



Gender Pay Gap report 2024

Introduction

At Totally, patients and people come first. Inclusivity is core to everything we do as an organisation and we are committed to evaluating and learning how to create a more inclusive culture where everyone feels valued as an individual and can thrive.

Our aim is always to give a clear and transparent view of our Gender Pay Gap so that we can confidently take action to eliminate it. Due to changes we are making to our systems to improve reporting capabilities, this year, we have been unable to generate accurate reporting for the entire organisation. For this reason, our 2024 Gender Pay Gap report focuses on our only legal entity with more than 250 people, Vocare.

We continue to have strong female representation at all levels, reflecting our commitment to promoting diversity and gender equality and the nature of our healthcare business.

Our Gender Pay Gap measures the difference between men's and women's average pay. We're pleased that there is a negative pay gap for our colleagues when we calculate using median pay rates, and we remain confident that any difference when calculated on average pay rates is in direct relation to the make-up of the workforce where we have large numbers of women in lower paid roles, which are particularly attractive to women due to opportunities to work flexible or shortened hours.

We also remain confident in our systems and processes to ensure parity between genders.

Next year, after we complete our systems work, we aim to report on colleagues across the entire organisation.

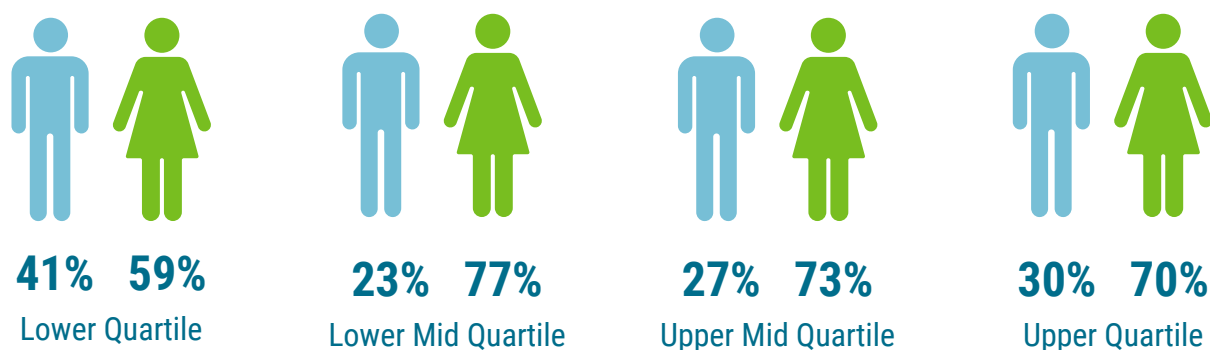
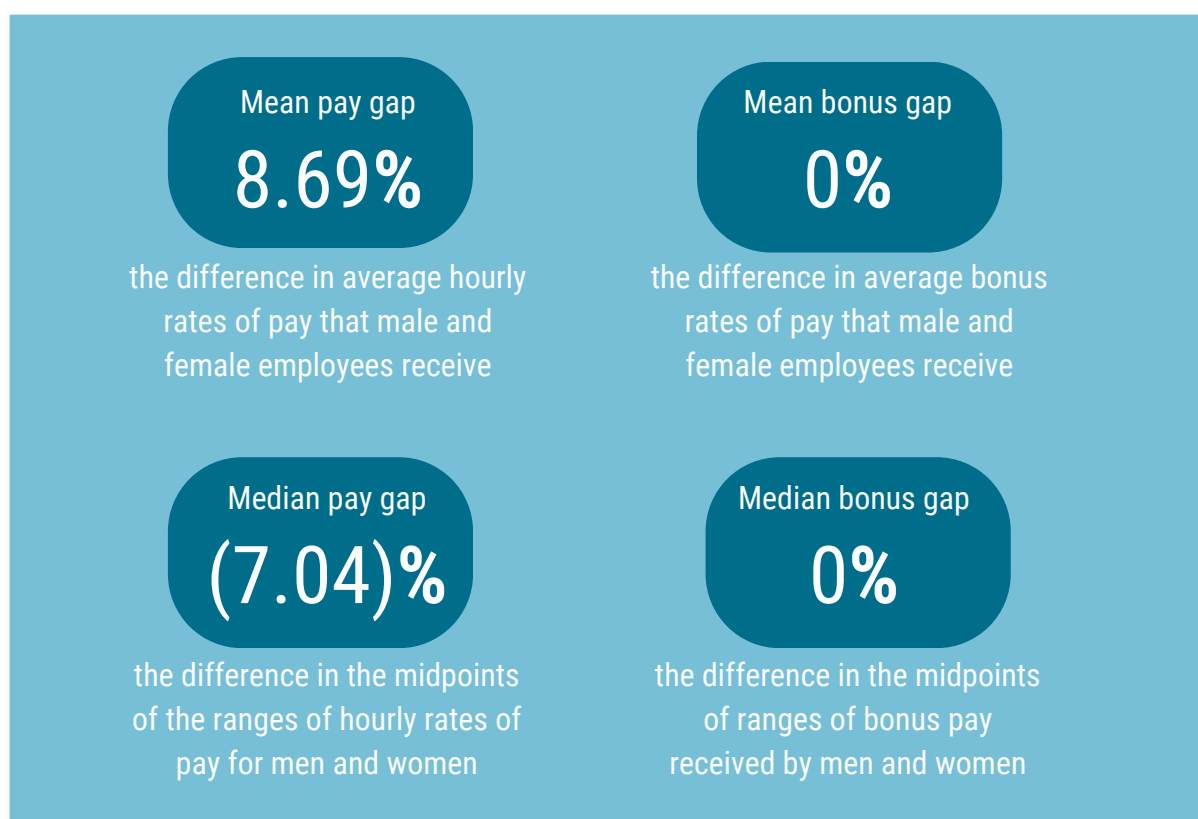


Declaration

I confirm that our data has been calculated according to the requirements of the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

Jayne Storey
Director of People & Transformation

Our Gender Pay Gap: Vocare



Proportion of males and females by pay quartile

This is the percentage of male and female employees in four quartile bands

The figures set out above have been calculated using the standard methodologies used in the Equality Act 2012 (Gender Pay Gap Information) regulations 2017

Understanding Vocare's Gender Pay Gap

We continue to take actions to simplify our organisation's reporting, which will, in turn, enable us to increase our understanding of the Gender Pay Gap and the transparency with which we report it.

We know that legal entity data for Vocare may be slightly skewed as some leadership roles sit within the Group organisation. We continue to work to address this, but due to work to implement new people administration systems, we are unable to confidently report for the entire organisation in time to include accurate data within this report.

This year's report, therefore, focuses on our main subsidiary, Vocare, and we plan to report the whole organisation as soon as data is available.

Key points

We have a strong female representation, including a balance of women and men in senior roles

- Vocare has a female-dominated workforce (70% female, 30% male) and has a good representation of women in senior roles.
- Women occupy 70% of the highest-paid jobs. For instance, 58% of our General Practitioners (GP) are female. The number of women and men in higher-paid roles is well-balanced.
- Due to the large proportion of women across the organisation, women also occupy 59% of the lowest-paid jobs. Some roles have a greater proportion of female colleagues. For example, 79% of 111 Heath Advisors are women. This can be due to the nature of the role and the flexibility different roles can provide.

We understand what drives our pay gap

- We are aware of certain areas of our organisation where the pay gap between male and female colleagues is higher due to male colleagues holding more senior-level roles. Where roles can be compared as like for like, the pay gap is significantly lower or eliminated, and we are confident in our processes to ensure that we always recruit the best person for any role, irrespective of gender.
- The median, which is generally the most representative metric, shows a **negative** gender pay gap of 7.04% which is a further improvement on the previous year (negative 6.4%). When comparing average hourly wages (median), women receive £1.08 for every £1.00 that men receive.

Legislative requirements

Gender Pay Gap legislation requires employers in the United Kingdom with 250 employees or more to calculate and publish Gender Pay Gap data on an annual basis based on their snapshot date. Private, voluntary, and all other public authority employers must use a snapshot date of 5 April and report and publish their gender pay gap information by 4 April of the following year. These employers must also include a written statement. The specific information required includes:

- Percentage of men and women in each hourly pay quarter
- Mean (average) gender pay gap using hourly pay
- Median gender pay gap using hourly pay
- Percentage of men and women receiving bonus pay
- Mean (average) gender pay gap using bonus pay
- Median gender pay gap using bonus pay.

Source: Who needs to report their gender pay gap - GOV.UK (www.gov.uk)

The mean and median explained

- **Mean pay gap:** The mean pay gap is the difference in the arithmetic average hourly pay for women compared to men, within our organisation.
- **Median pay gap:** The median represents the middle point of a population. If you lined up all our women and all our men in order of the hourly rate at which they are paid, the median pay gap is the difference between the hourly rate for the middle woman compared to that of the middle man.

The mean and median are important metrics and need to be looked at together. However, the mean can be skewed by fewer individuals earning more in the upper ranges.

- The gap between women's and men's mean (average) hourly pay at Vocare is 8.69% (7.7% the previous year). When comparing average hourly wages (mean), women receive 91p for every £1.00 that men receive. This is due to the higher proportion of men in higher-paid roles, although in real terms, there is a good balance between women and men in higher-paid roles. 51% of our two highest-paid role types are held by women.

During the year none of our colleagues received bonuses.

Addressing Totally's Gender Pay Gap

We are committed to tackling the Gender Pay Gap. The following actions underpin our approach:

Focus on inclusivity in recruitment

We regularly review all recruitment practices and processes. Our recruitment policy draws upon our company values and is underpinned by our commitment to Diversity, Equality, and Inclusion. We run regular mandatory manager recruitment training to help our hiring managers run effective and fair recruitment processes, reduce unconscious bias and make inclusive decisions for the benefit of both individuals and the organisation.

Review of policies, reward & benefits

All our HR policies are reviewed regularly to ensure they do not hold unfavourable bias towards one gender. Our policies include the provision for enhanced annual leave, the option of buying additional annual leave and enhanced family-friendly paid leave. We are committed to reviewing our benefits offering to ensure this is competitive and attractive to a diverse workforce – attracting new staff and retaining our current workforce.

Delivery of development & training for people managers

We are committed to delivering management development training to upskill our people leaders. We believe this commitment to developing our people managers increases fairness and consistency in decisions made across the organisation and improves the retention and engagement of our staff.

A focus on company values

Our values were developed in partnership with people across our organisation. They underpin all our people practices in the workplace and are embedded in current and future cultural initiatives. We continue to embed our values across the organisation and, in so doing, seek to become an employer of choice for all candidates.

BEING
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ACCOUNTABILITY



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ACTING WITH
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