



Parliamentary
and Health Service
Ombudsman

Pay gap report 2023

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, 60% 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 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.

The figures provided are based on the snapshot date 31 March 2023.

Gender pay gap: statutory requirements

Mean and median averages

Measure	March 2023	March 2022	March 2021	March 2020	March 2019
Mean	2.7%	2.3%	5%	5.5%	7.6%
Median	0.5%	0%	0%	-3.2%	6.6%

Our mean gender pay gap is 2.7% and our median pay gap is 0.5%. This remains significantly lower than the national average, where the gender pay gap for full time employees was reported as 7.7% and 14.3% for all employees, at April 2023.¹

Our figures include NHS consultants who are contracted as Clinical Advisers. Excluding the Clinical Advisors, whose pay we do not set, positively impacts our mean gender pay gap, which would be -1.7%.

Hourly pay differences

Our hourly pay figures reported below include NHS consultants contracted as clinical advisers.

Measure	Male	Female
Mean	£23.12	£22.51
Median	£18.89	£18.80

Our staff survey in 2022 found that 95% of both females and males were interested in their work and that 67% of females in comparison to 59% of males were satisfied with the total benefits package provided.

Bonus gender pay gap

We do not have a bonus gender pay gap as we do not pay bonuses other than as non-consolidated pay at executive level. Our mean pay gap arising from non-consolidated pay at executive level in 2022/23 was -27.7% and the median pay gap is -9.0%.

Proportion of females and males in each quartile

This calculation details the percentage and number of men and women in 4 equally sized groups, ranked from highest to lowest hourly pay.

Quartile	Male		Female	
	No	%	No	%
First (lower)	56	39	87	61
Second (lower middle)	53	37	90	63

¹ [Office for National Statistics, Gender pay gap in the UK: 2023](#)

Third (upper middle)	62	43	81	57
Fourth (upper)	62	43	81	57

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

Our staff survey in 2022 demonstrated that 94% of females feel treated with respect by the people they work with, 92% felt trusted to carry out their role effectively and 95% felt their manager was considerate of their life outside work.

Targeted action to reduce the pay gap

PHSO's Corporate Strategy sets out our ambition to raise awareness of the role of the Ombudsman, removing barriers to accessing the service while improving the degree to which we represent the communities we serve. People are at the heart of these ambitions, which is why we also prioritise a healthy and effective working environment for all employees 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:

- establishing further employee network groups - Gender Equity, REACH (Race, Ethnicity and Cultural Heritage) and Disability and Wellbeing in addition to our existing networks, Pride, Carers and Families, to make PHSO an even better place for everyone to work.
- establishing real time workforce metrics that allow us to evaluate our workforce lifecycle by diversity demographic, leading us to make informed decisions on our recruitment, development, and retention of our employees.
- participation in recruitment events and use of targeted recruitment approaches to raise awareness of PHSO as an employer and attract diverse applicants.
- evaluating the outcomes of our learning programme which supports colleagues to be active participants in creating an inclusive culture. Evaluation allows us to ensure all colleagues have engaged and provide additional learning opportunities where required to ensure we continue to progress in our objective of creating a culture of learning and understanding of experiences beyond our own.

In 2024 we will be launching our new Inclusion and Wellbeing bridging plan for the period April 2024 - March 2025, aligned with our corporate strategy to recognise the importance of embedding inclusion and wellbeing into all our aims.

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. The right to equal pay is enshrined under the Equality Act 2010, which provides that it is unlawful 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 are male or female, with everyone standing in order of salary, the median pay gap is the difference in salary between the person in the middle of each line.