

# 2020 Gender pay gap report

(Reported August 2021)

NHS Resolution's mean gender pay gap has marginally increased from 7% in 2019 to 7.8% in 2020. Similarly the median pay gap has increased from 6.8% to 9.1%. As in 2019, only female employees received bonus pay in 2020 which means there is no pay gap to report in this regard.

Our workforce profile is 62% female as at 31 March 2020, which represents a 1% increase against our 2019 data. 2020 saw a positive increase in the percentage of female employees in the upper middle pay quartile, which has increased by a further 4%. However, the organisation continues to have a gender gap, which could be attributed to the increase in the percentage of female employees in the lower middle pay quartile, which also increased by 4% in 2020. There is no change to the percentage of females in the lower or upper quartiles.

# Our purpose and values

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Resolving concerns fairly and learning from harm is at the heart of what NHS Resolution is about, embedding our values in the way we work internally and externally.

We are an arm's length body of the Department of Health and Social Care. We are a Special Health Authority which provides:

- Indemnity cover for clinical and non-clinical liabilities
- Learning from claims
- Legal and professional services
- Dispute resolution between commissioners and primary care contractors
- Advice and support to healthcare organisations on the effective management and resolution of performance concerns relating to practitioners.

## Our purpose

To provide expertise to the NHS on resolving concerns fairly, share learning for improvement and preserve resources for patient care.

## Our values

**P**rofessional – We are dedicated to providing a professional, high quality service, working flexibly to find effective and efficient solutions.

**E**xpert – We bring unique skills, knowledge and expertise to everything we do.

**E**thical – We are committed to acting with honesty, integrity and fairness.

**R**espectful – We treat people with consideration and respect, and encourage supportive, collaboration and inclusive team working.

# Reporting requirements

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From April 2017 onwards, any UK organisation employing 250 or more employees is required to report annually on its gender pay in six different ways:

1. Mean gender pay gap – ordinary pay
2. Median gender pay gap – ordinary pay
3. Mean gender pay gap – bonus pay in the 12 months ending 31 March
4. Median gender pay gap – bonus pay in the 12 months ending 31 March
5. The proportion of male and female employees paid a bonus in the 12 months ending 31 March
6. The proportion of male and female employees in each quartile

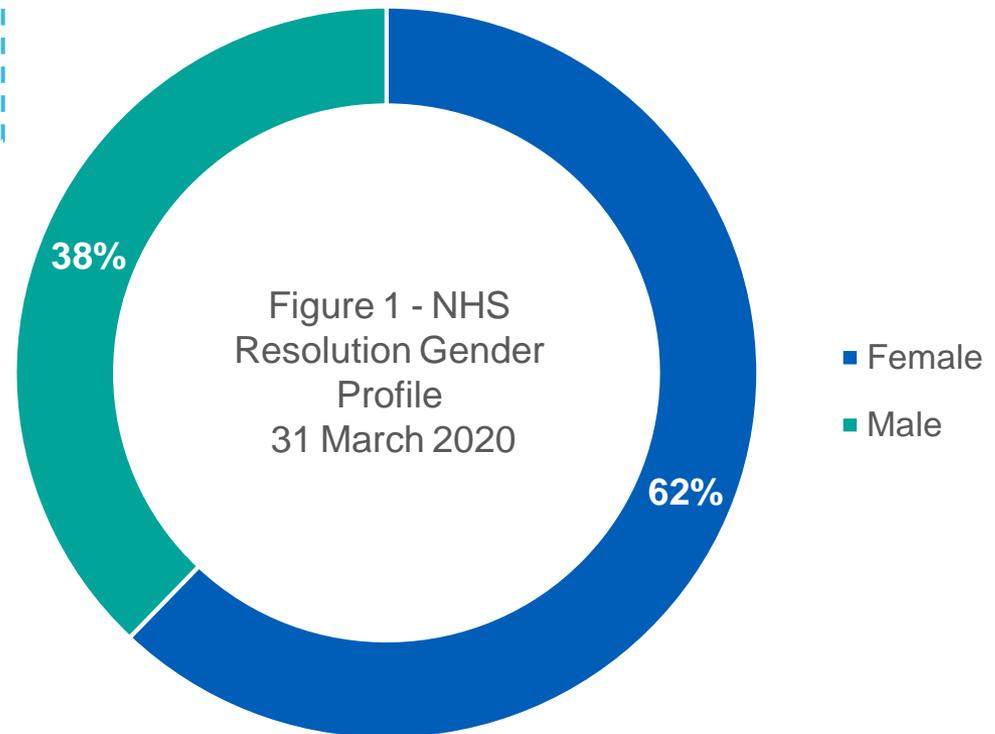
The gender pay gap shows the difference in the average earnings between male and female employees within NHS Resolution.

The mean gender pay gap is the difference between the mean hourly rate of pay of male full-pay relevant employees and that of female full-pay relevant employees.

The median gender pay gap is the difference between the median hourly rate of pay for male full-pay relevant employees and that of female full-pay relevant employees.

# Our gender profile

**Snapshot date – 31 March 2020**  
 The chart below details our gender profile which is broadly the same as last year, with a 1% increase in the number of female employees. Our workforce consisted of 220 female and 134 male employees.



# Gender profile by pay band

## Pay structure

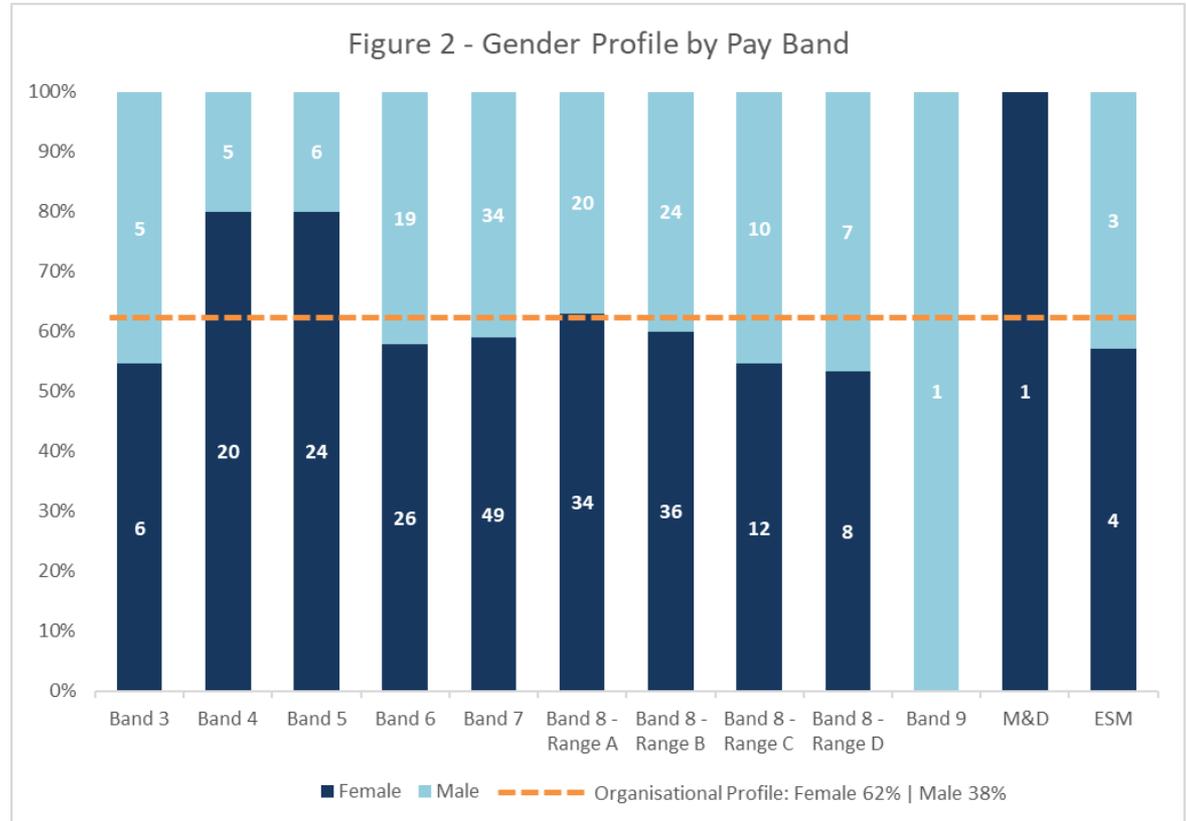
All NHS Resolution staff, except for medical and dental staff (M&D), executive and senior managers (ESM) are paid on the National Agenda for Change (AfC) pay, terms and conditions of service. The terms and conditions set out band structures and pay for all employees to ensure transparency, fairness and equal treatment for all.

## Profile across bands

Figure 2 details the number and percentage of female and male staff within each pay bands.

A majority of the paybands are broadly representative of the organisations gender ratio, however we do show more female staff in bands 4 and 5 and more male staff in bands 8c and 8d.

Pay band 9 is representative of just 1 individual. Similarly just 1 individual is employed on medical and dental terms and conditions.



# Our gender pay gap data

NHS Resolution has a mean gender pay gap of 7.8% and a median gender pay gap of 9.1%. This is an increase of 0.8% on last year's mean figures and an increase of 2.3% on last year's median figure.

Ordinary pay	
Mean gender pay gap	<b>7.8%</b>
Median gender pay gap	<b>9.1%</b>

Bonus pay	
Mean gender pay gap – bonus pay	<b>0%*</b>
Median gender pay gap – bonus pay	<b>0%*</b>

Proportion of staff paid a bonus	
Female	Male
<b>0.9%</b>	<b>0.0%</b>

## Recruitment activity

Over the 12 month reporting period, NHS Resolution appointed 3.5 times more females into senior roles than males. For appointments at band 8a and above there were 21 females appointed compared to just 6 males.

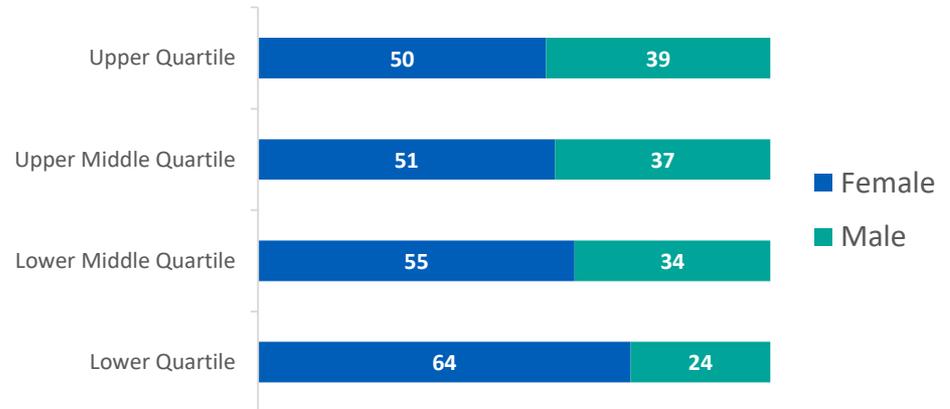
Similarly we have continued to increase the number of roles within bands 3-6 which have been filled predominantly by females. There were 29 female appointments compared to 10 males. Due to a large proportion of these vacancies being filled by female employees (74%), and because a majority of these new hires are in the lower pay grades, in the short term the organisation we will see a slight increase in our gender pay gap figures.

*\* Only female employees received bonus pay in the 12 months ending 31 March 2020, as a result there is no gender pay gap to report.*

# Our gender pay gap data

The information below details the number of staff and the percentage of staff within each salary quartile.

Figure 3 – Number of staff in each quartile



Percentage of staff in each quartile	2020 rates		2019 rates		Year on year change	
	Female %	Male %	Female %	Male %	Female %	Male %
Lower quartile	73	27	73	27	0	0
Lower middle quartile	62	38	58	42	4	-4
Upper middle quartile	58	42	54	46	4	-4
Upper quartile	56	44	56	44	0	0

The main changes within the quartiles has been in the lower middle and upper middle quartiles which have both seen increases of 4% in female employees. There has been no change in the percentage of female staff employed in the upper quartile and lower quartile.

# Our commitment

In March 2020 NHS Resolution successfully renewed their investor in people accreditation and achieved silver status. This award recognises our on-going commitment to people management excellence. Our current Workforce and Organisational Development Strategy continues to support the organisation in becoming an employer of choice; an outstanding place where people want to work and are proud to work, and somewhere which provides equality for everyone.

NHS Resolution continues to implement a number of programmes/activities to promote support and pay balance in the workplace. Some of these actions/activities include:

- Recommending in policy that employees should be permitted to return to work part-time after a maternity break, adoption leave or other parental leave unless there is a strong business case not to
- In line with our new agile working approach, continue to encourage flexible working across our organisation at every level, to ensure that our employees have the opportunity to balance their home life and career aspirations
- Successfully rolled out a second cohort of our apprenticeship programme within our Claims Management function, which supports individuals developing from band 5 to band 7 roles in a period of 24 months. The programme is accessible for staff in lower bands from across the organisation as well as external appointments.

As a fair and equal employer, we appoint the best candidates during our recruitment campaigns regardless of gender or other protected characteristics. NHS Resolution has successfully achieved level 2 of the government's disability confident scheme and has supported the introduction of a disability and a diversity matters staff network group.

Our Equality, Diversity and Inclusion (EDI) agenda sets out our intended actions and areas of focus in order to ensure NHS Resolution has a culture where individual differences and diversity are welcomed. We hope to achieve this through:

- Promoting equal rights and opportunities;
- Pro-actively tackling discrimination or disadvantage in all its forms;
- Creating an open and inclusive culture where equality, diversity and inclusion can be comfortably discussed;
- Having an inclusive and diverse workforce, to reflect the rich diversity of London and Leeds.

Some of the areas being reviewed as part of this agenda include:

- Recruitment, selection and on-boarding
- Career development and talent management
- Staff welfare, health and wellbeing

# Our intended actions

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The Government agreed that due to the impact of the on-going pandemic, the deadline for the 2020 GPG submissions was extended to October 2021. Due to the extended deadline for the 2020 return and the time that has lapsed since March 2020, it is not appropriate to set out our intended actions for the next 12 months based on this return.

We have however committed to undertaking our 2021 GPG calculations by November this year. This will provide the organisation an up to date position in relation to our GPG calculations and this will be the basis for setting out our intended actions going forward.

Despite this and as detailed previously, during this interim period we have continued to implement a number of key actions as part of our wider equality, diversity and equality strategy and action plan which addresses a range of matters including our gender pay gap.

This report reflects the organisation's data as at 30 March 2020 which coincides with the start of the Covid-19 pandemic, the first national lockdown and the extended home working arrangements. When reporting the March 2021 data we will consider the impacts of the pandemic on our workforce, including the increased demand on caring responsibilities and childcare arrangements.