



"I am so proud of what we do and how we do it. The support we offer has the warm and caring essence that really makes the difference to people's lives. A place where both staff, clients and volunteers can be their authentic selves. There are always new challenges and developments ahead, we will continue to rise to these as we have always done."

Quote from Andy Hunt, CEO

Strategic Plan 2025 – 2030

Our Vision

A Southwest where people respect, celebrate and engage with LGBT+ people; and where LGBT+ communities live with real equality.

Our Values

Intercom is a community-led LGBT+ specialist organisation that:

- has high professional standards;
- promotes equality and justice;
- is confidential and trustworthy;
- is transparent and has integrity;
- is fair, inclusive and non-judgemental.

- Provides flexible, targeted client-centred / person-centred, trauma informed Support & Advocacy

Background

Intercom was founded in 1997 to address gaps in social, health, and wellbeing services for LGBT+ people in the South West. The needs of LGBT+ minorities were not heard, and social isolation was a key problem for the most vulnerable. The founders mandated that Intercom must never lose sight of the principle that we are, and must remain, community-led.

The need for Intercom is still critical today. Despite changes in attitudes and legislation, with the current political climate, our communities still face inequality, prejudice, and discrimination. We work to improve the quality of life of LGBT+ people across the region and continue to evolve to meet the changing needs of the communities we serve. We support more people each year, especially young people and those who are LGBT+ / trans and non-binary, and demand for our training to improve the practice and understanding provided by other services also continues to rise.

Given the ongoing turbulence around LGBT+ rights we will continue to fight for inclusion across the LGBT+ community and against the risk of erosion of hard-won rights.

Our 2025 – 2030 Goals

- 1. Continue to maintain and develop our high quality, locally accessible services in innovative new ways.**
 - Build capacity and innovate to meet ever-increasing and changing demand for our services. Be flexible and responsive to a rapidly evolving environment.
 - Develop and refine our Training provision.
 - Enhance our recording processes to better evidence our impact.
 - Identifying need and adapting the service to the meet that need.
- 2. Maintain local delivery & national influence**
 - To maintain our position as the leading LGBT+ community-led organisation in the Southwest.

- Represent our communities' interests as best we can in local and national levels.
- To further develop our partnerships both locally and nationally.
- Increasing understanding and awareness of the issues faced by our communities.

3. To secure our financial sustainability and internal governance.

- Diversify our unrestricted income streams, maintain existing funders and seek new funding opportunities.
- Grow our high-quality **education and training offer**.
- Embed robust governance and management structures and processes.

What We Do

Adult Support – Help, Support & Advocacy, Family Pride, Counselling, Safer Rainbow

This service provides direct support to people who are in need because of prejudice or discrimination or are supporting someone who is. This accounts for the majority of Intercom's activities.

Our Helpline provides support and signposting across the region and is complemented by LGBT+ Practitioners and Counsellors who provide face-to-face support. We also facilitate a number of LGBT+ Support Groups and maintain a directory of grassroots LGBT+ organisations to help people access their communities. Safer Rainbow delivers support to LGBT+ victims of domestic and sexual violence.

The demands placed on our service have never been greater and we have a strong evidence-base both for the need for our work and for the real difference it makes to people's lives.

Supporting Young People

We have a number of projects to meet the ever-increasing demand from young people and those that support them.

Our youth group, Young and Yourself (YAY), provides social and personal development opportunities for young LGBT+ people in Cornwall, promoting equality and rights for the next generation.

Our regular LGBT+ Family Days, held across the region in partnership with local youth groups, provide a safe space specifically for young LGBT+ families to come together and share their experiences.

For schools, we continue to develop LGBT+ lunchtime drop-in sessions, College Group Mental Health Hubs, Schools Gatherings, Rainbow Flag.

Continue to increase our reach within schools, colleges and universities in support of young people.

Training & Education

Our standard and bespoke CPD-accredited LGBT+ training programmes are informed by the communities we support and live within. They are relaxed, accessible, and engaging, and are suitable for any organisation striving to better inform their practice and improve their service.

We continue to support schools, commercial firms, third sector providers, local government, police, NHS, and other public bodies to meet their particular needs and helping to instil cultural and institutional change to the benefit of all LGBT+ people.

Partnerships &, Collaborations & Communities

We understand the value of working in collaboration and consultation with a variety of local and national organisations to ensure the greatest impact of what we do.

We work with police authorities, NHS, and local councils to help them to better support victims of hate crime and LGBT+ people with mental health and social care needs.



We aim as far as possible to increase our visibility across prides & other local events.

We are always open to working in partnership with other organisations & services, but we need to be targeted in our use of resources in this area.

Looking Forwards to Your & Our Future

Recent years have seen political and economic turbulence in which many support organisations, including statutory health and social care services, are struggling to meet people's needs. Many in the third sector are finding funding more difficult to secure, with increased competition for reduced resources.

Financial stability is unlikely to improve over the next few years and so it is crucial that we continue to evolve to meet increasing demand with innovative solutions and that we build the best possible case for future funding. To do so, we need to be better at demonstrating our impact, at diversifying our income sources, and improve the quality of support for our clients.

Feedback from staff and clients reveal a wealth of innovative ideas, including expanding our group work and family support, getting more involved in local and national research, and exploring new avenues for improving the educational, health, and social opportunities for LGBT+ people across the region.

