

Customer and Local Services

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Standard Operating Procedure

Procedure Owner: Head of Hub
Date: October 2024

Procedure for changing an individual's gender on Nessie/ Populus

1. Purpose

The purpose of this procedure is to make the process for an individual changing their gender with CLS easier. This process enables the individual to have more choice of what document(s) they provide us to change their gender on the CLS database (Nessie/ Populus).

2. Scope

This procedure is only to be used:

- I. When an individual has contacted CLS to request their gender be changed on our database.

3. Responsibilities

- a) Only the Service Hub is responsible for completing this process and changing an individual's gender on Nessie/ Populus.
- b) We will ask the individual if they would like us to inform other specific Departments within Government of Jersey, for example Health and Community Services and Revenue Jersey. This should be done in a timely fashion to ensure that the change on government systems is done as soon as possible as part of 'Tell Us Once' (TUO).

4. Overview

This new procedure is to explain what evidence/ documents CLS will accept to change an individual's gender in Nessie/ Populus.

When an individual has changed their gender, they must provide evidence to obtain new identification documents such as a passport. The purpose of this procedure is to outline what evidence will be accepted by CLS to change an individual's gender on the CLS database.

The Service Hub will be required to ask the individual to provide one of the following sources of evidence before updating their gender on Nessie/ Populus (we can accept either a clear copy or the original):

- Gender Recognition Certificate (“GRC”).
- New birth or adoption certificate showing the individual’s acquired gender.
- New passport showing the individual’s acquired gender.
- A letter from a medical professional such as the individual’s GP or specialist consultant (the professional must be registered and licenced to practice in the UK, including Jersey)

To be able to accept a letter as evidence, we would require it to confirm that: -

- the professional knows the individual enough to make a diagnosis.
- in their professional opinion the change is likely to be permanent.
- the individual uses the name and gender specified for all purposes.

The applicant would also need to provide evidence to show that they are using that identity for all purposes (for example utility bills, bank statements, pay slips or other photo ID).

If the individual submits a letter from their GP or specialist consultant regarding a change of gender, and has also changed their name, they will need to provide separate legal evidence of their change of name, e.g. Deed Poll certificate.

The Service Hub should check if the individual has any Election on record that may be affected by the change of gender, e.g. Married Woman’s Election and inform the relevant team so that the individual can be contacted and made aware of any impact.

A check to establish if an individual has an election can be done by clicking on the blue man on Nessie, locating the correct person record and clicking on the ‘Elections’ tab.

The Service Hub will then ask the Customer if they would like CLS to inform other Government of Jersey departments, specifically Health and Community Services and Revenue Jersey.

The Service Hub will then contact these specific Government of Jersey departments by email to notify them of the change. Those Departments may subsequently make direct contact with the individual, if necessary, as part of the process of updating their respective databases.

All steps of the process should be recorded as Notes in the relevant Registered Individual record on Nessie, and the supporting documents should also be saved on Nessie.

Timescale

Any request from an individual who has provided one of the above documents to evidence a change of gender to update CLS records should be processed within 2 working days.

Procedure

1. Individual contacts CLS Service Hub by telephone or email or in person to say that they wish to update their gender on CLS database (Nessie/ Populus).

One of the below documents are required before we can update the database;

- a. Gender Recognition Certificate (“GRC”).
- b. New birth or adoption certificate showing the individual’s acquired gender.

- c. New passport showing the individual's acquired gender.
- d. A letter from a medical professional such as the individual's GP or specialist consultant (the professional must be registered and licenced to practice in the UK, including Jersey)

To be able to accept a letter as evidence, we would require it to confirm that: -

- the professional knows the individual enough to make a diagnosis.
- in their professional opinion the change is likely to be permanent.
- the individual uses the name and gender specified for all purposes.

The individual would also need to provide evidence to show that they are using that identity for all purposes (for example utility bills, bank statements, pay slips or other photo ID).

If the individual submits a letter from their GP or specialist consultant regarding a change of gender, and has also changed their name, in addition they will need to provide legal evidence of their change of name, e.g. Deed Poll certificate.

A list of the required documents can be found the Gov.je website:

<https://www.gov.je/pages/updatecontactdetails.aspx>

It's important for CLS to correctly identify the individual.

- 1) Service Hub locates relevant Registered Individual record in Nessie
- 2) Service Hub to add a note and attach supporting documents to the individual's record in Nessie.