

our diversity – 2018

data in more depth

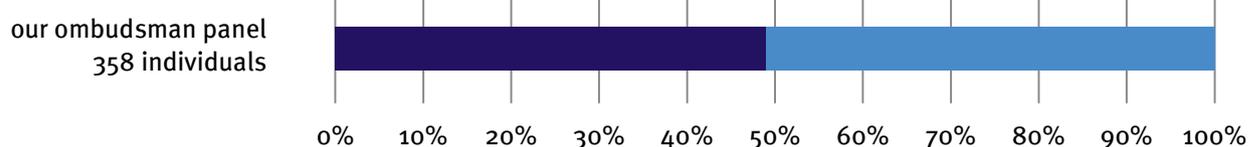
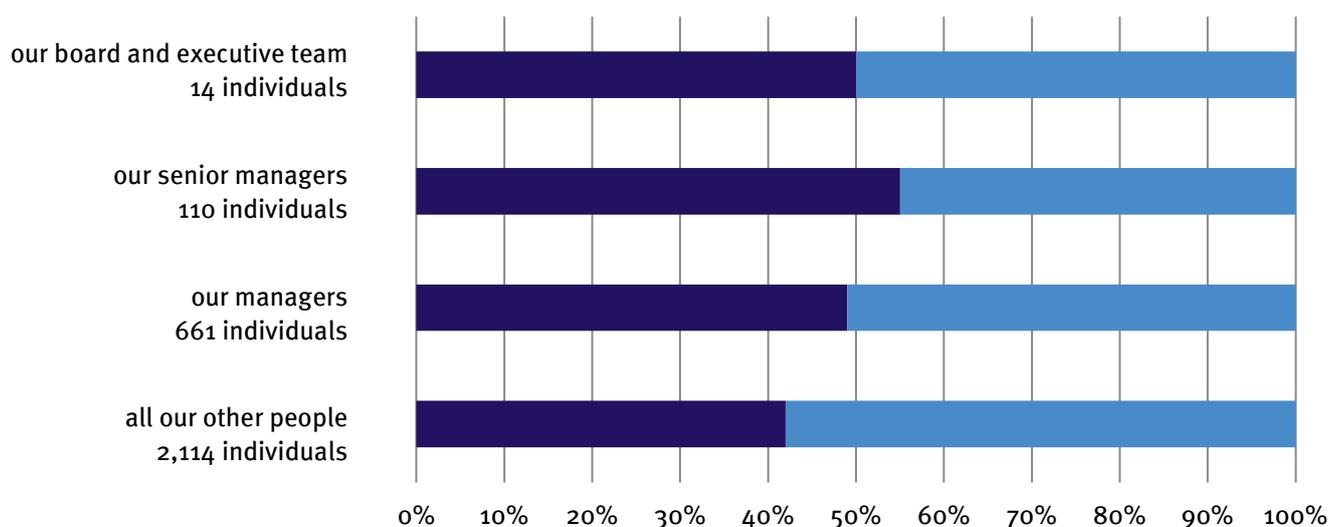
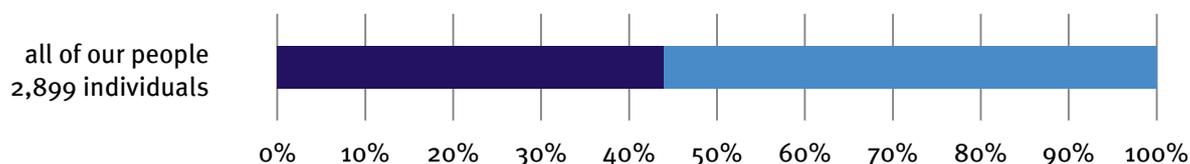
The following charts show a snapshot of the diversity of the Financial Ombudsman Service in December 2018 – based on information our people have chosen to tell us about themselves. We’ve grouped our people by the level of their roles: our non-executive board and executive team, our senior managers, our managers and the rest of our people.

The figures for all our people include our employees and our non-executive board. Our ombudsmen are included among our managers, senior managers and executive team – so they’re represented in the figures for these groups. We’ve also shown the diversity of our ombudsmen separately for each diversity category.

contents

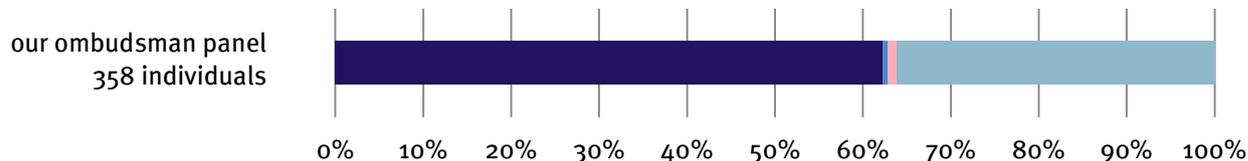
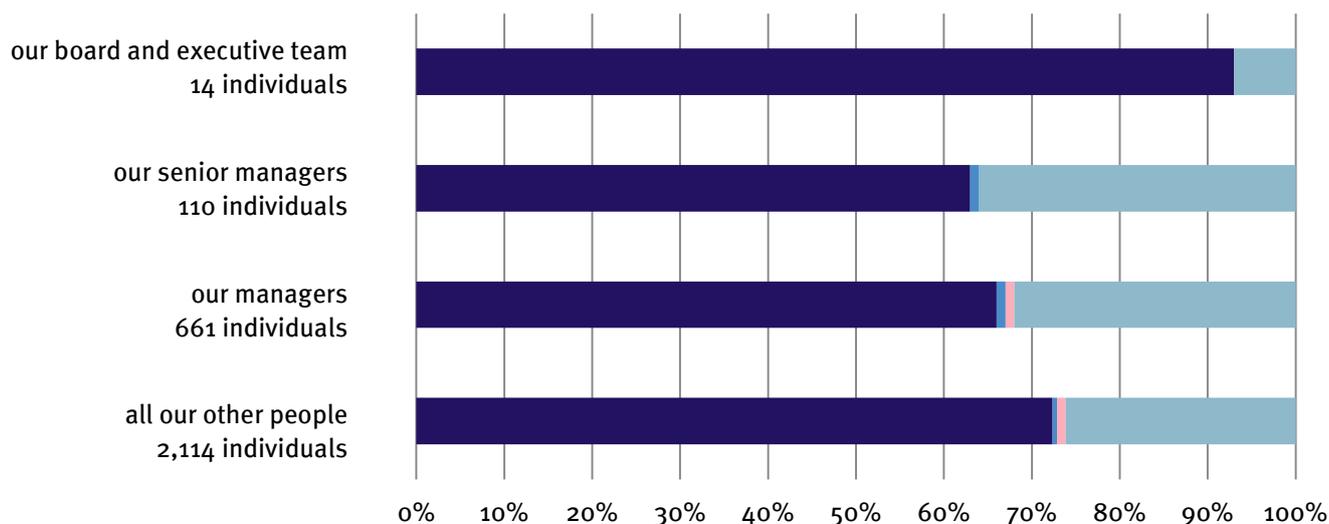
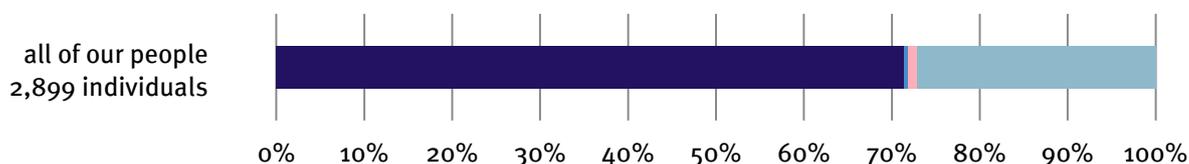
gender	page 2
gender identity	page 3
age	page 4
ethnicity	page 5
sexual orientation	page 6
disability	page 7
religion	page 8

gender



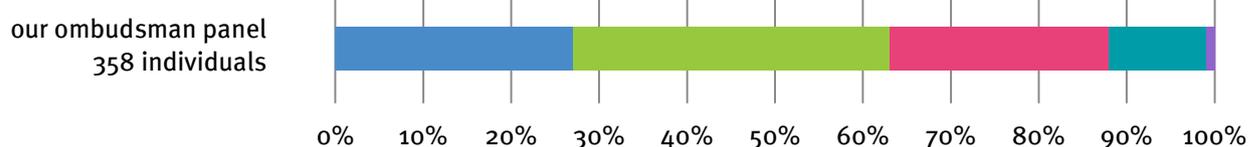
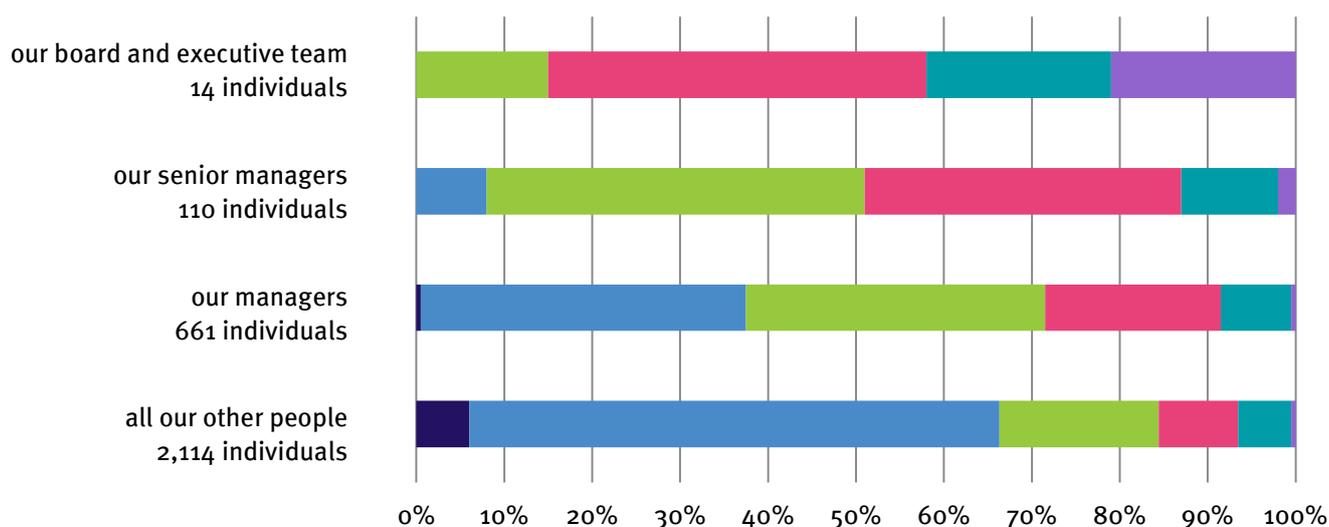
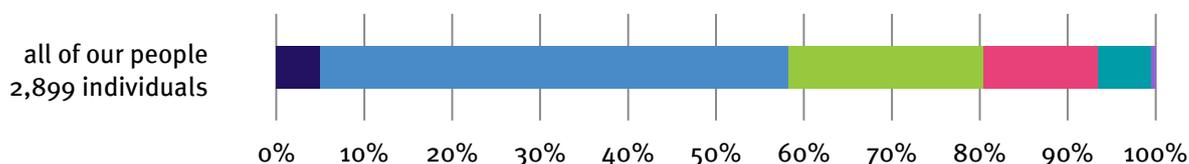
	all of our employees	our board and executive team	our senior managers	our managers	all our other employees	our ombudsman panel
male	44%	50%	55%	49%	42%	49%
female	56%	50%	45%	51%	58%	51%

gender identity



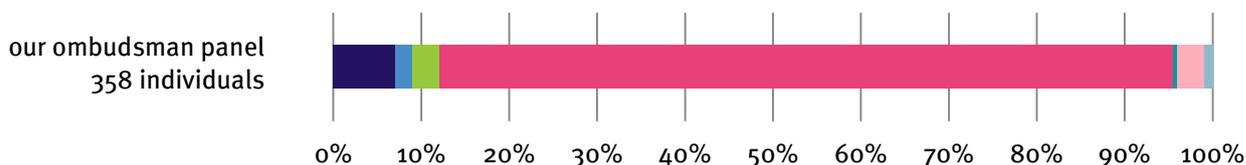
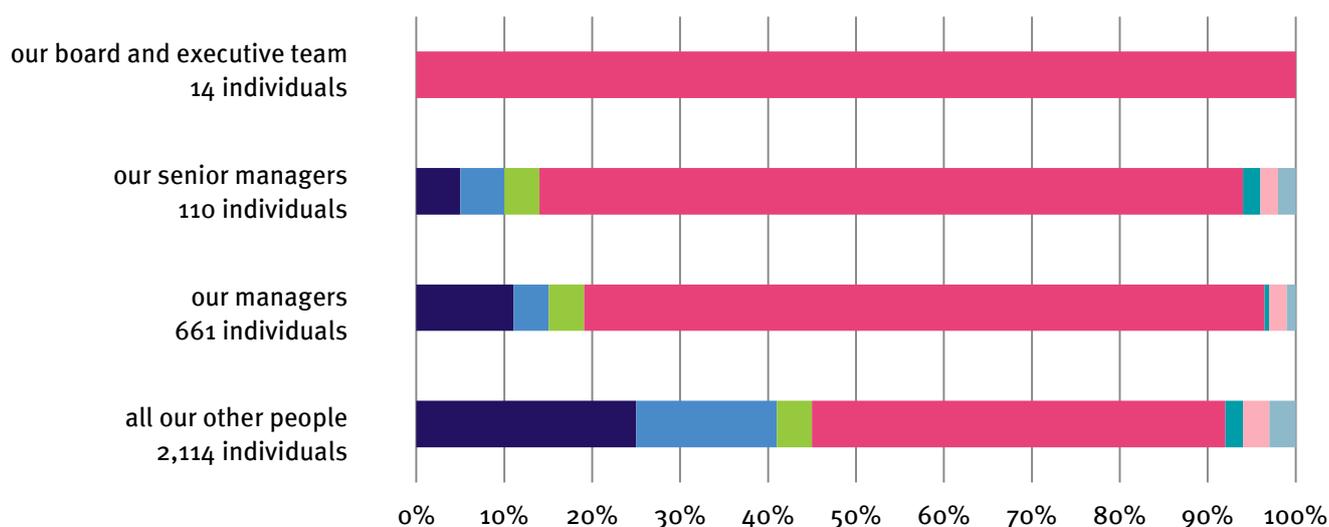
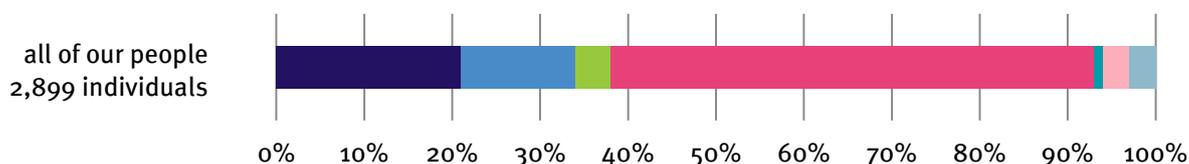
	all of our employees	our board and executive team	our senior managers	our managers	all our other employees	our ombudsman panel
same as assigned at birth	71%	93%	63%	66%	72%	62%
not the same as assigned at birth	less than 1%	0%	less than 1%	less than 1%	less than 1%	less than 1%
prefer not to say	1%	0%	0%	1%	1%	1%
not stated	27%	7%	36%	32%	26%	36%

age



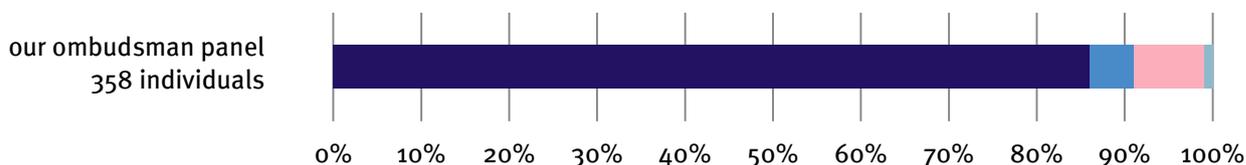
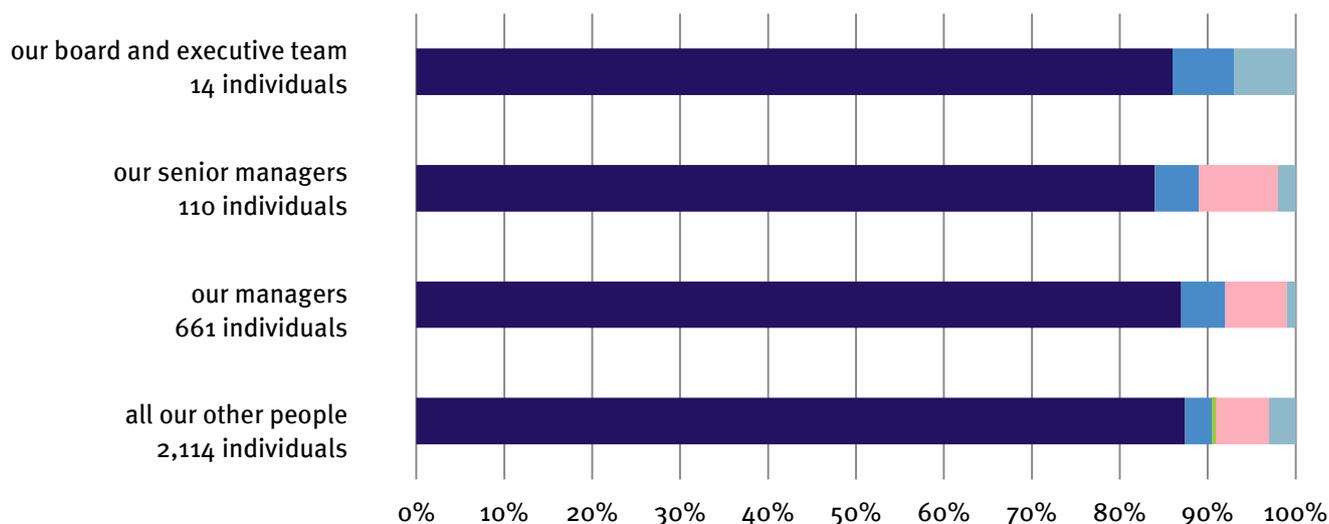
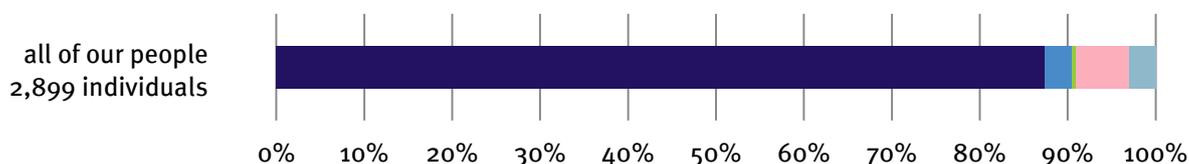
	all of our employees	our board and executive team	our senior managers	our managers	all our other employees	our ombudsman panel
18 - 24	5%	0%	0%	less than 1%	6%	0%
25 - 34	53%	0%	8%	37%	60%	27%
35 - 44	22%	15%	43%	34%	18%	36%
45 - 54	13%	43%	36%	20%	9%	25%
55 - 64	6%	21%	11%	8%	6%	11%
65 +	less than 1%	21%	2%	less than 1%	less than 1%	1%

ethnicity



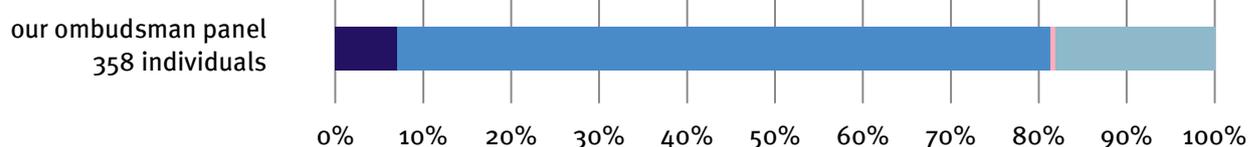
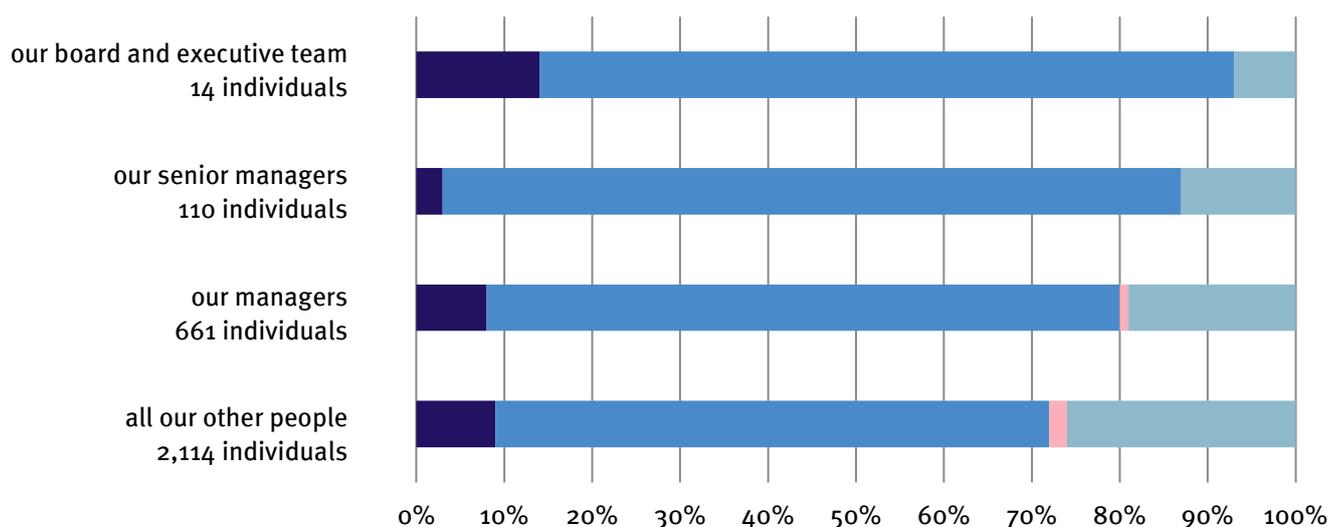
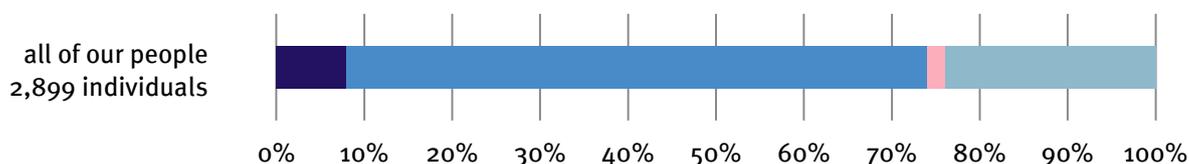
	all of our employees	our board and executive team	our senior managers	our managers	all our other employees	our ombudsman panel
asian	21%	0%	5%	11%	25%	7%
black	13%	0%	5%	4%	16%	2%
Mixed background	4%	0%	4%	4%	4%	3%
white	55%	100%	80%	77%	47%	83%
other	1%	0%	2%	less than 1%	2%	less than 1%
prefer not to say	3%	0%	2%	2%	3%	3%
not stated	3%	0%	2%	1%	3%	1%
BAME	39%	0%	16%	20%	47%	13%

sexual orientation



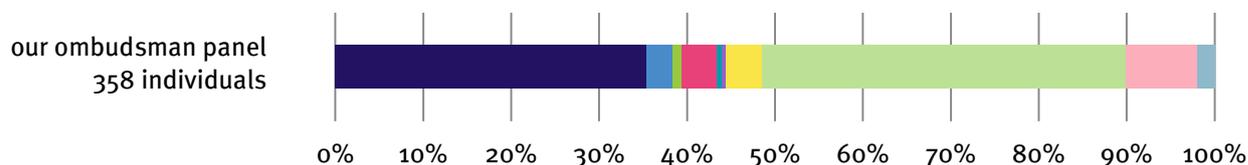
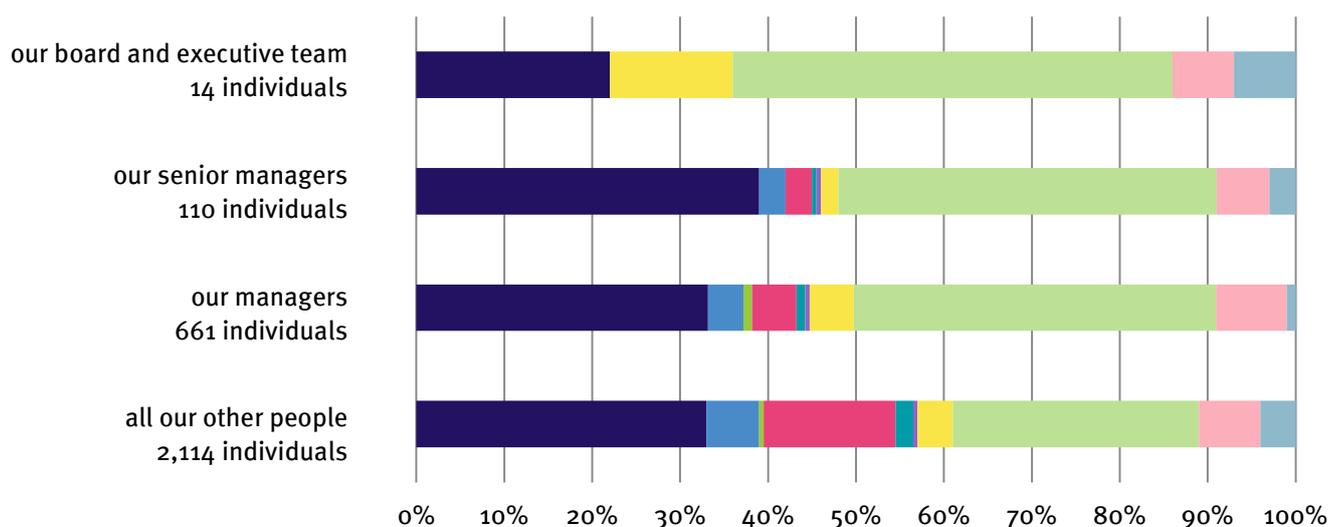
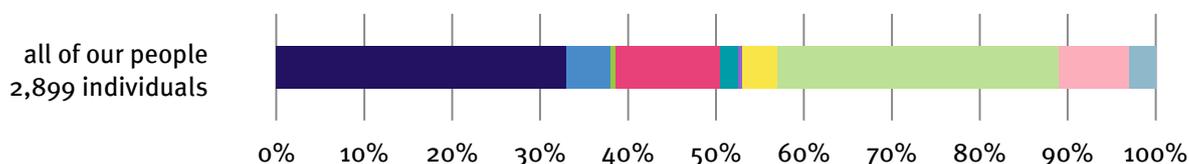
	all of our employees	our board and executive team	our senior managers	our managers	all our other employees	our ombudsman panel
heterosexual/straight	87%	86%	84%	87%	87%	86%
lesbian, gay or bisexual	3%	7%	5%	5%	3%	5%
other	less than 1%	0%	0%	0%	less than 1%	0%
prefer not to say	6%	0%	9%	7%	6%	8%
not stated	3%	7%	2%	1%	3%	1%

disability



	all of our employees	our board and executive team	our senior managers	our managers	all our other employees	our ombudsman panel
yes	8%	14%	3%	8%	9%	7%
no	66%	79%	84%	72%	63%	74%
prefer not to say	2%	0%	0%	1%	2%	less than 1%
not stated	24%	7%	13%	19%	26%	18%

religion



	all of our employees	our board and executive team	our senior managers	our managers	all our other employees	our ombudsman panel
Christian	33%	22%	39%	33%	33%	35%
Hindu	5%	0%	3%	4%	6%	3%
Jewish	less than 1%	0%	0%	1%	less than 1%	1%
Muslim	12%	0%	3%	5%	15%	4%
Sikh	2%	0%	less than 1%	1%	2%	less than 1%
Buddhist	less than 1%	0%	less than 1%	less than 1%	less than 1%	less than 1%
other	4%	14%	2%	5%	4%	4%
no religious or philosophical belief	32%	50%	43%	41%	28%	41%
prefer not to say	8%	7%	6%	8%	7%	8%
not stated	3%	7%	3%	1%	4%	2%