



# TLP Data Practice Guidelines

Supplementary Slides V.1 - September 2024

J Blackledge, M Wilkie



Please note that text highlighted in these model questions indicates our guidance notes for you, and should not be directly used when formulating your questions.



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# Location

## ***What is the first half of your postcode?***

Please enter 'prefer not to say' if you do not wish to respond.

*If you do not have a fixed or permanent address, please give the first half of a postcode of a trusted family or friend with whom you may sometimes reside, or an address (e.g. a community centre) where you receive physical correspondence such as doctor's letters. This information is collected in order to help us meet our funding requirements and will not be used to identify your place of residence.*

Your answer

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If service users do not have stable housing or a permanent address, they can be encouraged to give an address of a trusted family member or friend with whom they might sometimes reside. Alternatively, they could provide an address where they receive their official correspondence. There should be accompanying guidance to inform the user what to do if they do not have stable housing or a permanent address.



# Name

Legal name should only be asked for in extenuating circumstances where the data is truly necessary - for example, an individual needs to have their identity verified to ensure the safety of other service users.

**Please fill this in with the name you would like for us to refer to you by - this does not to be your legal name and you can change it at a later date if you would like.**

*We need to gather this information in order to [include guidance here from your organisation as to why this data is needed, eg GP registration details or other services used]. We will not use this name to address you or in correspondence with you unless you tell us to.*

Your answer \_\_\_\_\_

**(Where required) What is your legal first name?**

Your answer \_\_\_\_\_

**(Where required) What is your legal last name?**

Your answer \_\_\_\_\_



# Pronouns

In situations where a short answer question may not be practical, use checkboxes which allow for multiple selections, and include a free-text box afterwards to allow the service user to self-describe.

(Short Answer - Recommended) **What are your pronouns?**

Please share the pronouns you wish us to use for you. Please type 'prefer not to say' if you do not wish to respond.

Your answer \_\_\_\_\_

(Multi-choice list) **What are your pronouns?**

Please tick as many that apply.

- he/him
- she/her
- they/them
- I would like to self-describe my pronouns
- Prefer not to say

## Pronouns Write-in

This is a question that should be triggered when the user indicates they would like to self-describe their pronouns. This can be achieved by using a survey platform that uses conditional forms/skip logic.

You have indicated that you would like to self-describe your pronouns. Please give further details here.

Your answer \_\_\_\_\_




# Age

*(Option 1 - Calendar Picker)* **What is your date of birth?**

This information is required to ensure we can provide appropriate services to you.

Date

dd/mm/yyyy 

**What is your age?** Please type 'prefer not to say' if you do not wish to respond.

Your answer \_\_\_\_\_

In situations where it is necessary to know the user's birth date, provide a calendar picker to avoid errors in data entry and to flag when a service user may be eligible (or no longer eligible) for an age-dependent service. Although this method has its advantages (such as records automatically updating their age); you must carefully consider whether asking their birth date is necessary, due to it making the service user more identifiable.

You may wish to include a note saying "Please write 'Prefer not to say' if you do not wish to respond" if this information is optional for your data collection purposes.



# Gender, Sexual Orientation, and Faith, Religion, or Belief

Recommendations for Gender, Sexual Orientation and Faith, Religion or Belief are broadly similar, so they have been consolidated onto one slide here. An example for the multiple-choice version can be found on the following slide.

(Short Answer - Recommended) **What is your gender?** This does not need to be your 'legal gender', but who you are, e.g' *non-binary woman, agender, man etc.*

Please type 'prefer not to say' if you do not wish to respond.

Your answer \_\_\_\_\_

(Short Answer - Recommended) **What is your sexual orientation?** E.g. *gay, pansexual, heterosexual.*

Please type 'prefer not to say' if you do not wish to respond.

Your answer \_\_\_\_\_

(Short Answer - Recommended) **What is your faith, religion, or belief?** E.g. *Islam, Judaism, no religion.*

Please type 'prefer not to say' if you do not wish to respond.

Your answer \_\_\_\_\_



# Gender, Sexual Orientation, and Faith, Religion, or Belief

We have left generic options here as they will vary depending on the characteristic being asked about. Ensure the self-describe option triggers a free-text box for the user. See the main Data Practice Guidelines for further guidance on choosing options for a multi-choice list.

(Multi-choice list) *Which of the following best describes your [characteristic] (tick as many options as apply)?*

- Option 1
- Option 2
- Option 3
- I would like to self-describe
- Prefer not to answer

## Gender/Sexual Orientation/Faith, Religion or Belief Write-In

This is a question that should be triggered when the user indicates they would like to self-describe one of the above characteristics. This can be achieved by using a survey platform that uses conditional forms/skip logic.

You have indicated that you would like to self-describe your [characteristic]. Please give further details here.

Your answer

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# Trans Status

We recommend this wording as it allows for the experiences of gender diverse individuals who may not identify with the word 'trans', and is also more inclusive of international communities.

The screenshot shows a Google Form titled "Trans Status" with the question "Is your gender different to the sex you were registered at birth?". A dropdown menu is open, showing the following options: "Choose", "Yes", "No", "Unsure", and "Prefer not to say". The form also includes a "Clear form" button and a footer with the Google Forms logo and a "Report Abuse" link.



# Intersex Status

As intersex/VSC status is something which is less commonly raised and recognised during demographic collection it is recommend that you include an explainer of the subject within questions asked. For more details and signposting information, please see the Data Practice Guidelines.

## Intersex status/VSC status

*Some people are registered as male or female at birth, but are born with physical differences in sex anatomy, reproductive organs, chromosomes, and/or hormone function that do not fit typical expectations. These differences can be known as variations in sex characteristics, differences in sex development, intersex traits, or sometimes by specific medical terms (like Congenital Adrenal Hyperplasia or Androgen Insensitivity Syndrome).*

**Were you born with any of these physical differences?**

- Yes
- No
- Unsure
- Prefer not to answer



# Disability

Include explainer text when asking about disability that illustrates your organisation's approach towards disability. We recommend an approach informed by the social model of disability. More information can be found [on page 1 and 2 of this document](#).

Be sure to clarify why you are asking about neurodiversity separately, emphasising that this approach allows for a wider range of lived experience.

## Disability

Our definition of chronic illness and disability is informed by the social model of disability. This means it is not the condition or divergence that 'disables' but the ways in which society fails to accommodate differences and facilitate equal access and participation.

### **Do you consider yourself to have any disabilities or long-term health conditions?**

*If you are neurodivergent, we will be asking about this status in another question. We are aware that some individuals may consider their neurodivergence to be disabling, while others may not. Please answer these questions in the way that best reflects your own experience.*

*Access requirements will also be asked about separately.*

Choose 

Indicate that access requirements will be asked about later on, as these two areas should not be conflated.



# Disability

Create a conditional write-in to provide an opportunity for service users to provide more information. Use language which emphasises that disclosure of further information is entirely up to the service user.

## Disability Write-in

This is a question that should be triggered when the user indicates they have a disability or long-term health condition, or that they are unsure. This can be achieved by using a survey platform that uses conditional forms/skip logic.

You have indicated that you consider yourself to have a disability or long-term health condition, or that you are unsure. Please add any further information you would like to share.

Your answer

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# Neurodiversity

Remember to use the term 'neurodivergent' rather than 'neurodiverse', as neurodiverse describes a group of individuals with different neurotypes rather than an individual.

The screenshot shows a Google Form titled "Neurodiversity". The question is "Do you consider yourself to be neurodivergent?". A dropdown menu is open, showing the following options: "Choose", "Yes", "No", "Unsure", and "Prefer not to answer". The form also includes a "Clear form" button and a footer that says "Google Forms".



# Neurodiversity

Create a conditional write-in to provide an opportunity for service users to provide more information. As with the disability question, use language which emphasises that disclosure of further information is entirely up to the service user.

## Neurodiversity Write-In

This is a question that should be triggered when the user indicates they are neurodivergent, or that they are unsure. This can be achieved by using a survey platform that uses conditional forms/skip logic.

You have indicated that you consider yourself to be neurodivergent, or that you are unsure. Please add any further information you would like to share.

Your answer

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# Accessibility

Frame this question in a way that centres availability of support, rather than using terms like “accomodation” or “access needs”. Include an note which allows you to set reasonable expectations.

We have included both a long answer version and a multiple choice with conditional write-in answer. Choose whichever best suits organisational need.

**Do you have any access requirements to enable you to engage more fully with our services or any medical conditions that we should be aware of to help keep you safe? (e.g. session plans, dietary requirements, additional languages, mobility or signing facilities, or closed captions in video calling.. We may not be able to facilitate all but will discuss this with you.)**

*(e.g. session plans, dietary requirements, additional languages, mobility or signing facilities, or closed captions in video calling. We may not be able to facilitate all but will discuss this with you.)*

Your answer

**Do you have any access requirements to enable you to engage more fully with our services or any medical conditions that we should be aware of to help keep you safe? (e.g. session plans, dietary requirements, additional languages, mobility or signing facilities, or closed captions in video calling.. We may not be able to facilitate all but will discuss this with you.)**

*(e.g. session plans, dietary requirements, additional languages, mobility or signing facilities, or closed captions in video calling. We may not be able to facilitate all but will discuss this with you.)*

- Yes
- No
- Unsure



# Racialisation and/or Ethnicity

It is recommended to include this explainer note where practical. It provides transparency to service users whilst acknowledging the shortcomings involved in the methodology. Contact information can also be provided here if desired to provide additional means for service users to feel heard and acknowledged.

(Short Answer - Recommended)

**How would you describe your ethnicity or racial background?**

*Ethnicity and racial background relate to a sense of identity/belonging on the basis of race and/or culture, not necessarily your place of birth or citizenship.*

Your answer \_\_\_\_\_

(Multi-choice checklist--see guidance notes on choosing options for this question)

**How would you best describe your ethnicity or racial background? (please select all that apply)**

*Choices for these questions are based on categories required by funding and Government bodies. These choices also allow us to compare our data with larger datasets. However, we understand there are deep flaws in this approach and that people do not fit easily into these boxes. If these boxes do not describe you, please use the free text response.*

- Arab or Arab British
- Asian or Asian British
- Black, Black British, Caribbean or African
- Mixed or multiple ethnic groups
- White
- In another way (specify, if you wish)
- Prefer not to say

Include a free-text box for service users to provide additional information, using language which emphasises that it is optional to do so.

Please give further details about your racial or ethnic background here, if you wish.

Your answer \_\_\_\_\_



# Additional Information

Include a question at the end which allows the user to further self-describe, or to offer any additional information they wish. This allows the user to feel heard. Information from this box may also help you improve your data collection tools, signpost users, or discover emergent issues in your service user base.

## Additional Information

Include a free text box at the end for users to give any further information they wish to disclose that they may not have had the opportunity to elsewhere.

**If any questions did not have an answer that applies to you, please use this question to self-describe. You can also add anything else you want us to know in this box if you wish.**

Your answer

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