



January 2017

METRO Response to LBL Key lines of enquiry for LGBT Provisions

LGBT constituent needs assessment

METRO carries out a biannual Needs Assessment of current and potential service users. This is currently accessible via [this link](#)

Every 2 years we survey existing and potential service users to find out what people think of our current services and to help shape future services. Anyone can complete the Needs Assessment, which is accessible [here](#)

We keep responses anonymous. All the information given is held in confidence and in accordance with the Data Protection Act. Any findings from the survey will be reported in the aggregate.

When the survey is due for analysis, we will be able to breakdown:

- Number consulted, by other intersectionalities (race age gender etc).
- Type of METRO service accessed and experience of the service
- Service user needs and aspirations, including any unmet/emerging needs/services

National Youth Chances – METRO undertook a five-year research programme, examining the needs and experiences of LGBTQ young people nationally, with over 70000 young people completing the survey. More information [here](#)

Health

Sexual Health Services

Out of borough access to GUM/STI services by MSM/WSW number

METRO provide a community sexual health testing service, condoms and lube, sexual health and behaviour advice, emotional support, and internal and external onward referral and signposting, from our West Greenwich office.

Numbers: In the last two years, 184 MSM have accessed this service who are Lewisham residents. This service is not currently funding by Lewisham Council.

Infection rate for HIV+ and other STI's for MSM: This data is collected - we can provide this subsequently if needed, as it would take time to review.

Number of people living with HIV in Lewisham: METRO hold the contract for Positive People's Network, bringing together people living with HIV from across Lambeth, Southwark and Lewisham, and includes a wealth of groups and services. Assessments take place at our Vauxhall office. Service users are offered group support, one to one support, referral and signposting to METRO and other services, including AAF, METRO PPC, mentoring and Catholics for AIDS Prevention and Support.

Over the last two years, 9 gay and bisexual men in Lewisham have accessed this service

Mental Health Services

METRO deliver a number of mental health services to Lewisham LGBT residents. METRO's Mental Health Services provide a weekly drop in with crisis one to one support, advocacy, group work and counselling services for over 25's and a youth counselling service, and trans youth services (working with young people and their families).

Over the past two years, 104 Lewisham LGBT residents have accessed our drop-in, crisis support and advocacy. Additionally, 22 Lewisham LGBT residents people per year access our over 25's counselling.

Data on the numbers of young people accessing our youth counselling services area aggregated with other boroughs and exact figures would take some time to identify.

Community Development & Support

LGBT Services in borough

METRO hold a number of groups for LGBT residents in Lewisham.

- Over 50's Group
- LGBTQ Youth Group
- Positive Peoples Network
- Mental Health Drop in

There are, additionally a range of other services, which Lewisham residents can access (see appendix 1.)

METRO has been involved in supporting the development of an LGBT Forum in Lewisham for residents to come together, and plan activity and act as a space for discussion and consultation on issues, which are important to the community. The forum also provides a space for services to come and talk to LGBT residents about their needs and concerns and how services can be improved. There are currently over 100 people who want to be kept informed about the forum and LGBT activity in the borough - in addition to the vast range of contacts, which are inherited from other colleagues in the borough.

Measures for Civic Engagement

Volunteers: METRO have over 75 volunteers who fulfil a number of roles, from counselling, group work, clinic support, advocacy and HIV mentoring. Of these, there are approximately 15 across the charity who are Lewisham residents.

Our support with setting up the LGBT forum has further engaged approximately 20 residents who are regular attendees and engaged in the work of the forum.

METRO has a regular annual presence at Lewisham People's Day, Lewisham Police engagement events, Lewisham Libraries pop up events for LGBT History Month and International Day Against Homophobia, Biphobia and Transphobia.

Crime & Justice

Hate Crime

METRO's hate crime service has worked directly with 10 LGBT hate crime victims annually, providing emotional support, safety-planning, support with reporting to police and other statutory services, advocacy with housing and service access. Key issues presented by those we have worked with

include intersections of LGBT identity with mental health problems, social isolation and housing problems.

Domestic Violence

METRO have capacity to work with LGBT DV victims in Lewisham, but referrals are very low. Over the past two years, we have worked with only 2 DV victims. However, Lewisham Police tell us that there were 50 LGBT-flagged DV incidents in the borough between January and November 2016.

Youth Provision

METRO deliver LGBTQ youth provision across 8 south London boroughs. In Lewisham, our youth group has an attendance of approximately 10 young people per weekly session, with approximately 19 individual young people accessing the group each quarter of between 10 and 12 sessions.

Our Lewisham group have been involved in an engagement programme with the Albany Theatre in Deptford, to plan a Christmas party with a budget of £400. After a lot of hard work and five planning meetings later, the event was born, complete with a catwalk displaying guests' best Christmas clothes. Categories included, Christmas Jumper; Christmas Hat; Most Original Outfit; and Best in Show, with a £50 cash prize for the big winner.

Older LGBT Provision

METRO runs a monthly social group for over 50's LGBT residents across south east London. Currently the group has approximately 5 Lewisham residents who attend.

Education/Schools

METRO have delivered a number of sessions in schools in 2016:

Abbey Manor College staff training 22nd January – 25 participants

Lewisham Youth service staff training 28th January 2016 – 18 participants

Lewisham Young Mayor's Group – young people workshop 25th January – 15 young people

METRO have recently secured funding to deliver a three year programme of HBT Bullying work in Schools across South East London, working with both young people and staff with a range of initiatives for schools to choose from.

Homelessness

METRO work with both over and under 25's around housing issues, across a range of provision, from HIV Support, youth services, mental health services and hate crime and DV services, where housing is a crucial issue. Gathering data is a challenge, however, half of our mental health service users and hate crime service users have some kind of housing issue which is impacting on their wellbeing.

Appendix 1.

List of METRO Services available to residents in Lewisham		
METRO Domain	Service available	Target client group
Community	LGBT Hate Crime and Domestic Abuse service	LGBT people in Lewisham affected by hate crime and domestic abuse. Access to specialist LGBT Independent Domestic Violence Advocate (IDVA)
	Lewisham LGBT Forum	LGBT people, friends and allies who want to collaborate on LGBT inclusion in the borough.
	Lewisham LGBT Volunteering	LGBT people who want to get involved in activities and project
	Over 50's Group	LGBT social and support group for residents in Lewisham and Greenwich who are over 50. The group aims to reduce social isolation.
	METRO Walnut	Monthly LGBT social and support group for people who are affected by prostate cancer.
	METRO Social	METRO social offers LGBT people in Lewisham a range of free and low cost social events which bring people together in non-commercial settings, to build a wider sense of a METRO community, reduce social isolation and promote active citizenship.
HIV	Latino Sugearo Project Now – offered to Polish and Romanian speakers	New project targeting Latino men who have sex with men from south America who have come to London and are negative. Project trains Latino volunteers to work with community members, build resilience and reduce instances of HIV transmission
	METRO First Point	Available across south London, this service provides residents in Lewisham who are both newly diagnosed, or have been living with a diagnosis for some time, a space to go where they can get advocacy, support, referral and social group.
	METRO Positive peoples Network	For newly diagnosed people who want to link in with others to get support.
	METRO Pitstop Plus	Community HIV and sexual health screening, home testing kits, condoms and lube postal service. Not currently funded by Lewisham, but accessed by Lewisham residents.
Mental Health	Chat	Youth Alcohol Counselling Service for LGBTQI young people in Lewisham, Greenwich and across south east London
	Mental Health Advocacy and Trans Youth Advocacy	Service for those needing advocacy and referral for services and support. Includes families work
	Over 25's Counselling	Counselling service for over 25's who identify as LGBT. Clients can have short term (6 weeks) or longer term

		(12 weeks). This can be negotiated as part of clinical intervention.
	Mental Health Drop In	For LGBT people in Lewisham with mental health problems. Weekly social and support group, activities, crisis one to one, advocacy and support
Youth	Lewisham Live	LGBTQI youth group for young people under 25 living in the borough of Lewisham. The project also delivers
	Shine	LGBTQI youth group for young people under 16 living in Lewisham. This group offers younger young people a safe space to take part in group activity

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