

Diversity Pay Gap 2024

In 2017 the Government introduced new legislation that made it a statutory requirement for organisations with 250 or more employees to report annually on their gender pay gap. This report provides data on the diversity pay gap and incorporates the gender pay gap to meet the statutory requirements. Government Departments and Relevant Public Sector employers are covered by the Equality Act 2010 (Specific Duties and Public Authorities) which came into force on 31 March 2017. Data must be calculated using a snapshot date each year. This will always be 31 March for Public Authorities subject to the Specific Duties Regulations, and 5 April for private, voluntary and all other public authority employers. Employers have up to 12 months from their snapshot date to publish their report, which must include:

- Mean and Median Gender Pay Gaps
- Mean and Median Gender Bonus Gaps
- Proportion of Male (Men) and Female (Women) employees receiving bonuses
- Proportion of Male (Men) and Female (Women) employees in each quartile pay band

What is a gender pay gap?

The Gender pay gap shows the difference in the average pay between all men and women within the workforce.

The **Mean** gender pay gap looks at the difference between the mean hourly rate for all male (men) full pay relevant employees and all female (women) full pay relevant employees. The Mean shows the difference between mean (average) hourly rate of pay of men and women employees in the relevant pay period, as a percentage.

The **Median** gender pay gap looks at the difference between the median hourly rate of pay for all male (men) full pay relevant employees and all female (women) full pay relevant employees. The Median shows the difference between the median (mid-point) hourly rate of pay of men and women employees in the relevant pay period, as a percentage.

The data must include employees Ordinary Pay, allowances and payments for leave but does not include payments for Overtime, redundancy or pay in lieu of annual leave.

Gender Pay reporting is not the same as reporting on Equal Pay. Reporting on Gender Pay measures the difference in the hourly rate of pay for all men and women in an organisation. Equal Pay looks at the differences in the actual earnings of both men and women who undertake equal work. The Equal Pay Act of 1970 was introduced to ensure that it became illegal for employers to pay different amounts to men and women for doing the same work.

Declaration

The data reported by Refuge is accurate and has been calculated in accordance with the requirements set out in the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017.

Organisational context

Refuge is predominantly a women-led organisation, running a range of specialist services to help women survivors of domestic abuse, and their children, access safety and rebuild their lives. In 2023-24, Refuge maintained its life-changing services at full pace, supporting 25,487 survivors and children to overcome many different forms of violence and abuse: for example, domestic abuse, sexual violence, economic abuse, technology facilitated abuse, so-called 'honour'-based violence, human trafficking and modern slavery, and female genital mutilation.

Refuge is committed to a world where domestic abuse and violence against women and girls is not tolerated, and where women and children can live in safety.

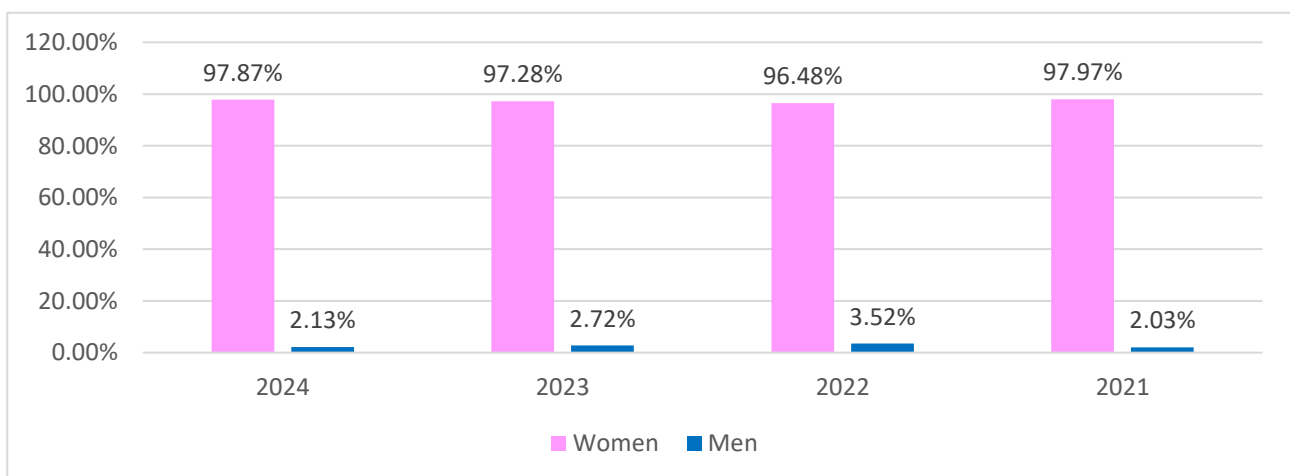
Violence against women and girls (also called 'gender-based violence') is rooted in inequality between the sexes; it is overwhelmingly perpetrated by men against women. Accordingly, an occupational requirement for most of our support / front line employees applies in that they are required to be filled by women. However, it is important to stress that at Refuge, we believe that everybody has the right to a life free from violence and abuse.

Refuge is required by law to publish an annual gender pay gap report. This report is for the snapshot date of 5 April 2024. Organisations must also publish data on bonuses; however, no employee receives a bonus at Refuge, so this is not relevant.

Our workforce

The data collected for this report is at the snapshot date of 5 April 2024, at which point the number of full pay relevant employees* within Refuge was 442, and the number of relevant employees was 469. The workforce data presented in the initial part of this report includes all relevant employees on the snapshot date, whereas the Diversity Pay Gap analysis includes only full pay relevant employees.

The gender profile for 2024 is made up of 459 woman (97.87%) and 10 men (2.13%), compared to 465 women (97.28%) and 13 men (2.72%) in 2023.



*Full Pay relevant employee - employed by the employer and are paid their usual full basic pay on the snapshot date.

Headcount	2024	2023	2022	2021
Women	459	465	411	383
Men	10	13	15	8
Total	469	478	426	391

At the snapshot date of 5 April 2024 and relevant pay period, Refuge was operating the pay structure implemented in August 2022 with roles ranging from Support (11) to Director (1). Analysis of the 2024 data shows that the biggest pool of employees sat within broad and complex delivery 9 pay grade, which was also the case in 2023. The vast majority of posts where single sex exemption applies are within the broad and complex delivery 9 pay grade, marked with an asterisk (*) in the table below, hence 99.58% of employees are women at this pay grade.

50% of men (5 out of the 10) employed at Refuge on the snapshot date were in roles within Supervisor/Entry level contributor 7. No male employees held roles graded at the Heads of (grades 2 and 3) or Director 1 level pay grades.

Grade	Total	Women	W %	Men	M %
11 Support	2	2	100.00%		0.00%
10 Specialist delivery	5	5	100.00%		0.00%
9 Broad and complex delivery*	237	236	99.58%	1	0.42%
8 Expert delivery	27	27	100.00%		0.00%
7 Supervisor/Entry level contributor	25	20	80.00%	5	20.00%
6 Junior Mgr/Team lead/Dev individual contributor	54	53	98.15%	1	1.85%
5 Manager/Core individual contributor	58	56	96.55%	2	3.45%
4 Senior manager/Senior individual contributor	15	14	93.33%	1	6.67%
3 Heads of (lower)	11	11	100.00%		0.00%
2 Heads of (higher)	6	6	100.00%		0.00%
1 Director	7	7	100.00%		0.00%
Sessional Workers	22	22	100.00%		0.00%

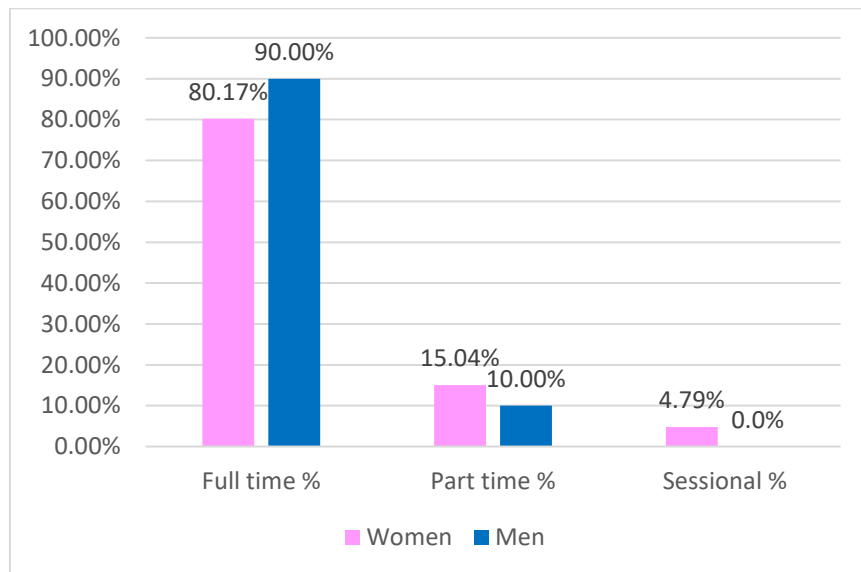
Full-Time vs Part-Time

The proportion of women working full time at Refuge is 80.17% (78.92% in 2023), compared to 90% of men working full time (100% in 2023). Casual posts (Sessional Workers) make up 4.69% of the overall workforce and 4.79% of all women working at Refuge (5.59% in 2023). The proposition of women working part time is 15.04% (15.49% in 2023), compared to 10% of men (0% in 2023).

The breakdown of part time working across Refuge at the snapshot date is below.

Sex	Total	FT	%	PT	%	Sessional	%
Women	459	368	80.17%	69	15.04%	22	4.79%
Men	10	9	90.00%	1	10.00%	0	0.00%

We recognise that while meeting the needs of the survivors Refuge supports, employees need to balance their lives between their work and other commitments. Refuge offers flexible working to employees, where business needs allow, which can be a useful tool to help get the balance right and maintain the positive impact on the performance of individuals and teams. Within society women still tend to be the main caregivers and often seek part-time roles to support this. We will always consider flexible working requests made by employees and support these where possible. This also includes supporting a number of employees with ad-hoc working patterns such as compressed hours and home working.

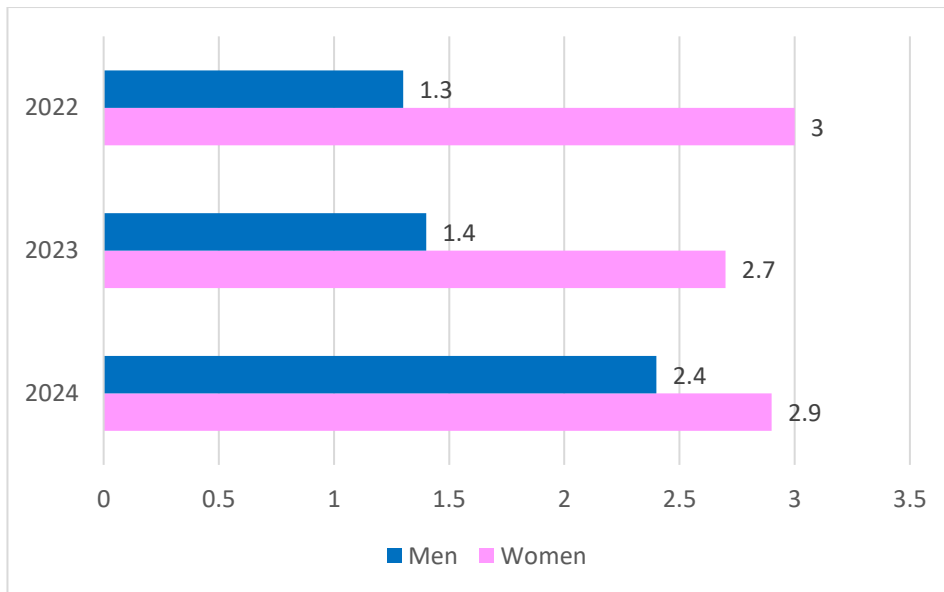


Sex	Full time %	Part time %	Sessional %
2024			
Women	80.17%	15.04%	4.79%
Men	90.00%	10.00%	0.0%
2023			
Women	78.92%	15.49%	5.59%
Men	100.0%	0.0%	0.0%
2022			
Women	80.35%	14.76%	4.89%
Men	100.0%	0.0%	0.0%

Length of Service

The average length of service for women at Refuge is 2.9 years (average of 2.7 years in 2023) compared to men at 2.4 years' service (1.4 years reported in 2023). 60% of men employed on the snapshot date had under 3 years' service, compared to 63% of women who had under 3 years of service.

The chart below shows the average length of service by year, woman compared to men.

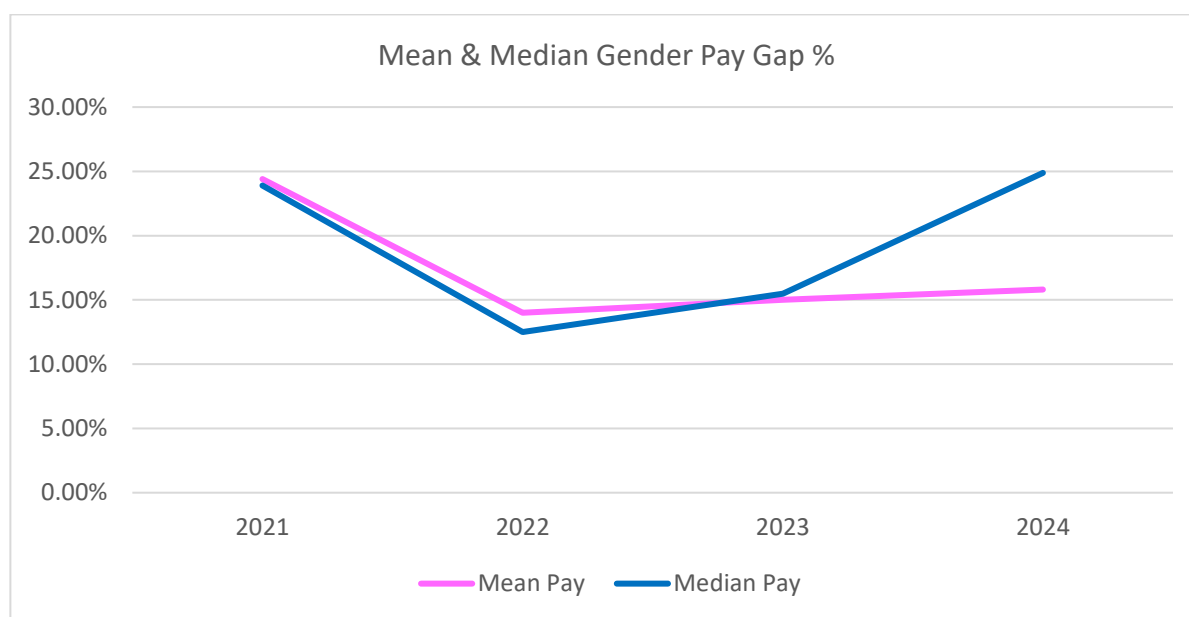


Gender Pay Gap Analysis

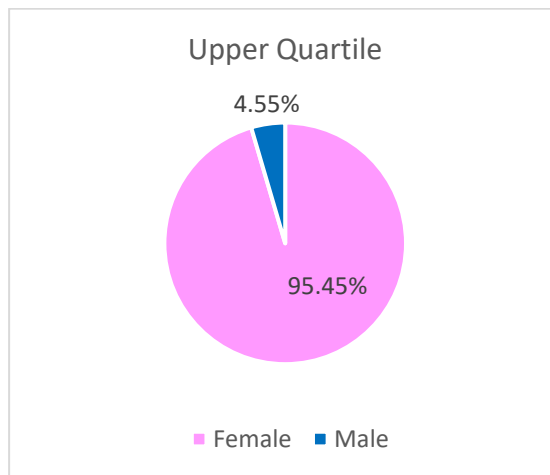
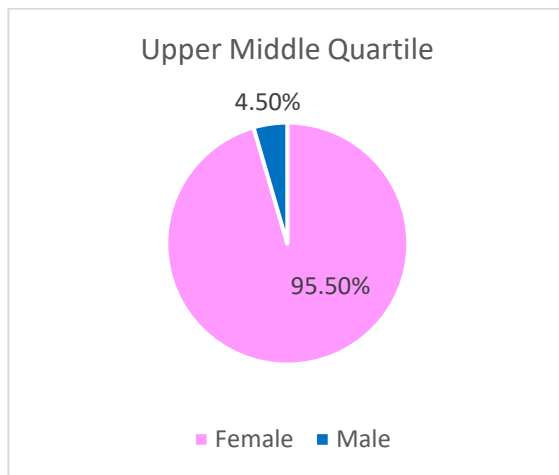
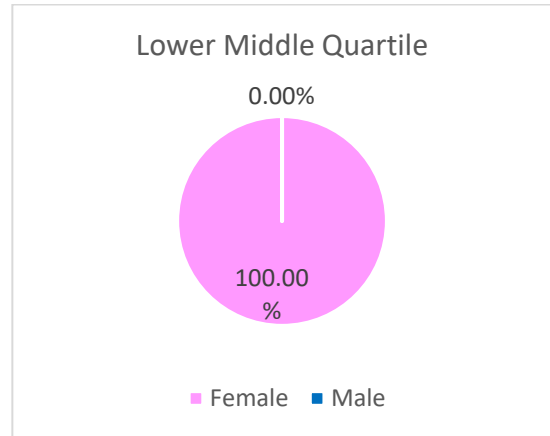
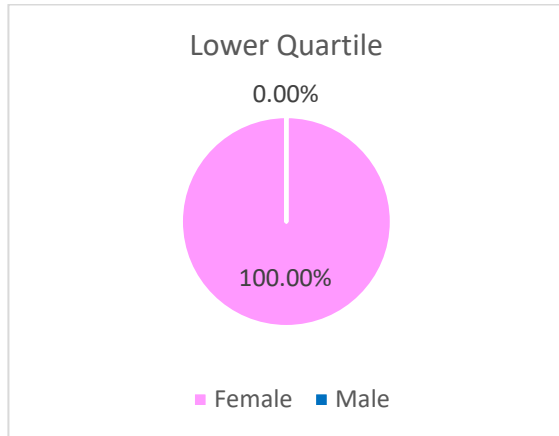
The findings of the Refuge 2024 Gender Pay Gap Report shows that there is a Mean Gender Pay Gap of 15.8% (15.0% and a Median pay gap of 15.5% in 2023). The UK National Pay gap, reported by the Office of National Statistics (ONS) in 2023, was 14.3% (7.7% for full-time workers), down from 14.9% in April 2022 and 15.1% in 2021¹. The ONS had not published the National Pay Gap 2024 data at the time this report was produced, as the released date is normally in October each year.

The table below sets out the overall mean and median gender pay gap for Refuge's employees at the snapshot date of 5 April 2024 and includes a comparison of the data reported for 2021 to 2023.

2024	Women Number	Men Number	Difference £	Mean Gender Pay Gap %
Mean Pay	£17.62	£20.93	£3.31	15.81%
Median Pay	£15.43	£20.54	£5.11	24.88%
2023				
Mean Pay	£18.04	£21.22	£3.18	15.01%
Median Pay	£15.84	£18.74	£2.90	15.47%
2022				
Mean Pay	£17.50	£20.34	£2.85	14.00%
Median Pay	£15.42	£17.63	£2.21	12.50%
2021				
Mean Pay	£16.43	£21.74	£5.31	24.40%
Median Pay	£14.81	19.45	£4.64	23.90%



Due to the nature of Refuge’s services, it only employed a small proportion of men making up 2.13%, (10 out of 469) of the total workforce as at 5 April 2024 (13 men/2.72% of the workforce in 2023). The roles occupied by men are in non-service delivery (exempt) roles. Although a very modest portion of the total workforce, men significantly impact the mean and median gender pay figures, as you will see from the pay distribution table below.



The table below sets out the proportion of women and men in each quartile pay band at the snapshot date of 5 April 2024.

Quartile	Proportion of women and men in each quartile							
	2024		2023		2022		2021	
	Women %	Men %	Women %	Men %	Women %	Men %	Women %	Men %
Lower Quartile	100.00%	0.00%	98.25%	1.75%	99.02%	0.98%	100%	0%
Lower Middle Quartile	100.00%	0.00%	100.00%	0.00%	99.01%	0.99%	100%	0%
Upper Middle Quartile	95.50%	4.50%	94.74%	5.26%	94.06%	5.94%	98%	2%
Upper Quartile	95.45%	4.55%	95.69%	4.31%	93.14%	6.86%	92%	8%

Women's mean pay is 15.8% lower than men's, slightly higher than the mean pay of 15.0% reported in 2023, 14.0% reported in 2022 and much lower than the 24.4% reported in 2021 and 29% in 2020. This figure shows the difference between mean (average) hourly rate of pay of men and women employees in the relevant pay period, as a percentage.

Women's median pay is 24.9% lower than men's, which is an increase from 15.5% in 2023 and 12.5% in 2022 compared to 23.9% reported in 2021 and the 32% reported in 2020. This figure shows the difference between the median (mid-point) hourly rate of pay of men and women employees in the relevant pay period, as a percentage.

Underlying causes of Refuge's Gender Pay Gap

As at the snapshot date of 5 April 2024 the number of the full pay relevant employees at Refuge were 432 women or 97.74%. and 10 were men or 2.26%. There is no evidence that Refuge's gender pay percentage is caused by differences in pay for men and women working in the same role, similar roles or work of equal value.

Considering the quartile information, women have roles which span from the lowest to the highest paid roles. Of the small number of men employed, 0 men were employed in the lower and lower middle quartiles, compared to 110 and 111 women retrospectively. 5 men were employed in the upper middle quartile (compared to 106 women) and 5 men employees were employed in the upper quartile (compared to 105 women). Due to the low number of male employees, the average pay for men employees is skewed. This significantly impacts both the mean and median figures. The results for 2024 are similar to those reported in 2023 and 2022.

The average length of service for women has decreased since 2022, compared to men which has increased (as detailed above), which may also be a factor. Employees tend to progress within the pay scale based on service and new staff generally start at the bottom of the pay scales.

As Refuge also operates a single sex exemption for all our front-line roles which requires these roles to be filled by women only, and although the Gender Pay Gap figures are higher than those reported in 2023, Refuge's demographic of women employees will continue to be substantially higher than men employees.

Ethnicity and Disability Pay Gap Reporting

Refuge as an intersectional feminist organisation is committed to challenging inequality across society. We are proud of the work we have currently undertaken to improve equality, equity, diversity, and inclusion however we are aware we are on an ongoing journey and still have some way to go. Therefore, in addition to providing an annual gender pay gap report we decided in 2022 to incorporate ethnicity and disability pay gap reports within this report.

Whilst organisations are not currently required by legislation to report on these categories, we have committed to being transparent and will provide these additional reports as part of our EEDI commitment.

The table below shows the ethnicity breakdown of employees by grade.

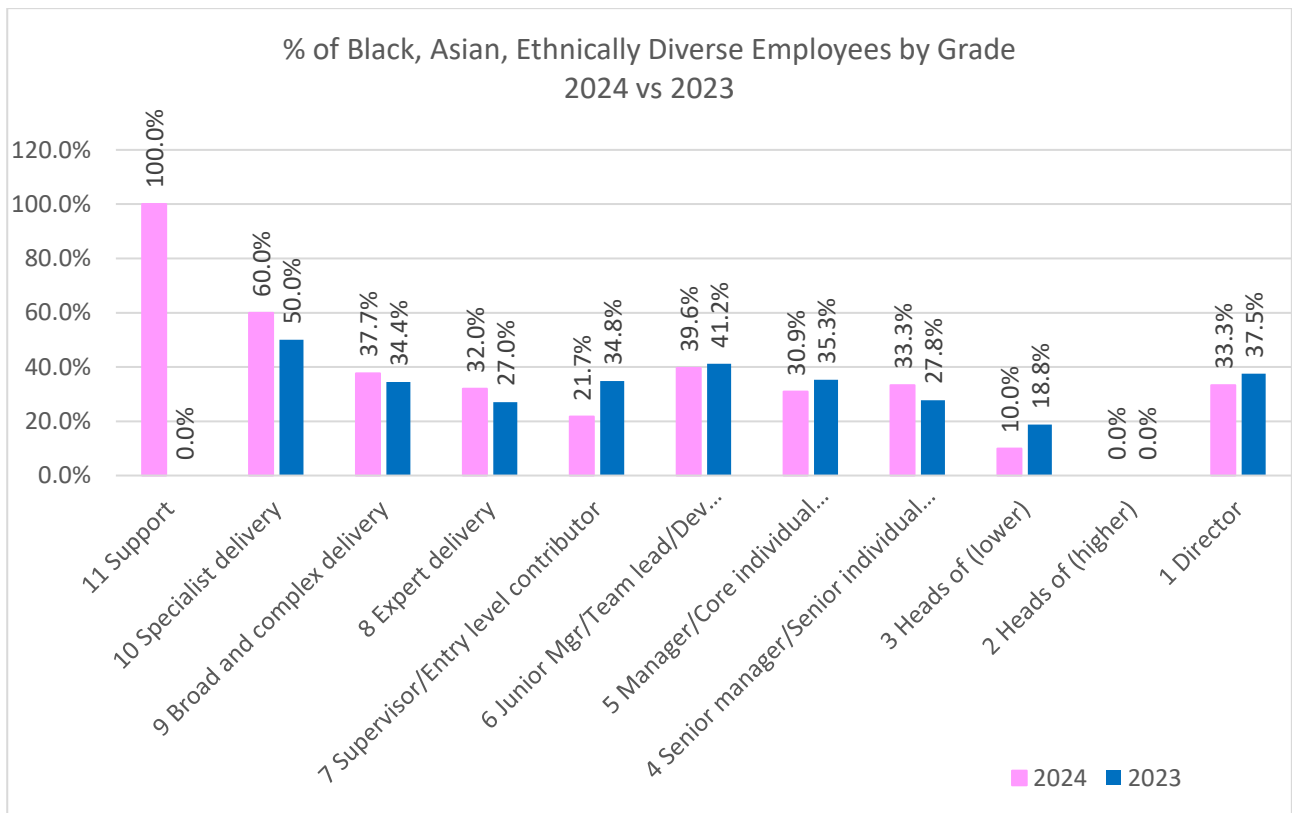
Grade	% Black, Asian, Ethnically Diverse Employees	% White Employees	Unknown/Prefer Not to Say %
11 Support	100.00%	0.00%	0.00%
10 Specialist delivery	60.00%	20.00%	20.00%
9 Broad and complex delivery	37.67%	44.84%	17.49%
8 Expert delivery	32.00%	60.00%	8.00%
7 Supervisor/Entry level contributor	21.74%	47.83%	30.43%
6 Junior Mgr/Team lead/Dev individual contributor	39.62%	49.06%	11.32%
5 Manager/Core individual contributor	30.91%	52.73%	16.36%
4 Senior manager/Senior individual contributor	33.33%	53.33%	13.33%
3 Heads of (lower)	10.00%	90.00%	0.00%
2 Heads of (higher)	0.00%	75.00%	25.00%
1 Director	33.33%	66.67%	0.00%
Sessional Workers	23.81%	38.10%	38.10%

At the snapshot date, Refuge employed 153 Black, Asian, Ethnically Diverse employees (including sessional workers) which made up 34.62% of the workforce (32.97% reported in 2023 and 30.52% in 2022). Looking at the breakdown of employees within the Support 11 and Specialist Delivery 10 pay grade the proportion of Black, Asian, Ethnically Diverse employees is higher than White employees, with 100% at grade 11 and 60% at grade 10 compared to 20% White). It should be noted that only 1.6% of the workforce are on grades 10 or 11. There were 6 members of SLT on the snapshot date (which equates to 1.36% of the workforce), compared to 8 members in 2023 and 9 members of SLT in 2022. When directors leave/change it can have a significant impact on the ethnicity pay gap. In 2024 Black, Asian, Ethnically Diverse employees accounted for 33.33% of the Director 1 level grade, compared to 37.5% in 2023 and 55.56% reported in 2022.

The largest variance between White and Black, Asian, Ethnically Diverse employees is at the senior management pay grades of Heads of lower 3 and Heads of higher 2. This is comparable to 2023. Furthermore, 16.97% of the workforce have not provided details on their ethnicity (within Unknown 4% of employees preferred not to say) which may have an impact on the pay gap.

18.12% of employee’s ethnicity was Unknown in 2023 and 18.54% in 2022, meaning there has a slight increase on the number of employees providing their ethnicity information.

The mean variance for Black, Asian, Ethnically Diverse employees across Refuge is 5.7% (5.6% reported in 2023 and 0.0% in 2022), with mean pay of £17.26 compared to White employees mean pay at £18.31 (£17.82 compared to White employees mean pay at £18.87 reported in 2023). The increase this year may be due to a higher percentage of Black, Asian and Ethnically Diverse employees working at the lower grades i.e. 11, 10, 9 and 8 and the decrease in those working at Director 1 pay grade.

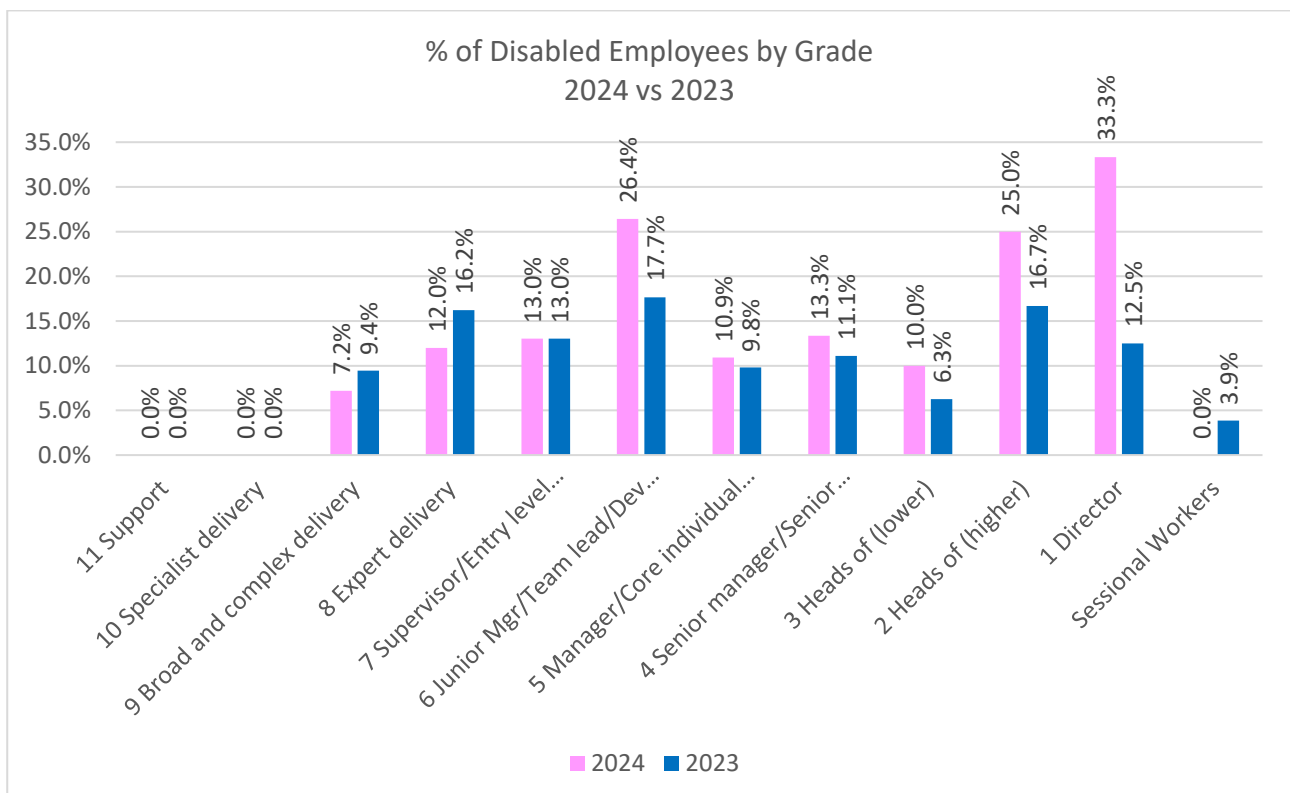


D/deaf, Disabled, Neurodiversity Breakdown of Employees

As of 5 April 2023, 48 Refuge employees identified as being D/deaf, disabled and/or neurodiverse (49 reported in 2023 and 46 in 2022). At that snapshot date disabled employees made up 10.9% of the workforce (10.7% in 2023 and 10.8% in 2022), with the largest percentage being within the Broad and complex delivery 9 pay grade, although it should be noted that 50.5% of all employees are within Broad and complex delivery 9. 62.2% of employees' disability status is Unknown, not having provided any information to either state they have or do not have a disability. The mean variance for disabled employees within Refuge is 0%, with their mean pay at £18.58 compared to non-disabled employees at £18.59. The mean variance remains unchanged since 2022.

Percentage of disabled employees within each grade is shown in the table below.

Grade	% Disabled Employees	% Non-disabled Employees	% Unknown	% Prefer not to say
11 Support	0.00%	0.00%	100.00%	0.00%
10 Specialist delivery	0.00%	0.00%	100.00%	0.00%
9 Broad and complex delivery	7.17%	22.42%	69.06%	1.35%
8 Expert delivery	12.00%	32.00%	52.00%	4.00%
7 Supervisor/Entry level con	13.04%	21.74%	60.87%	4.35%
6 Junior Mgr/Team lead/Dev	26.42%	30.19%	41.51%	1.89%
5 Manager/Core individual con	10.91%	41.82%	47.27%	0.00%
4 Senior manager/Senior ind con	13.33%	26.67%	60.00%	0.00%
3 Heads of (lower)	10.00%	10.00%	80.00%	0.00%
2 Heads of (higher)	25.00%	25.00%	50.00%	0.00%
1 Director	33.33%	33.33%	33.33%	0.00%
Sessional Workers	0.00%	14.29%	85.71%	0.00%



Closing the Gender, Ethnicity and Disability Pay Gap

Refuge remains committed to monitoring the gap and continuing to review how we grow our diverse team to ensure there is greater representation across Refuge. We seek to extend our reporting beyond the statutory requirements to other protected characteristics and continue to focus on collating data to support this.

Refuge is committed to closing the Gender, Ethnicity and Disability pay gap, and has made the following progress throughout 2023-24

- Continued our commitment to develop employees through our internal skills programmes and support them to progress in their career. We continue to encourage their use of the broad range of training courses available through our e-learning system.
- Continued to operate a Job Evaluation scheme to help ensure that the way in which salaries are determined is consistent and transparent.
- Promoted and supported our seven internal equality network groups.
- Initiated a review of our recruitment processes to attract and recruit a diverse range of applicants with the necessary skills to meet Refuge's future needs.
- Reviewed and revised our flexible working and homeworking policies.
- Achieved Disability Confident Level 2 Employer status and implemented a guaranteed interview scheme for disabled job applicants.
- Embedded Values into the performance management framework and the new leadership development programme

Some of the key activities Refuge will be progressing during 2024-25 to support closing the Gender, Ethnicity and Disability pay gap:

- Developed a 3 year wellbeing strategy and action plan
- Delivering the RIB Strategy and Actions Plan and the VAWG ARC
- Completing the review of recruitment process to minimise any barriers to recruiting a diverse workforce and streamline the process. This includes launching the updated Recruitment policy in September 2024 and holding briefing and training sessions for recruiting managers.
- Embedding values into performance management, new leadership development programme and the recruitment process.
- Reviewed and revised our flexible working and homeworking policies to comply with any updated legislation.
- Continue to review our recruitment processes to attract and recruit a diverse range of applicants with the necessary skills to meet Refuge's future needs.

¹Data obtained from the Office of National statistics – [Gender pay gap in the UK - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)