



*Together as @NE*

**Vision, Mission, Outcomes  
and Theory of Change (TOC)**

**Delivering the ONE Centre as  
part of OUT North East's mission**

## About OUT North East

OUT North East is an LGBTQ+ organisation in the North East of England, working to create a region where LGBTQ+ people are safe, visible, valued, and free to live openly and authentically.

We exist because LGBTQ+ people continue to face discrimination, isolation, barriers to services, and unequal life outcomes. OUT North East was founded to address these inequalities through community-led action, trusted support, education, and advocacy.

Our work is rooted in lived experience, evidence, and partnership. We bring together individuals, communities, services, and decision-makers to challenge stigma, improve understanding, and build inclusive environments where LGBTQ+ people can thrive.

OUT North East delivers a wide range of programmes and platforms across the region, including community support, skills development, training for organisations, Pride Radio, and the North East Centre for LGBTQ+ Research and Advocacy.

The ONE Centre is a core part of OUT North East's vision: a permanent, visible community hub that brings our mission to life and provides a space where LGBTQ+ people can connect, grow, and lead lasting social change.

## Our Vision (OUT North East)

OUT North East's vision is for a region where LGBTQ+ people are safe, visible, valued, and free to live openly and authentically, supported by a trusted, inclusive community centre that supports them to do this and creates lasting social change.

## Our Mission (OUT North East)

Through the ONE Centre and our wider programmes, OUT North East creates inclusive LGBTQ+ community spaces where people can connect, grow, and create change together. where people can connect, grow, and create change together. We provide safe space, community-led activities, skills and a platform for LGBTQ+ voices.

Through community, support, education, research, and advocacy, we work to challenge stigma, reduce inequality, and build a more inclusive society where we work together as ONE.

## Our Outcomes

- **A place to belong** - LGBTQ+ people feel welcomed, connected, and less alone, with access to a safe and visible space to build friendships and community.
- **A place to feel safe and confident** - LGBTQ+ people feel supported to be themselves, improving wellbeing, confidence, and resilience.
- **A place to learn and grow** - Through volunteering, training, and creative opportunities, people build skills, confidence, and pathways into leadership and employment.
- **A place shaped by the community** - LGBTQ+ people lead, shape, and influence what happens at the Centre, ensuring diverse voices and lived experience are at the heart of everything we do.
- **A place that builds understanding** - Our work with schools, employers, and services increases understanding of LGBTQ+ lives, helping create safer and more inclusive environments.
- **A place that amplifies LGBTQ+ voices** - Through platforms like Pride Radio, LGBTQ+ stories, creativity, and culture are shared, celebrated, and heard.
- **A place that creates change** - By listening to our community and using evidence, we influence policy, challenge discrimination, and drive positive social change.

# Theory of Change (TOC)

This Theory of Change sets out how OUT North East, through delivery of the ONE Centre and its wider work, creates meaningful and lasting change for LGBTQ+ people across the North East.

## 1. What We Bring (Our Inputs and Capacity)

OUT North East is grounded in strong organisational capacity, deep community trust, and evidence-led practice. Through the ONE Centre, we bring: deep community trust, and evidence-led practice. We bring:

- A purpose-built LGBTQ+ Community Centre, developed directly in response to evidenced community need and shaped by lived experience.
- Extensive experience in delivering and managing community centres, underpinned by long-standing, trusted relationships with LGBTQ+ communities.
- Proven project management and governance expertise, ensuring programmes are well designed, effectively delivered, and accountable for outcomes.
- Strong business development and partnership capability, supporting sustainability, cross-sector collaboration, and shared value.
- Deep local, regional, and national networks, enabling reach, influence, and collaboration across the voluntary, public, and private sectors.
- Robust experience in research, consultation, and advocacy, ensuring services are community-informed, evidence-led, and responsive to emerging needs.

These foundations enable the Centre to deliver high-quality, inclusive activity while remaining flexible, accountable, and community-led.

## 2. What We Do (Our Activities and Delivery)

Building on this capacity, OUT North East delivers a connected programme of activity through the ONE Centre that a connected programme of activity that combines direct provision, community leadership, and wider systems change.

- **Centre-led projects, groups, and activities** - Inclusive programmes that promote wellbeing, social connection, safety, and personal development.
- **Community-led projects and peer leadership** - Resourcing community ideas and strengthening ownership, confidence, and representation.
- **Skills development, volunteering, and leadership pathways** - Training, mentoring, and volunteering that support employability, confidence, and leadership.
- **Wider community education and awareness** - Training for schools, employers, and services to challenge stigma and build safer environments.
- **North East Centre for LGBTQ+ Research and Advocacy** A hub for research, consultation, and advocacy that influences policy and practice.
- **Visibility, voice, and connection** - Pride Radio amplifies LGBTQ+ voices, creativity, and stories.
- **Inclusive and intersectional practice** - Grounded in an intersectional approach ensuring accessibility and cultural responsiveness.

### 3. What We Achieve (Our Outcomes)

Through this integrated approach, OUT North East delivers clear and measurable outcomes:

- Reduced isolation and stronger community connection.
- Improved wellbeing, confidence, and resilience.
- Increased skills, employability, and leadership.
- Empowered and representative community leadership.
- Stronger evidence-led advocacy and social change.
- Greater inclusion and understanding in the wider community.
- Increased visibility and cultural expression.
- Sustainable and accountable delivery.

### 4. Our Impact (Our Long-Term Change)

Together, these outcomes create lasting impact for LGBTQ+ people and communities across the North East:

- **A space to belong** - A visible, trusted hub that reduces loneliness and brings LGBTQ+ people together.
- **A space to thrive** - Access to resources, skills, and opportunities that enable growth in confidence and wellbeing.
- **A space to create change** - LGBTQ+ voices amplified through research and advocacy, influencing policy and challenging inequality.
- **A space to be safe and authentic** - An inclusive environment where LGBTQ+ people feel supported to live openly and authentically.

### How We Demonstrate Impact (Monitoring and Evidence)

We collect and analyse a robust mix of quantitative and qualitative data, including:

- Programme delivery metrics.
- Participation and attendance data.
- Participant surveys and case studies.
- Structured feedback and consultation.
- Volunteer and staff surveys.
- Research and advocacy outputs.
- Advocacy impact case studies.

**Together as ONE, OUT North East is building a future where LGBTQ+ people across the region can belong, thrive, and lead lasting change.**