devon, 2009), 27
- Quality Assurance / Devon & Cornwall Probation, 27
- Reporting of Phobic Crime, 10, 27

### **Equal Access to Services**

- Connexions etc., 29
- Criminal Justice System, 27
- Disabled people who are LGBT, 29
- Holiday venues, 29
- Intercom Equality Tick, 11, 29
- Mental health, 35
- Trans people, 29
- Transport issues, 19

## **Filling funding gaps, 16, 21, 35**

## **Governance and Good Practice, 11, 35**

"The Bestest LGBT Handbook In The World... or maybe the only one",  
11, 35

- Help and Advocacy Protocols, 21, 35
- Intercom's payroll services, 34
- Trustee database, 38

### **Health & Wellbeing**

- Mental health support needs, 25
- Sexual health services, 29
- Women's health, 29

## **Helplines and Community Advocacy, 13, 21**

- Filling in the gap in Dorset Bournemouth & Poole, 21
- Promotion of Services, 27
- Protocols & Good Practice. See Governance and Good Practice
- Provision of community counselling services, 26
- Rainbow Ring, 21, 29
- Reporting Phobic Crime, 10, 35
- Victims of Phobic Crime, 27

### **Information sharing**

- Bulletins etc., 19, 34
- Intercom's community resources, 34
- The Gateway Intranet Project, 11, 13, 15, 18, 31, 35, 36
- Young people's issues, 23

## **LGBT Collective, 6, 17, 24, 31, 36, 37**

- Active Citizenship, 23, 36
- Faith Lead Officers, 29
- Men's Lead Officers, 9
- Pride events Lead Officers, 8
- Trans Lead Officers, 7, 26
- Welfare and Support Lead Officers, 25
- Women's Lead Officers, 35
- Young People's Lead Officers, 23, 24

## **LGBT History Month and Community Heritage, 15, 24, 25, 35, 39**

**Local Action, 9, 24**

- Chillout & Rainbow Cafés, 7, 9, 11
- Collectives facilitating grassroots initiatives, 7
- LGBT parenting services, 29
- Local offices (Redruth, Dorchester), 38
- Local offices (Redruth, Dorchester) \i, 21, 39
- Need for local Community Centres, 12
- Promoting Intercom's resources, 34, 39
- Promoting the LGBT Collective, 9, 33, 34
- support for mental health users, 25
- Training & Skills Development for grassroots groups, 35

**Men, 9****Older People, 7**

- Housing and Care issues, 29, 35
- Sexual health education, 35

**Online discussion and meeting facilities, 13, 18, 31****PR and promotion of the sector, 6, 29, 33**

- Generic outlets vs the Pink Press, 18
- Help and Advocacy services (Rainbow Ring), 21
- Joint events across the peninsula, 24, 33
- Mapping services, 17
- The LGBT Collective, 33

Young People's Achievements, 18

**PR and Promotion of the Sector**

Young People's Achievements, 18

**Pride Events, 6, 8, 15, 19, 24, 33, 34, 38****Sport, 12, 32****Standing Council. See LGBT Collective****Trans people, 7, 9****Women, 6, 27, 28**

Peninsular consultations, 35

**Young People & Schools, 8, 10, 15, 19, 28, 35**

- Challenging prejudice in schools, 8, 29
- Conferences, 10, 15, 20, 23
- Drug & Alcohol education, 17
- Fostering & Adoption, 29, 35
- Heritage & History Month, 24
- Intercom's Youth In Action Project, 15, 16, 18, 20, 23, 24
- LGBTQ Youth Group resources, 15, 16, 19, 20, 23, 24
- Safeguarding, 10
- Sexual health education, 10, 17
- Young People's Achievements, 20

## Key to colour and letter codings

These codes reflect the state of play in January 2010.

	Successfully delivered, or in process of being successfully delivered
	Work is planned or just getting under way
	We are seeking further capacity or new funding to achieve outcomes, <i>or</i> Work has been done, but not currently active
	No significant work being carried out at this time (e.g. because dependant on other sectors), <i>or</i> No info available at this time

<b>P</b>	Peninsula-wide or regional work
<b>C</b>	Work within Cornwall & Isles of Scilly
<b>D</b>	Work within Devon subregion (Devon, Plymouth and Torbay)
<b>O</b>	Work within Dorset subregion (Dorset, Bournemouth and Poole)
<b>S</b>	Work within Somerset subregion (Somerset, North Somerset and B&NES)

Some actions might have more than one colour. Life being what it is, there might have been both positive and negative developments in some areas.

## Right Royal Get Together—September 2005

Intercom's first dedicated LGBT community networking conference for LGBT groups and projects across the peninsula.

67 attenders, representing 45 of the 88 grassroots groups who were working with us at the time.

Action / Priority / Idea	Response				
LGBT voluntary and community sector itself ought to be doing more to promote its own services	<p>The LGBT Collective has developed a website promoting the groups and projects across the peninsula, and embarked on a publicity campaign to raise the profile of the wide range of resources available.</p> <p>We also have space put aside for us each month in Fyne Times, where we promote local events and work.</p> <p>We are also working with local groups to further promote themselves— e.g. in Cornwall we are working with One Stop Shops to promote LGBT groups and resources.</p>	P			
Safe dedicated social and support spaces for lesbians	<p>In the East of the region we have seen an increase in the level of resources for women to access. However, in the West of the region we have seen the decline of an important lesbian resource due to lack of both volunteers and funding.</p> <p>We are working with several women on women's networking events. We held a successful one at Exeter Pride in 2009 and plans are underway for a similar event at Exeter Pride 2010.</p>	D		C	

Action / Priority / Idea	Response				
Appropriate social and support services for older LGBT people	We are currently seeking funding for a project looking at the needs of older LGBT people in the region and helping other organisations to better meet these needs. We have developed this idea with various individuals and groups and have formed a strong basis for any application. We currently support a community group who look at the housing needs of older LGBT people.			P	
Social and support services for trans people	We currently work with five trans groups and in partnership with the Cornwall Lead Officer are looking towards supporting local trans people to start a new support group in Cornwall.  Alongside the groups we work with, the Collective has five Trans Leads, one in each of the Counties except Somerset where there are two people sharing the rôle. These Leads work hard to support groups and get information out to individuals and not trans specific groups. The Trans Leads are all particularly active in the Collective and are especially proactive about working together and strengthening networks between groups.	C			
Support / befriending service for isolated LGBT people (e.g. at home, in care-homes, etc.)	Thanks to the success of the Dorset Chillout Café, we are using this structure to help create other Chillout Cafés across the peninsula and to further promote those Cafés that already exist. It is clear that these informal coffee socials are an excellent opportunity to engage with isolated LGBT people who wouldn't necessarily join any other group. We have recently helped launch the new Cornwall Chillout Café, which after just 2 meetings, is seeing approx 35-40 people dropping in from a wide ranging area.	P	C		

Action / Priority / Idea	Response				
	The LGBT Collective is also starting to integrate social networking opportunities for groups into their County meetings. We are also helping local LGBT people to set up simple ideas like GLAM (Gays and Lesbians at the Movies). The idea is to encourage people to come together and share in everyday social events.				
Work is needed to make all schools safer and more positive environments for LGBT young people, and specifically to educate young people better about Trans awareness	Intercom now has a full-time dedicated schools worker in Cornwall working with schools, young people and the public sector to tackle homophobia and transphobia in a school environment. This is the first of its kind in the peninsula.  Some of the LGBT youth groups have been working in schools to use peer-led sessions to tackle discrimination	P C			
Service-providers need more training to enable them to recognise and deal with the discriminations that LGBT people encounter	Since 2005 Intercom and other grassroots groups have undertaken training sessions for a wide range of organisations, including County Councils, Police, social housing providers, training providers, all levels of educational institutions, care homes & other voluntary organisations. With the increased visibility of groups and knowledge of LGBT organisations, more training is booked all the time. For example, the new Cornwall Youth Group have been commissioned to train the statutory youth team.	P			
More public community events (e.g. local Prides) to raise general public understanding, and to celebrate our communities	Back in 2005 we only had Bourne Free in existence in the peninsula. As of Oct 2009, we now have pride events in Cornwall, Plymouth, Torbay, Exeter, Glastonbury, Dorchester and Bournemouth. Plans are also under way for some form of pride event in North Devon.	P			





Action / Priority / Idea	Response				
	We now work closely with representatives from all of the Prides and some of those representatives are now Lead Officers with the LGBT Collective.				
Local community events to develop local communities and provide support services for individuals in the localities	<p>A group of volunteers in Dorchester came together in 2007 to create the Dorset Chillout, a café style event once a month. As indicated above, this very successful model is being used elsewhere (e.g. in Cornwall) to develop vital resources for isolated local LGBT people.</p> <p>To complement the women's networking, we are running and planning a series of men's networking events across rural Devon.</p> <p>The LGBT Collective County groups will also be promoting their county meetings to individuals who want to find out about groups and support networks.</p>	O	D		
Local events to which local service-providers can be invited to meet LGBT people and discuss / inform themselves of local LGBT community activities and of local community needs	<p>In the last 12 months, through the Collective, we have been promoting local group and local needs with networking events. We ran evenings in Truro, Bournemouth and have used the Pink Picnic in Glastonbury to highlight local activities.</p> <p>We invited local service-providers to have a presence at the 2009 community conference, but, interestingly, much of the public sector failed to engage with this opportunity. The Collective are now looking into this and are hoping to address some of these issues in the remaining year of BASIS funding.</p> <p>Intercom is also writing its new Community Development Plan to use to help promote its continuing work in this area post BASIS funding.</p>	C O S	P		
LGBT frontline groups and also other service-providers need more	In the first two years of Intercom BASIS funding, we		P	P	

Action / Priority / Idea	Response				
training on trans issues and domestic violence issues	<p>have provided local sessions on trans issues and SSDV (both facilitated by experts).</p> <p>We are planning on holding further training sessions for groups during 2010.</p>				
Better information-sharing around homophobic bullying in schools, and better co-ordination of the work of those groups that are trying to combat homophobic bullying in the peninsula	<p>The LGBT youth groups across the peninsula will see an increased level of networking and information sharing during 2010 thanks to some funding from the British Council to facilitate an LGBT youth residential to create an LGBT Youth Action Plan for Change. Addressing homophobic bullying, and how this affects different areas, will form part of this work.</p> <p>We have also extended the Gateway site to allow youth workers from the groups to discuss issues in a further secure area where only they can see the information. This will allow them to discuss potentially sensitive subjects privately.</p>	P			
Young people, especially those who use public sex environments or the internet, need to be informed and empowered to protect themselves better against exploitation or abuse	<p>All the youth groups across the peninsula link in with their local sexual health agencies who provide them with relevant resources and are able to go and talk directly with the groups.</p> <p>More work is needed though around the issue of internet risks.</p>	P			
Frontline groups need training on the criminal justice system, community-safety issues, and tactics for reducing homophobic and transphobic crime	<p>At both the RRGTT and its successor, LGBT 08, we ran workshops specifically on phobic crime issues and looking at ways of reporting phobic crimes.</p> <p>In the next 12 months we are planning further, and more local, active learning sessions on the CJS and</p>		P	P	

Action / Priority / Idea	Response				
	community-safety issues.				
There should be a peninsular strategy on reducing hate-crime					
More beds are needed for LGBT people in domestic violence refuges	We have been working with several DV organisations in the last 12 months helping them to ensure they are offering an inclusive service. This is still work that needs developing further and our ongoing dialogues with these organisations (such as Exeter Women's Aid) continue.		D C		
Intercom should somehow re-establish its weekly Rainbow Café or some similar regular safe drop-in	Intercom successfully re-launched the Rainbow Café in 2008 with new volunteers and support funding from Awards For All. Despite this funding having come to an end, the Café still runs on a self-sustaining basis.  Through Coffee Poses and Chillout Cafés, similar resources are also available in other areas.  Of note, Bath still sees its weekly café running after many, many years of being a vital resource.	D          S			
A database of potential Trustees for LGBT frontline groups	We have built a simple database that enables us to find out the interests of individuals interested in being Trustees, enabling us to place them with local organisations.  We promoted this new database at the prides during 2009 and will launch a new campaign around this at Easter 2010.		P		
Funding information packs, model policies etc. for frontline groups	We have produced what has been called "The Bestest LGBT Handbook in the World...or Maybe the Only One", which has been distributed to around 60 LGBT grassroots groups. This information is also available electronically through the secure Gateway intranet.	P			
There should be a database of LGBT-friendly businesses and ser-	As part of the secure Gateway website for frontline		P	P	

Action / Priority / Idea	Response				
vice-providers	<p>groups and projects, we are currently building an addition that will house a database of LGBT and LGBT-friendly resources.</p> <p>We continue to sit on our Equality Tick concept and are looking out for an appropriate funding source to help us roll this out across the peninsula.</p>				
There should be more public campaigns on the issues that affect the communities	<p>Through the community conferences and the Collective, the groups and projects have identified a list of campaigns they would like to focus on.</p> <p>The Collective have decided to have a short, medium and long term campaign strategy to gain maximum impact.</p> <p>Alongside this, there will be other campaigns running that are immediate needs or have secured further funding (e.g. funding has just been secured for a short term project looking at homophobia in sport)</p>	P	D P		
There should be an investigation of the extent to which the filters used by public-service internet terminals and other computers and networks block legitimate sites that LGBT people need to access.	This is an ongoing problem, and we do seek to challenge public authorities where we know there are specific problems. However, there is no dedicated capacity to look further into this area.			P	
There is a widespread need for local sustainable LGBT community centres across the peninsula.	<p>There is currently only one dedicated LGBT community centre (in Exeter), and two other partially-available spaces in Taunton and Bournemouth. We have been in discussions with various grassroots groups in Bournemouth about the possibility of seeking funding for a community centre. We are currently trying to identify appropriate large scale funding that might be able to make this a possibility in the future.</p> <p>In Cornwall, Intercom has its office, which is used for</p>			P O S C	

Action / Priority / Idea	Response	Green	Yellow	Orange	Red
	various meetings, but it is unable to be a community centre space as it is shared with other organisations.			Orange	
There needs to be improved networking between groups within the sector	<p>We have now launched the secure Gateway internet site for frontline groups and projects, which gives them the opportunity to network without having the barriers of transport and distance getting in the way.</p> <p>We are now arranging monthly live chat get-togethers on the Gateway as a way of informally getting groups together to discuss a variety of issues and concerns to complement the County Collective meetings and the sub-regional Collective meetings.</p>	P			
There need to be better dedicated advocacy resources to assist lesbians who are having difficulty accessing public services on a basis of need	<p>Over the last 3 years, Intercom has been funded through the Big Lottery Fund to provide dedicated help and advocacy services to isolated LGBT people across Devon and Cornwall. This service proved to be far more successful than anticipated and building on this success, we have now achieved long-term refunding of this service area.</p> <p>In Spring 2010, Intercom will be recruiting a new Community Advocate to cover Dorset Bournemouth and Poole, in a partnership that includes our colleagues in the local public sector, Dorset L&amp;G Helpline, and Dorset Race Equality Council (who will be recruiting an Advocate for Race &amp; Religion issues).</p>	D C O			

 Successfully delivered, or getting there	 Planned <i>or</i> now getting under way	 Seeking funding <i>or</i> Done but not currently active	 No work <i>or</i> no info	
<b>P</b> = peninsula / regional	<b>C</b> = Cornwall sub-region	<b>D</b> = Devon sub-region	<b>O</b> = Dorset sub-region	<b>S</b> = Somerset sub-region

## Youth Lynx Conference 2006

**The first conference dedicated to LGBT youth groups in the peninsula held at the Exeter Youth Hostel over a weekend.**

Action / Priority / Idea	Response				
Homophobia in schools and anti-homophobia in general	<p>Across the peninsula there are pockets of work taking place to tackle homophobia in schools. For example, we have our Anti-Bullying worker working across schools in Cornwall. The Exeter and Bournemouth youth groups (some of the other youth groups may be doing smaller pieces of work) have both had peer-led projects working in local schools.</p> <p>We have also been promoting our schools toolkit, created through the History &amp; Heritage project in partnership with Schools Out! As part of Exeter Pride we are looking at promoting LGBT issues in schools alongside Children and Young People Services at Devon County Council.</p>	P			
Building on communication and networking between groups—including looking at new ways of being in touch.	<p>Since the Youth Lynx conference in 2006 there is much better communication than there previously was. The leaders of the groups have much better contact with each other following a range of events where they could meet and network. With additions to the secure Gateway site for youth workers, this will further extend the ways they can keep in touch.</p> <p>We have also just been awarded some funding for a</p>	P	P	P	

	new Youth Lynx conference to create a Youth in Action plan for LGBT young people across the peninsula.				
Support the set up of new groups and keep supporting those that already exist	We have continued to provide day to day support to the existing groups and helped the set up of the new Cornwall youth group. We are also currently working with young people in North Devon to set up a new group.	P			
Raising awareness of the positive work of LGBT youth groups and promote their confidentiality and safe environment to get more young people engaging	The new Youth Lynx funding will create a youth designed Action Plan for Change detailing the issues that are key for LGBT young people. This will be promoted through a common website, which will also serve to highlight positive LGBT youth role models and promote the existing youth groups.		P		
Legal information and rights	Nothing specifically is happening in this area right now. Where youth groups request specific information or support, whether for Trustees, workers or young people, we are able to plan and deliver this.				
Showing it can be fun to be LGBTQ	Local LGBT youth groups continue to promote wide-ranging positive messages to other young people. The groups all have their own literature (or about to develop their own, as with Cornwall) promoting their resources.	P			
Finding funding sources	The Community Development team are constantly on the look out for appropriate funding sources for all LGBT groups and projects and have started listing sources we have identified through the secure Gateway site.  Since the Youth Lynx conference, we have also helped groups to identify good sources of funding to enable	P	P		

	them to keep their work going. For example, we helped X-Plore youth group to secure pots of money from a local Community Foundation and we have just supported LGBTQ Youth Cornwall in writing a successful Awards For All bid.				
Sex education for young people	As stated in more detail above, the youth groups all have access to their local sexual health services. Of course, this only caters for those young people attending the groups. Across Cornwall, our schools worker ensures that schools are being inclusive in their approach.  Where we have contact with other schools, we do promote the Schools Kit, which has a range of curriculum based lessons to ensure inclusivity in the whole school environment, not just within sexual health.	P C	P		
Raising profile of our groups and communities as being effective and important places for young LGBT people	Since the launch of the Collective website, we have seen a steady increase of the use of the site, making information about all groups much more visible.  Individually, the youth groups continue to promote themselves with their own literature. Specifically, the new Cornwall group is about to embark on a large publicity drive led by the young people attending the group.	P			
Drug and alcohol abuse awareness					
Creating an LGBT guide to the South West	There is no definitive LGBT guide to the South West, but there are various resources which help contribute to this action point, including the Bournemouth Gay Guide, Pride booklets and the LGBT Collective site. All these promote a wide range of LGBT resources across the peninsula.				

	We are currently looking at further developing the Collective site to allow for further resources to be promoted.				
Priorities					
Dedicated web space for LGBT youth groups. Web forums Secure password protected area for youth workers Share pictures, stories, etc Highlight positive role models in area Showing being LGBT isn't about having problems!	We have just extended the Gateway site to provide a further secure area for youth workers to share information and ideas in the message forums.  The successful funding bid will also provide a new website to highlight positive role models and promote positive achievements of young LGBT people across the peninsula.	P	P		
Make use of local magazines and newspapers to advertise, not just gay press	As part of the Collective's general continuing publicity drive, we will be contacting local newspapers and magazines to get wider coverage about local resources.  We tried this out as part of the big publicity campaign in late 2009 and managed to promote local groups in tailored press releases about the Collective.		P		
Channel 4's "3 minute wonder" slot ....make a video?					
Web cams for meetings and discussions	We are increasingly promoting video-conferencing as a means of reducing carbon footprints and saving travel time.  Although we haven't been able to secure laptops and web cams for groups to enable online meetings, we have been able to integrate live chat facilities into the secure Gateway site. We are currently looking at ways			P	

	of extending this, possibly through the Youth in Action project.				
Newsletters	We send out our monthly e-bulletin to both groups & projects and other interested parties. This regularly includes information raised by the youth groups across the peninsula. There was an idea of creating a dedicated youth newsletter but we felt that this would just increase the level of emails being sent from Intercom and add another burden onto groups and projects.	P			
Become more involved with Prides, respect festivals, etc	The youth groups across the peninsula have increasingly become more involved with their local prides, etc. over the last 3 years. Some of the groups are leading the way by trying to implement dedicated youth spaces at their local prides.	P			
South West pride event	There is no peninsula wide pride event but there has been a massive increase in the numbers of, and support for, local pride events.			P	
Developing new groups in new areas!	Since the Youth Lynx conference we have seen a new group in Cornwall develop and are currently supporting a group of young people in North Devon to create a new group following the stopping of the Respect youth group.	C	D		
Sort out transport issues!	Transport to and from the youth groups is one of the biggest barriers for young people attending. The groups have continued to put in large elements for travel in their funding bids.  One initiative a Somerset group is exploring is to liaise with community transport to see if there is any way they can partner together to help isolated young LGBT		P		S

	people attend their local group.					
Combined events	2010 will see three major events where the youth groups will be coming together to network. Five of the groups are attending the Schools Out national conference and presenting information about their work in the South West; there will be an activity residential in the Summer; and then at the end of the year the Youth in Action residential will be taking place.	P	P			
Increase capacity of groups	Across Cornwall, the new group is in the process of increasing its capacity thanks to its recent funding. However, in other parts of the peninsula things are becoming increasingly difficult with a lack of funding. We continue to help support these groups to seek appropriate funding.	C		O	D	
Youth Lynx promotional events to highlight work to key organisations	Through the Youth in Action funding we will be creating a Youth in Action Plan which will be used to highlight the needs of young LGBT people and what they really want to see changed. This will be publicised widely to public authorities to ensure they are addressing these important needs.		P			
Pooling and combining advertising and publicity materials						

## Rainbow Ring Project (August 2007 – March 2008)

To bring the eight LGBT community helplines in the rural peninsula together and lay foundations for partnership working and sector development

Funded by the Home Office Victims of Crime Fund

Action / Priority / Idea	Response				
The eight helplines should work together more and develop shared standards of good practice (e.g. child and vulnerable adult protection, confidentiality, advice and guidance protocols, etc.)	Developed new protocols and other good practice documents, and shared them.	P			
Members of the public should be able to see a consolidated list of available LGBT helpline resources	Rainbow Ring website designed and uploaded ( <a href="http://www.rainbow-ring.info">http://www.rainbow-ring.info</a> ).				
The sector needs peninsular development	Peninsular service strategy for victims of phobic crime written, April 2008. Broad-based development plan for LG BT community help and advocacy services written, December 2008.				
The specialist, domestic-based, helplines need to become more secure without losing the benefits of being run from home.	Intercom located short-term financial help for three of these when it was needed...				
	...but the critical issue of finding skilled motivated volunteers who had time available proved a major barrier. Three of the eight helplines closed down in 2009.				
Advocacy services urgently needed to be provided in Dorset, to supplement the work of the local LGBT Community Helpline.	Intercom worked with public and third sector stakeholders to map Dorset community advocacy provision for Race and Religion, Disabilities, and LGB and Trans issues. New parallel advocacy projects in Dorset	O			

Action / Priority / Idea	Response				
	Bournemouth and Poole now under way (LGBT via Intercom; Race & Religion via our colleagues in Dorset Race Equality Council).	■	■	■	■

## Let's Get Back Together—Sept 2008

The second community conference, funded by BASIS from the Big Lottery Fund

Action / Priority / Idea	Response				
There is a lack of youth provision for LGBT people in Cornwall and this should be looked at.	The Cornwall LGBT PACT (Partners and Communities Together) group also placed this as their major priority. Intercom and stakeholders committed time to help set up and start a new sustainable LGBTQ Youth Group. The group has now been running for 8 months and has just recruited its first employee and recruiting for a second.	C			
We should look at the possibility of having another Youth Lynx residential for all the LGBT youth groups in the peninsula.	We have successfully secured a small grant to create an Action Plan for Change through a new residential at the end of 2010.			P	
Continue to help the set-up of new groups and keep supporting those that already exist.	We continue to provide day to day frontline support to groups, both existing and ones looking to set up.	P	P		
People asked that the Gateway should be used to highlight organisations and environments that might be potentially harmful to young people.	We have expanded the secure Gateway site to provide a dedicated youth area for those working with the LGBT youth groups to share information in a secure environment.	P			
To encourage young people to look at the possibility of standing as the Youth Lead Officer on the LGBT County Collectives.	We are working with the youth groups to look at how best to support young people to stand as lead officers.		P		

Action / Priority / Idea	Response				
Co-ordinate more joint activities and events	Thanks to the added capacity of the Community Development team since 2008, we have managed to have more day to day contact with frontline groups and work with them to organise joint events. For example, we have run publicity events across the peninsula to highlight the range of resources available for LGBT people.	P			
<b>Youth Matters Workshop</b>					
Bring together people from different groups to share their experiences of growing up LGBT, maybe looking at doing this as part of LGBT History Month. It was highlighted, this could be an opportunity to chart changes taking place across generations.	Currently, little has been achieved in this area due to capacity issues within the youth groups themselves. There is a potential fund that could be applied to that would coordinate an LGBT History project for young people. However, we need to wait for the groups to be more sustainable for us to proceed with any application			P	
Co-ordinating attendance of youth groups at events such as Prides so they can all march together.	2009 has seen an exciting addition to the pride scene in the peninsula and local youth groups have been taking the opportunity to promote themselves. The Exeter youth group coordinated with Plymouth and Cornwall to both be present at their local prides.	P			
Through the LGBT Collective (particularly the Yuong People's Lead Officers), having joint youth campaigns.	The Youth in Action Plan project will be the major youth campaign for 2010.		P		
<b>History &amp; Heritage Workshop</b>					
Looking into creating resources on how to search guides, how to record oral histories & how to put on events and come up with ideas for events	Through the LGBT Heritage Project, Intercom worked closely with local archives and records offices. Our project coordinator established solid relationships with these, skilling them to be able to advise local LGBT	P			

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	<p>people on recording LGBT histories.</p> <p>The project also enabled local LGBT people to use LGBT History Month to promote important issues and this will hopefully continue for years to come.</p>	█	█	█	█
<p>More information about LGBT History should be made available in more places such as newsletters and websites.</p>	<p>Through the History Project, we have created a variety of resources and information for people wanting to do something in this area. This includes a Schools Toolkit which provides schools with curriculum based information on mainstreaming LGBT equality into the curriculum and day-to-day school life.</p>	P			
<p><b>Mental Health Support Workshop</b></p>					
<p>Support available to individuals so that they feel confident to seek help from mental health professionals.</p>	<p>The LGBT Collective website advertises several groups that support individuals affected by mental health and ensure that helpline services have the adequate information to signpost to such groups. More generic work needs to be carried out with the mental health profession.</p>			D C O S	
<p>Look into training for health professionals to raise their level of understanding of LGBT mental health issues.</p>	<p>All four of the elected Welfare &amp; Support Leads are currently connected with groups supporting people with mental health issues and are beginning to work together on long term aims related to mental health needs including raising awareness of understanding of mental health issues.</p>			D C O S	
<p>More mental health support groups at local level.</p>	<p>Worked with a local individual and Mind Out (national) to set up a group in Exeter for LGBT people affected by mental health issues. A similar group is now in prospect in Plymouth and the South Hams</p>	D	D		
<p>Look into conducting a formal need and experience assessment</p>	<p>A member of the Exeter LGBT Mental Health group</p>		D		

Action / Priority / Idea	Response				
at a group level and feed this back into the LGBT Collective.	currently feeds back to the LGBT Collective although no formal assessment has yet taken place. The Chair of Dorset Mind Out is one of the elected Leads and regularly feeds these priorities into the LGBT Collective as does the Cornwall Welfare & Support Lead who also runs a group for LGBT people affected by mental health.		C O		
The LGBT Collective to brief PCTs on the state of LGBT mental health issues.					
Locate more qualified LGBT counsellors who are Out or otherwise have relevant skills.	Through Intercom's Help & Advocacy service we have a small increase in LGBT counsellors who we are able to signpost people to should they need that support.	D C			
<b>Trans Inclusive Workshop</b>					
Getting out lots more information on Trans issues to frontline groups	We have run several trans awareness sessions across the peninsula, led by trans people from key frontline groups over the last couple of years. We are also looking at implementing a further series of these workshops in the coming year. We currently work with five trans groups across the region and are supporting a group of trans individuals to set up a new trans group in Cornwall. We support and encourage these groups to share good practice and information with one another and other local groups.		P P		
Groups to have more information about useful resources if they have queries or questions about Trans issues.	The Gateway has and will continue to act as a central point at which groups can access trans groups. This is also true of the Collective who currently have Trans Leads in all four Counties.	P			

Action / Priority / Idea	Response				
More training for the general public and also for employers	We continue to include trans awareness sessions in our training programmes.	P			
<b>Reporting Phobic Crime Workshop</b>					
Further raising of awareness of phobic crime and the reporting of it through advertising and PR, focusing in on people's preferred routes and environments for reporting.	Intercom set up a short-term but effective "Enough is Enough!" reporting campaign in New Devon in 2009, funded by the Safer Devon Partnership. More needs to be done in the other counties, and more needs to be done in the long term.	D		C O S	
Explaining how the system works Educating more people about the system					
Getting the right people into the right places and telling people they are there					
Encouraging the Criminal Justice System (CJS) and local Government to make the system more transparent	Intercom's rôle on the Devon & Cornwall Probation Quality Assurance Panel provides a clear effective voice at the highest levels of the probation system in that area. (Regrettably, no other part of the Criminal Justice System in the peninsula has a similar Quality Assurance Panel.)	[D & C]			
Better multi-agency working between the CJS, local govt, third sector, health, etc.					
<b>Domestic Violence Workshop</b>					
Need to invest in more LGBT specific domestic violence workers					
Need better promotion of DV issues to our own communities	In order to highlight SSDV issues to our own communities, we have organised several awareness sessions, which were led by Broken Rainbow Cornwall. Sadly,	D			

Action / Priority / Idea	Response				
	<p>this organisation has now ceased but we are working closely with a couple of Women's Aid projects in the area and are planning to have further DV awareness sessions available for groups and projects over the coming months.</p> <p>The Community Development team sit on the Women's Aid LGBT Forum, and are currently supporting them to hold a Same Sex Domestic Violence event.</p>				
<p>Breaking down the idea that DV is a taboo subject. By talking about it more openly, it will hopefully highlight it is more common than people believe.</p>	<p>The Women's Aid awareness raising event supported by the Community Development team aims to get people talking about the issue</p>	D			
<p>More education, especially at a school level on LGBT issues</p>				P	
<p>Looking at the double barrier of having to disclose DV and also out yourself</p>				P	
<p>Producing advertising and publicity that is suitable to now—more openness to advertise LGBT issues nowadays</p>				P	
<p>Need a lot more training and information to take the fear out about being 'different'</p>	<p>Intercom working with Exeter Women's Aid to host an awareness raising event. .</p>	D			
<p>Look at creating a Domestic Violence Lead Officer on the LGBT Collective</p>	<p>This issue was raised at the County Collectives and they all agreed that rather than having a specific DV lead officer, the County Collectives should have the ability to bring in specialist advisors when the need arises. It was also agreed that all lead officers should consider DV issues when looking at particular issues.</p>		P		
<p>Information about services publicised more in newsletters and distributed as widely as possible</p>	<p>Where requested, we are including information about DV services and resources in our monthly ebulletins.</p>		P		

Action / Priority / Idea	Response				
Develop a kite mark for LGBT friendliness within statutory and third sector organisations	Intercom have developed their Equality Tick accreditation & quality-assurance scheme. Several statutory organisations have shown interest in gaining this accreditation, but we lack the capacity to take this project forward at this time.			P	
<b>Faith Workshops</b>					
Two faith workshops were offered at the LGBT09; 'Out in faith' and 'Queer in the Bible'	Feedback from both workshops was very positive and further training / workshops have been requested at future events. Since the LGBT09 conference two new Faith groups have become involved in the Collective and a Faith Lead has been elected in Devon.				
<b>Campaigns</b>	The Collective as a sub-regional body considered the list in the left column below, and decided to focus on having three campaigns: one short term, one medium term and one long term. The Collective felt that by working on too many campaigns at once, that we would dilute the ability to make significant in any one area.				
<p>Older Housing Needs / Care Issues &amp; asking older people what they actually want</p> <p>Looking at issues of not having to go back into the closet if going into a home</p> <p>Focussing a campaign on care home, care groups, etc</p> <p>LGBT people with disabilities</p> <p>Working with the NHS and the Health Care systems to promote better access to services</p> <p>Promoting better provision of support for LGBT people with</p>	<p>The priorities chosen were:</p> <p>Short term—Promoting LGBT groups, project and resources across the peninsula through a media campaign.</p> <p>Medium term—To arrange workshops to introduce many of the key topics and move forward with those topics that people feel would most benefit the local communities.</p>	P	P		

Action / Priority / Idea	Response				
<p>disabilities</p> <p>Media</p> <p>Trying to get more positive coverage of LGBT issues across all media formats to prevent negative images prevailing</p> <p>Getting T on the agenda</p> <p>Highlighting trans issues as its own subject agenda</p> <p>Schools to recognise the DCFS guidelines on homophobic bullying</p> <p>Getting all schools to at the very least take the Rainbow Ring posters / cards</p> <p>Working with Connexions and Youth Services to disseminate information and encourage best practice</p> <p>Access to fertility services</p> <p>Challenging single sex restrictions at holiday venues</p> <p>Free dental dams at Family Planning</p> <p>Lesbian health needs</p> <p>Challenging discrimination in funding and inequality of funding decisions</p> <p>Putting in Freedom of Information requests</p> <p>Fostering agencies and ensuring their equality policy is fair and equal for all</p> <p>Challenging homophobia in Schools</p>	<p>Long term—Housing needs of older LGBT people</p>				

Action / Priority / Idea	Response				
<b>LGBT Collective</b>					
The Networking and Strategic body for LGBT frontline groups and projects					

Action / Priority / Idea	Response				
Re-brand the Standing Council	Following consultation with numerous groups about the working title "the Standing Council", it was agreed that we should look at re-branding. A publicity sub-group was formed with leads from each County and the new name <b>LGBT Collective</b> was decided upon. This was put to a vote at the main meeting and unanimously agreed.	P			
Have the ability to hold telephone conferences when people cannot make physical meetings	Our best thanks to Ian, from the Dorset L&G Helpline, and to J.P. Morgan. Ian gained the agreement of J.P. Morgan for us to use their telephone conference facilities for free when we need to set up a telephone conference.	P			
Taking the Gateway to groups and projects	As part of our day to day support for frontline LGBT groups and projects, we are continuing to highlight the secure Gateway and encouraging groups to make use of this resource. As we visit more groups, more are receiving their usernames and passwords and have access. There are also plan to ensure that all members of each group can access the secure intranet site and use it as a group resource.	P			
Group Networking and face to face promotion of groups and ser-	As well as promoting and using the Gateway as a net-	C			

Action / Priority / Idea	Response				
vices	working resource, the Collective have also organised and hosted two successful group networking events at which they promoting themselves to other groups and the general public. These events will be running throughout 2010.	O			
Homophobia in sport should be something as a one off campaign that the Collective look at	Through work with Plymouth Pride Event, Exeter Lions and Alan Quick, Intercom has made contact with the Devon Football Association, Kick It Out Campaign and the Justin Campaign.  Our new Sports Education Outreach Officer will spend six months in 2010 looking at new ways of tackling homophobia in sport (with a focus on football) across Devon. (Comic Relief / Devon Community Foundation funded).	P	D		
Access Sub Group					
Postcard to all venues looking at how accessible they are and offering guidance	We are currently preparing a draft postcard to discuss at the next Access Sub Group.		P		
Fundraising for money to support people wanting to access the Collective	We have successfully applied for a £500 grant that will directly support the attendance at the LGBT Collective meetings of people who have added access needs.  This is a great boost to the Access Sub Group. They continue to identify further funds for future use in this area.				
Accessibility Needs Document—who is entitled to what money from access fund	We are currently drafting a policy which will be agreed at the next Access Sub Group				
Create a list of accessible meeting venues for the Collective and others	We are currently pooling information that will create a Master list which will be published on the Gateway by				

Action / Priority / Idea	Response	Green	Yellow	Orange	Red
	Christmas. We are encouraging groups to get in touch with us to highlight accessible venues in their local area.		Yellow		
Publicity sub group					
Publicity Materials for the new branded Collective	<p>The publicity sub group of the Collective agreed on a design for a logo, which complemented the idea of everyone working together and we commissioned a company to produce a range of publicity materials to help promote the Collective.</p> <p>Our new specially-designed business cards, postcards, posters and pop-up banners are already widely seen across the peninsula. At each of the Prides, we had a dedicated space for promoting the new Collective and had a wide range of groups resources to publicise alongside the Collective materials.</p>	Green	P		
Publicity Campaign to promote LGBT groups and projects across the peninsula, through the co-ordinated website	The publicity materials produced by the publicity sub group form part of a big publicity marketing campaign we have started in November 2009. We are sending out press releases, posting out resources and highlighting local groups in local areas.	Green	P		

## Community Infrastructure Development Business Plan 2007-2010

Action / Priority / Idea	Response				
Local events within the commercial scene where people can learn about the resources available through Lynx South West	<p>We have attended various events held at local LGBT venues in the last 2 years from Cornwall right across to Bournemouth.</p> <p>We have also been very visible at all the pride events that have taken place across the peninsula and continue to do so.</p> <p>We will be focusing on publicising the LGBT Collective over the coming months in all the commercial scene venues.</p>	P			
Provide payroll facilities for at least 2 LGBT organisations	We continue to provide payroll services for the independent initiatives: we have currently two using this service, and we have helped a third to develop to a point where they feel able to do this work in-house.	P			
Produce and send out monthly e-bulletins	<p>Intercom has been writing and distributing printed and electronic newsletters since September 1997. Our current series of monthly e-Bulletins began in October 2004. The most recent can be found on Intercom's website.</p> <p>Following group feedback the newsletter has grown to accommodate a community notice board and diary of events to enable groups to advertise themselves and their events.</p>	P			

Action / Priority / Idea	Response				
Hold local consultation events to identify local capacity and local needs for women's issues.	A women's consultation was organised in February 2009 by Intercom and the Devon County Collective Women's Lead and a second one is being held in March 2010. Others across the peninsula are being planned.	D	P		
Facilitated 24 training sessions for frontline LGBT groups and projects by the end of 2010	<p>To date, we have provided (or commissioned a front-line group to provide) training for groups on the following...</p> <ul style="list-style-type: none"> <li>SS Domestic Violence awareness x2</li> <li>Roles &amp; Responsibilities of Trustees / Management Committees x3</li> <li>Creating a T Inclusive Group</li> <li>Older Housing Needs</li> <li>LGBT Heritage</li> <li>Help &amp; Advocacy training</li> <li>Safer Sex for older men</li> <li>Mental Health issues x 3</li> <li>Reporting Phobic Crime</li> <li>Applying for funding</li> <li>Homophobic bullying in schools</li> <li>LGBT &amp; Faith x 2</li> <li>Trans Identities</li> <li>Single Equality Bill</li> <li>Fostering &amp; adoption x 3</li> </ul> <p>There is more training planned for 2010.</p>	P	P		
Distribute an LGBT groups handbook to groups and projects across	We distributed the first round of LGBT Groups Hand-	P			

Action / Priority / Idea	Response				
the peninsula and send revisions out each year	books back in July 2008 and have continued to distribute them to frontline LGBT groups and projects since, including to new groups that have started up in this time.  Following groups feedback, we have also mirrored the handbook on the secure Gateway site.				
Develop and launch a secure information-sharing and discussion site for LGBT frontline groups and projects.	The Gateway site, despite having been through some difficulties with the company building the site having financial problems, has now been launched and is being used and updated by frontline groups and projects.  The Gateway continues to evolve and current additions are being worked on, including a new directory of LGBT friendly services for use by local helplines and a further secure area for youth groups and their workers to discuss key issues.	P			
The LGBT Collective sub groups to have their own parts of the secure site.	All the strands of the LGBT Collective (formerly Standing Council) have message board threads on the Gateway site and have the ability to add documents in the Collective section of the site if they wish to.	P			
10 meetings of the LGBT Collective by the end of year 3.	The peninsular Collective has now had 5 sub-regional meetings, and each County Collective has held 5 local meetings, meaning a total of 25 meetings to date!	P			
Subgroups to elect members to the peninsular (sub-regional) LGBT Collective	In early 2008, the structure of the now LGBT Collective was adjusted to meet the current needs of the frontline LGBT groups and projects and it was decided to form four County Collectives, with 8 strategic leads from each County being elected to the sub-regional body.	P			

Action / Priority / Idea	Response				
	To date, of the 32 positions available, we have elected 28 Lead Officers and currently have 26 in position.				
By end of 2010, 50 groups to have participated in the LGBT Collective	Since the LGBT Collective started, including groups involved in the consultation period, there have been 54 groups actively involved.	P			
By the end of 2010 the LGBT Collective will have identified and taken action over at least 4 important areas of concern	<p>The Collective is currently working on its key priorities of "Promotion of frontline group activities"; "Older people's housing needs"; and "Access to involvement in community activities and the commercial gay scene".</p> <p>A recently identified campaign to look at local Parliamentary candidates' attitudes on relevant issues before the 2010 election is currently being actioned by the collective.</p>	P	P		
Hold a community conference during each funded year, aiming for fifty groups to be represented at each.	<p>We have now successfully held the 3<sup>rd</sup> community conference (which is the second of the three budgeted for within our BASIS funding) and are already planning the 4<sup>th</sup>, for September 2010.</p> <p>All 3 conferences have been highly successful and regarded and continue to push people's expectations and increase local and individual involvement.</p> <p>There were 80 attenders at LGBT 09 (the 3<sup>rd</sup> conference), representing between them 50 independent grassroots initiatives.</p>	P			
Published report of the proceedings and outcomes of each conference	<p>For each key conference we have held, we have released a report detailing its outcomes.</p> <p>We are currently finishing off the report from LGBT 09.</p>	P	P		

Action / Priority / Idea	Response				
Run community campaigns as decided on by frontline groups and projects	The Collective is leading the campaigns of frontline groups as detailed earlier in this document	P			
By end of 2010 have a form of peninsula pride event with support from existing local prides. By end of 2010 there should be one new large-scale pride to join Plymouth and Bournemouth	There have been discussions around setting up a whole peninsula wide pride. Local communities are holding more and more local pride events, and these prides across the peninsula are working closer together—for example Plymouth, Cornwall and Exeter held a joint pride picnic during the pride season to highlight the work of the 3 organisations. We now have 6 Prides across the peninsula—in Cornwall, Plymouth, Torbay, Exeter, Dorchester and Bournemouth—and also a Pride Picnic in Glastonbury. All these have worked with Intercom and drawn on our support and skills.	P			
Potential Trustees registered on the Trustees database and put in touch with local LGBT organisations	This database is up and running and has been promoted at Prides around the peninsula	P			
Intercom to attend VCS events (across VCS and statutory sectors) to raise awareness of specialist infrastructure services	The Community Development team have attended various events in the last 2 years to promote the need for specialist infrastructure services. We have also fed into national surveys looking at infrastructure services available across the country to extend the awareness of these needs.	P			
By the end of 2010 at least some of Lynx South West's services funded through Stronger Communities sub-strand of Local Area Agreements.	Michael and Paul are focusing stakeholder attention on planning for the sustainability of the Community Development across the peninsula.		P		
To use our new Cornwall office for meetings with primary and sec-	The Cornwall office has proved to be a very successful move, not only as a resource & facility for local meet-	P			

Action / Priority / Idea	Response				
ondary stakeholders.	ings but as a base for our own full time Anti-Bullying in Cornwall schools worker.				
50 people to attend the launch of our refurbished community centre to gain extended knowledge of our work and brought up to date with our current funded ability.	We held a launch event for the newly refurbished community centre in Exeter where we had an open office afternoon in mid 2008. We decided to hold the event across the afternoon and into the early evening to allow maximum attendance. All staff were available to speak to and we created displays for each area of Intercom.  The event was attended by approx 50 people as expected and it gave us the opportunity to distribute our new publicity materials. .	P			
4 groups to be using the Exeter community centre for meetings or events. .	We currently have X-Plore Youth Group, Exeter Pride, Rainbow Café (twice weekly), Western Girls and the Exeter Lesbian and Gay Book Group using the Exeter Community Centre for their events. Other groups and projects use the community centre on an ad-hoc basis when needed.	D			
To hold strategic meetings with public sector stakeholders about funding the sector	Michael and Paul are currently arranging meetings with key public sector contacts in relation to the need to see open commissioning of LGBT infrastructure services.	P			
By the end of 2010, there will be 6 skilled LGBT people involved in strategic partnerships on behalf of the community-led sector.	There are various individuals and groups across the peninsula who are locally engaging with their local authorities.		P		
Intercom team to meet at least once a quarter to discuss Lynx South West	The Intercom team meet on a regular basis to ensure that all staff are up to date with key work from each of the service areas.	P			
Lynx South West to provide CEDAR project with annual reports of	All reports and resources produced by Lynx South	P			

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activities and other useful materials.	West are preserved in the CEDAR project, including conference documents, publicity and promotional materials, etc.				