



Diversity Survey 2018

Results of a survey of LSB executive and non-executive colleagues

LSB Diversity survey – results September 2018

Summary

1. In September 2018, we carried out an anonymous and voluntary diversity survey of our non-executive Board members, Consumer Panel members and executive colleagues. We normally carry this exercise out every two years but decided to do it again in 2018 as we had a lot of new members of staff join the LSB.
2. We compared the results of this survey to the previous survey completed in 2017. In presenting the results, we do not include industry or sector comparators; or general or economically active comparators because we do not think such comparators are directly applicable to very small organisations. For us, one person in any category represents a 2% shift and as we break the organisation down into levels of seniority, one person can shift results by as much as 20%.

Why we conducted the survey

3. Our CEO explained the reasons for the survey on its launch:

“We will use this information to help us consider if we live up to our aspiration of being an organisation that values difference and harnesses talent from a wide range of backgrounds and groups. We are small, so it may be difficult to draw any firm patterns from the data we collect, but we can build up an understanding of our overall diversity.

We will use the data:

- *To understand our diversity profile in aggregate/by level (although we would only publish at the aggregate level) so as to understand whether we need to be doing more to influence our diversity profile in general or at particular levels*
- *At a very practical level, to understand, for example, the facilities we need to provide for colleagues and any risks they may be exposed to that we may need to be alert to*
- *To make sure we are as inclusive as possible to the characteristics colleagues have and to be alert to areas where we need may to educate ourselves*

This focus on our own diversity is absolutely in line with our efforts to tackle diversity in the professions and it is important that we are seen to practice what we preach. This is something that the Board are passionately committed to.”

Equality and Diversity ‘Snapshot’ August 2018

We also carried out an exercise to find out everything we are doing currently internally in the LSB on Equality and Diversity. The attached table shows what we are doing and what we aim to do in the coming year.

August 2018 – Snapshot of where we are:
Every two years we carry out a Diversity survey that covers all the characteristics except pregnancy and maternity and marriage and civil partnership.
We have a Board lead for equality and diversity and we consider this best practice.

We publish our diversity survey on our website with our action plan. We also have a standing item of equality and diversity at our colleague forum each month.

We review our diversity survey questions before we launch the survey and amend the questions if necessary. This year we will put in a free text box to ask if there are questions that respondents felt uncomfortable with.

We implement an action plan from the results of our survey, and report on this.

We are active members of the UK Regulators' Network (UKRN) and we share best practices such as gender pay reporting.

We are an active member of PRIDE.

We support the London Legal Support Trust including its annual walk, legal quiz and cake sales to raise money for vulnerable consumers of law.

We are aiming to broaden the way we recruit by engaging with organisations that focus on diverse groups.

We are participating in a programme called 'Mental Health Allies' run by the Ministry of Justice and its arm's length bodies. The scheme aims to raise awareness of mental health issues and trained colleagues who staff can speak to.

We are working with an organisation called 'Inspire' which provides summer placements for students in secondary schools and for our staff to do careers talks in schools to enable children from less privileged backgrounds to consider careers in the legal sector.

We have amended our recruitment procedure to encourage diversity in the workplace. We also shortlist without personal details (i.e. anonymously).

The data

4. The diversity monitoring data was collected by way of an anonymous survey between 3 September and 14 September 2018. As well as all non-executive Board and Panel members in post, the survey was sent to all colleagues employed by the LSB during that period, including those who were absent from work during this period for reasons such as maternity or sickness absence.

Response figures

Role	Respondents	Population	%age response
Board/Panel Member	13	17	76%
LSB/LSCP executive colleagues	27	31	87%
Director/Head of	5	6	83%
Principal/Manager/Adviser	9	10	90%
Associate/Analyst/Admin	13	15	87%
Total	40	48	83%

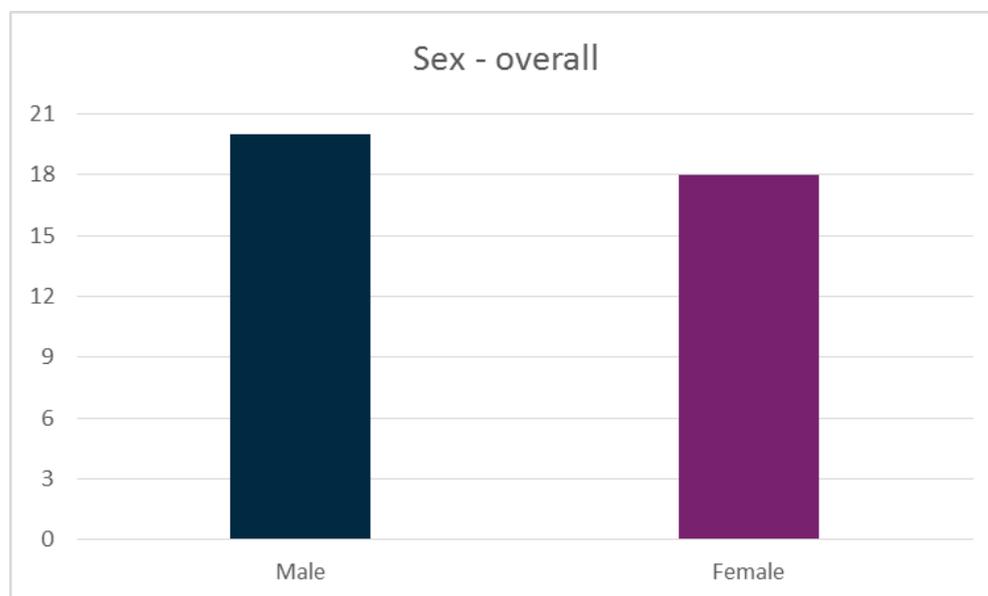
Note: There were two respondents in the 'executives' group who skipped a number of questions. These respondents have been counted in the overall figures, however they are excluded when computing the

percentages for the questions that were skipped. As the option of prefer not to say was given in all questions, skipping a question is not treated as prefer not to say.

Sex and gender identity

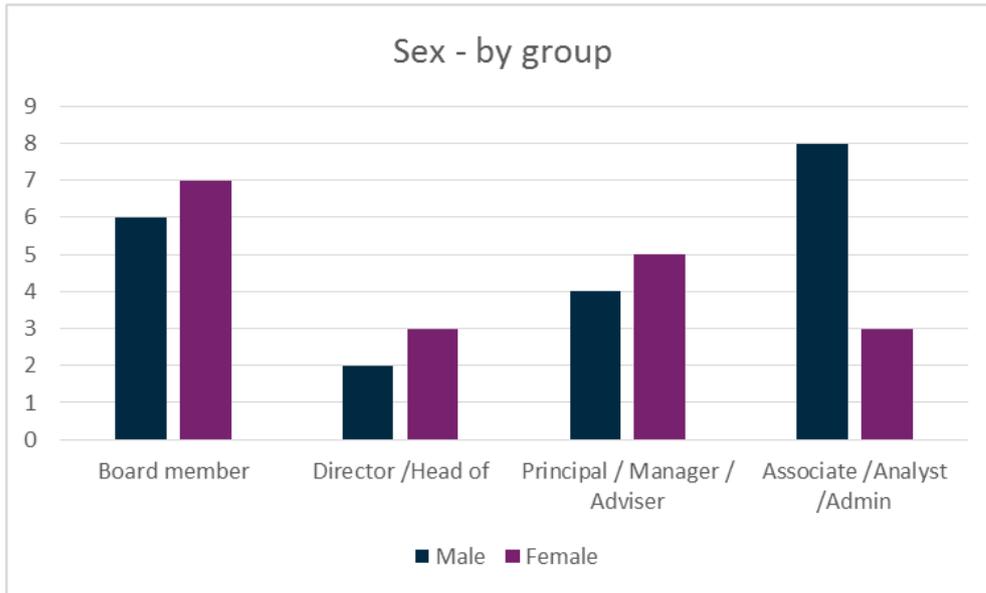
Of the 40 people who responded to the survey, 18 identified as female and 20 identified as male. This year there are 9 less females compared to 2017. This is the only difference within the gender distribution which is close to being statistically significant in comparison with 2017 figures.¹

In 2018 14 executives identified as female and 11 as male.² For Board and Panel members, 7 identified as female and 6 as male.



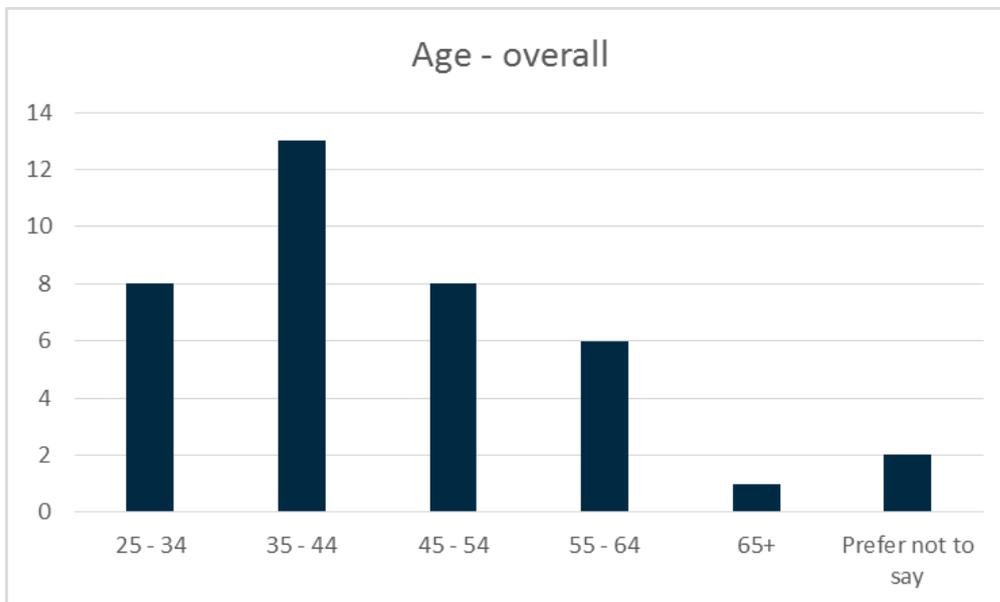
¹ In principle, a statistically significant difference is a result that's not attributed to chance. Sometimes we observe differences in the proportions between two groups, if the differences are not statistically significant this means that in reality these differences are not real shifts, therefore they are not reliable.

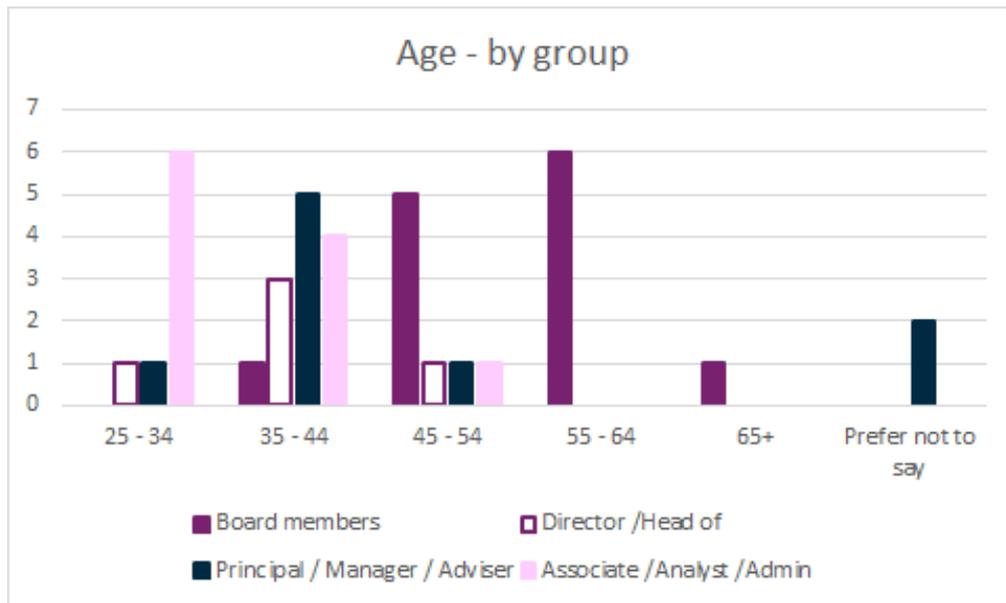
² We had 27 executives in the survey, but 2 of them are excluded because answered the question about their role only (although we take them into account in the overall figures, since they have to be considered respondents who skipped every questions except very few).



Age

Across all respondents to the survey, ages ranged from 25-34 to 65+. No one from executive colleagues reported being in an age range above 55. Among the board members group, seven reported being aged over 55. Within the executive group, eight were aged between 25 and 34, 12 between 35 and 44, and three between 45 and 54.



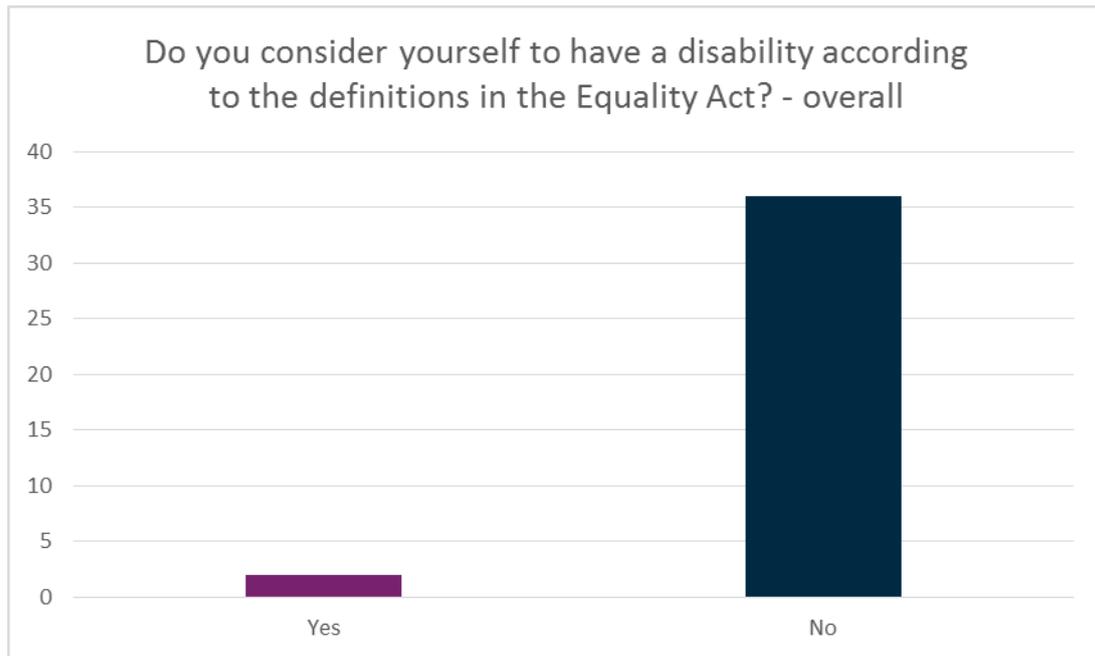


Disability

Two executive colleagues reported having a disability according to the definition in the Equality Act 2010.

One colleague reported that day to day activities are limited a little because of a health problem or disability which has lasted or is expected to last at least 12 months.

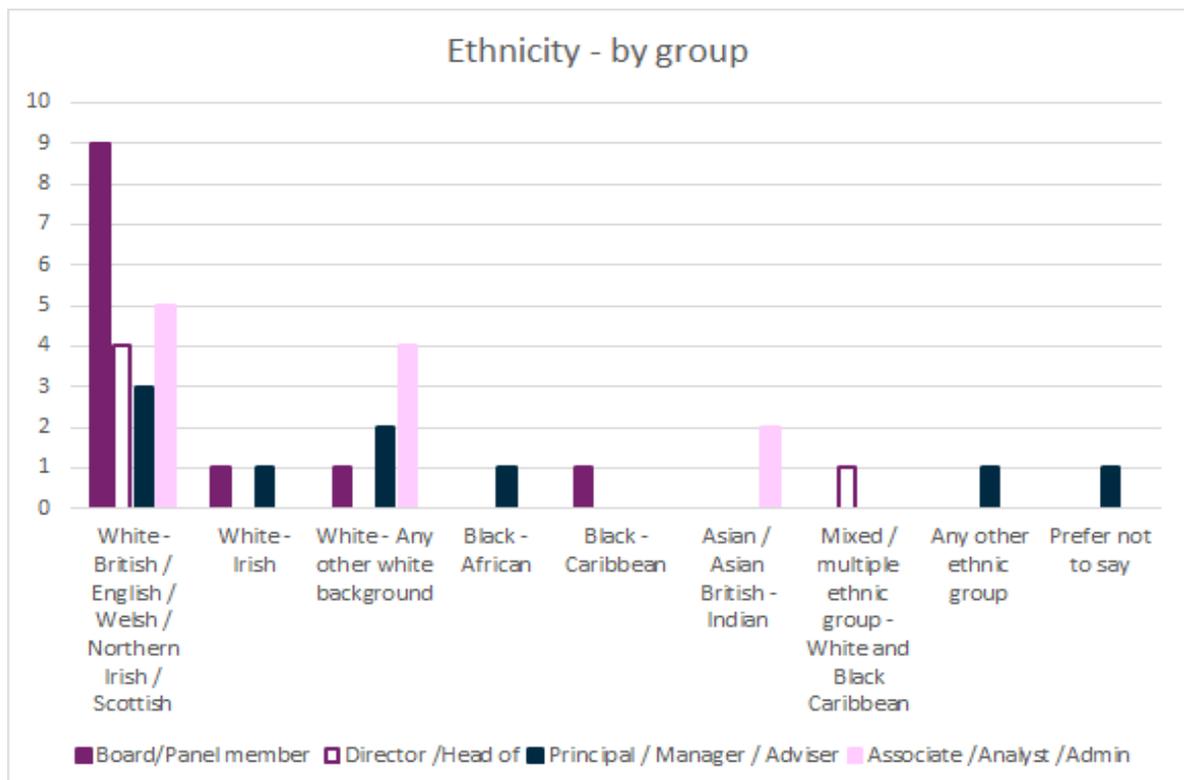
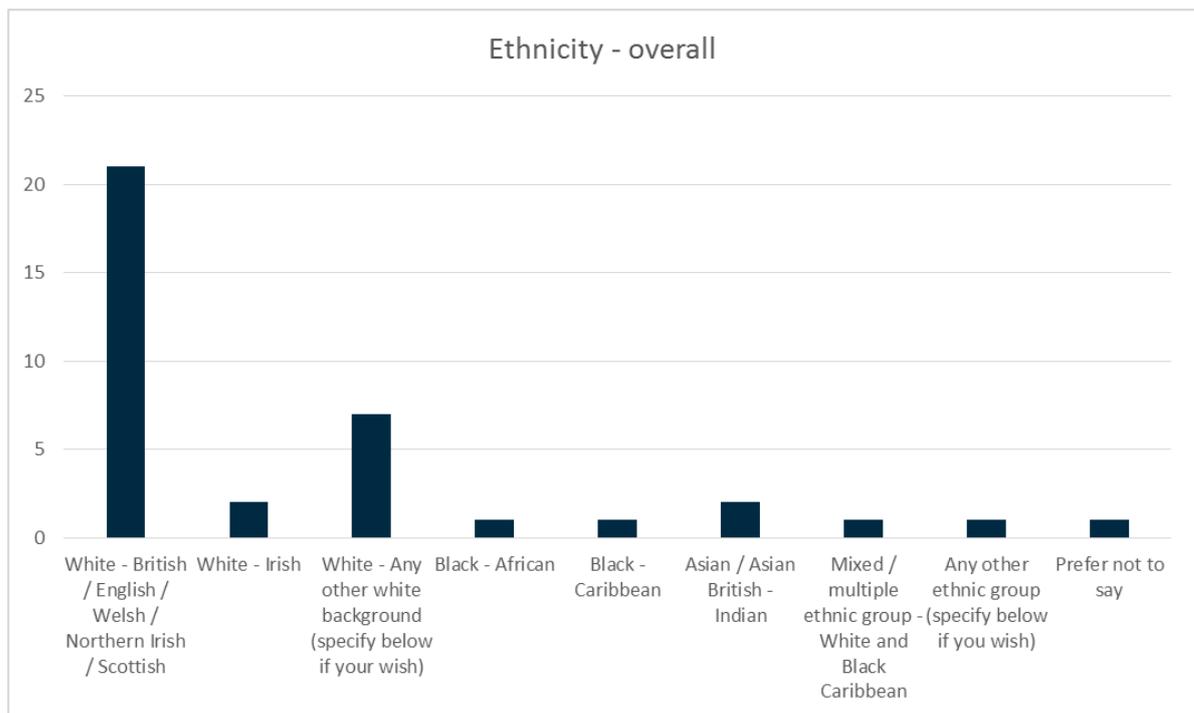
Another colleague reported that day to day activities are limited a lot because of a health problem or disability.



Ethnicity

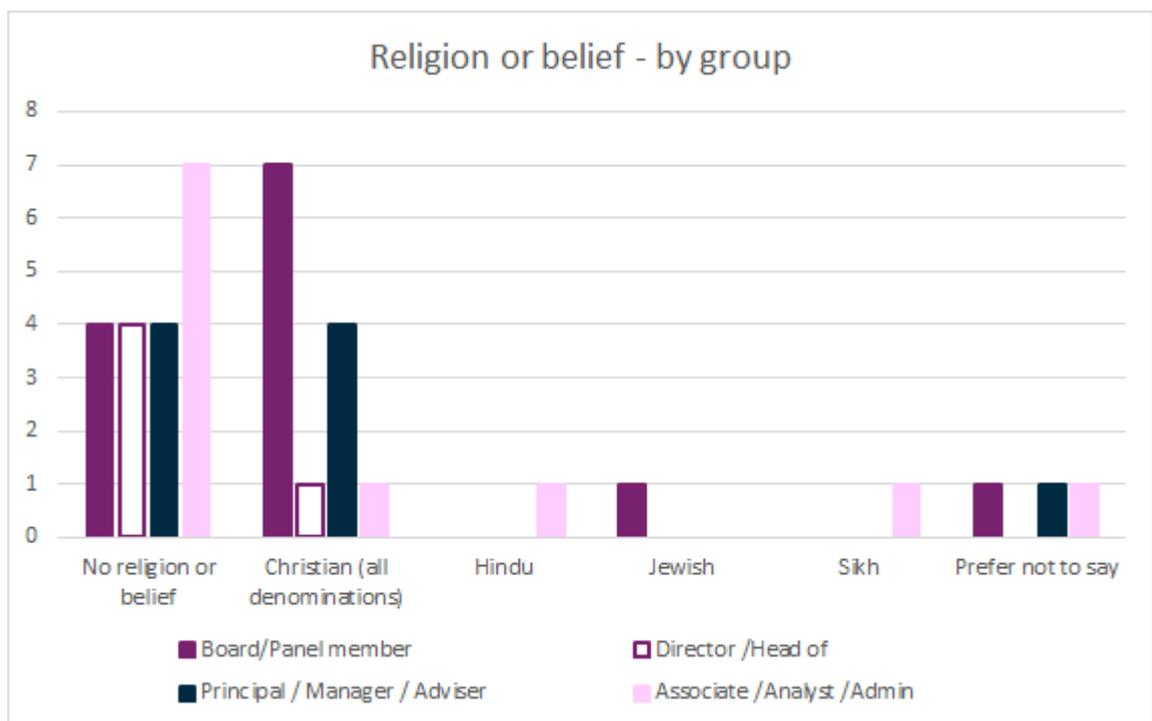
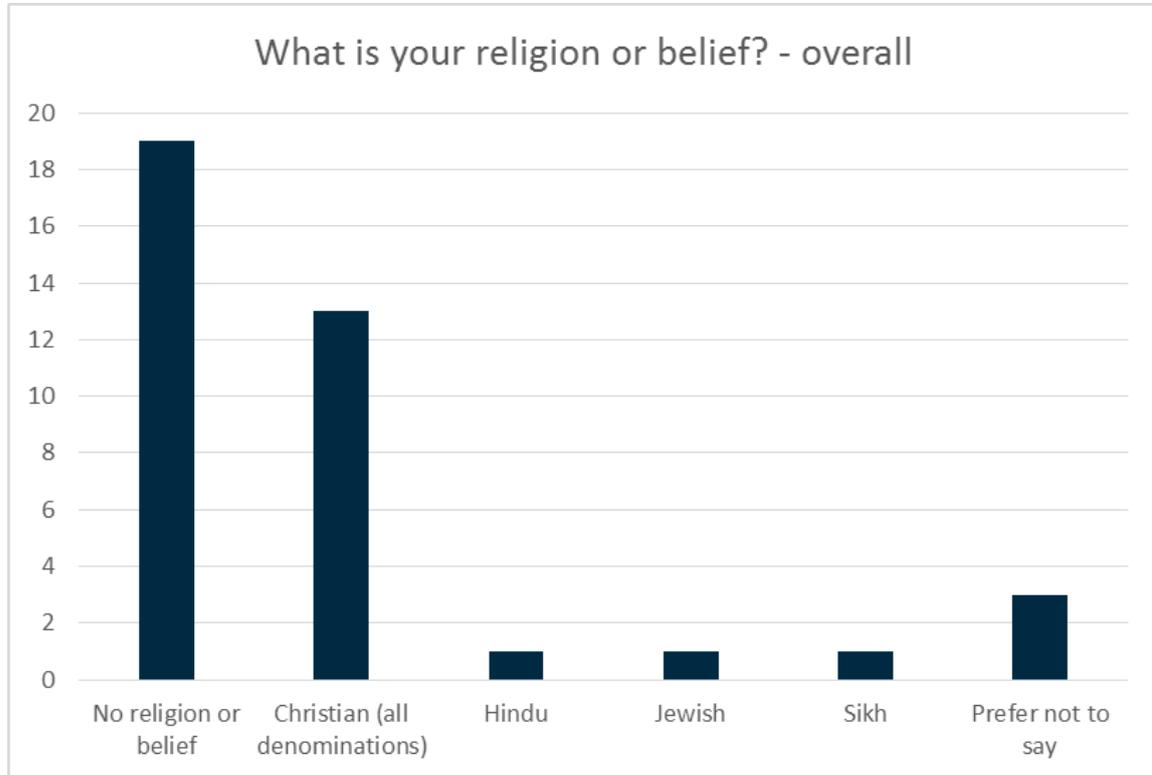
30 respondents to the survey are from a white background. Six respondents are from a black, Asian and Minority Ethnic (BAME) background. This compares to 34 from a white background and five from a black in 2017.

Among the executive respondents, 19 are from a white background and five are from a BAME background.



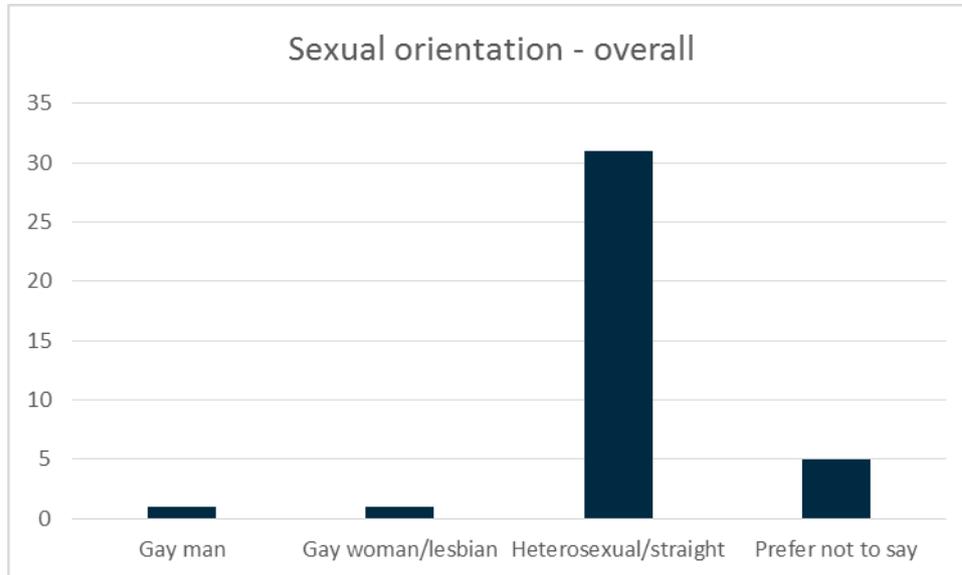
Religion or belief

19 respondents reported holding no religion or belief, same as in 2017. 16 respondents reported holding a religion or belief and the answers show that at least four religions or beliefs are represented within LSB, with the largest group being Christians (13 respondents). 15 of executives reported to have no religion or belief.



Sexual orientation

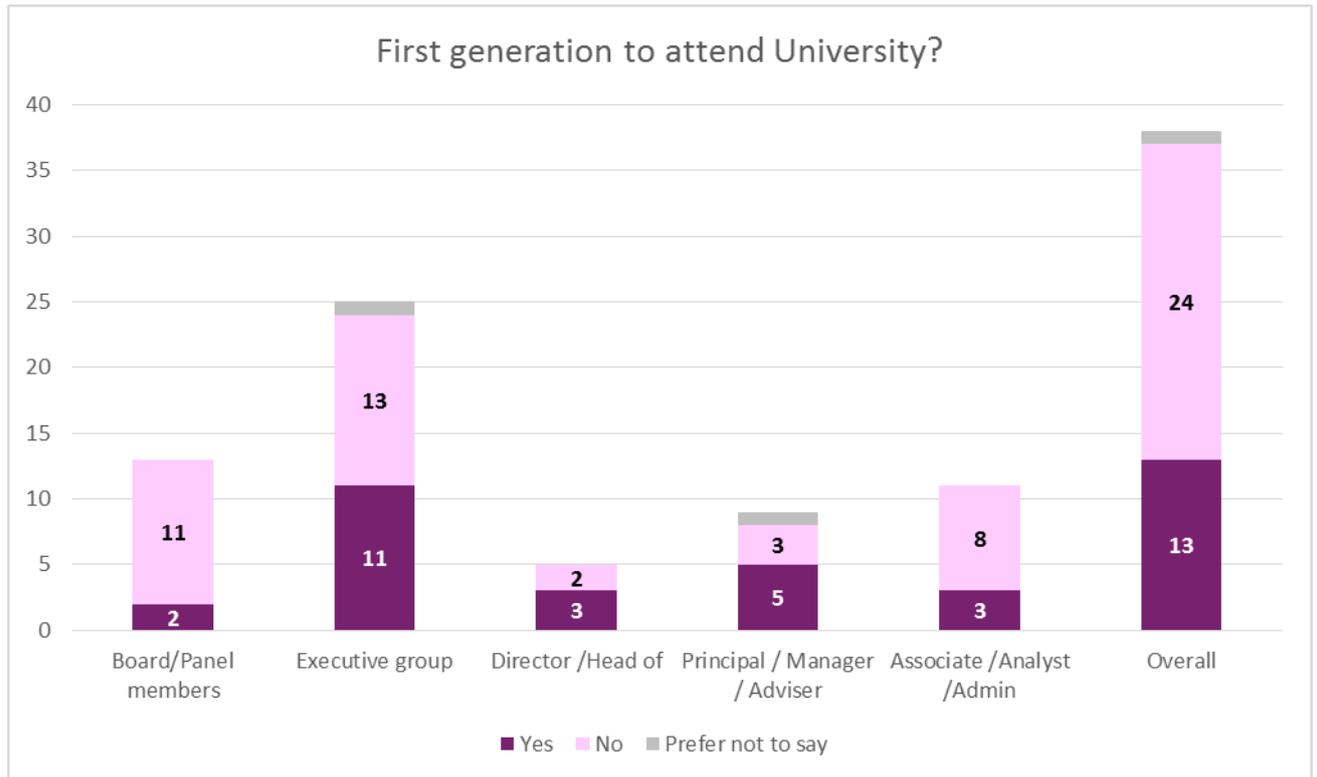
31 respondents to the survey reported as heterosexual/straight. In comparison to 2017, where 39 of respondents were heterosexual/straight, this is a statistically significant reduction in the proportion of heterosexual/straight colleagues.



Social mobility

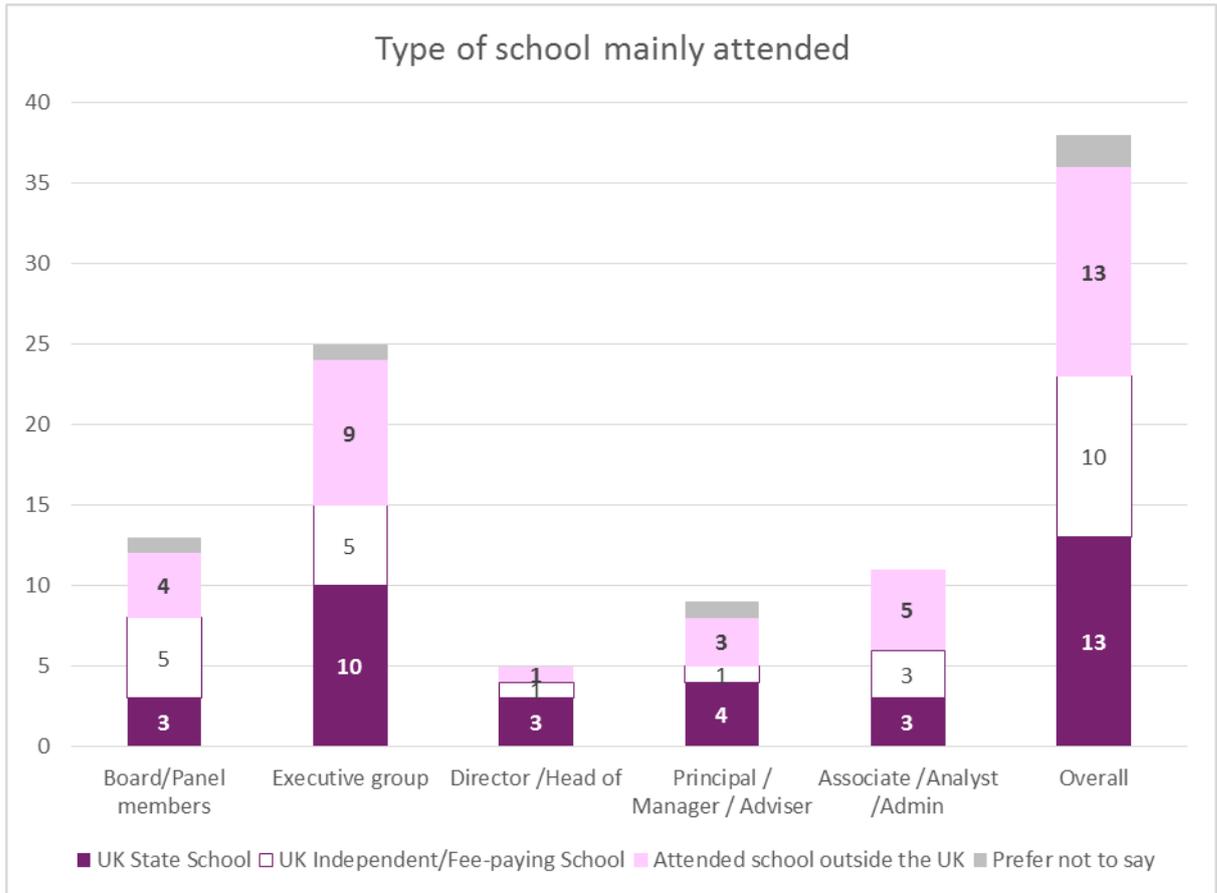
This was looked at through two questions – being the first generation to go to University, and whether respondents attended a fee paying school.

13 respondents to the survey reported being in the first generation of their family to go to University, this is down from 23 respondents in last year’s survey. This is a statistically significant reduction. This was highest among the Director and Head of group, and lowest among the Board/Panel member group.



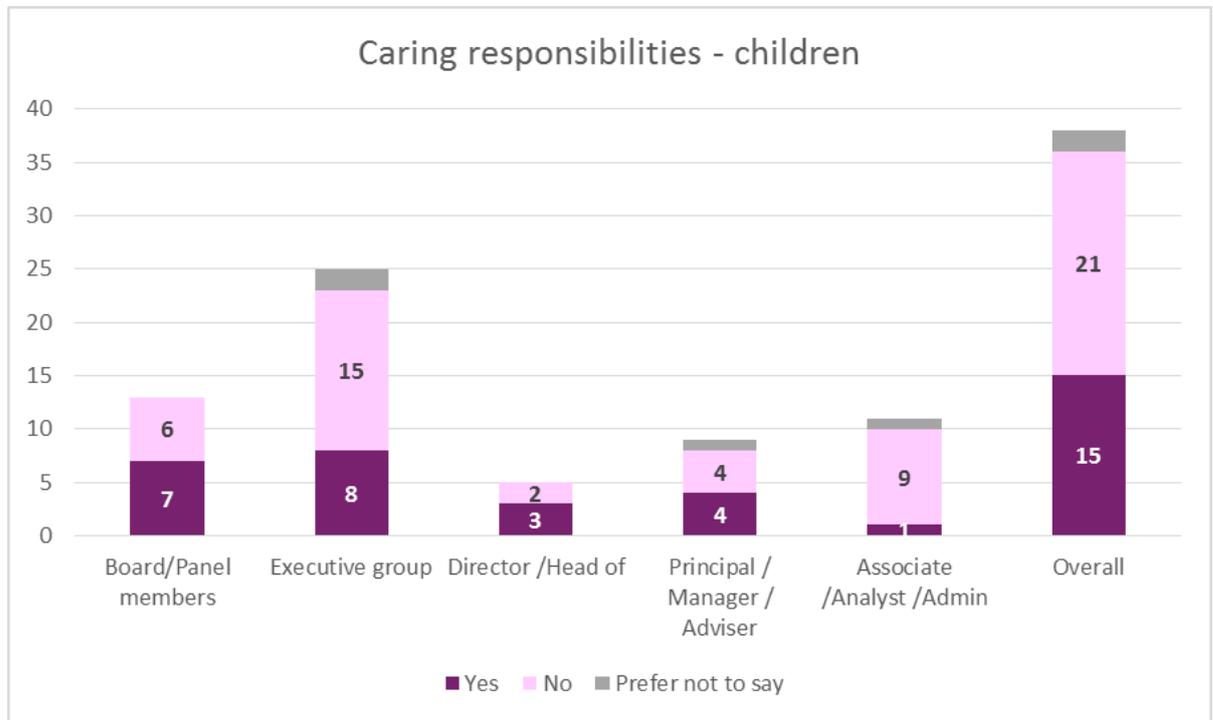
13 respondents to the survey reported mainly attending a UK State School, with a further 13 mainly attending school outside the UK. For attending UK State School the figure in 2017 was 21.

Mainly attending a UK State School was highest among the Director and Head of group, and lowest among the Board/Panel member group. Attendance at a fee paying school was highest among the Board/Panel member group and lowest among the Principal/Manager/Adviser group.

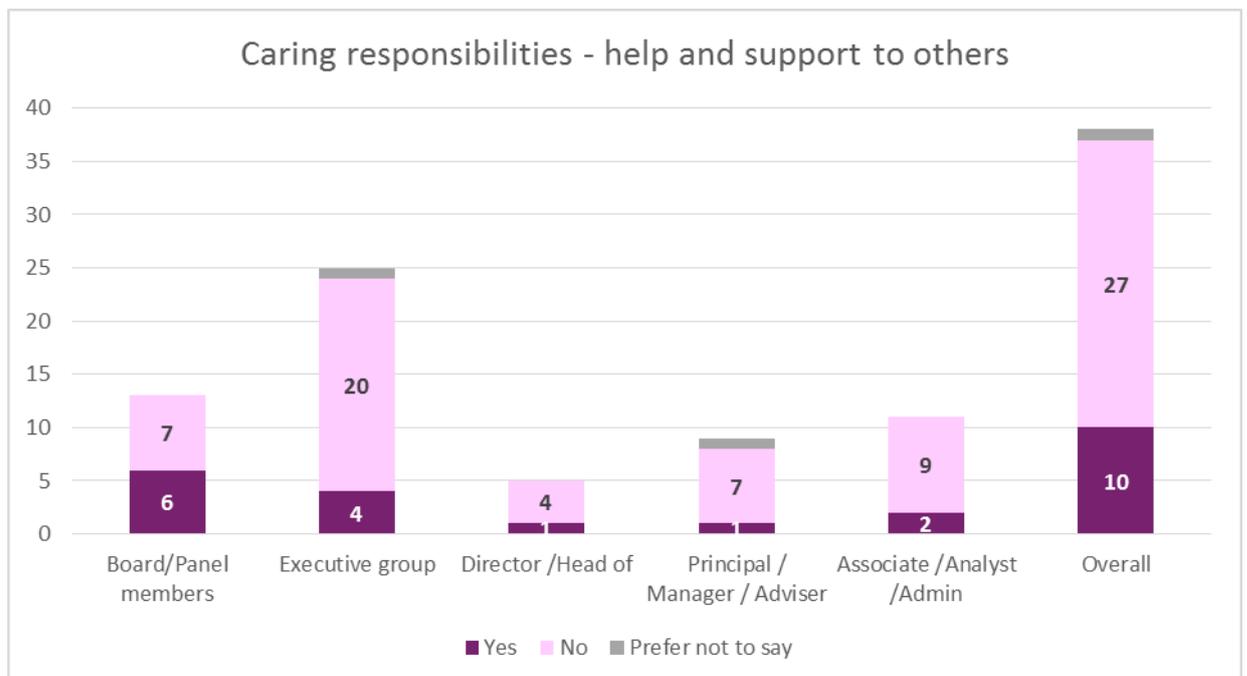


Caring responsibilities

Eight LSB executive colleagues who responded to the survey are primary carers for a child or children under 18, including four of the Manager/Advisor group.



Ten colleagues also provide help and support to others because of either long-term physical or mental ill-health / disability or problems related to old age.



Key findings and points to consider

Point of note	Commentary / response	Action
<p>Response rate:</p> <p>40 out of 49 (total)</p> <p>13 out of 17 (non-exec including consumer panel)</p> <p>27 out of 31 (colleagues)</p>	<p>Overall, the response rate was good. However, we still need to increase our response rate from Board and CP members. The executive response rate has also dropped compared to 2017 so we need to improve these response rates in 2020.</p>	<p>Emphasise case for completion when survey repeated.</p>
<p>We also ran a pulse survey for the executive. One of the questions was:</p> <p>‘Do you think the LSB is committed to equality and diversity?’</p>	<p>Our score this year was 88%, representing a 14% increase on last year’s figure of 74%. The Civil Service score is 74%.</p> <p>There was a small percentage in the Associate / Administrator group who neither agreed nor disagreed, or disagreed. The response for SLT and the Manager group was wholly positive.</p>	<p>We are pleased with our scores but have a plan to explore the Associate/Administrator scores and turn the neither agreed nor disagreed to positives.</p>
<p>Only a small number of respondents answered ‘prefer not to say’ to any question.</p>	<p>We take this as a sign of confidence in the survey methodology.</p>	<p>Encourage colleagues to be aware of religious sensitivities and in particular when organising events and when discussing issues within the office and externally.</p>
<p>In comparison with 2017, we are more evenly balanced between male and female colleagues.</p>	<p>We have improved the mix of males and female colleagues</p>	<p>We are now doing more in-house recruiting and we now have a selection process where personal details are removed before the shortlisting meetings. We will continue to advertise for candidates from diverse pools.</p>
<p>BAME representation remains low across the organisation as a whole.</p>		<p>We are now doing more in-house recruiting and we now have a selection</p>

		<p>process where personal details are removed before the shortlisting meetings. We will continue to advertise for candidates from diverse pools.</p> <p>We will review best practice advice on how to encourage applications from BAME candidates and implement what we can.</p> <p>We will review training requirements for hiring managers.</p>
The organisation has very few individuals within it reporting a disability.		<p>We are now doing more in-house recruiting and we now have a selection process where personal details are removed before the shortlisting meetings. We will continue to advertise for candidates from diverse pools.</p> <p>We will review best practice advice on how to encourage applications from people with a disability and implement what we can.</p> <p>We will review training requirements for hiring managers.</p>
LSB colleagues are with just two exceptions heterosexual.	Although it is difficult to benchmark, this figure seems low for an organisation based in central London.	No immediate action required.

<p>We have a number of colleagues and non-executives with primary carer responsibilities.</p>	<p>This may reflect our positive approach to flexible working which facilitates caring responsibilities. As such, we may be attractive as an employer for these colleagues. As the workforce increases the number of flexible patterns, we must take care not to inadvertently require more of non-carers or those who prefer a traditional working pattern.</p>	<p>No immediate action required.</p>
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