

CTSI DIVERSITY SURVEY

The CTSI Diversity Survey 2021 was carried out to better understand how diverse the trading standards profession is and to hear about peoples' experiences of working in the profession. 676 people, made up of CTSI members and non-members working in trading standards or regulatory compliance, responded to the survey (not all respondents answered all questions).

ETHNIC IDENTITY

Asian or Asian British	5.55%
Black, Black British, Caribbean or African	3.81%
Mixed or multiple ethnicity	1.90%
Other ethnic group	0.17%
White British	83.85%
White Other	4.68%

GENDER IDENTITY

Male	42.66%
Non-binary	0.62%
Trans	0.31%
Female	55.95%
Prefer to self-describe	0.46%

SEXUAL ORIENTATION

Bisexual	2.01%
Gay or Lesbian	3.86%
Straight / Heterosexual	93.35%
Prefer to self-describe	0.77%

AGE

18-24	2.60%
25-29	3.41%
30-34	4.55%
35-39	12.01%
40-44	13.80%
45-49	14.45%
50-54	18.99%
55-59	18.02%
60-64	7.95%
65-69	2.92%
70-74	0.97%
75+	0.32%

RELIGION

Buddhist	0.76%
Christian (all denominations)	48.48%
Hindu	0.61%
Jewish	0.91%
Muslim	1.67%
Rastafarian	0.15%
Sikh	0.46%
No religion	44.68%
Other religion	2.28%

CTSI REPRESENTS ME

Respondents who agreed or disagreed with the statement, "CTSI represents me"	
Strongly Agree	2.56%
Agree	23.98%
Neutral	36.63%
Disagree	18.97%
Strongly Disagree	10.26%



Chartered Trading Standards Institute
race and equalities

CTSI DIVERSITY SURVEY

24.83%

of those who reported experiences of bullying, harassment, discrimination or verbal abuse said it involved sex discrimination, while **13.10%** reported age discrimination, and **11.38%** reported being abused for their ethnicity.

"I was told to wear male-fitted PPE (body armour) ordered for previous male colleagues, not appreciating the unsuitability of it for a female."

4.79%

of respondents said they are not open about their gender identity both at work and at home, with a further **0.77%** reporting that they are not open at work but open at home - total **5.56%**

"Colleagues were asked whether they minded being managed by a BAME person."

52.18%

of respondents report hearing racist, homophobic, sexist or other inappropriate language at their place of work.

40%

said a line manager directed the abuse, while **24.48%** of respondents reported being harassed by the public. **52.76%** said they did not report the behaviour. Of those who reported the behaviour, under half (**46.72%**) said they felt it was dealt with appropriately.

43%

of respondents said they experienced bullying, harassment, discrimination or verbal abuse while working in the profession, **18.62%** within the last five years.

"I sometimes feel as though my accent is being mocked and that my overall intelligence is perceived as low due to the way I speak."

55.85%

of respondents have not received unconscious bias training.

22.79%

of respondents said they have a physical or mental health condition or illness lasting or expected to last 12 months or more. Of those who reported this health condition or illness, **34.64%** said they had a mental health condition.

33.62%

said they are not open about their mental health condition either at work or outside of work, while a further **10.34%** said they are only open outside work - total not open about their mental health condition at work: **40.96%**

10.56%

of respondents were under 35, while **49.17%** of respondents were 50+ (almost 5x the 18-34 age group) - furthermore, **49.75%** said they had worked in the profession for over 20 years while **13.63%** stated that they had worked in the profession for less than five years.

"As a Lesbian, it was expected that I would work during school holidays."