



# Transgender, Intersex and Gender Non-Conforming People Policy

**Scope:**

The Transgender, Intersex and Gender Non-Conforming People: Policy along with additional guidance, demonstrates City, University of London's commitment to the inclusion of trans, intersex and gender non-conforming people as staff members and students.

**Senate Regulations:**

N/A

**Summary:****Date approved/re-approved:**

July 2017

**Date for review:**

2021

**Effective from:**

September 2017

**To be read in conjunction with:**

- Student Charter
- Equality, Diversity and Inclusion Policy

## Equality and Diversity Statement

City, University of London is committed to promoting equality, diversity and inclusion in all its activities, processes, and culture, under its Public Sector Equality Duties and the Equality Act 2010. This includes promoting equality and diversity for all, irrespective of any protected characteristic, working pattern, family circumstance, socio-economic background, political belief or other irrelevant distinction.

Where relevant to the policy, decision-making panels will ensure a reasonable gender balance (with at least one man and one woman) and will actively consider representation of other protected groups.

## **Policy Statement**

City, University of London is committed to equality for transgender, intersex and gender non-conforming people and to creating a culture in which equality of opportunity is promoted actively and in which unlawful discrimination, harassment or victimisation based on a person's gender identity and/or gender expression is not tolerated.

City is also committed to building and maintaining an inclusive environment based on good relations between members of its community which supports trans, intersex and gender non-conforming individuals.

City wishes to provide a place where there is a culture of respect for human rights and where all staff, students and other stakeholders feel valued as set out in its **Equality, Diversity and Inclusion Policy**. In this policy, it states that "we also believe in the principle of social justice, and recognise that discrimination affects people in complex ways and are committed to challenging all forms of inequality."

The purpose of this Transgender, Intersex and Gender Non-Conforming People Policy is to set out specifically how City treats trans, intersex and gender non-conforming students, staff and other stakeholders and how they are protected from discrimination.

### **This policy is supported by two additional pieces of guidance:**

- **Supporting Transgender, Intersex and Gender Non-Conforming Staff: Guidance**
- **Supporting Transgender, Intersex and Gender Non-Conforming Students: Guidance**

Use these guidance documents for more information around supporting a person who is trans, intersex and/or gender non-confirming including through their transition.

### **1. Definitions**

This policy and the guidance will use a number of terms with which you may not be familiar with, so a glossary is signposted in Appendix 1

### **2. Introduction**

This policy, along with our additional guidance, will assist City in putting its commitment to the inclusion of trans, intersex and gender non-conforming people into practice.

Regarding staff, this policy applies to (but is not limited to) the advertisement of jobs and recruitment and selection; training and development; opportunities for promotion; to conditions of service; benefits, facilities and pay; health and safety; conduct at work; grievance and disciplinary procedures, and to termination of employment.

For students, this policy applies to (but is not limited to) access to programmes, recruitment, admission or offer, gaining qualifications, placements, trips, housing, sport and recreation opportunities including Students' Union activities, student support and student services and all of the aspects of student life.

In implementing this policy, City seeks to ensure that the inclusion of trans, intersex and gender non-conforming staff, students and stakeholders is embedded in all its activities so as to provide high quality education and support that meets the needs of its staff and students.

Compliance with this policy should also ensure that staff and students do not commit unlawful acts in accordance with key legislation. In addition, this policy wishes to send out a clear message that the inclusion of diverse people is good for everyone.

### **3. Context**

The visibility of trans people has increased significantly over recent years. Consequently, there is an increasing number of trans, intersex and gender non-conforming people who are sharing more about their identity in Higher Education settings and elsewhere.

#### **Who are trans people?**

A trans person is someone who feels that their self-identified gender does not match the sex or gender that they were assigned at birth. Trans people include those who were assigned male at birth whose gender is female (trans women), those who were assigned female at birth whose gender is male (trans men) and those who do not identify as male or female (non-binary people, Hijra, two spirit, third gender).

It can also include people who may dress some or all of the time in the clothes commonly associated with the 'opposite' gender (cross-dressers or dual role), as well as people who may be questioning their gender identity.

Currently it is estimated that around 1% of the population is trans<sup>1</sup>.

#### **Who are intersex people?**

An intersex person (or person with an intersex trait) is someone whose physical / biological sex-related characteristics differ from the 'typical' male or female patterns.

Currently it is estimated that around 1% of the population is intersex.

#### **Who are gender non-conforming people?**

Gender non-conforming is a broad term that describes those who do not conform to social expectations of gender identities and/or gender expressions. Gender non-conforming people might use terms like non-binary or agender to describe their gender identity. Some people understand, for example, 'non-binary' to be an essential aspect of their identity, and others see, for example, 'agender' as being a political rejection of society's gendering practices. Some gender non-conforming people consider themselves to be trans, and some do not.

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<sup>1</sup> Equality and Human Rights Commission [http://www.equalityhumanrights.com/uploaded\\_files/technical\\_note\\_final.pdf](http://www.equalityhumanrights.com/uploaded_files/technical_note_final.pdf)

In addition, people may feel that they express gender non-conforming behaviour rather than identify as gender non-conforming *per se*. This might include appearances, behaviours and social roles that do not adhere to social expectations.

There are no current estimates of the size of the gender non-conforming population.

#### **4. Key principles**

The key principles of this policy are to:

- Treat people as their self-identified gender. This includes the use of facilities, including toilets, the use of gender markers where they are allocated, and respecting the name, title and pronouns that have been requested.
- Place the trans, intersex and gender non-conforming person at the heart of any decision making and actions that affects them.
- Ensure that people have their rights to privacy and confidentiality adhered to.
- Avoid assuming a person's gender identity.
- Encourage gender neutral language.
- Respect and have acceptance of (and flexibility for) mental and physical healthcare needs.
- Create a supportive, respectful and nurturing environment for all trans, intersex and gender non-conforming people within the City community.

#### **5. Review of policy**

This policy will be reviewed on a 3-yearly basis.

#### **6. Legislative Context**

There are four pieces of legislation that are relevant to trans, intersex and gender non-conforming people in a Higher Education setting.

#### **Equality Act 2010**

The protected characteristic in the Equality Act 2010 that relates to trans, intersex and gender non-conforming people is called 'gender reassignment'. Individuals are protected from discrimination on the grounds that they:

- intend to undergo gender reassignment,
- are undergoing gender reassignment,
- have at some time in the past undergone gender reassignment.

Gender reassignment is described in the Act as: "a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex." Whilst 'gender reassignment' has medical connotations, there is an emphasis in the Equality Act on the social transition (rather than medical transition) of the trans person.

Protection from discrimination is also extended to:

- any person who is associated with the person who has the protected characteristics, for example a person's partner/spouse/family member/carer who may be a child or adult /son/daughter/ family member.
- any individual who is assumed or thought to have the protected characteristic by another person.

It is also unlawful for any person to instruct someone else to discriminate against a person with the characteristic of 'gender reassignment'.

### **Gender Recognition Act 2004**

The Gender Recognition Act 2004 (GRA) enables a person to change their legal gender, provided it is male or female. The UK does not currently recognise a third or non-binary gender category in law, (although there is an increase in understanding and inclusion of non-binary identities, for instance the Mx title is accepted by most public bodies).

The GRA enables a person to obtain a gender recognition certificate (GRC), which leads to the issue of a new birth certificate. The GRA confers the right to marry and be regarded for HMRC purposes (such as pensions) as a member of their self-identified gender (provided it is male or female). It also works to ensure that the person has the right to confidentiality over their trans status or gender history.

GRA enables a person who is staying in a marriage with their spouse to either convert the marriage based on the original married date with original witnesses or to set the same date or new date with same/different witnesses in recognition of the change in law for same sex marriage (Marriage (Same Sex Couples) Act 2013).

The GRC has strict privacy provisions which must not be breached by any person acquiring such information in an 'official capacity'. Disclosure to a third party without the trans person's consent would be a criminal offence (GRA s22).

It is unlawful to reveal that an individual has, or may have, applied for a Gender Recognition Certificate unless permission has been given by that person. You should never ask to see someone's GRC – they are under no obligation to disclose it. It is good practice to treat a person without a GRC exactly the same as one with a GRC. Everyone's confidentiality should be respected.

A person does not have to undergo any physical medical intervention to receive a GRC. However, they do have to be over 18 and fulfil the other requirements laid down in the Act, which includes providing medical letters and a declaration that their change of gender expression is permanent.

A GRC does not make a person's gender identity any more or less valid, or make them any more or less vulnerable to discrimination.

## **Data Protection Act 1998 (UK)**

Information about a person's trans status is considered 'sensitive personal data' and is subject to tighter controls than other personal data. Everyone's confidentiality should be respected. Explicit consent is required before it can be collected, used and shared.

Personal data must be looked after properly following the eight data protection principles, which include ensuring personal data is accurate, secure and processed fairly and lawfully.

Failure to change a person's title, name and gender when requested could lead to the following offences under the Act:

- Disclosure of personal information that is used, held, or disclosed unfairly, or without proper security
- Failure to ensure personal information is accurate and up-to-date
- Processing of data likely to cause distress to the individual.

Information about a person's gender identity, gender history or sex characteristics is considered to be confidential. Many staff will have access to the student data management system and therefore may be able to view information regarding gender identity, however all staff are trained and bound by data protection laws.

Those working in an official capacity, must seek the permission of the trans, intersex or gender non-conforming person to disclose any information to others. This should be on a confidential, strictly 'need to know' only basis. Disclosure of a person's trans status without permission is a violation of the DPA (see City's Data Protection policy:

[https://intranet.city.ac.uk/staff/info\\_compliance/info\\_compliance/dps/policies/CITY%20DP%20POLICY%20VERSION%202.0.pdf](https://intranet.city.ac.uk/staff/info_compliance/info_compliance/dps/policies/CITY%20DP%20POLICY%20VERSION%202.0.pdf)).

There is no obligation to inform colleagues or students that a staff member or a student is trans, intersex and/or gender non-conforming.

## **The Human Rights Act 1998**

Article 8 of the Human Rights Act 1998 protects a person's rights to a private life. This can include a person's right to remain private about their identity, but also to live in a particular way or express oneself in a particular way.

Information that relates to a person's trans, intersex or gender non-conforming status is owned by the individual and so they are the ones that should choose to share it (or not). Within this principle anything that is considered personal information (records, images and letters) should be kept secure and not shared without the permission of the individual.

## 7. Harassment and Bullying

All staff, students and other stakeholders should expect to be treated with respect at all times. Any complaint of harassment or bullying is treated seriously and thoroughly investigated. Disciplinary action can be taken in cases where bullying/harassment have been proved.

City, has the following policies, procedures and guidelines in place to be invoked where harassment and bullying have taken place or where allegations are made.

For staff:

- The Staff Grievance Procedure (<https://www.city.ac.uk/media/intranet-site/documents/hr/policies/Grievance-Procedure-final-711.pdf>),
- The Staff Harassment and Dignity at Work Guideline (<https://www.city.ac.uk/media/intranet-site/documents/hr/policies/Staff-Harassment-and-Dignity-at-Work-Guidelines.pdf>),
- Harassment and Bullying of a member of staff by Students is not tolerated and should be dealt with via the students bullying and harassment policy ([http://www.city.ac.uk/data/assets/pdf\\_file/0018/232911/bullying-harassment\\_policy.pdf](http://www.city.ac.uk/data/assets/pdf_file/0018/232911/bullying-harassment_policy.pdf)).

Staff who feel they are being discriminated against on grounds of their gender identity or gender expression should raise the matter under the University's grievance procedure. If the complaint is substantiated, the disciplinary policy will be invoked.

For students:

- Student Bullying & Harassment Policy ([http://www.city.ac.uk/data/assets/pdf\\_file/0018/232911/bullying-harassment\\_policy.pdf](http://www.city.ac.uk/data/assets/pdf_file/0018/232911/bullying-harassment_policy.pdf))
- Student Charter (<http://www.city.ac.uk/student-administration/student-charter-we-are-city>)

Students who feel they are being discriminated against on grounds of their gender identity or gender expression should raise the matter under City's Student Disciplinary Regulations. If the complaint is substantiated, the disciplinary policy will be invoked.

Confidential support is available to staff and students affected by bullying and harassment in the workplace through City's Harassment Adviser Scheme. A network of trained volunteers can assist by acting as a sounding board, exploring options available and helping with the understanding of city policies and procedures. Harassment Advisors can be contacted directly via, phone, email or web request form. See the following links:

Staff Support: <https://www.city.ac.uk/staff-hub/human-resources/policies/harassment-advisers>

Student Support: <http://www.city.ac.uk/student-administration/if-things-go-wrong/bullying-and-harassment/harassment-advisers>

## **8. Named contact**

Whatever an individual's circumstances, City will respond in a supportive way. The University and the individual will jointly appoint a 'named contact'. For staff this generally would be a HR Manager (Recruitment, Administration and Systems) who could be contacted to ensure the necessary actions are taken. The individual can contact this person or the local named contact on their behalf.

For students, in the first instance the student may feel comfortable contacting a member of staff that they are familiar with, this staff member should then refer the student to the named contact as listed in the Programme Handbook whom will be a member of staff from Academic Services. The named contact would be responsible for providing information, advice and guidance and, if the individual should require it, the named contact can act on their behalf to work with the appropriate departments to ensure that arrangements are in place across the institution.

The individual will have ultimate say in who their contact is for both staff and students. In either case the individual staff member or student will select a 'named contact' and inform City of who that contact is. The named contact would be responsible for providing information, advice and guidance and, if the individual should require it, the named contact can act on their behalf to ensure that arrangements are in place across the institution.

## **9. Transitioning**

It may be that a member of staff or a student intends to transition or is already in the process of transitioning. Transitioning means taking steps to move from your assigned sex/gender to expressing your self-identified gender; this can refer to social, medical and/or legal changes.

City supports staff and students who wish to, or are transitioning, into their self-identified gender.

## **10. Support around well-being**

It is important to make clear that being trans, intersex or gender non-conformity is not a mental illness. However-in part, due to experiences of harassment, discrimination, abuse, and/or fear of discrimination and prejudice in wider society, some trans, intersex and gender non-conforming people may experience mental distress. Some trans, intersex and gender non-conforming people may also have mental health conditions that are unrelated to their gender identity.

Trans, intersex and gender non-conforming people can feel an enormous social pressure to behave in a way that does not reflect their sense of self, and this can cause discomfort and distress. If a person does not feel they can be open about who they are, or is made fun of, or excluded as a result of sharing their trans, intersex or gender non-conforming identity or feelings related to it, they may experience mental distress.

It is important to ensure staff and students have access to support regarding their mental health and emotional well-being.

**For staff:**



Staff who identify as trans, intersex or gender non-conforming should be offered the opportunity to be referred to Occupational Health for advice. OH staff are able to provide confidential support and counselling for those who are struggling emotionally or managing their mental distress.

The role of Occupational Health (OH) is to:

- Advise the employee on fitness for work issues and temporary adjustments to help with return to work
- Identify medical issues which may impact on an individual's ability to carry out the full scope of their job
- Carry out on-going Risk Assessments for employees, where the job is physically demanding.

#### **For students:**

It is important to ensure students have access to support regarding their mental health and emotional well-being. Students who identify as trans, intersex or gender non-conforming should be offered the opportunity to be referred to SCMHS. The SCMHS offers confidential, psychological support to all current students who may be experiencing personal or academic difficulties as well as mental health advice and guidance to students registered with the Mental Health Team

<http://www.city.ac.uk/current-students/health-wellbeing-sport/student-counselling-and-mental-health-service>

#### **11.1 Disabled students' allowances**

If a student is experiencing mental distress due to, or exacerbated by, their sex or gender identity can apply for disabled students' allowances (DSA) to access mentoring specifically to support them around their gender identity while studying at university.

<http://www.city.ac.uk/current-students/health-wellbeing-sport/student-counselling-and-mental-health-service/mental-health-and-wellbeing-support/additional-financial-support>

### **11. Monitoring**

It is important for City to collect equality monitoring data on all protected characteristics.

Workforce and student equalities monitoring ensures that the institution's policies and activities meet the needs of trans, intersex and gender non-conforming staff alongside everyone else.

City has an obligation to operate in line with HESA policies, and as such the data that is collected may be mandatory and subject to change.

Further information about equality monitoring regarding staff can be found at:

<https://www.city.ac.uk/intranet/human-resources/equality-and-diversity/workforce-equality-monitoring>

Personal data for staff can be accessed and updated through the Employee Self-Service. This is done by going to <https://emss.city.ac.uk/nwbc> from within City and from outside through <https://remote.city.ac.uk> first and then use Internet Explorer to access the staff service link.

Students complete equalities monitoring forms through their UCAS application and when re-registering onto their course. If a student wishes to change their equalities data they can do so, either through the Student Centre or Academic Services. If students do not feel comfortable contacting a member of either teams directly, then they may ask a staff member that they feel comfortable with to action this on their behalf. The changes will be managed discreetly and in line with data protection policies. This process is also subject to change.

## **12. Inclusive practices**

Trans, intersex and gender non-conforming staff and students should be fully included in all of the activities and experiences offered to them at the institution. Inclusive practices include:

- Listening to the needs of the individual and placing those needs at the centre of all decision making and actions.
- Ensuring that people have their rights to privacy respected.
- Not making assumptions about anyone's gender identity just by looking at them. Neither can we assume that all trans, intersex and gender non-conforming people will be visible.
- Using gender-neutral language with / about people you do not know and avoid terms like 'Sir' or 'Madam', 'young lady' or 'mate', or addressing groups of people as 'guys' or 'women' simply based on how you read their gender expression. Gender neutral terms to address groups might include 'everyone', 'folks', 'students', 'staff' or 'colleagues'. Gender neutral pronouns include 'they'.
- As and when a person makes it clear how they identify their gender, respect their preferences, whether you are talking with them or about them. If you are not sure how someone would like to be addressed or described, it is okay to ask.



## **Supporting Transgender, Intersex and Gender Non-Conforming Staff: Guidance**

This guidance, along with our Transgender, Intersex and Gender Non-Conforming Policy, demonstrates City's commitment to the inclusion of trans, intersex and gender non-conforming people as staff members.

## **Introduction**

This guidance is aimed at members of staff who are line managers or members of the HR or equalities team who are supporting trans, intersex and gender non-conforming staff. It will also be useful for trans, intersex and gender non-conforming staff members to read this guidance in order to understand what to expect from City and how City support you.

People work better if they can be themselves at work. When staff work together to create a respectful and nurturing environment for trans, intersex and gender non-conforming people this improves the working environment for everybody. Some trans, intersex and gender non-conforming people choose not to share their identity in the workplace because they fear a negative reaction from their managers, co-workers and students. As a result, such staff may be under considerable stress. This may lead to people needing time off work to take care of their mental health and more generally not feeling able to work to their full ability.

If someone tells you they are trans, intersex or gender non-conforming it is important to make sure they feel included and supported at City. Make it clear that you will do all you can to make them feel comfortable and included at City.

## **Recruitment**

Where a Higher Education institution is explicit about their commitment to equality, it is more likely for trans, intersex and gender non-conforming potential employees to want to work there.

City understands that potential members of staff who feel that they can be open about their trans, intersex or gender non-conforming status or history without fear of discrimination will result in performing better at application stage, at interview and also in their job.

It is good practice for institutions to provide information in recruitment packs on how they value equality and diversity and of any positive action measures they use. This can include a statement on trans, intersex and gender non-conforming equality and information on who trans applicants can contact. Equality training for recruitment panels can also cover trans, intersex and gender non-conforming issues.

Successful individuals are given a starter monitoring form that asks for information about gender identity and history.

An applicant will not be questioned about their sex or gender identity during their interview.

At City, steps are taken to ensure that a person is not 'outed', for example, by checking the names used in references before passing them to the person responsible for recruitment and ensuring that documentation showing a person's sex or gender identity or history is viewed on a strictly need-to-know basis.

If City chooses to use the positive action measures within the Equality Act, in the event that two candidates are of equal merit, human resources can be deferred to for advice as to whether either candidates is:

1. from a protected group and

2. that group is underrepresented in the workforce, or suffers a disadvantage connected to that protected characteristic

A newly recruited member of staff can contact the HMRC to request that tax and pay information (eg P60 and P45 forms) reflects their current name and gender identity.

Staff who are offered jobs are only required to present their identity documents to the HR Manager (Recruitment, Administration and Systems) and any copies made are managed in line with Data Protection guidelines.

References for current or former staff must make no reference to the person's trans, intersex or non-conforming gender status. References will always use the appropriate pronoun and should not refer to a person's former names, or out them as trans, intersex or gender non-conforming.

### **Transition**

Some trans, intersex and gender non-conforming people might choose to transition, and those that do will navigate individual paths, selecting the elements that they need and want from the options available. There is no one way to transition.

Social transition means changing your gender expression using cultural cues and signifiers such as name, pronoun (he, she, they etc), title (Mr. Ms. Mx. Etc.), clothing, hair, walk, speech, mannerisms and any other gendered aspects of presentation and documentation.

Medical transition means having medical intervention such as hormone therapy or surgery. Social transition is a pre-requisite for access (through the NHS) to some medical interventions.

Legal transition typically means obtaining a Gender Recognition Certificate.

Those wishing to transition should receive sufficient support from key members of staff. This may include particular staff members being with them to support them if or when they choose to tell their team, other colleagues, or students of their transition.

### **Support through transition**

The Transgender, Intersex and Gender Non-Conforming Policy and Guidance aim to ensure that appropriate support is received before, during and after transition as well as if the notion of 'transition' does not apply.

Members of staff can initially inform their line manager of their intentions to transition in the way that they feel most comfortable. This could be a letter or email followed by a meeting with the line manager. HR staff can be involved if the staff member would prefer. However, for formal procedures to commence the request could be put in writing, should the person transitioning wish to ensure that actions will be taken in accordance with the request (including appropriate timeliness).

## **Management Action in relation to Transition**

It can be a difficult step for someone to approach their manager and 'come out' as trans, intersex or gender non-conforming or to tell them that they are planning to transition. It is therefore important for managers to deal with conversations and exchanges sensitively.

Managers should:

- let the process be led by the individual
- listen and show support
- adopt an approach that meets the needs of the employee
- discuss levels of confidentiality
- agree to seek advice from the HR team and/or the Equality Manager
- agree to work together
- draw the attention of the member of staff to the policy and guidance as well as other useful facilities provided by City (including support around well-being if desired)

## **Developing an agreement or an action plan in relation to transition**

Individuals could have a range of experiences or objectives around their transition. Some people prefer as few people as possible to know about their transition and decide to discuss this with their manager but require no further action. Some may be planning for medical intervention so there may be particular things to plan for, such as leave.

It is important to agree with the member of staff what steps need to be taken. Some people refer to this as developing an agreement or an action plan. See Appendix 3 for a suggested template.

It may be necessary to identify when key changes will take place and how they fit with any relevant work deadlines. E.g. communicating to colleagues and students, name changes on systems, the commencement point for using facilities appropriate to their self-identified gender, planning leave for medical intervention if taken. It may be important to agree how best to communicate during any period of absence.

As part of this planning, a series of review meetings could be scheduled at an agreed frequency in order to maintain good communication. Any changes in plans can be updated and developed. There should be an agreement about where the plan or any meeting notes are kept and who has access.

Throughout the process a trusting and open relationship between the transitioning employee and the manager and HR is really important. This should involve joint problem-solving (such as anticipating and planning for any problems), confidentiality, reliability (doing what you say you are going to do) and empathy (providing support).

Transitioning to a new gender role is likely to involve on-going processes of social adaptation. Some people require emotional support over many years, both before and after transition. Managers will continue to offer support.

Support through a person's transition should end through mutual agreement between the individual and their manager.

### **Communication with colleagues**

It may be that the person transitioning will want to communicate with colleagues about their transition. Managers should encourage the individual to describe what they think will be best for them when it comes to sharing relevant information. This could be a verbal communication at team meetings or on a 1:1 basis. The person who is transitioning could be present or absent. It could be an electronic communication.

This communication will need to be practical and address important issues such as how to address the colleague (new name, correct pronoun), how to support the colleague, how to deal with questions that may come from outside the team without breaching confidentiality etc. Managers must set a tone of absolute inclusion and respect.

Whilst the person transitioning may need to provide information about their requirements, it may be an opportunity for the manager or HR to identify any need for awareness raising training for colleagues/ peers. It is not the job of the employee who is transitioning to educate their co-workers. This should be arranged through formal CPD programmes.

### **Names/ Pronouns/ title**

If someone makes it clear how they would like to be addressed (in terms of their name, pronoun and title), then it is very important to respect those preferences. Using a trans, intersex or gender non-conforming person's new name and pronoun is one of the most positive, validating things you can do.

Staff can request a name change at any point. A formal name change is not required in order to request a name to be used by colleagues and students, or on records across the Institution but is required for bank account, HMRC records, pension scheme, and qualification certificates.

If a person chooses to change their name formally, there are two ways in which they can do this - by deed poll or by statutory declaration of name change. City accepts either of these methods. A deed poll or a statutory declaration of name change can be created by the person themselves and must be witnessed. Some institutions require the deed poll to be registered. This can be done for a small fee. You can find out more: <https://www.gov.uk/change-name-deed-poll/overview>. For more on changing names see section:

### **Official Records and Photographs, documents and monitoring.**

No one can assume what pronouns a person will use. It is best to take each person's lead regarding the names, pronouns and title that they use for themselves.

Along with the pronouns 'he' and 'she', some people prefer 'they' as this is a gender-neutral pronoun. This is often asked for by non-binary or some other gender non-conforming people.

If someone doesn't make it clear what pronoun they use it is okay to ask. You could say: 'which pronoun would you like me to use?' Do not simply assume someone's pronoun based on your assessment of their outward appearance.

It's important to refer to a person using their chosen pronouns, whether or not the person is present. For example, if a manager is discussing something with a HR team member, they should refer to the person with the pronouns that they have requested. If you make a mistake with pronouns, whether the person is present or not, acknowledge the error, apologise genuinely, and move on.

Intentionally not using a person's name or pronoun that they have explicitly asked for can constitute harassment and is a violation of this policy. Accountability procedures are covered in the Harassment and Bullying Policy.

Along with titles such as Mr. and Ms, people may request gender-neutral titles such as Mx, (pronounced 'Mix'). It is good practice to ensure systems allow for gender-neutral titles as well as for no title. 'Mx' is used by the DVLA and UK Deed Poll Service, as well as banks, some councils and other businesses.

### **Official Records and Photographs, documents and monitoring**

Some people choose not to change their name formally straight away, have no intention of changing their name or are unable to for other reasons. When an employee notifies City in writing of their intention to transition during their employment, the date from which their name and gender marker is changed on all records should be agreed with the individual. The person's file should reflect their current name, title and gender marker.

In order for a person to change their name on their bank account, HMRC records, pension scheme, and their qualification certificates, they will need to carry out a formal name change through either a statutory declaration of name change or by deed poll.

Under the Gender Recognition Act, a person has the right to request that all references to their former name and gender are removed and replaced with their current name and gender.

A person's trans, intersex and/or gender non-conforming status is considered 'sensitive personal information' for the purposes of the Data Protection Act and needs to be treated accordingly. Disclosure of a person's trans, intersex or gender non-conforming status without a person's consent will be a violation of their privacy.

Any material that needs to be kept related to the person's trans, intersex or gender non-conforming status, such as records of absence for medical reasons, should be stored confidentially. No records should be changed without the written permission of the staff member.

Photographs should represent an accurate likeness of the member of staff's current appearance and so should be updated if this changes. The City card service allows trans, intersex and/or gender non-conforming staff to be issued a new card with updated details and photo free of charge. It should also be



noted that some individuals may wish to change their photos without stating anything about their sex or gender identity; this is commonly done under the premise that the photo does not represent an accurate likeness of them.

The employee should complete form HR1 (see Appendix 3.) and return it to the HR department who will arrange for the necessary information on their records to be changed.

In circumstances where City requires official confirmation of a person's identity they will be given the option of providing more than one type of official identification such as driving licence, passport, statutory declaration or birth certificate.

### **Toilet and changing rooms**

Trans people are entitled to access any single-sex facilities e.g. toilets and changing rooms according to the gender by which they identify.

There are gender-neutral toilets in some University buildings and their location can be found via this link:

### **DBS checks**

The Disclosure and Barring Service is responsible for checking criminal records in England. The DBS has processes in place for people who have had previous gender identities. This includes those with a full GRC who do not wish to disclose their former identity to their employer or placement provider.

Employers and placement providers will provide a DBS form that is to be completed by the person whose criminal record is being checked. Before an application is submitted by an employer or placement provider, the applicant will need to contact the DBS sensitivities team: [sensitive@dbs.gsi.gov.uk](mailto:sensitive@dbs.gsi.gov.uk) who will guide them through the process, track the application and maintain confidentiality. The applicant does not need to disclose their gender history to their employer.

### **Leave**

People who undergo a medical transition may require periods of time off work. Some people may need reduced hours or duties for a temporary period when they return to work following surgery.

### **LGBT Staff Network**

City has an LGBT+ Network to raise the visibility of the LGBT+ community. It enables the group to meet regularly on matters to promote inclusivity and greater understanding and awareness of diversity here at City. The group holds events during the year that promote greater awareness of who we are as a community. Information about City's LGBT+ Staff Network can be found at:

<http://www.city.ac.uk/about/working-at-city/why-work-at-city/equality-diversity-inclusion/lgbt-network>

### **Pensions**

From November 2018, the state pension age will be 65 for everyone, as opposed to differentiated between 'men' and 'women'.

Where a person has a Gender Recognition Certificate, they will generally receive their state pension at the age appropriate to their self-identified gender. HMRC is informed if a full GRC is issued, either by the Gender Recognition Panel or by the trans person themselves. This will lead to a change in national insurance records to reflect the person's self-identified gender.

City will agree with the individual the date of change of name, title and, if applicable, gender for pension purposes.

The HMRC will use a person's preferred name and title in all communications.

Occupational pension schemes are now required to have the same retirement age and benefits for men and women.

Private pension firms will require legal evidence of gender as well as name change, and staff should be asked to provide a new birth certificate and, if appropriate, a statutory declaration of name change.



## **Supporting Transgender, Intersex and Gender Non-Conforming Students: Guidance**

This guidance, along with our Transgender, Intersex and Gender Non-Conforming Policy, demonstrates City's commitment to the inclusion of trans, intersex and gender non-conforming people as students

## **Introduction**

This guidance is in place to support trans, intersex and gender non-conforming students and to establish what they can expect from the institution. This guidance should also be utilised by members of staff who are working with and directly supporting trans, intersex and gender non-conforming students

People excel more if they can be themselves in their learning environments. When all staff and students work together to create a respectful and nurturing environment for trans, intersex and gender non-conforming people this improves the learning environment for everybody. Some trans, intersex and gender non-conforming people may choose not to share their identity at University because they fear a negative reaction from their tutors, fellow students and other individuals at University. As a result, many such students may be under considerable stress. This may lead to people needing time off from their studies to take care of their mental health and more generally not feeling able to study to their full ability.

If someone tells you they are trans, intersex or gender non-conforming it is important to make sure they feel included and supported at City. Make it clear that you will do all you can to make them feel comfortable and included at City.

## **Admissions**

Where a Higher Education institution is explicit about their commitment to equality, it is more likely for trans, intersex and gender non-conforming potential students will want to study there. Where applicable City takes into consideration SPA admissions guidelines (<http://www.ecu.ac.uk/wp-content/uploads/external/equitable-admissions-for-underrepresented-groups.pdf>).

City understands that potential students who feel that they can be open about their trans, intersex or gender non-conforming status or history without fear of discrimination will result in performing better at application stage, at interview and throughout their student life.

It is good practice for institutions to provide information for students and potential students on how they value equality and diversity across City. This can include a statement on trans, intersex and gender non-conforming equality and information on who applicants can contact. Equality training for staff responsible for student admissions can also cover trans, intersex and gender non-conforming issues.

Initial data flows on equalities monitoring are controlled by UCAS and not the University. City encourages disclosures of an applicant's gender identity or history during application processes with the purpose of ensuring they receive any support they may require, particularly with regards to documentation and references. Applicants are provided with an option 'prefer not to say', which when selected could (but not conclusively) indicate that the applicant is trans, intersex and/or gender non-conforming.

At City, steps are taken to ensure that a person is not 'outed', for example, by checking the names used in references before passing them to departmental teams and ensuring that documentation showing a person's legal sex/gender is viewed on a strictly need-to-know basis.

Students who are offered places on a course at City are required to present photo identity documents on first registration. Students can choose from a selection of documents. Any copies made are kept in line with Data Protection guidelines. For more on identity documents see sections: **Names/ Pronouns/ title and Official Records and Photographs, documents and monitoring.**

References for current or former students must make no reference to the person's trans, intersex or non-conforming gender status. References will always use the appropriate pronoun and should not refer to a person's former names, or out them as trans, intersex or gender non-conforming.

An applicant will not be questioned about their sex or gender identity or history during their interview.

### **Funding to support trans, intersex and gender non-conforming learners**

City is committed to ensuring all our students are supported throughout their student experience to succeed and progress in the way that is most meaningful for them. Alongside the benefits and support available to students, City will provide resources to best help students' specific circumstances.

Support may include resource for students allocated within delivery of City's Access Agreement with the Office for Fair Access, which focuses on activity to help students' retention, success and progression. For more information regarding this, please contact the Academic Services department.

### **Transition**

Some trans, intersex and gender non-conforming people might choose to transition, and those that do will navigate individual paths, selecting the elements that they need and want from the options available. There is no one way to transition.

Social transition means changing your gender expression using cultural cues and signifiers such as name, pronoun (he, she, they etc.), title (Mr. Ms. Mx. etc.), clothing, hair, walk, speech, mannerisms and any other gendered aspects of presentation and documentation.

Medical transition means having medical intervention such as hormone therapy or surgery. Social transition is a pre-requisite for access (through the NHS) to some medical interventions.

Legal transition typically means obtaining a Gender Recognition Certificate.

Those wishing to transition should receive sufficient support from key members of staff. This may include particular staff members being with them to support them if or when they choose to tell their team, other colleagues, or students of their transition.

### **Support through transition**

The Transgender, Intersex and Gender Non-Conforming Policy and Guidance aim to ensure that appropriate support is received before, during and after transition as well as if the notion of 'transition' does not apply.

Students can initially inform a member of staff at City of their intentions to transition in the way that they feel most comfortable. This could be a letter or email followed by a meeting with the staff member. However, for formal procedures to commence the request could be put in writing, should the person transitioning wish to ensure that actions will be taken in accordance with the request (including appropriate timeliness). A key staff member is best placed to offer the student the support needed on an on-going basis.

### **Developing an agreement or an action plan in relation to transition**

Individuals could have a range of experiences or objectives around their transition. Some people prefer as few people as possible to know about their transition and decide to discuss this with a staff member but require no further action. Some may be planning for medical intervention so there may be particular things to plan for, such as suspension of studies.

It is important to agree with the student what steps need to be taken. Some people refer to this as developing an agreement or an action plan. See Appendix 3 for a suggested template.

It may be necessary to identify when key changes will take place and how they fit with any relevant submission deadlines. E.g. communicating to other staff and students, name changes on systems, the commencement point for using facilities appropriate to their self-identified gender, planning leave for medical intervention if taken. It may be important to agree how best to communicate during any period of absence.

As part of this planning, a series of review meetings could be scheduled at an agreed frequency in order to maintain good communication. Any changes in plans can be updated and developed. There should be an agreement about where the plan or any meeting notes are kept and who has access.

Throughout the process a trusting and open relationship between the transitioning student and the member of staff is really important. This should involve joint problem-solving (such as anticipating and planning for any problems), confidentiality, reliability (doing what you say you are going to do) and empathy (providing support).

Transitioning to a new gender role is likely to involve on-going processes of social adaptation. Some people require emotional support over many years, both before and after transition. Staff should continue to offer support for the duration of their student life at City.

Support through a person's transition should end through mutual agreement between the individual and the staff.

### **Communication with students and staff**

It may be that the person transitioning will want to communicate with other students and staff members about their transition. The named contact should encourage the individual to describe what they think will be best for them when it comes to sharing relevant information. This could be a verbal communication during learning activities of which the person who is transitioning could be present or absent. It could also be more informally through social interactions or on a 1:1 basis. It could be an electronic communication.

This communication will need to be practical and address important issues such as how to address the student (new name, correct pronoun), how to support them, how to deal with questions that may come from the student cohort and the wider City community without breaching confidentiality etc. Staff must set a tone of absolute inclusion and respect. Staff should also ensure that students are aware of the support available through the SCMHS.

Whilst the person transitioning may need to provide information about their requirements, it may be an opportunity for the key staff member to identify any need for awareness raising training for colleagues and also fellow students. It is not the job of the student who is transitioning to educate the staff or student body. This should be arranged through formal CPD programmes for staff or through diversity events, curriculum or other educational opportunities across City.

### **Names/ Pronouns/ title**

If someone makes it clear how they would like to be addressed (in terms of their name, pronoun and title), then it is very important to respect those preferences. Using a trans, intersex or gender non-conforming person's new name and pronoun is one of the most positive, validating things you can do.

Students can request a name change at any point. A formal name change is not required in order to request a name to be used by colleagues and students, or on records across the Institution. Students should approach their course office to do this. A formal name change is required for the purposes of receiving qualification certificates in the students' new name.

If a person chooses to change their name formally, there are two ways in which they can do this - by deed poll or by statutory declaration of name change. City accepts either of these methods. A deed poll or a statutory declaration of name change can be created by the person themselves and must be witnessed. Some institutions require the deed poll to be registered. This can be done for a small fee. You can find out more: <https://www.gov.uk/change-name-deed-poll/overview>. For more on changing names see section:

### **Official Records and Photographs, documents and monitoring.**

No one can assume what pronouns a person will use. It is best to take each person's lead regarding the names, pronouns and title that they use for themselves.

Along with the pronouns 'he' and 'she', some people prefer 'they' as this is a gender-neutral pronoun. This is often asked for by non-binary or some other gender non-conforming people.

If someone doesn't make it clear what pronoun they use it is okay to ask. You could say: 'which pronoun would you like me to use?' Do not simply assume someone's pronoun based on your assessment of their outward appearance.

It's important to refer to a person using their chosen pronouns, whether or not the person is present. For example, if a lecturer is discussing something with another staff member, they should refer to the person with

the pronouns that they have requested. If you make a mistake with pronouns, whether the student is present or not, acknowledge the error, apologise genuinely, and move on.

Intentionally not using a person's name or pronoun that they have explicitly asked for can constitute harassment and is a violation of this policy. Accountability procedures are covered in the Harassment and Bullying Policy.

Students will be able to stipulate their pronoun as part of the on-line registration process.

Along with titles such as Mr. and Ms, people may request gender-neutral titles such as Mx, (pronounced 'Mix'). It is good practice to ensure systems allow for gender-neutral titles as well as for no title. 'Mx' is used by the DVLA and UK Deed Poll Service, as well as banks, some councils and other businesses.

### **Official Records and Photographs, documents and monitoring**

Some people choose not to change their name formally straight away, have no intention of changing their name or are unable to for other reasons. When a student notifies City in writing of their intention to transition during their time at City, the date from which their name and gender marker is changed on all records should be agreed with the individual. The person's file should reflect their current name, title and gender marker.

Students will need to formally change their name by statutory declaration of name change or deed poll prior to certificates being issued if they wish for their new name to appear on their qualification certificate. For more on names on certificates see section: **Qualification certificates**.

Under the Gender Recognition Act, a person has the right to request that all references to their former name and gender are removed and replaced with their current name and gender.

A person's trans, intersex and/or gender non-conforming status is considered 'sensitive personal information' for the purposes of the Data Protection Act and needs to be treated accordingly. Disclosure of a person's trans, intersex or gender non-conforming status without a person's consent will be a violation of their privacy.

Any material that needs to be kept related to the person's trans, intersex or gender non-conforming status, such as records of absence for medical reasons, should be stored confidentially. No records should be changed without the written permission of the staff member.

Photographs should represent an accurate likeness of the student's current appearance and so should be updated if this changes. The City card service allows a trans, intersex and/or gender non-conforming student to be issued a new card with updated details and photo free of charge. It should also be noted that some individuals may wish to change their photos without stating anything about their sex or gender identity; this is commonly done under the premise that the photo does not represent an accurate likeness of them.



In circumstances where City requires official confirmation of a person's identity they will be given the option of providing more than one type of official identification such as driving licence, passport, statutory declaration or birth certificate.

### **International Students**

International students who are trans, intersex and/or gender non-conforming may experience additional barriers.

International students who are trans, intersex and/ or gender non-conforming may seek support from the International Students Advice Team.

### **Toilet and changing rooms**

Trans people are entitled to access any single-sex facilities e.g. toilets and changing rooms according to the gender by which they identify.

**There are gender-neutral toilets in some University buildings and their location can be found via this link:**

### **DBS checks**

The Disclosure and Barring Service is responsible for checking criminal records in England. The DBS has processes in place for people who have had previous gender identities. This includes those with a full GRC who do not wish to disclose their former identity to their employer or placement provider.

Employers and placement providers will provide a DBS form that is to be completed by the person whose criminal record is being checked. Before an application is submitted by an employer or placement provider, the applicant will need to contact the DBS sensitivities team: [sensitive@dbs.gsi.gov.uk](mailto:sensitive@dbs.gsi.gov.uk) who will guide them through the process, track the application and maintain confidentiality. The applicant does not need to disclose their gender history to their employer or placement provider.

### **Leave**

Students that require periods of time off from their studies should refer to the Interruption of Studies policy.

[http://www.city.ac.uk/data/assets/pdf\\_file/0011/283088/interruption-of-studies-policy.pdf](http://www.city.ac.uk/data/assets/pdf_file/0011/283088/interruption-of-studies-policy.pdf)

In advance of the student's return to studies the student will need to liaise with their department / named contact / other support services if already engaged with them.

### **Qualification certificates**

Qualification certificates state the formal name of a student, not a name by which a student wishes to be known. Students will need to formally change their name and show proof of formal name change (eg. a statutory declaration of name change or deed poll) in order for a certificate to be issued under a name different from that under which they registered. At City the students' formal name will appear on their final

transcript, interim transcript and other documents that are required for the validation of their qualification or be use of any official purpose

For alumni students wishing to gain a replacement certificate for a qualification that they received in a previous name must provide proof of formal name change.

### **Disabled students' allowances**

It may be that a student who is experiencing mental distress due to, or exacerbated by, their sex or gender identity can apply for disabled students' allowances (DSA) to access mentoring specifically to support them around their gender identity while studying at university.

<http://www.city.ac.uk/current-students/health-wellbeing-sport/student-counselling-and-mental-health-service/mental-health-and-wellbeing-support/additional-financial-support>

### **Support groups**

Staff may wish to signpost support groups to students who are trans, intersex and/or gender non-conforming. This can help improve the experiences and in turn retention of students. For more on support for students see: **Appendix 2)**

### **Halls of residence and accommodation**

Students at City are offered University of London intercollegiate halls as optional residence. City make every effort to treat issues raised by trans, intersex and gender non-conforming students in relation to accommodation with sensitivity and consideration.

Where single-sex accommodation is available, students will be consulted on whether they would like to be allocated single-sex or mixed-sex accommodation in line with their sex or gender identity or history.

City recognises that some trans, intersex and gender non-conforming students may not feel comfortable using communal toilets and washing facilities in their accommodation provided by the university or its contractors. Where possible, en-suite accommodation will be provided in this instance.

In order to allocate trans, intersex and gender non-conforming students accommodation to suit their needs, it is useful for City to be aware of those needs when they apply for accommodation. The application form will include a question on gender identity for this purpose. If a trans, intersex and gender non-conforming student is not able to be open about their gender identity in their application for accommodation due to the involvement of a parent/guardian, the student should contact [accomm@city.ac.uk](mailto:accomm@city.ac.uk) to discuss their application in confidence.

City recognises that students might decide to transition at any point during their course. In this instance, accommodation contracts will have the flexibility to allow students to change their accommodation in line with their needs. This might involve moving from or to single-sex accommodation or providing en-suite accommodation.

Where accommodation is provided by private contractors, City will ensure that contractors have processes in place to accommodate trans, intersex and gender non-conforming students.

## **Sport**

Participating in sport can be a really valuable experience for students at City. Trans, intersex and gender non-conforming students should have the same access to participate alongside everyone else.

At City, trans, intersex and gender non-conforming students should not be excluded from participating in non-competitive sporting activities and events. In addition, trans, intersex and gender non-conforming students should not be excluded from participating in other roles in sports such as referees, managers or coaches.

For representational competitive sports in Higher Education, the British Universities and Colleges Sport may also be able to assist ([www.bucs.org.uk](http://www.bucs.org.uk)), along with guidance from the sports National Governing Body

If you approach the sporting body and you and/or the student is unhappy with the response, it would not be unreasonable for them to question it. In all situations, please contact the Sport and Leisure Services team at [sport@city.ac.uk](mailto:sport@city.ac.uk)

## **Overseas trips**

Travelling abroad can pose problems for trans, intersex and gender non-conforming people. There is no single experience of travelling as trans, intersex or gender non-conforming person. Destinations that look particularly challenging on paper might prove to be straightforward for a traveller (and vice versa). However, it is advisable to assess the risk of travelling, particularly to countries that have a tradition of disproportionate punishments for gender non-conformity and where it will be difficult to access diplomatic assistance.

City will assist students to assess the risk of travel where it is part of their course. Trans, intersex and gender non-conforming students will not be expected to travel to countries that pose a significant risk to their safety as part of their course. The student will not be put at a disadvantage in relation to other students on their course if they cannot travel due to fears for their own safety.

Safety might refer to physical safety, i.e. safety from physical harm, harassment, but also to safety from being arrested or imprisoned on the basis of gender identity or perception of a student's gender identity.

## **Field trips**

Trans, intersex and/ or gender non-conforming students should have the same access to field trips alongside other students. In all aspects, they should be treated in their self-identified gender. City will endeavour to support the student in finding toilets, showers, changing facilities and room allocation with which the student feels comfortable.

It may be that some trans, intersex and gender non-conforming students may not feel comfortable using communal toilets and washing facilities, or sleeping in a large dormitory. Where possible, single private rooms with en-suite accommodation should be provided, where the trans, intersex and/or gender non-conforming student has requested it.

Some gender non-conforming people such as non-binary people may not feel particularly comfortable in either men's or women's spaces, so you may wish to think about not allocating dorms based on the gender binary, and offering gender neutral facilities.

### **Considerations for employment and placements**

City has in place, and works to ensure, support is available for all students whilst they undertake placements in line with their course, regardless of whether this is a short-term placement such as a 'micro-placement' or a long term placement such as a 'sandwich year'.

Depending on the school or programme of study, the key contact will differ, however these may include: Academic Staff including a Link Lecturer or Clinical Tutor, Work-based Learning Advisor, or any other key members of staff including (but not limited to) Personal Tutor, Mentor or Lecturer.

If a student faces any issues, discrimination, logistical or practical issues or any other experiences whilst on placement, they should contact a member of City staff that they feel comfortable with as soon as possible.

Due to the nature and scope of the placements available, each employer may have a different policy or procedure in place for supporting trans, intersex and gender non-conforming people. City will work with the student and placement provider to ensure a smooth process for all stakeholders.

All City students that undertake a placement, are still students of City, University of London and have full access to all of the support mechanisms in place.

## **Appendix 1: Definitions**

Terms and language regarding trans people and trans issues are evolving rapidly and many terms may mean different things to different people.

In order to stay up to date with definitions we are signposting to the comprehensive glossaries below.

The definitions given here are common, but not universal, understandings of these terms and neither is it an exhaustive list. It should be used as a reference guide:

Trans Glossary and Signposting LGBT Partnership, October 2016

<https://nationalgbtpartnershipdotorg.files.wordpress.com/2016/10/young-lgbt-people-and-mentalhealth-trans-glossary1.pdf>

List of LGBTQ+ Vocabulary Definitions It's Pronounced Metrosexual

<http://itspronouncedmetrosexual.com/2013/01/a-comprehensive-list-of-lgbtq-termdefinitions/#sthash.h0Ea4YtJ.dpbs>

LGBTQ+ Definitions Trans Student Educational Resources (US) <http://www.transstudent.org/definitions>

## **Appendix 2: Useful Resources**

### **Internal Resources for Staff**

LGBT Staff Network

<http://www.city.ac.uk/about/working-at-city/why-work-at-city/equality-diversity-inclusion/lgbt-network>

Occupational Health

<https://www.city.ac.uk/intranet/human-resources/contact-us>

Harassment Adviser List

<https://www.city.ac.uk/intranet/human-resources/policies/harassment-advisers>

Trade Union

<https://www.city.ac.uk/intranet/human-resources/employee-information/trade-unions>

### **Internal Resources for Students:**

City, University of London Students' Union

Students LGBT Society - <https://www.culsu.co.uk/getinvolved/society/lgbtsoc/>

City, University of London Student Counselling and Mental Health Service - <http://www.city.ac.uk/current-students/health-wellbeing-sport/student-counselling-and-mental-health-service>

National Union for Students (NUS)

<https://www.nus.org.uk/en/searchresults/?q=Trans>

<https://www.nus.org.uk/global/lgbt-research.pdf>

<http://www.nusconnect.org.uk/winning-for-students/lgbt>

University of London LGBT society

<https://www.studentcentral.london/login/?redirect=/organisation/LGBT/>

## Other Resources

### **Beyond the Binary**

Beyond the Binary is a submissions-based magazine website, which aims to give non-binary people in the UK the opportunity to contribute and share what they are experiencing, thinking and doing.

<http://beyondthebinary.co.uk/>

### **Depend**

Offers free, confidential advice, information and support to all family members, spouses, partners and friends of transsexual people.

[www.depend.org.uk](http://www.depend.org.uk)

### **Education UK**

<http://www.educationuk.org/global/articles/lgbt-uk/>

### **Equality Challenge Unit**

Information about transgender staff and students in higher education

[www.ecu.ac.uk/](http://www.ecu.ac.uk/)

### **Equality and Human Rights Commission**

Information about the Equality Act 2010, guidance for employers and supporting transgender people

[www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/](http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/)

Information for transgender people about changing your name, including at the Department of Work and Pensions, the Driver and Vehicle Licensing Agency, and the Passport Agency.

[www.equalityhumanrights.com/advice-and-guidance/your-rights/transgender/trans-peopleyour-right-to-change-your-name/](http://www.equalityhumanrights.com/advice-and-guidance/your-rights/transgender/trans-peopleyour-right-to-change-your-name/)

### **The Foreign and Commonwealth Office (FCO)**

The FCO collates travel advice by country on its website.

<https://www.gov.uk/foreign-travel-advice>

### **Gender Identity Clinic**

The Gender Identity Clinic (GIC) is the largest and oldest gender clinic in the UK, dating back to 1966. They accept referrals from all over the UK for adults (over 17 years and nine months) with issues related to gender. They are a multi-disciplinary administrative and clinical team, including psychologists, psychiatrists, endocrinologists and speech and language therapists. They work together in order to provide holistic gender care, focusing on the biological/medical, psychological and social aspects of gender.

<https://gic.nhs.uk/>

### **Gender Identity Research and Education Society (GIRES)**

GIRES: Transgender Policy Guide for Employers 2015

[www.gires.org.uk/](http://www.gires.org.uk/)

### **The Gender Trust**

A charity that helps transgender people and all those affected by gender identity issues

[www.gendertrust.org.uk/](http://www.gendertrust.org.uk/)

### **Gendered Intelligence**

Gendered Intelligence is an organisation which provides support, training and resources for all those who work with and support trans people as employees, colleagues, students, pupils or clients; youth groups, activities and support for young trans people up to the age of 25; and works extensively in schools, colleges and universities with both staff and students offering mentoring, workshops and training.

<http://genderedintelligence.co.uk/>

### **Government Equalities Office**

Information about The recruitment and retention of transgender staff (2015)

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/484855/The\\_recruitment\\_and\\_retention\\_of\\_transgender\\_staff\\_guidance\\_for\\_employers.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/484855/The_recruitment_and_retention_of_transgender_staff_guidance_for_employers.pdf)

Information about providing services for transgender customers (2015)

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/484857/Providing\\_services\\_for\\_transgender\\_customers-a\\_guide.pdf?](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/484857/Providing_services_for_transgender_customers-a_guide.pdf?)

For information about the UK Government's action plan to advance transgender equality; there is also a YouTube video about the government's [transgender action plan](#)

[www.gov.uk/government/policies/creating-a-fairer-and-more-equal-society](http://www.gov.uk/government/policies/creating-a-fairer-and-more-equal-society)

### **Inclusive Employers.co.uk**

Works with employers to create inclusive workplaces.

[www.inclusiveemployers.co.uk](http://www.inclusiveemployers.co.uk)

### **Ministry of Justice**

For information about the Gender Recognition Panel

[www.justice.gov.uk/tribunals/gender-recognition-panel](http://www.justice.gov.uk/tribunals/gender-recognition-panel)

### **Non-binary Inclusion Project**

<http://nonbinary.co.uk/>

### **Organisation Intersex International (OII)**

An international organisation with branches in a number of countries including the UK, US and Australia. All can be accessed via: <http://oiiinternational.com/>

Of particular interest are the following documents:

### **Standing up for the Human Right of Intersex People**

Organisation Intersex International and ILGA, Dec 2015

Outlines key issues faced by intersex people and some of the distinctions between intersex and trans people

<http://oiieurope.org/standing-up-for-the-human-rights-of-intersex-people-how-can-you-help/>

### **Employers Guide to Intersex Inclusion**

Organisation Intersex International (OII) Australia, 2014

Whilst this is an Australian publication and therefore references Australian law, the vast majority of information and the principles of inclusion are entirely transferrable

<https://oii.org.au/wp-content/uploads/key/Employer-Guide-Intersex-Inclusion.pdf>

### **Press for Change**

A lobbying and legal support organisation for transgender people in the UK, it provides legal advice, training and research to transgender people, their representatives, and public and private bodies.

[www.pfc.org.uk/](http://www.pfc.org.uk/)

### **Stonewall**

National LGBT campaigning and education charity with a range of programmes and resources. Stonewall became trans inclusive relatively recently and is currently working to make all programmes trans-inclusive.

<http://www.stonewall.org.uk/>

<http://www.stonewall.org.uk/our-work/education-resources>

<http://www.stonewall.org.uk/our-work/working-individuals-0>

### **TransWiki**

A comprehensive directory of the groups campaigning for, supporting or assisting, transgender people and their families across the UK.

[www.gires.org.uk/tranzwiki/](http://www.gires.org.uk/tranzwiki/)

### **Gender Identity Development Service**

The Gender Identity Development Service (GIDS) is a highly specialised clinic for young people presenting with difficulties with their gender identity.

<http://www.gids.nhs.uk/>

### **Mermaids**

Mermaids is passionate about supporting children, young people, and their families to achieve a happier life in the face of great adversity. They work to raise awareness about gender issues amongst professionals and the general public.

<http://www.mermaids.org.uk/>

### **London Friend**



Central London's oldest LGB&T community centre, run or host a number of events and groups each week at their Kings Cross office (86 Caledonian Road, N1).

<http://londonfriend.org.uk/get-support/community-centre-and-diary/>

<Http://londonfriend.org.uk/get-support/counselling>

### Appendix 3

Check list/ Questions and points to consider around managing a person's transition

#### For Staff

Who needs to know?

	Who will tell them?	When?	Date completed
HR Business Partner			
Senior Manager			
Line Manager (if not main point of contact)			
Others (please specify)			

Planning the future

Your new name (in full, if known)	
Your role	
Name of line manager	
Medical advisor (name/contact details) if applicable	

Telling colleagues/friends and people you work with/external partners

- Who will tell colleagues/partners?
- Will you be there?
- When will this take place?
- Where will this take place?
- What information will be provided?

Getting ready for your first day back

- When will this be?
- Change of role?
- Are you ready?
- Is your wardrobe/uniform ready?
- Are colleagues ready?
- Additional support for you and/or loved ones?
- Any media concerns?

You may wish to consider changing the details on the following records:

- Voicemail
- Business cards
- Work-based social media (Yammer)
- Union Membership
- Certificate and awards
- Medical appointments and absences (if applicable)

Reason	Dates

Details of meetings

Date	Comments	Actions	Date of next meeting

Please complete this form and return to HR in order for your records to be changed on the University systems.

**FORM HR1**

Title: Ms Miss Mrs Mr Mx: .....

Gender:

Previous first name: .....

Previous surname: .....

New first name: .....

New surname: .....

Pronoun: .....

Record to be changed	Please tick	Date completed (for HR use )
Name badge		
Online records, e-portfolio/record of achievements, academic		
All staff records and databases, enrolment forms, finance records		
Payroll (and banking details)		
Welfare/disability/counselling records		
Website 'About Us' section		
Volunteering/mentoring records		
Telephone		
Intranet address entry		
Pensions scheme, death in service and dependents' benefits		
Insurance policies		

## Sample letters

Letter 1: Telling City about your intention to transition

Send this letter to your Manager

Date: xx/xx/xxxx

Dear (Manager),

I am writing to notify City, University of London that I am intending to change my gender role. I have read the City policy for trans, intersex and gender non-conforming staff and I am advising you that I plan to change my name in the near future.

As required by the policy, I hereby give you my explicit written consent to notify people on a need-to-know basis so that support can be provided and a Confidential Action Plan can be developed that will address matters relating to changes to institution records and disclosure to others.

I welcome the opportunity to discuss with you how my transition and the impact it may have for my work.

Please find attached form HR1

Yours sincerely

[Your name as it is currently held by the University]

Letter 2: Giving explicit consent to share information and update City records

Please post this letter marked confidential to the HR Manager (Recruitment, Administration and Systems)

Date: xx/xx/xxxx

Dear [Named contact]

I am writing to grant you permission to discuss my transition to my new gender role with other staff at City, University London on a strictly need-to-know basis, so that appropriate arrangements can be put in place to support me during my transition.

Please also accept this letter as my consent to make the necessary arrangements for City documents, records and systems to be updated so that all references to me in my former name and gender are replaced with my new name and gender role as stated below:

I confirm that I intend to commence living full time in my new gender role from [date]. *(Ideally this date should be at least 8 weeks away, but we will aim to accommodate your request earlier if we can and if this is acceptable to you).*

I welcome the opportunity to discuss changing records so that we can agree priorities and a reasonable timescale.

Please find attached form HR1

Yours sincerely

[Your name]

<b>Policy Title</b>	
Transgender, Intersex and Gender Non-Conforming People Policy	
<b>Policy Enabling Owner and Department</b>	<b>Responsible for Implementation and Department</b>
Student Experience	Student Experience
<b>Approving Body</b>	<b>Date of Approval</b>
Senate	July 2017
<b>Last Reviewed &amp; Version</b>	<b>Review Due Date</b>
July 2017	2021
<b>Publication of Policy</b> ( <i>tick as appropriate</i> )	
<b>For public access online (internet)?</b> <input checked="" type="checkbox"/>	<b>For staff access only (intranet)?</b> <input checked="" type="checkbox"/>
<b>Website Link:</b> <a href="https://www.city.ac.uk/about/governance/policies/student-policies-and-regulations#accordion573807-header573825">https://www.city.ac.uk/about/governance/policies/student-policies-and-regulations#accordion573807-header573825</a>	<b>Intranet Link:</b> <a href="https://staffhub.city.ac.uk/academic-services/policies-and-guidance/quality-manual/student-support">https://staffhub.city.ac.uk/academic-services/policies-and-guidance/quality-manual/student-support</a>
<b>Storage of Policy</b> ( <i>Previous versions of the policy must be stored in the drive by the author</i> )	
Drive Address: reg-dev\QUAD\Quality Manual	
<b>Queries about this policy should be referred to</b>	