



Disability and Ethnicity Report 2025

Key Findings

Disability Pay Gap

In 2025, the mean hourly pay for disabled employees at United Response was £14.76, compared with £13.81 for non-disabled employees, representing a pay gap of 6.44% in favour of disabled staff, noting that very few staff declare a disability on our HR system and of those that do, many are paid for their lived experience contribution in an advisory or consultative fashion carrying a higher base rate as a small group. The median hourly pay for both groups was identical at £12.40, resulting in a median pay gap of 0%, which indicates parity at the midpoint. The mean bonus for disabled employees stood at £200 compared with £178 for non-disabled employees (a difference of 12.36%) while the median bonus values were £250 and £150 respectively, a difference of 66.7%. However, only 0.09% of disabled staff received a bonus compared with 5.93% of non-disabled staff, suggesting a disparity in participation rates. As mentioned in the Gender Pay Gap Report, bonuses are occasional/infrequent and therefore are reflective only of isolated payments of small groups.

The quartile distribution shows that disabled employees are represented across all pay bands, with 3.66% in the lower quartile, 3.65% in the lower-middle quartile, 1.51% in the upper-middle quartile, and 4.52% in the upper quartile. Among non-disabled employees, who make up approximately 96.34% of the workforce, representation is proportionately higher across all quartiles. It is also important to note that 17.57% of those recorded as non-disabled have “unknown” or blank disability status, which highlights a need for improved data completeness and confidence in self-reporting.

Ethnicity Pay Gap

In 2025, the mean hourly pay for White British employees at United Response was 14.41%, compared with 13.17% for employees from Ethnic Minority backgrounds, representing a mean pay gap of 9.42% in favour of White British staff. The median hourly pay stood at 12.60% for White British employees and 12.40% for Ethnic Minority employees, resulting in a small median difference of 1.59%. The mean bonus values show Ethnic Minority staff receiving slightly higher average bonuses (£190.48) than their White British counterparts (£167.54), a difference of 13.7% in favour of Ethnic Minority employees. However, the median bonus value was identical for both groups at 150, indicating parity at the midpoint. Bonus participation overall was low, with 1.77% of White British employees and 2.61% of Ethnic Minority employees receiving a bonus during the reporting period.

The quartile distribution shows a mixed pattern of representation across pay bands. In the lower quartile, White British staff made up 43.63% of employees, compared with



14.75% from Ethnic Minority backgrounds. Representation shifted in the lower-middle quartile, where Ethnic Minority employees accounted for 52.45% of staff, exceeding the White British proportion of 35.97%. In the upper-middle quartile, White British staff represented 48.05% and Ethnic Minority staff 34.97%, while in the upper quartile, the proportions were 54.40% and 23.12% respectively. This indicates that while Ethnic Minority employees are well represented in the lower-middle quartile, their representation decreases in higher pay bands, suggesting potential areas for focus in progression and development.

Context & Benchmarking

When compared with wider UK data, United Response's 2025 results compare favourably. Nationally, the disability pay gap was reported at approximately 12.3% in 2023, according to the Local Government Association, whereas United Response's mean disability pay gap of 6.44% represents a considerably smaller difference between disabled and non-disabled employees. In relation to ethnicity, the CIPD's 2024 findings show a mean ethnicity pay gap of 9.6% and a median gap of 10.7%. United Response's mean gap of 9.42% is therefore broadly in line with the national average, while the organisation's median gap of 1.59% is substantially lower, indicating greater parity at the midpoint. However, civil service data for 2025 highlight that ethnicity-related disparities can be more pronounced across other sectors, with median earnings gaps in London reaching 20.8% for Asian employees and 27.8% for Black employees. Against this backdrop, United Response continues to perform well overall, though the quartile distribution shows that Ethnic Minority employees remain under-represented in the upper pay quartile (23.12% compared with 54.40% for White British staff), suggesting ongoing opportunities to strengthen representation and progression at higher levels within the organisation.

Inclusion Commitment & Reporting Obligations

These figures form an integral part of our wider commitment to inclusion, equity, and transparency. Publishing data on disability and ethnicity pay gaps is not simply a compliance requirement, but as a vital tool for increasing visibility of structural inequalities, shaping targeted interventions, and embedding lasting fairness across reward, career progression, and representation.

Looking ahead, reporting on both disability and ethnicity pay gaps is expected to become a statutory requirement. The proposed Equality (Race and Disability) Bill, part of the UK Government's wider reforms, is anticipated to mandate that employers with more than 250 employees publish pay gap data for disability and ethnicity (alongside gender) and develop accompanying action plans. As highlighted by organisations such as the CIPD, this forthcoming legislation represents a significant step towards greater workplace transparency and accountability.



In anticipation of these changes, we are proactively strengthening our data collection, analysis, and reporting frameworks to ensure readiness for the new requirements. This work reflects our ongoing commitment to go beyond compliance, embedding inclusion as a core pillar of our strategy and ensuring that equitable pay and opportunity remain central to our culture.

Key Recommendations & Next Steps

- Improve data completeness on disability status: The “unknown/blank” category (17.57% for non-disabled) needs reduction to ensure accuracy and transparency.
- Address representation in senior roles for Ethnic Minority staff: The upper quartile share of Ethnic Minority staff (23.12%) points to under-representation; focus on progression, development and inclusive pipelines is needed.
- Formalise action plans aligned with the forthcoming mandatory reporting framework: Clarify targets, timelines, responsibilities and narrative link to our inclusion strategy.
- Monitor year-on-year trends: Track mean and median gaps, quartile representation, bonus uptake, and disclosure rates, to understand improvement or emerging risks.

Communicate internally and externally (suggest 2026 when we have a year’s comparable results): Beyond publishing data, tell the story of what we’re doing, workplace adjustments, development programmes, mentoring, promotion pathways to demonstrate substance behind the numbers.

Data

Disability Pay Gap Results	
2025	
Mean Pay Gap	
Disability	14.76
Non-Disability	13.81
Difference %	6.44
Median Pay Gap	
Disability	12.40
Non-Disability	12.40
Difference %	0



Mean Bonus	
Disability	200
Non-Disability	178
Difference %	12.36%
Median Bonus	
Disability	250
Non-Disability	150
Difference %	66.7%
Proportion of People Receiving Bonus %	
Disability	0.09
Non-Disability	5.93
Proportion in Each Quartile %	
Lower %	
Disability	3.66
Non-Disability	96.34
Lower Middle	
Disability	3.65
Non-Disability	96.35
Upper Middle	
Disability	1.51
Non-Disability	98.49
Upper %	
Disability	4.52



Non-Disability

95.48

****out of the 'non-disability' staff (95.35%), 17.57% are unknown/blank values**

Ethnicity Pay Gap Results	
2025	
Mean Pay Gap	
White British	14.41
Ethnic Minority	13.17
Difference %	9.42
Median Pay Gap	
White British	12.60
Ethnic Minority	12.40
Difference %	1.59
Mean Bonus	
White British	167.54
Ethnic Minority	190.48
Difference %	13.7
Median Bonus	
White British	150
Ethnic Minority	150
Difference %	0
Proportion of People Receiving Bonus %	
White British	1.77



Ethnic Minority	2.61
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Proportion in Each Quartile %

Lower %

White British	43.63
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Ethnic Minority	14.75
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Lower Middle %

White British	35.97
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Ethnic Minority	52.45
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Upper Middle %

White British	48.05
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Ethnic Minority	34.97
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Upper %

White British	54.40
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Ethnic Minority	23.12
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