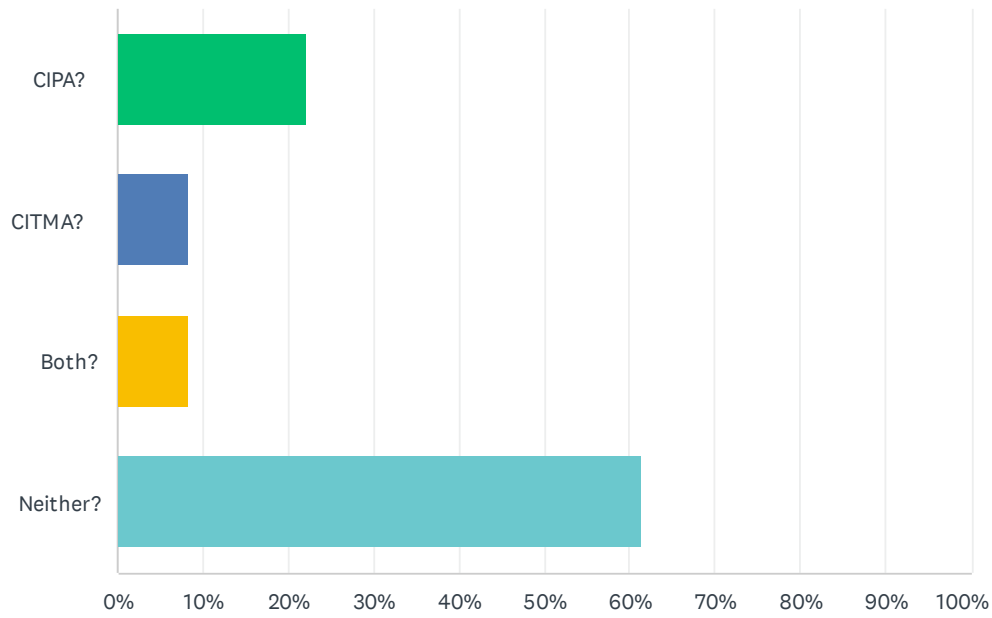


## Q1 Are you a paralegal member of:

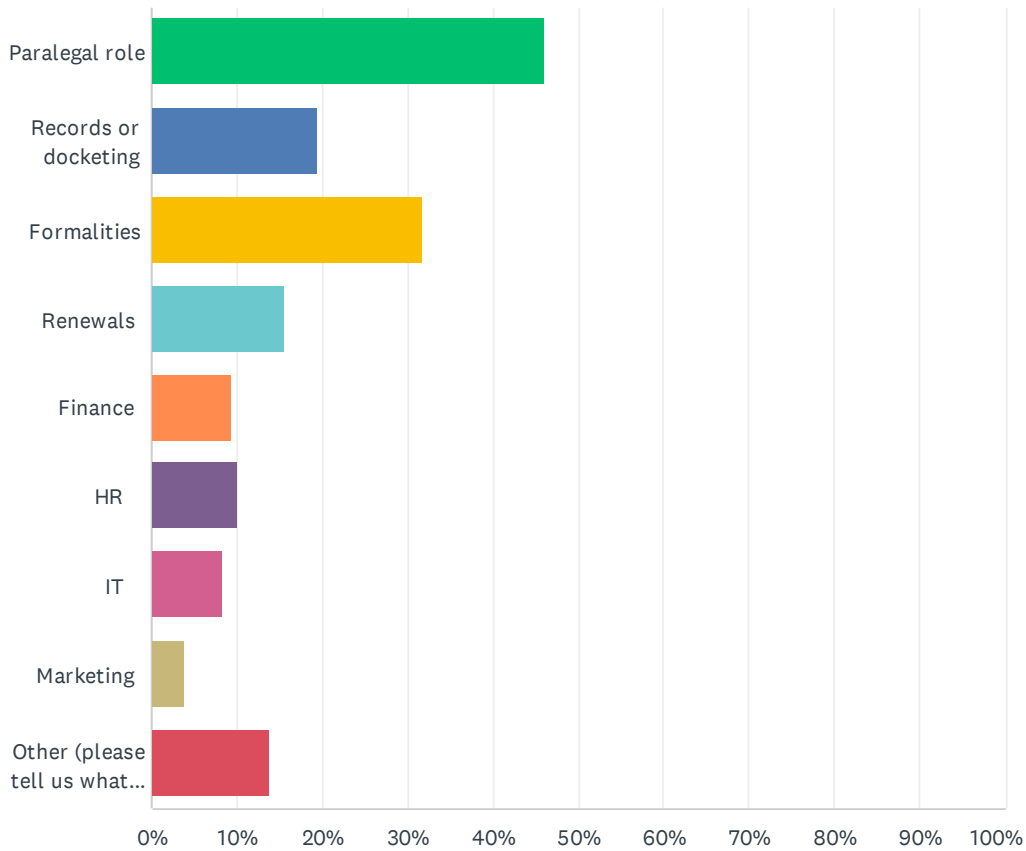
Answered: 181 Skipped: 2



ANSWER CHOICES	RESPONSES
CIPA?	22.10% 40
CITMA?	8.29% 15
Both?	8.29% 15
Neither?	61.33% 111
TOTAL	181

Q2 Which of the following best describes the area you work in (please select more than one if applicable)? If none of these applies to you, please select "other" and tell us more about your role.

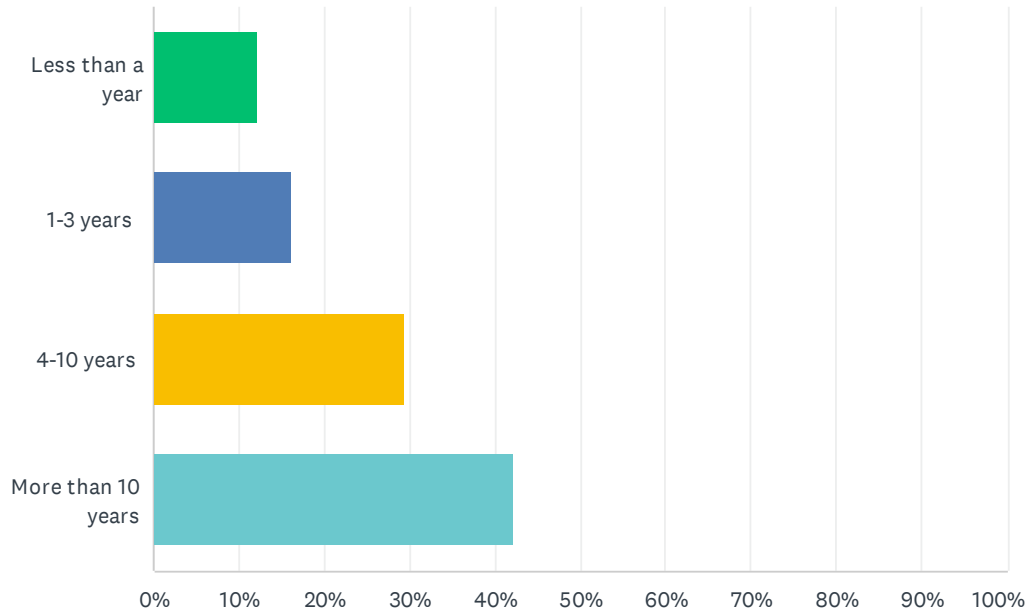
Answered: 180 Skipped: 3



ANSWER CHOICES	RESPONSES	
Paralegal role	46.11%	83
Records or docketing	19.44%	35
Formalities	31.67%	57
Renewals	15.56%	28
Finance	9.44%	17
HR	10.00%	18
IT	8.33%	15
Marketing	3.89%	7
Other (please tell us what area you work in, if none of the above)	13.89%	25
Total Respondents: 180		

### Q3 How long have you been working in the patent and trade mark professions?

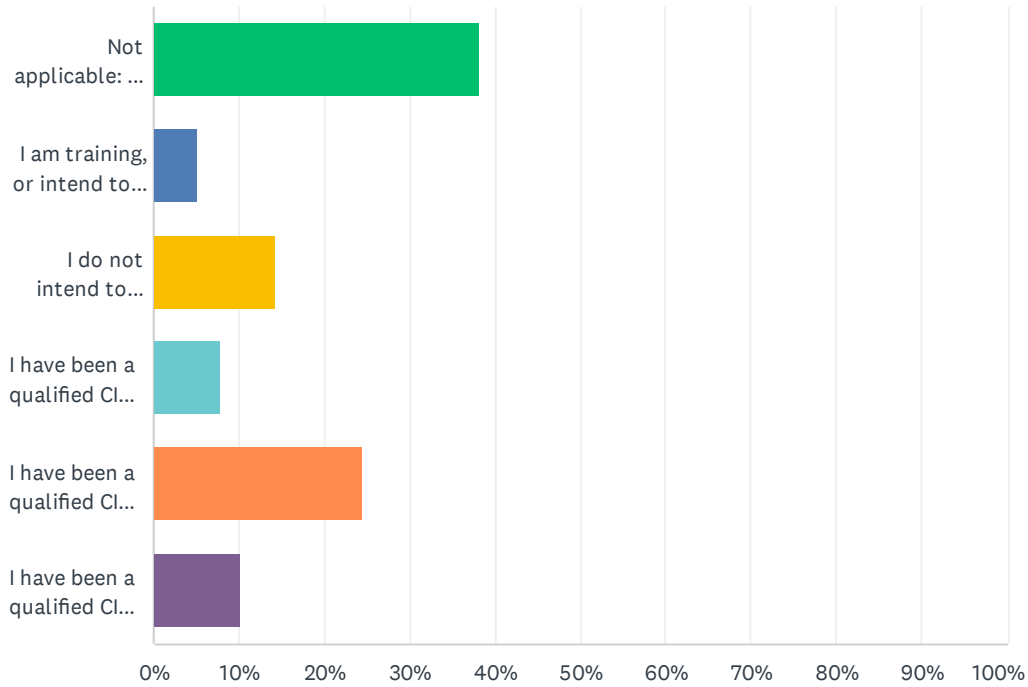
Answered: 180 Skipped: 3



ANSWER CHOICES	RESPONSES	
Less than a year	12.22%	22
1-3 years	16.11%	29
4-10 years	29.44%	53
More than 10 years	42.22%	76
<b>TOTAL</b>		<b>180</b>

## Q4 If you work as a paralegal, which of the following best describes your career level?

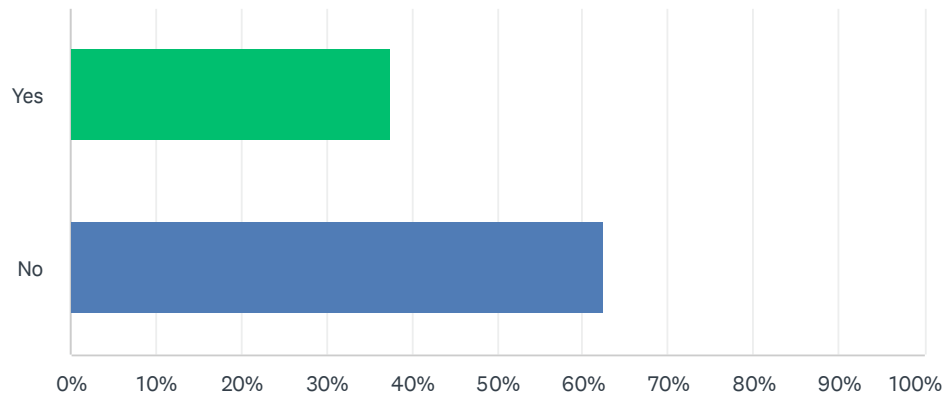
Answered: 176 Skipped: 7



ANSWER CHOICES	RESPONSES	
Not applicable: I don't work as a paralegal	38.07%	67
I am training, or intend to train, to qualify as a CIPA or CITMA paralegal member	5.11%	9
I do not intend to qualify as a CIPA or CITMA paralegal member	14.20%	25
I have been a qualified CIPA and/or CITMA paralegal member for less than 2 years	7.95%	14
I have been a qualified CIPA and/or CITMA paralegal member for 2-10 years	24.43%	43
I have been a qualified CIPA and/or CITMA paralegal member for more than 10 years	10.23%	18
<b>TOTAL</b>		<b>176</b>

## Q5 Are you responsible for managing more junior colleagues?

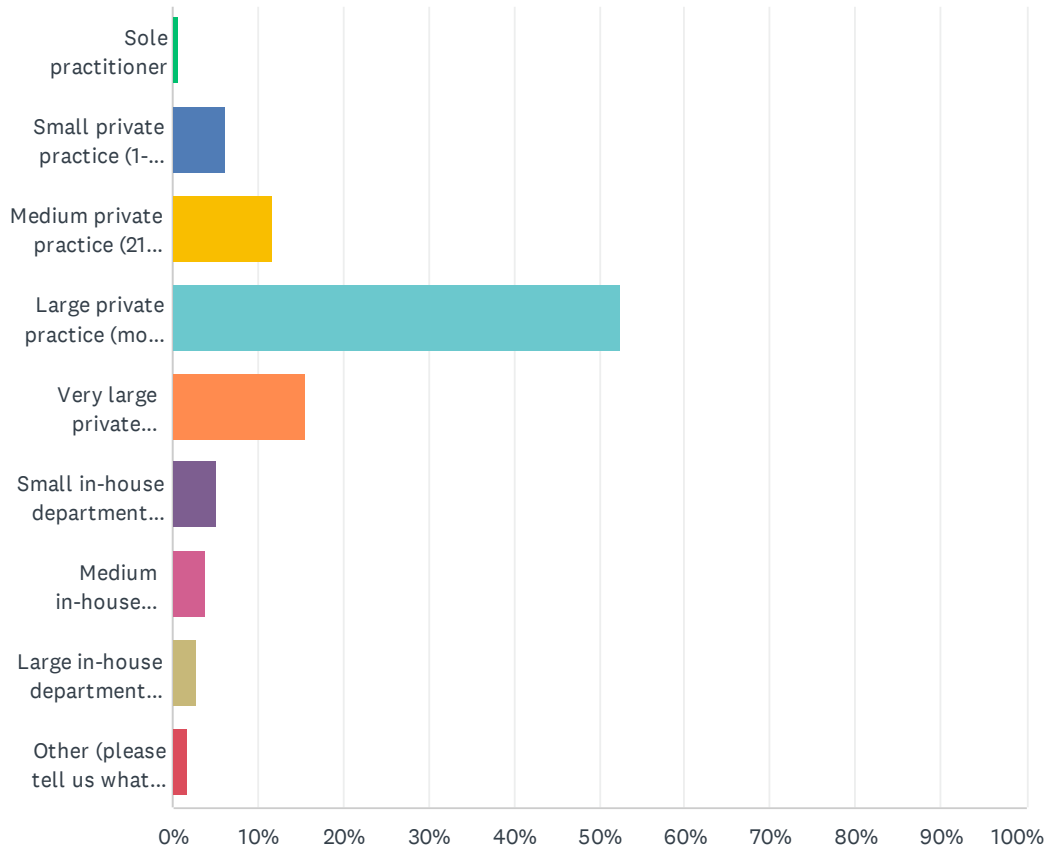
Answered: 179 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	37.43%	67
No	62.57%	112
TOTAL		179

## Q6 What type of organisation do you work in? (Note that for this question, "in-house" also covers government agencies and charities.)

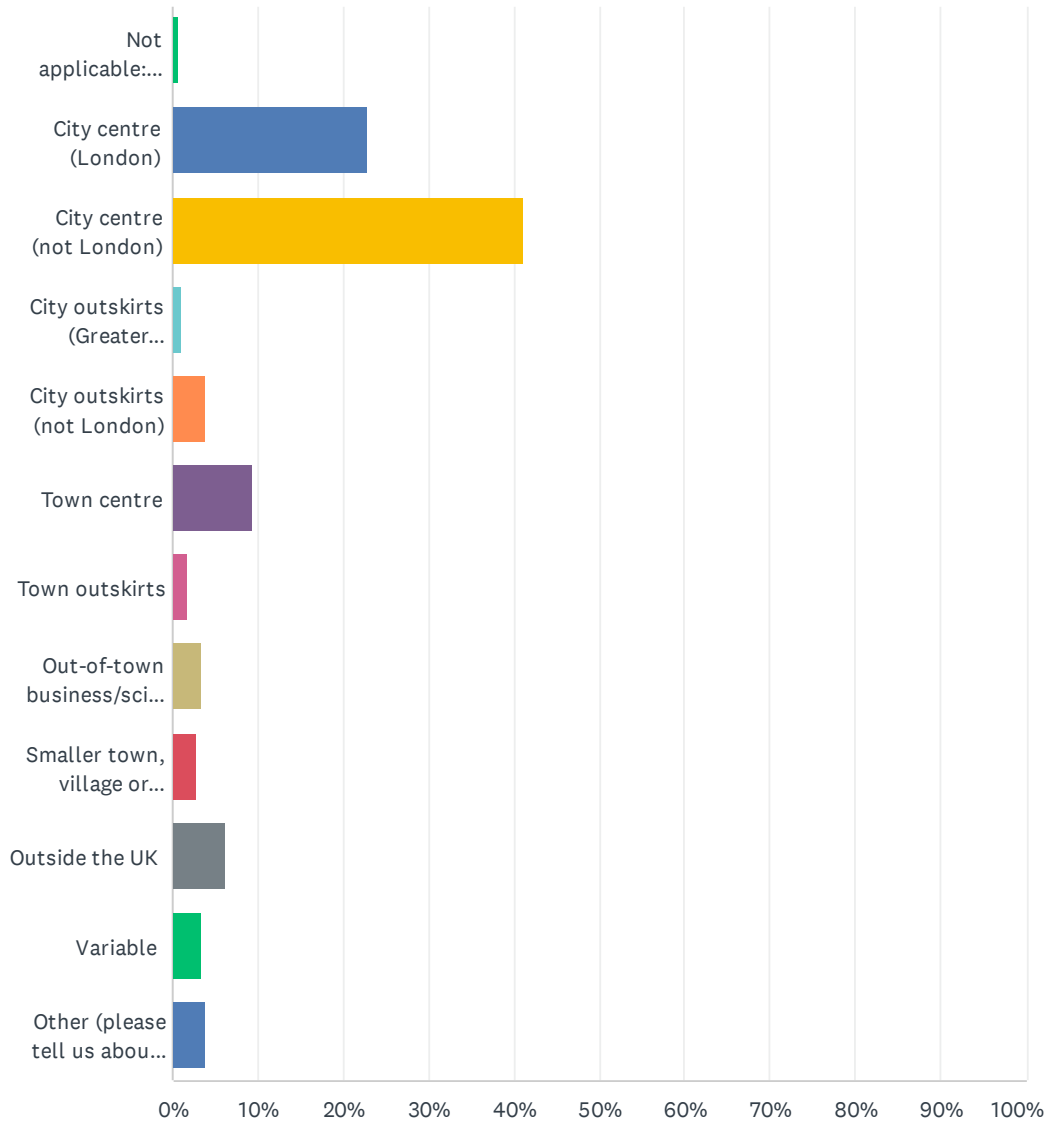
Answered: 179 Skipped: 4



ANSWER CHOICES	RESPONSES	
Sole practitioner	0.56%	1
Small private practice (1-20 staff including partners/members/directors)	6.15%	11
Medium private practice (21-80 staff including partners/members/directors)	11.73%	21
Large private practice (more than 80 staff including partners/members/directors)	52.51%	94
Very large private practice (more than 500 staff including partners/members/directors)	15.64%	28
Small in-house department (1-10 staff)	5.03%	9
Medium in-house department (11-50 staff)	3.91%	7
Large in-house department (more than 50 staff)	2.79%	5
Other (please tell us what type of organisation you work in, if none of the above)	1.68%	3
<b>TOTAL</b>		<b>179</b>

## Q7 If you work some or all of the time on your company's premises, where are they based?

Answered: 180 Skipped: 3

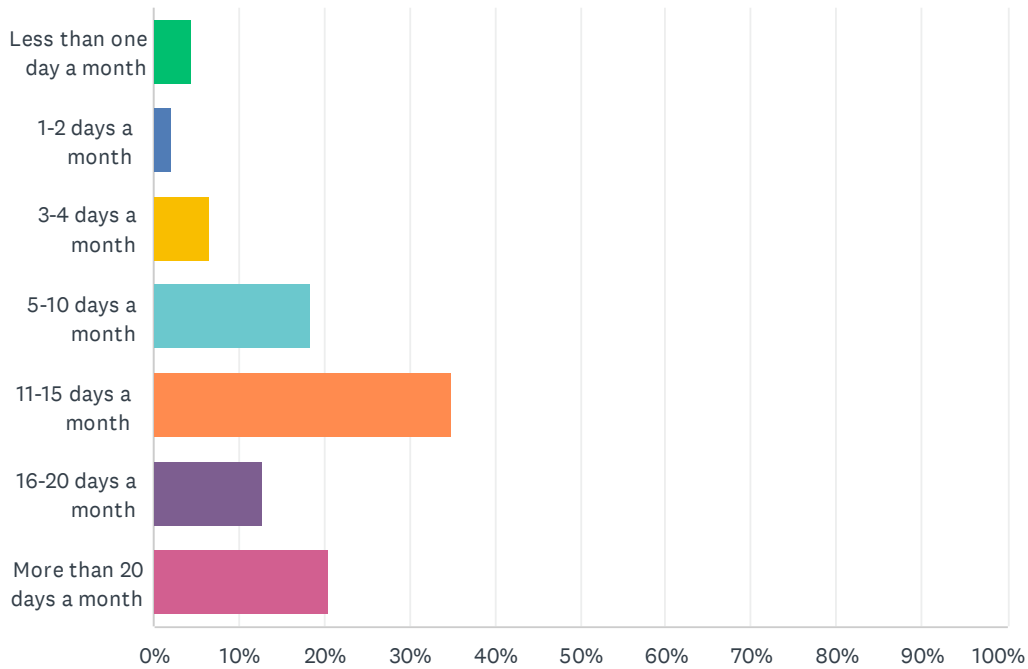


ANSWER CHOICES	RESPONSES	
Not applicable: retired or not currently working	0.56%	1
City centre (London)	22.78%	41
City centre (not London)	41.11%	74
City outskirts (Greater London)	1.11%	2
City outskirts (not London)	3.89%	7
Town centre	9.44%	17
Town outskirts	1.67%	3
Out-of-town business/science park or campus	3.33%	6
Smaller town, village or rural location	2.78%	5
Outside the UK	6.11%	11
Variable	3.33%	6
Other (please tell us about the type of location if you can - but please don't include information that would allow us to identify you or your organisation)	3.89%	7
<b>TOTAL</b>		<b>180</b>



### Q8 Roughly how many days a month do you work from home or another remote location of your choosing? (If you work part-time, please put the full-time equivalent.)

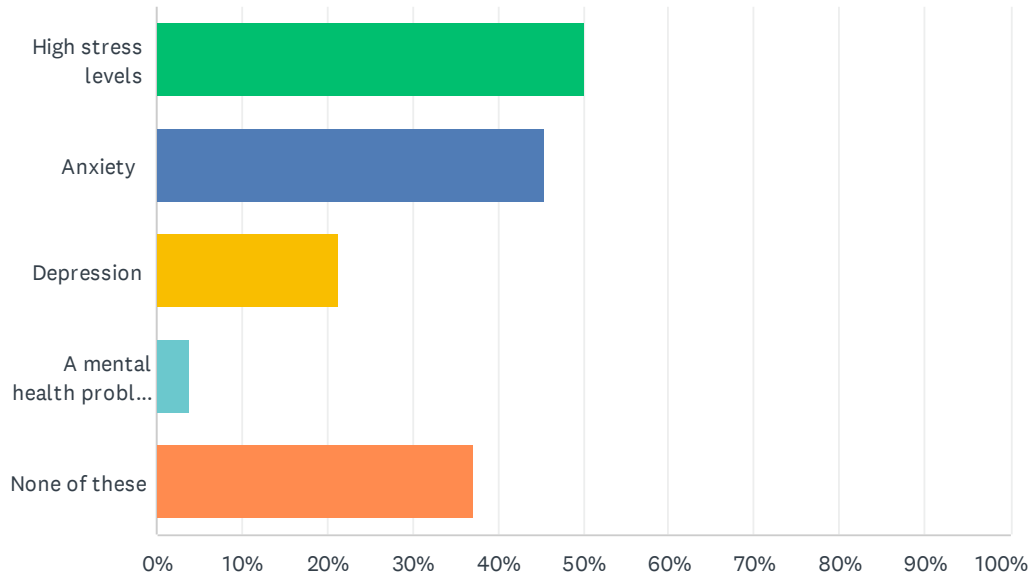
Answered: 180 Skipped: 3



ANSWER CHOICES	RESPONSES	
Less than one day a month	4.44%	8
1-2 days a month	2.22%	4
3-4 days a month	6.67%	12
5-10 days a month	18.33%	33
11-15 days a month	35.00%	63
16-20 days a month	12.78%	23
More than 20 days a month	20.56%	37
<b>TOTAL</b>		<b>180</b>

### Q9 Which of the following have adversely affected your work (please select as many as applicable)?

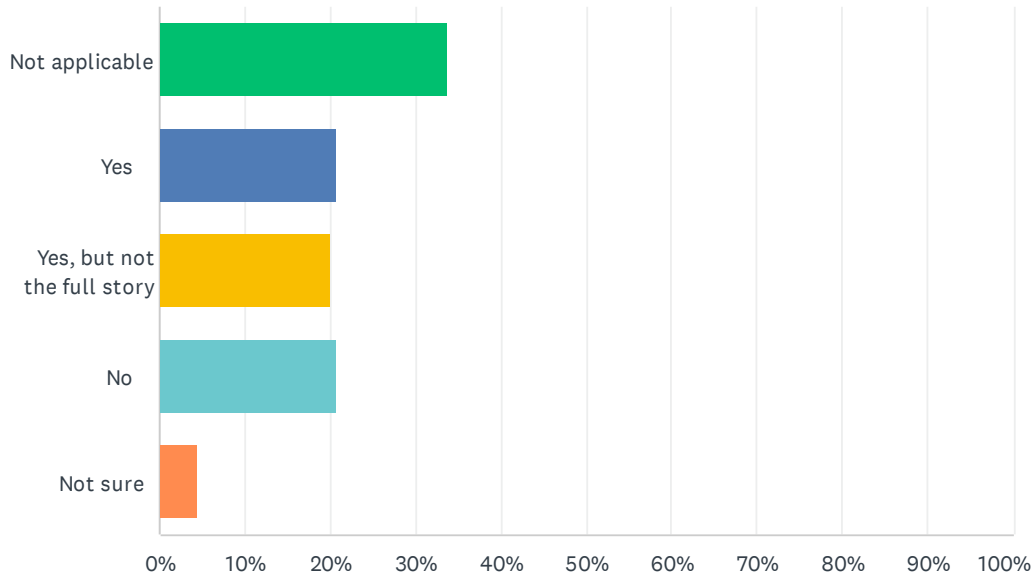
Answered: 154 Skipped: 29



ANSWER CHOICES	RESPONSES	
High stress levels	50.00%	77
Anxiety	45.45%	70
Depression	21.43%	33
A mental health problem other than the above (whether formally diagnosed or not)	3.90%	6
None of these	37.01%	57
Total Respondents: 154		

## Q10 Did your employer (or at least your line manager or HR department) know you were experiencing these problems?

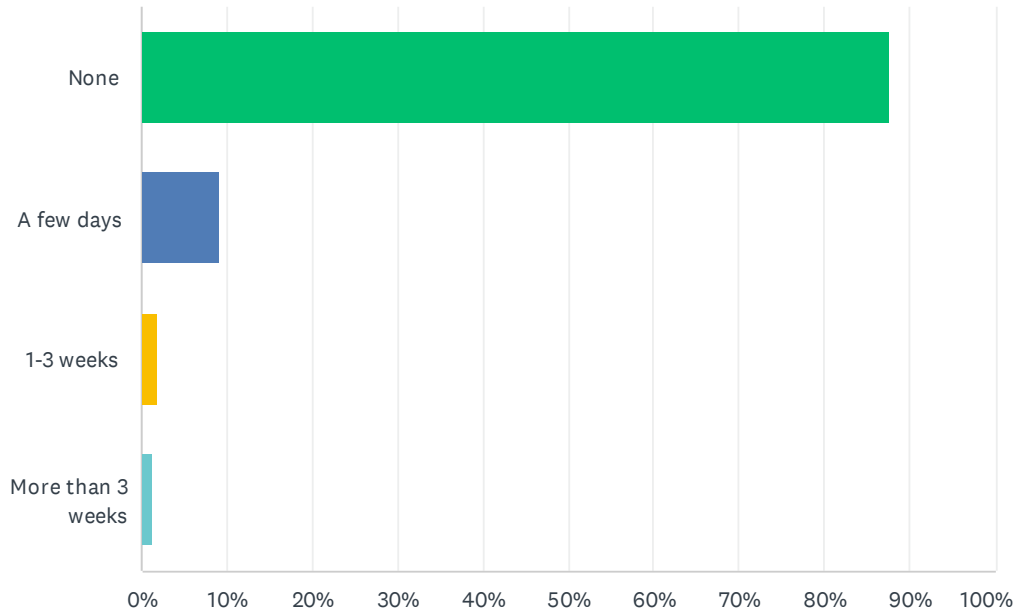
Answered: 154 Skipped: 29



ANSWER CHOICES	RESPONSES	
Not applicable	33.77%	52
Yes	20.78%	32
Yes, but not the full story	20.13%	31
No	20.78%	32
Not sure	4.55%	7
<b>TOTAL</b>		<b>154</b>

## Q11 How much time have you had off work due to stress or mental health problems?

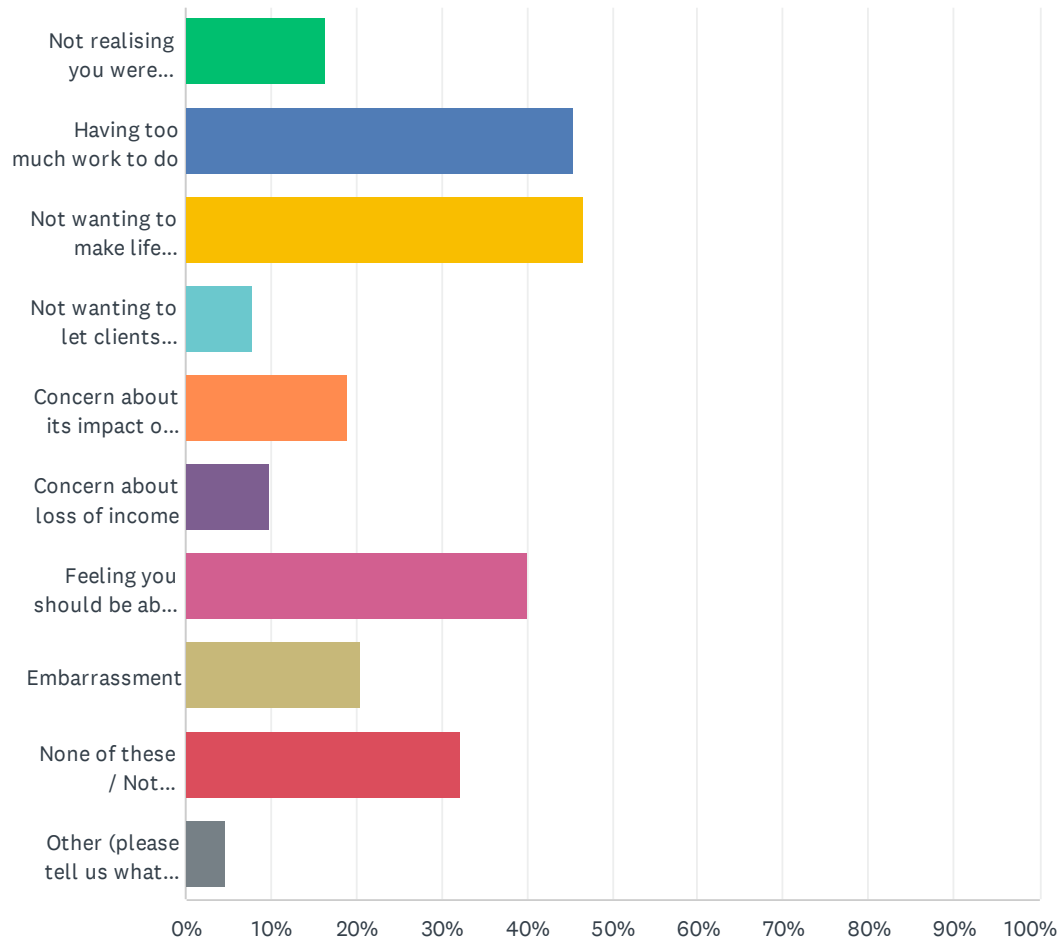
Answered: 153 Skipped: 30



ANSWER CHOICES	RESPONSES	
None	87.58%	134
A few days	9.15%	14
1-3 weeks	1.96%	3
More than 3 weeks	1.31%	2
<b>TOTAL</b>		<b>153</b>

### Q12 Which of the following caused you to take less time off work than you would have liked or than you felt you needed (please select as many as applicable)?

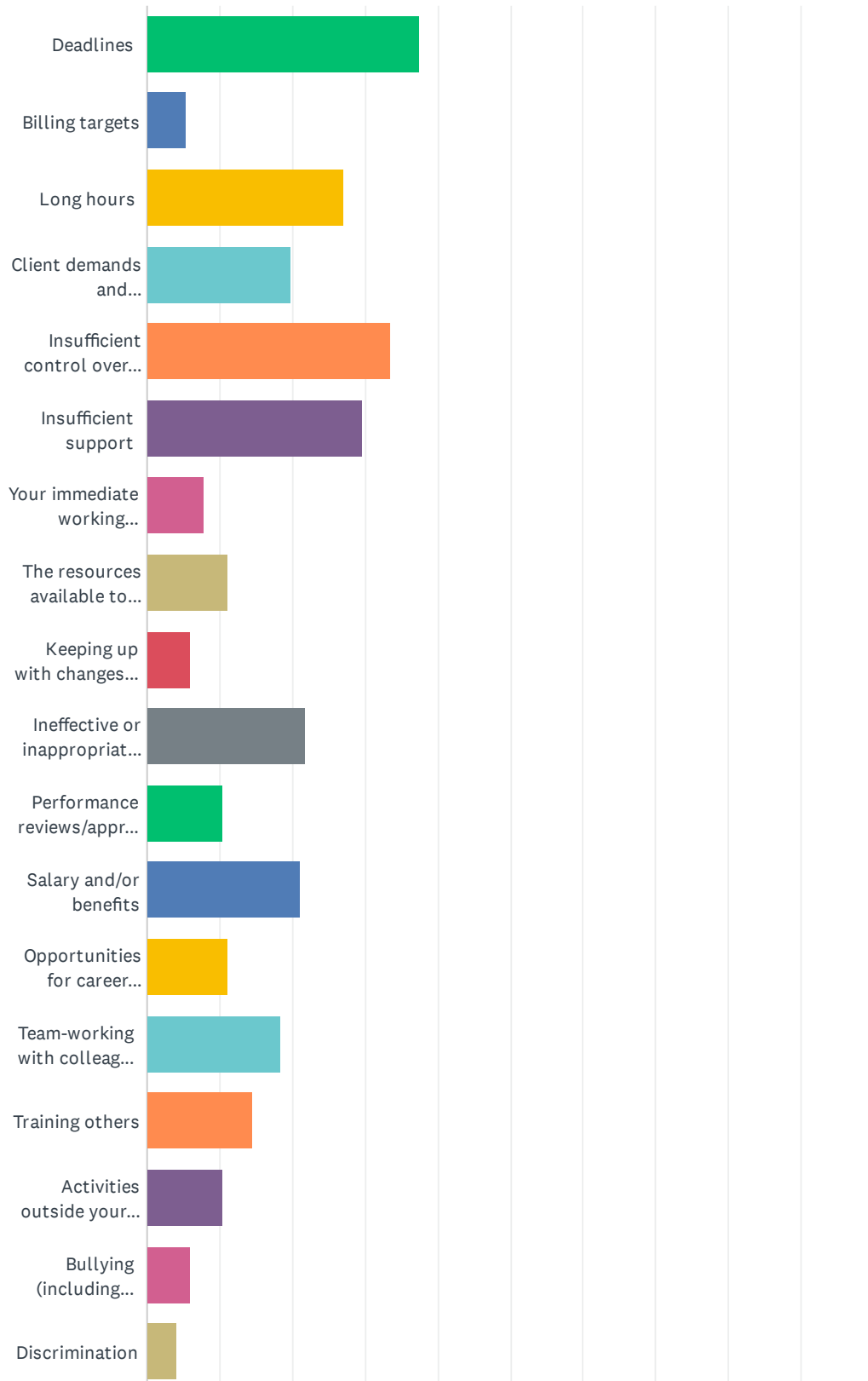
Answered: 152 Skipped: 31

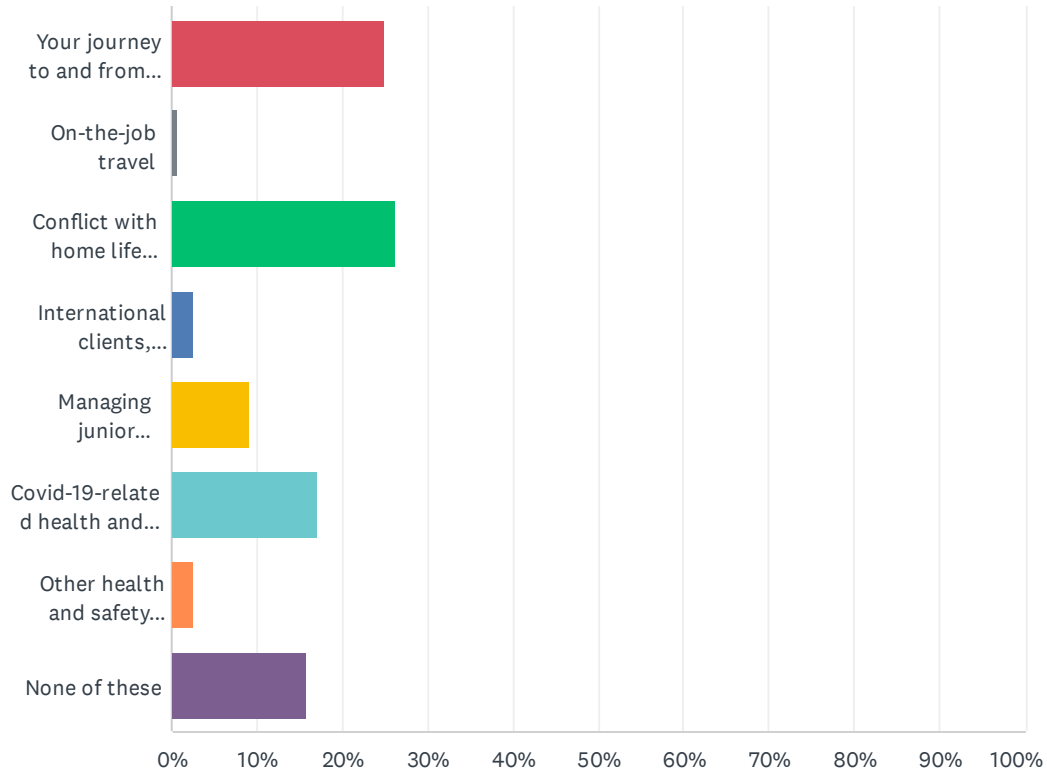


ANSWER CHOICES	RESPONSES	
Not realising you were allowed to take time off for your mental health	16.45%	25
Having too much work to do	45.39%	69
Not wanting to make life difficult for colleagues	46.71%	71
Not wanting to let clients down	7.89%	12
Concern about its impact on career prospects	19.08%	29
Concern about loss of income	9.87%	15
Feeling you should be able to cope anyway	40.13%	61
Embarrassment	20.39%	31
None of these / Not applicable	32.24%	49
Other (please tell us what other things have caused you to take less time off than you might have done)	4.61%	7
Total Respondents: 152		

### Q13 Which of the following have caused you significant stress or anxiety at work (please select as many as applicable)?

Answered: 152 Skipped: 31



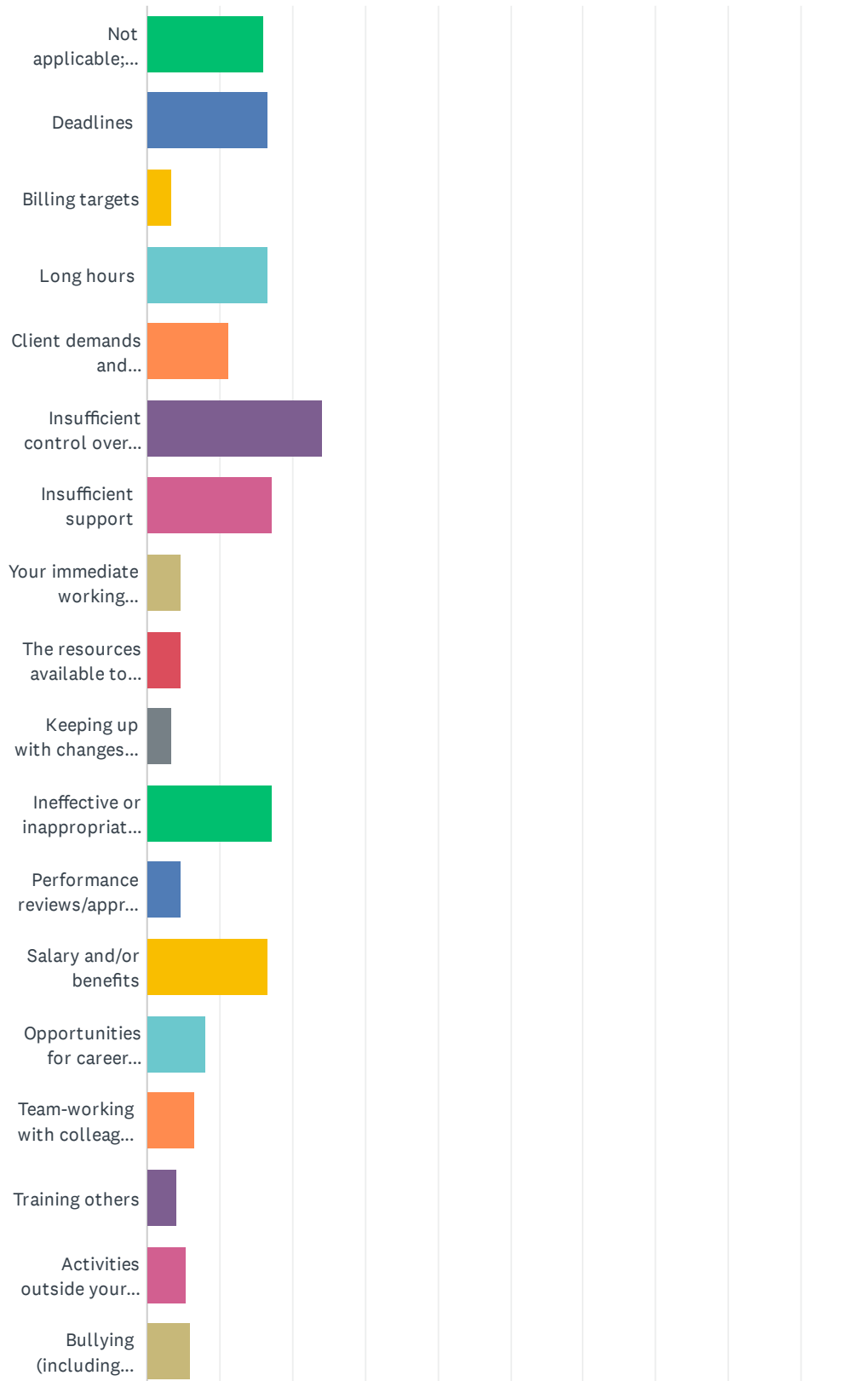


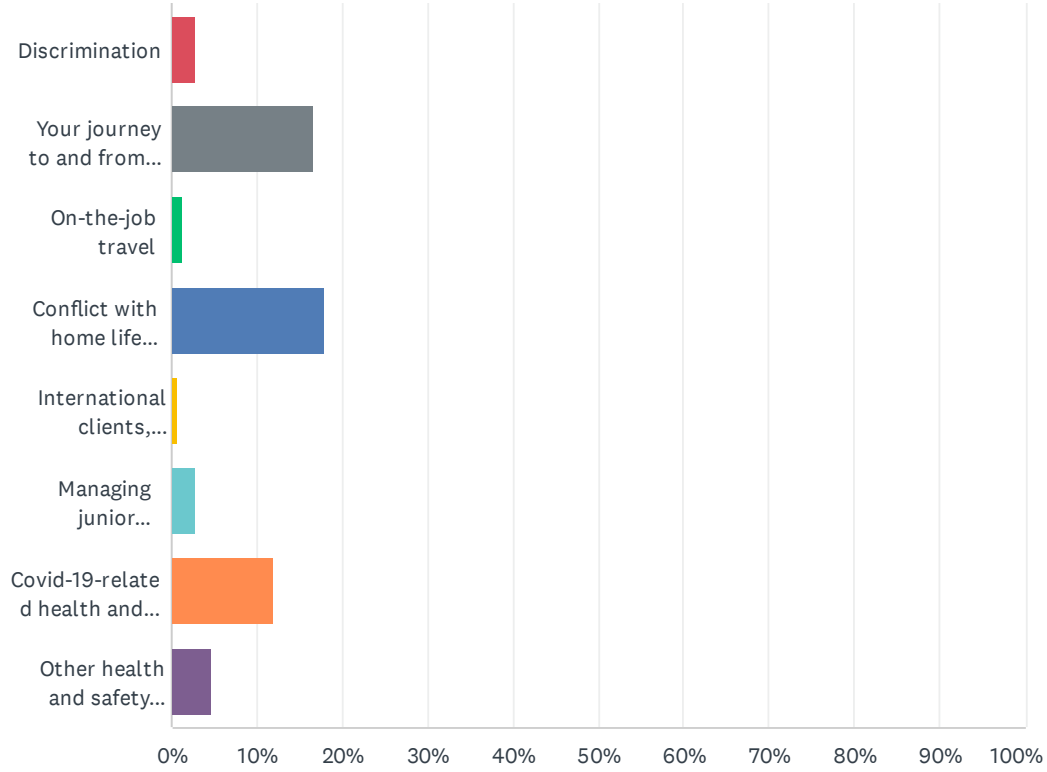


ANSWER CHOICES	RESPONSES	
Deadlines	37.50%	57
Billing targets	5.26%	8
Long hours	26.97%	41
Client demands and expectations	19.74%	30
Insufficient control over your workload	33.55%	51
Insufficient support	29.61%	45
Your immediate working environment (eg comfort and privacy at your work station)	7.89%	12
The resources available to you at work (eg IT and infrastructure)	11.18%	17
Keeping up with changes in the law	5.92%	9
Ineffective or inappropriate management, or senior colleagues' behaviour	21.71%	33
Performance reviews/appraisals	10.53%	16
Salary and/or benefits	21.05%	32
Opportunities for career progression	11.18%	17
Team-working with colleagues (eg the extent to which you do this or how well the interactions work)	18.42%	28
Training others	14.47%	22
Activities outside your comfort zone (eg presentations or "networking")	10.53%	16
Bullying (including inappropriate banter) or harassment	5.92%	9
Discrimination	3.95%	6
Your journey to and from work	25.00%	38
On-the-job travel	0.66%	1
Conflict with home life and/or personal (eg caring) responsibilities	26.32%	40
International clients, different time zones and the perceived need for 24-hour availability	2.63%	4
Managing junior colleagues	9.21%	14
Covid-19-related health and safety concerns	17.11%	26
Other health and safety concerns	2.63%	4
None of these	15.79%	24
Total Respondents: 152		

### Q14 If you can, now please select from those the three things you think have had the biggest impact on you.

Answered: 150 Skipped: 33

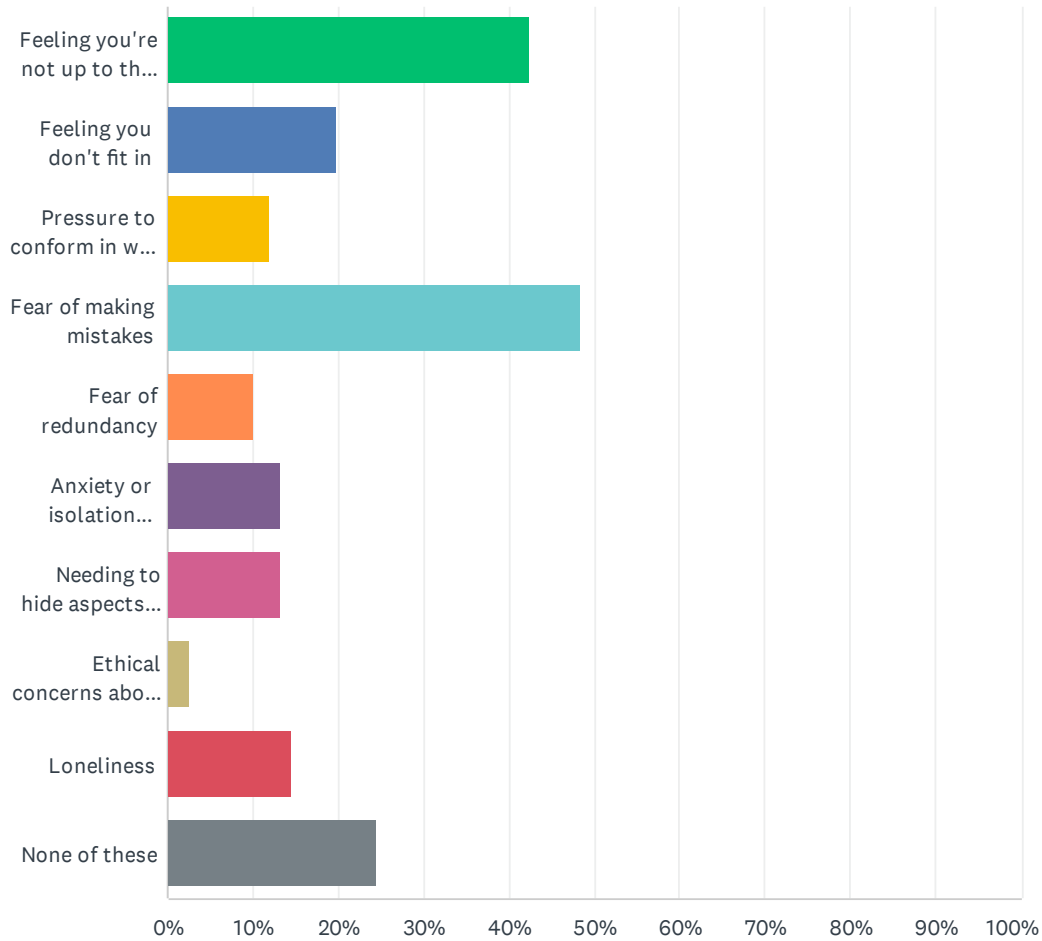




ANSWER CHOICES	RESPONSES	
Not applicable; none of them have caused you significant anxiety or stress at work in the last twelve months	16.00%	24
Deadlines	16.67%	25
Billing targets	3.33%	5
Long hours	16.67%	25
Client demands and expectations	11.33%	17
Insufficient control over your workload	24.00%	36
Insufficient support	17.33%	26
Your immediate working environment (eg comfort and privacy at your work station)	4.67%	7
The resources available to you at work (eg IT and infrastructure)	4.67%	7
Keeping up with changes in the law	3.33%	5
Ineffective or inappropriate management, or senior colleagues' behaviour	17.33%	26
Performance reviews/appraisals	4.67%	7
Salary and/or benefits	16.67%	25
Opportunities for career progression	8.00%	12
Team-working with colleagues (eg the extent to which you do this or how well the interactions work)	6.67%	10
Training others	4.00%	6
Activities outside your comfort zone (eg presentations or "networking")	5.33%	8
Bullying (including inappropriate banter) or harassment	6.00%	9
Discrimination	2.67%	4
Your journey to and from work	16.67%	25
On-the-job travel	1.33%	2
Conflict with home life and/or personal (eg caring) responsibilities	18.00%	27
International clients, different time zones and the perceived need for 24-hour availability	0.67%	1
Managing junior colleagues	2.67%	4
Covid-19-related health and safety concerns	12.00%	18
Other health and safety concerns	4.67%	7
Total Respondents: 150		

### Q15 Which of the following negative feelings have troubled you at, or because of, work (please select as many as applicable)?

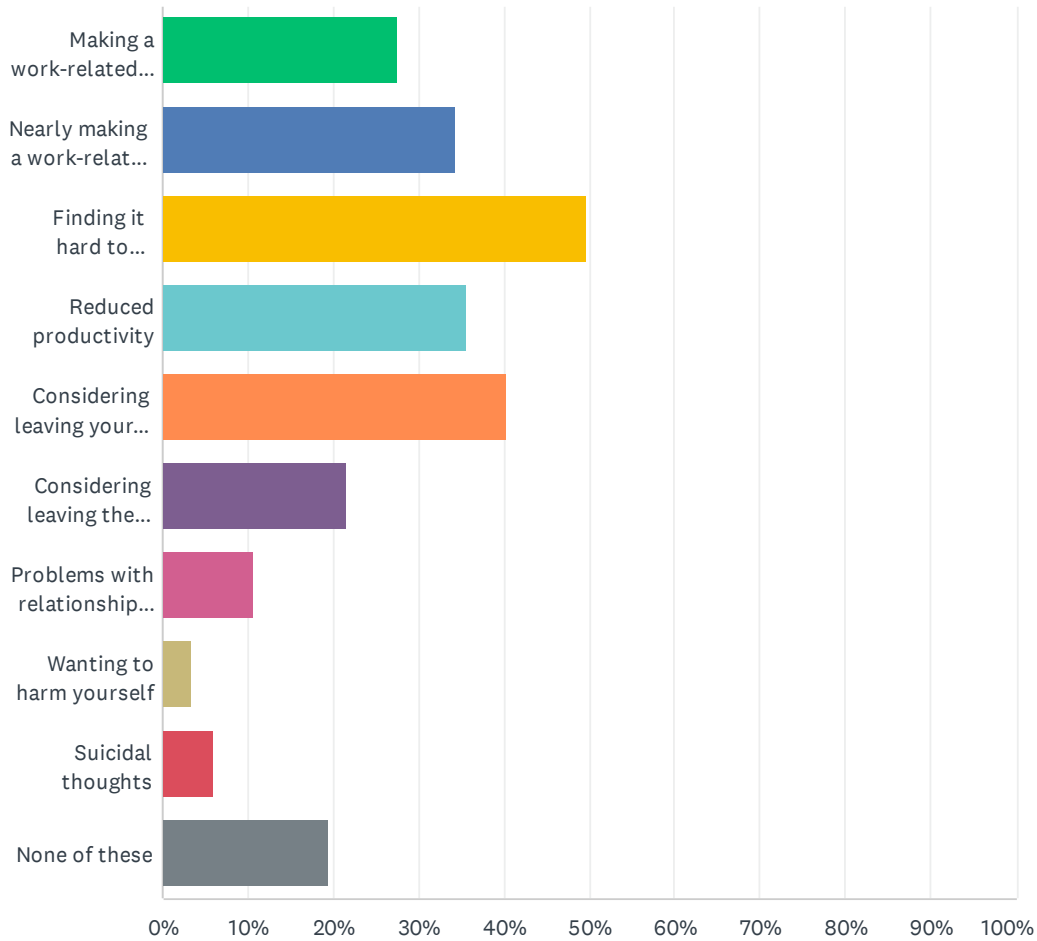
Answered: 151 Skipped: 32



ANSWER CHOICES	RESPONSES	
Feeling you're not up to the job	42.38%	64
Feeling you don't fit in	19.87%	30
Pressure to conform in ways you're uncomfortable with	11.92%	18
Fear of making mistakes	48.34%	73
Fear of redundancy	9.93%	15
Anxiety or isolation linked to something personal, such as gender, sexuality, ethnicity, religion, age, physical disability or mental health	13.25%	20
Needing to hide aspects of yourself or your life from colleagues	13.25%	20
Ethical concerns about the work you're asked to do	2.65%	4
Loneliness	14.57%	22
None of these	24.50%	37
Total Respondents: 151		

### Q16 Which of the following have you experienced as a result of work-related stress (please select as many as applicable)?

Answered: 149 Skipped: 34

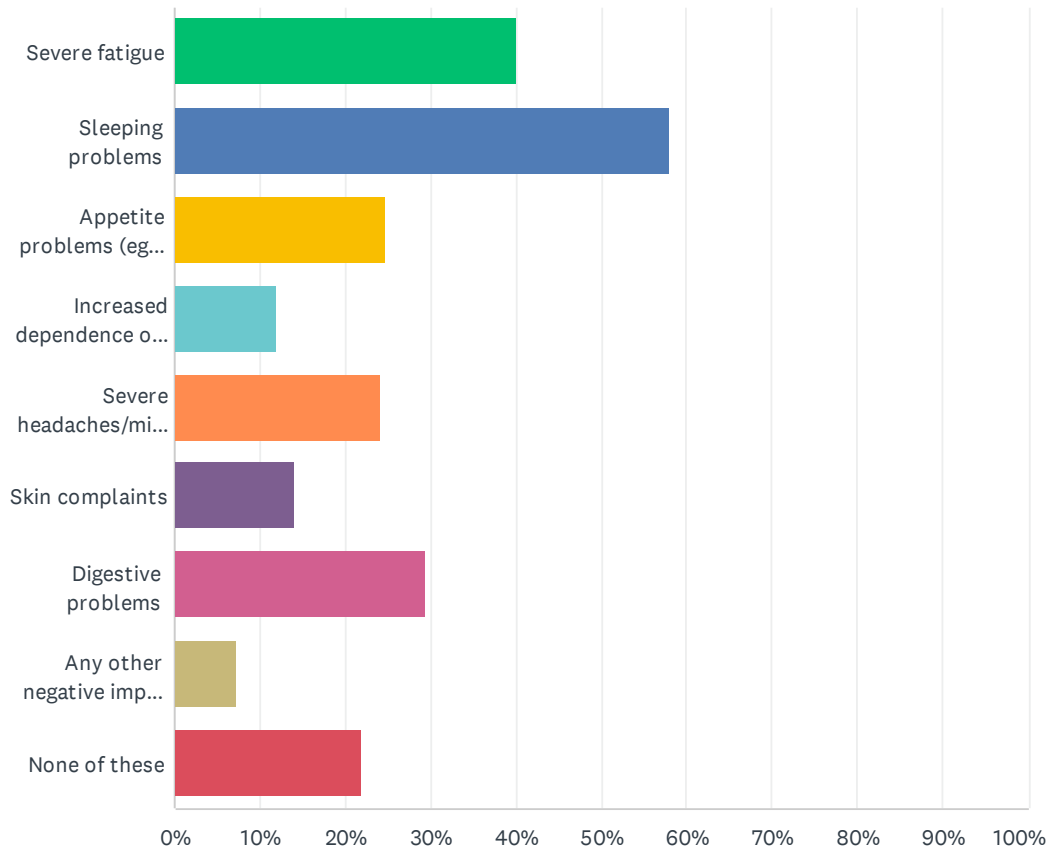


ANSWER CHOICES	RESPONSES	
Making a work-related mistake that would not have happened otherwise	27.52%	41
Nearly making a work-related mistake that would not have happened otherwise	34.23%	51
Finding it hard to concentrate on your work	49.66%	74
Reduced productivity	35.57%	53
Considering leaving your current job	40.27%	60
Considering leaving the profession	21.48%	32
Problems with relationships outside of work	10.74%	16
Wanting to harm yourself	3.36%	5
Suicidal thoughts	6.04%	9
None of these	19.46%	29
Total Respondents: 149		



### Q17 Which of the following physical symptoms have you experienced that you believe resulted from work-related stress (please select as many as applicable)?

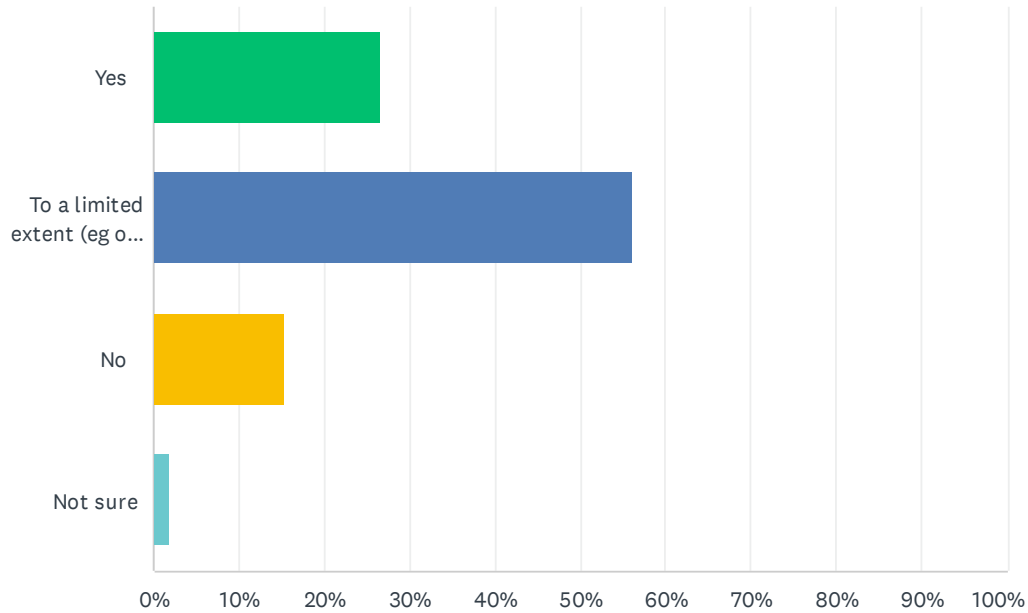
Answered: 150 Skipped: 33



ANSWER CHOICES	RESPONSES	
Severe fatigue	40.00%	60
Sleeping problems	58.00%	87
Appetite problems (eg loss of appetite or comfort eating)	24.67%	37
Increased dependence on alcohol, nicotine or recreational drugs	12.00%	18
Severe headaches/migraines	24.00%	36
Skin complaints	14.00%	21
Digestive problems	29.33%	44
Any other negative impact on physical health	7.33%	11
None of these	22.00%	33
Total Respondents: 150		

## Q18 Do you feel able to talk to colleagues about stress and mental health problems?

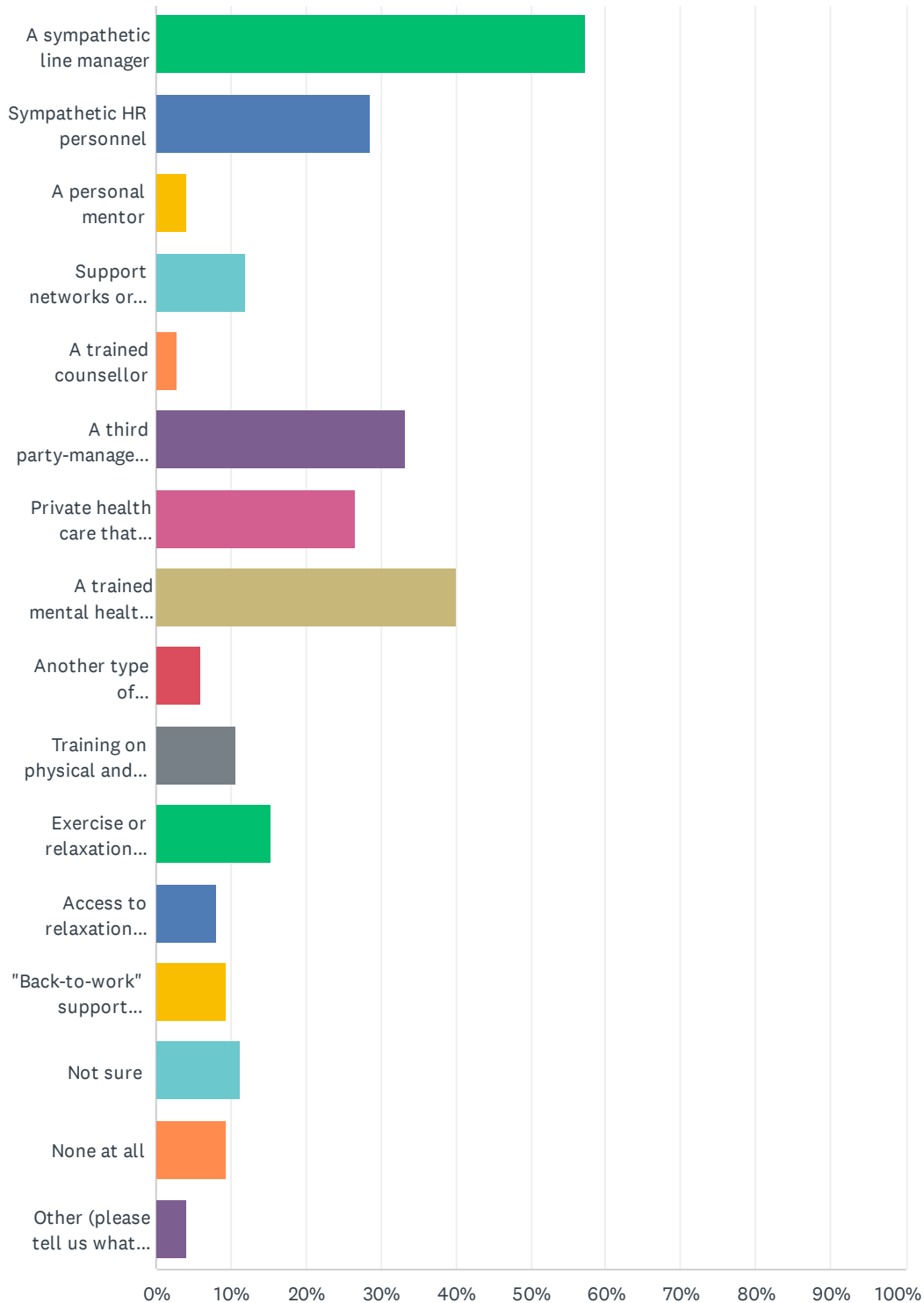
Answered: 150 Skipped: 33



ANSWER CHOICES	RESPONSES	
Yes	26.67%	40
To a limited extent (eg only to certain colleagues and/or about certain types of problem)	56.00%	84
No	15.33%	23
Not sure	2.00%	3
<b>TOTAL</b>		<b>150</b>

### Q19 Which of the following forms of support do you have access to through work (please select as many as applicable)?

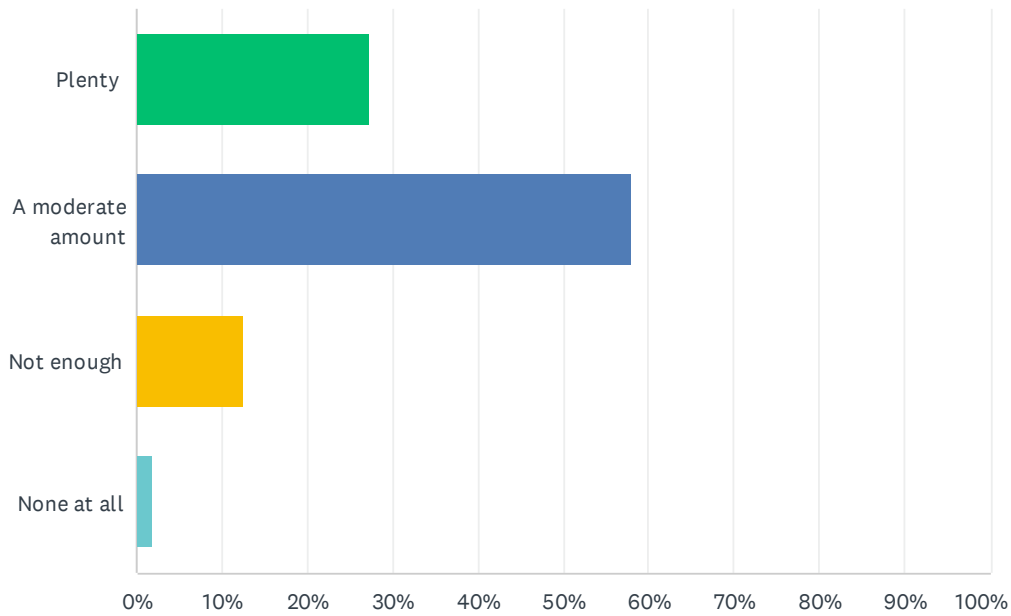
Answered: 150 Skipped: 33



ANSWER CHOICES	RESPONSES	
A sympathetic line manager	57.33%	86
Sympathetic HR personnel	28.67%	43
A personal mentor	4.00%	6
Support networks or groups (eg for women, LGBT+ or minority ethnic professionals, disabled people or carers)	12.00%	18
A trained counsellor	2.67%	4
A third party-managed "employee assistance programme"	33.33%	50
Private health care that extends to mental health problems	26.67%	40
A trained mental health "first aider"	40.00%	60
Another type of internally-appointed mental health champion	6.00%	9
Training on physical and/or mental wellbeing	10.67%	16
Exercise or relaxation classes	15.33%	23
Access to relaxation facilities such as a gym, games room or quiet room	8.00%	12
"Back-to-work" support following absence due to stress or mental illness (for example a phased return, counselling or regular follow-up reviews)	9.33%	14
Not sure	11.33%	17
None at all	9.33%	14
Other (please tell us what other forms of support you have access to through work)	4.00%	6
Total Respondents: 150		

## Q20 How much flexibility do you have in your working arrangements?

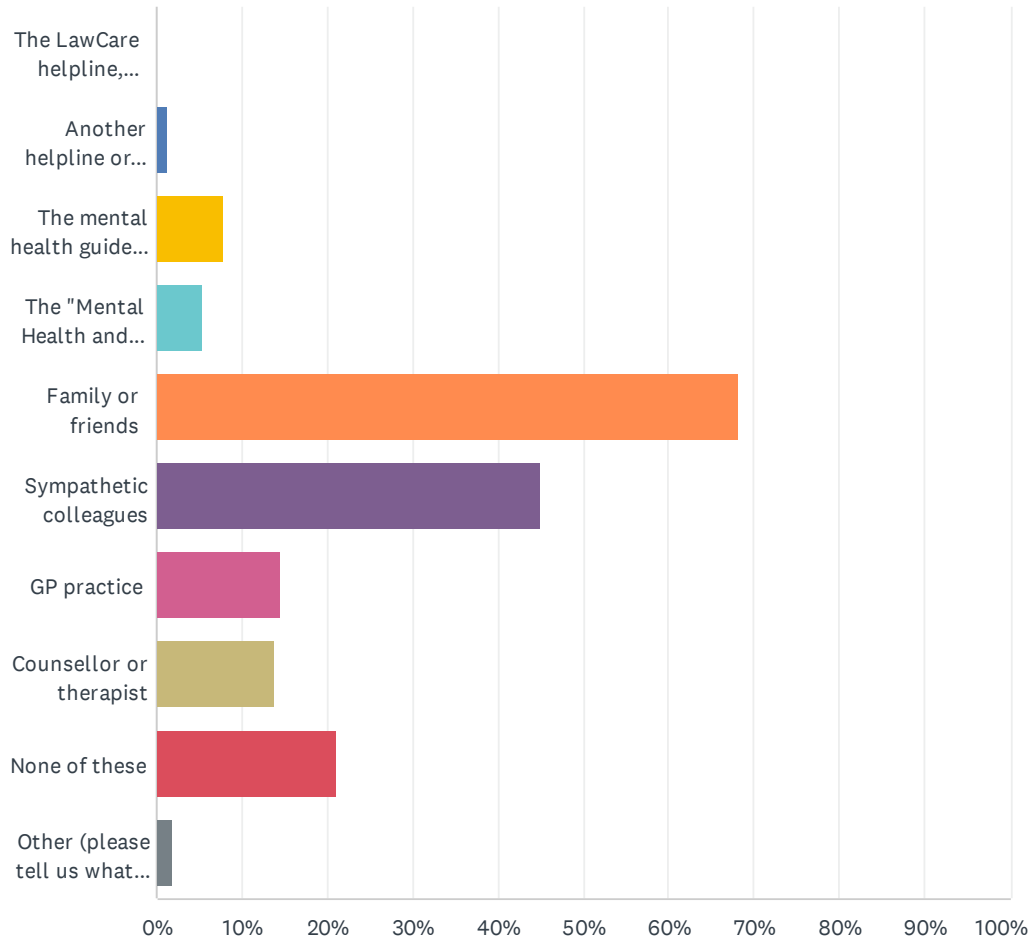
Answered: 150 Skipped: 33



ANSWER CHOICES	RESPONSES
Plenty	27.33% 41
A moderate amount	58.00% 87
Not enough	12.67% 19
None at all	2.00% 3
TOTAL	150

## Q21 Which of the following forms of mental wellbeing support have you drawn on (please select as many as applicable)?

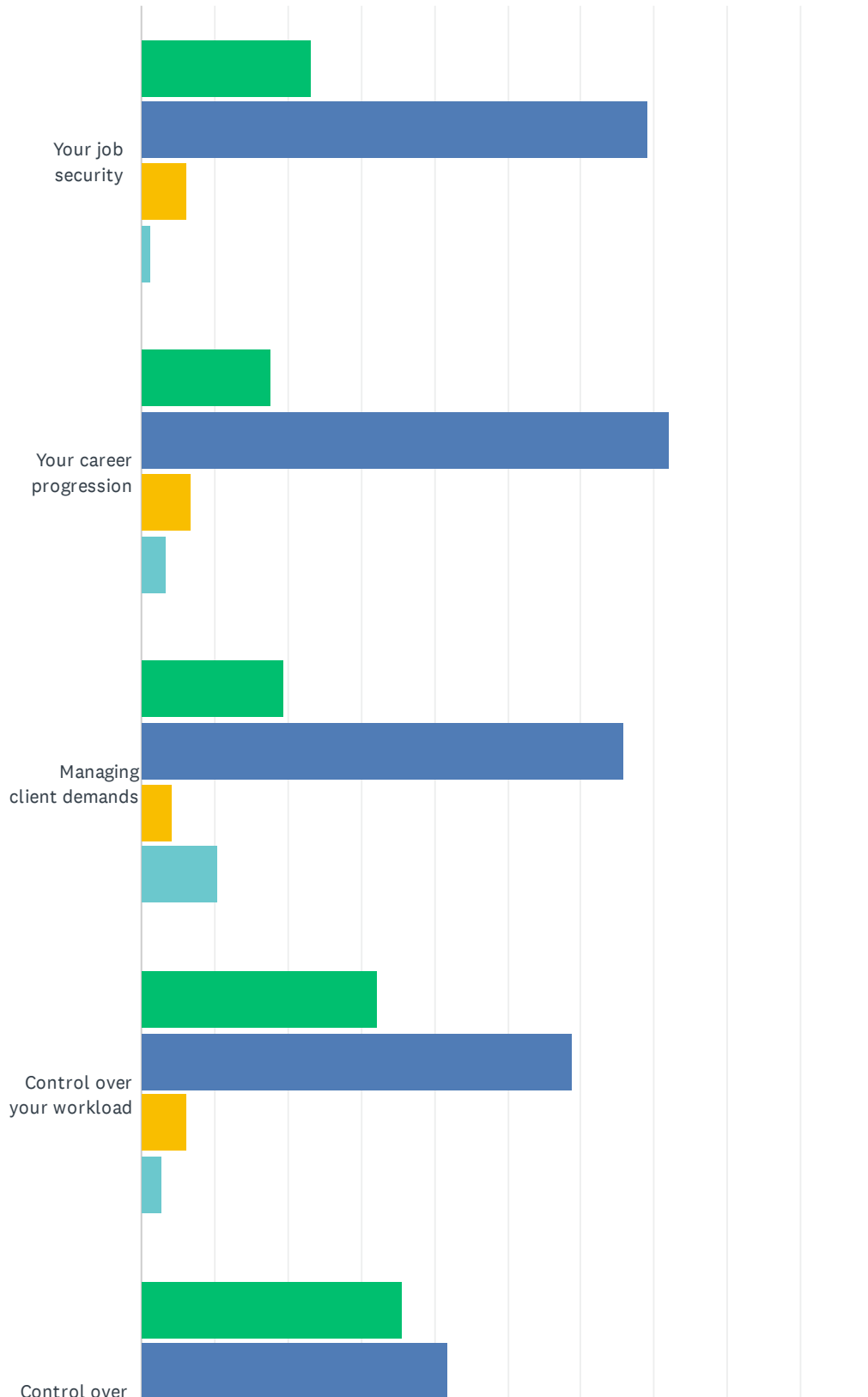
Answered: 151 Skipped: 32



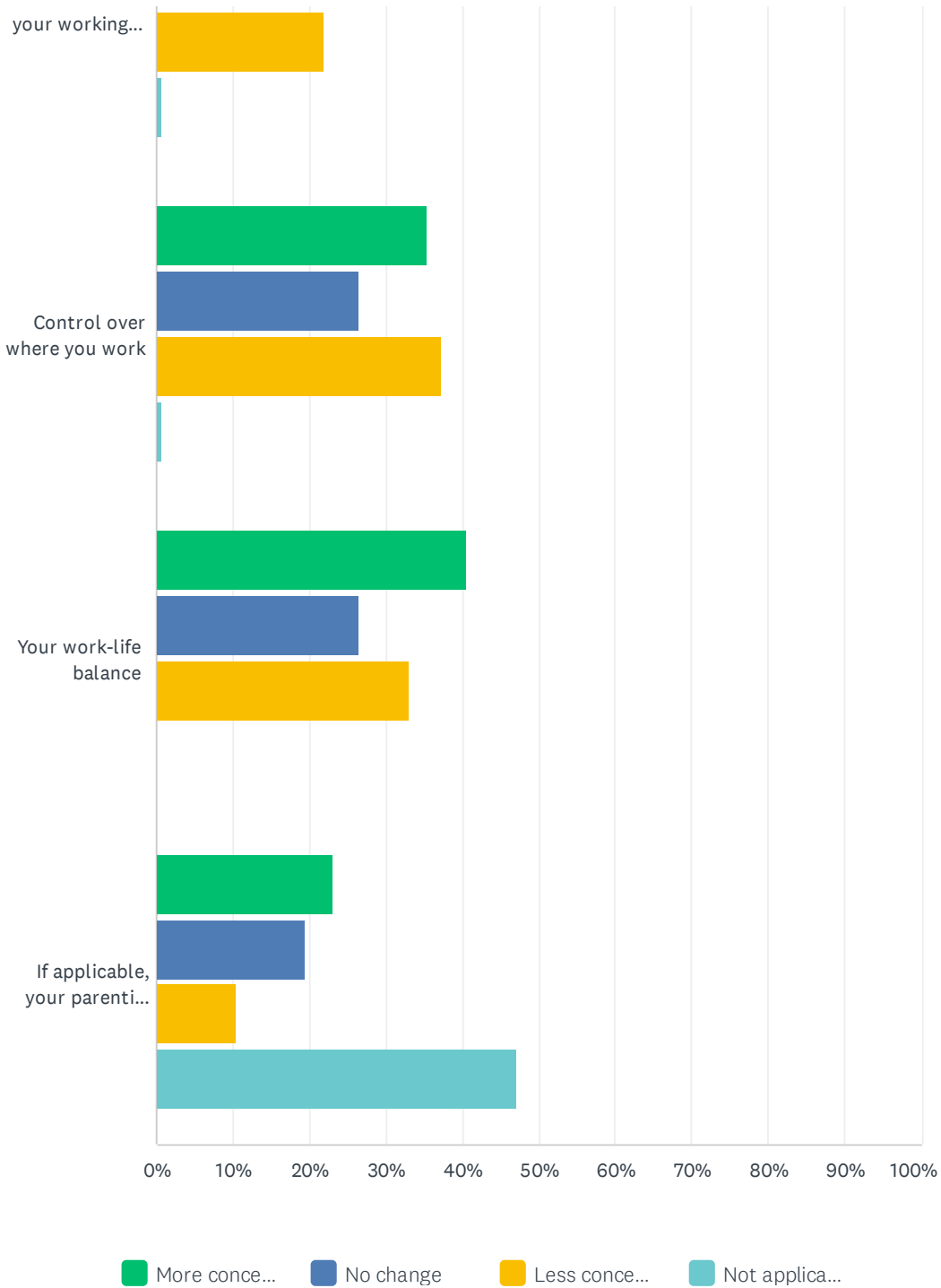
ANSWER CHOICES	RESPONSES	
The LawCare helpline, online chat service or website	0.00%	0
Another helpline or charity (eg Samaritans) (please use the box below to specify which)	1.32%	2
The mental health guides produced by Jonathan's Voice	7.95%	12
The "Mental Health and Wellbeing" page on the IP Inclusive website	5.30%	8
Family or friends	68.21%	103
Sympathetic colleagues	45.03%	68
GP practice	14.57%	22
Counsellor or therapist	13.91%	21
None of these	21.19%	32
Other (please tell us what other forms of mental wellbeing support you've drawn on in the last twelve months)	1.99%	3
Total Respondents: 151		

## Q22 How has the Covid-19 pandemic affected how you feel in relation to each of the following?

Answered: 148 Skipped: 35



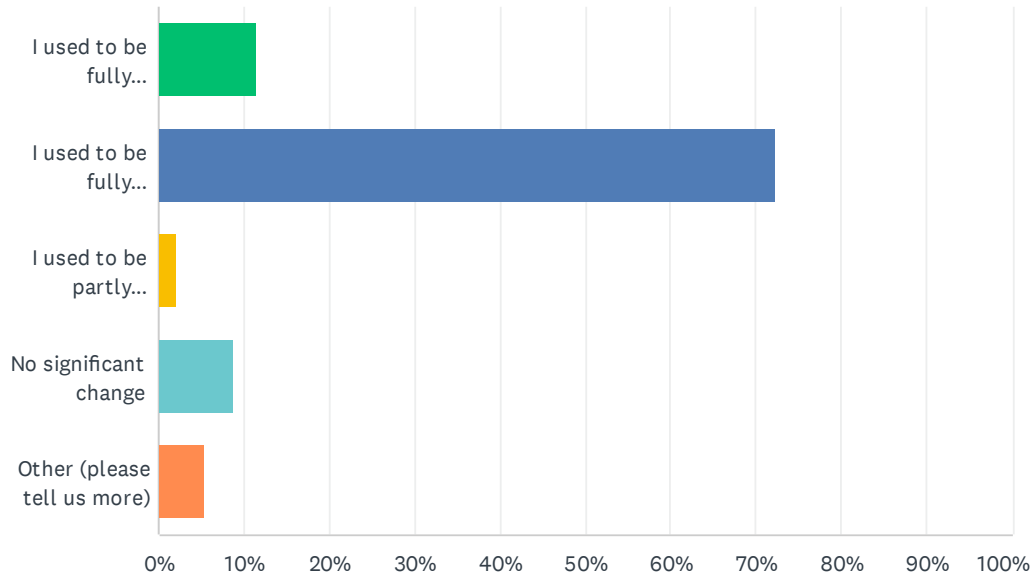




	<b>MORE CONCERNED</b>	<b>NO CHANGE</b>	<b>LESS CONCERNED</b>	<b>NOT APPLICABLE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Your job security	23.29% 34	69.18% 101	6.16% 9	1.37% 2	146	1.86
Your career progression	17.69% 26	72.11% 106	6.80% 10	3.40% 5	147	1.96
Managing client demands	19.44% 28	65.97% 95	4.17% 6	10.42% 15	144	2.06
Control over your workload	32.19% 47	58.90% 86	6.16% 9	2.74% 4	146	1.79
Control over your working hours	35.62% 52	41.78% 61	21.92% 32	0.68% 1	146	1.88
Control over where you work	35.37% 52	26.53% 39	37.41% 55	0.68% 1	147	2.03
Your work-life balance	40.54% 60	26.35% 39	33.11% 49	0.00% 0	148	1.93
If applicable, your parenting or other caring responsibilities	23.13% 31	19.40% 26	10.45% 14	47.01% 63	134	2.81

## Q23 How have your working arrangements changed in the last 2-3 years, in terms of where you work from?

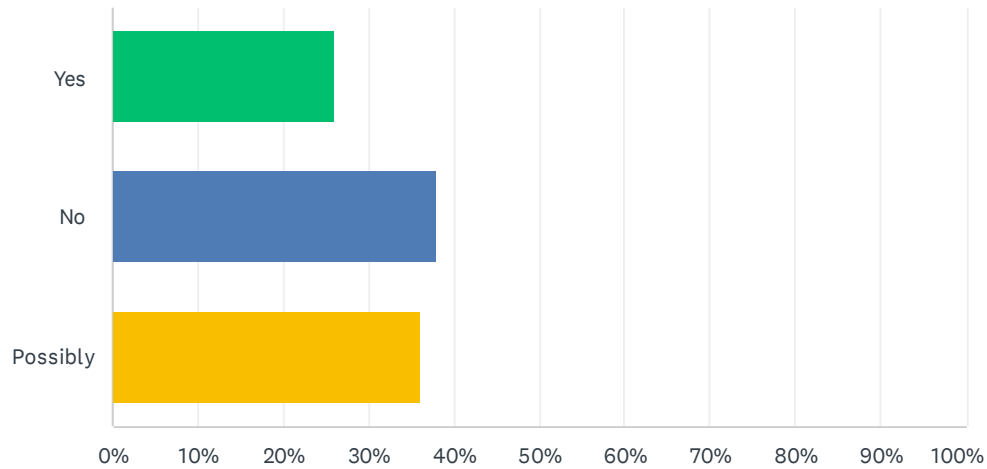
Answered: 148 Skipped: 35



ANSWER CHOICES	RESPONSES	
I used to be fully office-based; now I do all my work from home	11.49%	17
I used to be fully office-based; now I do part of my work from home and part in the office	72.30%	107
I used to be partly office-based; now I do all my work from home	2.03%	3
No significant change	8.78%	13
Other (please tell us more)	5.41%	8
<b>TOTAL</b>		<b>148</b>

## Q24 Would you be interested in joining an IP Inclusive group dedicated to paralegals and other business support staff in the IP professions, and/or taking part in its activities?

Answered: 150 Skipped: 33



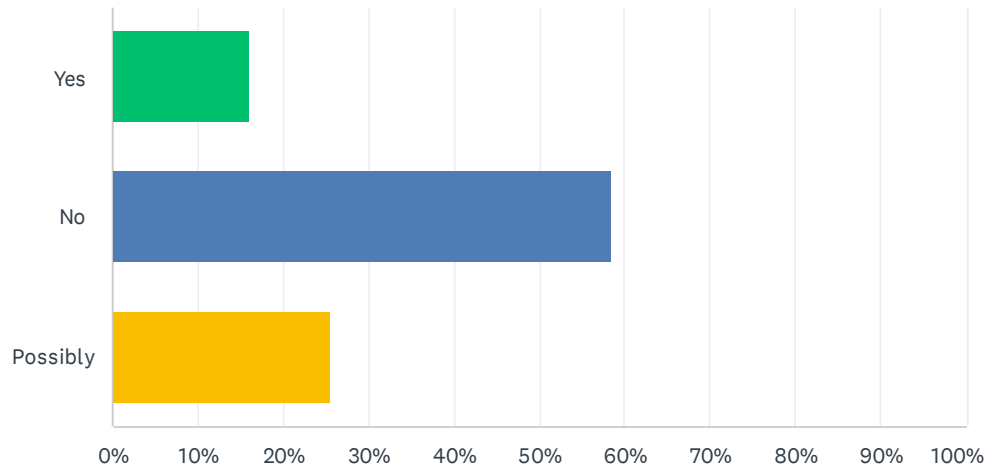
ANSWER CHOICES	RESPONSES	
Yes	26.00%	39
No	38.00%	57
Possibly	36.00%	54
<b>TOTAL</b>		<b>150</b>

**Q25 If applicable, please let us know what you would like out of such a group.**

Answered: 49 Skipped: 134

### Q26 Would you be willing to help set it up? (Remember your answers are anonymous, so we won't be able to chase you up on this; we'd just like to gauge levels of interest.)

Answered: 137 Skipped: 46



ANSWER CHOICES	RESPONSES	
Yes	16.06%	22
No	58.39%	80
Possibly	25.55%	35
TOTAL		137

**Q27 Please use this optional box for any comments you'd like to make regarding your answers above.**

Answered: 11 Skipped: 172