

STANDARD OPERATING PROCEDURE (SOP)

Title of SOP	Guidance in Supporting Trans and Non-Binary Employees		
What type of document is this?	Standard Operating Procedure	SOP Reference Number	HHH-SOP-010
Purpose of SOP	The purpose of this guidance is to assist managers, trans and non-binary employees with practical information on workplace support.		
ROLES AND RESPONSIBILITIES			
Include in this section details of the key roles and associated responsibilities relevant to the document			
Roles	Responsibility		
All Managers and Branch and Service Staff	To continue to promote equality and diversity by ensuring to provide a supportive environment for trans and non-binary people throughout recruitment and employment. To appropriately act on any form of discrimination or victimisation.		
All Staff	To continue to promote equality and diversity by ensuring to provide a supportive environment for trans and non-binary people. To appropriately report through appropriate channels any form of discrimination or victimisation.		
Scope of SOP	This Standard Operating Procedures is applicable to all Helping Hands employees.		
1.0 Commitment to Trans Equality			
1.1 Helping Hands is committed to promoting equality, diversity, and good relations in everything it does – as a community leader, as a provider and commissioner of services, and as an employer.			
Helping Hands is committed to equality of opportunity for trans and non-binary people throughout recruitment and employment, including supporting trans and non-binary employees through any transitioning process.			

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STANDARD OPERATING PROCEDURE (SOP)

Helping Hands will not tolerate discrimination, victimisation, or harassment on the basis of a person's gender identity, gender expression or trans status.

Helping Hands seeks to provide a supportive environment for trans employees and to create a culture and environment where trans employees are able to thrive and are well supported during any process of transition.

2.0 Definitions

2.1 'Trans', 'transgender' or 'non-binary' describes people whose gender identity differs from their sex assigned at birth. They are umbrella terms covering people who:

- Are intending to undergo, are undergoing, or have undergone gender reassignment at any stage;
- Identify as having a gender different from that which they were assigned at birth and are planning or have had medical interventions such as hormones or surgery;
- Identify as having a gender different from that which they were assigned at birth, but who are not planning any medical intervention; and/or;
- Are non-binary – that is, they are not solely male or female. They may define themselves as both, neither or something entirely different. They may or not have medical interventions to align their body with their non-binary gender identity.

These are not mutually exclusive alternatives.

'Transitioning' is the process undertaken by a trans person in order to bring their gender presentation into alignment with their gender identity. This often involves dressing differently, using a different name and pronoun (e.g., she, he, or they) and changing official documentation. It may involve various types of medical or surgical treatment, although this is not the case for all trans people.

STANDARD OPERATING PROCEDURE (SOP)

There are many different words that people may use to describe their gender, some of them include:

- **Bigender** – A person who feels they have two gender identities – this could be at the same time or at different times.
- **Gender Fluid** – A person who feels that their gender is not static and that it changes throughout their life – this could be on a daily/weekly/monthly basis.
- **Non-Binary** – An umbrella term for gender identities which are not confined by the gender binary of “women” and “men”. Non-binary people may identify with no gender at all or with more than one gender.
- **CIS/Cisgender** – A person whose gender is the same or mostly the same as they were assigned at birth.
- **Gender Neutral/Agender** – A person who does not identify with any gender.
- **Polygender** – A person that has several gender identities. This can mean they have them at the same time, or that they often switch between them at different times.

Intersex– Intersex is a term that refers to a person who is born with a combination of male and female biological anatomy, preventing clear identification as male or female sex.

3.0 Employees Who are Transitioning at Work

- 3.1 If an employee states that they are intending to transition at work, their line manager, in conjunction with other appropriate colleagues, should aim to make this process as smooth as possible. Managers should be aware that it can be an extremely difficult step for someone to approach their manager about transitioning. They are likely to worry about the response.

The transition process will be led by the individual concerned.

STANDARD OPERATING PROCEDURE (SOP)

4.0 Telling Colleagues

- 4.1 The manager and employee will discuss the individual's preferences in relation to informing others, including other managers, colleagues, service users and other relevant contacts.
- 4.2 They will agree whether the employee will do this, whether they would prefer the manager or a work colleague to do this, or a mixture of these options.
- 4.3 They will also get express written agreement from the employee about when and how this will happen, including the details of the message and who it will be shared with.
- 4.4 Levels of disclosure may vary in detail for different types of contacts and will be agreed in advance.
- 4.5 Where an employee changes their name, we will take all necessary steps to ensure that the change of name is respected.

5.0 Uniforms and Dress Codes

- 5.1 If a uniform is in place for the role, managers will ensure that the trans employee has access to the uniform that is most appropriate at all times.
- 5.2 Some trans employees may need access to both the male and female uniforms. Managers will be flexible and will support the preferences of the trans person wherever possible.
- 5.3 Trans employees have the right to comply with any dress codes in a way that reflects their gender identity and gender expression.
- 5.4 Trans employee may wish to update their ID badge and can do this by contacting their line manager.

STANDARD OPERATING PROCEDURE (SOP)

6.0 Changing Facilities, Toilets and Other Single Sex Facilities

- 6.1 Trans and non-binary people are entitled to use single sex facilities in accordance with their correct gender.
- 6.2 Trans and non-binary people may wish to use gender-neutral or accessible facilities or use a combination of different facilities.
- 6.3 However, trans and non-binary people will never be required to use accessible toilets unless they wish to do so.

7.0 Updating Records

- 7.1 Electronic records will be updated in a timely manner, to coincide with the date on which the workplace transition begins.
- 7.2 Care will be taken to ensure that records do not link back to the former name – this may entail creating a whole new email address rather than simply changing the name on the existing one, for instance.
- 7.3 The manager and employee will work together to ensure that nothing is missed.

8.0 Customers Facing Roles

- 8.1 There is no reason why an employee who is transitioning should not continue in a customer facing role. However, some people might prefer a period of redeployment during transition, or as a permanent change.
- 8.2 Managers and HR will work with the trans person to find a solution that meets the needs of both the employee and the service.

9.0 Attendance at Appointments and Time Needed for Treatment and Surgery

- 9.1 Time off will be given in order for employees to attend transition-related appointments and treatment. These absences will not be counted in relation to absence monitoring, included in absences for references, taken into consideration for performance monitoring or, for instance, during redundancy Procedures

STANDARD OPERATING PROCEDURE (SOP)

9.2 In addition, trans employees are entitled to the same sickness absence and pay as other employees.

9.3 Many people have to travel a long distance for appointments, and these may be given at short notice. People may need reduced hours or duties, or other changes to usual working arrangements, for a temporary period following some treatments. Managers will be as flexible as possible to accommodate this

10.0 Recruitment

10.1 People who have already transitioned have no obligation to disclose their gender history.

10.2 Job applicants and interviewees will not be asked their gender identity during the recruitment process – it is not a relevant criterion in selection, neither is there any obligation for a transgender person to disclose this as a condition of employment.

10.3 If they choose to disclose, this is not in itself a reason for not offering employment, and non-disclosure or subsequent disclosure is not grounds for dismissal.

11.0 References

11.1 Where a reference request is received for an existing employee who has transitioned, the employee's privacy will be respected and only respond using the employee's correct name and gender in the reference.

11.2 Disclosure on sickness absence will not include time taken off for medical appointments related to transition. This information is strictly confidential, and managers must be very careful of any record keeping in this.

11.3 When requesting a reference, we will make the request using the prospective employee's correct name and gender since transitioning. We will not mention previous names or gender identity, unless specifically asked to do so (in writing) by the trans person.

STANDARD OPERATING PROCEDURE (SOP)
12.0 Criminal Record Checks/Disclosure and Barring

12.1 If the appointment requires criminal record checks, we will highlight to all applicants the confidential procedure available to trans people.

13.0 Qualification Certificates

13.1 It can be difficult and expensive for a trans person to change their qualification certificates. If these are in a former name then where possible a record will be made that the certification has been seen, but a copy will not be taken.

14.0 Professional Registration

14.1 If the employee's job involves professional registration, we will check whether the registration body has a specific, confidential process for gender transition.

15.0 Pensions and National Insurance

15.1 Where pensions, national insurance contributions or other benefits are dependent on legal sex, trans people will be advised of the different implications of whether they do or do not have a Gender Recognition Certificate.

16.0 Support

16.1 If an employee requires support with workplace transgender issues, they should speak to their manager. Free confidential emotional support and practical advice can be sought from the employee assistance programme details can be found in Appendix 1.

16.2 If managers need advice, they should contact the HR hub.

TRAINING	No
Is training required?	
Details of training	Guidance will be given at time of induction and from the HR Hub as and when required.

STANDARD OPERATING PROCEDURE (SOP)

COMPLIANCE	Should regulation (CQC or CIW) or legislation change, this SOP will require a review.	
How is compliance within this document going to be monitored?		
EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION		
	Positive/Negative/N/A	Comments
Does the document have a positive or negative impact on one group of people over another on the basis of their:		
• Age?	N/A	
• Disability	N/A	
• Gender assignment?	Positive Impact	
• Pregnancy and maternity (which includes breastfeeding)	N/A	
• Race (including nationality, ethnic or national origins or colour)?	N/A	
• Marriage or civil partnership?	N/A	
• Religion or belief?	N/A	
• Sex?	Positive Impact	
• Sexual orientation?	N/A	

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STANDARD OPERATING PROCEDURE (SOP)

If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?	Positive Impact, the SOP ensures that Helping Hands is committed to equality of opportunity for trans people throughout recruitment and employment, including supporting trans employees through any transitioning process
If the impact on one of the above groups is likely to be negative:	
Can the impact be avoided?	N/A
What alternatives are there to achieving the document's aim without the impact?	N/A
Can the impact be reduced by taking different action?	N/A
Is there an impact on employees, customer or someone else's privacy?	N/A
Changes since previous version	<ul style="list-style-type: none"> • Amended SOP title to include non-binary. • 2.0 Extended terms to cover non-binary and included additional words which can be used to describe gender • 4.0 Added section to cover change of name or pronouns. • 6.0 Extended terms to cover non-binary. • 16.0 Included where support can be gained for employee or manager
Who was involved in developing /reviewing/amending the document?	People Services Team Leader People Services Director People Advisor Team Lead

STANDARD OPERATING PROCEDURE (SOP)

How confidential is this document	Restricted	Can be shared freely within Helping Hands but NOT outside
References	The Equality Act 2010 Care Quality Commission	
Associated Documents	HHH-POL-060 – Equality & Diversity Policy	

Appendix 1

The EAP programme offers support with:

- 24/7 counselling and emotional support
- Guidance on managing stress, anxiety, and wellbeing
- Advice on financial matters, debt, and budgeting
- Help with legal concerns
- Family, relationship, and workplace advice
- Practical tips for everyday challenges

Contact details

For **FREE** confidential emotional support and practical advice, call us on your helpline number:

0808 168 2143

carefirst-lifestyle.co.uk

To access the platform,
use the following login details

Username: **helpinghands**

Password: **Employee365!**

Scan me:



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