



# Pay gap report 2022

# Introduction

## About us

The Parliamentary and Health Service Ombudsman (PHSO) makes final decisions on complaints that have not been resolved by the NHS in England, UK government departments and other public organisations.

We currently employ around 600 people, 59% of which are female.

The PHSO pay framework provides a fair and transparent approach to pay, with seven pay grades and four pay points within each grade. The only exceptions to these pay arrangements relate to clinical advisers and PHSO's Senior Executive Team:

- Clinical advisers are NHS consultants paid under the terms of the relevant NHS Consultant Contract and their pay is set by NHS England.
- The policy and remuneration of the Chief Executive and Chief Operating Officer are set by the Remuneration Committee of the PHSO Board.

PHSO meets its obligations as a public body and operates its pay structure within current public sector pay rules.

## About this report

Since April 2017, all organisations in the United Kingdom with more than 250 employees must publish details of their gender pay gap. We have provided this information in this report, while also explaining what we are doing to reduce the pay gap.

We have not made any bonus payments to colleagues in the previous 12 months, so have not included data about bonuses in this report.

The figures provided are based on the snapshot date 31 March 2022.

# Gender pay gap: statutory requirements

## Mean and median averages<sup>1</sup>

Measure	March 2022	March 2021	March 2020	March 2019
Mean	2.3%	5%	5.5%	7.6%
Median	0%	0%	-3.2%	6.6%

Our mean gender pay gap has reduced to 2.3% and is still significantly lower than the national average, which was reported as 7.9% for full-time employees and 15.4% for all employees at April 2021.<sup>2</sup>

This includes NHS consultants who are contracted as Clinical Advisers. Excluding the Clinical Advisors, whose pay we do not set, positively impacts on PHSO's mean gender pay gap, which would be -3.9%.

We do not currently have a median pay gap.

## Hourly pay differences

Measure	Male	Female
Mean	£22.17	£21.66
Median	£17.94	£17.94

## Proportion of females and males in each quartile

Quartile	Male (number)	Male (%)	Female (number)	Female (%)
First (lower)	54	45	67	55
Second (lower middle)	51	42	70	58
Third (upper middle)	50	41	71	59
Fourth (upper)	54	45	67	55

While there is a higher proportion of female colleagues in each of the pay quartiles, this generally correlates with the overall gender representation of the organisation.

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<sup>1</sup> Data for 2019, 2020 and 2021 has been recalculated based on a 36 hour contract and is therefore different to previous published data. In each year, the pay gap has reduced or stayed the same. Data for 2022 is based on a 36 hour contract.

<sup>2</sup> [Office for National Statistics, Gender pay gap in the UK: 2021](#)

## Targeted action to reduce the pay gap

PHSO's Corporate Strategy sets out our ambition to raise awareness of the role of the Ombudsman and improve access to the service. Data and technology will increase transparency and efficiency, enabling us to contribute to continuous learning and higher standards in public services. People are at the heart of these ambitions, to ensure PHSO is a place where everyone can thrive.

We continue to take steps to reduce the pay gap, particularly to attract more females and underrepresented groups into clinical advisor roles, including:

- working in partnership with our workforce and employee network groups to make PHSO a great place for everyone to work
- evaluating recruitment, onboarding and induction processes using feedback from people who have recently joined the organisation
- continuing to invest in personal development to enhance essential skills and capabilities
- creating an inclusive culture through a new learning programme that gives people the skills and knowledge to be active participants
- taking active steps to build a workforce that is representative of the population we live in and the people we serve. We set a target of at least 30% of candidates at all stages of the recruitment process for PHSO roles to be from an Asian, Black, Mixed Ethnicity or Other Ethnic Group. We have made great progress against this target which has seen representation increase in key grades. There is more to do to increase diversity at senior levels of the organisation.

## Definitions

### What is the gender pay gap?

The gender pay gap is the difference in average earnings between women and men.

### What is equal pay?

The pay gap is not the same as equal pay. It is unlawful under the Equality Act 2010 to pay less or give individuals terms or conditions that put them at disadvantage because of a protected characteristic.

### What is the mean pay gap?

The mean pay gap is the difference in the average hourly pay for one group compared to another group in an organisation.

### What is the median pay gap?

If everyone in an organisation lined up in two separate lines dependent on whether they identify as male or female, in order of salary, the median pay gap is the difference in salary between the person in the middle of each line.