

Wise Thoughts - Creative Cultural Hub (CCH) Report 2013 to 2018



WISE.....
THOUGHTS
www.wisethoughts.org



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INTRODUCTION

“The work and the contributions that Wise Thoughts are giving to this LGBTQI+ community of northern London is very significant; it's a platform not only that people can meet but it's also where they can discuss their problems get some help, see their creative art, learn new things, and be able to find help and assistance to matters that covers it - like mental health well-being (and) of course, matters related to HIV as well and other issues” – a user feedback

In 2011-2012 Wise Thoughts received funding to conduct a needs analysis of Lesbian, Gay, Bisexual and Transgender (LGBT+) people, living, working, studying or socialising in Haringey. The consultation was independently facilitated and managed to recruit 317 participants. In addition, staff also decimated questioners at local activities delivered under the programme of work and had 1123 responses. The feedback from both identified the following issues and concerns.

- 79% of older respondents (45+) felt socially isolated and disengaged with the local communities due to:
 - Limited access to statutory services and fear of stigmatisation from staff.
 - Limited access to local social support networks/groups.
 - Availability of non-commercial meeting spaces.
 - Degeneration of public spaces i.e. libraries due to restricted opening hours /reduced staff.

- 83% of young people (13 – 19) feared stigmatisation from peers and service providers because of their sexuality and/or ethnicity.
- 71% of participants expressed a desire to engage with the wider public and people from other minority communities.
- The need for diverse agencies to create a programme of activities that increased opportunities for wider public engagement.
- 97% of the participants stated that there was a lack of understanding of LGBT+ people, cultures and identities.
- 10% of the participants did not wish to use the term LGBT to identify themselves.
- 69% of participants expressed a need to provide dedicated access to social / affordable housing. There is perception among housing providers that "all LGBT+ people are financially affluent" and that they do not need access to social / affordable housing. Significant percentages were reluctant to apply for social housing register for fear of disclosing their sexuality.
- 65% of participants complained about the lack of availability of dedicated provision to skills building training within the creative and cultural industries, or cultural activities and initiatives that can increase opportunities and access to employment.

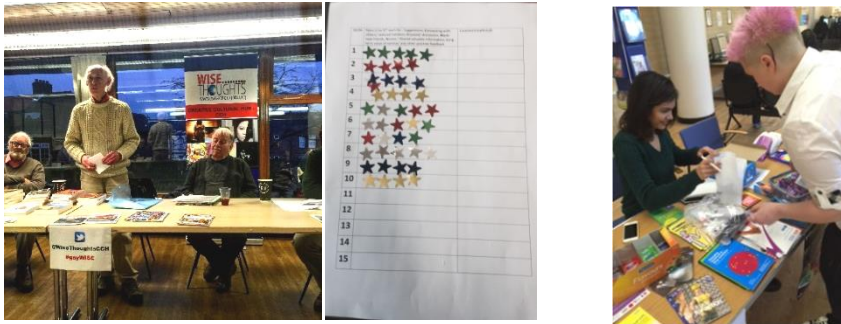
A review of provisions / consultations with staff from NHS Haringey / Positive Rainbow had identified increased rates of STI & HIV infections, obesity and stress due to:

- Limited or lack of access to physical activities, as these are regarded as 'luxuries'. (The need for physical and/or cultural activities, that can improve physical and mental wellbeing was a factor that was identified among older LGBT+ respondents.)
- Access to confidential HIV/AIDS and STI's testing in non-clinical spaces (particularly key issue among LGBT+ people from minority ethnic communities). There was also a perceived lack of emphasis on sexual health promotion.
- Socio-economic factors such as the lack of money to support social activities or the 'unwelcoming' atmosphere faced by older, disabled, trans or BAME community members, within some community or commercial services.
- Fear of job security and/ or unemployment.

There was a reluctance to report homophobic / transphobic hate crimes due to:

- Perceived apathy among statutory bodies to tackle the issue.
- Limited Access / links / confidential referrals to agencies dealing with victims of hate crimes.

Not all participants affiliated themselves with the 'LGBT+' label. A significant number said they believed it was a restrictive definition and excluded them. There are no equivalent terms in other community languages, and the terminology that does exist is derogatory or used to define sexual practice. It also does not include individuals who define themselves as 'Queer'. Young people (between 16-24) were more likely to identify themselves as 'Queer'.



WHY THE NEED FOR DEDICATED LGBT+ SERVICES IN HARINGEY?

According to the 2011 census, more than 3% of the borough's population had identified themselves as LGBT+, however this figure does not consider those that do not chose to self-identify for cultural reasons. Over 65% of the borough's population are people from Black, Asian & Minority Ethnic (BAME) communities according to the 2011 Census. By 2015, two years after the current project started, Haringey had the ninth largest LGBT+ population in UK¹. Whilst this cannot be directly attributed to the project, it must be noted that more people were feeling empowered to identify themselves as LGBT.

Stonewall had stated that LGBT+ communities had accounted for between 5% - 10% of London's population. A figure that was accepted by government. The LGBT+ population in Haringey reflected the wider diversity of communities in the Borough i.e. includes people from BAME communities, as well as an increasing refugees and new migrant communities.

As a Borough, Haringey faced several social deprivation issues that were compounded by the riots in August 2011. The prevailing economic climate during the period had witnessed increasing unemployment and a dramatic reduction in public expenditure. This led to an eradication of services and a reduction in the number of service providers in general, and specifically dedicated services for LGBT+ communities.

This had resulted in the closure or withdrawal of borough-based provision by other LGBT+ providers such as Haringey LGBT network, PACE, etc. Other key initiatives such as #youthWISE (a drop-in and peer support service for young LGBT+ people aged 11- 19) set up in partnership with the dedicated youth services provider – Connexions was also closed. The impact of these has had a detrimental effect on both LGBT+ people, and the wider community.

The need for localised provision of services for LGBT+ communities was clear from the findings of the needs analysis conducted by the organisation along with those conducted by the local authority and other agencies. The services would also need to accommodate the socio-cultural and ethnic diversity of community and be socially acceptable to 'hard-to-reach' members in the borough.

¹Haringey Council – ONS statistics 2015

WHY WISE THOUGHTS?

Wise Thoughts was² and remains the only borough-based LGBT+ organisation in Haringey.

Since establishing in 1999, Wise Thoughts had an established track record for developing a programme of work that catered for both LGBT+ and BAME communities. Wise Thoughts was a key agency in the formation of an LGBT Network for the borough and had managed it until its closure, due to a lack of funding.

Since 2000, staff and Board members had been serving as advisors to local and regional authorities and statutory and voluntary agencies on the needs of LGBT+ communities. Key consultations included the Borough's 'Sexuality Related Equalities Review' which subsequently resulted in the establishment of a local LGBT+ network that was managed by the organisation. It had also developed the peer support service *YouthWise* and ran a programme of cultural activities promoting LGBT+ culture for the borough's library services.

Other LGBT+ initiatives developed by the organisation such as GFEST- Gaywise FESTival, from the wider programme of work, have a proven track record of attracting people from diverse socio-economic, cultural, and ethnic backgrounds. The organisation is also linked to national networks of LGBT+ service providers via LGBT+ Consortium organisation, Stonewall, Greater London Authority's LGBT+ Network.

²HAVCO – the former umbrella body for local voluntary organisations. / 'Strategy for Young People In Haringey 2011-2014' - produced 28 Nov 2011 / Haringey Council 'Needs Assessment on LGBT+ community and Substance misuse – 2013 and other local needs assessment / analysis reports all identified Wise Thoughts as the sole Borough based agency working with young LGBT+ people.

"gaywise (a drop-in service by Wise Thoughts CCH) is the only space I can now go to and be myself" - – a user feedback

THE #gayWISE COMMUNITY CULTURAL HUB (CCH) PROJECT

In June 2013 the organisation was awarded funding from the Big Lottery Fund's (BLF) Reaching Communities fund to establish 'The #gayWISE Community Cultural Hub'. The hub to provide dedicated services for LGBT+, people living, working or socialising in Haringey.

Wise Thoughts recognised the need to consider the sociocultural diversity of the borough, and social acceptance by all communities was a key factor to encourage access to activities. Taking a creative approach was vital to developing and delivering services or activities for LGBT+ people. This would help ensure access to services by 'hard-to-reach' members of the LGBT+ community and help with the mainstreaming process at a local level. Hence all activities and services were delivered as part of Wise Thought's 'Creative Cultural Hub' (CCH).

The services and activities offered by the CCH would aim to decrease isolation for community members and support greater social integration with the wider community. Activities would also help to support the wellbeing of individuals.

The following Outcomes were identified for the funding from BLF

- **Decrease isolation of LGBT+ people in Haringey.**
- **Improve the physical wellbeing of LGBT+ people in Haringey**
- **Increase the confidence of LGBT+ people by volunteering**

“As a gay man living day to day in a straight environment, it is vital to me to know the Wise Thoughts drop in is available regularly to provide a safe LGBT space. It is welcoming and open to all LGBT+ people with no filters on age, race or background. This alone is hugely important in providing a space where all can mix, share and learn from each other.” – a user feedback

A key worker (CCH programme manager) was appointed to facilitate the successful development, and they were responsible for managing the day to day delivery of the project. The project also worked in partnership with other key local service providers to help ensure the needs of the clients could be met more comprehensively. As the project progressed some partner agencies had ceased to operate, and new partnerships were formed to help sustain continued delivery of services. See [Appendix 1](#) for the role of partners and how each partner has contributed to the project.

The project targets were

- **200 people accessing the initiatives that can help to decrease social isolation.**
- **500 people reporting increased physical wellbeing**
- **120 people volunteering and helping to co-facilitate activities.**

To achieve the above targets and meet the stated outcomes of decreasing isolation and improving physical wellbeing. The following services and identified.

- **#gayWISE LGBT+ drop-in's - 48 per annum**
- **Physical activities sessions - 48 per annum**
and
- **#PositiveRainbow – 12 per annum**

The 1st year was originally dedicated to setting up the operational structure and recruiting of the key worker and volunteers and delivery of services was expected to start from Year 2.

Early success in recruiting a candidate for the role of the key worker and volunteers had a positive impact on the project as the delivery of services and wellbeing activities were able to commence earlier than expected. Service began in September 2013, and this 'early start' proved to be key in helping to inform the development and monitoring of the project.



Reducing isolation

The **#gayWISE**, **#womenWISE** and **#PositiveRainbow** drop-in's have been the principal mechanism in helping the project meet its principal objective of reducing isolation. Providing clients with a **safe space** and opportunities to meet and socialise with other LGBT+ people on a regular basis. The drop-ins are free to access and remains the only such initiative that is accessible to all LGBT+ residents and visitors to the borough.

Service users are also able to access information, 1-2-1 and peer advice / support and referrals to other key services such as hate crime reporting, domestic violence, housing, etc. Services are accessible to LGBT+ people aged 16+³.

The location of the CCH (within Wood Green library) helps to ensure the services are easy to access. Locating the CCH within a public building that has multiple uses has been a key factor in encouraging access to the services by community members that are not 'Out'. This is particularly relevant when trying to encourage access by LGBT+ people from BAME and other hard-to-reach groups.

However, there is one drawback in delivering all the services in the library. Public buildings have pre-set opening times and are closed on bank holidays, etc This combined with budgetary constraints has restricted the times and the amount of services can be offered. A consequence has been a limitation on the number of community members that can access services.

The evaluation process has also identified other key external factors that have contributed to isolation of LGBT+ people, especially from BAME communities, older LGBT+ people and those living or dealing with disabilities.

BAME faith groups play a key role in Haringey and have a significant impact in shaping social and communal attitudes and norms. Feedback from service users and partners has identified that most of them are not openly welcoming of LGBT+ people of faith and are viewed by the communities as anti LGBT+. This in turn affects the lives of LGBT+ individuals and is a key contributory factor in increasing isolation of BAME LGBT+ people.

The fact that the CCH programme of services is offered by a non-traditional LGBT service provider and is a BAME led initiative, has helped to partially counter the negative impact. The loss of these services would increase the chances of isolation of LGBT+ people, especially older LGBT+ people and LGBT+ people from BAME communities.

With regards to tackling isolation of older LGBT+ people and those living or dealing with disabilities, the project has been able to offer some solution. Locating the services in a public building with good disabled access combined with offering the services during standardised operational times, has contributed to ensuring access by community members from these sub groupings.

Noteworthy developments that have resulted post commencing the delivery of services and activities are:

- The establishment of a social group by service users. The group includes both LGBT+ and non-LGBT+ people that meet once a month for an evening out and hold a picnic at the end of each month post a wellbeing activity session.
- Access to an informal peer support structure for individuals that are unable to access services at the CCH.
- A local base for other agencies to deliver outreach services i.e. Stonewall Housing, Aston Ross Law, MPS, etc

Activities such as these also help support with the mainstreaming processes.

“...Hate cannot stop us or (names of staff) more precisely, in the great work you do” – a service user feedback on small fundraising initiative (to cover the cost of computers theft in 2017 at Wise Thoughts.)

“Dear (Wise Thoughts Staff names) - thank you so much for doing all you do, always, always with a smile and great grace” – a local partner organisation/ local museum head response on small fundraising initiative (to cover the cost of computers theft in 2017 at Wise Thoughts.)

3 The organisation had previously prior to the establishment of the CCH offered services to people under the age of 16, but the ‘youthWISE’ initiative was closed due to a lack of funding. The organisaion’s #wiseOUT! programme is designed for schools and youth groups.





Physical Wellbeing

The initial wellbeing activities were male led and although well received⁴, the numbers for this activity were also low initially. Towards the end of Year 1 a female volunteer was recruited to help provide a good gender balance.

The changes combined with greater awareness of the services enabled an increase in the number of attendances over the subsequent four years. The increase in the number of females accessing services can also be attributed to the fact that more LBT and heterosexual women accessed the wellbeing activities than men. In Year 2 these activities were also open to friends of service users. This was subsequently extended to other non-LGBT+ people in Year 3.

Allowing non-LGBT+ people access to the wellbeing activities, has proven to be a key tool in helping to promote greater social interaction between LGBT+ people and the wider community. This measure has demonstrated how positive intervention or action has helped to encourage greater integration of LGBT+ service users with the wider community. This has been consistently identified by LGBT+ attendees for the wellbeing activities, when asked if access to the sessions should be just limited to LGBT+ community members.

⁴ 98% of participants answered 'YES' when asked if the activity helped to improve fitness.

Sexual Health

The project had originally aimed to offer on-site testing for STI's and HIV for 200 individuals. However, this was neither possible nor practical as clients would need to wait a period of 10 days before they were able to get the results. They would also need to be retested at the St. Ann's Sexual Health Clinic if the result of the initial test was positive. Anecdotal evidence from oral feedback to the volunteers managing the initiative, identified that this raised levels of anxiety among clients. The organisation and our partner - Positive Rainbow Haringey opted to refer clients directly to the clinic. This enabled the service to focus on providing support, advice and guidance. By the end of Year 3 more than 200 men had been referred for STI/ HIV screening.

The setting up of a weekly sexual health stall in the foyer of the library, in Year 3 significantly increased the project's ability to support community members. It provides access to

information, advice and guidance to those community members who were reluctant to access the LGBT+ drop-in's. It also supports the national and local sexual health strategies by supporting greater promotion and access to condoms by gay, bi-sexual and MSM men.

The stall in foyer of the library akin to the wellbeing activities also provides an ideal platform for our service users and volunteers to engage with the wider communities and share their experiences.

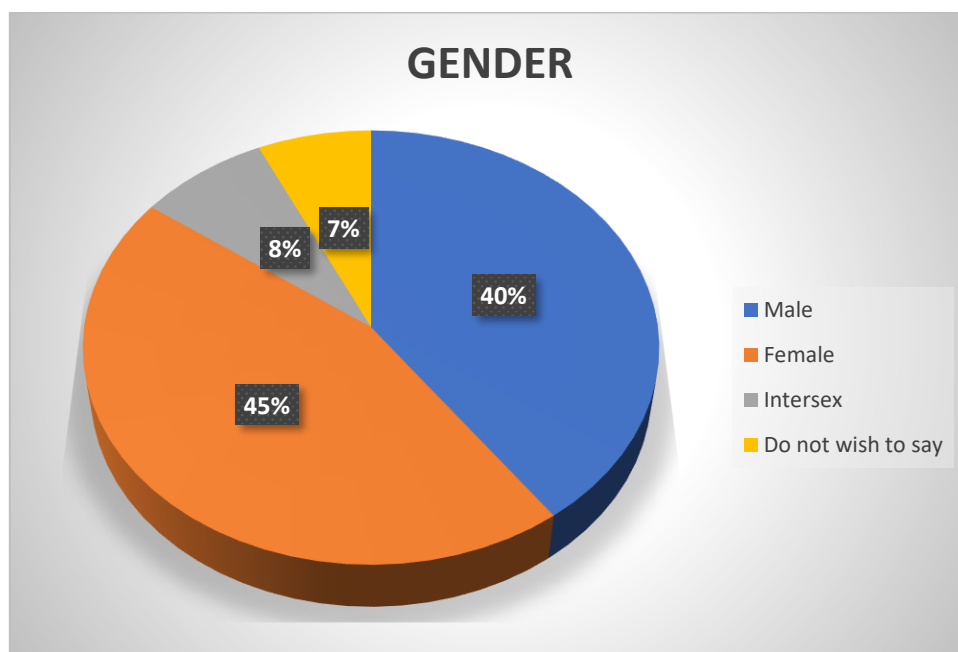
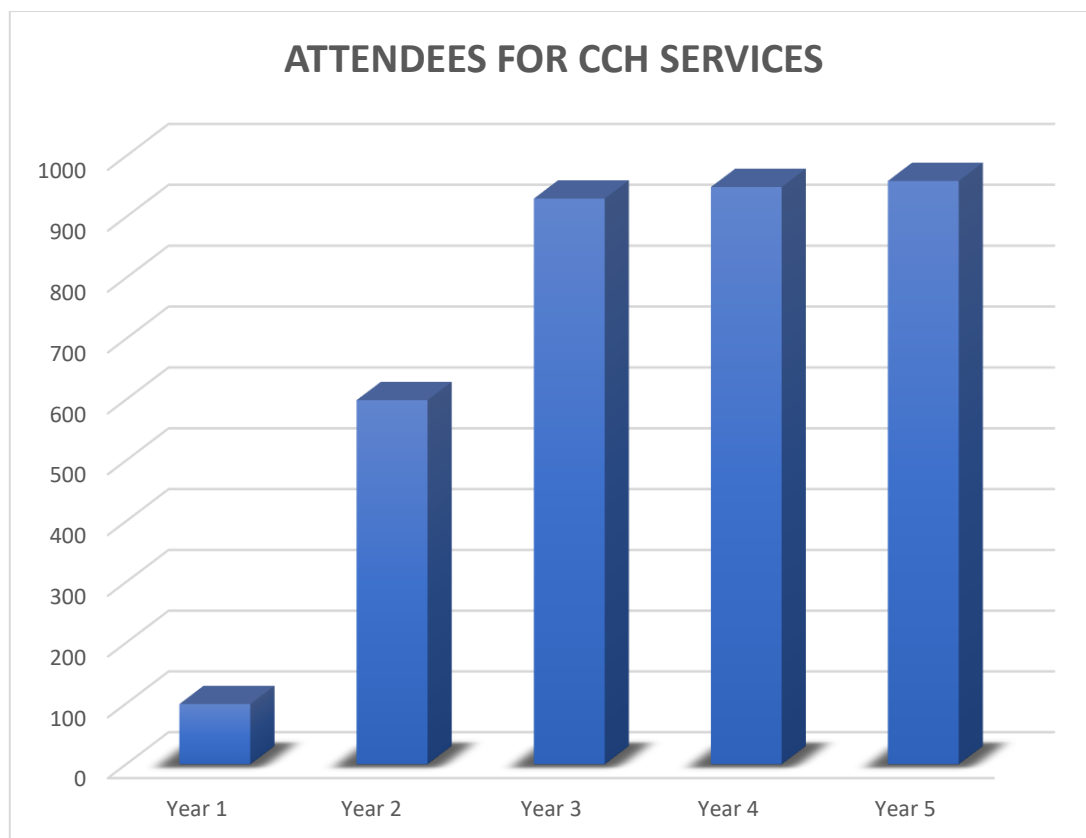
Volunteering

One of the key goals of the project was to increase volunteering to support the development of the project and its activities. The initial partnership with agencies such as HAVCO and subsequently programmes such as Team London has certainly helped to support this goal and the numbers of volunteers had exceeded the originally envisaged total for the project. However, sustainability has been a key issue. Volunteers (with an exception of a few) are not able to offer voluntary support on a long term basis. The low numbers of volunteers recruited in Year 1 combined with the introduction of the Team London initiative (whereby volunteers do not have to commit to volunteering for more than 3 hours) led the organisation to re-evaluate the nature of duties and length of time required from volunteers. This change did enable the project to attract more than **136** volunteers by the end of Year 4.

The data gathered from volunteer's feedback forms has indicated that **63** of the volunteers were students were in fulltime education, **39** were in either in full or part-time employment, **22** were unemployed at the time of volunteering and **3** were retired the remaining chose not to answer. Considering the information above it would be fair to conclude that volunteers are only able to dedicate a limited amount of time to support programme delivery. For the project to run successfully, there needs to be a dedicated paid staff in post. Therefore, it would be impossible for the project to be solely volunteer led beyond the current period.

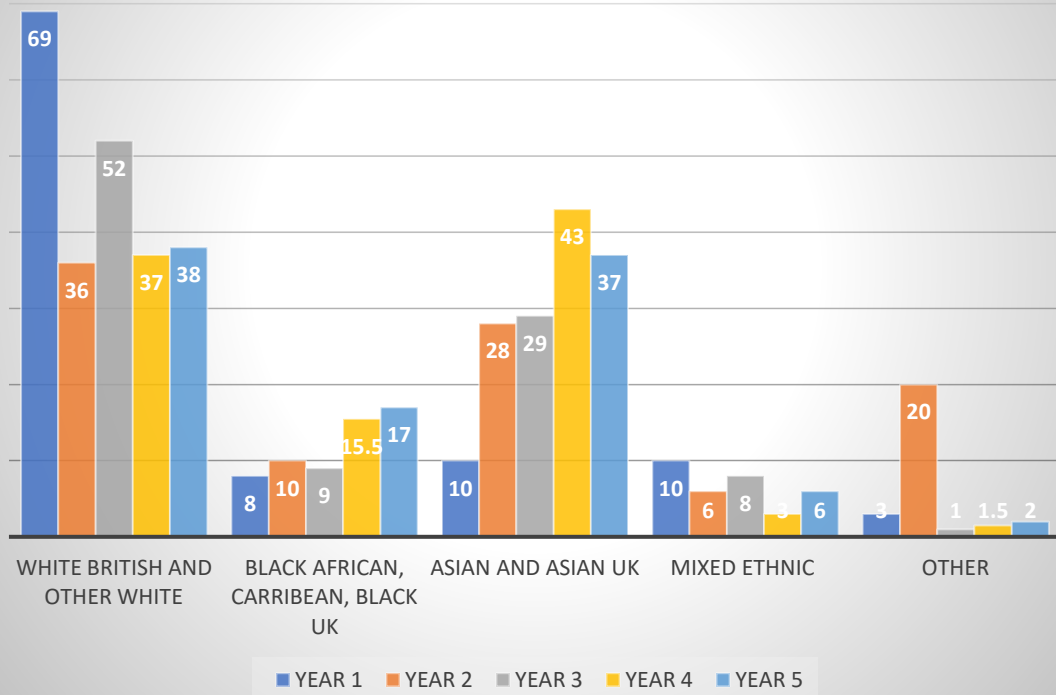
It also must be noted that 79 of the volunteers gave a score of 8 out of 10 when asked to rate their volunteering experience. This would indicate that whilst the time committed is limited, volunteers do value their experience.



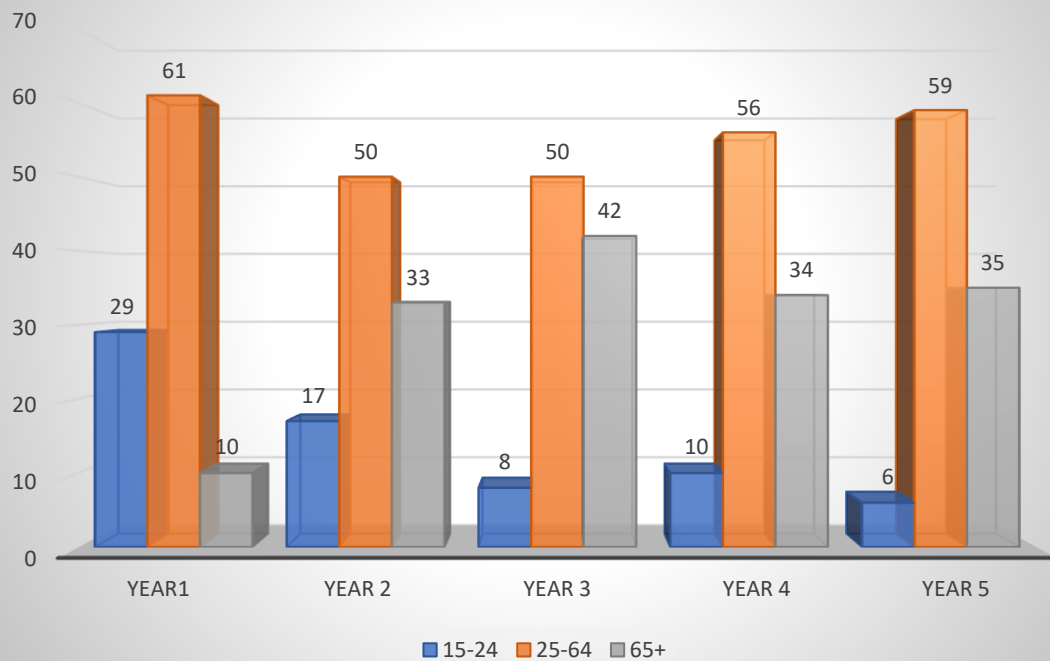


NB. The lottery monitoring forms only allows for two genders and therefore some services users were excluded in the totals for gender. However, the organisation had offered four options, allowing service users that do not identify themselves as either male or female, to also be included. Their participation is captured with the overall numbers accessing the services.

ETHNICITY



AGE



Accommodating change

The ability to adapt to changes is vital and the project has proven this. Information collected from the monitoring forms combined with oral feedback to staff and volunteers post the initial six months of delivering services, identified the need to make changes to the structure and format of the drop-in services. It identified the need for adapting the structure to allow greater access by:

- Lesbian, Bisexual and Transgender (LBT) women (as initial numbers were low in comparison to the number of men).
- Men who were facing double stigmatisation due to their HIV status.
- People from BAME communities.
- Service users who do not identify their sexuality on written feedback. (This was key because many service users from BAME and non-BAME backgrounds remained cautious about disclosing their personal details on the monitoring forms). The organisation had a choice to either refuse access to the service or allow individuals the option of '*Do not wish to say*'.
- Signposting of clients for STI/ HIV testing (as St. Ann's were no longer able to offer onsite testing).
- The need for service users to identify their sexuality.

The initial analysis also highlighted the very limited numbers (a total of 6 people over 6 months) for the daytime #gayWISE drop-in. The timing was originally set to encourage access by older LGBT+ communities members aged 50+.

As a result of the initial feedback the organisation made the following changes:

- 'MSM', Other and 'Do not wish to say' were additional categories added to the client registration forms.
- All paper forms were destroyed post the initial data being recorded and clients were assured that no names or contact details would be shared with other agencies, including funders.
- 1 of the #gayWISE drop-in's became #womenWISE – accessible to LBT women only
- 1 of the #gayWISE drop-in's became #PositiveRainbow – for GBT and MSM men living with HIV.
- The daytime drop-in was changed to an evening slot in line with others.

Approximately 10% of the service users have opted not to provide written feedback. The majority of these were people aged 50 + from BAME communities.

Measuring impact

The project's monitoring systems have evolved over the duration of the project. Initially systems just used written questionnaires that service users completed. The format using a tick box method was simple and was able to answer the 2 key questions:

- Do service users feel less isolated?
- Do service users feel fitter / improved physical health?

Although simple, the format was/is not accessible to all, particularly for those whom English was not the first language or with limited or no literacy skills. The use of alternate methods such as star charts or faces doodles forms helped to present a more comprehensive overview. It is clear from the responses that the project had successfully met its target well within the allocated time frame. The fact that new clients continue to access existing services is another key indicator of the success of the project.

It must be noted that the range of monitoring techniques used only measure impact when the clients are accessing services. Isolation is subjective, and a service user may feel less isolated at the point of accessing a service but may feel more isolated when not accessing the service. Similarly, post completing a wellbeing session, it is reasonable to assume that clients will feel fitter (as indicated by the feedback provided), but there are no mechanisms to identify if that level of wellbeing is sustained when not accessing the activities.

The charts above give an overview of the numbers and the types of service users accessing services. From the table we are able to see that the project has managed to engage with a greater number of people from BAME backgrounds. This is vital when comparing the numbers of BAME community members accessing other LGBT+ initiatives e.g. BAME service users for services provided by Opening Doors London are 8% of the total users⁴

⁴ODL Project Evaluation 2015

ADDITIONAL ACHIVEMENTS

The establishment of the CCH had also yielded additional benefits. Other agencies had opted to use the CCH to engage with LGBT+ clients. All agencies offered free advice and consultation sessions prior to a drop-in or at altering times. Agencies included

- Aston Ross Law
- Stonewall Housing and
- MPS Haringey

New and emerging partnerships to support LGBT+ people locally and in North London:

- We are working strategically with Homes for Haringey to help address a need to provide social engagement for LGBT+ residents living within supported housing schemes. We aim to address this need via the establishment of new additional #gayWISE drop-in services starting from July 2018.

- Wise Thoughts is a key partner within new partnerships that are emerging or in the process of formally forming, that focus on:
 - addressing the diverse health and social welfare needs of the LGBT+ communities
 - preserving and celebrating the rich LGBT cultural history of the borough (we are working on an exciting new wider LGBT+ heritage project **“Haringey Has Pride”** that is led by Jackson’s Lane and supported by Haringey Council’s newly formed staff LGBT+ network. This project will also involve key local partner organisations such as Alexandra Palace, Bruce Castle Museum, Bernie Grants Arts Centre and Stonewall Housing etc).
 - tackling violence against LGBTI women and women from BAME and refugee communities.

In addition to the above the CCH programme has also acted as a catalyst for developing other initiatives that can/have further benefited both LGBT+ people and the wider community. Staff have created and helped to delivery:

- An outreach programme that promoted LGBT+ culture at key intervals in the calendar i.e. Black and LGBT+ History months, IDAHO, World AIDS Day. These initiatives were / are open to all. An indicator of the levels of success is that by the end of Year 2 there were over **1430 attendees** for the outreach activities. Hence it would be fair to conclude that the project has also indirectly benefitted a greater number of people than originally envisaged.
- Greater engagement with younger people via our **WiseOUT!** Programme for schools and youth groups. In Year 3 **846 young pupils** from schools engaged with the practical programme.
- The project was also one of the 20 BLF funded projects **selected by BLF** for research initiative “Domestic Abuse Research” (published in January 2016) conducted by independent researchers CordisBright.

“Don't give up. The work you do is vital x - can't give much but hope you get the funding to carry on. Worked for small charities and know it's almost impossible to find the money to replace stuff - – a service user feedback on small fundraising initiative (to cover the cost of computers theft in 2017 at Wise Thoughts.)



CONCLUSION

The CCH programme has developed and delivered activities and services that have helped to fill the gap in provision for LGBT+ people in Haringey. The project has had 3 key achievements over the past 5 years:

- Providing a borough-based venue and delivering services that has benefitted LGBT+ people
- Promoting greater social integration of LGBT+ people with the wider community, which in a borough like Haringey is a significant achievement.
- Encouraging other agencies to look at providing services for LGBT+ communities.

Whilst the CCH's achievements are acknowledgeable, both funders and Wise Thoughts need recognise that there is still a need maintain existing services. In light of the growing demand, there is also a need to create new or additional services tailored to support the culturally diverse LGBT+ population of the borough, and activities that can support physical/mental wellbeing of LGBT+ people.

Isolation is a key contributory cause of mental health problems such as depression, anxiety or stress and in Haringey this is compounded by the fact that there are no public meeting spaces apart from the LGBT+ drop-ins provided by the project.

Wise Thoughts is one of a handful of BAME led organisations that are providing services for LGBT+ people from all ethnic backgrounds. Whilst this has social merit, the project will have to recognise that internalised prejudices continue to exist within LGBT+ communities which can limit the numbers accessing services and subsequently overall impact.

Funding agencies, service commissioning bodies and decision makers from the statutory and voluntary sectors are informed by mainstream perspectives/views and factors such as cost per head, and services that are best able to accommodate these are offered access to support. This can lead to a lack of support for initiatives such as the CCH that do not adhere to this model.

This situation can be compounded by the limited level of understanding of diversity and the actual 'needs' and 'benefits' of initiatives targeted for LGBT+ people. The use of a standardised White/Lesbian/Gay centric' model of a service provider, that doesn't comprehensively consider factors such as gender fluidity, gender nonconformity, sociocultural and economic differences, can and does alienate some the hardest to reach community members.

Sustainability is a key issue for the project. Without appropriate levels of funding/strategic support the project cannot continue. Failure to continue will have a significant impact both directly and indirectly on the health and wellbeing of current service users.

RECOMMENDATIONS

After five years of the CCH programme that has included a continuous review of the aims, objectives and outcomes identified for the project after, we have the following recommendations for both the organisation and project funders.

- **Continue delivery of existing services and activities and look at expansion to other parts of the borough.**

This will help to ensure that the pre-identified and currently existing needs of the project beneficiaries are met. Expanding the provision into other parts of the borough can help to increase access by beneficiaries unable to access the services delivered in Wood Green library. It can also facilitate greater partnership working via the use of partner managed venues in other parts of the borough.

- **LB of Haringey should provide financial support to support the CCH**

Wise Thoughts-CCH remains the key borough-based provider for LGBT+ services in the borough. By providing financial support to help sustain the vital services Haringey Council can meet its obligations under the Equality Act - a statutory duty and role towards fulfilling the three aims of Equality Duty

- eliminate unlawful discrimination, harassment and victimisation and any other conduct prohibited by the Act;
- advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
- foster good relations between people who share a protected characteristic and people who do not share it.

The protected characteristics covered by the Equality Duty are: age, disability, gender reassignment, marriage and civil partnership (but only in respect of eliminating unlawful discrimination), pregnancy and maternity, race – this includes ethnic or national origins, colour or nationality, religion or belief – this includes lack of belief, sex, sexual orientation.

- **Wise Thoughts to look at increasing the use of online and cloud-based operations.**

The amount of funding available is decreasing and the organisation will need to identify ways in which it can reduce costs. Moving towards a cloud-based operation and digitising information to be shared electronically can help to improve the management and monitoring of the project. It can ultimately also decrease the dependency of a single dedicated office space.

- **Look at developing partnerships with organisations that can offer additional services and or spaces, as a possible location to delivery activities.**

Working in partnership with other agencies can provide additional services that are not currently provided by the project. Access to spaces will increase the organisations ability to operate from a variety of spaces and can help reduce costs of hiring venues.

- **Develop services for older people LGBT+ people including people with disabilities and BAME and refugee communities**

With an increasing aging population, services need to be tailored services to meet the needs of older community members. Services also need to consider diversity of the community to help ensure inclusion of people with disabilities and from BAME and refugees communities.

- **Establishment of a Wise Thoughts Centre**

An option could be to have a single multi-purpose dedicated centre. The centre can be used by Wise Thoughts and other statutory and voluntary agencies to provide services and activities for LGBT+ and BAME and refugee communities. Having a dedicated space will also allow Wise Thoughts to extend its operational capabilities. i.e. services can be offered at times that are convenient to end users as opposed to being restricted to library opening hours.

- **Funders should consider taking a broader approach when evaluating project benefits. their own funding criteria, to achieve 'real' social change.**

Funders can also consider looking at the wider social impact and the benefits that a project like the CCH can bring to the local community. Assessors can also look at a project's ability to achieve real social change when assessing the success of a project and or funding applications. Projects should not solely be assessed on factors such as cost per head and achievement of pre-defined outcomes (as these may change during the delivery of the project).

- **Look at restructuring staffing of the project to encourage greater access to CCH services and activities.**

The project could possibly attract greater number of non-BAME or refugee community members by replacing the current project lead as the project has been viewed by some community members and statutory agencies as an initiative only providing services for LGBT+ people from BAME communities.



Appendix 1 Role of partners

Haringey Library Services

- Library services provided space to accommodate the CHH
- In partnership with other council departments (Equalities; Youth & Community Participation, Adult & Housing Services, etc) promote access to activities and initiatives via their networks.

HAVCO (Yr. 1 & Yr 2) / Team London (Yr 3- 5) / Haringey Time Credits (from Yr. 5 of the project)

- Help promote volunteering opportunities and advertise the 'Key Workers' post via its networks.
- Provide funding advice and guidance to CCH key worker and identify funding sources for income generation from other sources.
- Provide monitoring management and governance training for CCH key worker.
- Provide dissemination opportunities and coordination of services through the Wellbeing network

Positive Rainbow Haringey / NHS Haringey (St Ann's Hospital & Public Health Haringey)

- Provide monthly STI's HIV testing and treatment advice. (These session subsequently changed in Yr 4 to weekly sessions)
- Provide advice and guidance on drugs and alcohol abuse.
- Promote access to activities and initiatives by the target communities via their networks.

MPS Haringey

- Hold advice and guidance session to encourage the reporting of Hate Crimes

Appendix 2 Monitoring & Evaluation Systems

The organisation used the following mechanisms to provide both quantitative and qualitative data to help track progress of activities and initiatives:

The monitoring formats include:

- Written feedback and comments post each activity via questionnaires. Staff and volunteers also encourage service users to provide feedback via email or online surveys via the Wise Thoughts & social networking sites such as the facebook / twitter, etc.
- Audio/ visual documentation of events and participation combined with responses from participants.
- No of participants / users accessing services
- Group feedback via focus groups at regular interval during the calander post individual activities, co-facilitated by CCH Users Group. This was primarily also to help measure 'how' and 'if' participation within the activities and initiatives had a positive impact on users / participants lives.
- Individual/1-2-1 feedback to the key worker, Artistic Director and volunteers.
- The key worker regularly updated members of users group / prepared quarterly progress reports Board & partners review purposes.

Review of progress was via:

- The quarterly meetings held by organisational staff (Artistic Director) and key worker with CCH Users Group.
- Board members and prospective partners.
- Regular agenda item for the Wise Thoughts Board members meetings.
- The E- newsletter disseminated to all service users, funders and partners that had subscribed to the service.

An analysis of the information gathered, was submitted in the 'Mid-term' and 'End-of-year' monitoring reports for BLF. In addition to these monitoring officers had also visited the project from Year 3 of the project.

Case Study 1

Gender	Female
Ethnicity	Black - African
Age	20-24
<p>Summary</p> <p><i>New member attending LBT drop-in service. Initial knowledge, this person was not 'out' and has social anxiety. After volunteering at an event with our organisation, she felt positive and came out to her immediate family.</i></p> <p><i>Risks:</i></p> <p><i>Few friends, no visible/known network of support re: sexuality. Some of immediate family reacted badly and made threats, including outing person, making person homeless, enforcing guilt on person and not communicating with person.</i></p> <p><i>Opportunities:</i></p> <p><i>Volunteering, meeting others in the LGBT community</i></p>	
<p>Action taken</p> <p>There are a number of measures that were undertaken and / or being planned:</p> <ul style="list-style-type: none"> • <i>Recommended regularly accessing womenWISE drop-in services to help decrease social isolation and manage social anxiety. Information on planned community activities, both local and pan-London, such as Pride</i> • <i>Added person to closed members group to get peer support</i> • <i>Volunteered for events and met others who are LGBT and BAME</i> 	
<p>Result</p> <ul style="list-style-type: none"> • <i>Had a meeting with Wise Thoughts staff, getting advice about coming out and mental wellbeing</i> • <i>Took an active role volunteering and putting herself forward to assist in future events</i> • <i>Reached out to peers to extend support network</i> 	
<p>Next Steps Summarise any next steps you intend to take.</p> <ul style="list-style-type: none"> • <i>Client has been encouraged to continue attending drop-ins</i> • <i>The client has been recruited as a volunteer</i> 	
<p>Any other information</p> <p><i>Please detail here any further information you would like to add to be included in your case study.</i></p> <ul style="list-style-type: none"> • <i>Client has made friends and expanded support network through attending drop-in</i> • <i>Client has more knowledge of how to manage current situation with family</i> • <i>Client's confidence increased in socialising and reaching out for advice and support.</i> 	

Case Study 2

Gender	Male
Ethnicity	White Other
Age	45-54
Summary	
<p><i>A new arrival in the Borough – became aware of LGBT services offered by the organisation from the publicity displayed at the entrance to the library.</i></p> <p><i>Initial assessment indicated that the individual was tackling issues of social isolation; lack of employment and poor health. Accesses PSE's for social / peer contact.</i></p> <p><i>Risks:</i> <i>Possibly bronchial infection, depression and. STI's. At risk of facing physical violence due prevalence hate crime in PSE's visited</i></p> <p><i>Opportunities:</i> <i>Good IT / web management skills and fair command over written English however oral needs improvement.</i></p>	
<p>Action taken</p> <p>There are a number of measures that were undertaken and / or being planned:</p> <ul style="list-style-type: none"> <i>Recommended accessing gayWISE drop-in services to help decrease social isolation. Information on planned activities for the next 2 sessions was also provided.</i> <i>Referred for STI / HIV screening at St Ann's</i> <i>Bespoke working – a befriending volunteer has been appointed to support the client.</i> 	
<p>Result</p> <ul style="list-style-type: none"> <i>As a result of the referral for STI/ HIV testing, the client was also encouraged to access the Positive Rainbow Haringey support service that is provided at CCH, where they were able to access additional / specialist peer support.</i> <i>The bespoke sport has enabled the client to access other social meeting spaces for gay men.</i> <i>Addition needs identified – needs support with writing CV. Project to work with cline to help develop CV.</i> 	

Case Study 3

Gender	Female
Ethnicity	Pakistani
Age	20-24
<p>Summary</p> <p><i>A student currently in the 2nd year of her BA, was referred by a friend to the organisation as she had recently come out to her family in Pakistan. Funding from parents has been stopped. She has a part – time (P/T) job and income from this can cover meals.</i></p> <p><i>Risks:</i></p> <ul style="list-style-type: none"> <i>No access to funds other than the small salary earned through PT job.</i> <i>Has been thrown out of relative's place and is currently staying with friends</i> <i>Faces a real threat of an enforced marriage if she returns home during the summer break.</i> <i>Her visa is valid until the end of her course however she needs to return home during the summer break.</i> <p><i>Opportunities:</i></p> <ul style="list-style-type: none"> <i>The client already has an offer of a full-time post from the employer she is currently working with on a P/T basis.</i> <i>Maybe eligible to seek asylum on the grounds of her sexuality as there is a real danger to her life if she returns home.</i> 	
<p>Action taken</p> <p>There are a number of measures that were undertaken and / or being planned:</p> <ul style="list-style-type: none"> <i>Recommended accessing free legal advice curtly offered by Ashton Ross Law at CCH pre the gayWISE drop-in, to see how and if she can stay in UK during the summer.</i> <i>Recommended accessing emergency advice / support offered by Stonewall Housing</i> <i>Recommended to get advice from local domestic violence support services to see if they can offer any support.</i> 	
<p>Result</p> <p>A review post 6 months of initially making contact with the CCH has indicated that</p> <ul style="list-style-type: none"> <i>The client has now applied for asylum</i> <i>Currently providing volunteering support to help disseminate e-newsletter/ admin</i> 	
<p>Next Steps Summarise any next steps you intend to take.</p> <ul style="list-style-type: none"> <i>Client has been encouraged to access the LGBT drop-ins when possible</i> 	
<p>Any other information</p> <p><i>Please detail here any further information you would like to add to be included in your case study.</i></p> <ul style="list-style-type: none"> <i>Client has made a successful application for asylum and has leave to remain in UK.</i> 	



If you need to get in touch:

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