



How we will make our services fair for everyone in Bristol

Our plan to include people who are trans and gender-diverse



Easy read booklet
August 2023



Who we are



We are **Bristol City Council**. We manage lots of services in Bristol, including schools, libraries, museums, parks and some housing.



We want to make sure everyone is treated fairly when they use our services.



We want Bristol to be a fair, safe, **accessible** and **inclusive** city. We want everyone to feel welcome and to have the same chances to do well.



Accessible means everyone can get to our City and use and enjoy.

Inclusive means everyone can be involved.

What this booklet is about



This booklet tells you how we will make sure our services are fair, safe, accessible and inclusive for people who are **trans** and **gender-diverse**.



Trans means people who are a different **gender** to the one they were given when they were born. Being trans is different for everyone because everyone's life is different.



Gender is how male or female you feel you are. You may not feel like you are male or female at all.

Gender-diverse means you do not feel or behave the way people might expect a male or female to behave. Some gender-diverse people are trans, others are not.



We need to make sure our services are fair, safe, accessible and inclusive for other groups of people too.

More about what it means if you are trans



Some trans people take medicines, or have operations, to change their body. This makes them look like the gender that is right for them. Some trans people do not take medicine to change their body.



Some trans people **legally** change their Gender. When they do this, they get a **Gender Recognition Certificate**.



Legally means in a way that follows the law.



Trans people do not have to tell other people they were a different gender before.

The difference between sex and gender



When you are born, doctors decide if your gender is male or female, based on your **sex**.



Your **sex** depends on the body parts you were born with. For example, the male sex has a penis and the female sex has a vagina.



Later in life you can decide your gender yourself, and you can change it if you want. This may be different from your sex.



You can choose to be male, female, both genders or no gender. No gender is offered referred to as 'non-binary'.

The difference between sexual orientation and gender



Your **sexual orientation** means who you are **attracted to**. If you are **attracted to** someone it means you fancy them and want to be more than friends.



You might be attracted to

- people from a different sex.
- people from the same sex.
- people from both sexes.
- no one.



This is the same for trans people.



For example, if a person changes from male to female, they will have a female gender. If they are then attracted to men, it means they are attracted to people from a different gender. This is called **heterosexual**.

How trans people are protected



Trans people are protected by a law called the **Equality Act 2010**. It makes sure everyone is treated fairly.

The right words to use



Pronouns are words we use when we talk about someone else, like 'he', 'him', 'she', 'her'.

Some trans people may use 'he', 'him', 'she', 'her' or some trans people may want us to use different pronouns when we talk about them, like 'they' or 'them'.



If you use the wrong words some people might feel upset. If you are not sure what words or pronouns to use, ask the person to tell you.

About transitioning



Transitioning means all the changes people make to become the gender that is right for them.



The changes are different for everyone. They can include

- changes to the types of clothes you wear.
- changes to the pronouns you use.
- medicines to change your body.
- operations to change your body.
- changes to the way you talk.
- changes to legal documents and other official things like bank cards.



Our services



We will make sure everyone is treated fairly when they use our services.



We will work hard to make sure different groups of people get on well together.



Sometimes we might change the way we do something to make our services better for trans and gender-diverse people.



If we do this, we will check we do not affect other groups of people in a bad way.



If you are transitioning, we will update our information with your new gender. We will not tell people you are trans.



If we ask for documents to show who you are, you do not have to show us your birth certificate. You can show us other official documents instead.



Some of our services cannot be used by trans people. There is information about this in the Equality Act 2010.

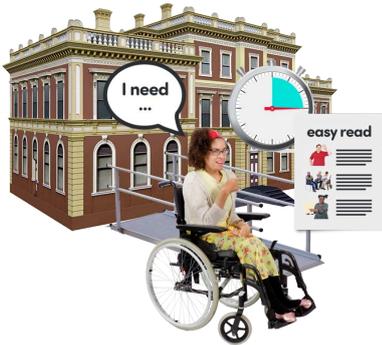


For example, some support groups for women cannot be used by a trans woman. A trans woman was born with male body parts.



If you cannot use one of our services, we will try to help you in another way.

If you are not treated fairly



We want everyone who uses our services, lives in Bristol or works for Bristol City Council to be treated fairly.



You can speak to an organisation called SARI for help. Call this telephone number
0800 171 2272

Shared places

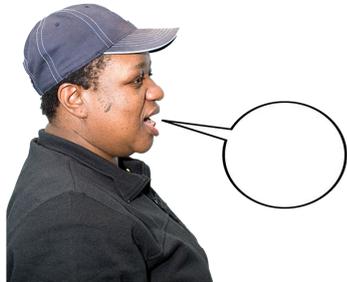


We will support trans people to use the shared places that are right for them.



For example, trans women can use female toilets and female changing rooms.

Freedom of speech



The **law** say everyone can have their own thoughts and tell these to other people. This is called **Freedom of speech**.



Laws are rules that protect people and make sure everyone is treated in a good and fair way.



Some people do not agree with the idea of changing gender, transitioning or trans people. Sometimes we say these people are **gender critical**. They might not use these words themselves.



The law protects people who are gender critical. But they must still treat trans people in a good and fair way.

If you want more support



If you or someone in your family is trans, you can get **confidential** advice and support from the organisations shown below.



Confidential means they won't tell anyone else what you say to them.



MindLine Trans+

You can call this telephone number between 8pm and midnight on Mondays and Fridays

0300 330 5468



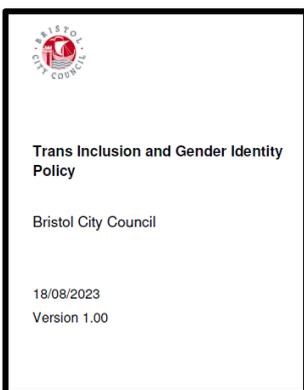
Switchboard LGBT+ Helpline

You can call this telephone number between 10am and 10pm every day

0300 330 0630

Find out more on their website

[Switchboard LGBT+ Helpline](#)



Thank you to A2i for the words
www.a2i.co.uk (reference 37795)

The full version of this document is called
“Trans Inclusion and Gender Identity Policy.
18/08/2023. Version 1.00”