



# ***2023 Probate Diversity Survey***

WEBINAR: 1 FEBRUARY 2023

# ***Today's presenters***



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# ***Today's webinar***

- The statutory relevance of diversity reporting
- The benefits of a diverse workforce
- 2021 survey participation
- What does your firm need to do?
- Who should complete the survey, answer options and survey questions
- How to collect, publish and submit your firm's survey data
- 2023 reporting
- Dates for your diary
- Further support, useful links, Q&A

# ***The statutory relevance of diversity reporting***

- Under the Equalities Act 2010, ICAEW is listed as one of the bodies required to apply the equality duty as part of its regulatory functions.
- A statutory obligation relating specifically to probate firms is that arising from Section 1 of the Legal Services Act 2007.

# ***The benefits of a diverse workforce***

- Stronger culture, better performance, deeper customer insight.
- A competitive advantage.
- ‘The client base is changing. With the demographics of the UK rapidly changing, diversity is essential for firms wanting to attract the best people and meet clients’ needs.’ The Law Society’s Benefits Diversity and inclusion in law firms: the business case

# ***2021 survey participation***

- In 2021, 98% of the regulated probate firms required to make a submission had responded by 14 May. A notable increase from the 87% response rate at the time the 2019 report was prepared and the 49% response rate in 2017.
- A total of 8,483 staff at ICAEW probate licensed firms completed the survey in 2021, compared with 7,623 in 2019 and 3,615 in 2017. These include both professional and support staff.

# ***What does your firm need to do?***

- All staff should complete the ICAEW probate diversity questionnaire as close to 31 March 2023 as possible.
- An anonymised summary of the results needs to be submitted to ICAEW with an interpretation of the results.
- An anonymised summary should also be published on your firm's website / communication materials.

# ***Who should complete the survey***

- All staff (permanent and temporary) should ideally complete the ICAEW probate diversity questionnaire.
  - Not just those working with probate clients.
  - Subsidiary firms can be included.
  - It is optional for staff to complete the survey, but mandatory for your firm to return its results.
  - The survey link can also be shared with employees who are not currently in the workplace eg, on maternity leave / long-term sick leave.

# ***'Prefer not to say'***

- The 'Prefer not to say' option is available for anyone who does not want to respond to any of the survey questions.
- It is still a useful response to us and to your firm.

# ***Survey questions***

- Role
- Age
- Sex/gender
- Disability
- Ethnic group
- Sexual orientation
- Socio-economic background
- Social mobility
- Caring responsibilities
- Martial status
- Maternity and paternity

# ***How to collect your firm's data***

- We have again partnered with Riliance (an Access Group company) for the 2023 survey.
- Our firms will therefore have free access to an online survey tool which will automatically create your firm's survey including the 2023 ICAEW survey questions.
- All firms (no matter what size) should use the survey tool to collect their data.
- Ed from the Access Group is now going to show you how to create an account, collect responses and how to download a summary of your firm's data.

# ***Publishing the data***

- Publish the aggregated results on your website by 31 May 2023.
- Include a summary paragraph about the results.
- Could anonymity be compromised? If the data is collected from relatively small data-sets, individual staff members may be identifiable. Adapt the information you publish if required.
- No website? You must publish the data on documentation eg, as a paragraph in a letter of engagement or in advertising materials.

# ***What to submit to ICAEW***

- Send the aggregated results (we must not receive staff's individual responses) to ICAEW by 30 April 2023.
- Please submit the results and short interpretation to [regulatorysupport@icaew.com](mailto:regulatorysupport@icaew.com)
  - Please include your firm number (C0xxxxx) with your submission.
  - Please ensure you download the report from the survey tool and send the results to ICAEW before the deadline. **Access will not submit your data for you.**
  - ICAEW will keep aggregated results for three years.
- Please note, late submissions or a failure to submit the data may result in a regulatory penalty.

# ***2023 reporting***

- As with the previous surveys, we'll publish a full report that you can use to benchmark your firm and to:
  - understand the profile of your current teams and plan for future recruitment; and
  - identity opportunities: Has your firm got the right people in place to reflect current and future client profiles?
- The report will be available on [icaew.com/probatediversity](https://icaew.com/probatediversity) and via *Probate News*.

# ***Key dates for your diary***

- **31 March 2023** – Staff to complete the survey as close to this date as possible.
- **30 April 2023** – Deadline to send your aggregated, anonymised results to [regulatorysupport@icaew.com](mailto:regulatorysupport@icaew.com).
- **31 May 2023** – Deadline to publish your firm's aggregated, anonymised results on your website / communication material.
- **Summer 2023** – ICAEW will publish their 2023 diversity data report.

# ***Useful links and support***

- Visit <https://survey.riliance.co.uk/> to create your firm's survey.
- More information about collecting data, previous survey results and FAQs are available at [icaew.com/probatediversity](https://icaew.com/probatediversity)
- ICAEW probate register: [icaew.com/probateregister](https://icaew.com/probateregister)
- Our Technical Advisory Services team is available to help. Please call them on +44 (0)1908 248 250 or by email [contactus@icaew.com](mailto:contactus@icaew.com)

# ***Riliance survey tool recap***

- The survey link is <https://survey.riliance.co.uk/>
- The tool is free to use.
- You can use your existing account if you have one.
- The number of surveys you request is the number of times the link can be used.
- You can add additional staff to the number of surveys you need at any time.
- You need to submit your summary data to ICAEW.



[icaew.com](https://www.icaew.com)