Campaigning together for lesbian, gay, bisexual and trans equality
When I came out as a lesbian at the age of 15 in 1995 I didn’t know any other lesbian, gay, bisexual or trans people. I retreated to Cardiff library and read anything and everything that might help me find my way. In 1996 my family moved to Birmingham. With a number three haircut, a new leather jacket and scant regard for my A-levels, I discovered the Birmingham scene and a new community of lesbians, bisexual people, gay men, drag queens, trans men, trans women and, for me, a strong sense of belonging. We all understood the differences between us but we understood what united us because when we left the ‘village’ we all experienced the same sort of harassment and intimidation. Although I was able to go home to my family, others were less fortunate. For some, the Birmingham village was our family.

As I was embracing a new community, Stonewall and Press for Change activists and campaigners (as well as many others) were working tirelessly on our behalf to eradicate inequalities. The people they were influencing didn’t appreciate the wonderful diversity of our LGBT family. They knew a little about gay men but the rights of trans people were quite a different and complex issue. Our campaigners approached sexual orientation and gender identity as separate issues. This distinction meant greater social progress was achieved for all of us.

Today, society has moved on and Stonewall no longer needs to maintain a strict distinction between sexual orientation and gender identity. Historically, we thought it was the right thing to do. Over the last four months I’ve spoken to hundreds of trans people who say we were wrong to maintain that distinction and we made it worse by making mistakes. We recognise the impact of mistakes we have made in the past. We are aware that we have missed opportunities to open up this conversation far sooner. We apologise to trans people for the harm that we have caused.

After hundreds of conversations with trans people and also with our supporters and partners, we have decided to extend our remit to become a charity which campaigns for lesbian, gay, bisexual and trans equality. Whether it’s challenging bullying in our schools, tackling hate crime on our streets or working to make our public services truly equal for all who use them, we have a responsibility to use our voice and our 25 years of experience to help create real change for trans people.

We also believe that taking this step will enhance all of the work that we already do. When we talk to teachers and doctors and managers we tell them how they can start to create an environment that lets people be themselves. Trans people, who all too often have to fight to express themselves and their gender in a way that’s authentic, really know what that means. Learning from them and hearing their voices will only make us stronger as a movement and as an LGBT community.

I want to thank everyone who has made the effort to reach out to Stonewall and tell us what you think. We can achieve so much by standing together so that each and every one of us can be ourselves in all areas of our lives.
This report is for anyone who wants to learn more about Stonewall’s consultation with trans people and the next steps we plan to take. The language we use presumes some familiarity with issues related to trans people and gender identity equality. If in doubt we’d encourage you to take a look at the the glossary on page 27.
‘Homophobia, transphobia and sexism are intrinsically linked, and not acknowledging this has perpetuated society’s apathy and misunderstanding of trans* people.’

‘Stonewall is well respected for its work on promoting LGB friendly places and this could be extended to trans* inclusion.’

‘My experience has been that a lot of transphobic abuse is homophobic abuse coupled with the assumption that I must be gay.’

‘Use your political leverage to include my needs and interests in legislative and administrative decisions. You are listened to.’

‘There will always be parts of the trans* and gender variant community that would not want to deal with a “sexuality” organisation. However, I believe in working together as there are common issues. Trans* can be lesbian, gay, bi or heterosexual as much as a cis person can.’

‘I am really encouraged that you are reaching out to the trans community and the very act of Stonewall publicly bringing the T into the LGB fold in your org would be such an inspiring and inclusive signal. Not just to the community but to the UK at large.’

‘I now identify my gender as non-binary and feel that you can help tackle the invisibility of people like me.’

‘Help normalise trans people: Whist trans people are protected within the Equality Act they are far from treated equally in society.’

‘It would be great to show there are successful trans people out there.’

‘What role can you play? Quite simply, put the “T” in LGB Equality and include Trans in your mission. You do fantastic work across the UK on LGB equality and with the same impetus trans equality could improve significantly.’
Stonewall was founded in 1989 by people whose aim was to create a highly professional lobbying organisation to put the case for sexual orientation equality on the mainstream political agenda. At the time campaigners for trans equality were also concerned to achieve legal reform, but to do this they needed to focus on an entirely different set of laws. We worked alongside each other to make sure that people understood the differences between sexual orientation and gender identity.

As Stonewall’s reach and influence grew, we began to develop campaigns and programmes to create change in schools, workplaces and in Britain’s public services. At the same time the trans movement was changing. There were more diverse voices campaigning on a whole range of issues. Many people felt that Stonewall had the ability to achieve positive change for trans people, however we didn’t take this chance to open up a conversation about extending our remit. We also made mistakes that meant many people didn’t trust us to include trans issues within our work. These mistakes happened because we failed to consult trans people and involve them in our projects.

In 2014 we started to talk to trans people about whether we might be able to play a role in campaigning for trans equality. At the outset of that conversation we apologised for not taking this opportunity sooner, and for making mistakes in the past which have harmed trans communities. What followed was an extensive consultation where we heard from over 700 trans people about their thoughts on the role we could play.
After hundreds of conversations with trans people, and also with our supporters and partners, we have decided to extend our remit to become a charity which campaigns for lesbian, gay, bisexual and trans equality. We plan to use our platform and our voice to improve the lives of trans people but also to learn from them and use their voices to shape all of our future work.

To expand our current campaigns and programmes to include and involve trans people we will:

- Take steps to make sure that trans expertise is reflected in our board of trustees.
- Form an advisory group of trans experts reflecting the diversity of trans communities.
- Recruit trans experts to submit proposals to train all staff and provide focused training to different functions within Stonewall.
- Recruit trans experts to work with Stonewall staff to modify and amend existing publications and where appropriate make them trans-inclusive.

All trans experts will be paid for their time and expertise. This is an exciting but huge undertaking and we estimate that it will take around 18 months for Stonewall to become fully trans-inclusive.

To develop new work on issues which specifically affect trans people we will:

- Raise funds to recruit members of staff who will focus on policy issues affecting trans people including health, education and employment.
- Raise funds to recruit a senior member of staff with trans expertise (a Director of Trans Integration) who will work over a period of 18 months to oversee the integration of trans issues into our work.
- Work in partnership with trans organisations to avoid replicating work and focus on new projects which add value to the work which already exists.

We’re determined to do this work in a way which is led by trans people’s experiences and expertise.

We recognise that there is no universal experience of being trans. Throughout the consultation process we heard from many people whose experiences were shaped by their ethnicity, disability, age, social class and a whole range of other aspects of their identity. We are committed to making sure that future campaigns and programmes reflect this diversity.

Let us know what you think by tweeting us @stonewalluk and using #TransStonewall.
WHERE WE’VE COME FROM

We believe that this report marks a significant moment in Stonewall’s history. But in order to move forward we must acknowledge and learn from the mistakes we have made in the past. What follows is something which came out of conversations and published recollections from campaigners over the last 25 years. It tells the story of Stonewall, the trans movement and how we have got to where we are today.

1989-1992

THE FOUNDING OF STONEWALL

Stonewall was set up in 1989 in response to Section 28 of the Local Government Act, which prevented the ‘promotion of homosexuality’. Our founders recognised that we needed to establish a professional lobbying group to campaign for full legal equality for lesbian and gay people (at this time the unique voices and experiences of bisexual people were largely overlooked). We would be strategic, pragmatic and entirely focused on achieving equality before the law.

The changes we aimed to secure included an equal age of consent, an end to the persecution of gay men by police, the right to adopt and foster children, the right to serve in the armed forces, the right to marry and the right to live without fear of discrimination and hate crime.

We chose the name Stonewall because it was the 25th Anniversary of the Stonewall riots in New York. At the time there was less understanding in Britain about those events and it’s unlikely that our founders were aware of the important role that trans people played.

THE FOUNDING OF PRESS FOR CHANGE

In similar circumstances Press for Change was set up to campaign for legal equality for trans people. Alex Carlisle MP (now Lord Carlisle), Mark Rees and a group of others established Press for Change in 1992, following a ground-breaking fringe meeting at the Liberal Democrat Federal Conference the previous year. In the words of Christine Burns in Pressing Matters Volume 1: “[Mark Rees had] fought many years during the 1980s to reach the European Court of Human Rights with his claims about the right to a private life and the right to marry as a man. Mark lost his battle on 17 October 1986 but, as he and others were quick to point out, it was just the beginning of the war, and there was still a great deal to play for.”

In his autobiography Dear Sir or Madam Mark Rees explained that as a result of the defeat, more trans people came forward: “I saw that my long-held desire to see a campaign group formed became a real possibility.”

Press for Change created ways to help people campaign for trans equality. The list of work to be done was extensive. It included rights for trans people to marry, to change legal records to reflect acquired gender and name, the right to adopt and foster children, employment protections, detention and imprisonment rights, access to services including health care and the right to live without fear of discrimination and hate crime.
Many other groups and individuals were campaigning for sexual orientation and gender identity equality, but Stonewall and Press for Change were the most prominent organisations working to secure legal change. At the time most people considered the legal disadvantages faced by lesbian, gay and bisexual people to be entirely separate from those facing trans people.

It’s clear that Stonewall didn’t contemplate incorporating trans campaigns into its work nor did Press for Change consider adding the inequalities experienced by lesbian, gay and bisexual people to their objectives. We shared information and learnt from each other but both groups understood the issues to be separate.

In the decade that followed, many campaigners worked relentlessly to achieve significant legal equality for lesbian, gay and bisexual people, and for trans people. In July 2004 the Gender Recognition Act received Royal Assent, followed by the Civil Partnership Act in November 2004. These two laws marked historic moments for trans and sexual orientation equality.

In Stonewall, this work was led by Angela Mason from 1992 to 2002 and Ben Summerskill from 2003 to 2014. Working alongside political parties, individual campaigners and other organisations they both played an important part in achieving change. Martin Bright wrote in *The Observer* about Angela Mason in 2002: “Mason can take considerable credit, in her ten years as director of Stonewall, for a shift in attitudes towards gay men and women, driven by significant legal reform. Most important among these was the lowering of the age of consent for gay men to bring it in line with heterosexuals, first to 18 in 1994 and then to 16 last year. Add this to an end to the ban on gays in the military, the abolition of vetting in the senior echelons of the Civil Service and the recent victory over adoption – all issues taken up by Stonewall under Mason’s stewardship.”

Ben Summerskill was instrumental in securing further legal changes including the right for lesbian, gay and bisexual people to access goods and services without discrimination, and the most extensive system of parenting rights in the world for lesbians and bisexual women. He went on to play a key role in work to make inciting homophobic hatred a criminal offence as well as the campaign in 2009-2010 to enable same-sex couples to celebrate civil partnerships in religious buildings. In January 2014 the editorial of *The Guardian* wrote: “Mr Summerskill’s is an extraordinary list of achievements, beginning with the repeal of Section 28, and continuing through job protection and civil partnerships and gay marriage.”

The trans movement, including Stephen Whittle of Press for Change, also achieved huge legal reform, though with less public recognition. Christine Burns in *Pressing Matters Volume 2* describes the moment she and Claire McNab witnessed the passing of the Gender Recognition Bill: “We had worked with civil servants and ministers on this legislation for nearly two years, helping them fend off determined attempts to derail it. Our strategy of using judicial means to force Government into legislating for our rights had finally paid off, but it had taken a total of more than twelve years of concerted and often unglamorous work to get there.”

The work that these campaigners did was extraordinary, and has changed the lives of lesbian, gay, bisexual and trans people across Britain.
Under the leadership of Ben Summerskill Stonewall began the task of working with institutions to make sure that as well as changing the law, we could begin to change hearts and minds. After the repeal of Section 28 we launched our Education for All campaign to tackle bullying in schools. We also developed our Diversity Champions programme which empowers employers to support their lesbian, gay and bisexual staff.

Our approach was, and always has been, strategic. We do not deliver casework or provide services for individuals. Instead we create campaigns and programmes which shift public attitudes and change institutions.

From 2005, Stonewall published significant research into areas including homophobic bullying, lesbian and bisexual women’s health, the prevalence of hate crime, and the changing nature of public attitudes towards lesbian, gay and bisexual people. Our research agenda was prompted by a need for accessible and plain English evidence to give institutions such as the NHS the confidence to drive forward change.

Out of that research we formed recommendations and short guides to help organisations understand some of the most effective ways to change their policies and practices. From there we began to create resources which would help them make those recommendations a reality. Now each year we distribute over 35,000 posters, guides and films to hospitals, schools, citizens advice bureaus and workplaces across Britain.

Press for Change also shifted gear and began to campaign to change institutions and attitudes. Christine Burns explains in *Pressing Matters Volume 2*: “We all found new things to do. We revamped the website for a post-legislative world to put new emphasis on the challenges of trying to change press behaviour and improve NHS care. In 2006 I took up the invitation to chair a stream of work on transgender healthcare issues within a larger LGBT initiative at the Department of Health.”

Changing public attitudes towards lesbian, gay and bisexual issues was slow work. Many people we spoke to had never knowingly met someone who wasn’t heterosexual and certainly didn’t see how ‘what people do in the bedroom’ had anything to do with healthcare, housing, employment or the criminal justice system.

People similarly found it difficult to understand the issues facing trans people and they often incorrectly assumed that they were the same. Sometimes that simply led to confusion, such as when employers released ‘equal opportunities’ policies stating that lesbians could use the mens toilets if they wanted to. At other times this led to serious omissions, for example when employers failed to protect the confidentiality of transitioning staff. When we were persuading the NHS that lesbians and bisexual women should receive cervical screening, Press for Change and others were trying to explain why trans men might require screening too. It was clear that organisations did not immediately understand that these were different issues which involved distinct challenges.
As a result Stonewall made sure to separate LGB from T. We believed it was essential that our audiences didn’t think that after gaining an understanding of issues facing gay men, they would also understand the needs and experiences of trans women. Stonewall staff often attended meetings with Press for Change staff where we could both offer different but complementary guidance on promoting equality. At the time Stonewall held several roundtable meetings with trans people. Those meetings were not exhaustive or representative but the people who attended told us that they believed the issues were best served by keeping them separate.

We concluded that incorporating trans issues into our LGB work, when many didn’t understand the basic facts about sexual orientation and gender identity, would actively harm trans equality.

In 2007 Press for Change began to operate differently. Christine Burns explains in *Pressing Matter Volume 2* that members of the team “dropped out or changed gear” creating what she describes as “a gap for others now to fill” and leading to new groups and individuals campaigning and advocating for social change. She explains: “All that activity is what has propelled the next phase of trans activism on the social awareness front. Today’s advances couldn’t be handled by half a dozen people in their spare time. It works because trans people are talking to society en masse in a way that cannot now be ignored. Some of it is chaotic. But most of it is wonderful.”

She emphasises the role that social media has played in boosting the voices of trans people: “Social media has had a big effect. In that new space trans people almost all suddenly decided to be out in a way that was previously unthinkable. At least that’s how it has seemed. Some great new role models have encouraged a snowball effect too.”

This change in the trans movement created chances for a greater variety of voices to be heard and led to a better understanding of the diversity of trans people’s identities and experiences. It also generated new ways of campaigning and talking about the issues.

At the same time, Stonewall’s reach continued to grow. By 2008, we were working with over 300 employers and through our work with local authorities reaching into nearly 5,000 schools. Led by Ben Summerskill our public profile also grew. The Stonewall Awards, first held in 2006, celebrated the positive contribution lesbian, gay and bisexual people were making in areas of culture, politics, media and sport.

During this time more and more trans people began to call for Stonewall to include trans issues within our remit. People were understandably confused about why we did not already campaign for trans equality and by the time we had launched our first bus campaign with the slogan ‘Some People Are Gay. Get Over It!’ it was clear that we had the kind of reach and resources which could make a significant impact.

Campaigners were still doing huge amounts to secure legal and social change for trans equality. The groups set up at this time had and continue to have a real impact on the lives of trans people across Britain. While trans people did not need Stonewall to work on trans issues, there was a growing danger that our omission was causing unintended but real harm, as organisations we worked with would sometimes describe making progress in ‘LGBT’ equality when often they were only working on sexual orientation issues.
Many people have pointed out the inconsistency that Stonewall Scotland, set up in 2001, includes trans issues within its campaigns and programmes. When Stonewall Scotland was established the consensus of the trans communities in Scotland was that it should include trans issues. This wasn’t the case when Stonewall Cymru was set up in 2003. There, the feeling was that trans issues should be led by trans people in Wales.

Stonewall Scotland includes trans issues except where resources and materials have been developed centrally. Crucially though, much of the substantive work carried out on trans issues in Scotland is led by the Scottish Transgender Alliance (STA). Stonewall Scotland works alongside the STA as an ally and a partner.

In recent years we have made a number of avoidable mistakes which deepened the impact of our exclusion of trans issues. These mistakes were a result of failing to consult with trans people and to involve them in our projects.

**Nominating transphobic individuals for awards**

This happened because we did not put processes in place to vet award nominees. Since 2008 we have put in place mechanisms to vet all award nominees on broad equality considerations including trans equality. In 2014, trans campaigners were represented both as nominees and in the judging of the awards.

**Offensive language in FIT**

We produced a DVD for secondary schools which included a short segment that used offensive terminology. This was unacceptable and would not have happened if we’d worked with trans people in the making of the film. We have since removed that section.

**Stonewall’s campaign with Paddy Power**

We run an annual campaign with Paddy Power who have in the past used offensive language about trans people. Since working with us, Paddy Power have apologised and have, following our interventions, changed other campaigns and materials and committed to doing better in the future. We’re still committed to working with organisations to help them understand the real impact of prejudice and to take steps towards tackling it.

**Stonewall representatives speaking, or not speaking, on trans issues**

There are times when Stonewall can and should have used our platforms to raise issues about trans equality and other times where we should have referred our partners to other organisations. We’ve not wanted to miss opportunities to promote trans equality but we lack a mandate or the authority to speak on those issues. This report clarifies the role we hope to play in the future.

As a result of these mistakes many trans people became increasingly vocal in their criticism of Stonewall and our staff. We became reluctant to engage in trans issues for fear of making mistakes and causing further offence. Some people wanted Stonewall to include trans issues and saw this silence as a sign of transphobia. Others insisted that we had lost the right to include trans issues in our work.

We had reached an impasse. Stonewall could not and should not start including trans issues without the support of the trans communities but trans people were understandably hostile towards and sceptical about Stonewall. We were no longer working companionably alongside each other as we had in previous years. Instead there was a significant gulf between us.
In February 2014, Ruth Hunt was appointed Acting Chief Executive and made it clear via social media that Stonewall would become a positive ally to trans communities. This did not mean that we would automatically include trans issues within our work but that we would recognise that we have a platform to promote the trans movement and its achievements. The board of trustees welcomed this move and agreed that we would hold an initial consultation meeting to discuss how and if we could make amends with trans communities and move forward.

Upon her formal appointment to the post of Chief Executive in July 2014, Ruth Hunt stated during an interview with The Guardian that Stonewall: "Would be opening conversations with the trans community at a meeting at the end of August."

She also made clear that: "Any change needs to be led by the trans community... we are very open to taking whatever direction will be in the best interests of that community."

The first meeting was held in August with fifty trans campaigners, the Chair of Stonewall Jan Gooding, Ruth Hunt and independent facilitator Caroline Ellis. We selected the attendees together with members of the trans communities, not as representatives or spokespeople but as a group of people who’d demonstrated that they had something to say on the subject.

Towards the start of that first meeting Ruth offered an apology to trans communities which we would like to repeat here:

"We recognise the impact of mistakes we have made in the past. We are aware that we have missed opportunities to open up this conversation far sooner. And we apologise to trans people for the harm that we have caused."

The rest of the day marked the beginning of the process of charting a way forward. There are many accounts of the meeting online. We have since talked to over 700 trans people and what we have found is an overwhelming desire to move on from the past and work together on the issues which unite us. The rest of this report contains the experiences people have shared and outlines how we intend to use their insights to build an organisation which can help create lasting social change for the entire LGBT community.
As we began to talk to trans people and listen to their views we found an appetite to work together as well as a determination to make sure that we avoid repeating the mistakes of the past. Here we set out our vision for a Stonewall which campaigns for lasting equality for lesbian, gay, bisexual and trans people in Britain and abroad.

For Stonewall that first meeting was just the beginning. We were absolutely committed to making sure that anybody who had a view on what we should do could make themselves heard. After feedback from the first meeting we took an active role in making sure that we could hear from people from traditionally underrepresented groups. We received over 500 emails, held targeted roundtable meetings, face-to-face meetings, phone calls and conversations across Britain. You can read more about what we learnt from listening to diverse voices later in this report.

The vast majority of the individuals we spoke to felt that by including trans issues within our work we could be part of a movement to create real and positive change for trans people. There was a lot of disagreement about what this should look like. Each debate we’ve heard has strengthened our understanding of the issues and helped us plan for the future. But what has been clear is that we have a unique voice and a platform, and a chance to use both to support the campaign for trans equality.

“I am really encouraged that you are reaching out to the trans community and the very act of Stonewall publicly bringing the T into the LGB fold in your organisation would be an inspiring and inclusive signal. Not just to the community but to the UK at large – Stonewall being a respected organisation it would bring many people real hope.”

One thing we heard repeatedly is that we would have to work hard to make sure that people understood the difference between gender identity and sexual orientation, as well as the distinct issues which trans people face. For a small minority of people the risk of confusing the two was so great that they didn’t want us to begin working on trans issues at all.

“One of our greatest challenges is gaining acceptance against a background of misconceptions and misrepresentation and one of the most common misconceptions is that being transgender is about being gay. … Although LGBT is used as a headline acronym, the forum, article, debate or story is invariably about homophobia, homosexual rights etc etc, and nothing is mentioned about transgender issues at all.”
Many others wanted us to be aware of this risk but still felt that it was important that we found a way through.

“I believe the differences and distinctions between gender/gender expression and sexuality need to be made as clear as possible. I am aware that there has been some resistance in the trans community to being linked to Stonewall or LGB because some do not want to be ‘mainstreamed’ as LG or B. As we know, it is complex but again, Stonewall has the commitment, motivation, connections and infrastructure to promote trans matters, so please do.”

So many people we heard from wrote and spoke passionately about the things which bind trans people and lesbian, gay and bisexual people together.

“When I transitioned, one of the first things I did was to have a blue star, with one point longer than the others, tattooed on my left wrist, your emblem, where I could see it whenever I needed to feel strong. You were close to my heart and mind - as I am both queer and trans. Some of my greatest supporters were queer; many were straight, but I didn’t feel that same solidarity, we hadn’t that shared oppression. In short, you make me feel powerful.”

Paris Lees, writing in *Attitude* pointed to our common experience of prejudice and discrimination.

“Today, with increasing acceptance of gay people and increasing awareness of what it means to be trans, we’re moving back towards a more inclusive rainbow politics. While some people are quick – and right – to point out that being trans is not the same as being gay, it’s an increasingly pointless distinction. Who cares if it’s not the same thing? As Stonewall’s co-founder Lisa Power reminded me last year, do you think our common enemies care how we divide ourselves? If you’re walking down an alleyway late at night, good luck telling the bad guys that you’re gay and not one of those awful trans people. Or vice versa.”

Over the course of the consultation we explored two options that we have decided not to pursue.

The first is for Stonewall to remain a lesbian, gay and bisexual charity and provide grants to trans organisations. As all of our funding is allocated for certain purposes, this would involve fundraising, taking the costs of servicing the grants, and then distributing them. Almost everyone we spoke to rejected this option as it would be unfair for a lesbian, gay and bisexual organisation to decide which trans organisations and campaigns are most worthy of funding.

The second is for Stonewall to nominally become an LGBT charity but support a sibling organisation to work on issues which specifically affect trans people. The advantage of this option is that a sibling organisation could have access to our operational infrastructure but employ its own methods and strategies to achieve change.
However some people felt this would mean that we would delegate the more difficult aspects of campaigning for trans equality to another organisation who would lose the benefit of our existing brand and relationships. The process of setting up a separate but constitutionally connected organisation would be both time-consuming and legally complex. We believe that it would be unwise to spend time and resources doing so rather than working to achieve change.

After hundreds of conversations with people and also with our supporters and partners, we have decided to extend our remit to become a charity which campaigns for lesbian, gay, bisexual and trans equality. Whether it’s challenging bullying in our schools, tackling hate crime on our streets or working to make our public services truly equal for all who use them, we have a responsibility to use our voice and our 25 years of experience to help create real change for trans people.

We also believe that taking this step will enhance all of the work that we already do. When we talk to teachers and doctors and managers we tell them how they can start to create an environment that lets people be themselves. Trans people, who all too often have to fight to express themselves and their gender in a way that’s authentic, really know what that means. Learning from them and hearing their voices will only make us stronger as a movement and as an LGBT community.

Our conversations with trans people made clear that getting this work right means taking a nuanced approach to trans equality. There are experiences of discrimination we share as an LGBT community and to tackle them we need to develop our existing work so that it includes and involves trans people. Other issues uniquely affect trans people and to approach them we’ll need to find new ways of working and build partnerships with the people and organisations already campaigning for equality. This distinction between ‘trans-inclusive’ and ‘trans-specific’ issues will shape our approach to the work ahead.
"SOME PEOPLE ARE TRANS. GET OVER IT!"
In 2014 alone we were able to work with over 700 employers, support over 11,000 teachers to tackle bullying and celebrate difference, and produce a campaign to tackle discrimination in football which was seen by a third of the UK population. We want to expand this and all of our work so that it includes and involves trans people as much as possible. It will be a huge undertaking and to get it right we need to be led by trans people’s expertise.

Where making our work trans-inclusive is straightforward we have already started to do so. *LGBT Voices*, our book celebrating older LGBT people, already includes the stories and experiences of trans people. After receiving many requests, we adapted our iconic ‘Some People Are Gay’ t-shirts to read ‘Some People Are Trans’ and produced posters and stickers to accompany them. Adapting much of our work will require more thought, training and preparation. For example we will need to redesign the programmes we run in schools and workplaces.

We estimate that it will take approximately one year for Stonewall to become fully trans-inclusive.

We know that we cannot become an LGBT charity simply by adding a letter or word to our objectives. We also recognise that it won’t always be appropriate for us to include trans issues within existing materials. For example, *Coming Out*, our guide for young lesbian, gay and bisexual people, shouldn’t be amended to include trans issues. Young trans people face different challenges when they are thinking about coming out and to treat the two experiences as if they are the same will put young people at risk. Instead we need to signpost to guides which already exist and where there is a need for new ones, work in partnership with trans organisations to develop them.

By contrast many of our resources can be more easily adapted. Our guide to setting up a staff network group and our tips for young people on calling out offensive language deal with situations where lesbian, gay, bisexual and trans people often face similar challenges.

Stonewall has 85 staff spread across three offices with varying degrees of knowledge about trans issues and gender identity issues. Staff are committed to us becoming trans-inclusive but they also recognise that they need extensive training in order to deliver the work effectively. Although we employ trans and non-binary staff, we are clear that it is not their responsibility to lead this work or to educate their colleagues.

We will therefore invite trans experts to submit proposals that outline how they would deliver both basic and function-specific training as well as help us change our resources, programmes and projects to make them trans-inclusive. We will work with those experts to make sure that our work recognises the diversity of trans people and identities. These partners will be paid for their time and expertise.
The training for all staff should include, amongst other themes:
- The history of the trans movement.
- Information about transgender, non-binary and other identities.
- Information about pronouns, language-use and inadvertent trans exclusion.
- Information about areas of current disadvantage including healthcare, education, employment, hate crime, and discrimination in the media.
- Information about multiple identities and how they impact on trans peoples’ experiences.

A sample of our function requirements can be found in Appendix A.

Stonewall is a charity and is governed by a board of trustees. The Chief Executive is accountable to the board and reports directly to the chair of the board. We will take steps to make sure that trans expertise is reflected in the make-up of the board.

We will also form an advisory group of trans experts who reflect the broad diversity of trans communities and who can support us in our work to become trans-inclusive over the next 18 months. We will invite trans people to apply to be part of the advisory group. A trustee and the Chief Executive will attend the group and report its recommendations back to the senior management team and the board of trustees.
During our consultation we heard from hundreds of people who bravely shared stories about the discrimination and transphobia they encountered as a direct result of their gender identity.

Some of these issues were similar to ones faced by lesbian, gay and bisexual people, but many were distinct. People also provided us with a huge list of issues that they felt we could play a role in tackling.

This list is not exhaustive but these are just some of issues that people raised with us.

- Tackling the economic disadvantage which trans people experience as a consequence of leaving school early, becoming unemployed or being forced to seek expensive means to medically transition.
- Advocating for better mental health support to help trans people who have experienced social exclusion and persecution.
- Addressing the disproportionately high level of hate crime experienced by trans communities.
- Campaigning for the legal and social recognition of non-binary gender identities.
- Taking steps to address the ‘spousal veto’ as well as legal anomalies in the Gender Recognition Act.
- Working towards better provision for trans and gender variant children and young people, including access to healthcare and support for those rejected by their family.
- Providing support for partners, family and parents of trans people.
- Improving the portrayal of trans people in the media.
- Securing improved employment protections for trans people during recruitment and for those who transition at work.
- Increasing the quality of social care for older trans people and trans disabled people who require support and understanding from carers and health workers in order to maintain dignity and identity.
- Supporting trans people seeking asylum.
- Promoting the visibility of a wide range of trans identities including those who don’t conform to a narrow perception of trans identity.
- Campaigning for an increased understanding of trans identities from service providers and businesses, including banks, insurance and pension providers.
- Promoting the provision of trans and non-binary accessible facilities in schools, colleges and universities.
- Recognising the disproportionately high number of trans people in the sex industry and the unique challenges that trans sex workers face.
‘The two main spheres where change is needed are healthcare and the ways in which we legally exist. Underlining both of these is the necessity of trans people having more control over their lives; be that in the form of access to hormones and surgery or changing legal names and gender…’

‘Some specific issues are: lack of access to transition related medical services for those who don’t fit the dominant narrative; lack of legal recognition of our genders (e.g. I can’t have a passport in my own gender as the UK Government refused to count it at the last census); lack of social recognition of our genders (e.g. being able to choose my title and gender on bank accounts); and lack of employment protection if we choose to be out (it’s debatable whether the Equality Act applies to non-binary people).’

‘Some of the most important and pressing concerns for trans* people in the UK are: lobbying for changes to the Gender Recognition Act and improving healthcare services. Regarding the former, there is the obvious problem of the spousal veto. But more broadly, it is a ridiculous piece of legislation that is insulting and degrading to the people it affects.’

‘Many trans people from around the world decide to work in the sex industry in the UK or in Europe in order to escape high levels of violence in their countries of origin and/or to pay for expensive reassignment surgery, for example. Migrant trans sex workers, with whom we are in contact through our outreach and are members of our organisation, are often at greater risk of violence and many feel unable to report abuses to the police due to their trans identity or history, race, immigration status or involvement in sex work.’
II. WORKING ON TRANS-SPECIFIC ISSUES

WORKING IN PARTNERSHIP

There are many organisations already doing important work on trans-specific issues across the country. In addition individuals give their time (often for free) to take part in consultation exercises with public bodies, government departments and service providers to inform them about the discrimination trans people face and equip them to tackle it. Alongside all of this there is a huge range of events and online conversations aimed at supporting and empowering trans communities.

We want to find ways to add value to this work instead of replicating it. In some cases that might mean that we do not develop campaigns and programmes on a given issue. Trans Media Watch and All About Trans, for example, already conduct extensive work around trans representation in the media. It’s not clear that creating our own media representation campaign would be helpful.

In other areas such as education and health, there are organisations doing effective and much-needed work, but who do not always have the capacity to take advantage of all the possible opportunities to advance trans equality. Stonewall will work alongside these organisations to make sure that we develop offerings which complement the work that they do rather than simply reproduce it. We will also create a comprehensive signposting function for our partners who require in-depth support or training.

In line with Stonewall’s ways of working we will not deliver services or provide casework for individuals. We do not want to replicate the fantastic work being done by many local and national organisations across the UK.

NEW STONEWALL STAFF

Stonewall will seek funding to appoint full time members of staff who have specific expertise on trans issues to work on issues including health, education and employment. The staff will work with key agencies in these areas and produce trans-specific work and guidance.

Outputs in the first year might include work such as:

- Research and subsequent guidance about the experiences of trans and gender variant young people at school or college.
- Guidance for medicine, nursing, midwifery and allied health schools about incorporating trans issues into curricula and training for health and social care staff.
- Guidance sharing best practice from Stonewall Diversity Champions who are doing particularly good work around trans inclusion.
- Attendance of stakeholder forums and meetings regarding access to health care.

A DIRECTOR OF TRANS INTEGRATION

Stonewall will seek funding to appoint a full time member of staff with specific expertise in trans issues. The Director of Trans Integration will enable trans-specific issues to be tackled in line with Stonewall’s effective campaigning approach and style. They will be a member of Stonewall’s senior management team, appointed on a temporary eighteen month contract with a remit to ensure that Stonewall fully and effectively integrates trans issues into all our work in a way that adds value to the wider trans movement. The post holder will specifically:

- Commission and oversee the training of all Stonewall staff.
- Oversee staff to produce, amend and develop guides and resources.
- Work with the senior management team to ensure trans issues are fully integrated into the five year business plan and structure of Stonewall.
- Work closely with the newly formed trans advisory group.
- Advise the Chief Executive and board of trustees on strategic planning and governance.
- Identify and develop partnerships with trans organisations and individuals.
- Work with our campaigns team to develop a programme of work aimed at securing legislative reform for trans people.
III. RECOGNISING THE DIVERSITY OF TRANS COMMUNITIES

We recognise that there is no universal experience of being trans. Throughout the consultation process we heard from many people whose experiences were shaped by their ethnicity, disability, age, social class and a whole range of other aspects of their identity. We are determined to make sure that future campaigns and programmes reflect this diversity.

In order to get the input of traditionally under-represented groups within the trans communities, we held a series of targeted roundtable events. We also arranged one to one meetings, phone calls and online conversations in order to accommodate the needs of people who are not out about their gender identity or who could not attend due to disability.

We held events in Birmingham, Cardiff, Edinburgh and London in order to talk to trans people from different parts of the UK. Tyne Trans also kindly hosted a consultation event in Newcastle where we were able to talk to trans individuals and allies in the North East of England. Where needed we provided financial assistance for people travelling to our London office.

The following are some of the thoughts that trans people shared with us over the course of the consultation. While not exhaustive they provide some insight into the issues we will be considering as we plan future work.
III. RECOGNISING THE DIVERSITY OF TRANS COMMUNITIES

**ETHNICITY**
- Resources aimed at trans people often do not depict black, asian and minority ethnic (BAME) people. This perpetuates the idea that someone can’t be both trans and BAME.
- Gender identity services often have culturally narrow ideas of what it means to be a certain gender.
- BAME trans people experience racism both when accessing public services, and at LGBT events or in LGBT spaces.
- Some people expressed a concern that gender identity services lacked information about the specific needs of BAME people when prescribing hormone treatments.

**DISABILITY**
- Attending Gender Identity Clinics can be harder for disabled people, especially where this requires frequent and extended travel.
- People with experience of mental health issues fear that seeking treatment would count against them when trying to access gender identity services.
- Autistic trans people and people with learning disabilities can find it difficult to meet requirements to express complex ideas about their identity verbally or in writing.
- Disabled people who require carers often fear transphobia or that their carer will not help them to express their gender in the way that they choose.

**AGE: OLDER TRANS PEOPLE**
- As people require more support they can become anxious that they will be forced to disclose the fact that they are trans to carers or healthcare professionals and are unsure of how they might react.
- Some people feel they have to wait until they are financially secure or until their children have left their homes before they can seek support to transition.
- Healthcare professionals can express scepticism to people who transition later in life. Many older trans people report that they were given the impression that transitioning late ‘isn’t worth it’.
- Older trans people fear that if they need to move to a care home they may be housed in single-sex accommodation which is inappropriate to their acquired gender.

**AGE: YOUNGER TRANS PEOPLE**
- Young people can be rejected by parents and family, leading some to seek support from older people and put themselves at risk of exploitation.
- Many experience bullying and ostracisation at school. This can cause people to leave formal education early which affects their employment prospects.
- Gender identity services are reluctant to treat people under the age of 16 which can cause parents to take risks in order to secure their children treatment overseas.
- Young people described how they could see and feel their body changing as they grew older and this led them to feel unhappy with their identity, sometimes causing undiagnosed mental health issues.
- Some young people acquire hormones illicitly. Young people who spoke with us acknowledged that this can be risky.
- Many people speculated that rates of sexually transmitted infections are disproportionately high amongst trans young people due to a lack of knowledge about safer sex and the increased risk of sexual exploitation.
Non-binary is a term for people whose gender identities do not fit into the gender binary of male or female. A non-binary person might consider themselves to be neither male nor female, or to be in some sense both male and female, or to be sometimes male and sometimes female. People who identify as non-binary will sometimes prefer to refer to themselves using pronouns which are not gendered, for example ‘they’ or ‘ze’.

Language and definitions are changing rapidly in this area and it is possible that the definition above will not remain accurate after the publication of this report. When Stonewall talks about trans issues, we include non-binary in that description.

Non-binary people who participated in the Stonewall consultation raised some issues that have a particular impact on non-binary people:

- Most official documents, including legal forms of identification, require a person to identify themselves as male or female.
- Friends, family and colleagues often refuse to acknowledge or respect a non-binary person’s identity and use of pronouns.
- Gender identity services are not often equipped to meet the needs of non-binary people.
- Equality legislation does not explicitly include non-binary identities.
- Facilities such as changing rooms and toilets are often gendered, forcing non-binary people to risk facing hostile encounters with other users.
- LGBT resources and guidance often ignore or overlook non-binary identities.

Stonewall will maintain links with non-binary groups and individuals and ensure that non-binary experience is reflected in our trans work.

Intersex is a separate identity to trans but many people we talked to felt that we needed to consider intersex issues as part of this consultation process because there are some areas of shared concern between trans people and intersex people.

Intersex people are individuals whose anatomy or physiology differs from contemporary cultural assumptions about what constitutes male or female. Organisations such as Intersex UK and the UK Intersex Association campaign on a range of issues aimed at securing legal equality in the UK and abroad. Many LGBT organisations have added intersex to their campaigns and describe themselves as LGBTI organisations.

We will work with intersex groups to provide our partners and stakeholders information and evidence about areas of disadvantage experienced by intersex people but will not, after discussions with members of the intersex community, include intersex issues in our remit at this stage. We will continue to host and attend meetings with members of the intersex community and this will be a matter of continuing discussion.
**POLICY AND CAMPAIGNS**

<table>
<thead>
<tr>
<th>CURRENT STAFF ACTIVITIES</th>
<th>TRAINING REQUIREMENTS</th>
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<tbody>
<tr>
<td><strong>POLICY</strong></td>
<td></td>
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<tr>
<td>Advise policy-makers on issues relevant to lesbian, gay and bisexual equality.</td>
<td>Understanding the key issues affecting trans and non-binary people.</td>
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<tr>
<td>Provide expertise in areas including health and social care, criminal justice, education, sport and housing.</td>
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<tr>
<td>Respond to consultations and attend stakeholder forums.</td>
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<tr>
<td><strong>RESEARCH</strong></td>
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<tr>
<td>Conduct and commission research into the experiences of and attitudes towards lesbian, gay and bisexual people.</td>
<td>Making future research trans-inclusive.</td>
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<tr>
<td><strong>CAMPAIGNS</strong></td>
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<tr>
<td>Run continuing campaigns to tackle prejudice in areas including sport, the workplace, and education.</td>
<td>Engaging trans individuals and organisations with campaigns.</td>
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<tr>
<td>Run specific campaigns to mark events such as Anti-Bullying Week, LGBT History Month &amp; Bisexual Visibility Day.</td>
<td>Developing all training and materials to be trans-inclusive.</td>
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<tr>
<td><strong>INTERNATIONAL</strong></td>
<td></td>
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<tr>
<td>Support international human rights defenders to campaign for change.</td>
<td>Evaluating the campaign and identifying opportunities to develop more trans-specific work.</td>
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<tr>
<td>Raise awareness of the issues affecting LGBT people around the world. (This campaign has been developed to be trans-inclusive)</td>
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<tr>
<td><strong>EDUCATION PROGRAMMES</strong></td>
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<tr>
<td><strong>PRIMARY SCHOOLS</strong></td>
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<tr>
<td>Support school staff and governors to tackle bullying, celebrate difference and support pupils.</td>
<td>Including gender identity and gender expression within teacher training.</td>
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<tr>
<td><strong>SECONDARY SCHOOLS</strong></td>
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<tr>
<td>Support school staff and governors to tackle bullying, celebrate difference and support pupils.</td>
<td>Including gender identity and gender expression within teacher training.</td>
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<td></td>
<td>Developing resources with partner organisations for trans-specific work.</td>
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<tr>
<td>WORKPLACE PROGRAMMES</td>
<td>CURRENT STAFF ACTIVITIES</td>
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<tr>
<td>BRITISH EMPLOYERS</td>
<td>Support employers who work globally to create inclusive environments for their lesbian, gay and bisexual staff.</td>
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<tr>
<td>GLOBAL EMPLOYERS</td>
<td>Support local authorities and academy chains to tackle bullying, celebrate difference and support pupils.</td>
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<td></td>
<td>Support further education staff to tackle bullying, celebrate difference and support students.</td>
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<td></td>
<td>Produce an annual guide to LGB friendly universities.</td>
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<tr>
<td>YOUTH PROGRAMMES</td>
<td>Run a programme encouraging young people to develop their own campaigns.</td>
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<td></td>
<td>Run a programme to support young people at the early stages of their careers.</td>
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<td></td>
<td>Support rolemodels to visit schools and talk to young people about their experiences.</td>
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<tr>
<td>ACADEMIES AND LOCAL AUTHORITIES</td>
<td>Encourage employers to create inclusive environments for their lesbian, gay and bisexual staff.</td>
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<td></td>
<td>Produce guidance and resources for employers.</td>
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<tr>
<td>COLLEGES AND HIGHER EDUCATION</td>
<td>Including gender identity and gender expression within teacher training.</td>
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<tr>
<td></td>
<td>Developing resources with partner organisations for trans-specific work.</td>
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<tr>
<td></td>
<td>Developing a trans-inclusive careers guide.</td>
</tr>
<tr>
<td></td>
<td>Developing a trans-inclusive university guide.</td>
</tr>
<tr>
<td>CAREERS GUIDE</td>
<td>Produce an annual guide to LGB-friendly employers.</td>
</tr>
<tr>
<td>LEADERSHIP PROGRAMMES</td>
<td>Deliver programmes for LGBT people and allies exploring what it means to be a role-model or leader. (These programmes have been developed to be trans-inclusive)</td>
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## Appendix A: A Sample of Stonewall’s Training Requirements

<table>
<thead>
<tr>
<th>EXTERNAL</th>
<th>CURRENT STAFF ACTIVITIES</th>
<th>TRAINING REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>INFORMATION SERVICE</td>
<td>▪ Respond to queries for information. ▪ Refer individuals to appropriate support services. ▪ Produce information guides.</td>
<td>▪ Understanding the key issues affecting trans and non-binary people.</td>
</tr>
<tr>
<td>COMMUNICATIONS</td>
<td>▪ Raise awareness of issues affecting lesbian, gay and bisexual people with print, online and broadcast media. ▪ Deliver Stonewall’s social media content.</td>
<td>▪ Using inclusive language. ▪ Understanding the key issues affecting trans and non-binary people.</td>
</tr>
<tr>
<td>EVENTS</td>
<td>▪ Plan and deliver events across all areas of Stonewall’s work.</td>
<td>▪ Making events inclusive and welcoming of trans and non-binary people.</td>
</tr>
<tr>
<td>MERCHANDISE</td>
<td>▪ Design and market materials to promote lesbian, gay and bisexual equality and to raise funds for Stonewall.</td>
<td>▪ Developing trans-inclusive messages and materials.</td>
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</tbody>
</table>

## Internal

<table>
<thead>
<tr>
<th>INTERNAL</th>
<th>CURRENT STAFF ACTIVITIES</th>
<th>TRAINING REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFFICE MANAGEMENT</td>
<td>▪ Manage the office. ▪ Welcome new staff and all guests to the organisation.</td>
<td>▪ Creating a trans-inclusive environment for staff and visitors.</td>
</tr>
<tr>
<td>DATABASE MANAGEMENT</td>
<td>▪ Manage the data that Stonewall records and stores.</td>
<td>▪ Ensuring staff understand best practice in data gathering, protection and gender identity.</td>
</tr>
</tbody>
</table>
## Appendix B: Glossary

### Gender Identity
A person has an internal, deeply held sense of their own gender. For trans people, their own sense of who they are does not match the sex that society assigns to them when they are born.

### Gender Expression
This refers to the ways in which people manifest their gender. For example through what they wear, how they speak and how they act.

### Trans
An umbrella term for people whose identity differs from what is typically associated with the sex they were assigned at birth. People under the trans umbrella may describe themselves using one or more of a wide variety of terms - including transgender. Some of those terms are defined here.

### cisgender
People whose gender identity matches the sex that society assigned to them when they were born. Non-trans is also used.

### transgender man
People who were assigned female at birth but identify and live as a man may use this term to describe themselves. They may shorten it to trans man. Some may also use FTM, an abbreviation for female-to-male. Some may prefer to simply be called men, without any modifier. It is best to ask which term an individual prefers.

### transgender woman
People who were assigned male at birth but identify and live as a woman may use this term to describe themselves. They may shorten to trans woman. Some may also use MTF, an abbreviation for male-to-female. Some may prefer to simply be called women, without any modifier. It is best to ask which term an individual prefers.

### transsexual
An older term still preferred by some people who have transitioned to live as a different gender than the one society assigns them at birth. Many trans people do not identify as transsexual and prefer the word transgender. It is best to ask which term an individual prefers. If preferred, use as an adjective: transsexual woman or transsexual man.

### non-binary
Non-binary is a term for people whose gender identities do not fit into the gender binary of male or female. A non-binary person might consider themselves to be neither male nor female, or to be in some sense both male and female, or to be sometimes male and sometimes female. People who identify as non-binary will sometimes prefer to refer to themselves using pronouns which are not gendered, for example ‘they’ or ‘ze’.

### androgynous
People who have both typically male and female characteristics in a way which makes it hard to identify their gender. There is usually no need to know this information, but where there is it is polite to ask.

### cross-dresser
A person who dresses in clothes normally associated with another gender. People cross-dress either privately or publically for a variety of reasons and many cross-dressers do not identify as trans. This replaces the term transvestite which many people find offensive.
Gender dysphoria is where a person experiences discomfort or distress because there is a mismatch between their biological sex and their gender identity. For example, some people may have the anatomy associated with men, but identify themselves as a woman, while others may not feel they are definitively either male or female. This mismatch between sex and gender identity can lead to distressing and uncomfortable feelings that are called gender dysphoria.

Where someone takes steps to live as the gender which they identify as. What this involves varies from person to person. For some people this might involve medical surgeries. Not everybody wants to have these procedures or is able to have them. A transition also might involve things like telling friends and family, dressing differently and changing official documents.

In the UK people can obtain a Gender Recognition Certificate (GRC), which enables them to get a new accurate birth certificate. The process for applying for a GRC can be quite burdensome and not every trans person will choose to do so. People do not need a GRC to transition at work or for most official purposes. In order to receive a Gender Recognition Certificate you must:

- be 18 or over
- be diagnosed with gender dysphoria (unhappiness with your birth gender)
- have lived as your acquired gender for at least two years
- intend to live in your acquired gender for the rest of your life
- apply to the Gender Recognition Panel

Intersex people are individuals whose anatomy or physiology differ from contemporary cultural assumptions about what constitutes male or female. Such variation may involve genital ambiguity, and combinations of chromosomal genotype and sexual phenotype other than XY-male and XX-female.
APPENDIX C: A NOTE ON PRONOUNS

WHAT IS A PRONOUN?
A pronoun is a word used to replace a noun.
Examples of pronouns are: he, she, it, they. We use pronouns so that we don’t need to keep repeating the same nouns; for example, rather than repeat the noun ‘the car’ in this sentence, we use a pronoun:

We took the car to the garage because the car needed fixing.
We took the car to the garage because it needed fixing.

WHAT IS A PERSONAL PRONOUN?
A personal pronoun is a word which can be used instead of a person, place or thing.
There are twelve personal pronouns for people: I, you, he, she, it, we, they, me, him, her, us and them.
There are three personal pronouns for things: they, them, it.
Personal pronouns allow you to avoid repeating a word and to refer to someone already mentioned. If the noun is plural, so is the pronoun which replaces it.

Sarah put Sarah’s bag on Sarah’s peg. Sarah walked to Sarah’s office.
If you use pronouns the sentence reads:
Sarah put her bag on her peg. She walked to her office.

WHY ARE PRONOUNS IMPORTANT TO TRANS PEOPLE?
Pronouns are important to everybody. When people use a pronoun they are signalling their assumptions about your gender, generally based on how you look. We take our cue from markers that we think are masculine or feminine. Names are also important. When someone uses your name it indicates that they know who you are.

Some trans people say that some people can deliberately use their old name (sometimes referred to as their ‘dead name’) as a way of ignoring that someone has transitioned. Sometimes, people can deliberately use the wrong pronoun – calling a trans woman ‘he’ for example – as a way of being disrespectful.

Sometimes people use the wrong pronoun or wrong name by accident. If you do this, apologise, and try not to get it wrong again. The correct name to use is whatever a person calls themselves and the correct pronoun depends on the gender the person is presenting. If you’re not sure, and you need to know (you don’t always) then ask “what pronoun would you like me to use?“.

WHAT DO PRONOUNS LIKE THEY OR ZE, WHEN USED ABOUT AN INDIVIDUAL, MEAN?
This means that an individual would like to use a pronoun that doesn’t indicate that they are male or female.

When I tell Charlie a joke they laugh.
When I speak to Charlie I listen to them.
When Charlie does not get a haircut, their hair grows long.
If my mobile phone runs out of power, Charlie lets me borrow theirs.
Charlie put their bag on their peg. They walked to their classroom.

When someone says “I’d like you to use a different pronoun” what they mean is they’d like you to not say he/him but she/her or they or even something completely different such as ‘ze’. The correct response is “What pronoun would you like me to use?”
Let us know what you think by tweeting us @stonewalluk and using #TransStonewall.
Paris Lees: 'Trans people need Stonewall, and they need us too'
Campaigning together for lesbian, gay, bisexual and trans equality