

Ethnicity Pay Gap 2024

As part of our commitment to anti-racism, inclusion and empowerment of people of all ethnicities and cultural backgrounds within our workforce, we recognise the importance of publishing our ethnicity pay gap reporting.

Employers are not currently required to collect, analyse or publish information on ethnicity pay, however we believe this is a positive action we can take in driving equity and choose to do so on a voluntary basis.

Snapshot

On the snapshot date Creative Support employed 4446 employees who were on permanent contracts and therefore regarded as full pay relevant staff. 100% of staff recorded their ethnicity (office of national statistics list, updated 2021).

Across our workforce, there were a total of 19 different ethnicities recorded. This represented a total of 78 different nationalities.

Of the total workforce, 61% were white and 39% were people of colour.

Of the 39%, Black ethnicities make up the second largest group within our workforce (30.8%) followed by Asian (5.4%), mixed and multiple ethnic backgrounds (2.2%) and other ethnicities (0.5%).

Ethnicity Pay Gap Calculation Results

Comparison of 'white ethnicities' and 'all other ethnicities combined':

Mean hourly pay

The mean hourly rate for white ethnicities	£12.53
The mean hourly rate for staff of all other ethnicities	£12.11

Median hourly pay

The median hourly rate for white ethnicities	£11.90
The median hourly rate for staff of all other ethnicities	£11.90

Calculation	Mean	Median
Ethnicity Pay Gap	3.35%	0.00%

Pay Quartiles	White		All other ethnicities combined		Totals	
	No	%	No	%	No	%
Total workforce	2712	61.00%	1734	39.00%	4446	100%
Pay quartile 1 (lower)	628	56.47%	484	43.53%	1112	25%
Pay quartile 2 (lower middle)	730	65.65%	382	34.35%	1112	25%
Pay quartile 3 (upper middle)	635	57.16%	476	42.84%	1111	25%
Pay quartile 4 (upper)	719	64.72%	392	35.28%	1111	25%
Top 10%	380	85.39%	65	14.61%	445	10%

As identified within the government guidance, the comparison of white ethnicities and all other ethnicities combined gives a broad brush insight. We have also compared different ethnic groups to provide more detailed understanding of where disparities occur and specific groups are impacted. This data can be found in Appendix 1.

Narrative

Our Median pay gap is zero, whereas our Mean pay gap has increased by 0.85% from 2023 (2.5%) to 3.35%.

This means for every £1 their white colleagues earn, staff of colour earn 96.5 pence.

The comparison by different ethnic groups indicated that the average pay (mean and median) for Asian ethnicities was higher than their white colleagues, whilst staff of Black and mixed ethnic backgrounds receive lower averages. Black staff have the greatest pay gap at 4.31% (mean average).

Diversity:

Diversity within our overall workforce exceeds the average for the adult social care sector.¹

Diversity within our workforce has increased by 10% from 2023 (staff from 'all other ethnicities combined' representing 39% up from 29.1%). This is made up entirely by an increase in staff of Black ethnicities.

Diversity within the highest paid quarter of staff increased by 6.6%, however, diversity within the highest paid 10% remained static (with staff from 'all other ethnicities combined' making up 14.61% compared to 14% in 2023).

The increase in our total workforce (where we have a largely flat structure) combined with this increase in diversity becomes a factor in why our pay gap has increased from the previous year. There is also a length of service factor, recognising that whilst we have positively increased diversity through recruitment we would not expect new starters with the organisation to have progressed into more senior posts until they had gained more experience and/or completed a Level 2-3 Diploma (taking an average of 12 months). Our Visa Sponsorship programme has also positively benefited diversity within our total workforce, with those employed via sponsorship making up 5% of staff (234 employees). However, based on guidance provided at the time, we were limited to offering sponsorship to Support Worker and Senior Support Worker roles, with these staff also being unable to apply for promotion to management roles, which has contributed to difference in diversity across the organisation. These factors indicate that a longer term strategy and monitoring is required to ensure the positive trend in diversity is borne out across the organisation as individuals progress in their careers.

Overall, this positive increase in Black staff is significant and reflects our proactive work around anti-racism, equity and inclusion. However, that the increase in diversity is lower within the highest paid quarter, has resulted in an increase of our pay gap, and will be the focus of our improvement work.

Representation:

The pay quarters and highest 10% also offer a broad brush insight on over and under-representation.

Broadly, the pay quartiles indicate that compared to their % of the total workforce:

- White staff are over-represented in the Lower Middle and Upper Quartiles.
- Black staff are under-represented in these quartiles, and over-represented in the lower and upper middle quartiles.
- Black staff are the only ethnic group with an over-representation in the lowest quartile.
- Black staff have the highest differential between representation in the lowest quartile (37.41%) and highest quartile (24.48%), a difference of 12.93%.
- Whilst Asian staff are underrepresented overall within our workforce, their highest representation is in the upper quartile
- Staff of mixed ethnicities are most represented in the middle quartiles

Within the highest paid 10%:

- Representation of white ethnicities is greater than their % of the total workforce (85.4% in the highest paid bracket compared to 61% of the workforce).

¹ Skills for Care data provided in Appendix 1

- All other ethnicities are less represented in the highest paid 10% category than in the total workforce.
- Black staff have the greatest differential, making up 9.44% of the highest paid group but 30.79% of the total workforce.

Plan

To continue our organisational commitment to anti-racism and work led by our EDI Team to embed inclusive and supportive workplace culture.

To further develop and embed our communication & marketing strategies to increase visibility and representation of staff of colour across the organisation

To develop our EDI Help Desk to empower managers in supporting the wellbeing & development of Black & minority ethnic staff within their teams

To create and continue to invest in targeted development opportunities for Black & minority ethnic staff, including the Skills for Care 'Moving Up' leadership training which has proven to be a successful initiative for us

To review our inclusive recruitment practice, advertisement and targeted work streams to increase the number of Black & minority ethnic applicants and successful appointments into senior roles

To develop a long-term strategy and benchmarking to increase diversity within senior roles

Appendices

Appendix 1. Breakdown of different ethnicities

Appendix 2. Three year data comparisons

Appendix 3. Information about the calculations