

Gendered Intelligence Member Welcome Pack: Parent and Carer Members

genderedintelligence.co.uk

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Hello and welcome to Gendered Intelligence!

Thank you for becoming a parent/ carer member of Gendered Intelligence. Parents and carers of young trans people often find it difficult to find support and resources. In becoming a parent/carer member of Gendered Intelligence, you should be able to access both support and resources to help you and your young person.

At Gendered Intelligence we use *trans* as a term to describe those who feel that their assigned sex at birth does not match or sit easily with their sense of selves. For us *trans* is a broad definition and includes other words such as non-binary, transsexual, transgender and cross-dresser and anyone questioning their gender identity - all are equally welcome.

This pack will give you some more information about what it means to be a parent or carer member of GI.

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About Gendered Intelligence

- We place young trans people at the heart of our organisation.
- We respect that young trans people have rich, diverse lives, including aspects of their gender identity, sexuality, age, abilities and disabilities, ethnic background, faith and beliefs.
- We are committed to the idea that everyone can be intelligent about gender and the world can learn a lot from young trans people!

What Gendered Intelligence offers

- A series of group sessions for young trans people (aged 8-30) to meet, socialise, receive information and get support.
- One-on-one mentoring for trans students in education.
- Support for families of young trans people, online and group settings.
- Special projects, such as arts programmes and workshops themed around gender.
- Training sessions for professionals in organisations, schools and youth services that work with transgender students, clients or staff.
- Workshops in schools, colleges, Universities and other settings that generate debate around gender.
- Consultation to organisations who are developing policy work and practice around gender diversity and trans inclusion.
- Volunteering opportunities for those over 18 who want to play a part in strengthening trans communities.
- Resources for trans youth, their families and those who work with them.
- Attending a range of conferences, panels, focus groups and other initiatives that will improve lives of trans people.

Membership Scheme

In order to create a more secure environment for parents and carers, we are putting in place a more formal membership scheme from January 2017.

In order to become a member, you will be required to:

- Fill out in a membership form
- Pay a membership fee
- Agree to our **“Codes of Conduct for participants, staff, volunteers and guests in activities”**

Membership Fee

Membership will be charged annually and begin on the date that we receive your membership fee. Membership will be priced per household, with a discounted concessionary rate available.

Full rate: **£60 per year**

Discounted rate: **£36 per year**

The discounted rate is available for unwaged or low-income households, those in receipt of benefits (including state pension) or for those who would otherwise be unable to pay the full fee. If you are unsure whether you qualify, or you are unable to pay the fee in one lump sum, please get in touch at admin@genderedintelligence.co.uk.

How to pay your membership fee

We encourage payment of the membership fee via bank transfer/BACS.

Gendered Intelligence Account details:

Bank:	Santander
Account number:	4063 8270
Sort code:	09-01-27

Please include your name followed by “PMember” as the reference for your payment.

If you would rather pay by cheque, please make out your cheque to:

Gendered Intelligence CIC

Send your cheque to the following address:

Gendered Intelligence

VAI

200a Pentonville Road

London N1 9JP

Once we have processed your membership fee, we will send you confirmation of your membership via email.

Benefits of Membership

As a member, you will be able to:

- Attend our support groups and other events
- Use our online forum for parents and carers
- Sign up to receive a dedicated newsletter for parents/carers.

Membership Forms

You will be asked to fill out a membership form the first time you attend our parents and carers' group. If you attended the group before the membership form was introduced and have not yet filled out a form, you should fill one out at the next session that you attend.

It is also possible to complete the form online.

The paper copies are given to the admin team for safekeeping. We ensure the forms are transferred to our on line database called 'Lamplight'. If there is anything you do not understand or you want to find out more about, please don't hesitate to contact one of our team or e mailing admin@genderedintelligence.co.uk.

If you decide that the group is not for you, you are under no obligation to complete the membership process. We can remove your details from our database upon request.

Why are we asking you to fill out a membership form?

We need to know some information about you so that we are aware of who is accessing the group spaces, on and offline. This information will help us to ensure that we are providing a safe and inclusive space.

What will we use this information for and how will we use it?

- The information on this form will be kept by Gendered Intelligence and will only be shared in accordance with the Data Protection Act (1998).
- The information will be used by Gendered Intelligence and any information shared such as our demographics will be shared in an anonymous format.

Useful information about our group sessions

We will keep a register

It is important for us to know who has attended each group session. We record the number of people we have worked with in the groups and also how many sessions each individual has attended. This information is useful in order to be able to report on our activities to the Board, our funders and various other stakeholders. It is also for us to reflect on whether we are meeting your needs.

The parents and carers' group facilitator

The facilitator is responsible for guiding discussion, offering everyone a chance to share and that there is no cross talking. The facilitator will also be responsible (along with all participants) in ensuring our working agreements is adhered to. Feeling safe is very important.

If you have any questions about the sessions then the facilitator is the best person to go to in the first instance. You are also welcome to ask any questions about Gendered Intelligence to the workers who facilitate the youth spaces.

Working with volunteers

Volunteers may be assisting with some of your sessions. All volunteers who attend groups are inducted into our GI volunteers' scheme (GIVS).

Other signposting information

It can be valuable to have some postcards and resources about other opportunities that you may find welcome and useful. These will be available to you at the sessions. If you have any information in the form of postcards or flyers that may benefit others at the group please bring them into the group. It should be clear that Gendered Intelligence is not recommending these however. Members are encouraged to carry out their own research to make informed choices.

Codes of Conduct for participants, staff, volunteers and guests in activities

Each group begins by creating a Working Agreement. The Working Agreement says what we will do to create a space where everybody feels comfortable to be themselves. Everybody has a say in what goes into this agreement and each of us is responsible for following it.

In addition to this Gendered intelligence has a more formal set of guidelines for conduct. These guidelines make it very clear what actions and behaviours would be considered inappropriate within a Gendered Intelligence activity.

1. **Treat others how we would like to be treated.** This means being respectful, calm, decent, orderly, and peaceful, not saying hurtful comments, and not using offensive language. We should all be supportive of every member within our group as we want to be supported ourselves. Be kind, as well as sensitive in our group spaces as well as when posting comments on our forums.
2. **Respect confidentiality.** Confidentiality is crucial to ensuring that members feel safe. Whatever is shared in the spaces that we provide at GI (including our forum spaces) is confidential. Anonymise stories if you are sharing them in your everyday life. Don't write about other people's experiences on-line or carry out acts of journalism, certainly

without permission. (If you write about someone else or someone else's child chances are they might read it and recognise themselves and may feel uncomfortable.)

3. It is not appropriate to publish journalism without the consent of participants.
4. **Support other group members to join in and try.**
5. Help the staff to deliver your sessions by not talking over them and helping them when asked.
6. **If you are given a warning about a type of behaviour, do not repeat this action again.**
7. **Care for property.** We must all be careful that we do not damage property that belongs to GI or any participant, volunteer, staff and guest. This also means making sure all property is put back correctly after each session and not taken off the premises.
8. **Be honest when handling money belonging to GI.**
9. **Be safe in all sessions.** Make sure you are aware of your surroundings and follow the Health and Safety regulations of where the session is taking place.
10. **At Gendered Intelligence we have an Equal Opportunities policy. This means that we respect all participants, volunteers, staff and guests.** At Gendered Intelligence we are each from a range of diverse backgrounds and we do not discriminate against anyone including that of race, faith and belief, disabilities (including learning disabilities), sexual orientation, gender identity, socio-economic background, region or home life.

Gendered intelligence has a published, formal Disciplinary Procedure in case of a breach of the code of conduct.

Complaints

GI aims to provide an environment where support, learning and artistic expression are encouraged and supported, and which is free from harassment or unfair treatment. You can expect professional conduct from staff, volunteers, guests and other participants and respectful behaviour from everyone. While we hope you will not need to use our complaints procedure, we want to ensure every person feels that they will be supported when they are not feeling happy or safe at GI.

It is your right to make a complaint about the level of service provided by Gendered Intelligence. In the first instance, always speak to the GI worker in order to try to resolve the concern. If, for whatever reason, you feel you can't do that, or you feel that this has not resolved the issue, there are two people at GI you can e mail or telephone to share your concerns with.

There are two people you can e mail or telephone

Director: Jay Stewart

Jay.stewart@genderedintelligence.co.uk

07540 261 104

Safeguarding lead: Catherine McNamara

Catherine.mcnamara@genderedintelligence.o.uk

Complaints relating to breaches of GI's codes of conduct

If your complaint is about the conduct of a member of staff, volunteer, guest or another participant, GI will follow the relevant staff, volunteer or service user Disciplinary Procedures.

Complaints about other matters

If your complaint is about another matter, GI will investigate according to the nature of the complaint. For example, complaints in connection with GI's services such as an activity that was poorly arranged or run, buildings security issues or cleanliness of the facilities

What you are entitled to expect when you make a complaint

You can expect your complaint to be dealt with fairly and in a timely way. You will not be disadvantaged for having made a complaint in good faith. Any member of staff designated to deal with the complaint will have no direct connection with the incident(s) which you are complaining about.

Complaints will be treated in strict confidence. All members of staff and participants involved in any part of the complaints process are bound by confidentiality. This means you are asked not to talk freely about the issue while it is being resolved, in order to respect your own and others' confidentiality.