



## THE INTERCOM TRUST

supporting lesbian, gay, bisexual & trans  
people and communities  
in Cornwall, Devon, Dorset and Somerset

Registered Charity 1072772



# Annual Report of the Trustees

year ending 31 August 2002

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**Gill Vooght**, *co-Chair; Women's Officer*

**Andrew Duncan**, *co-Chair; Treasurer*

**Jenny Broughton**, *Secretary*

**David Clark**

**Maria Cox**

16 November 2002

This was the Trust's fifth year. As always, we find we have more than ever to report.

However, we are increasingly concerned that without sustainable core funding none of the Trust's public-service activities can continue indefinitely. Generous support from some funders enables us to carry out specific projects, but volunteers continue to have responsibility for most of the Trust's core services—the services that we were originally set up to provide. We cannot assume that we will always have a base of skilled, dedicated workers such as those who currently give the Trust and our communities so much of their time.

These unfunded core services include help, support and advocacy for individuals; community advice and information for individuals and for other organisations (LGBT and non-LGBT); community-development initiatives; and our extensive work with Community Safety Partnerships and Local Strategic Partnerships. These activities absorb much of our skilled volunteer time, and place substantial demands on the unrestricted funds we manage to earn from donations, external consultancy and training work.

Our volunteers have given nearly 4,000 hours to the Trust over the year, and have thus invested into our communities time and skills that we calculate were worth in total well over £80,000. This is a significant contribution to the South West's economy; it may not have a formal place in our audited accounts, but it is nonetheless real for that.

In short, the message of this year's Annual Report is that we continue to provide essential services, but we cannot go on doing so unless we achieve core funding that will provide a stable basis for our work.

Salaried hours have risen from 1,400 to 2,200. At 31 August 2002 the Trust has four part-time staff. Our first full-time employee, funded by the Learning and Skills Council, will come into post in October.

- Comic Relief funds our JAAHB Project (Joint Action Against Homophobic Bullying), of which Jonathan Matthews is the Co-Ordinator.
- Michael Halls's part-time work on community safety and client-support is funded by a Lloyds TSB Foundation grant supplemented by Trust fee-income. (Working as a volunteer, Michael is also responsible for the day-to-day management of the Trust and for the broad spectrum of all our unfunded work.)
- The new Community Centre cleaner, Brian, and our new network administrator, Ryan, are funded from earned income and small grants, and work for a few hours a week each. We are already wondering how we ever managed without either of them.

Our warmest thanks to all!

## UNFUNDED WORK

### The Office

Deepest thanks to all community supporters and volunteers across the four counties, including Charlie, John, Kevin, Kim, Linda, Robert, Roberta, and Steve. In and around Exeter we thank especially Melanie, Carrie, Elinor, Michael, Larry, Kim, Lewis, Jenny, David, Chloe, Robert and Steve in the office and Community Centre; another Robert, our webmaker for much of the year; and many Rainbow Café volunteers, above all Andrew, Barrie, Bill, John, Robert, Steve and Terry.

The office phone and helpline have been staffed for 2,530 hours (average 51 hours a week).

### Community Development

In Exeter, our Community Centre has been used by ourselves and other organisations for dozens of meetings, client sessions, and other community events. We have also held fifty-one of our Rainbow Café drop-in events, one of which was solely for young people and their youth-workers and parents

(see page 5). Volunteers continue to work towards setting up new drop-in events for trans people, for young people, and for women.

We continue to support community events and new local groups in the four counties, and help other organisations build useful and effective links with each other to further the social wellbeing of LGBT people and communities. We are proud to have assisted local communities who have set up the new Torbay Pride Support community group, a new Women's Group in Exeter, and a new Exeter-based FFLAG Parents' Group. We continue to develop closer working with race and disabilities groups, reflecting an improved awareness on all sides of the cross-cutting issues that affect service-users within all sectors.

Grants from the South West Foundation and Exeter City Council have enabled us to have posters, leaflets and handouts professionally printed, which has considerably enhanced our ability to promote our own and other organisations' services to members of the communities, and to our colleagues in other agencies. Information packs have been sent out in their hundreds to all the LGBT groups, organisations and venues that we know of in the four counties, and also to Citizens Advice Bureaux, young people's advice points, and health-centres.

### **Advice, Help and Support**

Demand for our advice and support services has continued to increase; we have recorded 475 helpline calls and follow-up actions, and about 80 e-mails. The great majority of calls come from Cornwall, Devon, Dorset and Somerset, but helpline and consultancy requests have also come in from Bristol, the Channel Isles, Dublin, Leeds, Manchester, Merseyside, Northampton, Reading, Southampton, Stoke-on-Trent, Australia, and Kansas.

We have had referrals from colleagues in other LGBT agencies, and also from police, Connexions, Victim Support, youth workers, FFLAG, the NHS, and Citizens' Advice Bureaux.

### **Community Safety**

Even excluding crime-related advocacy and support for individuals, this is the largest single component of the Trust's activities.

The Trust has welcomed an invitation from the Crown Prosecution Service asking Michael to sit on their national Homophobic Crimes Working Group. This has proved immensely interesting and productive; the Group's work will be discussed in a national CPS conference, "Bringing out Pride in the CPS", in November 2002. We believe that this will be the start of a new positive and invigorating era the fight against homophobic crime, and in the criminal justice system as a whole.

Our police liaison work this year has been focused on the new Devon Cornwall & Isles of Scilly Police Liaison Group. (See page 6 below.) We have also provided ten formal training sessions and a great deal of targeted consultancy for police officers and support staff across Devon and Cornwall, and we are developing better contacts with our police colleagues in Dorset.

Crime-prevention is central to our work. We have hosted, chaired, or attended thirty-four meetings of CSP-backed Diversity Groups and ISCATs (intercom Safer Community Action Teams) in Cornwall (county-wide, and local groups in Restormel and Caradon), Mid-Devon, Exeter, East Devon, Torbay, Plymouth, and the South Hams. We have been a key player in the setting up of the new Spectrum Group, a cross-border multi-agency partnership to combat homophobic crime in South Hams, Teignbridge, Torbay and West Devon. We are working with the police and anti-racist groups to set up a similar group in North Devon and Torridge. We continue to hope to see similar developments in Plymouth.

The Exeter ISCAT and the separate Exeter Racial Incidents Action Group continue to develop joint working. With strong support from Exeter City Council and Devon County Council we are about to launch an eye-catching campaign to encourage the reporting of racist and homophobic crimes in Exeter. We hope we can look forward to similar joint working in South and West Devon, the area covered by the new Spectrum Group.

## **Partnerships**

Much of our work involves developing informal inter-agency partnerships, which by now are too numerous to list. We must, however, highlight our long-standing partnership with Devon County Council, which has seen both favourable and stormy weather in every one of the last four years, and has always emerged perceptibly stronger at the year's end than it was before. This year has seen major progress on two fronts. The terms on which the Devon Strategic Partnership is established have been clarified—it is now clear that the DSP is fully inclusive of LGB and trans people on a level of full equality—and we have found ourselves playing a major rôle in the implementation of the Council's "Justice through Equality" project. This has turned out to be exciting and challenging. It also turns out to be leading towards a service contract, so that at least a part of our partnership work in New Devon will become formally funded.

## **Women's Officer**

The Women's Officer's help-line was originally set up with a small grant from Devon County Council, and has been in operation for fourteen months. Gill has received 84 calls—some from outside agencies wanting to gain and share information, the great majority from individuals wanting information and / or direct support.

In October 2001 Women Take Liberties held a benefit night with performers and a grand raffle. The proceeds were divided equally between Women Take Liberties and The Intercom Trust. Queercompany.com kindly donated prizes for the raffle. The night was a real success, and raised over £100.

During this summer Gill and other lesbians have met on a number of occasions to discuss the setting up of a gay and bi-sexual café for women at the Intercom premises, along the lines of our weekly Rainbow Café. We intend that it will run one evening a week from September 2002, and we are arranging training for volunteers to run the café and publicity to advertise it.

We are currently looking for lesbian and bisexual women who can join our team of volunteers to provide awareness and skills training on lesbian and women's issues for outside agencies.

## **FUNDED PROJECTS**

### **Joint Action Against Homophobic Bullying**

Comic Relief's funding for the JAAHB Project ends in August 2003. This funding supports Jonathan's part-time post of Project Co-Ordinator. The JAAHB Project also has considerable input of time and skills from other Trust resources, notably from Michael on helpline, client-support and community-safety issues.

The Trustees are impressed with the work JAAHB has already done, and see the project as having increasing potential for enabling young people, in partnership with school staff, parents, governors, police youth affairs officers and youth workers, to establish secure whole-school environments so as to reduce homophobic bullying, abuse and prejudice. We are seeking new funding to continue and expand the project. For a fuller account of JAAHB's work this year, see page 5.

### **Police Liaison Group**

As we began to write last year's Annual Report, Devon and Cornwall police produced a proposal that there should be more formal and more effective liaison on crime and policing and community safety issues between themselves and LGBT people, and others who are affected by homophobic crime.

After extensive discussions and consultation a widely-publicised open meeting was called in Exeter on 3 November 2001, immediately after the Trust's AGM. About 50 LGBT people from

across Cornwall and Devon were present, heard presentations and discussed the issues. At the end of the meeting the idea was endorsed without dissent, and the new LGBT Police Liaison Group for Devon, Cornwall and the Isles of Scilly was set up and placed formally in the care of the Trust.

The Trustees welcome the establishment of the Group, thank Devon and Cornwall Constabulary for funding the Group's running costs, and congratulate everyone involved on the Group's achievements over the year. See page 6 for a fuller account.

### **Without Prejudice South West**

We are especially glad to announce the setting up of a new partnership project called Without Prejudice South West, which is intended to provide help for people affected by homophobic, racist or other discrimination across Devon and Cornwall. The partner agencies are the three Racial Equality Councils, the Citizens' Advice Bureaux, and this Trust. Without Prejudice South West has been funded as a pilot by Stonewall Citizenship 21, and will be launched towards the end of 2002.

### **Equal Opportunities Training Project**

The Equal Opportunities Training Project has been set up with a new two-year grant from the Learning and Skills Council Devon & Cornwall. This will enable a full-time trainer to provide resources for workplaces and for providers of further and continuing education in Devon and Cornwall, so as to help remove barriers that deter LGBT people from accessing learning and employment. The new project starts in October 2002.

## **FINANCE**

Thanks to the hard work of our trainers and other volunteers the Trust's unrestricted income continues to rise year on year. The Trustees would like to record special thanks to Devon & Cornwall Constabulary for their commitment to receive invoices from the Trust for all hours that can appropriately be recharged by us. (This excludes all work done for Community Safety Partnerships, which regrettably remains unfunded.) Devon & Cornwall Constabulary is, in fact the only statutory agency we work with in the four counties that "balances its books" with the Trust. We also want to record the care with which the Force actively adheres to the Government's Compact on funding, so that this financial support does not compromise the Trust's independence, or our right to challenge, or our power of advocacy on policing issues.

For project funding and small grants we extend our deepest thanks to Comic Relief, Lloyds TSB Foundation, Exeter City Council, the Learning & Skills Council Devon & Cornwall, the South West Foundation, and Exeter Council for Voluntary Service. For donations we thank all our supporters and volunteers, Devon County Teachers Association NUT, and Women Take Liberties.

It should be noted that the year recorded in this Annual Report and Accounts was eight days short of a full calendar year, running from 9 September 2000 to 31 August 2002. Henceforward the Trust's financial and reporting year will begin on 1 September.

# JOINT ACTION AGAINST HOMOPHOBIC BULLYING

## Helpline and Intervention

Michael and Jonathan continue to receive regular Helpline calls from parents, teachers, and young people affected by homophobia and HIV-phobia across the four counties. In particular, three calls about severe and protracted homophobic school bullying have each led to many hours of meetings, negotiation and advocacy, supporting parents and young people and working with school staff, local police, and LEAs. In another case we provided information, support and advocacy for a member of school staff who was affected by bullying from young people.

In response to an approach from a social worker who was concerned about isolation and lack of self-confidence amongst young LGBT people, and in partnership with the OutYouth project in Plymouth, we arranged a young people's social event at the intercom LGBT Centre in Exeter, which was hosted by Michael and Roberta and attended by young people and their youth-workers from Somerset, Devon and Plymouth. This was a great success, and it is hoped that it can become a regular event. We welcomed the fact that some of the young people chose to bring a parent.

## Training and consultancy

Jonathan's JAAHB workshops at the intercom Centre have been attended by teachers, health professionals, police officers, youth workers, school nurses and counsellors.

Outside the Centre, Jonathan has provided training for teachers, youth workers, Connexions Personal Advisors and others. He has worked with young people and school staff in Exeter, Mid-Devon, Plymouth, North Devon, South Hams, and Torridge, providing input (for example) for a curriculum-enrichment day, for themed Year Seven work on respect and self-esteem, for peer-mentoring and peer-counselling, and for challenging homophobic behaviours. There was a one-day workshop in rural schools on racism and homophobia, and at a regional ChildLine conference he ran a workshop for young people.

The one-day conference "A Whole School Approach to Tackling Homophobic Bullying" in Wellington, Somerset, drew together a large group of teachers, health professionals, police officers, youth workers, school nurses and counsellors. This conference was facilitated by Somerset Health authority and delivered by Jonathan with input from our colleague Roberta (school counsellor and intercom volunteer).

Roberta also represented intercom and JAAHB at Kidscape's national conference on bullying.

Jonathan has played a significant rôle in the development of the Crimebeat initiative, and has delivered further training to Devon & Cornwall Constabulary's Youth Affairs Officers. JAAHB is their point of contact when incidents of homophobia occur in local schools.

The project has continued to develop useful working relationships with Youth Advisory Services, young people's health projects and peer-led groups in Exeter, Torbay, Exmouth, Newton Abbot, Plymouth, Dorset, Taunton, Gloucester and Cornwall, and with student LGB officers at universities and colleges. In partnership with Devon County Council and others we have also played a lead part in planning to set up a Young LGBT People's Group for Exeter and District.

Beyond the four counties, we have provided information and consultancy for colleagues in various organisations that provide national support against bullying (e.g. FFLAG, BullyOnLine); for university researchers and teachers; for colleagues in Northamptonshire, Dublin, Kentucky, Victoria (Australia), and Scunthorpe; and for staff working with marginalised young people in rural areas across Wales.

Jonathan attends the TUC Joint Union Action Against Homophobic Bullying—a consortium of organisations striving to tackle homophobic bullying of young people through model policies and examples of best practice. August / September 2001 saw him speak at both Cardiff's "Homophobia, Why?" Conference and the Liberal Democrats' annual conference in Bournemouth about the national need to address homophobia within education. At "Safer Schools" he was one of three keynote speakers, invited to explain how teachers could challenge homophobia within their schools. He was guest speaker at Stonewall Citizenship 21's media launch in London of *Safe for All*, its guidance document for schools around tackling homophobic bullying.

# LGBT POLICE LIAISON GROUP

## FOR DEVON, CORNWALL & THE ISLES OF SCILLY

### Beginnings

The Devon Cornwall and Isles of Scilly Lesbian Gay Bisexual and Trans Police Liaison Group was set up at an open meeting of LGBT people from across the two counties on 3 November 2001. It was agreed that there would be another Open Meeting on 16 November 2002, so that the Group could report on its first year's work and ask for its mandate to be renewed.

### Activities

The Group met in December, January, March, April, May, June, July, September and October.

The first four meetings were spent agreeing rules and procedures, getting to know one another, and recruiting the two independent members and the two Student Officer representatives. Our main work since April has been as follows.

**Sexual Behaviour in Public Places: New Policy.** After a great deal of drafting, redrafting, and consultation amongst the LGBT communities and within the police service, we've completely rewritten the Devon and Cornwall Police policy on dealing with public sexual behaviour of all kinds. The new policy is based on a human-rights approach. It's gender and orientation-neutral, and does not allow harassment or targeting of anyone, including men who have sex with men. We believe this policy is something of a national landmark, and it ought to become a model of good practice. It formally came into effect at the end of October 2002. Please contact any of the PLG member organisations for more information about what the new policy says and how it works.

**Training.** We have started working on the issues around police training, and reducing and challenging prejudice. This part of our work started when we looked at the lessons that can be learned from the collapse of a high-profile case that involved a very serious homophobic attack.

**Police Diversity Officers.** We have started assessing the rôle of the police Diversity Officers. Again, this is a big subject, which we have only begun to deal with.

### Future Work

In the next twelve months, we would like to:

- come up with a new framework for the rôle of the Diversity Officers and a new approach to internal police training;
- extend our policy-revision work to cover other police force policies;
- look into issues around same-sex domestic violence, procedures within custody-suites, and male rape;
- make contact with other sections of the Criminal Justice System (e.g. the Crown Prosecution Service, magistrates and Crown Courts);
- discuss how to ensure compliance with policy and achieve equal policing across the Areas and Districts.

### Investment

The various organisations and people involved have invested a considerable amount of time and money into making the Group effective.

The police fund the Group's administration costs and the LGBT members' travel costs. The

police also pay for the venues where we meet, and for lunch. It is this financial contribution that makes the Group's existence possible. Your LGBT representatives on the Group would like to thank the Devon and Cornwall Constabulary for doing this, and for doing it in ways that protect the independence of the Group as a whole and the privacy of its members.

We think the figures below demonstrate the dedication and commitment both of the police and of the voluntary sector representatives.

	<b>Police</b>	<b>Others</b>
Costs of Setup Meetings, Community Consultations, recruitment &c.:	£ 2,700	
Travel costs for the LGBT members:	£ 900	
On-going administrative costs:	£ 1,700	
Costs of hiring venues:	£ 2,000	
On account of time contributed by police officers (approx.):	£ 10,000	
On account of time contributed without charge by community members and our organisations (approx.):	=====	£6,000 =====
<b>Investment by the police service:</b>	<b>£17,300</b>	
<b>Investment by the LGBT communities:</b>		<b>£6,000</b>

<p><b>Community Members of the Group</b>            Alan, LGB Health Project, North &amp; East Devon            Andy, Eddystone Trust, Plymouth &amp; Torbay            Carola, independent member            David, Gay &amp; Lesbian Switchboard South West            Donna, Our Way/Cornwall Transgender Support            Jenny, FFLAG            John, independent member            Kate, Cornwall Lesbian Line            Keith, Plymouth Pride Forum            Kevin, Cornwall Gay Men's Health Project            Michael, Intercom Trust            Miles, Student LGBT Officer            Rob, Plymouth Out Youth Project</p>	<p>Nigel Arnold, Acting Deputy Chief Constable            Superintendent Peter Strawbridge            Inspector John Jackson, Force Diversity Manager</p> <p><b>Seats currently unfilled</b>            Beaumont Society South West            Cornwall Lesbian &amp; Gay Switchboard            Plymouth Organisation Of Lesbians            Rainbow Network            I Student Officer            TRIBE, Cornwall LGB Young People's Project</p> <p><i>Correct as of 30 October 2002</i></p>
<p><b>Police Members of the Group</b></p>	

**Terms of Reference**

The Group was set up to:

- reduce prejudice within the police service;
- achieve truly equal policing according to need across Devon, Cornwall and the Isles of Scilly;
- reduce homophobic and transphobic crime;
- reduce the fear of homophobic and transphobic crime and incidents;
- identify gaps in the resources available to LGBT people and victims of homophobic and transphobic crime;
- advise the police on good practice issues with regards to LGBT issues in inter-agency partnership working;
- and to work towards better training for the police service on issues that affect LGBT people.

We do not discuss individual cases, though we do discuss the general lessons that can be learned where something has gone wrong.

<b>INCOME</b>	<b>Unrestricted Funds</b>		<b>Restricted Funds (Grants)</b>	
	2002	2001	2002	2001
<b>Subscriptions, donations, collecting-tins, volunteer expenses redonated and other fund-raising</b>	875	5,075		
<b>Grants</b>				
Comic Relief (JAAHB Project)			19,813	21,175
Exeter City Council			4,500	
Stonewall Citizenship 21 (Without Prejudice South West Project)			4,400	
Lloyds TSB Foundation (Community Safety and Client Support worker)			3,000	5,000
Learning and Skills Council Devon and Cornwall (Equal Opportunities Training Project)			1,500	
South West Foundation			600	
Torbay Council (community-safety work)				600
Exeter Council for Voluntary Service / NACVS (internal staff & volunteer training)			120	
<b>Professional fees</b>	20,999	4,547		
<b>Community Events</b>	350	496		
<b>Bank Interest</b>	455	92		
<b>Travel costs recharged</b>	1,905	334		
<b>Other credits</b>	717	48		
	<b>25,301</b>	<b>10,592</b>	<b>33,933</b>	<b>26,775</b>
	52,913	34,118		
Less Expenses per schedule attached	21,633	13,960	31,280	20,158
Surplus for the year				
Accumulated Fund Brought Forward				

PAYMENTS SCHEDULE	Unrestricted Funds		Restricted Funds (Grants)		TOTAL, All	
	2002	2001	2002	2001	2002	2001
	Postage & Stationery	3,260	759	442	344	3,702
Telephone	2,427	1,904	519	285	2,946	
PR & Advertising	829	100		28	829	
Petrol & Travel Costs	2,828	1,645	1,051	727	3,879	
Food & Accommodation	0	3				
Books & Periodicals	122	193	120		242	
Roadshow items	67	101			67	
Events Stock	174	228			174	
Room Hire	42	12			42	
Car & Van Hire	131	218			131	
Electricity & Gas	648	219			648	
Rent & Rates	5,038	4,256	1,000	700	6,038	
Insurance	295	208	25	25	320	
Training Costs	253	0	318	1,020	571	
Accountancy Services	0	0	249	102	249	
Affiliation Fees	80	25			80	
Other Fees	30	0	692	20	722	
Wages & Salaries	1,413	0	24,041	15,061	25,454	
Audit & Accountancy	0	0	260		260	
Sundry Expenses	1,615	804		12	1,615	
Grants	500	0			500	
<b>CAPITAL EXPENDITURE</b>						
Computers &c.	1,208	1,832	2,361	1,200	3,569	
Training Equipment	0	0		500		
Office Equipment	673	909	202	132	875	
General Capital Expenditure	0	546				
<b>TOTAL EXPENSES</b>						
Unrestricted Funds	21,633	13,960				
Restricted Funds			31,280	20,158		
<b>COMBINED TOTAL</b>					<b>52,913</b>	<b>31,118</b>

## BALANCE SHEET

As at 31 August 2002

2001

### Assets

CafCash Bank	11,119	8,681
Lloyds TSB	5,098	1,153
Cash in hand	49	111
	<u>16,266</u>	<u>9,945</u>

### Represented by:

#### UNRESTRICTED FUNDS

General Fund	6,654
Trustees' Reserve Fund (Salaries)	1,445
Lynx Fund	172
Lynx Support Fund	93
Equality and Partnership Fund	17
Community Safety Fund	37
Training and Consultancy Fund	1,117
	<u>9,535</u>

#### RESTRICTED FUNDS

Comic Relief (JAAHB Project)	1,677
Learning & Skills Council Devon & Cornwall (Equal Opportunities Training Project)	369
Torbay Community Safety Partnership	610
Stonewall Citizenship 21 (Without Prejudice South West Project)	4,075
	<u>6,731</u>