

Gender Pay Gap Report 2025/2026

Snapshot Date 31 March 2025

Date of Publication

As an organisation with more than 250 employees, we are required to publish an annual report showing the pay gap between our male and female employees.

The gender pay measures the difference between the average earnings of male and female employees, at a snapshot date, irrespective of their role or seniority.

Below are the 6 metrics we are required to publish, based on who we employed as at 31 March 2025.

Median pay gap	0%
Mean pay gap	0.9% (0.0086)

The proportion of men and women according to quartile pay bands

This table illustrates the gender distribution across four equally sized quartiles

Quartile	Female	Male
Upper	81 (70%)	35 (30%)
Upper Middle	78 (68%)	37 (32%)
Lower Middle	69 (60%)	46 (40%)
Lower	77 (67%)	38 (33%)

Bonus Payments

No bonus payments were made in the applicable pay period, so no data has been submitted for this metric.

Actions to address the findings

The Housing Ombudsman is committed to building a diverse and inclusive workforce where everyone is valued and where pay and benefits are fair and transparent. The current mean gender pay gap is minor, but we must continually review our approach to ensure this continues into the future.

Representation of the employees included in this report breaks down to 66% women and 34% men, and this is reflected in the table above outlining the findings across pay quartiles.

Actions

- Continue to monitor and review our gender pay gap
- Keep our recruitment practices under review to ensure fairness and equal opportunities at all stages
- Ensure that our transformation projects, particularly pay and grading and developing career pathways, are tested to understand the impact on our gender pay gap as part of planning
- Explore the functionality of our HR system for better recording and reporting on the gender pay gap.

Signed: Andrea Keenoy

Position: Chief Operating Officer