

# Gender Pay Gap Report 2022

**In 2017 the UK Government introduced new reporting regulations under the Equality Act 2010 requiring companies with over 250 employees to disclose their gender pay gap annually. Age UK has two reportable companies - Age UK the Charity, which includes colleagues in our influencing, services, and fundraising teams, and Age UK Trading CIC, which includes our back office and retail colleagues. This report outlines the results for both companies for 2022. In line with legislative requirements, it sets out data for the reporting period 6th April 2021 – 5th April 2022, based on the snapshot month of April 2022.**

## What is the gender pay gap?

The gender pay gap is the difference in the average hourly rate of pay between women and men in an organisation, expressed as a percentage of average male earnings.

A gender pay gap is indicative of sex inequity and can result from a number of factors including differences in the occupations and types of roles carried out by women and men, level of seniority and engagement in part time work.

The gender pay gap does not compare salaries earned by men and women in the same or like for like roles and is not a measure of pay inequity or equal pay. It is solely the difference in average gross hourly earnings between the sexes. In Age UK the Charity and Age UK Trading CIC staff are paid equally for the same or equivalent work.

## Who makes up Age UK's workforce?

In April 2022, the snapshot date, Age UK employed 286 reportable colleagues and Age UK Trading CIC employed 991, broken down as follows:

	Age UK the Charity	Age UK Trading CIC
<b>No. and % of the workforce female</b>	No. 229 (80%)	No. 790 (80%)
<b>No. and % of the workforce male</b>	No. 57 (20%) This represents a 2% increase in favour of women compared to the last reporting period.	No. 201 (20%) This represents a 1% increase in favour of women compared to the last reporting period.

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	Age UK the Charity			Age UK Trading CIC		
	2020-21	2021-22	National Average 2021-22	2020-21	2021-22	National Average 2021-22
<b>Mean Gender Pay Gap</b>	8.51%	<b>7.98%</b>	N/A	22.9%	<b>8.81%</b>	N/A
<b>Median Gender Pay Gap</b>	16.96%	<b>10.87%</b>	8.3%	0%	<b>0%</b>	8.3%

The mean gender pay gap at Age UK continues to close year on year. For 2022, the mean gender pay gap for Age UK the Charity is 7.98%. It has decreased 0.53 percentage points since 2021 (8.51%) and 2.45 percentage points since 2020 (10.43%). For Age UK Trading CIC, the mean gender pay gap for 2022 is 8.81%. This represents a significant decrease of 13.48 percentage points since 2021.

The median gender pay gap at Age UK the Charity is 10.87%. It has decreased by 2.57 percentage points since 2021 and 11.13 percentage points (22%) since 2020. The median gender pay gap is 0% for Age UK Trading CIC. 0% has been maintained by Age UK Trading CIC for three years.

The positive trend of closing the gender pay gap for Age UK the Charity and having little to no gender pay gap for Age UK Trading CIC, has been driven by salary uplifts for junior positions, thereby reducing pay differentials between junior and senior roles, and an increase in the number of women in higher paying management positions, which has improved female representation across salary grades.

Whilst positive improvements have been made and sustained, the continuing overrepresentation of women employed by both entities has impacted the complete closure of the gap. Age UK the Charity and Age UK Trading CIC are significant employers of women, with females making up 80% of each entity's workforce. Both are also female led, with 100% of the Executive team at the Charity and 60% of the Executive team at Trading CIC being female. Whilst we are proud to be an employer of choice for women, we recognise this overrepresentation is also indicative of structural sex bias within the charity sector, where women are predominately employed in lower paying roles. At Age UK the Charity and Age UK Trading CIC, men are underrepresented at all levels but particularly in frontline junior positions, in our call centres and in retail. This occupational disparity is driving the continuing, albeit falling, gender pay gap. To close the gap, we are actively focused on recruiting more men into frontline junior positions.

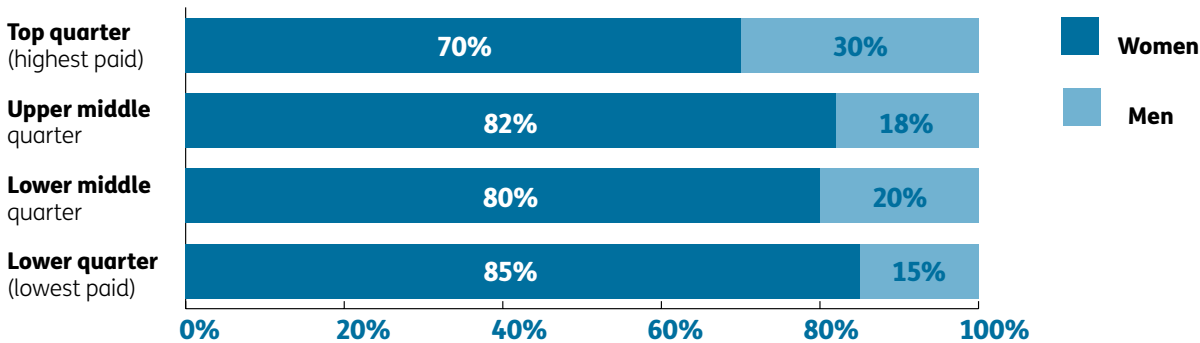
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## Pay Quartiles

In Age UK the Charity women occupy **70%** of the highest paid roles and **85%** of the lowest paid roles.

The percentage of females in the lowest paid quartile has remained consistent at around 85% for three years. Conversely, the percentage of females in the highest paid quartile has increased from 64% in 2020 to 70% in 2022, a positive upward trend of 6 percentage points.

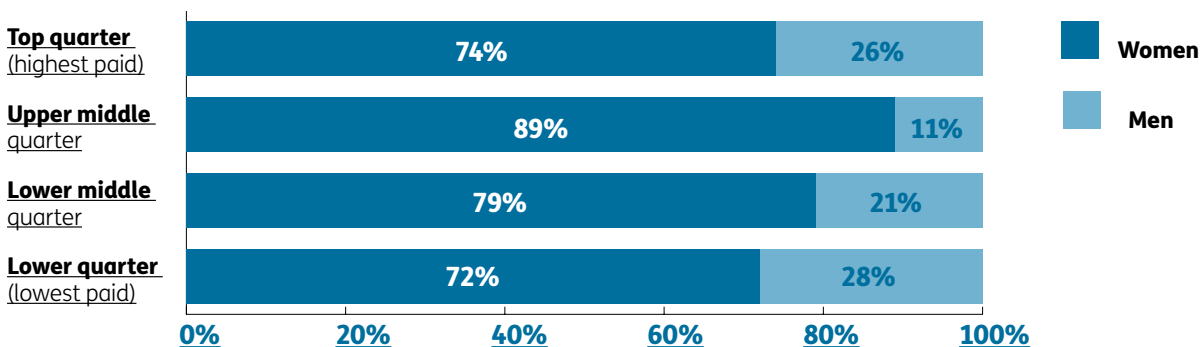
### Age UK the Charity FY2021-22



In Age UK Trading CIC women occupy **74%** of the highest paid roles and **72%** of the lowest paid roles.

The percentage of women in the lowest paid quartile has fallen from 84% in 2020 to 72% in 2022, a positive decrease of 8 percentage points. The percentage of women in the highest paid quartile has increased from 69% in 2020 to 74% in 2022, a positive upward trend driven by the recruitment of more women into senior management positions.

### Age UK Trading CIC FY2021-22



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## Bonus Gap

	Age UK the Charity		Age UK Trading CIC	
<b>Mean bonus gap</b>	-100%		0%	
<b>Median bonus gap</b>	-100%		0%	
	Female	Male	Female	Male
<b>% colleagues receiving a bonus by sex</b>	1.75%	0%	1.8%	3.1%

Age UK does not pay bonuses as they are commonly understood. However, we do deliver a nomination-based reward scheme that provides a small net payment to colleagues in recognition of special achievements. For the purposes of gender pay gap reporting, the scheme falls into the definition of a bonus.

For 2021-22, in Age UK the Charity, 4 females received the reward and no males, representing a 100% bonus gap favourable to women. For Age UK Trading CIC 3.1% of males, compared to 1.8% of females, received the award, however as the reward amount is the same there is no bonus gap.

## Addressing the Gender Pay Gap at Age UK

We recognise that successfully addressing the gender pay gap is not a standalone issue, it must be supported by meaningful actions to tackle inequality more broadly.

Below we have listed 5 key areas of equity, diversity and inclusion work that are supporting Age UK the Charity and Age UK Trading CIC to successfully close the gender pay gap.

### 1. Hybrid Working

We have introduced a hybrid working model which supports staff to work effectively from home and an office, as needed, and provides greater flexibility in terms of working hours. Hybrid working has led to improved productivity, engagement, and retention across our workforce. There have been notable benefits for women, who as a result of sex inequities disproportionately have caring responsibilities for child and adult dependents. Increased flexibility with regards to their place and hours of work has supported many women to effectively manage professional and personal commitments whilst opening up access to development and promotional employment opportunities. Consequently, we've seen an increase in female representation in our management team.

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## 2. Salary Uplift

We are committed to providing fair and competitive terms and conditions for our employees. This ensures we are able to attract and retain diverse talent which enables us to best meet the needs of the older people we serve. To that end, we have recently invested in our Advice Line and Retail services, including providing colleagues with a salary uplift. Our advice lines and retail stores are vital frontline services, staffed primarily by women. Investing in these business strands has played a key role in closing the gender pay gap. We will be giving further consideration later in the year to adopting the Real Living Wage.

## 3. Employee Resource Groups

We have established Employee Resource Groups (ERG) to actively involve staff in creating inclusive work practices and dismantling institutional barriers to recruitment, development, progression, and retention. ERGs are voluntary employee associations, which operate as peer networks for members with a shared affinity, identity, or background.

We have 5 ERGs focused on working parents and carers, race, religion, menopause awareness and young workers. Our ERGs create a forum for collective voices around shared issues, provide expertise to influence policy and practice, and actively work to build community across the organisation.

## 4. Recruitment

We are in the process of implementing changes to our recruitment systems and processes in order to reduce barriers to joining the organisation and remove the potential for unfair bias. This includes trialling the use of anonymous applications and using targeted recruitment campaigns to attract more males into frontline positions.

## 5. Head of Equality, Diversity and Inclusion

We have invested in a new role, Head of Equality, Diversity and Inclusion. The postholder joined in September 2022. As a subject matter expert, they are working with the charities leadership team to define Age UK's strategic priorities in relation to equity, diversity and inclusion, oversee the effective development and implementation of operational plans and support the organisation in the realisation of benefits.

**Paul Farmer**  
**Age UK CEO**