



Diversity Survey 2020

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

LSB Diversity survey – September 2020

Summary

1. In September 2020, we carried out an anonymous and voluntary diversity survey of LSB executive and non-executive colleagues.
2. We compared the results of this survey to the last survey completed in 2018.
3. 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. Diversity within our organisation is also important to help to ensure that our policy and regulatory deliberations are diverse. We are small, so it is difficult to draw any firm patterns from the data we collect, but we can build up an understanding of our overall diversity.

How we will use the data

1. To understand our diversity profile in aggregate/by level (although we would only publish at the aggregate level) to know if we need to do more generally or at particular levels
2. At a very practical level, to understand the facilities colleagues need, or any risks they may be exposed to
3. To make sure we are as inclusive as possible to the characteristic's colleagues have and to be alert to areas where we need may to educate ourselves
4. This focus on our own diversity is in-line with our efforts to tackle diversity in the professions. This is something that the Board are completely committed to. Please see our website for more information about the work we are doing on diversity in the professions ([LSB equality and diversity](#)).

Diversity 'snapshot' August 2020

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

August 2020 – Snapshot of where we are:
<p>Every two years we carry out a Diversity survey (this report shares its results) that covers all the protected characteristics except pregnancy and maternity, and marriage and civil partnership.</p> <p>We have two Board member leads for equality and diversity and we consider this best practice on an ongoing basis.</p> <p>We publish our diversity survey on our website with our action plan [insert link]. We review our diversity survey questions before we launch the survey and amend the questions if necessary. This year we only asked colleagues to answer a question about gender identity and had a follow up question about whether they also identified as trans.</p> <p>We implement an action plan from the results of our survey, and report on this.</p> <p>Over the past two years we have doing many activities to increase our diversity and sense of inclusion. We have:</p>

4. Anonymised shortlisting – all CVs and covering letters are anonymised before hiring managers see them to shortlist.
5. We are aiming to broaden the way we recruit by engaging with organisations that focus on diverse groups.
6. We are an active member of PRIDE.
7. We are participating in a programme called ‘Mental Health Allies’ run by MoJ and ALBs. The scheme aims to raise awareness of mental health issues and trained colleagues who staff can speak to.
8. We have run a Myers Briggs event that highlighted differences in how we all make decisions, take in information, organise and get our energy. The strongest part of this was seeing the perspectives of colleagues who were in a minority in the way they take decisions.
9. We ran diversity training for all colleagues and the Board in 2019 and 2020.
10. We have a fantastic track record of flexible working for all colleagues and is constantly cited in exit interviews as one of the best things about working at the LSB (among other things).
11. We support the London Legal Support Trust including participating in its annual walk to raise money for vulnerable consumers of law.
12. We have developed a yearly diversity and inclusivity calendar. We have marked different events over the last two years such as:
 - International Women’s Day – we asked colleagues to bring in picture of women who inspired them.
 - Black History month – we had a speaker come to give a talk about Black history
 - Various mental health awareness sessions – we run ‘lunch and learn’ events highlighting mental health.
 - Talk from barristers at One Essex Court highlighting lived experience of being LBGT+ at the Bar and their work with FreeBar.

The data

6. The diversity monitoring data was collected through an anonymous survey in September 2020. As well as all 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. It achieved a 100% response rate.
7. One respondent mistakenly identified themselves as a Board member rather than as an associate/analyst admin team member, so there appear to be 11 responses from 10 Board members. For technical reasons, it was not possible to correct the data.
8. All the ‘prefer not to say’ responses were excluded and the total figures re-calculated. Because of the small overall base size, sometimes it is not possible to drill down results as we want to avoid the possibility of identifying a respondent. Unless stated, when

comparing 2020 to 2018 figures all differences are statistically significant¹. When applicable, figures were compared against the UK workforce and when possible against the population of London too².

Response figures

Role	Respondents	Population	% response
Board Member	11	10	100% ³
Member of the Consumer Panel	8	8	100%
Director / Head of	9	9	100%
Manager / Adviser	17	17	100%
Associate / Analyst / Admin	8	9	89% ³
Total	53	53	100%

Role	Respondents	Population	% response
Non-executive colleagues (Board member and Consumer Panel member)	19	18	100% ³
Executive colleagues (LSB staff and Consumer Panel secretariat)	34	35	97% ³

¹ Most of the differences were not statistically significant, given the low overall base size.

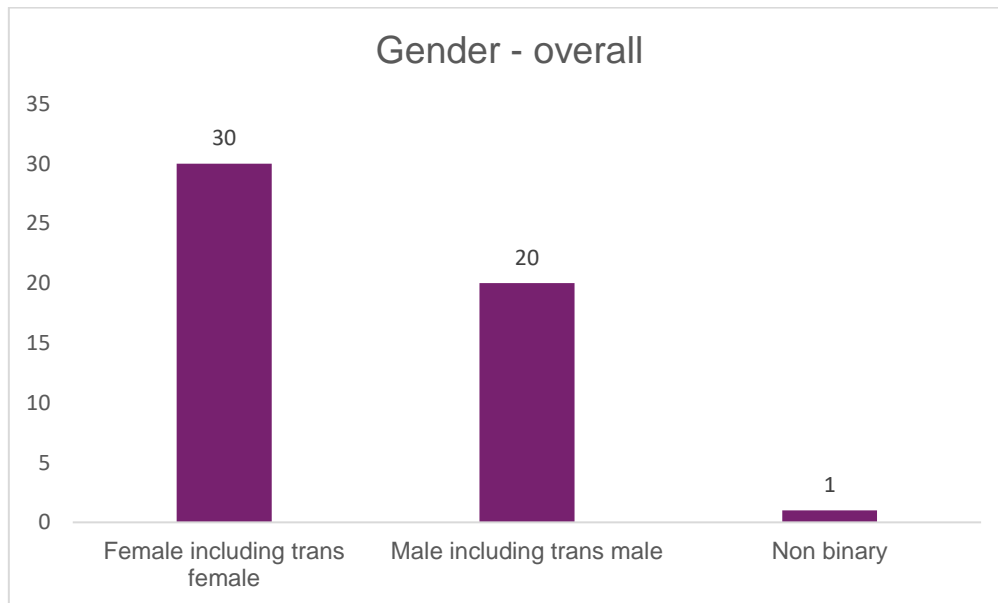
² All the comparisons were run against ONS data; references are always reported in footnotes. Comparisons for London were not always available.

³ One colleague from the associate/analyst/admin group mistakenly identified as a Board Member. For this reason, the Board Member total is one over and the associate/analyst/admin total is one under.

1. Gender identity

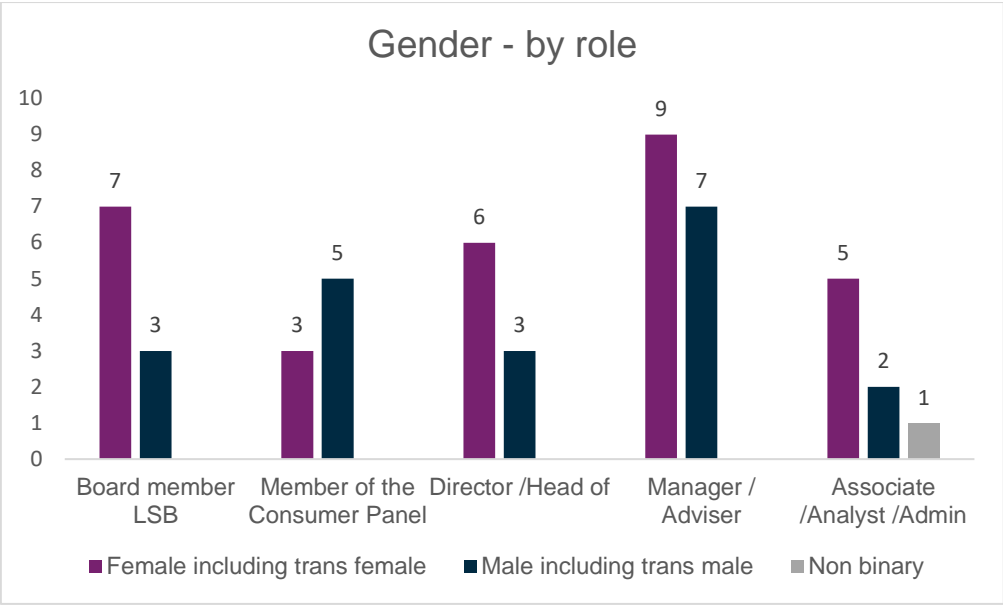
- 1.1 Of the 51 people who responded on gender identity, 30 identified as female⁴ (59% compared to 49% in 2018) and 20 as male⁵ (39% compared to 49% in 2018). When compared to the UK workforce, LSB had a higher proportion of women employed (59% compared to 47% in the UK workforce)
- 1.2 Among the LSB/LSCP executive group, 20 colleagues identified as female (61% compared to 44% in 2018).
- 1.3 Within the non-executive group, 10 identified as female (56% compared to 54% in 2018) and 8 as male (44% compared to 46% in 2018).

Differences reported above are not statically significant.



⁴ Including trans females

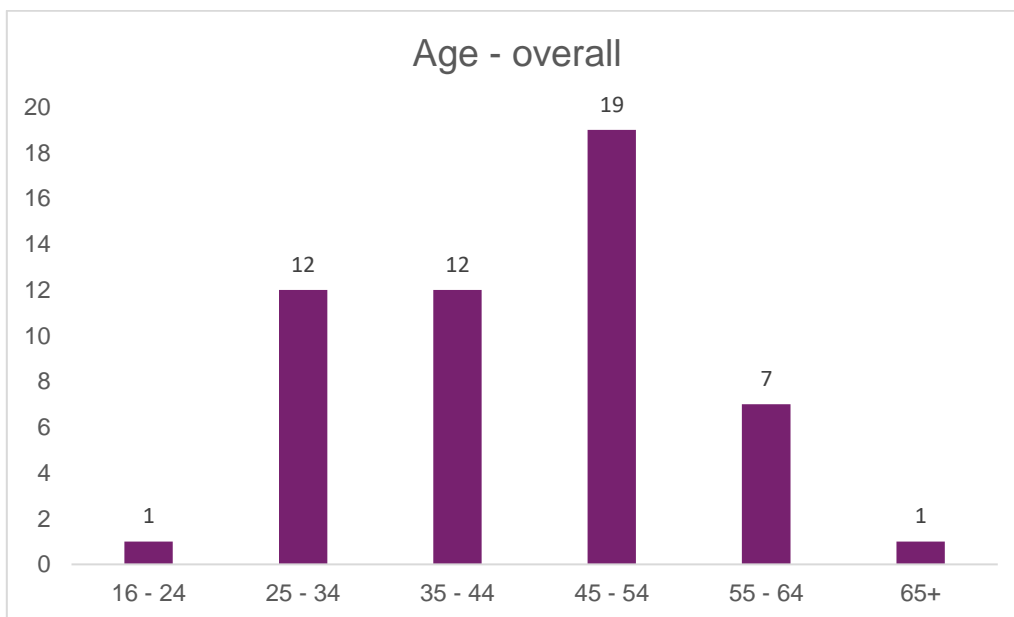
⁵ Including trans males



2. Age

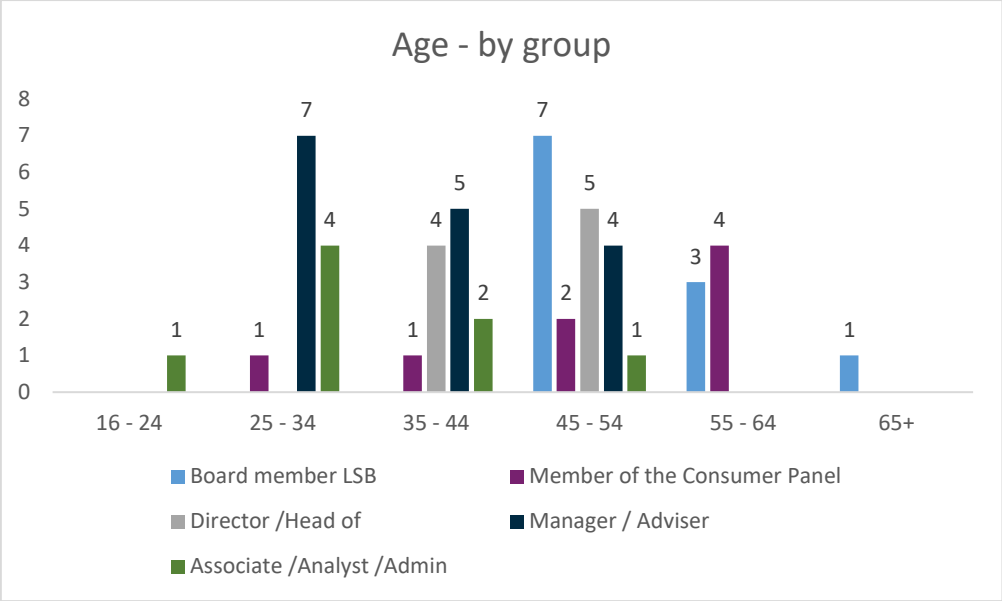
- 2.1 We had responses to the survey across all the age ranges.
- 2.2 Within the executive group there were no colleagues who reported being over the age of 55.
- 2.3 The vast majority (89%) of the non-executive group reported being aged above 45.
- 2.4 Compared to the UK workforce overall, the LSB had a lower proportion of employees aged between 16-44 (48% compared to 68%⁶). Further, considering employees aged over 65, the LSB had a lower proportion when compared to the UK workforce (2% compared to 4%⁷)

Differences reported above comparing 2020 to 2018 are not statically significant.



⁶ Summary of labour market statistics (ONS 2020).
<https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/datasets/summaryoflabourmarketstatistics>

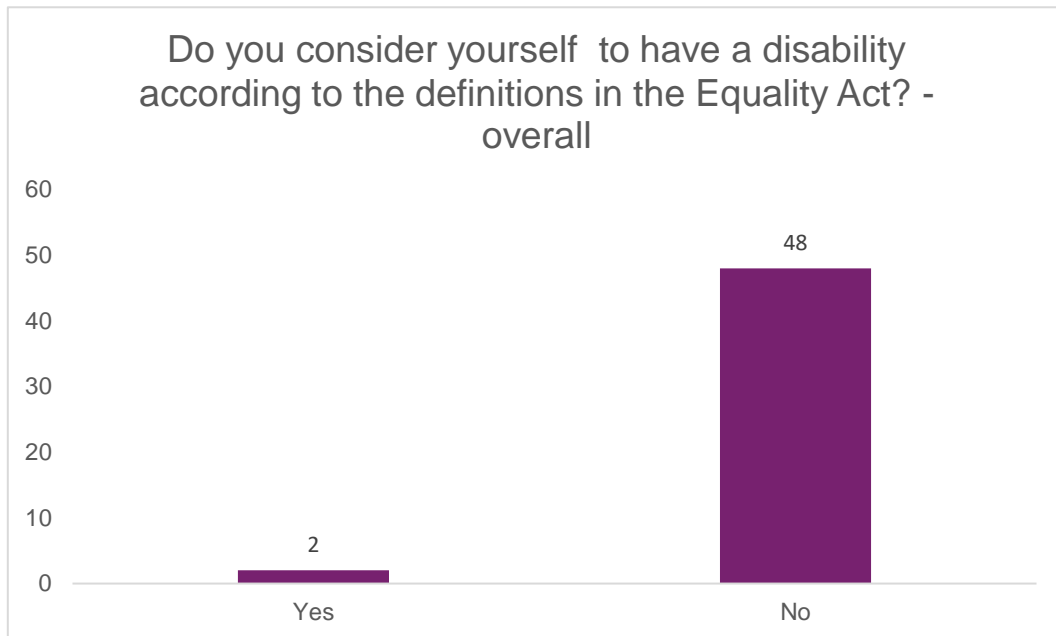
⁷ Summary of labour market statistics (ONS 2020).
<https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/datasets/summaryoflabourmarketstatistics>



3. Differently abled

- 3.1 Two executive colleagues reported being differently abled according to the definition of disability in the Equality Act 2010⁸ (4% compared to 7% in 2018). Further, no one from the non-executive group reported having a disability (0% in 2018).
- 3.2 When compared to the UK workforce, the LSB had a lower proportion of colleagues reporting having a disability (4% compared to 15% within UK workforce⁹). Further, the proportion of colleagues reporting disability is lower when compared to the proportion of the workforce based in London (4% compared to 15% within London¹⁰).
- 3.3 Five colleagues reported that their day to day activities are limited a little because of a health problem or disability (10% compared to 3% in 2018).
- 3.4 No colleagues reported that day-to-day activities are 'limited a lot' as a result of a health problem or disability which has lasted or is expected to last at least 12 months (compared to two colleagues in 2018).

Differences reported above comparing 2020 to 2018 are not statically significant.



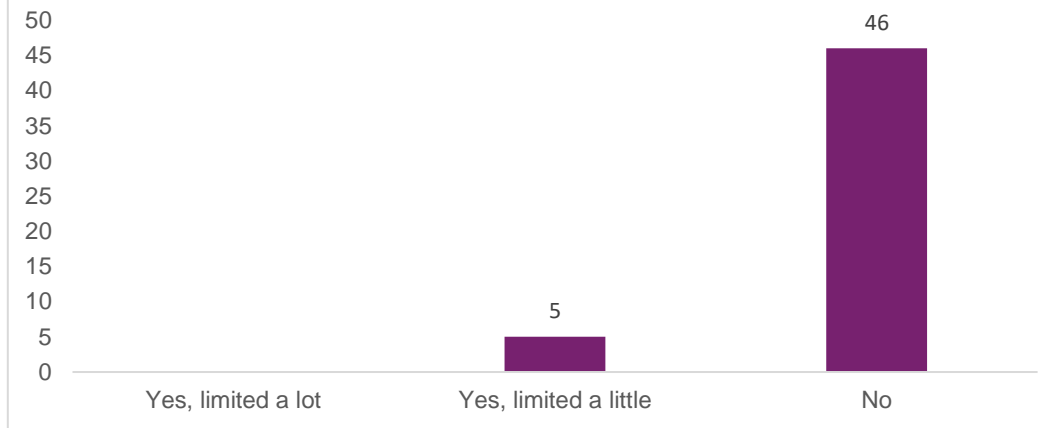
⁸ In the Equality Act a disability means a physical or a mental condition which has a substantial and long-term impact on your ability to do normal day to day activities.

⁹ ONS Labour Force Survey data shows 27.7m people in paid employment in September to November 2019. A Commons Library briefing in August 2020 reports 4.1m disabled people in employment. <https://commonslibrary.parliament.uk/research-briefings/cbp-7540/>

¹⁰ Disability and Employment (ONS 2019):

<https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/disability/datasets/disabilityandemployment>

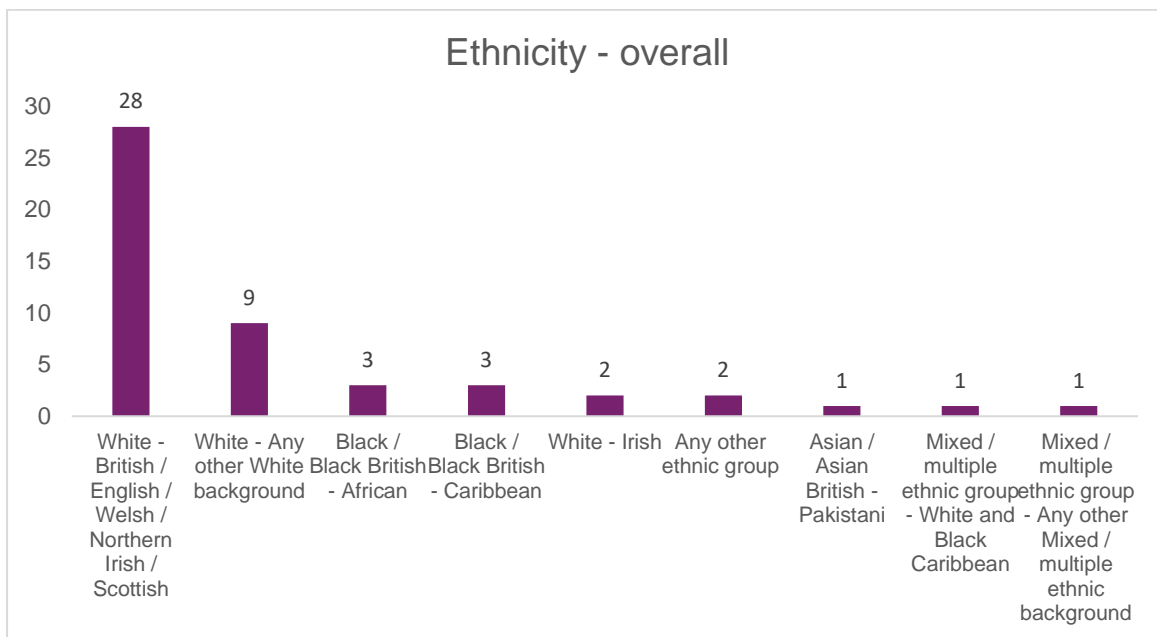
Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? - overall



4. Ethnicity

- 4.1 37 respondents to the survey were from white backgrounds (78% compared to 85% in 2018). 11 respondents were from a Black, Asian and Minority Ethnic (BAME) background (22% compared to 15% in 2018).
- 4.2 The proportion of BAME colleagues employed by the LSB was higher when compared to the proportion of BAME in the UK workforce (22% compared to 12% in UK workforce¹¹). However, the proportion of BAME colleagues at the LSB is lower when compared to the proportion of BAME people living in London (22% compared to 41% in London¹²).
- 4.3 Among the executive group, 23 were from a white background (70% compared to 76% in 2018) and 8 are from a BAME background (24% compared to 17% in 2018).
- 4.4 Within the non-executive group, 16 were from a white background (94% compared to 92% in 2018) and only one individual is from BAME background (6% compared to 8% in 2018).

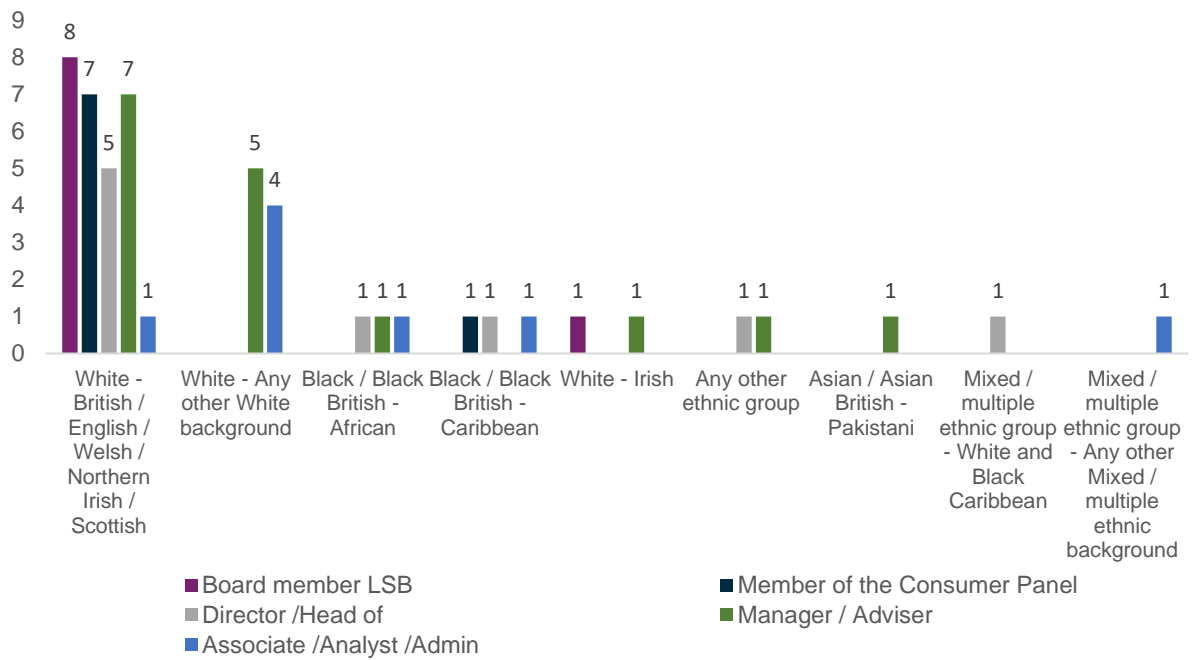
Differences stated above comparing 2020 to 2018 are not statistically significant.



¹¹ Taken from SRA Diversity information <https://www.sra.org.uk/sra/equality-diversity/key-findings/diverse-legal-profession/>

¹² Population Estimates by Characteristics Research Report (ONS 2016) <https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/methodologies/researchreportonpopulationestimatesbycharacteristics>

Ethnicity - by role

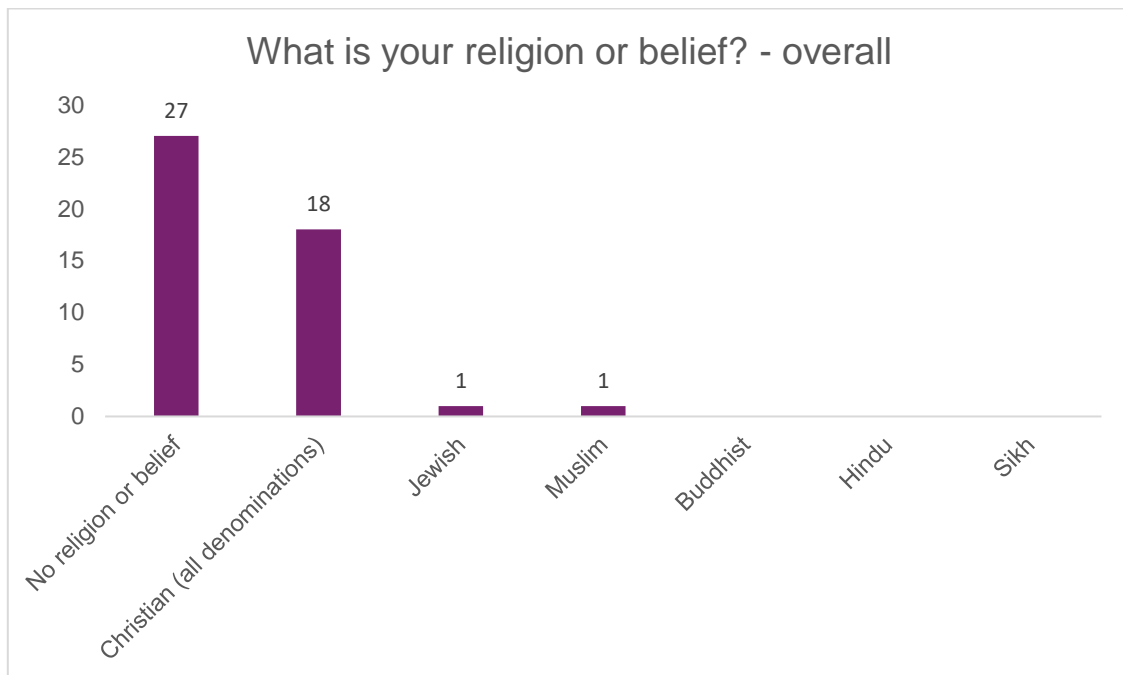


5. Religion or belief

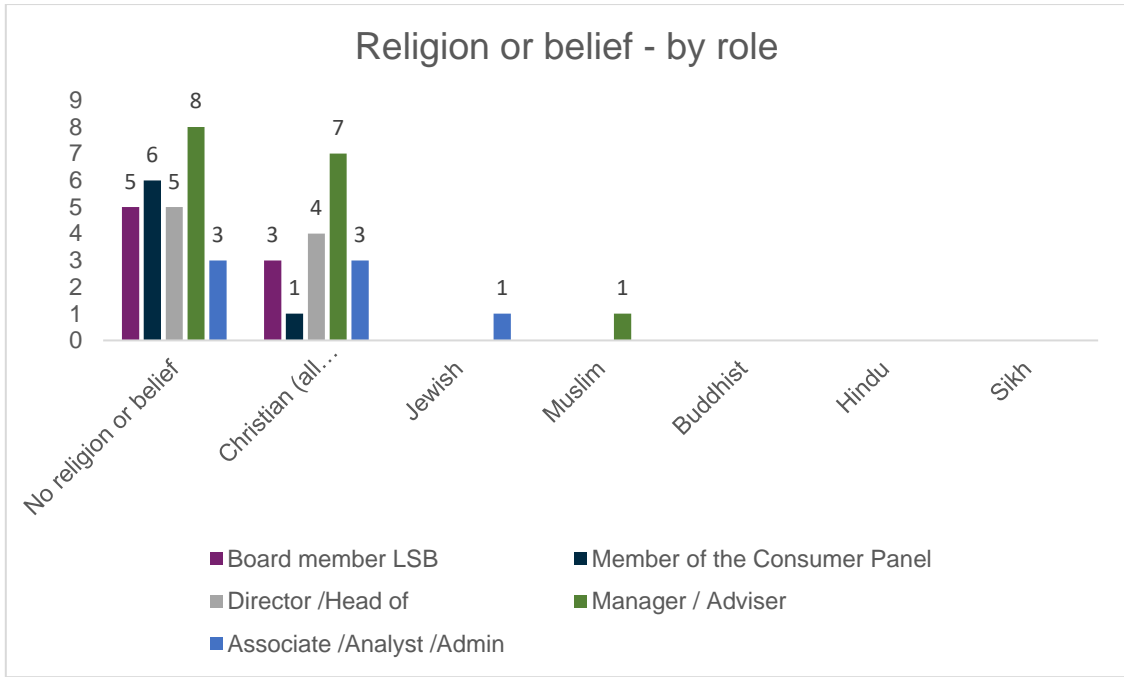
- 5.1 27 respondents reported holding no religion or belief (57% compared to 53% in 2018). This figure is higher when compared to the proportion of people based in England and Wales who reported holding no religion or belief (57% compared to 38%).
- 5.2 20 respondents reported holding a religion or belief, and the answers show that at least three religions or beliefs are represented within LSB (in 2018 this accounted four different religions or beliefs), with the largest group being Christians (38% compared to 37% in 2018). The LSB has a lower proportion of employees reporting Christian as their religion when compared to the population of England and Wales (38% compared to 52% in England and Wales¹³).

Differences reported above comparing 2020 to 2018 are not statically significant.

- 5.3 16 executive colleagues reported holding no religion or belief (50% compared to 65% in 2018). Further, 11 non-executive colleagues reported to have no religion or belief (73% compared to 33% in 2018, the difference is statistically significant)



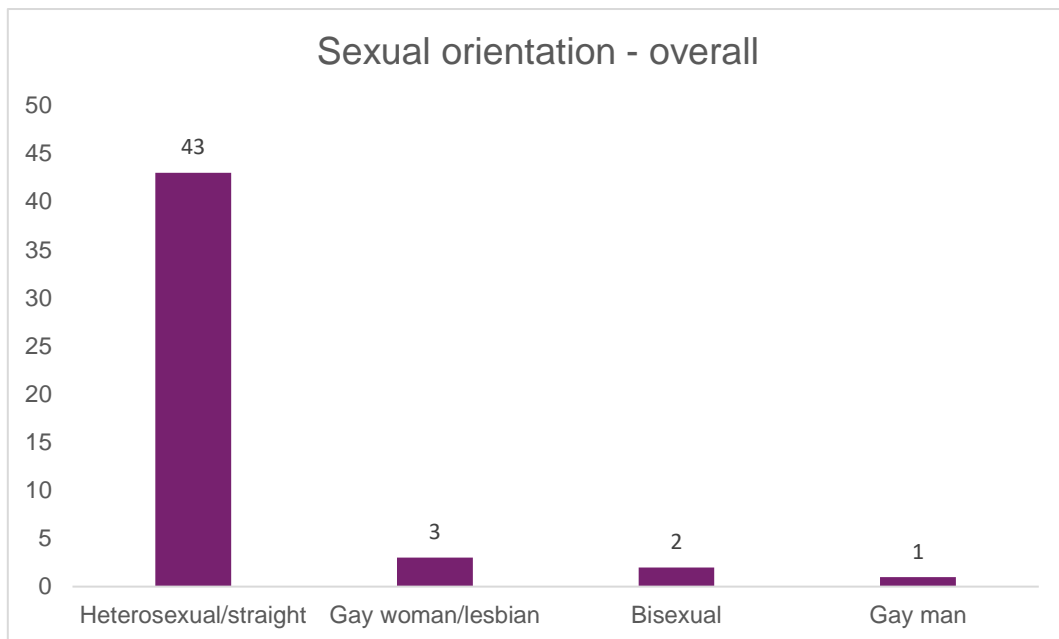
¹³ Religion in Great Britain by region (ONS 2019).
<https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/religion/adhocs/009760religiongreatbritainbyregionoctober2017toseptember2018>



6. Sexual orientation

- 6.1 43 respondents to the survey reported as heterosexual/straight (88% compared to 91% in 2018). Further, in 2020 6 respondents identified themselves as LGBTQ¹⁴, (12% compared to 9% in 2018).
- 6.2 The LSB has a higher proportion of LGBTQ employees when compared to the UK workforce generally (12% compared to 3%¹⁵). Further, the proportion of LGBTQ colleagues is higher when compared to the proportion of LGBTQ people living to London (12% compared to 4%¹⁶)

Differences stated above comparing 2020 to 2018 are not statistically significant.



¹⁴ LGBTQ is an acronym for lesbian, gay, bisexual, transgender and queer or questioning. These terms are used to describe a person's sexual orientation or gender identity.

¹⁵ The breakdown is 1.4% identify as gay or lesbian, 0.9% Bisexual, and 0.6 as other (ONS, Sexual Orientation UK 2018)

<https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/sexuality/bulletins/sexualidentityuk/2018>

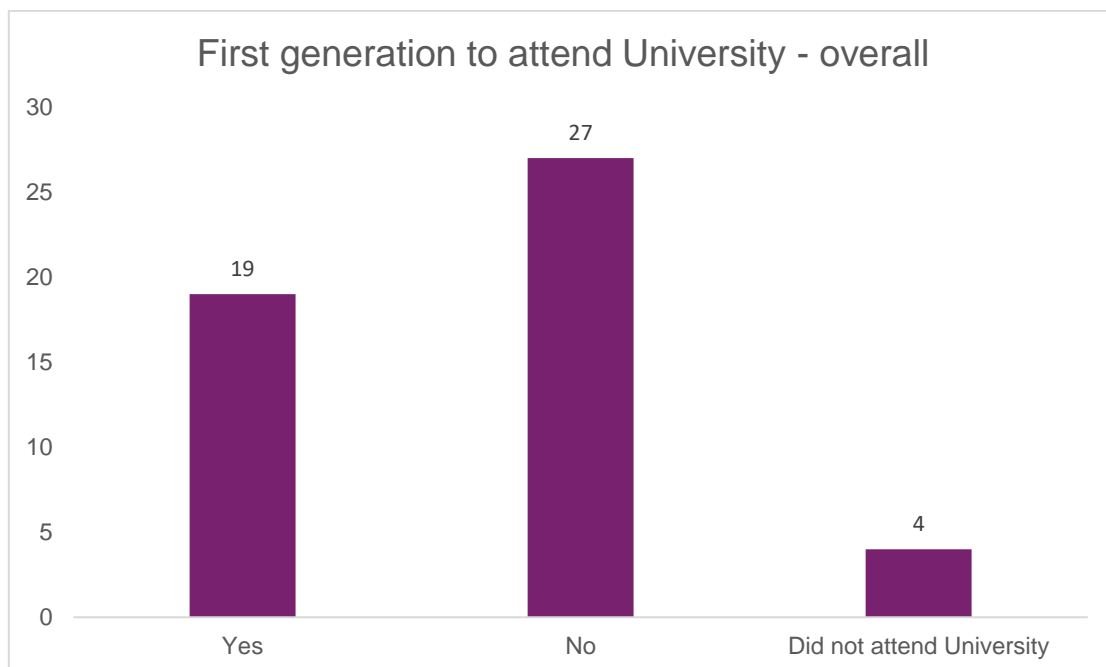
¹⁶ ONS 2018

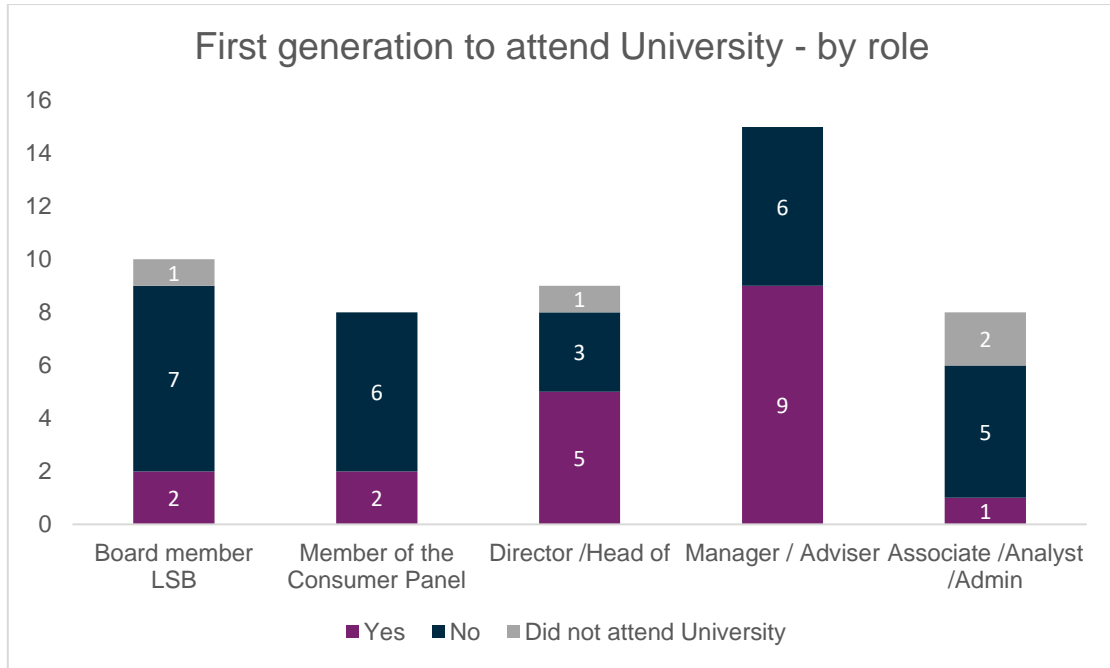
<https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/sexuality/bulletins/sexualidentityuk/2017>

7. Social mobility

- 7.1 This was looked at through two lenses – being the first generation to go to University, and whether respondents attended a fee-paying school.
- 7.2 Overall, 19 respondents to the survey reported being in the first generation of their family to go to University (38% compared to 35% in 2018). This was highest among the Manager/adviser (60%).
- 7.3 Among executive colleagues, 15 reported being in the first generation of their family to go to University (47% compared to 46% in 2018).
- 7.4 Considering the non-executive group, 4 reported being in the first generation of their family to go to University (22% compared to 15% in 2018).

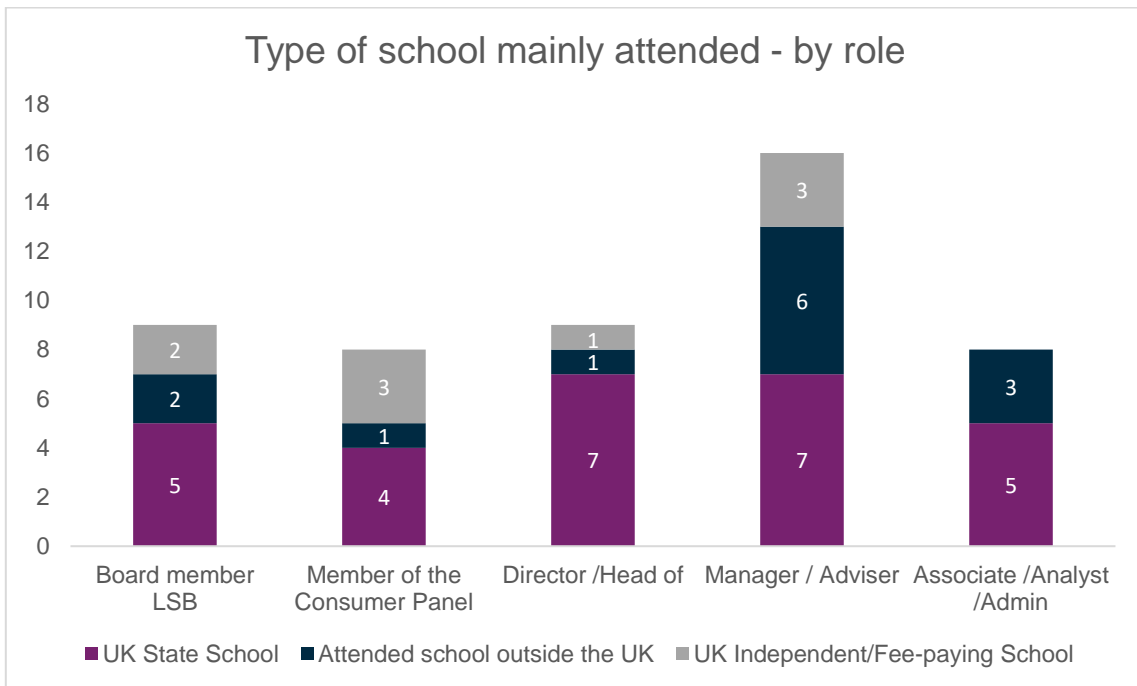
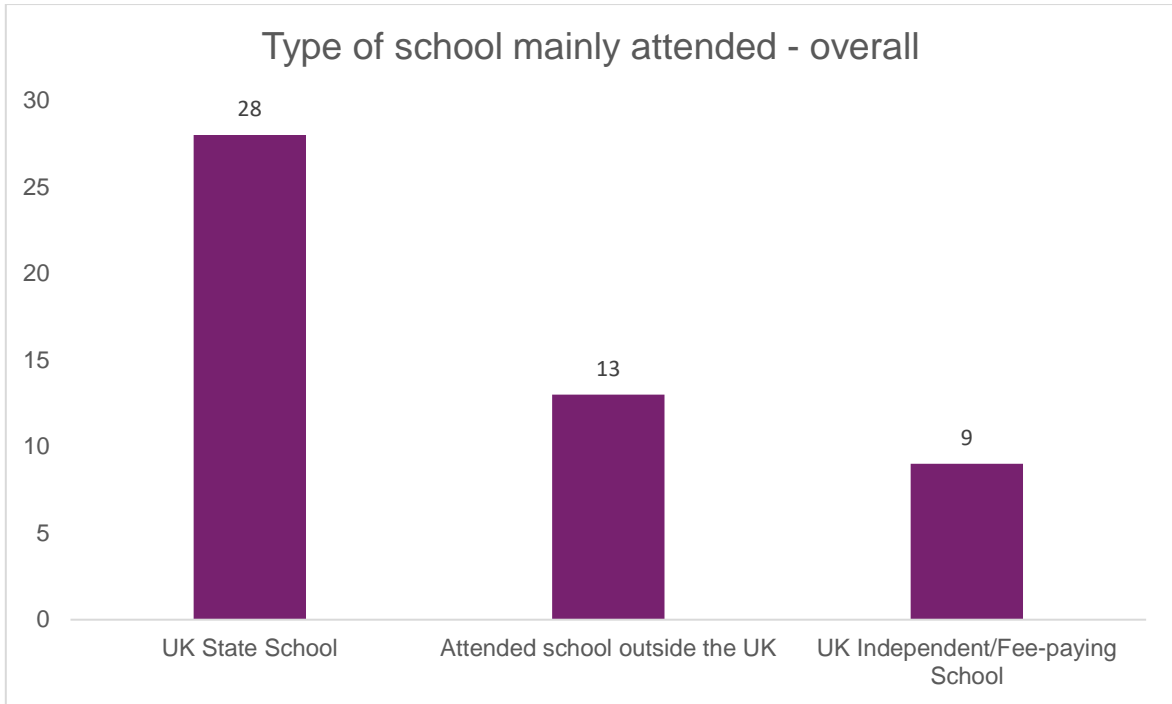
Differences stated above comparing 2020 to 2018 are not statistically significant.





- 7.5 28 respondents to the survey reported mainly attending a UK State School (56% compared to 41% in 2018), with a further 13 mainly attending school outside the UK (26% compared to 33% in 2017). The difference was not statistically significant.
- 7.6 Mainly attending a UK State School was lowest among the Manager/adviser group (44%), while it was highest among the LSB board members (56%). Attendance at a school outside the UK was highest among the Manager/adviser group (38%) and lowest among the Director/head of group (11%). Finally, no one from the Associate group attended a UK independent fee-paying school.
- 7.7 19 executive colleagues attended a UK State school (58% compared to 42% in 2018).
- 7.8 Among the non-executive colleagues, 9 attended a UK State school (53% compared to 25% in 2018).
- 7.9 The LSB has a higher proportion of employees who went to a UK independent/fee paying school when compared to the average composition of the UK population (18% compared to 7%¹⁷).

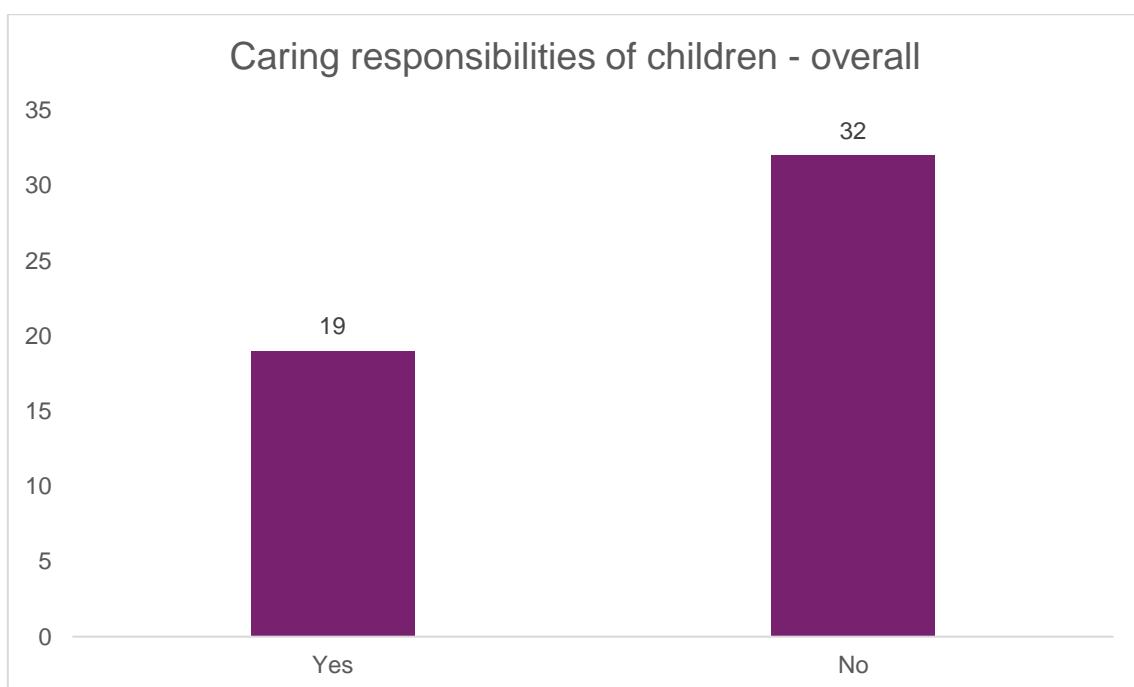
¹⁷ Independent Schools Council, ISC Census and Annual Report 2020, April 2020.

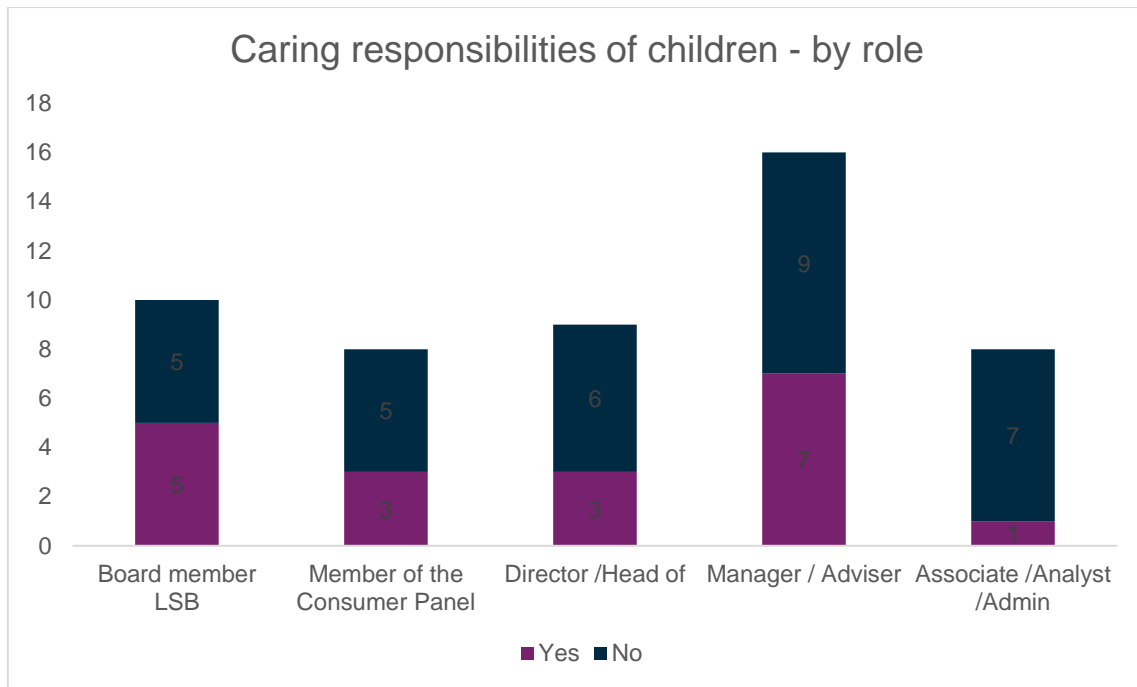


8. Caring responsibilities

- 8.1 Overall, 19 respondents to the survey were primary carers for children below 18 years old (37% compared to 38% in 2018).
- 8.2 The highest number of colleagues with caring responsibilities was registered among the Manager/adviser group, at 7 colleagues (44%).
- 8.3 Considering the executive group, 11 were primary carers for children below 18 years old (33% compared to 35% in 2018).
- 8.4 Within the non-executive group, 8 reported being primary carers (44% compared to 54% in 2018).

Differences reported above comparing 2020 to 2018 are not statically significant.



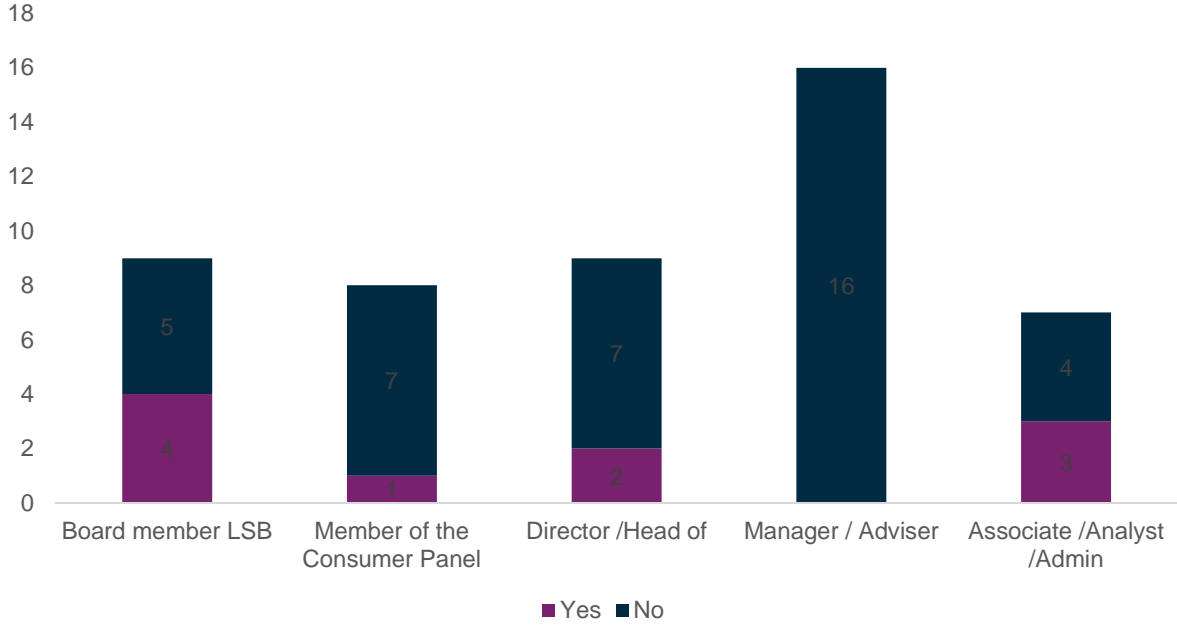


- 8.5 10 colleagues also provide help and support to others because of either long-term physical or mental ill-health / disability or problems related to old age (20% compared to 33% in 2018).
- 8.6 When compared to UK adult population, the LSB had a higher proportion of employees providing support to others because of either long-term physical or mental ill-health / disability or problems related to old age (20% compared to 11%¹⁸). This was highest among Board member group (44%) and lowest among Manager/adviser group (0%).
- 8.7 Among executive colleagues, 5 reported providing support to others because of either long-term physical or mental ill-health / disability or problems related to old age (16% compared to 17% in 2018).
- 8.8 5 from the non-executive group reported providing support to others because of either long-term physical or mental ill-health / disability or problems related to old age (29% compared to 46% in 2018).

Differences reported above comparing 2020 to 2018 are not statically significant.

¹⁸ Coronavirus and the impact on caring (ONS 2020)
<https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/conditionsanddiseases/articles/morepeoplehavebeenhelpingothersoutsidetheirhouseholdthroughthecoronaviruscovid19lockdown/2020-07-09>

Caring responsibilities supporting others - by role



Key findings and actions planned

Actions	What we have done	What we are planning to do
<p>1. Carry out diversity survey every two years and review diversity information to identify potential barriers/blockers to progression from colleagues of under-represented groups;</p> <p>2. Ensure that we monitor diversity not just by grade, but also by function (appreciating the limits given our size)</p>	Last one 2020	Next one due September 2022
<p>3. Review and analyse current workforce demographics after the 2020 survey</p>	Action plan created	
<p>4. Carry out an inclusion survey</p>		Early 2021
<p>5. Communicating with new joiners on the culture of the organisation.</p>	Ongoing	<p>A formal part of induction for all new starters. Lunch and learns raising awareness of our policies Join the Race at Work Charter - https://www.bitc.org.uk/race/ Invite colleague to add pronouns to their email signatures if they feel comfortable</p>
<p>6. Promoting our policies along with raising awareness of the avenues available to all employees</p>	Ongoing	<p>A formal part of induction for all new starters. Lunch and learns raising awareness of our policies Join the Race at Work Charter - https://www.bitc.org.uk/race/ Invite colleague to add pronouns to their email signatures if they feel comfortable</p>

7. Create a new Diversity and inclusion policy	Completed	
8. Provide diversity and inclusion training to all LSB colleagues	Diversity training September 2019 Online diversity training for all new starters Gender intelligence training September 2020	Unconscious bias training early 2021 – to include awareness of micro aggressions that underrepresented groups experience
9. Carry out specialist training events or lunch and learns for all colleagues regarding the nine protected characteristics	So far, we have had lunch and learns on: International Women’s Day Black History month Various mental health awareness sessions– Talk from barristers at One Essex Court highlighting lived experience of being LGBT+ at the Bar and their work with FreeBar.	Training for all colleagues on gender diversity non-binary inclusion. Creating a new transitioning at work policy Creating sessions that highlight lived experience for all under-represented groups this will be paid for speakers.
10. Ensure all new starters complete online training on diversity and inclusion	Ongoing	Ongoing
11. Evaluate and review current recruitment and onboarding process	Evaluated and reviewed our current process for considering applications and interviewing applicants – led to anonymised shortlisting.	Evaluate and review current job adverts/role to ensure that we are informing candidates we are a diverse and inclusive employer Unconscious bias training for interviewers. Update all our recruitment materials and website to promote that we welcome diversity. Continue to encourage MOJ to produce diverse shortlists for Board recruitment Ensure we also advertise in diverse websites such as: https://www.ethnicjobsite.co.uk/advertisers/

		https://www.diversityjobsite.co.uk/recruiters/advertise https://www.disabilityjobsite.co.uk/recruitment - https://www.proudemployers.org.uk/
12. Develop new LSB behaviours and use these across recruitment, performance appraisals and development	New behaviours complete and we are in the process of implementing these.	
13. Ensure all policies are inclusive	Review of all policies in 2018 and 2019	Review all policies so that they are gender neutral and ensure our policies do not exclude any groups.
14. Develop a yearly inclusivity calendar.	First one was 2019	2020 diversity and inclusion calendar on our intranet and circulated in January 2020 to all colleagues. We will also create an events planner to celebrate and mark key dates in the diversity calendar.
15. Focus on four to six events within the inclusivity calendar and organise activities. resources such as our intranet, and established	2020 Talk highlighting LGBT+ Talk on mental health awareness (April and May) Gender diversity non-binary inclusion.	We will also create an events planner to celebrate and mark key dates in the diversity calendar.
16. Ensure all line managers promote inclusive behaviours		Training for all line managers on inclusion behaviours and unconscious bias, early 2021.
17. Roll out strengths' profiles for all colleagues.	Around 12 colleagues have completed a strengths profile that highlights their strengths, learned behaviours, weaknesses, and unrealised strengths	Offer this to all colleagues at the LSB
18. Become a "mentally healthier" workplace, reducing the stigma attached	Various mental health session carried out in 2019.	Promote knowledge, understanding and awareness of stress, mental health and well-being by raising awareness of mental health and the support available for employees.

<p>to talking about mental health.</p>	<p>Colleagues trained as mental health allies – a project run by MOJ</p>	
<p>19. Providing our employees with a healthy work-life balance</p>	<p>Regular welfare check ins with all colleagues with the HR manager. Any H&S issues addressed, and support given if a colleague is reported additional stress.</p> <p>Review our current Employee Assistance programme to ensure we are getting maximum value from it.</p>	
<p>20. Ensure that when we organise stakeholder input for events and other activities, that we are mindful of diversity issues</p>	<p>Ongoing</p>	<p>Promote and support diversity and inclusion through the external events that we organise and participate in. This includes avoiding participating in external events/panels that are not diverse and ensuring LSB events include a diverse range of speaks/panel members.</p> <p>We will ensure our engagement activities are accessible and help us gather views and insights from the widest range of people and organisations possible</p>