

Gender pay gap report 2023

What is the gender pay gap?



The gender pay gap measures **the difference in the average hourly earnings of men and women** in the organisation. This is different from equal pay, which is the pay difference between men and women who do equal work.



All our **jobs are evaluated using a recognised evaluation scheme** to make sure we **measure the value of every role** in a consistent way, and we **pay equally** for work of equal value.



As a company with 250 or more employees, **we're required under the Equality Act 2010 to publish the gap** in earnings between men and women. We submit our data to the Government; the report is also **available on our website**.



This report shows **the mean average and the median**. The mean average is calculated by totalling all hourly earnings and dividing by the number of employees. The median is the middle value of all employees' hourly earnings.

This is Citizens Advice's **seventh annual gender pay gap report**.

We're also reporting on our ethnicity and disability pay gaps. These are in the attached annex. Ethnicity and disability pay gap reporting is not a legal requirement but we believe it's important to report on this to ensure transparency and to take action to reduce those pay gaps.

Gender identity

We recognise that a person's sex or gender does not always align with the sex and/or gender they were assigned at birth. Also, there are people who do not identify into the binary categories of men and women, for example people who are non-binary or intersex.

Citizens Advice has to follow the current statutory requirements for gender pay gap reporting, so gender must be reported in a binary way, identifying the pay gap between men and women. As a result, our report does not differentiate pay data for colleagues with other gender identities. The data we've used for the calculation comes from right to work documentation every colleague has to give us by law; this is normally either a passport or birth certificate. We acknowledge this may not provide an accurate record for those who do not identify in the way they have been categorised in these documents.

Taken as a whole, the data shows the pay disparities that exist between men and women at Citizens Advice. We use the words men and women in this report, while acknowledging this is not a satisfactory description for some of the colleagues categorised in this way for the purpose of the analysis.

Our gender pay gap on 5 April 2023

Summary of report

The Citizens Advice **median gender pay gap for 2023 is 11.8%, which has fallen from last year.**

The latest national data, published by the Office for National Statistics (ONS), for the year ending April 2022, shows the UK median gender pay gap was 14.3%.

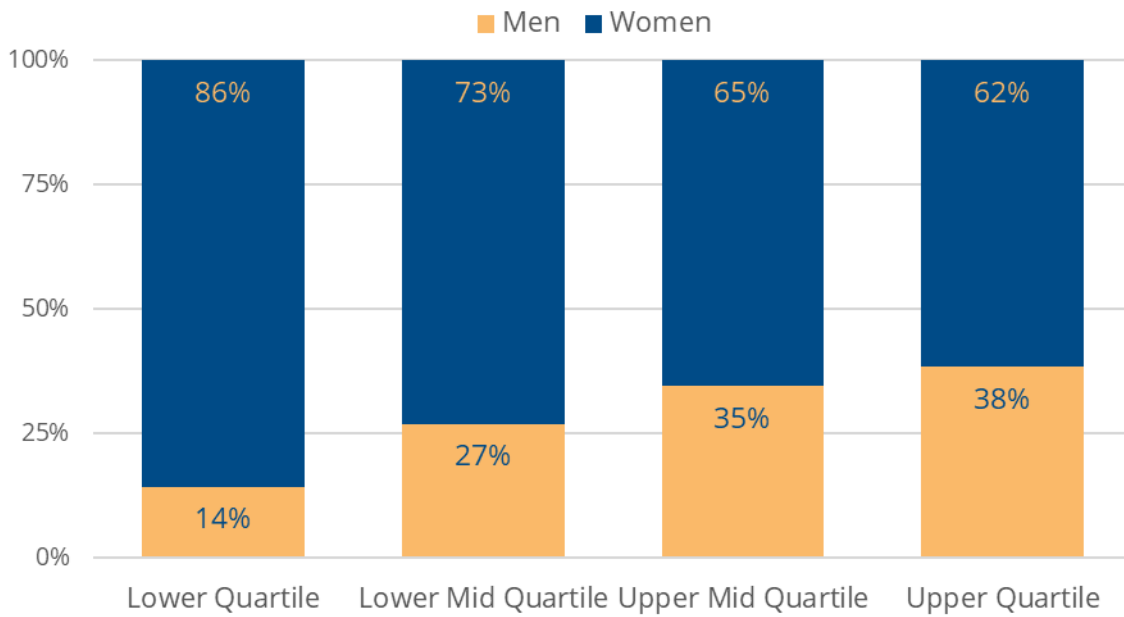
Breakdown of employee groups

Our overall workforce is 71% women and 29% men. Our Witness Service, which makes up 23% of our colleagues, is 87% women and 13% men. Almost all of our Witness Service roles are operational, frontline delivery or administrative in nature and are locally based across England and Wales and these roles tend to be evaluated and paid lower in all industries and sectors.

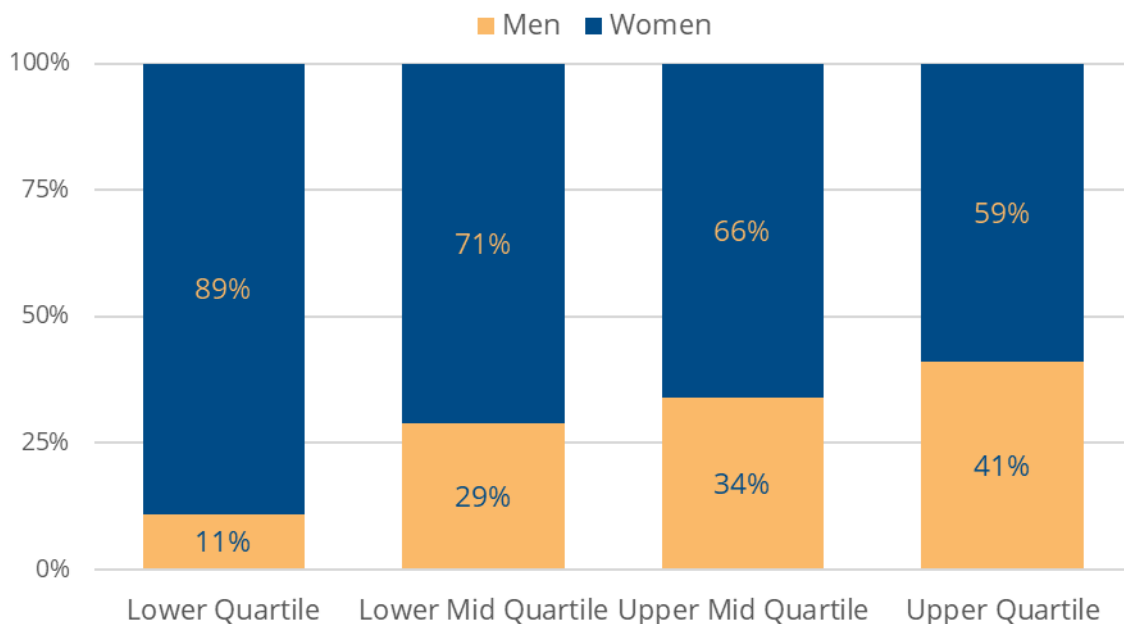
Proportion of men and women in each pay quartile

The chart below shows the distribution of our workforce across the four pay quartiles.

Distribution of our workforce across four pay quartiles in 2023



Distribution of our workforce across four pay quartiles in 2022



Our gender pay gap journey

We have seen an overall improvement in our gender pay gap since 2018 and we're pleased that our 2023 pay gap has reduced from 2022. Overall, while we are pleased the pay gap is

heading in the right direction we know we still have work to do to ensure it continues to decrease year-on-year.

We have discussed the gender pay gap with our Trustee Board and Executive Committee and put in place a number of initiatives to address the gap.

The table below shows the gender pay gap, over the past 7 years.

| Year of analysis | Mean pay gap | Median pay gap |
|-------------------------------------|---------------------|-----------------------|
| Citizens Advice gender pay gap 2023 | 12.4% | 11.8% |
| Citizens Advice gender pay gap 2022 | 14.6% | 16.1% |
| Citizens Advice gender pay gap 2021 | 15.9% | 16.1% |
| Citizens Advice gender pay gap 2020 | 13.5% | 15.9% |
| Citizens Advice gender pay gap 2019 | 16.8% | 18% |
| Citizens Advice gender pay gap 2018 | 17.6% | 22.1% |
| Citizens Advice gender pay gap 2017 | 17.5% | 23.9% |

The main driver of the gender pay gap continues to be the distribution of women across our pay grades. For example 77.5% of the Officer grades are made up by women and 91.3% of the Support grades, compared to 61.5% of the Head of Service grades.

Our lowest two pay grades are often frontline facing roles (for example those in our Witness Service) that offer a combination of local and part-time working: work that can be attractive to those with caring responsibilities (the 2021 census showed that 59% of informal carers are women). Currently 87.3% of these frontline facing roles are undertaken by women. Because of this, it is useful to view the organisational median gender pay gap without factoring in these roles as this allows us to explore other factors that may be driving the gap. When unaffected by those frontline roles, our gender pay gap is 5.8%. Nonetheless, it is important to note that when the Witness Service is discounted from calculations, there are still proportionately more women in the Support (91.2%) and Officer (70.6%) grades across Citizens Advice. The reduction in gap this year appears to be attributable to changes in staffing, particularly at Officer grade within the Witness Service.

Our pay gaps action plan includes activity intended to ensure that women at Citizens Advice continue to be supported to develop and progress in the organisation. We will also continue to monitor the reasons for an ongoing gender pay gap. We recognise however that many of the actions we are taking will take some time to embed.

Bonuses received by employees are part of the gender pay gap reporting. Citizens Advice does not pay bonuses, therefore **the bonus gender pay gap is nil** and there are no figures relating to this.

What have we done over the past year (April 2022 to March 2023) to address the gender pay gap?

We implemented a **progressive pay approach** to our annual pay review process over the last 4 years (so those on lower pay received a larger percentage increase compared to those on higher salaries). We delivered our **Race Matters Development Programme** to support colleagues of colour, with a particular focus on women of colour, to progress within the organisation. 75% of participants on the programme were women. We have reviewed our **recruitment and interview process** and reviewed and promoted **flexible working policies**.

Further action we are taking to address our gender pay gap

We'll continue to focus on improving the following areas:

Recruitment: we will continue to embed our inclusive recruitment framework to ensure our recruitment and selection processes are inclusive, equitable and mitigate exposure to bias in decision making. We will:

- Continue our work to support the attraction of a diverse workforce into senior leadership roles.
- Ensure EDI is embedded within the Talent Acquisition Model.
- Review recruitment processes for court based roles.

Equity Diversity and inclusion learning and data capture:

- We'll undertake deeper dives to continue to build our understanding of the reasons for our pay gaps.

Supporting and developing women for leadership roles:

- We will deliver the second cohort of our Race Matters Development Programme to support colleagues of colour, with a particular focus on women of colour, to progress within the organisation.

Ethnicity and Disability Pay Gap

We're also pleased to report on our ethnicity and disability pay gaps. This is not yet a legal duty, but it is important to report on these matters and we use the data to shape our policies and inform the public, our clients and our employees of how we are doing.

ANNEX A

Our ethnicity pay gap as of 5 April 2023

We're able to report on our ethnicity and disability pay gaps because we have data on these characteristics from 72% of our colleagues. We don't have enough data on other protected characteristics from colleagues to make any other intersectional analysis reliable enough at the point of reporting. Because of the relatively small numbers, we're only able to differentiate in this report between colleagues who identify as either white, or people of colour; and as disabled or not disabled.

Summary of report

The median ethnicity pay gap for 2023 (comparing people of colour to white colleagues) is 3.9%, a decrease from 5.1% in 2022.

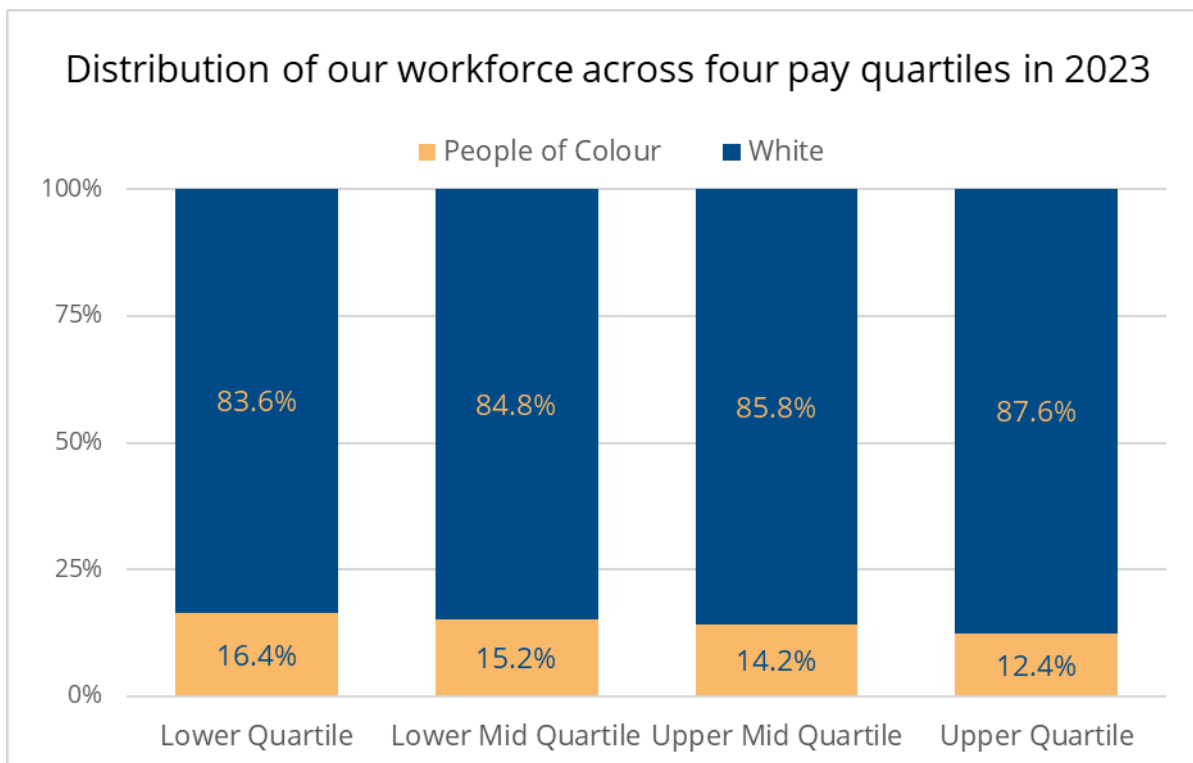
The main driver of the pay gap is due to changes within the grade distribution. When we compare the 2022 pay gap data to the 2023 data we see that:

- There has been an increase in colleagues of colour at Director level
- There has been a decrease in colleagues of colour at Officer level and an increase at Senior Officer level.

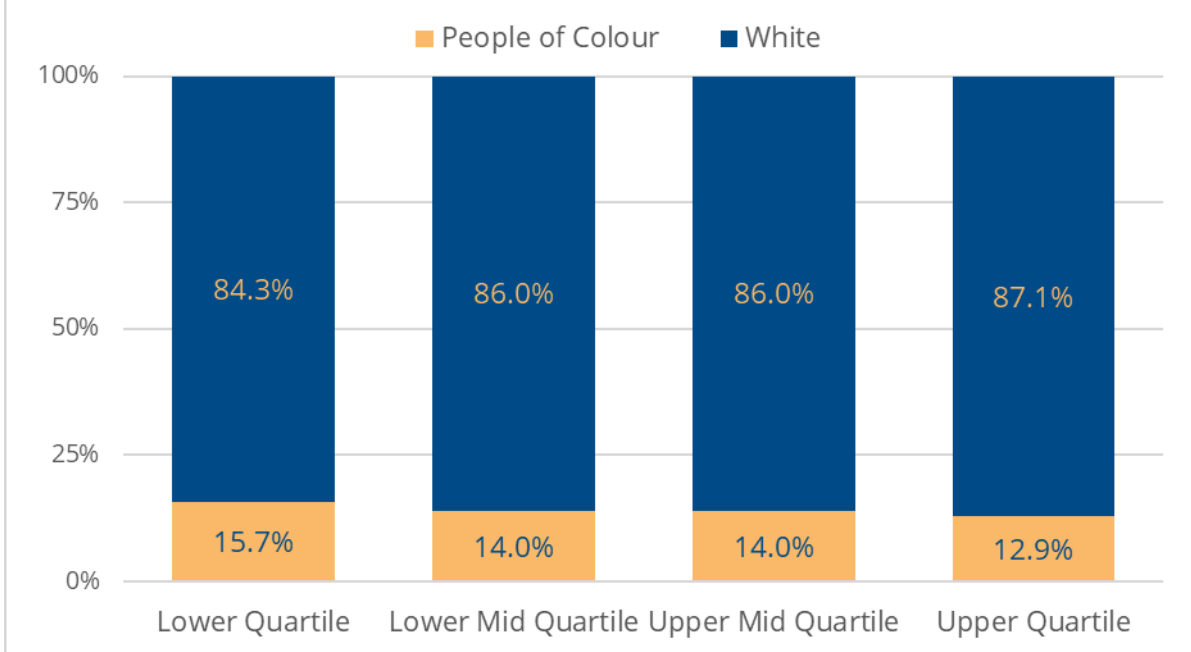
| | Year of analysis | | | | |
|----------------|------------------|-------|-------|-------|--------|
| | 2023 | 2022 | 2021 | 2020 | 2019 |
| Mean pay gap | 3.49% | 3.50% | 3.32% | 5.43% | 7.69% |
| Median pay gap | 3.86% | 5.00% | 2.03% | 6.01% | 11.18% |

Proportion of people of colour and white colleagues in each pay quartile

The chart below shows the distribution of our workforce across the 4 pay quartiles in 2023 and 2022. For the year to April 2023, as it was in the previous two years, the quartile with the greatest percentage of people of colour is the lowest paid, and the highest paid quartile has the lowest percentage.



Distribution of our workforce across four pay quartiles in 2022



Distribution of men and women of colour within each quartile

The percentage of women of colour in the lower quartile has remained unchanged since 2022 and has decreased in the upper quartile. The percentage of women of colour in the lower-mid and upper-mid quartiles has increased since 2022. Since 2022, the percentage of men of colour has increased in the lowest and highest quartiles and fallen in the middle two.

| | 2023 | | | | Total |
|----------------|-------------------|---------------|-----------------|-------------|-------|
| | Women of colour % | White women % | Men of colour % | White men % | |
| Lower Quartile | 14.0% | 73.1% | 2.3% | 10.5% | 100% |
| Lower-mid | 12.8% | 58.5% | 2.4% | 26.2% | 100% |
| Upper-mid | 10.8% | 59.7% | 3.4% | 26.1% | 100% |
| Upper Quartile | 9.0% | 50.6% | 3.4% | 37.1% | 100% |
| Overall | 11.6% | 60.4% | 2.9% | 25.1% | 100% |

Our disability pay gap as of 5 April 2023

Summary of report

The median disability pay gap for 2023 (comparing disabled colleagues to non-disabled colleagues) is 1.2%, a decrease from 5.7% in 2022. Other than 2022, our disability pay gap has continued to decrease since reporting began in 2019. The reduction of the gap this year is largely due to changes in staffing.

For the last three years our highest paid quartile has had the lowest percentage of disabled colleagues, although the percentage who are disabled in our highest quartile has risen from 17% to 23% in 2023.

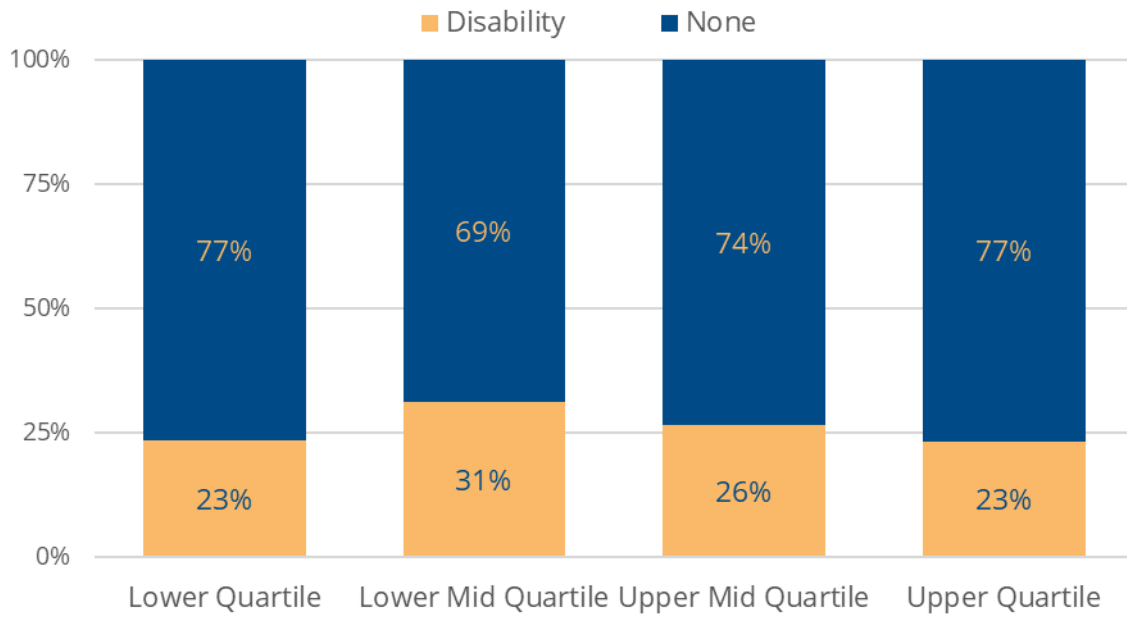
The percentage of disabled colleagues in the lower quartile increased from 20% to 26% in 2022; however this has decreased to 23% in 2023. The lower mid quartile and upper quartile have seen the greatest increase in percentage of disabled colleagues from 2021 to 2023.

| | Year of analysis | | | | |
|----------------|------------------|------------|------------|------------|------------|
| | April 2023 | April 2022 | April 2021 | April 2020 | April 2019 |
| Mean pay gap | 1.33% | 5.1% | 2.57% | 6.65% | 8.45% |
| Median pay gap | 1.2% | 5.7% | 3.84% | 8.65% | 9.82% |

Proportion of disabled and non-disabled colleagues in each pay quartile

The chart below shows the distribution of our workforce across the four pay quartiles in 2023 and 2022.

Distribution of our workforce across four pay quartiles in 2023



Distribution of our workforce across four pay quartiles in 2022

