

Gender Pay Report 2025



HealthHero Integrated Care

At HealthHero Integrated Care, we are committed to fostering a **fair, inclusive, and equitable workplace**. Gender equality continues to be a central priority, and our annual **Gender Pay Report** helps us identify where disparities exist, why they arise, and how we can continue to improve.

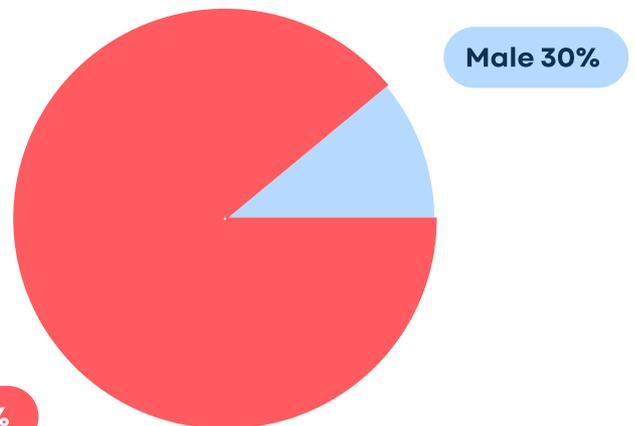
This report has been prepared in line with the **UK Equality Act 2010 (Gender Pay Gap Information) Regulations 2017**. It includes:

- ✔ The mean and median gender pay gap
- ✔ The mean and median gender bonus gap
- ✔ The proportion of men and women receiving a bonus
- ✔ The distribution of men and women across hourly pay quartiles

Organisational overview

HealthHero Integrated Care provides urgent and integrated care services across **BaNES Swindon and Wiltshire**. Our workforce includes call handlers, coordinators, urgent care assistants, clinical practitioners, as well as corporate staff.

A significant proportion of our roles are part-time, shift-based, or minimum-hours arrangements, which influence pay and bonus patterns.

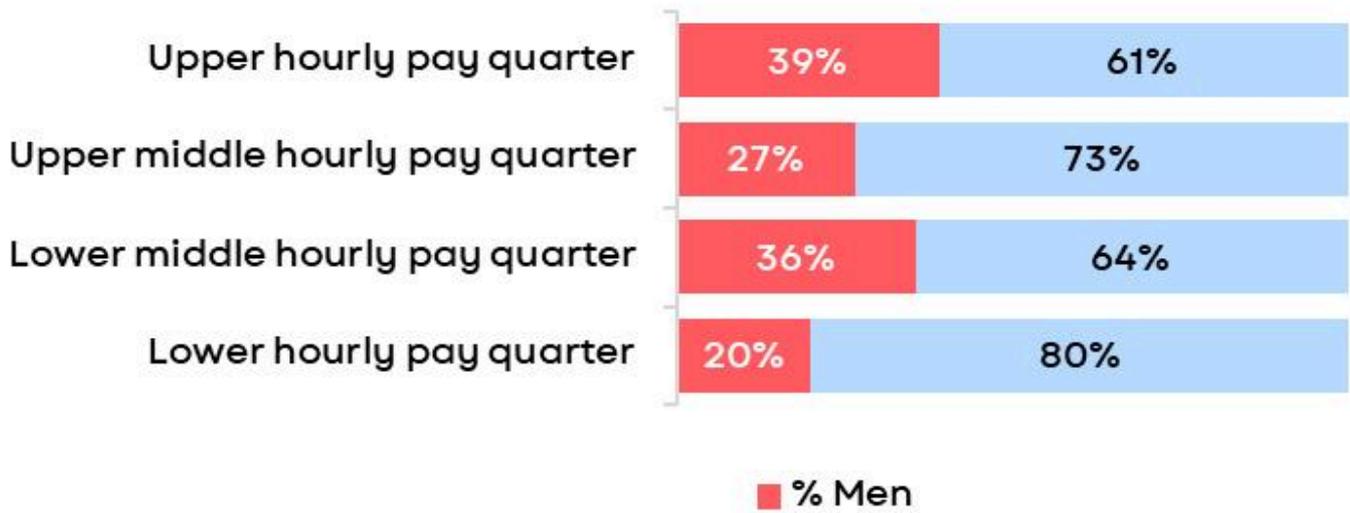


Gender pay gap metrics



Gender distribution by hourly pay quartile

Pay Quartiles



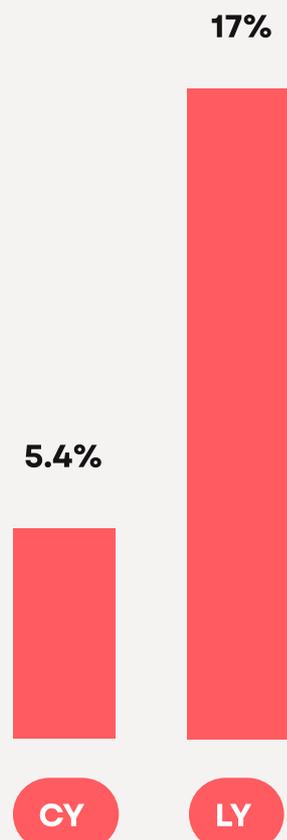
Comparison to last year (LY):

- ✓ The **lower quartile** remains strongly female-dominated (CY 80% vs LY 73%).
- ✓ The **upper quartile** shows a higher proportion of men this year (CY 39.1% vs LY 40%), maintaining a similar pattern.
- ✓ The **middle quartiles** continue to reflect a higher proportion of women.

Overall, the distribution continues to show higher representation of women in lower paid roles, a key structural contributor to the gender pay gap.

Mean gender pay gap (hourly pay)

The mean gender pay gap has reduced significantly by **11.6 %**, indicating that the average hourly pay for women has moved closer to that of men this year.



Gender pay gap metrics



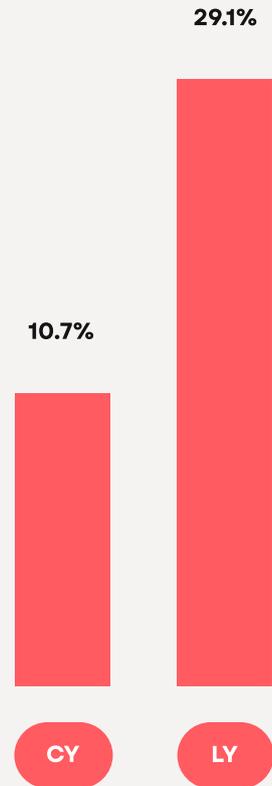
Gender distribution by hourly pay quartile

Median gender pay gap (hourly pay)

The median gap has also reduced sharply, suggesting greater balance in the midpoint of the pay distribution.

This is driven by:

- ✓ Fewer women concentrated in the lowest pay quartile
- ✓ Changes to role mix, recruitment and progression of females into higher-paid roles
- ✓ A ~10% increase of male staff with minimum hours contracts.



Proportion of men and women receiving a bonus

The gap in bonus eligibility between men and women has narrowed considerably. Last year men were **22%** more likely to receive a bonus compared to this year where the difference is only **4%**.

This is one of the strongest areas of positive shift.



Gender pay gap metrics



Gender distribution by hourly pay quartile

Mean gender bonus gap

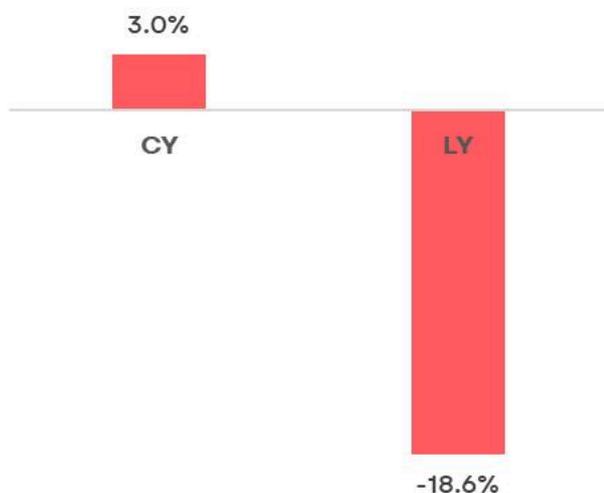
The mean bonus gap has moved from favouring women last year to favouring men this year.

Further analysis highlights the following:

- ✔ A higher proportion of men received a bonus in 2025
- ✔ More women were either new starters or in minimum hours roles so therefore would not be eligible for a bonus in 2025.
- ✔ The higher value bonus payments were made to men
- ✔ A small number of higher male bonuses has shifted the mean significantly.



Median gender bonus gap



- ✔ In 2024 there was a wider spread of bonuses paid to women and more women receiving mid - higher value awards.
- ✔ In 2025, women's bonuses were more compressed in the low-to-mid range

Although both mean and median bonus gaps now favour men slightly, the gap remains modest and far smaller than gaps seen in many healthcare or emergency response organisations.

The data does not show that women are being paid less bonus than men in the same role

What's driving our gender pay gap



Our analysis shows that our pay gap is driven by the following:

Workforce composition

Women continue to represent most of the workforce, particularly in:

- Lower-paid roles (e.g. urgent care, administrative)
- Part-time or minimum-hours positions
- Roles with limited access to enhancements such as overtime, unsocial hours pay or managerial uplifts

Minimum-hours and variable working patterns

- These roles remain overwhelmingly female-held.
- Staff on minimum-hours contracts are not eligible for the bonus, which impacts both bonus participation and average hourly earnings.

Senior and specialist roles

- The male representation is highest in the upper quartile (although they still represent the minority)
- These roles are more likely to receive a bonus

Bonus structures

- Minimum-hours contract exclusions can impact the gap where there are a higher proportion of females on this type of contract.
- However, the narrowing gap in bonus eligibility suggests progress in ensuring more equitable access.

Our commitments

HealthHero Integrated Care remains committed to action that reduces gender based disparities. Over the next year, we will:

Recruitment & progression

- Continue reviewing recruitment processes to ensure gender neutrality.
- Strengthen pathways for women into higher-paid clinical and leadership roles.

Flexible working & contract structures

- Expand opportunities for fixed-pattern or regular-hours contracts where possible.
- Support discussions with minimum-hours employees about alternative working arrangements.

Bonus

- Whilst there is now more equity between male and females we should continue to monitor this to ensure that we do not see a swing in favour of males.

Career development

- Increase access to upskilling, shadowing, internal progression and secondments.
- Continue supporting managers in providing equitable development conversations.
- However, the narrowing gap in bonus eligibility suggests progress in ensuring more equitable access.

Conclusion



This year's results demonstrate meaningful progress, with substantial reductions in both the mean and median gender pay gaps. The narrowing of the bonus participation gap is also a notable achievement, but one which should be monitored as we move forward to ensure there is not swing in favour of men.

The structure of the workforce, particularly the concentration of women in lower-paid and minimum-hours roles, continues to influence the pay gap. We remain committed to addressing these underlying factors through fair recruitment, equitable progression opportunities, flexible working policies, and ongoing monitoring.

Through these efforts, we aim to continue improving gender equality and ensuring HealthHero Integrated Care remains an inclusive employer where everyone can thrive.



Declaration

I confirm that the information in this report is accurate and has been calculated in accordance with the UK Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

Daniel Barnet

Chief Operating Officer – UK and
Ireland, HealthHero
5th March 2026