

Gender pay gap report 2022

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 **sixth 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

Gender identity is often assumed from the sex assigned at birth. However, gender is more complex than 'men' and 'women'. There are many people who don't fit into these binary categories, for example people who are non-binary or intersex. We also recognise that a person's sex or gender does not always align with the sex and or gender they were assigned at birth.

We have 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 doesn't differentiate pay data for colleagues with other gender identities.

The data we've used for the calculation comes from right to work documentation, for all our colleagues, which would normally be either a passport or birth certificate. We acknowledge this might not provide an accurate record for those who don't identify in the way they have been categorised in these documents. To ensure we felt confident with our approach to the calculation, by way of comparison, we also calculated the pay gap without the pay data for our non-binary colleagues and both sets of data were comparable.

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 isn't 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 2022

Summary of report

The Citizens Advice **median gender pay gap for 2022 is 16.1%, which is unchanged 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 14.9%.

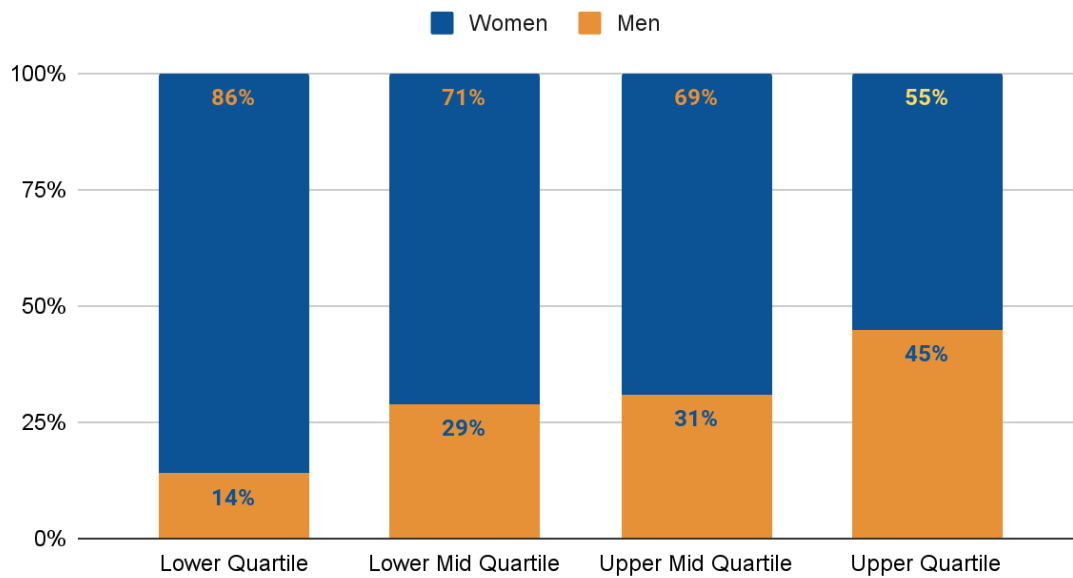
Breakdown of employee groups

Our overall workforce is 71% women and 29% men. Our Witness Service, which makes up over 25% of our colleagues, is 88% women and 12% 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.

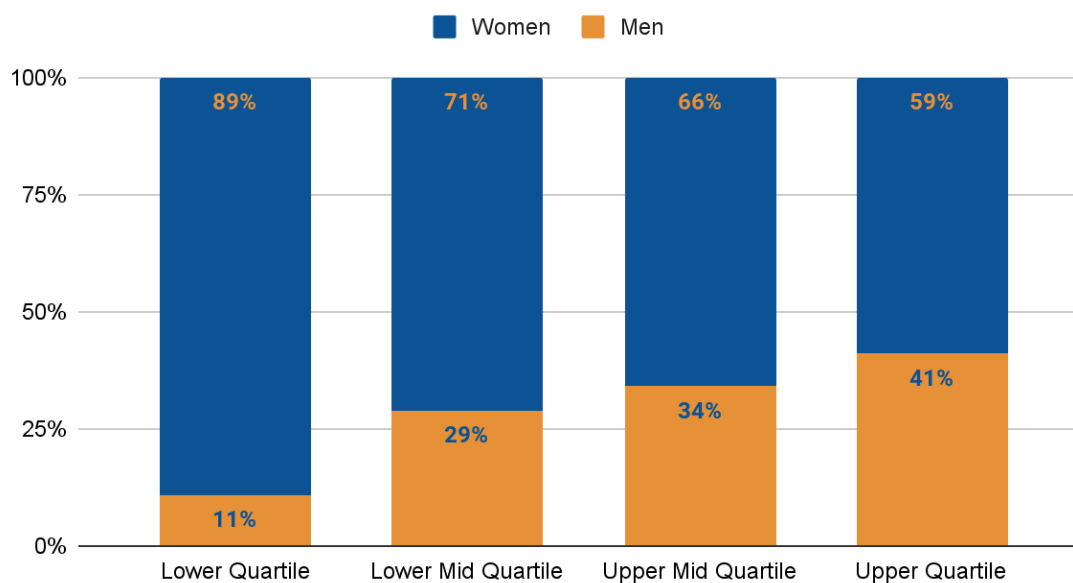
Proportion of men and women in each pay quartile

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

Distribution of our workforce across four pay quartiles in 2022



Distribution of our Workforce across four pay quartiles 2021



Our gender pay gap journey

Comparing the results of the gender pay gap for the last 5 years, we initially saw good improvement over the 5 years, and then a more static picture over the last 2 years.

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, such as a progressive pay approach to our annual pay review each year since 2019.

The table below shows the gender pay gap, over the past 6 years.

Year of analysis	Mean pay gap	Median pay gap
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 our median gender pay gap is the proportion of women in each of our pay grades; 42% of our colleagues sit in our lowest two pay grades (Support and Officer). These are often frontline facing roles (for example those in our Witness Service), which offer a combination of local and part-time working and have historically attracted a larger proportion of women. Currently 89% of these frontline facing roles are undertaken by women.

It is unlikely that we will see a big enough shift in the representation of women in these roles to significantly reduce the overall organisational gender pay gap; although we do plan to explore why these roles have been less attractive to men. 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 5.7%. This is largely driven by the lower proportion of women (57%) working in our two highest grades (Director and Head of Service) compared to the overall population of women within our organisation (71%). Our planned actions are likely to have a more immediate impact on this part of the gap.

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 2021 to March 2022) to address the gender pay gap?

We implemented a **progressive pay approach** to our annual pay review process over the last 3 years (so those on lower pay received a larger percentage increase compared to those on higher salaries). Using **new ways of advertising and networking**, together with **targeted recruitment practices**, we have seen a year-on-year increase in the number of women joining our technology and digital teams. We now have a gender split of 51% women (up 5% compared to 2021) and 49% men in these teams, up from 61% men and 23% women 3 years ago.

Further action we are taking to address our gender pay gap

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

Recruitment

- We're continuing our recruitment work to support the attraction of a diverse workforce into senior leadership roles
- only partnering with recruitment agencies that have a track record in supporting inclusive and equitable recruitment

Reviewing and promoting our flexible working options

- As standard our roles are open to a discussion about flexible working, including part-time working and blended working to give maximum flexibility on where our people do their best work.
- We offered additional paid leave for parents and carers during the coronavirus pandemic and introduced a new carers policy in 2021.

Equity Diversity and inclusion learning and data capture

- We've introduced a new people platform and are improving our gender identity (binary, non-binary and intersex) data collection. We believe that gender identity is broader than just 'men and women' and although the regulations require us to report in this way, we recognise and welcome colleagues of all gender identities. We want to ensure we are as gender inclusive as possible, taking into account the current limitations of the statutory reporting process and will manage our reporting in a way that is consistent with our values

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

Reward

- We are undertaking a review of our reward and benefits offer

Supporting and developing women for leadership roles

- In December 2022 we launched 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 the pay gap according to our colleagues' ethnicity and disability. 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 users and our employees of how we are doing.

ANNEX A

Our ethnicity pay gap as of 5 April 2022

We're able to report on our ethnicity and disability pay gaps because we have data on these characteristics from 75% 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 2022 (comparing people of colour to white colleagues) is 5.1%, an increase of 3.1% from 2021.

This has been partly due to a change in our People system (Dayforce) where colleagues have had to redeclare their diversity information. As at 5 April 2022, 75% of colleagues had recorded their ethnicity on Dayforce; this is a fall from 88% in April 2021. It is also partly due to changes of colleagues over the year and the distribution of colleagues across our grades. Although we have seen an increase in people of colour at our higher grades and a decrease of people of colour at our lowest grade, the fluctuation of

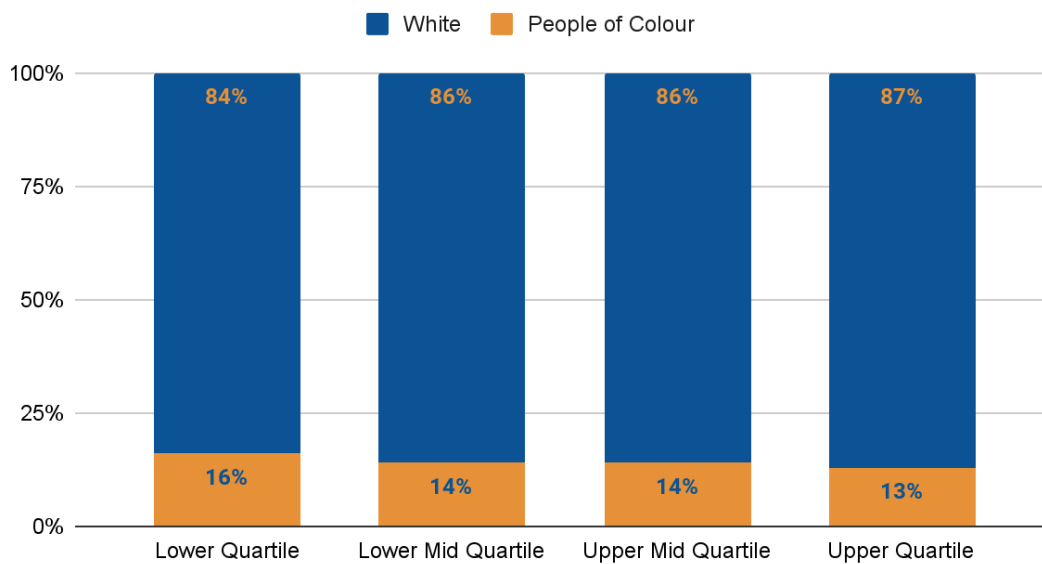
colleagues in the grades in between has contributed to the increase in the pay gap this year.

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

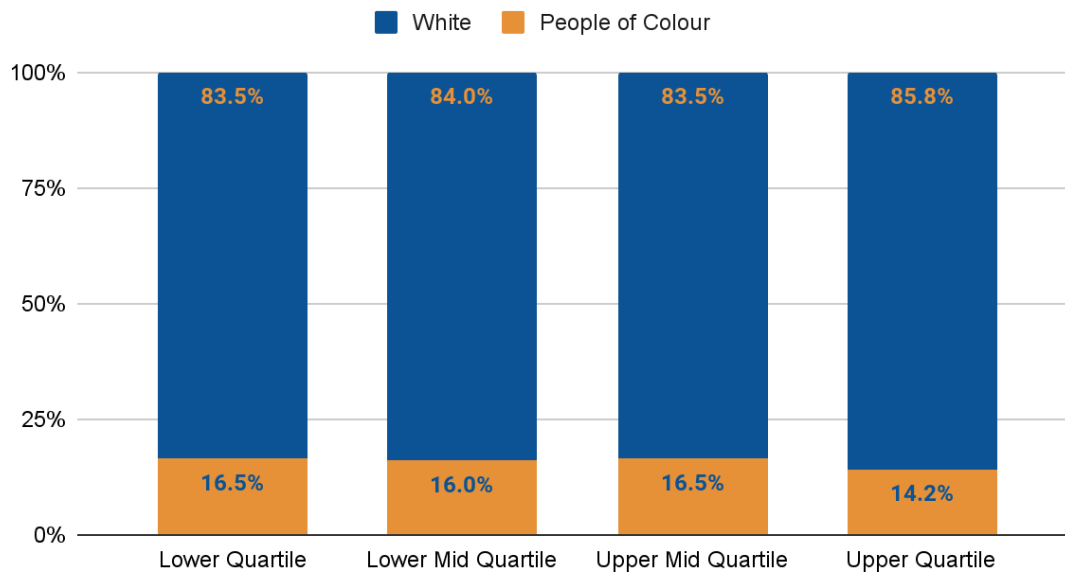
Proportion of people of colour and white colleagues in each pay quartile

The chart below shows the distribution of our workforce across the 4 pay quartiles in 2022 and 2021.

Distribution of workforce across the four quartiles - 2022



Distribution of workforce across the four pay quartiles 2021



Distribution of men and women of colour within each quartile

As at 5 April 2022, only 75% of colleagues declared whether they were People of Colour or White. The percentages displayed in the above graphs and below table are therefore only representative of the number of colleagues who declared their data and not based on the total number of colleagues.

The percentage of women of colour in the bottom two quartiles has fallen since 2021, while in the top two quartiles, it has risen. Men of colour have fallen in three quartiles, but rose in the second lowest.

	2022				Total
	Women of colour %	White women %	Men of colour %	White men %	
Lower Quartile	14.0%	73.6%	1.7%	10.7%	100%
Lower-mid	11.2%	59.6%	2.8%	26.4%	100%
Upper-mid	9.5%	60.7%	4.5%	25.3%	100%
Upper Quartile	10.1%	49.4%	2.8%	37.7%	100%
Overall	11.2%	60.8%	3.0%	25.0%	100%

Our disability pay gap as of 5 April 2022

Summary of report

The median disability pay gap for 2022 (comparing disabled colleagues to non-disabled colleagues) is 5.7%, an increase of 1.86% from 2021.

This increase is due partly to declaration rates. On 5 April 2022, 73% of colleagues had declared whether or not they were a disabled person; this is a fall from 80% the previous year. We introduced a new people system (Dayforce) to record employee data and colleagues were required to redeclare their information. We also updated the questions we asked, and the possible response options available. It is also partly due to changes in colleagues over the year and the distribution of colleagues across our grades. Although we have seen an increase in disabled colleagues in our senior roles, we have also seen an increase in disabled colleagues in our lower grades which has contributed to the increase in the pay gap this year.

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

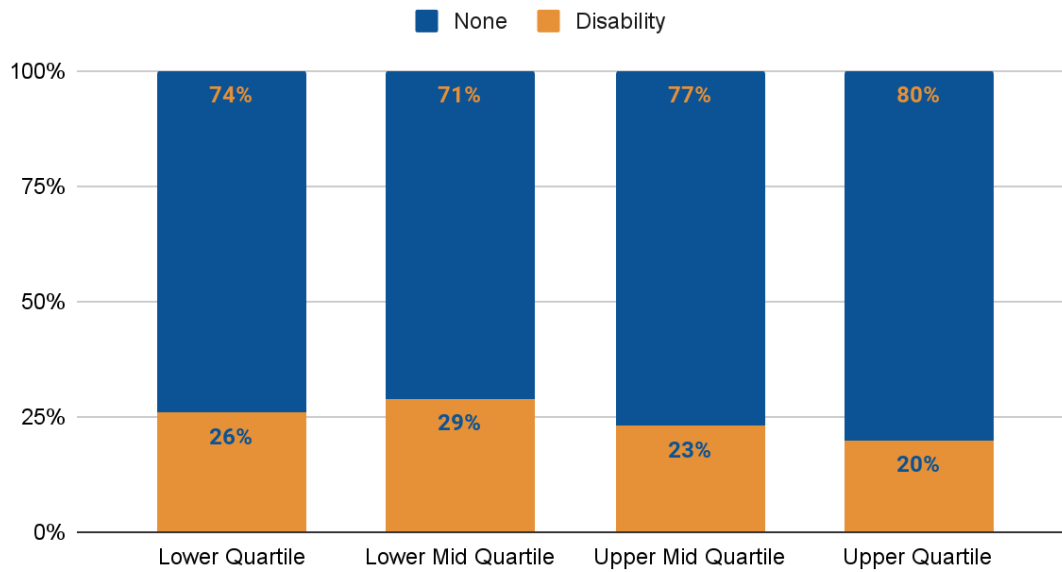
Pay gaps of disabled colleagues

As at the 5 April 2022, only 73% of colleagues declared whether or not they had a disability. The percentages displayed in the above graphs and below table are therefore only representative of the number of colleagues who declared their data and not based on the total number of colleagues.

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 2022 and 2021.

Distribution of workforce across the four quartiles - 2022



Distribution of workforce across the four quartiles - 2021

