



**London Ambulance Service**  
NHS Trust

# Pay Gap Report

Gender, Disability and Ethnicity - 2024



**We are the capital's emergency and urgent care responders**



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# Overview

## Purpose

The pay gap report is a measure of workplace disadvantage, measured in terms of a comparison between average hourly rates of pay.

All organisations including NHS trusts are required by law to produce and publish their gender pay gap report annually. Historically there have been sizeable gaps in pay between men and women and this law was put in place to reduce this unfairness.

Reporting on the ethnicity and disability pay gaps currently remains voluntary, and progressive organisations who are committed to driving fairness at work are increasingly reporting on this.

London Ambulance Service is working hard to create a fair and inclusive organisation, where people feel that they are treated well and are valued. In line with this, we are reporting on all three pay gaps for 2024.

## Methodology

Data is collated and taken from Employee Staff Records (ESR) and has a good level of validity due to the high level of data completeness. The data is accurate as of 31<sup>st</sup> March 2024.

Pay gaps are measured by looking at the difference between the average (mean or median) earnings of a particular demographic against another base demographic, and is expressed as a percentage of earnings. The data also includes part-time staff data.

For the calculations, we include basic pay, allowances, pay for leave and shift premium pay, and do not include overtime. Due to how pay gaps are calculated, differences can be a result of contract type, distribution across Bands and progression / retention / recruitment rates, for example.

## Definitions

All information within this report is a percentage of staff who have shared their gender identity, ethnicity and disability that represents the majority of staff, not all.

1. When we talk about gender, in this case we are taking data from people who identify as men and women.
2. When we talk about ethnicity, we are basing this upon the 2021 ONS Census categories for ethnicity.
3. When we talk about disability we are including any individual with a condition of the body or mind that makes it more difficult for them to do certain activities or interact with the world around them.



# A message from our CEO

Creating an inclusive and equitable workplace is of the highest importance to the Trust – this means driving equal opportunities for all our staff to progress and thrive, where our workforce feel appreciated, safe, happy and supported. Whilst this is a complex area, an important aspect of this is ensuring people are valued equally and that their pay is fair, based on their skills, experience and contribution. This should not be based or skewed by their personal characteristics, heritage, race, disability or gender. Over the last few years the Trust has reported on the gender pay gap, but this year I am delighted that LAS is one of the very few across the NHS and making a commitment to report on the ethnicity and disability pay gap for the first time too.

As you look through the report I hope you are as pleased as I am with the nominal pay gap found between disabled colleagues and the wider workforce, and the continued downward trajectory in the pay gap between genders, this has considerably improved over the years and our aspiration is continue to drive this down further. Our EnAble network and Women's network are and will continue to be instrumental in supporting and maintaining oversight of this.

The ethnicity pay gap is currently the highest of the three and is not just an issue for LAS but a significant issue across the NHS. By looking at this and now reporting on it, addressing the complex contributing factors that lead to this and the nuances between ethnicities and different grades, we hope to reduce the ethnicity pay gap in the coming years too. We have a solid plan in place, aligned to the Workforce Race Equality Standard which will support with this and I am confident we will see changes in reducing this gap too.



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**Daniel Elkeles**  
**CEO, London Ambulance**  
**Service NHS Trust**



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# A view from our staff networks

## The BME network



*“We are really pleased that the Trust is reviewing the ethnicity pay gap for the first time. This is something that we see of high importance and are actively working with colleagues on a range of programmes to redress this disparity. We will continue to find ways to understand the barriers and contributing factors and create supportive opportunities to help with progression, creating a fairer workplace for ethnic minority staff.”*

## The EnAbleD network



*“We are supporting a myriad of work programmes to ensure that the experiences of disabled people at work is fair and fulfilling. We are therefore delighted to see the nominal difference in pay for disabled people when compared to the wider workforce. The workforce disability equality data also demonstrates that LAS is working hard at being an inclusive employer and the EnAbleD network will continue to drive this agenda with the Trust.”*

## The Women’s Network



*“We recognise that the gender pay gap exists and are pleased to see the continued reduction in the gap. We believe that women should have equal opportunities for career progression and any barrier to this, such as choosing to work part-time should be considered. We want to create a supportive culture that reflects the needs and aspirations of the women and all genders employed by the Trust and strive for parity between staff.”*





# Our strategic equality objectives

To achieve the work set out in the LAS strategy 2023-28, we have developed three EDI objectives which will contribute to the delivery of our vision and goals until 2028 and achieve the mission of “being an increasingly inclusive, well-led and highly skilled organisation people are proud to work for.”

**The LAS strategy states:**

*“We aim to build a diverse organisation that values and celebrates difference, promotes equality and prioritises the wellbeing of our people. We will build a workforce that knows and reflects the people we serve. We will build an organisation where everyone can feel they belong, their voice is valued and there are opportunities for a career. Discrimination, bullying, harassment and racism have no place in our organisation and we will take a zero-tolerance approach to tackling this behaviour.”*

To deliver the missions set out in the LAS strategy, we have developed three EDI objectives which will contribute to the delivery of our vision and goals until 2028:

## OBJECTIVE 1

**Foster proactively a diverse and open culture with an equitable working environment, including through staff training on discrimination and impactful staff networks.**

## OBJECTIVE 2

**Make measurable improvement in attracting and retaining a workforce that represents London, reaching out to relevant communities and helping staff to build great careers.**

## OBJECTIVE 3

**Generate clear leadership accountability for action based on good management data and staff feedback, including compliance with legislation and equality standards.**



# Introduction

This report presents an analysis of the pay gap data for London Ambulance Service, with a focus on the key disparities relating to disability, ethnicity and gender. Understanding the extent of pay disparities among different demographic groups is crucial in recognising and addressing inequalities and ensuring appropriate steps are taken to reduce the disparities.



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The analysis includes an examination of the salary differences across the three highlighted demographics, with further analysis relating to pay across different pay grades for these groups. The pay gap shows **the differences in average pay between one demographic with another demographic across the entire workforce. It is not to be confused with equal pay** which looks at the differences between people that carry out the same jobs or work of equal value, and it is illegal to pay anyone differently based on one demographic. In summary:

- We have been reporting on the gender pay gap for a number of years and it was good to see the gap has continued to decrease. **Women in LAS earn 95p compared to every £1 men earn.** Though we continue to see reductions, we remain committed to drive this down further.
- It is pleasing to see that in the first time reporting on the disability pay gap, **disabled staff earn 99p when compared to every £1 non-disabled staff earn.** This is very low and shows there is reasonable fairness in pay for disabled people in LAS.
- The area of clear disparity is the difference in pay between **workforce from ethnically minoritised communities who earn 85p when compared to their white counterparts earning £1.** The Trust is also reporting on this for the first time and has highlighted key discrepancies for us to act on.

Pay gap discrepancies can indicate there may be a number of issues to deal with, such as the types of contracts in place, distribution across grade bands, barriers and biases that may be hindering fair progression, and issues relating to recruitment and retention. By looking at our pay gap data, our ambition is to tackle structural and systemic challenges for our staff.



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# Key findings

## 1. Gender pay gap

**51%**

of our workforce are women



For every £1 that male staff earn, female staff earn

**95p**

## 2. Disability pay gap

**10%**

of our workforce identified themselves as having a disability



For every £1 that non-disabled staff earn, disabled staff earn

**99p**

## 3. Ethnicity pay gap

**24%**

of our workforce are from an ethnic minority background



For every £1 that white staff earn, ethnically minoritised staff earn

**85p**



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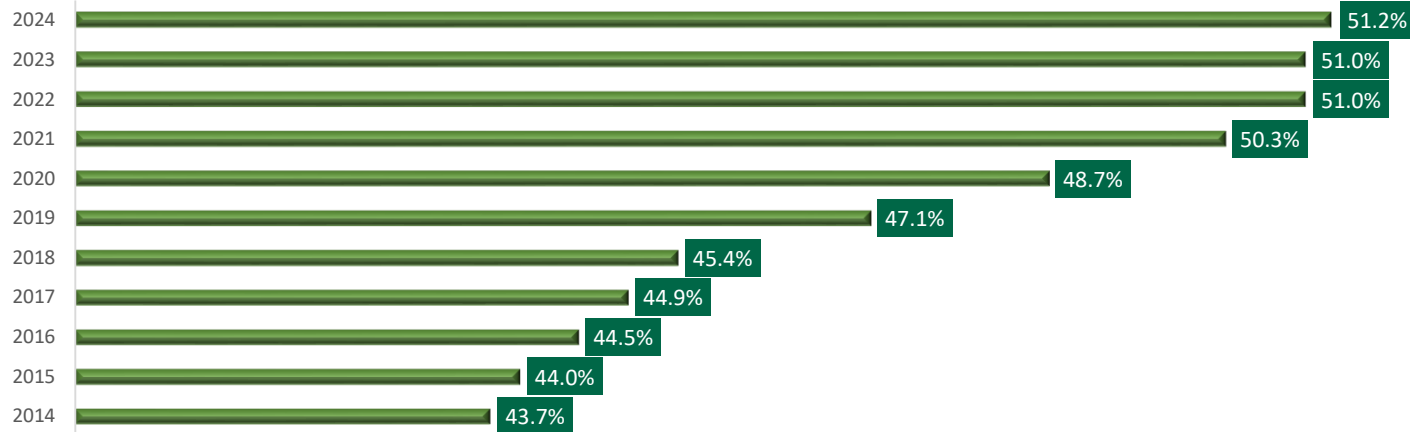
# Gender Pay Gap



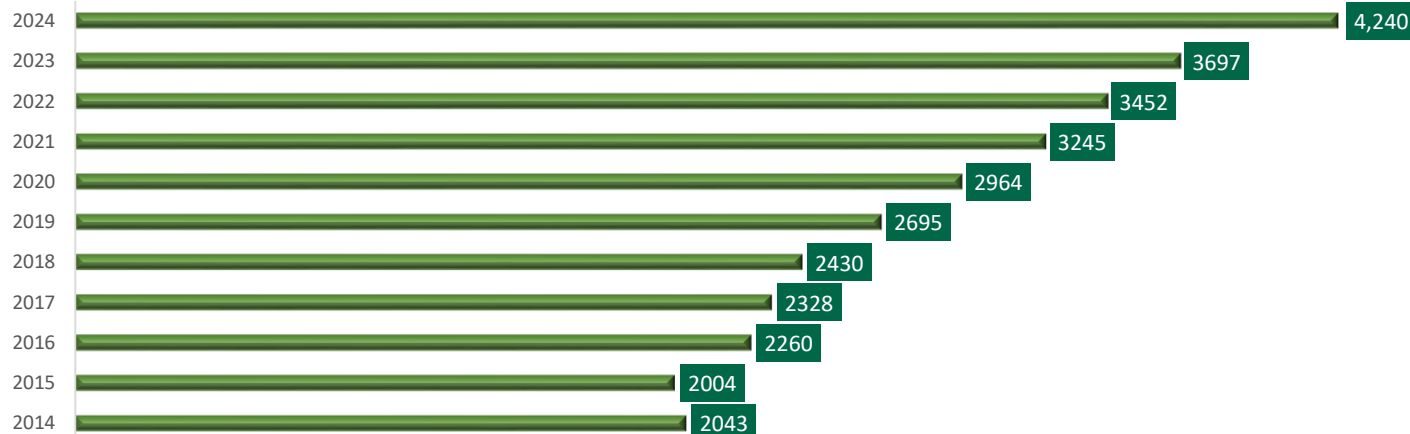
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### % of women by year



### Headcount of women by year



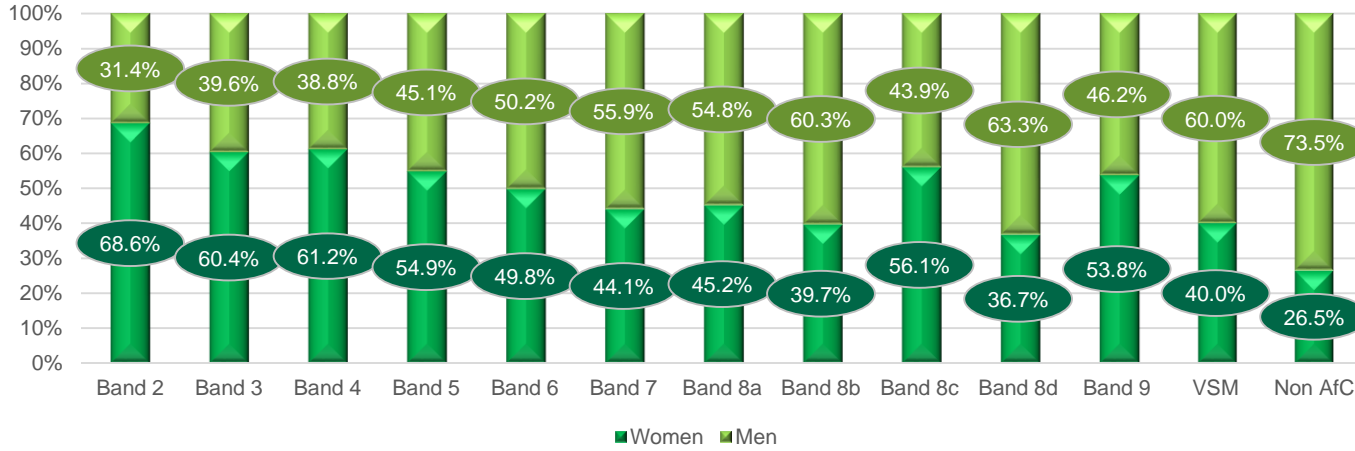
**The percentage of our workforce identifying as female is 51%.**

Over the last decade the Trust has seen an increase in the number of female staff, peaking at approximately 4,240 women this year.

**This brings us to the London demography where the latest census data shows the representation of women is 51%.**

# Gender pay gap

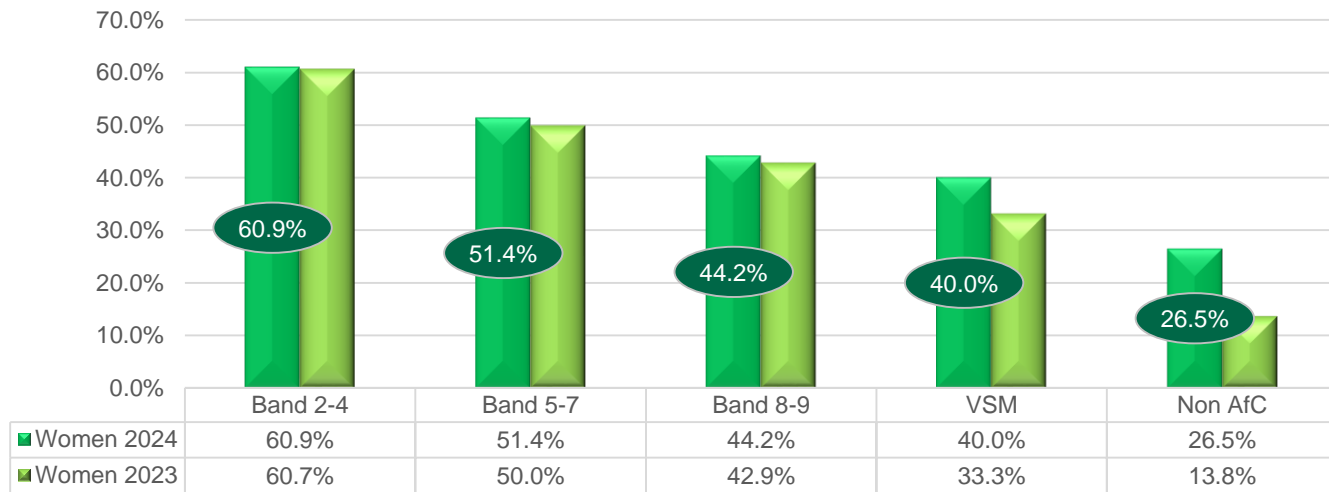
# Representation across pay grades



We can see that there is an **overrepresentation of female staff at Bands 2-4**, making up 60.9% of that grade level and is a very slight increase on last year.

We can also see that there is an **underrepresentation of women at the higher grades**, particularly at VSM level, making up 40% even though it as an increase on the previous year. It should be noted that those at VSM level represent a very small number of staff (15 people).

**This suggests that although there is fairly consistent representation across the pay grades, there remain some disparities in the lower bands and VSM level.**



\*Our non AfC staff includes over 400 people who prepare frontline vehicles for operational duties

# Gender pay gap

# Representation across pay quartiles

## 1. Lower Pay Quartile



52.6%



47.4%

## 2. Lower Middle Quartile



58.6%



41.4%

## 3. Upper Middle Quartile



48.2%



51.8%

## 4. Upper Pay Quartile



43.3%



56.7%

Quartiles allow us to better understand representation by ensuring an equal number of employees in each section. From this data, we can clearly see that there is consistent representation of women staff across all quartiles.

**At LAS, female staff occupy 52.6% of the lowest paid jobs, whilst male staff occupy 56.7% of the highest paid jobs.**



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# Gender pay gap

## The mean and median pay gap



	Mean Hourly Rate	Median Hourly Rate
Male	24.01	24.24
Female	22.92	21.88
Difference	1.09	2.36
Pay Gap %	4.53%	9.74%

For the purposes of the calculation of median and median pay, we include basic pay, allowances, pay for leave and shift premium pay – this does not include overtime.

Data shows an hourly mean pay gap of 4.53% and a median pay gap of 9.74%. When comparing mean hourly pay, the difference between our female workforce and wider workforce overall is **5 pence**, meaning that **for every £1 a male earns, a female earns 95p**.



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Over the last year the Trust, with support of the Women's network, has made a concerted effort to enhance the experiences of female colleagues at work.

We have invested in and implemented programmes to support women to apply for leadership roles, for example through the 'women of colour' programme, reviewed our recruitment processes for bias to ensure women are not put off from applying to due language used in job adverts and proudly appointed the first female Chief Paramedic in England.

We are pleased with the decreased pay gap difference between men and women in LAS, especially as this is now the lowest it has ever been.

We will continue to work with the Women's network to drive improved experiences for women staff and improve the balance across the bands to reduce the pay gap even further.

We recognise there still remain differences in the distribution of women across the workforce by grade, particularly with the lower representation in leadership roles despite an increase from the previous year. We will continue to take forward key interventions and positive actions that will support staff and colleagues in to all grades and in leadership positions.

It is important to us that all staff feel safe and supported, as this is critical in driving confidence for staff to thrive, perform to the best of their ability and progress, including female staff.



# Disability Pay Gap



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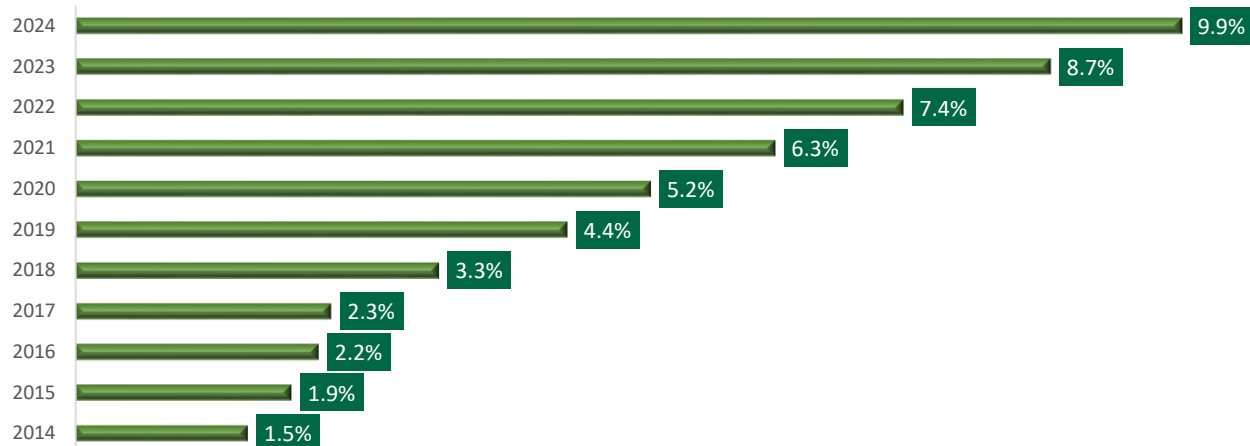
We are reporting on the disability pay gap for the first time ever in LAS.

Our EnAbleD staff network works with us on an ongoing basis to understand the needs, provide support and hear the views from disabled colleagues and here are some highlights from the last year which have helped create a supportive work environment for disabled colleagues:

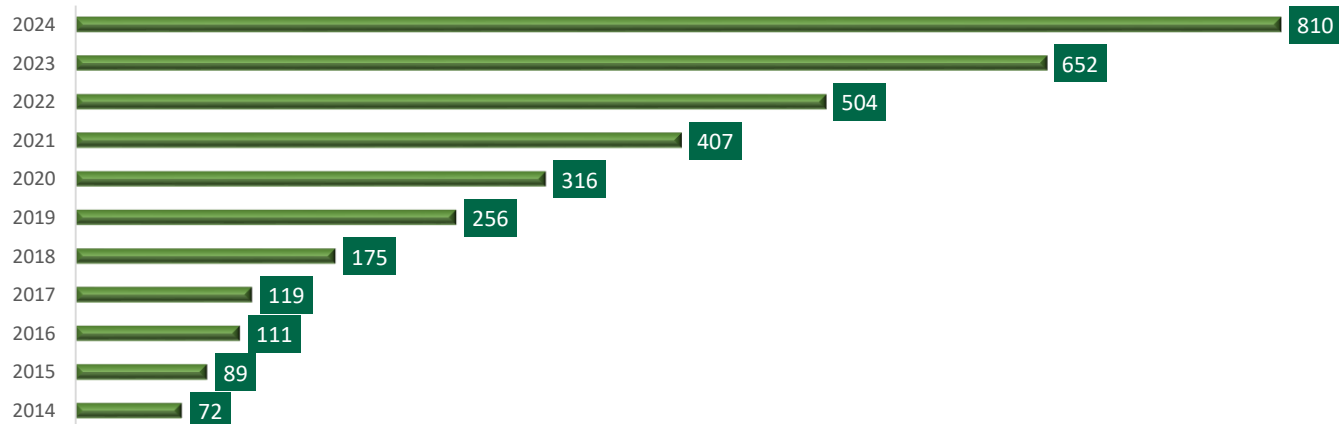
- **Published our Reasonable Adjustment policy framework and guidance.**
- **Established a Reasonable Adjustment working group to oversee and drive work.**
- **Centralised Reasonable Adjustment Hub, with allocated budget to support the Trust.**
- **Increased number of managers (120+) who attended the Cognassist training to support inclusive management with over 260 assessments for staff to help identify support needs.**
- **Ran a 'safe to say' campaign to improve data and ongoing oversight and scrutiny of data relating to disabled staff in LAS.**

The next few pages share information relating to the pay for disabled staff and shows there is very little difference in pay compared to staff members without a disability. This is great news for the Trust and we will continue to work with the EnAbleD network to continue to drive improvements to for disabled staff in both their experience and progression as shown in the action plan.

### % of Disabled Staff by year



### Headcount of Disabled Staff by year



**The percentage of our workforce stating they have a disability is 10%.**

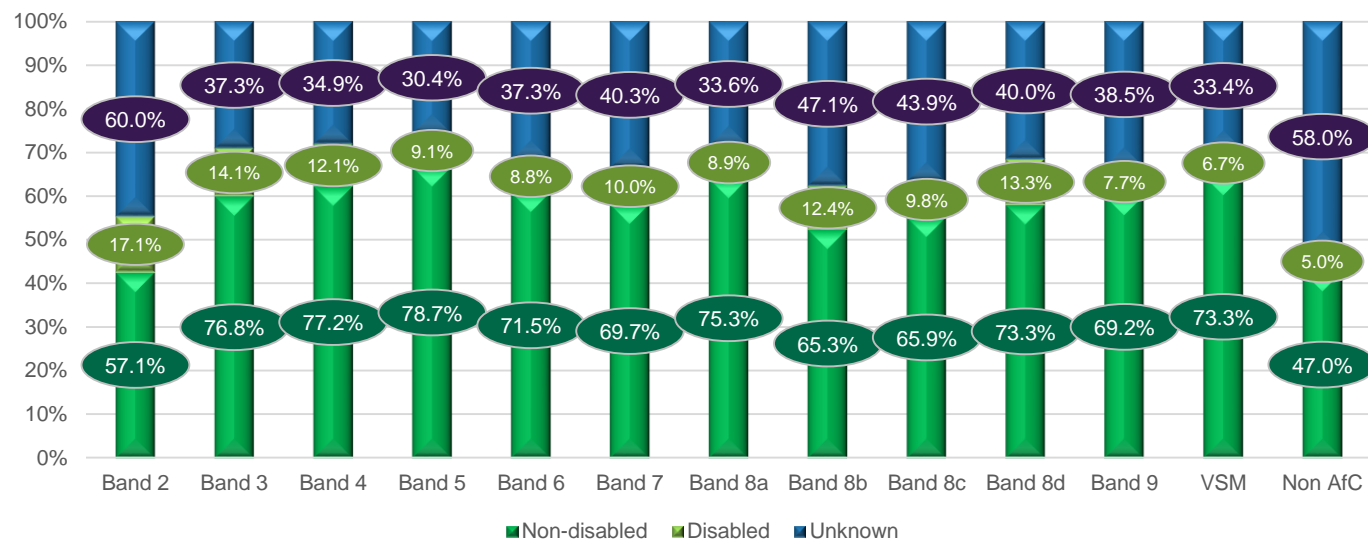
It is important to the Trust that disabled staff have a good experience at work, are valued, and have equitable access to opportunities and progression, so they are able to work effectively and thrive regardless of their disability. Over the last decade the Trust has seen a significant increase in the number of disabled staff, peaking at approximately 810 disabled staff this year.

**This is bringing us closer to the London demography where the latest census data shows the representation of disabled people is 15.7%.**



# Disability pay gap

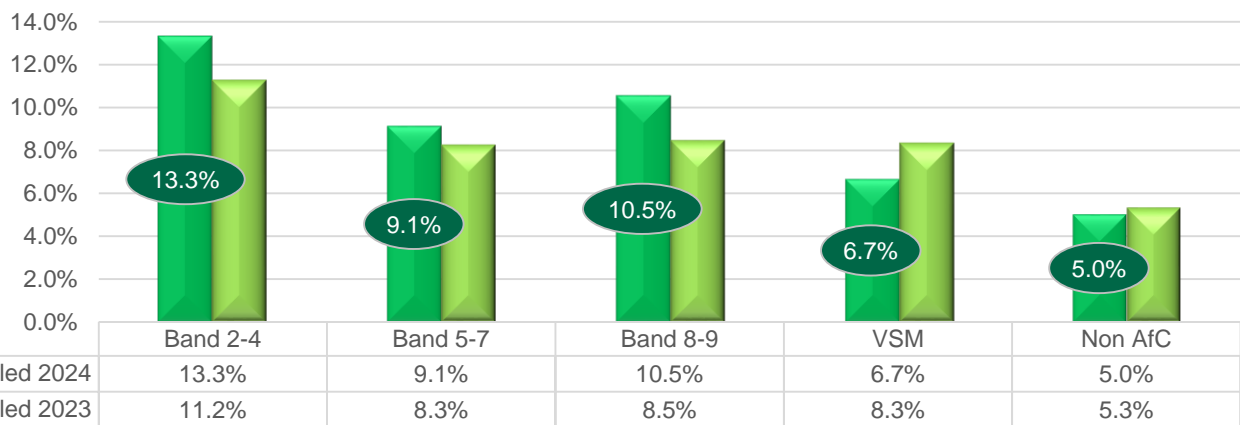
# Representation across pay grades



From staff who have declared if they have a disability or not, we can see that there is an **overrepresentation of disabled staff at Bands 2-4**, making up 13.3% of that grade level and is an increase on last year.

We can also see that there is an **underrepresentation of disabled staff at VSM level**, making up 6.7% of that grade level and is a decrease on the previous year. It should be noted that those at VSM level represent a very small number of staff (15 people).

**This suggests that although there is fairly consistent representation across the pay grades, there remain some disparities in the lower bands and VSM level.**



\*Our non AfC staff includes over 400 people who prepare frontline vehicles for operational duties

# Disability pay gap

# Representation across pay quartiles

## 1. Lower Pay Quartile



26.2%



24.8%

## 2. Lower Middle Quartile



24.3%



25.1%

## 3. Upper Middle Quartile



25.4%



24.2%

## 4. Upper Pay Quartile



24.1%



25.9%

Quartiles allow us to better understand representation by ensuring an equal number of employees in each section. From this data, we can clearly see that there is consistent representation of disabled staff across all quartiles, from those who have declared their disability status.

**At LAS, disabled staff occupy 26.2% of the lowest paid jobs, whilst non-disabled staff occupy 25.9% of the highest paid jobs.**



# Disability pay gap

## The mean and median pay gap



	Mean Hourly Rate	Median Hourly Rate
Non-disabled	23.17	22.44
Disabled	23.02	22.32
Difference	0.15	0.11
Pay Gap %	0.6%	0.5%

For the purposes of the calculation of median and median pay, we include basic pay, allowances, pay for leave and shift premium pay – this does not include overtime.

Data shows an hourly mean pay gap of 0.6% and a median pay gap of 0.5%. When comparing mean hourly pay, the difference between our disabled workforce and wider workforce overall is **less than 1 pence**, meaning that **for every £1 a non-disabled person earns, a disabled person earns 99p**.



Over the last year the Trust has made a concerted effort to enhance the experiences of disabled colleagues at work.

We have implemented the reasonable adjustments policy and guidance, provided better inclusion training and have gained greater understanding of the needs of disabled colleagues to drive fairness for disabled staff.

Our [Workforce Disability Equality Standard](#) data is also showing a marked improvement in the experiences of disabled people in LAS.

We are pleased with the small pay gap difference between staff with a disability and non-disabled staff in LAS, and are confident to report that overall, disabled people receive fair pay in the Trust.

We will continue to work with the EnAble network to drive improved experiences for disabled staff and further reduce the small low difference in pay gap where possible.

Whilst there are only slight differences between distribution of disability across the workforce by grade, there are less disabled staff in leadership roles and we will put in place key interventions and positive actions that will support staff and colleagues in to all grades and in leadership positions.

It is important to us that all staff feel safe and supported, as this is critical in driving confidence for staff to thrive, perform to the best of their ability and progress, including disabled staff.



# Ethnicity Pay Gap



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We are reporting on the ethnicity pay gap for the first time ever in LAS.

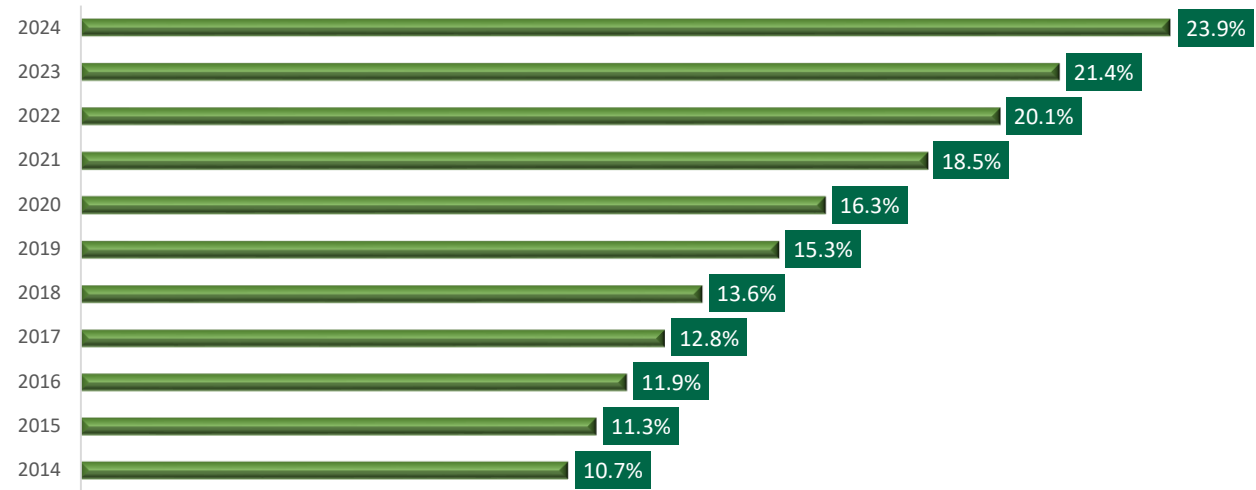
Last year, we commissioned a consultancy to help identify any barriers to the recruitment, progression and retention of people from an ethnic minority background. Actions are already underway to help improve the representation and experiences of ethnic minority staff in LAS, including:

- **Recruited and trained 30+ Independent Panel Members to ensure recruitment processes are fair and unbiased**
- **Implemented the 'Stepping up Support Package' to provide additional support for ethnic minority staff**
- **Transformed the way we attract and recruit staff into roles across the Trust**
- **Reviewed our recruitment process for bias, including reviewing adverts, longlisting / shortlisting criteria and interview questions**
- **Created better pathways for staff to pursue a clinical career**
- **Rolled out our LAS Inclusive Response Programme to increase diversity and inclusivity in frontline roles**

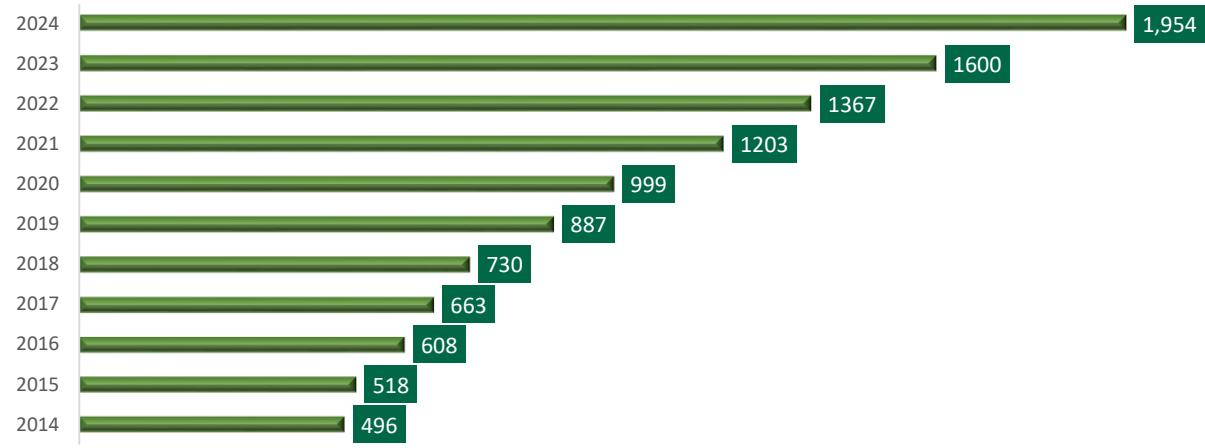
The next few pages share information relating to the pay for ethnic minority staff and shows the largest gap in pay when compared to white staff members. We remain committed to reducing the pay gap across the Trust and will continue to work in collaboration with the BME network to drive improvements for ethnic minority staff in both their experience and progression as shown in the action plan.



### % of ethnic minority by year



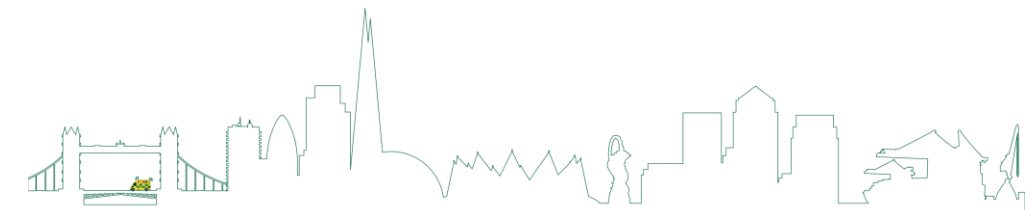
### Headcount of ethnic minority by year



**The percentage of our workforce who are from an ethnic minority background is 24%.**

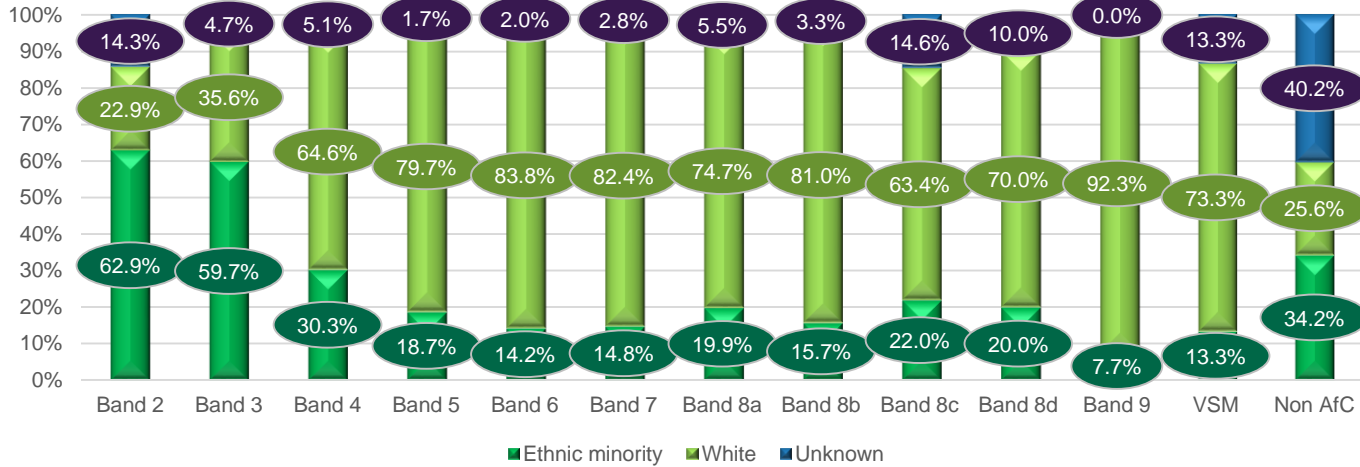
We have made significant progress over the last decade, doubling the representation of ethnically minoritised staff to approximately 1,950.

**Though this brings us closer to the demographic representation in London, we remain far from the 46% ethnic minority community make-up.**



# Ethnicity pay gap

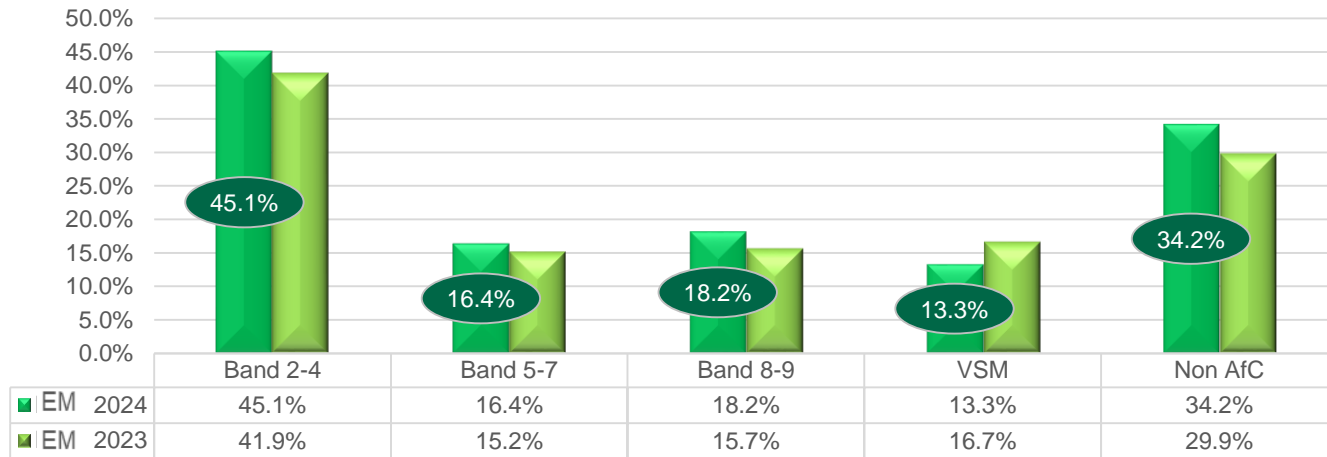
# Representation across pay grades



We can see that there is a large **overrepresentation of ethnic minority staff at Bands 2-4**, making up 45.1% of that grade level and is an increase on last year.

We can also see that there is an **underrepresentation of ethnic minority staff at all other grades**, particularly for VSM level, which makes up 13.3% of that grade level and is a decrease on the previous year. It should be noted that those at VSM level represent a very small number of staff (15 people).

**This shows that there are clear disparities in representation across bands in LAS for ethnic minority staff.**



\*Our non AfC staff includes over 400 people who prepare frontline vehicles for operational duties

# Ethnicity pay gap

# Representation across pay quartiles

## 1. Lower Pay Quartile



41.9%



17.5%

## 2. Lower Middle Quartile



26.9%



24.8%

## 3. Upper Middle Quartile



16.4%



28.9%

## 4. Upper Pay Quartile



14.8%



28.8%

Quartiles allow us to better understand representation by ensuring an equal number of employees in each section. From this data, we can clearly see that there is overrepresentation of ethnic minority staff in the lower pay quartile and underrepresentation at the upper quartiles.

**At LAS, ethnic minority staff occupy 41.9% of the lowest paid jobs, whilst white staff occupy 28.8% of the highest paid jobs.**



# Ethnicity pay gap

## The mean and median pay gap



	Mean Hourly Rate	Median Hourly Rate
Ethnic minority	20.91	19.25
White	24.54	24.66
Difference	3.63	5.41
Pay Gap %	14.81%	21.93%

For the purposes of the calculation of median and median pay, we include basic pay, allowances, pay for leave and shift premium pay – this does not include overtime.

Data shows an hourly mean pay gap of 14.81% and a median pay gap of 21.93%. When comparing mean hourly pay, the difference between our ethnic minority workforce and wider workforce overall is **15 pence**, meaning that **for every £1 a white person earns, an ethnic minority person earns 85p**.



We are pleased to be reporting on the ethnicity pay gap for the first time. However, it has highlighted a significant disparity in the pay received by staff from ethnic minority communities when compared to their white counterparts.

Over the last year the Trust, with support of the BME network, has undertaken work in response to the consultation findings and recommendations to improve our diversity. We have trained staff to support us in debiasing our recruitment and interview processes, rolled out programmes to support ethnic minority staff to develop and progress in their careers and started work to improve the balance in our frontline roles and in leadership positions.

Our [Workforce Race Equality Standard](#) data also highlights the work required to make improvements in the experience of ethnic minority staff in LAS.

The Trust is taking positive action in removing outward and hidden barriers that people from ethnic minority communities face, such as transforming the way we recruit and ensuring our communications are suitable and attractive. We speaking to ethnic minority staff to encourage them to apply for roles and supporting them through mock interviews and training, for example.

It is important to us that all staff feel safe and supported, as this is critical in driving confidence for staff to thrive, perform to the best of their ability and progress, including ethnic minority staff.



# Conclusion

Having an organisation that is fair and inclusive, where people feel they are valued equally, are able to thrive and have equal opportunities at work, regardless of who they are and where they come from is of the highest importance to London Ambulance Service Trust.

Whilst the Trust has been reporting on the gender pay gap since a number of years to meet legislative requirements and drive improvements in this areas, and we are pleased to be reporting on the disability pay gap and ethnicity pay gap for the first time. Reporting on the disability and ethnicity pay gaps is voluntary and by doing this it is a true demonstration of the commitment we place in creating a fair and inclusive organisation.

The **gender pay gap is continuing to reduce** with the current gap being women earning 4.53p less per £1 when compared to men. There is a slight improvement in women in leadership positions too, though there is still a general underrepresentation.

The **disability pay gap at LAS is relatively low**, with there being less than 1% difference in pay between colleagues with a disability and without a disability, but more work needs to be done to improve the balance of disabled staff across the different pay bands, particularly in leadership roles.

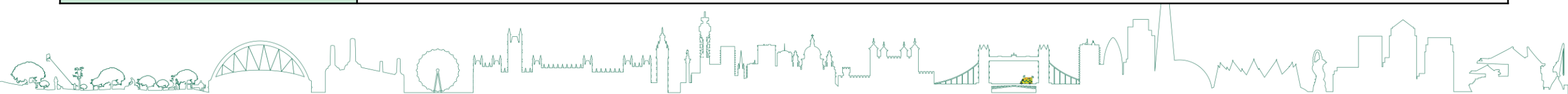
The **ethnicity pay gap currently shows the highest discrepancy**, with staff from ethnic minority communities receiving on average 15p less per £1 than their white counterparts and the data shows this demographic sit disproportionately in the lower banded roles.

Working with the staff networks, we have developed a set of actions to reduce the gaps in pay across all reported demographics. The ethnicity pay gap and disability pay gap actions align with our Workforce Race Equality Standard and Workforce Disability Equality Standard action plans respectively. The gender pay gap actions will be led by the Women's Network.

We are pleased to be comprehensively reporting on pay gaps this year, taking the time to gain awareness of our data and baselines to put in place targeted responses. We are determined to create a fairer future, with fairer pay, for all working at LAS.



Objectives	Actions
<p><b>Improve all pay gaps</b></p>	<p>Deliver targeted EDI workshops and training raising awareness of bias, increasing understanding and tools to ensure fairness</p> <p>Drive data led accountability with objectives set for all executive and extended leadership</p> <p>Deliver proactive positive action initiatives - review, identify and change interview process where barriers identified</p> <p>Continue roll-out of Independent Panel Members, supporting recruitment and selection processes</p> <p>Drive ongoing improvements in data collection and quality of data, running 'Safe to Say' campaign</p>
<p><b>Improve disability pay gap</b></p>	<p>Support staff with reasonable adjustments and are equipped to carry out duties, thrive and progress at work</p>
<p><b>Improve ethnicity pay gap</b></p>	<p>Roll-out Stepping Up Support Package and diverse support offer</p> <p>Conduct targeted recruitment, reaching ethnic minority communities in ways that work including improved communications</p>
<p><b>Improve gender pay gap</b></p>	<p>Deliver targeted positive action for women of colour programme, supporting with progression in to leadership roles</p> <p>Explore alternative work patterns that enable women to move in to senior/leadership roles and part time opportunities to support all</p> <p>Support women to undertake caring responsibilities in parallel to work and carers policy developed</p> <p>Review relevant policies with the gender balance lens</p> <p>Ensure uniforms support improved work experience for women</p>





**London Ambulance Service**  
NHS Trust

**Produced by the LAS Equality,  
Diversity and Inclusion Team**

**October 2024**

For further information and/or request in an alternative format,  
please contact: [londamb.edimailbox@nhs.net](mailto:londamb.edimailbox@nhs.net)



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