

Sixth Annual Report of the Trustees September 2002 to August 2003

Gill Vooght, *Chair*
Jenny Broughton, *Secretary*
Peter Lawrence, *Treasurer*
David Clark
Chris Taylor

6 December 2003

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Overview

We can report another productive and extremely exciting year. Highlights of the year must include twelve successful help and advocacy cases, the young people's regional Day of Silence event, the significant equality partnership with Devon County Council, the arrival of the Trust's first full-time employee to run the Equal Opportunities Training Project, the shared launch of the Without Prejudice South West project, and the partnership with the Crown Prosecution Service at national headquarters level. These are mentioned in more detail below.

The Trust's financial resources are very limited. We are no less concerned than we were last year, when we stated: "without sustainable core funding none of the Trust's public-service activities can continue indefinitely".

Our key indicator has to be unrestricted fund income, since unrestricted funds are the only basis we have for providing most of our core work. This income has fallen in the current year: as the demand for our unfunded core activities rises, this leaves Trust workers less and less time in which to go out and earn consultancy fees. We have nevertheless made time to develop a business plan and a fundraising strategy, which we hope will lead to our making a rather different report next year.

Paid staff hours this year totalled 3,689 (2 FTE). At 31 August 2003 the Trust had four salaried staff, three of them part-time.

- ◆ Roberta Fudge and Michael Halls work with young people on the JAAHB project against homophobic bullying, providing resources, information, advocacy and help for young people, their families and school staff.

- ◆ Paul Roberts runs the Equal Opportunities Training Project. This is the Trust's only full-time post.

- ◆ Ryan Khan is the Office Manager.

All the Trust's other work is done on a voluntary unpaid basis. Voluntary hours recorded were 2556 (equivalent to 1.5 FTE).

The office was staffed for 2600 hours (average 50 per week), and the helpline for around 30 hours per week. Trust workers invested 400 hours in out-of-office training sessions and other community and partnership meetings, and a further 218 hours in travel to and from these meetings.

Grants and other Aid

The Trust is managing its resources prudently, but these resources are, as we said, very limited. We are all the more grateful to Comic Relief, whose three-year funding for the JAAHB Project against homophobic school bullying has just come to an end, to the Learning and Skills Council Devon and Cornwall, whose funding for the two-year Equal Opportunities Training Project has just begun, to Devon County Council for the service agreement which supports some of our equality partnership work with the Council, and to Devon and Cornwall Constabulary for their continued commitment to provide financial support for a large and important sector of our community-safety work. The last of three annual small grants from Lloyds TSB Foundations helped to support our client support and crime reduction work. Devon County Council and Devon & Cornwall Constabulary have also committed funds to help the JAAHB project continue into the next school year, for which we, not to mention young people, their parents, and school staff, are very grateful indeed.

We are grateful for many donations from private supporters, for donations sent to us by the Newton Abbot Society of Friends and the Exeter University Guild of Students, and for a very substantial donation from the Thelma Brown Charitable Trust. During the year we set up an on-line donation and standing order facility, with Gift Aid, through the Trust's high-interest bank-account at the Charities Aid Foundation. This can be accessed through www.intercomtrust.org.uk/support.htm.

Above all, however, we are grateful to many community volunteers who have given their skills, and a great deal of their time, to help LGBT people across the region, and to help the Trust provide services: Alexis, Andrew (two), Andy and Kevin, Annette, Barrie, Brian, Carrie, Charlotte, Cheryl, Claire, Gill, Jenny, Jon, Judit, Kevin and Steve, Kelvin, Lynda, Melanie and Bob, Michael, Robert (two), Simon, Sonia, Tamzin—and many others.

Helpline calls: Information, Advocacy and Support (unfunded)

The volume and frequency of calls has roughly doubled during the year. Calls now come almost equally from all the Trust's four counties and six unitary authorities. We are continually advertising for new helpline volunteers. It is our priority to get the Helpline staffed at least one evening a week.

Very sadly, the long-established Gay & Lesbian Switchboard South West, with which we had enjoyed an excellent working partnership for some years, came to the

end of its life in 2003. We arranged with BT to have a divert message placed on its old number, so that callers would know that a working Helpline still exists.

The most frequent topics of Helpline calls received this year were rural isolation, family or school issues and family law, discrimination in employment or service-delivery, crime, access to healthcare for transsexual people, and calls from lesbian gay and bisexual people who are having difficulty coping with living within an existing opposite-sex marriage. Advocacy and support work has involved young people, families and schools; same-sex domestic violence; Court and Crown Prosecution Service issues; Housing (local authority and social landlord); neighbour harassment; other crimes of violence; family courts; bereavement; local government service issues; and workplace discrimination and harassment.

All this part of the Trust's work is unfunded, and takes priority over all other work. The Trust urgently needs to find the funds to appoint a suitably-skilled worker who will be able to take responsibility for our advocacy and helpline work.

Community Building and Outreach (unfunded)

A healthy rural community will be one in which local groups can develop in their own way, stay independent, and yet find the community support resources they need when they need them. We are committed to providing such support where we can. This year we have worked with our colleagues in local groups to strengthen community resources across many districts in the South West. We have provided help of one kind or another for trans groups, mixed LGB groups, women's groups, and men's groups. Positive contact with local groups extends the Trust's ability to consult, and to develop policy in the light of a broad, increasingly representative, spectrum of many differing local concerns, skills and interests.

Our occasional newsletter, *Interlynx*, first appeared in 1997. This is potentially a unique resource for community-building, and for supporting isolated and marginalised LGBT people in the region. If funding could be found to cover the staff time involved, the printing costs, and the massive postage costs, we would prioritise producing regular issues of *Interlynx*. As it is, we produced the sixth *Interlynx* this year, the first for some years; and we hope to produce at least one issue next year.

We try to maintain a useful and effective community-information network via e-mail and our website, though we are aware that all too many of our supporters and contacts have no access to either. We thank those organisations who have helped to fund some of the staff and other costs involved in our e-Bulletins.

At the Community Centre in Exeter the Trust continues to host our Saturday Rainbow Café, a drop-in event for LGB people, trans people, and our friends, families and supporters. A second similar event, the Rainbow Room on Wednesday evenings for lesbian gay and bisexual women only, has been dedicatedly carried through by volunteers, and has been a success. It is sad that for resource reasons it will have to close after thirteen months.

We have been able to bring the Community Centre closer to health-and-safety good practice, including some redecoration, thanks to a small grant from Exeter City Council and the very hard work of many volunteers, principally supporters of the women's Rainbow Room. Warmest thanks to them and to the City Council.

Thanks to financial support from local health bodies and Devon & Cornwall Police, we have been able to start a community page of our own in the excellent regional LGB magazine *Fyne Times*, to see whether this further improves our outreach to isolated LGBT people who might not otherwise be aware of the Trust's existence.

Through our community outreach work we have been able to circulate the LAGER national questionnaire on employment, to promote consultation and

discussion about local and central government issues and policy, to publicise the work of our partner agencies including the oral history project “Before Stonewall”, and to spread good news about the work of (e.g.) Victim Support and Age Concern, about legislative change, and about important advances made by (e.g) Devon and Cornwall Police, the national Crown Prosecution Service, the health service, and by some local authorities.

Training

Thanks to the two-year grant from the Learning and Skills Council Devon and Cornwall, our Equal Opportunities training is moving to a new level of effectiveness. We are working in close partnership with the Devon-based Living Options (for people with physical or sensory disabilities and Deaf people) and with the Devon Racial Equality Council. The LSC grant is intended to focus on improving equal access to learning, training and employment for marginalised or disadvantaged lesbian gay bisexual and trans people. We are developing excellent relations with Colleges of Further Education and commercial training-providers. In respect of employment we are concentrating on those industries and service-areas which figure most frequently in helpline-calls we receive on employment issues.

Community Safety (funded)

Our relationship with Devon and Cornwall Constabulary continues to develop positively along lines that have been neatly described as a “critical friendship”. We continue to work as closely as we can with Diversity Officers, and we helped with various recruitment sessions for senior positions in the Force. For more details, see the attached report of the Police Liaison Group.

Community Safety (unfunded)

Over the year we have continued to try to be involved in all the local Diversity and LGBT Community Safety groups, which between them cover Exeter, East Devon, Mid Devon, North Devon and Torridge, North Cornwall and Caradon, Restormel, Cornwall County, Teignbridge, South Hams, Torbay and West Devon. We have also tried to maintain an involvement in the Cornwall Community Safety Network, the Crime and Disorder Reduction partnerships in West Devon and Plymouth, and the Local Criminal Justice Board. However, none of this work is funded, and our serious and increasing lack of human resources have forced us to pull further back from this entire area of operation. This is particularly regrettable. Between six and two years ago we were central to the development of the concept of these groups, and played a significant rôle in setting many of them up. As the only voluntary-sector minority group organisation that covers the entire region, we were once able to provide useful strategic input into each group at their own local level, and help with sharing good practice across the peninsula. We hope that we shall soon be able to fund this work properly, and so resume a more active rôle in crime-reduction projects.

Together with the Exeter Racial Incidents Action Group, Exeter Community Safety Partnership and Devon County Council we co-launched the “Report It” campaign, backed by attractive posters and helpline-cards. These cards are now being used as models for similar local projects elsewhere in the South West.

We worked with the Racial Equality Councils and Citizens’ Advice Bureaux in Cornwall, Plymouth, Devon and Torbay to launch the new regional partnership,

Without Prejudice South West, at Virginia House in February. Deep and cordial thanks to Stonewall's Citizenship 21 project for funding the setting up of this project, which is intended to make help more accessible for people who have been affected by racist or homophobic incidents, discrimination, or crime.

We continue to maintain a good relationship with Dorset police officers.

Crown Prosecution Service

The Director of Public Prosecutions set up a national CPS Working Group on Homophobic Crime, which met in the summer and autumn of 2002, tasked with developing a new national CPS Policy for dealing with, and reducing, homophobic and transphobic crime. Non-CPS members of the group included two lesbian colleagues from London and an Intercom representative. The policy was launched by Lord Goldsmith, the Attorney-General, and Sir David Calvert-Smith, the Director of Public Prosecutions, at a national conference in November 2002. Intercom's representative gave one of the keynote speeches, led a workshop, and had a seat on the panel.

We were also represented at the CPS's Cardiff conference "On the Edge of Objectivity" in February, on narrowing the justice gap in respect of hate-crimes.

In a separate development, Intercom was asked to diversity-proof the entire Legal Guidance Manual for Crown Prosecutors—a massive challenge (the Manual is about half a million words long), which we completed against a rather tight deadline.

All work for the national Crown Prosecution Service is funded. Warmest thanks to our CPS colleagues for this support, and for the developing partnership between the two organisations.

Locally, we have continued to develop our working relationship with our colleagues in Dorset CPS, in Devon and Cornwall CPS, and in the broader CPS South West Family Group.

Community Partnerships

Our partnerships with other voluntary and community-based organisations and groups continue to develop.

We have continued to develop good links with all our partners in the Devon Cornwall and Isles of Scilly LGBT Police Liaison Group (see the separate report below), and with Victim Support schemes, the North Devon Shout! Group, the Community Council of Devon, Women's Aid, Devon M.A.L.E. (the new project for all male victims of domestic violence), the South West Forum, the Devon Domestic Violence Task Group, Somerset CAB's Domestic Violence Project, Cornwall Children's Fund, South and West Area NUS, GLAM (Gay & Lesbian Arts and Media) in Brighton, the Devon Lesbian and Gay Christian Movement, and many others.

We welcome the establishing of X-Plore, the new Exeter LGB Youth Group, and Western Boys, the South West network of FTM transgendered people and their families. We have been proud to be able to provide assistance and encouragement to both of these during their set-up period. We also welcome the news of a projected Regard community group for LGB people in the South West who have disabilities.

Local Strategic Partnerships and Plans (unfunded)

We have been glad to take up seats on the West Devon Community Planning Forum, on the Social Inclusion Task Group of the North Devon Community Alliance, and on both the Forum and the Social Inclusion Task Group of the Devon Strategic Partnership.

However, we observe that other Local Strategic Partnerships are not being seen to address issues of social inclusion. We shall continue to urge LSPs to take positive action and consider the needs of all local members of society who are, or may be, socially excluded on account of sexual orientation, gender identity, race, colour or ethnicity, nomadic lifestyle or background, gender, mental or physical disability, partnership status, or age. We believe that no LSP can safely develop a local strategic plan without the strategic input of informed voices from local communities.

We have welcomed the very important report from the Office of the Deputy Prime Minister, *Equality and Diversity in Local Government in England* (July 2003), which highlights central Government's special concern that issues of equality for LGB people should be given attention by all local authorities.

Local and central government (unfunded)

Carrick District Council has invited us to join their Equalities Special Interest Consulting Group, which was established to assist the Council to diversity-proof all policies. We look forward to working with them.

We have continued to develop our excellent relations with Cornwall and Dorset County Councils, and with District Councils across the region. Although other aspects of our extensive work with Devon County Council (see below) have had to take priority, we have maintained as active a rôle as possible within the Working Together for Devon Task Group.

We welcomed the chance of having a presence at Teignbridge District Council's community consultation days in Newton Abbot, and of discussing LGBT issues and social inclusion with the West Cornwall Community Network.

On a national level, we have also improved our links with the Local Government Association, DIALOG, the Employer's Organisation for Local Government, the Women and Equality Unit at the Office of the Deputy Prime Minister, the Department for Trade and Industry, and the Government Office for the South West. The then Minister of State, Barbara Roche, invited us to attend a round-table seminar in Bristol as part of the Government's consultation on setting up a single national equality and human rights body.

Local and central government (funded)

We have spent much of the year developing an extensive and positive working relationship with Devon County Council (partly funded). Intercom has a seat on the Equality Reference Group, as do the Racial Equality Council, Living Options, AGILE (Action Group in Later Life) and Fair Play South West (women's issues), advising and scrutinising the Council's equality work in Devon. This Group was invited by the County Council to conduct an Equality Audit across the entire Council, which includes social services, human resources, environment, highways, transport, education, arts and libraries. The Audit was asked to assess the Council's position in respect of the national Local Government Equality Standard Level One. In September 2003, as we compile this report, we have seen Devon County Council officers working methodically and with commitment towards achieving this standard. This is, as far as we know, the only local authority in England and Wales that has invited an external group to conduct such an audit, and asked that the audit be extended to cover all six equality areas—age, disability, gender and marital status, gender identity, race, and sexual orientation.

As part of our work on the Equality Reference Group, we have also joined an internal group discussing difficult issues around refusal of service, and provided materials and displays for Social Services.

Health (partly funded)

We are very pleased to be able to say that we are developing excellent working relationships within the Peninsula NHS and Health Trusts, increasingly working together to provide better input into service planning and to establish truly equal access according to need for all health service users. In particular, of course, we are pressing for better funding for gender reassignment and associated services, and for better training of mental health care professionals in LGBT issues. For the first time in our history, we are able to report with great pleasure and gratitude that the Trust's work is being sustained with grant aid from local health bodies.

JAAHB—Joint Action Against Homophobic Bullying

The JAAHB Project provides training and consultancy for school staff and young people, and direct help for young people and their families affected by homophobic bullying. The Project has extended these activities during the year, and developed a stronger lead rôle as a promoter of strategic good practice in schools in the South West. Our positive relationships with Local Education Authorities in the region continue to progress, particularly in Devon, Cornwall and Plymouth.

Young people from Plymouth and West Devon worked together to design new help-cards for young people in Devon and Cornwall, which JAAHB has had printed.

The Young People's Day of Silence in May 2003 brought together a virtual partnership of young people from fourteen places of education across the South West. The event (modelled on the Day of Silence in the United States, run by GLSEN, the Gay, Lesbian and Straight Education network) was designed to highlight in a positive and friendly way the prejudice, discrimination and harassment that some LGBT young people face when growing up. Young people handed out hundreds of JAAHB cards specially designed by Simon, one of our young volunteers. In a timeframe of just five weeks (including the Spring break) the young people achieved something new, delightful, and effective. Media coverage was uniformly positive across the region. We hope that we will again be able to facilitate this event in Spring 2004, reaching, we hope, further across the United Kingdom. GLSEN have indicated that this has their cordial support.

It was Comic Relief's funding that made the JAAHB project possible, as we now know it, and we repeat here our very deep thanks to Comic Relief for having backed what was then an entirely innovative partnership concept. The JAAHB project was founded on the principle that since the welfare of children and young people is legally paramount, young LGBT people deserve—and have a legal, moral and a civil right — to be protected from harm, and to receive fair treatment in schools and elsewhere, with their developmental needs being addressed on a level of equality with those of other young people.

Looking back, these first years of the JAAHB Project now seem to have been not only packed with service-delivery across the South West but also an exciting environment for strategic thinking about how, exactly, inter-agency joint-working can effectively address the needs of young LGBT people, and of those who have responsibility for their care, education and welfare. One important principle we had laid down from the start was that such work needs to be led, structured and monitored by young people. As Comic Relief funding draws to a close, and we end the second phase of the JAAHB Project, we have developed a strategic plan to centre the JAAHB Project more firmly on input from a young people's regional advisory council. If sustainable funding for such a council can be found, we hope it will be able to develop from the student officers' peer-support network which we set up some years ago under the title of LGB StudentLynx SouthWest. This showed

great promise, but we have never had the resources to maintain it efficiently. With the new experience gained from the JAAHB Project over the last five years, and particularly from the Day of Silence project, we believe the models are there for young people to take a new core rôle in the Trust's work, and its development of policy and service-delivery for all in the South West in the twenty-first century.

Devon Cornwall & Isles of Scilly LGBT Police Liaison Group

Second Annual Report

September 2002 to August 2003

There have been six meetings of the Group during the year. Changes of membership have seen Carola return to the Group, exchanging the seat she had held during the previous year as police Force Diversity Manager for a seat as an Independent Member. We very warmly welcomed her return.

We have also very warmly welcomed three new police members: Juliet Simmons, appointed as Force Diversity Manager, Andy Oaker, appointed as Force Diversity Officer, and Jonathan, a representative of the Gay Police Association.

Other less welcome changes have seen the departure of Peter Strawbridge, who has moved from Headquarters and taken a new post as Partnership Superintendent in Plymouth, Inspector John Jackson, who has moved to an operational post in Torbay, and an Independent Member of the Group, John from West Cornwall, who has regretfully and regrettably departed for family reasons. We miss all three, and wish them well, and thank them very cordially indeed for their outstandingly important input to the Group, and for their shared dedication to the idea of building a fair and equal and safe society in Devon and Cornwall and the Isles of Scilly.

The Group was formally launched at a media conference in Plymouth in February. The launch received positive media coverage.

We have tried to pursue a methodical agenda through these six meetings, concentrating on police force policies, especially the new policy which the Group helped to write on policing of sexual behaviour in public places, and on the operational rôle and functions of police diversity officers.

After extensive consultation with LGBT individuals and community groups, who provided invaluable insights and contributions to the drafting process, the Group approved a final amended and agreed version of the new police policy on Sexual behaviour in Public Places. This new policy is non-gender specific, and provides clear sensible non-discriminatory guidelines for police officers, based on the principles that action should never be a reflection of prejudice; that no action should be taken that cannot be justified as a response to documented evidence; that no action should be taken without clear evidence that the action will have a positive useful effect; and that the human rights of all involved must be factored into any decision-making process. We believe that this new policy, which came into effect in the autumn, is a model of what such policies should be nationally, and both police and community members of the group are committed to promoting it as such. We are now trying to develop practical guidelines, based on this policy, for effective positive partnership working between the police, local authorities, land-owning authorities, and community groups in places where public sexual behaviour is perceived to be an issue.

We had extremely useful meetings with police Diversity Officers and with officers of the Crown Prosecution Service, and thank all of them very warmly for coming to these meetings, and giving us the benefit of their experience and skills. In the light of

these meetings, we are developing the Group's work in respect both of the rôle of the Diversity Officers, and of the work of the Crown Prosecution Service.

Extended discussions, lasting for several meetings, in response to developments in the Diversity Unit in Plymouth ended with the Group developing new principles for community consultation, supervision, training and strategic planning in respect of the Diversity Officers Force-wide.

The Group took a lead rôle in questioning the Force's newly designed hate crime report forms, which ended with the forms in question being withdrawn for reconsideration and redesign.

Michael reported on the launch and remit of the new Criminal Justice Board for Devon and Cornwall. Jenny and Michael reported on the national conference at which the new Crown Prosecution Service Policy on Prosecuting Crimes with a Homophobic element was launched by the Attorney General and the Director of Public Prosecutions. Peter and David reported on the national conference on Independent Advisory Groups.

The **intercom** Trust

FINANCIAL STATEMENTS

FOR THE PERIOD ENDED

31ST AUGUST 2003

ROBERT W HEATH FCA FCMI
CHARTERED ACCOUNTANT
17 Churston Broadway
Dartmouth Road
Paignton
Devon
TQ4 6LE
01803 844201

6th October 2004

The **intercom** Trust
Charity Number 1072772

AUDITOR'S REPORT

I have examined the books and records of the above named charity together with the attached Financial Statements for the period ended 31st August 2003. The Charity's gross income being under £250,000 no formal audit is required under the Charities Acts.

I have satisfied myself that the attached Financial Statements are in accordance with the books and records after some minor adjustments.

Robert W Heath FCA FCMI
Registered Auditor
Paignton
6th October 2004

The intercom Trust

**Receipts and Payments Account
for the period ended 31st August 2003**

INCOME	<u>2003</u>	<u>2002</u>
Subscriptions	15	10
Donations	5734	613
Collecting Tins	0	11
Grants	63495	33933
Other Fundraising	99	143
Professional Fees	10679	20999
Events	393	350
Bank Interest	476	455
Travel Costs Recharged	1834	1905
Other Credits	0	717
Volunteer Expenses Redonated	50	98
	<u>82775</u>	<u>59234</u>
Less Expenses per schedule attached	75969	52913
Surplus for the year	6806	6321
Accumulated Fund B/fwd	16266	9945
Accumulated Fund C/fwd	<u>23072</u>	<u>16266</u>

SCHEDULE OF GRANTS RECEIVED	<u>2003</u>	<u>2002</u>
Comic Relief	20,375	19,813
Devon & Cornwall Police	4,000	
Devon County Council	3,000	
Exeter City Council	350	4,500
Exeter Primary Care Trust	1,500	
Learning & Skills Council Devon & Cornwall	32,270	1,500
Stonewall C2I		4,400
Lloyds TSB Foundation	2,000	3,000
South West Foundation		600
Exeter Council for Voluntary Services		120
Total	<u>63,495</u>	<u>33,933</u>

The **intercom** Trust

Payments Schedule
for the period ended 31st August 2003

	<u>2003</u>	<u>2002</u>
Postage & Stationery	6813	3702
Telephone	3238	2946
PR & Advertising	600	829
Petrol & Travel Costs	3751	3879
Food & Accommodation	58	0
Books & Periodicals	494	242
Roadshow Items	0	67
Events Stock	209	174
Room Hire	321	42
Car & Van Hire	221	131
Electricity & Gas	609	648
Rent & Rates	5900	6038
Insurance	303	320
Training Costs	858	571
Accountancy Services	0	249
Affiliation Fees	88	80
Other Fees	1755	722
Wages & Salaries	45624	25454
Audit & Accountancy	295	260
Sundry Expenses	1908	1615
Grants	75	500
	<hr/> 73120	<hr/> 48469
Capital Expenditure		
Computers etc.	1420	3569
Training Equipment	0	0
Office Equipment	1429	875
General Capital Expenditure	0	0
	<hr/> 2849	<hr/> 4444
Total Expenses	<hr/> 75969	<hr/> 52913

The intercom Trust

**Balance Sheet
As at 31st August 2003**

Assets	<u>2003</u>	<u>2002</u>
CafCash Bank	15528	11119
Lloyds TSB	7518	5098
Cash in hand	26	49
	<u>23072</u>	<u>16266</u>

Represented by:-

Restricted Funds (Grants)

JAAHB Fund (Comic Relief)	351	1677
Learning & Skills Council Fund	9564	369
Torbay CSP Grant	610	610
WPSW Stonewall C2I Fund	4	4075
Health Fund	800	

Unrestricted Funds (donations & earned income)

General Fund	606	6654
Trustees' Reserve Fund	4207	1445
Trustees' Restricted Fund	7	
Lynx Fund (Community Building)		172
Lynx Support Fund	164	93
Equality & Partnership Fund	307	17
Training & Consultancy Fund	1899	1117
Community Safety Fund	1038	
JAAHB Fund (internal)	3515	
Council Admin Fund		37
	<u>23072</u>	<u>16266</u>

The above Balance Sheet and attached Financial Statements were approved by the Trustees on 19 October 2004.

Christopher Taylor
Chair

Peter Lawrence
Treasurer