

Fourth Annual Report of the Trustees

Year ending 8 September 2001

In September 2000, at the beginning of the financial year, our Comic Relief funding came on stream, and we welcomed our new JAAHB Project Co-Ordinator, Jonathan Matthews. In the same month we moved from our tiny single-room office, thanks to a donation from Eurobell, and started setting up a new LGBT Community Centre in New Bridge Street.

Over the year, the office and helpline have been staffed for 2,710 hours (average 52 hours a week). In addition, staff and volunteers have spent 639 hours in out-of-office meetings, training sessions and conferences. Volunteers have given over 4,150 hours of their time to the Trust this year.

The Board of Trustees has lost Amy, to our deepest regret; she has moved out of the region, but our love and best wishes go with her. By permission of the Charity Commissioners, Michael has left the Board to become **intercom**'s second employee, as Community Safety Project Officer and Client Support Worker. This part-time post is funded by a grant from Lloyds TSB Foundation. As a volunteer, in his own time, he continues to run the Trust's day-to-day operations as Projects Manager.

David, our Young People's Officer, has been active within the JAAHB Project, and through our StudentLynx SouthWest project continues to work for better services for young LGBT people at colleges and universities in the region. He has been instrumental in helping Seale Hayne College of Agriculture to establish a new position of LGBT Student Officer.

Gill, our Women's Officer, now has a direct phone line where women can make contact with the Trust through another woman. Thanks to Devon County Council for a start-up grant for this line.

We have invited the Evaluation Trust to start working with us to develop ways of assessing and improving our general operations. This project is in its early days, but has already produced good effects. We are grateful to the Evaluation Trust for generously giving us access to their skills and resources.

JAAHB Project, Joint Action Against Homophobic Bullying

Over the year, Jonathan has worked with educational and young people's services at all levels, from strategic planning with the Local Authority and police Youth Affairs Officers to running workshops with young people for ChildLine and for Devon schools in PHSE lessons. He has raised awareness of the JAAHB Project across Devon and the wider national educational scene. He has responded to young people and adults who have asked for support, information or advocacy in specific cases in Devon and elsewhere; he has trained school staff, and worked with anti-bullying projects in the region to ensure that issues of homophobia are treated on a level of equality. Nationally and regionally, his presentations and written articles have highlighted the principles of the JAAHB Project and the resources that **intercom** can offer to schools, young people, and families.

Community Centre

The new self-contained premises on New Bridge Street include offices, a training room, and two rooms that we are developing into a regional community centre for lesbian, gay, bisexual and trans people. The Rainbow Café is now held there, and functions as a weekly open drop-in, which has become an important access-point for many of the Trust's service-users.

Community Volunteers

New office, new office volunteers—who have quickly transformed into old friends. Thank you to Chloe, Chris, Claire, Danny, David, Jenny, Jenny again, Jimmy, Larry, Mary, Melanie, Michael and Robert for all you've done to keep the office staffed and mailshots flowing, to assist our fund-raising efforts, and to liven up our posters and fliers. Special thanks to Steve for his dedicated hard work all year trying to keep the Centre cleaned and looking good. And another special thank-you to all those who helped move us into the new office and then move the old storage-heaters out of it: Andrew, Jenny, Jimmy, John, Jonno, Larry, Leo, Linda, Michael and Steve.

Thank you to all Rainbow Café volunteers, in particular Andi, Anna, Barrie, Carolyn, Elinor, Hugh, John, Jonno, Michael, Richard, Robert, Robert again, Roberta, Steve, and Terry, for helping out at fifty-one Rainbow Cafés (including one we ran specially for young people under 20), and for gifts ranging from sugar-basins, teaspoons, and mugs to biscuits and ground coffee.

Finally, all the office staff and other volunteers offer their deepest thanks to the Trustees for the dedication, expertise, time and care they put into their voluntary work for the Trust.

Website

The Trust finally wrote itself a website and launched it in March (www.intercomtrust.org.uk). Thanks to Eurobell for generously providing the domain and hosting the site for two years. The site covers all the Trust's varied activities, and includes a day-by-day webdiary for the four counties, updated weekly, arranged so that people can find out what's on in their area of the South West up to four weeks in advance (www.intercomtrust.org.uk/listings). Thanks to Michael for writing the original website, Jimmy for updating it in its first phase, and now to Robert for taking on the updating—and even undertaking to tidy up our broken links!

Assistance, Advice, Support and Advocacy

Over the year the Trust has provided extended personal support and/or advocacy for sixty-one individuals who were experiencing serious issues of homophobic or transphobic harassment, bullying, or discrimination, who were receiving unequal service (or none at all) from the commercial sector, local government, or from the police or other parts of the criminal justice system, or who had relationship, family, workplace or other support needs.

In addition to these, we have received one hundred and fifty four calls for help, advice or information on the main helpline, another forty which went direct to the Women's Officer, about fifty helpline e-mails, and many (but uncounted) direct approaches from members of the community at our Rainbow Café drop-in in Exeter and at other events in the region.

We have also had many requests from our professional colleagues in other voluntary and statutory agencies across the South West for advice, information or referral in respect of their own service-users.

Training

The JAAHB Project Co-ordinator's work has been separately noticed.

We have continued our rolling programme of in-house training for our own trainers and our office and helpline volunteers.

Externally, we have provided training sessions for university student welfare officers, local government officers, Victim Support workers across both Devon and Cornwall, postgraduate social work students, Devon & Cornwall police (supervisors, and response, custody, diversity and youth affairs officers), and our colleagues and friends at FFLAG (Families and Friends of Lesbians and Gay Men).

We have taken our information-and-outreach display boards to the Celebrating Diversity festival in Exeter, various student events in the region, the Plymouth RESPECT festival, the launch of the all-Cornwall Diversity Group at County Hall, the Plymouth Pride Forum's Pink Saturday event, and a North & East Devon Health Forum conference. Unfortunately, pressures on volunteer time have forced us to turn down other opportunities.

All in all, though, this year has not seen the same extensive programme of training and skills-outreach that we saw last year, the JAAHB project excepted (training is central to the Co-ordinator's post). We have seen our general training programmes become increasingly reactive, rather than proactive, owing to shortages both of skilled volunteer time and of other training resources. Across the region, needs for our training and skills-outreach are being identified almost daily, but these needs are far greater than the Trust's present capacity to deliver, either alone or in partnership with our colleagues in other agencies.

Community Building and Local Partnerships

We have enthusiastically welcomed news of community groups being set up by local LGBT people, principally GMAD (Gay Mums and Dads), Outskirts (lesbians in the Mid-Devon area), and TAGS (Totnes Area Gay Society). We continue to strengthen our links with our existing partner organisations such as (amongst many others) the Gay & Lesbian Switchboard South West, the Beaumont Society South West, the Out Youth Project and the Pride Forum in Plymouth, and the Cornwall Lesbian Line.

We are glad to report that we are developing stronger links than ever before with the three Racial Equality Councils (Devon and Exeter, Plymouth, and Cornwall), with the Rural Race Equality Project, and with the Black Networking Group (Far South West).

Our long-standing and positive relationships with Devon & Cornwall Police and with Devon County Council have both proved strong enough to weather a couple of stormy seasons during the year. We hope that our work with Exeter City Council on developing their excellent new Equal Opportunities policies, and our seven training sessions with their officers, herald the beginning of a new phase in our working relationship there too. Similarly, we acknowledge with gratitude Torbay Community Safety Partnership's grant towards our Torbay local partnership project to make Torbay a safer place for young lesbian, gay, bisexual and trans people, and we welcome Plymouth Community Safety Partnership's request for a presentation

on homophobic crime, and their subsequent request that we help set up their new task force to combat hate crime in the city.

We continue to work on diversity issues in Cornish schools with Cornwall LEA and other agencies, and to support the Working Together For Devon Task Force, Devon County Council's Valuing Diversity Project, and the national Consortium of lesbian gay & bisexual voluntary agencies.

Community Safety

New community-safety partnership diversity groups have been set up in Mid-Devon, East Devon, North Devon & Torridge and Caradon local government districts. There is also a new All-Cornwall Diversity Group, which was launched at a media event in County Hall in Truro in June. There are now eight such groups in the two counties, and another three which are still being developed. We have attended over thirty meetings of these groups during the year.

It is clear that we have not yet worked out a true measure for the level of homophobic and transphobic crime in the South West, still less started eradicating it. Some of the incidents we have tried to help people to deal with over these twelve months were horrific.

Finances

This year the Trustees opened a high-interest bank-account with the Charities Aid Foundation. Our income from bank interest has gone into double figures at last!

For restricted grant income we offer our deepest thanks to Comic Relief (the JAAHB Project Co-Ordinator's post), Lloyds TSB Foundation (our new post of Community Safety Project Officer and Client Support Worker), and Torbay Community Safety Partnership (the Young People's Safer Torbay Project).

About eighty per cent of the Trust's work, however, including client support and advocacy, maintaining and developing the Community Centre, and petrol, telephone, heating, stationery and equipment, is funded by our small unrestricted income. This has come largely from donors, whom we thank most warmly, and from training and consultancy fees. Amongst donors, in pride of place is the Lyndhurst Settlement, who gave us £3,000 in the Spring for the Trust's general purposes. Looking back, it is difficult to see how we could have carried on without this. We are carrying down less than £2,000 under this head, of which £1,700 will soon be required for rent and rates. We are very grateful indeed to the Trustees of the Lyndhurst Settlement.

Amongst individual donors we again acknowledge with deepest gratitude the contribution made by our supporter Andrew, whose donations under Gift Aid and gifts in kind have done so much to enhance the Trust's professional resources and to raise volunteer morale.

For the Trustees:

David Clark
Chair and Young People's Officer

Jenny Broughton
Secretary

Andrew Duncan
Treasurer

Gill Vooght
Women's Officer

Accounts for the year ending 8 September 2001

INCOME	Consolidated Funds (summary of two columns on right)	General Funds (Unrestricted)	<i>Restricted Funds total</i>
000 Brought Down	6,695.61	5,325.70	<i>1,369.91</i>
001 Subscriptions	81.00	81.00	
002 Donations	4,708.52	4,708.52	
003 Collecting Tins	10.40	10.40	
004 Grants (restricted funds)	26,775.00		
--- <i>Comic Relief</i>			<i>21,175.00</i>
--- <i>Lloyds TSB Foundation</i>			<i>5,000.00</i>
--- <i>Torbay Council (held for local partnership)</i>			<i>600.00</i>
005 Other Fund-Raising	129.50	129.50	
006 Professional Fees	4,547.20	4,547.20	
007 Lynx Events (Rainbow Café)	495.94	495.94	
008 Bank Interest	91.52	91.52	
009 Travel &c. Recharged	334.37	334.37	
015 Other Credits	48.00	48.00	
414 Volunteer Expenses Redonated	144.54	144.54	
TOTAL INCOME 2000-2001	44,061.60	15,916.69	

	Consolidated Funds (summary of two columns on right)	General Funds (unrestricted)	<i>Restricted Funds total</i>
EXPENDITURE			
101 Postage	167.98	38.98	<i>129.00</i>
102 Stationery	916.65	701.19	<i>215.46</i>
103 Telephone	2,136.76	1,851.41	<i>285.35</i>
104 P.O. Box	52.00	52.00	
105 Photocopying	11.40	11.40	
106 Printing	7.00		<i>7.00</i>
107 PR & Advertising	128.25	100.00	<i>28.25</i>
108 Petrol expenses	1,901.35	1,414.55	<i>486.80</i>
109 Food & Accommodation	2.70	2.70	
110 Rail Bus & Air Travel	155.15	11.20	<i>143.95</i>
111 Car Park Fees	315.50	218.90	<i>96.60</i>
115 Misc. Volunteer Expenses	15.75	11.35	<i>4.40</i>
120 Books	134.90	134.90	
121 Periodicals	58.01	57.73	<i>0.28</i>
125 Roadshow items	100.59	100.59	
126 Events Stock	228.27	228.27	
131 Hire of Rooms	12.00	12.00	
132 Car & Van Hire	218.33	218.33	
140 Gifts	1.35	1.35	
150 Office Expenses	704.37	704.37	
151 Electricity & Gas	219.32	219.32	
190 Other Expenditure	71.90	71.90	
211 Computer & Peripherals	3,031.71	1,831.71	<i>1,200.00</i>
220 Training Equipment	500.00		<i>500.00</i>
230 Misc. Office Equipment	1,040.84	908.38	<i>132.46</i>
240 Other Capital Expenditure	546.38	546.38	
270 Rent and Rates	4,955.84	4,255.84	<i>700.00</i>
311 Insurance	233.32	208.32	<i>25.00</i>
312 Training & Development Costs	1,020.33		<i>1,020.33</i>
313 Accountancy & Audit Fees	101.63		<i>101.63</i>
315 Affiliation Fees	25.00	25.00	
320 Other Fees	20.00		<i>20.00</i>
321 Bank Charges	0.20	0.20	
330 Salaries	15,061.27		<i>15,061.27</i>
TOTAL EXPENDITURE 2000-2001	34,096.05	13,985.52	<i>7,987.14</i>
Excess of income over expenditure	9,965.55		
Less restricted funds:	-7,987.14		
General (unrestricted) funds...	1,978.42		