

Appendix 3. Information about the Calculations

Snapshot data

Data is representative of the snapshot period of 1st April 2024.

In terms of bonuses, only rare incentives and vouchers are paid, at set weeks in the year and none were received in on 1st April 2024. Likewise with relief payments, none were received on this date so are not included in the normal payment calculations for this period.

Anyone on annual leave during this period is still included in full-time.

Statistical robustness

In order to provide meaningful analysis, we have completed both a binary calculation ('white ethnicities' compared with 'all other ethnicities combined') and a second calculation to compare white ethnicities with each ethnic group.

To ensure statistical robustness and anonymity of employees, it is recommended that each aggregated ethnic group has a minimum of 50 employees. As ethnicities grouped as 'Other Ethnicities' do not meet this minimum threshold, this group have not been included in the second comparison by different ethnic group. They have, however, been included in the first comparison of 'white ethnicities' and 'all other ethnicities combined', as in this calculation they form part of the larger aggregated group.

Aggregated groups:

White ethnicities	White Irish Any other white background
Asian ethnicities	Asian or Asian British - Indian Asian or Asian British – Bangladeshi Asian or Asian British – Pakistani Chinese Asian or Asian – Other Any other Asian background
Black ethnicities	Black or black British African Black or black British Caribbean Black or black British Other Any other Black, Black British or Caribbean background
Mixed and multiple ethnic backgrounds	White and Asian White and Black African White and Black Caribbean Any other mixed or multiple ethnic background
Other ethnicities	Arab Any other ethnic group

Using pay quartiles

Dividing the workforce into quartiles by pay can highlight any over or under-representation of different ethnicities at each level which creates the pay gap. As Creative Support has standardised rates of pay for the majority of roles and a largely flat structure (senior and executive staff make up a small proportion of the total workforce) this can create overlap between the quartiles, i.e. staff with the same hourly rate fall across two quartiles and so there is no right way to allocate them, but whatever order is chosen will impact representation and ordering another way would give a different result. This means that whilst the quartiles offer some insight in terms of assessing whether each ethnic group is roughly represented at the same percentage as of the total workforce (for example, if white staff make up

61% of the workforce, the aim is that they should represent 61% of staff within each pay quartile also), it cannot be used as a completely accurate measure to draw specific conclusions or comparisons.

This is the same for making comparisons to pay quarter results from previous years, as where the total number of staff within our workforce increases, this can change the threshold of what roles/rates of pay become included in the highest quarter. This is because the increase in workforce will be disproportionately made up of frontline staff and less of senior and executive staff (i.e. there is still one area manager/director, although there may be new teams of support staff for 3 new services in an area).

To mitigate the impact of overlap on our results, we have ensured for each listed ethnicity, that where there are any staff with an hourly rate that falls between two quartiles they have been equally represented across both.