Age UK – Gender Pay Gap 2021

As required by legislation, our report sets out Age UK's gender pay gap as at 5 April 2021. At Age UK we have 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.

In April 2021, Age UK employed 277 reportable colleagues and Age UK Trading CIC employed 968.

Pay	Age UK, the charity		Age UK Trading CIC	
Mean gender pay gap	8.51%		22.29%	
Median gender pay gap	16.96%		0%	
	Female	Male	Female	Male
Lower quartile	85.92%	14.08%	73.02%	26.98%
Lower middle quartile	84.62%	15.38%	80.94%	19.06%
Upper middle quartile	73.24%	26.76%	87.19%	12.81%
Upper quartile	69.86%	30.14%	66.5%	33.5%

No bonus payments were made by either employer in the 12 month period up until the 5th April 2021.

Committed to reducing the gap

The median gap in Age UK, the charity, has decreased this year to 16.96% (2020/21: 22%) and remained at 0% in Age UK Trading CIC. Our mean gap in Age UK, the charity, has reduced to 8.51% (20201/21: 10.43%) and increased slightly in Age UK Trading CIC to 22.29% (2020/21: 20.92%). Our deeper analysis shows that people do receive equal pay for equal work in both employers.

Age UK, the charity, is a significant employer of women and overall, 80% of our staff are female, which isn't unusual for charities. We are also female led, with our upper quartile 69% female, up from 64% last year. Looking at our structure in Age UK, rather than quartiles, five of our current eight Executive Directors are female, and 82% of our wider leadership team are female too.

The main driver for the gap is the high percentage of females in front-line roles in our call centres in Devon. This makes up our lowest quartile, which at 86% is higher than in many other charities. To address the gap there are two main levers we can pull. The first is to increase the number of women in upper quartiles, which we are working to do. However, to shift the dial significantly we also need to reduce the percentage of women in the lower quartiles, ideally by increasing the percentage of men.

Because of the pandemic, we published last year's action plan only some six months ago, in October 2021, meaning there's a shorter time between this report and the last one than usual. Not surprisingly therefore we are still working to complete everything we committed to in October, but we are also able to report tangible progress in several areas.

We are:

- Reporting internally on our gender pay gap on a six-monthly basis using the calculation required by the government, but also a wider calculation that addresses an issue with the government statistics where ‘non-reportable’ employees, people who aren’t on full pay for any reason, are excluded.

- Taking a deeper dive into what’s going on behind the headline statistics, supplemented by research into the experiences of women working at Age UK, how they feel about career progression, ways of working, benefits, and other internal and external factors that affect equality of opportunity.
- Building on the flexible working practices we already have in place by moving to a flexible first and digital first organisation through the introduction of hybrid working.
- Improving our recruitment processes and practices to reduce barriers for potential employees by introducing application forms to reduce selection biases. Our new job description templates have more inclusive wording and clarity on the must-have job skills, and we are actively encouraging applications from people with experience gained in diverse ways.
- Supporting women experiencing the perimenopause and menopause through our Menopause Commitment, which set out a package of support including training, help for managers, and a Wellness Action Plan. Our Menopause Awareness Champions will help by raising awareness and providing further practical and emotional support.
- Launching our Conscious Inclusion training programme, which is designed to break down barriers to full inclusion for all our staff.
- Investing in development opportunities to help women progress. This year we are testing a leadership development programme through a specialist provider with a small cohort, ahead of a wider programme in the future.
- Exploring what we can do to encourage more men, and people from diverse backgrounds, to apply for roles in our shops and in our call centres, thereby having a positive impact on the gender pay gap.

We are committed to improving the wage progression of women and to reducing the gender pay gap at Age UK. Building on our successes to date we are confident that we can continue to make progress in both the shorter and longer term, by listening to and working in partnership with our staff.

Tracey Bright
Interim CEO