Trans Community Research

Final Project Report

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[redacted]

3 Executive summary

3.1

3.3 Employment and Study

21 survey respondents have had positive experiences in employment.
16 participants related having difficult experiences whilst in employment.
There are also significant issues surrounding trans people accessing, securing and keeping work (due to discrimination in the workplace).
16 people said finding work was difficult and 12 people said that finding and

It was a concern to trans people in this research that

3.8 Mental Health

Only 4% (n. 5) of the sample said they had not experienced some form of mental health issue in the past 5 years.
The most commonly cited issues are stress (83%, n. 94), anxiety (80%, n. 91), confidence/self-esteem (80%, n. 91), and depression (78%, n. 89). Incidence of self-harm in this research it is 33% (n. 38). Being a trans person in a society which has little awareness or acceptance of trans issues, has an extremely negative impact on trans people's mental health.
79% of the sample stated that, in the past year, they have had 2 weeks or more during which they felt sad, unhappy or depressed, or when they lost interest or pleasure in things that they usually cared about or enjoyed. This is considered indicative of being at risk of major depression. In comparison, only 38% of general population respondents in the 2012 Health Counts Survey in Brighton & Hove were identified as being at risk (Brighton & Hove City Council).
When asked about experiences of mental health services 25 people had no experience of using mental health services with 13 people saying that these services were hard to access. 19 recounted negative experiences and 12 positive experiences.
13 survey respondents spoke about community and voluntary services, of these 9 people were positive about their experiences. 6 people said that the time available for them through mental health services was insufficient.
Respondents spoke of the conflation of trans identities with mental health issues in mental health services and by psychiatrists and other mental health professionals.
Some participants labelled mental health services things like a 'waste of time', 'dangerous' and, in one case, stating that waiting times for counselling were linked to a suicide. Those who had used community/voluntary sector services reported more positive experiences, although they were aware of the limits to these services.

3.9 Safety

14% of the survey sample have not experienced any form of hate incident or hate crime that was related to their gender identity in the past five years.
83% of the survey sample had experienced negative comments and 64% verbal abuse, 53% respondents experienced teasing and 20% experienced physical violence over the last five years (more than those who had not experienced anything (14%)).
Individual experiences of hate incident and hate crime reported by focus group members varied from indirect verbal violence to being brutally attacked.
69% (n. 65) of the people in this research who had experienced one or more hate incidents did not report any of the incidents they experienced. For many

produced within the broader Trans Needs Assessment led by Brighton & Hove City Council.

Full details of the methods and tools used for this report can be found in the appendices at Section 17.1.

4.3 Outline of this report

Section 5 outlines the demographic characteristics of those who responded to the

5 Demographic details of the sample

5.1 Introduction

This section outlines the demographic characteristics of those who responded to the Trans Needs Assessment questionnaire (the demographics of focus group participants are considered separately at the end). These characteristics should be considered as a context for interpreting the findings presented in subsequent sections. The section will discuss sample composition and the following demographic characteristics of the sample: gender; gender recognition certificate; sexual orientation; ethnicity; age; disability and religion.

working with such lovely people	1
I then approached someone at Brighton and Hove Council about the excellent work they were doing around Trans issues and disclosed to them and I am doing some work around Trans issues for them	1
I feel very accepted in the workplace	1
It has been relatively easy to find entry level, retail work in Brighton when I have needed to	1
Trans-inclusive employer	1
Finding work can be difficult because I am trans	MC

this is not a guarantee against transphobia, especially that genderqueer/ non-binary is not a gender identity that is officially recognised	1
It is hard to find work	ϕ
but people here are less hostile	1
the reason I now unfortunately do not live in Brighton anymore	1
I can't cope with interviews or perform well in them and employers won't offer alternatives	1
I am not intelligent or confident which doesn't help as employers want intelligent and confident people	1
as an international student, I've found that a lot of part time jobs require a perfect spoken English	1
I feel unable to be out	y
I haven't felt safe being out at work and have just endured female pronouns, being read as a lesbian etc	1
I think that people are likely to find it harder to understand than if I told people I was binary trans, and this makes me reluctant to talk to people about it	1
I am quite worried about how being openly trans could affect my career	1
It makes me feel very torn between being true to myself + caring for my wellbeing, and being able to support myself and maybe a family in the future	1
constantly worried/scared by shared work changing rooms	1
I don't expect people at work to understand my gender and the fact that I use gender neutral pronouns	1
I find it really horrible to be treated as the wrong gender all of the time	1
have never mentioned my sexual orientation at work as I find so much prejudice against CDs, even from the gay community	1
The fear of being judged for being trans by potential employers at interview has led to me avoiding looking for work in the past	1
where I can be confident that my gender identity won't be a problem with my colleagues and superiors	1
Volunteering	c

Participants also faced significant hurdles both seeking and keeping employment. From the outset, the process of seeking work appears for many to be the cause of anxiety. The potential to be misgendered or 'outed' in a job interview appeared to have a significant effect on an applicant's confidence.

Angela Well I have sort of been applying for jobs recently but because I haven't really felt confident about it, I've been having to use my birth name and the gender on my legal documents and stuff, and it's something that I'm not even really sure if I wanted to find employment, how I would bring that up or if I would ever feel comfortable bringing that up, because you know, I'm not even sure if it would, you know, I kind of worry that it would put my job at jeopardy if I were to have to bring that up.

Matthew I don't feel comfortable applying for jobs because I don't know what to do. I wouldn't feel comfortable being called by my birth name and incorrect pronouns. So I've been putting off applying for jobs for that same reason.

Catherine faced discrimination in the process of finding work as a consequence of being 'out':

Catherine One time I was travelling to [nearby town] to go to [a] work programme and after about half-a-dozen visits, they decided to call a meeting with me. So the question was, 'Catherine, why do you think you're not getting work?' And I said, 'I don't know. Maybe it's because I'm a woman over the age of fifty, wrong side of fifty, you know, that does apparently have an effect.' And he just said to me, 'Right. There's three things in my view that are stopping you getting work easily. The first thing is that you're transsexual.'... I sat there and I absolutely froze because... I was speechless. I didn't know how to react. I've never actually been so insulted since I had my transition.

For some even the protection of a gender recognition certificate was not sufficient in alleviating the fear of looking for work with a new name:

Joey I've never really been employed apart from one guy that was a family friend who used my old name and I never really got around to telling him because my parents were so terrified of what people would think if they knew that I was trans. So I just never really bothered with that back home. It wasn't worth it. I knew I'd be getting out, but I'm so terrified of applying for jobs, that I don't have one. I can't really approach people. I can act confident and everything, but I'll be shaking and I'll be terrified and constantly thinking like, 'What pronouns are they using for me in their head and how do I tell them what I take because my name is purposely ambiguous so there's no

way to really get it across to them.' So jobs are near impossible for me.

Matthew For me at least, it would be good to get a recognition certificate

there is too little awareness	1
A teacher would constantly challenge the validity of my identity, and even brought it up in class as if it were a suitable topic for debate, showing no respect for my privacy or dignity	1
I have faced invasive questions from tutors, asking me in thinly veiled terms what genitals I have	1
Using changing rooms for sports lessons made me feel very dysphoric, so I would change alone in the toilets, or bunk-off from PE lessons all together	1
I was not allowed to use the male toilets as as my main tutor said that I would ""make people uncomfortable""	1

7 Brighton ȝ Hove

7.1 Introduction

Since the turn of the century, Brighton & Hove has understood and sometimes sold itself as the 'gay capital' of the UK. However, previous research has queried this moniker and its applicability to all lesbian, gay, and particularly trans and bi people (see Browne and Bakshi, 2013; Browne and Lim, 2010).

This section looks at how participants in focus groups and survey data understood their place in Brighton & Hove and why they came to the city. It examines the promise of Brighton & Hove, migration to the city and challenging the idea of the 'Brighton Haven'.

7.2 The promise of Brighton

Table 19 outlines why people come to live/work/study/socialise in Brighton & Hove. This table illustrates the promise of the city and its perceived inclusivity, as well as practical issues of work and study (see section 8 for a discussion of these).

Table мфϒ Why do you

It's a beautiful place	1
Work	нн
I feel safe in Brighton	мф
It's safer than my home town	5
...within LGBT* communities	1
InclusivekAccepting	мф
I also have the option to keep my trans status private, which I mostly do, because the medium sise and respectfulness of Brighton residents allows it	1
Makes me feel less exposed, observed, and antagonised	1
This is of considerable benefit to my wellbeing and mental health and is an extremely valuable asset	1
I was born herek I grew up here	мн
...and live with my Mum so not much choice on the matter	1
I wouldn't live anywhere else	1
I don't have the means to leave this disappointing place. If I could, I would move today	1
I feel comfortable here	мн
Don't stand out too much	3
in a city that predominately understands gender diversity	1
Because you don't have to hide; can be accepted in Brighton for non-conformity	1
It's a place where my gender and my relationship are normal, so I never have to think about it	1
Because it's by the sea	ф
LGBTQ Community	y
Support	y
Groups	3
GP etc	1
In order to function despite my mental health problems	1
To benefit from trans support system not available in semi-rural small town	1
Family	т
I moved to Brighton to transition	p
Because I live here	p
LGBTQ Scene	p
LGBTQ Friendlyñ	

elsewhere	
Because initially I thought it had a more enlightened stance on equality. However, I now am forced to revise my opinion	1
Early retirement	1

I thought Briنجي Bri

Helen

Acceptance was also perceived to be limited to certain areas of the city:

Julie It's so important that I've got Brighton on my door step because although people are just as accepting [where the participant lives]...

places, obviously it's not good to feel that it's- It isn't perfect and being aware of that I think is a good thing. We should be continually self-critical so that we're continually improving, realising who isn't accessing things, who's not showing up and who isn't feeling part of communities, who's not feeling represented and keeping asking how we can continually improve things. I'm sensing that is going on from some of the discussions people are having and that feels really positive, you know, not to be defensive. Yes, Brighton isn't perfect. It's pretty good in comparison to a lot of places, but we can keep hopefully improving it and having these discussions. People are doing some amazing work here and are talking about things that in some situations wouldn't be easy to talk about.

Some participants see Brighton as having the potential to become a poster city for the rest of the nation should these improvements be made. Justin notes:

Justin Brighton- hopefully we can be a role-model to the rest of the country. This is the central hub. This is where it's all got to start, and then from there it can work out to the major cities and then radiate out from that.

7.7 Conclusion

This section has shown that Brighton & Hove is perceived and experienced as better than other places for trans people with regards to community, support, friendships, as well as trans people feeling that they receive less negative attention in the city. Trans Pride was an important event for participants, in terms of visibility, community and a place to access support, and seen as part of the trans- friendliness that attracted people to the city.

However, this report, and in particular this section, demonstrates that these experiences are tempered by other negative experiences within Brighton and Hove. This does not suggest that the experience of living in Brighton and Hove is worse than living in other places. Instead, this report points to areas where the city needs to work to serve its trans populations, as well as indicating the areas where trans people actively contribute to the city.

8 Services

8.1 Introduction

This section explores trans peoples' use of services in Brighton. This section should be read alongside the Support section. This section in the main deals with public sector and mainstream services. It addresses accessing and using services,

In contrast, trans swimming was valued by participants who would otherwise have not been able to get involved in this activity:

Phil I have to say the trans swimming, when we went, oh my God, I just really enjoyed it [laughs]. I have always found swimming difficult because I feel like a lot of the time I get away with presenting as male, but I can't in the swimming pool, and when my hairy legs come out, then I look like a female and it's just all a bit of a mish-mash. So to be in the pool with people that weren't going to stare at me and judge me on that, because like I feel awkward, because I quite often I was going in the mornings with my sister to King Alfred and doing lane swimming, and anybody that came past me with goggles on, I'd be thinking, 'Oh are they looking at me under water?', and it's just ridiculous. So to just be able to go there, and although it's a small

8.3.5 Sports and Gym

74% (n. 83) of those who responded do not use a gym or participate in organised sport.

Table oлy Do you regularly use a gym or participate in an organised sport?

	Frequenc y	Percent	Valid Percent

into two groups and it is binary. There are binary groups but it's like who you identify with and you can join either team on either side. It doesn't really matter. So there's a very free-flow feel about it. He was supported really well with his local roller-

Labelsкdefinitions arenՙt important	o
Question is confusing	н
Doesnՙt mention transsexuals	н
Differentiation and definition of genderкsex	п
Doesnՙt capture some of the time, sometimes identify as the sex assigned at birth, sometimes donՙt	н
Other should be an option	н
Other responses, including	
I think the term trans should be used to cover CD's and TV's too	1
I am a cross-dresser, I don't identify myself as trans, and if I had answered Q1 with 'No' I would not have been able to complete this survey. That is discriminatory.	1
follows a patriarchal approach. If you have a variant of being butch and yet refuse to be identified as gender queer or lesbian you are left out	1
this is just a an umbrella term, and the groups of people that it represents all have very unique identities and different needs	1
too long and wordy for everyday use	1
I would also like to be able to identify that I am a TRANS man because my experience is not that of a cisgendered man and I think that is important to report	1
Be careful that the desire for inclusion doesn't create the very exclusion you are trying to prevent, and fragment the term trans in ways that are unhelpful and divisive	1

2 is confusing, Ǵ c a

> “I think the term trans should be used to cover CD's [Cross dressers] and TV's [Transvestites] too”

This respondent argues that cross dressers are part of the trans category. However, another survey respondent who identified as a cross-dresser, but not as trans, felt that this research was applicable to them:

> “I am a cross-dresser, I don't identify myself as trans, and if I had answered Q1 with 'No' I would not have been able to complete this survey. That is discriminatory.”

Many questionnaire respondents were happy with what they saw as a broad, inclusive definition of the word trans that encompassed many identities:

> “Given how much variation there is in people whose gender identity differs from their assigned sex at birth, I thought these were well phrased and considered questions for what is an difficult topic”

> “Definitions, terms can be interpreted differently but I feel this is quite accurate and respectful to all people experiencing gender related issues.”

> “I like the definition, it's inclusive of lots of trans identities.”

However, some people highlighted problems with the way some of the questions where phrased and the options given for them (i.e. 'What gender are you?' and 'Do you identify with the gender you were assigned at birth?), saying that they could go further and be more inclusive of different identities and experiences:

> “Can only give a partial answer as sometimes I identify with sex assigned at birth and sometimes I don't.”

> “I would have liked a ""in part"" or ""other"" option or similar in Q3 as I do identify with parts of my birth gender in parts and sometimes but not fully or always so can't answer with a clear yes or no. it's about half and half for me.”

> “I am familiar with that definition and understand what it means. However I am uncomfortable with stating my gender as 'male' given the options of 'male/female/other' I would use 'other' but I feel like that puts me outside gender and into a box that is undesirable, it's unrecognisable and adds to my feeling of being 'othered' in society I identify as trans-masculine, I am not a man, or male, although I prefer to use male pronouns, this doesn't mean I am comfortable with being in the 'male' box”

> “The trans definition is fine, but you should research whether intersex should be included. Question 2 is ok, as you have other box. Would you consider a non binary box instead? Question 3 is poor as it doesn't cater for the spectrum - people who are non binary. Not all people who are transgender feel they are not the same as at birth- i.e. transvestite”

For trans people in the focus groups, pronouns and titles were problematic. It is included here under monitoring, as often trans people are asked about their titles on forms. This process Kat sees as outdated and unnecessary:

Kat I guess with titles, I think I'm always wondering why they need to know people's titles? I kind of like I'd prefer "Mx" if I have to have a title, but why does anyone need a title nowadays? Just give people a freeform box if you really want them to put a title in. Like there are a

leave the room. I went and waited somewhere else because I couldn't cope with their transphobia and their lack of- It's like it never even occurred to them that a trans person might exist.

Phil

you were assigned at birth'? There was some disagreement about the use of the terms cross dressers in the definition, although 51 respondents thought that the question was good/fine/accurate. There were issues with others' negative reactions to monitoring questions, and how this influenced trans people's safety when using services. However, participants argued that the inclusion of the question was important.

awareness at their disability support groups and disability awareness in trans communities, including Ruth:

Ruth I have a podcast… Me and two friends of mine who are also Aspergic talk about our experiences of Asperger's Syndrome.

Ruth also highlighted the need for a combined trans-autistic support group.

Ruth I've been told that one of the things that's come out of the trans consultation already is that there's no trans group in Brighton for Aspes [Asperger's] and there is demand for one and Brighton Council have approached [name] and asked her if she knows anyone who would be good to help out setting up one and she suggested me… It's going to be such a proud moment for me if this takes off because I'll have gone from being isolated from the trans community to leading a trans group and providing a space for people who are in two minorities that I can relate to and it's brilliant. So well-done Brighton Council for recognizing this.

9.4 Providing Support and Services

Mark goes some way to exploring the difficulties of providing services and people who staff them who have 'a clue' about a range of issues that might be needed in these settings. The reliance on peer support groups that are underfunded and rely on individuals who can end up burning out:

Mark So the community is run by dedicated peer support. It's voluntary-based. No one gets paid for it. Most groups are peer support run. What is really difficult is that people go to say the council or any other service in the city for help and they'll get referred back to the support groups because they're seen as the only expert place to provide support, but the support groups can't actually provide that. The support groups are peer support. They're there to help and look after each other but without funding, without actual capacity, without- We're even lacking on skills. I mean like most people can't give decent advice about benefits or about housing or about a whole myriad of different things that we need support in. All we can really do is give cups of tea and sympathy, and even then there's a limit to how much we can do with that because we're all struggling with our own issues as it is. So I think there's too much reliance on the voluntary sector in the trans community to look after the trans community, and whilst it's incredibly important, it needs to be supported better. I think there needs to be some sort of scheme where people actually get paid or something to deliver these services because I think it's the only way you're going to effectively get what you need out of people. Because relying on voluntary service is great except for people, they burn out

really easily because they put in too much because they're so passionate about it. I mean even for myself. For me, I don't go to support groups to get support. It doesn't work for the way that my personality is. I go to support groups to run them because that's how I get support is by doing. So they work in different ways and they're really powerful in

9.5

To give advice to people who are in my s

None	p
I am afraid to come out	1
Moral support	o
Family	o
Not as much as I would likeĸneed	o
would love to give more support but lack time	1
it is limited	1
Advocacy	н
LGBT Youth worker	н
Otherʏ single responses	ом

Many questionnaire respondents mentioned the reciprocal nature of finding and offering support as a positive thing, but also sometimes a necessity within the community:

> “I find Facebook groups the most useful, particularly if they are quite specific and therefore don't have a massive membership base. You then feel like you get to know certain cg obaed ȳ ş 2 l’ ʿ get n i 4 Ə mau ' l ʂ e e

Table oTŸ Overall, about how often in the last MH months have you given unpaid help to any groupósú, club ósú or organisationósú? Please only include work that is unpaid and not for your family0

Trans people noted that when volunteering for trans groups, meeting other trans people was an important part of the experience, and was particularly important when other socializing avenues were not enjoyed:

Finn I think for some people it's a good way to meet other trans people. Like you know, it's a safe way of meeting other trans people, you know, particularly if you're volunteering. I mean for me, you know that people aren't going to be drunk [laughs], which you know, is a lot of sort of particularly LGBT spaces are club nights and places were people are drinking. I'm not a big drinker and I can feel quite uncomfortable in those spaces, but volunteering with [LGBT organisation], I found that I've met a lot of sort of likeminded people in a safe place and yeah I've really enjoyed the training that I've got from it. I mean it's been life-changing for me. All of my exposure with [LGBT organisation] has been life-changing but yeah, the volunteering I've found really-really useful. I mean it's such a boost to my confidence, and also like with Pride, I don't know if next year I would go if it weren't for the fact that I know I can volunteer. Like it's really scary. There are so many things wrong about Big Pride [laughs], but volunteering, it makes it feel like it's worthwhile. It makes it feel like it's not just a complete waste of time.

Category	No. of responses

I find that there is a culture of caring for each other in the trans community, so I care for someone when they struggle or are not well and then they might care for me if I struggle or am not well	1
I care for my trans partner, due to their mobility issues	1
Problems Being a Carer My daily life in the home is closeted and it makes me despise any caring duties as a result	4
Stressful	1
I am also disabled so it's a huge strain on my own health	1
Financial strain as Brighton is very expensive and rents very high so it's very difficult to keep going	1

> “While I am out to my family, they prefer that I never make mention to being trans* as they feel it would kill my Granddad (the person I care for). My daily life in the home is closeted and it makes me despise any caring duties as a result.”
>
> “ I cop out and visit them as male. Many reasons. My Mother has had some shocks before about my gender questioning and I would not want to cause her distress or endanger her life now she has Alzheimer's”

Others explained that people were unaware of their trans identities as care givers, so it did not affect their experiences.

9.7.2 Adult social care

Survey respondents were asked about adult social care, and given the examples of access point, home care providers, carer’s support services, day services, advocacy services, social work/care management teams. 84% of survey respondents said that they didn’

know. And what's going to happen if I have a stroke or something like that? I don't want to know about having a stroke and I don't want to know what's going to happen afterwards, but somebody's got to think about it.

Erin …I'm getting older… I don't know where I would be able to turn to?

Becky I'm [role in organisation]… and one of the concerns is of LGBT people in care, because we've all heard the horror stories that befalls other people, let alone people that identify as LGBT in care because of the failings in care homes, but there's a vast amount of ignorance about the needs of trans people generally and especially in care when they're very vulnerable.

Erin and Rachel felt as though there was no reliable way of knowing what quality of care they could expect to receive.

Erin They may be quite trans-phobic or they may not understand. On the other hand they may be very- There are brilliant staff out there I know. So you may get wonderful treatment but it will be a lottery in who looks after you and who provides for your care if you're not able to make those decisions yourself. I can see serious problems ahead. So yes I have thought about it, but I haven't made any provision for it because I just don't know what's going to happen yet. I hope to have a few years yet [laughter].

Rachel Up to now it's, as you say, it's a sort of lottery. You might land in a hospital which are kindly and nice and understanding. I went to [nearby town] Hospital to have a hernia operation last January and they never mentioned me being trans. I was on a female ward. It was run beautifully and absolutely without a murmur everything was right. So you know, you just don't know what's going to happen.

Erin gave a specific example of an instance of transphobic care she had witnessed:

Erin I've come across an individual who was a cross-dresser and she was- I first visited her when she was in a care home and she was left in a room upstairs on her own, half-dressed in female attire. I went and saw her and chiropodist, when I came down the manager of the home said, 'Oh I wanted to see you before you went up there'. Well it didn't bother me at all but I didn't see her again until she was actually in the hospital, in a hospital nightie sitting by the bed. I had to queue up to see her and I saw her there in the hospital, but there was very little support and understanding I felt either in the care home for her or in the hospital because she was just on a mixed ward and I felt for her badly actually, but there was nothing really that I could do for her and

> I didn't know what resources were in place, if any, and in fact I don't think there are any to be honest.

Trans people are also carers of the broader ageing population. Care workers may have difficulty accepting trans people's suitability to provide this care.

9.8 Parenting

18 people (16%) said that they are parents. This compares to local research which asked if children under 17 were living in the household - 33% in the 2012 Health Counts survey and 32% in the City Tracker survey waves 5 and 6 (Brighton & Hove City Council; Brighton & Hove Strategic Partnership, 2013; Brighton & Hove Connected, 2014).

Table пoγ Are you a parent?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	15.8	16.1	16.1
	No	94	82.5	83.9	100.0
	Total	112	98.2	100.0	
Missing	System	2	1.8		
Total		114	100.0		

Table 44 indicates three people had a child in school in Brighton and Hove, and all found their child's school welcoming or very welcoming as a trans parent.

Table ппγ Do you have a childĸchildren in a school in Brighton ɜ Hove?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	2.6	15.0	15.0
	No	17	14.9	85.0	100.0
	Total	20[7]	17.5	100.0	
Missing	System	94	82.5		
Total		114	100.0		

However, in focus groups, Robert discussed how children can face bullying due to their parent's trans status and so can seek to hide it:

understand, but as I say, I think the LGB families that I've met, they've

> effective. They're very effective despite the stigma, despite the oppression in actually coming out and getting there, but these treatments are really-really effective, and it's not only my life they've changed and made a whole lot better, but it's also a lot of people that I know that disappear into the binary as it were. There are very few people who stop if they're sort of accepted in a binary system and talk as advocates about these issues I think and it's important to do that.

9.9 Conclusion

LGBT and trans support groups and services were recognised as very extremely important, and can play a very important part in trans people's lives. There were some issues with these services, including lack of resources and a reliance on peer support; exclusion of those who have additional needs or who do not feel that they fit; and being asked to deal with support needs due to an absence of statutory services. It was noted that complexities and intersectional differences, including disability can be poorly catered for by these groups who are reliant on a limited pool of volunteer labour.

90% of people use the internet to find or give support. This is a key avenue of support and participants spoke of how it helped their wellbeing. Indeed, we will see in the safety section (section 12), that denying access to the internet can be a form of control and abuse. Peer to peer support was key in this area.

In comparison to the City Tracker survey wave 5 which found that 35% of people gave unpaid help in the past 12 months (Brighton & Hove Strategic Partnership, 2013), 81% of trans people in this research have given some form of unpaid help in the last 12 months. This covered services not provided by the public sector, and included volunteering for Trans, LGBT and mainstream services, for the latter two often they were given the 'Trans rep' position.

18% (n. 20) of these also helped out as individuals and not as part of a group and 16 people in the survey said that they are carers (14%). For those who identified as carers, the two biggest categories cared for were friends and partners.

84% of survey respondents said that they didn't know whether they were satisfied or dissatisfied with the Adult Social Care service (see table 42). When those who don't know were removed, 25% (n.4) were very dissatisfied, and 10 people (63%) were satisfied/very satisfied.

It was a concern to trans people in this research that they could not predict whether or not they would receive care that would facilitate living with dignity in older age. Being treated with respect relied upon having care workers who understand that there are issues specific to trans ageing that require specific care services being delivered to them.

18 people in this research said that they were parents. In the questionnaire all 3 who had children in school said that the schools were welcoming. Parents identified that there was a lack of support for trans parents and also the children of trans parents.

Implied being trans was a mental health issue	3
as an inpatient at the Sussex County Hospital, mostly from other patients	1
asking me lots of personal questions with regarding to transition	1
I was accused of being a drag queen	1
what gender dysphoria is and how it affects people	1
laugh at me when I talk in gender-neutral ways about my sexual health	1
Chemist challenged me when I bought contraception	1

background and different experience, Charing Cross could potentially have become even more sort of difficult to negotiate actually, I imagine I could have found.

10.4 General Practitioners

The majority of respondents are registered with a GP (94%, n. 107).

Table 48: Are you currently registered with a GP?

		Frequency	Percent	Valid Percent
Valid	Yes	107	93.9	93.9
	No	5	4.4	4.4
	Don't know	2	1.8	1.8
	Total	114	100.0	100.0

Table 49: What is your GP practice?

Category	No. of responses
St Peters Medical Centre	8
Prefer not to say	7
N/A	7
Park Crescent Health Centre	6
Ship Street Surgery	6

Dr

As can be seen from the table above, in this sample there does not seem to be a particular concentration of trans patients in any particular GP surgery.

10.5 Satisfaction with

Total	114	100.0	

67% (n. 76) of people also felt satisfied or very satisfied that their GP treated them with respect, with 19% (n.14) feeling dissatisfied or very dissatisfied.

Table 53: How would you rate your experiences with your current GP: Treating you with respect

		Frequency	Percent	Valid Percent
Valid	Very dissatisfied	7	6.1	6.5
	Dissatisfied	7	6.1	6.5
	Neither	17	14.9	15.9
	Satisfied	41	36.0	38.3
	Very satisfied	35	30.7	32.7
	Total	107	93.9	100.0

not assumed. For those who go 'above and beyond', trans people can feel grateful:

> "I've had my current GP since I was 13 (8 years). He is amazing and I regularly recommend him to other trans people. He has gone above and beyond for me and I am extremely grateful." (Questionnaire respondent)

For Mary the ease of the process was surprising:

Mary I went to my GP for referral in March last year and she was great. Like I was

How to get funding	1
GIC	1
NHS Guidelines	1
Non-binary trans identities	1

GPs don't have enough time	7
To talk through issues	1
To talk about the process of transition/what to expect	1
To discuss dysphoria	1

similar. I said, ‘Can I get help on the National Health Service with this gender problem?’, the first GP I had in Brighton. ‘Oh no. No. You’ll never get anything. They won’t do that. You’ll have to virtually prove

both administrative staff and GPs themselves:

Mary Like when I phone up, they got my name wrong. I took my deed poll in to get my name changed and the woman's like, 'This may be a stupid question, but it's still Sir isn't it?' And I'm stood there like, Mary, marvellous stood in a dress [laughter]. I was like, 'That is a stupid question. No. It's not.' And then she was like, 'Oh sorry. I needed to check'.

"My GP called me by the wrong name and would not call me by that name when requested. I was misgendered and told that I was incorrect about information that I knew to be correct." (Questionnaire Respondent)

Fred My GP, I actually ended up seeing a locum to talk about my gender dysphoria and the subsequent referral to a Gender Identity Clinic, and the doctor did not know what they were talking about and I know that that's not an individual- I know that lots of people have had the exact same experience, and while it wasn't entirely negative, they did misgender me the whole way through [laughter].

Fred says that 'while it wasn't entirely negative'. This downplays the violence that many trans people spoke of feeling when they are misgendered (see section 12, Safety).

Respondents also indicated that it was difficult to change your records at the GP, which could exacerbate problems around being misgendered:

"Unfortunately he told me that I can't change my name and gender marker on my record, which turned out to be untrue." (Questionnaire respondent)

This once again shows a lack of knowledge, not only on the part of GPs, but also amongst those keeping the records.

"When I legally changed my name - I took my papers to the GPs to change my details on the system. They said they couldn't change my name because they weren't allowed to due to my legal sex. They changed my name to a shorter version of my birth name (not my legal name) and kept my title as 'miss'. A few weeks later I took my documents back to ask again and they said they would change it for me. The next time I went they called out my birth name with the title 'miss' in front of the reception to call me in - and my prescriptions had "miss" with a mixture of my birth name and my legal name on them. The third time I went back they changed it for me after I pressured them lots. However they wanted to put my gender as female (even though I identify as male). After I contested this they put it down as n/a." (Questionnaire respondent)

10.7.1 Hospital services ónot gender identity servicesú

Total

Turns out if you move home at any point during the waiting list period, you are sent straight to the back of it	1
I have come to expect delays. When waits are known, it is not so bad. When they are unnecessary or unplanned they can be devastating	1
	2
I do not know what the process I am involved in looks like, no one can tell me, not the gender clinic, or my GP	1
I just feel helpless and lost and confused	1
I was not automatically referred to an endocrinologist when I started transitioning, and it was only by chance that I found out I needed one	1
Financially, including	13
	9
After the consultant at Charing Cross was massively insulting at my first appointment after waiting 2 years to get there	1
Had to spend savings on surgery for my sanity	1
I spend my money on flippant things	1
I do not earn as much money as I need	1
Frustration	8
I just resigned myself to waiting, as I knew that far too much bureaucracy was involved	1
Negatively impacted on my day-to-day life	6
Couldn't leave the house/agrophobic	3

been cancelled and that I would have to wait another 3 weeks to be seen. It felt like torture- I was in a very depressed and vulnerable state at the time, had waited months for my appointment, during which I was very dysphoric, and this delay contributed to the feeling that I would never get the help I needed. I felt like harming myself." (Questionnaire Respondent)

Questionnaire respondents said that delays in their transition caused or exacerbated depression, with 12 participants who experienced these delays mentioning this explicitly.

Focus group participants talked about the difficulty of feeling that the transition pathway is very structured and that there is not enough space to make your own decisions about what you want to do:

Jean If you were to go for example to a hospital for diabetes care, everything is written down for you. You've got excellent pre and post-op care. Your voice is listened to within the Health Service. So if you don't want to do injections for example, then they'll look at different ways. So if you don't want to do a certain pattern of injections, because you still have to be, if you're type two, you still have to have injections, but if you don't want to inject every time you eat, then you've got a choice of how you use your insulin and it's very much based up to you. So it's very user-led rather than service led. This is what we've got at the moment, is a very service-led provision."

The process is a 'mystery' for some trans people, which means trans support groups are relied on to offer support in lieu of patient support (see also section 9):

Beth And there's a lot of mystery in the trans community about what transition is, about what you, about where you can stop-off, about what it's for and how you enable it. And there's nothing sort of written down about saying, you know, 'If you feel comfortable in one part of your transition, then that's fine to stay there. You don't have to go through to have hormones or surgery if you feel you've come to terms with your identity without changing your physical body or going on hormones. So it's like voluntary services capture all of this and we end up processing it in our spare time with very few resources, not enabled, not tied into the local mental health services well enough.

Particular concerns were raised about how having non-binary identities fitted into the traditional pathway you were expected to follow during transition:

Kat I definitely feel quite like nervous about it because I'm really stressed just reading online about kind of how everything is defined and how binary it is. Even that I find really upsetting. So I can't imagine having to sit in like appointments with people and sort of pretend to be more binary than I am and stuff like that, you know, in order to make them think that they should let me have the help that I know that I need, you know? So I'm trying to like figure out if there's a way I can do it where I ca

possible, but yeah... Just the whole kind of language I think needs to be rethought a lot, because, like, I wouldn't extrapolate any of my experiences to everyone. I know everyone has, like, different experiences and stuff, but for me personally, like anything that refers to gender reassignment,

	Satisfied	19	16.7	31.1

Liam I recently went to a consultation and it was for the top surgery... It seems like a bit awkward when they said about all the scaring and skin colour and it was a white doctor and it seemed like he was a bit awkward.

River And it would have been nice for your doctor to say, 'Okay. This is what you can do if this happens.'

Liam It was as if it was an awkward sort of thing. He didn't explain really and certainly didn't give sort of ideas of what to expect and sort of things like that. Really it's quite a practical thing isn't it?

to our genitals in this way" (Questionnaire respondent)

it is extremely frustrating to be seen by doctor who do not understand our particular needs	1
Brighton GIC	18
Due to size of local trans population	2
it will save money, remove frustration and travel, and undoubtedly give better treatment	1
based on a completely different approach	1
Shorter waiting lists	13

> treatment. General equality training would be useful as well."
> (Questionnaire respondent)

This training is seen to be central to improving trans people's experience of care, including hospital care:

> "More training, more education, more knowledge for medical staff. Going to hospital is scary, and when the doctors and nurses who treat you are

10.10.3 Time Waiting Times and time to lisen

people talkedabo1tsho.er ng .ts .key t.improving .

(51% satisfied compared to 30%) and treating you with respect (62% compared to satisfaction 25%). Participants said that trans people experienced distress with having to go Charing Cross – with the long wait for an appointment and the high cost of travel, particularly if they had to travel peak time. There was anxiety about missing appointments because of travel costs or personal difficulties, and having to wait a long time to be offered another one. Similarly, questionnaire respondents experienced problems with the process of transitioning and accessing Gender Identity Clinic services, citing lost and delayed referrals due to administrative problems as a big cause of this.

The figures relating to a range of mental health difficulties are very high. As focus group participants noted the experience of living as a trans person can take its toll:

> Charlie: …it's not surprising that so many of us have mental health issues. It's because of what we have to deal with on a day-to-day basis, and if they want to make a difference, they need to imagine they are put in our shoes for one day or a week. You take an average person off the street… ninety-nine per cent would probably go under. So we need all the support we can get.

For Taylor, safety issues were important, but experiences of homelessness had a

And 72% (n. 81) reported that they have had 2 years of their lives or more where they felt sad, depressed or sad most of the time.

Table yo' Have you had н years or more in your life where you felt depressed or sad most days?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	81	71.1	71.7	71.7
	No	28	24.6	24.8	96.5
	Don't know	4	3.5	3.5	100.0
	Total	113	99.1	100.0	

They discharged me when I was highly suicidal and refused to offer me any help

identities

gone there with my workers because I know that they'll just throw it back to, 'Oh but it's your mental health problem. It's not something separate.' And because I have so many medical issues, my GP I feel is really dismissive of me and my needs, and to add another need in would just be too much. I couldn't do it. I already feel like they think I'm just wasting their time and making stuff up and whatever when I go and see them. So if I was to add in another thing,

population respondents in the 2012 Health Counts Survey in Brighton & Hove were identified as being at risk (Brighton & Hove City Council, 2012).

As the quantitative data indicated, experiences of abuse ranged from the physical violence and more threatening and abusive behavior to 'less severe':

Bobbie I've got loads of difficult situations I've been in in public in Brighton from the kind of less severe just being looked at or the wrong pronouns, to people shouting really abusive comments. People really aggressively asking me what gender I am. People physically threatening me and sexually threatening me.

83% have experienced negative comments and 64% have experienced verbal abuse. Reece notes how this can be internalised so that trans people blame themselves, such that 'bad days' are blamed. However, as Reece argues this does not mean that trans people 'deserve it':

Reece Just the number of times I've been shouted at in the street by people. Shouting out in the middle of the park, 'Have you seen that there? That's a man there. You're not fooling me mate.' All that sort of stuff. That's on my bad days, you know, when I've not shaved or something [laughs]. Doesn't mean that I deserve it though.

Verbal abuse does not have to be directed at the trans person, but can be making comments to others:

June When I'm talking about violence, it's just verbal aggression and things like that and certainly where I live locally, When I went to the local shops, people would make indirect comments about, that I had guys shouting, 'Adams apple!', and things like that. Once you're aware of that threat, it kind of escalates a little bit. The other thing about indirect violence is the way that a lot of people stare at you like you're something that is weird or what have you and this is something that's common when people transition. I don't get that now. I'm very lucky. I think I've got passing privilege and that means that I get along much better, but indirect violence is the way that people stare. They talk to each other. You can't it down for a meal without someone nudging the next person next to them and pointing and looking and that's kind of indirect.

June recognises verbal aggression as violence and notes how it does not need to be direct. Stares, 'nudging' and noticing trans people in ways that make you a focus of conversation is also experienced as a form of violence.

For Dom trans issues can be subsumed to presumptions of lesbian identities, creating forms of what June termed indirect violence:

Dom [I was] put into an all-female bay that other women were frequently making

were discussing my gender and I could hear them discussing it and yet

other service users	5	4.4
A dependent	1	0.9
Total	INSERT	

Table yтϒ Those who selected other identifiedϒ

Category	No. of responses
Police officer	H
Friend	1
Employer - I had difficulty with changing my name	1
All	1
Everyone	1
Housemate	1

"The thing I do find very strange is on some of the general pubs, the security are very anti [trans], which sh Ṕ thi chh shh ẃs ery an l' ged ur g l º r R

SchoolкCollege	p
Shops	н
Bus shelter	1
Online	1
LGBT Bar	1
Pubs & clubs	1

University campus

Category	No of responses
Abuse from Family	MY
X including Abuse from parents	MM

[redacted]

12.3 Police and reporting

69% (n. 65) of people in this research did not report any of the incidents that they

> collect statistics, anonymised statistics, because there's a vast amount of unreported because people don't want to report to the police. They don't trust the police in many cases and that's historical. It doesn't just have to be LGBT Community Safety Forum. It can be any other organisation that people trust to be able to report.

Susie argues that reporting to organisations and agencies as an alternative to the police is needed because there is often a mistrust of the police.

12.3.1 Experiences of reporting

For many their relationships with reporting, and whether they would report a hate incident/hate crime pertained to past experiences with the police and other services. After being asked about reporting hate crime incidents, participants were asked to 'Tell us about your experiences of reporting' (see table 91).

Table ϕмϒ Experiences of reporting

Category	No. of responses
Negative experiences	мy
Including, not enough is done	т
LIPSERVICE	1
Most of the time it is a pointless waste of time	1
The police never do anything. They didn't even investigate it.	1
was listened to but nothing happened	1
In an LGBT venue my friend reported for me to the staff, while I was outside crying. The man was not asked to leave, apologise or do anything else	1

top of the stairs and shout down to us that she had assumed my partner was my foster carer and that I was a young boy. And she would shout stuff out of the window about, 'Will you make sure that your boy is quieter'. We used to play Rock Band and not late at night or anything, but just in the day, but she would bang on the floor and like, 'Your boy is making too much noise', and we told her again and again and again, you know, 'I'm not a boy'. She just never took it on-board and she totally kind of outed us by shouting out through the window. We made a complaint to the housing people just because we were there anyway and they said, 'Do you have any problems?', and so we talked about her. And their response was basically, 'She's just an old lady. What harm can she do? She's just an old lady.' She actually physically assaulted me at one point and I had bruises all down my arm. We called the police and the police came. They saw the bruises. They heard what had happened and they then asked about who it was and we told them it was the lady upstairs. They laughed in my face and just said, 'She's an old lady. We'll go and speak to her but we're not going to do anything. She's just an old lady.' They didn't take it seriously at all. It was two male policemen and I was horrified. I don't think I'd go to the police direct anymore. I think I'd always go via an LGBT person because it was just such an undermining experience. It was like, 'You're not important. You don't matter. Your issues don't matter. They weren't interested.

For other

> far as sexual assaults and things like that, actually tends to occur inside LGBT venues. Now I told this to the local LGBT champion… [Senior Police Officer], and he went, 'Huh, I've never known that' [Laughs] I mean I've been reporting it for ages and he's taken it away and they're going to look at whether they can attach a trans awareness need to the licence application and venues, licences can be withdrawn if trans people are continually subject to sexual assault, like people putting their hands on people's breasts or touching their genitals, which happens quite a lot…

Vivienne argues that more could be done to not only address experiences of sexual assaults in LGBT venues, but also transphobia more broadly through licencing legislation. Susan's comment about a senior police officer, illustrates that some people believe that they can speak to the 'top people', as well as the perc ч cle' GB ll

Sally I feel threatened every time I go out of the house and sometimes I just don't go out of the house because I'm terrified and I'm on high alert the entire time looking for trouble.

Facilitator Every single person in the room is nodding.

For some the threat to safety is worse than abusive comments:

Vicky There's a big difference obviously between somebody being abusive and somebody threatening because threatening is very-very much worse.

Lois not only feels that they can go under the radar, but also that there are some experiences where safety is experienced, such as trans Pride. It is clear from the data below, that not all trans people feel unsafe in the spaces and at the times that are focused on.

Feeling safe in the local area

In comparison to the City Tracker survey wave 5, where 81% felt fairly or very safe (Brighton & Hove Strategic Partnership, 2013), 45% (n. 51) of this sample felt this when outside in their local area after dark (see table 68). (Please note this does not only include Brighton & Hove residents).

Table ϕTϒ How safe or unsafe do you feel outside in your local areaϕϕϕAfter dark?

		Frequency	Percent	Valid Percent
Valid	Don't know	1	.9	.9
	Very unsafe	11	9.6	9.7
	Fairly unsafe	32	28.1	28.3
	Neither safe nor unsafe	18	15.8	15.9
	Fairly safe	44	38.6	38.9
	Very safe	7	6.1	6.2
	Total	113	99.1	100.0
Missing	System	1	.9	
Total		114	100.0	

In comparison to the local research study, city tracker survey wave 5, where 98% felt fairly or very safe (Brighton & Hove Strategic Partnership 2013), 74% (n. 78) of this sample felt this when outside in their local area during the day (see table 98).

Table ϕyϒ How safe or unsafe do you feel when outside in your local areaϕϕϕDuring the day?

		Frequency	Percent	Valid Percent
Valid	Don't know	1	.9	.9
	Very unsafe	3	2.6	2.8
	Fairly unsafe	7	6.1	6.6
	Neither safe nor unsafe	17	14.9	16.0
	Fairly safe	41	36.0	38.7
	Very safe	37	32.5	34.9
	Total	106	93.0	100.0
Missing	System	8	7.0	
Total		114	100.0	

	Fairly unsafe	8	7.0	7.0
	Neither safe nor unsafe	12	10.5	10.5
	Fairly safe	47	41.2	41.2
	Very safe	32	28.1	28.1
	Total	114	100.0	100.0

84 respondents (74%) feel fairly or very safe attending LGBT groups or events (see table 73).
Joan is excited at the prospect of trans and queer friendly lesbian groups:

Joan I haven't tried integrating into the lesbian community. It's really scary thinking about it, but I have found a lesbian group in Brighton that explicitly says on their website that they're trans-friendly. So that's really exciting. I've used women's toilets in queer-friendly venues in Brighton and never had any trouble, but it's just being in heavily genderised binary spaces like that, where if you feel like you're anything less than one hundred per cent one or the other, it can make you really uncomfortable and you hear horror stories about people perceiving trans people as less than one hundred per cent and losing their shit over. Unfortunate term but [laughter], you know, getting

just don't think they'd be inclined to go in there if there was a men's toilet.

Joan I've used women's toilets in queer-friendly venues in Brighton and never had any trouble, but it's just being in heavily genderised binary spaces like that, where you know, if you feel like you're anything less than one hundred per cent one or the other, it can make you really uncomfortable and you hear horror stories about people perceiving trans people as less than one hundred per cent and losing their shit over it. Unfortunate term but [laughter], you know, getting really angry about trans people using toilets or integrating into gay and lesbian communities and it's really scary, and at the moment, for me not having regular support from the trans community, it's really difficult to figure out how to get over that hump and work out how to feel comfortable in heavily genderised spaces like that….

Participants spoke of choosing to go to the toilet that feels safest, rather than the toilet that fits their gender experience.

Bailey Like I think the thing I feel about the men's and women's toilets is like I feel that I can go in the women's toilets and I'll do that because that's the toilet that feels safe. I don't want to go in the men's toilet because I'd just feel afraid to go in there and like I don't feel like that's going to feel any more right.

Hugh I still use the women's toilets. I'm actually, I hate to say it, a bit too scared to use the gents toilets. Because for example. I mean probably a few people have seen this. I feel like the situation that could happen to me is a bit like the one in the Trans Parent film programme. Have you see that? Where there's actually a male to female character that's the main character, and at one point she goes into the toilets supported by her family, like family member and whatever else, but like gets completely upset and embarrassed when some other woman turns around and says 'What are you doing in here you pervert?', and all this kind of thing. It's that kind of feeling that everybody's scared of. The problem is, although I think Brighton people would probably be more accepting, unfortunately in Churchill Square you've got out-of-towners, tourists, all sorts, and it is a bit of a scary thing.

Thomas …Like I feel like I'm at the stage where if I did go into a female bathroom, I'd probably get away with it, but if I tried to go into a male bathroom and I made eye-contact with someone, I feel like they would know and it feels like kind of a lie. And like even going in and just going straight to a stool, like it still feels like I don't quite belong there yet, especially while I'm still all baby-faced… and I can't really look the part that I feel like I should. So any time I'm in that sort of space or in a binary environment, when people say, 'We're going to split you into boys and girls', or whatever and you're just there like, 'Oh but what about me? Where do I go?'

Focus group participants explained that they literally avoid using the toilets until the pain cannot be withstood any longer.

Kelly 'If I go into the female toilet, I could potentially be in a lot of trouble with some of these more blokey guys here, you know, some of the really hard end of things. If I go into the guys' toilets, they're all going go accuse me of…' Because I dress like this the entire time, you know, 'If I go in there, they're going to accuse me of being…' So I can't win. So the amount of times I've sat there, you know, to the point where I'm in pain. I don't mean to be graphic. I think, 'My kidney's are going to explode'.

Joan If I'm not in a safe venue or I'm not with a safe person, then I just hold on.

Frankie Just in general I avoid going to the toilets in public spaces. I'd rather be in pain and wait 'til I get home than go into a public toilet. I do on occasions, but it's been okay so far for me. I've not had anyone try to challenge me, but you don't want that to happen either.

Others opted to use the accessible (for disabled people) toilets.

Thomas Any time I'm near a bathroom basically because recently they've- I don't know. It's the last year or so when they've started putting locks on disabled bathrooms which still aren't ideal, but I count myself as a varying form of disabled because I can't use the male or the female…

Dom It just fills me with anxiety and I have the smallest bladder every [laughter], so I have to use the toilet when I'm out and in fact since Jep's been in a wheelchair, it's actually been quite useful that I've been able to go in and we use it at the same time…. I mean a friend did say to me that they have a trans friend that uses disabled toilets for that very reason, but people will challenge you for using a disabled toilet if you don't have a visible disability.

Vicky On the whole I do okay but even at my work I still use the disabled toilets and just because I don't feel safe in either really. I mean often times I sort of come out and someone's gone, 'You're not disabled'. They see a completely able-bodied white male. They'll be like, 'Well you're definitely not disabled'. 'It's like I can't go there and I can't go there, what do you expect me to do? I'll be threatened by somebody wherever I went and as far as I can see…

There appeared to be a perceived safety in numbers, with Benjy, Kelly, Jenny and Freya all saying they relied on friends to accompany them.

Benjy …There was like a group of three or four of us all young trans kids, young trans boys, and we just went straight to the male bathroom because most of us were comfortable with it and that felt fine and the disabled ones were locked so I didn't have a choice. But when there's

a few people, you're safe because you've got other people around you and you don't feel so isolated in where you are...

Kelly I call a friend and get them to come down and just accompany me. It's just ridiculous.

Jenny I kind of feel like yeah like I mean when I'm in sort of in public and stuff, the only time I'll probably feel like comfortable enough to use toilets, is if I can go with someone else so I know that I'm probably not going to get harassed if I do. They're going to be able to stick up for me or whatnot

You're a woman. You're a woman', just over and over again... It

> support. She's got a counsellor and she's doing very well, but it was a really close call and time and time again younger trans women are extremely vulnerable and are slipping through the net all the time.

June had supported a younger woman through a drug addiction (this was not unusual see section 9). June believed this had developed as an escapist retreat from the difficulties she was facing at home due to her trans status.

12.6 Making trans people safer

In considering improving safety, training and education was key in the qualitative questionnaire data (n. 30). Schools (5 people) and bus drivers (4 people) were those who were most frequently mentioned.

These responses indicate that what is needed is a broader societal shift, as Jenny notes legislation is not sufficient to eliminate discrimination.

Jenny Like even if you do sort of put like legal/ -40003≥3r70 0 1 90.02 ETBT1 0 0 1 162.0396.6

8 respondents mention policing as needed to improve trans people's safety. These relate to both increased police presence and an improvement in the police itself. Bev sees the police presence as reassuring:

Bev It's always reassuring to me, it has been when I walk down West Street at night at the weekend. I th

you said, that my presence is going to make people threatened and it's that horrible feeling like they're going to think that I'm a fella in a dress taking the piss, using the toilets, or like doing it for some kind of novelty value and I'm going to frighten someone. Then that makes me feel bad because I'm really not a very frightening person.

Riley — Before I was going to transition I went to a funeral and I was wearing a shirt and tie, like a full suit, and I went in the women's toilets. Didn't really think about it. Then I noticed every single woman was just sat there staring like really frightened and it dawned on me that they'd all read me as male and I felt dreadful. But if I went in the men's, they could just as easily read me as female. So where am I supposed to go to the toilet?

Jack — From my point of view, the gender-neutral toilets would be a life-saver because I don't feel comfortable going into a women's space when I'm not a woman and I could oppress the women there with me being there. So I would prefer to have the gender-neutral toilets.

In asking for gender neutral toilets as a key way of making participants feel safer in Brighton, participants recognised the importance of others as well.

12.7 Conclusion

A third of trans people in this research experienced hate crime/hate incident from a family member, with 27% respondents saying that they suffered hate crime/incidents in the home.

In comparison to the local City Tracker findings, trans people are less likely to feel safe (81% felt fairly or very safe, compared to 45% of this sample) when outside in their local area after dark; when outside in their local area during the day (98% felt fairly or very safe, compared to 74% in this sample); when outside in the city centre after dark (64% compared to 35% of trans respondents to this research); when outside in the city centre during the day (96% felt fairly or very safe compared to 65% of trans respondents in this research) (Brighton & Hove Strategic Partnership, 2013).

13 Housing and homelessness

13.1 Introduction

This section explores trans people's experiences of housing and homelessness. Housing is a key contributor to feelings of safety, mental health state, and quality of life. As identified in section 7, there are specific difficulties in moving to Brighton & Hove and

Poor experiences of housing services could have significant effects on mental health, as one participant said:

> 'I had a severe panic attack and relapse after my communications with the housing department.' (Questionnaire respondent)

Safety was also a key issue, where the temporary housing they were given was reported to be 'just as dangerous' for some as the situation they left.

In contrast, positive experiences highlighted the respect that was shown and being advocated for to live in areas where the participant felt safe:

Eric I too was made homeless at one point and I was sofa surfing waiting to be housed and the BHT [Brighton Housing Trust] worker who was supporting me really advocated for whereabouts I was housed. They have really advocated that I didn't get housed in [unsafe] areas. The first place they [Brighton & Hove Housing services] nearly housed me was the same property, that someone had just left because of homophobic abuse. So if they put another LGBT person back in the same property, it would have just been totally ridiculous. So the housing people themselves were rubbish, but BHT were really good at advocating.

Similar to Peter, Eric had positive experiences with Brighton Housing Trust, who were able to address some of the shortfalls of Brighton & Hove Council. Reagan also felt that they were 'really helpful', but felt that there was a need to be aware of the dangers of hostels and trans people:

Reagan The six months between me breaking up with my ex-partner and finding somewhere new to live was really terrifying because I mean I was lucky to have a friend that could put me up on their sofa for a few months, but that was a really distressing few months. I was dealing with a break-up. My mental health was at its worst than it's probably ever been. I was really suicidal. So I went up to Brighton Housing Trust who were really helpful. They did loads to help me out, but they did suggest that I go to [a homeless hostel] and that clearly was not suitable for me at this point. I might have been living male, I might have had a male name on my paperwork saying male, but I wasn't on testosterone, and even if I was on testosterone, it wouldn't have been suitable. So they were like, 'Well you've got some money in your bank account'. I had about two hundred quid. And they said, 'Go and stay at a backpackers hostel', which to me just didn't seem good enough. I was like, 'Okay. So if I go and do that for a week, then I'll have no money and then what do I do? Do I then sleep on the streets with nothing and I can't even feed myself?' And it was just utterly ridiculous and I felt so lost and vulnerable at that point and I'm not really sure how I managed to save myself, but eventually I think I

the residents. So it's great, but the residents association are very sort of controlling. It's a privately owned block. I mean one estate agent we went to, to rent a flat, they said, 'We'll get in touch with the owner of the flat', and they came back to us and said, 'Actually the rent's a little bit higher than what was quoted on the advert'. So we said, 'Fine. We'll pay that.' Then they came back and said, 'Sorry. The owner says the rent's a bit higher'. Exactly. It's just because they didn't want two trans women. It was never articulated that it was the owner not wanting trans people, but it was quite clear.

Nathan also spoke of how it was 'clear' that trans status plays a part in interactions with letting agents even if they 'wouldn't say anything overt':

Nathan I live privately rented and I'm really lucky with my housing situation at the moment. I landed on my feet but the fall through the air was a little bit scary because I broke up with my last partner. We were living together and I ended up sleeping on my mate's sofa for about three months. Then when that tenancy ended I actually had the money to go and find somewhere else to live and this was a few months before I started taking testosterone and it was not good. I didn't feel like I was taken seriously at all. I did feel discriminated against. I also was claiming housing benefit. So as soon as I let slip that I was on that, the letting agency just didn't want to know and it didn't matter that I had a job. They just didn't want to know, but just generally I think I just felt quite uncomfortable with the way that they interacted with me. They wouldn't say anything overt. Like I could just tell there was something that felt really uncomfortable. So that was a really scary time.

Joan spoke of how living in different places for safety issues, means that letting agents and official channels are unavailable to her. She lives in constant fear of being 'out on her ear':

Joan

> or so. I need somewhere where I can afford the rent. Where I can actually prove that I exist for longer than two months at a time. It affects everything. I rang up and asked for a credit card from my own bank and I said, 'Is my credit history fine?' They said, 'Yeah. Your credit history is perfect.' I was like, 'So why can't I have a credit card?' They said, 'Oh you've lived in five places this year. So we don't think you're an acceptable risk for us.'

Joan notes the importance of finding and securing safe housing, and how difficult this can be. As she says it affects 'everything'.

Letting agents are perceived as being unaccountable, so that trans people have to accept poor service and them using the wrong pronouns. As Alex notes finding somewhere to live is 'scary' and this fear means that they put up with agents that know their gender, but 'make out that they don't':

Neil

With landlords	3
took me in when I was pretty desperate, knowing I was trans	1
Accept benefits	2
I arrived to sign the papers and had to supply my passport along with my name change documents, and didn't even raise a question about it	1
Maintenance problems	n
I worry about complaining in case I am evicted	2
needs nagging to repair and respond to concerns	1
Harassment from landlords	n
[Landlord] was very keen to know what kind of genitals I was born with and tried to touch and kiss me against my will	1
he was sexually harassing me	1
has a habit of poking me for no apparent reason, which is quite disturbing	1
[redacted]	

Jeff I see myself renting for quite a while because of money issues and also to afford somewhere that I could buy, I'd have to move out of Brighton, which I probably will do at some point, but I think while I'm transitioning it's been useful to be places where you can say things like, 'You've got the wrong title down', and they're a bit confused but they don't say anything. They're just like, 'Oh okay', and they make the changes necessary, whereas if I were to do that up in [nearby town] where I work, then there'd be a bit- it would be more of an issue.

Similarly Libby worries about leaving a place where although some don't 'miss a beat', others are merely 'not hostile':

Libby I rented as in my old name five years ago and then very shortly afterwards I just, with fear and trepidation I have to say, told my landlord that I was now Anne and he didn't miss a beat and said, 'Oh cool'. That was it. And my neighbours have turned out to be fantastic. So though I can't live in that flat long-term, I'm really trepidations about having to leave the [place] because I've got used to people… And I know other people haven't been so lucky. And I know not everybody's quite on-board. I still get some funny looks but they're kind of not hostile, but most people are actually actively just fine. Just my neighbours and where I live it's a bit like a village. So most of the shop-keepers and bar owners sort of know me now.

This section has already indicated some of the key vulnerabilities that trans people experience and can lead to homelessness. Discussions of feeling 'lucky' at finding and keeping accommodation indicate the fears that many trans people have regarding their accommodation, for some the fear of losing housing means that they cannot transition:

Belle I'm sort of currently in a place where if I were to want to transition, I probably wouldn't be able to stay at home where I am now and I'd have to find some other form of housing. At this point it's quite unstable and I mean I'm currently not employed. So that would be a problem if I didn't get a job in the future.

34% (n. 34) of those who answered the question said that they had experienced homelessness. 40% (n. 14) of these were

Joan What usually is the problem with private rental, is once you get it, is you need the deposit and a month and a half or two months or whatever in advance. If there's some way that a mechanism could be set up so that this money could be obtained and paid back over a period of time, it would make people's lives so much easier, plus also if there was a way of having shared housing register for trans people. Like where people could get access to housing. Especially during the periods where you're paying for things that are quite expensive. Especially things like hair-removal and things like that. Those costs are huge and I'm always broke at the end of the month. If they had a sort of safe place where Brighton people could come in and say, 'Look. This is going on'.

Joan sees the council as part of the equation, working with trans people to secure funding for trans people, as well as working with letting agents. 4 survey respondents discussed the affordability of housing, with 3 asking for improvements in letting agents and the private rental sector. Whilst one respondent in the survey asked for criminal justice interventions, another questionnaire respondent suggests a star rating system for letting agents indicating their trans friendliness.

Miriam There's also a role for letting agencies to come on-board to have much more trans awareness and the ability to understand that even people who aren't able to work, because the majority of trans people are not actually in employment, which is a major problem for letting agencies, but letting agencies need to get past this problem with housing benefit. That trans people are more likely to be on housing benefit, and with support from the council, letting agencies should be able to let to trans people and other people with similar problems. Long-term unemployed, mental health or physical problems. Just be there to provide the money up-front, take it back over however long it takes, be more proactive in getting estate agents and leasing agencies to be supportive.

shelter after violent attack	1
Safe houses	1

5 people asked for trans housing and/or trans housing officers. Melanie also sees this as key:

Melanie

> interviewing people to like live in the house and the first person like fitted perfectly and happened to be trans. So that's been really valuable for me as in terms of like feeling safe in my own home. Like especially like it kind of ties in as well into like into like class and stuff. I mean like I don't have any form of income at the moment and like I had a period of sofa-surfing like only this year and the implications of that on my mental health was pretty big. Like having a stable place to sleep like made a massive difference to my mental health and also having not just a place where I can sleep at night but also a place where I feel comfortable being open about my gender. It's one thing knowing people and it's another thing knowing people at the right places and the right time to meet with people. So living with other trans people means that I wake up in the morning and at least if I know I don't have to leave the house that day, I can generally present however I want to and that's not an issue and I'm not faced with any awkward questions, which hasn't been true of like other living situations I've had.

As Quinn indicates, housing is key for mental health and housing issues often relate closely to safety. As Quinn also says it is more than having a place to sleep: living somewhere that feels safe and comfortable is a privilege many enjoy without thinking about it. For trans people in this research, comfortable housing is something that has to be carefully sourced. When comfort is found, moving because of other needs, such as the need for support in sheltered accommodation, can be feared.

Trans people in this research who have secure housing feel 'lucky' and worry about when this won't be the case. 27% of trans people in this research own their own homes, but even this does not feel secure. Employment and housing are inextricably linked and, given that trans people often feel that their employment is at risk (see section 6), their housing is also insecure with little safety nets. 20% of people used housing support services. The experiences were varied. Some trans people spoke of the help Brighton Housing Trust gave them, and the poor service they received from

14 Conclusion

14.1 Introduction

> *'The Council is working with Brighton University and LGBT Switchboard on the next phase of the Trans Equality work which started with the ground breaking Trans Equality Scrutiny last year. When we spoke to you during the Scrutiny process you told us you wanted a more inclusive, Trans aware council and city. We have been working hard on this and since then have worked with local Trans people to launch Trans Pride, Trans Inclusive Swimming Sessions and Trans awareness training for our staff and GPs, amongst other initiatives to improve the experience of Trans people living, working and socialising in Brighton and Hove. You told us then that we should keep talking to you and most importantly change public services across the board. In order to do this we are asking you to tell us, in more detail, about what life is like for you. The information you provide will be used for detailed service planning in areas such as mental health, housing, adult social care and community development. We would therefore like to invite you to talk to us again through this new survey. Please help us continue the good work… and if there is something you would like to know about what has happened so far and what the next steps for the work include please get in touch. We would love to hear from you. With many thanks for your time.*' (Brighton & Hove City Council, 2014 Statement on the cover of the questionnaire)

> 'I feel that it is important that people of ALL genders feel safe and happy, and be treated equally. I understand that there is still transphobia and people who don't understand or believe in trans people, and there still will be for awhile, but hopefully we can do all that we can to make things better. I hope that this questionnaire will help with that.' (Questionnaire respondent)

We start the conclusion with these two quotes, as they illustrate the desire to support trans people through Trans equality work, and also the need to move beyond this to a fairer and more inclusive city. This survey participant hopes for a better life for everyone through us 'all' doing what 'we can to make things better'. There can be little doubt from these preliminary research results that there is much still to do and achieve by us 'all'.

14.2 Summary of key findings related to aims

14.2.1 Employment and Study

The qualitative data reported 21 respondents having had positive experiences in employment. It was also is clear there are significant issues surrounding trans people accessing, securing and keeping work (largely due to discrimination in the workplace). 16 people said finding work was difficult and 12 people said that finding

and keeping work was difficult because of health, with 9 people relating this to mental health. 11 people said that they had negative experiences at work.

In focus groups some issues with schools were identified by parents and those working within schools. These included the fear of bullying if children were open about having a trans parent. 38% (n. 43) of respondents have been a student in Brighton & Hove in the past 5 years. Participants who had studied in the city were attracted to the city because of its queer friendly reputation and there was some evidence of services and support being provided to trans students. However, it was contended that more was needed, including addressing the culture of Universities/colleges, including lectures and teaching materials.

14.2.2 Brighton & Hove

This section has shown that Brighton & Hove is perceived and experienced as better than other places for trans people with regards to community, support, friendships, as well as trans people feeling that they receive less negative attention in the city. Trans Pride was an important event for participants and seen as part of the trans friendliness that attracted people to the city.

However, this report, and particularly this section, demonstrates that these experiences are tempered by other negative experiences within Brighton & Hove. This does not suggest that the experience of living in Brighton & Hove is worse than living in other places. Instead, this report points to areas where the city needs to work to serve its trans populations, as well as indicating the areas where trans people actively contribute to the city.

14.2.3 Services

This section has shown that 84% of people use services in Brighton & Hove, with varying experiences. There was some recognition of improvements, and trans

know were removed, 25% (n.4) were very dissatisfied, and 10 people (63%) were satisfied/very satisfied.

It was a concern to trans people in this research that they could not predict whether or not they would receive care that would facilitate living with dignity in older age. Being treated with respect relied upon care workers understanding that there were issues specific to trans ageing that required specific care services being delivered to them.

18 people in this research said that they were parents. In the questionnaire all 3 who had children in school said that the schools were welcoming.

14.2.6 Mental Health

79% of people (n. 51) stated that, in the past year, they have had 2 weeks or more during which they felt sad, unhappy or depressed, or when they lost interest or pleasure in things that they usually cared about or enjoyed. This is considered indicative of being at risk of major depression. In comparison, only 38% of general

people spoke of negative experiences including not enough being done. 13 people spoke of positive experiences, including the LGBT liaison officer.

51% of the sample have had some contact with the police (n. 58). 56% of respondents are unsure if services that the police provide have improved (n. 63), 31% think that they have (n. 35) and 15 respondents (13%) do not think that police services have improved over 5 years. Of those respondents who have had contact with the police, 405 (n. 23) think that services have improved, 19% (n. 11) think that they haven't and 41% (n. 24) are unsure.

A third of trans people in this research experienced hate crime/hate incident from a

Trans people in this research who have secure housing feel 'lucky' and worry about when this won't be the case. 27% of trans people in this research own their own homes, but even this does not feel secure. Employment and housing are inextricably linked and, given that trans people often feel that their employment is at risk (see section 6), their housing is also insecure with little safety nets. 20% of people used housing support services. The experiences were varied. Some trans people spoke of the help Brighton Housing Trust gave them, and the poor service they received from housing services. This research indicated that trans people whilst 47% of people lived in private accommodation interactions with some letting agents and landlords were problematic.

Improving housing services: trans people in this research focused on issues on safety, training and the provision of trans-specific or trans-friendly housing. Whilst letting agents were seen as an issue, the council was called on to support trans people in the private rented sector with securing accommodation including through deposits and developing awareness training with letting agents. Developing affordable housing was also important. Survey respondents and focus group participants also asked for trans housing officers.

14.3 Unmet needs

Unmet needs will be identified at the next stage, as the findings are presented to the trans community and linked to other aspects of the Trans Needs assessment process.

14.4 Assets

This research has both examined the needs of trans people and their role as assets to the city. The research has found that trans people contribute in various ways, formally and informally, in terms of their employment/economic activity and the skills they share in volunteering and in informal helping and support relationships - particularly in supporting other trans people.

As part of the wider Trans Needs Assessment sse

15 Trans Community Feedback

15.1 Introduction

On Thursday 26th February, the researchers held a meeting so that trans people could give their views on the research findings. A total of 19 people attended the meeting. Attendees were sent a copy of the draft report by email after agreeing to maintain confidentiality regarding the findings. They also signed a confidentiality agreement upon entering the meeting.

A total of 19 trans community members attended the meeting. Following a short introduction by the trans-identified researchers, attendees were asked to discuss the following 2 questions with others seated at their table:

1) What do you think about the findings?
2) What do you think are the priorities for action in each section?

A note-taker was appointed at each table, who also fed back to a larger group discussion in the final part of the meeting.

15.2 Community view and priorities on each section of the report

15.2.3 Services

Museums do not represent the richness of trans history

Trans sports facilities are needed. There's a problem with gender specific groups/clubs/facilities. More mixed / non-binary services needed

More widespread trans awareness training is needed, across all sectors

15.2.4 Finding, Receiving and Offering Support

Support needed for trans parents and for children of trans parents

A refuge is needed for trans people experiencing domestic violence

More support groups are needed, so that trans people have greater choice and access to support

Specific need for a support groups for trans people on the autism spectrum, and training for trans groups on autism

More support needed from LGB groups – the findings of this research should be disseminated to LGB groups and the groups need to get together to work on the recommendations

Online support should be available 24/7. Trans people don't always feel comfortable with telephone-based support and services are not always available when needed

Trans people are often volunteers because of unemployment, long-term sickness, and under-employment. The positive contribution of trans volunteers should be recognised in terms of the positive impact they make and the financial value

15.2.5 Health and Wellbeing

More joint up services needed. Services should be able to refer trans people to other relevant services e.g. from food banks to counselling

There is still work to do regarding increasing trans people's experience and satisfaction with GPs. More awareness training needed and GPs and reception staff

GPs need training in the trans care pathway

Trans awareness training for pharmacists is needed, including how to deal with questions discretely

It isn't easy to change your gender on your existing medical record – a new record usually needs to be set up. It should be easier to just change the existing record

A list of trans-friendly GPs / other health professionals is needed

Very few trans people access dental care; trans-awareness training for dentists is needed and also dental hygiene awareness for trans people

Awareness training is needed for care providers/ agencies, especially around elderly care

There could be an accreditation scheme for care providers

Positive experiences of Clinic T. More trans specific health services needed

A better, more publicised and visible, complaints procedure is needed to report poor'/transphobic service within the Housing Department and other services
Private housing agencies e.g. letting agents require trans awareness training
More research needed into the links between homelessness and trans vulnerabilities, and comparison of trans people's housing needs and experiences in relation to the 'general population'
There were some positive experiences of housing and dealing with letting agencies
Trans friendly letting agents should be identified and publicised
Meetings could be organised for those who want to house share

15.2.9 General comments about the research

General population figure could have been included alongside generic stats for comparison
There seems to be no mention of substance misuse in the report
There may be issues with a skewed sample / bias – is the sample representative?
Access issues may mean that some trans people weren't able to participate in the research
The researchers ideally would have visited more trans groups to inform them about the research
Some trans people's voices e.g. people of colour and 'non-conforming' trans people may not have been adequately captured.

16 References

Brighton & Hove City Council, Policy, Performance & Analysis Team (2011) *2011 Census Profile: Economy and Employment* accessed at http://www.b

17 Trans Needs Assessment Report Appendices

These appendices offer more detail into the processes and tools used in the Trans Needs Assessment. As such, they may be useful to adapt for other research/needs assessments. If you are to use the focus group questions and/or the questionnaire questions, please contact Dr. Kath Browne (k.a.browne@brighton.ac.uk)

17.1.5 Sampling and recruitment

There are no reliable estimates of trans populations on which to base a representative sampling frame. The aim of this research therefore was to create a diverse sample. The research used known networks, snowball sampling and online social media.

The Switchboard Research Assistant and the University of Brighton Research Assistant publicised the project within the trans community, working closely with local trans groups and other community organisations to recruit participants,

The data is presented as findings and has not been analysed in depth. The report does not offer interpretations of the findings. This is because the timescales did not allow for collective analysis and Brighton & Hove City Council will create findings with the trans communities from the overall piece of work of which this is one component.

17.2 Appendix 2: Focus Group Schedule