

our diversity – 2017

data in more depth

The following charts show a snapshot of the diversity of the Financial Ombudsman Service in December 2017 – 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.

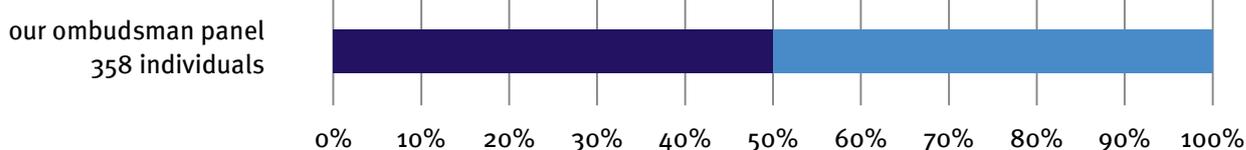
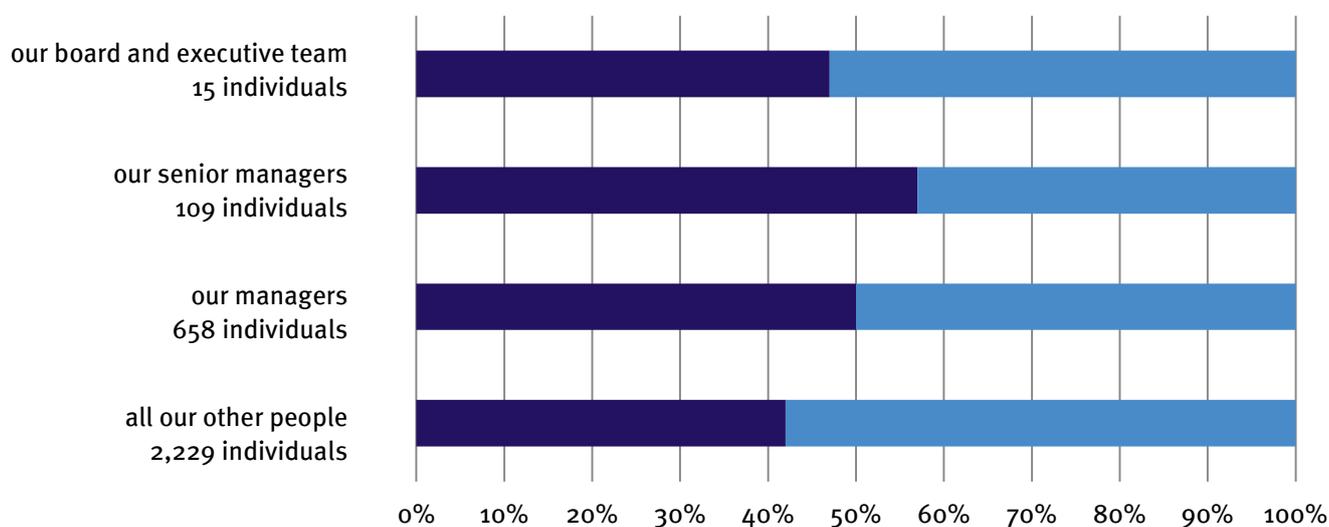
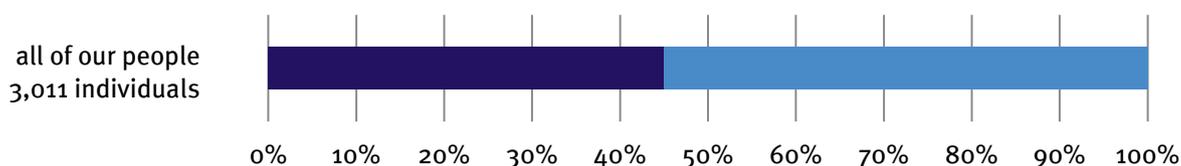
The figures for all our people include our employees and our non-executive board. Our ombudsmen are included among our managers, senior managers and executive team – so they’re represented in the figures for these groups. We’ve also shown the diversity of our ombudsmen separately for each diversity category.

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gender

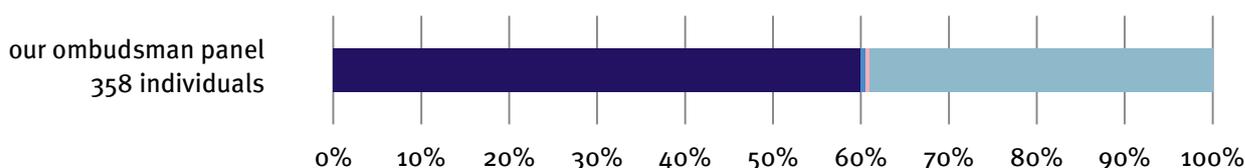
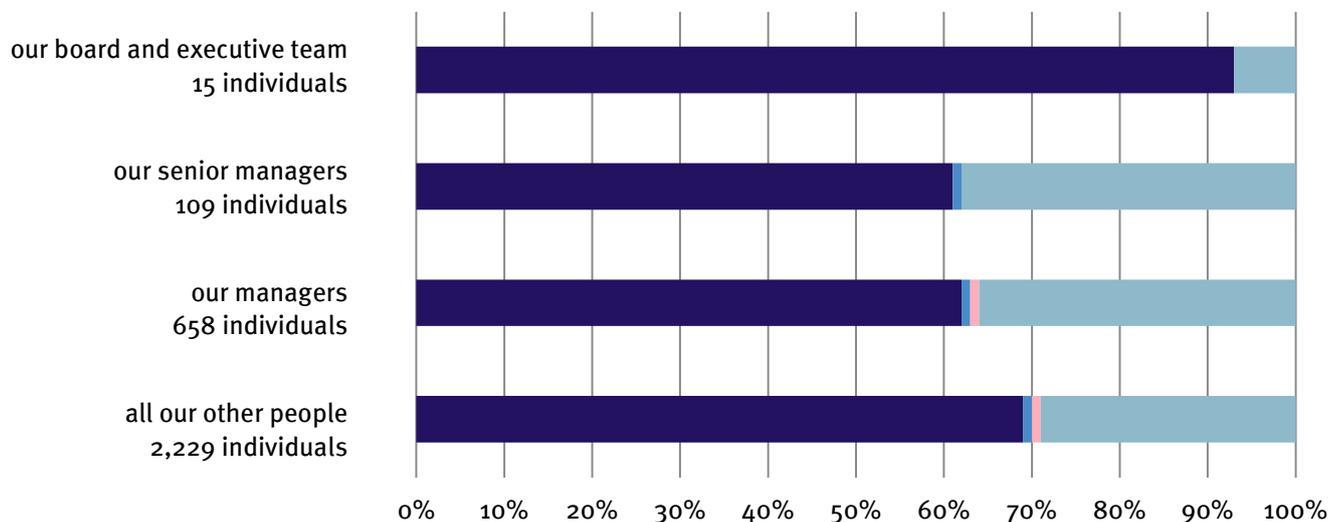
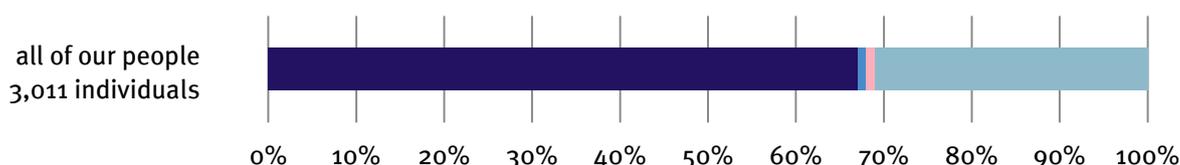
Overall, more than half our people are women. The lowest proportion of women – 43% – is at senior manager level. Our panel of ombudsmen, who can make legally-binding decisions about financial complaints, is gender balanced.



	all of our employees	our board and executive team	our senior managers	our managers	all our other employees	our ombudsman panel
male	45%	47%	57%	50%	42%	50%
female	55%	53%	43%	50%	58%	50%

gender identity

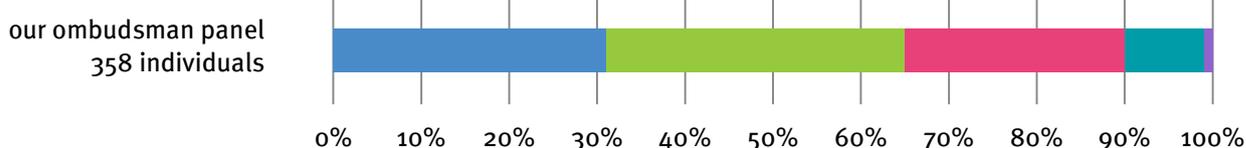
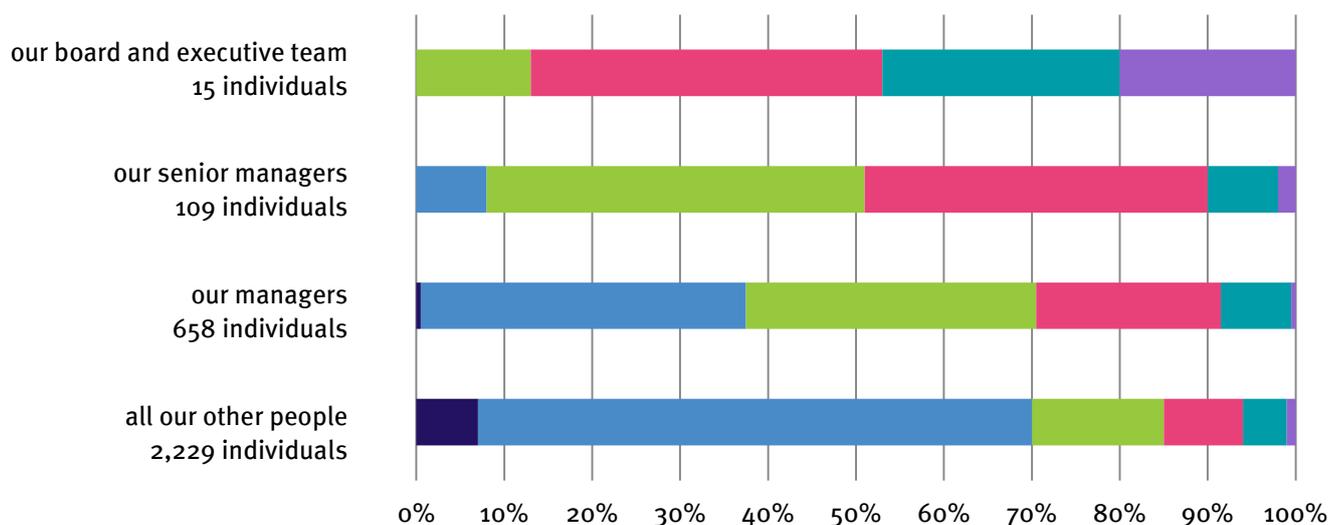
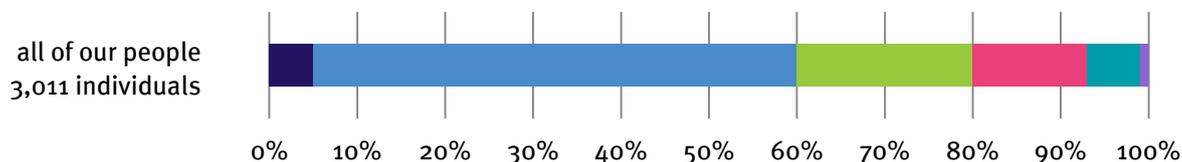
One in three of our people haven't told us about their gender identity. This could be because some longer-serving employees haven't reviewed their details since we started asking this particular question. We'll be working to raise people's awareness that they can tell us more about themselves, and to encourage a culture where they're comfortable to do so.



	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	67%	93%	61%	62%	69%	60%
not the same as assigned at birth	31%	7%	38%	36%	29%	39%
prefer not to say	1%	0%	0%	1%	1%	less than 1%
not stated	less than 1%	less than 1%	less than 1%	less than 1%	less than 1%	less than 1%

age

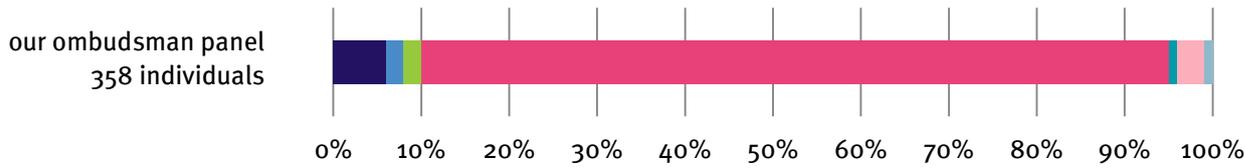
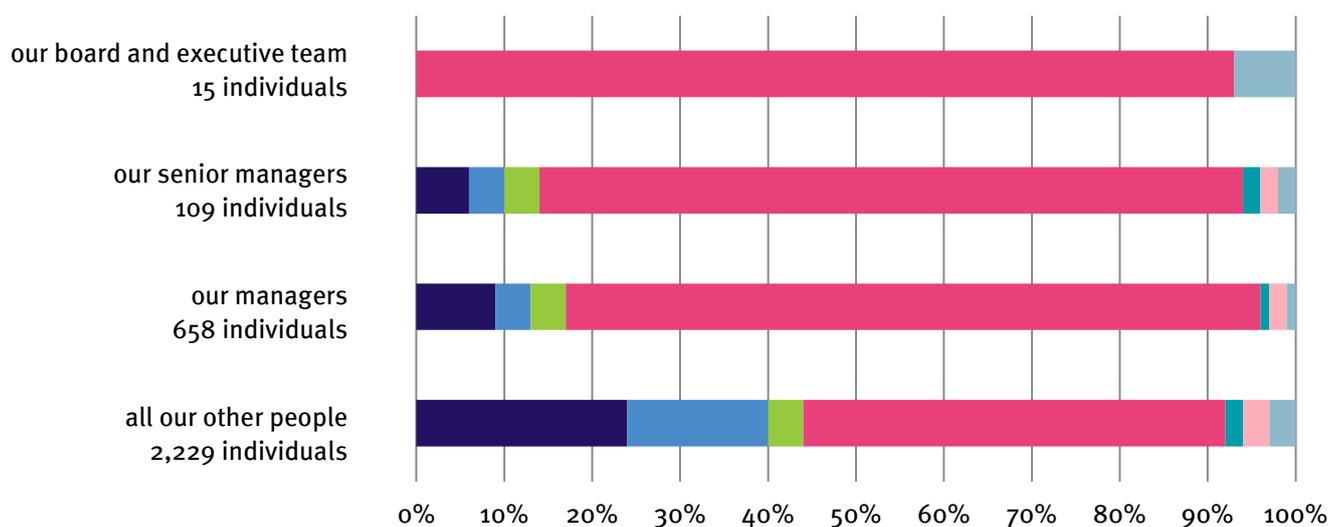
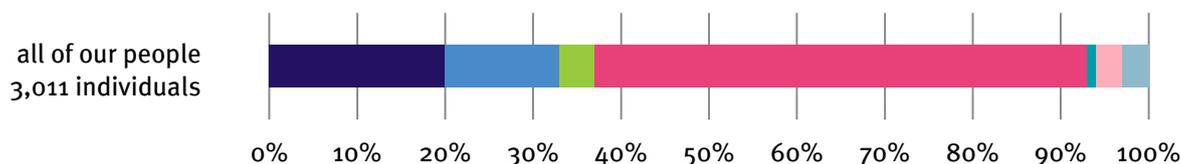
As a whole, more than half of our people are aged between 25 and 34. 34% of our ombudsman panel are over 45, compared with 20% of our organisation as a whole.



	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%	7%	0%
25 - 34	55%	0%	8%	37%	63%	31%
35 - 44	20%	13%	43%	33%	15%	34%
45 - 54	13%	40%	39%	21%	9%	25%
55 - 64	6%	27%	8%	8%	5%	9%
65 +	less than 1%	20%	2%	less than 1%	less than 1%	less than 1%

ethnicity

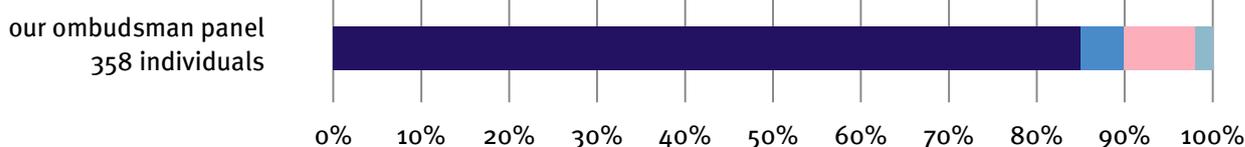
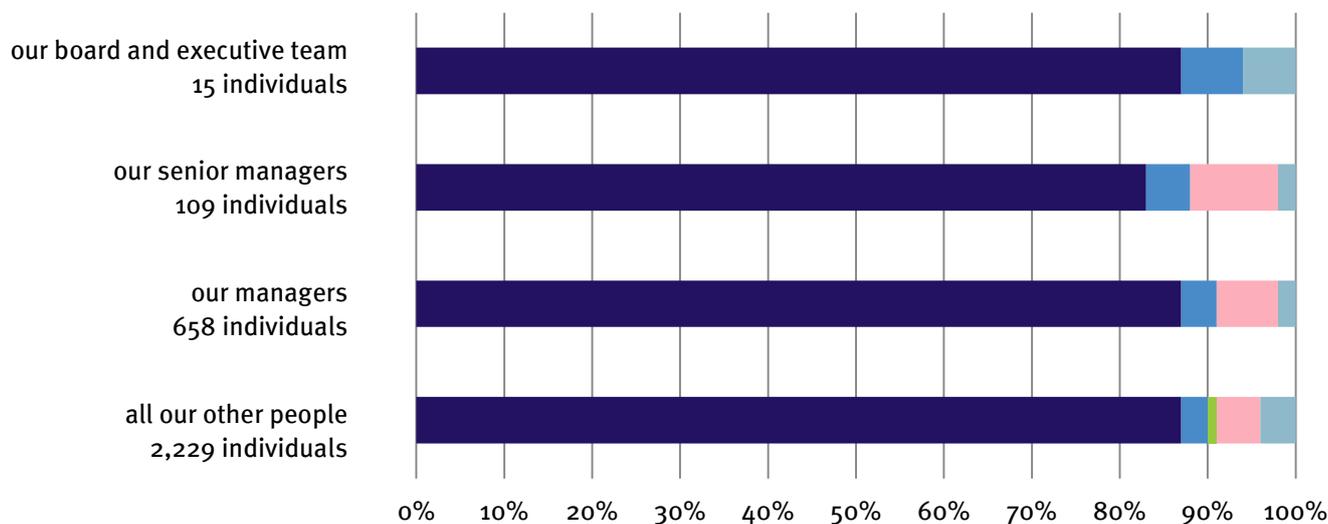
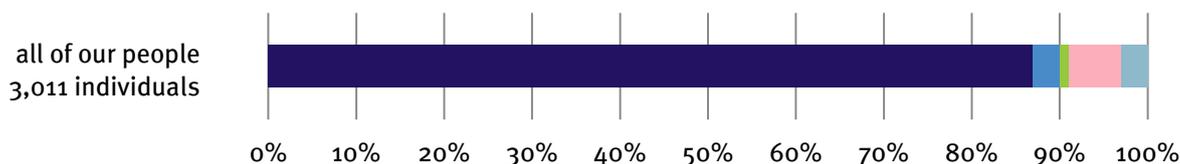
Overall, 38% of our employees come from black, asian and minority ethnic (BAME) backgrounds – shown as black, asian, mixed backgrounds and other in our figures. However, BAME representation is lower at more senior levels, and we don't currently have any BAME representation on our board or executive team.



	all of our employees	our board and executive team	our senior managers	our managers	all our other employees	our ombudsman panel
asian	20%	0%	6%	9%	24%	6%
black	13%	0%	4%	4%	16%	2%
Mixed background	4%	0%	4%	4%	4%	2%
white	56%	93%	80%	79%	48%	85%
other	1%	0%	2%	less than 1%	2%	1%
prefer not to say	3%	0%	2%	2%	3%	3%
not stated	3%	7%	2%	1%	3%	1%
BAME	38%	0%	16%	18%	46%	11%

sexual orientation

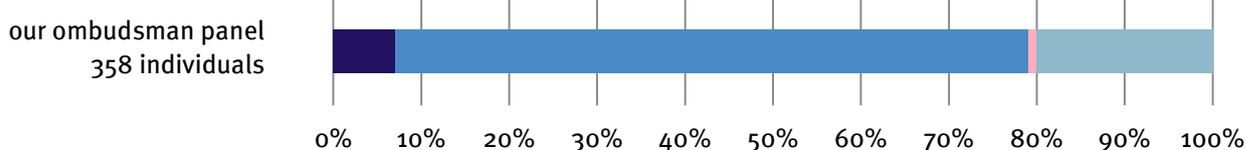
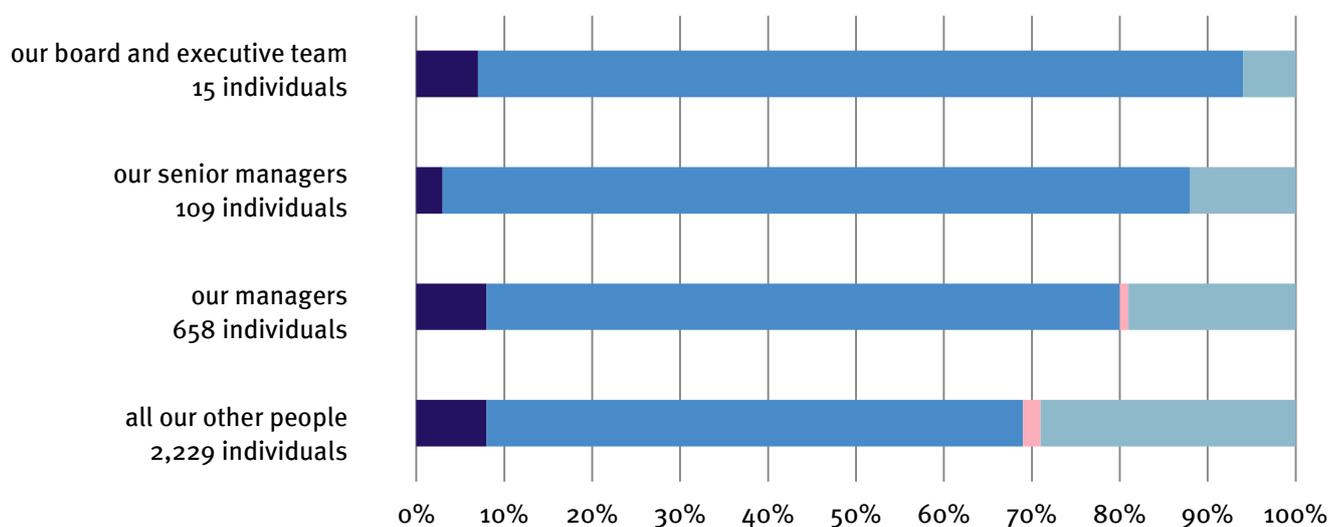
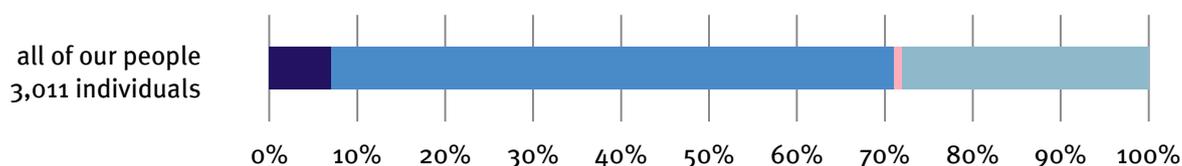
The proportion of people who tell us they're lesbian, gay or bisexual is fairly consistent at all levels of our organisation. 6% of our people have told us they'd prefer not to tell us their sexual orientation, with just 3% giving us no information.



	all of our employees	our board and executive team	our senior managers	our managers	all our other employees	our ombudsman panel
heterosexual/straight	87%	87%	83%	87%	87%	85%
lesbian, gay or bisexual	3%	7%	5%	4%	3%	5%
other	less than 1%	0%	0%	0%	less than 1%	0%
prefer not to say	6%	0%	10%	7%	5%	8%
not stated	3%	6%	2%	2%	4%	2%

disability

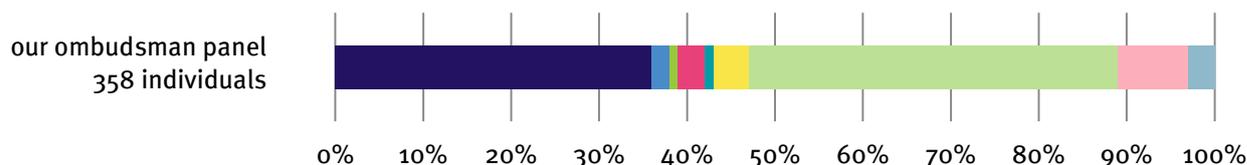
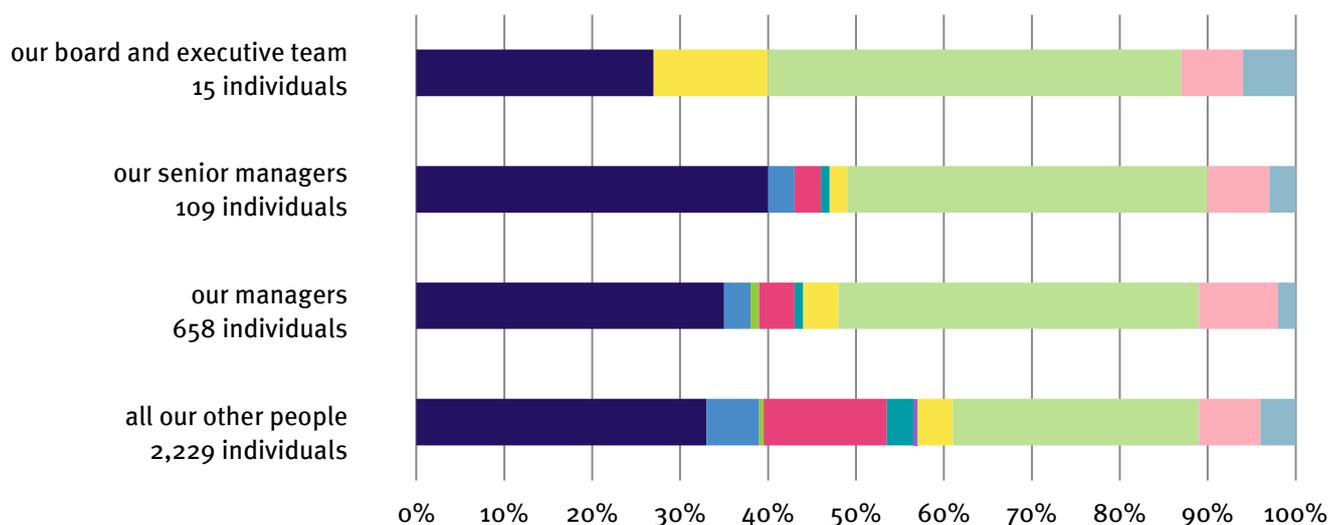
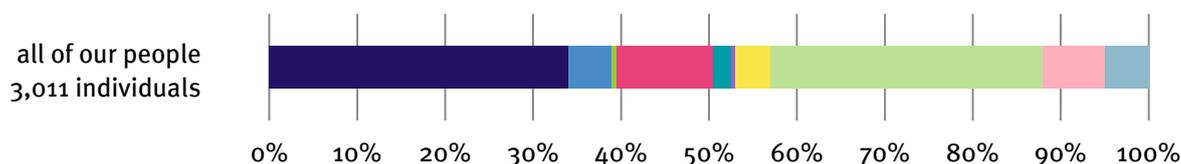
28% of our people haven't told us whether or not they have a disability – and we'll continue to work on creating a culture where people feel comfortable to do so. The proportion of employees who have told us they have a disability is fairly even across all levels of our service, but lowest for senior managers (3%).



	all of our employees	our board and executive team	our senior managers	our managers	all our other employees	our ombudsman panel
yes	7%	7%	3%	8%	8%	7%
no	64%	87%	85%	72%	61%	72%
prefer not to say	1%	0%	0%	1%	2%	less than 1%
not stated	28%	6%	12%	19%	29%	20%

religion

The majority of our employees are either Christian (34%) or have no religious or philosophical belief (31%). However, a diverse range of other religions are represented among our employees.



	all of our employees	our board and executive team	our senior managers	our managers	all our other employees	our ombudsman panel
Christian	34%	27%	40%	35%	33%	36%
Hindu	5%	0%	3%	3%	6%	2%
Jewish	less than 1%	0%	0%	1%	less than 1%	1%
Muslim	11%	0%	3%	4%	14%	3%
Sikh	2%	0%	less than 1%	less than 1%	3%	less than 1%
Buddhist	less than 1%	0%	0%	0%	less than 1%	0%
other	4%	13%	2%	4%	4%	4%
no religious or philosophical belief	31%	47%	41%	41%	28%	42%
prefer not to say	7%	7%	7%	9%	7%	8%
not stated	5%	6%	3%	2%	4%	3%