

Ethnicity Pay Gap 2025

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

As of the 1st April 2025 (the snapshot date) Creative Support employed 4691 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 17 different ethnicities recorded. This represented a total of 75 different nationalities.

Of the total workforce, 55.2% were white and 44.8% were people of colour.

Ethnicity Pay Gap Calculation Results

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

Mean hourly pay

The mean hourly rate for white ethnicities	£13.34
The mean hourly rate for staff of all other ethnicities	£12.83

Median hourly pay

The median hourly rate for white ethnicities	£12.60
The median hourly rate for staff of all other ethnicities	£12.40

Calculation	Mean	Median
Ethnicity Pay Gap	3.81%	1.59%

Pay Quartiles	White		All other ethnicities combined		Totals	
	No	%	No	%	No	%
Total workforce	2590	55.21%	2101	44.79%	4691	100.00%
Pay quartile 1 (lower)	703	59.93%	470	40.07%	1173	25%
Pay quartile 2 (lower middle)	534	45.52%	639	54.48%	1173	25%
Pay quartile 3 (upper middle)	626	53.37%	547	46.63%	1173	25%
Pay quartile 4 (upper)	727	62.03%	445	37.97%	1172	25%
Top 10%	367	78.25%	102	21.75%	469	10%

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 (Appendix 1).

Narrative

Our Median pay gap has increased from zero to 1.59%, and our Mean pay gap has increased by 0.43% from 2024 (3.38%) to 3.81%.

This means for every £1 their white colleagues earn, staff of colour earn approximately 96.2 pence.

The comparison by different ethnic groups indicated that average pay (mean) for all ethnicities was lower than for white colleagues, but there was a notable range between the groups. Black staff have the greatest pay gap at 4.62% (mean average), whereas Asian and mixed ethnicity groups has gaps of 0.34% and 1.95% respectively.

Diversity:

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

Diversity within our workforce increased by nearly 6% from 2024 (staff from 'all other ethnicities combined' representing 44.8% up from 39%). This was made up almost entirely by an increase in staff of Black ethnicities, and exceeded the increase in the total workforce (5.5%).

Diversity within the highest paid quarter increased by a third as much (under 2%) over the same period, however, diversity within the highest paid 10% increased at a greater rate than diversity overall (7.14%), with staff from 'all other ethnicities combined' making up 21.75% of this category up from 14.61% in 2024.

Representation:

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

Broadly, dividing the workforce by pay quartiles indicated that compared to their % of the total workforce:

- White staff are over-represented in the highest and lowest paid quarters
- Black staff are under-represented in these quartiles
- Black staff are most represented in the lower middle quartile (previously this was the lowest quartile)
- Black staff continue to have the highest differential (10.41%) between representation in the lowest and highest quartile, but the difference has decreased from the previous year (12.93%)
- Whilst Asian staff are underrepresented overall within our workforce, they remain mostly represented in the highest quartile

Within the highest paid 10%:

- Representation of white ethnicities is greater than their % of the total workforce (78.25% in the highest paid bracket compared to 55.2% of the workforce), but this is a reduced differential than the previous year (representing 23.04% compared to 24.39% in 2024)
- All other ethnicities remain less represented in the highest paid 10% category than in the total workforce.
- Black staff have the greatest differential, making up 14.71% of the highest paid group but 36.35% of the total workforce.

Summary:

The continued increase in workforce diversity is significant and reflects our visible and active anti-racism, equity and inclusion work. Particularly the increase in Asian staff whilst modest (5.78% from 5.44% in 2024) is a positive step towards reflecting the national population² and closer to the sector specific comparator (7%)³. Representation of staff of colour has increased within the upper pay quarter and significantly within the highest paid 10% (increasing from 14.61% to 21.75%), although they remain underrepresented compared to their percentage of the workforce overall.

¹ Skills for Care data provided in Appendix 1

² Figures from the 2021 census for England and Wales show that white ethnicities made up 81.7% of the population, Asian ethnicities 9.3%, Black ethnicities 4%, mixed or multiple ethnicities 2.2%, and other ethnic groups 1%.

³ Skills for Care 'The State of the Sector 2025', figure for Asian or Asian British staff within community care category

Despite positive movement in representation overall and in the highest pay categories, a small pay gap remains and has risen slightly for a second year. There are a number of factors which contribute to this, including: the mostly flat structure of the organisation combined with workforce growth and increase in diversity; a length of service factor (recognising that whilst diversity increased in 2025 and the previous year, new starters would not yet have built the experience to progress to senior roles); staff under sponsorship limited by home office guidance at the time to support worker and senior support worker roles, preventing their progression to management positions; and differences in diversity across local authorities we work in, combined with their set hourly rates.

Alongside a long term strategy (understanding that time is required for increased diversity to be borne out at all levels as staff progress in their careers), we must more thoroughly explore avenues for increasing representation in the short to medium term.

Plan

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

To continue to embed and increase visibility and representation of staff of colour across the organisation as part of our marketing & communications strategy

To continue to develop resources, support and processes to empower managers in supporting the wellbeing & development of staff of colour within their teams

To 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 further review our inclusive recruitment practice and internal progression opportunities to increase the number of Black & minority ethnic staff in senior roles

To further develop our talent development programme to recruit to senior roles and enable career progression

To further develop targeted benchmarking to support understanding of trends and impacting factors on our pay gap

Appendices

Appendix 1. Breakdown of different ethnicities



Appendix 2. Information about the calculations

