



# EDI

## Equality, Diversity & Inclusion Annual Report 2023

### Foreword

St Leger Homes' Annual Equality, Diversity and Inclusion (EDI) Report outlines the equality and diversity information we hold on our customers and workforce. We use this information along with our quarterly EDI dashboard to help us identify how we can better meet people's needs, deliver services in the right way, and to ensure our legal obligations are met.

This supports our commitment to advancing equality and diversity for all our customers and employees, throughout our work.

This report contains equality information for St Leger Homes on the following subjects:

#### Characteristics of Doncaster's population

Our Customer Profile

Our Register Profile

Our Workforce Profile

Each of the sections are drawn from data gathered through various questionnaires that customers and employees have completed and census data. The data is used to inform the objectives, goals and action plans set out in our Equality Diversity and Strategy 2022-2026.

#### Key for reading the comparison data



Figures raised  
since last year



Figures lower  
since last year



No change  
since last year



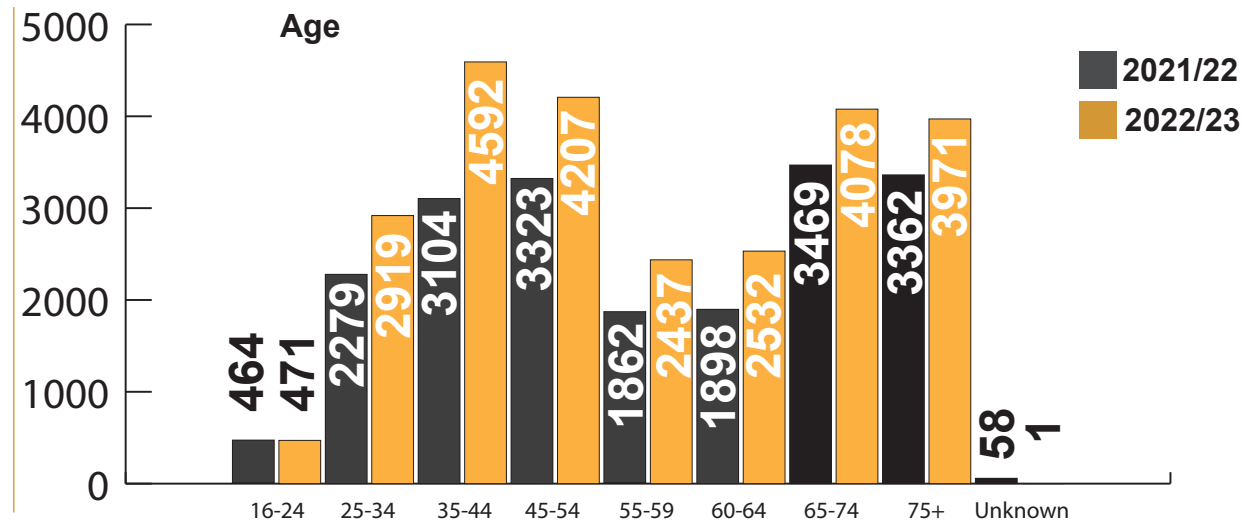
\*All data represented is taken from financial year 2022-2023

# St Leger Homes' Customer Profile 2022/2023 comparison

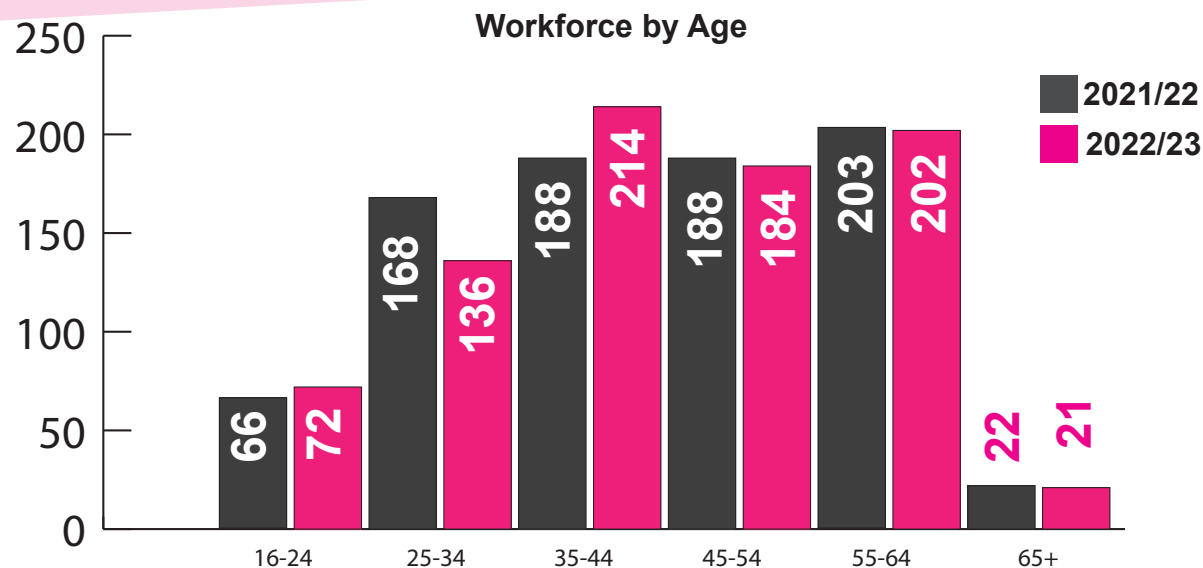
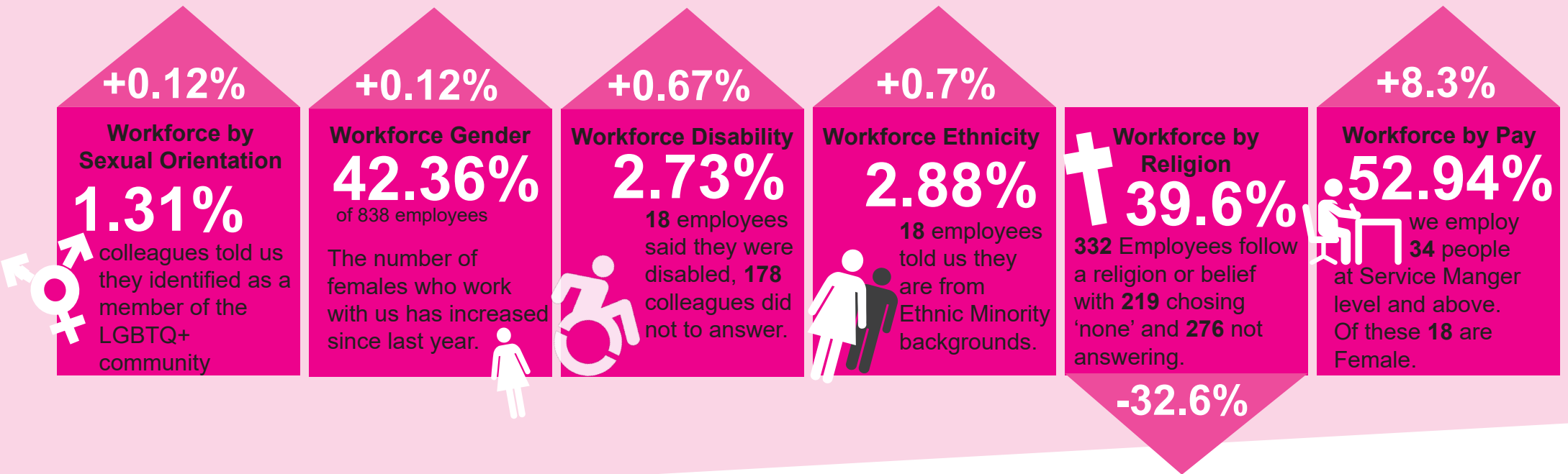


To enable us to deliver services in a way that our tenants need, and to improve the services that we currently offer, we build up detailed profiles of all customers and household members including those on our register.

This data is based on a customer base of 23,041 active tenancies. Responses are from the listed tenant only (not the whole household) and not all listed tenants answered all questions. Of those that did answer, they represent 86.38% of our customer base.



# St Leger Homes Workforce Profile 2022/2023 comparison



Religion and belief in colleagues has been affected by workforce turn-over (124 new starters and 78 leavers) and more diversity data submitted by colleagues resulting in a larger than normal decrease.

**We collect data on all our employees to enable us to better support and guide the people that work with us.**

We do this by regularly asking colleagues to fill out surveys, details that new starters provide when joining St Leger Homes and through regular individual meetings with managers and at all levels.

In 2022/23 we had **838** employees. 470 employees have completed all the diversity data section on their portal.

## Disabilities



of applicants have advised us that they have a disability

**7,049** applicants answered this question, showing this year has seen an decrease of **300** in the number of applicants that have a disability.

## Sexual Orientation

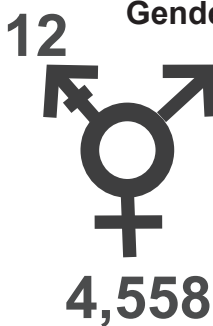


**5,927**

of applicants tell us they are heterosexual

Out of the **7,049** applicants that completed insight forms **6,722** answered this question, **5,927** applicants indicated they were heterosexual, **209** advised they were LGBTQ, **586** indicated that they preferred not to say and **327** declined to answer.

## Gender



**2,479**

We have seen a slight increase in Transgender up by **1** to **12**. Female applicants are down by **1,019** to **4,558**, who remain the largest category. Male applicants decreased by **850** to **2,479**.

## Register Applicant Ethnic Origin



**1288**

of applications were from the BAME community

This year we have seen a decrease of **45** in BAME applicants **25** of our applicants did not answer the question.

Doncaster's State of The Borough report tells us the local population has increased to 308,100 (up by 1.88%) since 2011. it is important to understand the Borough in which we work.

The 2021 Census and the latest Team Doncaster 'State of the Borough' assessment (carried out by Doncaster Council) show the following characteristics for Doncaster.

## Disability



**62,852**

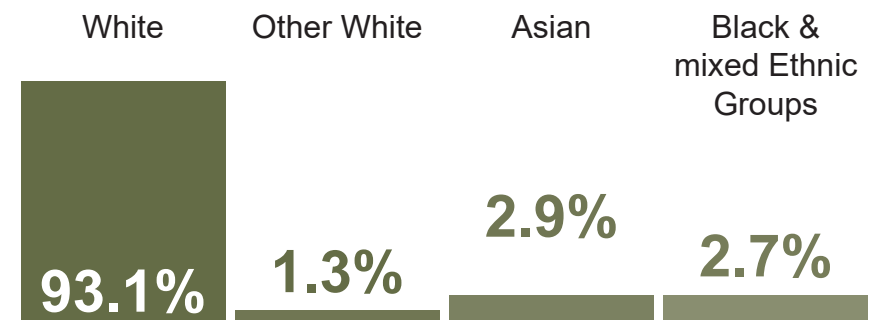
A fifth of the population of Doncaster have a Disability

## Age



The number of people aged 65 and over within Doncaster is due to increase by approximately **23,000** (40%) from 2017 to 2041

## Ethnic Groups



# Our Achievements 2022/23

- We are raising the profile of how disability age and race affects employees across the organisation by making subtle changes to how we communicate the impacts. Using various methods including localised email, employee newsletter articles and changes to the workplace culture and advising on specific training needs such as British Sign Language to better integrate colleagues.
- We have rolled out new updated face-to-face Equality & Diversity training for our colleagues and have updated the online refresher training to reflect changes in the equality landscape.
- We recognise that some communities may find it harder to interact directly with us and we are taking positive steps to address this. An example of this is our work with the Minority Partnership Board, the Culture Fusion Network and our membership of the Housing Diversity Network.
- We have supported events such as Pride and Black History Month and have further enhanced these with more interactive celebrations. We continue to promote the positive messages from International Celebration Days that come from those events whilst striving to have those community voices heard.
- We have set up and now hold involvement group meetings for Ethnic Minority, LGBTQ, Disabled Colleagues and tenants (with religious group to follow) to further enhance their voice and to create links to allow St Leger Homes to better deliver services that those members of our communities need.
- We have under taken a peer review of our EDI offering, carried out by the Housing Diversity Network, where customers and colleagues were interviewed in focus groups alongside reviews of documents, culminating in St Leger Homes being accredited for it's work in EDI



Pride 2023

# Future Plans - Employees & Customers

We are working hard to deliver the actions that have been identified

As the number of people aged 65 and over is increasing due to longer life expectancy, we will work to ensure our homes and services are suitable for their needs. We will do this through monitoring and consultation with customer groups.

In relation to customer data, we will continue to monitor our systems and forms such as the Housing Application Form to make sure they are being used correctly to gather accurate data as well as further train colleagues in the importance of collecting customer and colleague data.

To ensure we have a good understanding of the needs of our transgender customers, we will carry out a cross checking exercise across the various systems to ensure we are collecting accurate data, which is permitted by the Gender Recognition Act 2004 and the Data Protection Act 2018. We will achieve this through consultation with Customer facing teams and random sample checks on the data collected.

We will continue to form involvement groups for our colleagues and customers across various communities including LGBTQ+, BAME, Religion, Disability and others as needed both in our workforce and with our customers.

We will also continue to monitor how effective we are at attracting women in to work, particularly into the construction area of the business and look to retain them in long term employment and support them to progress through the organisation.

We will look to understand what barriers are present that stops applicants from Minority Ethnic Backgrounds and Disabled people from applying to and securing employment at St Leger Homes.

This ensures we are attracting new employees from the full range of protected characteristic groups as we still have some way to go in building a workforce representative of the wider community. We will continue to advertise jobs (and monitor how effective they are) in a way that helps draw interest from applicants from diverse backgrounds as well as work with local minority groups to further attract applicants. To do this we have a people strategy that sets out our goals to achieve a balanced workforce and have undertaken a review of the vacancy process.

We will continue to progress making it easier for our customers to update their diversity information by exploring ways that the information can be captured both during contacts with us and through self serve portals and use this information to better support colleagues and customers.

In terms of workforce profile, we need to continue monitoring the full range of information across the protected characteristics, with a particular focus on any emerging themes. We will take action to address any imbalances and review the effectiveness of our existing measures.

We will continue aim to build a reputation as an 'employer of choice' with a focus on how we are retaining, supporting and developing our existing employees from all backgrounds. We will support this through employee surveys and data gathered during exit interviews to inform changes to support for colleagues .