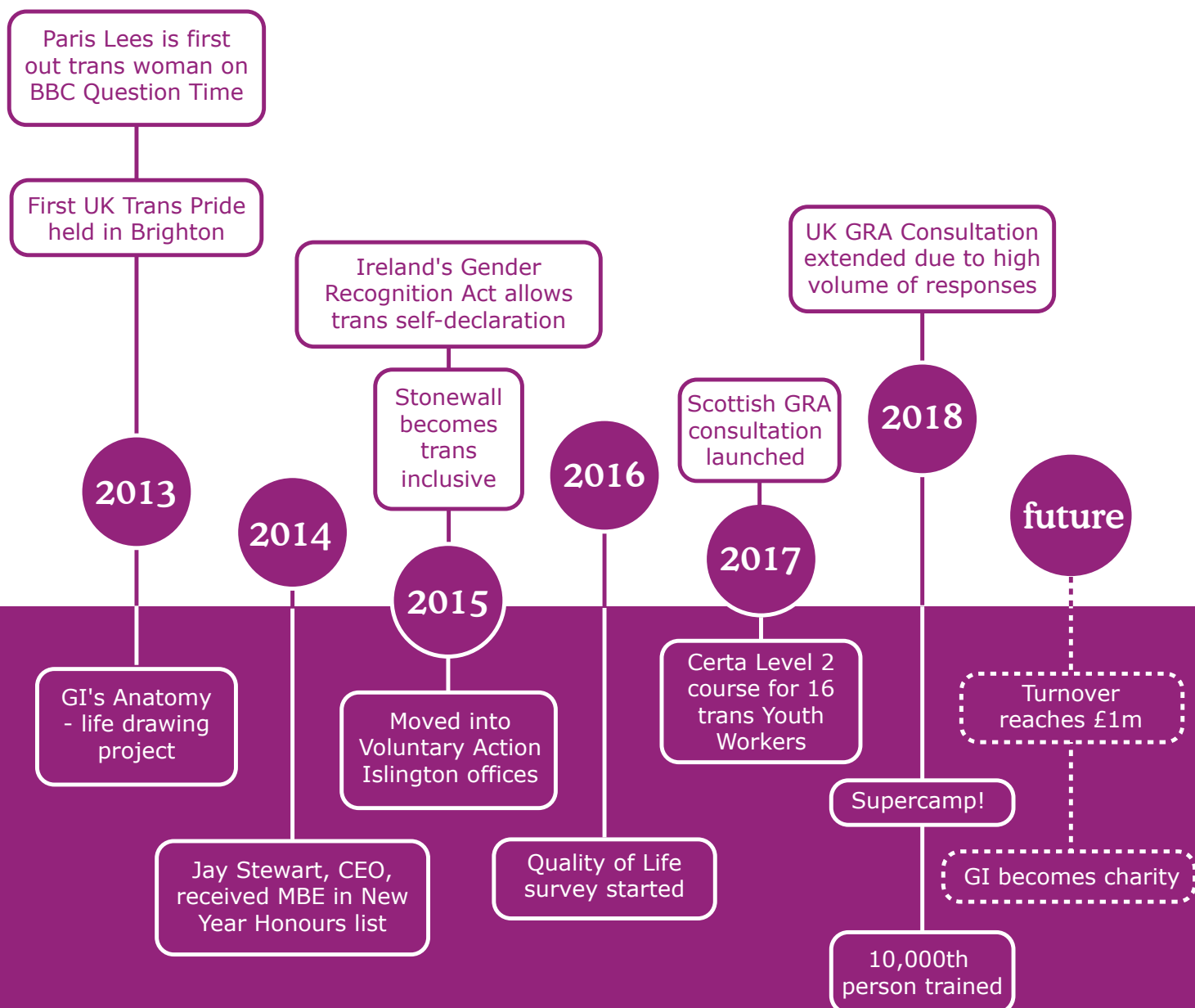




gendered intelligence
increasing understandings of gender diversity

Annual Report 2017 - 18



This year at GI:

4830 people trained

21

young people mentored

1442%

increase in turnover since 2010

350

young people attended a youth group

100 calls to our Telephone Helpline

758

responses to our Quality of Life survey

43,320 minutes of training delivered

9 major funders supported us

26

public events

22 minutes to fill all the under-18s Summer Camp spaces

10 years since Gendered Intelligence was formed!

Welcome

Welcome to the GI Annual Report. To introduce myself, I joined the Board in June 2016, although I have been involved with GI in various capacities for a lot longer, beginning volunteering in 2012. Outside of GI I work and volunteer in the LGBTQ and NGO sector and am happy to be identified as a trans activist.

I want to emphasise some of the developments that we are so proud of here at GI, for example our staff increase (see p14). We are committed to helping trans and nonbinary people into proper jobs in the unique working environment within our organisation, with guaranteed hours, and a strong commitment to training and professional development. I am also immensely proud of the growth in our work with young people (see p4-7) - the reason we exist at all.



We have made amazing progress as an organisation and now it's time for the next step – we are applying to become a charity. To support this, and the future growth and stability of GI well into the next decade, we are developing our Board and will be recruiting new staff.

We shouldn't forget that progressive proposals, to review the GRA to enable self-declaration for trans and nonbinary people, have provoked a huge backlash from a small number of anti-trans activists. We think they are a small, vocal minority whose views will fail to prevail. But what this backlash has underlined, is that there is still a huge and growing need for organisations such as ours, offering support and safe spaces to the most vulnerable members of our communities. We are busy making sure we have the firmest possible foundations to ensure we can do this.

I want to thank all our staff, our volunteers, our trustees, our funders both big and tiny, and our supporters for making this possible. And I send out love and support to all our young people, past and present.

Chryssy Hunter
Chair

Message from a GI user

Hello. I've been involved with GI since 2016. I first heard about GI through the TransActing Project which ran at my university. When I realised they offered mentoring I asked my tutor about it. Two weeks later, I met my mentor! It was very early in my transition and I was not in a good place mental health wise: I wasn't quite sure what I needed. For me the great thing about the sessions was that someone said 'we're just going to talk about what is happening in your life, what you're dealing with, what you want, what are the obstacles and the joys'. The relationship evolved over the year: at the beginning I needed the contact hours, the reflectiveness; later it was more about checking in. I don't think it would have been possible to be where I am now, had I not have support from GI to start that journey. Now I've completed my Masters with distinction and started another course.

I think GI is important because it says 'Young trans people are valid. Young trans people need spaces, they need support, they need advocating for. They need their schools to listen to them. They need to be able to have fun and feel like kids.' Ultimately we're not just talking about policy, or concepts about gender and sexuality, we're talking about the lives of young people, about supporting young people who are at risk.

Our young person chose to stay anonymous because of the current media climate

Introduction



At the first GI Board meeting in July 2008, we were full of great ideas and excitement about what we could achieve. Ten years on, I'm still excited. Gendered Intelligence has achieved a great deal, and the world has changed around us, as our cover illustration shows. In 2018, Scotland and England have both invited public consultation over their respective responses to The Gender Recognition Act; and GI has been shaping the political landscape in the UK, being part of a Trans Equality event hosted by Stonewall and Pink News at the House of Commons, and featured on the government's Points of Light website. We have also reached out internationally, with workshops in Australia in Spring 2018, and activity in Brazil planned for the Autumn.

But there are still many challenges for us. While some organisations are taking great steps towards trans inclusivity, others have been publicly criticised in the media, creating a hostile environment in which development is stifled. We still see 'debates' where, instead of productive discussions about practical

improvements, the very existence of trans people is challenged, and our experiences are dismissed. The repercussions of that are tangible: the young person introducing this year's report spoke eloquently about the positive contribution that GI had made to her life; and our importance for other trans youth; but didn't feel comfortable sharing her name or photo for fear of negative attention. This has to change.

We strongly believe that change will be easier when we bring people together, and GI is uniquely placed to connect diverse groups across varied forums. There is much to be done, but we know that by standing in solidarity with others who are standing firm on their trans inclusive practices, we are more resilient. We have built connections with policymakers, researchers and practitioners – from work with the UK government (see p11) to academic articles reflecting on trans lives, and emphasising the learning that is possible when we listen and talk to each other. For example, I contributed to a special edition of the Journal of Child Psychotherapy which responded to some of the questions clinicians have when engaging with gender diverse children and young people; and wrote chapters for different publications about trans identities in education and gender norms in museums for publications.

In that context, I'm delighted that we can share the perspective of both a young service user, and the chair of our board in this year's report. As an organisation we appreciate the value that different voices add to our work, and are continually striving towards greater listening and acknowledgement of all our stakeholders. I am also extremely grateful for the energy and effort provided by our ever-growing staff team (more on p14) and fantastic volunteers (p15); and of course the support of funders, both individuals and organisations, who make our work possible.

Here's to the next ten years!

Jay Stewart
CEO

Gendered Intelligence

We are a community interest company that is committed to the idea that everyone can be more intelligent about gender.

Our mission is to increase understandings of gender diversity and to improve the quality of life of trans people, and young trans people in particular.

As a not-for-profit organisation, all of our activities are focused on supporting this mission.

For more information, please visit genderedintelligence.co.uk

BACKGROUND

Our work began in 2006, with a Wellcome Trust grant to run a performing and visual arts project. *Sci:identity - What's the science of sex and gender?* involved a group of young trans and gender questioning people from across the UK. Gendered Intelligence was established in 2008 and, whilst our work still includes strong links to the arts, it is much broader now. Our vision is of a world where people are not constrained by narrow perceptions of gender and where diverse gender expressions are visible and valued.

AIMS

Gendered Intelligence aims to:

1. Increase the quality of trans people's life experiences, especially those of young trans people
2. Increase the visibility of trans people's lives and raise awareness of trans people's needs, especially those of young trans people, across the UK and beyond
3. Contribute to the creation of community cohesion across the whole of the trans community and the wider LGBTQI (Lesbian Gay Bisexual Queer and Intersex) community throughout the UK
4. Engage the wider community in understanding the diversity and complexity of gender

ACTIVITIES

We work with the trans community and those who impact on trans lives, including parents, teachers, policymakers, employers, service providers and other organisations.

Our activities are structured around four Service Areas:

- Trans Youth Work (see p4-5)
- Work in Education (see p6-7)
- Professional Services (see p8-9)
- Public Engagement (see p10-11)

We remain passionate about linking with the wider community, and are continually inspired by creative ideas for new activities, so we also work on a wide range of Special Projects.

ETHOS

We are a trans-led organisation with a core of skilled, trained and experienced staff, supported by a diverse and vibrant body of volunteers. We are all committed to being professional, positive and passionate about our work. We want to play a substantial part in encouraging the cultural shift needed to gain understandings of trans and gender variant lives. We place trans people at the heart of our organisation and we believe that a key way to improve the quality of trans people's lives is to educate the people around them about gender diversity.

Support us

There are many ways you can support the work of Gendered Intelligence.

For more information about how to volunteer your time; make a donation or become a Friend; or encourage your workplace or colleagues to become more trans aware, visit: genderedintelligence.co.uk

Trans Youth Work



Youth work continues to be at the heart of Gendered Intelligence's work. Following the recent training course, in which 16 individuals worked towards the Certa Level Two Award in Youth Work Practice, we went through a formal recruitment process to bring on board more youth workers. This was a huge stride in cementing good practice and becoming the largest exclusively trans-led youth service in the country.

Over the year we ran 74 youth group sessions between London, Leeds and Bristol, resulting in 1166 attendances from over 350 young people. Sessions focused on everything from self-care to Zine making, slam poetry and trips out. We successfully completed the process of training staff for the Stevenage group, and Hertfordshire Youth Connexions (HYC) are now running it in-house. The HYC collaboration continued, creating two new co-facilitated groups in Hemel Hempstead and Bishop Stortford. The intention is that after our one year contract, they will continue running those groups in the future. More trans youth spaces to be celebrated!

In Summer 2017 the 18-30 group asked for support to become self-reliant, so in the Autumn, we provided facilitation skills workshops and the group officially became peer-led in March 2018. The group decides on mini-groups and activities each month and has an average attendance of over 30 people.

Our Families Picnic in September was a highlight of the year - 75 people came, including newcomers and young people wanting to reunite after camp. The TAGS swimming session took place on the same day and 56 of

Camp is one of the best parts of my year.

I really love being in a space where I have the confidence to sing in a group even though one of the things I hate most about me is my voice.

I know people [at camp] don't see me how society does, but how I'd like to be seen. As me.

the picnickers went swimming together. There were so many they had to take turns in the pool!

The winter months were spent preparing for our December end of year celebration. Non-binary performance artist Rebekah Ubuntu helped young people from our London groups create content and perfect their performance skills. The result was an incredible show including songs written and performed by our young people; spoken word; short plays; and even a youth work staff dance!

In January 2018 we started an under 12s group, which is proving a huge success. As well as games and art sessions, the group has been trampolining, whizzing down slides, and playing in water fountains.

As always, camp was a crucial element in the GI youth work calendar. Following the success of summer 2016, we also ran two camps in 2017, only 10 days apart. Overall we took 75 young people and 20 trans and non-binary staff. Young people enjoyed archery, canoeing, rolling down hills and night-time walks. As swimming was unavailable this year, the young people suggested activities of their own to fill the 'swimming pool moment', creating a community-led session featuring song writing (by the newly camp-formed group 'Closed Pool'), a session on activism, nail painting and colouring in.

In Summer 2018 Camp goes supersized: with 35 spaces on an under 18s camp and 180 spaces on an 18-25 SuperCamp. Booking went live in April and the former was full in 22 minutes, with 100 SuperCamp spaces filled in the first 30 minutes.

Trans Youth Swimming project in collaboration with TAGS.

Starting in early summer 2017, we ran a series of 8 sessions in collaboration with the Trans and Gender Non-Conforming Swimming group (TAGS). Many sports and fitness environments persistently reinforce the gender binary, and so finding safe spaces to exercise can be difficult for young trans and gender-questioning people. Over four months we supported almost 200 visits, with many people coming to the pool for the first time in years.

Our youth groups continue to be free to attend, which would not be possible without support from grant makers (see p16), crowd funding and individual sponsors.

Camp has given me everything. I have the self-confidence to know I'm not a terrible person and that I can do great things.

I've found a huge support network of other cool trans people my age.

[Camp] showed me that I'm not alone and that there's nothing wrong with me.

It gives me a place to come swim and be respected as myself without risk of confrontation.

it's the only place where I know nobody is concerned with what I'm wearing or what I look like.

Work in Education



Workshops & Assemblies Facilitators and Mentors.
image: Kai Fiáin

Gendered Intelligence delivers four inter-linked services within educational establishments, from primary through to Higher Education:

Type of Support

Type of Client	Type of Support	
	Individual	Group
Young people	Mentoring a series of 1:1 meetings with the student, complemented by 'wrap-around' care (debriefs, additional support) for the professionals around the student	Workshops, Lectures and Assemblies whether meeting PSHE requirements or providing peer group support and opportunities for group learning
Professionals (for more info, see p8-9)	Consultancy looking at organisational policies and procedures, working with key staff or a team	CPD for Educators to improve trans awareness amongst educators and support staff

This suite of services enables us to provide holistic support to, and around, trans and gender questioning young people, involving their peers and the professionals working with them. As young people can spend a third or more of their waking week in educational establishments, creating a positive and welcoming environment is crucial, so that everyone can seize the learning opportunities and achieve their potential.

At the centre of our Work in Education is mentoring, a highly intensive, personal support service for individual young people. We have seen significant growth this year: our team now consists of 10 trans and non-binary identified mentors, all with extensive experience of working with young people, either in a youth work, counselling or therapeutic setting. Growing our team has enabled us to directly support more young people around the country: in 2017-18 we almost tripled the number of mentoring hours delivered to double the number of young people (130 hours for 21 young people, compared to 44 hours for 11 in 2016-17).

Following a referral from the educational establishment we schedule an extended meeting where we 'Capture the Journey' of the young person; based on that, we then agree a plan for mentoring support of at least six sessions, which can run for a year or more.

Complementing the mentoring, we delivered workshops and assemblies to almost 2000 people at 25 different educational establishments. This was similar in reach to 2016-17, but with a notable change in take-up, as clients requested longer sessions, giving participants more time to engage and discuss the issues raised.

Finally, under the Work in Education banner, we provide training, support and consultancy to educational professionals – both teachers and support staff. These elements are delivered by our Professional Services team, who combine their extensive training experience with our first hand knowledge of the school context. The resulting package - empowering, relevant and often with instantly applicable outcomes – has helped over 2000 staff at 90 educational establishments this year.

Work in Education is funded by direct payments from client organisations, subsidised by individual fundraising, and a Children in Need grant

Case study: Mentoring benefits

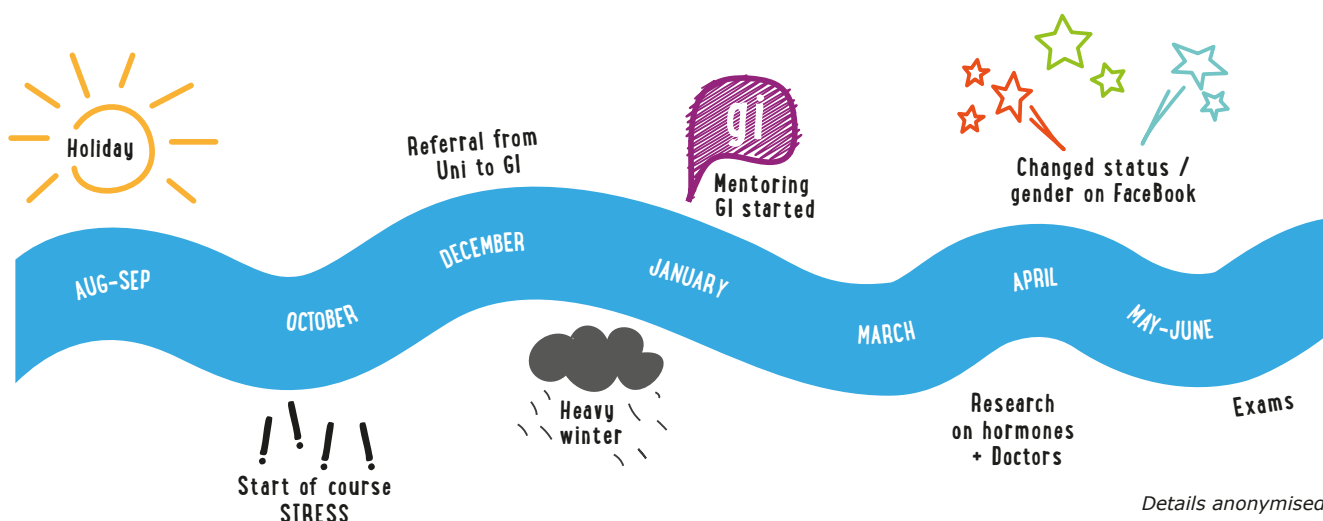
We received a referral from student support services at a London university, who told us about a young person who was struggling with attendance, coursework and personal relationships. We met for an initial in-depth 'Capture Your Journey' session, from which we agreed a schedule of mentoring sessions: in this case we started on a weekly basis, moving to fortnightly and then monthly. Over the year of mentoring support, the individual improved their family relationships, came out publicly to fellow students, changed their name, gender marker and student card, academic records and email address, completed the course successfully, and were offered a job.

[the facilitator] gave the students the opportunity to express their ideas without fear.

Lovely use of humour and management of audience responses/ reactions. Very impressive.

Sensitive, empathetic and involving.

Mentoring gave me clarity re[garding] what I wanted. It gave me confidence, and helped me to manage communications with others, especially family.



Details anonymised.

Professional Services

Professional Services covers GI's services for organisations and people who want to improve the support they provide to trans and gender diverse individuals in a professional capacity. We provide support right across the private, public and not-for-profit sectors, with particularly strong engagement in the field of Education. We offer a range of in-house and bespoke training and support to meet the varied needs of our clients: starting with short basic awareness sessions, and full day in-depth courses, to personalised consultancy, dealing with specific organisational issues on a 1:1 basis.

In 2017-18, GI's training delivery grew by over 60%: a strong increase, due to our investment in increased capacity over the last year.

The Year in Figures

- We delivered 240 training sessions (2016-17: 150)
- We trained almost 5,000 people from 129 organisations (2016-17: 3,000 people, 100 organisations)
- We raised over £130k from training (2016-17: £70k)

In addition to our in-house courses, we reached 46 further organisations via our open sessions. Since 2013 we have seen a massive increase in take-up of our training services (see below), reaching a total of almost 12,000 delegates in five years. Individuals who came on training told us they were planning to use their new knowledge and skills to improve services and support colleagues and clients: further extending our reach and impact.

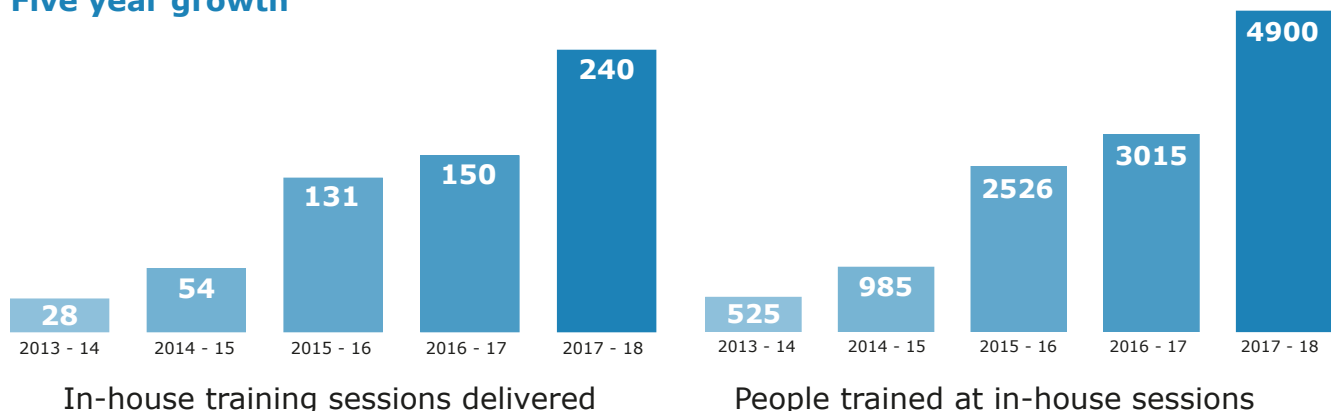
Our team of five trainers, plus new, dedicated office support, enables us to deliver an efficient, professional service to all our clients. We supported organisations as varied as **GKN Aerospace, Aviva, Barnardo's, National Theatre, The Scout Association, London Ambulance Service and The Guardian**. Our training received consistently strong feedback, achieving a rating of 4.8 (out of 5) for usefulness for the third year running.

The session was fantastic! Everything was addressed in an open way and everyone's opinions were expressed in the inclusive, comfortable environment that was established by [the trainer].

Extremely good, well presented. Very high standard. Would recommend.

All health boards should have such sessions for their staff.

Five year growth



Following the development and introduction of our innovative 2-day course for Therapists and Counsellors at the end of last year, we experienced a high level of interest and demand. We have repeated the course seven times, attracting delegates from as far afield as Belgium, Italy and Iceland. Over 80 people have now completed the course and joined the GI Therapists and Counsellors Network. Network members can access on-going group supervision and, by signing up to GI's Standards of Therapeutic Practice, ensure that more inclusive services are available for trans people and their families.

Consultancy was a small but varied element of Professional Services this year, raising just under £7,500. As well as reviewing organisational policies and guidance for organisations like Tesco, we developed bespoke learning packages and provided expert input to a Domestic Homicide Review Panel. We are looking forward to larger pieces of consultancy already in the pipeline for next year.

GI's membership programme is attractive to clients seeking a longer term working relationship to support continuing developments towards trans inclusivity, and wanting a cost effective way to engage with ongoing training and consultancy. Healthchecking is a valuable element, and we look forward to developing this further in 2018-19.

All our services can stand alone or form part of an integrated package. In particular, Professional Services and Work in Education complement each other within Educational settings: the former focuses on services for adults and the latter on services delivered to young people.

Professional Services are paid-for by clients.

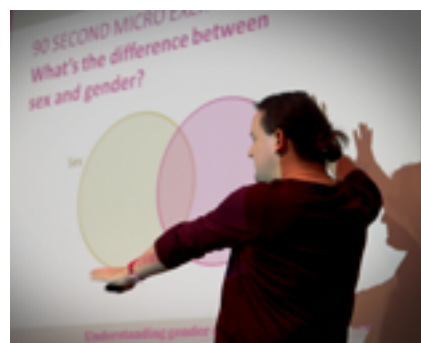
Making policies work: starting with staff

University of Portsmouth has been working in partnership with Gendered Intelligence for over two years: during this time they have delivered Transgender Awareness training sessions to our staff as part of our learning and development programme. These sessions have always been very popular, supporting a real appetite from our staff to learn and have more understanding around gender identity and expression.

As the Equality and Diversity Manager and delivering training myself, I've been really impressed by the knowledge and expertise offered by Gendered Intelligence, as well as their relaxed, interactive and inclusive approach to delivering training on an area that many still have little understanding or awareness of. They have proven, and continue to be, a key partner in supporting us to build confidence and awareness of transgender inclusion across the University. We have recently published our new Gender Identity and Expression Policy, and our engagement with Gendered Intelligence has been key in taking policy words off the page and making them real for people.

Dave Small, Equality & Diversity Manager, University of Portsmouth

Informative and engaging session. Learnt a LOT in a short space of time.



Really interesting, flagged and highlighted issues I'd not thought about.

Public Engagement

In 2017-18 our Public Engagement activity continued to grow, and the links between different areas of our work became even more productive. At one end of the spectrum, we disseminated information at conferences and via presentations at events, talking directly to people and building on their ideas of gender diversity; at the other end, we engaged with policy makers, influencing decisions that will impact on thousands of people. In between, we were vocal on social media, spoke on panels, and engaged with broadcast media to inform and challenge individuals and organisations. All of these interactions were informed by our experience working with the trans community, which underpins our position and strengthens the impact of our statements.

Events

We worked with a wide range of organisations, from healthcare and mental health services, to government and policy, education and cultural institutions, both big and small. We delivered 26 events, engaging directly with over 2000 audience members. In May law firm Mayer Brown invited us to speak to their staff about being trans in the workplace. Our CEO gave an introduction to trans terminology, gender diversity and what allies can do, and one of our youth workers spoke about what life is like as a young trans person.

Other highlights include:

- a talk on intersectional identity at the Rosa Parks Symposium at the University of Bradford.
- a key note at NHS Yorkshire and the Humber Leadership Academy for Black History Month
- an interactive panel on intergenerational trans experience at Tate Britain's Queer and Now Festival.



Image: Intergenerational panel discussion - Tate Britain

Photo: Khalid El-Awad

Media

We've been featured in the Guardian, the Independent and on ITV London news. Time Out London ran a fantastic full page profile of our Youth Work Lead Finn Greig, as the founder of the UK's first summer camp for trans youth. We've also been active in radio, with interviews on the British Library podcast on trans history, BBC Radio 4's More or Less programme and BBC Radio 5 Live.

We used our social media profile to engage followers in many areas of our work, from the Quality of Life survey (see p12) to crowdfunding for our Summer Camp – in the last two years we raised more than £13k each year.

Policy

A key driver over this year has been the proposed reform to the Gender Recognition Act 2004 – responding to the Scottish consultation and preparing for the England and Wales consultation (which opens in July 2018). GI was in dialogue with the Government Equalities Office to discuss the potential reforms, and how organisations such as ours can best effect change. In October and April we attended two roundtables, Coming Up for Air, hosted by Garden Court Chambers and involving organisations such as Mermaids, Amnesty and Stonewall. They aimed to provide a forum for building and maintaining cohesive community networks in the run up to the GRA review, providing an opportunity to connect with other trans organisations and share ideas around responding to the consultation. We also met with other organisations individually to consider their responses, including the LGBT Conservatives and Fawcett Society.

In January the creation of a new post - Policy Engagement Officer - increased our capacity and reach. We spoke at ParliOUT, Parliament's LGBT network, and ran two workshops on non-binary gender at the Policy Excellence Group conference, a CPD event organised by Policy Professionals for senior civil servants.

We also responded to a joint consultation on Relationships and Sex education and Personal Social Health and Economic (PSHE) education, to ensure the National Curriculum addresses gender diversity for young people.

More widely, we organised and ran a roundtable for International Day of Trans Visibility with Amnesty International UK LGBTI Network, and were involved in the Equality and Human Right Commission (EHRC) Trans stakeholder roundtable, working towards their Trans Schools guidance, which is due to be released in 2019. We also supported the Truth Project - part of the Independent Inquiry into Child Sexual Abuse (IICSA) which was set up to investigate organisations and institutions that have failed to protect children from sexual abuse. In June, GI met with the Head of the Inquiry Office for London and SE England to discuss the intersection with LGBT+/GSRD (Gender, sexual and relationship diversities) communities. In April Stonewall and the LGBT Consortium invited a range of LGBT organisations to the Getting Our Voices Heard Workshop, which aimed to share campaigning skills and experiences from different perspectives in our sector.

We continued to develop our work with offenders, in a number of forums. Our CEO is still actively involved in the National Transgender Advisory Board for Her Majesty's Prison and Probation Service, and also attended a new network and research group for academics who research LGBT people in a criminal justice context held at De Montford University. We became involved in the NHS Inside Gender Identity Delivery Group which focuses on NHS service provision for trans prisoners.

Public Engagement work is partially self-funded – paid for by clients or entrance charges; supported by grants - from the Esmée Fairburn Foundation and the Trust for London; and subsidised - by donations and surplus from Professional Services.

Special Projects

GI's work is wide-ranging and we actively embrace creativity: ideas and activities which don't fit neatly into one of our Service Areas often become Special Projects. These are collaborations with organisations and individuals who want to explore the diversity and complexity of gender in new, exciting ways.

TransActing

Now in its third year, TransActing continued to expand – reaching right round the world! On 7th April, Gendered Intelligence co-ran a TransActing workshop at Moonah Arts Centre in Tasmania, Australia. The workshop was for trans and/or non-binary 14-18 year olds. The workshop was a collaboration between Royal Central School of Speech and Drama (RCSSD) in the UK and three Australian groups: Working It Out, Taking Up Space Project, and Thirdway Theatre.

Back in the UK, Writing for Theatre workshops were held at the Royal Court Theatre, in July and January, run by award-winning playwright Jon Brittain. We continued our collaboration with Outbox Theatre in March and April, running workshops for under 25s in London, Bristol, Birmingham and Leeds, and also hosted an alumni gathering at RCSSD for anyone interested in performing, writing or producing.

Quality of Life Survey

Gendered Intelligence have been working with Dr Jo Lloyd, from the Institute of Management Studies at Goldsmiths, University of London since 2016 on a research project into the quality of life of trans and gender nonconforming adults in England.

In autumn 2017, the online survey ran for its second year. There were 398 responses to the open survey, and 360 responses to the repeat survey, which aims to follow people over 10 years.

In May 2018, we produced a brief report of our findings from the 2016 initial survey. The report looks at what impacts a range of quality of life indicators - including life satisfaction, mental health, self-esteem, social inclusion and cultural participation. More findings from the surveys will be shared in late 2018.

Imagining our Futures (IOF) 2018

This year's annual careers and interest day enabled 37 young people to explore options for their future.

Workshops were delivered by MPride, Metro Bank's LGBT+ network (on CV surgery and interview skills) and Unison LGBT (on your rights at work). This year stalls were run by Stonewall, the Civil Service, the National Children's Society, and the Chartered Institute of Personnel and Development amongst others.

During the afternoon, ten diverse adult trans professionals spoke about their experiences of being trans in the workplace: from the prison service and education, to HR and veterinary medicine.

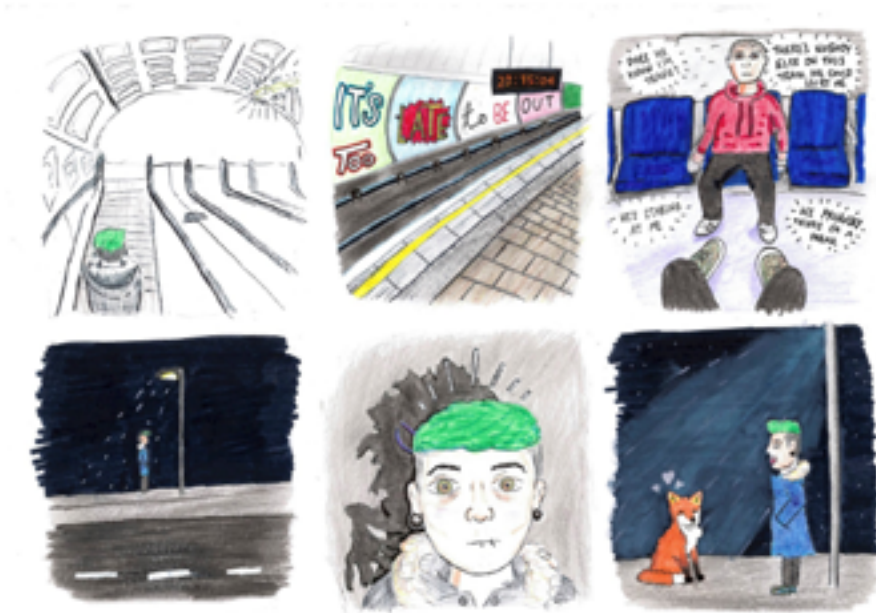
IOF 2018 was made possible by venue space donated by NEU, and the time and input of volunteers.

TATE: I Want To Show You A Body

Autumn 2017 saw Linda Stupart follow up their first workshop with a further session aimed at trans and gender variant young people aged 8-12. Participants made objects and bodies with clay, and discussed new histories and stories for characters in the gallery - transforming the space through making, speaking, drawing and storytelling.

Connecting Spaces

GI has been collaborating with a PhD researcher in the Geography Department at Durham University, who is exploring everyday life experiences of trans youth through themes as diverse as transport and clothing. James Todd's participatory project is using collaborative methods such as storytelling to enable young people to share their own life histories. He will be sharing initial findings at the GI Conference in November 2018.



Reducing Fear: Living Confidently

Artist Linnea Havilan used animation to explore themes of safety, wellbeing and confidence with 18-20 years olds in a workshop setting. The project will be completed in Autumn 2018.

Telephone Helpline: Nottingham

In 2018 GI launched a Support Line in partnership with the NHS Nottingham Centre for Transgender Health (NCTH). It offers informed, independent support and advice on how best to navigate the sometimes long wait - currently 24 months - between a GP referral and the offer of a first clinic appointment.

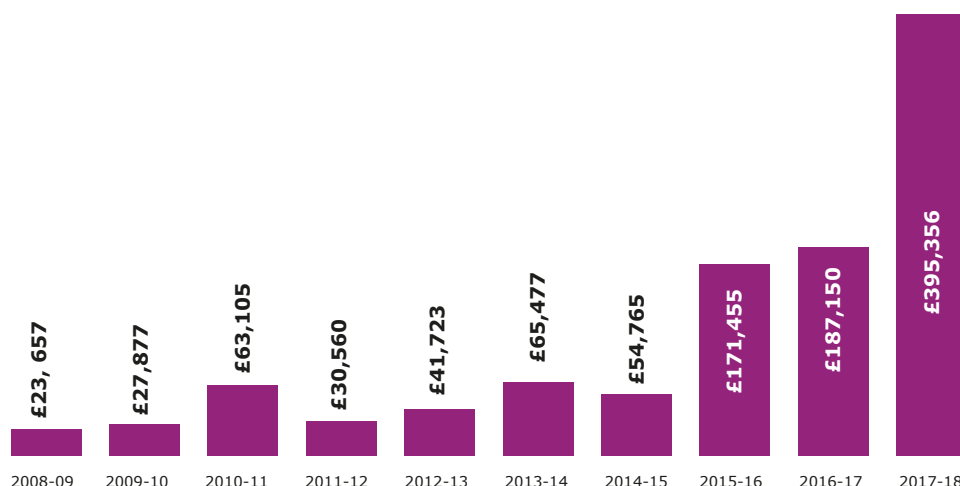
The 15 hour per week service is delivered by a trans health and wellbeing practitioner, who, in the first 5 months, received 100 calls from trans, non-binary and gender questioning adults, including text and WhatsApp contact. Callers were aged from 14 to 70 years old, and contacted us from home, work, out and about and from prison, requesting both practical advice and emotional support.

An evaluation of the 12 month pilot will be available in 2019.



New Developments

2017-2018 has been a great year for Gendered Intelligence. We have grown immensely over the last decade – as the comparison of our turnover shown below demonstrates – and our projected income for the coming year, at almost £3/4 million, is testament to the continually increasing demand for our services.



But money only tells part of the story. What this translates into is more services for young people; more training delivered; more events run; and of course all this activity needs more people. Until 2015 the GI team was made up entirely of freelancers and volunteers; but over the last three years we have moved 15 people onto permanent contracts, providing more job security to individuals and increased continuity for our work. We are committed to being a fair and supportive employer – for both contract and sessional staff – and know that for colleagues to thrive we need to invest time and energy to creating a productive, safe workplace. This means investing resources to ensure our policies and procedures are up-to-date: the General Data Protection Regulation (GDPR) may not be everyone's cup of tea, but we were keen to ensure that the data from all our staff, young people, clients and funders is protected appropriately.

Alongside a review of our systems, we have initiated a series of training opportunities, providing the opportunity for staff to develop a range of both practical and 'soft' skills. We had sessions

on safeguarding, mental health first aid, suicide prevention, autism awareness, and media training. Co-founder Dr Catherine McNamara delivered a 'Building your pedagogy tool kit session' which focused on how to ask constructive questions; whilst the trainer for our Therapist and Counsellors' Network, Amanda Middleton, delivered a session on 'Anti-oppressive practices'.

As part of the learning development sessions, we involved a range of external professionals, including a consultant clinical psychologist from Gender Identity Development Service (GIDS); a Human Rights Barrister who outlined how the Human Rights

Act operated in the UK; and a Project Worker at the Iranian & Kurdish Women's Rights Organisation (IKWRO) who talked about 'Honour' based violence and forced marriage. In addition, EY delivered a session called "Creating Client Connections - (SOCIAL STYLE®)", which offered the team an opportunity to reflect on how we communicate, interact and behave; to effectively connect with our clients and each other, and to understand their preferred ways of interacting and adapt our style to complement theirs.

We also took the time to discuss organisational strategy and policy, involving the whole team to ensure that our day-to-day activities continue to reflect our overall mission and link to our aims. Finally, as an organisation and employer, we recognise that there is a need to come together and to think about our own wellbeing and resilience. A particularly useful session involved the team reflecting on our work and thinking about how we can look after ourselves; as well as how GI can improve its support to the team. We hope to build on this programme in coming years.

Volunteers

Volunteers have been crucial to GI's continuing success in 2017-2018. Our pool of volunteers has grown to over 100, supporting staff across all our fields of work. They have been directly involved with our Trans Youth Work, assisting youth workers with the delivery of all our youth groups. They have represented Gendered Intelligence at events across the country including Pride celebrations, conferences and fundraisers, raising almost £2,000!

As part of a new volunteering programme launched in April 2018, volunteers have been supporting our staff in our offices in London in the evenings. In three months up to June, volunteers donated over 100 hours of their time undertaking research, clerical tasks and development of resources.

We are incredibly grateful for the time and energy that volunteers spend supporting the work that we do. Their effort and perspective greatly improves the quality of our services. To increase the level of support offered to our volunteers, we recruited a full-time Volunteer Coordinator who joined the staff team in February 2018.

We now have a robust policy framework in place and there has been extensive development of our volunteering scheme in line with current best practice. We've implemented a more inclusive recruiting process, improved volunteer management and monitoring systems along with offering regular supervision and a dedicated member of staff is available if any of our volunteers require additional pastoral support.

A key focus while developing our volunteering scheme was to better understand why volunteers choose to donate their time to us. This helps us to better support them, and ensure they benefit from their volunteering with us as much as we do. Almost two-thirds of people who apply to volunteer with us do so because one of their aspirations is to meet people and become more involved with the community. In addition, almost half of the applicants are hoping to gain experience that will support them in their search for work or to develop professionally.

In the coming year, we plan to continue developing our volunteering scheme to give more people more chances to develop new skills and building a greater sense of community. We will be launching a new initiative, training volunteers to write blog posts and guest articles, and November 2018 will see the first of our revamped GIVS meetings with a greater social aspect, using themed discussions to delve more deeply into current issues facing trans people.

Our volunteering scheme is open to anyone over the age of 18. An application form can be found on our website.

Volunteering with GI has opened doors for me I didn't even knew were there, and greatly increased my chances to get work.



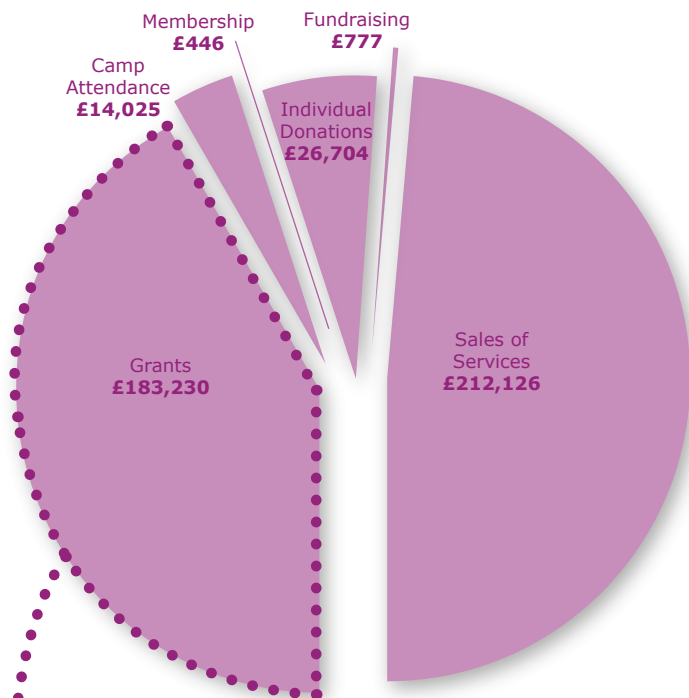
It's great to meet different people from the volunteer pool and, to be honest, it feels more like a relaxed evening with friends than real work!

Finance

Income and Expenditure 2017-18

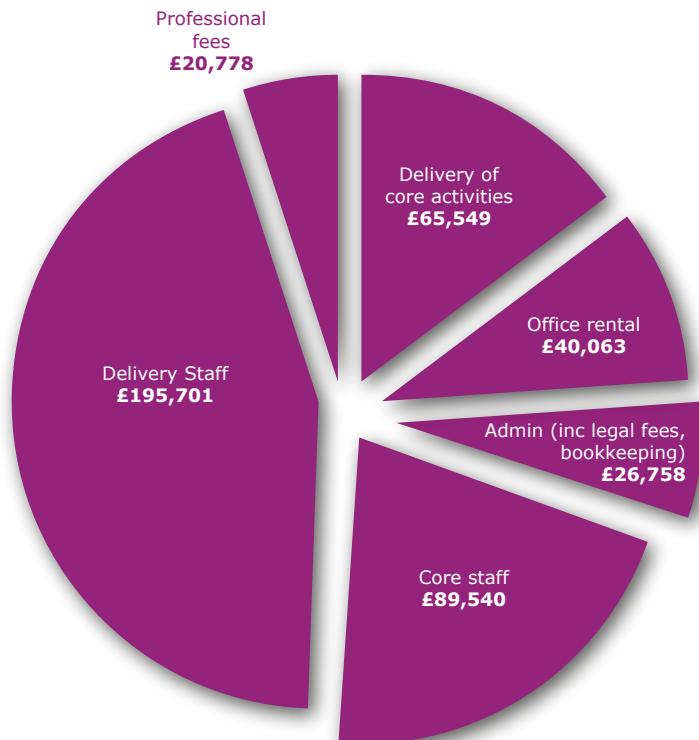
WHERE DOES OUR MONEY COME FROM?

£439,346



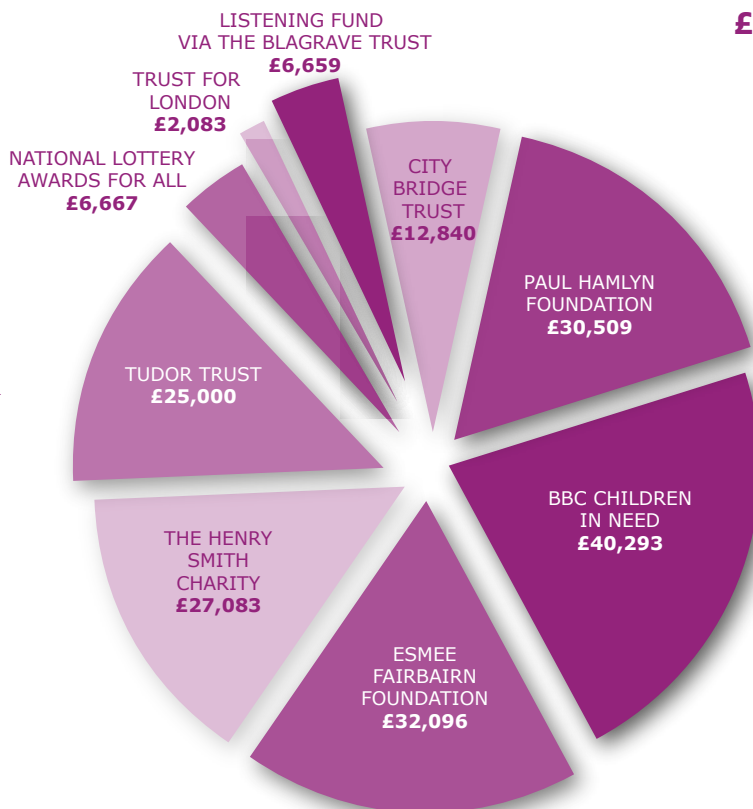
HOW DO WE SPEND OUR MONEY?

£438,389



GRANTS RECEIVED

£183,230



**GENDERED INTELLIGENCE
COMMUNITY INTEREST COMPANY
PROFIT AND LOSS ACCOUNT
FOR THE YEAR ENDED 30 JUNE 2018**

	SEE NOTES BELOW	2017-2018	2016-2017
Turnover	1	395,356	187,150
Cost of sales	2	261,250	100,722*
Gross Profit	3	134,106	86,428
Administrative expenses	4	177,146	128,692*
	5	(43,040)	(42,264)
Other operating income	6	43,990	46,025
Operating Profit and Profit on Ordinary Activities before Taxation	7	950	3,761
Tax on profit on ordinary activities		853	743
Profit for the Financial Year		97	3,018
Reserves	8	25,275	25,178

Notes: The standard format above uses business accounting terms, and allows you to compare our progress across years. Below we have explained the terms; and on the opposite page we have shown the relative income and expenditure in pie charts.

1 Turnover: The total of grant money received for expenditure in this year and the income from services sold to clients

2 Cost of sales: This is the amount we spent in order to deliver our services, including freelance staff

3 Gross Profit: Turnover minus Cost of sales

4 Administrative expenses: General costs which support all activities e.g. salaries for full-time staff, office rental

5 Gross Profit minus Administrative expenses; brackets indicate a negative number

6 Other operating income: Fundraising and other donations

7 Profit after fundraising and donations included

8 Reserves: The amount in Gendered Intelligence savings account, which includes this year's profit

*This figure differs from what was reported last year. For increased transparency, we have moved Staff and Rental costs which directly related to income generation from Administrative Expenses into Cost of Sales.

November 2018

This report was created and edited by Moya Wilkie with help from Sascha Amel-Kheir, Simon Croft, Jezza Donovan, Finn Greig, Jake Kelly, Cathy Leech, Catherine McNamara, Sasha Padziarei, Jamie Pallas, Iisa Sallinen, Jay Stewart, James Todd.

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