



London Ambulance Service
NHS Trust

Pay Gap Report

Gender, Disability and Ethnicity – 2024/25



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 2025.

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 31st March 2025.

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, 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.



Foreword

It is great to see the Trust has gone above and beyond our reporting requirements to not only report on the gender pay gap, but is one of the very few across the NHS to report on the ethnicity and disability pay gap. 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.

As you look through the report, we hope you are as pleased as we are with the nominal pay gap found between disabled colleagues and the wider workforce, reflecting the efforts the Trust has put in to support our disabled staff at work. Although our gender pay gap is consistent with last year, we have seen considerable improvement over the years and this is directly linked to the effort we are making in supporting our female colleagues, opening opportunities to them and ensuring support is in place for leadership positions.

Whilst there is a marginal closing of the ethnicity pay gap, it remains the highest of the three and is not just an issue for LAS, but a significant issue across the wider NHS. We will continue to ensure our recruitment processes are fair and unbiased to ensure we have the best people for the job and bring diversity across all roles in the Trust.

Close monitoring of our workforce equalities data, alongside our Workforce Race Equality Standard and Workforce Disability Equality Standard is crucial to ensure we deliver against our equality commitments to creating fairness across the Trust, including pay.



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Dr Fenella Wrigley

**Deputy Chief Executive,
Chief Medical Officer,
London Ambulance
Service NHS Trust**



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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.



Our progress in 2024/25

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 remains low. **Women in LAS earn 95p compared to every £1 men earn.** Though we continue to see reductions over time, we remain committed to drive this down further.
- It is pleasing to see that in our proactive 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 ethnic minority communities who earn 86p when compared to their white counterparts earning £1.** Though this is a slight improvement from last year, there remain 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**

52%
of our workforce are women



For every £1 that male staff earn, female staff earn **95p**
- 2. DISABILITY**

11%
of our workforce identified themselves as having a disability



For every £1 that non-disabled staff earn, disabled staff earn **99p**
- 3. ETHNICITY**

25%
of our workforce are from an ethnic minority background



For every £1 that white staff earn, ethnically minoritised staff earn **86p**



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Gender Pay Gap



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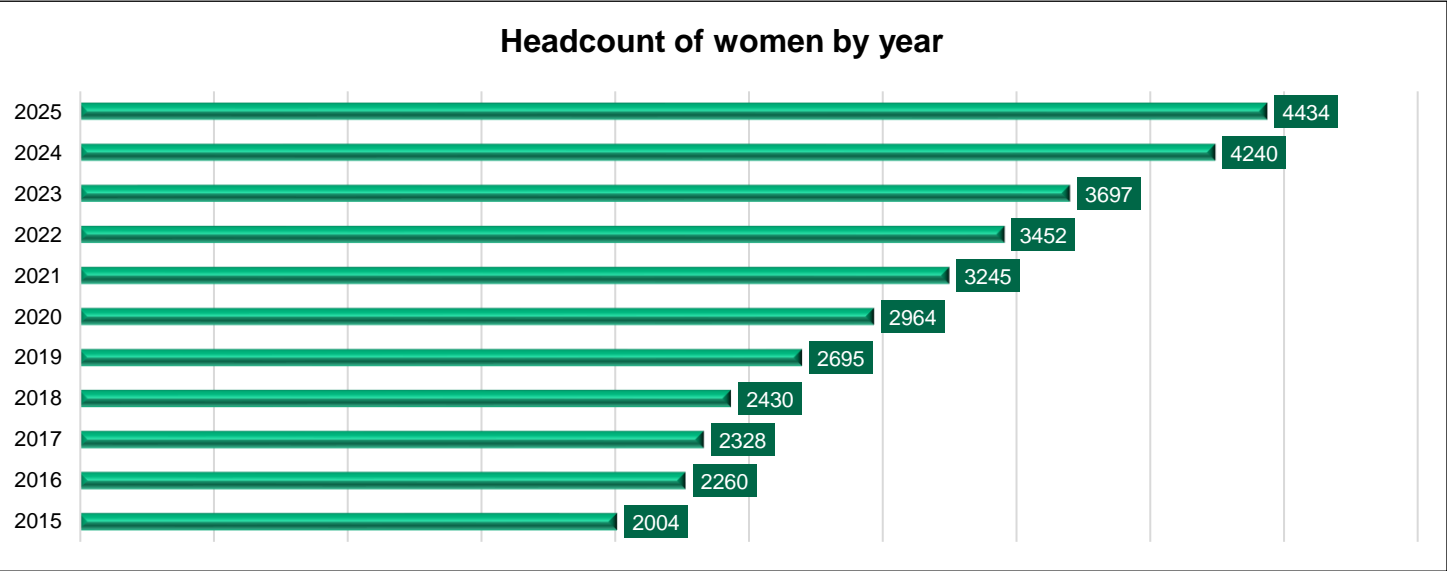
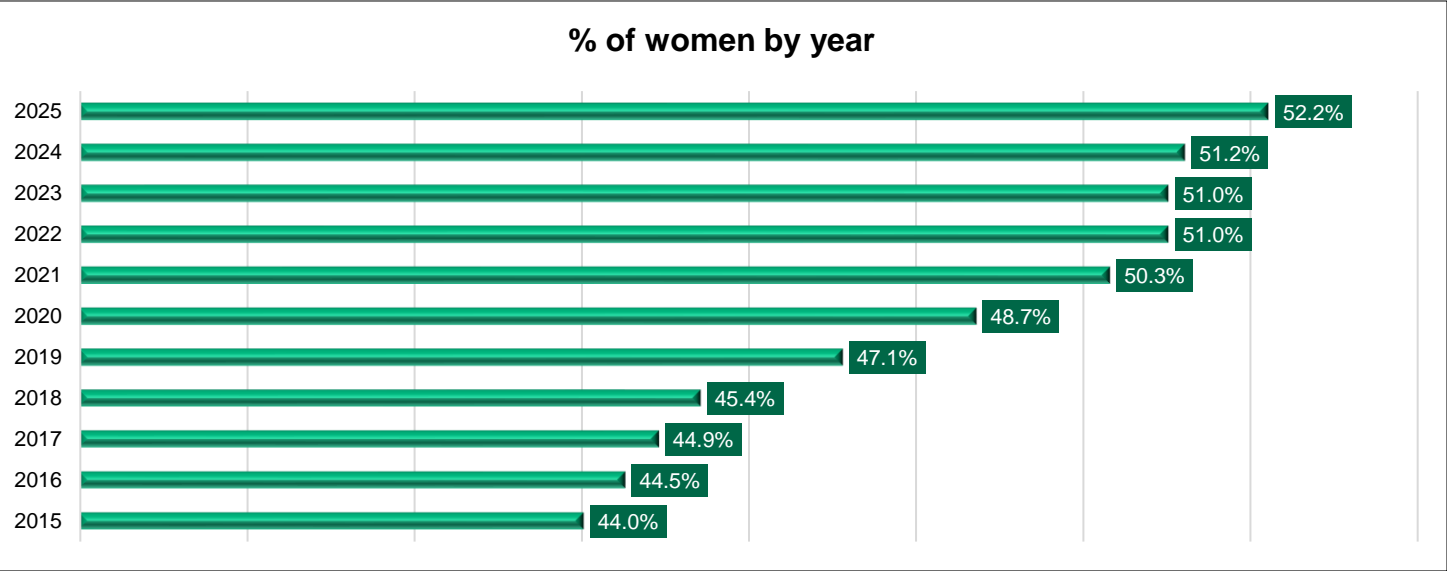
LAS have reported on the gender pay gap for several years and we are committed to creating a fair and inclusive place to work for all genders.

Our Women's staff network continues to support our female staff in raising issues and influencing Trust policies and procedures, helping us better understand the issues and views from female colleagues. Some highlights from the last year which have helped create a supportive work environment for female colleagues:

- **Invested in and implemented leadership programmes to support women, such as the 'women of colour' programme which is now in its third cohort**
- **Supported female staff progression, including targeted recruitment and mentoring schemes.**
- **Supported the uniform working group and its supporting subgroups, ensuring trousers suitable for women are available across the Trust**
- **Developed a carer's policy in consultation with staff networks**

The next few pages share information relating to the pay for female staff and shows there is a slight difference in pay compared to male staff members. These improvements are great news for the Trust and we will continue to work with the Women's network to continue to drive improvements to for female staff in both their experience and progression as shown in the action plan.





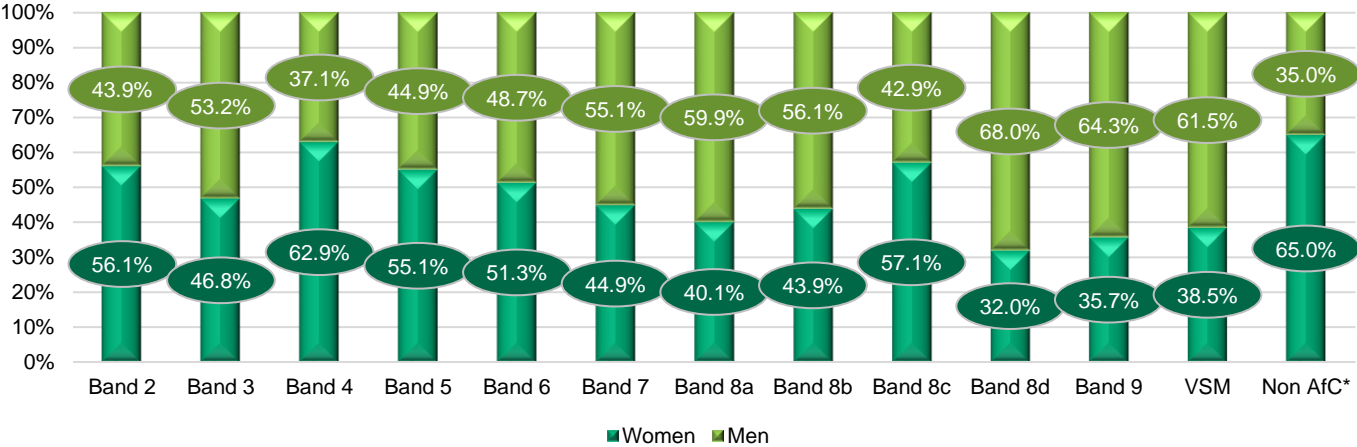
The percentage of our workforce identifying as female is 52%.

Over the last decade the Trust has seen an increase in the number of female staff, peaking at approximately 4,434 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

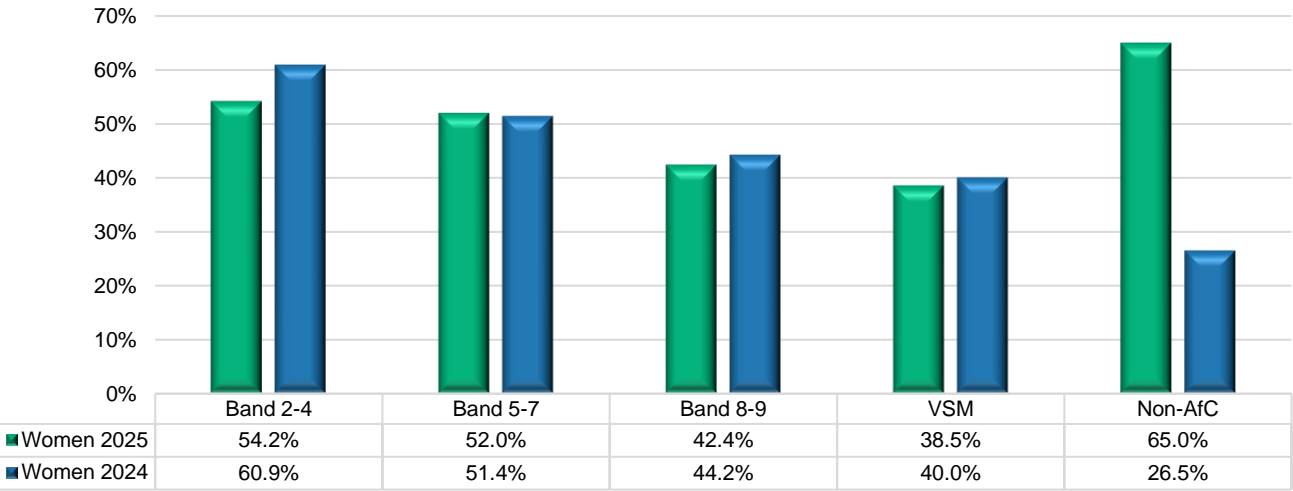
Representation across pay grades



We can see that there is an **overrepresentation of female staff at non-AfC**, making up 65% of that grade level and is a significant increase on last year.

We can also see that there is an **underrepresentation of women at the higher grades**, particularly at Band 8d and above. 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 higher bands and non-AfC staff.



*Our non AfC staff includes over 400 people who prepare frontline vehicles for operational duties and are currently in the process of assimilating following TUPE

Gender pay gap

Representation across pay quartiles

1. Lower Pay Quartile



52.2%



47.9%

2. Lower Middle Quartile



60.5%



39.5%

3. Upper Middle Quartile



54.5%



48.5%

4. Upper Pay Quartile



43.8%



56.2%

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.

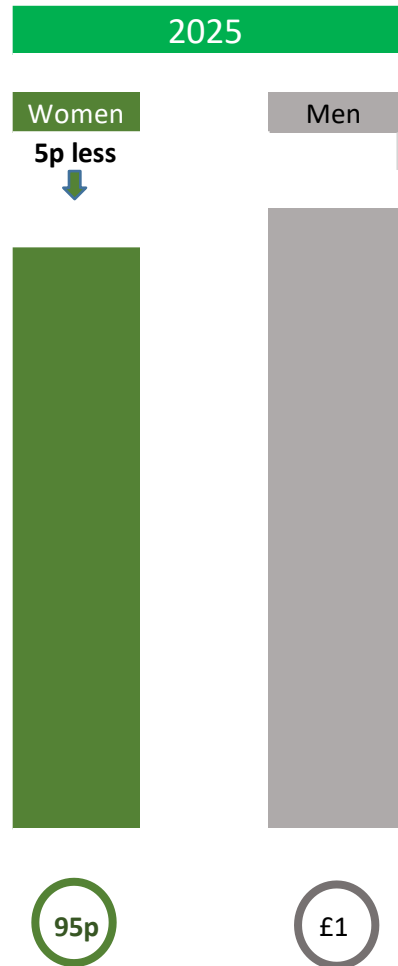
At LAS, female staff occupy 52.2% of the lowest paid jobs, whilst male staff occupy 56.2% of the highest paid jobs.



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Gender pay gap

The mean and median pay gap



	Mean Hourly Rate	Median Hourly Rate
Male	25.57	25.49
Female	24.32	23.23
Difference	1.24	2.26
Pay Gap %	4.87%	8.87%

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 4.87% and a median pay gap of 8.87%. 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 continued to invest in and implement programmes to support women to apply for leadership roles, for example through the 'women of colour' programme, ensured our recruitment processes are free from bias to ensure women are not put off from applying to due language used in job adverts and actively drove culture change to support women at work, for example through the provision of female-fit trousers and the development of a carer's policy.

Although the pay gap has remained consistent in comparison to last year, we are pleased the difference has remained low and is still the lowest reported by LAS. 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 for those who are non-AfC and at Band 8d and above. 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 continuing to proactively report of the disability pay gap for the LAS.

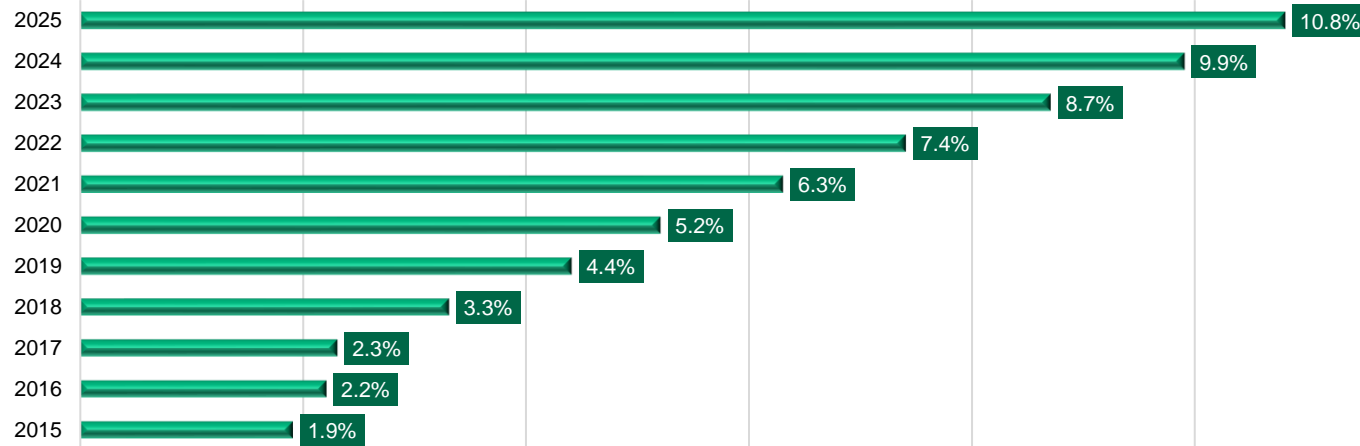
Our EnAble staff network works with the EDI team on an ongoing basis to understand the needs, provide support and hear the views from disabled colleagues and here are some highlights from the last year which have helped create a supportive work environment for disabled colleagues:

- **Published our Reasonable Adjustment policy framework and guidance in July 2024.**
- **Established a Reasonable Adjustment working group to oversee and drive work, alongside a supporting complex case panel for subject matter experts to provide advice and guidance.**
- **Established a Reasonable Adjustment Hub, with allocated budget to support implementation of adjustments.**
- **Increased Cognassist neuroinclusivity offer, to allow unlimited access to cognitive assessments for staff to better understand their learning style and access neurodiversity training.**

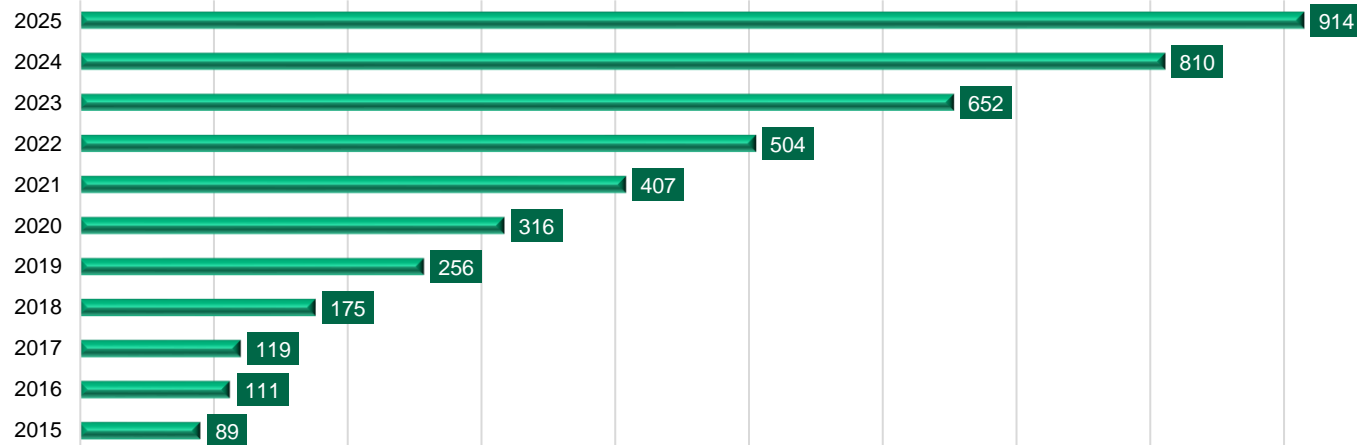
The next few pages share information relating to the pay for disabled staff and shows there is very little difference in pay compared to staff members without a disability. This is great news for the Trust and we will continue to work with the EnAble network to continue to drive improvements to for disabled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



% of disabled staff by year



Headcount of disabled staff by year



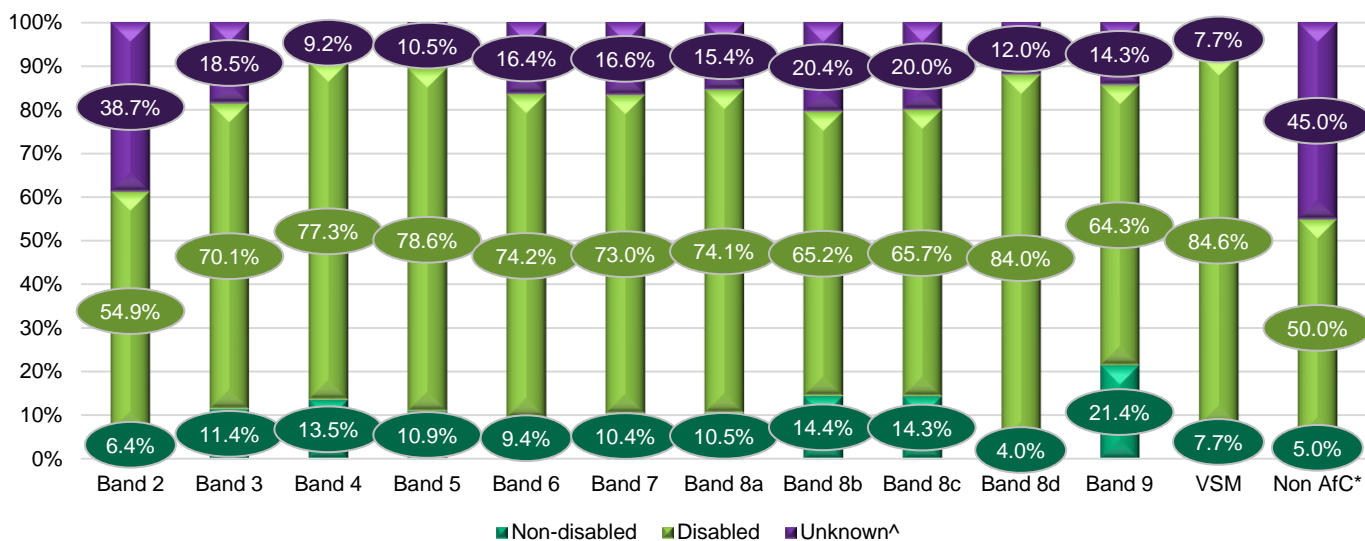
The percentage of our workforce stating they have a disability is 11%.

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 914 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

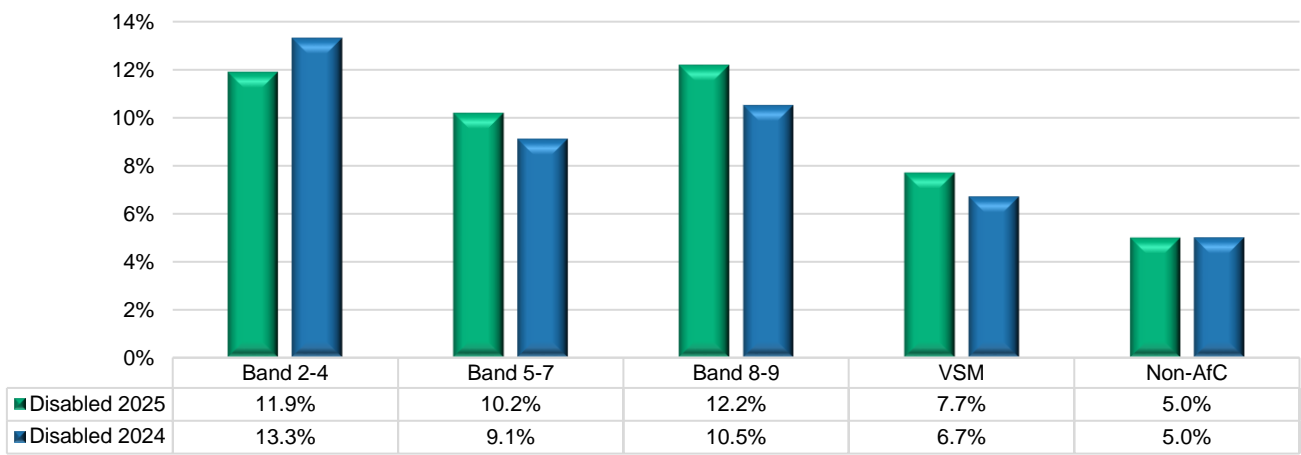
Representation across pay grades



From staff who have declared if they have a disability or not, we can see that there is **fairly consistent representation across the Bands**, with higher representation seen in Band 9, making up 21.4% of that grade level and is a significant increase on last year.

We can also see that there is an **underrepresentation of disabled staff at Band 8d and VSM level** making up 4.0% and 7.7% respectively. It should be noted that those at VSM level represent a very small number of staff (15 people).

This suggests that although there remain some disparities across specific grade, there is good representation across for staff who have declared their disability.



*Our non AfC staff includes over 400 people who prepare frontline vehicles for operational duties and are currently in the process of assimilating following TUPE

^Unknown data is mainly due to data completeness and tends to be lower for TUPE staff

Disability pay gap

Representation across pay quartiles

1. Lower Pay Quartile



13.0%



87.0%

2. Lower Middle Quartile



12.0%



88.0%

3. Upper Middle Quartile



12.0%



88.0%

4. Upper Pay Quartile



11.7%



88.3%

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 from those who have declared their disability status, there is consistent representation of disabled staff across all quartiles though it is slightly higher in the lowest pay quartile.

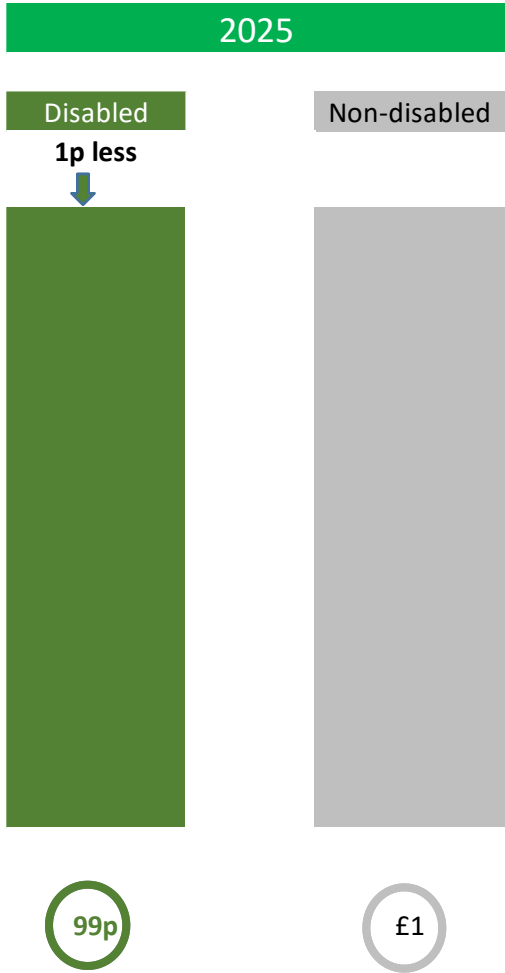
At LAS, disabled staff occupy 13.0% of the lowest paid jobs, whilst non-disabled staff occupy 88.3% of the highest paid jobs.



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Disability pay gap

The mean and median pay gap



	Mean Hourly Rate	Median Hourly Rate
Non-disabled	24.69	23.72
Disabled	24.48	23.24
Difference	0.21	0.47
Pay Gap %	0.86%	1.99%

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 0.86% and a median pay gap of 1.99%. 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**.



Ethnicity Pay Gap



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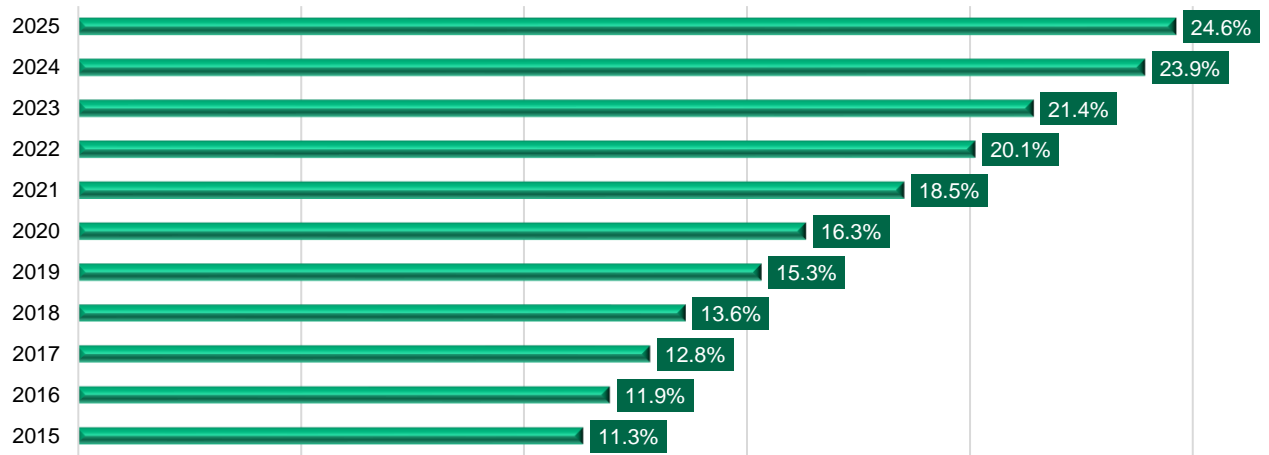
We are continuing to proactively report of the ethnicity pay gap for the LAS. Actions are underway to help improve the representation and experiences of ethnic minority staff in LAS, including:

- **Recruited and trained over 50 Independent Panel Members to ensure recruitment processes are fair and unbiased, closing the gap in the likelihood of ethnic minority candidate success rates**
- **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, for example through showcasing stories from diverse colleagues as part of the BBC Ambulance documentary**
- **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**

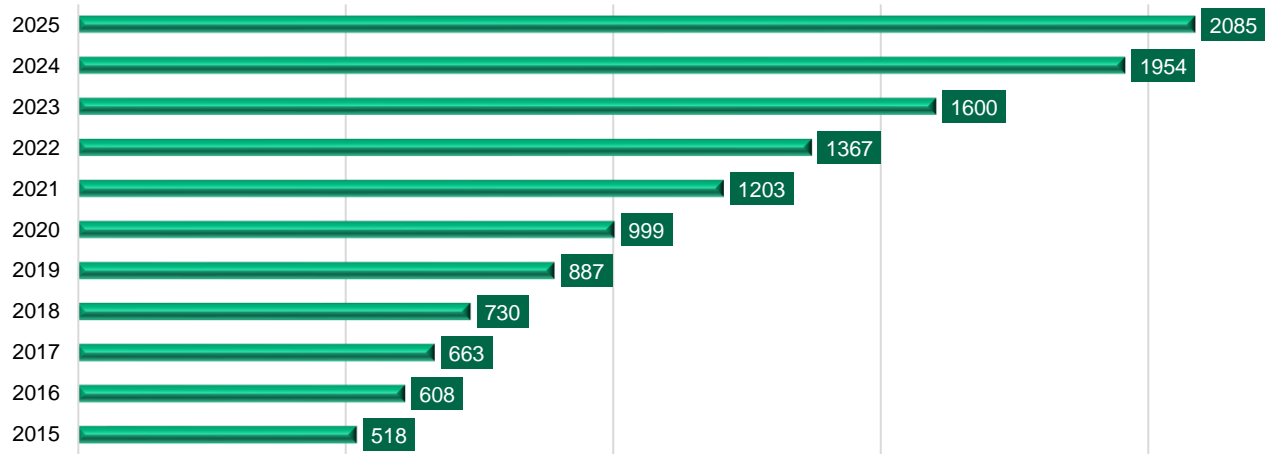
The next few pages share information relating to the pay for ethnic minority staff and shows the largest gap in pay when compared to white staff members. It is fair to We remain committed to reducing the pay gap across the Trust and will continue to work in collaboration with the BME network to drive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



% of ethnic minority staff by year



Headcount of ethnic minority staff by year



The percentage of our workforce who are from an ethnic minority background is 25%.

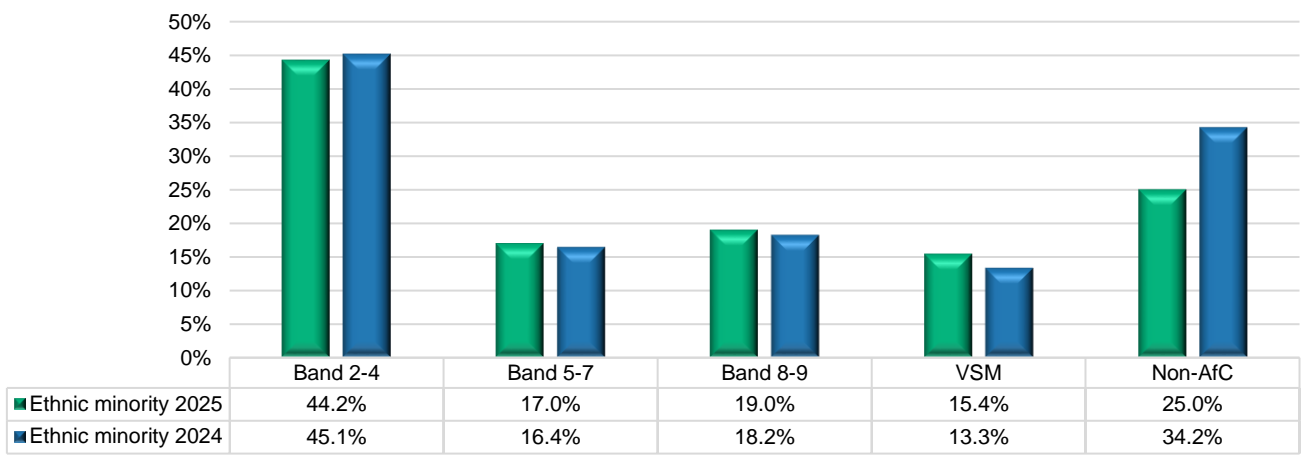
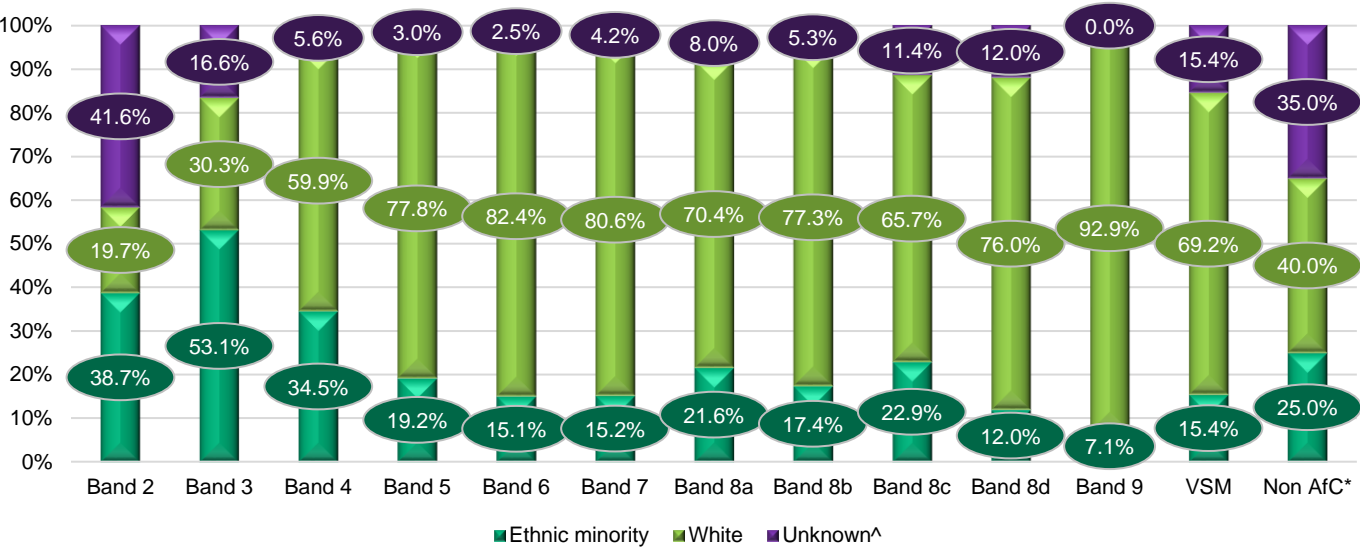
We have made significant progress over the last decade, increasing the representation of ethnic minority staff to approximately 2,085.

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



*Our non AfC staff includes over 400 people who prepare frontline vehicles for operational duties and are currently in the process of assimilating following TUPE

^Unknown data is mainly due to data completeness and tends to be lower for TUPE staff

We can see that there is a large **overrepresentation of ethnic minority staff at Bands 2-4** making up 44.2% of that grade level, though this is a decrease on the previous 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 15.4% of that grade level. However this is 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 shows that there are clear disparities in representation across bands in LAS for ethnic minority staff which could be a contributing factor to the pay gap.

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Ethnicity pay gap

Representation across pay quartiles

1. Lower Pay Quartile



43.4%



56.6%

2. Lower Middle Quartile



25.2%



74.8%

3. Upper Middle Quartile



16.5%



83.5%

4. Upper Pay Quartile



13.4%



86.6%

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.

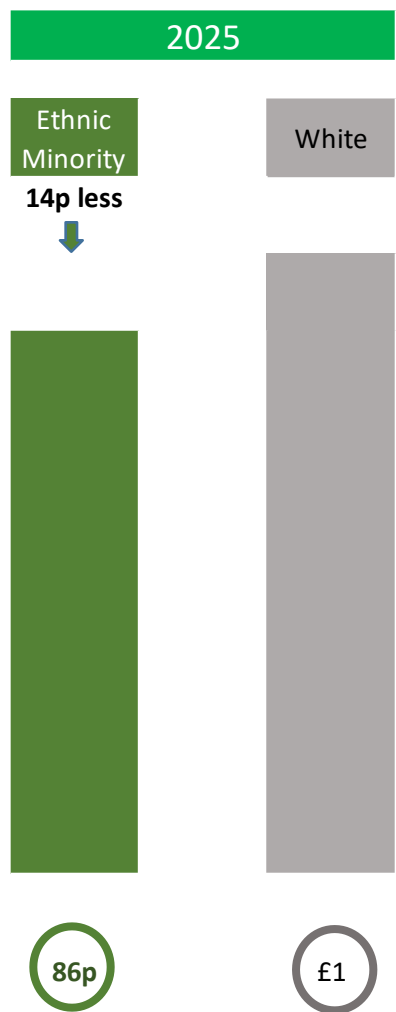
At LAS, ethnic minority staff occupy 43.4% of the lowest paid jobs, whilst white staff occupy 86.6% of the highest paid jobs.



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Ethnicity pay gap

The mean and median pay gap



	Mean Hourly Rate	Median Hourly Rate
Ethnic minority	22.34	20.57
White	26.06	25.96
Difference	3.73	5.39
Pay Gap %	14.30%	20.78%

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 14.30% and a median pay gap of 20.78%. When comparing mean hourly pay, the difference between our ethnic minority workforce and wider workforce overall is **14 pence**, meaning that **for every £1 a white person earns, an ethnic minority person earns 86p**.



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We are pleased to see a slight improvement in the ethnicity pay gap, however there remain significant disparities in the pay received by staff from ethnic minority communities when compared to their white counterparts when looked on average as whole organisation.

Over the last year the Trust, with support of the BME network, has worked to address the gaps identified to support our ethnic minority staff to develop and progress and in turn, improve our diversity. We have trained staff to support us in debiasing our recruitment and interview processes, worked to improve the balance in our frontline roles and in leadership positions and supported improved pathways for ethnic minority staff to progress to clinical 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 are proactively 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 report beyond our requirements to share our disability pay gap and ethnicity pay gap. By continuing to voluntarily report on the disability and ethnicity pay gaps, we are demonstrating our true commitment we place in creating a fair and inclusive organisation.

The **gender pay gap remains consistent** with the current gap being women earning 5p less per £1 when compared to men. There is a general underrepresentation of women in leadership positions and has decreased from the previous year.

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. More work needs to be done to improve declaration rates of disability across all staff.

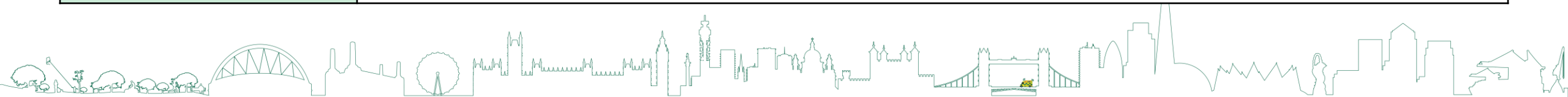
The **ethnicity pay gap currently shows the highest discrepancy**, with staff from ethnic minority communities receiving on average 15p less per £1 than their white counterparts and the data shows this demographic sit disproportionately in the lower banded roles.

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.

For all three of our pay gaps, we are continuing to take 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
Improve all pay gaps	<ul style="list-style-type: none">Deliver targeted EDI workshops and training raising awareness of bias, increasing understanding and tools to ensure fairnessDrive data led accountability with objectives set for all executive and extended leadershipDeliver proactive positive action initiatives - review, identify and change interview process where barriers identifiedContinue roll-out of Independent Panel Members, supporting recruitment and selection processesDrive ongoing improvements in data collection and quality of data, running 'Safe to Say' campaign
Improve disability pay gap	<ul style="list-style-type: none">Support staff with reasonable adjustments and ensure they are equipped to carry out duties, thrive and progress at work
Improve ethnicity pay gap	<ul style="list-style-type: none">Roll-out Stepping Up Support Package for talent management and staff progressionImplement positive action initiatives in targeted recruitment campaigns where ethnic minority diversity is not representativeDeliver targeted positive action for women of colour programme, supporting with progression in to leadership roles
Improve gender pay gap	<ul style="list-style-type: none">Explore alternative work patterns that enable women to move in to senior/leadership roles and part time opportunities to support allSupport women to undertake caring responsibilities in parallel to work and carers policy developedReview relevant policies with the gender balance lensEnsure uniforms support improved work experience for women



Closing remarks from our staff networks

The BME network



"We are really pleased that the Trust is continuing to proactively report on the ethnicity pay gap. This is something that we see of high importance and are actively working with colleagues on a range of programmes to address 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 wide range of work programmes to ensure that disabled people have equal access to development opportunities. We are therefore delighted to see the continued nominal difference for the disability pay gap. 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 although this has remained similar to last year, please the gap has not increased. We believe that women should have equal opportunities for career progression and any barriers to this, such as choosing to work part-time should be addressed. 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."





London Ambulance Service
NHS Trust

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

September 2025

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



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