Ethnicity Pay Gap Report 2026

Riverside remains committed to promoting equality, diversity and inclusion (EDI) across the organisation. Creating an inclusive environment where colleagues can realise their full potential, regardless of protected characteristic, is a strategic priority.

Our ambition is for our workforce to reflect the customers and communities we serve. This is underpinned by fair and transparent pay structures, ensuring colleagues are rewarded equitably for work of equal value.

Under UK legislation, organisations with over 250 employees must publish annual gender pay gap data, based on a snapshot date of 5 April. While reporting is required within 12 months, Riverside prioritises early publication to support transparency and accountability.

Alongside this, Riverside voluntarily undertakes an annual ethnicity pay analysis, using the same methodology as gender pay reporting. This has been in place since 2019 and reflects our commitment to understanding and addressing inequality.

This report covers Riverside Group only (excluding Prospect, Riverside Scotland and former Evolve)

What does our ethnicity pay data tell us?

Our ethnicity pay gap is not because of different rates of pay, but a high proportion of colleagues from ethnically diverse backgrounds in our lower quartile roles in Care & Support and a comparative under representation within our upper quartile roles.

Ethnicity Pay Gap Results

	Mean	Median
Pay	16.1%	17.6%
Bonus	-5%	0%

Mean (average): The difference between the average hourly pay (or bonus pay) of ethnic minority colleagues and White colleagues.

Median (middle): The difference between the hourly pay (or bonus pay) of the middle-paid ethnic minority colleague and the middle-paid White colleague when all employees are ranked from lowest to highest paid.

The make-up of our workforce

Riverside's mean ethnicity pay gap is **16.1%** (unchanged), with a median of **17.6%** (up from 16.9%), indicating a slight widening at the midpoint.

Bonus payments remain low. The mean bonus gap has reduced significantly to **-5%** (from 56.2%), indicating a shift in favour of ethnically diverse colleagues. The median remains **0%.**

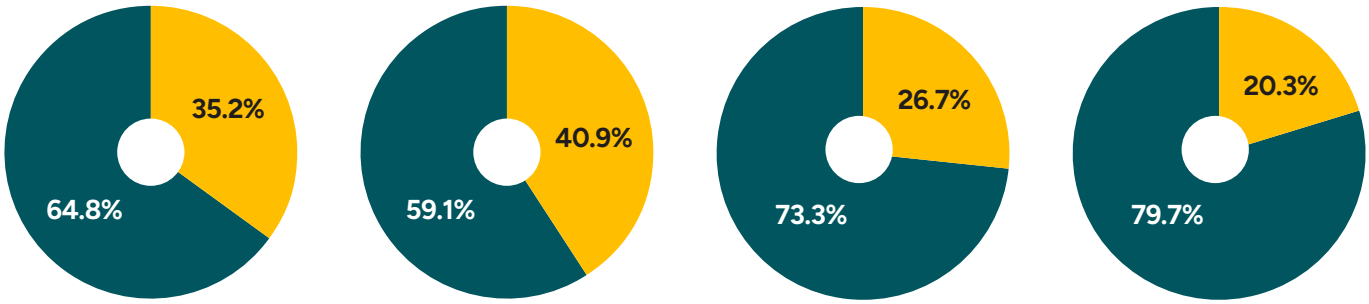
Based on disclosed data, representation is **69.2%** white (2,277) and **30.8%** ethnically diverse (1,014), a reduction of 1 percentage point from 2025. Upper quartile representation is at **20.3%** of colleagues who identify as ethnically diverse and has remained broadly static from 2025.

Consistent with gender pay outcomes, the ethnicity pay gap reflects differences in role distribution rather than pay inequity within roles. Ethnically diverse employees are more strongly represented in frontline Care & Support roles and less represented in senior and corporate positions.

Organisational changes have also impacted outcomes. Reduced London-based roles (where diversity is higher) and low vacancy rates have limited opportunities to improve overall corporate representation.

Pay quartiles

Our ethnicity pay gap is not because of different rates of pay, but a high proportion of colleagues from ethnically diverse backgrounds in our lower quartile roles in Care & Support and a comparative under representation within our upper quartile roles.



Q1 – LOWER
Ethnically Diverse – 35.2%
White – 64.8%

Q2 – LOWER MIDDLE
Ethnically Diverse – 40.9%
White – 59.1%

Q3 – UPPER MIDDLE
Ethnically Diverse – 26.7%
White – 73.3%

Q4 – UPPER
Ethnically Diverse – 20.3%
White – 79.7%

How are we doing?

We remain committed to reducing our ethnicity pay gap by building a workforce that reflects the communities we serve, with a particular focus on increasing representation in upper quartile roles. It is important to consider our position both within and outside of Care & Support (C&S) to provide a fuller picture of our ethnicity pay gap.

Care & Support

Ethnically diverse representation remains strong at **41.2%,** despite a slight reduction in overall headcount. **21.2%** of ethnically diverse colleagues are represented in the upper pay quartile.

The median pay gap improved to **-0.8% (0.4% in 2025),** reflecting a more balanced pay distribution. A median pay gap close to zero is the ideal outcome. The mean pay gap increased slightly to **5.1% from 4.9% in 2025.**

Outside of Care & Support

The mean ethnicity pay gap increased marginally to **9.6% from 9.3% in 2025.** Representation of ethnically diverse colleagues in the upper pay quartile is **19.9%.**

The median pay gap improved to **3.2%,** down from **4.3% in 2025,** indicating that rates of pay remain broadly comparable between white and ethnically diverse colleagues.

How will we continue to make a difference?

We have recently launched Brighter Future Together, our five-year strategy, with a big people focus and EDI as a cross-cutting theme that underpins all areas of activity.

Proud to be Riverside

Our ambition is for our people to thrive in an inclusive, high -performing culture and are proud to put the customer first. Our colleagues and what they do matters. So, we want to create a workplace that reflects the communities we serve and establish an inclusive, positive experience where our colleagues can grow and thrive in a safe, modern and wellbeing focused environment.

We recognise that diverse teams drive better outcomes for our customers, colleagues and communities, therefore we want to foster a work environment that values lived experience as we continue to improve our commitment to equality, diversity and inclusion.

As part of our Proud to be Riverside goal, we have also developed our 2026-31 EDI objectives focused on being reflective of the communities we serve with a particular focus on areas where we are under-represented, improving experience and progression at all levels.

Our EDI objectives centred across five key areas.



1. Every voice will be heard

In collaboration with EMpower colleague network, we encourage an active colleague voice, celebrate ethnically diverse role models, build confidence, support career progression and promote allyship.



2. Inclusive services for the communities we serve

We are developing, in partnership with our customer facing areas, the right learning and people initiatives that strengthens awareness, capability and behaviours, ultimately providing more inclusive services for our customers.



3. EDI at the heart of decision making

We encourage colleagues to share diversity information, recognising intersecting identities, to better understand and improve the experience of our diversity groups, inform decision making and areas of focus. We have a Trainee Board programme and will soon be launching an Inclusive leadership programme for our most senior decision makers.



4. Influence sector wide change

We continue to review the factors influencing our ethnicity pay gap and strengthen policies and practices that support progression, including reward, benefits, flexible working and recruitment. Through programmes such as Greater Manchester Housing Providers (GMHP) Boost Programme, G15 collaboration and best practice groups to influence cultural change.



5. Support experience and progression

We continue to create opportunities for growth through targeted recruitment, development and progression initiatives. These include our Guaranteed Interview Scheme for roles over £45,000, hiring manager training to reduce bias. We advertise all vacancies internally and, for leadership roles, are piloting the use of advance interview questions and diverse recruitment panels. We invest in high potential leadership programmes, trainee board programmes for internal colleagues and mentoring opportunities.

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