

Reference: 01772981

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

28 February 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about LGBTQ+ policies and information within Ofcom.

We received this request on 1 February 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Background

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We have searched for the information requested and we can confirm that we do hold information within the scope of your request. We consider that some of the information in scope of your request is exempt from disclosure under section 40(2) of the FOI Act which relates to the disclosure of personal information. This exemption is set out in further detail below.

### Your request & our response

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*1. Within your organisation, what policies exist to support staff members who identify as transgender and are transitioning?*

We have a [Transitioning Policy](#) which outlines how Ofcom support colleagues who are transitioning both during and after their transition.

While not specific to staff members who identify as transgender or are transitioning, we also have a [Dignity and Respect at Work Policy](#). This policy ensures that all colleagues are treated and treat others with dignity and respect.

*2. With respect to the question above, could you please provide a copy of the policies to support staff who identify as transgender?*

Please see the above hyperlinks.

*3. Do you have any information publications or presentations available to staff regarding LGBTQ+ and Transgender, if so please could you provide details and copies of the information.*

Please see the above hyperlinks.

*4. How many persons who identify as transgender are employed or volunteer with your organisation, and at what grade or position are they employed?*

We are unable to disclose the number of transgender employees within our organisation because we consider that this information is exempt under Section 40(2) of the FOI Act. Section 40(2)

provides that personal information about persons other than the requestor is exempt where its disclosure would contravene any of the data protection principles in the UK General Data Protection Regulation and the Data Protection Act 2018. This includes the principle that personal data must be processed fairly and lawfully. Section 40 is an absolute exemption under the FOI Act and does not require a public interest test. We also consider that other exemptions may be applicable.

You may wish to see our [Diversity and Inclusion Progress Update 2022/23 and Work Programme 2023/24](#). This report states that as of March 2023 over 8% of our employees at Ofcom identify as LGBT+.

Please note that, only data that covers at least ten people is captured in this report, to protect people's private information and make sure they are not identifiable. This means there will be some data points where we either group up data or where we don't show any data at all, e.g., trans colleagues and specific minority ethnic communities. Wherever possible, we have shared more in-depth cuts of data – such as ethnicity – when we are able to meet our data threshold.

*5. What advice and information do you supply to managers and staff regarding Transgender? Do you provide any specialist training in dealing with colleagues or clients who identify as transgender?*

*If so, please provide copies of the relevant policies and material.*

Please see the above hyperlinks in response to question 1.

*6. Does your organisation have any connections with Stonewall or similar organisations to support employees from the LGBTQ+ and Transgender community, and if so, please could you provide further details and copies of any documents or policies?*

We participate in the [Stonewall Workplace Equality Index](#), which is a widely used benchmarking tool for employers to measure their progress on LGBTQ+ inclusion in the workplace.

*7. Do you have any specific policies to support staff members transitioning/transgender where they are deployed or employed in the organisation and in dealing with members of the public? If so, please could you provide further information?*

The aforementioned policies (at question 1) provide support to colleagues working in customer and non-customer facing roles.

*8. Do you have a specific lead or individual(s) who deal with LGBTQ+ issues or liaisons within the organisation? If so, please could you provide details?*

The People and Transformation Director oversees the coordination of Ofcom's Diversity & Inclusion Strategy. The People and Transformation team ensure policies are applied in a fair and reasonable manner and are responsible for reviewing policies in the light of operational experience and the changing needs of Ofcom.

Our [Affinity Network](#) is a voluntary network of colleagues that support, connect and advocate for LGBTQ+ colleagues. It is run by colleagues who identify as LGBTQ+ and includes those who are allies (who may not identify as LGBTQ+).

*9. Do you have specific policies regarding keeping female, LGBTQ+ and transgender staff safe? If so, please provide details and copies of any relevant policies?*

Please see the 'Support' section of the [Transitioning Policy](#) (pages 4-8). In addition, we launched a Domestic Abuse policy in 2023 providing support for anyone who is victim of, or affected by, domestic abuse.

I hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

Yours sincerely,

## Information Requests

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### **Request an internal review**

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team ([information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)) to request an internal review.

### **Taking it further**

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).