

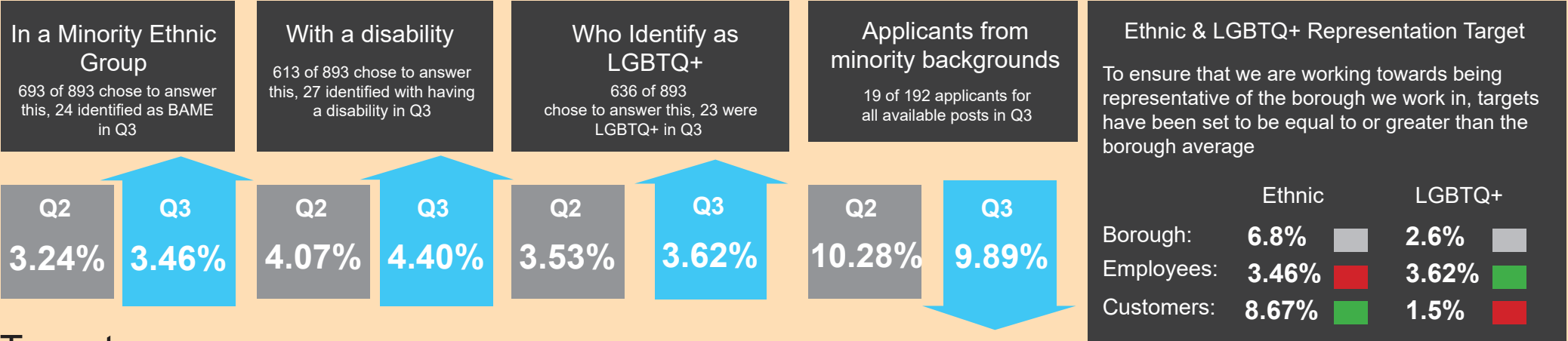
Equality, Diversity & Inclusion Dashboard

Quarter 3 2024/25



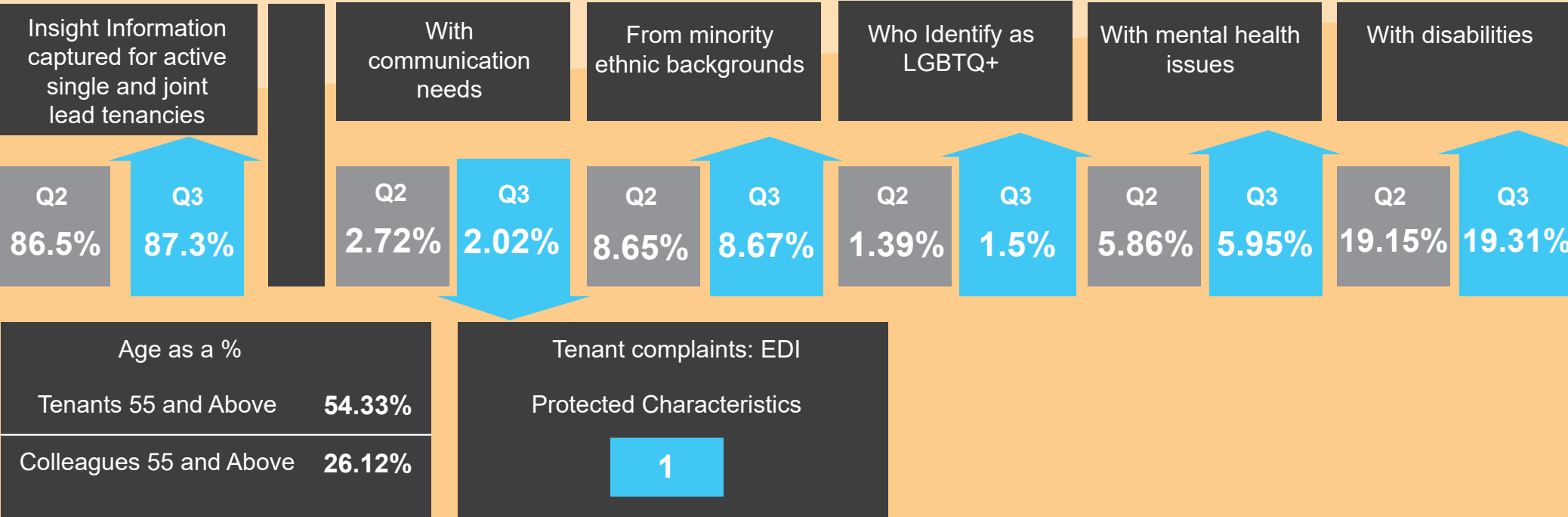
Employees

% responses are based on employees that answered the question



Tenants

% Responses are based on all active tenants (single and joint) at the end of Q3 23569 who answered the question



Employees

Q3 has shown a decrease in the number of applicants for roles at St Leger Homes from an Ethnic Minority background. There have also been less applicants affecting the overall figure, however, we continue to attend Job Fairs with the DWP and to advertise vacancies in diverse areas. We attend partnership meetings with other organisations, including CDC, to share best practice and learning on how we can reach a more diverse range of applicants. We are reviewing our on-boarding process to ensure there are no barriers and support is provided where needed.

There has been a slight increase in people completing their diversity data, potentially due to a rise in CV applications where traditionally people submit more data about themselves along with training sessions having a section focused on the importance of the data. Work on the application process is underway to make the journey easier. New colleagues will be encouraged at welcome days to fill in the data if they have not done. Further stories and marketing will be done in Staff Focus and Latest news in the near future.

Employees identifying as having a disability increased again in Q3. Work with Communications and Engagement is underway to increase the members of the Involvement Groups and to share with colleagues the good work the group continues to do.



So what does this mean?

There has been an slight increase in customers disclosing they have mental health issues allowing us the opportunity to ensure support is there for those that need it. Overall, customers are telling us more about themselves which enables us to ensure the services we deliver are working for users.

There has been a slight increase in tenants that tell us they are from the LGBTQ+ community in Q3. Work on the data set through the 'tenant data project' is ongoing to ensure it is accurate.

We'll continue to support tenants from this community and encourage community members to attend involvement groups in order to ensure their voices are heard.

Customers from Minority Ethnic Backgrounds increased slightly in Q3 (though only slightly). Work is being done in partnership with customer involvement and communications to encourage customers to divulge diversity information about themselves in order for us to better support them. The borough average for Ethnic Diversity is 6.8% and the data we hold on our customer base is at 8.67%. We are well placed to support these communities through attending meetings to ensure tenants understand why we are asking for the data.

Customers with communication needs has decreased in Q3. One interesting figure to note is that we have 24 customers who speak BSL. We are also aware that translation into foreign languages is having an impact on the business with an increase of asylum seekers meaning an increase in the use of the BigWord service to ensure those potential customers are being supported.

Tenants - Existing & New

Employees

Increasing colleague disclosure of diversity data

- Work to ensure colleagues understand why we are asking for diversity data is underway in training sessions, welcome days and in stories around involvement groups to ensure that colleagues understand that their voice is important and that we want to support their needs.
- Equally Yours Training sessions have been taking place for employees who are not new starters to book on to as an alternative to the online EDI training.

Communication and Involvement

- Work on encouraging engagement in the external groups has been started with Customer Engagement and Communications. Together we hope to boost the number of tenants that join the groups.
- Training is still focusing on vulnerable people as per the Central Government stance to further educate colleagues on what vulnerable is but has now also begun to focus on Sexual Harassment due to the new law changes implemented.
- Our Involvement Groups continue to grow with 7 members in the external Disability Group, 6 in the internal version and 2 in the ethnic Minority Group and 3 in LGBTQ+ Group. These groups are taking an active role in policy formation, advice on enhancing the workplace and on Service delivery as well as working on issues around the workplace and communities.

Review of Recruitment Activity

- We continue to adjust where we advertise.
- Attendance at DWP recruitment days is continuing.
- The recruitment project group has agreed key leads and actions to improve the on-boarding process to ensure that it is fit for purpose and supports us in attracting, employing and retaining the best person for each role.

What are we doing?

Tenants - Existing & New

Communication Preferences

Customers with communications preferences has decreased slightly, however we are aware that some customers are not getting the communications in the way they requested, further work is being undertaken to ensure this is being delivered in a way that is easy for colleagues to deliver.

Activity to increase customer disclosure of diversity data

- Articles in HouseProud are planned to boost the profile and dispel myths of submitting diversity data amongst customers along with increasing the membership of involvement groups.
- Prompts for customers to provide data when calling in through social media campaigns and stories in HouseProud. The data smart board is also looking at pop ups to prompt employees to ask for updated info from customers.
- When customers call in colleagues are being encouraged to check that diversity data is up-to-date and accurate whilst ensuring customers understand the importance of divulging the data.
- Data cleansing is underway with the data smart board focused on ensuring the data we have is accurate the group meets regularly and it is envisioned that reshaping the data will start to take hold early in 2025. Fluctuations in the reported figures will take place while this occurs as the data is updated and adjusted for accuracy.