



Intellectual  
Property  
Office

# Diversity and Inclusion Annual Report

2017/18



# **Diversity and Inclusion Annual Report**

The Intellectual Property Office (IPO) is the official UK government body responsible for intellectual property (IP) rights including patents, designs, trade marks and copyright.

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**Tim Moss**

Chief Executive and  
Comptroller General, IPO

## Foreword by Tim Moss

The IPO is already a great place to work, we want to make it a brilliant place to work. We are helping the UK to become the most innovative and creative country in the world. In doing this we need to deliver excellent IP services and create a world leading IP environment.

IP touches everything that makes modern life more enjoyable, easier, safer, and prosperous. Our work gives researchers, inventors and creators, whether as individuals or businesses the confidence to invest their time, energy and money in doing something new – making life better. We can only fulfil our purpose if our people can perform to their best. This comes from creating an environment that values and respects everyone and we embrace our diversity to make the most of our skills and creativity.

This report shows the great work that has been accomplished on diversity and inclusion and I am very proud of what our team has already done. However, there is more to do and our Diversity Strategy clearly shows how we will become a more inclusive organisation creating a positive culture for all and where bullying and harassment is met with zero tolerance. We are committed to the physical and mental wellbeing of our people and part of this commitment includes having policies that support our people to successfully balance work and family life. In doing so we retain valuable skills in the workplace and give all our people the opportunity to meet their full potential.

Our differences as individuals provides us with a broad range of talents, which combined, give us our competitive edge. Working in an environment where diversity is celebrated generates high performing professional people who are trusted to deliver on our goals and values.

We want to promote a culture of Corporate First, where our objectives as an organisation are our prime consideration, where each of us understands and works towards our organisational goals and not just those of the team we work in. Our Strategy provides us with the framework and our Corporate Plan lays out the actions we will take this year to achieve our goal of working together as One IPO. Central to the concept of One IPO we have been developing 'The Deal', an agreement that outlines the mutual expectation between our people and the IPO. It focuses on behaviours and emphasises the cultural aspects of our strategy and at its heart is our work on diversity and inclusion.



**Ben Buchanan**  
Deputy Director, IPO

# Introduction

## **Ben Buchanan, Diversity Champion and Chair of IPO Diversity and Inclusion Steering Board...**

I am extremely proud of our achievements last year; the results of our validation against benchmarks to meet the Ministerial Target ([Chapter 4](#)) speak for themselves, but to receive endorsement for our activities and policies across six such diverse groups is itself representative of our inclusive approach to making the IPO a great place to work. The other big success was the creation of five new staff networks covering BAME, women, neurodiversity, carers and disability. Our staff networks are empowered to engage with the business, advise on changing policies and of course to support our people. The contribution the networks have made is already evident and promises to continue to improve how we work.

Someone once said that diversity is being invited to the party; inclusion is being asked to dance. We already have a lively guest list and a busy dance floor, but there is more we can do to make the party the best it can be.

We know from our diversity data that, although there have been increases in engagement among, for example, our LGBT staff, some people have concerns over their work and opportunities. Some demographics feel disadvantaged and we need to explore the reasons and the options to improve. Key to this will be increasing the declaration rate so that we understand more about our work force, for example by assuring them and enabling them to be confident in being themselves in work and tell us what we need to know.

The gender pay gap is this year's big challenge and we are trying to understand the reasons for the reported difference in pay between men and women. This issue will intersect with other protected characteristics, requiring a collaborative approach to deliver effective, inclusive solutions. Tackling bullying and harassment is the other priority and we must ensure that we role model zero tolerance of inappropriate behaviours. We look forward to working on The Deal and clarifying what we want from our people, and what they can expect in return.

Finally, the HR business function, the Diversity and Inclusion Steering Group, the staff networks and the many other people involved in setting and delivering against our challenging ambitions have a huge impact beyond the IPO. Our people work with industry, for example IP Inclusive, with schools through outreach and with other government and third sector organisations through regional HR networks to develop and share best practice. Being the best is our ambition, which means getting better every year. This year we will aim even higher, by pushing diversity and inclusion even further up the agenda.

# Chapter 1. Our Vision

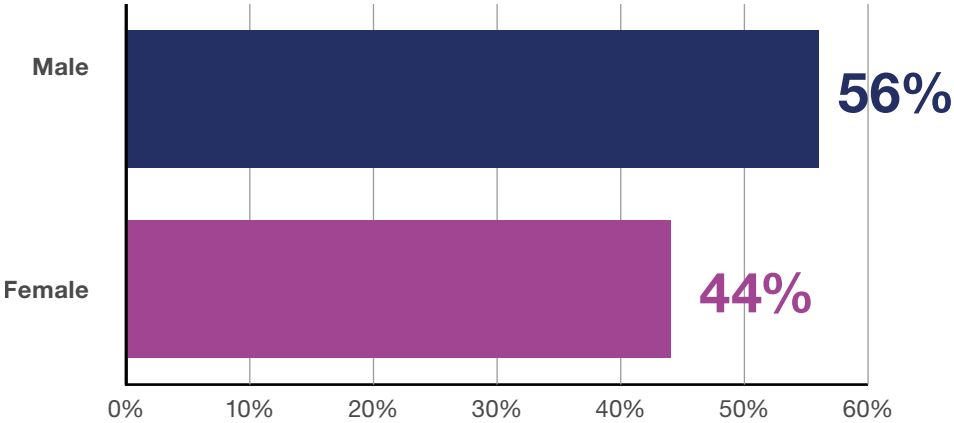
“Confident in being yourself in work”. For this to become a reality for all of our people, we want to operate in an inclusive, open environment, one where diversity is respected and our differences valued. Here at the IPO we want our organisation to be built on fairness and opportunity for all, a place where we all respect and value each other’s abilities and talents. This relates to one of our core values – “Valuing our People” where we work together to achieve our goals and make the IPO “a brilliant place to work”

To ensure we are delivering our obligations under the 2010 Equality Act, we need positive leaders with the right skills who will help shape our desired environment going forward.

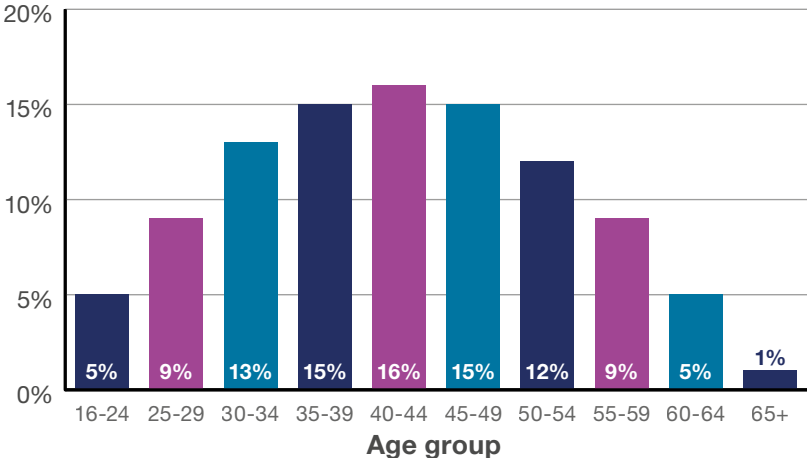
“Our differences as individuals provides us with a broad range of talents, which combined, give us our competitive edge.”

# Chapter 2. Diversity and Inclusion Workforce Representation May 2018

*IPO Workforce split by gender*

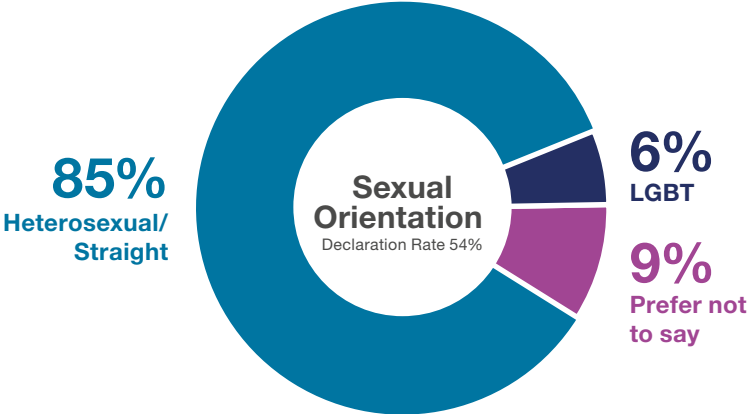


*IPO Age Demographic*

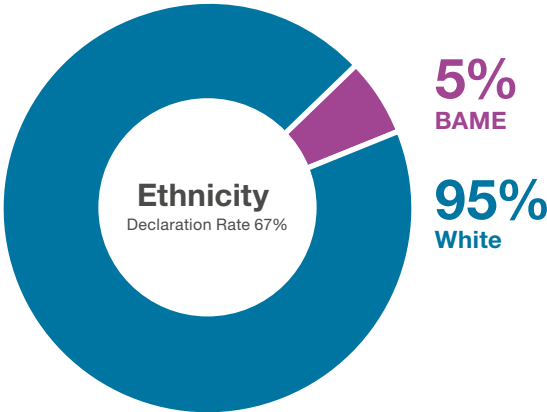


The percentages of declaration rates across the following Diversity Strands show a percentage of the number of declarations rather than a percentage of our total workforce

**Sexual Orientation Declaration Rate – 54%**

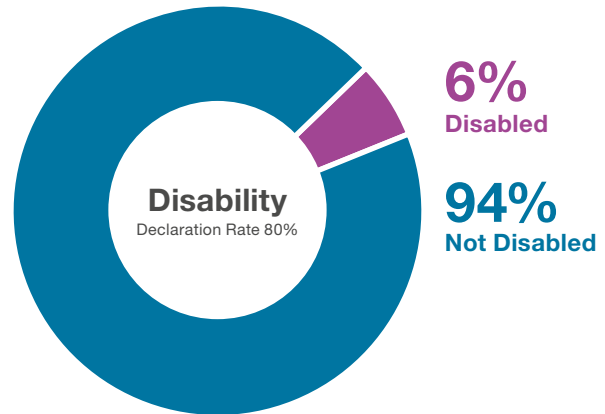


**Ethnicity Declaration Rate – 67%**

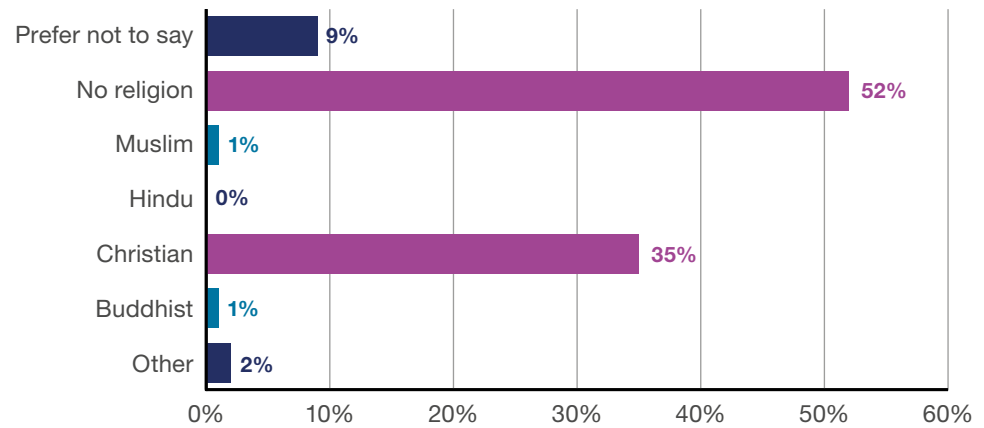




**Disability Declaration Rate – 80%**



**Religion Declaration Rate – 55%**



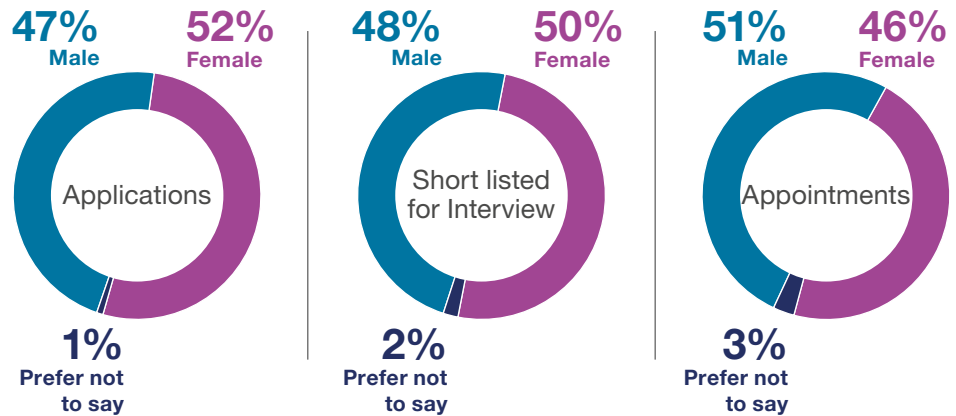
## IPO Recruitment data for 2017/18

We received 2,960 applications in 2017/18, the following figures show the percentage of applications received, number shortlisted for interview and number of people recruited broken down by diversity.

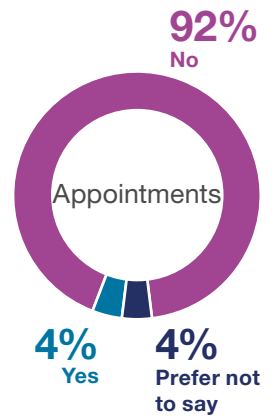
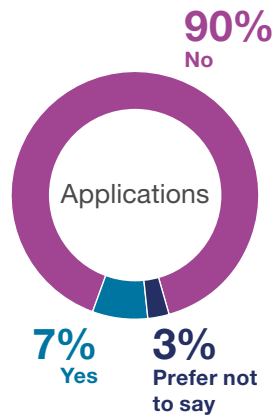
The experience of our people is that the IPO is a great place to work and it's important that this is reflected in our recruitment campaigns and outreach work to attract applicants from a diverse pool of talent. We are re-evaluating our recruitment data at a deeper level combined with a review of our advertising and recruitment processes to establish whether there are any perceived barriers that we need to overcome.

The IPO already has a number of outreach programmes, engaging with schools and universities which we are continuing to develop to attract wider interest.

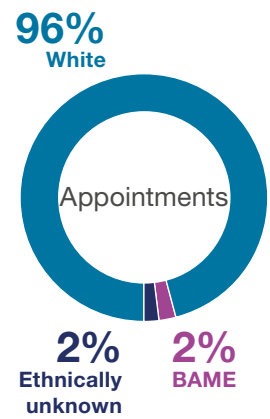
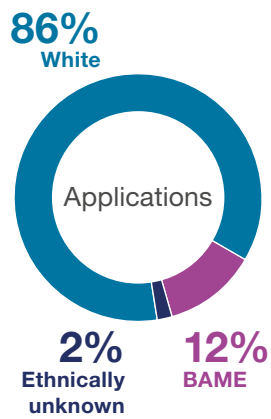
### Recruitment by Gender



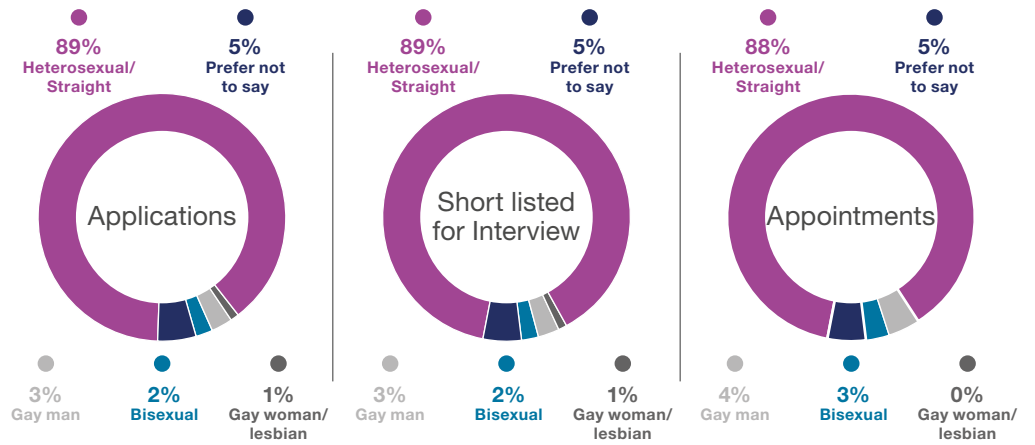
## Recruitment by Disability



## Recruitment by Ethnicity

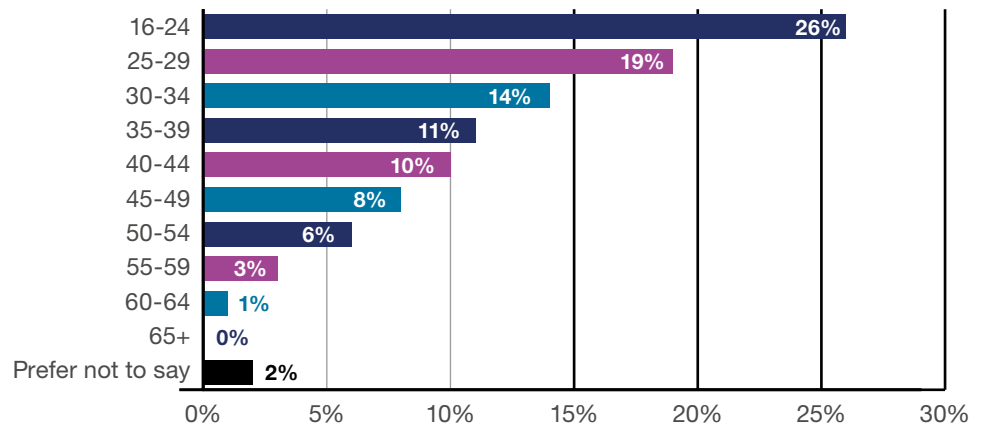


## Recruitment by Sexual Orientation

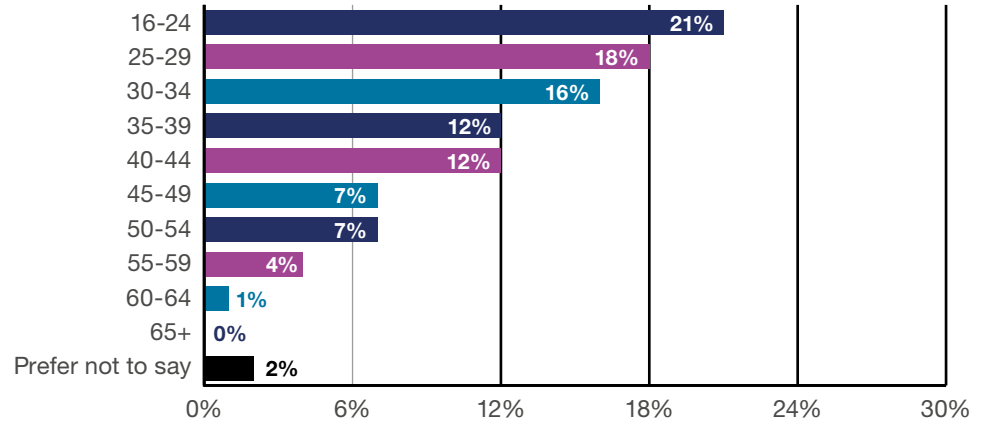


## Recruitment by Age

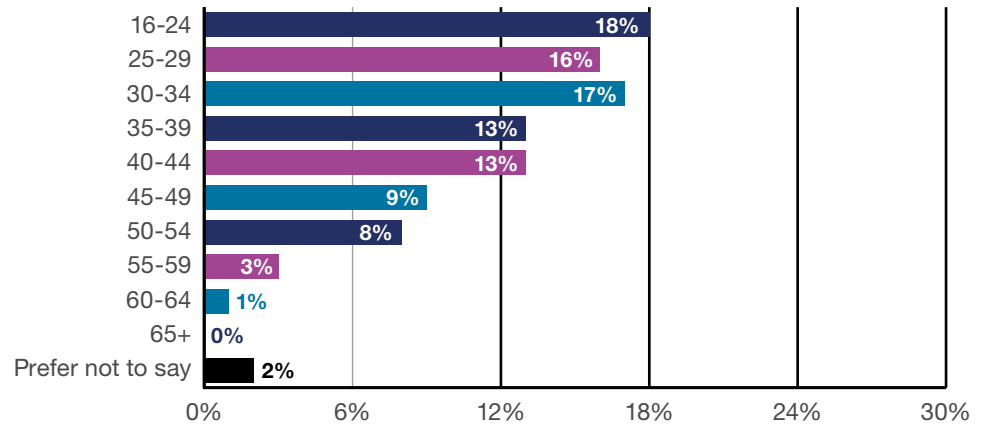
### Applications



**Shortlisted for interview**



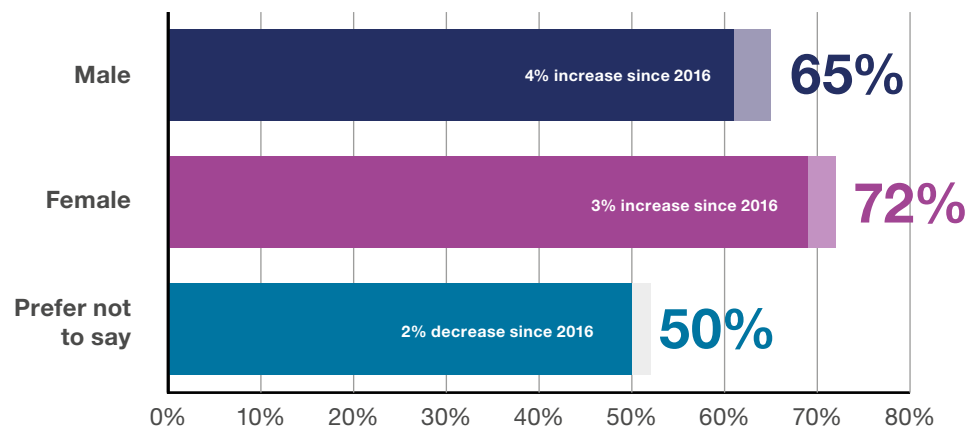
**Appointments**



# Chapter 3. IPO People Survey findings 2017.

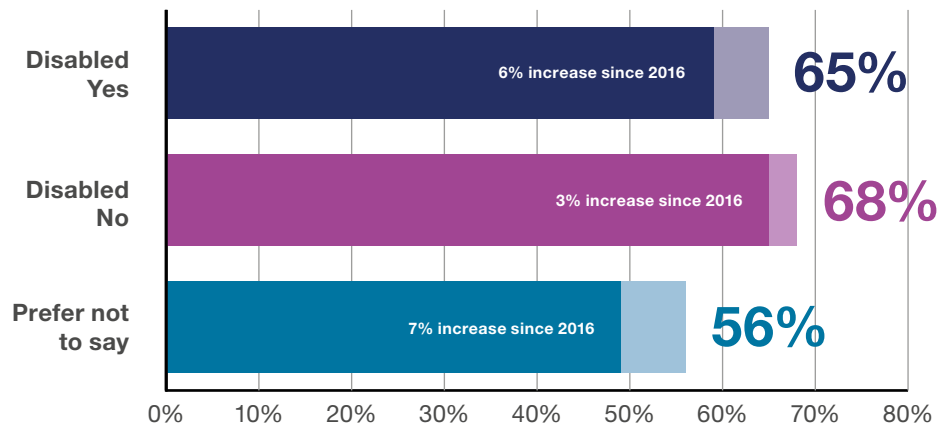
The results of the People Survey 2017 showed our overall engagement score rising by 3% since 2016, moving us into the top 25% of Civil Service organisations. Details of our results by different characteristics are detailed below.

## Gender



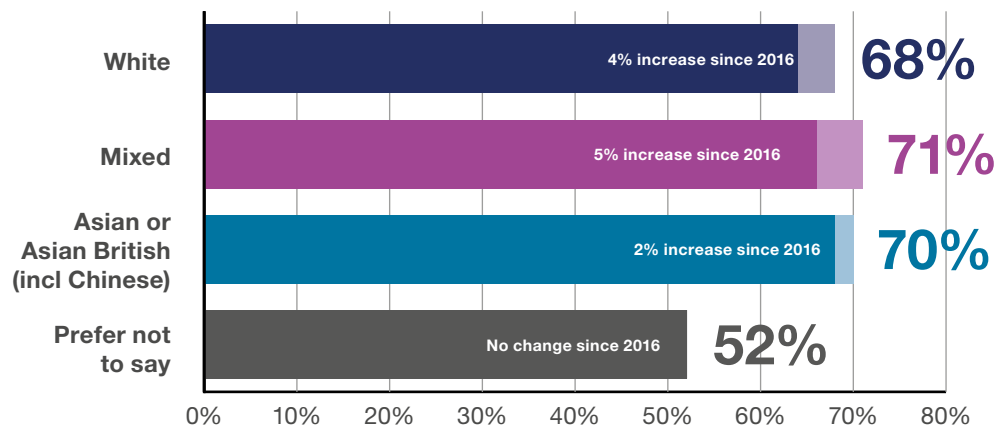
- As in 2016 female staff were more engaged than male staff although both have increased since 2016
- Numbers in the prefer not to say category decreased by almost one quarter but were 2% less engaged than last year

## Disability



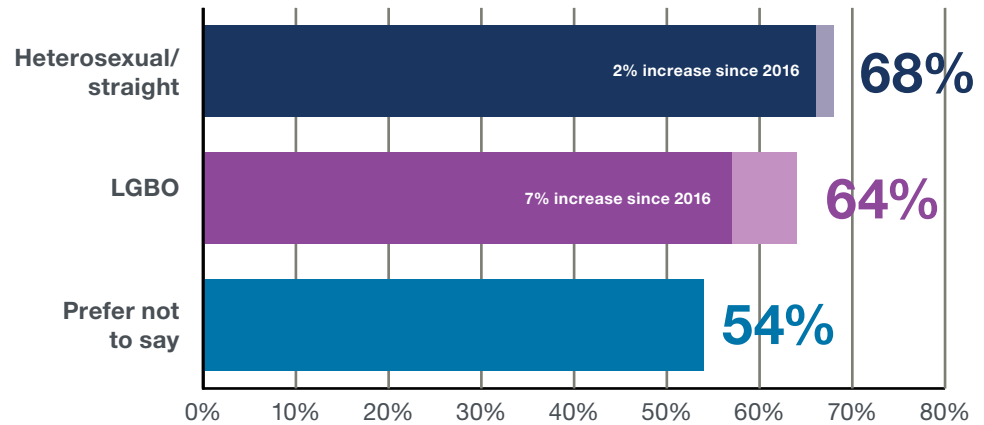
- Declaration rates increased by a fifth in 2017
- Engagement figures for disabled staff have increased proportionately more since 2016
- Numbers in the prefer not to say category decreased by 10% but were 7% more engaged than in 2016

## Ethnicity



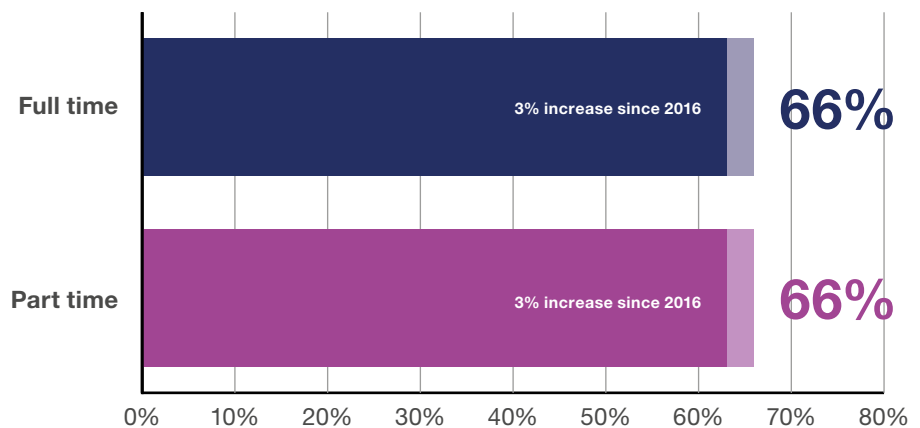
- Engagement figures for all staff have increased since 2016 with those from a minority ethnic background feeling more engaged than those from a white background.
- Declaration rates have decreased by 50% for those identifying as mixed race

## Sexual Orientation



- In 2016 there was no “prefer not to say” category in the overall summary but the in-depth reporting tool showed that 11% fewer people preferred not to say
- Engagement figures for LGBO staff have increased proportionately more since last year

## Working Pattern



- Similar trend to 2016, those working part-time hours being slightly more engaged than those working full-time.



## Bullying and Harassment

Every one of us has the right to work in a climate of respect, free from intimidating, hostile or humiliating treatment. Bullying or harassment destroys trust, impacts on performance and can make life miserable for the individual, often resulting in stress related illness and, in some cases, can lead to a victim resigning from their job. Our Board are fully behind our zero tolerance policy and have agreed this as one of the focus areas on in our corporate action plan.

Our scores in our People Survey for the past two consecutive years have been the same with 9% of people stating they have personally experienced bullying or harassment in the past 12 months. Whilst this is below the Civil Service average, we must challenge behaviors that are not associated with our values if we are to meet our aspirations to be a brilliant place to work.

Our approach has been to engage with an external consultancy, ensuring complete neutrality, to investigate the results of our People Survey and consider:

- Key themes and trends in relation to the nature of bullying and harassment as experienced by staff;
- What do our staff define as ‘bullying and harassment’; and
- What are the reasons preventing reporting (specifically relating to why 36% of those who had personally experienced bullying or harassment in the past 12 months had chosen not to report it)?

Our plans for 2018 will be to follow up recommendations for what we need to do to better tackle bullying, harassment and discrimination. Our plan will include:

- Review of our current HR policies including performance management and bullying and harassment and the reporting processes;
- Provide training for new managers and refresher sessions for existing managers;
- Clearly define what are unacceptable behaviours; and
- Continue to promote a culture of dignity and respect via communications from our Board and senior management.

## Chapter 4. Ministerial Target & External Benchmarking

In 2017 The IPO had a ministerial target focussed on diversity and inclusion and used this opportunity to review our progress during the last 12 months and investigate where we need to focus attention going forward.

“ We will demonstrate our commitment to diversity by securing external validation for our approach to inclusion for under-represented groups. ”

We commissioned external validation across all our diversity strands to assess our current position. This created a good baseline from which to establish an inclusion and diversity plan that will take us beyond 2018 and will build on our long term objective of being a truly inclusive employer. This report outlines our activities and successes so far, and our future plans.



# External Benchmarking Exercises – Results and Achievements

## Flexible working – Top 10 Working Families' Employer 2017

The IPO was ranked Top 10 Working Families' Employer 2017. Employers from many sectors compete annually to gain a place on the list of Top Employers for Working Families and this was the first year The IPO submitted an entry. Employers are scored in four key areas to obtain a picture of their flexible and family friendly working environment. The four areas are:

- **Integration** - looking at culture, attitude and how far flexibility has become embedded
- **Policy** - the creation, development and deployment of flexibility
- **Consistent Practice** - how well flexibility is supported
- **Measurement and results** - the effects of flexibility on the organisation and their ability to understand those effects.

The scoring is weighted in response to where employers are focussing efforts on flexibility and work life balance. Some of our notable results were:

- Our number of contractually based home workers, part time employees, and staff with flexible start and finish times is higher than the benchmark average of 90.1
- Our figures for Ad hoc working from home are far ahead of the benchmark average of 90.1 for both men and women in the business
- We have a 92% retention rate for part time workers which is well in excess of the benchmark average of 71.4.

## Stonewall Workplace Index 2018 – Lesbian, Gay, Bisexual, Trans (LGBT)

The Stonewall Top 100 Employers are the best performing employers on the Stonewall Workplace Equality Index, an annual audit of workplace culture for lesbian, gay, bi and trans staff. The index has helped us measure our commitment to LGBT equality and shows how we compare to the best employers in the UK when it comes to LGBT inclusion. Stonewall received over 92,000 responses to their staff survey making it one of the largest national employment surveys in Britain.



- Our aim this year was to increase our place within the Stonewall workplace index which we achieved with a significant move from number 164 in 2017 to a Top 100 placement of 93 in 2018. Over 400 employers submitted entries to the 2018 Index, across the public, private and third sectors.
- The Top 100 Employers are members of Stonewall's Diversity Champions programme.
- We have engaged with local organisations from both the public and private sector, set up a steering group led by our LGBT Network, iPride, and are using this platform to promote LGBT equality in the wider community.
- iPride and Friends of Spectrum (the ONS LGBT+ allies network) jointly hosted a stall and took part in the parade at the 2017 Cardiff Pride event, to share information with members of the public on our diverse and inclusive working environments.
- We provided work experience for a young person on Stonewall's work placement programme.

- In May 2017 we introduced the Workplace Adjustment Passport the aim of which is to improve the ease with which employees with a disability, health condition or those undergoing gender reassignment can move jobs in the Civil Service. The Passport supports a conversation between employee and line manager about any workplace adjustments that might need to be made and acts as a record of that conversation and adjustments agreed. This will provide a new line manager with an understanding of what has already been applied without having to begin the process again.

Dominic Houlihan, iPride senior sponsor and Director of People, Places and services



## Disability

- We want IPO to have a working environment that is inclusive of everyone and where people have equal opportunity to succeed within the organisation and have access to the support they need to carry out their duties. In March 2018 we achieved levels two and three in the Disability Confident scheme which is focused on recruitment and were awarded the title, “Disability Confident Leader”.
- The Workplace Adjustment Passport, supports employees having discussions about the impact of their disability with their line manager and aims to improve the ease with which employees with a disability, health condition or those undergoing gender reassignment can move jobs within the IPO and the Civil Service.
- Our People Survey 2017 showed an increase in engagement scores of 6% for staff with disabilities.
- During the summer of 2017 the IPO offered paid internships to disabled undergraduates as part of the Change 100 Programme.
- iCan was launched in September 2017, a staff-led disability network which acts as a point of contact for staff and managers, helping to promote accessibility and inclusion for disabled colleagues.

## Gender – Fairplay Employer Benchmark (Chwarae Teg)

- Gender equality is one of our strategic diversity and inclusion objectives and we aim to eliminate barriers that would impact on the gender pay gap and gender equality.
- The IPO’s priority of improving the representation of women throughout the organisation, and particularly at senior level, led to us engaging with Chwarae Teg (a gender equality charity) in January this year, when we participated in a bespoke survey (Fairplay Employer Benchmark) to identify barriers in recruiting, retaining and progressing women within our workforce.
- The following breakdown shows results covering nine key areas that are focussed on in the survey and how we compared to the Public Sector Average

Gender impact area	IPO Survey Results	Public Sector Average
Business Diversity	77%	74%
Flexible Working Practices	85%	71%
Internal Communication	79%	69%
Working Relationships	81%	75%
Learning and Development	85%	73%
Recruitment and Selection	76%	73%
Performance Management	76%	67%
Organisational Culture	80%	73%
Reward and Recognition	80%	67%

- Overall, response to each statement by gender was fairly evenly balanced with the exception of “There is equal representation of men and women at a senior level”, where 65% of women disagree/strongly compared to 37% of men. These results confirm that there is work to be done to re-align our gender balance in senior management.
- At the time of benchmarking in March 2018 IPO scored higher in all areas against the Public Sector average which rated us overall as Silver

## **Age – Business Disability Forum (BDF) & Labyrinth Coaching and Consulting**

The age range of our people is recorded in 5 year spans and is spread in a normal bell-shaped distribution with the highest proportions being in the 35-39, 40-44 and 45-59 age bands.

To obtain external validation in line with our Ministerial Target we elected to use BDF and Labyrinth Coaching & Consulting to conduct assessments on our approach to age diversity.

BDF carried out a performance management survey, the primary focus for which was disability, however, a part of the research covered age in terms of acquiring disabilities or long-term health conditions as we get older.

Labyrinth Consulting and Coaching used internal and externally generated reports to investigate key age-related findings, common themes and any inconsistencies.

- One age specific result highlighted that older respondents felt that career and development opportunities were more limited compared to colleagues who were 50 or younger.
- Staff over 50 were shown to be generally less engaged than younger colleagues. Possible reasons for this finding could be as people get older they are not consistently supported with changing needs, noted in the BDF survey results.

## **Black and Minority Ethnic (BAME) – Business in the Community**

The IPO engaged with Business in the Community (BITC) to benchmark our recruitment and career progression and determine whether we could do more to attract applicants from BAME groups. The Business in the Community Diversity Benchmark is the UK's most comprehensive benchmark for workplace race and gender diversity.

- We achieved a silver banding in the Race Diversity benchmark 2018 which revealed we have good practices when it comes to attracting diverse candidates. Our policy is to advertise all jobs openly, targeting diverse candidates at relevant events and to actively promote our diversity work to prospective employees in all our recruitment literature, factors which were noted in the BITC report as good practice and supported our rating.
- Our staff-led BAME network is now established and collaborating with HR, our Diversity Team and other internal networks.
- We have taken part in the central Civil Service Summer and Early Diversity Internship programmes for BAME people wishing to apply for Civil Service Fast-stream posts.

# Chapter 5. IPO Staff networks:

Each of our staff networks has a Director appointed as their sponsor. The networks collaborate on common issues and their Chairs are members of the IPO Diversity Steering Group which includes members of the Diversity and Inclusion Team in HR. iPride (our LGBT+ network) was the first to be launched in January 2017 and has inspired others to form groups representing other diversity strands. Whilst some are in their early planning stages, the work proposed by each this year aims to firmly embed the networks as part of IPO culture.



## iPride:

iPride, the LGBT+ network was launched in January 2017 and has built up a membership in excess of 80 members, including allies.

The network was formed “to support LGBT+ colleagues to be confident in bringing their whole selves to work”. In its first year iPride has been hugely successful campaigning for changes to ensure that IPO policies and working environment are inclusive. iPride runs a programme that aligns with LGBT+ awareness campaigns encouraging colleagues to join the Allies network to support:

- Changes to HR policies, ensuring they are gender neutral and closer monitoring of data including recruitment.
- Workshops for LGBT+ and non-LGBT+ individuals to become more effective and inclusive allies to trans and non-binary people;
- Awareness raising for events including; International Transgender Day of Visibility, International day against homophobia, Biphobia and Transphobia.
- Presentations at external events - iPride co-chairs spoke at the Stonewall Conference 2018 in support of organisations being LGBT inclusive to attract and retain the best talent.
- Our iPride senior sponsor has addressed audiences across the civil service such as South Wales and West D&I network sharing information on the progress that iPride is making and highlighting the power of networks.





Black, Asian, Minority Ethnic

## **BAME:**

The BAME network was launched in September 2017 with an event to recruit members and allies which now totals 50+. The BAME network has a senior sponsor who supports the group by contributing to their publications and participating in meetings.

- Following their launch, BAME ran an awareness raising event in October to coincide with Black History Month – consisting of a number of stands providing information for colleagues. The network has since participated in Identities Week in January 2018, held a cultural event showcasing a variety of ethnic recipes which will be available in a multi-cultural recipe book (proceeds will go to charity) and are currently planning a series of events for the next year.
- BAME are collaborating with our other diversity networks on mutual issues and have made contact with networks across government to look at best practice.
- BAME are planning a number of outreach activities in schools and universities over the next year with a view to encouraging BAME candidates to consider the IPO as a future employer.



## **iCAN Capability Network**

iCAN was set up to support individuals with disabilities within the IPO, and was launched in November 2017. iCAN currently has 48 members, 37 of whom are allies. The network is for anyone who wants to support and promote a positive, safe and respectful environment for people with disabilities.

- iCAN provides a voice and support and acts as a point of contact for staff and managers of staff with disabilities.
- The network helps to promote accessibility and inclusion, encourage good practice in all IPO's responsibilities and provide a forum for sharing ideas, experience and expertise. iCAN encourages a positive attitude towards disability and aims to influence policy and culture in the IPO.
- iCAN also collaborates with our other networks including iTHINK (neurodiversity) Peer to Peer (Mental Health) and our Health and Wellbeing Team and are also connecting with groups across government in the interest of best practice.
- The network plan to run events coinciding with National awareness campaigns. In June 2018 iCan collaborated with colleagues to highlight Diabetes Week, providing information stands and talks on diabetes. The sessions covered the causes of diabetes, treatments for the condition and the impact it can have on mental health. The underlying theme illustrated how IP has paved the way for investment, research and development of medicine and equipment to provide less invasive treatment.

## **iTHINK (Neurodiversity network)**

“iThink, the IPO’s neurodiversity network, was founded in November 2017.

The name comes from the phrase “I think, therefore I am” and the network was initially launched with around 5 members with membership increasing to 18 since.

iTHINK is committed to supporting colleagues in the IPO with neuro-diverse conditions, such as autism, dyspraxia and dyslexia, their managers and colleagues who are parents of children with neuro-diverse conditions by creating a safe space for socialising and support. The aim is to promote a dyslexia and autism friendly working environment and raise awareness of neurodiversity throughout the IPO. Some of the agreed actions being taken forward this year are outlined below:

- To improve the recruitment process developing a list of panel members who have experience of recruiting or managing people with autism
- Autism awareness training for staff, including managers to improve management skills
- To achieve external accreditation/benchmarking/certification specifically related to autism
- Improve the presentation of job adverts to make them more dyslexia friendly
- Disseminating info in multiple mediums, providing audio files with text document on our intranet, in collaboration with iCan as also relevant for visually impaired.

## **The Women’s Network**

The IPO Women’s Inclusive Network (WIN) was launched on International Women’s Day 2018. The network was set up to help the IPO to be a workplace where everybody is able to achieve their full potential regardless of their gender. While there have been many advances in terms of gender equality over recent years there is still lots of progress to be made. The Women’s network will play a part in tackling any barriers to recruiting and progressing women in the workplace so that they can achieve and prosper.

Over the next year the Women’s Network will be collaborating with the Diversity Team, HR and our other our STEM network on:

- Outreach activities to encourage more women to apply for STEM roles in the IPO.
- Researching our culture and biases that may present barriers to women progressing in the IPO.
- Provide mentors for women returning from parental leave, leadership training etc.

## The Carers' Network

The Carers' Network was launched in partnership with Carers Wales in November 2017. Statistics show that 1 in 8 people provide unpaid care for family and friends. Working carers are likely to need a range of support in the workplace from having access to a private space for phone calls to flexible leave when someone is discharged from hospital.

The Carers' network provides a confidential service and support to those with caring responsibilities in the IPO and those that suddenly find themselves in this situation. The network also looks to influence our family policies relating to carers in the workplace. Following the introduction of The Carers' Charter by Civil Service HR, The Carers' Network have worked with our HR to adapt the document for IPO staff, "Carers' Passport" which provides the following support:

- Setting out in one place the policies which support employees with caring responsibilities.
- Helping managers understand how they can effectively support carers in the workplace.
- Provide further information and sources of support for employees with a caring responsibility and managers with staff who have caring responsibilities.

## Peer to Peer Network

The mental health Peer-to-Peer support group was established in October 2016 by the IPO's mental health champion. Members of the group have delivered talks on their own mental health stories and were subsequently contacted by colleagues specifying the need for a place where they could talk more openly about their own mental health.

With experience of running a successful mental health support group outside of work our mental health champion Dave Watts established, and Chairs, the Peer to Peer network within the IPO.

The group currently has over 30 members and meets regularly to discuss a range of mental health topics such as "Living with OCD" and "Social media effects on mental wellbeing". General discussion also takes place as to how the group can grow and develop, which it continues to do. The Chair also sits on the Diversity Steering Group, working with and contributing to other networks where themes overlap.



# Chapter 6. Health & Wellbeing April 2017 – March 2018

Here at the IPO we are committed to the physical and psychological health of everyone who works here. One of our core values is **'Valuing our People'**, and to demonstrate our commitment to this we invest in employee health and wellbeing.

During the past year our Health & Wellbeing team arranged a series of health related events including:

- Action on Hearing Loss provided free hearing tests.
- Move More, Sit Less campaign – designed to encourage staff to become more active throughout the working day
- Smoothie bike - A fruit smoothie bike fitted with a special blender was placed in IPO reception to promote healthy eating, exercise and sustainable energy,
- Promotion of local gyms – including our own on site gym – The Workout
- In connection with CS physical activity week we supported a GOSH charity appeal and arranged a workplace physical activity challenge (see below under CSR).
- Money Talks (formerly Money advice Service) provided one to one meetings to staff for financial advice
- We hosted our annual MacMillan Coffee Morning, raising a total of £322.86.
- Cancer Research Wales visited the office and held a science café for some of our patent examiners.
- CS Healthcare provided free health checks for staff
- An annual flu jab vaccination programme during which over 200 staff took advantage of free vaccinations
- A health and wellbeing fayre where we showcased some of the health and wellbeing related activities on offer in the office.
- Informative talks to staff from the Stroke Association, Bloodwise, Dementia Friends and Prostate Cymru.
- Movember delivered a fantastic talk which addressed some of the biggest health issues faced by men - prostate cancer, testicular cancer, mental health and suicide.

- Distribution of free fruit at regular fruit drops. Our free veg soup packs complete with recipe cards also proved very popular.
- We continued to offer workplace massage sessions, weight loss group, stop smoking sessions and a variety of exercise classes

## **Health and Wellbeing Events from June 2018-Dec 2018:**

**June** – Osteoporosis Assessment Service visiting Weds 6th June to provide health checks (part funded by IPO)

**July** - Civil Service Active Wellbeing Week (combining with workplace pedometer charity challenge); Samaritans Awareness

**August** - Workplace Massage; Fitness Classes

**September** - MacMillan Coffee Morning; World Suicide Prevention Day; Know Your Numbers Week (blood pressure checks)

**October** - Flu Jabs; Health Fayre; Menopause Awareness Talk

**November** - Veg Pledge (veg drop); Movember

**December** - Wellbeing Advent; Alcohol Awareness (interactive stands)

“ Here at the IPO we are committed to the physical and psychological health of everyone who works here. ”

## Mental health

Mental health is one of the biggest health challenges of the present, with people working harder for longer and under more pressure than ever before. Yet there remains a stigma around mental health that can prevent conversations taking place in the workplace, which can result in those suffering from a mental health condition not getting the support they need. Failure to discuss mental wellbeing can result in absence and disengagement when colleagues feel disconnected and isolated. Regular checks on staff stress levels and preventative action can reduce pressure and prevent problems from escalating to the point that they are damaging to people's health.

The IPO formally introduced our Mental Health Strategy in 2016. Outlined below are some of the activities we have taken forward during 2017 and proposed future plans for the next year.

- Mental Health Awareness Week took place during May 2018 with a health fayre in Concept House where we showcased some of the activities to help our people thrive rather than just survive.
- For the first time we joined forces with IP Inclusive (see Outreach Activities). This culminated in an event that we hosted at Concept House where a number of speakers talked about their experiences with a view to starting the conversation on mental health within the IP Community.
- Established a network of Mental Health Advocates for IPO. This is a key role identified in the Civil Service Wellbeing Priorities launched earlier in the year and forms part of the IPO's commitment to supporting mental health. The Advocates will support and signpost colleagues with mental health concerns, as well as line managers, in times of distress or crisis.
- We introduced "The Haven" which is a quiet place for staff to go if they feel they need to get away from the office environment.
- Lunchtime sessions (Stories from the coal face). We have members of staff that are trained Time to Change champions. They shared their personal stories with staff during these sessions.
- Our CEO, Tim Moss re-signed the Time to Change Pledge to demonstrate his commitment to tackling the stigma of mental ill health. Aligned with the pledge, we have a Ministerial Target, "we will externally validate and benchmark our provision for the mental health of our people" to increase our understanding of how we all think and act around mental health and make life in the IPO workplace even better.

# Chapter 7. IPO Staff Counsellor Report for 2017

At some time most of us will encounter problems, either personal or work related which could affect our efficiency/attendance at work. Sometimes colleagues, line managers or HR Advisors may be able to help, but some issues are complicated or sensitive and independent help is needed. Our Staff Counsellors are trained to offer advice and support to both staff and managers.

Much of the counselling work involves directly supporting individuals while they address problems that are either undermining their effectiveness at work, or necessitating absence from work.

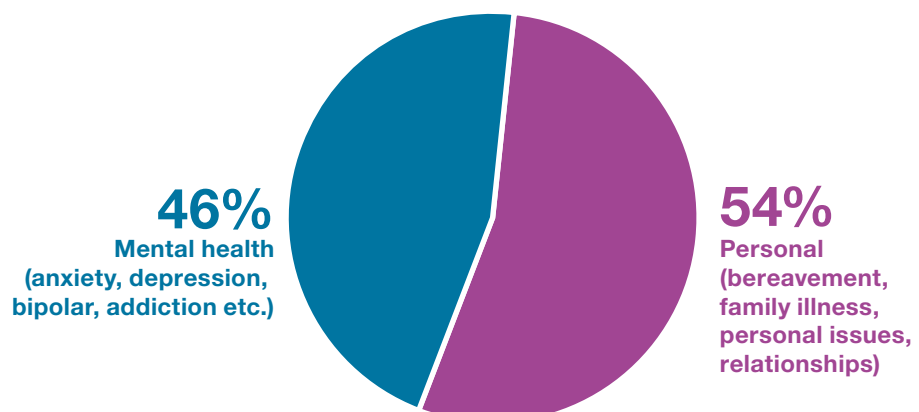
As in previous years, the majority of cases came as self-referral from individuals, as indicated in the figures below. This indicates a high level of awareness of the service among staff. There has also been an increase in the number of staff who have been referred by line managers, suggesting that the talks given to managers is increasing their awareness and use of the service.

Line Manager	53
HR	8
Staff	125

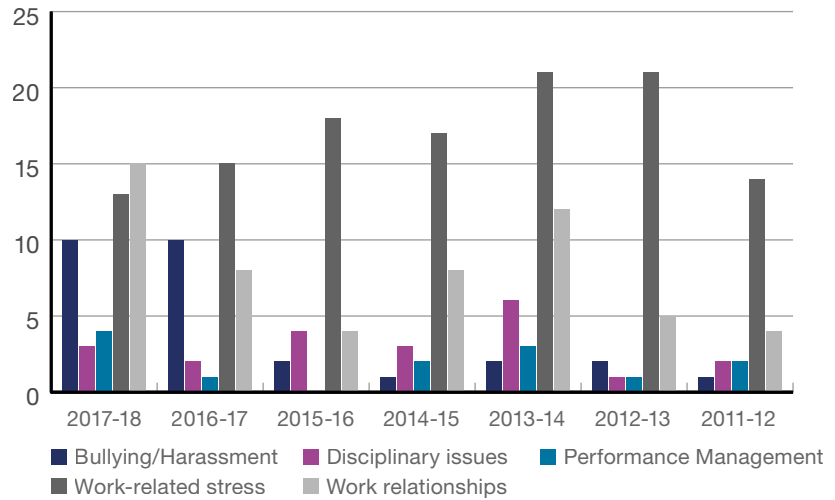
## In-work client issues - Personal (50% of total cases)

The most common personal issues last year related to relationships and personal problems, and mental health issues such as anxiety and depression. The fact that this group largely remained in work suggests staff are benefiting from support from Line Managers, HR Advisors, Staff Counsellors, and the Peer to Peer support network.

### *Personal client issues current year*



### Work related issues 2011 - 2018



Figures show that reports of bullying and harassment have increased since 2011. It may be that the bullying and harassment figures are influenced by a greater awareness of what is acceptable or unacceptable behaviour. However, there are still some managers whose style of management contributes to some staff feeling undervalued and disrespected. Management training appears to be addressing some of these issues.

### Other work

The counsellors also worked closely with the IPO Health and Wellbeing team on a programme of work associated with the Mental Health Strategy and participated in events organised to promote Mental Health Awareness week

Overall, our staff counsellors are a part of an evolving culture at IPO which aims to equip members of staff with the coping mechanisms and support networks they need to maintain good mental health. We recognise how much value our people put on these resources and we will be increasing capacity over the next year to ensure that the quality of the service is maintained.

“Support networks and forums were formed to develop our understanding of people in the profession and collectively support who we are.”



## 8. IPO Outreach activities:

Beginning in 2015 our IPO Diversity Champion, Ben Buchanan engaged with a group of professionals working in IP to form IP Inclusive, a network with purpose and real resources to make a difference to the IP profession, including people working in IP today and the IP professionals of tomorrow.

- The network is committed to improving equality, diversity and inclusivity in our community and profession. IP firms and professionals have signed up to a charter which pledges to set standards that follow best practice and remove barriers to diversity.
- Feedback tells us that young people from varied backgrounds are drawn to visual assurances of fair treatment and equality. This is about giving potential employees the reassurance that we mean what we say and will stand by our promises. But it also applies to existing staff. We will treat our people with fairness, dignity and respect.
- Support networks and forums were formed to develop our understanding of people in the profession and collectively support who we are. One such network for LGBT people working in intellectual property, called IP Out, was launched.
- IP Out is part of the wider IP Inclusive initiative being spearheaded by several Intellectual Property organisations including the IPO, to increase diversity and equality within the IP profession. IP Out aims to provide networking and socialising opportunities for LGBT people and their straight allies.

## Chapter 9. Cross government activities:

- Our Diversity and Inclusion team and Diversity Networks collaborate with other government departments and are members of a number of external D&I Steering Groups
- The IPO Diversity and Inclusion team work with the ONS Diversity Steering Group and are included in their quarterly meetings to discuss mutual issues and best practice.
- We are members of the South Wales and West Diversity and Inclusion Group that meets quarterly to discuss common issues, compare policy and exchange views. Members of our team have presented on some of the diversity strands where we are considered to be leading the way.
- Our iPride network is working with colleagues in ONS to deliver our bespoke LGBT training programme this year and iPride joined forces with Friends of Spectrum (the ONS LGBT network) to host a trade stall at Pride Cymru in August 2017 and are planning to co-host again at this year's event.
- iPride helped establish the South Wales LGBT network consisting of public and private sector organisations. They have supported others in setting up their own LGBT networks, sharing materials, bespoke training and best practice.
- iPride have worked with the National Assembly for Wales to support the launch of a new Stonewall Trans allies programme.
- Our BAME network have engaged with ONS Cultural and Ethnic Diversity Group and are planning to collaborate on a number of events including CS Live.

“We are members of the South Wales and West Diversity and Inclusion Group that meets quarterly to discuss common issues, compare policy and exchange views.”

# Chapter 10.

## Women in STEM (Science, Technology, Engineering & Maths)

In 2018 we reported a mean pay gap of 22%, and median of 29%, in favour of men's salaries when calculated using Government Equalities Office's (GEO) methodology.

Whilst our concern isn't one of gender pay (by grade there's no more than 4% difference), there is an underrepresentation of women in specialist STEM roles in the IPO. 42% of our people are in specialist STEM roles. Although women make up nearly half of our workforce, the majority of them are in non-specialist roles. Our patent examining roles attract higher salaries due to their specialism, however, only 21% of these are taken up by women.

Although this issue isn't exclusive to the IPO, we need to address any perceived barriers that are preventing women from pursuing a career in STEM. We are actively seeking to recruit more women into our specialist roles with the support of our STEM ambassadors and our Women's Network. Work to date has covered

- The launch of a STEM based outreach programme in local schools, delivering talks to students, aiming to inspire girls and women to study and build careers in these fields.
- Working with local communities and beyond, speaking at careers fairs and in universities to promote STEM subjects, moving to mixed audiences.
- We hosted the first of a series of STEM based sessions - IPO Girls in Science event.
- March 2018 saw the launch of our Women's Network with guest women speakers who work in STEM divulging their workplace experiences.

# Chapter 11. Action Plan and Priorities

## Going Forward

This year we will focus our attention on the recommendations made following the benchmarking exercises we undertook during 2017. Common themes across all diversity strands will include:

- Review our policies to ensure they fully consider all diversity strands, include clear definitions and reflect best practice;
  - Recruitment
  - Attendance management processes
  - Poor performance processes.
  - Bullying and Harassment
- More in depth analysis of recruitment, progression and retention data.
- Training for recruitment panels reducing related bias during the recruitment process.
- Supplier collaboration - issuing of our HR diversity policy to those tendering for contracts and provision of services.
- We will establish reverse mentoring for Board level staff and senior management. We have also initiated reverse mentoring across local government departments.
- To train managers when offering adjustments and 'having courageous conversations'.
  - on general disability/, including non-visible disabilities, health conditions,
  - age awareness
  - mental health
- Continued unconscious bias training for managers.
- Anti-Bullying and Harassment Training Programme.
- Diversity focussed training for our customer facing staff.

## **Our plans for Individual Diversity Strands will include:**

### ***Flexible Working***

- Better monitoring and analysis of working patterns by different characteristics.
- Monitoring career progression and retention of those taking parental leave

### ***LGBT***

Having achieved a top one hundred place in the Stonewall Index 2018, we will continue to work with our iPride Network to carry out the following actions:

- Assess any potential barriers to LGBT people accessing our services and implement a training programme for frontline customer service staff on delivering inclusive services.

### ***Disability – Providing Capability for all***

We are continuing to work with Business Disability Forum to address any gaps in our policies and processes. We will work with our network colleagues and act on suggested recommendations. Currently activities planned are:

- To promote a disability smart culture via senior-led communications to increase the number of employees sharing disability information.

### ***Age***

In line with our findings from the BDF survey and deep dive results from Labyrinth coaching and Consultancy we plan:

- To ensure that adjustment conversations become the norm throughout an individual's career.
- To enhance our data to allow us to analyse engagement and recruitment by age.
- To improve the quality of line management career conversations, with particular focus on over 50's and build in support in times of change.

### ***BAME***

- Our silver rating awarded by Business in the Community was a great achievement and we will continue to work with our BAME network and HR to take forward:
- Ethnic minority representation in our interview panels wherever possible
- Create key performance indicators to measure our success in attracting and recruiting BAME candidates.
- Monitor career development programmes to ensure diverse employees are participating
- Monitor our pipeline for progression rates of our BAME people and any variances.

## Gender

The result of our Chwarae Teg submission has provided a good base from which to continue to close our gender gap. Actions for this year will include:

- Addressing under-representation of women across all of our STEM roles (science, technology, engineering and mathematics), including IT, with outreach activities in schools, colleges and universities.
- Challenging Perceptions – we have engaged Cambridge University, specifically Murray Edwards College to investigate potential barriers to women’s progress in the IPO workplace.
- Breaking barriers of women’s preconceived ideas about how far they can progress whilst juggling work/life balance, through family friendly policies and appointed mentors from the Women’s Network.

STEM ambassadors in our Patent and IT business areas, our Unions, and Quality & Diversity Committee are collaborating on our recruitment, progression and retention of women in STEM. Future plans include

- Talks on government careers in STEM and/or careers in Intellectual Property through the IP Inclusive “Careers in Ideas” initiative.
- Engagement with employment agencies to establish their commitment to diversity
- Collaboration with Office of National Statistics
- Collaboration with Tom Clark Consultancy – Tech First Scheme partnering businesses and universities to support under-represented groups
- Further in-house events - Science Girl
- Promotion of Government Science and Engineering and IT – decision on applying for Athena SWAN accreditation
- Sharing best practice with other Government and Science Engineering (GSE) organisations and Women’s Network on recruitment
- In November we will be hosting a Civil Service-wide GSE conference on diversity and inclusivity in STEM, with a focus on recruitment.

### *Social Mobility*

In April this year we entered the Social Mobility index 2018 for the first time. The Index highlights the top 50 employers taking the most action to improve social mobility in the workplace and those company names are published. We ranked 96-100, based on information received solely from this year's submissions. We will be resubmitting in 2019 and over the coming months will be acting on recommendations to enhance our data and improve on our rating by addressing the following:

- The CS Jobs site is currently being reconstructed to allow departments to link to our own web pages to provide better recruitment information
- Monitoring our recruitment to ensure none of the elements in the process are disproportionately affecting specific demographics.
- Including our visits to non-Russell Group institutions in order to see a more diverse pool of applicants.
- Use data collection to start work in this area including retention, progression and pay.
- Outreach with schools in areas with lower education outcomes

“In April this year we entered the Social Mobility index 2018 for the first time.”

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# Our successes



**iversity**  
and inclusion group

# Our successes





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