



demelza



# Hospice Gender Pay Gap Report 2025



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This summary sets out the Gender Pay Gap (GPG) data for Demelza, in line with the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017. Gender pay gap reporting compares the average hourly pay of men and women across the organisation, regardless of role, and is different from equal pay, which concerns pay for men and women doing the same or similar work.

The figures set out in this report are based on hourly rates of pay as at the snapshot date of 5 April 2025.

The gender pay gap is defined as the difference between the hourly rates of pay that male and female employees receive. To understand the organisation's gender pay gap, calculations are made and divided into quartiles, lowest to highest, as follows:

- **Average gender pay gap as a mean average**
- **Average gender pay gap as a median average**

Bonus payments have not been calculated for this gender pay gap report as bonus systems are not used within Demelza. Therefore, no reportable bonus gender pay gap exists.

## Gender identity

In alignment with current requirements, gender pay gap reporting must be reported in a binary way, recognising only men and women. We are unable to report non-binary and other identities in this report, however, our internal diversity data collection allows for colleagues to choose various gender identities or to self-identify.

For the purpose of this report, we have used the terms 'gender', 'male' and 'female', although we understand that, for some people, this will be referring to their biological sex.

Gender identity is often assumed from the sex assigned at birth. However, we know that sex is more complex than simply 'male' and 'female', and gender is more than 'men' and 'women'. There are many people who do not fit into these binary categories, for example non-binary or intersex people. We are also aware that some people's gender identity does not align with the sex they were assigned at birth.

## Understanding the Hospice pay gap

As a healthcare charity operating within the health and social care sector, our workforce profile reflects wider sector trends with a predominantly female workforce and a significant proportion of part-time and flexible roles. At the snapshot date the hospice workforce comprised 243 females and 28 males.

Women are strongly represented in all four quartiles, including the upper quartile, indicating that women are well represented across the full pay range of the charity.

However, there is an overall average (mean) pay gap of -0.6%. This is due to the higher proportion of females in senior roles within the Upper Middle and Upper quartiles.

Demelza is proudly committed to being an inclusive and diverse organisation where everyone has the same opportunity in terms of recruitment, training, career development and flexible working.

### Proportion of males and females in each quartile of hospice

Quartile	No. of male employees	% of overall workforce	No. of female employees	% of overall workforce
Lower	3	1.1%	65	24.0%
Lower middle	12	4.4%	56	20.7%
Upper middle	6	2.2%	62	22.9%
Upper	7	2.6%	60	22.1%
<b>Overall</b>	<b>28</b>	<b>10.3%</b>	<b>243</b>	<b>89.7%</b>

### Mean pay gap

Quartile	Mean
Lower	0.0%
Lower middle	0.8%
Upper middle	-0.2%
Upper	-3.8%
<b>Overall</b>	<b>-0.6%</b>

### Median pay gap

Quartile	Median
Lower	-0.3%
Lower middle	2.6%
Upper middle	1.5%
Upper	-6.8%
<b>Overall</b>	<b>-9.2%</b>

## Demelza Retail and Lottery Operations

Separate to the Demelza Hospice, we have an associated workforce in our Retail operations of retail shops and associated distribution and management colleagues. With 114 employees Demelza is not required to report its gender pay gap for its retail and lottery payroll, but is committed to fairness and transparency, and therefore chooses to report this voluntarily.

## Understanding the Retail and Lottery pay gap

The Retail and Lottery operations support income generation for the charity's charitable objectives. Roles vary in seniority, skill level and working patterns, with two thirds of the work force being part-time employees. As with the Hospice, our retail workforce has significantly more female than male employees. At the snapshot date our Retail workforce comprised 87 females and 27 males. This gender profile reflects sector-wide trends within charity retail and customer-facing roles.

An overall gender pay gap of 5.4% is seen across all quartiles. There are no or negligible gaps in the lower quartiles, but a pay gap of 23.9% exists in the Upper quartile. This mean gender pay gap is influenced by a small number of higher-paid roles in the Upper quartile rather than widespread differences in pay. This is attributed to the range of roles from Retail Shop employees to senior management included across both male and female colleagues in this quartile.

### Proportion of males and females in each quartile of retail operations

Quartile	No. of male employees	% of overall workforce	No. of female employees	% of overall workforce
Lower	3	2.6%	26	22.8%
Lower middle	10	8.8%	18	15.8%
Upper middle	8	7.0%	20	17.5%
Upper	6	5.3%	23	20.2%
<b>Overall</b>	<b>27</b>	<b>23.7%</b>	<b>87</b>	<b>76.3%</b>

### Mean pay gap

Quartile	Mean
Lower	0.0%
Lower middle	0.2%
Upper middle	-0.1%
Upper	23.9%
<b>Overall</b>	<b>5.4%</b>

### Median pay gap

Quartile	Median
Lower	0.0%
Lower middle	1.0%
Upper middle	-0.7%
Upper	16.9%
<b>Overall</b>	<b>0.0%</b>

## In summary

While far lower than commercial organisations, Demelza is reporting a mean pay gap overall in its Retail operations. Within the Hospice a negative mean pay gap exists in the Upper quartiles only. Over all operations within Demelza, we consider the reasons for this are that:

- **Our workforce reflects sector-wide occupational trends with care, clinical support, administration and retail roles predominantly occupied by women.**
- **We have a predominantly female workforce where small fluctuations in the male workforce can have a significant impact on our gender pay gap calculation.**
- **A significant proportion of the workforce works part-time and part-time roles are more commonly held by women.**
- **Full-time leadership and specialist roles are more common in retail and lottery options where we see the most significant gender pay gap.**

Demelza's trustees and senior leadership team review workforce and pay information as part of ongoing governance and pay and reward decisions. In setting pay structures, we consider NHS rates, Real Living Wage and sector benchmarks with the aim of supporting fair pay and helping to reduce any pay gaps. Overall Demelza is confident that there is no evidence of unequal pay for men and women doing the same role. Median pay gaps by quartile are minimal or zero, supporting this conclusion. The pay gaps identified are related to people carrying out different roles and choosing different working patterns to support their work/life balance.

Demelza is proudly committed to being an inclusive and diverse organisation where everyone has the same opportunity in terms of recruitment, training, career development and flexible working. Whilst we are proud to offer various work patterns, the prevalence of part-time hours is significantly higher with our female colleagues. We offer enhanced maternity and paternity pay and encourage hybrid working where appropriate.

We will continue to explore how we can attract the most diverse talent into Demelza across all areas of our operations.

**I confirm that the data reported is accurate.**

**Hayley Clark**

**Director of People and Culture**



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Until  
June  
2026



Find out more at:

**demelza.org.uk**

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