

A diverse group of four people (two men and two women) are smiling and laughing together in a professional setting. The background is a light-colored wooden wall. The image is partially overlaid by a blue diagonal banner at the bottom.

Pay Gap Report: Gender, Ethnicity, Disability and Neurodiversity 2024



Money &
Pensions
Service

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Introduction



Pay gap statistics for the Money and Pensions Service, in relation to the 2023/2024 reporting year. The information presented in this report has been calculated in accordance with the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

Organisational context

We are an arm's-length body of Government, sponsored by the Department for Work and Pensions. Our vision is everyone making the most of their money and pensions, and through our MoneyHelper services we ensure that people throughout the UK have guidance and access to the information they need to make the right financial choices for them, throughout their lifetime.

We help people – particularly those most in need – to improve their financial wellbeing and build a better, more confident future. Working collaboratively across the UK, we make sure customers can access high-quality money and pensions guidance and debt advice throughout their lives, how and when they need it.

The importance of financial wellbeing is at the forefront, particularly in the current climate where increasing cost of living pressures continues to put a strain on people across the UK. As need for our services continues to increase, it is vital that we understand the range of different impacts and associated needs of people across the UK so that we can develop and provide high quality services that consider people's protected characteristics, vulnerabilities, and support individual needs.

Equality, Diversity & Inclusion at MaPS

Equality, Diversity and Inclusion (EDI) is fundamental to achieving our vision and mission and we are committed to building an organisation that is diverse, fair and inclusive, underpinned by our values of caring, connecting and transforming.

We want MaPS to be fully inclusive, attracting and retaining diverse talent where colleagues thrive and deliver their best performance. We will continue to provide opportunities for everyone, regardless of their background, at all levels across the organisation.

There is good gender balance across MaPS overall with a composition of 49% women and 51% men. At our leadership level, which is comprised of our Executive Leadership Team (ELT), Senior Management Team (SMT) and Leadership Forum (LF), the composition is 53% women, 9% black, Asian and minority ethnic and 16% disabled or neurodiverse.

Background of our pay gap reporting

In accordance with the Public Sector Equality Duty, MaPS published its first Gender Pay Gap report in March 2021. This report enabled us to understand the position that MaPS was in and what further work needed to be done to close the gap. We are now in our third year of reporting.

The Public Sector Equality Duty also requires us to publish our Equality, Diversity & Inclusion (EDI) Strategic objectives every four years, this was published for the first time in March 2021 also and can be found in a separate report. <https://maps.org.uk/en/about-us/public-information#Equality--diversity-and-inclusion-information>. These objectives provide us with a roadmap over four years and reflect our ambitions on building an organisation that is diverse, fair, and inclusive.

One of the underlying actions to support our EDI strategic objectives is to achieve a 0% gender pay gap. Although we achieved a mean pay gap of 0% in ordinary pay as reported in our 2022 report, this increased to 1.4% in our 2023 report with a marginal pay gap of 3.6% in median ordinary pay. Data for bonus pay indicated a mean of 2.6% and median in favour of women of -0.8%.

Introducing pay gap reports for ethnicity, disability and neurodiversity

We have made the decision to expand our pay gap reporting to include both ethnicity, disability and neurodiversity. We recognise that whilst these are not mandatory requirements, it is important that we take this step forward to support the overall work we are doing to further embed equality, diversity and inclusion into everything we do at MaPS. This will help us to establish our current position, identify barriers and make informed decisions about improvement actions.

We have done a lot of work to collect workforce diversity data – with data declarations rates of 92% for ethnicity and 91% for disability and neurodiversity, which we know are higher than other comparable organisations.



Summary of our 2024 pay gap reports

Gender: The mean hourly pay gap is 1.9% and median is 0.6%. The bonus pay gap in is favour of women for both mean (-1.7%) and median (-11.8%).

Ethnicity: The mean hourly pay gap is 0.5% and the median is -5.1%, which means it's in favour of black, Asian and minority ethnic colleagues. The mean bonus pay gap is 11.6% and the median is 7.1%.

Disability and Neurodiversity: The hourly pay gap is in favour of disabled and neurodiverse colleagues for both mean (-16.2%) and median (-16.9%). The bonus pay gap in is favour of disabled and neurodiverse colleagues for both mean (-19.1%) and median (-24.9%).

What is the gender pay gap?

The gender pay gap is a high-level difference between the average pay of men and women, expressed as a percentage. The gap is calculated across the entire workforce of an organisation.

The gender pay gap has many contributing factors, which will differ across different organisations, sectors, and geographical locations. These factors may or may not be unlawful or discriminatory, guided by society or cultural aspects, or as a result of internal organisational factors.

It is crucial to our understanding of gender pay disparity to recognise that the gender pay gap is different to equal pay. Equal pay is where there is a discriminatory pay difference between men and women who carry out the same job, jobs rated as equivalent or work of equal value. The existence of a gender pay gap does not automatically give rise to any discrimination or equal pay matters.

How we've calculated the ethnicity pay gap and disability and neurodiversity pay gap?

We have used the same calculation methods across all pay gaps; with the gap between black, Asian and minority ethnic and white colleagues and the gap between disabled and non-disabled colleagues expressed as a percentage.

The snapshot date for this report is 31 March 2023 and includes all employees of MaPS.

Measures included in the report

- **mean pay gap** – the difference between the mean hourly rate of pay for full-pay employees within the different groups we are measuring.
- **median pay gap** – the difference between the median hourly rate of pay for full-pay employees within the different groups we are measuring.
- **mean bonus gap** – the difference between the mean bonus pay, paid to relevant employees between the different groups we are measuring.
- **median bonus gap** – the difference between the median bonus pay, paid to relevant employees between the different groups we are measuring.
- **bonus proportions** – the proportions between relevant employees who were paid bonus pay during the relevant period between the different groups we are measuring.
- **quartile pay bands** – the proportions of full-pay relevant employees in the different groups we are measuring in the lower, lower-middle, upper-middle, and upper quartile pay bands.

The mean or median pay gap - ordinary and bonus - must be expressed as a percentage of the mean or median pay of employees who are men/white/non-disabled or neurodiverse. Where a result is negative, this indicates that the pay gap is in favour of women, black, Asian and minority ethnic colleagues or disabled and neurodiverse colleagues.

By monitoring the diversity profile of our workforce, we can identify issues and plan accordingly to close any emerging gaps. The data allows us to understand the levels of equality across gender, disability and ethnicity in our organisation and the balance of employees at different levels.

We confirm that data presented in this report is accurate and has been calculated according to the requirements and methodology set out in the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017.

This report outlines details of our pay gap report for 2024, which we publish annually, in line with the regulations.

Gender Pay Gap



Gender composition

Our data indicates that our workforce is broadly proportional in terms of gender balance, with women representing just under half of the workforce as at the snapshot date of 31 March 2023.



Gender pay gap in hourly pay

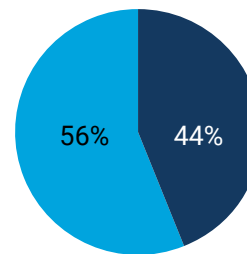
Our data indicates that we have a very small mean pay gap of 1.9% and an even smaller median pay gap of 0.6%. Overall, this represents an improvement compared to last year, particularly given the considerable reduction in the median hourly pay gap.

Hourly pay gap	2024	2023	2022
Mean	1.9%	1.4%	0.0%
Median	0.6%	3.6%	1.1%

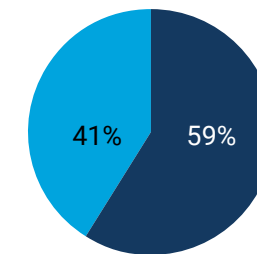
Proportion of men and women in each pay quartile

The below charts show the percentage of women and men in each pay quartile across MaPS. The quartiles are broadly aligned to our gender composition which is currently 49% women and 51% men. We do have a higher proportion of women in the both the lower and upper middle quartile compared to overall gender composition.

Lower

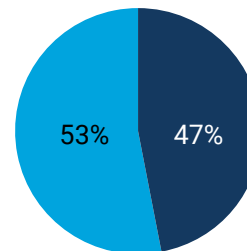


Lower Middle

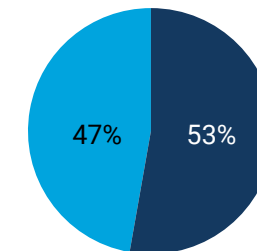


Female Male

Upper Middle



Upper



Bonus payments

We made a one-off discretionary recognition payment (bonus) for all eligible colleagues across all levels – including our Executive Leadership Team – in the August 2022 pay cycle. This payment relates to organisational performance during the previous financial year 2021/22.

The bonus amount is based on the length of service in the 2021/22 performance year and payment was paid to anyone who completed at least one month's service between 1 April 2021 and 31 March 2023.

Colleagues with 12 months of service or more received 4.8 percent of base salary (excluding any allowances) and those with less than 12 months received a proportion of this based on the number of full months of service completed in the 2021/22 performance year.

Colleagues who were deemed to be either a poor performer or underperforming were not eligible for the one-off discretionary payment.

Bonus payments - gender pay gap

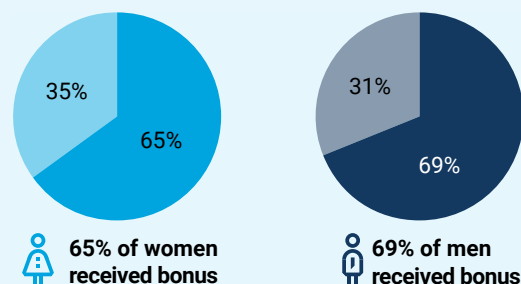
Whilst a greater proportion of men received a bonus, the mean and median bonus payments are in favour of women.

The reason why some people are reported as not having received a bonus is due to turnover between August 2022 (when the bonuses were paid) and the snapshot date of 31 March 2023. Some colleagues who received a bonus in August 2022 left were not in post as of snapshot date of March 2023. Similarly, some new colleagues who joined after April 2022 have not qualified to receive a bonus due to their length of service.

Bonus pay gap	2024	2023	2022
Mean	-1.7%	2.6%	-2.9%
Median	-11.8%	-0.8%	-10.3%

Proportion receiving a bonus payment by gender

65% of women received a bonus, whilst 69% of men received a bonus.



Ethnicity Pay Gap



Ethnicity composition

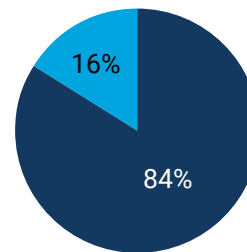
Our data indicates that at 75%, there is greater representation of colleagues who have declared their ethnicity as White. Colleagues who have declared their ethnicity as Black, Asian or Minority Ethnic represent 25% of the workforce. This is taken from the snapshot date of 31 March 2023.



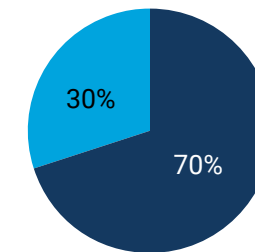
Proportion of black, Asian and minority ethnic, and white colleagues in each pay quartile

The data below shows the proportion of black, Asian and minority ethnic colleagues and white colleagues in each of the four pay quartiles. This data indicates that Black, Asian and Minority Ethnic colleagues have more representation in the lower middle and upper middle quartiles than in the lower and upper quartiles.

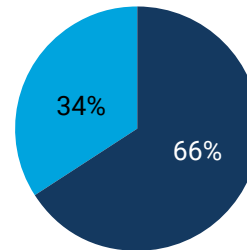
Lower



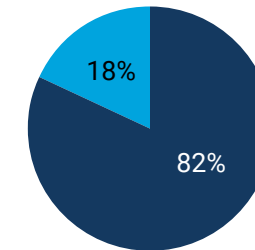
Lower Middle



Upper Middle



Upper



Black, Asian & Minority Ethnic

White

Ethnicity pay gap in hourly pay

Our data indicates that we have a very small mean pay gap of 0.5% and median pay gap of -5.1%, which is in favour of black, Asian and minority ethnic colleagues.

Whilst we did not report on the ethnicity pay gap in 2023, data analysis shows us that mean ordinary pay has moved in favour of black, Asian and minority ethnic colleagues since the previous year (6.7% to 0.5%). The median ordinary pay gap has moved in favour of black, Asian and minority ethnic colleagues, from 4.4% to -5.1%.

Hourly pay gap	2024	2023
Mean	0.5%	6.7%
Median	-5.1%	4.4%

Bonus payments – ethnicity pay gap

Our data indicates that we have a mean bonus pay gap of 11.6% and a median bonus pay gap of 7.1%.

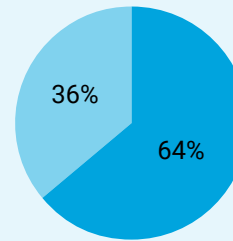
Although our policy stipulates everyone is eligible for bonus, there is an element of timing that will cause some colleagues to be reported as not having received a bonus payment, for example, some colleagues were not eligible for a bonus at the time of the snapshot due to their length of service.

Bonus pay gap	2024	2023
Mean	11.6%	10.8%
Median	7.1%	2.4%

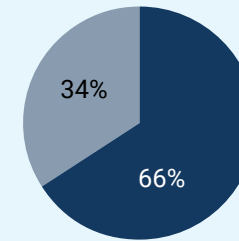
Whilst we did not report on the ethnicity pay gap in 2023, data analysis shows us that the mean bonus pay gap has shifted marginally this year from 10.8% to 11.6%. The findings are also similar for the median bonus pay gap, where there is an increase from 2.4% to 7.1%.

Proportion receiving a bonus payment by ethnicity

64% of black, Asian and minority ethnic colleagues received a bonus, whilst 66% of white colleagues received a bonus.



64%
Black, Asian & Minority
Ethnic received bonus



69%
White received bonus

Disability and Neurodiversity Pay Gap



Disability and neurodiversity composition

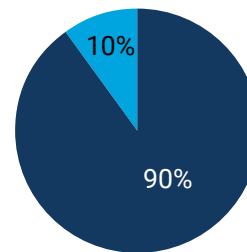
Colleagues who have declared that they are disabled or neurodiverse represent only 8% of the workforce. This is taken from the snapshot date of 31 March 2022.



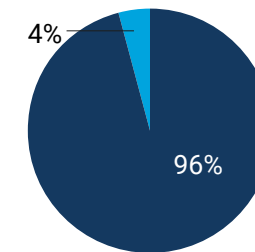
Proportion of colleagues who are disabled or neurodiverse in each pay quartile

The data below shows the proportion of colleagues who are disabled and/or neurodiverse and those who are not in each of the four pay quartiles. This data indicates that colleagues with a disability or neurodiversity have the highest representation in the upper quartile.

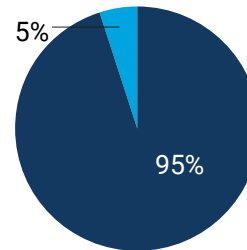
Lower



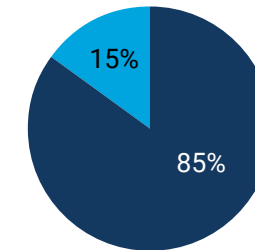
Lower Middle



Upper Middle



Upper



Legend: ■ Disabled or neurodiverse ■ Not disabled

Disability and neurodiversity pay gap in hourly pay

Overall, our disability and neurodiversity pay gap is in favour of disabled and neurodiverse colleagues in all metrics – mean and median.

A major contributing factor to the pay gap being in favour of disabled and neurodiverse colleagues is due to a higher concentration at the top of the pay range (upper pay quartile).

It's important to note that due to there being a relatively small population (8%), any slight change will result in fairly large changes in percentage gaps.

Hourly pay gap	2024	2023
Mean	-16.2%	-4.7%
Median	-16.9%	-3.7%

Whilst we did not report on the ethnicity pay gap in 2023, data analysis shows us that mean ordinary pay has moved more favourably for disabled and neurodiverse colleagues since the previous year from -4.7% to -16.2%. The median ordinary gap has also moved more favourably for disabled and neurodiverse colleagues since the previous year from -3.7% to -16.9%.

Bonus payments – disability and neurodiversity pay gap

Overall, our disability and neurodiversity bonus pay gap is also in favour of disabled and neurodiverse colleagues in all metrics – mean and median.

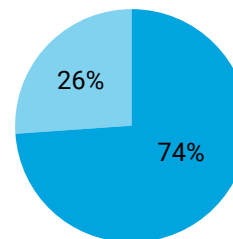
The reason why some people are reported as not having received a bonus is due to turnover between August 2022 (when the bonuses were paid) and the snapshot date of 31 March 2023. Some colleagues who received a bonus in August 2022 were not in post as of snapshot date of March 2023. Similarly, some new colleagues who joined after April 2022 have not qualified to receive a bonus due to their length of service.

Bonus pay gap	2024	2023
Mean	-19.1%	-9.6%
Median	-24.9%	-25.9%

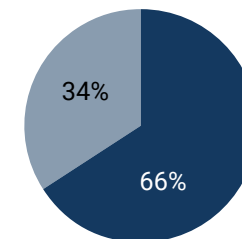
Whilst we did not report on the disability and neurodiversity pay gap in 2023, data analysis shows us that there is a noticeable increase in the mean bonus gap from -9.6% to -19.1%. There is a marginal decrease in the median bonus gap from -25.9% to -24.9% and remains in favour of disabled and neurodiverse colleagues.

Proportion receiving a bonus payment by disability and neurodiversity

74% of disabled colleagues received a bonus, whilst 66% of colleagues who are not disabled received a bonus.



64%
Disabled or neurodiverse received bonus



69%
White received bonus

Actions

We will continue to provide opportunities for everyone at all levels across the organisation. There are some areas that we will drive forward and have targeted actions to support this agenda and our EDI strategic objectives:

- **Colleague Networks:** Our colleague led networks help us to foster an inclusive workplace culture and promote a sense of belonging. We currently have six colleague led networks that cover women's health, men's wellbeing, neurodiversity, ethnicity, religion, faith and beliefs and sexual identity. We will continue to work with all networks to uncover inequalities that may otherwise go unnoticed and for developing solutions to address them.
- **Menopause Workplace Pledge:** As set out in this report 49% of our colleagues are women, of which 69% of those are over 40 years old, so could be peri menopausal, actively in the menopause or post menopause. Research shows that a significant amount of women quit work because of menopausal symptoms. Over the past year, our Women's Health Network have worked closely with our Executive Leadership Team and across the business to ensure that we have support in place for these colleagues. This has included signing the Menopause Workplace Pledge, which commits us to recognising the impact that menopause can have at work, talking openly, positively and respectfully about it and actively supporting our colleagues. As well as signing the pledge, the Women's Health Network have developed a Menopause Toolkit, which provides advice and guidance to those experiencing the menopause, as well as practical support for line managers on how to provide support and adjustments for direct reports.
- **Mentoring pilot:** we are currently in the process of setting up a pilot mentoring scheme and have engaged with our Ethnic Diversity and Allyship network and Neurodiversity network to support this pilot. We have chosen to pilot this mentoring scheme with these two networks, to support one of our EDI strategic objectives, which focuses on addressing areas of underrepresentation, particularly ethnicity at leadership level and disability and neurodiversity at all levels.
- **Colleague development pilot:** We are currently piloting a colleague development programme for our senior leaders. The purpose of the pilot is to support colleague development, raise colleague profile, provide exposure, enhance networking opportunities, support understanding of personal brand, and build confidence. This is with the overall ambition of increasing progression opportunities, either through career progression or skills/career development.
- **EDI recruitment panels:** As part of all senior recruitment at MaPS, we have recently implemented a stakeholder engagement panel as one step in the recruitment cycle. This has been shaped around EDI to ensure that potential leaders of the organisation have a good understanding of EDI and so that candidates can be made aware of how fundamental EDI is to the organisation through everything we do. Additionally, the session is also designed to assess the candidate's engagement, communication and leadership skills.
- **Equalities Champions:** At MaPS, we have recently developed a network of Equality Champions from across the business, whose role it is to promote all aspects of EDI within their work area. They play a crucial role in ensuring that EDI is embedded across the organisation, and are able to proactively help colleagues with EVIA's, providing advice and guidance as well as signposting to relevant resources. All Equalities Champions have received a programme of training to give them the confidence and competence to carry out the role, and their training and support needs are regularly reviewed.
- **EDI Forum:** Our EDI Forums take place quarterly, with attendance from our Equalities Champions, our colleague networks, our union, the Colleague Consultation Group, along with others interested in EDI. The Forum is chaired by the EDI Lead and the Employee Experience Manager and sponsored by the People Culture and Skills Executive Director and the Chief Risk Officer. The Forum is the place where all aspects of EDI can be discussed, from how we feel included as colleagues, to how we ensure the design and delivery of our services truly reflects the diversity of our customers and is crucial to the advancement of our objectives.

Summary

As part of our commitment to social equity, and in line with our equality, diversity and inclusion (EDI) strategic objectives, we recognise the importance of analysing and publishing pay gap information and will keep driving this agenda to ensure that we continue to be representative and pay fairly across different groups.

In our commitment to create a diverse and inclusive workforce, we are confident that our pay structures are not discriminatory in their design.

