

They need to talk. Can you help us listen?

With your help we can keep offering
calm words when they're needed most.



Switchboard has come a long way in five decades.

Now a community of over 200 hard-working volunteers and two members of staff, the charity has grown with each passing year. This is due to our reputation as one of the country's oldest and most respected LGBT+ charities; a responsive resource for people in need throughout the LGBT+ communities and beyond.

Chiefly we are here to listen; to be open and inquisitive. As a referral charity we aim to identify the needs of a caller and direct them to the resource that is best able to help.

These are tough times for our fellow LGBT+ organisations, the closure of the UK's largest LGBT+ mental health charity and many regional youth groups and venues have put added pressure on our communities. We want to ensure they always have a place to turn.

Whether you would like to donate directly, host a fundraiser, have us come in and speak to your team or offer assistance in any way, we would be thrilled to have you on board. The following pages give a little glimpse into what we're up to and how you might like to work with us.

Tash and Peter
Switchboard Co-Chairs

Sources: Public Health England;
endthefear.co.uk; Pace Health; Stonewall

66% of LGBT+ hate crimes go unreported

25% of LGBT+ people suffer from domestic abuse

44% of young LGB people have contemplated suicide

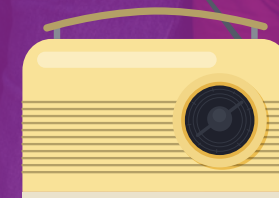
55% of young LGB people experience homophobic abuse

59% of trans youth have deliberately hurt themselves

86% of BME Lesbians been deliberately harmed

60% of older LGBT+ people are not confident social care can meet their needs

66% LGBT+ young people self-harm at some point in their life



1974

On 4th March 1974, we take our first call in the basement of Housman's Bookshop on Caledonian Road

1975

After unprecedented levels of calls, a third phone line is installed and the phone line goes 24/7

1976

The first conference of national gay switchboards is held in Manchester

1980

We receive our first grant from Greater London Council to help callers find potential flatmates

1983

We co-organise the first UK meeting on AIDS

1984

Several volunteers are among the founders of Lesbians & Gays Support the Miners. That same year several volunteers help relaunch the Terrence Higgins Trust

1987

Our phone number appears on the first Government AIDS leaflet which is delivered to every home in the UK. Calls reach an all time high

1989

After a concerted fundraising effort, we buy our current headquarters

1991

We distribute our first safer sex leaflet on BDSM in partnership with SM Gays

1992

We welcome our first trans volunteer

1993

We host the ILGA European Conference which includes the first dedicated stall on HIV/AIDS

1994

We're awarded an Equality Award from Stonewall

We've been here since the first days of AIDS. And we're still here now.

The milestones of the LGBT+ communities can be traced in the calls we've taken. Our volunteers have responded to heartbreaking calls on loss and despair to triumphant messages of acceptance and love.

We don't know what issues the coming decades will bring but we're determined to be here, answering people's calls, all the while.

1997

Our first website launches

2008

We're awarded the Queen's Award for Voluntary Service

2011

Instant messaging launches

2014

The Queen sends us her best wishes on our 40th anniversary – the first public recognition of an LGBT group by the monarch

2015

We relaunch as Switchboard - the LGBT+ Helpline and announce a new roster of patrons and ambassadors. Later that year we launch our new poster campaign seeing 10,000 posters distributed to GP surgeries across the country

2016

We partner with LGBT+ charity Educate and Celebrate on a nationwide schools' poster campaign

2019

We launched our first major national advertising campaign Safe Space, in response to rising hate crime
In the Autumn we launched The Log Books, a podcast that brings our written call log books to life.



0300 330 0630

CHAT IS AVAILABLE ON OUR WEBSITE OR BY PHONE

LGBT

SAFESPACE
SAFESPACE

SWITCHBOARD.LGBT



0300 330 0630

CHAT IS AVAILABLE ON OUR WEBSITE OR BY PHONE

LGBT

SAFESPACE
SAFESPACE

SWITCHBOARD.LGBT



0300 330 0630

CHAT IS AVAILABLE ON OUR WEBSITE OR BY PHONE

LGBT

SAFESPACE
SAFESPACE

SWITCHBOARD.LGBT



0300 330 0630

CHAT IS AVAILABLE ON OUR WEBSITE OR BY PHONE

LGBT

SAFESPACE
SAFESPACE

SWITCHBOARD.LGBT



0300 330 0630

CHAT IS AVAILABLE ON OUR WEBSITE OR BY PHONE

LGBT

SAFESPACE
SAFESPACE

SWITCHBOARD.LGBT



0300 330 0630

CHAT IS AVAILABLE ON OUR WEBSITE OR BY PHONE

LGBT

SAFESPACE
SAFESPACE

SWITCHBOARD.LGBT



0300 330 0630

CHAT IS AVAILABLE ON OUR WEBSITE OR BY PHONE

LGBT

SAFESPACE
SAFESPACE

SWITCHBOARD.LGBT



0300 330 0630

CHAT IS AVAILABLE ON OUR WEBSITE OR BY PHONE

LGBT

SAFESPACE
SAFESPACE

SWITCHBOARD.LGBT



0300 330 0630

CHAT IS AVAILABLE ON OUR WEBSITE OR BY PHONE

LGBT

SAFESPACE
SAFESPACE

SWITCHBOARD.LGBT



0300 330 0630

CHAT IS AVAILABLE ON OUR WEBSITE OR BY PHONE

LGBT

SAFESPACE
SAFESPACE

SWITCHBOARD.LGBT



Our national Safe Space campaign launched at Pride 2019 in direct response to rising hate crime figures across the UK.

Following a donation and the generous support of Wickes, 2020 will see the refurbishment of our phone room and training spaces, overseen by a working group of our volunteers.



2019 Q1 at a glance

3,750 interactions

Across phone, email and instant messaging we recorded 3,750 interactions.

11% increase in IM

Between January and March IM increased from 6% to 17% of all interactions.

700+ referral orgs

Between January and March we referred service users to more than 700 other organisations and services across the UK.

91% of interactions LGBT+

91% of all interactions between January and March were with people who identified as LGBT+.

Most common call topics

1. Coming out
2. Relationship Issues
3. Mental Health
4. Isolation
5. Family Issues
6. Gender Identity/Trans Issues
7. Discrimination
8. Cross Dressing
9. Straight Relationship
10. Violence/Abuse

On the rise

Discrimination

- We had 12% more conversations with people about discrimination in Q1 2019 compared to the same period last year.
- The same percentage of our total conversations in Q1 2019 covered discrimination as in Q1 2018.

Isolation

- We had 13% more conversations with people about isolation in Q1 2019 compared to the same period last year.
- The same percentage of our total conversations in Q1 2019 covered isolation as in Q1 2018.

Whichever way the community needs to reach us, they can.

From 10am to 10pm, 365 days a year, our services are there for the LGBT+ communities. Our dedicated volunteers receive more than 50 hours of training to ensure our service users get the right information for them.



Phone

Our helpline has been in operation since 1974 and we've taken close to **4,000,000 calls** in that time.

Calls to our helpline

 **8%**

in the last three years

And it doesn't take much to reach them.

Now, more than ever, we rely on the community and private organisations for the resources we need. Luckily we're incredible value for money and use every last penny to further our work.

Including bills, utilities and outreach, **£4** allows us to answer a call.

£4



Instant message

Speaking over the phone can be a daunting prospect, particularly for younger service users. This means instant messaging is a growing and increasingly important channel for Switchboard.

100

Visits to our IM section a day

...this means on average it costs us **£90,000** a year to run our services.

£90k



Email

For those who prefer to use email, we've operated **chris@switchboard** since our relaunch.

120

Emails are sent to us per month on average

Last year private organisations accounted for **85%** of our funding.

85%

So how can you help?

Volunteer

We're always on the lookout for bright, dedicated people to join the Switchboard team. Join us for a taster session to see if it's right for you.



Invite us to speak

We're often invited to speak to companies and other organisations about our work. We can talk to your teams about the critical issues facing the wider LGBT+ communities, and spread the word about Switchboard.

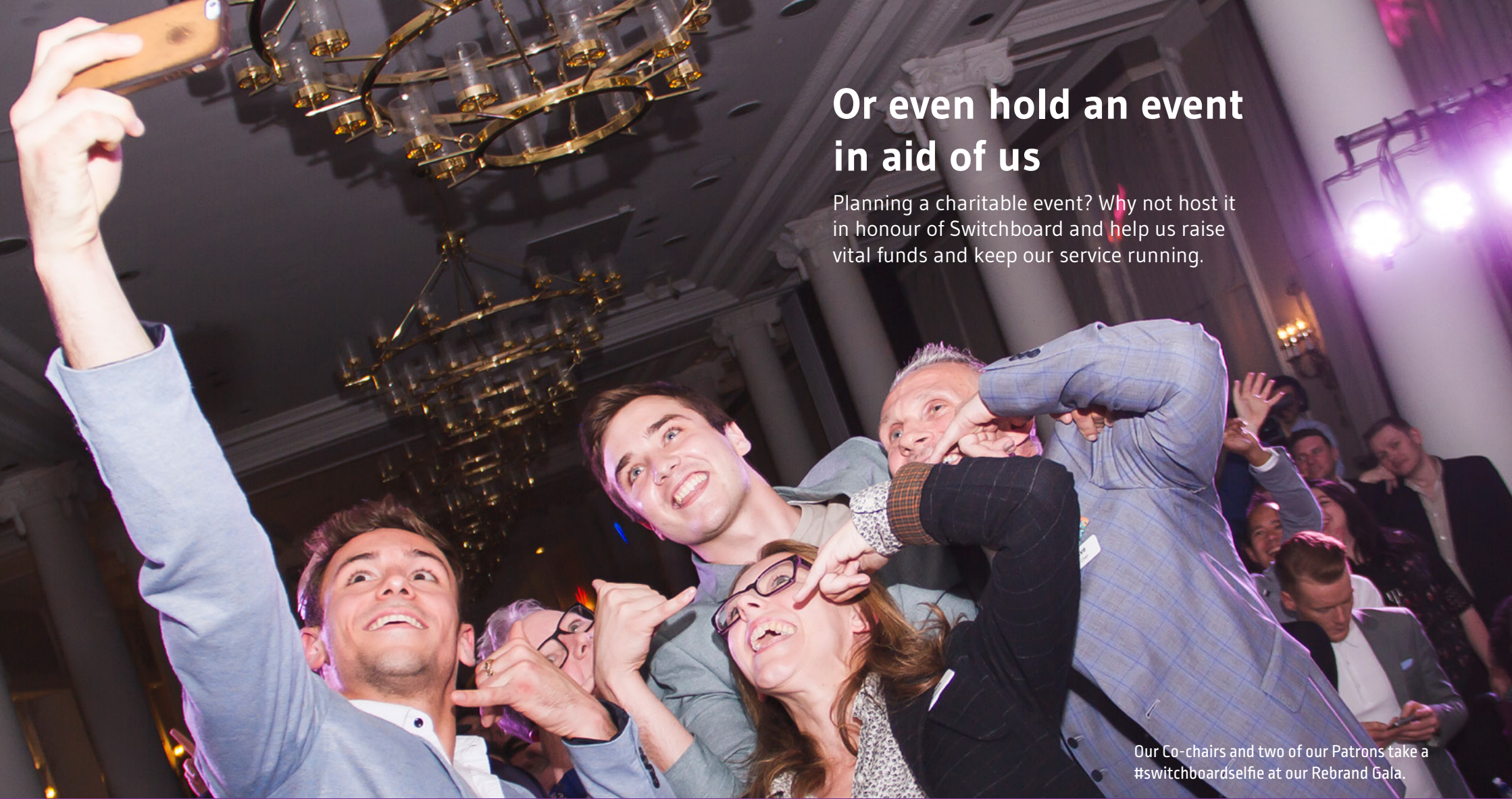


Sponsor us

Every so often Switchboard hosts an event to mark an important campaign or fundraising event. Sponsorship is an important factor in staging these events. Let us know if you'd be willing to sponsor a future event.



Law firm Norton Rose helped us print and dispatch over 3,000 Switchboard posters to GP surgeries across the country.

A group of people, including two men and a woman, are taking a selfie at a gala event. They are all smiling and looking at the camera. The man on the left is holding the phone up. The woman in the center is wearing glasses and has her hand near her face. The man on the right is wearing a blue jacket and has his hand near his face. They are all looking at the camera. The background is a dimly lit room with a large chandelier and other people in the background.

Or even hold an event in aid of us

Planning a charitable event? Why not host it in honour of Switchboard and help us raise vital funds and keep our service running.

Our Co-chairs and two of our Patrons take a #switchboardselfie at our Rebrand Gala.

Looking for a cause to support? Support us

We're a cost-effective, determined group who across five decades has served the LGBT+ communities day in, day out. It doesn't take much to make a difference, so make a difference today.

For more information please contact:
admin@switchboard.lgbt | 020 7837 6768



'You're through to Switchboard, how can we help?'

200
volunteers



365
days a year



15,000
calls a year

For more information please contact:

admin@switchboard.lgbt

020 7837 6768

@switchboardlgbt