

challenging homophobic & transphobic hate crime

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# SHINING THE LIGHT

## 10 KEYS TO BECOMING A TRANS POSITIVE ORGANISATION

BY BENJAMIN GOOCH

# ACKNOWLEDGEMENTS

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# FOREWARD

I'm really delighted that Galop is able to publish this much needed toolkit, and to play our part in helping to challenge transphobia and help organisations better meet the needs of members of the trans community.

Galop has always been committed to fighting prejudice and making our organisation as accessible as possible. However, like many voluntary and community sector organisations, we sometimes struggle to translate that genuine commitment into tangible action.

Like many other previously LGB organisations, with genuine goodwill and a desire to be more inclusive, we took the step in 2004 of extending our remit to include working with the whole trans community. But also like many other LGBT organisations, we weren't sure what that commitment looked like, and we lacked the knowledge, understanding, and links with trans people that we needed to make our commitment tangible. The Shine @ Galop project has been our chance to really focus on what being trans-inclusive means, and how Galop can develop and improve so that our commitment to be inclusive

becomes meaningful. The last two years have seen an incredible growth in understanding and action at Galop – and we've been so proud of some of the trans-focused work we've undertaken – which has meant we have been able to reach people we've never worked with before, and found new ways to meet the specific needs of the trans community.

By no means would I say that Galop has travelled the full distance towards genuine inclusivity – but we have started down the path, and we understand the steps we still need to take. We know that building genuine partnerships with excluded communities takes time and energy – there are no shortcuts. There is a lot of information in this resource, it may seem overwhelming but we are confident that by working through things one at a time, you'll get where you want to be. We have learned an incredible amount along the way so far, and this toolkit is our chance to share our learning with you, and by doing so, I hope we help you on your journey – wherever you are now on the path.

**Deborah Gold, Chief Executive**

# INTRODUCTION: USING THIS TOOLKIT

This toolkit is for LGBT organisations that want to be inclusive. It explores what transphobia is, the barriers to services trans people face, and provides simple, practical guidance on how you can remove these barriers.

The information it contains comes from trans people themselves. We held a series of focus groups which explored trans people's experiences of accessing services. Some of these groups were open to all trans spectrum people, others were closed groups on the same issues, which were targeted at specific groups of people; trans youth and black and minority ethnic (BAME) trans people. We also held discussions with LGBT organisations to find out the challenges they face.

Our advice and guidance is based around 10 Keys to success. These highlight the importance of delivering services to trans people and recognising their unique potential to be an integral part of your organisation's activities and its development. We hope this resource will provide you with concrete tools to realise your vision of trans inclusivity.

Although this toolkit has been written with LGBT organisations in mind, we think much of this information will be relevant to other organisations and service providers too. Please feel free to use it and adapt it to suit your needs.

## LGBT: STRONGER TOGETHER

LGBT people have different identities and experiences, but we share some common vulnerabilities. There are solid reasons for bringing LGB and trans people together.

Gender affects everyone. People who challenge gender stereotypes are often amongst the most stigmatised people in our communities; women who assert themselves as leaders are often branded as 'lesbians' to make them stop pushing for change, men who embrace their emotional or artistic sides are often branded as 'gay' and penalised socially and in the world of work. Gender bias and homophobia are inextricably entwined.

The violence that our communities experience often happens when we don't conform to socially sanctioned ideas about what men and women should look like, how they should act, or how they should behave. Trans people experience homophobia, and lesbian, gay and bisexual people experience transphobia. By confronting gender bias as well as homophobia we work for the benefit of all LGBT people. We also challenge the root causes of sexism.

There are practical reasons why organisations are stronger when they include the T. The new public sector duties allow bodies to

focus on equalities issues that they perceive to be an issue (rather than on the issues that actually exist). Without outspoken champions in a given area, LGBT rights may be neglected. By pooling our resources and our constituencies we gain a louder and stronger voice to work for change in the public sector.

There are also legal benefits. LGB people have different legal protections to trans people. For example, trans people have equal rights in marriage, but LGB people have full access to single sex services.<sup>1</sup> By working together we increase our potential to achieve the full legal equality that our communities deserve.

This is a resource about trans inclusivity, but working on any 'single issue' has its problems. Trans people's life experiences and expectations are not simply framed or determined by their gender identity. Aspects such as race, disability and class can determine how someone negotiates their gender identity. As with all equalities work, it is important to not make assumptions about people that create disadvantage in wider society (e.g. that everyone has the same identities/experiences as white, middle class, non-disabled men).<sup>2</sup> Not recognising the diverse experiences of trans people may result in work that is 'assimilationist' rather than forward thinking in nature.<sup>3</sup> We think activism has its strongest foundations when it reflects why people experience inequality in the way that they do. It is important to recognise that people have different experiences and therefore needs in relation to their identities.

We know that our organisations want to accurately reflect and meaningfully serve all LGBT people. Working together can be

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1. See appendix 2 for details of the legal situation for trans people.

2. David Valentine has written eloquently about this: *'Imagining Transgender'*

3. An example of this could be conservative gay activism which emphasises how gay people are exactly the same as straight people apart from what they do in the privacy of their own homes. Whilst this may further the issues of some (white, middle class 'respectable') gay men, it does not address, for example, the safety needs of effeminate gay men or masculine lesbians.

challenging and we need to be intentional in order to create a truly diverse and vibrant community. We face many challenges and there is so much work to do. In order to achieve our goals of true equality we must draw on the vast talents and strengths that all of our diverse and brilliant communities have to offer. This guide is intended to help you do just that.

## EXAMINING OUR REMIT

### Why this is important

We think LGBT organisations are stronger when they include the T, but you will have to make your own decision, and not just follow the trend. If you say you're LGBT, you will need to work to make your services and activities trans-inclusive.

Where organisations claim to be LGBT, but fail to engage with trans people, it results in the disenfranchisement of individuals and of the movement as a whole. It can also be damaging to the wider trans movement when organisations secure funding to carry out LGBT work, leading funders and policy makers to assume that 'the work is already being done', while in practice the needs of trans people are not being met. As LGBT organisations, we need to explicitly consider and reflect trans people's different needs and experiences in our LGBT bids, in order to ensure that the needs of all our constituents are met.

### What you can do

It's more honest to say you don't work with trans people than trying to appear inclusive without being inclusive. If you do say you work with trans people, look at how you do this, starting from the top of your organisation. Make sure your organisation's governing

documents are trans-inclusive. Fully inclusive documents should reference gender identity as well as sexual orientation. If they describe identities, trans should be included alongside lesbian, gay and bisexual.

## What/ who is trans?

The word trans is an umbrella term to describe people whose appearance, personal characteristics or behaviours differ from socially accepted stereotypes about how men and women are 'supposed' to be.

Trans includes, amongst many others, transsexual people, gender queers, cross dressers, androgynous and bi-gendered people, as well as people with a transsexual history who simply identify as the men and women they know themselves to be.

The language people use to describe themselves changes over time. You will find a glossary of current terms and how they relate to each other at the back of this toolkit.

Remember:

- There is no such thing as a 'standard' trans person – the words people use to describe themselves are many and various – as are their experiences.
- It's important not to label people as 'trans' based on our perceptions of their identity – instead use the words they use to describe themselves.

## Voices from the movement: Galop's Mission Statement

"Galop works to prevent and challenge homophobic and transphobic hate crime in Greater London. We reduce crimes against lesbian, gay, bisexual and trans people, and campaign for an improved criminal justice system."

# CHALLENGES WE FACE

We asked LGBT organisations to tell us about the challenges they face with trans inclusivity. We also held a series of focus groups with trans people which examined barriers they faced when accessing services. This section frames some common problems.

## Lack of knowledge

Often, LGBT organisations genuinely want to welcome trans people, but are not sure how to. Alternatively, they may try to include trans people, but inadvertently do it in a way that demonstrates their ignorance of trans issues. For example, an LGBT equalities organisation might advertise a job which states ‘you have to identify as lesbian or gay to apply’. Or, they might design a form to include trans people which asks if someone is lesbian, gay, bisexual *or* transgender (rather than seeing that someone can be lesbian, gay, bisexual *and* trans).<sup>4</sup>

Meanwhile, trans people commonly try to access services for support, but end up having to act as ‘the educator’, to help the service provide that support to them. They frequently encounter difficulties due to assumptions made about what they need, or are treated by their birth gender, and not according to the gender they know themselves to be.

## Lack of numbers

Low numbers of trans people accessing LGBT organisations, or numbers that were not as high as organisation would have liked, was also a challenge. However, some trans people are already

accessing LGBT services, but without consistent and visible commitment to accessibility when designing services, these people may not feel safe enough to make their gendered experiences visible.

## T for Tokenism

Some LGBT organisations were worried that attempts to become more inclusive would attract criticism (despite their good intentions) from trans people who were dissatisfied with their efforts. Talking to trans people revealed that there are good reasons why this is the case. For example, an organisation might add the T (and B) out of a desire for inclusivity, but the reality is that this often happens in name only. Without concrete changes in programmes, or even a genuine welcome, such changes can be rendered meaningless.

## Hostility and harassment

Many trans people face open hostility when accessing organisations, and this is often neither recognised or dealt with. Lack of knowledge about how to implement and maintain a safe space were also highlighted by LGBT organisations as a barrier to trans inclusivity. Sometimes LGB people try to disassociate themselves from people who ‘behave in a way a man or woman shouldn’t’, when they may have faced similar prejudices in the past. Sometimes organisations fear that encouraging trans people to join in service activities will disrupt the safe space of LGB service users, or worry that trans women with ‘male behaviour’ will dominate a space, without realising the assumptions this entails (see Key 4 for more detail). There may also be physical barriers (for example, lack of safe toilets or changing facilities) that prevent trans people from engaging in an organisation’s activities.

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4. See Key 7 for more information about monitoring and evaluation practices.



# PLACING YOUR ORGANISATION ON THE SPECTRUM

Whilst our identities and experiences might differ, however, the reasons why we struggle for equality are the same. Ultimately, the challenges organisations currently face, and the barriers trans people experience, are two sides of the same coin. Our aim throughout this resource is to continue this dialogue. As you read through the document we hope you will develop a detailed understanding about what these barriers are, how they can occur and what you can do to bring them down. In so doing, we benefit all LGBT people, and strengthen our movement as a whole.

Whilst every organisation is different, there are common stages which organisations pass through on their journey towards full trans inclusion. Placing your organisation in a larger framework makes it easier to think about what kinds of strategies will work for you, and what you can aim towards. You will find this information in Appendix 1 of this toolkit. We encourage you to use Appendix 1 as a resource to assess where you are now and to check your progress against the actions you take. Working through our 10 Keys will enable you to underpin existing positive work, and acquire the skills and information you will need to become truly trans-inclusive.

## The 10 keys to becoming a trans positive organisation

Each of the following Keys describe an area that it is necessary to address for trans inclusion. We have separated the Keys into different sections for ease of use. However, it's important to explore all of them to make your organisation truly accessible to and welcoming of trans people. We are aware that the term 'LGBT organisation' will mean different things to different groups. You may also find that your organisation is covering most aspects of one section and less in others. We encourage you to take the ideas in this resource and think of ways you can apply them to your organisation and its objectives.



# KEY 1. FULL INTEGRATION AT EVERY LEVEL



# I KEY 1. FULL INTEGRATION AT EVERY LEVEL

## What does this mean?

Trans people are more than ‘victims’ (even those who have experienced violence) or service users. A fully inclusive organisation involves trans people across all levels, from its management committee or board, to staff members and volunteers. It will also provide services to trans clients and engage trans people in events it runs.

## Why is this important?

Trans people can be a valuable asset to your organisation. They are often resilient, creative, strong and have survived and flourished in spite of facing discrimination and social prejudice. As a result many trans people have excellent communication and negotiation skills, the confidence to make difficult but necessary decisions, self-organisation skills and an innovative, constructive approach to problem solving.

Integration at every level means that your organisation will reflect the communities it serves, and trans people’s insights are less likely to be missed. It will place you in a stronger position to ensure that the perspectives and the issues you consider, as well as the actions that you take, reflect the needs of all LGBT people.

Involving trans people in decision making is particularly important. It enables you to benefit from the insights trans people can bring when setting your agenda. Trans people not only bring their skills, but their community contacts to your organisation. Additionally, nurturing leaders and having visible leadership demonstrates that your desire for inclusivity is genuine, and that you take trans people’s needs and their differences seriously.

## What you need to know

Avoid the common pitfalls of only consulting one trans person, or relying on one person to voice the priorities of the trans community:

- No one person can embody the views of an entire community or speak for rather than on behalf of a group of people.
- Even if a person is seen as a leader in the community, not all trans people may view them as such.

It’s much better to involve a range of trans people across all levels of your organisation, as this will help to gain more widespread support from these diverse communities.

## What you can do

If trans people are currently underrepresented, make sure that they are nurtured in their roles. Enable them to discover your group as a volunteer and support them to become a leader.

Many trans people take career breaks to transition or find themselves highly skilled but unable to work because of prejudice in wider society. LGBT organisations looking to improve their capacity can tap into the resources trans people can bring, whilst at the same time providing much needed opportunities for trans people to contribute their skills in a safe and respectful working environment. Take affirmative action to seek out trans people and make sure your employment practices are fair. See Keys 2, 3 and 10 for more information.



## Reflections

Do you have trans people (paid or unpaid) working in your organisation? If not, why? If you do, do you know if you are tapping into their full potential?

Have you had trans people who started to become involved in your organisation and then decided against it? Do you know why they left?

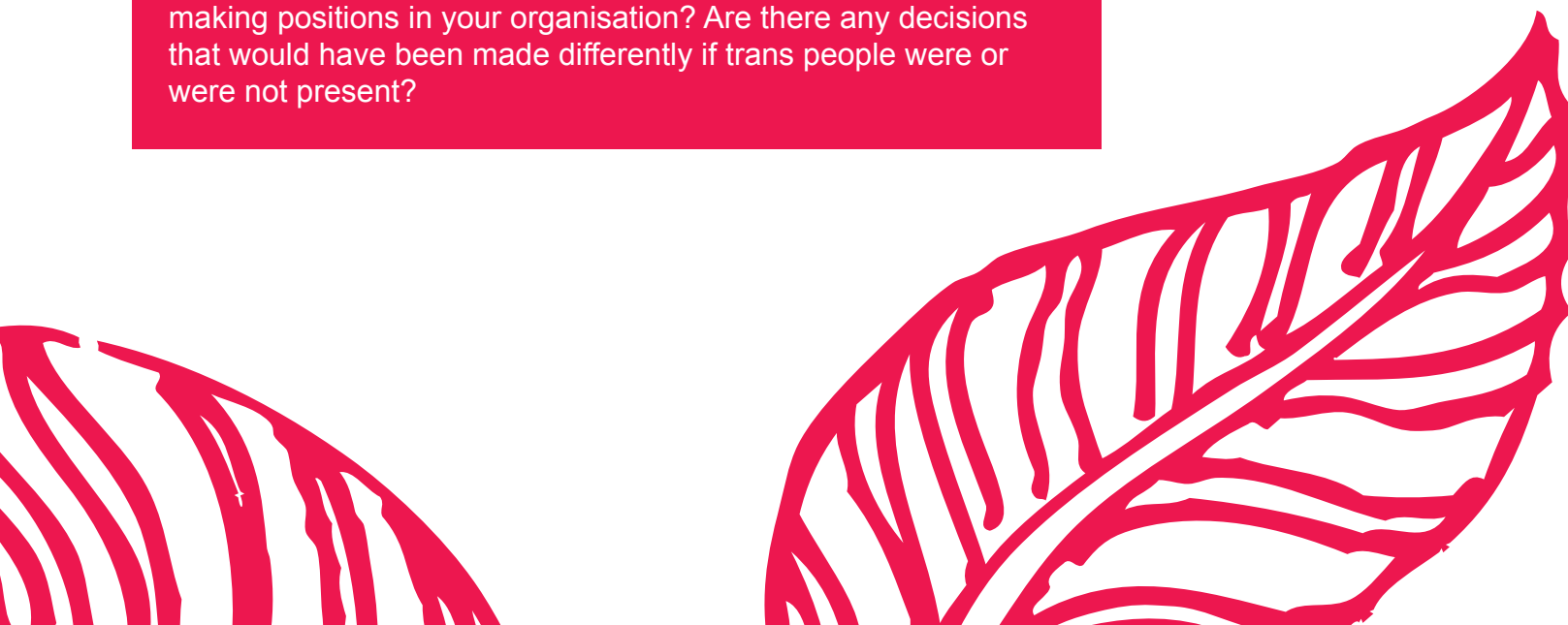
Do trans people access your organisation as clients, members or attendees? Do you know why or why not? If you do, do you feel their level of involvement fully taps into the strength and diversity of the trans community?

Do you rely on one trans 'go to' person to consult about 'trans issues'? Is this strategy creating the full integration you desire? If not, how might you involve a range of voices in your organisation?

Do you have trans people involved in leadership or decision making positions in your organisation? Are there any decisions that would have been made differently if trans people were or were not present?

## Actions

- Review the extent of trans people's input and participation in your organisation, and identify the areas where there should be more involvement.
- Encourage input from trans people about how they experience your organisation. Make sure you ask open questions, rather than closed ones.
- If your organisation has no trans people at decision making levels, consider recruiting or training people to these roles.
- If you rely on one 'trans go-to' person, consider setting up a trans advisory group. This will allow you to continue include this person's voice, whilst expanding the number of trans voices giving input into your organisation.





## KEY 2. REACH AND ENGAGE A BROAD RANGE OF TRANS PEOPLE



*Image from 'Free To Be Me' Taking Action Against Transphobia,  
Galop & Gendered Intelligence Youth Group, 2011*

## KEY 2. REACH AND ENGAGE A BROAD RANGE OF TRANS PEOPLE

### What does this mean?

Trans people, like LGB people, are often labelled ‘hard to reach’ or ‘seldom heard’. Outreach and engagement is just as possible with trans people as it is with LGB people – but to work successfully, you will have to look in different places, and you may have to do it in different ways. Cross reference this section with the information in Key 8: Understand trans experiences and the glossary at the back of this toolkit.

### What you need to know

The word ‘trans’ is used as an umbrella term to describe a group of people who have a history or present experience of being or feeling gender different in some way. In practice, the range of people who come under this umbrella are extremely diverse. It includes people for whom being ‘trans’ is a political identity, and those whose transsexual history is a medical issue, among many others. Some are simply the men and women they know themselves to be, so they may not identify with the trans umbrella or wish to be referred to as trans or transsexual.

Additionally, the kind of work a person does, their family, age, class, ethnicity, religion, and whether or not they are disabled, all affect the ways people relate to their bodies and form their identities. Be mindful that while the ‘trans umbrella’ is the best term that we have, it is not the best description for all the people we are working for.

### Why is this important?

The ‘trans community’ is very transient. People may join groups in times of crisis (for example, to access social support or information about gender reassignment) and leave when they feel more settled in this area of their life. Consistent and ongoing outreach strategies are particularly important to ensure that information about your work reaches everyone who needs to know.

If your organisation is known as a place where gender variant people are encouraged to be themselves, they are more likely to choose to get involved. By continually reaching out to and engaging with a broad range of people, you will develop relationships that will ensure the services you provide are relevant and genuinely accountable to the people you work for.

### What you can do

**Search the internet.** The internet has been critical to trans people reaching out to and organising with each other. LGBT organisations can tap into this: e-lists, facebook groups, messageboards and websites are all important.

**Attend public events.** While it would be inappropriate to turn up unannounced to a support group, you could go to a performance, fundraiser or a club night. Attending shows your support, will improve your knowledge of the trans community and will start to increase your organisation’s visibility.



**Contact support groups.** Many support groups are closed to non-trans people, but you may still be able to meet up with group leaders. Many different people attend support groups, and they are often trans people's only access to the 'LGBT community'. Contacting group leaders provides an excellent opportunity to invite them and their membership to engage with your organisation.

**Develop relationships** that are genuine, ethical and reciprocal. If a support group invites speakers to their meetings you may want to ask if you can do a presentation to the group. Acknowledging where capacity is limited and finding mutual benefits are key. Engaging with an open mind and potential resources is more likely to create the participation you seek than showing up with a fixed agenda and a request to fulfil a need of your own.

**Ask trans people in your organisation to introduce it to others.** Don't set them up as the 'expert' or the 'lead' on 'trans issues' (see Key 1), but do use social networks to meet more people, particularly if your organisation is small. Ask trans members or clients for ideas about how to reach other trans people, and why they chose to get involved in your group. This may reveal valuable information about how people perceive your group.

**Network with organisations that provide services to trans people,** such as gender identity clinics, trans organisations, and trans friendly sexual health clinics. Put flyers in these spaces and suggest meeting up with workers to let people know about your group as a potential referral pathway. For example, someone exploring a different gender presentation may welcome the chance to attend a group 'in role' before transitioning at work.

**Make alliances** with organisations that focus specifically on race, religion, disability, age, and gender, and are also LGBT positive. They may have trans members who would like to know about other places where they are welcome.

**Approach politically orientated trans groups** (such as Trans Media Watch or Press For Change), unions and trans staff support organisations. They often have large networks and may be in touch with trans people in your area. Ask if they would be willing to work with you to identify people who would make good connections.

**Produce targeted publicity** and distribute it in places trans people will find it. See Key 3 for more information.

**Support trans-inclusive legislation.** This will increase your visibility in the trans communities. If trans people see you working as an ally for their legal rights, they are much more likely to want to participate in your organisation.

### **Keep trying**

Sometimes organisations get discouraged if they invite trans people to participate and no-one shows up. Developing authentic relationships takes time and perseverance, especially with groups that have been stigmatised and excluded in the past. You will need to prove that your organisation is trustworthy and truly welcoming. Don't expect a huge response to your first invitation, people may take time to assess these opportunities for a variety of reasons, including the experience of exclusion by your or other organisations. Remember that trans people are more likely to take up offers from organisations that have made sincere and consistent efforts to attend, support and lend resources to trans events and projects.

At the time of writing, most trans organisations are staffed by volunteers working in their own time. This affects their capacity to respond to requests on the same level or within the same timescales as other groups. Keep your doors open for people to come when their schedules permit, or equally, when they feel ready to take a chance on your organisation.

Continue your work to actively involve trans people whilst asking yourself if there are any aspects of your organisation that may be inadvertently keeping trans people away. As you work through this guide and implement some of these ideas, you may find trans people take your organisation more seriously as you remove these barriers.

### Reaching a critical mass

It can be difficult to reach out to and encourage members of a marginalised group to participate if they can't see anyone else like them involved already. Trans people might also understandably interpret low numbers of trans participation as an indication that your organisation is not taking their needs or their issues seriously.

One way to address this issue is by initiating trans specific projects, hosting open days or events at suitable times, or offering trans groups the resources to put on projects or events in partnership with you. This can help you to reach a large number of trans people and lets people see that they are one of many who are part of your organisation. In the long run this strategy may well involve less work than trying to convince a few people to come to several LGB-majority events.

Whether through projects, events or consistent efforts to bring trans people in one at a time, there is often a point where participation starts to increase much more rapidly. When this happens, you've finally reached a critical mass and trans people will come and go just like all the other constituencies of your organisation, because they can see that your fully integrated group really does welcome, serve and value them.

### Voices from the movement: Free to be Me! Action against hate crime project by Galop and Gendered Intelligence Youth Group

In 2010, after a period of closer working, Galop and Gendered Intelligence trans youth group agreed to collaborate on a hate crime project. Working with the youth group was a great way for Galop to reach a large number of young trans people in one go, whilst Gendered Intelligence benefited from the extra capacity (facilitation and in-depth knowledge about hate crime) that the Galop workers brought to the group. Over a period of 3 discrete sessions, the young people explored questions such as 'what is transphobia?', 'what is a hate crime?', 'what are our rights?' and 'where can we go for help?'

The young people's experiences, together with their own research into their rights, coping strategies and available help formed the plot for a zine comic that the young people created in the remaining sessions. It follows the story of a character from Friday to Monday where the reader can 'pick their own adventure', controlling the responses of the main people involved and exploring the effects and consequences of these actions.

*The zine can be viewed at [www.galop.org.uk](http://www.galop.org.uk) and [www.genderedintelligence.co.uk](http://www.genderedintelligence.co.uk).*

## Reflections

Do you have a broad range of trans people participating in your organisation? Is there anyone who isn't present that you would like to see? What steps would help you achieve your vision?

What strategies have been most successful to involve trans people in your organisation? What strategies have been the least successful?

Do you know what kinds of trans groups, events and services exist? What is their structure, how often do they meet and who do they serve?

How does your existing outreach and advertising fit in with the places trans people visit? Are there any gaps? What opportunities exist to extend your reach?

What kinds of barriers to inclusion might trans people face in your organisation? What are the opportunities to increase trans participation? How might you take advantage of these?

## Actions

- Do an internet search of your area; use the keywords in the glossary at the back of this document to help.
- Use the results of your search to plan a trans outreach programme. New groups are constantly emerging; even if you did this recently there may be more information than before.
- Ask trans clients or members why they chose to get involved in your group.
- Approach trans organisations, group leaders and members. Give them information about your organisation and talk to them to get their ideas and input.
- Find trans events and support them by attending, providing a service or acting as a sponsor.
- Organise a trans specific activity or event to help you towards critical mass.
- Actively seek out legislation that affects trans people and take action to have a positive impact on these policies.



# KEY 3.

## CREATE A WELCOMING ENVIRONMENT



## KEY 3. CREATE A WELCOMING ENVIRONMENT

When trans people enter your environment they will start to weigh up, consciously or unconsciously, whether or not you are welcoming their participation or presence. Whether your work involves events, face to face contact, phone conversations, written communication or a combination of these, the environment will provide clues about who you expect to be there.

Thinking clearly about the signals you send will help your organisation become more welcoming to trans people. Following the simple points in this section will enable you to bring down barriers to participation and help you on your way to 'critical mass'.

This key has the following sub-headings:

### PHYSICAL ENVIRONMENT

Toilets

Changing rooms

### VERBAL ENVIRONMENT

Names

Pronouns

The questions you ask

### DISCLOSURE & THE GENDER RECOGNITION ACT

### WRITTEN MATERIALS AND WEBSITES

### PHYSICAL ENVIRONMENT

#### What you need to know

Trans people frequently encounter those who double-take their appearance, or become uncomfortable if a trans person doesn't meet their expectations of what men and women look like or behave. This confusion means trans people often have to explain themselves in public. As one focus group participant said, *"I don't like open space. It makes me feel vulnerable because everything's on display and people can overhear"*.

Everyday encounters can become sites of anticipated humiliation. Sometimes trans people will modify their appearance towards their birth gender to avoid this. The way you organise your physical space can make a real difference to whether trans people feel able to be themselves and feel safe and welcome, in your organisation.

#### What you can do

Display posters that affirm trans people as well as LGB people to demonstrate that they are present in your service design not an afterthought.

Ensure leaflets, newsletters, books or magazines aimed at trans people are available alongside LGB content. This sends out a clear message that trans people are welcome, valued and are entitled to use your space. It also lets other service users know you are positive about trans inclusivity, and gives them the opportunity to expand their knowledge.

Remember that how you perceive someone's gender may be

different from how they identify. Don't assume trans people are in the wrong place if you think there is a mis-match between someone's appearance, their name or the pitch of their voice. Trans people frequently arrive for appointments to be told they haven't been booked, or are forced to 'out' themselves as trans because the receptionist does not associate the name on the appointment card with the person in front of them (see 'verbal environment' below for more guidance).

If your spaces are gender-specific, for example, you are an LGBT sexual health clinic that runs separate clinics for men and women, make sure trans people are welcome to attend on the days of the gender(s) they know themselves to be. The strongest positive message would be to have a trans-specific service, whilst continuing to welcome trans people accessing your mainstream services too. This will help to stop unnecessary outing and avoid trans people being harassed by staff and service users for being in the 'wrong' space. See Key 6 for more information.

## Toilets

### What you need to know

Trans people are frequently harassed in gender specific spaces and toilets can be a site of abuse, in which people are often barred from entering, humiliated and physically abused for being in the 'wrong' toilet. In spite of this, trans people are required to live full time as the gender they know themselves to be for a number of years before being granted access to hormones, surgery or full legal recognition. That means being able to use (and prove they are using) the appropriate toilet facilities.

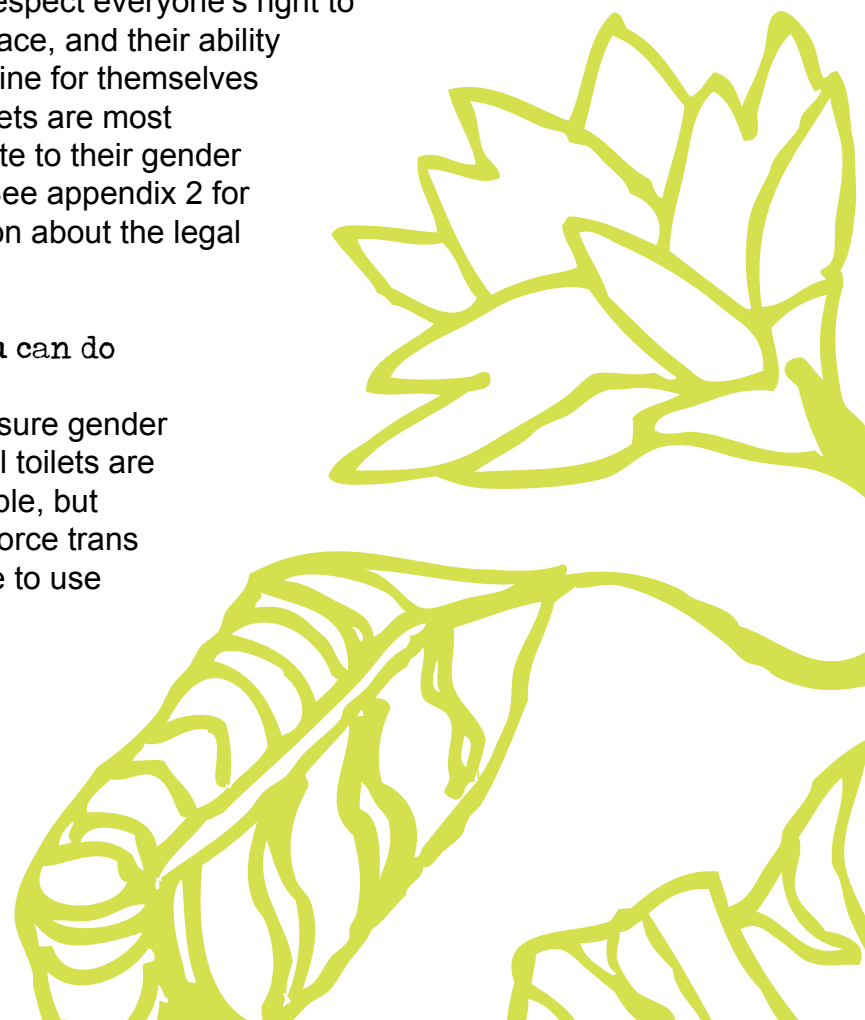
Toilet harassment is often based on the transphobic notion that trans people are not 'proper' men or women. Women sometimes express the fear that their facilities will be inundated by 'men in dresses' exposing themselves. These fears are formed around baseless

assumptions that trans women are hyper-sexualised. These are just as unfounded as the myths used to argue against gay men serving in the armed forces.

If a non-trans person objects to the presence of a trans person in the toilets, it is critical that your staff and security make it clear that toilets are available for use by all people, including trans people. It's unacceptable for trans people to be denied access to toilets or changing rooms, or experience harassment in them. If there is a disturbance or they are misusing the facilities, then address it as you would with any other person, but their simple presence should never be an issue. We need to respect everyone's right to pee in peace, and their ability to determine for themselves which toilets are most appropriate to their gender identity. See appendix 2 for information about the legal situation.

### What you can do

- Make sure gender neutral toilets are available, but don't force trans people to use them





- Make sure signage is available so trans people don't have to ask where the toilets are (and risk being directed to the wrong one).
- If you are renting a workspace in a larger unit, approach the unit manager and request toilet facilities be made available.
- If you're hiring out a space, allocate at least one toilet as a gender neutral space and put a temporary sign over the door, for example, 'toilets with urinals', or 'toilets without urinals'. Announce where toilets are and emphasise that trans people should feel welcome to use whichever toilet feels most appropriate to them. This is important to:
  - Set a positive tone which lets non-trans people know that trans people have the right to use the facilities which are appropriate to them.
  - Reassure trans people that you are taking an authoritative stance on inclusivity and let them know that they have your support.

## Changing rooms

### Why is this important

If you are organising a sporting event or require people to change out of their everyday clothing, you may want to consider the need for gender neutral changing rooms. Many trans people are not out about their gender, and forcing them to change in front of others could out them. Trans people, like many people, may also be uncomfortable about their bodies and prefer privacy.

### What you can do

As gender designated spaces, changing rooms also present the same problems for trans people as toilets do. Where possible, source mixed gender changing rooms with private cubicles that everyone can use.

People who cross dress may feel unsafe – for good reasons – coming to and from your events while dressed in clothing generally associated with a different sex. If you are putting on an event you can send a

## Voices from the movement: BFI Lesbian and Gay Film Festival

In 2008 the BFI Lesbian and Gay Film Festival responded to growing demand for gender neutral toilets by trialling them at the festival. Clear signage was introduced both outside the toilet and directing people to all facilities; gendered and gender neutral. The trial was so successful that they have become a permanent fixture at the festival:

*"Hooray for the Lesbian and Gay Film Festival. If I wasn't already happily civilly partnered I'd marry them. And why – they introduced Gender-Neutral toilets at the BFI for the duration of the festival. This single radical act transformed my experience of the festival. Using the GN convenience I felt the weight of Gender Neutral. I normally feel so very not in the right space, whether using the Ladies, the Gents or Babychange/Disabled toilets. At the festival finally I was right where I should be."* Butchabouttown. [blogspot.com](http://blogspot.com)



clear message that all trans people are welcome by designating a private space with a mirror as a changing room, if not people might use the toilets instead, which can create queues. Providing separate changing facilities shows sensitivity to people's needs and communicates that your organisation is inclusive and welcoming to cross dressers, people in transition and those who live part time in role.

## VERBAL ENVIRONMENT

### What you need to know

The things that you say or don't say make a huge difference to whether trans people feel a valued part of your organisation.

### What you can do

Make sure that your language is trans-inclusive. For example, don't take shortcuts when describing an event, or use 'gay' as a catch-all term. Equally, if you're talking about something which is only relevant to sexuality, such as marriage rights, don't add the T – trans people will interpret this as a sign that you are ignorant of the differences between the communities.

Take care to ensure language, including jokes, does not exclude or marginalise trans people. For example, a Chair who welcomes 'ladies, gentlemen and 'others' will undermine any efforts you've made to create a safe and inclusive space.

## Names

### What you need to know

Trans people may be known by a different name to their 'officially

recorded' or birth names. For example:

- In some situations, such as work, they may be known by one name, whilst other people, like friends, may know them by another.
- They may be intending to or have started a process of physical and/ or social transition but have not changed their documentation.

When asked for their names, trans people who have not changed any documentation may feel pressurised into giving their 'official' name, when it is not the name they call themselves, and may not be relevant to the incident they are calling you about.

Using a name that does not reflect the way a person identifies can feel dislocating and hurtful. Many people experience rejection through other people's refusal to acknowledge them in anything other than their birth name or gender.



## What you can do

Always refer to a trans person by their preferred name. If you are an advocacy organisation, for example, you could ask ‘what name would you like us to call you by?’ and keep all information about the same person in the same file.<sup>5</sup> Asking this question also helps LGB people who may want to contact you anonymously.

Be open to flexibility – choosing a name for yourself is a difficult process that most people don’t have to go through! It takes time to find one that feels comfortable and trans people often ‘try on’ a few names before they find one that fits. This is very common– flexibility will help people feel more comfortable. If a trans person tells you they’ve changed their name this can often be a sign of trust.

## Pronouns

### What you need to know

Pronouns are words that describe someone’s gender in the third person. Trans people are diverse however current language and social structures lack the ability to describe and therefore make visible some peoples gender identities – so these people remain unwillingly invisible. For others, the goal is to move towards being accepted within binary gender categories. Using the correct pronoun enables people to be recognised for who they are; whilst non trans people can take this for granted, trans people are not always able to access this basic right.

Gendered pronouns include she, he, his or her. Gender neutral pronouns include words that are in common use for everyone, eg they, and those specific for people who would otherwise remain invisible, eg hir (pronounced ‘hear’; equivalent to the gendered pronouns his and ‘her’) and zhe (pronounced ‘zee’; equivalent to

the gendered pronouns she and he), and are often used by gender queer, bi-gendered or androgyne people.

Misuse of pronouns is the most common form of verbal harassment that trans people face. Trans people are consistently told by society, their friends and families that they are not the people they know themselves to be. It’s important to get a person’s pronouns right so that you can treat them with respect. For more information, cross reference this section with Key 4. Learn any pronouns that you are unfamiliar with and remember – it’s as important to use a person’s preferred pronouns to their face as it is when describing them if they are not present.

### What you can do

Sometimes, a person’s gender identity can be very different to what we might expect from their appearance. Only use gendered pronouns such as ‘he’ or ‘she’, or gender neutral pronouns such as zhe and hir if you are certain that a person self-identifies in that way.

### Face to face meetings

If you’re not sure how a person identifies, ask. Open questions such as ‘which pronouns do you prefer?’ are much better than closed ones such as ‘are you a man or a woman’. This question should be avoided because it is often used as a pretext for initiating violence. Most trans people would much rather someone ask their preferred pronouns so that everyone can carry on respectful working as normal.

If one person knows for sure how someone identifies, they can help by introducing the trans person and modelling the correct pronouns. For example, ‘Hi Julie, this is Parvinda, she’s here from Galop to discuss the business plan with us’. Non-trans people should feel empowered to correct a pronoun if it’s misused. See key 9 for more information.

5. See appendix 2 for more information about disclosure and your legal obligations

### Spaces where people are asked to introduce themselves

If you're holding a group event, such as a workshop, pronouns should be included alongside other introductory information. We think it's best to give everyone the option to say their preferred pronouns, and encourage them to do so if it feels relevant to them. For example, one person in the room could model introductory information including their preferred pronoun, and another models without pronouns.<sup>6</sup> We think this approach helps to ensure that everyone feels safe and welcome, whilst giving facilitators and other group members the information they need to make sure everyone's gender identity is being treated with respect.

### Large events where asking everyone isn't realistic

There are some situations where it's never going to be possible to know for certain how everyone self-identifies. However, you can still ensure everyone is treated with respect. For example, at a conference, instead of taking a question from 'the woman in the front row' (when the Chair can never know exactly how that person identifies) instead refer to individuals by a generic gender neutral pronoun and an item of clothing, e.g. 'the person in the red jumper'. This will ensure that no-one's gender identity is mis-read.

### On the phone

Don't assume what gender a person is by the pitch of their voice. If you're not sure how a person identifies and it's a short call, ask for

6. An example of how this might work in practice could be (at the end of a 'ground rules' section): "We also want to make sure everyone is treated with respect, and that includes being treated as the gender you know yourself to be. So in a minute we're going to ask you to introduce yourselves, and also say your preferred pronouns if it's relevant to you. For example, an introduction with pronouns might be: 'Hi my name's Alex, I'm the communications manager at Galop and I prefer male pronouns/he', and without pronouns: 'hi, my name's Rachel, and I'm the project co-ordinator at Galop'. Everyone makes mistakes – if it's you, just apologise, correct and move on – and if you hear someone's being mis-pronounced please look after each other - step in and help them out."

their name, then refer to them by generic gender neutral pronouns such as 'they' if necessary. If you're having a longer conversation, politely ask 'excuse me, how would you like to be addressed?', or 'what pronouns do you prefer?'.

### Mistakes

Everyone makes mistakes from time to time – we're all human. If you do, just apologise and move on, and try not to make the same mistake twice. See Key 4 for advice about overcoming any gender bias you may have unconsciously picked up.

### The questions you ask

#### What you need to know

Think about when you really need to know someone's gender in your organisation. Many of the barriers trans people face can be removed by 'de-gendering' the aspects of your work where knowing this information is not necessary or relevant. Equally, there are many other ways of organising than by using male or female. For example, if you want to separate people into groups you could 'count off' by giving everyone a number, or use shapes or colours instead.

Employers and service providers often wonder if they should ask if a trans person has a gender recognition certificate. There are only a limited number of instances where asking this question is necessary.<sup>7</sup> In all other instances, people should be treated in the gender that they live their lives. People who live full time in their acquired gender should be able to provide official documentation

(e.g. credit cards, passport, drivers licence) that employers or service providers require. Even without official documentation, trans people need to know they are respected and treated in the gender(s) that they know themselves to be.

### What you can do

It's easy to avoid common mistakes if you know how. When people discover that someone is trans, they are often tempted out of curiosity to ask what their birth name was. Questions like this are inappropriate because they make people uncomfortable and imply that the individual is not being honest about who they really are.

It's also impolite to ask a trans person questions about their bodies or medical history. Don't ask them if they've had surgery or any other question about their genitals unless there is a compelling reason why you need to know, for example if you're referring someone who has been sexually assaulted for a forensic examination. Otherwise, asking about surgery is like someone asking how you have sex when you come out as gay.

Equally, if someone comes out to you, telling them 'I would never have guessed' or 'you look really good for a trans person' will only reveal ignorance of how diverse trans people are, and is unlikely to impress. Such statements reinforce a hierarchy of gender which values the physical attributes of non-trans men and women, over those who 'pass for normal', over those who don't (who are nonetheless assumed to aspire to these attributes). This oppresses all LGBT people and should be avoided.

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7. These are: a) where a job is restricted to a single sex/gender as a genuine occupational requirement under the Equality Act 2010, and therefore the legal sex/gender of an applicant determines whether or not they can be employed in the post, b) where the calculations regarding pensions or benefits differ depending on the legal gender/sex of the person, and c) where the person is applying to a registrar's office to get a marriage or civil partnership.

Finally, don't let these 'don'ts' put you off asking any questions. The best advice is to not let your natural curiosity override your usual sensitivity, professionalism and politeness.

Be prepared for others to pull you up if you unintentionally ask something that offends. See Keys 4 and 7 for more information.

## DISCLOSURE AND THE GENDER RECOGNITION ACT

### What you need to know

Many trans people are extremely protective about their gender history and/ or transgender identity. If you are advocating on someone's behalf, describe them as the gender they know themselves to be and only mention their trans status if they have given you written permission to do this. Get someone's gender wrong, and you could be outing them as trans. Outing someone as trans is direct discrimination under the Equality Act 2010 and could also lead to criminal charges under s.22 of the Gender Recognition Act 2004. See appendix 2 for more information on legal rights and responsibilities.

## WRITTEN MATERIALS AND WEBSITE

### What you need to know

Trans people often scan an organisation's written materials and website to see if they are likely to be welcome. What you write and how you write it can impact on how likely trans people are to approach your organisation and get involved.

## What you can do

- Never put a trans person's gender in inverted commas, e.g. calling an FTM a 'man'. It's offensive because it implies their gender is less real than everyone else's.
- Don't take any shortcuts with language: if it's for trans people, say so. The history of exclusion means they won't assume services are for them unless explicitly stated. Use gender inclusive language like 'people' instead of 'men and women' when describing the work you do with everyone.
- Remember that a person's gender identity has no relation to their sexuality. Inclusive organisations reference straight trans people too.
- Think carefully about the visual impact of your publicity and how it will be received by the people you work with; if you use images of people make sure they reflect all your LGBT constituents.

See key 7 for information about trans inclusive monitoring and evaluation practices.

## Reflections

What clues is your organisation currently giving out to express that trans people are welcome? If you were a trans person, what barriers might you face?

How would you and your staff handle a call from someone whose name didn't 'match' the tone of their voice?

In what way are trans identities currently reflected in your publicity material and on your website?

What language do you use in internal and external communications? Is it as inclusive as it could be?

What things could you personally do to create a more welcoming environment for trans people?

## Actions

- Implement a policy or work ethic on pronoun usage in your workplace.
- Review your policy on disclosure and check that you are protecting trans people's identities.
- Assess what physical, verbal and written barriers are currently discouraging trans participation. Ask current employees or service users about their experiences, and see if they want to be involved in this process.
- Make a plan to bring your barriers down – and address them one at a time.



# KEY 4. CHALLENGE PREJUDICE





## KEY 4. CHALLENGE PREJUDICE

It's understandable that people might be hesitant to act on prejudice because of lack of awareness, or concerns about using inappropriate language, asking inappropriate questions or of causing further unnecessary or unintended offence. However, it is also a fact that trans people experience prejudice, both when they try to access LGBT services and in wider society. As community leaders we have a responsibility to ensure we do everything in our power to prevent it.

A lack of knowledge about the ways transphobia can manifest itself, and commonly-accepted assumptions about men and women, which gloss over the reality of gender variance, mean that prejudice often goes unrecognised, even when people ask for help. Trans people who experience prejudice are frequently required to actively justify why it is transphobia, in order to get help, yet often still do not get the support they need. You may have developed trans-inclusive policies, but that work can be undermined if a member of staff fails to recognise transphobia, or responds in a transphobic way.

This section aims to help you recognise transphobia, including the ways it may differ from homophobia, and provides tools for combating it. Key 5 explores in more detail the kinds of harassment, abuse and violence that trans people may face, and examines what organisations can do to develop effective advocacy and referral pathways for the people they work with.

### What you need to know

#### What is transphobia?

Transphobia is about intolerance of gender variance. It is based around the idea that there are only two sexes – male or female,

which you stay in from birth – and involves the irrational belief that people who look, sound and behave like men or women are 'supposed to' be better than those people who don't.

Transphobia can manifest itself through ideas, language, actions and physical behaviour and can be active (intentionally going against gender variant people) or passive (not recognising or allowing for the fact that gender variance exists.)

Intolerance of gender variance excludes and marginalises trans people. It creates barriers to accessing services, meaning specific needs are left unaddressed, and trans people can be re-victimised when they do ask for help, further marginalising them.

The more we know about transphobia, the more we can do to counteract it together. It's important to read this section in conjunction with Key 3, which also provides information about overcoming anti-trans bias in your organisation.

#### Recognising transphobia in LGBT spaces

Some LGBT people are reluctant to associate with trans people. The experience of homophobia means that LGBT people can be emotionally invested in constructing their identities in opposition to prejudicial stereotypes.<sup>8</sup> For example, young LGBT people are often

8. Sometimes trans people may also be reluctant to associate with LGBT and T people out of a desire to protect themselves from further violence.





bullied at school because their gender presentation is perceived to be 'abnormal'.

Because trans people take this further, some gay men and lesbians may also fear that associating with trans people will bring additional violence or discrimination to their own lives. So it's no surprise that LGB and T people may be particularly sensitive.

Sometimes LGB people may claim that trans identities aren't valid, in part because of the experience discovering their own identities, and/ or rejecting transitioning as the appropriate choice for them. For example, a butch lesbian might express disapproval by telling a trans man he should forget about 'trying to be male' and instead 'be the butchest butch'. Or a gay man might ask why a gender queer person can't 'just be proud of being gay', or someone may resist using male and female, or gender neutral pronouns to describe a person because 'they're trying to have their cake and eat it'.

There are also political reasons why LGB people might not want to associate with trans people, for example because they believe 'gay' people are politically or socially acceptable but trans people aren't. They may give what they think are practical reasons why they're not supporting adding gender identity to a policy or bill, or state that it can be added later, without realising that this might result in the exclusion of LGB people too.

### **'What about the safety of existing service users?'**

Sometimes organisations fear that encouraging trans people to join in service activities will disrupt the safe space of LGB service users. A common assumption is that trans women will dominate a space with 'male behaviour'. Trans people, like all people, have a variety of personal characteristics. What we describe as 'male behaviour' is often the defensive behaviour of a person whose contributions are

frequently dismissed or attacked. Trans women have often never enjoyed the privileges granted to men in our society. They may have been harassed for not being 'real men' in early life, and for not being 'real women' in their later life. Frustration and anger about treatment often leads to difficult behaviour. However, it is unnecessary and unhelpful to label this as male: bad behaviour is bad behaviour and should be treated as such, whoever instigates it. Trans women need to know that they are understood as women, and other women need to know that they are responsible for their behaviours as well.<sup>9</sup>

### **How is transphobia different from homophobia?**

Trans people experience both homophobia and transphobia. Verbally abusive terms such as 'batty boy' and 'queer' are commonly used by perpetrators who lump LGBT people together. However, in order for trans people to participate in your organisation on equal terms, it is important to recognise the different ways transphobia might manifest:

#### **Misuse of pronouns**

Most homophobic language can be recognised because it uses easily identifiable, insulting terms that relate directly to sexuality. Trans people experience comparable insults such as 'tranny' or 'she he', or, more commonly, insults that are about difference, such as 'freak', 'pervert' or 'ladyboy'.

However, most verbal abuse falls outside this category. The most common type of verbal abuse that trans people experience is the deliberate misuse of pronouns. This is transphobic and is intolerant of gender variance because it says that a person's identity does not deserve respect. An example of this might be calling a trans woman 'he'.

9. For more information on these issues in a housing context see: Mottet, L., & Ohle, J. *Transitioning Our Shelters: A Guide to Making Homeless Shelters Safe for Transgender People*.

Deliberately using de-humanising terms, such as ‘it’ or ‘that’ are another common form of verbal abuse that trans people experience. These terms are offensive because they imply trans people are not fit to be considered human.<sup>10</sup>

Trans people may come into contact with many people every day who use the wrong pronouns. Then, when they come to an LGBT organisation and they expect to be treated with respect, it can be the proverbial straw that breaks the camel’s back.

**Humour**

Humour is often used as a mask for transphobic abuse. Examples in LGBT settings might include:

- “PG’s finally supposedly transitioning now, but she’s just fooling herself”
- “Chris identifies as gender queer, but I think she’s ‘gender confused’ – she’ll grow out of it”
- “I don’t understand why you can’t just be the gay man you are instead of transitioning to female to be with straight guys. You’re gay – be proud of it!”

These statements are all transphobic because they claim the person doesn’t know what their true identity is, and that the person’s self-identity doesn’t deserve respect.

Transphobia may also happen because of the ‘sideshow freak’ perception of transsexuals in wider society. This is commonly reinforced by media portrayals of trans people on television, in

adverts or magazines which sensationalise difference under the guise of ‘morality’. It feeds the belief that a man behaving in a way a man shouldn’t, for example, by wearing women’s clothing, or acting in a ‘feminine’ manner, is ridiculous and thus hilarious. This is transphobic because it negatively values gender variance and is a refusal to accept a person’s self identity as authentic.

**Opportunistic violence**

This may involve the ‘unmasking’ of someone’s femininity/ masculinity, for example through theft of a wig or handbag. Such incidents are particularly sensitive because of the associated shame involved – a visceral enforcement of the transphobic notion that trans people are ‘playing at being something that they are not’. It is a violation of privacy, dignity and identity.

**Verbal abuse and physical violence**

Questions over difference or ‘confusion’ over difference such as “*What is it?*” or “*What are you? - a man or a woman?*” often act as a precursor for violence. Questions about name, pronouns and gender are particularly sensitive, because they may act as a trigger for violence that has happened in the past. See Keys 5 and 7 for more information.

**Recognising prejudice: Violence against trans people from Black Asian and Minority Ethnic (BAME) backgrounds**

It’s important to remember that black, Asian and minority ethnic (BAME)<sup>11</sup> trans people may experience all the types of incidents above (from heterosexuals

10. It’s important to note that whilst most trans people find these terms offensive, some gender queer people have reclaimed them as gender neutral pronouns. See Key 3.

and LGB people of any race and/or ethnicity), but they also live with the possibility of abuse and violence because of their race and/or ethnicity.

BAME people are diverse, and the sample sizes of our focus groups were small. These factors, combined with a lack of large scale research around BAME trans people's experiences means we have structured this section around the main themes that were discussed in the focus group discussions.

Trans people can and do experience racisms in different ways to non trans people. Some racisms are linked to gender, for example, that 'immigrant/Arab men are more patriarchal and sexist than British men, whereas immigrant women are more oppressed than British women – not by British society and its inherent racisms, but by their own cultures, in particular, their male family members. Trans people are not always understood as the gender they know themselves to be - their gender identity may be frequently misread, or read differently by different people. This can expose BAME trans people to the whole spectrum of gendered racisms, an experience that non-trans BAME people, and white trans people, do not have to face.

Organisations are frequently not fluent in languages of race and gender identity. BAME trans people frequently encounter service providers who are racist and/or transphobic. For example, the stereotype that BAME people are more aggressive and more likely to fight back than white people, means their experiences as victims of violence may be dismissed. This is particularly relevant for situations involving domestic abuse. For instance, an abuser may exploit this situation to immobilise a survivor or prevent them seeking help.

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11. Using this terminology creates challenges in the light of describing a group of people who are also excluded from services that are aimed at BAME people. We use it here despite these problems, because (to our knowledge) there is no alternative consensus on terminology.

Communities are often formed through adversity, or the experience of being 'othered' in some way.<sup>12</sup> But the strategies people use to survive racial prejudice in the face of real inequalities can make life more difficult for trans people. For example, instilling the notion that a person needs to be better to be thought of as the same,<sup>13</sup> can have a negative impact where gender variance is seen as immoral or undesirable. One participant said "*Black people are different [from non-black people] – they'll tell you to your face 'too masculine', 'too feminine'*", and another emphasised the high stakes involved, "*If they find out you're trans, you're dead*".

Participants discussed how their gender was policed differently within their ethnic communities to outside them. For example, gender norms are frequently enforced in community spaces such as housing estates, language classes, community/cultural centres, hairdressers/ barbers etc. These kinds of interactions with community are something that white middle and upper class trans people do not encounter in the same way, and these spaces came up frequently as points of tension/conflict in the BAME trans discussion groups.

BAME trans people can and do experience racisms in white majority space (of which LGBT space is often one example), and transphobia from non-trans people, including within their own ethnic groups. However, sometimes being trans is viewed as 'a problem that only white people face'. There is an urgent need for LGBT organisations and activists to challenge racisms and become fully inclusive of BAME people to stop (re)perpetrating this myth.

BAME trans people have a right to assert and celebrate their unique differences –including but not limited to their cultural heritages.

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12. One participant said, "White people don't have community like we do"

13. This was an experience that many participants had when growing up; for example "If [the white students] get an A, you have to get an A\*", and, "you need to be as clean as clean so nobody can point the finger at you".

We need to be clear that there's no place in BAME communities for transphobia, as there is no place within LGBT communities for intolerance and prejudice of any marginalised group. It can be easy to portray BAME (and other minority groups) as a cause of oppression (even unintentionally) rather than recognising the intersection between sexuality, gender, race and class oppression, at the least. In our experience, actively working to meet the needs of the most marginalised groups results in meeting the needs of everyone.

Although experiences of physical violence were common across all the focus groups, incidents of physical violence were more prevalent in BAME specific groups. It is difficult to draw detailed conclusions about levels of violence across entire populations from these focus groups alone. More research on this issue is needed, and support is required to combat racism in LGB and T spaces and to work with BAME trans people as allies on specific projects that are relevant to their needs. See key 9 for more information.

## What you can do

**Review your policies and practices:** do you need to know someone's gender every time you ask it, or are you asking out of habit? Do you have mechanisms in place to ensure that information is not used to discriminate against trans people, and have you communicated your confidentiality policy to your trans service users? See Key 3 for more information.

**Educate people** who show disrespect. Whether you are working with an individual or your board, formal or informal training that is delivered by a competent and knowledgeable facilitator can be a positive step towards ensure respectful treatment. Make sure any trainers you use are knowledgeable about the diversity of the trans community and use different people for specific areas of expertise if necessary.

**Be pro-active** in identifying signs and symptoms of transphobia. Avoid re-victimising clients by being open to the fact that a person may self identify as trans (and straight) if homophobia or homophobic language is involved.

**Speak out:** what you say as an ally is likely to be interpreted as your unique opinion in a mixed group context, and will ease the pressure on trans people to 'represent'. See Key 9 for more information on this issue. Internally, make sure staff at all levels of your organisation feel able to challenge unsuitable language/behaviour (that a volunteer feels able to pull up a CEO on pronouns for example) and that this learning is encouraged within your organisation.

**Allow disagreement** about gender identity in diversity education spaces, but make sure discussions are respectful and focussed on principles and issues rather than personalities. Trans issues are often very highly charged and confusing and if there isn't some disagreement, it may mean people are not engaging or are hiding their real feelings. The most valuable learning often takes place when people are seriously committing to struggling through the issues, and to seeing a change in hearts and minds, rather than simply copying the 'right' language and behaviour.

**Practice unlearning gender bias.** Sometimes a person's preferred name or pronouns might be very different to our perception or experience of their gendered presentation, but all of us can learn to use the appropriate terms of address. For example, it may help to rehearse a line, or go over the right pronouns in your head before you say it out loud. Unlearning bias that you've taken for granted for many years might feel strange at first, but it gets a lot easier with practice. It may help to remember that trans people have to go through the same process



as they discover their communities too.

**Try not to be defensive** if you say something that's offensive; denying it's offensive only reinforces the offence created. Sometimes people are just different - you don't have to be able to relate to that from your own personal experience and sometimes this isn't possible. People often communicate what's necessary, you just have to tune your ears to the right frequency and listen to what people say.

**Sensitise yourself** to the diverse experiences of trans people by improving your knowledge; use the tips in Keys 1 and 7 to help you do this. Don't expect trans people to do all the education for you however. Immerse yourself in the trans community; there are plenty of in-depth books and lighter literature, comics, films and music by trans people for trans people so it need not always feel like a chore! You might also like to go to a performance or festival event. Independent learning is important to improve your understanding and reassure people that your desire for inclusivity is genuine.

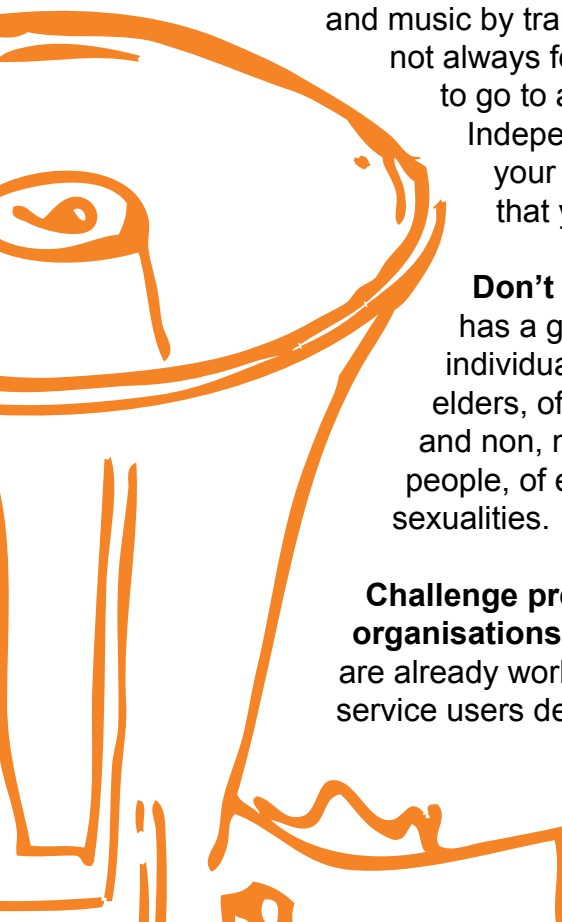
**Don't assume** that one form of oppression has a greater impact than others on an individual. Trans people are our youth, our elders, of every ethnic group, of all religions and non, non-disabled people and disabled people, of every class, of all genders and of all sexualities.

**Challenge prejudice in partnership with trans organisations.** Many trans community groups are already working on interventions to help their service users deal with the realities of daily life. Trans infrastructure is poorly developed at present and local groups are

under staffed and under-funded. Getting involved to support these groups achieve their aims can have a big impact on trans people's safety, and will demonstrate your commitment to trans inclusivity.

The Public Sector Equality Duty states that organisations can take positive action which is a proportionate means of people overcoming disadvantage, meeting their needs and enabling or encouraging people to participate. Organisations need to have some evidence to demonstrate the need for positive action but this does not have to be sophisticated or statistical in nature.

There are currently few places where trans people are welcome to be themselves. LGBT organisations can be a vital haven from transphobia and all such spaces are much needed by the community. Whatever steps you decide to take, the only wrong action is inaction.





## Voices from the movement: Marlin Swimming Group

Leisure centres present many barriers to trans people and are often a site of discrimination, harassment and violence. Manchester Pride supported Marlin, Manchester's free swimming group, to provide safe spaces for all trans people to exercise and be themselves.

*"We have exclusive use of the pool during this time. Changing facilities are individual cubicles around the side of the pool. You can wear whatever you feel most comfortable in, as long as it's safe to wear for swimming. So, for example, it's fine to wear a t-shirt - as long as it's not too loose. Oh, and as long as it's not a dark colour that's going to run and dye the water! The staff in attendance have been specially trained also, so no need to worry about that either."*  
[www.marlin.org.uk](http://www.marlin.org.uk)

## Reflections:

What are the similarities between homophobia and transphobia? What are the differences? How might this affect your response to your client?

What steps do you need to take to ensure your organisation is welcoming and serving trans people from BAME backgrounds?

What is the difference between 'good' and 'bad' humour? How can you tell? How might you intervene?

What are the chances of transphobia occurring in your organisation? What actions could you take to minimise the risk?

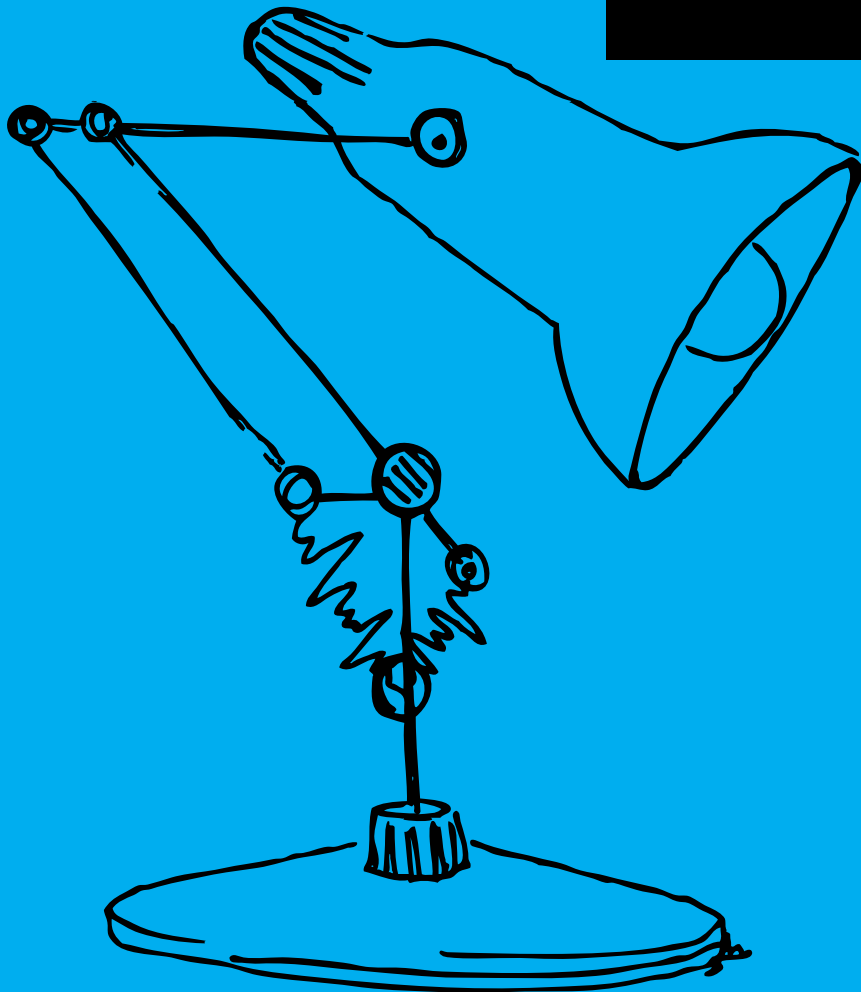
What are the opportunities to support trans community groups and challenge transphobia as a whole?

## Actions:

- Support people in your organisation who speak out about transphobic language and actions.
- Review your policies to ensure they cover gender identity.
- Support a piece of trans-inclusive legislation.

# KEY 5.

## CHALLENGE PREJUDICE: SPOTLIGHT ON HARASSMENT, ABUSE AND SEXUAL VIOLENCE



## KEY 5. CHALLENGE PREJUDICE: SPOTLIGHT ON HARASSMENT, ABUSE AND SEXUAL VIOLENCE

### What you need to know

This section explores in more detail the kinds of harassment, violence and abuse many trans people experience. Even if you do not directly provide services to people who experience hate crime, it may be that one of the people you work with is experiencing this issue. We feel it's important to share our knowledge with you. The more we know about transphobia, the more we can do to counteract it together. Cross reference this section with the information in Key 4, which provides general information on recognising the signs and symptoms of transphobia.

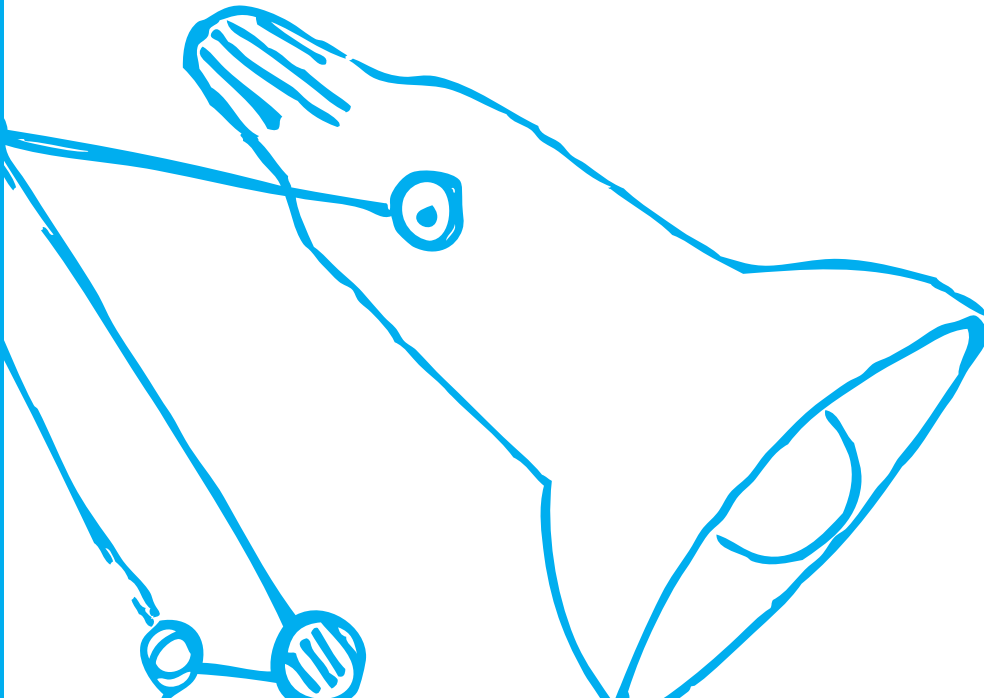
### NEIGHBOURHOOD HARASSMENT

Recent research on transgender experiences in Scotland found that 85% of respondents who had been perceived as trans by strangers on one or more occasion experienced transphobic harassment.<sup>14</sup> Neighbourhood harassment is a particular issue for trans people. The same research also found that over 1 in 4 trans people have to move out of their home due to transphobic reactions of families, flatmates or neighbours. The extent of the problem is masked because trans people may not disclose their identity to housing officers for fear they will experience further harassment and victimisation.<sup>15</sup> When they do disclose, their experiences may be compounded because victims are often treated as perpetrators.<sup>16</sup> Street homeless trans people face further barriers because shelters frequently separate by gender, exposing trans people to violence if their gender difference is exposed. Trans women are frequently excluded from women's shelters on the basis that they are not the women that they know themselves to be.

14. Morton, J. (2008)

15. Mitchell and Howarth (2009)

16. Whittle, Turner and Al-Alami (2007)





## Voices from the movement: housing priority need in Glasgow

*“A council in a large urban area of Scotland received a request from a trans man who had been resident in a rural council. They needed to carry out an assessment to see if he should be regarded as priority homeless in the urban area (and therefore eligible for their assistance) rather than from the location where he had previously been resident. The Homeless Team provided temporary emergency hostel accommodation whilst the assessment was being carried out. They liaised with the man to ensure his safety and dignity with various homeless accommodations available, giving due regard to possible transphobic harassment, and gave him a single room at a small male hostel which had a constant staff presence. After obtaining his permission, his key worker at the hostel and the hostel manager were discretely informed about his potential vulnerability as a mid-transition trans man, and the importance of maintaining his confidentiality in regard to other staff and hostel service users was highlighted. His homeless service case worker had previously received training on LGBT housing equality issues and was aware of the importance of being sensitive when asking questions about his housing history. She gradually established through their conversations that he had ended up homeless as a result of fleeing transphobic harassment from neighbours and also family members. She assisted him to access mental health services as he was experiencing severe depression and panic attacks.*

*A letter of support was accepted from an LGBT equality organisation as evidence of his need to stay in the city in order to access a trans community support group and also trans-knowledgeable mental health services.*

*The council accepted him as priority homeless and acknowledged that he was too vulnerable to be placed in accommodation where high risk offenders were. He eventually moved permanently into a small city centre bed-sit. He has not experienced any further harassment, is well integrated socially and his mental health is now improving”*

EHRC Public Sector Guidance (2010) *Provision of goods, facilities and services to trans people: guidance for public authorities in meeting your equality duties and human rights obligations*, Equality and Human Rights Commission

## DOMESTIC ABUSE

Recent research has indicated that trans people experience extremely high levels of domestic abuse, for example 80% of trans people had experienced emotionally, sexually or physically abusive behaviour from a partner or ex-partner, however, 60% of these people did not identify their experiences as domestic abuse.<sup>17</sup>

Changes in life circumstances often signify a flashpoint for domestic abuse. Gender transition is a huge change in life circumstances for many trans people, although the extent to which a person's gender identity is relevant will vary from case to case. However, when a survivor's gender identity is an additional catalyst for abuse, their experiences are not always recognised by support services.

The perpetrators of violence can be varied. Parents or partners may use threats or violence (to the survivor, their friends, relatives, pets or themselves) to try to stop a person being able to express their gender. Parents may abuse the power relations they have over their children into adulthood

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17. Roch et al (2010)

to control the survivor, for example, to stop them transitioning or coming out to relatives. A partner or family member may also experience abuse by being threatened with being 'cut off' if they make contact with the trans person, or by being 'caught in the middle' of the abusive situation.

Domestic abuse can occur as part of a pattern, or a one off instance where one person tries to exercise control over another. The following examples should be used with existing knowledge about the ways abuse may manifest in other areas of a person's life. Whilst they are not a definitive list we hope they can provide a better understanding of what can happen.

When gender identity is a catalyst for abuse, the abuser may:

Pick apart the survivor's personality and undermine them so they come to rely on the abuser as the benchmark for what is or is not acceptable. For example:

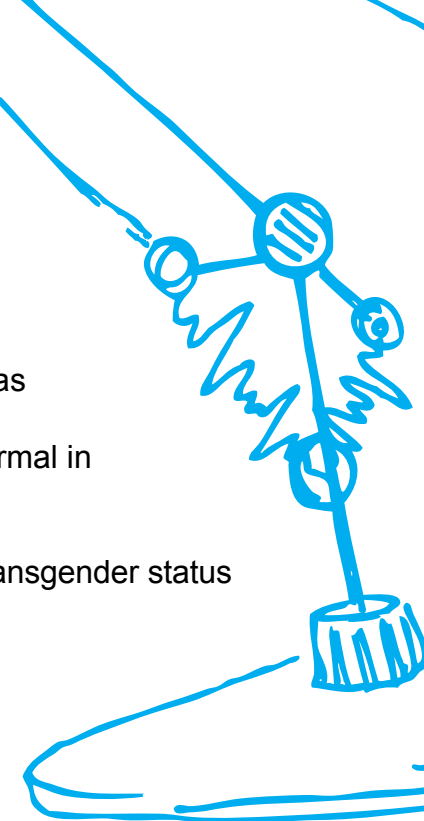
- Criticising mannerisms, appearance or voice as too effeminate or too masculine, or as being 'like a trannie'.
- Forcing someone to change their hairstyle or dress in a certain way.
- Destroying property such as photos, makeup or clothes.
- Destroying or hiding hormones, prescriptions or letters from medical professionals.
- Saying the survivor will 'never pass' as a 'normal' man/ woman, causing them to create an internal hierarchy between non-trans people, trans people who easily pass as male/female, and those who do not.

Exploit the survivor's internalised transphobia, for example by:

- Saying no-one else will find them attractive after they transition.
- Playing into a person's fear of isolation or social rejection by threatening to leave if the victim starts taking hormones.
- Encouraging the survivor to see themselves as abnormal, or perverse, or to believe that by transitioning they will make themselves abnormal in some way.
- Making someone feel ashamed about their transgender status and who they are.
- Manipulating the survivor to stop or feel they can no longer do hobbies or pursuits that are traditionally associated with their birth sex.

Use other manipulative or controlling behaviour including:

- Using a survivor's reluctance to involve service providers, or the risk of negative responses to trans people to discourage them from seeking help.
- Threatening to reveal the survivor's gender history to others without their permission (or the reverse, forbidding discussion about gender identity, e.g. with family members).
- Forbidding contact with family members or friends.
- Exclude the survivor from family events, or tell them they can only take part if they present in their birth gender.



- Many trans people are uncomfortable with their bodies, particularly before or during transitioning. Abusive partners can use this discomfort as a way of pressurising the survivor into unwanted sexual activity, or as a way of invalidating their gender identity.

## SEXUAL VIOLENCE

Experiences of rejection which impact on self-esteem, and negative stereotypes about trans people – for example the hyper-sexualisation of trans women, and the de-sexualisation of trans men, together with discomfort with body image, may impact on a person's ability to negotiate consent in sexual relationships.

This is compounded by a lack of accessible and empowering information (in terms of research, content and delivery) for people with gender different bodies, and because many trans people disassociate themselves from their bodies as a way of coping with their difference.

What is clear, however, is that trans people experience high levels of sexual violence. Roch et al report that 47% of trans people they surveyed had experienced sexual abuse from a partner or ex-partner.<sup>18</sup> More research is needed outside this context. Trans people also struggle to find support after an incident; they are frequently excluded from support services because of their gender history, or find themselves unable to access help such as rape crisis centres.

The point at which a person discloses their gender history (or the point at which a person is suspected of being trans) is often a trigger point for sexual violence. A person may be subjected to sexual

violence to try and stop them from being trans. Additionally, perpetrators of sexual violence may try to claim that they were 'deceived' or 'defrauded' into sleeping with a trans person to mitigate the offence. This is often based on the transphobic notion that the survivor – often a trans feminine person - was 'really' a man.

### Survivors of sexual violence

Trans survivors of sexual violence can also fall foul of stereotyped assumptions about their role in the violence. For example, that a trans person must have deceived the perpetrator about their true identity, or that trans women can physically defend themselves like men. This can lead to victims being treated as perpetrators. In reality, trans women on hormone treatment do not have a greater physical advantage than non trans women, there is more physical variation within the sexes than between them, and physical strength is no indicator of ability to defend oneself in the face of sexual violence, which can happen to people of any gender or sexuality.

Articulating and processing the experience of sexual violence may be further complicated by a person's relationship to their body and by their understanding of common stereotypes about sexual violence. For example, that it only happens to women.

In short, gender stereotypes are inaccurate and further complicate the situation for trans survivors, making it harder for them to get the help they deserve.

### What you can do

Make effective referrals: if someone is experiencing transphobia you can refer them to a specialist organisation like Galop. Make sure all staff are aware of the needs of trans clients, and have access to information and referral routes. You can develop your trans referral capacity and infrastructure through the following:

18. Roch et al (2010)

- Contact a range of organisations and ascertain how trans-inclusive they are.
- Build up a database of contacts that includes information on trans organisations and their capacity, and trans friendly people within larger organisations.
- Give your client all the information and your suggestions so they can make an informed decision about what's best for them.
- Check in with your client about their experiences of the service you referred them to – this will give you valuable information about organisations that can help, and will ensure your client gets the support they need.

Do effective advocacy:

- Be proactive in identifying transphobia.
- When you know a client's preferred name, gender, and pronouns, model this for other organisations, but do **not** say the client is on the trans spectrum unless they have given you explicit permission to do so.<sup>19</sup>
- Use your casework files to record when you modelled this information to external organisations. This will allow you to advocate effectively and consistently if the organisation is referring to a client by an inappropriate name, gender or pronoun.
- Go up the chain of command and press for awareness raising interventions or sensitivity training if you or your client experience transphobic attitudes or obstructive behaviour.

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19. Doing so effectively outs them without their permission and contravenes their rights to privacy as set out in the Gender Recognition Act. If they have changed their birth certificate you could also be liable for a fine.

## Ref lections

In what ways might gender identity be an additional catalyst for abuse?

How do gender stereotypes create additional barriers to getting help?

How might trans victims be treated as perpetrators? What could you do to avoid making this mistake?

What actions can you take to ensure a trans survivor of harassment, abuse or violence gets an equal level of help or support to their non trans counterparts?

## Actions

Build on the actions in key 4:

- Pick some relevant research referenced in this key, or in the 'resources' section in the appendix and read it.
- Follow the points above to develop your referral capacity and infrastructure.
- Conduct a case review of trans clients to discover any current gaps and inequalities in equality of service outcome/ delivery that exist.
- Make an action plan which addresses needs and gaps, and stick to it.

# KEY 6. ACKNOWLEDGE PAST MISTAKES



## KEY 6. ACKNOWLEDGE PAST MISTAKES

### Why is this important?

Many LGBT organisations were first established as gay, lesbian, or gay and lesbian groups. If your organisation does not have a history of trans inclusivity, this can act as a barrier to participation. This will need to be acknowledged and addressed if you are to achieve your vision of becoming a fully trans-inclusive organisation.

### What you need to know

LGBT organisations may have excluded trans people from participating on the same level as their LGB counterparts in a number of ways. For example: an arts group might have prevented trans women from accessing the female toilets; a policy organisation may advertise a job which states that only lesbian and gay people can apply; or a youth group may have looked the other way when others in the group deliberately mis-gendered a trans participant.

Past mistakes cause distrust and fears that mistreatment will happen again. Even if you were not personally responsible for these actions, it is important to acknowledge the impact they may have had. It's far better to take responsibility and commit to a new start than to play down their impact by pretending nothing happened.

It's important to appreciate that trans people who are considering getting involved in an organisation on a journey to trans inclusivity may be putting themselves out on a limb to be associated with that organisation. This is particularly relevant for LGBT organisations which have argued against trans inclusion in the past, for example,

using the fact that gender and sexuality are different parts of a person's experience to say that trans people aren't included. This can mean that trans people who do participate may be accused by their own community of disloyalty.

If you have made a mistake, don't worry. With work, it can be rectified.

### What you can do

- If you made a mistake, acknowledge it. If your mistake was public, you may need to ensure that your acknowledgement is too.
- Work to change the situation by implementing trans-inclusive policies and practices.
- Be honest – becoming trans-inclusive won't happen overnight.
- Be transparent – outline what your next steps will be and involve trans people in this process.

Remember that what you say really matters. People in leadership positions need to be consistently and visibly committing to their organisations' values around trans inclusivity, and their desire to integrate trans leadership, for meaningful participation and involvement to occur.

Rebuilding trust may take time, but it is worth it. You can make



a positive start by apologising to community leaders, but talking with a range of trans people to discuss ways forward is also important. It's vitally important to ensure that apologies are paired with concrete actions, both in the present and in the future. Trans people need to see you are acting on the decisions that you make; this proves you are not just 'paying lip service' but are genuinely committed to change.

## Reflections

Has your organisation done anything either now or in the recent past that may threaten trust from the trans community? What was the problem?

If you have made a mistake, what steps will you take to rebuild trust?

Are there any mistakes that you are worried your organisation is currently making, or might make in the future? What do you need to do to prevent this from happening?

Are there any barriers that trans people currently face that you are not addressing? What can you do to make sure trans people are able to participate on equal terms to their LGB peers?

Would external advice help you to move forward? What are the advantages and disadvantages of involving a consultant or trans advisory group?

## Actions

- Contact a range of trans people to discuss ways forward.
- Develop an overall plan that addresses past mistakes and highlights the corrective steps needed to prevent further deterioration in your relationship with the trans communities, and to rebuild their trust.
- Take positive action to prioritise trans needs and make trans inclusivity the default policy of your organisation.





# KEY 7. PLAN FULL TRANS INCLUSION IN PROJECTS, SERVICES AND LOBBYING WORK



## KEY 7. PLAN FULL TRANS INCLUSION IN PROJECTS, SERVICES AND LOBBYING WORK

Trans people are marginalised in LGBT and straight contexts. There are very few places that trans people can go, be safe and be themselves. Only 42% of trans people in Brighton said they currently enjoyed LGBT venues and events, whilst trans people (36%) are also more likely than other LGB people (16%) to feel uncomfortable when using mainstream services.<sup>20</sup> Trans positive organisations can provide essential opportunities for people who are often marginalised and excluded to access essential services, make new friends or gain new skills. Every trans-inclusive piece of work you do increases these options and can make a huge impact on the quality of people's lives.

Trans people are all ages, sexualities, races, religions and abilities, so don't assume that if someone is trans they will automatically want to be involved in trans specific work. Equally, don't assume they won't want to be. What's important is to facilitate programming that allows trans people to make these decisions on their own terms. By planning full trans-inclusiveness across all projects, services and lobbying/ policy work, organisations demonstrate their commitment to serving all LGBT people and put themselves in a position to fully capitalise on the diverse skills and experiences that trans people have to offer.

This key has the following sub-headings:

**PRIORITISE TRANS NEEDS**

**HAVE TRANS SPECIFIC PROJECTS**

**MAKE ALL GENERIC SERVICES TRANS-INCLUSIVE**

**AVOID COMMON MISTAKES WITH SERVICE PROVISION**

**PLAN INITIATIVES THAT MEET GENUINE NEEDS**

**A NOTE ON MONITORING AND EVALUATION**

**PRIORITISE TRANS NEEDS**

**What you need to know**

If your organisation has created barriers to trans participation in the past, even if these were unintended, (for example if your organisation has a long history of programming to meet the needs

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<sup>20</sup>. Browne (2008)

of LGB people, but there has been little shift in the way you work since the T was added) it may be necessary to redress the balance by prioritising trans needs. Positive action to encourage participation and prioritising trans needs communicates that your desire for inclusivity is genuine.

## What you can do

Whatever aspect of your organisation you decide to start with, it's important to commit to this work in partnership with trans people themselves. Be prepared to stand with trans people whilst allowing trans leaders to speak for themselves. By investing in solid partnership working with trans people we nurture potential leaders, and cultivate our future movement as a stronger whole.

## HAVE TRANS SPECIFIC PROJECTS

There is a massive need for trans-specific projects, but very few currently exist. Recent research has highlighted evidence of need across all areas of life. Trans people are three times more likely than LGB people to have an income of less than £10K per year.<sup>21</sup> Forty-five percent of trans people experience family breakdown when they come out as trans,<sup>22</sup> 36% have experienced homelessness,<sup>23</sup> 85% of those perceived to be trans by strangers experience harassment,<sup>24</sup> there are high levels of bullying and harassment in schools, and 53% of those who are known to be out at work experience harassment and discrimination. 84% of GP's and hospital staff disapprove of gender reassignment on the NHS.<sup>25</sup>

21. Browne (2008)

22. Whittle, Turner and Al-Alami (2007)

23. Browne (2008)

24. Morton (2008)

25. doctors.net survey (2004)

26. These 3 statistics taken from Mitchell and Howarth (2009)

Unsurprisingly, almost half avoid public, social and leisure services for fear of further discriminatory treatment.<sup>26</sup>

This means there are huge opportunities to deliver valuable and innovative pieces of work. Trans specific services are critical for because they:

- Enable you to design projects that meet specific needs around gendered and bodily experience.
- Are an efficient way to reach out to and involve the whole trans spectrum, including heterosexual trans people. (see Key 2, 'critical mass' for more details)
- Are an excellent platform to build strong partnerships with trans organisations as well as individual service users; many trans people have ideas about what they would like to do but are looking for the infrastructure and an opportunity to take this forward.
- Demonstrate commitment, essential if your organisation has inadvertently created barriers to trans participation in the past, or has biased LGBT services towards LGB people.

## MAKE ALL GENERIC SERVICES TRANS-INCLUSIVE

### Why is this important?

Trans people are more than the sum of their gender identity. Making all your generic work trans-inclusive will ensure that trans people who want to access these aspects of your organisation do not face additional barriers to doing so. It may well be that trans people who are already coming to your organisation do so because

of their sexuality rather than because of their gender identity. During the course of the focus groups we spoke to trans people who weren't out about their gender history because of uncertainty about how it would be received. Being trans-inclusive will improve their experience of your organisation and help you to attract new members.

Remember that many trans people are also straight. Fully trans-inclusive LGBT organisations include and welcome straight trans people in all aspects of their work.

### What you can do

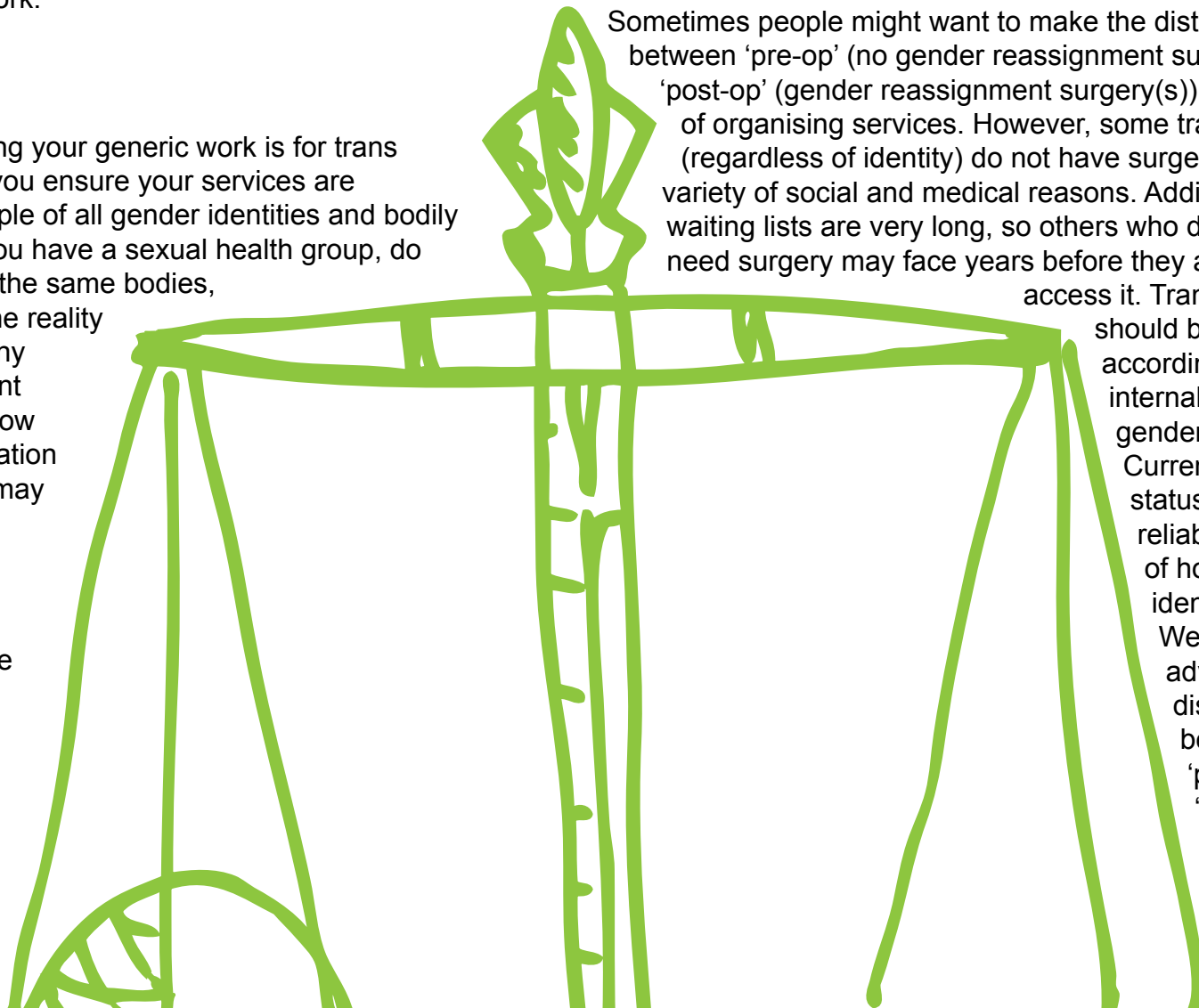
Assess how safe and welcoming your generic work is for trans people. Ask yourself how can you ensure your services are relevant and accessible to people of all gender identities and bodily experiences. For example, if you have a sexual health group, do you assume that all men have the same bodies, or do you base your work on the reality that men and women have many different bodies? This is relevant both for what you do, and for how you do it. See Key 3 for information on removing any barriers that may currently exist.

Make sure your campaigning work is consistently inclusive. This is essential to demonstrate your commitment to trans inclusion and will win a great deal of respect from trans people. Remember to include trans people alongside LGB people where the roots of discrimination are the same,

but actively seek out and engage with policy initiatives that affect their different needs as well. For more information about appropriate definitions and suggestions for future legislative change see our separate policy document, available from [www.galop.org.uk](http://www.galop.org.uk).

### AVOID COMMON MISTAKES WITH SERVICE PROVISION

Sometimes people might want to make the distinction between 'pre-op' (no gender reassignment surgery) and 'post-op' (gender reassignment surgery(s)) as a way of organising services. However, some trans people (regardless of identity) do not have surgery(s) for a variety of social and medical reasons. Additionally, NHS waiting lists are very long, so others who desperately need surgery may face years before they are able to access it. Trans people should be treated according to their internal sense of gender identity. Current surgical status is not a reliable indicator of how a person identifies. We would advocate not distinguishing between 'pre-op' and 'post-op' individuals, unless there is a very



specific reason for doing so (for example, you are hosting a support meeting for people who are considering surgery).

Under no circumstances should pre-op or post-op status be used to limit trans people's access to toilets or changing facilities, or affect their ability to participate in the life of an organisation. See Key 3 and Key 4 for more information on this issue.

If you are thinking about including 'drag' in your programming, be aware that different trans people have different opinions about and experiences of drag kings and queens. For some trans people, drag is or has been an integral part of their gender identity. However, many transsexual people do not identify with drag artists and cross dressers. Remember that transsexual and transgender women are often dismissed as 'transvestites' or 'men in drag' across society, as a way to deny them their identity and sanction discriminatory behaviour. Additionally, sometimes drag performers depict trans people and women in demeaning ways. Talented performers can use drag to point out the irony of our gender divided society and provide important ways to reconsider or laugh at the challenges it presents us. It is at its best when it brings affirmation to all of us, without putting down other members of our community.

## PLAN INITIATIVES THAT MEET GENUINE NEEDS

It's easy to waste valuable time and resources on projects that you think people may need or want, rather than taking the time to discover what the genuine needs are.

### What you can do

There are several steps you could take to find out what trans people in your area need. You could, for example:

- Refer to existing research which highlights evidence of need.

- Approach group leaders and ask for their input.
- Advertise your intent across the community and encourage people to propose short ideas.
- Recruit a 'trans advisory board' to help you plan your services.
- Conduct a needs assessment survey to get people's input.

Whatever method(s) you choose, this kind of planning is invaluable to make sure you are not duplicating existing provision and are working on the right kinds of groups and services.

Not every project or initiative you do will be of interest to all - trans people are extremely diverse. Keep a critical eye on which groups of trans people are accessing your services, and actively work to balance this out as time progresses.

## A NOTE ON MONITORING AND EVALUATION

Monitoring and evaluating can be a great way to help you measure how well you're doing – if it's done correctly. Asking the right questions can help you be more effective by understanding the needs of the trans people you work with, and enabling you to identify areas for further improvement.

However, the total population of trans people is not accurately known, and trans people are often extremely protective of their privacy, so may be wary of monitoring questions. In short, monitoring by itself will not achieve the full inclusion you desire, and numbers by themselves are not the only thing, or the most important thing to monitor, to check progress on trans equality.

The Charities Evaluation Service has a number of resources to help you monitor and evaluate your projects effectively; particularly

'Monitoring on a shoestring', 'Assessing Change', and 'Your project and its outcomes'. These are available free from [www.ces-vol.org.uk](http://www.ces-vol.org.uk). The Scottish Trans Alliance has also written extensive guidance on monitoring and questions about gender, which organisations might want to ask. Their document 'Transgender Equality Monitoring Guide' outlines the steps organisations need to take before data collection begins, gives sample questions, and explains what data these will generate. This document is available free from [www.scottishtrans.org](http://www.scottishtrans.org).

To view the questions Galop currently uses see Appendix 3 of this guide.

## Voices from the movement: Shine at Galop – Supporting the diverse lives and voices of trans people: Voice and movement workshops.

Shine@Galop, in collaboration with Central School of Speech and Drama, provided two eight week courses of voice and movement workshops for all trans people. It was Galop's first piece of trans-specific work.

### Why voice and movement workshops?

Whilst advocacy can address practical needs people have at difficult times, it can't always help with the affects of prejudice; that it cuts to the heart of who we are and can make us feel 'less than' other people. The workshops provided practical support that complemented Galop's existing advocacy work, and were designed to meet a trans-specific need. They responded to the fact that voice can be a problematic area for many trans people; it is often the difference between 'passing' as the person you know yourself to be, or experiencing prejudice. In short, the workshops explored specific aspects of embodied experience, relevant to trans people, that non trans people don't face in the same way.

### What was the ethos?

The emphasis on the course was about having the freedom to be yourself. The workers were clear that the workshops were not about 'teaching

people how to sound 'like a man or a woman' or enforcing a hierarchy of normative gender expression; instead practitioners worked with each individual to connect up to the voice that felt right and comfortable for them. This was a physical and reflective process, achieved through deep relaxation and visualisation techniques, as well as exploring breath, resonance and pitch. In order to encourage engagement with different physical and vocal behaviours in a safe atmosphere, there was a strong spirit of play in the sessions.

Here's what participants had to say:

*"Many thanks to the facilitators and organisers. They did a fantastic job. It was brilliant having something just for us as trans people – made me feel really valued."*

*"Once again, thank you. It's changed my view of transness (and being trans) from solely a negative one to a potentially positive one."*

*"[The course] has come at just the right time – when I am really thinking about how I can change my body and voice to better express who I am. Very relevant."*

*"As a teenager I was so withdrawn I dropped out of studies at GCSE level, whilst both my sisters went on to get degrees. The material selected for readings was fantastic and the course boosted my confidence sufficiently that I enrolled on a course at uni. Thanks Galop!"*





## Reflections

Is the 'T' a relatively new addition to your organisation? If so, how is this history affecting your current approach to LGBT work?

Is the work you have done so far achieving the level of inclusion that you desire? What are the opportunities for further action?

To what extent is your generic LGBT work truly affirming of trans people, their identities and their needs?

What kinds of needs and issues might trans people face that non trans people don't? What actions could you take to develop further understanding and meet these needs?

How could you ensure your work is effective?

What are the opportunities for constructive and inclusive responses to legislation that affects trans people? What effects could this have?

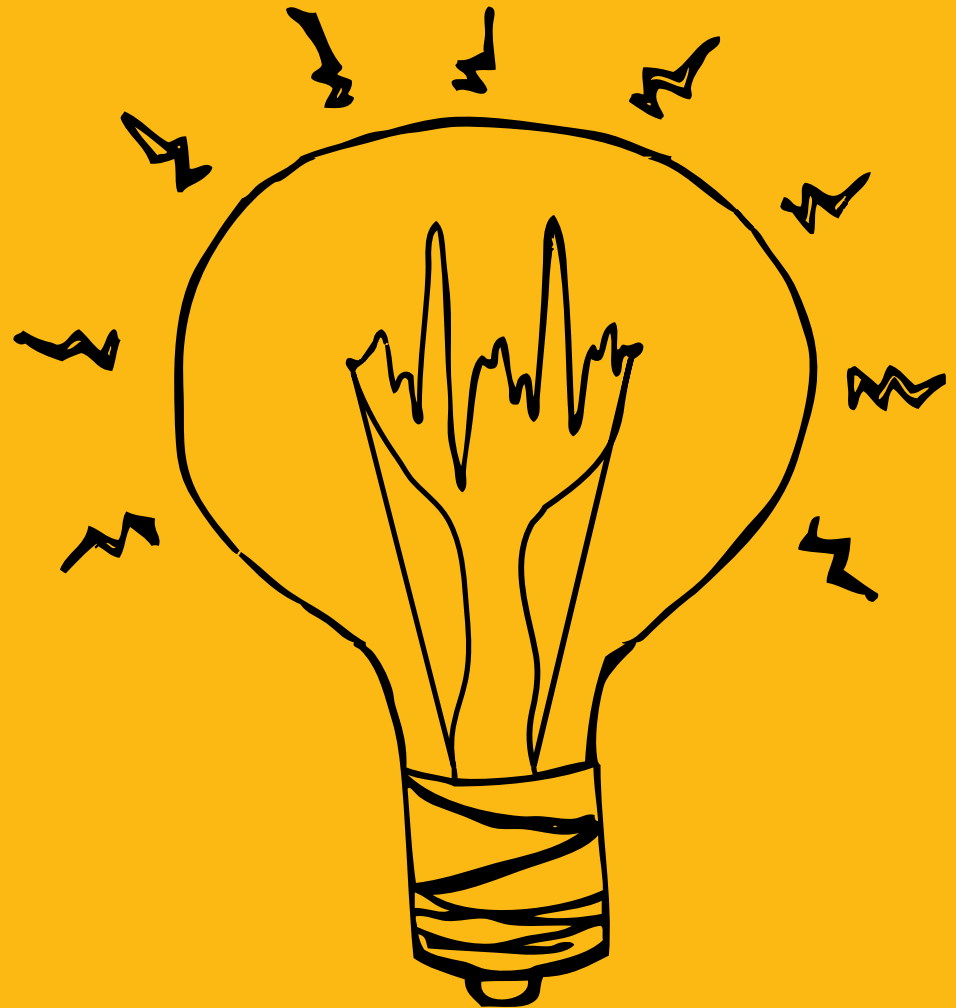
## Action points

- Prioritise trans needs and incorporate this into your action plan.
- Talk with trans people about their ideas for specific projects.
- Make space for heterosexual trans people in your programming.
- Advocate for trans rights. Create opportunities for trans people to be involved in achieving our rights and work alongside us as an ally.





# KEY 8. UNDERSTAND TRANS EXPERIENCES



## KEY 8. UNDERSTAND TRANS EXPERIENCES

### Why this is important?

Developing your understanding of trans experiences is essential to ensure your organisation is genuinely meeting the needs of its constituents. Trans people, just like gay and lesbian people, have to deal with discrimination. Equally, trans people are not just 'victims'; they bring unique perspectives on gender that few other people have. After years of struggle, finally being able to proclaim to the world how you really are can be a very liberating and affirming experience, not only for trans people but for those around them too.

To work effectively you will need to develop an understanding of trans people's experiences, a fluency in the languages of gender identity (see glossary) and an ability to confront learned gender bias by using the correct names and pronouns (see Keys 3 and 4).

### What you need to know

Some trans people experience a lifetime of stigmatisation, humiliation and discrimination. They may be rejected by their families of origin, bullied or excluded from school because of their appearance or because they wear the uniform of the gender they know themselves to be. They may be dismissed from work when their employers find out that they are trans, and unable to get back in to the employment market because of bad references from transphobic employers or prejudice at interviews. Trans people also encounter routine discrimination and overt hostility when trying to access services, including LGBT services.<sup>27</sup> See Keys 4 and 5 for more information.

27. Whittle, Turner and Al-Alami (2007)

If a client appears to be standoffish remember that past experiences mediate how future interactions play out. Developing a hard 'exterior shell' is one way to survive expectations of a negative response. As a focus group participant put it, "*You have to be rude to people so you don't get hassle*". Remember also that if someone comes across as a bit socially awkward at first, it may be because they have been socially isolated in the past. However, once people know that you are genuinely accepting of them and their identities, they may start to open up to you.

In order to work respectfully and sensitively with individuals, it's important that you know the reality of trans people's lives. This can affect the questions you may ask. Things which you might take for granted asking a non-trans person are often sensitive for trans people, for example, their name or gender, or questions about their bodies (see Key 3 for more information on this issue).

Finally, understanding trans people's experiences means recognising that trans people, like many people, have to balance their lives with the reality of discrimination. Whilst at times gender identity issues may be all-consuming, at others a person might not think about this at all; trans people live full lives with all the same passions that non trans people have.

### What you can do

We are all human, and it's ok to not to know everything, to make mistakes and occasionally be insensitive. Reflect on what happened, however, and try not to make the same mistake twice.

Undertake your own research: appendix 4, 'Resources', is a good

place to start. It is important to talk to trans people about their experiences, but trans allies shouldn't expect trans people to do all of the educating for us. After all, non-trans people don't have to constantly teach others about what it's like to live in their gender identity. There are a huge variety of books, both academic and light literature, films both conventional and avante garde, comics, zines, music and performances out there at our disposal, as well as plenty of information on the internet.



## Reflections

Where did you first hear about trans people?

Has anyone ever told you not to do something because it wasn't how boys or girls were 'supposed' to behave? How did that make you feel?

How would you feel about coming out as trans to your family? How do you think they would react?

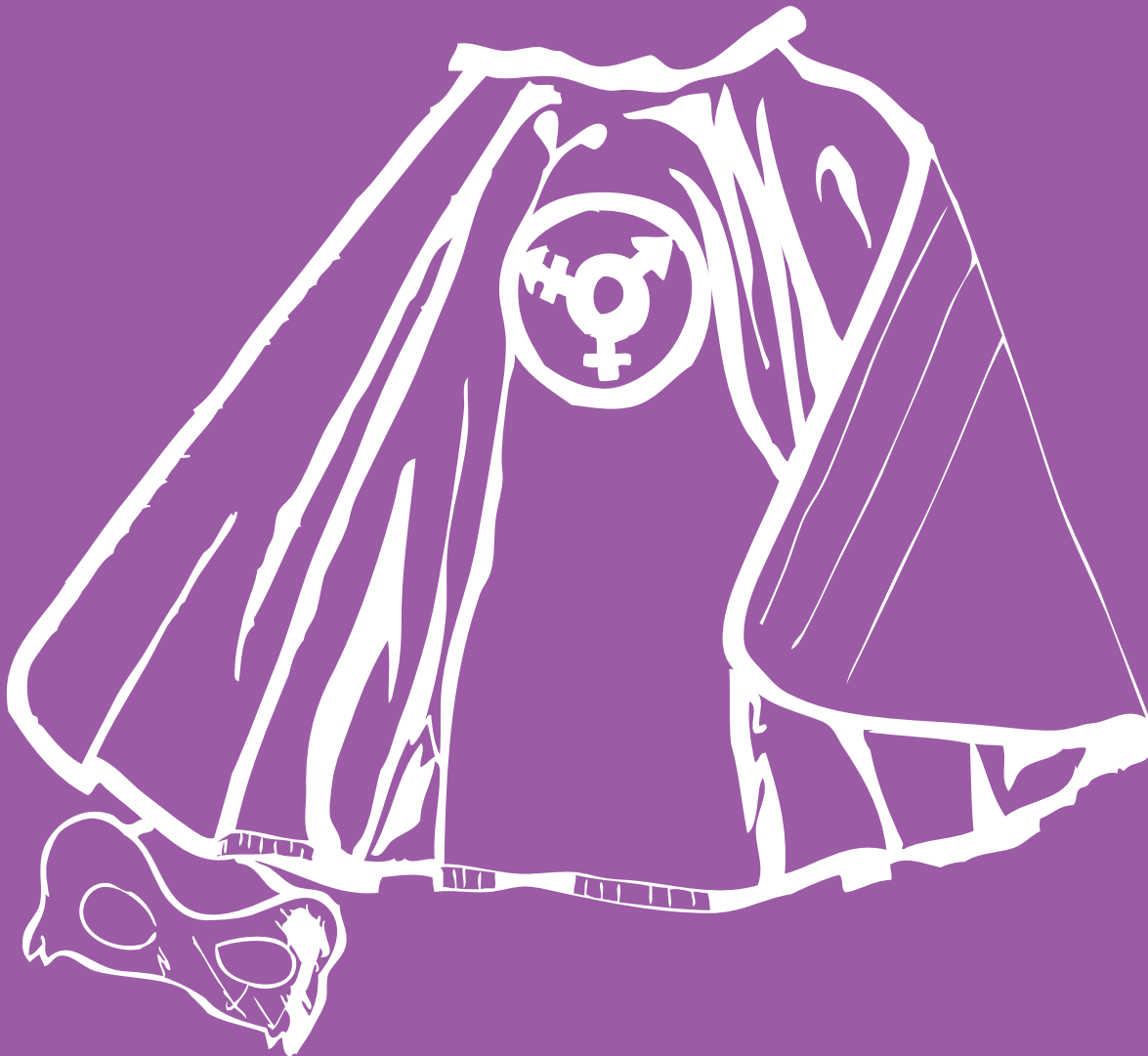
How do the trans people you know differ from popular portrayals in the mainstream media?

## Actions

- Immerse yourself in trans culture: listen to trans stories by talking to someone in person, watching a film, reading a book or going to a performance.
- Look up the resources section at the back of this appendix and select one to explore.
- Speak out when you hear people stereotyping trans people.
- Learn appropriate terminology and make sure your organisation is using it.



# KEY 9. BE AN EFFECTIVE ALLY



## KEY 9. BE AN EFFECTIVE ALLY

***“If you are neutral in situations of injustice, you have chosen the side of the oppressor. If an elephant has its foot on the tail of a mouse and you say that you are neutral, the mouse will not appreciate your neutrality.” Desmond Tutu.***

The trans movement, like all movements for equality, needs the help of allies. It is important to understand your role as an ally to make your organisation trans-inclusive.

### What does this mean?

To be an effective ally, you will need to become knowledgeable about the experiences of trans people and the issues that they face. When allies recognise that transphobia is taking place, they do not remain silent but stand up for trans people, whether or not they are present at the time. Allies can also play a crucial role by helping to nurture the capacity and the potential for trans leadership through the work they do.

### Why is this important?

Ultimately, trans equality will never be achieved if trans people are the only ones working for it. Just as LGB people need straight allies, trans people need the help of non-trans people in government and across the voluntary, community, statutory and private sectors to make change happen.

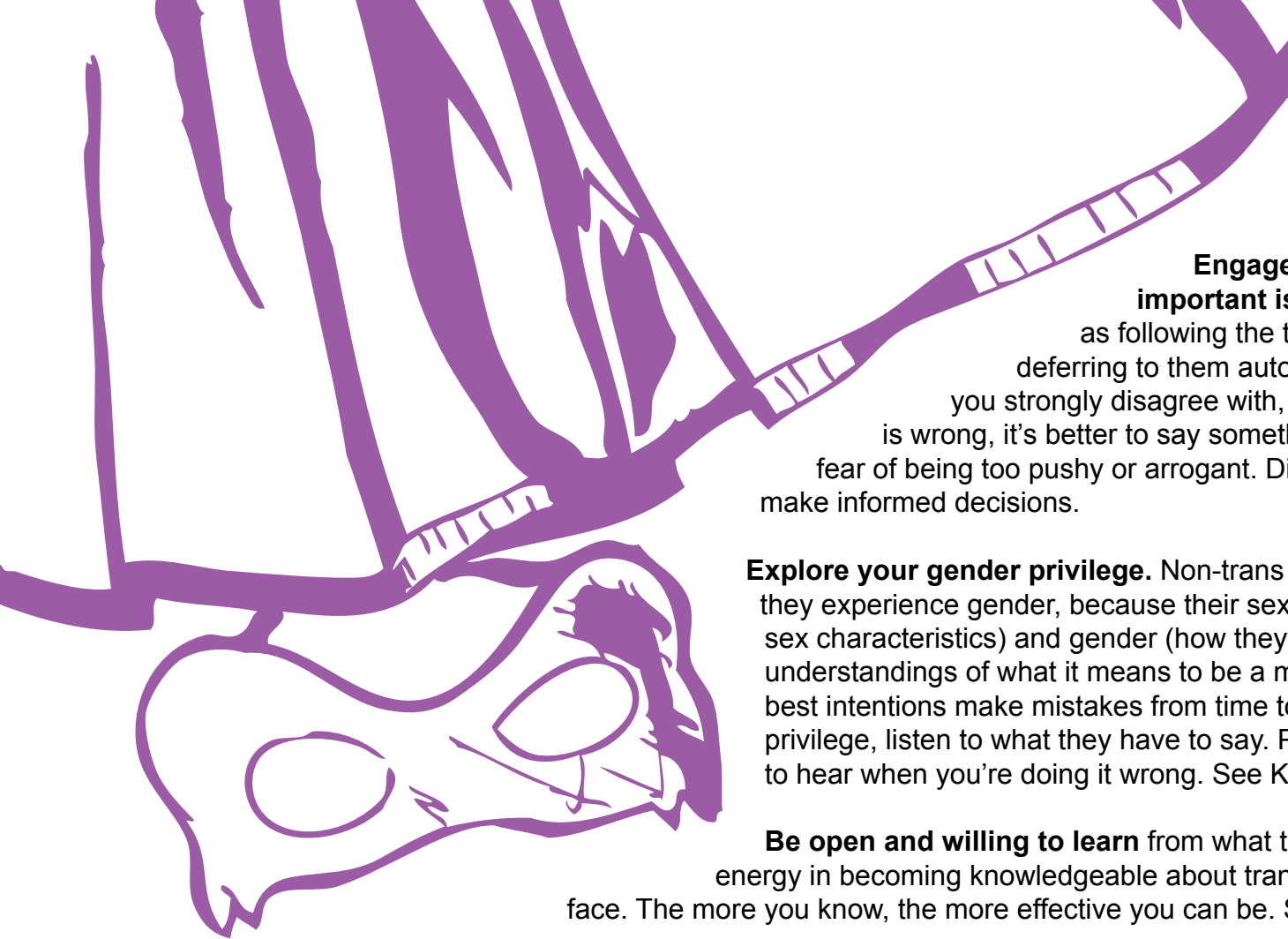
Sometimes non-trans people worry about their right to speak out on trans issues, when it is not an identity they hold for themselves. However, it's important to use this perspective, because it brings

a huge amount of power to the movement. Non-trans people are often thought of as being more balanced, rational and objective than trans people when it comes to advocating for trans issues, because they are not thought to have any self-interest in bringing about change. Allies are therefore much more likely to be taken seriously than trans people when campaigning on the same issues. In fact, many non-trans people find they enjoy this work more than their LGB activism because using their privilege as an ally means they can be more effective in facilitating change. Our identities may be different, but what we have to give is complimentary and can work to make a stronger whole.

### What you can do

**Be a trusty sidekick:** trans people need you to get involved, but it may not be appropriate for you to set the agenda. Trans people need allies to give input into discussions, and to use all their knowledge, social and cultural capital, contacts, skills and critical thinking abilities to help them move towards their aims. Using your active listening skills is really important in these situations to ensure they can fully tap into your potential too.

**Facilitate decision making processes:** trans individuals are just as diverse as LGB people and differences of opinion are common. It can be easy to feel immobilised by a lack of consensus. However, leaders in LGBT organisations often have a responsibility to act, even when people don't agree about what actions are the right ones to take. If a group is struggling to make a decision, allies have a key role to play in facilitating discussion to help move towards constructive action. Allies can bring complementary skills; whilst



they don't have life experience as a member of a group, they may be more able to take a step back and look at the 'big picture' of a given situation.

**Engage in frank and upfront discussion on important issues.** Being an effective ally is not as simple as following the trans activist you usually work with and deferring to them automatically. If someone says something that you strongly disagree with, or suggests a course of action that you think is wrong, it's better to say something in a respectful way, than say nothing for fear of being too pushy or arrogant. Differences of opinion can help everyone to make informed decisions.

**Explore your gender privilege.** Non-trans people are privileged with respect to how they experience gender, because their sex (chromosomes, hormones, secondary sex characteristics) and gender (how they see themselves) match up with social understandings of what it means to be a man or a woman. Even people with the best intentions make mistakes from time to time. If someone pulls you up on gender privilege, listen to what they have to say. Part of being an effective ally is being willing to hear when you're doing it wrong. See Key 4 for further details.

**Be open and willing to learn** from what trans people have to say. Invest time and energy in becoming knowledgeable about trans experiences and the issues trans people face. The more you know, the more effective you can be. See Keys 4, 5 and 8 for further details.

**Speak out for trans people.** Use your ally power when you recognise the signs and symptoms of transphobia, even if trans people aren't present at the time. Even if you're just letting a friend know that what they said was unacceptable, you're being an effective ally.

**Keep your trans 'hat' on** when you are being an ally. This is essential to ensure your organisation does not just consider and act on issues that affect LGB people. Think of your role as being personally responsible for trans-inclusivity in your organisation.

Non-trans people have a tremendous power to transform our communities, both within the LGBT sector and across society more generally. Together, we have an opportunity to use it for the greater good.

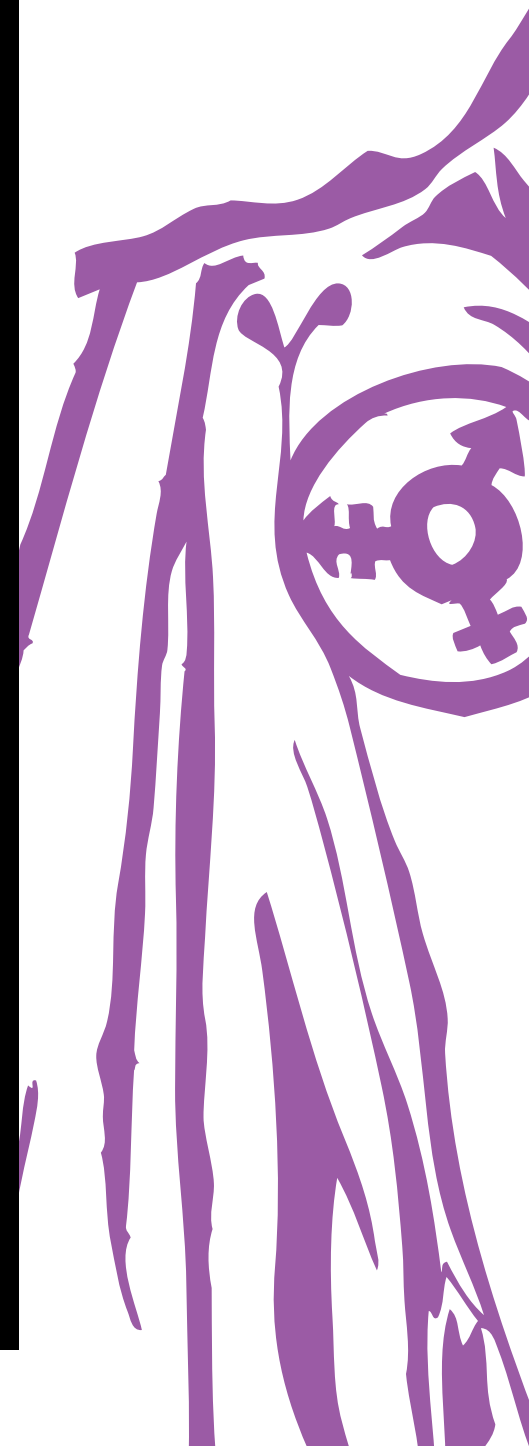
## Voices from the movement: ally experiences

*Human rights principles such as equality, respect, freedom, autonomy and dignity inform all the work I do, but it wasn't until someone named it that I began to think of myself as a trans ally. I have some very close friends who have transitioned; my understanding of the challenges they faced informs my being an ally, but the humanity of friendship is the strongest driver. A lesson I learned early on is not to make assumptions and a challenge has been not being afraid to ask. Sometimes both these things are linked; for example, I have learned to not be afraid to ask what pronoun people prefer, sounds like not much of a challenge, but I found that directness quite hard. But persevering has opened so many doors. Getting involved in trans events can be bloody good fun, take Transfabulous for example, what a hoot! And I have made some lovely friends.*

**Tim Brogden, LVSC**

*Human beings are incredibly complex and we are all different from each other. In a world where we're constantly told what to think, who we are and how we should behave, I believe it's vitally important that people's right to self-define is supported. And these rights are usually challenged by those who would prefer us all to be the same. This is why it is important, as people who self-define, that we stick together – we are the people who can truly celebrate diversity. But we still face challenges and they are sometimes ones that we think have already been won! For example, we recently became aware that a local authority had reviewed its anti-bullying and better inclusivity guidelines for teachers, and there was a suggestion that the focus should change to be solely be on homophobia but not transphobia in schools. We took a strong stance saying that we could not work on the guidelines unless trans issues were included. We also stressed that, as the local authority had previously included trans issues, it would be an enormously retrogressive step and much harder to change later on. The local authority guidelines now reference homophobia and transphobia. I like working as a trans ally because the level of apathy I encounter in my work can be soul destroying. Getting involved with trans people I have met so many pro-active individuals who are in it to change things. It's really energising!*

**Lou Hart, Director, Camden LGBT Forum**





## Reflections

What have you already done as a trans ally? What would you like to do more of in the future?

Do you think of yourself as a trans ally? Why or why not? If not, what are your reservations about doing so?

As a trans ally, what authority do you have to take concrete actions on trans inclusion in your organisation? How might you use this ethically?

What concrete actions have you taken? What actions would you like to take?

## Action points

- Use the resources section in the appendix to improve your knowledge.
- Stand up for trans equality in your workplace. Support colleagues who do the same.
- Use your power as an ally to take action on trans inclusion in your organisation.
- Make a list of things you would change in your organisation. Tackle them one by one.



# KEY 10. HAVE FAIR EMPLOYMENT PRACTICES



# KEY 10. HAVE FAIR EMPLOYMENT PRACTICES

## Why is this important?

The workplace is a common setting for discrimination and as a result, many trans people are either unemployed or self-employed. Fifty-three percent of people who are known to be trans in the workplace experience harassment and discrimination,<sup>28</sup> and 42% of those identifying an unfulfilled need for gender transition cite their workplace as the reason for them not living in that gender.<sup>29</sup> Anti-trans workplaces contribute to reduced productivity, decreased motivation, and loss of skills. Having fair employment practices will ensure trans people are able to fulfil their potential and that your organisation is able to benefit from their skills and expertise, as well as remaining legally compliant.

## What you need to know

For details of your legal obligations, and your protections as a trans person, refer to appendix 2 at the back of this resource. What is important to remember is that the law is simply that: the law. It provides an important baseline about legal and civil equality but it is not the be-all and end-all of best practice. Every right and every responsibility has to be enacted to have meaning or effect. This means organisations doing something to make things fairer, safer and more equal for trans people. If the law is a baseline, then the rest of this resource should be the best practice that all organisations aim for. Please bear this in mind as you read about your legal rights and/or responsibilities in appendix 2.

28. Morton (2008)

29. Mitchell and Howarth (2009)

## Recruitment: what you can do

**Include trans positive statements when advertising recruitment opportunities.** For example, 'We particularly welcome applications from women, BAME and trans people.' A history of exclusion from 'LGBT' communities means trans people do not automatically assume organisations will welcome their experience unless this is explicitly stated. Statements like this encourage more trans people to apply.

**Make sure trans people know you are recruiting:** follow the same rules about distributing information as you would for other aspects of your trans-inclusive work. Refer to Key 2 to ensure that trans people also get to hear about the vacancies you have.

**Make all application forms trans-inclusive:** If you ask about gender in your application forms, ask yourself if you really need to know that information. If so, make sure you're including



options beyond male and female and say why you need this information. (see appendix 3 for more information).

**Clarify your 'previous employment' section with a sentence** that recognises not everyone's 'career path' follows a straightforward route, and that this is ok. Recognising that some people take career breaks, do voluntary work or are excluded from their usual work and have to take other options whilst transitioning, may facilitate disclosure of gaps and sideways turns in work experience. It also benefits others, such as those with children or mental health issues who may be equally well placed to carry out the advertised role.

**Clarify your expectations around formal dress at interview**

Applicants are often expected to wear clearly gendered formal clothing to interviews. Trans applicants, particularly gender queer and androgyne applicants, may worry they will be discriminated against if they wear the clothes that feel most appropriate to their gender. If inviting applicants to formal interviews, consider including a statement which applies to all genders, such as 'no jeans or t-shirts', and emphasise that people should wear the clothes they feel are most appropriate, regardless of gender. This sends out a clear message that your organisation welcomes all trans people. See 'dress codes' below for more information.

**Keep an open mind about references:** the Gender Recognition Act states that referees are legally obliged to protect trans people's privacy by always using the name and gender requested by a former employee when writing references, even if they transitioned after they worked for that organisation. Despite these protections, however, many trans people experience discrimination and harassment in the workplace (1 in 10 are dismissed as a direct result of their gender identity<sup>30</sup>) and this can effect the quality of references they are able to give.

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30. Morton (2008)

## New staff members: what you can do

**Set a positive tone** when welcoming trans members of staff. If a person has a gender non conforming appearance, clarify which pronouns a person prefers and model them for the rest of the staff team, for example, through an introductory email. Clarifying pronoun use gives staff a lead to follow and sets an example that it is unacceptable for trans people to be treated as anything other than the gender(s) they know themselves to be. See Key 3 for guidance about pronoun use.

**Protect privacy and confidentiality.** Trans people are extremely protective of their privacy, and not all trans people are out about their gender history. Being 'out' is different for trans people than lesbian and gay people. For example, when a transsexual person completes a medically supervised transition they may not see themselves as being under the trans umbrella. Their transsexual history may be seen as a medical issue, which has now been resolved, and so is no longer relevant to their lives. As such, it is disrespectful to insist on calling them trans, or transsexual. They should be treated as the men or women they know themselves to be.

Equally, some people in a trans person's life may know about their gender history, but others may not. Sometimes these different spheres may come together in the workplace, for example if a person receives a phone call from an organisation that is not aware that they have changed their name. In this case, passing on a message openly could out them. Treat the situation discretely; you may want to clarify who the message is for by asking for a surname, and deliver it via email or in private. Trans people should be given autonomy and control about who they are out to. People whose gender identity matches their body can take this for granted, whereas trans people don't have the same options. Keep your employees' confidentiality at all times, ask how they want to be referred to and known, and support them in whatever decision they make.

## Employment issues: what you can do

### **Understand the subtleties of transphobic harassment.**

Harassment from colleagues or managers often starts with refusals to use the new name and pronoun of the person undergoing gender reassignment, objections about sharing toilet facilities with the trans person, and violations of the trans person's privacy rights through inappropriate questions and malicious gossip. If left unchallenged by the employer, this can escalate. See keys 4 and 5 for more information.

**Protect all your staff** by ensuring your organisation has well publicised, consistent and inclusive policies that include gender identity/expression in the workplace. Make sure any diversity training includes information on the issues trans people face. Take action on potential problems as soon as possible.

**Introduce a domestic abuse and hate crime policy** outlining how to support employees who experience abuse and prejudice. The policy should include heterosexual and same sex domestic violence and give staff time to arrange alternative accommodation, or go to the police for example, during work time if necessary.

**Make supervisions supportive.** It is standard practice to schedule time into staff supervisions to address intra or extra-organisational factors that impact on employee's ability to do their work. Trans people may find this particularly helpful to raise any additional needs.

**Work with employees to set achievable goals** for increasing their effectiveness in reaching and serving trans people. When doing staff evaluations consider how well an employee has worked towards trans inclusivity throughout the year.

**Change employment records swiftly to reflect an employee's gender identity** if they transition on the job. This is a legal

obligation. Trans people don't need a gender recognition certificate, or any form of medical intervention, to change their records. They have the right for people to respect their identity from the start.

**Make sure any written or unwritten dress codes apply equally to all** for example 'no jeans or t-shirts during office hours'. If employees need to change into a uniform, such as for an outreach event, make sure everyone is offered a safe and private place to do so.

**Don't allocate rooms by gender** if employees are required to stay in a hotel overnight and sharing rooms is necessary. Like many people, trans people may be particularly shy or uncomfortable about having bodies that are different to others. If they are not public about their gender history, sharing a room may out them. Both these issues can make a trans person hesitant about approaching an employer to discuss the matter, if a decision has already been made. If sharing is unavoidable, make sure they can pair up with a trans-friendly colleague. Talk to your employee about what they would prefer before you make any decisions.

**Don't discriminate against trans people with their healthcare needs.** Trans people may need time off for doctor's appointments and surgeries, but appointments are often cancelled or rescheduled at short notice. Trans men who require lower surgery often struggle with this as employers often do not realise that it involves a series of operations rather than one to complete.

**Update sickness and leave policies** to make sure that transition related absences (such as counselling, hair removal, vocal therapy





and surgeries) are treated fairly and are in line with your other related policies on medically necessary treatment to allow reasonable time off.

**Consider ways you could actively support employees who transition on the job** for example, arranging for everyone to sign a 'congratulations' card when they change their name.

The employment practices you have can radically affect how accepted and valued trans people feel by your organisation. Positive employment practices will avoid risk, improve recruitment and retention, and increase productivity. They will also enhance your reputation amongst the trans communities, by sending a clear message that you are genuine about trans integration. Be a model of best practice with trans inclusivity - what you do now can really make a difference.

## Reflections

Do you have trans employees in your organisation? How inclusive do they think you are? If you don't have any trans employees, why is that the case?

Are you advertising jobs so that trans people know they can apply? Do you place advertisements in places they will find?

Consider your policies. Do they support non-medical needs, eg support with name change, email change etc as well as medical needs?

If one of your service users expressed discomfort with a trans member of staff, how would you react and what would you do?

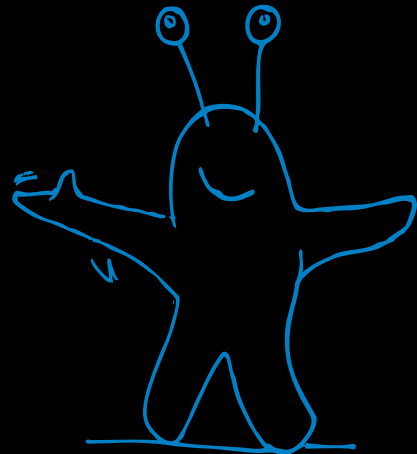
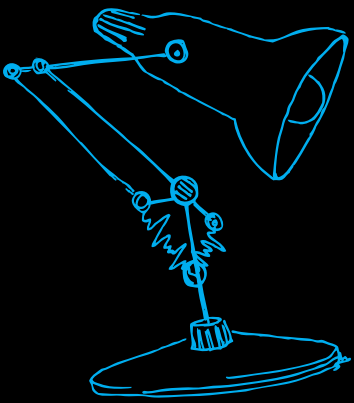
## Actions

- Make sure your organisational equalities policies reference gender identity.
- Update your absence and sickness policies to ensure transition related procedures are treated as medically necessary.
- Make a procedural guidance note listing all computer and paper records of employees' gender and guidance about how to update them if an employee notifies you they are trans.
- When doing employee evaluations and organisational action plans consider effectiveness in reaching trans communities as one of your points.





# REMINDER OF KEYS



# REMINDER OF KEYS

## 1. Full integration at every level

- Trans people are more than just clients. Fully inclusive organisations have trans people involved at all levels, from trustees through to volunteers.
- Don't rely on one trans person to act as the 'lead' on trans issues. Even if a person is seen as a leader in the community, not all trans people are likely to view them as such.
- Integration at every level enables you to better reflect the communities you serve, and take full advantage of the insights trans people can bring.

## 2. Reach out and engage a broad range of trans people

- Not knowing any trans people is not an excuse. They can be found.
- Successful engagement strategies accommodate the different ways that the trans voluntary and community sector operates and recognises the different places trans people might visit.
- Remember trans people are diverse. Notice who is not present and use this to inform your future strategy.
- Outreach needs to be ongoing to be successful: concentrate on building reciprocal relationships that will last.

## 3. Create a welcoming environment

- Address the physical, verbal and written barriers that block trans people from participating on an equal level with their non-trans peers. This will protect you from claims of indirect discrimination

and demonstrate that you are serious about trans inclusion.

- Make sure your toilets are trans inclusive; trans people have the right to pee in peace! Some trans people also need changing rooms to go to and from events in safety.
- What you say really matters – pay special attention to names and pronouns, and watch language on websites and forms.

## 4. Challenge prejudice

- Trans people have a right to participate in LGBT space without being made to feel uncomfortable.
- Transphobia is about intolerance of gender variance. It can be active (intentionally going against gender variant people) or passive (not recognising or allowing for the fact that gender variance exists)
- Recognise the signs and symptoms of transphobia so you can minimise the risk and address it when it does occur.
- Remember: the only wrong action is inaction.

## 5. Challenge prejudice: spotlight on harassment, abuse and sexual violence

- Trans people experience high levels of neighbourhood harassment, domestic abuse and sexual violence.
- Be proactive in identifying transphobia - trans people should not have to 'act the educator' when they approach organisations for help.
- Adjust referrals and advocacy protocols, taking positive action where necessary, to ensure trans people get an equal level of service.

## 6. Acknowledge past mistakes

- Past mistakes can lead to a breakdown in trust, and act as a barrier to re-engagement because of fears that mistreatment will happen again.
- Work to change the situation by implementing trans inclusive policies and practices, and making trans inclusivity the default policy of your work.
- Be honest and transparent – change won't happen overnight. Outline what your next steps will be and include trans people in this process.

## 7. Plan full trans inclusion in projects, services and lobbying work

- LGBT services should celebrate and welcome LGBT people equally.
- There is a need for trans-specific services. Generic services should also be fully inclusive.
- If your organisation has created barriers to trans participation in the past, or has inadvertently biased LGBT services towards LGB people, prioritising trans specific services is an essential step to redress that balance and start to rebuild trust.

## 8. Understand trans experiences

- Being trans is different from being gay.
- Trans people, like many minority groups, have to balance their lives with the reality of discrimination – but they are not 'victims'.
- Developing a nuanced understanding of trans people's experiences will help you unlock their potential and provide a context for your future work.

## 9. Be an effective ally

- The trans movement, like all movements, needs the help of allies. Trans equality will not be achieved if trans people are the only ones working for it.
- Trans people don't need others to set the agenda, or make decisions for them; be a trusty superhero sidekick – Robin to trans people's Batman.
- Use your ally power to speak out on trans issues, and think of yourself as personally responsible for progressing trans inclusion in your organisation.

## 10. Have fair employment practices

- Trans people have many unique and valuable skills to offer. But your organisation will only benefit from their expertise if they can fulfil their potential.
- Remember trans people should be given autonomy and control over who they are out to. People whose gender matches their body can take this for granted, whereas trans people don't have the same options.
- Make sure policies and work ethics support trans people in their roles, and that trans people get to hear about upcoming vacancies.

# GLOSSARY

All this guide can give is a general idea of commonly used terms in the UK. Language changes between different countries and over time.

**Androgyne** Someone whose gender is neither male nor female.

**Bi-gender** Someone whose gender identity is both masculine and feminine.

**Cisgender** A synonym for non-trans people. It comes from the Latin 'cis' which means 'on the same side' and is used to describe someone who is comfortable in the gender they were assigned with at birth.

**Cross dresser** Someone who wears clothes that are traditionally or stereotypically worn by the other sex, but who usually does not intend to live full time in another gender to the one they were assigned with at birth.

**FTM** Female to male transsexual or transgender person.

**Gender dysphoria** A medical term for the persistent discomfort and/or inability to live as a member of the gender a person was assigned with at birth.

**Gender identity** Whether a person feels like a man, woman, combination of these or neither.

**Gender non conforming** Someone who does not subscribe to the dominant ideas of male and female behaviour.

**Gender queer** Someone who uses their gender variance to challenge dominant social categories of male and female.

**Gender reassignment surgery** Surgery to reconstruct secondary sex characteristics. The aim of these procedures is to make a person's gender identity and physical body congruent with each other, thereby reducing gender dysphoria. Surgeries differ between FTM and MTF individuals and involve a number of procedures. Not all trans people undergo surgery for a variety of social, medical and personal reasons.

**Gender stereotype** Powerful socially sanctioned (yet repressive) ideas about what men and women should look like, who they are and how they should behave. E.g. that gender is binary, sex is determined birth and cannot be changed, or that all doctors are male.

**Gender variant** A synonym for 'trans'. It describes behaviour, expression or identity that does not conform to dominant gender norms of male and female.

<b>MTF</b>	Male to female transsexual or transgender person.
<b>Pass</b>	The act of being seen as the gender(s) you know yourself to be.
<b>People with a transsexual history</b>	when a transsexual person who wants to live fully and permanently in the gender opposite to the gender they were assigned with at birth completes their transition they may not see themselves as being under the trans umbrella. They may see their transsexual history as a medical issue which has now been resolved and so is no longer relevant to their lives. As such, it is disrespectful to insist on calling them trans, or transsexual. They should be treated as the men or women they know themselves to be.
<b>Sex</b>	Male, female, intersex: it's about your hormones, chromosomes, genitalia etc.
<b>Sexual orientation</b>	Who you are attracted to.
<b>Stealth</b>	The act of passing in your 'target gender' without disclosing one's transsexual history, usually because it is irrelevant, e.g. 'living in stealth mode'.
<b>Trans</b>	An umbrella term to describe people whose gender identity is different from the sex they were assumed to be at birth.
<b>Transgender</b>	Distinguished from transsexual: a person who experiences gender dysphoria but does not undergo medical intervention. It is also used by some as a 'longhand' for 'trans'.
<b>Transition</b>	The process of becoming the gendered person you know yourself to be.
<b>Transsexual</b>	The diagnostic category for people with gender dysphoria. The ICD-10 (International Classification of Diseases 10th Ed.) describes transsexualism as “[a] desire to live and be accepted as a member of the opposite sex, usually accompanied by a sense of discomfort with, or inappropriateness of, one’s anatomic sex, and a wish to have surgery and hormonal treatment to make one’s body as congruent as possible with one’s preferred sex”. Some people with transsexual diagnoses self-identify simply as the men and women they know themselves to be, whilst others have less binary gender identities.

**Trans man** See 'ftm'.

**Trans woman** See 'mtf'.

**Visibility** Describes issues arising from the paradox that whilst current language and social structures are lacking in their ability to describe and therefore make visible some people's gender identities – and that these people remain unwillingly invisible, for others the goal is to move towards being able to be accepted within currently recognised definitions.

# APPENDICES

# APPENDIX I. THE JOURNEY TO A TRANS-INCLUSIVE ORGANISATION

Although the path of each LGBT organization towards full trans inclusion is different, there are some common stages. Different organisations spend different amounts of time in each stage, and may experience these in a different order. This is not always a linear process but we hope to show the ways in which organisations change over time as they become more inclusive. It is helpful to examine these different stages to see that LGBT organizations do face similar challenges to trans-inclusion and learn how other organizations have moved through the process of becoming fully transgender-inclusive

## Stage One: Not on the radar

Organizations in this stage have not yet recognized that they have an exclusionary posture and practice regarding transgender people. They typically don't have a "T" in their name and have not developed their mission statements to involve, serve or celebrate transgender people. They have no out transgender people on their staff or board; they make no attempt to serve trans people or make their facilities or events trans-affirming or accessible. There are no policies to address transphobia or harassment, so jokes about gender non-conforming people, if they occur, go unchallenged. The organization makes no alliances with organizations that serve or advocate for the rights of trans people.

## Stage Two: Not in the mission, but trans people are welcome

Leaders and members of these organizations may be personally welcoming of transgender people, but the organization itself still has a mission that only mentions sexual orientation or LGB people.

People running these organizations may say they are not sure how to be trans-inclusive, since they may believe they don't know any transgender people. They may believe that there is no need to be trans-inclusive because they are not aware whether an active transgender community even exists in the area. In this stage, individuals in the organization or on the board may challenge anti-transgender attitudes, but there is no organizational commitment to addressing this systematically, and no larger trans-affirming policy work.

## Stage Three: A trans-inclusive mission and possibly the beginnings of trans-inclusive programming and/or advocacy

An organization in this stage has either incorporated transgender people in their mission or they were founded with a trans-inclusive mission originally. However, their trans-inclusion may be mostly on paper. In many ways, the "ethic" of the LGBT movement has evolved so that there is now an expectation that groups have a "T" in their name, and this may have been the motivation for developing a trans-inclusive mission. Yet, the actual activities of the organization may not have caught up to the change in mission,



leaving transgender people to have negative or mixed experiences with staff or at events.

An organization in this stage may also be doing some things to realize their mission, such as ensuring that educational events/ programs include transgender people as speakers, posting event notices on transgender list serves, and using the term LGBT instead of LGB. But while transgender people are invited to participate, there is no effort to recruit trans people into leadership positions.

#### **Stage Four: The organization's work is trans-inclusive and there is greater trans involvement throughout the organization**

Organizations in this stage have missions that are trans-inclusive and they take this seriously. The work of the organization reflects the needs of LGB and T people most of the time, and there are transgender people at most levels of the organization, from volunteers to board members. In terms of its policy work, organizations at stage four commit to policy work that is fully inclusive of transgender rights and concerns.

This stage includes organizations that sometimes do things that are not fully trans-inclusive. Their name may not be trans-inclusive, they may not have fixed all of the physical space issues that block trans people from fully participating, or there are some people affiliated with the organization who are not fully on board with trans-inclusion or don't know how to be.

Nonetheless, there is an institution-wide commitment to understanding and addressing the needs of transgender people. Anti-trans jokes and attitudes are recognized, confronted and challenged. Transgender people feel positive accessing services and coming to events. Trans people on staff have access to the same advancement opportunities as their LGB peers.

#### **Stage Five: The fully-inclusive organization that prioritizes transgender work**

The fully transgender-inclusive organization has trans people involved at all levels. Even if the organization is very small, trans people have a significant presence and the activities of the organization always reflect the needs of transgender people as well as LGB people. Safe, accessible bathrooms are the norm. Organizations at this stage recognize that there are some activities that need to be done specifically to meet the needs of trans people and it is an organizational priority to get these things done. For example, a political advocacy organization at this stage would be actively working on ensuring that transgender people can get driver's licenses and other documents that reflect the gender they live as, in addition to the other legislative priorities of the organization such as relationship recognition bills.

At a stage five organization, there is a recognition and true culture of celebration around the vibrant legacy of transgender leadership in the LGBT movement. Transgender leadership is seen as bringing essential talents and perspectives to any effort undertaken."

***Reproduced with kind permission from: Mottet, L. and Tanis, J. (2008). Opening the Door to the Inclusion of Transgender People: The Nine Keys to Making Lesbian, Gay, Bisexual and Transgender Organizations Fully Transgender Inclusive. New York: National Gay and Lesbian Task Force Policy Institute and National Center for Transgender Equality.***

## APPENDIX 2. WHAT THE LAW SAYS

This section outlines what the law says about the rights of trans people and the responsibilities of employers, service providers and other organisations to promote those rights.

The law has made progress in asserting trans people's rights but it is by no means perfect. The persistence of the use in law of the phrase 'gender reassignment', even when this explicitly includes all trans people (as in the Equality Act 2010), creates a legal context which appears to emphasise gender identity as a physiological and/or medical issue relating to binary gender identities. Although the legal reality is usually more inclusive, a phrase like 'gender reassignment' can confuse an organisation about who is included under these rights.

A second problem with the law is that there are limitations and loopholes. Some rights are limited to those with Gender Recognition Certificates. Other laws appear to give rights but then leave huge gaps, such as those around gender-specific facilities and services. Although trans people do have rights and organisations do have responsibilities in these situations, the legal ambiguities don't help.

What is important to remember is that the law is simply that: the law. It provides an important baseline about legal and civil equality but it is not the be-all and end-all of best practice. Every right and every responsibility has to be enacted to have meaning or effect. This means organisations doing something to make things fairer, safer and more equal for trans people. If the law is a baseline, then the rest of this resource should be the best practice that all organisations aim for. Please bear this in mind as you read about your legal rights and/or responsibilities in this section

### What definitions of trans are used in law?

The legal phrase laws use is 'gender reassignment'. The legal definition comes from the **Equality Act 2010**. It defines 'gender reassignment' as a 'protected characteristic'. This gives anyone coming under this definition legal protection against discrimination, harassment or victimisation. It also puts responsibilities on organisations and employers to prevent both direct and indirect discrimination against anyone with this protected characteristic. Public organisations also have a responsibility to promote equality and the opportunity to take positive action to promote the equality of those with the protected characteristic.

In terms of defining 'gender reassignment', the Equality Act says:

*"A person has the protected characteristic of gender reassignment if the person is proposing to undergo, is undergoing or has undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex."*  
Equality Act 2010

The Equality Act does not say explicitly that someone has to be under medical supervision.

The legal definition doesn't overtly use the words **trans**, **transgendered people**, or people with **gender variant** or **genderqueer** identities. However, the legal definitions emphasise *a process* (or *any part* of a process) of transition, not any specific surgery or treatments or even any assumed end point of transition. Both legal definitions also include physiological *and other* characteristics of sex as part of the definition. This could include

social characteristics (e.g. dress).

It is too early for there to be case law to explicitly test what these terms might mean legally but the inclusion of a *process* of transition alongside a broad range of physiological *and other* expressions should be taken to include all trans people.

## How should employers and organisations interpret gender reassignment?

The Equality Act explicitly states that the use of the terms 'gender reassignment' and 'transsexual' **in law** includes *all people in a process of transition* under the definition of protected characteristic.

Employers and organisations need to know that the use of the phrase 'gender reassignment' or 'transsexual' in law does not only refer to those undergoing surgery or taking hormones or those with Gender Recognition Certificates. It includes all people planning or in any part of a process of transition from the gender they were assigned at birth to their acquired gender identity. This includes those who change their name, pronoun and/or clothes, regardless of plans (or not) about surgery/hormones.

The advice to organisations is to take whatever action is necessary to enable an employee or service user to be treated equally in their chosen gender identity and to prevent any discrimination or harassment that might occur. Not to do so is in breach of the Equality Act and may itself constitute direct or indirect discrimination.

## YOUR RIGHTS AS A TRANS PERSON

Wherever you are in your process of transition, wherever you are aiming to get to and however you define your gender identity, you have these rights:

- To be included in the protected characteristic called 'gender reassignment'.

The word trans is an umbrella term to describe people whose appearance, personal characteristics or behaviours differ from socially accepted stereotypes about how men and women are 'supposed' to be. Its use here does not imply that everyone coming under this umbrella uses this term to define themselves.

## YOUR RESPONSIBILITIES AS AN ORGANISATION

These responsibilities apply to your employees, volunteers, service users and/or customers and to your organisational procedures:

- To include all trans people in the legal protections and responsibilities of the protected characteristic called gender reassignment.
- Regardless of the point that someone is at in their process of transition, to take action to protect them from direct or indirect discrimination and harassment.
- Regardless of the point that someone is at in their process transition, to address the trans person in their chosen name and pronoun in written and verbal ways.
- Regardless of the point that someone is at in their process of transition, to enable them to work or use services and facilities as the person of their chosen gender identity.

## Rights around discrimination, harassment and victimisation

The Equality Act 2010 gives public bodies a specific duty to prevent the discrimination of people who come under the protected characteristic of 'gender reassignment' (see above). This includes all trans people.

These are the definitions of discrimination, harassment and victimisation in the Act:

### Discrimination

The Equality Act defines two types of discrimination: direct and indirect. Both are unlawful. Direct discrimination is when someone is treated less favourably because of their protected characteristic.

Indirect discrimination is when something is done that puts someone with the protected characteristic at a disadvantage compared to someone without the protected characteristic and the disadvantage can't be shown to achieve a legitimate aim (see below).

### Harassment

Harassment is defined as unwanted behaviour that has the purpose or effect of violating a trans person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

It also counts as harassment if someone engages in unwanted conduct of a sexual nature which has the purpose or effect as above. It is harassment if a trans person rejects this conduct and is then treated less favourably.

In deciding if another person's conduct has the purpose or effect

## YOUR RIGHTS AS A TRANS PERSON

Wherever you are in your process of transition, wherever you are aiming to get to and however you define your gender identity, you have these rights:

- Not to be subjected to discrimination, harassment or victimisation.
- Not to be treated less favourably or put at a disadvantage because you are a trans person.
- Not to work or receive a service in an environment that violates your dignity, whether or not this was the intention.
- Not to work or receive a service in an environment that feels intimidating, hostile, degrading, humiliating or offensive, whether or not this was the intention.

- Not to be subjected to unwanted, unreasonable sexual conduct from someone else.
- Not to be treated worse because you complain about unfair treatment.

The word trans is an umbrella term to describe people whose appearance, personal characteristics or behaviours differ from socially accepted stereotypes about how men and women are 'supposed' to be. Its use here does not imply that everyone coming under this umbrella uses this term to define themselves.

of violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment, it will be considered whether it is 'reasonable' for the conduct to have that effect.

## **Victimisation**

Victimisation is when someone is treated worse because they complain or take action about the discrimination or harassment they've experienced. Such action can include:

- bringing proceedings under the Equality Act
- giving evidence or information in relation to such proceedings
- doing anything in connection with the Equality Act
- making an allegation that someone has contravened the Equality Act.

## **YOUR RESPONSIBILITIES AS AN ORGANISATION**

These responsibilities apply to your employees, volunteers, service users and/or customers and to your organisational procedures:

- To ensure that the organisational environment does not violate someone's dignity or create an intimidating, hostile, degrading, humiliating or offensive environment, whether or not this was the intention.
- Not to treat people less favourably or put people at a disadvantage because of their gender identity or because they've complained about unfair treatment.

All public bodies have to follow what is called the Public Sector Equality Duty. This Duty covers three responsibilities:

- to eliminate discrimination, harassment and victimisation against anyone with a protected characteristic
- to promote equality of opportunity between people with and without a protected characteristic
- to foster good relations between people who do and don't share the protected characteristic.

Promoting equality includes removing the disadvantages experienced by trans people, meeting trans people's needs and encouraging trans people to take part in public life or other activities where participation is disproportionately low.

Fostering good relations includes tackling prejudice and promoting understanding between people who do and don't share a protected characteristic.

The Public Sector Equality Duty applies to organisations that aren't public authorities but are doing public functions (for example, commercial leisure organisations running the local authority's swimming baths and charities running housing or advice services).

The Equality Act states that the Public Sector Equality Duty still applies even if the numbers in a protected group are small. The Equality and Human Rights Commission note, for example, that organisations may have a very small number of staff who are trans but the impact on them of harassment at work is likely to be very significant.

The Duty states that it is permissible to treat a group of people sharing a protected characteristic *more* favourably than those without if this action achieves the above aims. It states that organisations can take positive action which is a proportionate means of people overcoming disadvantage, meeting their needs and enabling or encouraging people to participate. Organisations need to have some evidence to demonstrate the need for positive action but this does not have to be sophisticated or statistical in nature.

## YOUR RIGHTS AS A TRANS PERSON

Wherever you are in your process of transition, wherever you are aiming to get to and however you define your gender identity, you have these rights:

- For public authorities to take action to make things fairer for you and make it more possible for you to participate.
- For public authorities to treat you more favourably if this will make things fairer in the end.

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## YOUR RESPONSIBILITIES AS AN ORGANISATION

These responsibilities apply to your employees, volunteers, service users and/or customers and to your organisational procedures:

- To take action to implement the Public Sector Equality Duty.
- to treat trans people more favourably if you have some evidence that trans people are discriminated against, have different needs or participate less in things.



## Specific rights at work

The Equality Act 2010 states that employers must not discriminate against trans people in terms of:

- who they do or don't give jobs to
- the terms of people's employment
- who gets access to promotion, transfer, training or other benefits, facilities or services
- who is chosen for dismissal and redundancy and how this is done.

The Equality Act also states that employers can't discriminate against trans people because they need time off work in relation to their process of transition. People should not be treated less favourably than if they were off work through sickness, injury or for any other reason. This includes any absence because people are proposing to undergo, are undergoing or have undergone the process of gender reassignment or any part of it. This could reasonably include time to attend any sort of appointment or meeting associated with transition, or meet the needs of any part of the process, not just medical or hospital appointments.

It is unlawful for an employer to treat a trans person unfairly because they've complained about discrimination.

Employers also can not instruct another agency to discriminate (e.g. a recruitment agency working on behalf of an employer).

### CRB Checks

When people apply for certain jobs such as teaching, care work and voluntary work which may involve work with children or vulnerable adults, the prospective employer is required to check the police record of the potential volunteer or employee, through the Criminal Records Bureau (CRB). Two types of check are available,

a Standard Disclosure and an Enhanced Disclosure. A Standard Disclosure will reveal spent convictions, unspent convictions, cautions and warnings. An Enhanced Disclosure will reveal any other relevant information held locally by the police, such as a police warning.

If someone has previous names that they do not want to disclose at work, the CRB has a confidential checking process which prevents disclosure to the employer. To do this the applicant should contact the CRB's Sensitive Applications Team on 0151 676 1452. There is a process which leaves the 'previous names' section on the form blank but gives the information confidentially to the CRB.

However, even with this sensitive checking process trans employees and volunteers may experience difficulties. Someone may not want their employer to know about their trans identity and may feel that it will raise questions by not filling in the form in the usual way. Even if their employer does know, someone may not want to tell their employer about previous names. And there are inherent problems in getting bank accounts, utility bills and other forms of documentation in enough numbers and over a long enough period of time for trans people to use for a CRB check.

For all these reasons, employers need to be sensitive to the anxiety and difficulty posed by a CRB check. There are things employers can do to make sure staff are not put in an awkward position. For example:

- Have a nominated person who deals with all CRB checks in a confidential manner and make sure they are trans aware/friendly and that staff/volunteers know this.
- Do not deal with CRB checks and forms in an open plan office.
- Ensure the nominated staff member dealing with CRB checks maintains strict confidentiality of notes and forms (secure and

confidential within the organisation, not just in terms of outside).

- Deal with the CRB procedure in the same way for everyone so individual staff members/volunteers are not singled out, assumptions made or people forced to 'out' themselves. Make sure all staff/volunteers know about the confidential/trans friendly nominated person, processes about names and ID, and the CRB Sensitive Applications Team information.

## YOUR RIGHTS AS A TRANS PERSON

Wherever you are in your process of transition, wherever you are aiming to get to and however you define your gender identity, you have these rights:

- To be treated equally in terms of access to employment, transfer, training, redundancy and work benefits.
- not to have to work in an environment that is intimidating, hostile, degrading, humiliating or offensive
- To be protected from discrimination and harassment from other employees, customers or people using the organisation's services.
- To have time off to attend appointments or meet needs associated with transition.
- Not to be victimised because you complain.
- For your CRB check to be handled confidentially and sensitively.

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## YOUR RESPONSIBILITIES AS AN ORGANISATION

These responsibilities apply to your employees, volunteers, service users and/or customers and to your organisational procedures:

- To treat all employees equally in terms of access to employment, transfer, training, redundancy and work benefits.
- Not to ask or let a third party treat trans employees, customers or service users unequally.
- To ensure that the work environment is not intimidating, hostile, degrading, humiliating or offensive to trans employees, volunteers, customers or service users.
- To take action to protect employees from direct or indirect discrimination and harassment from other employees, customers or people using the organisation's services.
- Not to bow to pressure from other employees or service users to sack, move or deal differently with trans employees.
- To allow trans employees time off work to attend appointments or meet needs associated with transition in line with standard sickness procedures.
- Not to victimise a trans employee, volunteer, customer or service user because they make a complaint.
- To operate a sensitive, confidential CRB checking procedure for all staff/volunteers.



## Specific rights in the provision of goods and services

The Equality Act 2010 states that any service provider offering services to the public (for payment or not) must not discriminate against someone needing that service in terms of whether or how they provide the service or for any other reason. This discrimination could mean:

- Refusing to provide someone with a service.
- Providing someone with a lower standard of service.
- Providing someone with a service on worse terms.

It also states that public services must not discriminate, harass or victimise someone, even if they are not directly providing the service (i.e. it is contracted out to a commercial agency).

### Gender specific facilities

Guidance from the Equality and Human Rights Commission states that organisations providing gender specific facilities, such as changing rooms in leisure centres, should treat trans people as the gender in which they present, and therefore allow access to these facilities.

See keys 3, 4 and 5 for further guidance.

## YOUR RIGHTS AS A TRANS PERSON

Wherever you are in your process of transition, wherever you are aiming to get to and however you define your gender identity, you have these rights:

- Not to be refused a service or given a worse standard service because of your trans identity.
- Not to be discriminated against or harassed by a service organisation.
- Not to be forced to use separate facilities or those inappropriate to your gender identity.
- Not to be unlawfully discriminated against in terms of gender-specific facilities in your chosen gender.

The word trans is an umbrella term to describe people whose appearance, personal characteristics or behaviours differ from socially accepted stereotypes about how men and women are 'supposed' to be. Its use here does not imply that everyone coming under this umbrella uses this term to define themselves.

## YOUR RESPONSIBILITIES AS AN ORGANISATION

These responsibilities apply to your employees, volunteers, service users and/or customers and to your organisational procedures:

- To treat all service users equally and not to discriminate or harass a service user, or refuse a service or offer a worse service because of someone's trans identity.
- To enable everyone to use gender-specific facilities/services appropriate to their gender identity (not to do so would be unlawful discrimination).
- To protect people using gender-specific facilities/services from harassment or discrimination by other service users (services may be legally liable if they don't take reasonable steps to prevent this).

## Specific rights in education

There is no specific protection for discrimination in education. However, the Equality Act 2010 does cover employment in educational facilities and access to vocational training. It says that trans people can't be treated unfairly in accessing or completing vocational training. Such discrimination is unlawful.

### YOUR RIGHTS AS A TRANS PERSON

Wherever you are in your process of transition, wherever you are aiming to get to and however you define your gender identity, you have these rights:

- To be covered by equal employment rights as a worker in an educational setting (see employment section above).
- To get equal access to vocational training.
- Not to be treated unfairly as a student on a vocational course to the extent that you are forced to leave the course before it ends.

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### YOUR RESPONSIBILITIES AS AN ORGANISATION

These responsibilities apply to your employees, volunteers, service users and/or customers and to your organisational procedures:

- To treat all employees equally, as covered by the employment section above.
- To take all action required to enable a student starting or going through a process of transition – or any trans person – to have an equal chance to finish a vocational course.
- To ensure that all trans applicants have equal access to vocational courses.

## Specific rights around privacy

### **For people applying for, or with, Gender Recognition Certificates**

The Gender Recognition Act 2004 gave legal recognition to people in their acquired gender. The process of doing this involves applying to the Gender Recognition Panel for a Gender Recognition Certificate which, if issued, enables someone to get a birth certificate in their acquired gender.

It is an offence for anyone in an official capacity to disclose that someone has applied for a Gender Recognition Certificate, whether or not they have been given one, or that someone has a Gender Recognition Certificate.

Unlawful disclosure applies to spoken, paper and electronic communication and includes disclosure by an employer, manager, colleague, administrator or anyone working in an official capacity for a public agency or service provider.

There is a specific exception to this relating to procedures in court or police investigations, if the existence of a Gender Recognition Certificate is materially relevant to the case. However, disclosure should be a very rare situation.

Someone with a Gender Recognition Certificate can agree to disclosure if they think it is in their interests but their consent to this must be explicit.

It is an offence for an employer or organisation to demand to see someone's Gender Recognition Certificate. Ignorance of the law about this is not a legal excuse against committing this offence.

### **For people without a Gender Recognition Certificate**

Many trans people do not have, and may never have, Gender

Recognition Certificates. Employers and organisations should be clear that people's rights and good practice around privacy and confidentiality are not solely confined to those with Gender Recognition Certificates.

Anyone can change their name by a straight-forward legal procedure called a 'statutory declaration'. This document entitles the holder to be addressed by their chosen name on legal documents (such as a passport or tax document) and in data held by organisations.

Organisations should change their records if an employee, volunteer or service users changes their name. This can happen when someone has a statutory declaration and/or when they inform the organisation of the change. To refuse to do so is direct discrimination under the Equality Act 2010. This is particularly important for those people who transition whilst in a job or whilst receiving a service and for those agencies which hold records on people for a long time (e.g. GPs).

Organisations also have a duty to ensure that staff, contractors and other service users use people's chosen names and pronouns (Equality Act 2010). Not to do so can amount to direct discrimination.

People should be aware that disclosure of someone's gender identity using information obtained through social contact is not an offence.

See Keys 5 and 10 for further guidance.

### **Advice for organisations gathering demographic information**

It is not an offence for organisations to keep data about employee or service users' gender identity if the information is gathered and held anonymously or the individual explicitly agrees.

The Public Sector Equality Duty asks public organisations to gather information about service users and staff in order to take positive action towards equality (see above). This information may be difficult and/or sensitive to obtain. Organisations may be able to gather information through engagement with relevant local community organisations or by analysing national information. If organisations do ask service users/staff for anonymous information about gender identity, they must explain why the information is being collected, what it will be used for, and how privacy will be protected. The purpose of information-gathering (as well as any legal requirements around storage or dissemination) should be explained to staff responsible for data collection.

See key 7 (monitoring and evaluation) and appendix 3 for more information.

## YOUR RIGHTS AS A TRANS PERSON

Wherever you are in your process of transition, wherever you are aiming to get to and however you define your gender identity, you have these rights:

- Not to be asked whether you have a Gender Recognition Certificate or have applied for one.
- To be addressed in your chosen name and pronoun and for this information to be used on all documentation, whether or not you have a Gender Recognition Certificate or Statutory Declaration.
- Not to be obliged to disclose your gender identity.

The word trans is an umbrella term to describe people whose appearance, personal characteristics or behaviours differ from socially accepted stereotypes about how men and women are 'supposed' to be. Its use here does not imply that everyone coming under this umbrella uses this term to define themselves.

## YOUR RESPONSIBILITIES AS AN ORGANISATION

These responsibilities apply to your employees, volunteers, service users and/or customers and to your organisational procedures:

- Not to ask someone if they have a Gender Recognition Certificate or have applied for one.
- To address someone in their chosen name and pronoun and to use this on all documentation, whether or not they have a Gender Recognition Certificate or Statutory Declaration.
- To ensure that employees, customers and service users address people with their chosen name and pronoun and take effective action should this not happen. Not to do so would be harassment (creating an environment this is intimidating, hostile, degrading, humiliating or offensive) and/or discrimination, both of which are illegal according to the Equality Act 2010.

## Using human rights

This document and our work at Galop are undertaken using a human rights approach. The Human Rights Act 1998 and the European Convention on Human Rights both outline a number of key rights and freedoms that apply to everyone and are protected under British and European Law, and which can be an important tool in achieving trans equality and an important protection that trans people can use when their rights are challenged. The rights and freedoms in the Act are:

### **ARTICLE 2 - RIGHT TO LIFE**

You have the absolute right to have your life protected by law. There are only certain very limited circumstances where it is acceptable for the State to take away someone's life, e.g. if a police officer acts justifiably in self defence.

### **ARTICLE 3 - PROHIBITION OF TORTURE**

You have the absolute right not to be tortured or subjected to treatment or punishment which is inhuman or degrading.

### **ARTICLE 4 - PROHIBITION OF SLAVERY AND FORCED LABOUR**

You have the absolute right not to be treated as a slave or forced to perform certain kinds of labour.

### **ARTICLE 5 - RIGHT TO LIBERTY AND SECURITY**

You have the right not to be deprived of your liberty - 'arrested or detained' - except in limited cases specified in the Article (e.g. where you are suspected or convicted of committing a crime) and where this is justified by a clear legal procedure.

### **ARTICLE 6 - RIGHT TO A FAIR TRIAL**

You have the right to a fair and public hearing within a reasonable period of time. This applies to both criminal charges against you, or in sorting out cases concerning your civil rights and obligations. Hearings must be by an independent

and impartial tribunal established by law. It is possible to exclude the public from the hearing (though not the judgement) if that is necessary to protect things like national security or public order.

If it is a criminal charge you are presumed innocent until proved guilty according to law and have certain guaranteed rights to defend yourself.

### **ARTICLE 7 - NO PUNISHMENT WITHOUT LAW**

You normally have the right not to be found guilty of an offence arising out of actions which at the time you committed them were not criminal. You are also protected against later increases in the possible sentence for an offence.

### **ARTICLE 8 - RIGHT TO RESPECT FOR PRIVATE AND FAMILY LIFE**

You have the right to respect for your private and family life, your home and your correspondence. This right can only be restricted in specified circumstances.

### **ARTICLE 9 - FREEDOM OF THOUGHT, CONSCIENCE AND RELIGION**

You are free to hold a broad range of views, beliefs and thoughts, as well as religious faith. Limitations are permitted only in specified circumstances.

### **ARTICLE 10 - FREEDOM OF EXPRESSION**

You have the right to hold opinions and express your views on your own or in a group. This applies even if they are unpopular or disturbing. This right can only be restricted in specified circumstances.

### **ARTICLE 11 - FREEDOM OF ASSEMBLY AND ASSOCIATION**

You have the right to assemble with other people in a peaceful way. You also have the right to associate with other people, which

can include the right to form a trade union. These rights may be restricted only in specified circumstances.

#### **ARTICLE 12 - RIGHT TO MARRY**

Men and women have the right to marry and start a family. The national law will still govern how and at what age this can take place.

#### **ARTICLE 14 - PROHIBITION OF DISCRIMINATION**

In the application of the Convention rights, you have the right not to be treated differently because of your race, religion, sex, political views or any other status, unless this can be justified objectively. Everyone must have equal access to human rights, whatever their status.

## APPENDIX 3. FORMS AND MONITORING: GOOD PRACTICE GUIDANCE

The questions Galop currently asks about gender are:

Please describe your gender (tick all that apply)

- Female
- Male
- Non binary gender identity(s) e.g. gender queer, trans-masculine, trans-feminine, androgyne, bi-gender etc. Please describe (free text box):

Is your gender identity different to the sex you were assumed to be at birth?

- Yes
- No
- Prefer not to say

Knowing what information these questions record, and having the right groundwork in place before you start monitoring is extremely important. We would recommend you visit the Scottish Trans Alliance website and read their guidance on trans equality monitoring before designing your questions.

[www.scottishtrans.org](http://www.scottishtrans.org)

## APPENDIX 4. RESOURCES

*Please note: these resources are included more to give a 'flavour' of what's out there and to provide a springboard for further exploration. They are by no means exhaustive! Use the tools in Key 2 to expand your knowledge further.*

### Reports and publications

Browne, K [2008] *Count me in Too*, Sussex: University of Brighton/ Spectrum [www.countmeintoo.co.uk](http://www.countmeintoo.co.uk)

Chances Dances, *How to be a trans ally*, printable wallet-sized card; [www.chancesdances.org](http://www.chancesdances.org)

Roch et al [2010] *Transgender people's experiences of domestic abuse*, LGBT Youth Scotland and Equality Network [www.scottishtrans.org](http://www.scottishtrans.org)

Whittle, S, Turner, L and Al-Alami, M [2007] *Engendered Penalties: Transgender and transsexual people's experiences of inequality and discrimination*, The Equalities Review: London

### Current legal and policy information

EHRC: [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

Press for Change: [www.pfc.org.uk](http://www.pfc.org.uk)

Scottish Trans Alliance: [www.scottishtrans.org](http://www.scottishtrans.org)

### Books, zines and cartoons

*Becoming a Visible Man*, James Green, Vanderbilt University Press (2004)

*Becoming Drusilla: one life, two friends, three genders*; Richard Beard, Harvill Secker (2008)

QZAP – queer zine archive project: [www.qzap.org](http://www.qzap.org)

Simon's book list. A personal reading list available to download from schools out, under 'further tools': [www.schools-out.com](http://www.schools-out.com)

Trans academics: Online resource with reference library, research tools and list-serve: [www.trans-academics.org](http://www.trans-academics.org)

### Films

*Against a trans narrative* Dir. Jules Roskam (2008)

*Beautiful Daughters*, Dirs. Josh Aronson and Ariel Orr Jordan (2006)

*Boy I am*, Dirs. Samantha Feder, Julie Hollar (2006)

*Changing House*, Dir. Z.A. Martoliardjono (2009)

*Cruel and Unusual* Dir. Janet Baus (2006)



*Millenium Man*, Dir. Jason Barker, watch at:  
[www.jasonelvis.co.uk/films.html](http://www.jasonelvis.co.uk/films.html)

*Mirror Mirror* Dir. Zemirah Moffat (2006). [www.queergiving.co.uk](http://www.queergiving.co.uk)  
*Riot Acts*: [www.actorslashmodel.com](http://www.actorslashmodel.com)

*Sex My Life*, Dir. Bahman Mo'tamedian (2008)

*She's a boy I knew*: Dir. Gwen Haworth (2006)  
<http://www.artflick.com>

*Still black: a portrait of black trans men*. Dir. Kortney Ryan Ziegler (2008) <http://stillblackfilm.org/>

*The Lovers and Fighters Convention*: Dir. Mike Wyeld (2009)  
[www.theloversandfightersconvention.com](http://www.theloversandfightersconvention.com)

*The Trannymals go to court* Dir. Dylan Vade and Abe Bernard (2007) [www.trannymals.com](http://www.trannymals.com)

*Transproofed* Dir. Andrea James (2009)

*Transsexual menace* Dir. Rosa von Praunheim (1996)

Visit the London lesbian and gay film festival website for details of more films and previous programmes. [www.bfi.org.uk/lgff](http://www.bfi.org.uk/lgff)

## Music and performers

Riot Acts: [www.actorshlashmodel.com](http://www.actorshlashmodel.com)

Transfabulous: [www.transfabulous.org.uk](http://www.transfabulous.org.uk)

Wotever: [www.woteverworld.com](http://www.woteverworld.com)



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Homophobia and transphobia are crimes. Report them by calling or texting our helpline or online at our website.

Galop is part of the LGBT community. You do not have to give your name and we will treat what you tell us in confidence.

## ABOUT GALOP

Galop is an anti-violence charity. We work in London with everyone who has experienced homophobia, transphobia and biphobia, regardless of their sexual orientation or gender identity. We also work with lesbian, gay, bisexual, queer and trans people who have experienced prejudice, but would prefer to talk to an LGBTQ organisation about it.

We have specialist caseworkers who can advocate on your behalf to help you get treated with the dignity and respect you deserve. Our helpline and advocacy services are free. If you would like our help, want some advice or even if you're not sure if we can help, give us a try: tell us about it - we'd like to hear from you.

We also work with organisations who are looking to become more trans inclusive. For more information, contact Ben, our Trans Development Worker: [benjamin.gooch@galop.org.uk](mailto:benjamin.gooch@galop.org.uk) or call 020 7704 6767.



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