



Service Evaluation Findings 2017

294 people who use LGBT Health took the time to tell us what they thought about our services

"I feel able to dream and envisage my life as a parent, and feel genuinely happy to know there is support and a community for us and our children. Growing up I didn't have this real sense of potential and fulfilment as a queer woman"

"A sense of community and acceptance/validation, friendships with peers, information and help to progress with transition and improve my mental health, and invaluable support from staff without which I might not still be here"

"I've gained so much, my life was undergoing massive change when I first contacted the centre, and they helped me through every step. I was able to come out to my whole family, they helped me through my separation from my opposite sex partner and helped me find resources and activities which have connected me with the community. It's been a massive help in my life"

We conducted our annual Service Evaluation again in late 2017 to find out more about who uses our services and what you think of them. The survey gave us lots of feedback which will be invaluable in further developing our services. Here is a summary of what you told us:

Key findings

"The staff I meet at events are full of genuine care, spirit and energy, and their friendliness is felt by everyone I see. It shows that your staff and volunteers are dedicated and as a community member I hope that we can keep them. Such a valuable resource."

"You are incredibly important to many people on so many intricate and interconnected levels that all work together to benefit individuals, the LGBT+ community and society at large. You are essential and awesome"

LGBT Health is engaging with a really wide range of individuals of all ages who identify right across the LGBT spectrum - and beyond

- 92% of you rated our staff as excellent or very good
- 83% of you said that you found the quality of our services as excellent or very good
- 82% of you rated your overall experience of the organisation as excellent or very good

What difference LGBT Health has made for you

- 80% of you are more confident in seeking support (up from 75% in 2016)
- 78% of you reported that you feel better about yourselves (up from 69%)
- 75% of you feel more aware of services (up from 67%)
- 74% of you report feeling less lonely (up from 69%)
- 69% of you feel more connected to your community as a result of using our services
- 67% report that you have better mental and emotional health (up from 58%)

What you enjoy and value

"I've gained a wealth of community support, much more connection to the community, individual support access to resources."

"A fantastic increase in the connection with the community around me. A huge increase in confidence about not only myself but around and with other people."

- Social interaction
- Sense of community and community support
- Welcoming and accepting environment
- Wide range of information and support
- Improved wellbeing and self-awareness

Your suggestions for improvements and our response

"Continue to provide the excellent service that you do. It was an absolute god send to me when I found out about the range of activities available to me, I am 55 and finally feel part of my community, knowing that you are there makes me feel at ease if I ever needed any help, I know it will be given with compassion and confidentiality. Thank you so much."

"Continue reaching out to those less aware of your services."

Access and inclusion

- We will continue to communicate with you in a range of ways, ensuring that information about what we do is readily available
 - We will continue to look at accessibility of our services and events
 - We are committed to ensuring our services are inclusive and responsive to needs.
- The service evaluation allows us to continue to monitor our reach into the community

Publicity and promotion

- In late 2014 we launched our new website and in 2016 we revamped our quarterly programme. In 2017 we reviewed our range of publicity tools and started work on our social media and communication strategy which will continue into 2018.

Range of delivery

- We will use the feedback from this survey to develop our quarterly programme of events to ensure it remains varied for the whole community.

You also provided a wealth of suggestions for new or repeat activities, which we will certainly refer to as we plan our programme over the coming year.

What you can do for us !

Firstly do keep giving us your feedback, so we can ensure we deliver the services our communities need! Also, the survey showed that many of you hear about us by word of mouth, which means that you can really help us to reach others by spreading the word.

**Many thanks to all of you who responded
Your feedback is invaluable to us !**

www.lgbthealth.org.uk

