

Diversity

Annual report 2016/17

Diversity Contents

1	Foreword	2
2	Diversity and inclusion summary	3
3	Public Sector Equality Duty objectives update	5
4	Next steps	15
5	Our workforce data and network group updates	16



1 Foreword

The work of the FCA touches almost every UK resident's daily life, and the lives of millions who rely on UK markets. We make many judgements every day so it's vital that our people reflect the society that we serve and we bring diverse attitudes and opinions to our judgements.

We're continuing to create a diverse and inclusive place to work where people can come into the office each day knowing they can be themselves. This is an important part of life at the FCA as we know our differences make us stronger and a more effective regulator.

Our industry and stakeholders also benefit as we're more innovative and creative in our approach to solving problems – leading to better decisions, outcomes and policy that help us achieve our objectives. We share what we're doing to nudge others to change.

We've also taken the opportunity to reflect on where else we might use aspirational targets to help us keep our focus. In particular we are putting in place plans to back our ambition to have more Black, Asian and Minority Ethnic colleagues in senior roles.

We are developing how we think about social mobility and were delighted to have maintained our place in Stonewall's Workplace Equality Index top 100 employers' list.

We are also signatories to the Women in Finance Charter and have set some challenging targets in this area.

Our senior leaders are committed to our diversity agenda and this is now reflected in their performance objectives, but our diversity commitment doesn't just come from the top – it is shaped by our people and our network groups, which make the organisation more dynamic and effective. So I'd like to take this opportunity to thank all my colleagues, especially those who make up the network groups and who give their time to help develop this agenda.

This report highlights the progress we are making and where we are going next.

Christopher Woolard
Chair, FCA Executive Diversity Committee
Member of the Board and Executive Director
of Strategy & Competition

2 Diversity and inclusion summary

This is the FCA's fourth Annual Diversity Report and fulfils part of our public sector equality duty under the Equality Act 2010.

In this report we provide information relating to the Act's nine 'protected characteristics'. However, our diversity and inclusion commitment goes beyond meeting our statutory obligations, so we have also included details of our wider programme. This includes extra data we collect about carers and education background and a comparison with our data from the previous three years.

We also outline our four Equality Objectives and highlight progress made over the past year.

Key highlights over the past year

- We signed the Women in Finance Charter and have committed to challenging targets. Our target is for 45% of our senior leadership team to identify as female by 2020, and 50% by 2025. We also set targets around ethnicity, aiming for 8% of our senior leadership team to identify as Black, Asian and Minority Ethnic (BAME) by 2020, and 13% by 2025.
- We have continued to focus on progressing BAME talent. This year we have participated in an external mentoring programme with Race for Opportunity involving 15 BAME employees. We have also introduced a reverse mentoring internal programme and have 36 senior leaders (7 of whom are Directors) being mentored by 36 BAME colleagues. Initial feedback has been positive, with mentees indicating that they have been provided with new insights.
- Maintaining our place in the Stonewall Workplace Equality Index top 100, this year placing 58.
- Creation of a Diversity and Inclusion Advisory Group (DIAG) to advise our Executive Diversity Committee.
- We launched two new network groups in July 2016, the Carers Network and International Network; and our well-established Women's Network successfully broadened to a gender network and changed their name to 'Balance'.

How we operate internally

- The Chief Operating Officer (COO) has overall Senior Manager Regime responsibility for corporate responsibility, including equality and diversity. The diversity and inclusion (D&I) agenda is delegated to our Executive Diversity Committee (EDC), which is a sub-committee of the Executive Committee. EDC is chaired by the Executive Director of Strategy & Competition, who is also a member of the Board. Other members include the COO, HR Director, Equal Opportunities Officer, Head of Corporate Responsibility, Network Group champions and a representative from General Counsel. They meet regularly and set the diversity and inclusion strategy for the organisation. EDC have five main areas of focus for this year, which are:

- BAME progression
- Women in Finance Charter
- promoting inclusion
- social mobility
- a framework to underpin the Public Sector Equality Duty
- In October we launched the Diversity and Inclusion Advisory Group (DIAG). The primary purpose of DIAG is to provide advice, insights and challenge to EDC on decisions relating to D&I strategy and delivery. The group acts in an advisory capacity on both internal and external issues regarding the D&I agenda. The group is chaired by a D&I specialist from the Corporate Responsibility team and we have ensured that membership is fully representative across employee grades and office location.
- We have a Corporate Responsibility (CR) team and part of its remit is to lead the diversity and inclusion agenda. The team is led by the Head of Corporate Responsibility, who reports directly into the Chief Operating Officer.
- We have seven network groups. A member of the CR team sits on each steering group alongside formalised roles including two co-chairs and a network champion. The co-chairs are also members of DIAG.

External support

We are members of a variety of external diversity organisations. These allow us to:

- access best practice established by specialist networks and other employers
- access subject matter experts in key areas of diversity
- benchmark our practices against other employers (for purposes of baselining and measuring progress over time)
- learn what we need to do to develop our practices for the future
- have visibility among external organisations

Our memberships include:

Stonewall, Opportunity Now, Race for Opportunity, Inclusive Employers, 30% Club, Business Disability Forum, OUTstanding, Employers for Carers, TNON (the network of networks), CityParents and City Mental Health Alliance. We are also Champion members of Gender and Race campaigns through Business in the Community.

3 Public Sector Equality Duty objectives update

We have four Public Sector Equality Duty (PSED) objectives, which are:

- To be a destination employer
- Have an inclusive culture
- Have consumer access and insight
- Influence positive change in the financial services sector

We have been working towards achieving these objectives and they have been in place for three years from December 2014.

Two of the objectives are internally focused and the remaining two look externally at our role in the wider financial services industry.

Our progress against them is reviewed every six months by EDC. EDC have five key areas of focus which are linked to these objectives and are referenced below.

Destination employer

We will attract and develop a diverse mix of people at all levels of our organisation

What we wanted to achieve and tools we used



Employee survey data

- This year we participated in the **Great Places to Work survey**, asking several questions that link to diversity and inclusion. We were delighted with the positive scores and will be benchmarking our progress against them in coming years:
 - 'I can be myself around here' – 71% of respondents agreed.
 - 'I am treated as a full member here regardless of my position' – 71% of respondents agreed.
 - 'People are treated fairly here regardless of their gender' – 83% of respondents agreed.

We will be using this information to inform our strategy and future work with our Network Groups.

Resourcing strategy

- An **audit on the inclusiveness of recruitment** was conducted in April 2016 by an external provider. This audit provided a number of recommendations that we've taken forward, such as: greater standardisation of our assessments and scoring, trialling the use of blind CVs, reviewing our job advert templates to encourage greater consistency and inclusivity, and redesigning our careers website to improve accessibility.

- We have developed a **programmatic advertising campaign** to improve the diversity of applications to areas of the business or roles within it where there is under-representation, by advertising on channels that are more popular with people from diverse backgrounds. We will monitor the effectiveness of this campaign and review its impact over the course of the year.

Employee diversity data

- To ensure we have the best policies for inclusion in place, we have focused on improving our internal **diversity monitoring** by working to increase the number of people completing our diversity questionnaire. The overall completion rate for employees remained the same over the year (29%), while 44% of employees have shared their sexual orientation with us and 95% of employees have shared their ethnicity.
- To help us look at diversity trends across all parts of the FCA, we have analysed our **diversity data** by divisions and attended divisional senior leadership meetings to discuss what the data shows us. Divisions have set up their own working groups and developed diversity action plans.

Development programme data

To ensure that there is strong representation of women and BAME participants in our key development opportunities, we monitor participation.

Development programmes – % female participants

	2014/2015	2015/2016	2016/2017
Future Managers Programme (FMP)	53%	58%	57%
Advanced Managers Programme (AMP)	50%	39%	56%

- Female representation for the AMP has increased when compared with the previous year and this figure is also representative of the current % of female managers.

Development programmes – % BAME participants

	2014/2015	2015/2016	2016/2017
Future Managers Programme (FMP)	14%	21%	22%
Advanced Managers Programme (AMP)	7%	11%	4%

- BAME representation for the FMP has slightly increased since last year and stands at 22% (+1%); this representation is close to the average representation among associates (-1%).

- BAME representation for the AMP has decreased since last year and stands at 4% (-7%); this is also below the average representation among overall FCA managers.

Benchmarking strategy

- To measure the progress of our Diversity & Inclusion programme we have developed an **external benchmarking strategy**, while considering the resources available and the value for money context in which we operate. The first benchmark we have undertaken in this programme has been a self-assessment with the Business Disability Forum to assess our performance as an employer with regards to disability. We have also committed to undertake the Business in the Community gender and ethnicity benchmark.
- We took part in Stonewall's annual **Workplace Equality Index** and were placed at 58 out of 439 submissions and 6 out of 36 other organisations in the financial services sector. Last year we were positioned at 40 out of 415 submissions and 3 out of 42 from our sector.

Inclusive culture

We will foster an inclusive working environment where difference is embraced and where people feel valued and respected

What we wanted to achieve and tools we used



Network groups

- Aiming to address some uncertainty in our workforce due to the decision to exit the EU, we formed an **International Network**. This group discusses legal practicalities for international FCA staff and their families and aims to address any concerns about potential discrimination.
- Due to feedback from employees that they needed support in this area, we launched a **Carers Network** in November 2016. The network covers anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. The network also covers parents under its definition of a carer.
- Our other five network groups cover gender, ethnicity, disability, faith, sexual orientation and gender reassignment. Each group has a steering group that meets monthly to discuss how to support both their members and the business. Further details on their activities this year can be found in chapter 5.
- Membership of all our network groups has increased over the year.

Network Group	Number of members on 31 March 2015	Number of members on 31 March 2016	Number of members on 31 March 2017
Embrace (disability)	Fewer than 30	104	250
Spectrum (ethnicity)	113	235	305
Balance (gender)	432	590	649
InsideOut (sexual orientation) Friends of InsideOut	108 197	117 264	117 315
Multi-faith group	n/a	55	61
International	n/a	n/a	250
Carers network	n/a	n/a	65

Specific work on trans and social mobility

- Our LGBT network group InsideOut led a discussion at EDC regarding our **trans provision**. The outcome of this has been the creation of a working group that has looked at areas such as gender neutral toilets, educating our workforce about trans and the creation of appropriate policies (eg transitioning in the workplace).
- We have created a **Social Mobility Working Group**, with members drawn from across the FCA. The purpose of the group is to create a social mobility strategy, focusing on work experience, benchmarking and creating an inclusive working environment for people from low socio-economic backgrounds.

Communications strategy

- We held a **Staff Fair** in July 2016 for all our employees where we showcased the work of the network groups as well as work we are doing on sustainability and volunteering. This event was very well attended and afterwards we saw an increase in membership of our network groups and volunteer numbers.
- We have seven active network groups who engage with our workforce with regular newsletters and events (further details can be found in chapter 5).
- We share stories with our colleagues on our **intranet** and they're reading them – Corporate Responsibility stories regularly feature in the 'top 10 most visited' articles.
- We engage with all new joiners from their first day of employment. Corporate Responsibility forms part of the **induction video** shown to all new joiners and we also send out follow-up emails after they have completed three months' service summarising the work of Corporate Responsibility and the network groups.

Mandatory D&I training

- To ensure that our workforce is aware of their responsibilities under the Equality Act, we introduced mandatory **online D&I training**. The training is focused around PSED obligations, network groups and Equality Impact Assessments. Our Unconscious Bias e-learning continues to be mandatory for all employees.

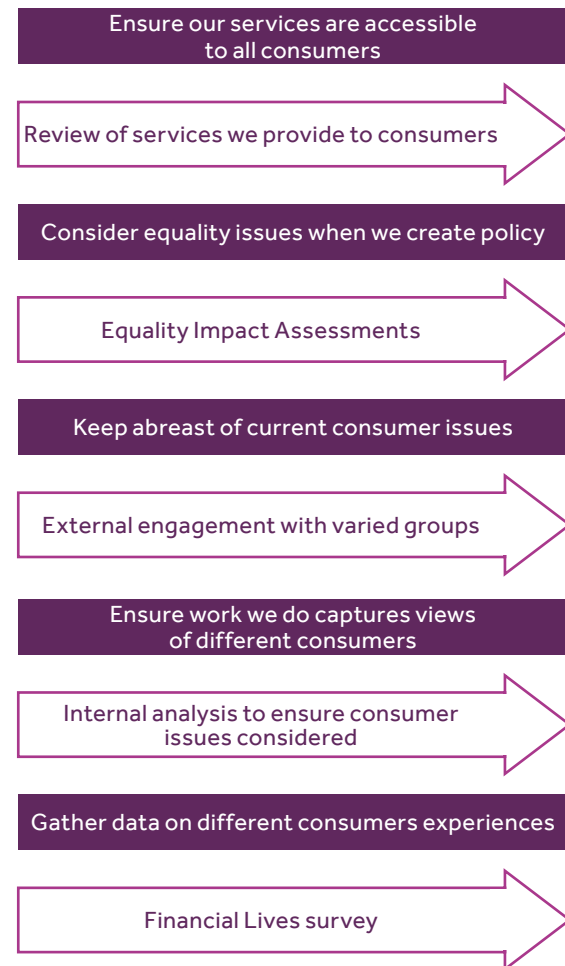
BAME action plan

- To strengthen senior representation from our BAME talent pools, we have continued to work closely with Spectrum, our ethnicity network group, and developed an action plan to address this. The main focus this year has been around senior-level engagement, data and resourcing, particularly focusing on changes to our own recruitment processes.

Consumer access and insight

We will consider the accessibility of our systems and services and the impact of our policies and processes on different groups of the UK population, keeping consumer issues at the centre of what we do.

What we wanted to achieve and tools we used



Services we provide to consumers

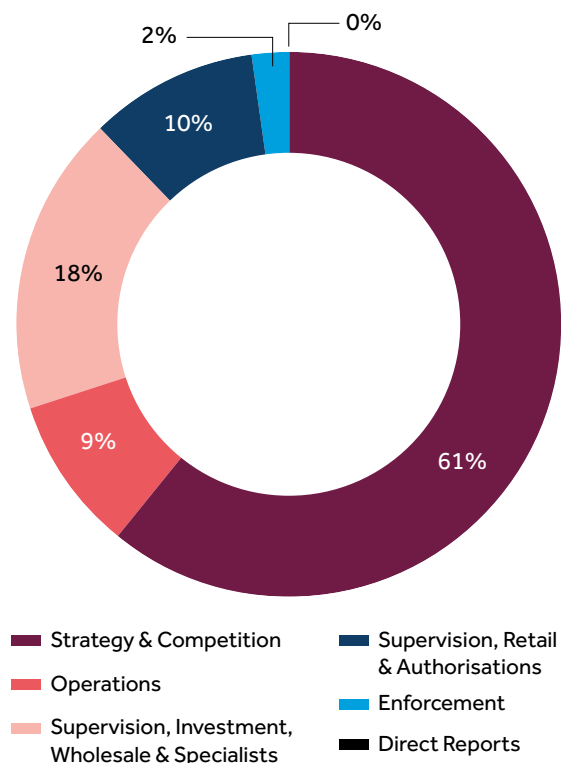
- Our Customer Contact Centre has continued its work to increase the accessibility of our services, working to the British Standards Institute Inclusive Service Delivery standard. We receive an average of 12,000 contacts a month and an average of 10 contacts a month use our translation service. We offer to call vulnerable consumers back within 48 hours to check they have understood the guidance we gave them and transfer an average of 2 callers a month to the Samaritans. We also have relationships with Age UK, Shelter, Scope and Mind who refer consumers to us when applicable.
- We rolled out our new FCA website and it is now more accessible. For example, our most popular pages are now available in Welsh and for the first time we also offer translated content in French, Spanish, Polish and Arabic. Our website is AA compliant, however also aims for elements of AAA. You can read our accessibility policy here www.fca.org.uk/accessibility
- To further up-skill our people, we arranged disability call-handling training by an external provider for our Customer Complaints team and Contact Centre.

Equality Impact Assessments (EIAs)

- To further enhance our approach to **Equality Impact Assessments (EIAs)** we have created a framework of Equality Superusers across the business, revised our EIA template and updated our EIA guidance pages on our intranet.

- This approach continues to ensure we have due regard to equality matters in our policy work.
- In 2016/17 the Corporate Responsibility team received 426 requests for advice via the EIA mailbox. We had 87 EIAs completed (20.5% of decisions required an EIA following equality analysis). The chart below shows how completed EIAs were split across the divisions. This is a similar split to previous years.

Completed EIAs by division



- We worked closely with an external consultancy to form our final EIA assessment for our PPI project. For further details, please read www.fca.org.uk/publication/policy/ps17-03.pdf#page=117

External engagement with groups

- Our **consumer network** includes organisations like Citizens Advice, Age UK, StepChange, the Money Advice Trust, MoneySavingExpert, Which? and charities such as Scope and Shelter. This gives us insight into a diverse range of consumer perspectives. Beyond this formal network we reach out to regional and grassroots organisations through our UK network including those representing BAME and consumers with mental health issues. We continue to build our range of contacts to ensure we are fully inclusive of the consumers we serve.
- To challenge firms to design solutions to problems facing consumers or the financial services industry, in partnership with the Money and Mental Health Policy Institute, we hosted a **TechSprint** event in March 2017. The TechSprint event gathered together over 100 developers and experts from 32 firms to find solutions for people who find it difficult to stay on top of their finances during periods of poor mental health. The focus of the event acknowledged that over 11m people in the UK suffer from a form of mental illness and the strong link between poor mental health and problem debt.

Internal analysis

- We are developing our vision for consumers as part of our forthcoming **Consumer Strategy**, which will set out how we meet our consumer protection objective over the next three to five years, including protecting vulnerable consumers and access to products and services.
- We have been carrying out a large programme of work to better understand the issues consumers face when they are unable to access financial products and services. We published an **Occasional Paper on Access to Financial Services in May 2016**, exploring the barriers different consumer groups face in accessing financial products and services, either at all or at a price they can afford.
- Making sure consumers can access the financial products and services they need remains an important priority for us. Following the occasional paper, we have been working with firms to ensure firms understand and are addressing these issues. In our recent **FCA Mission**, we also highlight our intention to work with firms when they make decisions that may impact the accessibility of products and services for customers.

Financial Lives survey

- The **Financial Lives survey** is a large-scale survey of consumers covering their interaction with and experience of financial products and services. Following a successful soft launch in December 2016 and January 2017, in February we moved into the main phase with 100,000 invites to UK addresses asking adults to participate. The bulk of responses were completed online with an additional face-to-face element to capture people who aren't online and to ensure that we're as inclusive as possible. We aim to produce a full report in summer 2017. We will use the data across many areas of the FCA: it will be a key input into our Consumer Strategy and will support our understanding of consumers in all our work.

Financial Services

We will lead by example to influence positive change in the diversity and inclusion field within the wider financial services sector and embed throughout our conduct agenda.

What we wanted to achieve and tools we used



Women in Finance Charter

- We are signatories to the **Women in Finance Charter** and have established challenging targets, for both gender and ethnicity.
- To firmly demonstrate our commitment we have set a target for 45% of our senior leadership team (SLT) to identify as female by 2020, and 50% by 2025. Currently 36% identify as female.
- We have also set a target for 8% of our senior leadership team to identify as BAME by 2020, and 13% by 2025. Currently, 2% of our SLT identifies as BAME.
- Further details can be found here: www.fca.org.uk/publication/corporate/women-in-finance-charter-report.pdf

External engagement

- Our leaders continue to speak externally about why diversity and inclusion is important to us as an employer. **External speaking engagements** over the year included discussion topics such as gender, the importance of diversity and inclusion in compliance and de-stigmatising the issue of mental health. Examples include Megan Butler, Executive Director of Supervision, Investment, Wholesale & Specialists speaking at the Women in Finance conference in January 2017.

- There has been **senior leadership engagement** with organisations such as OUTstanding and Out on the Street, involving strategy events, networking sessions and panel events.

Embedding the Public Sector Equality Duty (PSED) requirements

- An audit was undertaken to identify the work currently being performed throughout the FCA in support of our Public Sector Equality Duty and our wider diversity and inclusion (D&I) agenda. There is clear alignment between our regulatory objectives and our PSED and D&I agendas and we have already undertaken a significant amount of work in support of these.

Other regulators

- We continue to work closely with other **financial regulatory bodies**, such as the Bank of England and the Financial Ombudsman Service, to share our progress and challenges. An example of this collaboration includes our annual combined presence at Pride in London.

4 Next steps

Our plans for the coming year include:

- implementing our action plan regarding **BAME progression** and our targets, with focus remaining on our mentoring programmes and divisional plans, we will be measuring our progress against our BAME and gender targets in Q3
- reviewing our **diversity questionnaire** and seeking to increase declaration rates to ensure we are role modelling best practice in this area
- undertaking the **Business in the Community gender and race benchmark** in Q2 as part of our benchmarking strategy
- providing additional training for our managers to enable them to fully **manage inclusively**
- analysing the results from the **Financial Lives survey** and seeing how it can be used in equality analysis when creating policies
- embedding our fully trained **Equality Superusers** in the business as we roll out a revised, streamlined process
- launching our **Ageing Population Strategy** in summer 2017 – the workplan focuses on 6 key areas with the aim of helping shape and encourage change in financial markets and is the result of stakeholder feedback from the discussion paper we published in February 2016
- creating a working group and exploring what links there are between our work and D&I to further embed the **Public Sector Equality Duty** in our conduct agenda

5 Our workforce data and network group updates

All employers and service providers have a legal responsibility to treat their employees and service users fairly.

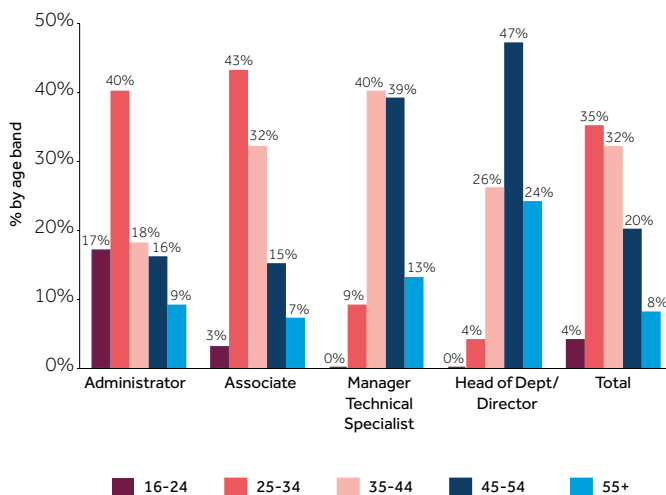
This section reports against each of the nine 'protected characteristics' in law. It also provides information on some additional metrics that we record including educational background and caring responsibilities, and a comparison with our previous data over the past two years, where held.

We now use the term 'Network Groups' rather than 'Staff Network Groups', to be more inclusive to everyone who works in our building and may wish to join or receive support from a group.

Age

We have people of all ages working at all our contractual levels:

- those aged 25–34 are represented most at Associate level
- most Heads of Department and Directors are found within the 45–54 bracket



Disability

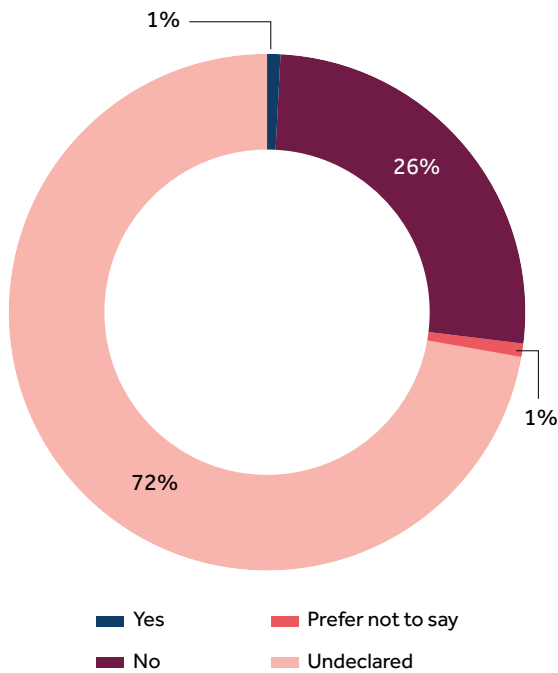
We hold data on this for 28% of our people. This data tells us that 26% do not have a disability, 1% have a disability and 1% prefer not to say.

We remain committed to ensuring that we support people affected by mental and physical wellbeing issues and have a number of initiatives to deliver this commitment including membership of the national Disability Confident scheme.

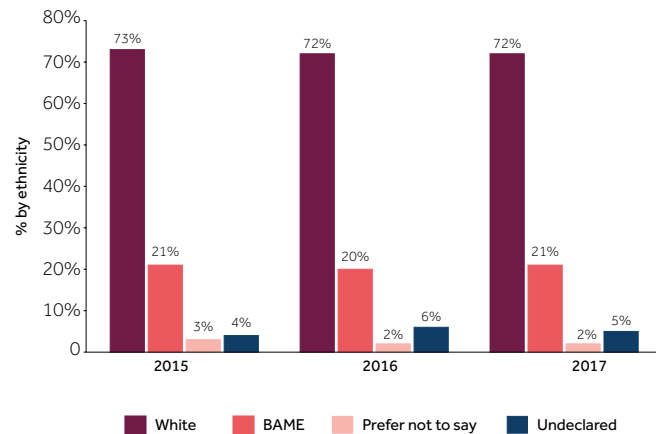
Embrace, our disability network group, has been re-engaging with colleagues and central teams to discuss their strategy. Some key successes over the year have been:

- as part of our move to a new building in Stratford in 2018, Embrace has worked closely with the design team to influence the design and building facilities to ensure **accessibility issues** are considered and where possible actioned at all stages
- Embrace representatives spoke at an external event to reinforce the importance of an inclusive and supportive culture
- Creating a culture of 'openness' around disability to further erode stigma in this area

Disability

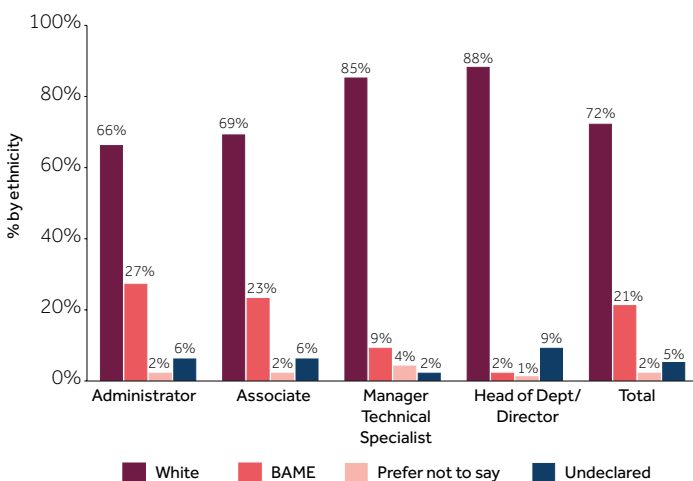


As shown by the chart below, our overall ethnicity results haven't changed over the past three years.



Ethnicity

The graph below shows the ethnic breakdown of FCA people, by contractual grade, for 2016/17.

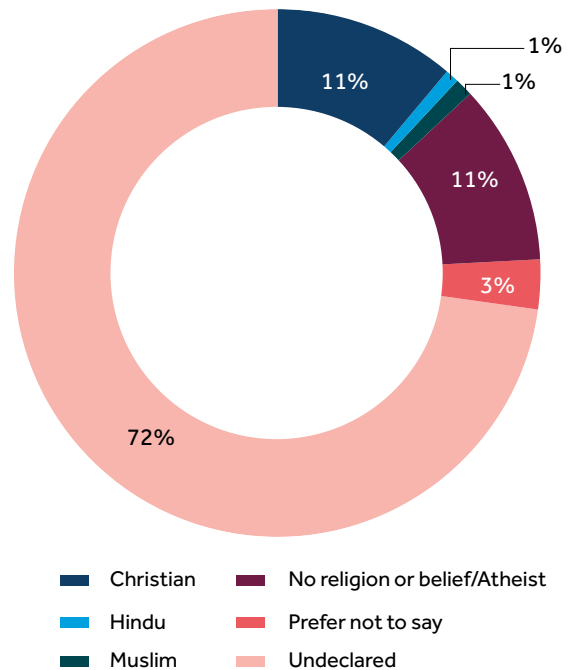


- **9%** of our Managers/Technical Specialists are from the BAME community, a slight increase from 8.5% last year.
- During this period, **12%** of people promoted from one job grade to a higher one (eg from Administrator to Associate or from Associate to Manager) were from the BAME community. This is a decrease of 3 percentage points from last year.
- Of our leavers throughout the year, **28%** were from the BAME community, an increase of 4 percentage points from last year.

Spectrum, our ethnicity network group, has continued to champion the BAME agenda on progression. Key successes in 2016/17 include:

- Participating in the **reverse mentoring scheme** and the **Mentoring Circles Programme** sponsored by Business in the Community.

- **Focus groups** exploring the issue of cultural differences. The groups provided a really useful insight into the reticence experienced by both managers/HoDs and BAME employees alike in raising issues about cultural difference, and showed that, even within the same cultural groups, individuals' experiences and approaches can be very different.
- **Black History Month** in October 2016 included a key note address from Lord Herman Ouseley, Chair of the Kick it Out campaign and vocal advocate of equality issues in the House of Lords. Lord Ouseley talked about the challenges faced by organisations when addressing the dwindling number of ethnic minorities in leadership roles.
- A well-attended session in March gathering feedback on Spectrum's three-pillar strategy aimed at looking outwards to the wider community, providing appropriate support to the BAME community and providing challenge and support to the organisation – 'Connecting voices, unlocking potential, driving change'.



We hold data for 28% of our people that shows us that 11% of employees are Christian, 11% have no religion or belief/are atheist, 3% prefer not to say, 1% are Muslim and 1% are Hindu. We have groups of employees who are Jewish, Sikh, Buddhist but these form less than 1%.

Our Multi-faith network continues to draw together all our main faith groups (Christian/Catholic, Jewish and Muslim) and anyone else of another faith who wishes to be involved. It is a forum for people to express their faith and beliefs and explore how they relate and contribute to the FCA's objectives. The main faith groups also exist alongside the network.

Faith/belief

We hold data for 28% of our people that shows us that 11% of employees are Christian, 11% have no religion or belief/are atheist, 3% prefer not to say, 1% are Muslim and 1% are Hindu.

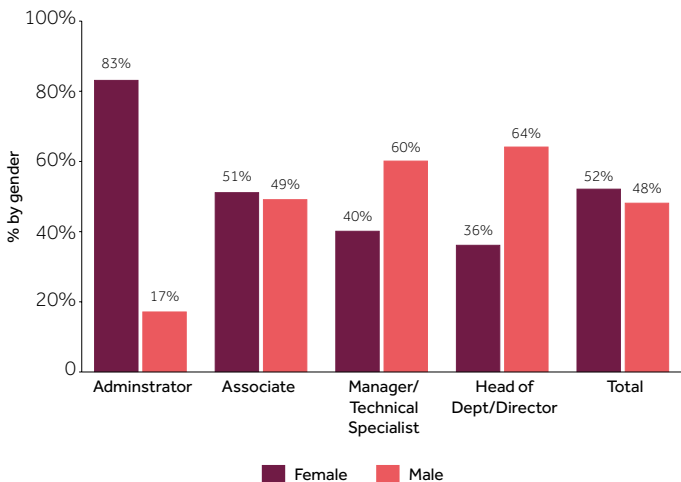
Key successes in 2016/17 include:

- Holding a panel session on **Faith and Materialism**, led by the Canary Wharf Chaplaincy.
- Organising a well-attended **team volunteering day** at the Deptford Food Bank with members from the different faith groups.
- Continuing to provide support to **individual faith groups**, including those members who do not have a designated faith group, including publicising and commemorating significant religious festivals and supporting individual faith group events

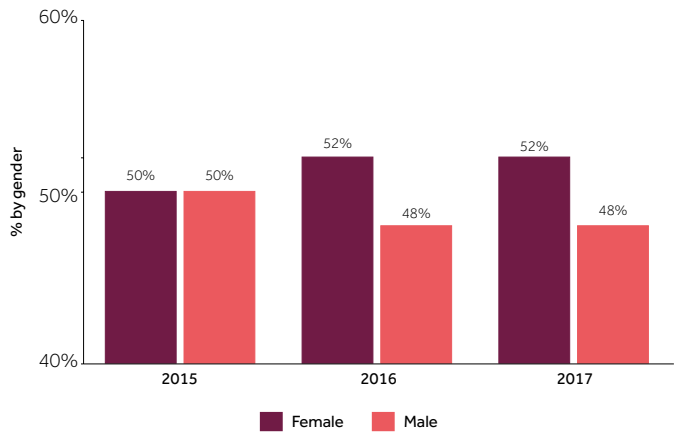
Gender

We currently ask employees to tell us if they are male or female. As part of our planned review of the diversity monitoring questions, we will be adding in additional options such as 'prefer not to say' or 'other' to include anyone who identifies as non-binary.

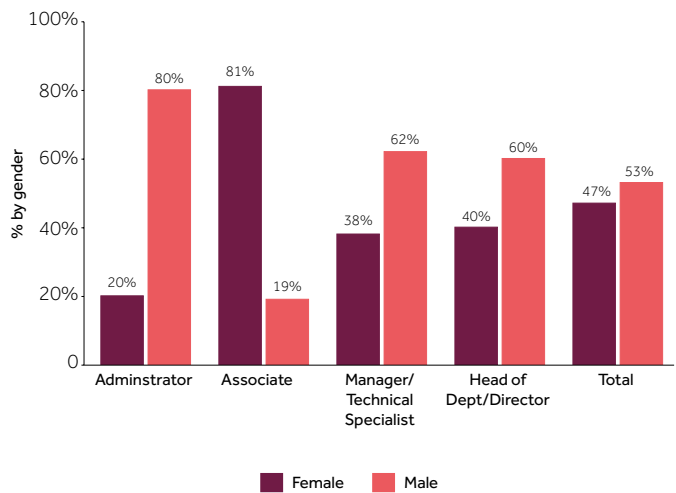
The overall split is 52% female/48% male, the same as last year. The chart below shows data by grade from 2016/2017.



The gender split has not changed significantly over the past few years, as detailed in the chart below showing the past three years.



The chart below shows % rate of promotions to the next job level, based on gender.



In the past year 47% of people promoted from one job grade to a higher one (e.g. from Administrator to Associate), were female. 38% of promotions to Manager/ Technical Specialist were female as were 40% of promotions to Head of Department/Director level. This is a reduction from last year when 53% of promotions to this level were female.

This year our well-established Women's Network successfully broadened to a gender network and changed their name to '**Balance**'. By broadening the network they champion full inclusivity and ensure that the network is open and engaged with all those who can support gender equality. Focus groups are taking place to engage with men on issues affecting them.

Key successes in 2016/17 include:

- establishing 4 fully fledged **Lean In circles**, with women from all parts of the organisation involved
- continuing our relationship with **The Girls Network** for another cohort of girls aged 12–13, with a 2017/18 cohort already in the planning
- holding an International Women's day event with external speakers and the theme **#BeBoldforChange**
- participating in the 30% Club's latest research on **unconscious bias and gender**, including 30 interviews with line managers and their direct reports

Marriage/civil partnership

We hold data about marriage and civil partnership for 37% of our people and it tells us that:

- 28% are married/civil partnership
- 2% are separated/divorced/widowed
- 7% are single

These figures remain unchanged from last year.

Pregnancy/maternity

Over the past year:

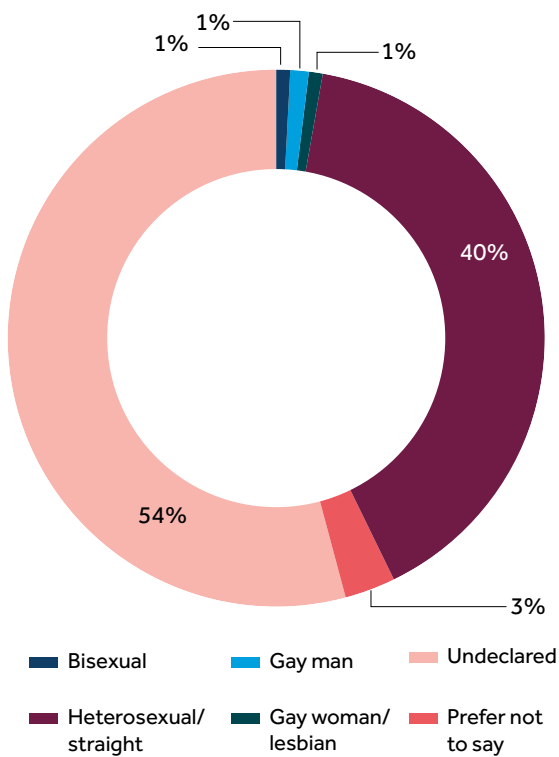
- 214 women went on maternity leave
- 83 men and 1 woman went on paternity leave
- 18 men and 1 woman took shared parental leave
- 6 women took adoption leave

There has been an increase since last year in the uptake of shared parental leave (+11 people) and adoption (+3 people).

We run quarterly pregnancy and parenthood clinics. These are drop-in sessions for pregnant women and new or expectant parents of any gender. They provide an opportunity to discuss questions or concerns on parent-related issues, flexible working, pay during maternity, paternity or adoption leave, and other family friendly policies.

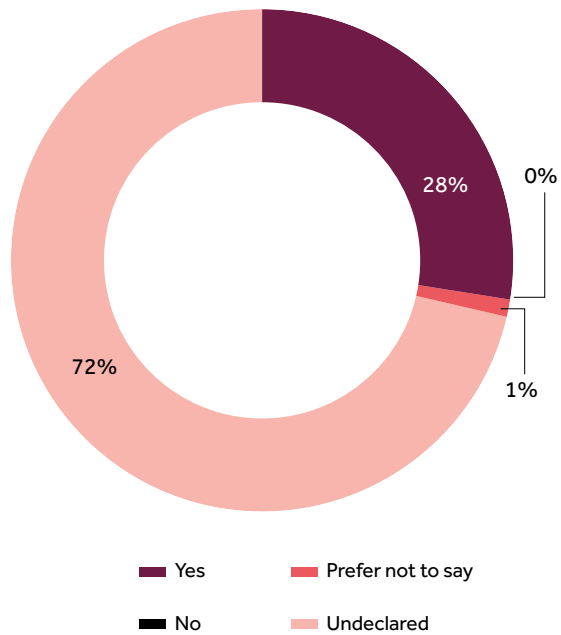
Sexual orientation

We had 46% of people share their sexual orientation. This year the data shows 1% gay men, 1% lesbians and 1% bisexual, which is a slight change from last year when there were 2% gay men and 1% lesbians.



Gender reassignment

We ask 'is your gender the same as your gender at birth?' and we hold this data for 29% of our workforce. We had 28% of people tell us that their gender is the same, and 1% preferred not to say.



InsideOUT, our LGBT+ network group, is now in its fourth year. The network has continued to foster an environment where lesbian, gay, bisexual and transgender employees have the confidence and support to be themselves at work. This year, 94% of LGBT+ employees responded in a recent employee survey that they believe the FCA treats its employees fairly, regardless of sexual orientation.

Key successes in 2016/17 include:

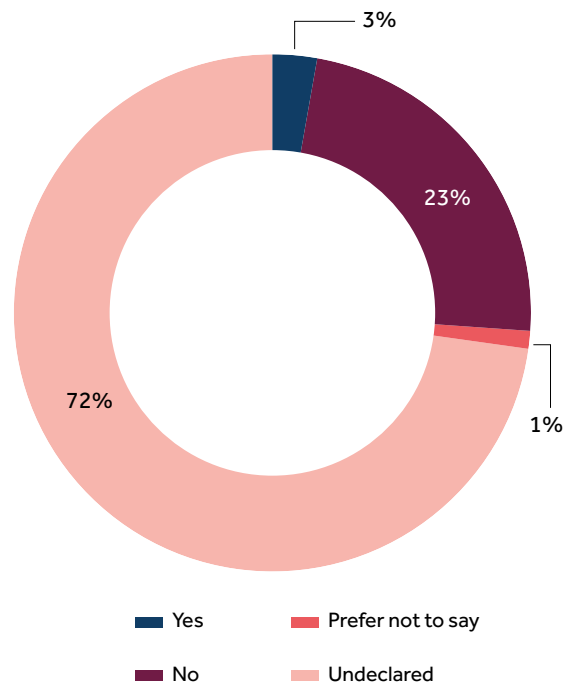
- coming 58th in the **Stonewall Top 100 employers**, maintaining our position in the top 100
- our Chief Operating Officer, Georgina Philippou, being 33rd in the **2016 top 40 LGBT allies** list published by FT and OUTstanding
- **LGBT+ History month 2017** provided the organisation with insight on how health matters for LGBT+ people, focusing on sexual and mental health
- our most successful **Pride 2016 parade**, with over 120 FCA employees marching alongside members of our regulatory family in the **StandOUT network** (Bank of England, Financial Services Compensation Scheme, Financial Ombudsman Service and Money Advice Service)

Additional data

The following section contains data that we are not obliged to collect but do so as part of our commitment to go beyond our diversity and inclusion statutory obligations.

Carers

We ask our employees if they have caring responsibilities, aside from being a carer for a child. We hold data for 28% of our workforce. 3% say that they do have caring responsibilities, 23% don't and 1% preferred not to say. These figures are the same as last year.

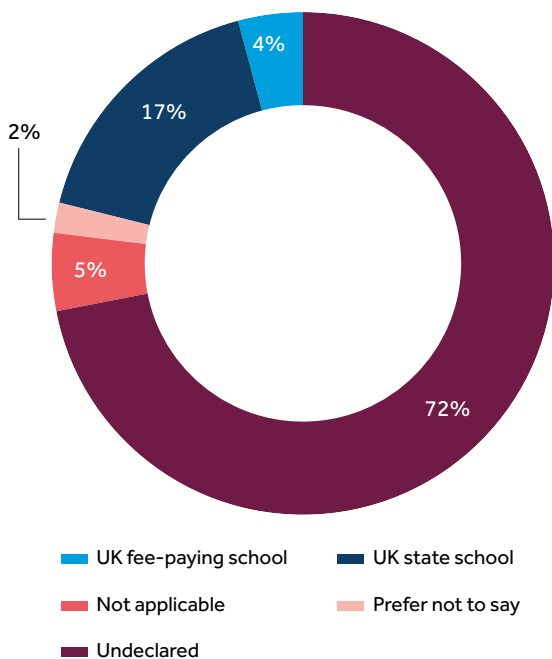


- Our Carers Network launched in November 2016. The network covers anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction, cannot cope without their support. The network also covers those who are parents under its definition of a carer.

- The network has established a relationship with Employers for Carers, the professional network of Carers UK, and have been both leveraging the experience across this network and engaging with other organisations to understand the establishment of similar carer networks.
- The network hosted a successful networking event on Carers Rights Day in November and will be hosting events to mark Carers Week in June.

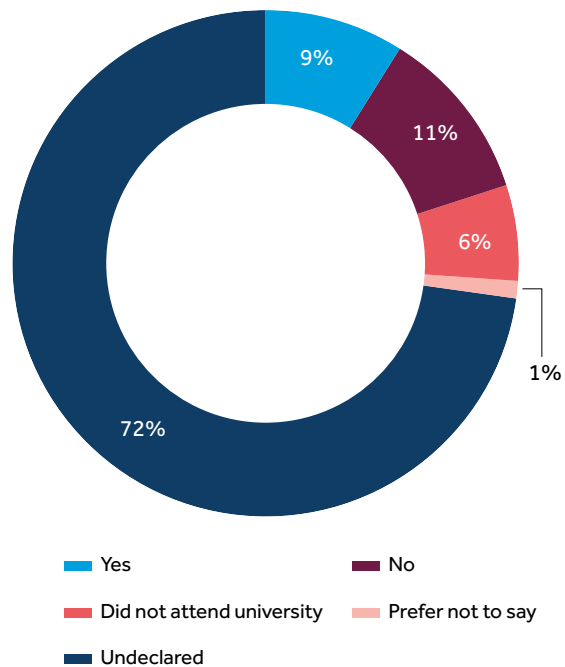
Educational background

We ask our employees what type of school they went to. We hold this data for 28% of our workforce and it tells us that 17% went to a UK state school, 4% went to UK fee-paying school, 2% preferred not to say and 5% said not applicable (eg educated abroad). The figures were broadly similar last year.



University

We ask our employees whether, if they went to university, they were the first in their family to do so. We hold this data for 28% of our workforce and it tells us that 9% were the first in their family, 11% were not the first, 6% did not attend university and 1% preferred not to say. The figures were broadly similar to last year.





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