

Help Support and Advocacy Service

LGB and Trans children and young people: evidence of needs

Summary casework report, Devon County and Cornwall, 2014

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1 Numbers

The Help Support and Advocacy Service provided help for 90 young people and children under 18 in the Devon County and Cornwall areas during the calendar year 2014.

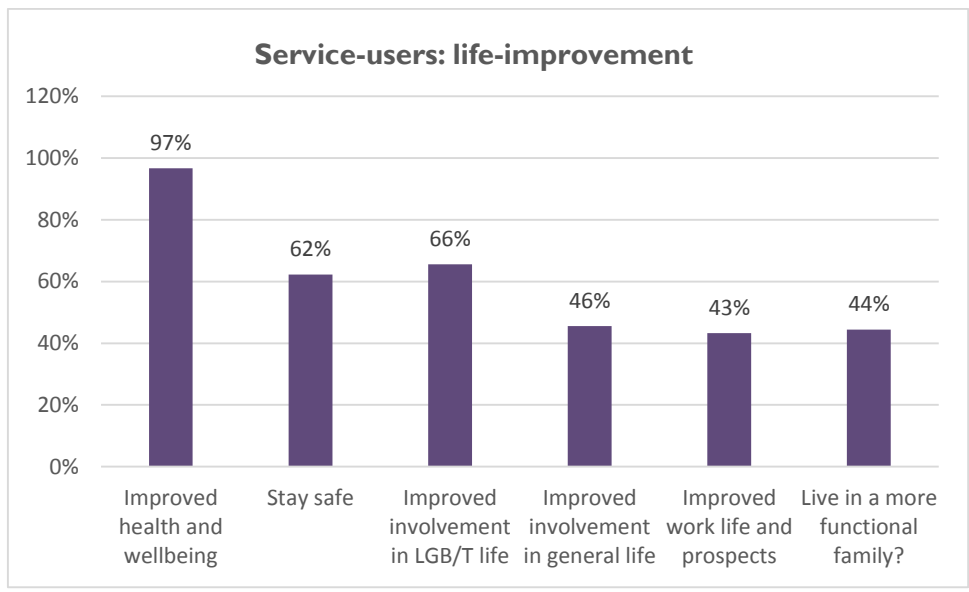
There were 443 helpline-contacts (phone-calls, social media contacts, e-mails etc.) and 123 face-to-face support meetings.

2 User Satisfaction

User satisfaction was 100% in respect of all contacts (helpline calls and meetings) for these 90 service-users.

3 User Benefits

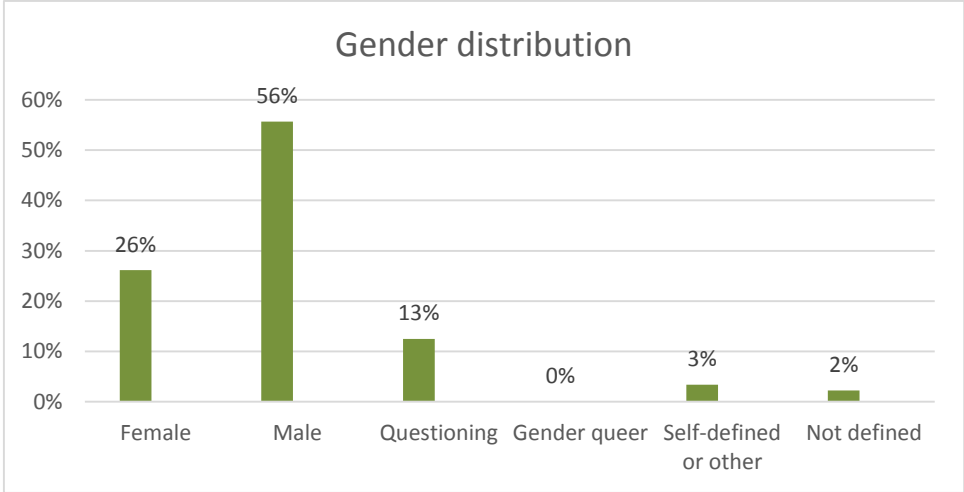
Not all the measures below are relevant to all users. This means that the figures show significant benefits across the board.



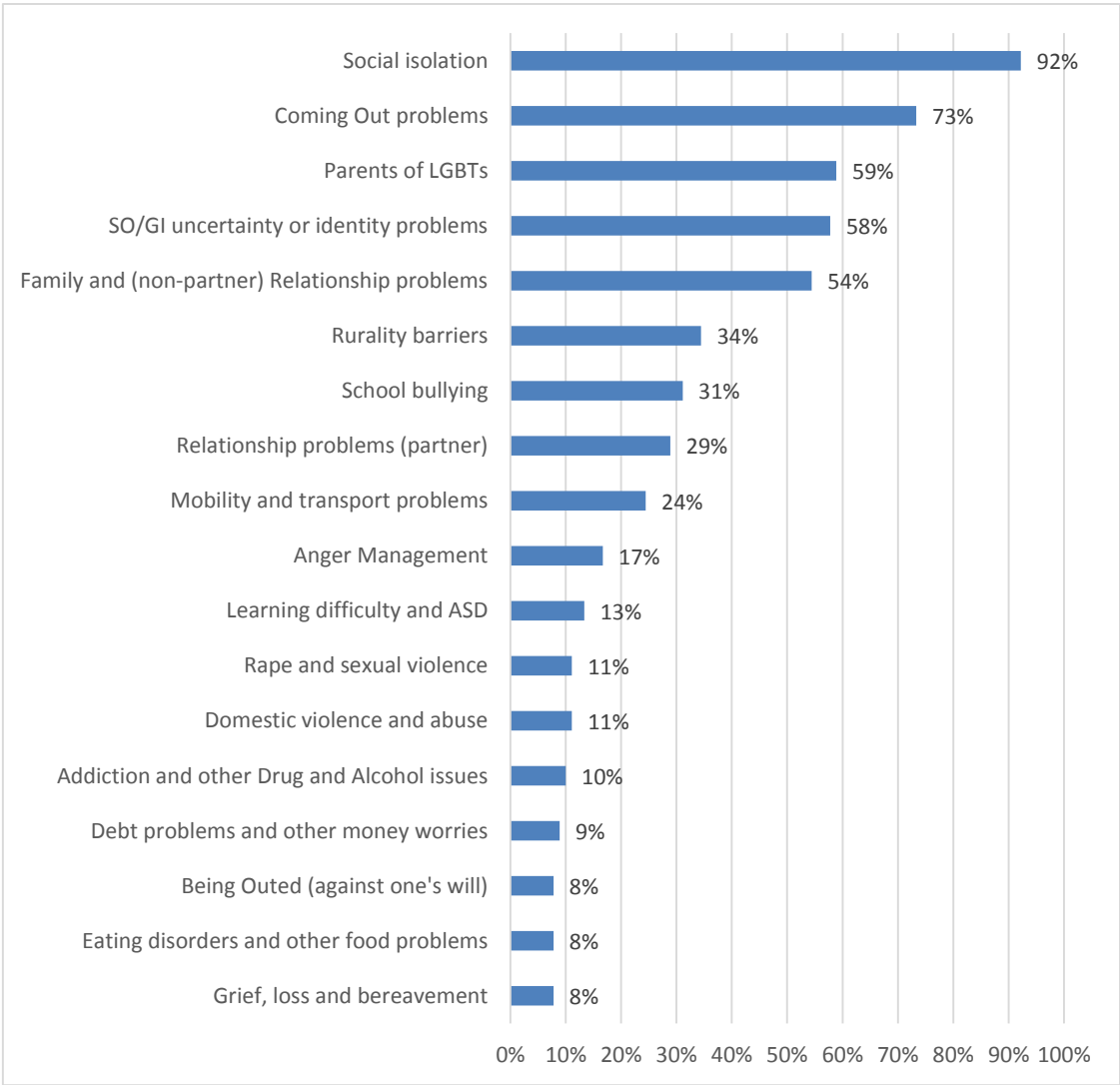
4 Gender and Gender Identity

In respect of Gender Identity, 42% of all service-users identified as Trans or Gender Identity Questioning.

In respect of gender, 82% identified as either Female or Male, and 13% as Gender Questioning. (See the chart on the following page.)

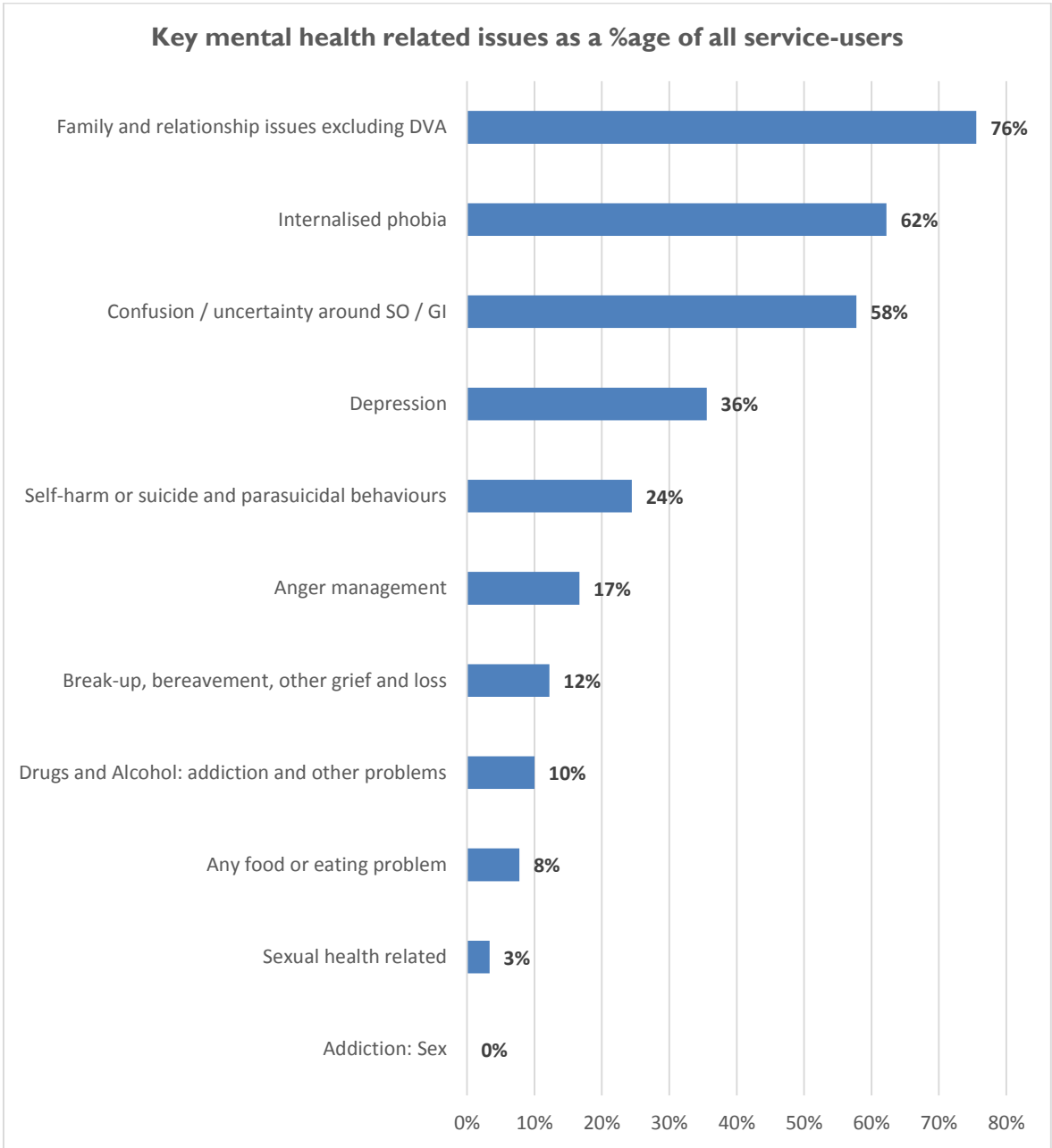


5 Some key issues other than mental health

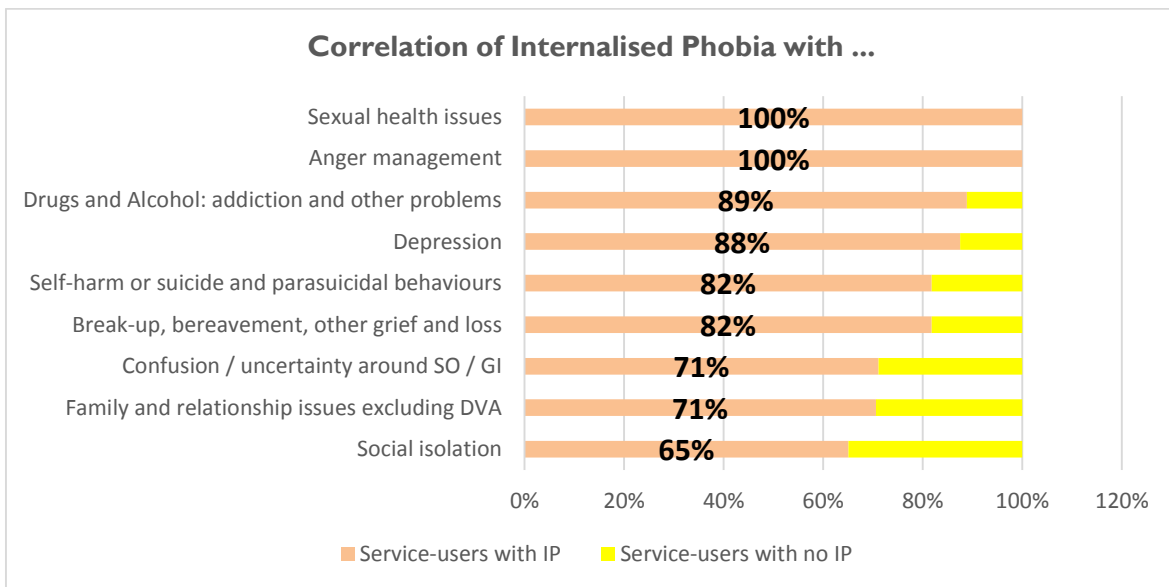
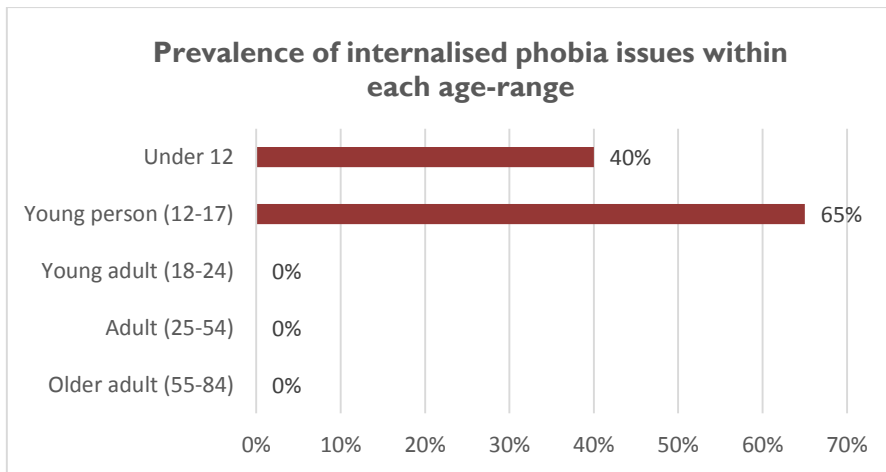


6 Some key mental health-related issues

58% of all service hours involved providing mental health support for 72% of service-users who were looking for help with mental health problems, mostly related to the following issues. We have omitted “Social isolation” since this is given in the preceding chart, but in fact amongst LGBT people social isolation and mental health problems correlate closely.



7 Internalised phobia



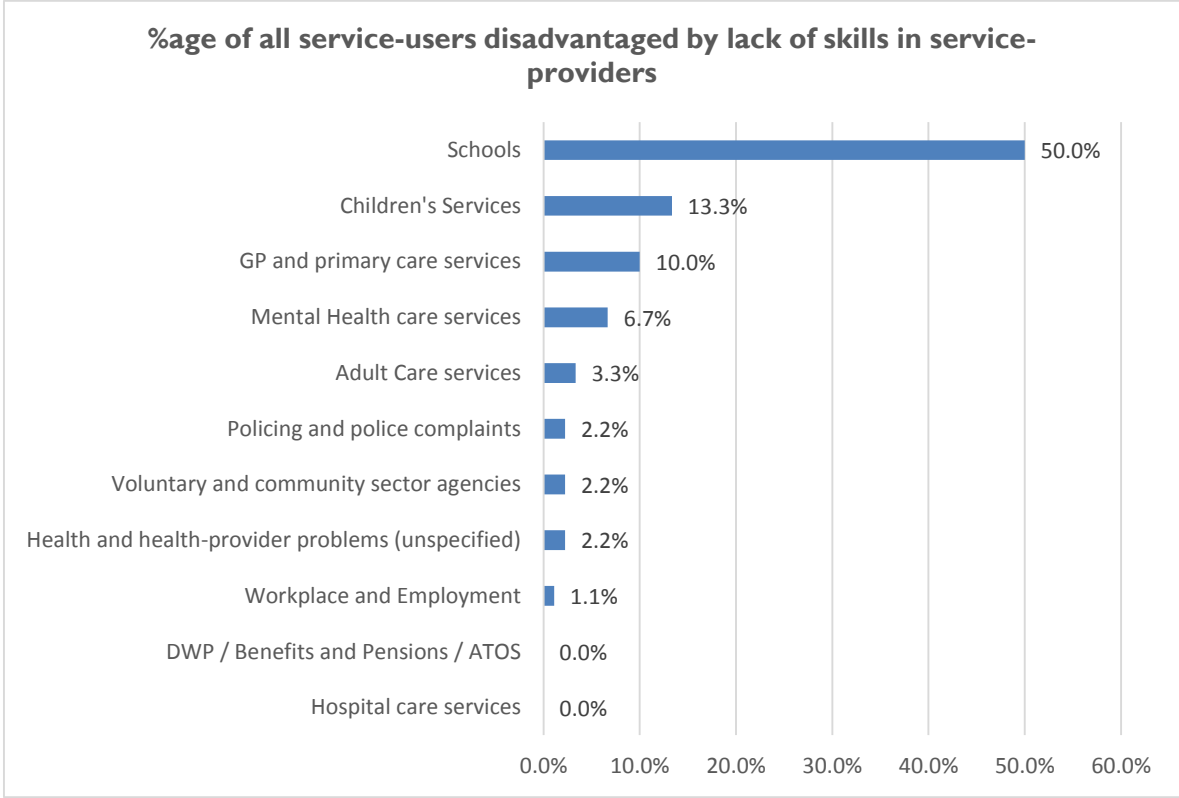
8 Discrimination

22% were experiencing discrimination in respect of one or more of the following:

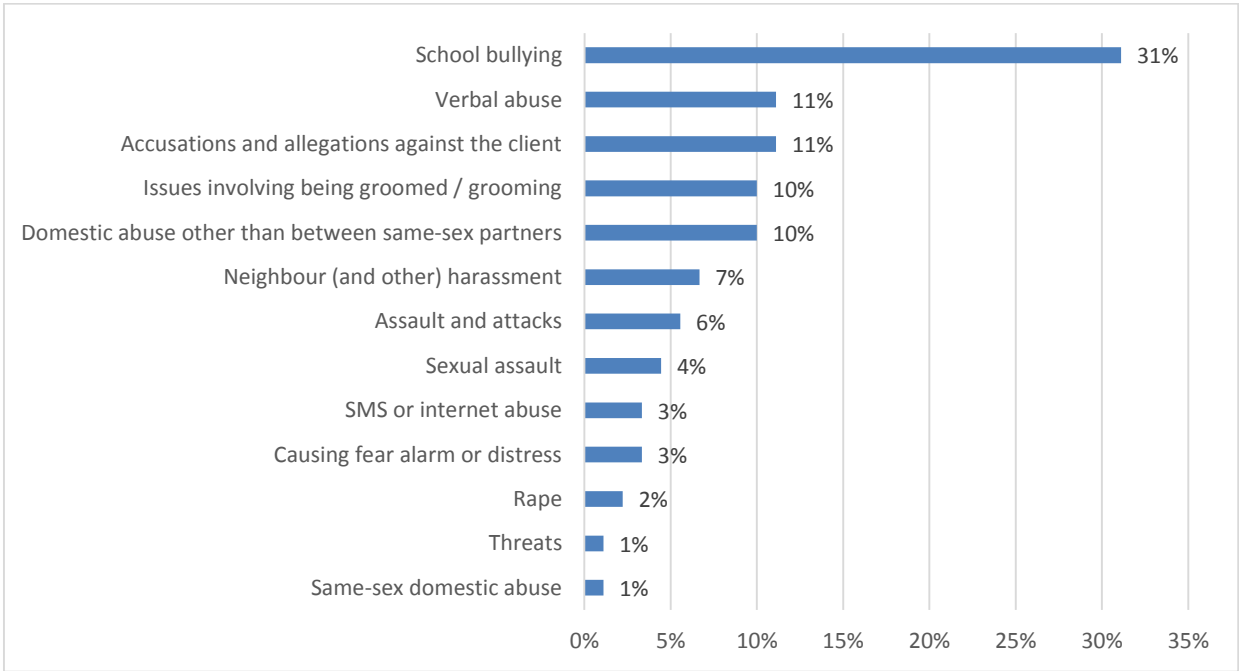
- education and training (18%)
- provision of goods and services (7%)
- social or cultural life (3%)

9 Lack of skills or awareness amongst service-providers

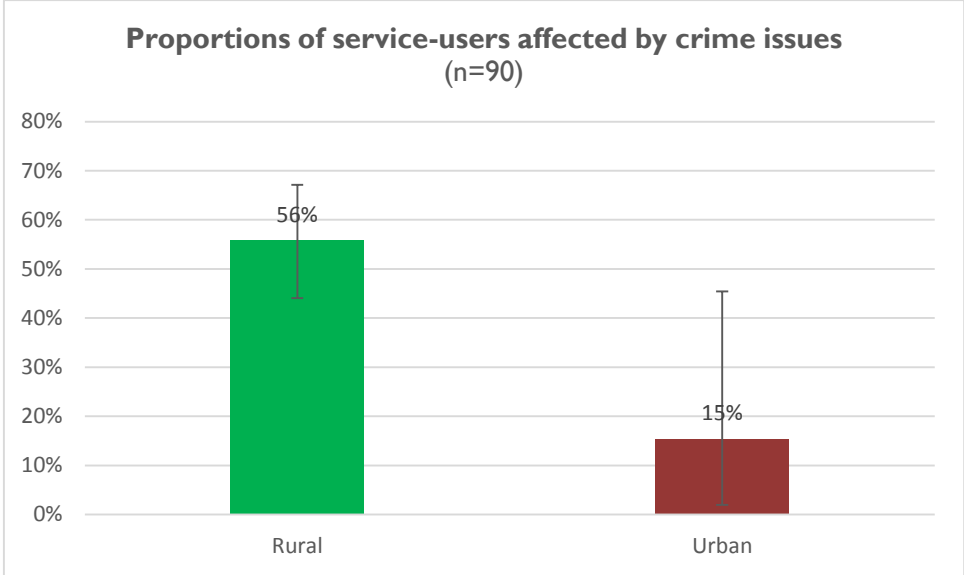
58% of service-users reported they were disadvantaged by lack of skills or awareness in relation to service-providers (between 1 and 4 different service-providers per client).



10 Key crime issues



Rural residents were significantly more likely than urban residents to be affected by crime. (For this cohort, which excludes Plymouth and Torbay, “urban” means Exeter residents).



11 Domestic violence and abuse

14% of males and 9% of females were affected by domestic violence and abuse, mostly within the birth or upbringing family.

12 Complexity of casework

53% of these service-users were looking for help with between 4 and 14 issues in their lives. 44% were looking for help with between 15 and 35 issues. As usual with our clients, most of these issues are LGBT-related, interdependent, and cross-linked. Only 2% had fewer than 4 issues. We monitor on a maximum possible of 91 different issues.

The table on the following page indicates graphically how some of the issues cross-relate. The percentage figure in each cell is that percentage of all service-users who are affected both by the issue in the left-hand cell of the row, and by the issue in the top cell of the column. We have highlighted the cells above certain values, to give a rough visual sense of the prevalence of the higher-value correlations.

Select personal and social issues	Internalised phobia	Depression	Self-harm / suicide / parasuicide	Grief / loss / bereavement	Sexual behaviours	Anger management	Drug and alcohol issues	Any food or eating problem
Social isolation	60.0%	35.6%	24.4%	12.2%	16.7%	8.9%	10.0%	7.8%
SO / GI uncertainty or identity issues	41.1%	24.4%	16.7%	8.9%	14.4%	6.7%	3.3%	6.7%
Coming Out	51.1%	25.6%	18.9%	10.0%	15.6%	7.8%	6.7%	6.7%
Any family and relationship issue other than DVA	53.3%	33.3%	24.4%	12.2%	16.7%	8.9%	8.9%	7.8%
Relationship problems	24.4%	16.7%	13.3%	7.8%	11.1%	7.8%	5.6%	3.3%
Rurality	23.3%	15.6%	13.3%	5.6%	7.8%	3.3%	5.6%	2.2%
Parents of LGBTs	41.1%	24.4%	21.1%	8.9%	13.3%	6.7%	5.6%	6.7%
Friendship or peer issues	28.9%	20.0%	14.4%	7.8%	12.2%	5.6%	4.4%	6.7%
Debt and other money problems	6.7%	4.4%	6.7%	2.2%	2.2%	1.1%	3.3%	1.1%
Sexual health issues	3.3%	1.1%	2.2%	2.2%	2.2%	2.2%	1.1%	0.0%
Being Outed	4.4%	3.3%	3.3%	2.2%	2.2%	0.0%	1.1%	0.0%