

Transcript of the webinar on an introduction to the Heritage Sector Workforce Diversity Survey - 29 April to 28 June 2024

00:00:01:20 - 00:00:26:04

Pen Foreman, Historic England

Thank you. So, yes, welcome everyone to our session today. Introduction to Q&A to our Sector Workforce Survey that we've just launched so is now live and active. It opened on Monday a week ago. You will be pleased to hear that we have got several results already, but today we just going to go through some of the background to it both from myself and our colleagues at the organization who we have commissioned to actually run the survey for us.

00:00:26:06 - 00:00:36:15

Pen Foreman, Historic England

You have also done the brilliant resource and guidance that we've also released in our advice Hub. But without further ado, I will pass over to Sam I believe is going to be the introduction slides from next point of view.

00:00:37:17 - 00:01:22:11

Sam Belola, Nexer Digital

Thank you very much, Pen. Thank you all very much for joining us today. It's really just an opportunity for us to sort of like speak with you and share what we've been working on and why, and also to get some kind of initial feedback from you all in terms of how we can best support you. So in terms of timings today, we've got an hour so well just under an hour, so hoping to work up to just before 1:00 the way that we're running the session is essentially we have some slides that we'd like to share with you and then we'll open up the floor to a Q&A afterwards.

00:01:22:11 - 00:01:45:22

Sam Belola, Nexer Digital

So, yes, I think Pen has already introduced themselves. So I'm Sam. I am a researcher at Nexer Digital and I also have my colleague Jan Kelly, who will be speaking with you all today. I also have two other colleagues are on the call, Molly and Sara, and they may be responding to some questions as well. I'm not sure if everyone's sound is still working.

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Sam Belola, Nexer Digital

Hi Matthew so I can see some chats in the background, but hopefully that will get resolved.

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Jen Kelly, Nexer Digital

All is well.

00:01:52:02 - 00:02:16:14

Sam Belola, Nexer Digital

As well. Fantastic. So a little bit about Nexer. So who are we? You know, you may all be familiar with historic England, but who are Nexer? Who are Nexer are and why are we involved in this work? So we describe ourselves as a human centered research design company. We're based in Cheshire, but our colleagues live and work all over the UK.

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Sam Belola, Nexer Digital

So what is a human centered research design company? Essentially what that means is when we're working with clients and organizations, for us, it's really important that the people that are using the products, whether that's a physical product or a digital kind of service, are at the heart of that design process and that we're meeting their needs. So that's the kind of what we also call a people centered approach to design.

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Sam Belola, Nexer Digital

So that's what we pride ourselves on. We're also, as an organization, really committed to creating more diverse and inclusive services. So we try to, in terms of our work, we try to do that in includes diverse, inclusive voices within the research that we do and within the design process, but also within workforces. So we are committed, we do our best towards kind of like how we can support tackling inequality within the business sector and the clients and organizations that we work with.

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Sam Belola, Nexer Digital

We try to practice what we preach as well as an organization. So within within Nexer, we have a real breadth, of diversity, of lived experiences within our organization. And yeah, we're also really proud that we have an accessibility team within, within the same group, and that's a really important kind of an aspect of the work that we do.

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Sam Belola, Nexer Digital

So we're quite diverse ourselves within our organization and the reason that we're involved in this work is we're really proud to be working with Historic England in terms of their goals around inclusivity and accessibility within the heritage sector. That's very much in line with our ethos in the work that we do. And also we do have experience of developing and monitoring diversity through censuses and surveys.

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Sam Belola, Nexer Digital

So we have experience within this area. And that's why we're we're working with Historic England on this. So around inclusivity, these are just some ground rules for us, probably not necessarily this section, but certainly when we get to the Q&A, it's just a little bit of housekeeping. I'm sure this is like sucking eggs. It's kind of like teaching subjects, but essentially we just want to maintain a respectful environment for everybody.

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Sam Belola, Nexer Digital

So, you know, my name's Sam and I'm team leader. If you introduce yourself, please it would be kind if you could indicate your pronouns and pay attention to others when we open up the floor for discussion later on, we want you to contribute to the discussion today in a way that works best for you. So if you if you're happy to speak to us verbally, then we can have when we have the Q&A, we welcome questions.

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Sam Belola, Nexer Digital

And if you prefer to text in the chat, you can, or if you'd rather contact us separately for an email, we can do that as well. We're a group of, I'm not sure, maybe like ten on the call at the moment or nine. So we're going to have different views and experiences, which is fine. It's just important that we respect each other's fees and experiences when they when they do differ and that we try to not interrupt, will talk over each other.

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Sam Belola, Nexer Digital

If you feel that you need to take a break any point over the next 40 to 50 minutes, please do so. That's absolutely fine. Thank you to Matt. So I think Matt has already quite comprehensively gone through the Adobe Connect app at home. It's my first experience of there, so hopefully it's kind of fairly intuitive. If you do have any problems, please drop them in the Q&A box to the side.

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Sam Belola, Nexer Digital

I can see some have already started to use that and if you really struggle, please take note as much email here. If you're struggling with any of the functionality on this platform or anything else to, to, to do the session, if you could just contact Matt directly, that'd be great. So the topic of today, it's really an opportunity for the next section really to introduce ourselves to you and the work that we've been doing in support of Historic England and the stuff that we've been doing with Pen so that we can share with you what we've what we've been preparing in terms of the survey and some of the guidance materials, but also other work

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Sam Belola, Nexer Digital

Today starts with the summary to share with you why you're here today, why we're doing the survey, why we feel it's important for this work to be to be conducted, and why now. And hopefully you may have all received some information already, so you might have already received the the links to the survey.

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Sam Belola, Nexer Digital

The survey has been live since the 29th of April, and there were some written documents in terms of guidance that were prepared. So hopefully you have them. If you don't, don't worry, we'll be sharing links to everything today as well. So that's kind of the purpose of today to share what we've been doing and why with you all and also to get your initial thoughts and feedback on that.

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Sam Belola, Nexer Digital

So I will hand over firstly to Pen as they introduce a little bit from Historic England's perspective why we're doing this work.

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Pen Foreman, Historic England

Thank you, Sam. So yeah, as some pointed out, I just want a little bit of background as to why historically has taken this action, why we're doing it now. So why did we commission this survey? And first of all, I want to give the overview from sort of a policy perspective and why it fits into our corporate other plans.

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Pen Foreman, Historic England

So we set out to our corporate plan every few years to sort of target the things that need to be working towards in terms of both safeguarding the historic environment, but also about connecting with the people, communities across England and how they can connect with and enjoy heritage equally. And so an important part of the current corporate plan centres around inclusion.

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Pen Foreman, Historic England

And because we recognize that although we want to make heritage accessible an inclusive for all, we're currently not at a stage where that is the case. So we've got some key targets that we're aiming to achieve that mean that we have improved work in the area. And in particular, two of these which come on point two which are inclusion.

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Pen Foreman, Historic England

The first one is developing a program interventions to build capacity, capability to share evidence, insight. So a workforce survey hits that because we are helping organizations of any size of any type across heritage sector to see what the trends are across the entire workforce, but also on a really granular level. So we're doing things like looking at asking people to say what type of contract they have, what type of role within their organization, what percentage of their work is directly heritage related, as well as looking at the demographics of their protected characteristics.

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Pen Foreman, Historic England

So it can really pinpoint across the sector, where are we having gaps in representation? Is it the case that across higher management in certain types of people is employed in things like front of house in their early careers? So we can really help the sector then to target those areas and build its capacity in specific parts. So the work is usually targeted and, specifically where what needs to be.

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Pen Foreman, Historic England

We also really want to work with the sector to develop a range of early career opportunities and to increase diversity of sector. Workforce brings people from all backgrounds begin their careers and heritage. So this is a as well as the workforce survey. This will also feed into things like our apprenticeship schemes where we work on skills building and training across the sector so that this survey can then inform that work.

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Pen Foreman, Historic England

So we can say okay, we need to look at boosting opportunities for apprentices with certain lived experiences so we can reach out to organizations that represent them to make sure they're aware of the opportunities available and do lots of network building, but also talking our research as an inclusive heritage team to make sure that we are speaking about and making as much room for different voices within the sector as well as our corporate plan.

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Pen Foreman, Historic England

We also work towards something called the Heritage Sector Resilience Plan. This is not just Historic England. This is organisations across the heritage sector that have come together in a major strategic plan to help build a sector resilience over the next few years. And Section four of that is all about diversity and inclusion, because we recognize that without having a sector that's relevant, engaging, but also accessible to as many people as possible, then it's not a resilient sector because it will become less relevant and less engaging to the public and in focus you will lose people coming into it so it doesn't become resilient.

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Pen Foreman, Historic England

So we need to know, we need to tackle that. First of all, we're looking at the diversity of employees and Boards. So you might have already seen that. We've done some work, recently released a report that we commissioned about the diversity of people sitting on boards. So we really want to do employees in the same time, in parallel, so that we can look at not only governance level but employee level as well of organizations identifying where best practices happening, but also see where we've got gaps in that representation.

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Pen Foreman, Historic England

And we're also going to further do some work on volunteering, sort of complete that triad of different people and how they sort of access the heritage sector either by volunteering or careers as well as that. We want to make sure they've got tools and resources to best support that best practice. So the purpose of this survey is not just to get that snapshot of data, but also to identify where do we need to focus our time and resources to build tools to address those barriers that we've identified.

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Pen Foreman, Historic England

We also want to consider how to assist the collection of annual comprehensive data so this is actually a real target that was identified by that resilience plan and that direct action by making this survey. So this will be the first iteration of that data collection and it will act as a baseline for future years so that we think it might actually be biennial rather than annual, because we know that doing things on an annual basis, you can't see a good improvement from year to year.

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Pen Foreman, Historic England

From doing it quite so rapidly. So we think maybe biennially, so we will actually be running. It gives us a good two years in between surveys to take actions to see what effects those actions are having. But aside from the policy element and the sort of the official terminology, we know that data is evidence and it's evidence that we need to take action when we know that the heritage sector has not been routinely or systematically audited for diversity.

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Pen Foreman, Historic England

So there are hotspots where different parts of the heritage sector do surveys for example, archaeologists have a "Profiling the Profession" which happens every few years. Look at different people within the sector who's working and who's not. There's also been a recent qualitative inequalities report that was funded by Historic England, looking at barriers to entry there; and for the things that the local authority, conservation workers, there's an IHBC members survey and all of these surveys are quite piecemeal.

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Pen Foreman, Historic England

That don't happen on a very regular basis, and they're not always measuring the same data. And so we can't use them as a direct comparator. They don't have data congruency. They're also usually quite blunt data gathering tools. So they don't look at the granular details that we're looking at in this survey. They're quite limited in approach and then always developed to have barriers to participation in mind.

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Pen Foreman, Historic England

Often they're just data gathering and then that data and evaluate are analyzed with a view to taking action based on inclusion, accessibility afterwards. So underpinning all of that is the fact that we believe at Historic England that they sort refinement should be accessible and relevant to everyone who lives visits here over they want to work. They really just want to take part, volunteer or learn about heritage and the historic environment.

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Pen Foreman, Historic England

They should be able to do that regardless of the socioeconomic background, race, religion, age, sexuality, gender, disability or health as well as I would add, things like caring responsibilities and other things that are measuring in this survey, because we know that outside of their protected characteristics, there are also other things that impact on people's ability to access opportunities within the heritage sector.

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Pen Foreman, Historic England

We also believe that going back to what was saying about the resilience plan is that making it inclusive makes us resilient. It makes it as open and relevant to as many people as possible. It brings in lots of different voices and perspectives so that when we are developing new strategy or new opportunities, new projects and programming, investing in new research, it means doing so with a view that's been backed up by lots of different people, different backgrounds, experiences, which means that you're getting a much more rich and better range of research and projects happening.

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Pen Foreman, Historic England

We know that we're not currently doing that. We're not reaching a currently a large section of population. And so we need to take action on that. And this survey is one of only one of our tools for doing that. And I will hand over to Sam.

00:14:51:21 - 00:15:24:21

Sam Belola, Nexer Digital

Thank you very much Pen that was really thorough. This really the next couple of slides that I have is just sort of repeating, reiterating essentially what Pen has shared. So why are we doing this? So the why has already been described is it's really important to ensure that the sector as a whole is available to everyone. So for it to be available to everyone, it means that we do need to be concentrating on understanding how inclusive the sector is right now.

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Sam Belola, Nexer Digital

So it's like to see who is represented in the sector and who isn't right now. And as Pen has just shared, by understanding that we will know where we can focus and target particular activities in

the future. So that's the kind of what the why and this is the why for the survey at this point in terms of this work, why are we doing a survey?

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Sam Belola, Nexer Digital

So we are actually doing a little bit more than a survey which we are doing. We will be running some online focus groups as well. But the reason we're doing this, so why are we doing a survey is that a survey is a fantastic method of being able to capture information or data quite broadly and something that we can use as described as a baseline for future data points as well.

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Sam Belola, Nexer Digital

So future surveys, if that does become biennial at the moment, we don't have that consistent data. So this is an effort by Historic England to continue to enable this kind of collection of consistent data. So that's why we've got the survey and that's why it's so important at this stage to be able to encourage as many employees as possible to take part in the survey as anonymous.

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Sam Belola, Nexer Digital

So at this point, we are not looking to understand how different organizations understand that breakdown. By organizational level, it's anonymous. We just want to understand a broader level, a high level who who's here, who is in the kind of like levels at the moment. So who are the employees and understanding that a high level, what those characteristics sort of look like by having the survey and capturing this data, we're going to have some evidence.

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Sam Belola, Nexer Digital

We can have really robust, something robust to work from in terms of how we can make recommendations and improvements for the future. So that's why we're doing this work in terms of the survey and why are we doing this? So why is next involved? Well, our role within this is as an independent organization is to be able to develop that survey.

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Sam Belola, Nexer Digital

And the questions, do the analysis. And we will be doing analysis on the survey and we'll be developing recommendations based on the survey, but also on other work. So we want to give that kind of independent, unbiased recommendations to Historic England around what the landscape

looks like at the moment with regards to the workforce. But we can only do that with your input and your support.

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Sam Belola, Nexer Digital

So your role within this is if you kind of like we feel strongly about the importance of inclusion and accessibility and that the sector is for everybody is to help in so disseminating sharing the survey within your organizations but also equally for us to make sure that we're this is a powerful piece of work and that will kind of like live on is to understand what has worked as well as we all talk through that a bit more.

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Sam Belola, Nexer Digital

But we need this to be a sort of collaborative process so that we can understand what has worked well and how we can improve in the future and see you as well. So it's your role is helping us kind of like, yes, share this work with others in your organizations, but also feeding back to us what has worked well for you in being able to do that and facilitate that.

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Sam Belola, Nexer Digital

So some of the things we've been working on and hopefully you'll receive this, is so in terms of Nexer's role we've worked on developing a survey where a number of protected culture sources characteristics in that so that we can understand who's involved. All that is going to go into details of the survey so shortly. We've created and drafted some guidance materials that we hope are helpful for you in terms of being able to encourage employees within your organizations to take part in the survey.

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Sam Belola, Nexer Digital

And for that for them to understand why they're taking part in the survey. As I mentioned earlier, we are actually doing some qualitative work within this as well as I would like to run some focus groups to understand from the perspectives of yourselves, those are kind of helping to disseminate the survey, but also those that have completed the survey, what's working well and how we can improve.

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Sam Belola, Nexer Digital

So that's what we do. We want to know how we can do things better for the future, and that's certainly what will be in terms of role concentrating on what future surveys could look like and how we can and what future kind of guidance materials will look like as well. So, so that they are, yeah. So we can you can have a better experience of those in the future as well.

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Sam Belola, Nexer Digital

So as I said, the survey is already live. It will be running up until the 28th of June. So because that will be running essentially for two months, once the survey is closed, we will be looking to run some online focus groups to understand the experience of the survey completion, but also your experience within the experience you've had within your organizations and and the guidance materials that we've shared.

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Sam Belola, Nexer Digital

So that's the kind of timelines that we're working to and the sort of mixed message approach that we're doing to kind of like understand the sector a little bit more. And I will now pass over to Jen.

00:21:03:15 - 00:21:39:00

Jen Kelly, Nexer Digital

Thank you. Hello, everybody. My name is Jen. My pronouns are she / her. And I'm just going to give you a short overview of the actual survey itself, what we talking about and some of the guidance for those of you who have completed this survey yourselves already, this might be familiar, but we thought it'd be useful to kind of run through what it is, how we did it, and and why it matters so in terms of how we built the survey, we drew on our own experience.

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Jen Kelly, Nexer Digital

So we have created different versions of diversity surveys and censuses before, including one that we've run for the last two years internally and it's a digital the survey is very much structured. It follows the kind of best practice around collecting diversity data very much centered in the Equality Act 2010, which for those of you that aren't aware of the Act, is a piece of UK legislation that was brought in in 2010.

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Jen Kelly, Nexer Digital

Unsurprisingly, that brought together all the different acts and legislations and best practices on anti-discrimination information, a huge piece of work, and it forms the basis of a lot of discrimination legislation. Today we have within the survey tried to explain the reasons for asking the individual questions. Some of the questions are more common than others. You'll have seen questions about things like age and gender on different surveys in the past, no doubt other questions that we've added in.

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Jen Kelly, Nexer Digital

So for example, there is a small section on socio economic background. So essentially your own background and social mobility and that's not something that's covered in legislation but incredibly important. It's very well documented that your own socioeconomic background can be advantageous or disadvantageous in your career path. As I think Pen mentioned as well, we've also included a section on Caring Responsibilities.

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Jen Kelly, Nexer Digital

Again, something that's incredibly well documented but not very well legislated in the UK. So the idea was to try and get a full overview of who is working in the, in the, in the sector. And you know what those, what your backgrounds are, what your characteristics are, it's really it's really important to kind of gather all that information together so we can look at the kind of intersectionality between different areas.

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Jen Kelly, Nexer Digital

In all the data that's submitted, just to kind of give you some information about what happens to that. The data is anonymous. There is no way for us to see who which individuals have submitted any data. And we've been we've been incredibly careful about that and asked questions that cannot be kind of disseminated. The data will come to the project team at next digital.

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Jen Kelly, Nexer Digital

So there's a small group of us, I think all of whom are on this call now, and that data is housed in Microsoft Forms, which is a secure platform. That data will be sort of pulled together by ourselves and reported back to Historic England also, which will then be shared with the various organizations, but in a way that, again, cannot be disseminated to indicate sort of any individuals at all.

00:25:21:20 - 00:25:45:09

Jen Kelly, Nexer Digital

I think we've said already, but it doesn't hurt to kind of reemphasize that the survey is voluntary. It is not a mandatory thing. And actually, the response rates in these kind of things are just as important. You know, what's the engagement level like? How open are people to sharing this sort of information about themselves?

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Jen Kelly, Nexer Digital

Every question has a prefer not to answer response. So if you or your colleagues or your teams feel that the certain areas that you just don't want to share that information, that's absolutely fine. There is an option to say, I prefer I prefer not to answer. And again, that's quite important in itself to understand the comfort level and the the willingness for people to to kind of, you know, answer these sorts of questions.

00:26:12:04 - 00:26:43:19

Jen Kelly, Nexer Digital

And that's something, as I had mentioned before, as this moves forward and as the work kind of continues, that would be something to review over that over the course of additional work, additional surveys in the future in terms of the organization's role in the survey. So all the organizations that you individually work for, we've mentioned we provided guidance on how to actually talk about the survey itself.

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Jen Kelly, Nexer Digital

We've provided guidance on individuals filling out the survey. So what the questions mean, what some links to kind of research and further reading on why these questions, why these areas are important. We've also provided guidance on for organizations themselves, how to answer any questions that you might get from your teams and how to have conversations about potentially things that can be quite personal and quite, quite emotive for individuals.

00:27:24:06 - 00:27:59:13

Jen Kelly, Nexer Digital

Now, I think a, it doesn't hurt to reiterate that it is completely anonymous. We do not expect and we would not ask any organization to ask staff about whether they've completed the survey. Tell us if you have completed the survey. It is supposed to be completely anonymous. And that's that's really important. However, this you know, it's always helpful to be prepared for questions that might come up from trusted members of the team.

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Jen Kelly, Nexer Digital

This is something we experience when we run our own internal survey that sometimes this will trigger people to think about what they might want to share with their organization that they haven't already. So we've included some of that in the in the guidance. We've also included some information about GDPR and data protection. And again, just to reiterate the data that's collected is held securely.

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Jen Kelly, Nexer Digital

It's not shared. We've got an agreed project team within, within digital and within Historic England as well. And we've put protections in place to make sure that that data is completely secure. And also, as I mentioned before, but again, worth reiterating that the anonymity of this type of information is incredibly important and the way we've structured the questions is hopefully helps us to ensure that.

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Jen Kelly, Nexer Digital

And again, this is a resource that talks a little bit more about the kind of detail of GDPR and around, you know, what, what protection is on, on data directors. So I think that's everything I have to say on the survey. So I think we will now hand over to questions is if anybody has any questions about anything we've covered in that in that whistle stop tour or anything more widely about the survey and the work that we're doing, I believe we've got the options here for people to come on microphone or to type in one of the chats of a go.

00:29:54:24 - 00:30:27:13

Jen Kelly, Nexer Digital

So, yeah, if anybody would like to ask any questions, please, please go ahead and just to make the point, I've actually disabled webcams because clearly some of you weren't using webcams, so that's fine. Also for our attendees. Any questions for our presenters, please? This big white square in the middle of your screen, you'll actually see at the bottom there is actually a text box where it says Type here, please use that to type.

00:30:27:13 - 00:30:53:06

Jen Kelly, Nexer Digital

Any questions you have for our presenters? You can also use the chats as well if you'd like, if you would like microphone access to speak to our presenters directly. If you could use the raised hand

icon which you'll find at the top left corner of your screen or your browser, I should say, just raise your hand metaphorically and I will attempt to give you microphone access.

00:30:54:05 - 00:31:48:02

Jen Kelly, Nexer Digital

Hopefully we will start seeing some questions coming in very, very shortly. Thank you. Map to just what people are thinking as well. We did we I think we did have essentially a couple of questions before the webinar that we can we can share as well, but we can come on to them shortly. I'll tell you what we'll do.

00:31:48:12 - 00:32:15:10

Jen Kelly, Nexer Digital

It looks like most people are using the chat questions, which is absolutely fine. Should we go just to, um. Oh, there we go. We have a question in the chat for you, Pen. Would you like to address that question for us?

00:32:15:21 - 00:32:49:05

Pen Foreman, Historic England

Yeah, I'm just reading through it. Okay. So as we're asking individuals rather than organizations to report this data, we are asking individuals to break down when they answer the survey, firstly, what type of organization they work for. And we've broken down to things like starting right from self-employed and sole trader, right up to large, large charities or very large corporate billed it, corporate organizations, local government.

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Pen Foreman, Historic England

So we can get an idea of what kind of organization they work for. And we're also asking them to say what role or at least what band of role they flow within the organization. So we can see broadly like how many people from each sort of like different type of job role we're getting notes from as well. So we won't be able to break it down by, by employer.

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Pen Foreman, Historic England

But most of the reasons for anonymity, we didn't want to people have to say which employer they work for in case it was would then be breaking GDPR by narrowing it down too far. When they were reporting some of the responses to the survey. And we will sort of get an idea of across the sector

the different types of roles and different types of organizations and the representative diversity across that.

00:33:33:22 - 00:34:11:15

Pen Foreman, Historic England

So for anyone who doesn't know and actually work on a research project at the moment called Knowing the Sector, where they break down the heritage set into six main domains. The research isn't published yet, but we have actually used these domains that allow people to identify which part of the sector they work in so people can tell us if they work mainly, for example, in archives, in research, or if they work in surveying, if they work in architecture and buildings, or if they work in like archeological survey or research so people can break down which area of asset they work in so we can get a feel for, oh, we get representation purely from people

00:34:11:15 - 00:34:35:15

Pen Foreman, Historic England

That work. For example, a large charity which might be National Trust, or we get a diversity of people across different roles like architects or technicians or researchers and archivists, just so make sure we're hitting across different ones and some of those focus groups that some general mentioning and what we're going to do towards the end of the survey, if we pick up that for example, one domain of the heritage sector is not represented in that survey.

00:34:35:15 - 00:34:51:24

Pen Foreman, Historic England

We will reach out specifically to organizations that either employ or represent people, work within that domain so we can reach out and try and get them bringing some data into the survey that we have. Sam have you got any other thoughts on that question?

00:34:52:13 - 00:35:09:22

Sam Belola, Nexer Digital

No. I think he's answered that perfectly, and hopefully that has answered your question. That's great. Thank you very much, Clare.

00:35:12:05 - 00:35:17:07

Pen Foreman, Historic England

Did you want to bring in some of the questions that we had? So the pre questions for before the session.

00:35:18:17 - 00:35:21:21

Sam Belola, Nexer Digital

Yeah. Maybe if we look at the slide. Yes, thank you very much.

00:35:30:03 - 00:35:30:16

Jen Kelly, Nexer Digital

Perfect

00:35:31:18 - 00:35:56:12

Sam Belola, Nexer Digital

So maybe I'll get the first one. Pen jump in, but I'm sure I'll try and answer that Jen and then maybe you pick up if I, if I'm not saying properly, but we have an example of a question here around it and basically it's kind of like an awareness of some of the sensitivities that might be involved in taking part in the survey.

00:35:56:13 - 00:36:24:16

Sam Belola, Nexer Digital

So if you haven't disclosed something in here, the question is around. I've not disclosed my disability to my employer or colleagues. If I complete the survey, will they be informed or made aware? So we were very conscious that there may be circumstances for those taking part in a survey where they may not have disclosed certain aspects as the identity or the characteristics to others.

00:36:24:23 - 00:36:49:23

Sam Belola, Nexer Digital

That's like that. So just to reassure, this is completely anonymous. The answer to this question will be no. The colleagues, no colleagues or employer will be made aware not only of disability, but any of the other questions, answers, questions that will be not a we wouldn't be able to identify who the employer or colleagues are based on how we structured the survey.

00:36:51:15 - 00:37:20:22

Sam Belola, Nexer Digital

But yes, we would that there will be no sharing of that information. So whether that's disability or any of any of the other questions in the survey, we just want to reassure those who are taking part that there is complete anonymity around that. So we don't know who they are and there's no risk to

them if they complete the survey that their colleagues or employer will have that information shared with them.

00:37:20:22 - 00:37:22:02

Jen Kelly, Nexer Digital

A perfect example.

00:37:22:20 - 00:37:25:05

Sam Belola, Nexer Digital

Okay.

00:37:25:05 - 00:37:26:07

Jen Kelly, Nexer Digital

Want me to pick up the second?

00:37:26:07 - 00:37:27:16

Sam Belola, Nexer Digital

Go for it.

00:37:29:07 - 00:38:20:07

Jen Kelly, Nexer Digital

So similar lines really well Historic England won't actually be able to identify employees that have taken part in the survey so where we will we will be able to sort of like any answers within with specifically with individuals with named individuals. And again the answer is no that the reason we've done the survey like we have and the reason that the initial questions around the organization and your sort of place in the sector, we spend a bit of time going through going through those and making sure that they were broad enough to not link even to those of you or those organizations in the sector that are very small or sole traders,

00:38:20:07 - 00:38:50:11

Jen Kelly, Nexer Digital

for instance, they although that's important to kind of segment, as has mentioned before, about the sort of representation across the whole sector is not possible for us to link any answers with

individuals either through the answers that have been provided or by anything more technical. You're not asked for us to provide information. You're not asked to register for a platform.

00:38:50:11 - 00:39:10:22

Jen Kelly, Nexer Digital

You're not asked to share any data or anything at all when you completing the survey. So any individual can answer it fully confident that they will they won't be identifiable at any point.

00:39:10:22 - 00:39:29:24

Pen Foreman, Historic England

Thanks, Jen. And I think I'll take the third one because I will be sharing the findings. So will Historic England be sharing the findings of the research with organizations that support this work and the answer is that will we will be sharing it with everyone. So employees of all organizations, whether across the sector ever, will be able to access the research findings.

00:39:29:24 - 00:39:51:10

Pen Foreman, Historic England

So what will happen is towards the end of this year, so probably by October-November time, we will be looking to release reporting or probably have another online session quite similar to this one where we will do sort of a reporting of what the key headlines of the findings were and also the recommendations that come out of this on the strategy that we'll be taking forward in response to it as well.

00:39:51:18 - 00:40:10:08

Pen Foreman, Historic England

And we will probably publish that. We usually do as a PDF guidance, but I'm quite keen that we actually release this in a slightly more accessible format. So we'll be looking into which formats we should be releasing in so that everyone will be able to access that. And I've also be quite keen to speak at various sector events.

00:40:10:08 - 00:40:25:09

Pen Foreman, Historic England

So we know a lot of people who will be keen to action, the findings will be out. So probably looking at things like conferences from the end of the year onwards, maybe into early next year as well. And then it will be accessible through our advice on the Historic English website and very similar to our board diversity work.

00:40:25:09 - 00:40:38:13

Pen Foreman, Historic England

If any of you say that the report will be on there as well, any recordings of live Q&A is like this one, so people will be able to access them.

00:40:38:13 - 00:41:00:03

Sam Belola, Nexer Digital

That's great. Thank you so much. And I don't know, I we've still got time. We've got like 9 minutes. As I said, if anyone else has any other questions and I hope this doesn't feel like, you know, too intense, it really is the intention of this is just to have sort of like open discussion and there aren't any you know, you can ask me so you can ask any question.

00:41:00:03 - 00:41:27:19

Sam Belola, Nexer Digital

There is, no one was expected to prepare for the session in any way. So if there was anything unclear in terms of what was shared today, in terms of how yeah. In terms of what we've talked about to date, is anything unclear? Please let us know or if you've already got any kind of comments or questions or anything you'd like to talk about with regards to the survey that would have been shown if you've had a chance to look at that already or any of the sort of guidance materials have been shared.

00:41:28:11 - 00:41:37:08

Sam Belola, Nexer Digital

Like I said, this is just open, sort of like collaborative discussion as. Far as we're concerned today, I think.

00:41:37:08 - 00:41:40:08

Pen Foreman, Historic England

So I can see a couple people type away in the chat so I'll give them some time.

00:41:40:20 - 00:41:41:01

Sam Belola, Nexer Digital

Yeah.

00:41:41:09 - 00:41:42:05

Pen Foreman, Historic England

To type those out.

00:41:44:08 - 00:42:03:19

Pen Foreman, Historic England

Just been a question from Gordon how we promoted the survey. So we've had a bit of a slow start to promoting because Historic England is an arm's length body. We recently the pre election period. So I've actually been quite limited about how we can promote and market specific work that we're doing now. The election period is over so it will be shared a lot more widely.

00:42:03:19 - 00:42:26:01

Pen Foreman, Historic England

So the initial phase, we've mostly been emailing out to certain sector organizations that represent or have members in different parts of sectors. So we've sent out to people like the CBA to set share with that different ideological groups, send it to CIFA again to show the archaeologists, we sent it to bodies that represent heritage or heritage construction and also people that represent archivists.

00:42:26:20 - 00:42:48:04

Pen Foreman, Historic England

So we've really been the sort of a sort of the email sharing campaign, and I was able to share it with the networks. But now we will be moving on to the next phase. We'll be doing things like sharing a link and social media will be popping up at some sector events. Now, for example, I'll be at the Museums and Heritage Show next week talking about it, networking with people, and we'll also be promoting on various different channels that hate speech some.

00:42:48:04 - 00:43:07:01

Pen Foreman, Historic England

So things like the Historic Environment Skills Network and probably also see the Heritage Alliance who work with collectors to share our work and debates, to disseminate it through lots of different heritage networks and collectives of people who work in the sector. So anywhere where there's people who work in the sector, we're trying to get our voice out there to share it.

00:43:07:12 - 00:43:33:06

Pen Foreman, Historic England

But we're also very happy for people to share any kind of word of mouth they want to. So anyone who works with or employs or knows people who work at Heritage, it would very happy if it to spread out that way as well. So sharing is very much appreciated for this iteration of the survey. I've just seen a question also from Claire with even sending through how to access the survey on the guidance materials with a bit efficacy.

00:43:33:06 - 00:44:00:17

Pen Foreman, Historic England

And so yes. Claire. So and the link has popped up before, but we've got three resources on the Historic England website that will also be sent around. We'll be promoting a survey and all three of them have embedded links to the survey itself and as well right at the top of that resources. So one of those resources is for individuals of explaining what the survey is, where each question has come from, a bit of background data on why we don't have good information already about these things and why we're asking them.

00:44:01:00 - 00:44:20:14

Pen Foreman, Historic England

And the second one will be for organizations and it's got quite similar information but goes into slightly more depth about each question and also some guidance about how to talk about the survey with staff and how to it's brought up, how to address it with your employees and colleagues. And the third one is all around GDPR of how the data is handled.

00:44:20:14 - 00:44:35:10

Pen Foreman, Historic England

But also it does give a little bit of information for organizations who wish to do their own survey or wish to do their own data gathering about this kind of information. So it gives a bit of data about, okay, if you want to do your own survey, this is how to approach and this is how to do it in a sensitive and safe way.

00:44:36:21 - 00:44:56:01

Pen Foreman, Historic England

And, and there'll be an FAQ, that goes with those documents that could be used for internal comms. Absolutely. We can make sure that happens. Have we circulated the questions at the National Trust, not as of yet. So we have shared it with some of our people and people that we know.

00:44:56:01 - 00:45:15:16

Pen Foreman, Historic England

It'll be shared to leadership, the National Trust, and we will be asking them to disseminate it. We do know that the National Trust has its own internal survey. So they don't want to have too much survey fatigue, but absolutely we can share it with them so they can disseminate the welcome team. I just seen that Zoe has said that she has shared it with colleagues.

00:45:15:16 - 00:45:32:09

Pen Foreman, Historic England

Fingers crossed. Thank you very much. Very much appreciated. So, yeah, that that word of mouth will really help us to get out quite a lot of different organizations because as much as we can share it with people like networks who like for example, people can join if they want freshly put a taste in or if they're part of the professional network.

00:45:32:15 - 00:45:52:04

Pen Foreman, Historic England

We know that a lot of people in the sector, particularly people who fall into several of these protected characteristics, they're not members of these networks or they're not members of these professional bodies. So it's great for us to have word of mouth as it gets into those people who are not connected to those networks. Oh, thank you. Claire Post just pointed out that she's from the area.

00:45:52:04 - 00:46:15:01

Pen Foreman, Historic England

Welcome to the National Trust. Thank you for that one. Sure. That you should help to share it for us. Do we have any more questions before we sort of draw this one to a close?

00:46:15:01 - 00:46:39:19

Sam Belola, Nexer Digital

Well, we have the before anybody does to answer any more questions, just to say thank you very much to all of you when you have a chance to kind of like support with sharing the survey and the comms around the survey that was launched on the 29th of April and it will continue to be live until almost the end of June's the 28th of June.

00:46:40:00 - 00:47:12:02

Sam Belola, Nexer Digital

This is quite long period. So we may we may ask for as we've said, we're not asking we're not expecting anyone to look to colleagues and say, have you completed it? Or can you do it? But what we may have is maybe just a soft nudge, maybe later on, because it is out for two months. We might ask potentially, if you could, if you are sharing information now, if we maybe have another kind of

like nudge, it could just be something around, oh, the survey still available and online and if you haven't already had an opportunity to complete it, please do so.

00:47:12:08 - 00:47:37:17

Sam Belola, Nexer Digital

But done in a very sort like generic way to everybody within your sort of organization. So we may have that as an ask. And if there aren't any other questions that I do have, you know, I mentioned that we have we will be running. We've got the survey online and that is something we will be looking at in terms of analysis and reporting back.

00:47:37:17 - 00:48:02:10

Sam Belola, Nexer Digital

Any recommendations based on that. But we will be running online focus groups. So for those of you that are on the call today, Matthew will kindly be popping up a question, if you're interested in taking part in the online focus group. And again, it will just be that will be just done with Nexer. So Historic England will be present in those discussions or conversations.

00:48:02:10 - 00:48:35:07

Sam Belola, Nexer Digital

It'll be myself and my colleague Sara, who's on the call that will be running those online groups. We're really keen to have a discussion around. Like I said, your experiences of the survey, your experiences of sharing the survey with colleagues in your organization and understanding essentially how we can do better for the future. So if this is something that you think you could dedicate some time, it will most likely be about an hour and a half, and the online sessions will take twice a week, that very first week of July.

00:48:35:16 - 00:48:58:06

Sam Belola, Nexer Digital

So if we can, we'll sign off the call - we'll send details in terms of dates and timings beforehand. But if you're if this is something you would consider taking part in and if you're happy for us in terms of next so myself and for you to contact you directly with more details, if you could just sort of like vote yes or no today, there's no pressure.

00:48:58:15 - 00:49:28:23

Sam Belola, Nexer Digital

Sorry to do this. It's just if you're happy to take part, then we'd really appreciate getting your feedback. So thank you to those that have already voted. Yeah, thank you so much for doing that.

And yeah, myself, I'd be in touch in the future with a bit more information around those online focus groups.

00:49:28:23 - 00:49:42:24

Pen Foreman, Historic England

It's fantastic. Thank you, Sam. I think we've got no further questions in coming in. I think people have votes they're going to vote. So I think that just leaves me with a pleasant duty to sign off and give you 5 minutes back of your afternoon. But thank you so much for making time to come. Listen to this afternoon.

00:49:43:15 - 00:49:55:01

Pen Foreman, Historic England

And for those who are currently on, we'll be sharing the survey. It's really, really appreciated. And we know that all of your organizations will really value our findings, what we get out from afterwards. So just thank you again for taking part.