

# Booksellers Association

## Workforce Diversity Survey 2022 Report

Conducted by EA Inclusion



## Booksellers Association

### Workforce Diversity Survey 2022 Report

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## Introduction

As part of the Booksellers Association's ongoing commitment to make bookselling, and the wider publishing, media, and creative industries more inclusive and representative of the diversity of the population, we are very pleased to bring you our inaugural Workforce Diversity Survey, a key first step in measuring our sector's diversity, and signal a long-term commitment to working on the issue.

The fundamental aim of this project is to gather more data about our workforces to enable us to tackle issues around barriers of access and issues of representation. While data is not the answer to diversity, it is critical to understand where we are starting from in our journey to ensuring that careers in bookselling are open to people from the widest possible range of backgrounds and that those already in the industry can thrive. In turn, this will allow us to create a useful report from the data, and identify the best next steps. It truly is the first step on a long-term journey.

In embarking on our first-ever industry-wide diversity and inclusion survey, we have partnered with EA Inclusion, who have managed a similar project on behalf of both the [Publishers Association](#) and the [Association of Authors Agents](#), as well as working with a number of individual publishers over several years.

## Methodology

EA Inclusion compiled an anonymous online survey for the Booksellers Association to capture data on the diversity of its members' workforce, and their perceptions of inclusion. The survey was designed in line with the Office for National Statistics Census and was developed to align with current diversity and inclusion best practice.

The Booksellers Association asked all members to share this survey with their staff, and encourage participation by booksellers across the sector.

The data collection for this survey took place over several weeks, between July and early September 2022, with analysis and reporting being undertaken in September/ October 2022.

Relevant comparisons have been made to national representation figures throughout this report in order to provide some benchmarks for comparison.

## Participation

A total of 185 individuals responded to this survey, representing 118 different booksellers.



185 Respondents



118 Booksellers

### Comment from Waterstones

Waterstones also conducted their own Equality, Diversity, and Inclusion Survey in January 2022. The purpose of the survey was to gather data and deepen insight around employee's perceptions on how inclusive the Waterstones culture is, and to use the data from the survey to further inform the Waterstones EDI strategy. The results broadly chime with those of the BA Workplace Survey with echoes across both reports, including a higher-than-average percentage of females working across the industry and those identifying as LBGB+. The ethnicity mix in both surveys was also very similar.

Across the board, the majority of respondents feel they are treated fairly and with respect by their colleagues and managers, but there was a consistent message that there is more work to be done toward encouraging inclusivity across the bookselling industry. This feedback spanned from proactively seeking greater racial diversity across our workforce to better recognising the requirements and perspectives generated by physical disability and the challenges of maintaining good mental health.

## Summary of Key Findings



**71% of respondents identified as female**, in comparison to 51% of the population in England and Wales ([2021 Census](#)).



**7% of respondents' gender identity differs from the sex they were assigned at birth**, in comparison to 1% of the population in England and Wales ([2021 Census](#)).



**7% of respondents identified as being from ethnic minority groups (excluding White minorities)**, in comparison to 18% of the population of England and Wales ([2021 Census](#)).



**Almost a quarter of respondents (23%) identified as LGB+** (lesbian, gay, bi, or preferred to self-describe their sexual orientation), in comparison 3% of the population in England and Wales ([2021 Census](#)).



**Three in ten (29%) respondents identified as having a disability or long-term health condition**, in comparison to 18% of the population of England and Wales ([2021 Census](#)).



**One in four (23%) respondents have a neurodiverse condition**, in comparison to more than 15% of the UK population ([ACAS](#)).

- It should be noted that more than a third of those who said that they had a neurodiverse condition did not identify as having a disability or long-term health condition.



**More than a third (35%) of respondents are currently experiencing mental health problems**, in comparison to one in six people reporting experiencing a common mental health problem (like anxiety and depression) in any given week in England, while one in four report experiencing mental health problems each year ([Mind](#)).



**More than half (59%) of respondents had professional backgrounds** based on the occupation of their main household earner when they were about aged 14, in comparison to 37% of the population ([Social Mobility Commission](#)).



**17% of respondents attended an independent or fee-paying school**, in comparison to 7% of the population ([Sutton Trust and Social Mobility Commission](#)).



The majority of respondents agreed/ strongly agreed that they **feel included (93%), respected (92%), and like they belong (94%)** at work.



A high proportion of respondents agreed/ strongly agreed that their organisation **values and is committed to diversity and inclusion (89%)** and is **making progress addressing diversity and inclusion (82%)**.



**Just over half (52%) of respondents agreed/ strongly agreed that the culture in the bookselling industry is inclusive.**

## Findings

### 1. Your Organisation

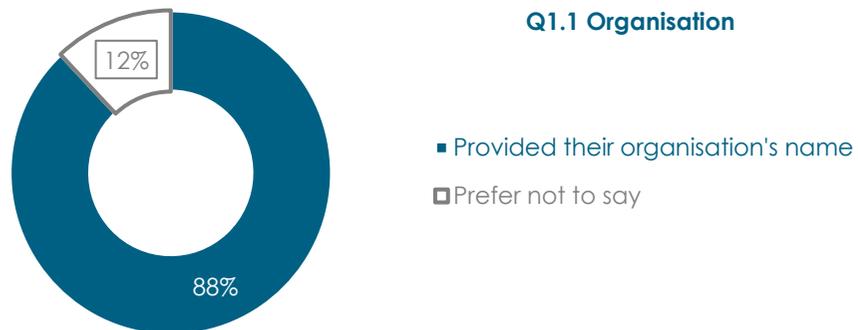
#### Q1.1 Your Organisation

- 185 Respondents Answered

A total of 185 individuals responded to the survey, representing 118 different booksellers.

The number of booksellers taking part may have been higher than this, however 12% of respondents preferred not to say regarding their organisation.

- 12% of respondents preferred not to say



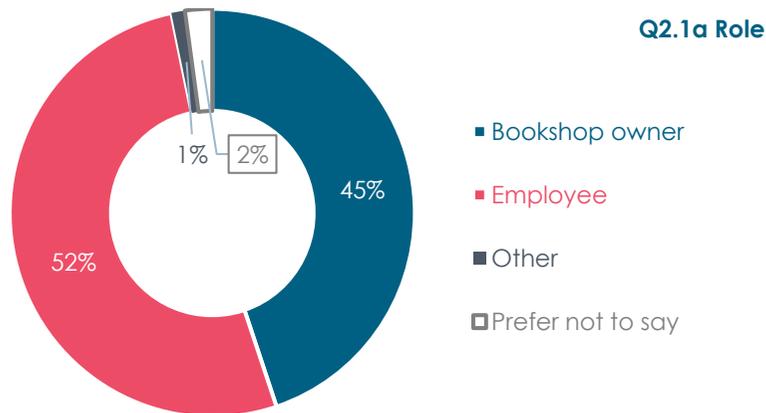
**2. Your Role**

**Q2.1 Your Role**

- 185 Respondents Answered

Just less than half (45%) of respondents were bookshop owners, while just over half (52%) were employees in bookshops. A small proportion (1%) of respondents identified their roles as 'other', which was due to them being volunteers.

- 2% of respondents preferred not to say

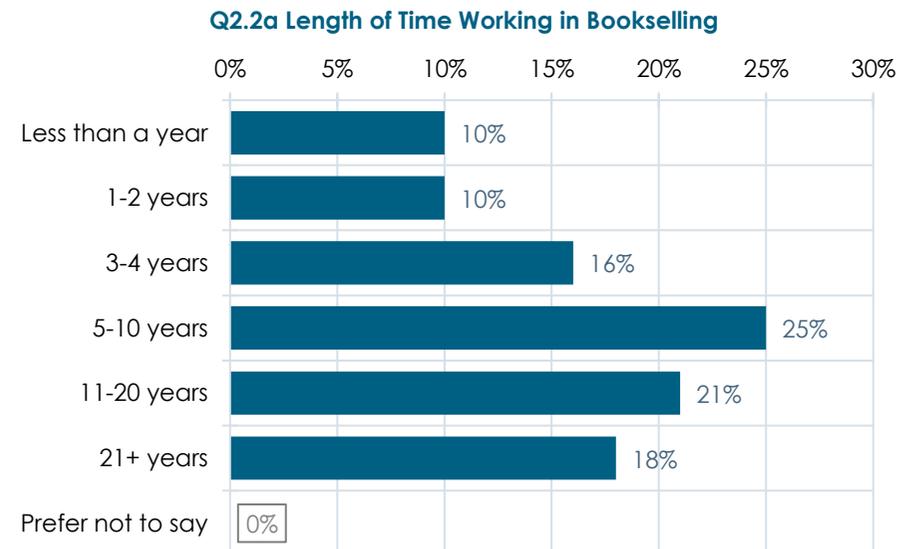


**Q2.2 How long have you worked in bookselling?**

- 182 Respondents Answered

Respondents' length of experience in bookselling varied considerably. Almost one in five respondents had worked in bookselling for either 21+ years (18%) or 11-20 years (21%), while a quarter (25%) of respondents had worked in bookselling for 5-10 years. A combined third (36%) of respondents had worked in bookselling for less than five years, with 16% having 3-4 years of experience and 10% of respondents each having 1-2 years or less than a year of experience in bookselling.

- 0% of respondents preferred not to say



### Q2.3 Prior to working in bookselling, have you worked in any of the following sectors?

Note: Totals may be over 100% as respondents were asked to select 'all that apply'.

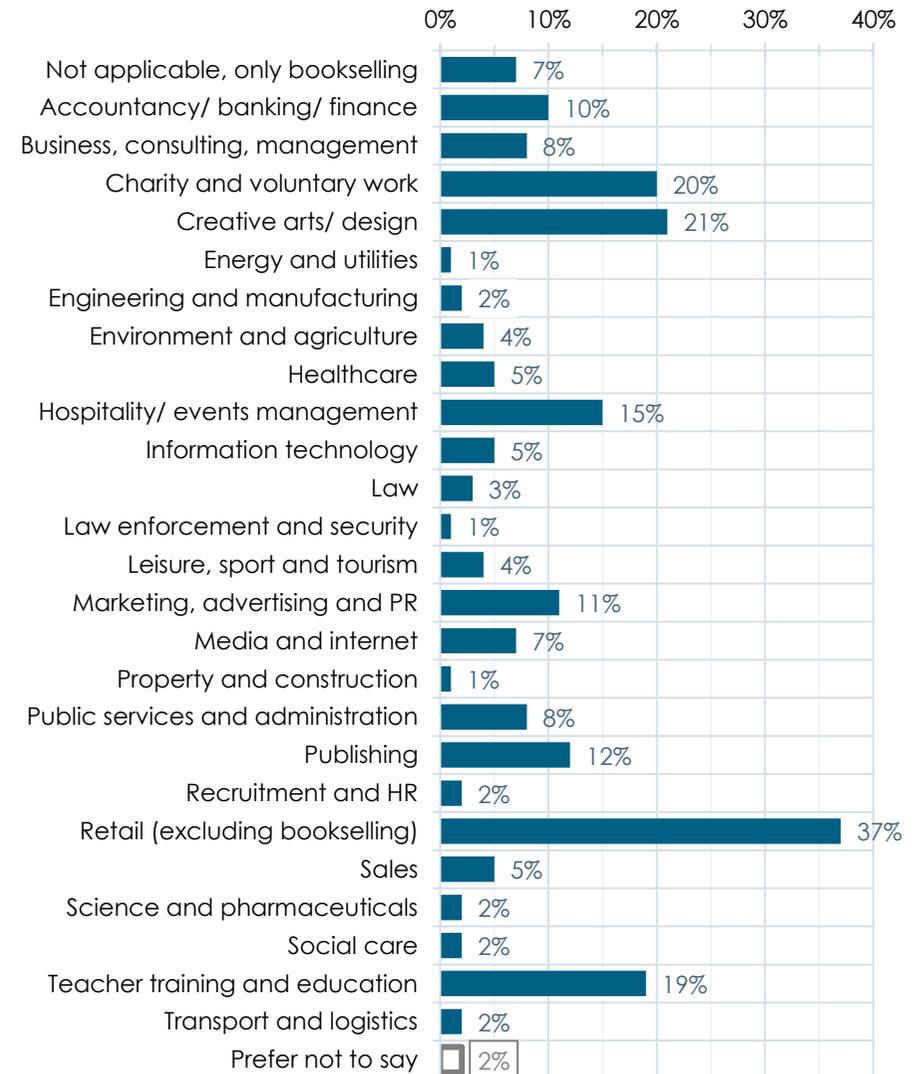
- 182 Respondents Answered

Prior to working in bookselling, respondents had worked in a wide range of sectors. The most common sector for respondents to have worked in prior to bookselling was retail (excluding bookselling), with more than a third (37%) of respondents having worked in this sector. Around one in five respondents had worked in Creative arts and design (excluding publishing) (21%), Charity and voluntary work (20%), or Teacher training and education (19%).

One in 14 (7%) respondents have not worked outside of bookselling.

- 2% of respondents preferred not to say

### Q2.3a Previous Sectors Outside of Bookselling



**Q2.4 Prior to working in bookselling, what is the highest level of management seniority that you have held?**

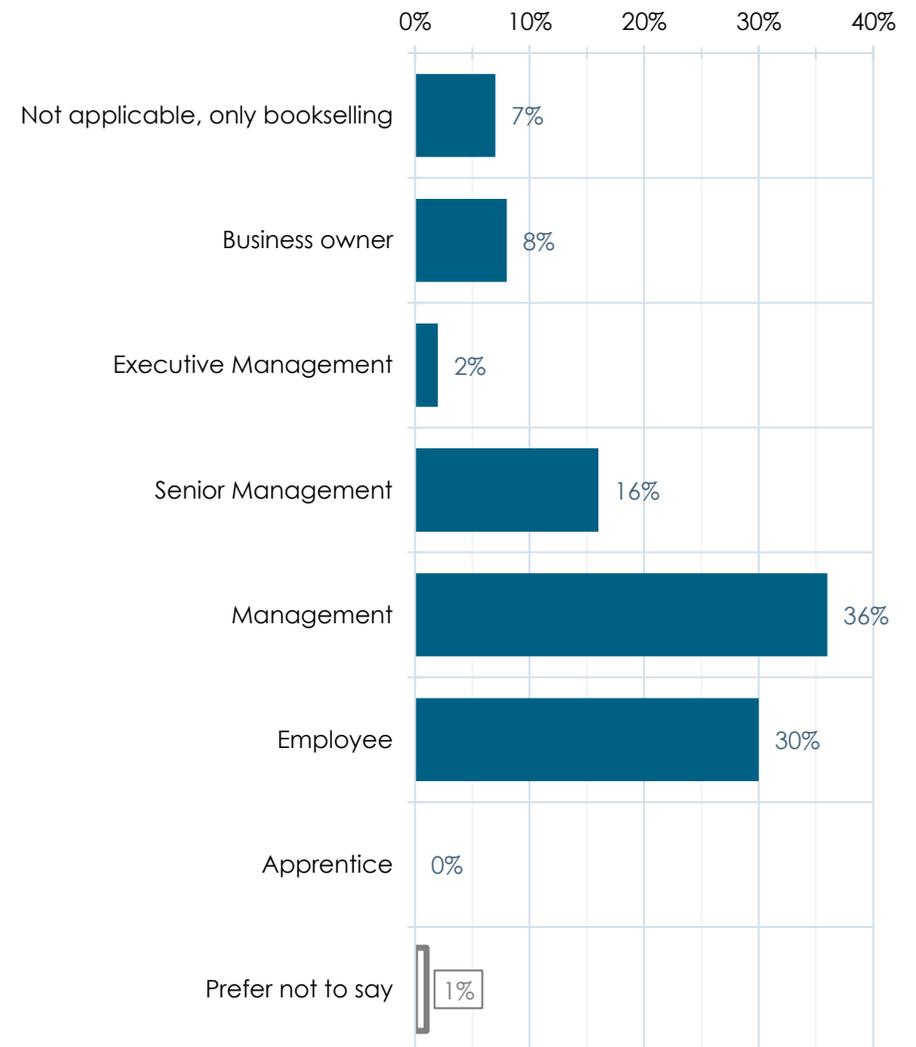
- 182 Respondents Answered

Looking at the highest level of management seniority that respondents have held prior to working in bookselling, one in 12 (8%) had been a business owner, while a small proportion (2%) had worked at Executive Management level. One in six (16%) respondents had worked at Senior Management level, and more than a third (36%) had worked at Management level prior to working in bookselling, while almost a third (30%) have worked at employee level (with no line/ project management responsibility).

One in 14 (7%) respondents have not worked outside of bookselling.

- 1% of respondents preferred not to say

**Q2.4a Highest Level of Management Seniority Held Prior to Working in Bookselling**



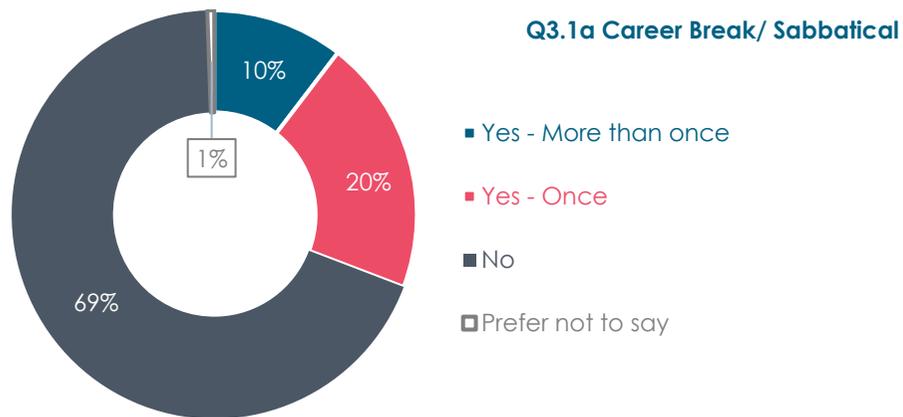
### 3. Career Break or Sabbatical

#### Q3.1 Have you ever taken a career break or sabbatical for more than one year for any reason?

- 182 Respondents Answered

A total of almost one in three (30%) respondents have taken a career break or sabbatical for more than one year, with 10% having taken more than one, and 20% having taken one. More than two-thirds of respondents had never taken a career break or sabbatical for more than one year.

- 1% of respondents preferred not to say



#### Q3.2 What was the reason for your career break/s or sabbatical/s?

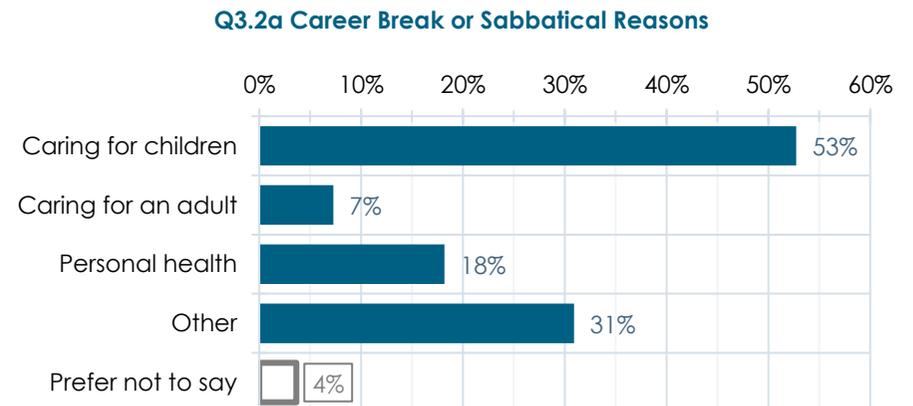
*Note: Totals may be over 100% as respondents were asked to select 'all that apply'.*

- 55 Respondents Answered

More than half (53%) of those who took a career break/s or sabbatical/s did so in order to care for children, with 7% taking a career break/s or sabbatical/s to care for adults. Just less than one in five (18%) who took a career break/s or sabbatical/s did so due to personal health.

Almost a third (31%) of respondents took a career break/s or sabbatical/s for other reasons, which included education/training, travel, evaluating career change options, and writing.

- 4% of respondents preferred not to say



**4. Location**

**Q4.1 Where is your primary home located?**

- 181 Respondents Answered

Three-quarters (75%) of respondents live in England, with the highest proportion living in the South East of England (17%) and the South West of England (12%).

A further 13% live in Scotland, while 5% live in Wales, and 1% live in Northern Ireland. Finally, 6% of respondents live in the Republic of Ireland.

- 0% of respondents preferred not to say

**Q4.2 Where did you spend the majority of your childhood?**

- 181 Respondents Answered

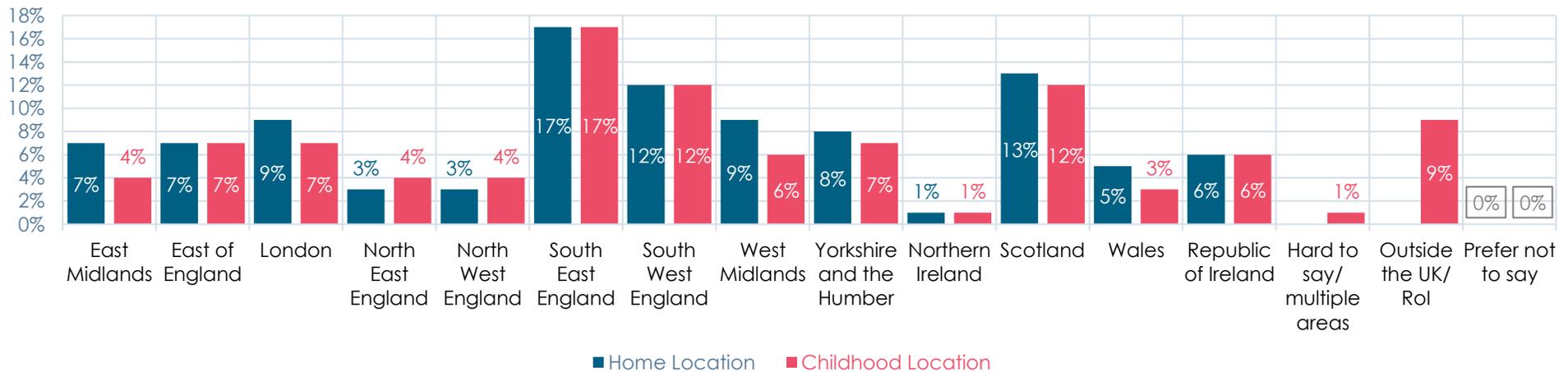
More than two-thirds of respondents grew up in England (69%), with the highest proportion growing up in the South East of England (17%) and the South West of England (12%).

A further 12% grew up in Scotland, while 3% grew up in Wales, and 1% grew up in Northern Ireland. Finally, 6% of respondents grew up in the Republic of Ireland.

Almost one in ten (9%) respondents grew up outside of the UK/ Ireland and 1% of respondents said that it was hard to say where they spent the majority of their childhood.

- 0% of respondents preferred not to say

**4.1/2a Home Location/ Childhood Location**



**5. Gender and Gender Identity**

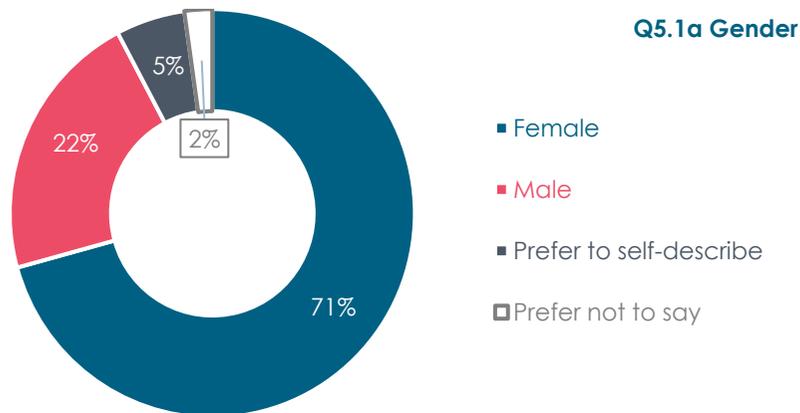
**Q5.1 What best describes your gender?**

- 181 Respondents Answered

Almost three-quarters (71%) of respondents identified as female, with more than a fifth (22%) identifying as male. Additionally, 6% of respondents preferred to self-describe their gender, with the majority of those identifying as non-binary.

- 2% of respondents preferred not to say

**National Comparison:** According to the [2021 Census in England and Wales](#), 51% of the population of female.



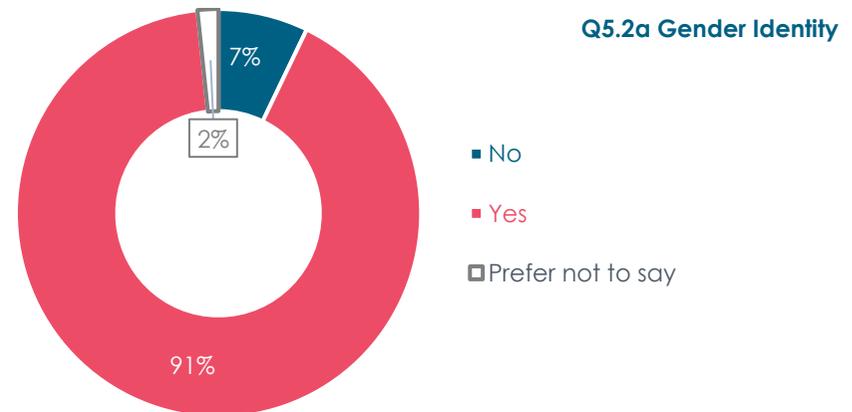
**Q5.2 Is your gender identity the same as the sex you were assigned at birth?**

- 181 Respondents Answered

Respondents were asked if their gender identity was the same as the sex that they were assigned at birth, with 7% of respondents saying that it differed and 91% saying that it remained the same.

- 2% of respondents preferred not to say

**National Comparison:** According to the [2021 Census in England and Wales](#), 1% of the population said that that their gender identity differed from the sex that they were assigned at birth.



**6. Age**

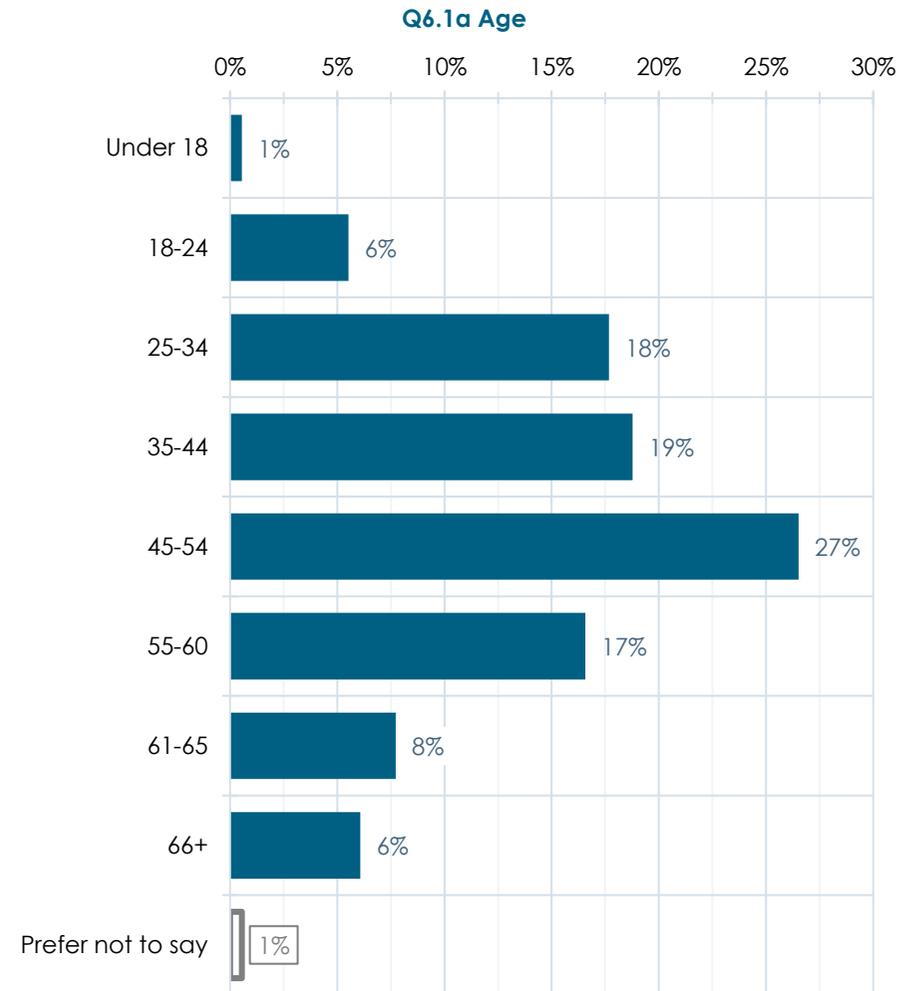
**Q6.1 What is your age range?**

- 181 Respondents Answered

Just 1% of respondents were aged under 18, while a relatively small proportion were aged 18-24 (6%). Just under one in five respondents were aged either 25-34 (18%) or 35-44 (19%), and more than a quarter (27%) of respondents were aged 45-54. Less than one in five (17%) respondents were aged 55-60, while 8% were aged 61-65, and 6% were aged 66+.

- 1% of respondents preferred not to say

**National Comparison:** According to the [2021 Census in England and Wales](#), 21% of the population over the age of 15 are aged between 25-34.



## 7. National Identity

### Q7.1 How would you describe your national identity?

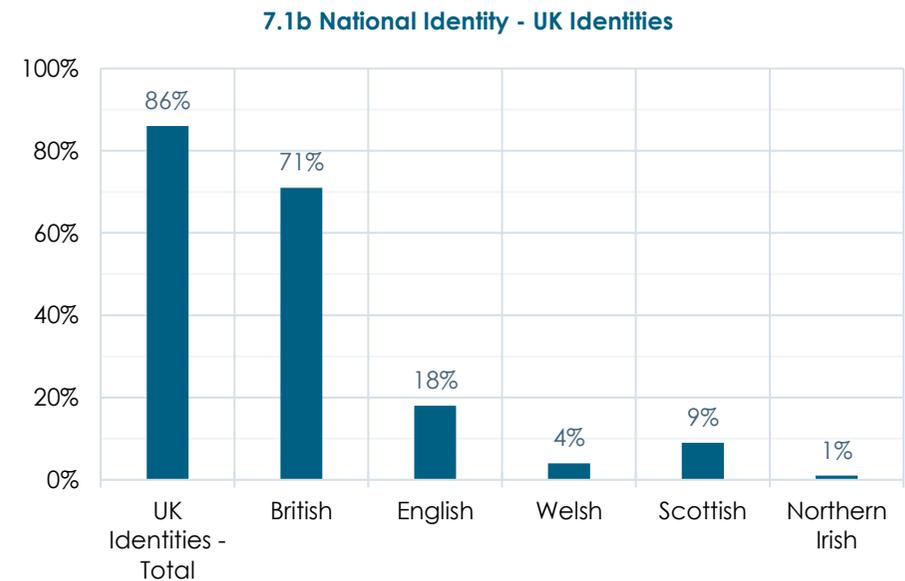
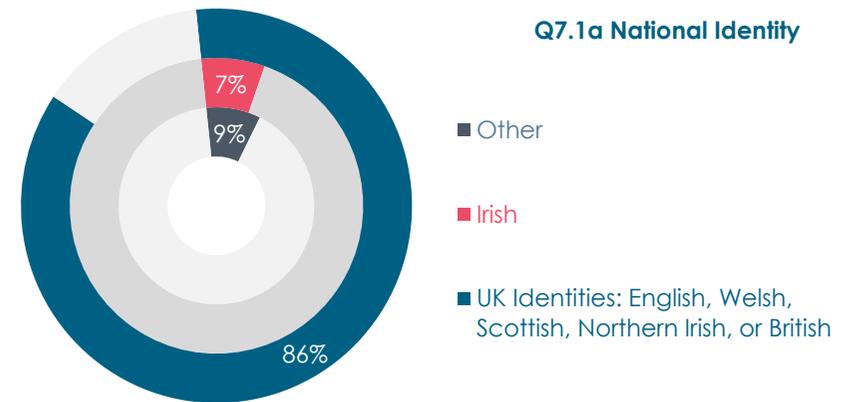
Note: Totals may be over 100% as respondents were asked to select 'all that apply'.

- 181 Respondents Answered

Almost nine in ten (86%) respondents identified their national identity as British (71%), or one or more of the following home nations: English (18%), Scottish (9%), Welsh (4%), or Northern Irish (1%). A total of 7% of respondents identified as Irish, and one in 11 (9%) respondents identified with a non-UK/ non-Irish national identity.

- 0% of respondents preferred not to say

**National Comparison:** According to the [2021 Census in England and Wales](#), 90% of the population identify their national identity as British or at least one UK national identity. Overall, 12% of the population identified with a non-UK national identity (either by itself or with at least one UK identity).



**8. Ethnicity**

**Q8.1 What is your ethnic group?**

Note: Totals may not add up to 100% due to rounding.

- 181 Respondents Answered

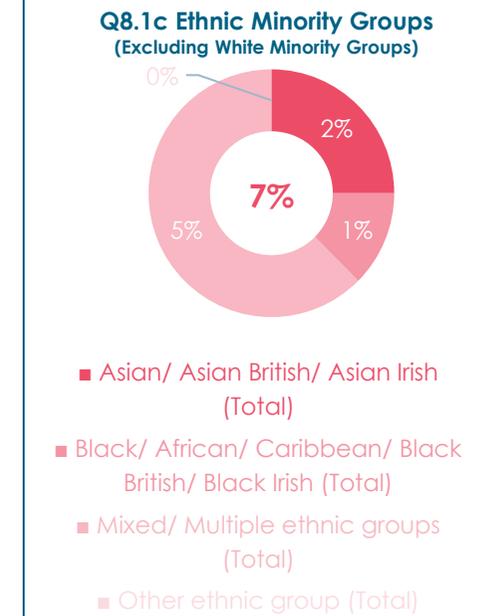
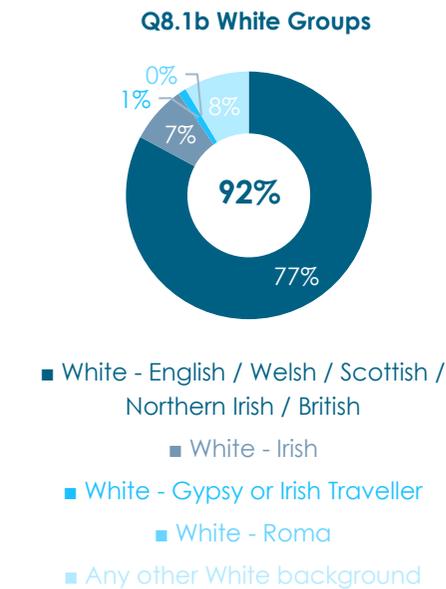
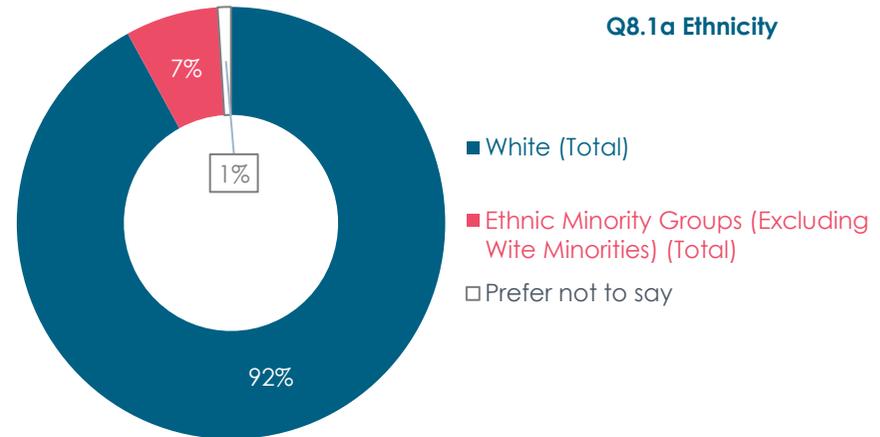
A total of 7% of respondents identified as being from ethnic minority group (excluding White minorities) - This comprised of 2% from Asian, Asian British, Asian Irish groups; 1% from Black/ Black British, Black Irish, Caribbean, or African groups; and 5% from Mixed or Multiple ethnic groups. There was no representation of respondents from Other ethnic groups.

A combined 92% of respondents identified as being from White ethnic groups, with the majority (77%) identifying as White British. A further 7% identified as White Irish, and 8% identifies as being from other White backgrounds. Finally, 1% of respondents identified as White Gypsy or Irish Travellers, while none identified as being from White Roma groups.

- 1% of respondents preferred not to say

**National Comparison:** According to the [2021 Census in England and Wales](#), a combined 18% of the population were from ethnic minority groups (excluding White minorities), while 82% were from White groups, with 74% identifying as White British.

The 18% from ethnic minority groups (excluding White minorities) includes: 9% from Asian/ Asian British groups; 4% from Black, Black British, Caribbean, or African groups; 3% from Mixed or Multiple ethnic groups; and 2% from Other ethnic groups.



**9. Religion or Belief**

**Q9.1 What is your religion or belief?**

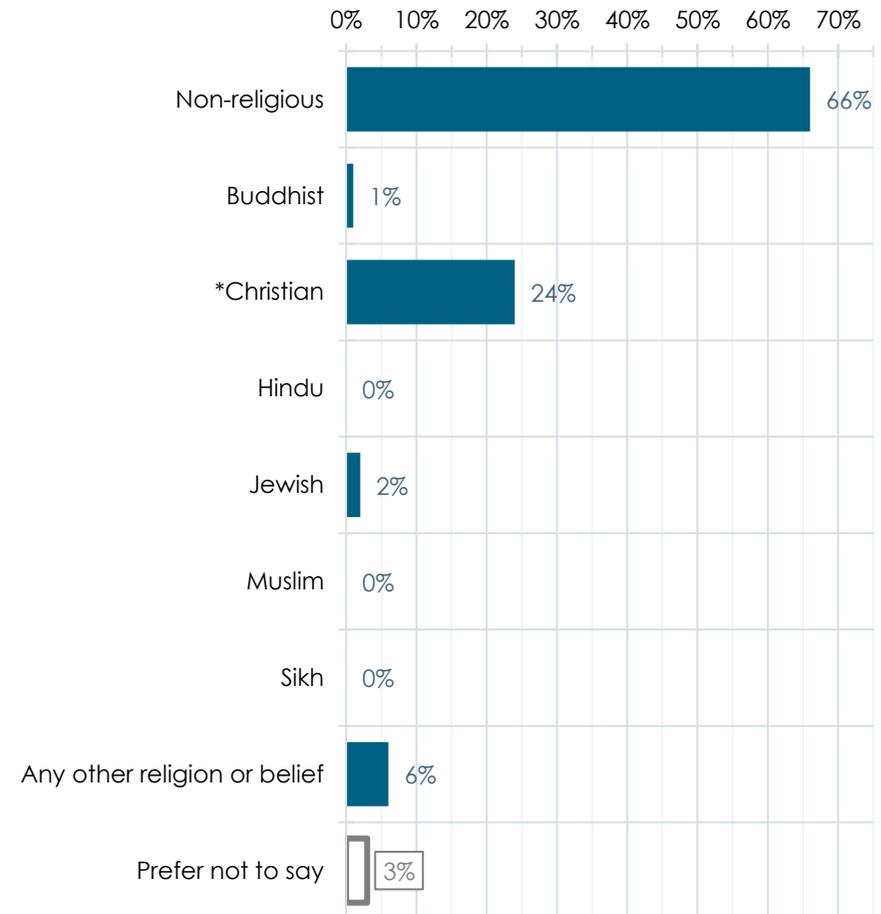
- 181 Respondents Answered

Two-thirds (66%) of respondents identified as non-religious, with one in four (24%) identifying as \*Christian. A small proportion of respondents identified as Buddhist (1%) or Jewish (2%), and there was no representation of Hindu, Muslim, or Sikh respondents, while 6% of respondents identified with another religion or belief.

- 3% of respondents preferred not to say

**National Comparison:** According to the [2021 Census in England and Wales](#), 37% of the population are non-religious and 46% are Christian, which was the most common religious group. The next most common religious group was Muslim (7%), followed by Hindu (2%). Buddhist, Jewish, and Sikh religious groups each accounted for 1% of the population. Other religions or beliefs accounted for 1%, while 6% of census respondents preferred not to say.

**Q9.1a Religion or Belief**



\*Christian (including Church of England, Catholic, Church or Ireland [inc. Protestant] and all other Christian denominations)

**10. Sexual Orientation**

**Q10.1 Which of the following best describes your sexual orientation?**

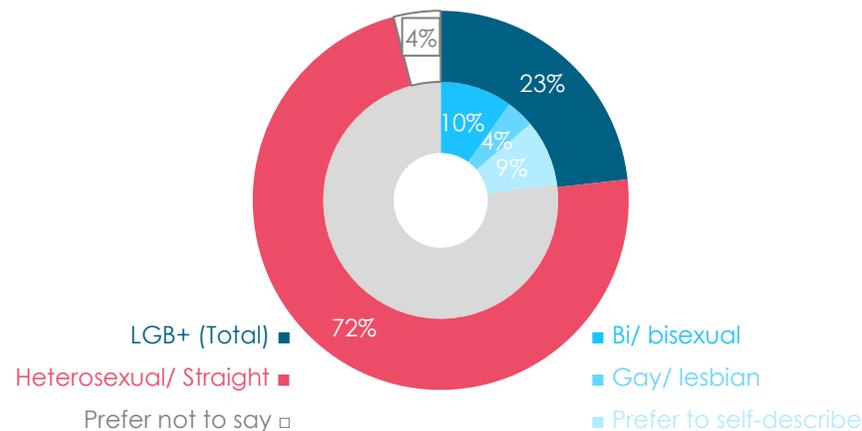
- 181 Respondents Answered

Almost one in four (23%) respondents identified as LGB+ (lesbian, gay, bi/ bisexual, or preferred to self-describe their sexual orientation), with 10% identifying as bi/ bisexual, and 4% identifying as gay/ lesbian. A further almost one in ten (9%) preferred to self-describe their sexual orientation, with more than half of those identifying as queer. Almost three-quarters (72%) of respondents identified as straight/ heterosexual.

- 4% of respondents preferred not to say

**National Comparison:** According to the [2021 Census in England and Wales](#), 3% of the population identify as LGB+, while 8% did not respond.

**Q10.1a Sexual Orientation**



**Q10.2 Are you open about your sexual orientation:**

- 42 Respondents Answered

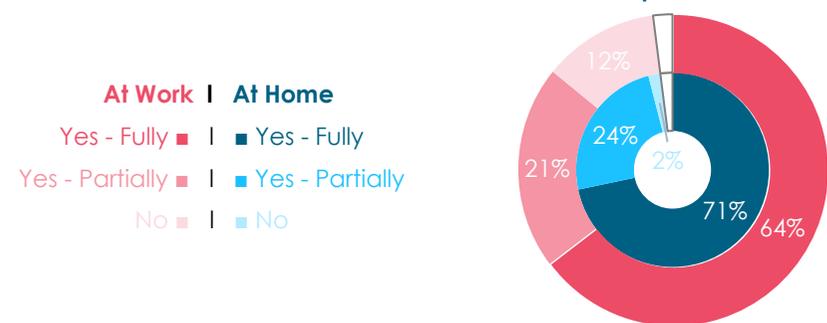
Respondents who identified as LGB+ were asked about their sexual orientation openness at work, which is a key measure of inclusion, and they were also asked about their sexual orientation openness at home as a comparison.

Around two-thirds (64%) of respondents were fully open about their sexual orientation at work, with a further one in five (21%) being partially open at work. One in eight (12%) respondents were not open about their sexual orientation at work.

In comparison, almost three-quarters (71%) of LGB+ respondents were fully open about their sexual orientation at home, while a further 24% said that they were partially open at home. Just 2% were not open about their sexual orientation at home.

- 2% of respondents preferred not to say

**Q10.2a Sexual Orientation - Openness**



**11. Disability or Long-Term Health Condition**

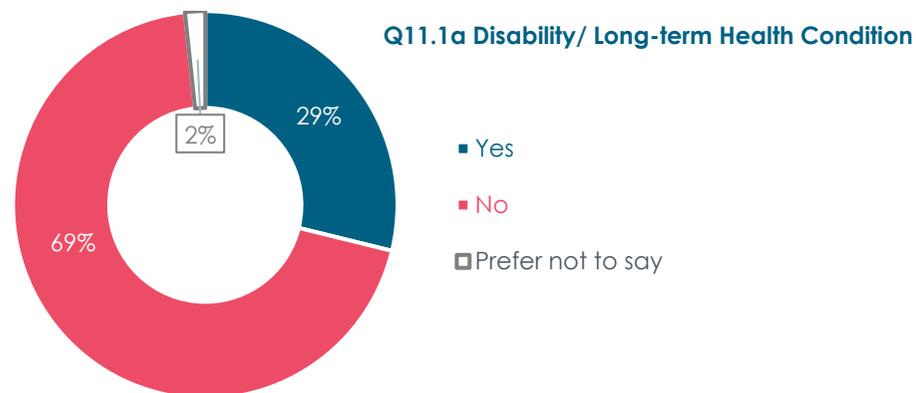
**Q11.1. Do you consider yourself to have a disability or long-term health condition (mental health and/ or physical health)?**

- 177 Respondents Answered

Almost three in ten (29%) respondents shared that they identify as having a disability or long-term health condition.

- 2% of respondents preferred not to say

**National Comparison:** Almost one in five (18%) of the population of England and Wales have a disability or a long-term health condition ([2021 Census](#)).



**Q11.2. Do you have a neurodiverse condition?** Neurodiversity refers to the different ways the brain can work and interpret information. Most forms of neurodivergence are experienced along a spectrum. Examples of neurodiverse conditions include ADHD, ASD, ADD, dyslexia, Tourette's, bipolar disorder, obsessive compulsive disorder, borderline personality disorder, dyscalculia, dyspraxia, or others.

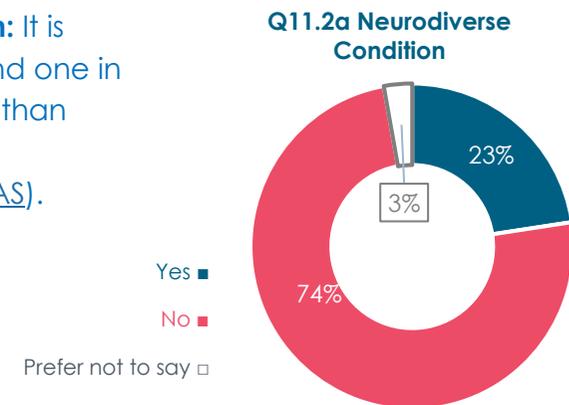
- 177 Respondents Answered

Almost one in four (23%) respondents shared that they have a neurodiverse condition.

- 2% of respondents preferred not to say

**Note:** It should be noted that more than a third of those who said that they had a neurodiverse condition did not identify as having a disability or long-term health condition.

**National Comparison:** It is estimated that around one in seven people (more than 15%) in the UK are neurodivergent ([ACAS](#)).



**Q11.3 Do you have any of the following, which have lasted, or are expected to last, at least 12 months?**

Note: Totals may be over 100% as respondents were asked to select 'all that apply'.

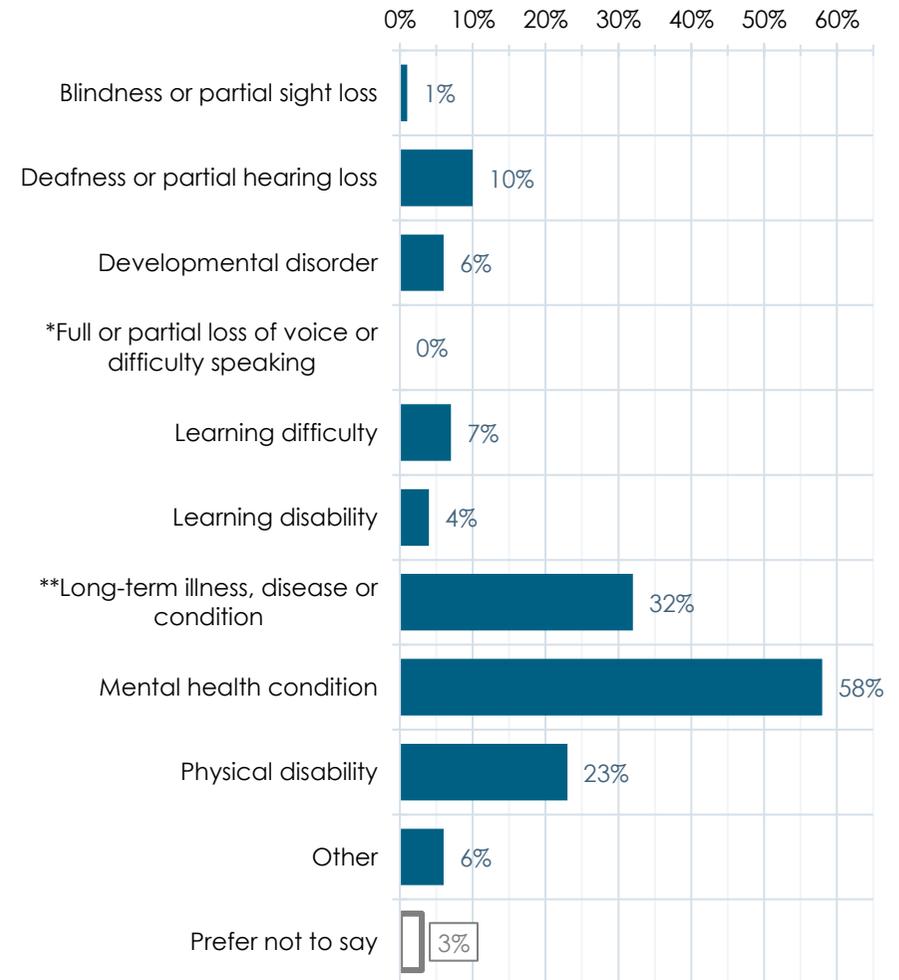
- 71 Respondents Answered

Of those respondents with a disability or long-term health condition, more than half (58%) had a mental health condition, while almost a third (32%) had a long-term illness, disease or condition not otherwise listed. Almost a quarter (23%) of respondents with a disability or long-term health condition shared that this was a physical disability. One in ten (10%) respondents had deafness or partial hearing loss, while less than 10% of respondents had a range of other disabilities or long-term health conditions.

- 3% of respondents preferred not to say

**Note:** This question was open to all respondents, and it should be noted that a higher number of respondents answered this question (71 - excluding those who responded 'not applicable') than who identified as having a disability or long-term health condition (51).

**Q11.3a Disabilities/ Long-Term Health Conditions**



\*Full or partial loss of voice or difficulty speaking

\*\*Long-term illness, disease or condition

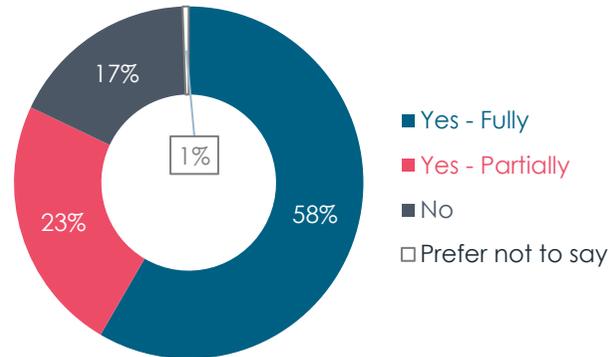
**Q11.4 Are you open about your disability or long-term health condition at work?**

- 81 Respondents Answered

Of those respondents with a disability or long-term health condition, the majority (81%) were open (either fully or partially) about their disability or long-term health condition at work. 58% were fully open, while 23% were partially open about this. One in six respondents (17%) were not open about their disability or long-term health condition at work.

- 1% of respondents preferred not to say

**Q11.4a Disability/ Long-Term Health Condition - Openness at Work**



**Q11.5 Who at your current workplace knows about your disability or long-term-health condition?**

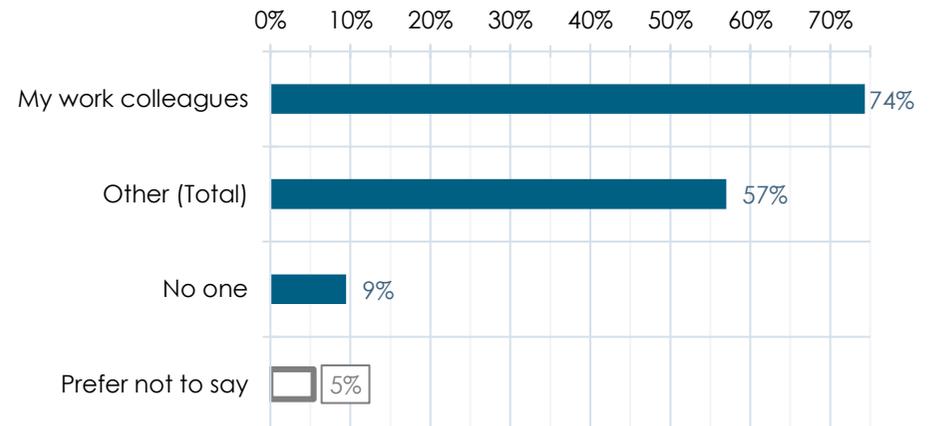
*Note: Totals may be over 100% as respondents were asked to select 'all that apply'.*

- 74 Respondents Answered

Of those respondents with a disability or long-term health condition, almost three-quarters (74%) said that their colleagues were aware, with more than half (57%) saying that others apart from their colleagues were aware, including their line manager, their line reports, HR, and customers. One in 11 (9%) respondents said that no one at work was aware of their disability or long-term health condition.

- 5% of respondents preferred not to say

**Q11.5a Who at your current workplace knows about your disability or long-term health condition?**



**12. Mental Health**

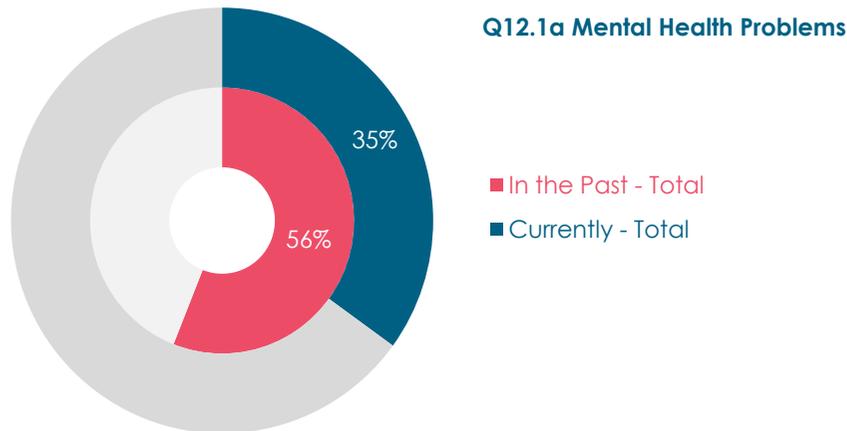
**Q12.1 Have you ever experienced problems with your own personal mental health?**

- 177 Respondents Answered

In total, more than a third (35%) of respondents said that they are currently experiencing mental health problems. More than a half (56%) of respondents said that they have experienced mental health problems in the past (including those who are currently experiencing mental health problems).

- 2% of respondents preferred not to say

**National Comparison:** One in six people (17%) report experiencing a common mental health problem (like anxiety and depression) in any given week in England, while one in four report experiencing mental health problems each year ([Mind](#)).



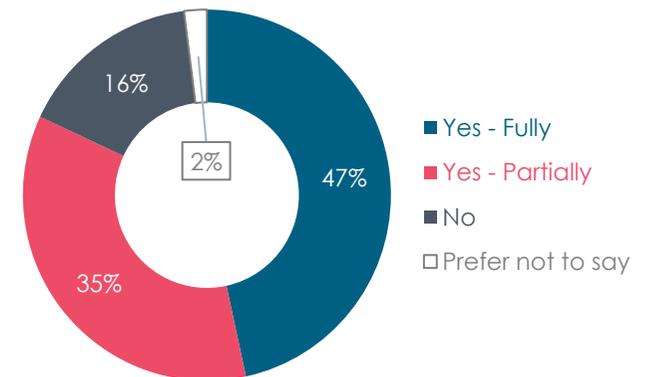
**Q12.2 Have you been open about your mental health problems at work?**

- 62 Respondents who are currently experiencing mental health problems answered

Of those respondents who are currently experiencing mental health problems, the majority (82%) were open (either fully open or partially open) about their mental health problems at work. . 47% were fully open, while 35% were partially open about this at work. One in six (16%) respondents who are currently experiencing mental health problems, said that they are not open about this.

- 2% of respondents preferred not to say

**Q12.2a Mental Health Problems - Openness at Work**



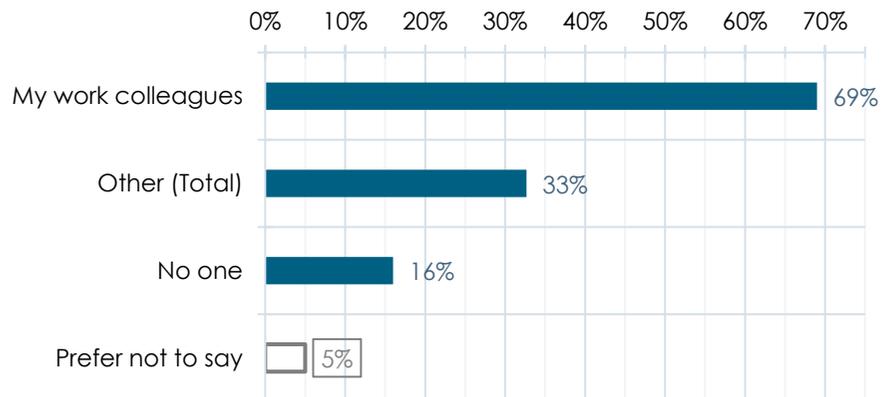
**Q12.3. Who at your current workplace knows that you are experiencing mental health problems?**

*Note: Totals may be over 100% as respondents were asked to select 'all that apply'.*

- 62 Respondents who are currently experiencing mental health problems answered

Of those respondents who are currently experiencing mental health problems, more than two-thirds (69%) said that their colleagues were aware, with a third (33%) saying that others apart from their colleagues were aware, including their line manager, their line reports, HR, and customers. One in six (16%) respondents who are currently experiencing mental health problems said that no one at work is aware.

- 5% of respondents preferred not to say



**13. Socio-economic Background and Education**

**Q13.1 What was the occupation of your main household earner when you were about aged 14?**

- 157 Respondents Answered (17 responses removed as below)

More than half (59%) of respondents had professional backgrounds based on the occupation of the main household earner when they were about aged 14. One in six (17%) had intermediate backgrounds, and nearly one in four (24%) had lower socio-economic backgrounds.

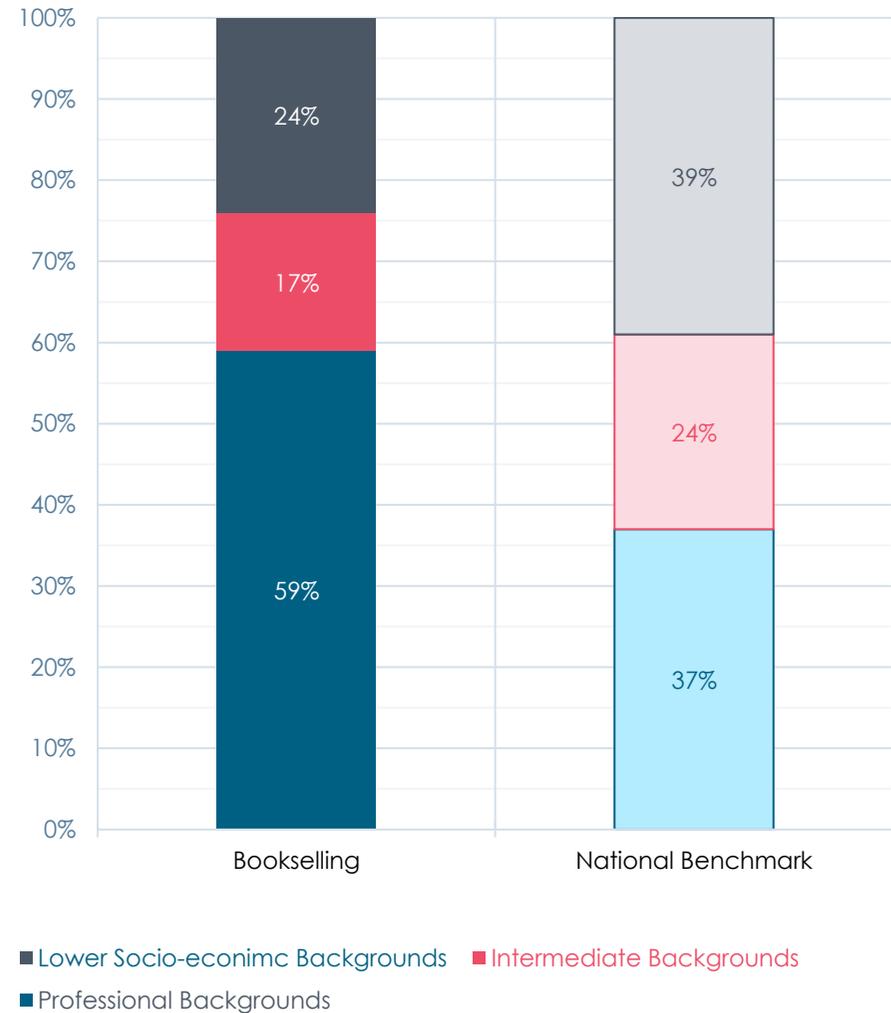
- **Note:** 17 responses which included 'Long-term unemployed'; 'Other such as retired, this question does not apply to me, I don't know'; and 'Prefer not to say'; were removed from the above analysis as per Social Mobility Commission Guidance on reporting

Looking at all reposes, a small proportion of respondents said that their main household earner was long-term unemployed (2%), or provided another response (6%) (e.g. retired, this question didn't apply to them, or they didn't know).

- 2% of all respondents preferred not to say

**National Comparison:** The national benchmarks from the [Social Mobility Commission](#) report that over a third (37%) of the population had professional backgrounds, around a quarter (24%) had intermediate backgrounds, and almost four in ten (39%) had lower socio-economic backgrounds.

**Q13.1a Parental Occupation at Age 14**



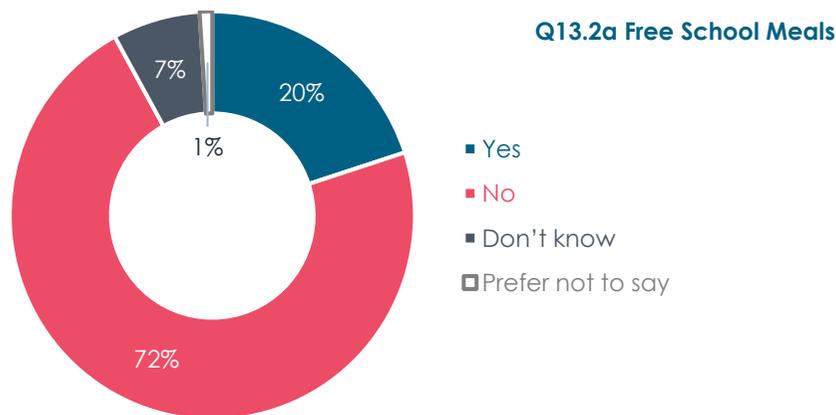
**Q13.2 If you finished school after 1980, were you eligible for Free School Meals at any point during your school years?** Free School Meals are a statutory benefit available to school-aged children from families who receive other qualifying benefits and who have been through the relevant registration process. It does not include those who receive meals at school through other means (e.g. boarding school)

- 135 Respondents Answered

One in five (20%) respondents who finished school after 1980 were eligible for Free School Meals during their school years, with a further 7% saying that they didn't know.

- 1% of respondents preferred not to say

**National Comparison:** In January 2019, 15% of pupils from all school types were eligible for and claiming free school meals ([Department for Education](#)).



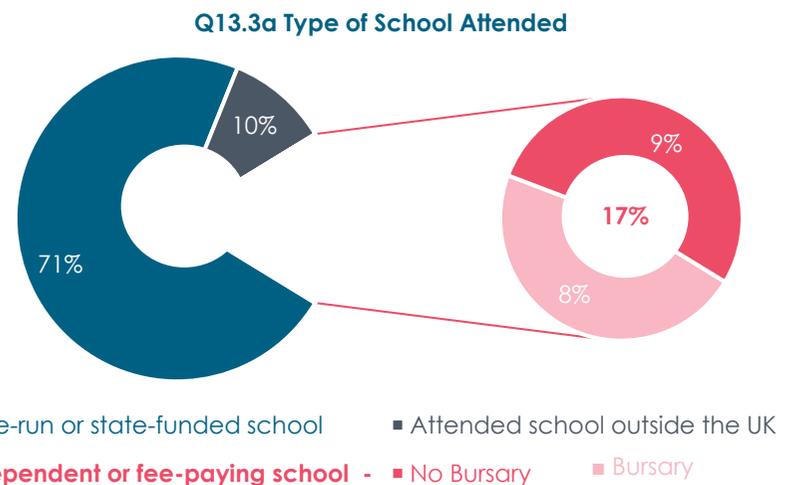
**Q13.3 What type of school did you mainly attend between the ages of 11 and 16?**

- 174 Respondents Answered

The majority (71%) of respondents attended state-run/ funded schools in the UK, while a total of almost one in six (17%) respondents attended an independent or fee-paying school in the UK (8% with no bursary and 9% with a bursary). One in ten (10%) respondents attended school outside of the UK.

- 1% of respondents preferred not to say

**National Comparison:** Of the current UK school population, 7% attend independent or fee-paying schools ([Sutton Trust and Social Mobility Commission](#)).



**Q13.4 What is the highest level of education you have achieved?**

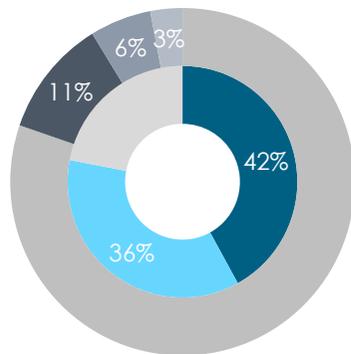
- 174 Respondents Answered

Almost eight in ten (78%) respondents are degree educated, with 42% having achieved a postgraduate degree and more than a third (36%) having achieved an undergraduate degree. One in five respondents (20%) were not degree educated.

- 1% of respondents preferred not to say

**National Comparison:** Of the working age population, 34% have level 4 or above qualifications (Higher National Certificate, Higher National Diploma, Bachelor's degree, or post-graduate qualifications) ([England and Wales Census 2021](#)).

**Q13.4a Highest Level of Education Achieved**



**Not Degree Educated**

- Further education ■
- A-Levels or equivalent ■
- GCSE/ O-Levels or equivalent ■

**Degree Educated**

- Postgraduate Degree ■
- Undergraduate Degree ■

**Q13.5 If you attended university, are you the first generation in your family to do so?**

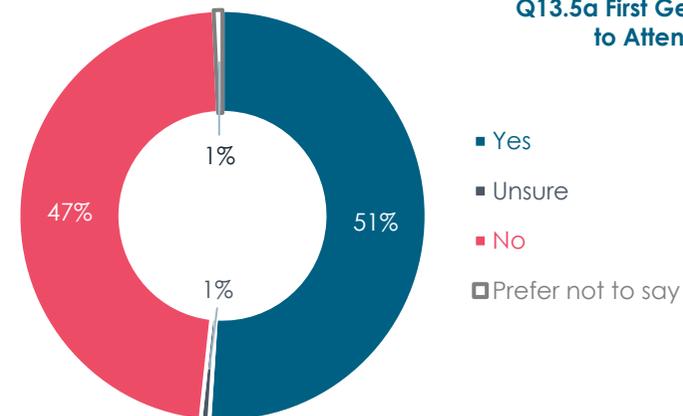
- 145 Respondents Answered

Amongst those respondents who attended university, half (51%) were the first generation in their family to have done so.

- 1% of respondents preferred not to say

**National Comparison:** The [Social Mobility Commission](#) estimates the current proportion of first in family (FiF) graduates to be 67%.

**Q13.5a First Generation in Family to Attend University**



- Yes ■
- Unsure ■
- No ■
- Prefer not to say ■

**14. Caring Responsibilities**

**Q14.1 Do you have regular caring responsibilities?**

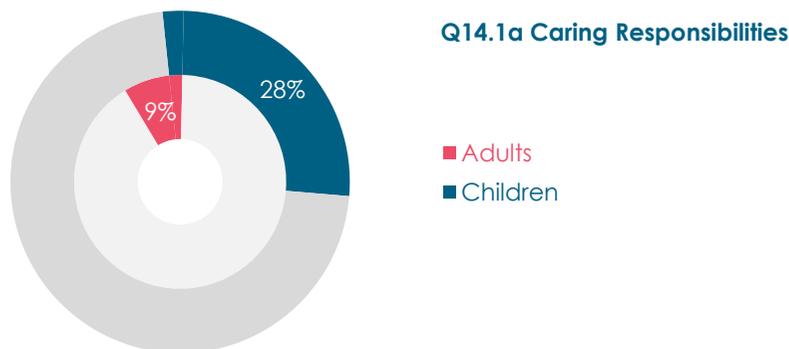
- 174 Respondents Answered

Over a quarter (28%) of respondents had caring responsibilities for children, while almost one in ten (9%) had caring responsibilities for adults.

A total of 2% of respondents had caring responsibilities for both children and adults.

- 1% of respondents preferred not to say

**National Comparison:** [Working Families](#) report that there are 13 million working parents in the UK, which equates to more than one in three of the workforce (almost 40%). [Carers UK](#) report that around one in five (20%) workers in the UK has caring responsibilities for looking after an adult.



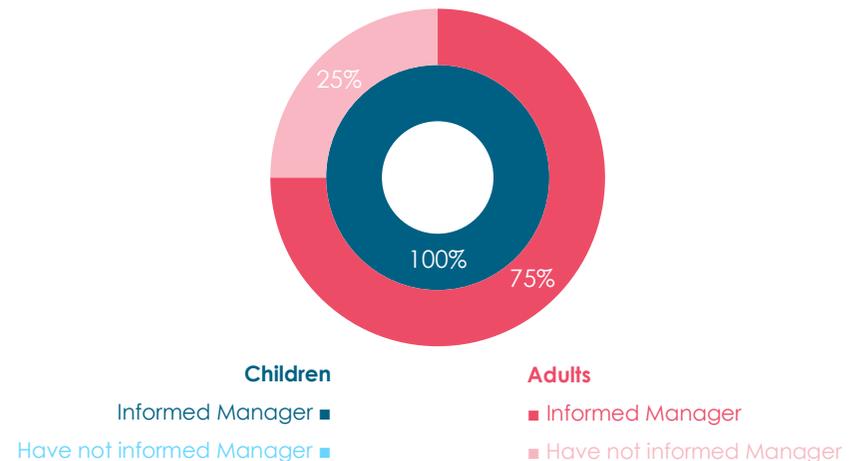
**Q14.2 If you have caring responsibilities, is your line manager (or equivalent) aware of your caring responsibilities?**

- 25 Respondents Answered (Children)
- 12 Respondents Answered (Adults)

All (100%) of the respondents with caring responsibilities for children said that their line manager (or equivalent) was aware of their caring responsibilities, while 75% of those with caring responsibilities for adults said that their line manager (or equivalent) was aware.

- 0% of respondents with caring responsibilities for children or adults preferred not to say

**Q14.2a Caring Responsibilities - Line Manager Awareness**

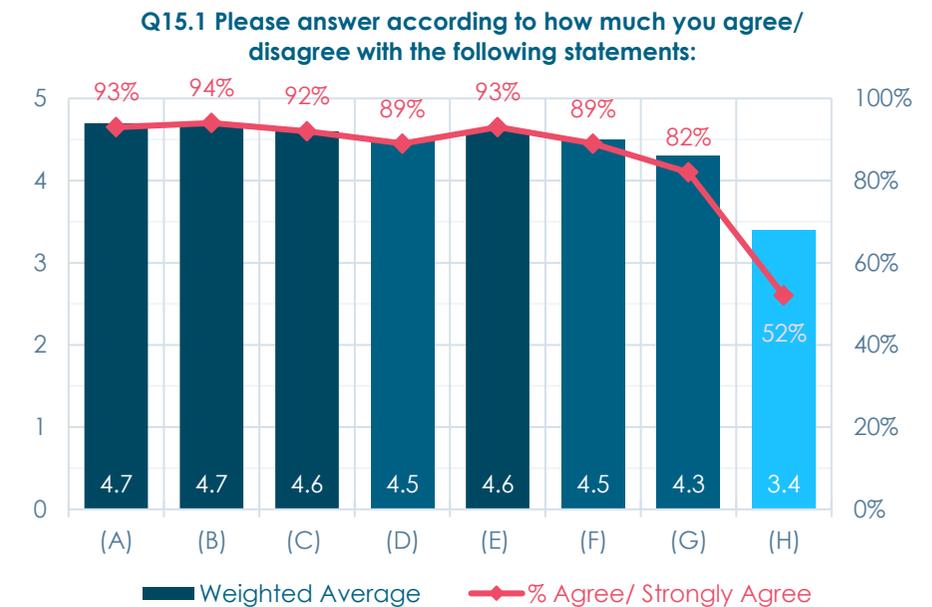


**15. Perceptions of Diversity and Inclusion**

**15.1 Please answer according to how much you agree/ disagree with the following statements:**

- 173 Respondents Answered
- 93% of respondents agreed/ strongly agreed with the statement **(A) 'I feel included at my organisation'**, with an average score of 4.7 out of 5 – This was the joint highest average score of any statement
- 94% of respondents agreed/ strongly agreed with the statement **(B) 'I feel like I belong at my organisation'**, with an average score of 4.7 out of 5 – This was the highest proportion of respondents who agreed/ strongly agreed and joint highest average score of any statement
- 92% of respondents agreed/ strongly agreed with the statement **(C) 'I feel respected at my organisation'**, with an average score of 4.6 out of 5
- 89% of respondents agreed/ strongly agreed with the statement **(D) 'I can be my authentic self at work'**, with an average score of 4.5 out of 5
- 93% of respondents agreed/ strongly agreed with the statement **(E) 'Perspectives like mine are included in the decision making at my organisation'**, with an average score of 4.6 out of 5
- 89% of respondents agreed/ strongly agreed with the statement **(F) 'My organisation values and is committed to diversity and inclusion'**, with an average score of 4.5 out of 5

- 82% of respondents agreed/ strongly agreed with the statement **(G) 'My organisation is making progress addressing diversity and inclusion'**, with an average score of 4.3 out of 5
- 52% of respondents agreed/ strongly agreed with the statement **(H) 'The culture in the bookselling industry is inclusive'**, with an average score of 3.4 out of 5 – This was by far the lowest of any statement



|                      |             |                               |          |                   |
|----------------------|-------------|-------------------------------|----------|-------------------|
| 1. Strongly disagree | 2. Disagree | 3. Neither agree nor disagree | 4. Agree | 5. Strongly agree |
|----------------------|-------------|-------------------------------|----------|-------------------|

**16. Bookshop Accessibility**

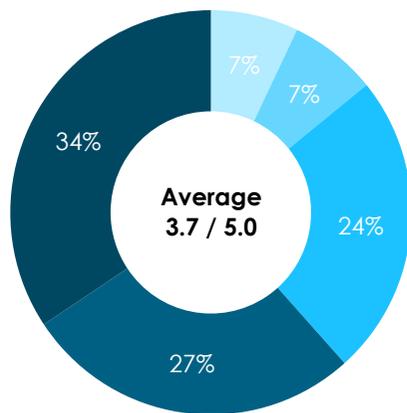
**16.1 Bookshop Owners - On a scale of 1-5 (with 1 not being very accessible and 5 being very accessible), how accessible is your bookshop for customers with disabilities?**

- 82 Bookshop Owners answered

When Bookshop Owners were asked how accessible their bookshops were on a scale of 1 (not very accessible) to 5 (very accessible), respondents rated them an average of 3.7 out of 5.

More than a third (34%) of respondents rated the accessibility of their bookshop as 'very accessible' (5 out of 5), while more than a quarter (27%) rated it 4 out of 5. Around a quarter (24%) of respondents rated the accessibility of their bookshops in the middle (3 out of 5), while 7% rated it each 2 and 1 out of 5.

**Q16.1a Bookshop Accessibility on a Scale of 1 (Not Very Accessible) to 5 (Very Accessible)**



**17. Future Research Around Salary and Careers in Bookselling**

**17.1 Would you be willing to take part in future research around salary and careers in bookselling?**

- 165 Respondents Answered

Almost two-thirds (64%) of respondents would be willing to take part in future research around salaries and careers in bookselling, while around one in seven (14%) were unsure. One in five (19%) respondents said that they wouldn't be willing to take part in future research around salaries and careers in bookselling.

- 3% of respondents preferred not to say

**Q17.1a Future Research Around Salary and Careers in Bookselling**

