

Diversity, Equity and Inclusion in the UK Third Sector



September 2021

Agenda 
consulting

Foreword from Peter Reeve

I opened the results of this survey with a certain amount of nervousness as I'm sure was the case for many of the organisations who participated. Since we partnered with Agenda to develop this survey, the environment and context for this piece of work on this topic has become distinctly challenging and contentious. Numerous high-profile examples of organisations and individuals being criticised, and in some cases - more than - have undoubtedly created some nerves amongst the member organisations that decided to take part. I would like to thank them for getting involved and making this survey what it is.

It goes without saying that the last 18 months has been incredibly hard, for our members charities and their HR teams. The pandemic has thrown into doubt the survival of many charities and in that context, HR teams have risen to challenge of furlough, working from home, not to mention the impact of loss and grief that have directly affected many. As we talked to our 90+ members we got a real sense that teams have worked hard to keep staff engaged and supported as we hopefully move into a post pandemic environment. We were also told that the next challenge was going to be redoubling our efforts to increase diversity across the sector. For that reason we decided to work with Agenda to develop this survey to 'take the temperature' of our members.

Whilst a survey of 8 charities is not representative of a whole and complex sector, I'm surprised by how many 'urban myths' about our workforce have been reflected here. The incredibly high proportion of women (many of whom are working flexibly) is a testament to what we do well. It was also pleasing to see higher proportions of LGBT staff and staff who describe a different gender.

However, the relatively low numbers of minority community employees and younger people are clear evidence of where we need to do better. It's disappointing to read that members of minority groups feel less engaged with the organisation and the causes they champion. There is clear evidence of what we need to focus our work on as we seek to attract and retain a broader range of people.

In conclusion, as with so many reports, we have to accept a 'could do better' summary for our work in this area. We hope this work helps to focus our efforts on being more inclusive and to help all our staff to build careers in our sector.

So finally a huge thank you to our partners Agenda who put together this report and have supported our work in so many ways over the last few years.



Peter Reeve
Interim Chief Executive Officer

Executive Summary

Background and Aims

We are delighted to have partnered with the Charities HR Network Group to deliver the Diversity, Equity and Inclusion Member Survey in June 2021.

Participation in the survey was offered to all CHRN members free of charge and a total of 8 member organisations took part.

The purpose of the survey was to enable participating organisations to gain insight into:

- The composition of their workforce across a range of personal characteristics
- How diverse, equitable and inclusive their people feel the organisation is
- People's views on their organisation's approach to diversity, equity and inclusion
- People's experiences of diversity, equity and inclusion in the organisation
- How the views and experiences vary across different groups
- Compelling evidence to drive change

Each participating organisation received their own report based on responses from their people in July.

The secondary purpose of the survey was to enable us to produce this report, setting out our key findings and insights on Diversity, Equity and Inclusion in the UK Third Sector from the aggregated dataset. We will present the findings at the CHRN Annual Conference on 23 September 2021.

The majority of the data in this report is derived from the CHRN DEI Member Survey. Other data sources in this report are:

- Agenda Consulting's People Count Third Sector 2021 benchmarking study (PCTS from hereon) – to provide further statistics on employee diversity in the UK Third Sector
- Agenda Consulting's Volunteers Count 2019 benchmarking study – to provide some statistics on volunteer diversity
- Office for National Statistics, Scope and Stonewall – to provide some broader UK comparators

We hope that this report will contribute to your thinking about Diversity, Equity and Inclusion in your own organisations and that it helps to inform your future work in this area.

Key findings

Perceptions of equal treatment

- The survey opened with seven statements asking about the extent to which respondents feel people are treated equally in their organisation irrespective of: age, disability, gender, gender reassignment, race/ethnicity, religion and sexual orientation
- Across the seven statements the average overall positivity is 72%, neutrality is 21% and the average overall negativity is 7%. However, there is some variation between the seven characteristics
- Overall positivity for being treated equally irrespective of sexual orientation and gender is notably above the average (+12% and +11% respectively)

- Being treated equally based on age, religion and race/ethnicity are all similar to the average positivity
- Scores for the questions on disability and gender reassignment are less positive (67% and 50% respectively). However, this is partially due to higher levels of neutrality compared to the average. Nearly half (48%) of the responses to the gender reassignment question are neutral, compared to 21% neutrality on average
- It is interesting to note that the highest levels of negativity are for age: 12%, compared to the 7% average.

Overall views on Diversity, Equity and Inclusion

- Scores for the 12 questions around wider perceptions of Diversity, Equity and Inclusion vary substantially by question
- 76% of respondents feel they belong in their organisation and 74% of respondents feel their organisation values diversity
- 69% of respondents feel their organisation is committed to DEI and values the different perspectives, experiences, backgrounds, knowledge and approaches of all of its staff and 67% feel the Leadership group demonstrates their commitment to DEI
- 62% feel there are as many opportunities for them to succeed in their organisation as there are for their peers
- Only 58% have received training in DEI
- 48% feel their organisation is committed to promoting representation of people from diverse groups at senior levels, whilst 44% feel their organisation works to attract, develop and retain people with diverse backgrounds.
- Only 35% feel their organisation has a culture that nurtures and encourages those from an under-represented group to pursue their chosen career

- At the end of the survey we asked an open question *Is there anything you would like to share about your experience of diversity, equity and inclusion in your organisation?* Key points from our qualitative analysis:
 - 15% respondents commented that they feel their organisations have begun to make good progress towards improving Diversity, Equity and Inclusion and are committed to improving it
 - However, 13% feel there is more work to do to recruit and retain a more diverse workforce in particular gender, ethnicity and disability
 - 10% commented that they would like to hear more about what their organisations are doing to improve DEI as well as to know what resources are available to them to help
 - 9% wrote about a desire to see their organisations doing more to raise awareness of and promote DEI and underrepresented groups, with several comments highlighting LGB groups in particular
 - Further themes include:
 - More learning and development on DEI
 - More opportunities for progression and career development
 - Greater diversity in senior positions.

Gender

- Three quarters (76%) of the CHRN members sample are female - notably higher than the ONS UK workforce figure of 47%. 22% of the sample are male and 2% identify in another way
- Part time working is much more prevalent for women than for men. A third (34%) of the women in the sample work part time compared to just 9% of the men

- Statistics from our People Count Third Sector 2021 study indicate that the gender balance shifts with seniority: 70% of managers are female, at SMT level the figure falls to 56% and for CEOs it is 57%
- There is little difference between the results for women and for men in relation to their perception of Diversity, Equity and Inclusion in this survey - average 1% gap
- Perceptions of gender equality are notably lower for respondents with a disability, respondents from an ethnic minority and respondents who identify in another way (gender).

Gender identity different from the gender originally assigned at birth

- 13% of the sample identify their gender as being different from the gender they were assigned at birth - notably higher than the Stonewall estimate of 1%
- Those whose gender identity is different from the gender they were originally assigned at birth are more positive than the whole sample on three statements:
 - I have received training in diversity, equity and inclusion (+7%)
 - People here are treated equally irrespective of sexual orientation (+6%)
 - I feel there are as many opportunities for me to succeed in this organisation as there are for my peers (+6%)
- Perceptions of gender reassignment equality are notably lower for people who identify their gender in another way and Hindu respondents, whereas Muslim and Christian respondents are more positive.

Ethnicity

- 13% of the sample are from an ethnic minority which is notably lower than the ONS UK workforce figure of 22%

- Statistics from our People Count Third Sector 2021 study indicate that the balance deteriorates with seniority: just 7% of managers are from an ethnic minority and just 39% of the PCTS 2021 sample had one or more person from an ethnic minority on their SMT
- Perceptions of DEI are lower for most of the statements in the survey for those from ethnic minorities – average 10% lower than the whole sample. This is a striking finding in our view
- Perceptions of equal treatment in relation to ethnicity are notably lower for respondents from an ethnic minority, respondents who identify in another way (gender), respondents with a disability, and Muslim respondents.

Disability

- 9% of respondents indicated that they have a disability. Scope estimate that 19% of the working age population is disabled
- Perceptions of DEI are consistently lower amongst those who have a disability: less positive on three quarters of the statements. As with ethnicity, we consider this a concerning finding from the results
- Perceptions of disability equality are notably lower for people with a disability, people who identify their gender in another way, ethnic minorities and the LGB group.

Religion

- Christians make up the largest proportion of the sample (38%) followed by Atheists (33%). Representation for Muslims (2%), Hindus (1%) and Buddhists (1%) is low
- Perceptions of religious equality are notably lower for people who identify their gender in another way, ethnic minorities and people who have a disability.

Sexual orientation

- 11% of respondents identify as being bisexual (5%) or a gay man (3%) or a gay woman / lesbian (4%), 82% identify as heterosexual / straight and 3% of the sample preferred to self identify
- The 11% LBG figure is notably higher than the ONS figure of 2%
- There is little difference in perceptions of DEI amongst the LBG group relative to the whole sample, but they are less positive on three statements:
 - People here are treated equally irrespective of disability (-6%)
 - The organisation works to attract, develop and retain people with diverse backgrounds (-6%)
 - This organisation has a culture that nurtures and encourages those from an under-represented group to pursue their chosen career (-5%)
- Perceptions of sexual orientation equality are notably lower for people who identify as being from an ethnic minority, people with a disability. However, people who identify their gender in another way, people whose gender is different to birth and those in the 25 – 34 age group are more positive.

Age

- There is good representation in the sample across the age spectrum with the exception of under 25s who make up just 3% of the sample
- Perceptions of age equality are notably lower for the under 25s, people who have a disability and ethnic minorities.
- As noted above, age sees the highest levels of negativity amongst the equal treatment statements: 12% are negative, compared to the 7% average.

Employee Engagement

- We looked at the levels of variation within the sample on employee engagement – as measured by the statement "I would recommend this organisation as a good place to work". Our research suggests that engagement with the work is often very high in not-for-profit organisations but engagement with the organisation itself is more variable. This has led us to conclude that this question is the most discriminating measure of engagement in the not-for-profit sector
- On this basis 82% of the sample are engaged (strongly agree + agree), 14% are neutral and 4% are disengaged (strongly disagree + disagree)
- There is substantial variation by ethnicity: those from an ethnic minority are 7% less engaged than the whole sample, and within that group people who are Black are 27% less engaged than the whole sample
- People who have a disability are notably less engaged than the whole sample (-13%)
- Muslim respondents are 15% less engaged whilst Hindu respondents are 18% more engaged
- The LGB group are slightly more engaged than the whole sample (+4%) and within that group gay men are more engaged (+7%)
- There is little difference between the engagement scores for different genders, people whose gender identity is different from birth and different age groups.

Key questions for organisations to reflect on

Diversity, Equity and Inclusion is a key priority for many not-for-profit organisations in 2021. They wish to cultivate fairer workplaces where everyone can contribute and is valued, where people in particular groups are not disadvantaged or excluded and where everyone can do their best work. For most, this will represent a cultural shift and is likely to require a

sustained effort over a number of years and will need to be championed by leaders, managers and staff alike.

This report seeks to give some insight into the current position in the sector, areas that are working well and areas where there is clear scope for improvement. Organisations wishing to engage meaningfully with this agenda may wish to reflect on following broad questions in thinking through how to effect tangible change.

- How diverse is our organisation?
- What does our organisation's diversity or lack of it say about the organisation?
- Is our diversity consistent with our values?
- Does our diversity allow us to fulfil our mission?
- Is our organisation reflective of the communities we serve?
- Why is including diverse people important in our organisation?
- Is our organisation equally diverse in senior and less senior roles?
- Do some groups feel that they are treated less favourably than others?
- Do all minority groups feel welcome and included?
- Do people feel that they can be open about who they are and be accepted?
- Do any groups face "glass ceilings"?
- Is there unacceptable behaviour happening within our organisation?

- Is our organisation open to being challenged by those who do not feel included?
- Is it the same in all parts of our organisation or just particular parts?
- Do people feel that they truly belong in your organisation and can bring their whole selves to work?

Contents

The rest of this report is structured as follows:

1. Overall views on Diversity, Equity and Inclusion
 2. Gender
 3. Gender identity different from originally assigned at birth
 4. Ethnicity
 5. Disability
 6. Religion
 7. Sexual orientation
 8. Age
 9. Variation on Engagement
- Annex A: Methodology and Interpreting Results

1 Overall views on Diversity, Equity and Inclusion

Equal treatment

There are seven statements about equal treatment, one for each of the following characteristics: Age, Disability, Gender, Gender reassignment, Race/ethnicity, Religion and Sexual orientation. The graph below shows the average of the seven statements at the top followed by each of the individual statements ordered from most to least positive.

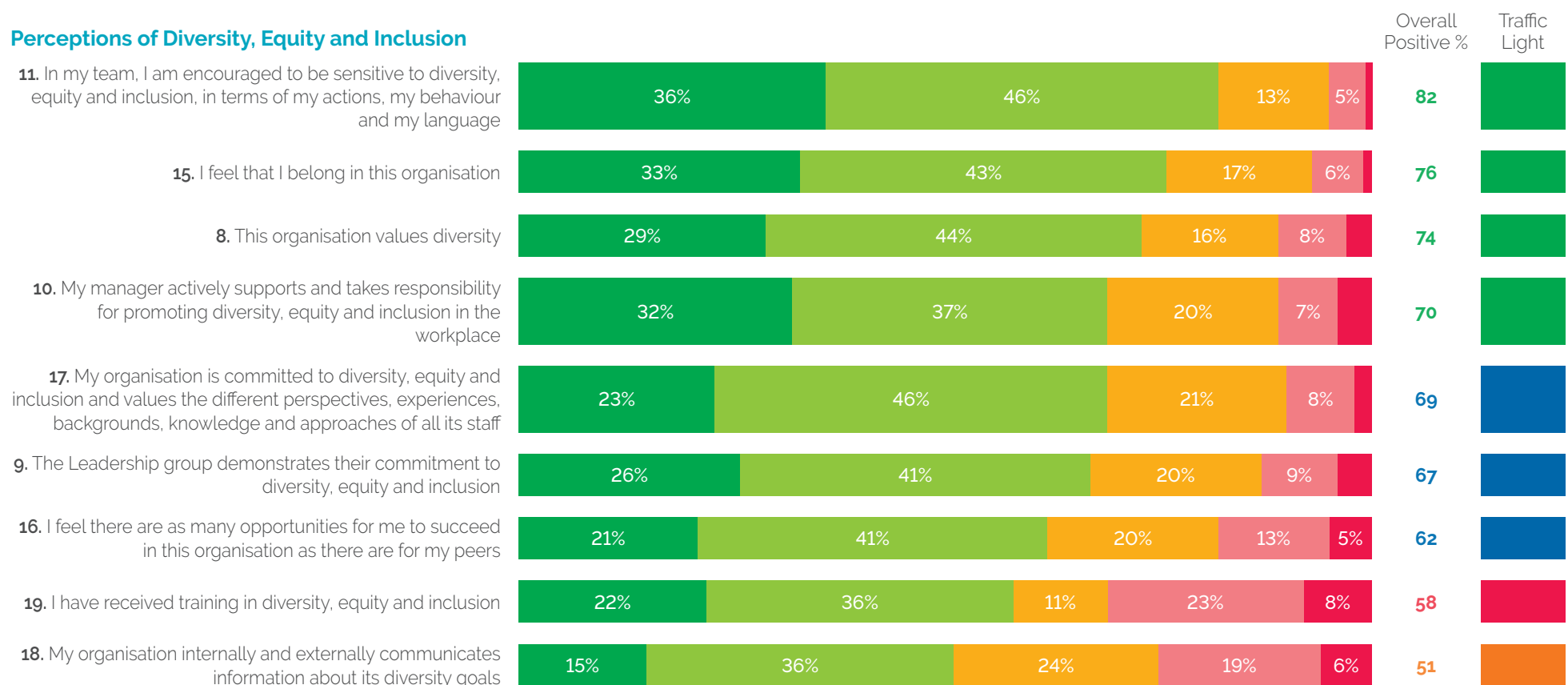
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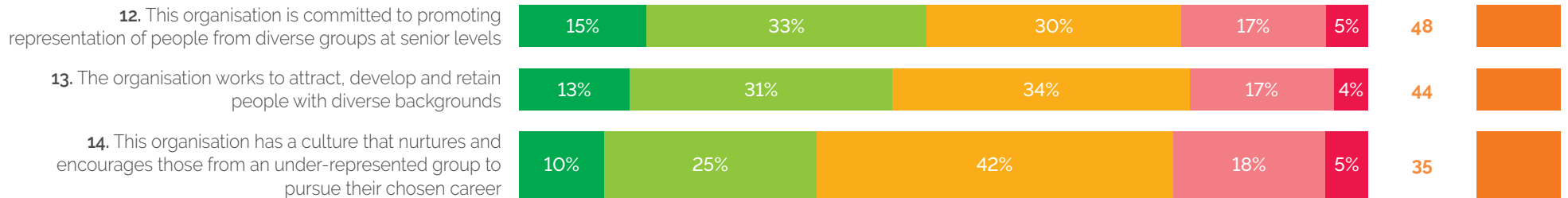


Key findings

- For the average of the seven statements, overall positivity is 72%, neutrality is 21% and average overall negativity is 7%. However, there is some variation between the seven characteristics
- Overall positivity for being treated equally irrespective of sexuality and gender is notably above the average (+12% and +11% respectively)
- Being treated equally based on age, religion and race/ethnicity are all similar to the average positivity of the questions
- Scores for the questions on disability and gender reassignment are less positive (67% and 50% respectively). However, this is partially due to higher levels of neutrality. Nearly half (48%) of the responses to the gender reassignment question are neutral, compared to 21% neutrality on average
- It is interesting to note that the highest levels of negativity are for age: 12%, compared to the 7% average.

Perceptions of Diversity, Equity and Inclusion





Key findings

- Scores for the 12 questions around wider perceptions of Diversity, Equity and Inclusion vary substantially by question
- 76% of respondents feel they belong in their organisation
- 74% of respondents feel their organisation values diversity
- 69% of feel their organisation is committed to DEI and values the different perspectives, experiences, backgrounds, knowledge and approaches of all of its staff
- 67% of respondents feel the Leadership group demonstrates their commitment to DEI
- 62% of respondents feel there are as many opportunities for them to success in their organisation as there are for their peers
- Only 58% have received training in DEI (31% have not)
- 48% feel their organisation is committed to promoting representation of people from diverse groups at senior levels
- 44% feel their organisation works to attract, develop and retain people with diverse backgrounds
- 35% feel their organisation has a culture that nurtures and encourages those from an under-represented group to pursue their chosen career.

Traffic Light Scoring

Scores for the results are given a traffic light rating, based on the following:

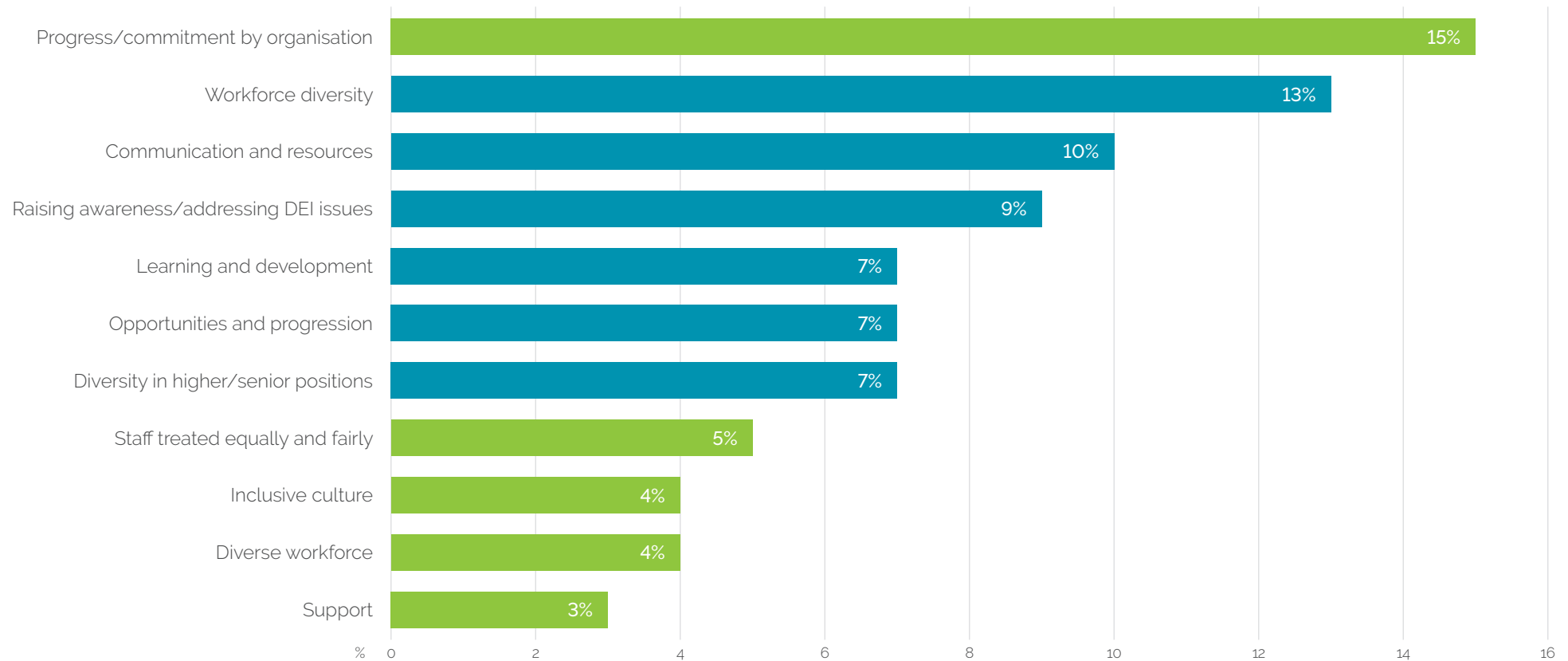
- 70% or more of respondents Overall Positive and less than 20% of respondents Overall Negative
- Between 50 - 70% of respondents Overall Positive and less than 20% Overall Negative
- Less than 50% of respondents Overall Positive or 20% - 30% of respondents Overall Negative
- 30% or more of respondents Overall Negative

Open question analysis

At the end of the survey the following open question was asked: *Is there anything you would like to share about your experience of diversity, equity and inclusion in your organisation?*

The graph below shows our qualitative analysis of this question which consisted of reading all the 217 written responses and analysing them into positive and constructive sentiments and within that, themes.

We show following top positive and constructive themes of all of the comments in total. The **green bars are themes with a positive sentiment** and the **blue bars are themes with a constructive sentiment**.



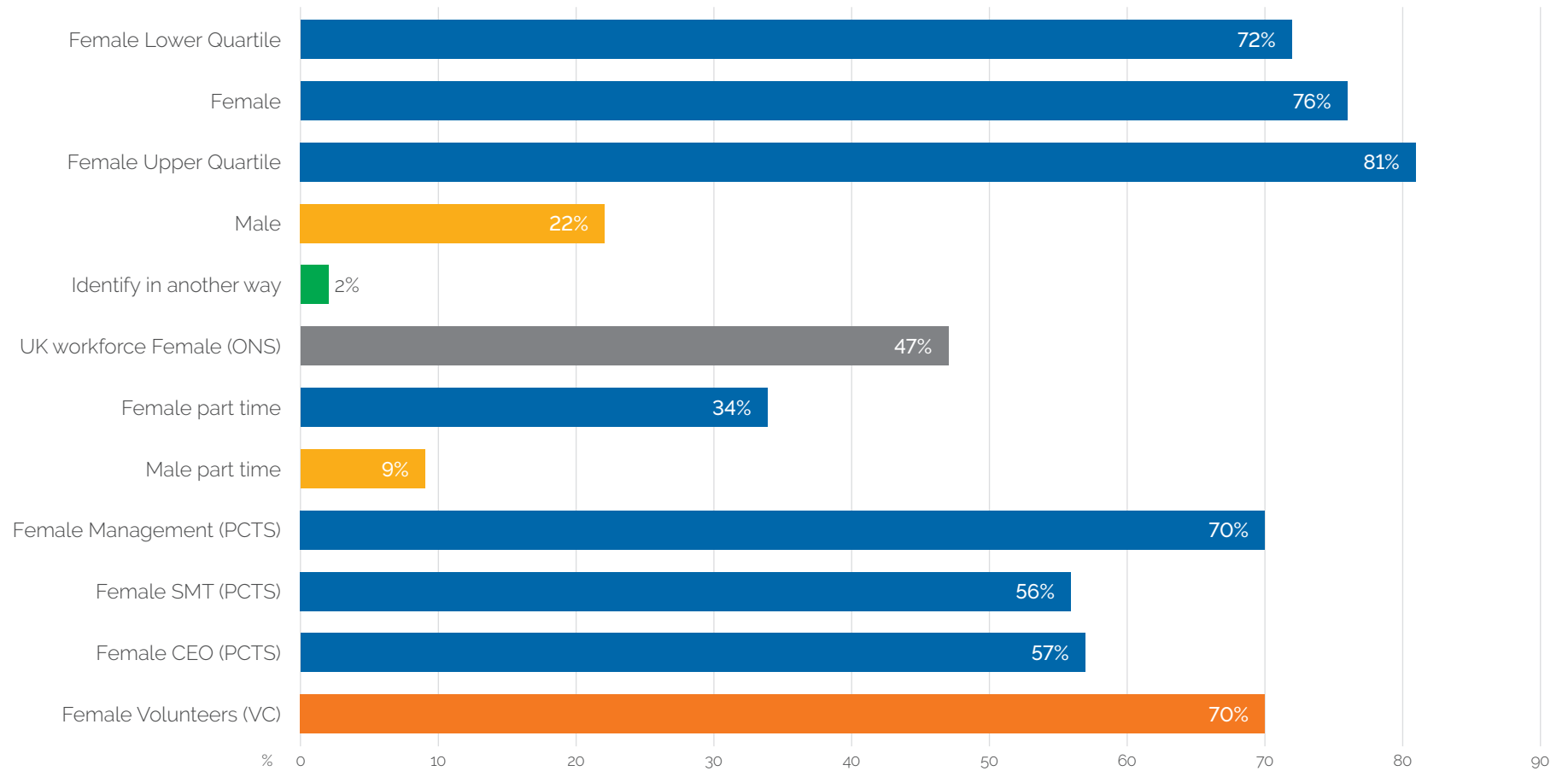
Key points:

- Progress/commitment by organisation (**positive sentiment**) was mentioned in 15% of responses. Respondents feel their organisations have begun to make good progress towards improving Diversity, Equity and Inclusion and are committed to improving it.
"The organisation has made great strides in recent months to prioritise diversity and inclusion"
- Workforce diversity (**constructive sentiment**) was mentioned in 13% of responses with respondents feeling there is more work to do here to recruit and retain a more diverse workforce in particular gender, ethnicity and disability.
"It would be good to see a commitment to making the workforce more diverse"
- Communication and resources (**constructive sentiment**) was mentioned in 10% of responses. Respondents would like to hear more about what their organisations are doing to improve EDI as well as know what resources are available to help.
"The organisation doesn't do enough outwardly to show it is actively working on its diversity."
- Raising awareness / addressing DEI issues (**constructive sentiment**) was mentioned in 9% of responses. Respondents would like to see their organisations doing more to promote DEI and underrepresented groups with several comments highlighting LGB groups in particular.
"Resistance to the promotion of pride month was very disappointing."
- Learning and development (**constructive sentiment**) was mentioned in 7% of responses. Respondents would like more opportunities for training on EDI for staff and volunteers in their organisations in order to meet their objectives.
"...staff training hasn't been widely promoted or available so far."
- Opportunities and progression (**constructive sentiment**) was mentioned in 7% of responses. Some respondents feel there aren't enough opportunities for progression and others feel they have been overlooked based on personal characteristics.
"I feel that there are very few opportunities for myself to develop and move up into higher paying roles."
- Diversity in higher/senior positions (**constructive sentiment**) was mentioned in 7% of responses. Respondents would like to see more diversity in the senior positions and boards of their organisations as they don't feel they are reflective of their workforces or populations.
"There are no senior people here at all who are not white British."

2 Gender

Distribution

The graph below shows a range of statistics on the gender distribution in the sector.

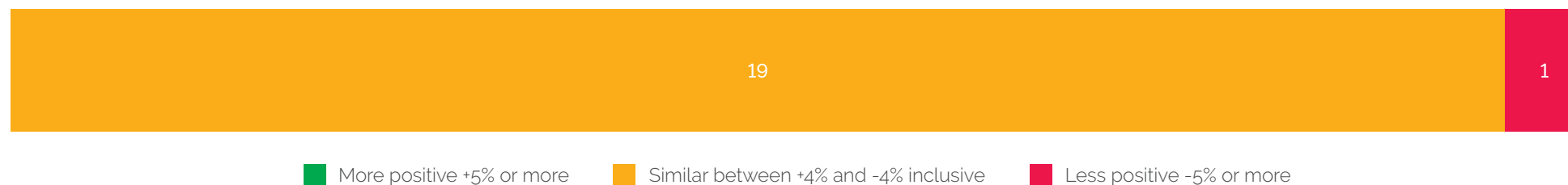


Key findings:

- Three quarters (76%) of the CHRN sample are female which is notably higher than the ONS UK workforce figure of 47%
- There is some modest variation here with a lower quartile of 72% and upper quartile of 81%
- 22% of the sample are male and 2% identify in another way
- Part time working is much more prevalent for women than for men. A third (34%) of the women in the sample work part time compared to just 9% of the men
- The CHRN Member Survey did not include data about respondents' role or grade. However statistics from our People Count Third Sector 2021 study indicate that the gender balance shifts with seniority: 70% of managers are female, at SMT level the figure falls to 56% and for CEOs it is 57%
- Volunteers Count tells us that 70% of volunteers are female – similar to the figure for employees in this sample.

Differences in perception of Diversity, Equity and Inclusion statements by gender

The graph below illustrates the difference between female and male overall positive scores across the 20 statements in the CHRN Member Survey.

**Key findings:**

- There is little difference between the results for women and for men in relation to their perception of Diversity, Equity and Inclusion, with most results falling within +4% to -4% difference
- The one question where female respondents are less positive was around the extent to which they feel that their organisation internally and externally communicates information about its diversity goals. 50% of women are positive relative to 56% of men.

People here are treated equally irrespective of gender - variation by demographic group

Overall 83% feel people are treated equally irrespective of gender at their organisation. 9% feel negatively on this statement.

We have looked at results for this statement broken down by gender, gender identity different to that assigned at birth, ethnicity, disability, religion, sexual orientation and age. The table below shows groups which are **less positive (-5% or more)** and groups which are **more positive (+5% or more)**

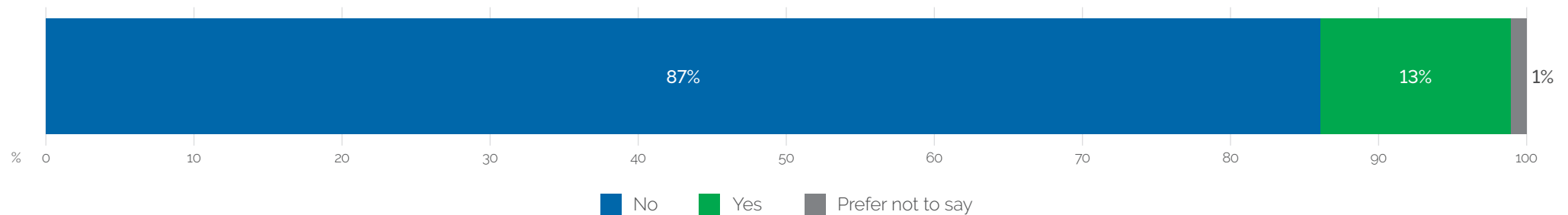
Key findings:

Groups less positive (-5% or more)	Groups more positive (+5% or more)
Disability – 67% positive and 22% negative	-
Ethnic minority – 72% positive and 14% negative	-
Identify in another way (gender) – 73% positive and 27% negative	-

- Perceptions of gender equality are notably lower for:
 - respondents with a disability
 - respondents from an ethnic minority
 - respondents who identify in another way (gender).

3 Gender identity different from the gender originally assigned at birth

Respondents were asked whether their gender identity is different from the gender they were originally assigned at birth. The graph below illustrates the distribution of response.



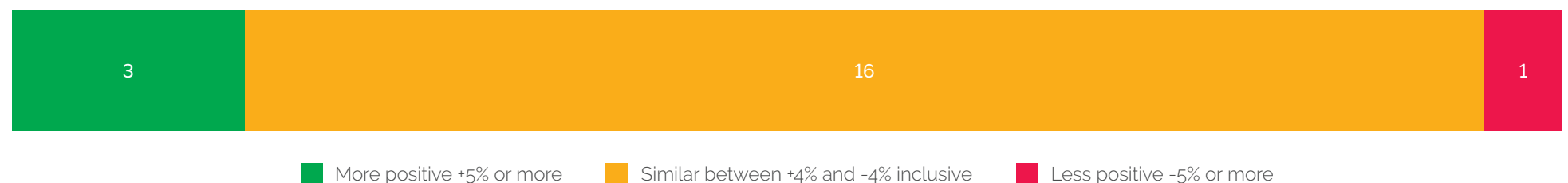
Key findings:

- 13% of respondents indicated that their gender identity is different from the gender they were originally assigned at birth
- 87% indicated that their gender identity is **not** different from the gender they were originally assigned at birth
- 1% preferred not to say.

Please note: the percentage figures total 101% - this is due to rounding the figures to whole numbers.

Differences in perception of Diversity, Equity and Inclusion statements for those whose gender identity is different from the gender they were originally assigned at birth

The graph below illustrates the difference between respondents whose gender identity is different from the gender they were originally assigned at birth and the whole sample across the 20 statements in the CHRN Member Survey.



Key findings:

- Those whose gender identity is different from the gender they were originally assigned at birth are more positive than the whole sample on three statements:
 - I have received training in diversity, equity and inclusion (+7%)
 - People here are treated equally irrespective of sexual orientation (+6%)
 - I feel there are as many opportunities for me to succeed in this organisation as there are for my peers (+6%)
- They are less positive on the statement people here are treated equally irrespective of disability (-5%).

People here are treated equally irrespective of gender reassignment - variation by demographic group

We recognise that 'gender reassignment' and 'a gender identity which is different from the gender originally assigned at birth' are not necessarily the same thing. We nonetheless feel that a drill down into the gender reassignment statement may still be insightful in this section of the report.

Overall just 50% feel people are treated equally irrespective of gender reassignment at their organisation. However, only 2% feel negatively and 48% are neutral, perhaps suggesting that for many they didn't feel they had sufficient insight.

We have looked at results for this statement broken down by gender, gender identity different to that assigned at birth, ethnicity, disability, religion, sexual orientation and age. The table below shows groups which are **less positive (-5% or more)** and groups which are **more positive (+5% or more)**

Groups less positive (-5% or more)	Groups more positive (+5% or more)
Identify in another way (gender) – 27% positive and 18% negative	Muslim – 67% positive and 0% negative
Hindu – 43% positive and 0% negative	Christian – 55% positive and 1% negative

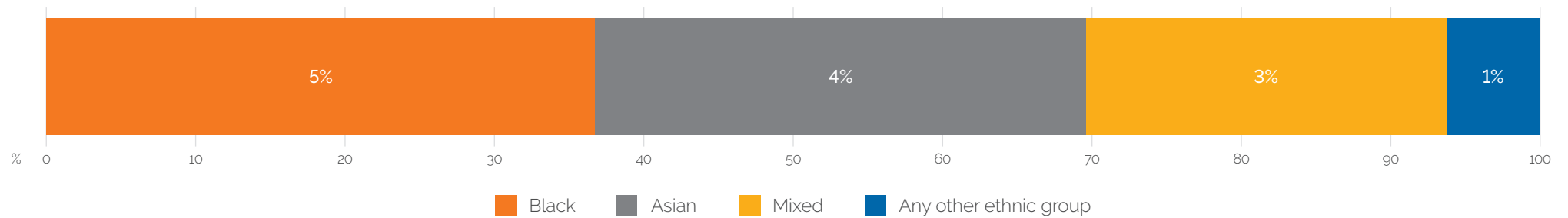
Key findings:

- Perceptions of gender reassignment equality are notably lower for people who identify in another way (gender). Just 27% are positive, 55% are neutral and 18% feel negatively
- Hindu respondents are less positive (43%) but negativity is 0%
- Muslim and Christian respondents are more positive.

4 Ethnicity

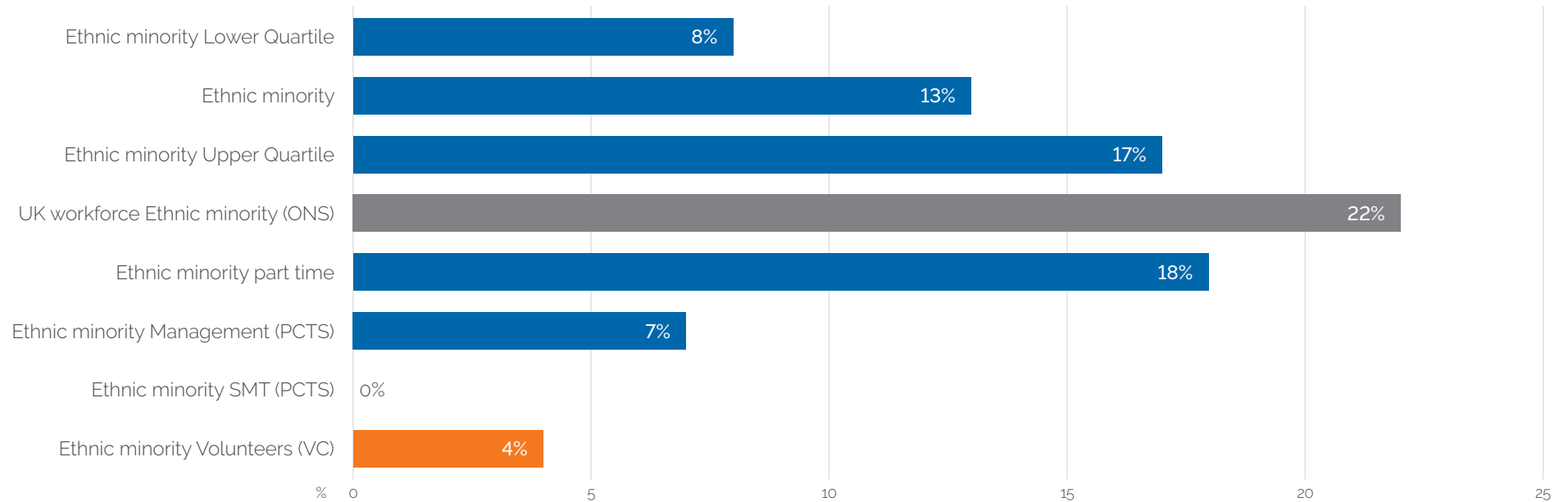
Distribution

Respondents were asked to select their ethnicity from a list of 17 options. 85% are White and 2% preferred not to say. We have aggregated the remaining 13% into the four broad groups shown in the graph below:



We have further aggregated the groups Black, Asian, Mixed and Any other ethnic group to create an overall group Ethnic minority.

The graph below shows a range of statistics for the group Ethnic minority in the sector.



Key findings:

- 13% of the CHRN sample are from an ethnic minority which is notably lower than the ONS UK workforce figure of 22%
- There is some variation here with a lower quartile of just 8% and upper quartile of 17%
- Part time working is less common for respondents from ethnic minorities: 18% relative to the whole sample figure of 27%
- The CHRN Member Survey did not include data about respondents' role or grade. However statistics from our People Count Third Sector 2021 study indicate that the balance deteriorates with seniority: just 7% of managers are from an ethnic minority and the median figure for the sector at SMT level is 0%. Only 39% of the PCTS 2021 sample had one or more person from an ethnic minority on their SMT
- Volunteers Count tells us that just 4% of volunteers are from an ethnic minority – notably lower than both the employee figure and the UK wide figure.

Differences in perception of Diversity, Equity and Inclusion statements by ethnicity

The graph below illustrates the difference between respondents from an ethnic minority and the whole sample overall positive scores across the 20 statements in the CHRN Member Survey.



Key findings:

- Perceptions of Diversity, Equity and Inclusion are lower for most of the statements in the survey for those from ethnic minorities
- On average those from ethnic minorities are 10% lower across the survey than the whole sample
- The table below shows the 10 statements most behind the sample as a whole:

Statement	Whole Sample Overall Positive	Ethnic minority Overall Positive	Difference to whole sample
My organisation is committed to diversity, equity and inclusion and values the different perspectives, experiences, backgrounds, knowledge and approaches of all its staff	69%	49%	-20
People here are treated equally irrespective of religion	74%	56%	-18
This organisation values diversity	74%	56%	-18
People here are treated equally irrespective of race/ethnicity	73%	58%	-15
The Leadership group demonstrates their commitment to diversity, equity and inclusion	67%	53%	-14
In my team, I am encouraged to be sensitive to diversity, equity and inclusion, in terms of my actions, my behaviour and my language	82%	68%	-14
This organisation is committed to promoting representation of people from diverse groups at senior levels	48%	34%	-14

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Statement	Whole Sample Overall Positive	Ethnic minority Overall Positive	Difference to whole sample
I feel there are as many opportunities for me to succeed in this organisation as there are for my peers	62%	48%	-14
People here are treated equally irrespective of disability	67%	54%	-13
People here are treated equally irrespective of sexual orientation	84%	72%	-12
People here are treated equally irrespective of gender	83%	72%	-11
I feel that I belong in this organisation	76%	66%	-10

People here are treated equally irrespective of race / ethnicity - variation by demographic group

Overall 73% feel people here are treated equally irrespective of race / ethnicity at their organisation. 10% felt negatively on this statement.

We have looked at results for this statement broken down by gender, gender identity different to that assigned at birth, ethnicity, disability, religion, sexual orientation and age. The table below shows groups which are **less positive (-5% or more)** and groups which are **more positive (+5% or more)**

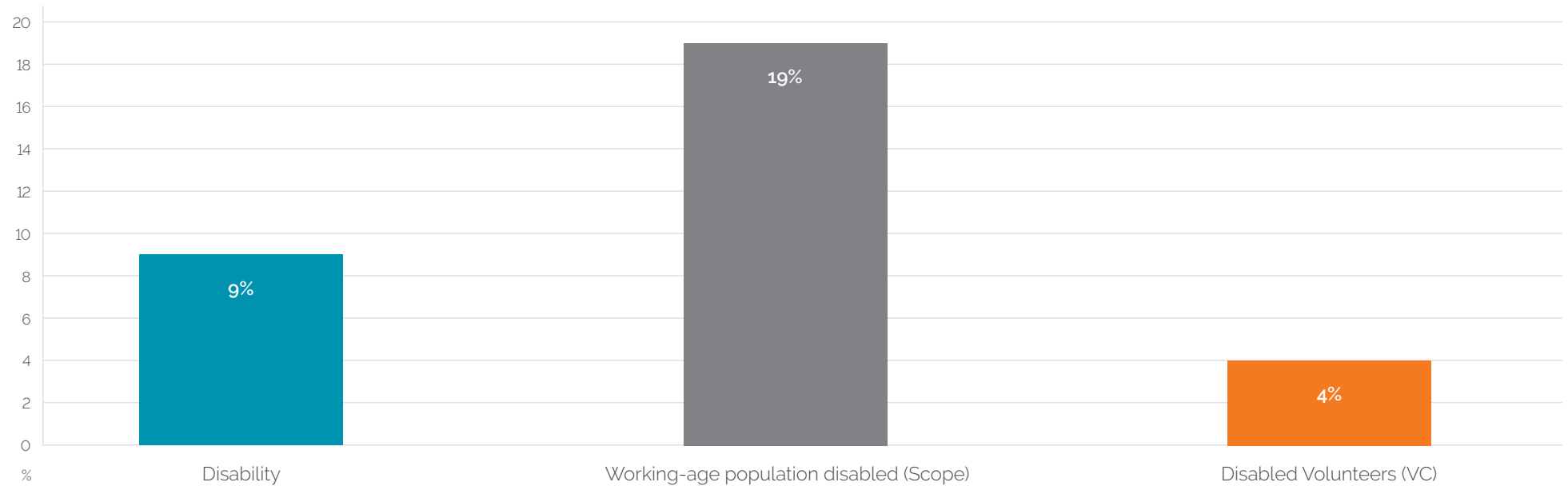
Groups less positive (-5% or more)	Groups more positive (+5% or more)
Identify in another way (gender) – 27% positive and 45% negative	Christian – 82% positive and 7% negative
Ethnic minority – 58% positive and 26% negative	-
Disability – 67% positive and 20% negative	-
Muslim – 67% positive and 25% negative	

Key findings:

- Perceptions of equal treatment in relation to ethnicity are notably lower for respondents who identify in another way (gender), respondents from an ethnic minority, respondents with a disability and Muslim respondents
- Christian respondents are more positive.

5 Disability

Respondents were asked whether they had a disability. The graph below illustrates the distribution of response.



Key findings:

- 9% of respondents indicated that they have a disability
- Scope estimate that 19% of the working age population is disabled
- 89% indicated that they do not have a disability
- 2% preferred not to say
- Volunteers Count tells us that just 4% of volunteers are disabled – lower than both the employee figure and the UK wide figure.

Differences in perception of Diversity, Equity and Inclusion statements for those who have a Disability

The graph below illustrates the difference between respondents who have a disability and the whole sample across the 20 statements in the CHRN Member Survey.



Key findings:

- Those who have a disability are less positive on 15 (75%) of the statement questions and similar on the other 5 (25%)
- The table below sets out 8 questions where disabled people are 10% or more less positive than the whole sample.

Statement	Whole Sample Overall Positive	Ethnic minority Overall Positive	Difference to whole sample
People here are treated equally irrespective of age	75	56	-19
People here are treated equally irrespective of gender	83	67	-16
People here are treated equally irrespective of disability	67	53	-14
This organisation values diversity	74	60	-14
I feel that I belong in this organisation	76	62	-14
I would recommend my organisation as a good place to work	82	69	-13
I feel there are as many opportunities for me to succeed in this organisation as there are for my peers	62	51	-11
People here are treated equally irrespective of religion	74	64	-10

People here are treated equally irrespective of disability - variation by demographic group

Overall just 67% feel people are treated equally irrespective of disability in their organisation, 9% felt negatively and 24% are neutral.

We have looked at results for this statement broken down by gender, gender identity different to that assigned at birth, ethnicity, disability, religion, sexual orientation and age. The table below shows groups which are **less positive (-5% or more)** and groups which are **more positive (+5% or more)**

Groups less positive (-5% or more)	Groups more positive (+5% or more)
Identify in another way (gender) – 27% positive and 45% negative	Hindu – 86% positive and 0% negative
Disabled – 53% positive and 27% negative	55 or over – 77% positive and 4% negative
Ethnic minority – 54% positive and 12% negative	-
Muslim – 58% positive and 0% negative	-
Other (Religion) – 61% positive and 13% negative	-
LGB – 61% positive and 17% negative	-
Gender different to birth – 62% positive and 11% negative	-

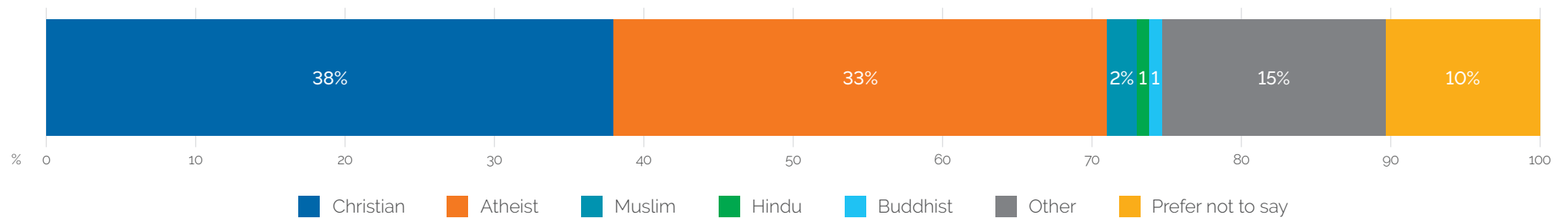
Key findings:

- Perceptions of disability equality are notably lower for people who identify in another way (gender). Just 27% are positive, 27% are neutral and notably, 45% feel negatively
- People with a disability are only 53% positive, 20% neutral and 27% negative
- It is a similar picture with ethnic minorities and LGB groups, although they are less negative overall.
- Hindu (86%) and 55 or over (77%) respondents are more positive.

6 Religion

Distribution

Respondents were asked to identify which religion they follow. The graph below sets out their responses to the question.



Key findings:

- Christians make up the largest % of the respondents (38%) followed by Atheists (33%)
- There is a modest % of Muslims (2%), Hindus (1%) and Buddhists (1%) in the sample
- 15% of the sample is made up of other religions, and 10% of the sample preferred not to say their religion.

People here are treated equally irrespective of religion - variation by demographic group

Overall 74% feel people are treated equally irrespective of religion at their organisation. 22% feel neutral and 4% feel negatively on this statement.

We have looked at results for this statement broken down by gender, gender identity different to that assigned at birth, ethnicity, disability, religion, sexual orientation and age. The table below shows groups which are **less positive (-5% or more)** and groups which are **more positive (+5% or more)**

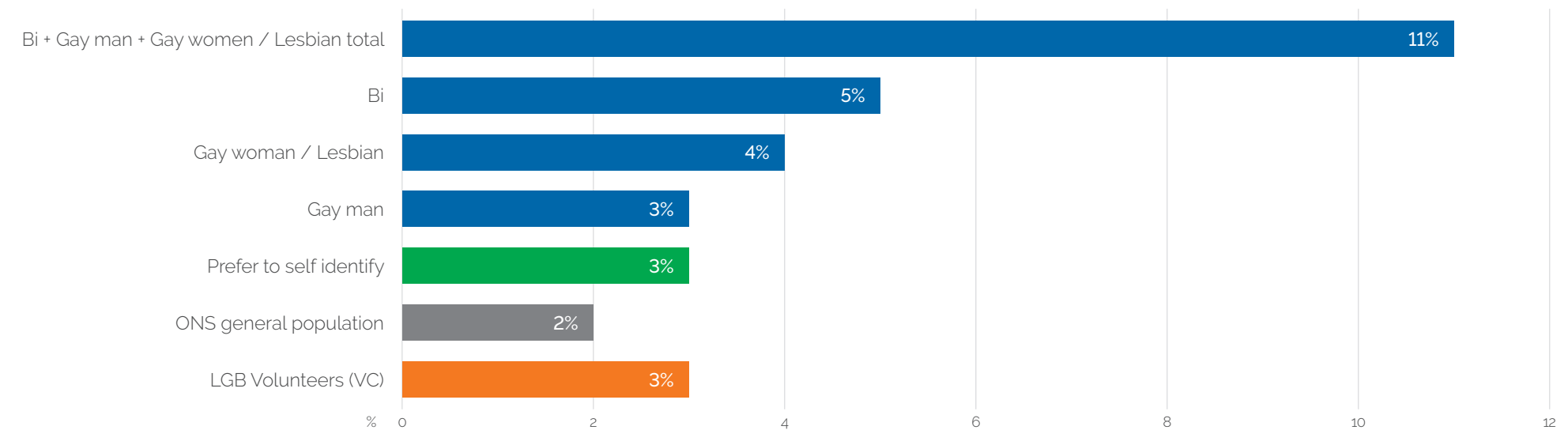
Groups less positive (-5% or more)	Groups more positive (+5% or more)
Identify in another way (Gender) – 55% positive and 9% negative	Less than 25 years – 94% positive and 0% negative
Ethnic minority – 56% positive and 11% negative	Hindu – 86% positive and 14% negative
Muslim – 58% positive and 8% negative	Christian – 80% positive and 4% negative
Disabled – 64% and 11% negative	55 or overs – 80% positive and 3% negative

Key findings:

- People who identify their gender in another way are the least positive group. Only 55% positive, 36% neutral and 9% negative
- Ethnic minorities are also notably less positive than the whole sample – 56% positive, 33% neutral and 11% negative
- Perceptions of religious equality are notably lower for people who have a disability. Only 64% are positive, % are neutral and 11% are negative
- The youngest and the oldest age groups (Less than 25 years and 55 or over) as well as Hindus and Christians are more positive.

7 Sexual orientation

Respondents were asked to choose their sexual orientation. The graph below illustrates the distribution of responses. We aggregated 11% of the responses into a LGB group outlined below:



Key findings:

- 11% of respondents identify as being bisexual (5%) or a gay man (3%) or a gay woman / lesbian (4%)*
- This is notably higher than the ONS figure of 2% of the population identifying as LGB
- 82% identify as heterosexual / straight and 3% of the sample preferred to self identify
- Volunteers Count tells us that 3% of volunteers are LGB – similar to the figure for the ONS.

*Please note the %'s for bisexual, gay man and gay woman/lesbian appear not to add up to 11% due to the rounding of whole numbers.

Differences in perception of Diversity, Equity and Inclusion statements for bi + gay man + gay woman/lesbian (LGB) compared to the whole sample

The graph below illustrates the difference between respondents who identify as LGB and the whole sample across the 20 statements in the CHRN Member Survey.



Key findings:

- Those who identify as LGB are less positive than the whole sample on three statements:
 - People here are treated equally irrespective of disability (-6%)
 - The organisation works to attract, develop and retain people with diverse backgrounds (-6%)
 - This organisation has a culture that nurtures and encourages those from an under-represented group to pursue their chosen career (-5%)
- On all other questions they are similar to the whole sample (within 4% either side).

People here are treated equally irrespective of sexual orientation - variation by demographic group

Overall 84% feel people are treated equally irrespective of sexual orientation at their organisation. Only 1% felt negatively and 14% are neutral.

We have looked at results for this statement broken down by gender, gender identity different to that assigned at birth, ethnicity, disability, religion, sexual orientation and age. The table below shows groups which are **less positive (-5% or more)** and groups which are **more positive (+5% or more)**

Groups less positive (-5% or more)	Groups more positive (+5% or more)
Ethnic minority – 72% positive and 4% negative	Identify in another way (Gender) – 91% positive and 0% negative
Disabled – 78% positive and 4% negative	Gender identity different to birth – 90% positive and 0% negative
-	25 – 34 – 89% positive and 1% negative

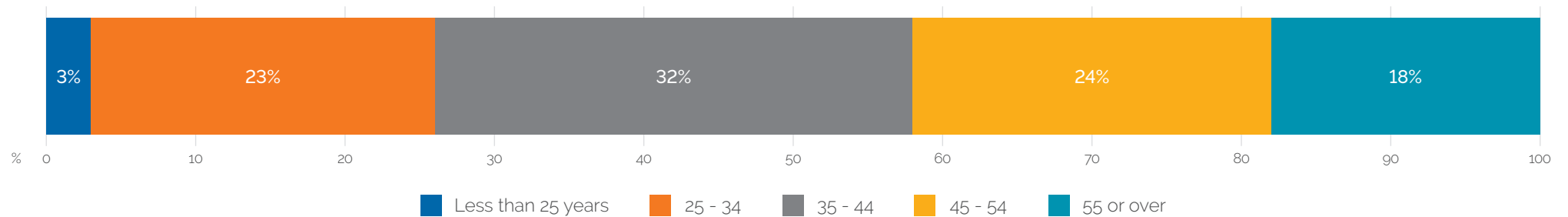
Key findings:

- Perceptions of LGB equality are notably lower for people who identify as being from an ethnic minority. 72% are positive, 24% are neutral and 4% feel negatively
- People with a disability are less positive – 78% positive and 4% negative
- People who identify their gender in another way, and people whose gender is different to birth are more positive as well as those in the 25 – 34 age group.

8 Age

Distribution

Respondents were asked to identify which age group they are in. The graph below sets out their responses to the question.



Key findings:

- The proportion of respondents for the age groups included in the survey is fairly evenly distributed with the exception of the less than 25 years group which only makes up 3% of the sample
- 35-44 year olds make up the largest age group in the sample (32%).

People here are treated equally irrespective of age - variation by demographic group

Overall 75% feel people are treated equally irrespective of age at their organisation. 12% feel negatively on this statement.

We have looked at results for this statement broken down by gender, gender identity different to that assigned at birth, ethnicity, disability, religion, sexual orientation and age. The table below shows groups which are **less positive (-5% or more)** and groups which are **more positive (+5% or more)**

Groups less positive (-5% or more)	Groups more positive (+5% or more)
Disabled – 56% positive and 21% negative	Muslim – 83% positive and 8% negative
Less than 25 year olds – 59% positive and 18% negative	-
Ethnic minority – 70% positive and 11% negative	-

Key findings:

- Perceptions of age equality are notably lower for people who have a disability. Only 56% are positive, 22% are neutral and 19% are negative
- Under 25s are only 59% positive and 18% negative. The % of people feeling negatively decreases as age increases
- Ethnic minorities are also less positive than the whole sample (-5%).

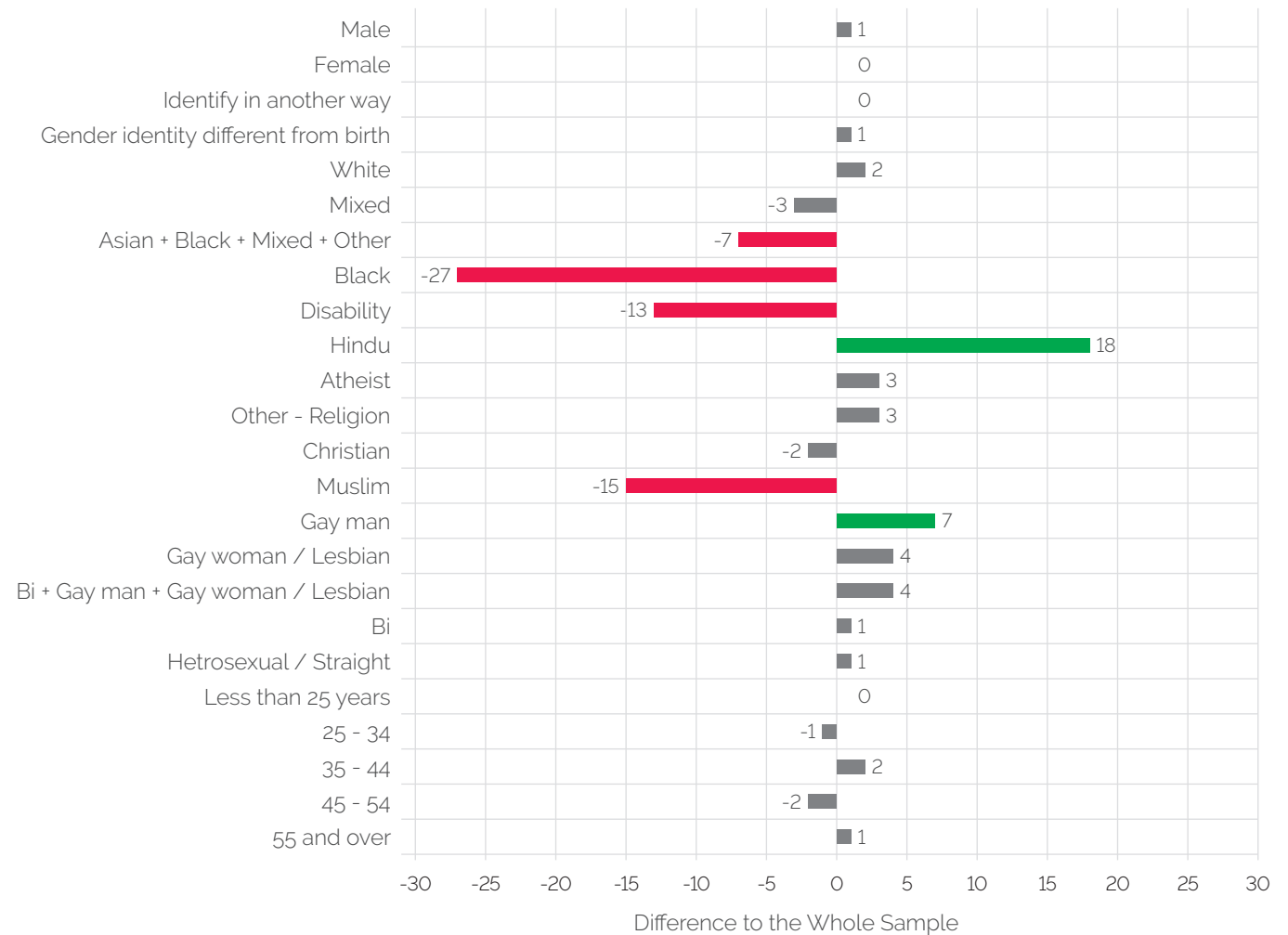
9 Variation on Engagement

Engagement is when staff and volunteers give of their best each day. It is when they are committed to their organisation's goals and values and when they are motivated to contribute to its success.

We know that the benefits of engagement are profound. Engagement leads to higher levels of job satisfaction, wellbeing, better recruitment and retention. It drives performance and impact.

Our research suggests that engagement with the work is often very high in not-for-profit organisations but engagement with the organisation itself is more variable. This has led us to conclude that the question "I would recommend this organisation as a good place to work" is the most discriminating measure of engagement in the not-for-profit sector.

On this basis 82% of the sample are engaged (strongly agree + agree), 14% are neutral and 4% are disengaged (strongly disagree + disagree). The graph shows the variation from this whole sample figure of 82% by demographic group.



Key findings:

- There is little difference between the engagement scores for different genders and the whole sample. Similarly, people whose gender identity is different from birth are also similar to the whole sample (1% more positive)
- There are substantial differences in engagement amongst the ethnicities. Ethnic minorities are 7% less positive than the whole sample, and within that group people who are Black are 27% less engaged
- People who have a disability are notably less engaged than the whole sample (-13%)
- There is significant variation between engagement for different religions. People who identify as Hindu are 18% more engaged than the whole sample, whereas people who identify as Muslim are 15% less engaged
- Bi + gay man + gay woman/ lesbian (LGB) are similarly engaged to the whole sample (+4%), however within that group gay men are more engaged (+7%)
- There is little difference in engagement between the age groups with all groups similar to the whole sample.

Annex A: Methodology and Interpreting Results

Methodology

Participation in the survey was offered to all CHRN members free of charge and a total of 8 member organisations took part.

The survey fieldwork was undertaken between the 14th June and the 4th July - an elapse time of 3 weeks.

609 people from 8 different organisations responded to the survey out of a possible total of 3385. Response rates ranged from 89% to 6% and there was an average response rate of 40% amongst the participating organisations.

Interpreting the results

When we report on the statements asked on a 5 point Likert scale the following measures are used:

- **Strongly Positive** percentage (%) figures: are calculated as % Strongly Agree
- **Positive** percentage (%) figures: are calculated as % Agree
- **Neutral** percentage (%) figures: are calculated as % Neither Agree nor Disagree
- **Negative** percentage (%) figures: are calculated as % Disagree
- **Strongly Negative** percentage (%) figures: are calculated as % Strongly Disagree.

Results are presented as whole numbers for ease of reading. Therefore in some instances, results may not total 100%.

The report also uses the measure '**Overall Positive %**'. This is calculated as % Strongly Positive + % Positive.

The report also uses the measure '**Overall Negative %**'. This is calculated as Strongly Negative + Negative.

Confidentiality

To protect confidentiality, results are only produced for demographic groups of 7 or more respondents.

Traffic Light Scoring

Scores for the results are given a traffic light rating, based on the following:

- 70% or more of respondents Overall Positive and less than 20% of respondents Overall Negative
- Between 50 - 70% of respondents Overall Positive and less than 20% Overall Negative
- Less than 50% of respondents Overall Positive or 20% - 30% of respondents Overall Negative
- 30% or more of respondents Overall Negative

Typology for interpreting difference

This report makes comparisons between the overall positive score for a particular demographic group and the overall positive score for the whole sample. We apply the broad typology below for interpreting these difference scores:

Typology	Difference between scores
Notably above	+10 or greater
Above	Between +5 and +9 inclusive
Similar	Between +4 and -4 inclusive
Below	Between -5 and -9 inclusive
Notably below	-10 or greater

We are a research consultancy helping not-for-profit organisations develop and sustain the highest levels of employee and volunteer engagement.

Our Surveys:

Content

- Employee Engagement
- Volunteer Engagement
- Respectful Workplace
- Health and Wellbeing
- Diversity and Inclusion
- Onboarding
- Exit


Approach

- Full Surveys
- Pulse Surveys
- ViewPoint Technology Platform
- Action Planning and Further Support



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