

# Pay Gap Reports 2023-2024



*By harnessing our diversity, we ensure that our workplace is not only inclusive, welcoming and fair; but also better able to deliver our vision that everyone deserves a decent home and the chance to live well.*

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# Foreword

Welcome to MTVH's 2023-24 pay gap report for both gender and ethnicity.

For MTVH the diversity of our colleagues is one of our greatest strengths. It brings diversity of thought and experience, better reflects the communities we work in, and helps us to serve our customers better every day.

Pay gap reporting helps hold us to account as we track our progress to being the most inclusive and diverse organisation we can be and helps identify areas for improvement so we can focus our efforts appropriately.

While current UK legislation requires that all employers with over 250 employees must publish data annually on their gender pay gap, we go further and on a voluntary basis we have published data on our ethnicity pay gap since 2021.

Our ambition is to close our gender and ethnicity pay gaps and we have clear plans in place to achieve this through specific initiatives to attract more women and ethnic diversity into the organisation and support progress into senior roles through ongoing training and mentoring.

We work hard to understand our diversity data in detail to build our understanding of the value and benefits difference brings. In the following pages you can read more detail on how we focus on three areas to; support and attract diverse talent, equip and empower our leaders, and sustain an inclusive culture.



By harnessing our diversity, we ensure that our workplace is not only inclusive, welcoming and fair, but also better able to deliver our vision that everyone deserves a decent home and the chance to live well.

*Geeta Nanda.*

**Geeta Nanda OBE**  
Chief Executive

**69**  
Our ambition is to close our gender and ethnicity pay gaps.

# MTVH and pay gap reporting



We are proudly committed to equality and diversity as a core part of everything we do – in the services we provide to our customers and as an employer. This is in our DNA based on our heritage as the organisation that housed the Windrush generation who arrived in this country over 75 years ago.

Because we are an organisation with over 250 employees, we have a legal requirement under The Equality Act to report our Gender Pay Gap annually and have done so since 2017. We also choose to report our Ethnicity Pay Gap to identify any pay gap between white-British and ethnically diverse colleagues and have done so for the last 3 years.

Pay gap reporting illustrates any difference in average pay between different groups of employees based on characteristics such as gender or ethnicity. It is measured throughout an entire organisation and at a particular point in time, known as the 'snapshot date'.

Pay gaps often indicate an over or under representation of people from particular groups at certain grades within the workforce. We use this data to inform the actions we take to create an even more inclusive workplace where diversity is lived and constitutes a key part of our success.

# Gender pay gap figures

These figures relate to the snapshot date of April 2023 and have been prepared in accordance with the requirements of The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017.

The table below shows our latest gender pay gap figures for the snapshot date of April 2023 for employees of MTVH\*.

	April 2021	April 2022	April 2023
Gender pay gap: Mean	17.6%	16.5%	16.5%
Gender pay gap: median	14.6%	15.0%	13.2%
Proportion of men/women in lower quartile pay band (%)	36% 67%	32% 68%	32% 68%
Proportion of men/women in lower middle quartile pay band (%)	42% 58%	47% 53%	47% 53%
Proportion of men/women in upper middle quartile pay band (%)	48% 52%	48% 52%	46% 54%
Proportion of men/women in upper pay band (%)	56% 44%	56% 44%	56% 44%
Gender bonus gap: median	-14.3	0%	0%
Gender bonus gap: mean	-20.0%	5.0%	-27%
Proportion of men who received a bonus	89.0%	66.9%	82.0%
Proportion of women who receive a bonus	96.0%	72.6%	80.0%

■ male ■ female

\* Note that our statutory gender pay gap report on HMRC website provides figures for Metropolitan Housing Trust (MHT) which encompasses the majority of our 1915 relevant colleagues. Following the 2018 merger of Thames Valley Housing (TVH) with MHT there are still some colleagues who hold a TVH contract. Because the number of TVH colleagues is fewer than 250, the government does not require pay information about TVH contract holders to be submitted to the gender pay gap reporting service.

However, for the purposes of this report we use the MTVH figures as this includes all colleagues and so gives the best representation of our gender pay gap.

## Our gender pay gap figures

Our gender pay gap information in this report has been calculated using the pay data for 1915 MTVH colleagues that fulfil the relevant criteria, using the snapshot date of 5th April 2023.

MTVH mean gender pay gap has remained the same as for the period to April 2022 at 16.5%. This is slightly higher than the UK national average of 14.8% (House of Commons library and ONS).

Median gender pay gap decreased from last year's 15% to 13.2%. Our gender pay gap is due to, firstly, having a higher number of men than women in our more senior roles, and we know that we need to increase female representation in these

positions. Secondly, a disproportionate number of women work in our care and support operation which is not only an industry which tends to attract more women but is also one where market rates of pay are lower compared to other areas. Women occupy 44% of the highest paid jobs (upper pay quartile) and 68% of the lower paid jobs (lower pay quartile) which has not changed from last year.

**Women earn 86p for every £1 that a man earns when comparing median hourly pay (ONS).**

**1915**  
Number of  
MTVH  
colleagues

### Gender pay gap – Mean

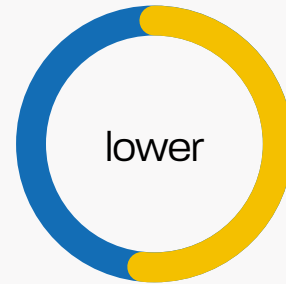
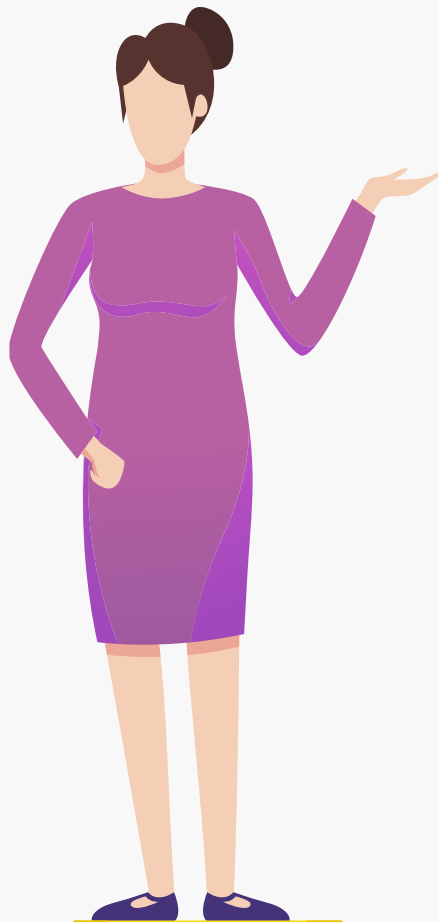


### Gender pay gap – Median





## Proportion of men and women in each quartile pay band



**male**  
49%

**female**  
51%



**male**  
61%

**female**  
39%



**male**  
46%

**female**  
44%



**male**  
56%

**female**  
44%

## Our gender bonus pay gap

The snapshot for this report was taken on 5th April 2023 and therefore includes bonuses paid in the previous financial year.

In this 12-month reporting period, the majority of colleagues received the same one-off bonus of £400. This explains a median gender bonus pay gap of 0%. The mean gender bonus pay gap is -27% which can be explained by Directorate specific bonuses.

A higher proportion of men compared to women received a bonus in 2023 (for the period April 2022-March 2023)



82%



80%

■ male ■ female

Bonus Pay Gap – Mean

5% 2021/22

-27% 2022/23

Bonus Pay Gap – Median

0% 2021/22

0% 2022/23

# Ethnicity pay gap figures

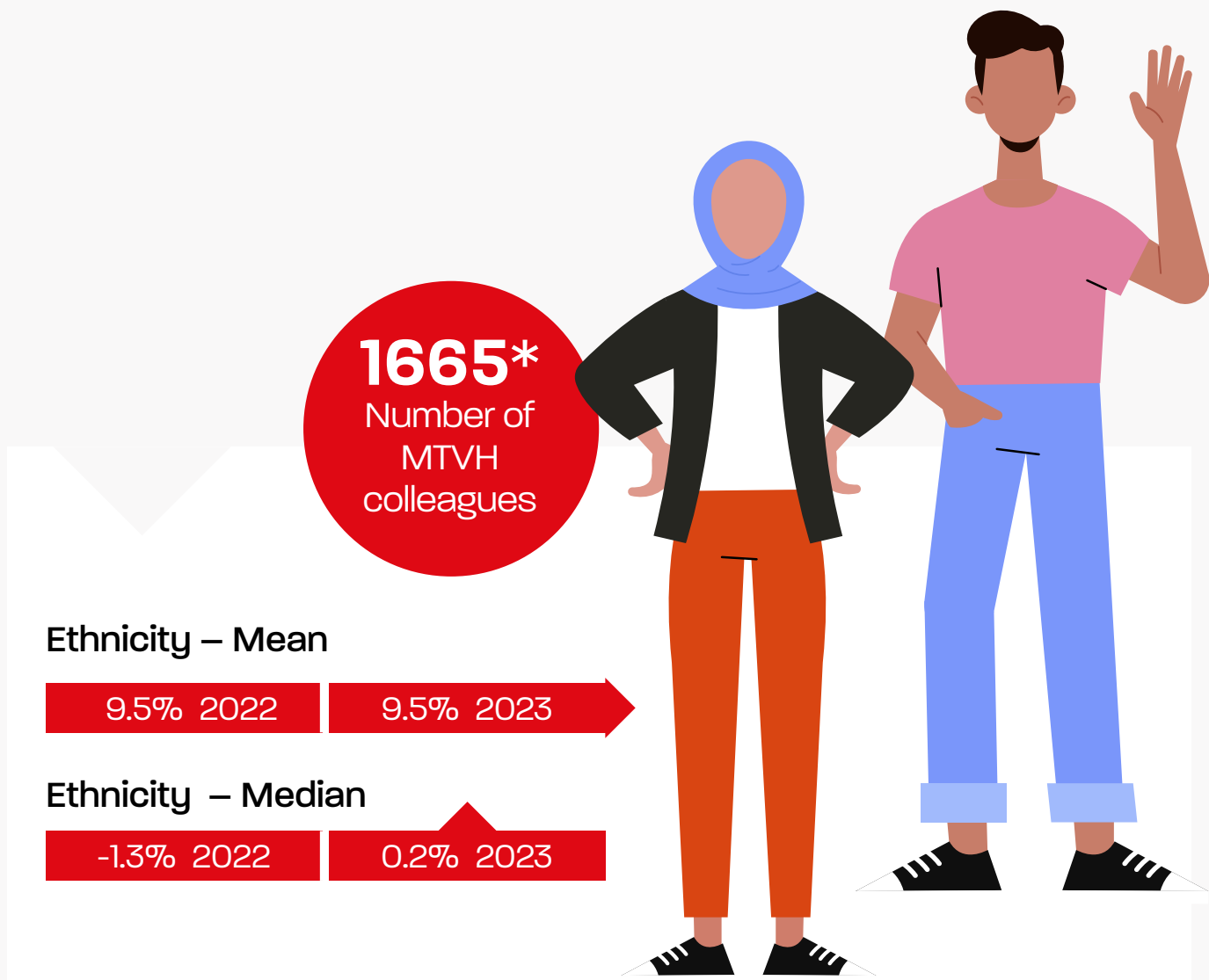
The Ethnicity pay gap information in this report has been calculated using the pay data for 1665 MTVH colleagues who have shared ethnicity information with the organisation, using the snapshot date of 5th April 2023.

Our mean ethnicity pay gap has remained the same at 9.5% while the median ethnicity pay gap has increased from minus 1.3% to 0.2%.

Our mean ethnicity pay gap is principally due to having a higher number of white colleagues in our more senior roles. Ethnically diverse colleagues occupy 37% of the highest paid jobs (upper pay quartile) and 50% of the lower paid jobs (lower pay quartile).

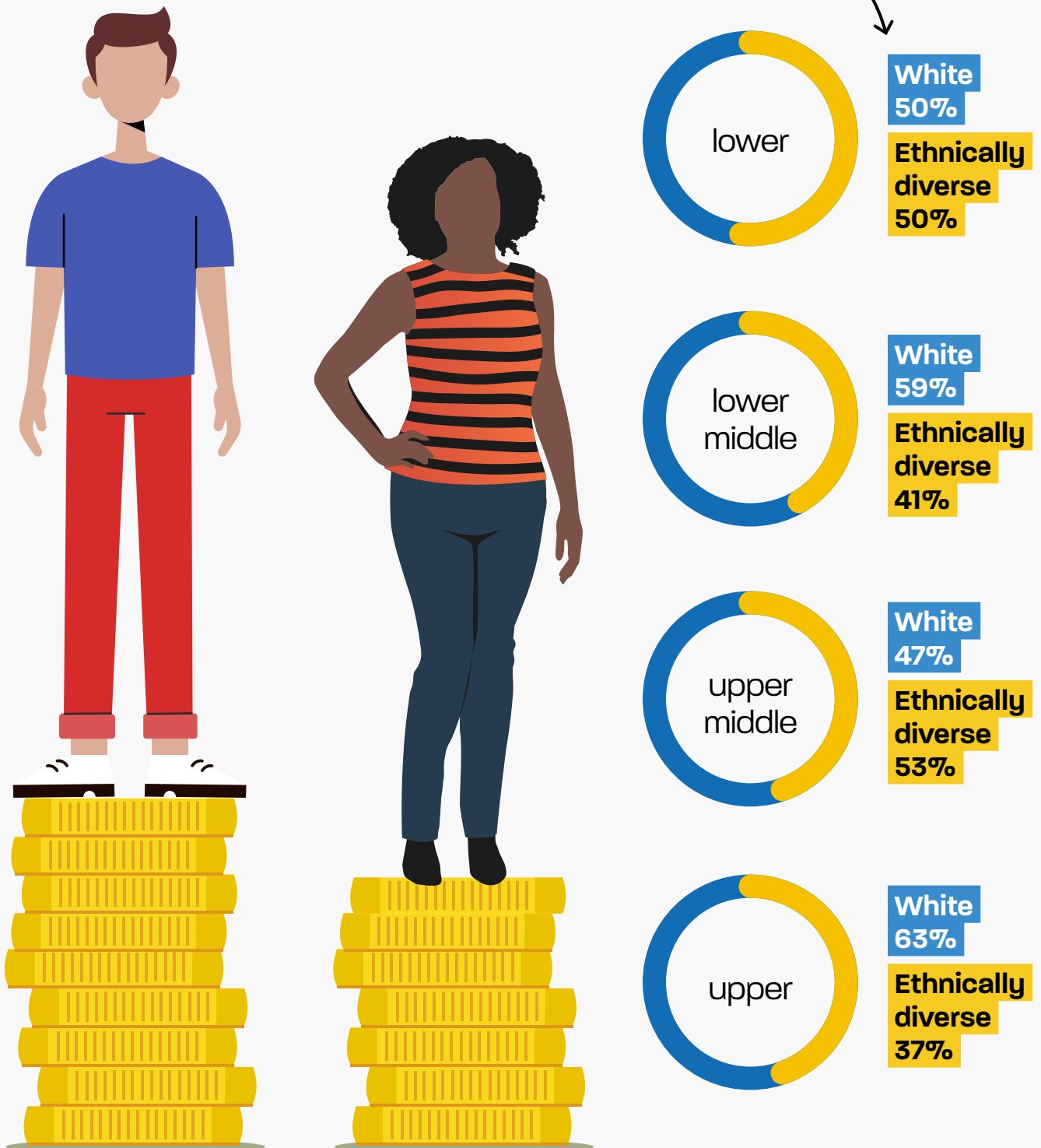


# Ethnicity pay gap figures



\*This is a lower sample number than gender pay gap as it is derived from those colleagues who have shared their ethnicity information with the organisation

## Proportion of white and ethnically diverse colleagues in each quartile pay band



# Ethnicity pay gap figures

	April 2021	April 2022	April 2023
Ethnicity pay gap mean	10.6%	9.5%	9.5%
Ethnicity pay gap median	0.3%	-1.3%	0.2%
Proportion of white/ED in lower quartile pay band	52% 48%	49% 51%	50% 50%
Proportion of white/ED in lower middle quartile pay band	57% 43%	61% 39%	59% 41%
Proportion of white/ED in upper middle quartile pay band	47% 53%	46% 54%	47% 53%
Proportion of white/ED in upper pay band	62% 38%	61% 39%	63% 37%
Ethnicity bonus gap: median	13.6%	0%	-24.6%
Ethnicity bonus gap: mean	20%	-0.2	0%
Proportion of white colleagues who received a bonus	3.0%	75.0%	84.0%
Proportion of ED colleagues who receive a bonus	5.0%	72.0%	84.0%

■ white ■ ethnically diverse



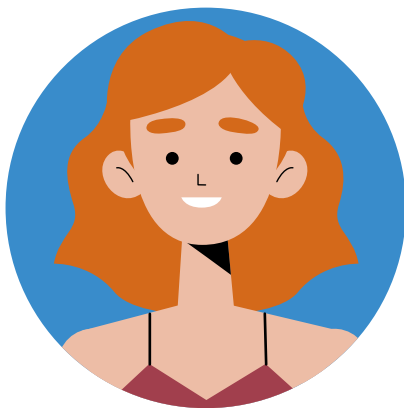
## Our Ethnicity Bonus Pay Gap

The snapshot for this report was taken on 5th April 2023 and therefore includes bonuses paid in the previous financial year.

In this 12-month reporting period, the majority of colleagues received the same one-off bonus of £400. The mean ethnicity bonus pay gap is -24.6% which can be explained by the existence of a small number of performance bonuses awarded.

Of those colleagues that declared their ethnicity 84% received a bonus last year which is the same proportion as white colleagues receiving a bonus.

The same proportion of ethnically diverse and white colleagues received a bonus in 2023



84%

■ white colleagues ■ diverse colleagues



84%

Ethnicity Bonus Pay Gap – Mean

0.2% 2021/22

-24.6% 2022/23

Ethnicity Bonus Pay Gap – Median

0% 2021/22

0% 2022/23





# Our actions

We believe in the benefits of being a diverse and inclusive organisation. To help us build a more inclusive organisation we are taking actions by addressing three key areas:

- ➔ **Support and attract diverse talent**
- ➔ **Equip and empower our leaders**
- ➔ **Sustain an inclusive culture**

# Support and attract diverse talent

## Talent Pipeline

Focus continues on MTVH's talent offer with the main aim of colleague development at all levels, including utilising our apprenticeship levy to open opportunities and routes to qualifications. It also has allowed the business to begin building a robust talent pipeline for critical job roles stabilising the future of MTVH. Our 'Talent for all' approach promotes equal opportunity which meant 134 colleagues enrolled onto one or multiple talent programmes, with 87 identifying as female and of those responding to diversity data 34% were from an ethnically diverse background.

## Recruitment Practices

We are broadening recruitment channels across platforms that proactively target diverse audiences and partnering with them to actively attract women and ethnically diverse candidates, into our IT, leadership, and property vacancies. We promote our family friendly policies, mentoring and coaching, flexible and hybrid working arrangements across our advertising. Gender and ethnicity neutral language is used for all communicating channels and touchpoints such as job descriptions, shortlist practices and selection panels are all in place.



### Directorate talent profiles

An MTVH and directorate-specific diversity data pack is produced quarterly. This data enables individual areas of the organisation to understand their talent profile and take specific actions to improve the diversity of their teams.



### Family Friendly and Flexible working environment

MTVH is committed to providing enhanced employee benefits that are inclusive and free from bias, including family-friendly policies designed to support the well-being and success of all our employees. Our benefits package is thoughtfully structured to meet the diverse needs of our workforce, ensuring that everyone has access to the necessary support to thrive both professionally and personally. From comprehensive healthcare coverage to flexible work arrangements and a supportive work environment, we strive to create a level playing field for all employees, including those with families and caring responsibilities.



Right: Kelly Thomas after winning the G15 Ethnicity award for supportive colleague with her MTVH colleague Pa Manneh

# Equip and empower our leaders



## **Leadership and Management Programme**

We designed and implemented an innovative blended management development programme (MDP), with the objective to equip our managers with the skills, behaviours, and technical capability to bring out the best in our people. The programme delivers modern, experiential blended learning over a 6-month period, and includes booster sessions which focus on HR best practice. The programme has been rolled out to approximately 120 managers.

## **MTVH Mentoring Programme**

Our internal mentoring programme has been designed so both mentor and mentee

receive mutual benefit, recognising that there is always something colleagues can learn from each other, we have matched 22 mentor/mentee pairs across the organisation and given 12 colleagues specialist mentoring training.

## **Greater Flexibility for Colleagues & Online Learning Resources**

We continually update our learning resources to build upon equality, diversity and inclusion capability at all levels of the organisation. These are a balance of awareness-raising and educational materials related to organisational policy. We have also increased our wellbeing offer with a range of initiatives on mental, financial and physical welfare.

# Sustain an inclusive culture

We work hard to build a culture where more colleagues feel they belong, and where more diverse groups of colleagues are represented across the organisation.

Four Colleague Network Groups (CNGs) covering; gender, ethnicity, disability and carers, and LGBTQIA+ provide a platform for colleagues to share views, tell us what we're doing well, recommend improvements and deliver real change inside MTVH and beyond.



Black History Month in partnership with Women in Social Housing



Clapham Park Family Day

# Elevating diverse voices

## **A: Gender is MTVH's CNG for gender equality**

This CNG aims to create a supportive environment for all MTVH colleagues where they can raise gender related issues that really matter to them; that they have in common and affect them while at work. It provides a platform for all colleagues to air their concerns and, where reasonable, to seek a resolution, to draw attention to gender related issues; identifying and addressing barriers that generate inequality. This year we introduced a gender awareness toolkit as a guide to support and educate around understanding individuals' gender journeys.

We partner with WiSH (Women in Social Housing) who are an expert bespoke housing networking community offering

encouragement and support, training and development opportunities to women across MTVH. We have sponsored two places on specialist courses, and many have attended events.

## **Rise is MTVH's CNG celebrating ethnic diversity**

Rise celebrates the success of our ethnically diverse colleagues, creates a supportive environment for raising ethnicity related issues, and works across all strands of diversity.

It delivers a programme of events and activities across the organisation that drive positive change and 'Rise' were the winners of the Racial Equality Action Group category in the 2022 and finalists in the 2023 G15 Ethnicity in Housing Awards. This was in

recognition of the wide range of activity the group has undertaken including personal development workshops covering topics such as communication skills, networking and mentoring, authenticity, confidence building as well as resilience and emotional intelligence.

### Data accuracy

Understanding the make up of our workforce and residents gives us the ability to ensure that we are representative of the communities we serve. We continue to develop and evolve how and what data we capture. We have participated in the National Housing Federation (NHF) data tool which allows comparison of workforce data across all housing associations for trend analysis. We participated in the NHF Chairs Challenge using this data to give our Board clear understanding of their role in setting the right culture and behaviours for equality and diversity to thrive.

### Equality training

We are delivering bespoke education for

behavioural awareness that will drive our vision for an inclusive culture. In addition to our mandatory Equality Diversity and Inclusion module we are also including Unconscious Bias, Microaggressions, Inclusive Communications and Allyship. We also introduced Public Sector Equality Duty and Equality Impact Assessment training to ensure our business considers how we can make societal improvements and promote equality across every aspect of our work, every day in line with legislation.

We provide opportunities for our colleagues to make contributions and elevate and role model their diverse voices within the organisation. During 2023 we held several listening sessions with colleagues from diverse communities. These have included bespoke sessions with all four of our Colleague Network Groups whose opinions and thoughts support us in creating greater links between our network groups and the actions that we at MTVH are taking to making positive change for colleagues and residents from all diversity strands.



# Understanding how we calculate our gender and ethnicity pay and bonus gap

The gender and ethnicity pay gap measures the difference between men and women's and white and ethnically diverse colleagues' average pay within the organisation, regardless of their role or seniority. This report and the data it uses refers to gender in the binary (male and female), however MTVH recognises all gender types across the spectrum. This is different to equal pay which compares the pay of men and women or white and ethnically diverse colleagues who perform the same role or roles of equal value. There are two ways we must report and calculate our gender pay gap – as mean percentage and as a median percentage.

## **Mean**

The mean is the average figure when you consider the hourly pay for all men and all women or white colleagues and all ethnically diverse colleagues. The mean gender pay gap is the difference between the average hourly pay for all women and the average hourly pay for all men. The mean ethnicity pay gap is the difference between the average hourly pay for all ethnically diverse colleagues and the average hourly pay for all white colleagues.

## **Median**

The median is the figure that falls in the middle of the range when all hourly pay is stacked up from lowest to highest. The median gender pay gap is the difference between the middle figure for all women's hourly pay and the middle figure for all men's hourly pay. The median ethnicity pay gap is the difference between the middle figure for all ethnically diverse colleagues' hourly pay and the middle figure for all white colleagues' hourly pay.

## **Calculating our pay quartiles**

The pay quartiles measure how many men and women or how many white and ethnically diverse colleagues are represented in each quarter of the organisation hourly pay is stacked from lowest in Quartile 1 to highest in Quartile 4. Each quartile shown contains an equal number of colleagues.





### **Calculating the gender and ethnicity bonus gap**

The gender or ethnicity bonus gap measures the difference in total bonus payments between all ethnically diverse colleagues in the organisation and all white colleagues in the organisation or between all men and women in the organisation. There are two ways we report this, as a median percentage and as a mean percentage. We also report the proportion of white and ethnically diverse colleagues or men and women who received a bonus payment.

### **Mean (bonus)**

The mean is the average figure when you consider the bonus payments for all men and all women or all white and all ethnically diverse people. The mean gender bonus gap is the difference between the average bonus payment for all women and the average bonus payment for all men. The mean ethnicity bonus gap is the difference between the average bonus payment for all white colleagues and the average bonus payment for all ethnically diverse colleagues.

### **Median (bonus)**

The median is the figure that falls in the middle of a range when all bonus payments are stacked from lowest to highest. The median gender bonus gap is the difference between the middle figure for all women's bonus payments and the middle figure for all men's bonus payments. The median ethnicity bonus gap is the difference between the middle figure for all white colleagues' bonus payments and the middle figure for all ethnically diverse colleagues' bonus payments.

### **Proportion of colleagues to receive a bonus**

The proportion of women who received a bonus is shown as a percentage of all women in the organisation and the proportion of men who receive a bonus is shown. The proportion of ethnically diverse colleagues who received a bonus is shown as a percentage of all ethnically diverse colleagues in the organisation and the proportion of white colleagues who receive a bonus is shown as a percentage of all white colleagues.



[mtvh.co.uk](http://mtvh.co.uk)

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