

Email – 02/07/2018 15:49

Hi [REDACTED]

Please find below the final report from our research into when and how to ask about sex/and or gender. We hope to get it on the mygov.blog very soon (by the end of the week, all going well). It's currently with Scottish Gov as we're just running it past their equality team and comms once last time, as they gave us advice at the start. It won't change the report it's to let them see the final version and that it's going public. [REDACTED] has let our know comms team know that it'll be published.

The great news is that [REDACTED] new division Office of the Chief Designer are going to pick this up as their first piece of work to demonstrate the link between design and politics, carry on the research and use it to inform the new social security service.

We've also spoken to [REDACTED] and [REDACTED] about the work, and they're of the opinion we might not need to ask about gender on our forms at all, but are double checking this with the police just in case there's a dependency at that end. If we can remove it, we'll be the first government service to do so.

Thanks,

[REDACTED]

From: [REDACTED]

Sent: 02 July 2018 15:26

To: [REDACTED]

Subject: Final report - gender-sex-sense-making-report-v11-29062018

Hi all,

Firstly, thanks to all of you for taking part in the sense-making workshop and for providing comments/challenge on the report.

I'm pleased to say that we've now reached the final version that will be published via the mygov.scot blog very soon (hopefully by the end of the week). If you haven't done so already, you might want to let your comms teams know that this is happening.

Thanks again for taking part.

[REDACTED]

Hi all,

Please find below the agenda for the sense-making workshop on Tuesday 20 March 2018. The venue is: **Gallery 2 at The Principal Hotel Charlotte Square** – see link for info [REDACTED] Tea and coffee will be available from 10.00 am for those arriving early.

AGENDA

Sense-making: sex and /or gender (when and what to ask)

Start 10.30 am

- 1) Domestic & introductions – [REDACTED], Disclosure Scotland (10.30 – 10.40 am)
- 2) Why we're here / managing expectations – [REDACTED] Disclosure Scotland (10.40 – 10.45 am)
- 3) Removing bias from research - [REDACTED] Scottish Government (10.45 – 10.50 am)
- 4) Joint Stonewall and Scottish Trans presentation on barriers people face – [REDACTED] Scottish Trans and [REDACTED] Stonewall (10.50 – 11.00 am)
- 5) Overview of existing research - Office for National Statistics, National Records for Scotland, Disclosure Scotland, Government Equality Office, NHS (11.00 – 11.25 am, 5 mins each)
- 6) Sense-making session – split into 2 groups to review existing research (11.25 – 13.00 pm) – we'll have a working lunch at 12.15 pm.
- 7) Group playbacks – each group to report back on what they found (13.00 – 13.30 pm)
- 8) Next steps (13.30 – 2.00 pm)

Close – 2 pm

[REDACTED]

Any problems on the day please call or text my mobile.

Look forward to meeting you all.

Thanks,

[REDACTED]
Lead User Researcher
Disclosure Scotland
Mobile: [REDACTED]

Extract of document where it refers to the user research from November 2018

Removal of Gender Questions

4. Disclosure Scotland has recently led ground breaking research into when and what to ask about sex and / or gender on government forms, including the PAD application forms for the types of disclosure set out above.
5. Disclosure Scotland set up a working group, made up of key representatives from the UK Government and the Devolved Nations, which included the Government Equality Office, Scottish Government, Government Digital Service, Office for National Statistics, National Records for Scotland, Stonewall, the Scottish Trans Alliance and Engender who looked at our shared evidence into when and what to ask about sex and / or gender on forms.
6. The group reached the consensus that the question should only be asked when it is necessary to do so.

Documentation and emails

Extract from organisational social media page

SG LGBTI+ Allies

- 1. [REDACTED] - Hi all, Hope you all had a good New Year. Following a...**

[REDACTED]

January 8, 2018 at 08:57 AM

Hi all,

Hope you all had a good New Year.

Following a discovery research at Disclosure Scotland into asking the sex and/or gender question (why, how etc) we've decided to take the evidence into a sense making workshop to look at what it's telling us and remove bias from the analysis with a view to coming up with the best way of asking the right questions (if needed) with supporting guidance.

We are doing this in collaboration with Disclosure Scotland and the support of GDS [REDACTED] and [REDACTED] team. We anticipate a couple of x-Gov sessions being run which will also involve trans support groups and users. Our first planning meeting is on 25 January.

Can I ask that if you have done in any research in this area and are happy to share the evidence, that you send it to me at my email: [REDACTED] with the a short note about the work and the source of the evidence. I can add this to evidence base we already have. For example; is there any evidence underpinning the current or previous versions of the GDS design pattern?

We'll keep you posted on developments and might get back to some of you to take part.

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[REDACTED] likes this

Emails

From: [REDACTED]

Sent: 05 October 2017 09:53

To: [REDACTED]

Subject: FW: Gender question - Disclosure Scotland Discovery findings

Dear All,

My colleague [REDACTED] recently put a shout out for insight on how best to ask the gender question and promised to update the group on any user research findings. Since then the same question was posted on the design community group to which I responded and therefore sharing it with you to keep the UR community up to date on what we are learning.

Apologies if you receive this twice if you are on both groups.

Kind Regards

[REDACTED]

[REDACTED]

User Researcher | Business Transformation Programme | Disclosure Scotland
Telephone : [REDACTED] | [REDACTED]

✉ [REDACTED]

OFFICIAL

From: [REDACTED]

Sent: 04 October 2017 15:47

To: digital-service-designers

Subject: Gender question - Disclosure Scotland Discovery findings

Hi All,

As per [REDACTED] earlier email, I'm a new User Researcher in Disclosure Scotland and working alongside [REDACTED] on this.

As an organisations it has been established that we must ask the gender question however there was a lack of understanding within the design team on how best to ask this, the language that should be used and the issues faced. As we are performing vetting checks and safeguarding vulnerable groups we must ensure we have sufficient information to perform these checks while being inclusive.

Like the previous email trails suggestions were being put forward within the team on how we should word this question and the answers that should be presented so as User Research we recommended that thorough research was done in order to gain a better understanding and ensure we got this right.

We have been conducting desk research, visited the Transgender Alliance Group who have agreed to work with us over the coming months to get this right. We have also been liaising with our internal Stonewall role model and Policy colleagues. Transgender Alliance are also delivering an awareness session to our team next week which [REDACTED] and [REDACTED] are attending, this is because we have flagged issues from our research on how the Verify is failing trans people. A

separate call with Transgender Alliance, [REDACTED] and [REDACTED] and ourselves will take place after the awareness session. Following this we will add to our desk research and share with you as a group towards the end of next week.

In the meantime I thought I'd share some insights from our Discovery research:

- The fight for 'X' identifier is for passports only and not for application forms. Historically it was because passports were given to refugees during the second world war and the passport office were unable to identify the gender of children due to foreign names.
- Any identity checks where a National Insurance number is drawn upon will come back unfound for trans people therefore all trans people would fail the check in this case. There is issues with National Insurance records and Social Security Benefits being taken off the system – these can't be accessed for any electronic systems. HMRC and DWP use a 'special customer records protocol' for trans people. This protocol is ordinarily used for royals, witness protection, undercover police and MSPs.
- There is problems with DVLA and vote registration – trans people cannot be found by these organisations and some trans people couldn't vote in the last election.
- Proving identity is a "nightmare" for trans people, in particular people have to wait at least 2 years after they receive their gender recognition certificate to get their birth certificate updated therefore some trans people may not have their current gender on their birth certificate and can struggle to provide ID documents. Trans people often ask NHS to update their details so might have this card available, the community health number is gender specific so therefore a new one is issued.

In terms of data gather on our application forms we have some specific insights:

- If asking for title, preferable to include Mx and an option to add another title with free text box
- If asking individuals if they have been known by previous names, it must be clear where this information goes, if it is shared with any third party etc. and it's a common misunderstanding that trans people don't know to declare this information.
- **When asking the gender question, it was suggested that this could be worded as "How would you describe your gender?". It was made clear that we will never be able to list all the ways that people confirm their gender, Facebook tried this and ended up with 57 variations therefore to make people feel respected it was suggested to have male/female/ and "in another way" with an option to enter what they identify as with a free text box. This is preferred to rather than saying "prefer to self-describe" or "other" as other can come across as very harsh and blunt. People want to feel like they exist.**

This is where we have got to so far and until we learn more from Transgender Alliance Support we haven't gone ahead and changed our gender question as it is clear that this is about the end to end service, we have a bigger problem to solve

rather than just rephrasing the question. For us we cannot risk disclosing someone's previous gender to their employer.

If anybody would like to discuss any of the points above or in more detail please don't hesitate to get in touch with myself or [REDACTED]

Regards

[REDACTED]

[REDACTED]

User Researcher | Business Transformation Programme | Disclosure Scotland

Telephone : [REDACTED] | [REDACTED]

✉ [REDACTED]

OFFICIAL

From: [REDACTED]

Sent: 04 October 2017 14:22

To: [REDACTED]

Subject: Re: [digital-service-designers] Gender question

You're right - we should update the guidance in the pattern. [REDACTED], you're research will really help with that - please share when you're able to.

Thanks

[REDACTED]

On 4 October 2017 at 13:20, [REDACTED] via Digital Service Designers [REDACTED] wrote:

"By only asking male or female my granddaughter wouldn't exist in your eyes" quote from recent research.

Hi all,

At Disclosure Scotland we are currently in the middle of Discovery looking at this and working with Transgender Alliance to get it right.

What are hearing is that 'other' is too blunt and some people find it offensive. Transgender Alliance also advised the campaign for X is for passports only and not for the gender question.

If you can hang fire we'll send some high level insight across shortly. It will come from my fellow user researcher [REDACTED]. We're pulling it together now.

Thanks,

[REDACTED]

On Wed, 4 Oct 2017 at 08:41, [REDACTED] via Digital Service Designers [REDACTED] wrote:

[REDACTED]

You are correct it is a mine field, one that we took the route to avoid entirely as an issue we had was the difference between what someone would define themselves as, and what their medical records state their gender is, which is not always the same.

However where we have a gender recorded it is one of the following four:

Female

Male

Not Known

Not Specified

With Thanks

[REDACTED]

Service Design Consultant

NHS Digital Delivery Centre

From: [REDACTED] on behalf of [REDACTED] [REDACTED]

Reply-To: [REDACTED] [REDACTED]

Date: Tuesday, 3 October 2017 at 17:27

To: [REDACTED] [REDACTED]

Subject: [digital-service-designers] Gender question

Hi all,

We've been told we may have to reintroduce a question on the applicant's gender into our application (eg "What is your gender?"). We managed to get rid of it for a while, but for reasons beyond our control it may have to come back.

In the event that we have to include it, what's the evidence on the use of 'Unspecified' as a third option to male/female as suggested in the style guide? <https://www.gov.uk/service-manual/design/gender-or-sex>. There's also a link there to the design patterns wiki which seems to suggest that 'Other' is preferable. Should the pattern be updated as such? Has anyone else had to include a gender question and what did you go for? I think it's important that if we absolutely have to ask this question, that we get it right.

By the way, we're trying all we can do to not include it, so would be very grateful not to have a debate about whether or not we should be doing it.

Thanks all,

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: 06 March 2018 07:51

To: [REDACTED]; [REDACTED]

Cc: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]

Subject: GEO contacts - Sense-making (sex and gender)

Hi [REDACTED]

Thanks for letting me know that [REDACTED] from GEO can attend the sense-making workshop – hi [REDACTED] I'll send you the workshop invite.

Through twitter I've connected with one of [REDACTED] colleagues, [REDACTED] who was flagged that he'd done a lot of work in this area too, so rather than me go ahead and chat to [REDACTED] I thought it best to let you and [REDACTED] know about how GEO involvement has come about.

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 06 March 2018 07:50
To: [REDACTED]
Cc: [REDACTED] [REACTED]
Subject: Sex and gender update - actions complete/outstanding

Hi [REDACTED]

There's been a lot happening on the sense-making, so before we next chat and I send you a string of emails, here's a summary:

1. **Date and venue confirmed** – 20 March – Dynamic Earth. DS decided to just pay for venue hire and lunch (you should have the invite)
2. **Sense making working group participants (14)** – missing still is a [REDACTED] and [REDACTED] representative although last email exchange said they were trying to get someone (I copied you into that email and if you could chase it up that would be great). I can chase the [REDACTED] one but she never seems to get back to me. Perhaps they both can just contribute remotely as numbers currently at 14. I'm happy for [REDACTED] to represent DS UR and I will just observe or sit out if need be. I see you also have a list of policy contacts. I've kept policy up to date at this end via [REDACTED]
3. **GDS and the judicial review** – I'm sure you've caught up with those emails and now know that both [REDACTED] and her Government Equality Officer [REDACTED] are attending the sense-making. I had to offer GEO a place in order they understood the work and GDS still attended a ONS agreed to take part based on GDS being involved
4. **Agenda** – Trans Alliance Scotland had asked for a meeting yesterday to find out more so [REDACTED] kindly met them for us. They put together a draft agenda and made some suggestions however I've let [REDACTED] know that the sense-making format is different but that we might be able to tweak it. I'll send [REDACTED] email over in a few minutes too and you will see it's only a suggested first iteration. I know you had your own thoughts about perhaps getting Stonewall and Trans Alliance to talk at the beginning (Ting method?) and we discussed Stonewall perhaps facilitating. [REDACTED] happy to fill you in on the meeting the Trans Alliance and work with you on the agenda while I'm away
5. **Evidence** – the most I've had is from ONS, NHS and our own discovery but I'll put out a final shout out for anymore today. I've asked GDS about 5 times for evidence and got no response or they evaded the question so I think we can assume they have none. NRS are doing terrific work in this area and must have some, see participant list for summary

[REDACTED], please shout if I've missed anything.

[REDACTED] – can we meet next week to go over everything? Any chance you are able to come through to Glasgow?

[REDACTED]

Lead User Researcher, Disclosure Scotland, 1 Pacific Quay, Glasgow, G51 1YU.

Sense-making workshop: sex and gender working group members

Workshop date and time - 20 March 2018, approx. 10am to 1pm (depending on location which will be neutral so please keep whole day free for now). Disclosure Scotland will pay for the venue and lunch and meet the recruitment and incentive costs for research and testing any new design pattern directly related to the outputs of this working group, not research already planned or underway by any member of the group.

Organisation	Contact person	Contact details	Notes
Scottish Trans	[REDACTED]	[REDACTED]	[REDACTED]
Stonewall	tbc	Tbc (DS Chief Exec is following up contact)	
Scottish Government	[REDACTED]	[REDACTED]	[REDACTED]
NI (Northern Ireland) Digital Transformation team	[REDACTED]	[REDACTED]	[REDACTED]
DS	[REDACTED]	Lead User Researcher	[REDACTED]
NRS (National Records of Scotland)	[REDACTED]	[REDACTED] - Senior Assistant Statistician - Census user needs, content and benefits National Records of Scotland Ladywell House Ladywell Road Edinburgh EH12 7TF [REDACTED] [REDACTED] www.nrscotland.gov.uk	[REDACTED]
GDS (Government Digital Service)	[REDACTED]	[REDACTED]	[REDACTED]
ONS (Office for national statistics)	[REDACTED]	[REDACTED]	[REDACTED]

NHS England (National Health Service)	[REDACTED]	[REDACTED]	[REDACTED]
DS (Disclosure Scotland)	[REDACTED]	[REDACTED]	Content designer at Disclosure Scotland
DS (Disclosure Scotland)	[REDACTED]	[REDACTED]	User researcher at Disclosure Scotland. [REDACTED]
Welsh Government	tbc	tbc	[REDACTED] following up contacts
NHS Scotland	tbc	tbc	[REDACTED] following up contacts
GEO	[REDACTED]	Government Equality Office	Transgender Policy Lead
List of policy and legal stakeholders who will need to be consulted			
tbc	tbc	tbc	We will shortly populate this section

From: [REDACTED]
Sent: 07 March 2018 08:05
To: [REDACTED] [REDACTED]
Cc: [REDACTED]
Subject: Re: Draft agenda - FW: Gender sense-making workshop

We should all have a chat about the agenda on Monday and then I'll issue it to all the participants and speak to those we want to play a bigger part in the workshop.

[REDACTED] let me know when suits.

[REDACTED]
Sent from my BlackBerry 10 smartphone.

From: REDACTED]
Sent: Tuesday, 6 March 2018 17:31
To: [REDACTED] [REDACTED]
Cc: [REDACTED]
Subject: RE: Draft agenda - FW: Gender sense-making workshop

Hi [REDACTED]

Looks good the first draft. Would be good to make sure that the presentation at the start isn't too focused on how the question should be worded and just general about the research so far. Happy for them to lead it but we just want to make sure that this presentation doesn't influence how people will answer the questions later in the sense making.

From: [REDACTED]
Sent: 06 March 2018 07:55
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]
Subject: Draft agenda - FW: Gender sense-making workshop

[REDACTED]

My earlier email refers to this. We need to consider how it fits with the sense-making approach and tweak accordingly. Also, we'd need to get sight of any presentations and what they are going to say so as not to bring solutions into the room and don't risk influencing people. However, in the absence of a lot of evidence perhaps this would work or can be nicely weaved in, you're the sense-making expert [REDACTED] so we'll take your steer on this.

If you and [REDACTED] could chat about it that would be really good since I'm away the rest of the week.

Thanks,

[REDACTED]

From: [REDACTED]
Sent: 05 March 2018 16:17
To: [REDACTED]
Subject: Gender sense-making workshop - draft agenda

Hi, [REDACTED]

[REDACTED] ([REDACTED] couldn't be there today) gave me a report they've done (in paper form) and is also sending on the results of Ipsos MORI work, informing the Scottish Household Survey (SG)'s gender question, which is...

How would you describe your gender?

- man/boy
- woman/girl
- in another way (with a freetext box)

(But [REDACTED] thought female and male instead of the first two above to be acceptable too.)

[REDACTED] is very keen for data collection re transgender people, as long as is being used to make services more inclusive (and not collected to no purpose).

[REDACTED] considered asking about someone's biological sex as well as the gender question to be inappropriate.

Trans Scotland are happy to do a c30-min presentation to kick off, and [REDACTED] thought the discussions might be better with everyone together as it was a fairly small group. [REDACTED] also thought it'd be good to discuss barriers that might exist.

Draft agenda

10.30-10.45 – Coffee and welcome
10.45-11.15 – Presentation by Scottish Trans ([REDACTED] and/or [REDACTED], and including research to date?)
11.15-11.45 – Barriers to change (technical/cultural)
11.45-12.15 – When should the question be asked? What do we collect/use data for?
12.15-12.45 – lunch
12.45– 1.15 – How should the question be asked?
1.15-1.45 – Any other issues?
1.45-2 – Next steps

Just a first iteration so feel free to tear apart!

Thanks
[REDACTED]

From: [REDACTED]
Sent: 05 March 2018 15:43
To: [REDACTED]
Subject: gender sense-making workshop - draft agenda

Hi, [REDACTED]

I had a great chat with [REDACTED] at Trans Alliance today. I asked if [REDACTED] and [REDACTED] would have a look at a draft agenda for us before we circulate it, based on our chat today. OK if I put together something and send it to you (probably tomorrow) and they we can send it to [REDACTED] and [REDACTED] to see what they think?

Thanks
[REDACTED]

[REDACTED]
Senior Content Designer
Disclosure Scotland
1 Pacific Quay
Glasgow
G51 1YU

From: [REDACTED]

Sent: 06 March 2018 10:31

To: [REDACTED]; [REDACTED]; [REDACTED] [REDACTED]; [REDACTED];
[REDACTED]; [REDACTED]; [REDACTED] [REDACTED]; [REDACTED];
[REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]

Subject: ***Action*** - Final call for prep re: sense-making on 20 March Dynamic Earth, Edinburgh

Morning everyone,

Hopefully we'll have seen the last of the snow before you all arrive in Edinburgh for the sense-making workshop on 20 March.

In order to make the session a success it's really important that we take all evidence we have from each of our organisations into the room on, when and how to ask about sex/and or gender. If you have no formal research documents that you can simply please provide me with an update on any you have work done, and key findings by email. Thanks to those of you who have already shared stuff. Please don't worry if your organisation hasn't done any research in the area just let me know and it means I can update my preparation list ☺.

Lastly, please let me know of any dietary requirements or other needs you may have that will make taking part in the event more comfortable for you. Based on the info I've received back so far, the lunch will be a mix including vegetarian.

I'm out of the office between now and Friday but checking emails on the go.

I look forward to hearing from you.

Thanks again,

[REDACTED]

Lead User Researcher, Disclosure Scotland, 1 Pacific Quay, Glasgow, G51 1YU.

**Lead User Researcher,
Disclosure Scotland,
1 Pacific Quay, Glasgow,
G51 1YU.**

From: [REDACTED]
Sent: 14 March 2018 08:58
To: [REDACTED]
Cc: [REDACTED] [REDACTED]
Subject: NHS digital cant make it - Cross gov research project on gender question

Hi all,

See below. I have written to [REDACTED] to see if he can get a replacement for [REDACTED] and he's sent a request out to colleagues already. I'll keep you posted on whether we get somebody.

Thanks,

[REDACTED]

From: [REDACTED]
Sent: 13 March 2018 12:08
To: [REDACTED]
Subject: RE: Are you happy to give update at sense-making - Cross gov research project on gender question

Hello [REDACTED]

Unfortunately, I'm going to have to bow out of the sense-making workshop on Tuesday 20 March in Edinburgh. [REDACTED].

I did ask [REDACTED] if [REDACTED] would like to go in my stead but unfortunately [REDACTED] can't spare the day out of the office either. [REDACTED]

If you had something like Realtime Board or Microsoft's Whiteboard then I could perhaps participate.

Meanwhile, I attach a copy of the PHE leaflet on NHS screening programmes for trans people. [REDACTED] worked on with a small team of trans and non-binary people to ensure the content met their user needs. This is an area where the sex of the person as registered with their GP makes a difference as to whether they'll be invited for screening (as well as their eligibility). The link to the PHE blog on how this new resource has been received is also useful:

<https://phescreening.blog.gov.uk/2018/01/24/new-phe-screening-leaflet-for-trans-and-non-binary-people-has-improved-awareness/>.

I am sorry I can't make the workshop and would like to assure you that I am still very interested in following this up when/where I can.

Many thanks

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: 12 March 2018 13:44

To: [REDACTED]; [REDACTED]

Cc: [REDACTED]; [REDACTED]

Subject: Are you happy to give update at sense-making - Cross gov research project on gender question

Hi [REDACTED]

As you both know [REDACTED] has been recommended by [REDACTED] and [REDACTED] as the right person to attend the sense-making workshop on behalf of NHS digital. I am writing to ask if you [REDACTED] would be happy to give a 5 min overview on work you have done in this area already. See attached update and paper kindly provided by [REDACTED].

Can you let me know asap if you are happy to do this and that it's the attached you will be talking about or do you have other research you want to feed in? If so, can you please send it to me asap.

Thanks,

[REDACTED]

From: [REDACTED]

Sent: 05 February 2018 10:30

To: [REDACTED]

Subject: Re: Cross gov research project on gender question

Hi [REDACTED]

Hope all is well your end and you had a nice weekend.

We've recently encountered sex as a question, that was up until recently phrased 'what is your gender?'

This was our response to the team doing the form- so forgive me its a bit simplistic.

We haven't yet come across a service where we require both sex and gender- but its not to say we won't in the future.

I've also enclosed our technical guidance on gender (for the pensions project- which is very legally worded)- it is currently in review by Government Legal Department at the Department of Health and Social Care.

Current best practice

The current best practice within the service design community is to not ask for the 'sex' of a customer unless absolutely necessary.

It is sometimes necessary within current government services to ask for this, because of older legislation that impacted the sexes differently. eg. calculation of state retirement age, and pensionable contributions.

'Gender' is very rarely needed at all, other than maybe services dealing directly with this issue e.g GP practices.

Legally registered sex is a minefield if a service is not UK only specific- simply because the UK does not legally recognise a third sex- 'intersex'; whereas Germany, USA, Australia, India and China (and several other countries) do.

So if you have users from any of those countries they may have a third gender on their birth certificate- and not fit into the binary 'male' and 'female' categories the UK currently legally holds.

If 'sex' is needed in a service because it impacts the service user differently (as with pensions) it is best practice to explain why it is needed in plain English, with the possibility of linking out to further guidance.

Example:

"What is your legally recognised sex?"

We need to know this to calculate your pension, as your sex can have an affect on how much pension you can get."

<link to further help/info>

Further information

Here's a nice blog from Lou, the Head of Design for Government, about talking about gender. It's specific to events, but has lot of things that can be taken away in the wider design context. <https://blog.louisedowne.com/2018/01/20/five-principles-on-how-to-talk-about-about-gender/>

Hopefully this brain dump is okay, but i'd be really interested in the work you're doing.

I'm hoping to firm up a design/ research guide addressing issues like this- across the whole of the BSA, as we have a lot of service specific guidance rather than one uniform direction.

Thanks again
[REDACTED]

From: [REDACTED]

Sent: 30 January 2018 13:22

To: [REDACTED]

Subject: Cross gov research project on gender question

Dear [REDACTED]

Here's some background to what we are doing. We'd really love NHS to get involved from the health aspect and they may well be the only organisation who need to ask both the sex and gender question but that will come out in the sense-making. I'm around from 3.30pm to 4.15pm or we could chat Friday.

[REDACTED]

Disclosure Scotland has been conducting user research to improve how we design forms and, as part of that, have been looking at how we ask about sex and/ or gender. The research to date has shown existing design patterns across government services do not fully meet the needs of trans and non-binary people and there's a lot of bias about how to improve question patterns.

From this work, it has become clear that in order to get consistency across government services in the UK in how to ask about sex and /or gender, Scottish Government and Disclosure Scotland have set up a cross-government working group which will include GDS, Office for National Statistics (ONS), Scottish Census, NHS and trans and non-binary support groups. They have agreed to take part in a sense-making workshop to look at all of the evidence, conduct joint analysis and make recommendations on how to best ask the question when it is needed. Sense-making removes the bias from analysis.

I am therefore writing to ask if you would like to be involved in the work either directly by attending a sense-making workshop on 20 March 2017 or by providing input remotely.

Thanks,

[REDACTED]

Lead User Researcher

Disclosure Scotland

Tel: [REDACTED]