

Protocol: Supporting staff in transitioning and managing changes to records

The protocol outlines the support that can be provided to an individual who discloses either their trans identity or their intention to transition (this may be an existing or new member of staff). We will not make assumptions about what the individual may want or need, and there is no 'right' or 'wrong'. This document is therefore intended as a general guide as each situation will be tailored to suit the circumstances.

Transitioning is a term used to describe the process and steps an individual takes in order to live in the gender they identify as. Transitioning is a unique process for each individual and may include any number of changes to a person's life. It can be social and/or medical, and it can take several years.

A checklist is provided (see Appendix 1) to track and review the ongoing support that is being provided to a member of staff.

1. Disclosure

Individual informs their line manager or a member of Human Resources of their trans identity or of an intention to transition.

With their permission, the member of staff refers the individual to a HR Consultant in the first instance to arrange a confidential meeting.

2. Confidential meeting

At the meeting, the HR Consultant will have initial discussions about how the individual wants to manage their transition and what they want to change, what support they might need and signpost them to relevant resources (internal and external). The meeting is an opportunity to talk about any concerns or worries that individuals may have about disclosing their chosen gender identity and/or name and/or to discuss any time off work they may need (e.g. attending counselling and/or any medical appointments). The HR Consultant and the individual would then begin to agree a support plan.

At this, or any other meetings, the individual is very welcome to be accompanied by a friend, work colleague or trade union representative for additional support.

3. Support Plan

This may include:

Resources and Support

The HR Consultant will outline the range of support available internally including LGBT Staff Network; policy; guidance and information resources (on the Equality and Diversity web pages), counselling available via the Employee Assistance Programme should this be required, and also any relevant external support networks.

Clarify what is changing

The HR Consultant will clarify what the individual wants to change in the workplace. For example, title and/or forename/'known as' name and/or sex/gender on records.

There is no requirement on the individual to state in writing their trans identity or an intention to transition. However, where there is a request to change their title and/or name on University records and systems, this will be required in writing. Where a legal change of name is taking place (see section 5 below), evidence will be required.

Data and record-keeping

The HR Consultant will explain what data the University is obliged to provide to external bodies in terms of 'sex' and 'name' as stated in legal documents (i.e. for HESA, HMRC and pensions) and what the individual is required to provide to the pension provider (where applicable).

The HR Consultant will discuss with the individual what changes they would like the University to make to their records internally and across a range of systems and data collection points, this might include: Staff ID card, department/school name badge, name on payslips, internal telephone directories and mailing lists, email address etc. The HR Consultant will take responsibility to action the changes that they can make and/or supporting the individual to do this.

The HR Consultant will explain how sensitive personal data is managed confidentially in HR, in accordance with the Data Protection Act 2018, and as it relates to identified protected characteristics under the Equality Act 2010. Where an individual specifically wants their trans status to be strictly confidential we will have a conversation to see how best to manage and support that.

Communicating changes

The HR Consultant will discuss with the individual who would they like to be informed, and how those people will be informed.

Some people (i.e. staff and students) may need to be aware of a change, e.g. change of name/preferred name ('known as') and/or change of identity and/or preferred pronoun etc. This would ideally involve the individual's line manager, if the individual is comfortable with this.

Other people who need to be informed may include team colleagues, the head of school/service, students and/or a range of other staff, external agencies or networks, depending on the individual's job. Insofar as is practical, the HR Consultant will agree with the individual all those persons who need to be informed and how they will be informed. It may be agreed that the most appropriate way to do this is through meeting with relevant people. Meetings might be in a group or individual setting, and the HR Consultant will take responsibility for arranging these. Alternatively, the individual may choose to arrange these themselves and they may or may not decide to attend.

Ongoing support

The support plan will be confidential between the individual and the HR Consultant, although the individual would be encouraged to share it with their line manager, where they feel comfortable to do so. The support plan will remain in place so long as it is needed and is helpful.

The HR Consultant will also discuss with the individual whether any training or briefing may be required for other staff. This discussion will ideally involve the individual's line manager.

The HR Consultant will explain that they are available on an ongoing basis as a support person. This includes in the event that the individual experiences any form of negative treatment, intolerance, bullying or harassment arising from transphobic behaviour. The individual will be made aware that abusing someone because of their gender identity is a hate incident and may be subject to a police investigation. Any incidences of harassment or bullying against trans colleagues should be dealt with in accordance with the University's Dignity at Work Procedure.

Following the initial support plan, the individual may request further meetings as needed, either with the line manager or the HR Consultant. This might be to discuss further changes in the individual's gender presentation, or emerging issues or concerns that they may be experiencing, and/or to agree a flexible working arrangement if time off work is needed for counselling or medical appointments. The intention is to both offer support and to respond to requests for support, without making assumptions about what the individual may need.

Other issues

When an individual leaves the University's employment, the University will continue to ensure that any employment references are provided in their chosen name.

4. Managing the reactions of colleagues and students

Other staff and students may have fixed notions of gender or lack awareness of transgender identity and transition or not know how to respond to changes. It is important that the working environment is both welcoming and supportive and that swift action is taken to deal with any negative situations.

The individual may want to tell their colleagues or students that they intend to transition or about their trans status in advance but some trans people will not want to. Depending on the circumstances, the following approach will apply.

The content of any meeting and who attends will be discussed and agreed with the individual in advance, and it may be appropriate or helpful to involve an external trans organisation. The individual will be free to choose whether they make any announcement themselves, or whether it is made for them by a chosen representative. Staff and students invited to a meeting will be referred to the University's policy and resources on supporting trans staff and students. Any group meetings set up will include the relevant senior member of staff for the department or School. Any meetings/discussions will give the opportunity for participants to ask questions, either of the chair of the meeting, or if comfortable, of the person concerned. However, the meeting chair will explain the appropriate ground rules for discussion and the need for confidentiality.

5. Ways to legally change your name

If a person wants to legally change their name on official records, such as for pension and taxation purposes and bank accounts, or on official documents such as passports and driving licences, they need to obtain legally verified evidence of the new name. The two ways to do this is either by a statutory declaration of name change or by making a deed poll. For further information, use the search box on the Gov UK website. www.gov.uk

Deed poll: Changing name by deed poll is relatively straightforward and inexpensive. A free template can be obtained from www.freedeedpoll.org.uk. The majority of organisations (including York St John) will accept a free deed poll. Very occasionally, some organisations require that the

deed poll is enrolled. This means that the change of name is put on public record and available for anyone to see. For this reason some people prefer to make a statutory declaration of name change. For further details, visit the Gov UK website. [Gov UK: deed poll](#)

Statutory declaration of name change: A statutory declaration of name change provides written evidence that someone has decided to change their name and would like their records changed to reflect their new choice of name. It must be witnessed by a solicitor for a small fee (£5-£10). For further details, visit Scottish Trans' website. [Statutory declaration of name change](#)

Trans Staff support checklist

Chosen name of staff member	
Name of support person (line manager or HR Consultant)	

Action	Date/notes/details or n/a	Done (tick)
Initial conversation held with HR Consultant		
What is changing on the records? e.g. gender identity; official name; informal name ('known as'); title; pronoun		
Written notification of intention to change name received?		
Any legal documentation provided / to provide?		
Email / IT account change		
ID Badge change		
Payslip change		
HR record change – personal file only/HR System		
HR record change – official records i.e. HESA, HMRC		
Pension details change – TPS / LGPS		
School/Team record changes		
Line manager notified?		
Agreed communication and training arrangements with team/other colleagues/networks etc.		
Signposting to other services / external networks / EAP		