

TRANS AID CYMRU'S

2024 ANNUAL REPORT



INTRO

Welcome to our 2024 Annual Report! We are aiming to release an annual report every year after our AGM to publish our reflections on how the past year has gone, what we have learned and what we are planning for the following year. We've tried to make it as concise and easy-to-understand as possible, and we hope you'll read it all, but it's quite long so feel free to use the Contents section to skip around to the sections you are most interested in.

We would like to begin by thanking all of our volunteers for the immensely hard work

that has gone into running TAC for this particularly challenging year. In particular, we would like to thank Shash and Kay who have both generously given years of their time and energy to making TAC work, and have made the decision this year to move on and focus on other work. We wish them all the best in what they do next!





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GLOSSARY

AGM	Annual General Meeting
R&D	Research & Development
TAC	Trans Aid Cymru
TIN	Trans, Intersex, Non-binary
Stakeholders	Anybody who has a 'stake' or interest in TAC (eg. donors, volunteers, service users etc)

2024 IN REVIEW

2024 has been a difficult year for all of us. The US Presidential election, the ongoing genocide in Gaza and continued crackdowns on our right to protest have occupied the time and energy of a lot of activists in Wales. The Cass Review and the Puberty Blocker Ban in

particular have hit the trans community especially hard.

It's been a difficult year for TAC too, with a lot of changes and challenges. We've outlined below as best we can what's happened, what's changed, and why we've made the decisions we've made.



VOLUNTEER CAPACITY & RESTRUCTURING

VOLUNTEER CAPACITY

2024 was an exceptionally challenging year for Trans Aid Cymru, and by the end of the summer we were preparing to wind down our operations and close by the end of the year. Our volunteer capacity hit an all-time low and with several key volunteers leaving and burning out, motivation also dwindled.

The immense responsibility of being one of the most visible trans-focused organisations in Wales weighs heavily on us. Our capacity as a small

collection of mostly disabled volunteers reached an all time low and we know that we haven't been able to fulfil the trust the community places in us. We made several difficult decisions during the Summer and Autumn this year, including pausing our Emergency Grants and closing down our regular Cardiff meets.

We knew that something fundamentally had to change about the way TAC operates, or we would not make it beyond 2024.





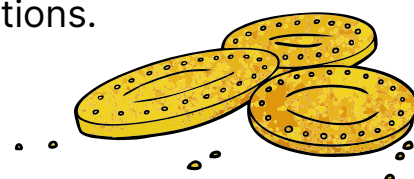
PAID MANAGEMENT ROLES

TAC has always aimed to be a non-hierarchical organisation and we aim for horizontal decision making as much as is practicable. But the reality is that over the four years we have been operating, the role of a manager has always emerged; there has always been someone who ends up working the equivalent of a full-time job staying on top of everything TAC does, coordinating projects, doing support work for service users and reminding volunteers what needs doing. Every person who has taken on that role has ended up burning out and having to leave.

So in August, our remaining volunteers voted to use the funding we had received from our Homes For Us Grant of £6,000 to employ two of TAC's volunteers on a freelance basis to administrate and manage TAC, with a particular focus on restructuring the organisation and recruiting and onboarding a new cohort of volunteers. Though TAC has managed to scrape by on volunteer time and goodwill for the past 4 years, as the organisation has continued to grow, that's no longer possible.

When we initially received this grant, we were greatly encouraged by our funder, the New Economics Foundation, to use it for things that would help TAC become a more sustainable organisation. Our initial plans for the funds, as detailed in our [2023 Annual Report](#), were for counselling and training for volunteers, so we felt that paying for staff time to enable the organisation to avoid closure and become sustainable was an appropriate use of funds.

The money people donate to us is given on the understanding that it will be redistributed to TIN people in Wales and used to help support the TIN community in Wales. As such, we feel very strongly that the payments for staff, however vital to TAC's continued functioning, should not come out of the donations we receive. So we have applied for and received another small fund to help pay for these staff hours for the first few months of 2025 and we will continue to apply for grants wherever we can to fund these positions.





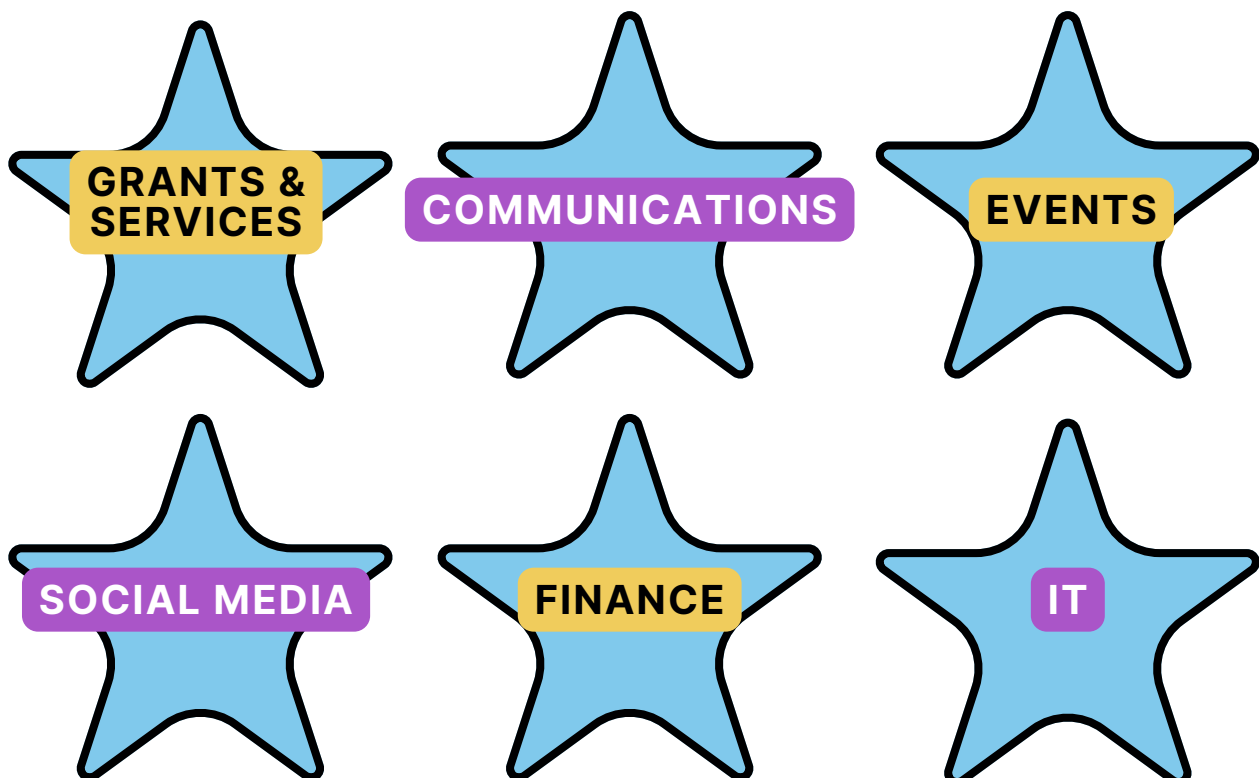
NEW VOLUNTEERS & STRUCTURE

Shortly after this decision was taken, a targeted approach for recruiting and onboarding new volunteers was implemented and 32 new volunteers were brought onboard. As of Jan 2025, we have 27 volunteers who are currently active with us (alongside 2 paid freelancers), and 5 volunteers who are taking a break currently but still want to be involved.

Implementing a new and workable structure for TAC was a key priority for the final Quarter of 2024. All of our

volunteers are now part of one of our 6 Teams, below.

Each team has a Team Lead who is that team's primary point of contact and is responsible for onboarding new volunteers and ensuring all team tasks are completed on time. These leads, alongside the Co-Administrators and Managers for TAC, make up the Management Team, and we now have a page on our website about who we are and who currently makes up the Management Team.



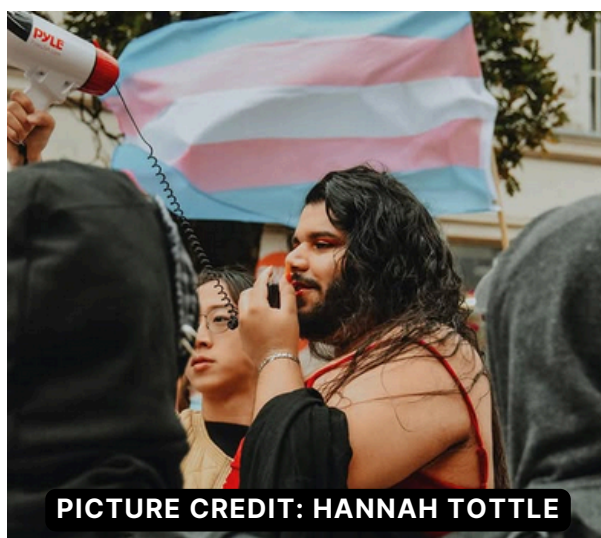


NEW VOLUNTEERS & STRUCTURE (CONT.)

Another major change we made during this time was to allow cis perisex (non-TIN) people to volunteer for TAC. Though this represents a significant departure from the way we've operated so far, we decided that we wanted to utilise the contributions of cis perisex people who have the skills we need and the willingness to give their time. We are still committed to being an organisation that is run by TIN people for TIN people, so some caveats were put in place.

Firstly, all Team Leads, Management Team members and Paid Employees or Freelancers for TAC must still be trans, intersex or nonbinary, so that all those who have the most responsibility within TAC are still TIN people. Secondly, the Grants and Services Team is still entirely made up of TIN people and cis perisex people are not recruited for this team. Decisions about accessing grants still rest solely with fellow TIN people. We still aim

for horizontal decision making wherever it's practicable, and we remain committed to listening to and valuing the input of everyone in our community, including those that actively volunteer with us and those that use any of our services. We hold regular meetings for the entire TAC team to attend and regularly vote on issues and decisions that will impact the whole organisation. We also aim to rotate the roles of Team Leads and to ensure that newer volunteers are given the opportunity to take responsibility for organising and coordinating a team if they feel able to.





PROJECTS AND RESOURCES

GRANTS

Unfortunately during 2024 we did not receive as much money in donations as we had budgeted for and in July we made the difficult decision to reduce our budget significantly to make sure we did not run out of funds abruptly and leave all our service users without support. We also consolidated our grant streams to both reduce the amount we were spending, and reduce the strain on our volunteers.

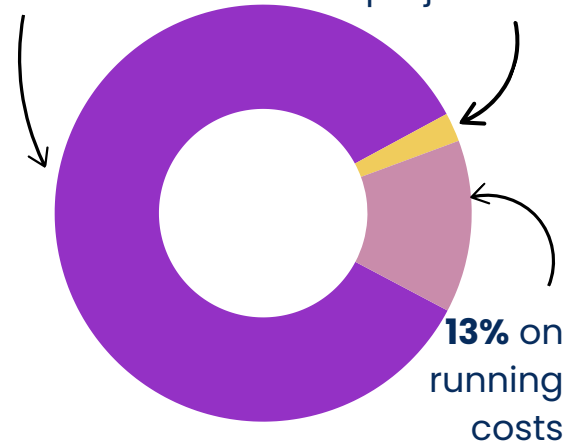
Over several months, we closed the following grant streams:

- Travel reimbursements (to consolidate grant streams and make things simpler)
- Surgery grants (to reduce spending and consolidate grant streams)
- Fundraiser Booster Grants (due to volunteer capacity)
- Emergency Grants (paused due to extreme low volunteer capacity and to reduce spending).

We also decreased the spending for our General Grants. All of the remaining

84% on direct redistribution

2% on projects



funds in these pots (the money allocated to these grant streams so far but not yet spent) was transferred to the General Grants pot, so that all funds allocated for redistribution were still redistributed directly to TIN people in need.

You can find more detailed information about our grant policies and how we make our decisions [here](#). You can also find more detailed information about how many requests for grants we receive from service users, how much money we actually spent, and other figures in our [2024 Finance Report](#).



MEAL SHARE SCHEME

The Meal Share volunteers have continued to work hard throughout 2024 with so many factors affecting people's access to affordable food, including the continued increase in food costs. The Meal Share continues to run almost independently of TAC with volunteers around South Wales putting in time in their own kitchens to provide this service. Towards the end of the year, we recruited new volunteers to help with the administration and running of

the Meal Share scheme so that other volunteers can focus on preparing and delivering meals. We hope that this will lead to smoother running of the project and allow it to be more integrated into TAC's wider services.



ONLINE RESOURCES

It has been a massive change for us over the last 6 months of 2024, going from one sole person running and handling our IT systems to now having a small team of skilled people that have a dedication to improving our systems we have in place already and ones we would like to bring on in the future.

We migrated our email systems over to one that is not only open sourced so has helped us with running costs but it has also allowed us to

look at integrating systems to make our communications follow much easier and to allow us to individualise the emails and other communications we receive.

2025 will be another impressive year of innovation for our tech, with many things we want to improve not just internally for the smoother running of the team but also for people to get more use out of the resources we provide and expand them further over the coming year.



MEETUPS AND EVENTS

Thanks to our partnership with Not a Phase, we secured funding to hire the pool and gym at the Maindy Centre for another year, kicking off the start of the Big Splash events in 2024 in February. Held monthly, the event was a great success throughout the year, seeing consistently strong attendance. The event takes place once the centre has closed to the public, providing TIN people with a safe, welcoming space to swim and explore the gym.

The success of Big Splash, alongside our smooth collaboration with Not a Phase, has enabled us to expand the event to twice a month starting in 2025. Feedback from attendees has been really positive, with many expressing excitement about the increased frequency.

In early 2024, we continued to host our bi-monthly social meets in Cardiff both in Cathays and at Dyddiau Du (from February to May 2024). Due to low volunteer capacity and declining attendance, as well as Dyddiau Du having to

move locations, we decided to close these meet-ups so that we could focus on planning events that better meet our community's needs.

Amidst the political action that arose in Wales due to the genocide occurring in Gaza, we wanted to provide another space for our community to meet and organise and discuss in between protests. So in June of 2024 we hosted a one off Badge and Banner making afternoon alongside Artists for Palestine, to help prepare for upcoming Palestine protests. This allowed for another space and opportunity to show our support and solidarity for the Palestine movement to each other and to the wider community.





WELSH GENDER SERVICES PARTNERSHIP

TAC serves as a community partner in the Trans Wales Partnership, a feedback group for the Welsh Gender Service (WGS). While WGS staff don't attend every meeting, they have this group available for stakeholders to provide feedback and work on tasks with the ability to check in. As TAC volunteers, we often bring up concerns around clarity of the referral process, struggles with non-affirming GPs, and concerns about the service overall. In response, they keep us posted on waitlist times and updates to their processes. If you have anything you'd like to share with the WGS, you can always message us to raise points in these meetings.

Due to low volunteer capacity in 2024, we were unable to attend many of these meetings. However, we are now able to attend more regularly! Here are some updates from 2024:

The WGS is working through a massive waitlist as we're sure you already know. Over the past year, they've also brought on new staff which caused some delays during training but

should speed up appointments going forward. You might have seen that your place on the waitlist has increased rather than decreased. If this has happened, it's likely because WGS is accommodating people who are switching into the WGS and have already been on another waitlist. People who have already been on HRT and switched onto WGS are also added to this list. WGS has requested that people on the waitlist keep contact details up to date. There have been times when WGS have tried to reach out and been unable to do so because of out-of-date information. When you do have your appointment, please show up fifteen minutes early to get everything sorted!

One more context note: the WGS was not involved in the Cass Review, but they are open to hearing about how we're being affected by its adoption across the government.

Finally, the All Wales Medicines Strategy Group published guidance for non-specialist practitioners.



PRIDES AND COMMUNITY EVENTS

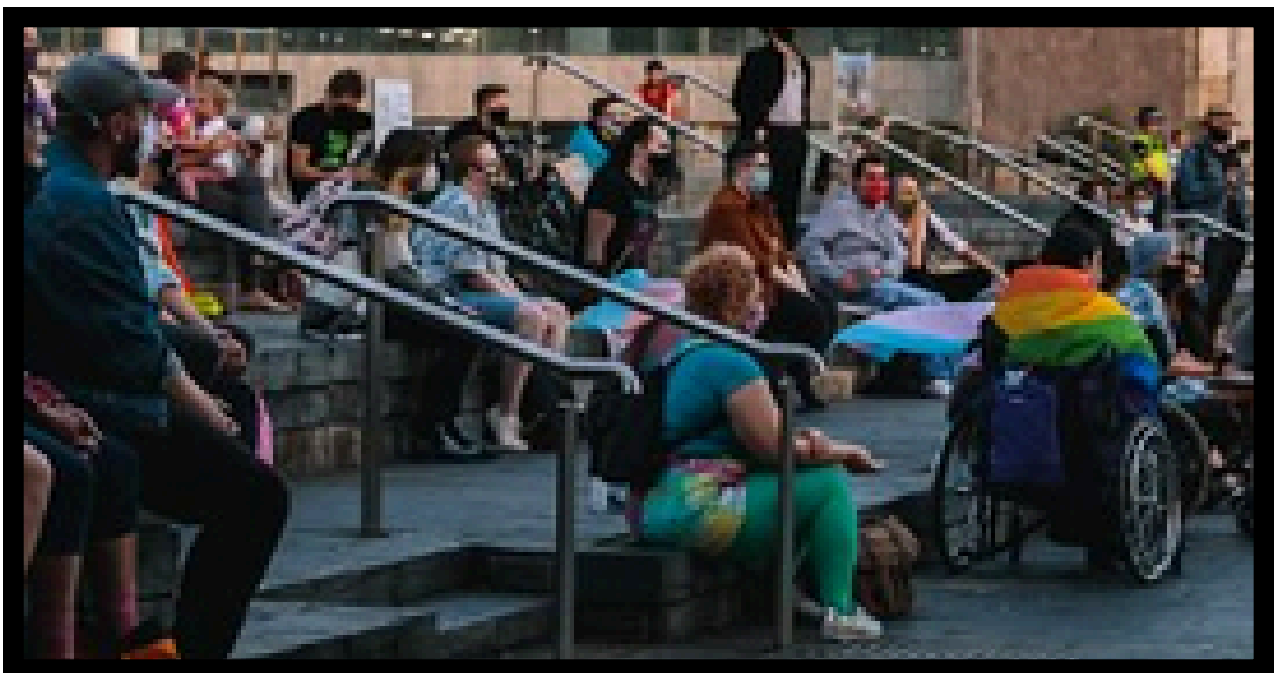
Sadly, both Trans Pride Cardiff and Kidwelly Winter Pride were cancelled in 2024, and due primarily to very low volunteer capacity we were unfortunately unable to attend many Prides this year.

As in previous years, we did attend the Big Queer Picnic and provide a small grant to support this grassroots community event. As this event continues to grow year-on-year, we look forward to supporting BQP in 2025.

We also held and attended a handful of community events throughout 2024. As a response to the publication of the Cass review in April, we

held a protest for the healthcare of trans kids in Cardiff on the Senedd steps in May.

We invited our community to come join us in making a statement to the Welsh Government about the extremely harmful nature of the Cass review. Additionally, in October we joined Cymru Queers for Palestine and Caerdydd students for Palestine, alongside many other groups in holding a march for Palestine to mark an entire year of genocide in Gaza.





FEEDBACK & STAKEHOLDER SURVEY

In early 2024, we released a survey for all our stakeholders, in the hopes that we'd gain some valuable insights into what we're doing well and what we can do better, as well as gather some evidence that would help us with funding applications. We only received a small number of responses before we ran into some issues and the survey was pulled while we worked on some of the questions.

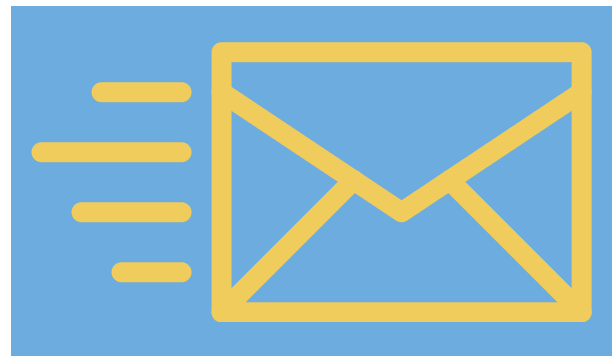
Unfortunately as our capacity dramatically dwindled, it took a low priority amongst the day-to-day tasks needed to keep TAC running. But the insights we did gain from the responses tell us that we need to be more transparent with all our stakeholders - our service users, donors, and the community at large.

To that end you can find our Finance Report for 2024 in the next section, and further information about our plans for greater transparency in our 2025 Action Plan.

We always try to communicate with our service users when we

are at particularly low capacity. We hope that you'll bear with us in early 2025 as we continue to find our feet with our new structure and apply for funding to be able to continue paying our Co-Administrator and Managers.

As well as our 2025 Stakeholder Survey, our Complaints and Concerns form are always available on our website if you have feedback that you would like to give us, alternatively you can always email us at **hello@transaid.cymru**.





FINANCES

INTRODUCTION

We have received feedback that tells us we need to be more transparent about our finances. Some people don't understand why their grant requests are being denied, or why we're asking for donations when we have £8-10k in our Open Collective Account.

Since 2021, TAC has operated on a budget. At the beginning of the year we set out how much we aim to spend and on what. We base these figures on:

- Trends in donations from the previous year which tell us how much we might expect to receive in the coming year
- Trends in requests for support and the cost of living crisis
- The amount of money we have in reserves

We don't always spend our money in the way we thought we would, or receive the amount of money we thought we would. But since 2021, we have increased our budget every year.

There are some costs we have to incur in order to be able to operate, such as paying for our website domain and software which enables us to do the work we do, transport reimbursement for Pride events etc., and the cost of physical resources like leaflets, stickers, badges and postage. A percentage of all the money which comes in to us through donations is taken out as payment processor fees and fees to pay our Fiscal Host for the services they provide.

Where we can, we apply for grants and use these to cover some of our running costs so that we can spend as much of the money you give us on direct redistribution as possible. But as we have grown as an organisation, our financial requirements have grown with us. We aim to always spend 85%+ of the money given to us by donors on directly redistributing funds to TIN people in Wales who need it, and so far we've been able to successfully stick to that.

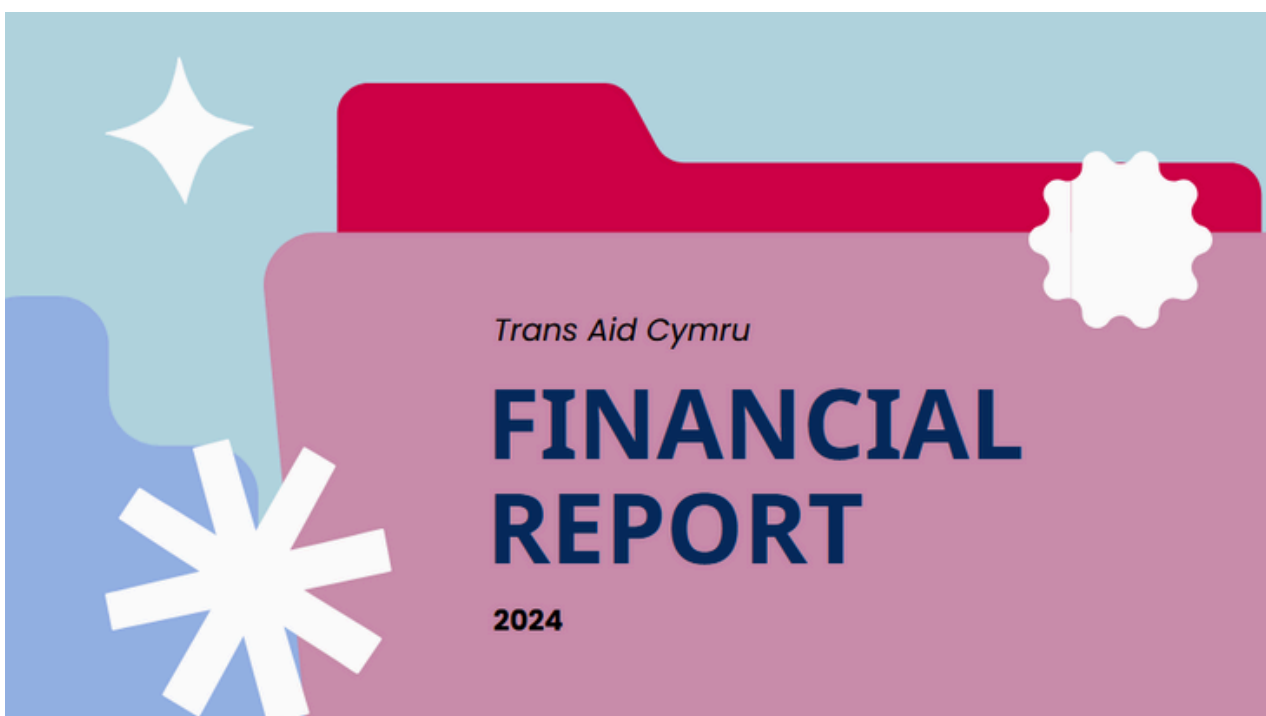


2024 FINANCE REPORT

To explain why we've made the financial decisions we've made in a way that is laid out visually and easy to understand, we've produced a financial report, which you can view [here](#).

It looks at:

- Our 2024 Donations Budget
- How that budget changed and why
- Our income vs expenditure and our reserves throughout the year
- What we actually spent throughout 2024
- How much of our money was earmarked for direct redistribution to the TIN
- community, and how much of our money actually went to direct redistribution
- The grants we received and how we spent them
- What our budget and spending looks like with donations & grant funding combined
- The trends in donations throughout the year
- The trends in grant requests (from service users) and spending throughout the year
- How we plan to continually evaluate our financial situation
- Our budget for 2025





2025 BUDGET - RESERVES

At the beginning of 2024 we had particularly high reserves due to an anonymous £10k donation in late 2023. To ensure this money was reaching TIN people who need it, we dramatically increased our budget going into 2024, planning to spend significantly more than we anticipated we'd receive and get through some of those reserves. We expected to end 2024 with around £10,000 in reserves, which represented 2.5 months of spending. However, we received significantly less in donations and fundraisers than anticipated throughout 2024 and had to decrease our budget during the summer to prevent us from running out of funds suddenly.

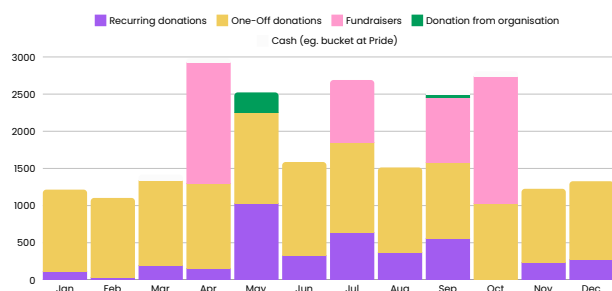
Consequently, we had to reevaluate our financial operating model so that we can be more financially sustainable going forwards. It's always been difficult to predict and plan an entire year's income and reasonable expenditure, so to create stability, we've decided to keep approximately 3 months of expenses in our

reserves. This will be enough to keep us going if any unexpected costs arise or if there's an unexpected drop in donations.

If we have less than 3 months spending in our reserves, we will have to cut spending to prevent running out of funds completely. If we have significantly more than 3 months of spending, we will increase our spending to ensure our funds are reaching the TIN people who need support in a timely manner.

Unfortunately, due to having so little in reserves and the significant drop in donations we saw in 2024, we have had to dramatically decrease our budget for 2024 - the budget for our first quarter is approximately half of what it was at the beginning of 2023.

For more exact figures on this, please see the [finance report](#).





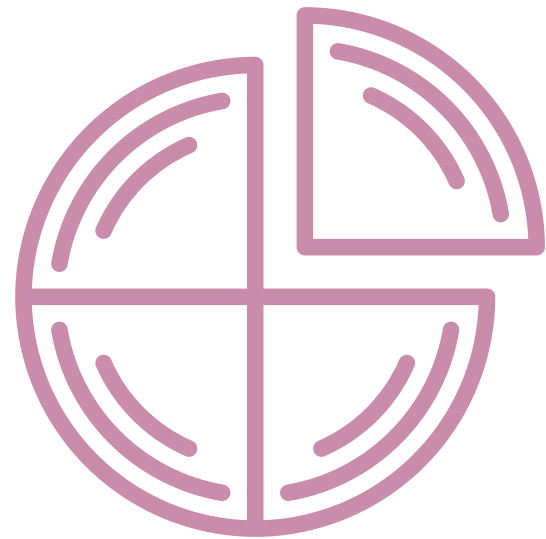
2025 BUDGET - QUARTERLY BUDGETS

At our AGM, the finance team presented several different options for how we can budget in 2025 and beyond to be more sustainable. After some discussion, we decided to opt for a quarterly budget because it balances the flexibility we need in order to adapt to changing income, while still providing a reasonable amount of stability for our services.

Essentially this system will mean we're evaluating our finances every 3 months and adjusting our budget as necessary based on the previous quarter's income and what we forecast for the following quarter. It's similar to what we do now, but we'll be doing it every quarter instead of every calendar year. It will also allow us to easily identify when we are above or below our target reserves level.

Every quarter, we will look at:

- The income over the past 3 months
- Whether any of those donations were unusual (such as a very large, one-off donation which is unlikely to happen often).



- Whether we ran any fundraising events and how successful they were
- Whether there are any fundraising events planned for the following quarter.

Using all of that information, we produce a forecast for what our average monthly income is likely to be for the next 3 months. We can then plan our next 3 months of spending accordingly, taking into account how much we have in reserves, and any particular events or services which mean our spending is higher (eg. if one of our yearly software subscriptions is paid that month, or if it's pride season we're likely to need funds for travel to various prides).



2025 BUDGET - QUARTERLY BUDGETS

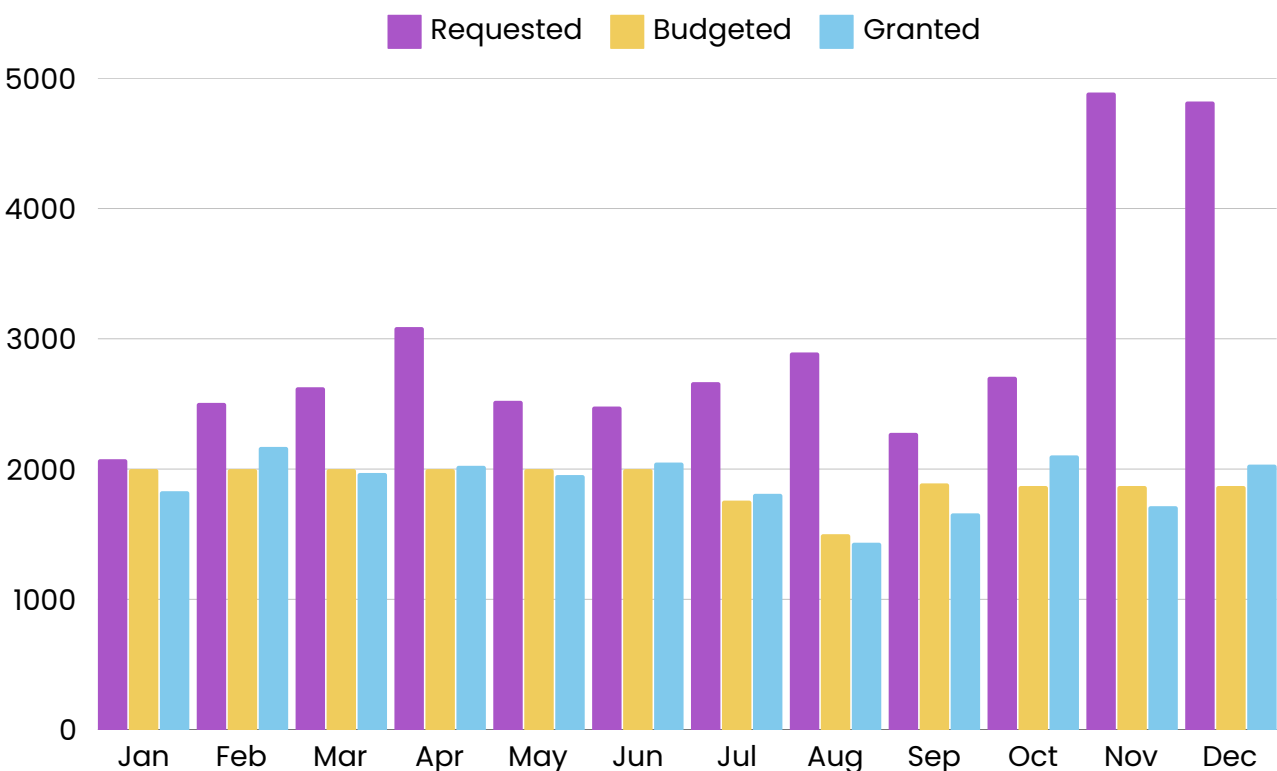
If we have too much in our reserves, we'll aim to spend more than we're likely to receive, so that we don't accumulate money that needs to be redistributed. If we have too little in our reserves, we'll aim to spend less than we're likely to receive, to ensure that we have enough money to continue operating for the future.

Some of our costs are fixed (such as our finance fees, which amount to roughly 7% of all donated funds, insurance

software subscription costs etc.) and will be the same every quarter. The amount we spend on our projects and our grants will be what changes each quarter based on how much money we've received in the previous 3 months.

As always, we will try to keep our running costs low and put as much of our funds into direct redistribution and projects that directly help the TIN community as possible.

GENERAL GRANTS 2024





2025 BUDGET - FUNDING

Unfortunately, finding funding that we are eligible for is challenging, as TAC is not a registered charity (we are a Constituted Group), and we do not have a bank account. Having a bank account would involve a lot of work and come with a lot of responsibilities that it doesn't make sense for us to take on when we have a brilliant Fiscal Host. We've re-evaluated the decision to remain a constituted group rather than incorporating into a charity and to keep using Open Collective over having our own bank account every year, but we continue to feel that this is the best structure for us. Fiscal Hosting through Open Collective provides us with financial services that we do not have the expertise to do ourselves, it makes being transparent about our finances easy, and it helps streamline the process of giving out grants. However, most funders in the UK are unfamiliar with Fiscal Hosting and are not willing to award funding to organisations that use them, which limits our options.

In January 2024 we received a £6,000 grant from Homes For Us, a grant stream run by The New Economics Foundation. We spent most of this grant on paying our Co-Administrator and Managers, and on an R&D day to figure out how we can make TAC sustainable. The funding period of this grant ended in January 2025.

We also received Consortium's Devolved Nations Fund in October 2024. We applied to be able to continue to fund our Co-Administrator and Manager roles and received £2,995. This is enough to cover January-April on reduced hours, so we are continuing to look for funding in other places.

We remain exceptionally grateful to both of these organisations for their grants. Without them we would not be able to fund our two paid staff positions and it's unlikely that TAC would be continuing into 2025.

If you are aware of any funding that TAC may be eligible for, please email us at hello@transaid.cymru!



2025 BUDGET - TRANSPARENCY

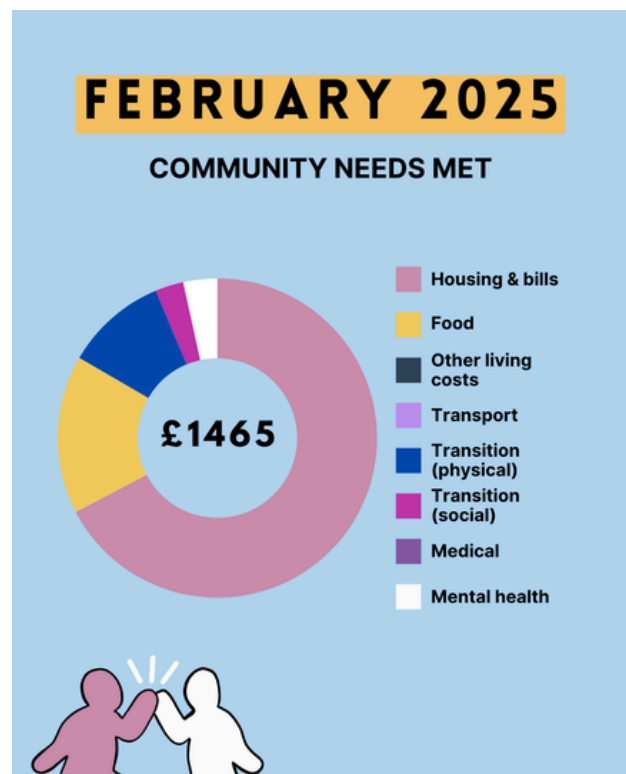
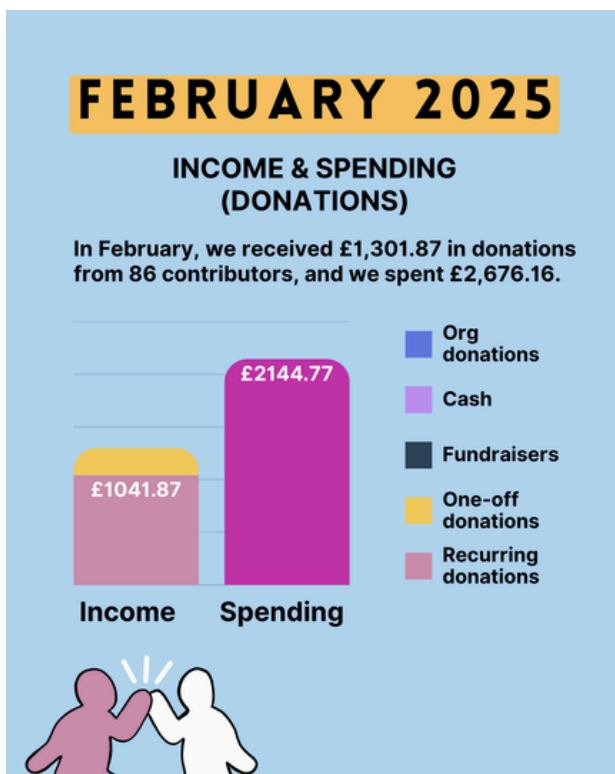
We want to be more transparent about our finances and communicate why we're making the decisions we're making to our service users, donors and wider TIN community in Wales. In previous years we have produced some monthly reports on our spending alongside the figures that go out in our Open Collective Newsletter, but due to capacity we've had difficulty being consistent with these.

We will aim to produce these in a similar fashion to our annual finance report every

month; as an easy-to-understand infographic with graphs to show:

- What donations we've had in
- What donations we've spent and how that compares to our budget
- What funding we've spent
- How much was requested in grants and how much we were able to give out

We will also aim to update our website with brief quarterly reports on each quarterly budget, the health of our reserves, and the figures that have led us to those decisions.





2025 ACTION PLAN

INTRODUCTION

In January 2025 we had an R&D day where we went back to the drawing board and asked questions about what TAC is, what we want it to be, and how we can bridge the gap between the two. We also looked at mutual aid and how it's different from charity, what it means to be a radical group, and how we can cultivate horizontal solidarity. We then looked at how we can develop

and foster community involvement with TAC and how we can ensure that TAC is committed to racial justice. Off the back of these discussions, we drew up a plan for 2025.



INTERNAL PROCESSES - ANTI-RACISM AND OTHER POLICIES

One of the ways we want to ensure that TAC is committed to racial justice alongside our fight for trans justice is to draft and implement an anti-racism policy. Being clear with our volunteers about how we expect them to behave, what we understand racism to be, and how we will deal with it in TAC is an important step towards racial justice in our organisation. It also allows global majority people outside of TAC to understand what our anti-racism processes look like.

We also want to ensure that we are providing a common understanding and a structure for all aspects of our work, including how we handle complaints, how we safeguard vulnerable people, and how we commit ourselves to justice for all oppressed and marginalised people. Drafting and implementing these policies is a big priority for TAC in 2025 and something we've already begun work on. All new policies, once approved, will be available on our website.



ONBOARDING PLAN

We implemented a new way of onboarding volunteers in late 2024 by advertising for specific roles on social media rather than a general callout for volunteers. Using our new organisational structure and teams, we have begun collating onboarding and induction materials that can be used to lessen the workload of onboarding new volunteers in the future. We plan to continue refining this process so that new volunteers are able to integrate into TAC teams quickly and efficiently and not be left without guidance.

We aim to be promoting and checking our team application forms on our website every 2-3 months.



REPRESENTATION

During our R&D, one aspect we couldn't ignore was the makeup of our team. Though many of us are neurodivergent and disabled, we are also generally white, young and not intersex. We want to be a group that reaches and represents the whole community.

To ensure there are no barriers to engagement for global majority people, intersex people, older people and other groups underrepresented in TAC, we will work on a procedure for more outreach and feedback from these communities. We want to understand what we can be doing better to make all TIN people feel as though TAC is for them and ensure we are not perpetuating the same harms that marginalised people experience in society within our organisation, but rather showing solidarity.



FUNDRAISING PLAN

As TAC is quite desperately in need of funds to continue operating, particularly as we now have the Co-Administrator and Manager paid positions, we plan to put a lot of our time and effort into fundraising this year. This will have several different branches:

FUNDRAISING EVENTS

Alongside running some regular events in general in place of the regular meet-ups we used to run in Cardiff, we also intend to put together a handful of larger scale events with a particular mind to fundraise for TAC. We don't yet know exactly what these events will look like, but we are hoping to partner with other organisations in organising these events. If you or your organisation is interested in helping TAC run a fundraising event, or if you think you have some resources, connections or expertise to offer for these events, please reach out to TAC and speak to our events team!

FUNDING AND GRANTS

We will continue to apply for funds and grants wherever possible. Unfortunately because we do not have a bank account and instead use a Fiscal Host (Social Change Nest) through Open Collective, and because we are not registered charity, there are lots of pots of funding which remain unavailable to us. If you are aware of any funds or grants which TAC may be eligible for, please let us know as soon as possible!

One of the ways we hope to make this an easier process for the future and reduce the workload on our volunteers applying for funds we often are unlikely to receive, is by spending some time putting together a guiding document. This will contain lots of stock responses to common questions, explainers about what fiscal hosting is, and a spreadsheet of available and applicable grants



SOCIAL MEDIA CAMPAIGN FOR RECURRING DONATIONS

You're likely to see more posts from us this year explaining our finances, how much money we need to operate, how we spend our money and why we've made those decisions. We will be pushing for recurring donations where possible as this helps us to build a more accurate picture of how much money we can expect to receive each month and will help us to plan our finances better.

We encourage all our service users and wider members of the TIN community in Wales to talk to your cis perisex friends about donating and helping TAC to support the TIN community through regular donations. So much of our money currently comes from people who use our services; people who are TIN, people who are struggling financially but care deeply about this community.

And as much as we deeply value these contributions, we would like to ask the cis queer people in Wales to step up. If you would like to help TIN people who are struggling, the best and most effective way you can do that is through direct giving!



SOCIAL MEDIA & COMMUNICATIONS

This year, we are wanting to increase transparency about our events so that more people can attend! We are working on creating some one-off fun social events throughout the year. We'll let you know when those are coming and hope to have our monthly schedules up on social media again soon. For now, you can expect our Swim & Gym Meets to happen on the second and fourth Fridays of each month (with the exception of February and March meets).



We are hoping that 2025 we can engage more with the community and the community can engage with us more as well, we have more people handling our Social Media channels and will be increasing the use of them to promote events but also to gain more interest from yourselves over what you would like to see and see us doing over the coming years.

This year we'd like to take a look at some of our branding guidelines, such as the fonts, colours, images and styles that we use in our social media posts and across our website, to ensure that they are accessible.

We're aware that some of our posts may not be particularly dyslexic-friendly at the moment and we want to do better. We would also like to ensure that all our communications are as accessible as possible, including making all our posts screen-reader friendly.



Hoffen ni'n defnyddio mwy Gymraeg! We would love to use more Welsh language! A bunch of our volunteers are learners, but we haven't got any confident Welsh speakers at the moment. Would you like to see our work be bilingual and accessible to all? Join our Welsh group! We've got a WhatsApp group for Welsh speakers which we would like to use more of this year. The idea is that we put a request for translation in there, and whoever's available to take a look at it can do so! Things like Google Translate are actually very good these days, so it'll probably just be reading and checking a translation that's been run through there, but it will really level up all our output in terms of accessibility and inclusion.



ENGAGEMENT & OUTREACH

In 2024, our outreach was much less than it has been in previous years. Due to capacity issues and volunteer burnout, we had to pool all of our resources into only the most necessary operations: keeping TAC functioning, and making sure that we were still delivering our grants. In 2025, we're hoping to dial everything back up a bit! We have set ourselves some reasonable goals in terms of engagement and outreach, which covers several different areas.

This is a manageable goal, whilst still being mindful of the capacity and availability of our volunteer base. Is there a particular Pride that you want to see us at? Let us know the details and we'll see what we can do!



PRIDE SEASON

In previous years, we went to every Pride that we could physically get to (and who aligned with our values as a radical organisation)! This year, we want to commit to going to at least five Pride events.

SWIM & GYM EVENTS

We have increased our Swimming and Gym events to TWICE a month, so they are held on the 2nd and 4th Friday of the month (with a slight difference in March as being the First and Third Fridays), we are really excited about these and have had many people enjoy them over the years and feel that it's something the community wants and needs.



LEAFLETS & QR CODE STICKERS

We are currently in the process of overhauling how we distribute information about ourselves, as well as what information we distribute, but one thing that we're definitely bringing back will be the QR code stickers! Simple, visually striking, a reminder to trans people across Wales that, regardless of where you are, you are not alone!

We are going to come into this year with a slightly updated design, and a whole lot of ambition with these leaflets and QR codes - but we need your help! We want to see these all over Wales. Stickers in bus stops, on lampposts, in pub bathrooms. We want to see leaflets in doctors' offices, public buildings, classrooms, small businesses - everywhere! We want to extend our solidarity to trans people in physical spaces all over Wales, as well as digital spaces. So, keep an eye out for when these drop, and we will get posting!

WEBSITE OVERHAUL

The website is something else that has fallen by the wayside since we've all been in a bit of survival-mode this past year, and it needs some serious attention! Over the next few months, we will be overhauling the information that's already on there updating it with new information and projects that we will be working on, making it more user end friendly and as well as adding new sections such as a Q&A section with resources for building local mutual aids on a smaller scale.

INTERSEX OUTREACH

It's crucial to us that Trans Aid Cymru is for all Trans, Intersex, and Non-binary (TIN) people. We've got plenty of volunteers and service users that are trans and non-binary, but far fewer intersex people. We want to redress this imbalance where we can, so we will be doing some intentional intersex outreach in 2025. We will be reaching out to Intersex organisations and groups in the UK to find out what we can be doing better.



FINANCIAL TRANSPARENCY

We want to make sure that everyone can understand why we make the choices we do when it comes to the grants and other parts of the costing for us as a group, and having lots of numbers and wordy documents can be overwhelming for a good few of us, so we want to make things much more understandable by using monthly infographics and putting these on social media, on the website and in our monthly newsletters, so that people can easily access this information in a much more reader friendly format.



EMERGENCY & FUNDRAISER GRANTS

We want to roll our Emergency Grants back out again and part of that involves us making sure we have funds coming in, so a robust Fundraising year is our highest priority so that we can bring these back and help more people in times of undue strain and emergencies.

We are also aiming to have our Fundraiser Booster Grants up and running again very soon, for those of you that have been on our waiting list we are sorry it has taken so long but we have been needing to onboard the right skilled people that are able to do these on time and regularly each month. We will announce on our social media channels and in our newsletters when these will be going active again.



FEEDBACK CHANNELS

We're aware that we're not always the best at communicating life behind the scenes, and we want to be as open and as transparent as we can - even about the mundane bits! To this end, we will be trialling different ways of receiving people's feedback, so that we can continue to learn and grow as an organisation, and so the community that supports and sustains us can know exactly what's happening when and why!

We will be putting out a comprehensive community survey, so that we can identify what works, for whom, and why, and identify areas that we need to improve.

We also want to have regular physical workshop sessions where people can come and talk to us about what we do and how we do it. We will aim to have representatives from various teams so that we can answer everyone's questions about how we run!



As always, if you want to help out with the operation of TAC, then you are more than welcome to volunteer with us! Email hello@transaid.cymru for more information.

If you've read this far, congratulations! You win our undying love and affection. Thanks for supporting us. Peace out!

