

Gender Pay Gap Report 2023/24

I am pleased to report our 2023/24 gender pay report for Cranfield Quality Services, showing our median pay gap has fallen by 1.3% to 4.6% and our mean pay gap remains at 0% in line with previous years. I am also pleased to report that we are an accredited Real Living Wage employer, having been certified by the Living Wage Foundation. As a Real Living Wage Employer, we ensure that we pay a wage which is based on the cost of living in the UK.

Reports were not published in the reporting years 2021/22 or 2022/23 due to not meeting the threshold of staff numbers (250) for statutory reporting. While our headcount during these periods did not meet the statutory minimum reporting level, since this time we have increased staffing levels and are therefore publishing our data for 2023/24.

With our main business activity of service provision and hospitality severely affected during the covid pandemic, we experienced a significant reduction in numbers of our workforce. Post-pandemic however, as the demand on our services has increased, we have seen our staffing numbers rise to above the 250 threshold.

Cranfield Quality Services provide contracted services to Cranfield University group companies. These comprise a wide range of hospitality services including the cleaning of space across the campus, food and beverage production and services, the provision of reception and lecture room preparation and housekeeping, in addition to various management and administrative activities to support the frontline service teams.

Given the nature of services we provide, we have a relatively flat structure with men and women being fairly evenly distributed across the company. We will continue to take actions to not only maintain but improve our position by ensuring our policies and practices are supportive of gender and pay equality. Team members are employed on a variety of contracts to fulfil our business model and requirements.

We believe that our people are our most valuable resource, and we take gender and other protected characteristics very seriously, promoting an inclusive and supportive environment. In support of this, we have an equal opportunities policy, ensuring fairness and equitable treatment in our processes, to include recruitment and promotion.

I confirm that the data in the report is accurate.



Stewart Elsmore

Director of Campus Services

Explanatory notes

Our Gender Pay information shown below has been prepared in accordance with our duty under the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 and associated Government guidance.

Definitions

This report covers the period 5 April 2022 to 4 April 2023. The figures and analysis within it are based on a data 'snapshot' taken on the same date each year – 5 April. Bonus (recognition) pay data, however, represents payments made within the preceding twelve months, covering the period 6 April 2022 to 5 April 2023.

The pay gap is the percentage difference between the **average hourly earnings** of men and women across the company.

This is different to **equal pay**, which shows whether there are differences in pay between men and women doing comparable work.

Mean and median gender pay gap 2023/24

Our mean and median pay gap data (Table 1) shows the difference between the mean/median hourly rates of pay that men and women receive. Our median pay gap for 2023 remains 0%, which has not changed since our last statutory report in 2020/21. Our mean pay gap has decreased by 1.3% to 4.6% and shows we are continuing with the positive trend of recent reporting.

	Female	Male	Pay Gap
	11.54% - 2023/24	12.10% - 2023/24	4.6% - 2023/24
Mean Gender Pay Gap	(9.16 – 2020/21) (8.80 - 2019/20) (8.46 - 2018/19)	(9.73 – 2020/21) (9.50 - 2019/20) (8.93 - 2018/19)	(5.9% - 2020/21) (7.4% - 2019/20) (5.3% - 2018/19)
	10.90% - 2023/24	10.90% - 2023/24	0.0% - 2023/24
Median Gender Pay Gap	(8.44 – 2020/21) (7.97 - 2019/20) (7.50 - 2018/19)	(8.44 – 2020/21) (7.97 - 2019/20) (7.50 - 2018/19)	(0.0% - 2020/21) (0.0% - 2019/20) (0.0% - 2018/19)

Table 1 – Mean and median pay gaps including previous three reporting years

To provide further explanation of the figures in Table 1, the median pay gap shows the difference between the midpoints in the ranges of hourly earnings of men and women. In accordance with statutory requirements, we have taken the pay rates of men and women within Cranfield Quality Services and ordered them from lowest to highest, showing the difference between the staff member in the middle of the range of male wages, and the staff member in the middle of the range of female wages. The median is typically seen as the more representative figure in gender pay analysis, as the mean can be significantly impacted by a handful of more highly paid employees.

The mean gender pay gap is the difference between the average hourly earnings of men and women, calculated by adding up the hourly earnings of the whole workforce and dividing the figure by the number of people. This has fallen since our last submission in 2020/21 and can be attributed to changes in staff numbers within our pay quartiles, most notably a percentage

increase in the number of women in the upper pay quartile with a corresponding fall in the number of men.

The proportion of men and women in each pay quartile

The data in Table 2 shows the proportions of male and female full-pay relevant employees in the lower (Q1), lower middle (Q2), upper middle (Q3) and upper quartile pay quartiles (Q4). The figures for the previous reporting years are also provided for reference.

2023/24	Quartile 1 (Q1)	Quartile 2 (Q2)	Quartile 3 (Q3)	Quartile 4 (Q4)
Proportion of females in quartile	63.2% - 2023/24 (58.6% – 2020/21) (55.0% - 2019/20) (46.0% - 2018/19)	43.9% - 2023/24 (48.3% – 2020/21) (46.0% - 2019/20) (46.0% - 2018/19)	52.6% - 2023/24 (58.6% – 2020/21) (54.0% - 2019/20) (58.0% - 2018/19)	60.0% - 2023/24 (48.3% – 2020/21) (47.0% - 2019/20) (47.0% - 2018/19)
Proportion of males in quartile	36.8% - 2023/24 (41.4% – 2020/21) (45.0% - 2019/20) (54.0% - 2018/19)	56.1% - 2023/24 (51.7% – 2020/21) (54.0% - 2019/20) (54.0% - 2018/19)	47.4% - 2023/24 (41.4% – 2020/21) (46.0% - 2019/20) (42.0% - 2018/19)	40.0% - 2023/24 (51.7% – 2020/21) (53.0% - 2019/20) (53.0% - 2018/19)

Table 2 – Pay quartiles including previous three reporting years

Mean and median bonus gender pay gap 2023

A gender bonus pay gap shows the difference in bonus payments between men and women, however it is only calculated and reported where employers have paid bonus pay to at least one man and/or woman. As Cranfield Quality Services do not operate a bonus/recognition scheme for its workforce, the figures in Table 3 and Table 4 are reflective of this practice.

Please note, we have included these tables for completeness of record and as we are required to report the percentage of men who received bonus pay (entered as zero) and percentage of women who received bonus pay (entered as zero).

	Female	Male	Pay Gap
Mean Bonus Gender Pay Gap	n/a - 2023/24 (n/a – 2020/21) (n/a – 2019/20) (n/a – 2018/19)	n/a - 2023/24 (n/a – 2020/21) (n/a – 2019/20) (n/a – 2018/19)	n/a - 2023/24 (n/a – 2020/21) (n/a – 2019/20) (n/a – 2018/19)
Median Bonus Gender Pay Gap	n/a - 2023/24 (n/a – 2020/21) (n/a – 2019/20) (n/a – 2018/19)	n/a - 2023/24 (n/a – 2020/21) (n/a – 2019/20) (n/a – 2018/19)	n/a - 2023/24 (n/a – 2020/21) (n/a – 2019/20) (n/a – 2018/19)

Table 3 – Mean bonus pay gap including previous three reporting years

Proportion of females receiving bonus	Proportion of males receiving bonus
<p style="text-align: center;">0% - 2023/24</p> <p style="text-align: center;">(0.0% - 2020/21)</p> <p style="text-align: center;">(0.0% - 2019/20)</p> <p style="text-align: center;">(0.0% - 2018/19)</p>	<p style="text-align: center;">0% - 2023/24</p> <p style="text-align: center;">(0.0% - 2020/21)</p> <p style="text-align: center;">(0.0% - 2019/20)</p> <p style="text-align: center;">(0.0% - 2018/19)</p>

Table 4 – Proportion receiving bonus