

Legal Ombudsman

2018 Gender pay gap

Overview

The Legal Ombudsman (LeO) is committed to the fair treatment and pay of all its employees regardless of gender. We have a clear policy of paying employees equally for the same or equivalent work regardless of their sex (or any other characteristic).

The Gender Pay Gap legislation introduced in April 2017 requires all employers of 250 or more employees to publish their gender pay gap for workers in scope as of 5 April 2017. This is the second year we have decided to publish our gender pay gap even though our headcount was less than 250 at the reporting date. At the time of reporting 69% of our employees were women.

LeO is an independent Non-Departmental Public Body which acts autonomously in carrying out its statutory functions. For pay purposes, we are covered by the Ministry of Justice's pay remit and are subject to current public sector pay rules and pay restraint.

Gender pay gap data

Average pay gap

Mean gender pay gap in hourly pay 16%

We have a positive mean gender pay gap of 16% in favour of men. This is an increase in last year's figure of 10%.

Median gender pay gap in hourly pay 0.0%

The median gender pay gap is 0.0% as a result of us having a large number of people employed as Investigators on the same pay grade.

Bonus payments

No bonus payments were made during the reporting period.

Pay quartiles

| Quartile | Men | Women |
|------------------|-------|-------|
| First (lowest) | 10.0% | 90.0% |
| Second | 33.3% | 66.7% |
| Third | 38.2% | 61.8% |
| Fourth (highest) | 38.8% | 61.2% |

Commentary

Mean gender pay gap

We have noted the increase in the mean gender pay gap from 10% (2017) to 16% (2018) and analysed the cause. We have concluded that this is specific to the development of our Pool Ombudsmen. These employees work on a piece rate basis with no guarantee of any work. They provide flexibility for the Legal Ombudsman, and our approach has been to add all candidates meeting the person specification to the pool to maximise that flexibility.

We have built up the Pool Ombudsman over the last year. At the reporting date there was a significantly higher proportion of male Pool Ombudsman as we were building up the pool at that time. Excluding Pool Ombudsman, the pay gap is 10% which is the same as our 2017 gender pay gap.

Modernising LeO, whilst changing the proportion of females in the lower quarter, does not appear to have impacted negatively on the gender pay gap.

Recruitment and turnover since the reporting date has meant that there is now a higher percentage of females in the Pool Ombudsmen group and more males in the first pay quartile. We expect this to have a positive effect on our 2019 report.

Separate analysis of male and female pay at band level has shown that there is not a significant difference in pay at grade level. We are therefore confident that there is no issue about equal pay.

Median gender pay gap

There is a 0% median pay gap. This is the same result as last year and is as a result of us having a large number of employees on the same salary.

Bonus payments

As we didn't make any bonus payments in the last reporting period there isn't a pay gap. The introduction of our Celebrating Success reward and recognition scheme will mean that this will be included in future pay gap reports.

Next Steps

It is recognised that reducing the pay gap is a long-term project. This is because of the relatively low number of employees which mean the pay gap ratios are sensitive to any changes to the make-up of the organisation (in particular for Pool Ombudsmen).

Since the reporting date, the composition of the Pool Ombudsman has changed, and there is now a majority of female Pool Ombudsman. This will already have addressed the impact of Pool Ombudsman on our gender pay gap.

We will continue to build on current actions and initiatives including:

- our commitment to reporting our gender pay gap earlier in the future to spot any trends and inform an appropriate action plan;
- monitoring our pay at Grade level to highlight any differences and taking action if appropriate;
- monitoring the effect of the Pool Ombudsman rate of pay on the gender pay gap especially as we have subsequently recruited more female Pool Ombudsman;
- using our updated recruitment portal to report on gender attraction and drop-out rates through our selection process to review for potential unconscious bias;
- continuing to provide support for all staff to work flexibly including females returning to work after maternity leave; this includes part time hours, working from home arrangements, compressed hours and our family leave policies;
- growing our own people by ensuring we have effective career pathways and succession plans such as team leader and GET development programmes; and
- reviewing any future bonus payments to check for gender pay gap differences.

Rob Powell
Chief Executive