



Department  
for Work &  
Pensions

DWP Central Freedom of  
Information Team  
Caxton House  
6-12 Tothill Street  
London  
SW1H 9NA

M Downing  
request-924207-a095a266@whatdotheyknow.com

[freedom-of-information-  
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](#)

Our Ref: FOI2022/95592

23 December 2022

Dear M Downing,

Thank you for your Freedom of Information (FoI) request received on 29 November. You wrote:

“I would like to request access to the national internal policies and guidance in place which aim to ensure that trans and nonbinary people do not receive unfavourable treatment in the course of accessing Universal Credit and Jobcentre Plus.

I would also like access to any documents that outline general information about the training that public-facing UC & JCP staff receive as-standard about trans issues.”

## DWP Response

We confirm that we do hold the information you have requested. A copy of the information is provided below.

**“I would like to request access to the national internal policies and guidance in place which aim to ensure that trans and nonbinary people do not receive unfavourable treatment in the course of accessing Universal Credit and Jobcentre Plus.**

Concerning the first part of the FOI, please note that we don't have any content to provide. We have no guidance that covers this matter as every DWP customer is supported as an individual.

**I would also like access to any documents that outline general information about the training that public-facing UC & JCP staff receive as-standard about trans issues.”**

All DWP customer facing staff undergo comprehensive ongoing learning to support all customers as individuals, promoting diversity and inclusive behaviour throughout, which continues at point of need throughout their role.

This includes mandatory learning 'Inclusion in the Civil Service' which is a Civil Service-Learning course completed by all new starters consisting of:

1. Equality, diversity and inclusion in the Civil Service
2. Our inclusive workplace
3. Our Customers

#### 4. The Legal Framework

Within DWP Learning, our role specific learning journeys do not cover these subjects, as already completed as part of the mandatory learning cited above, we do however include within the fundamental learning journey for all staff in DWP, Topic 14 which covers transsexual and nonbinary customers. The accessible version is attached as an annex.

If you have any queries about this letter, please contact us quoting the reference number above.

Yours sincerely,

DWP Central Freedom of Information Team  
Department for Work and Pensions

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#### **Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-request@dw.gov.uk](mailto:freedom-of-information-request@dw.gov.uk) or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Website: [ICO FOI and EIR complaints](#) or telephone 0303 123 1113.