

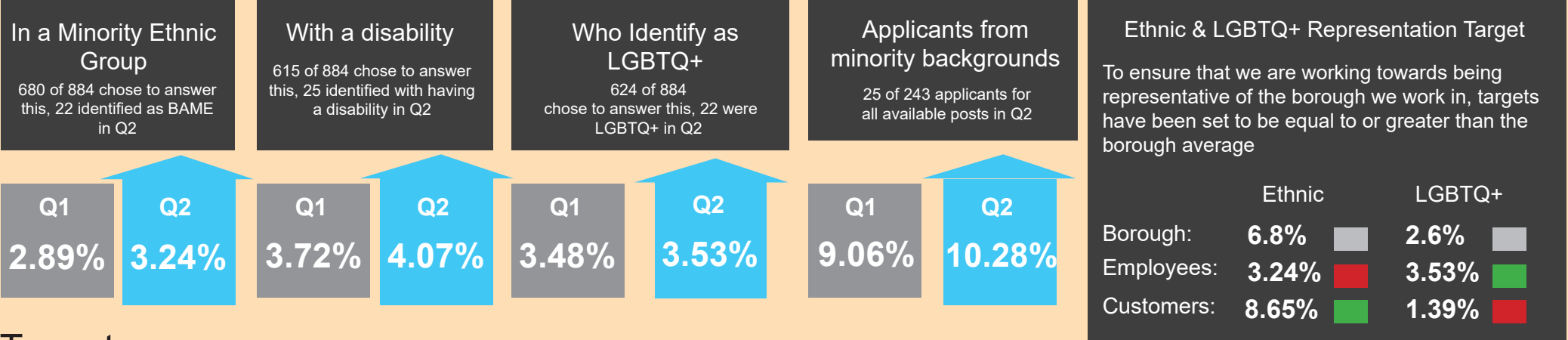
Equality, Diversity & Inclusion Dashboard

Quarter 2 2024/25



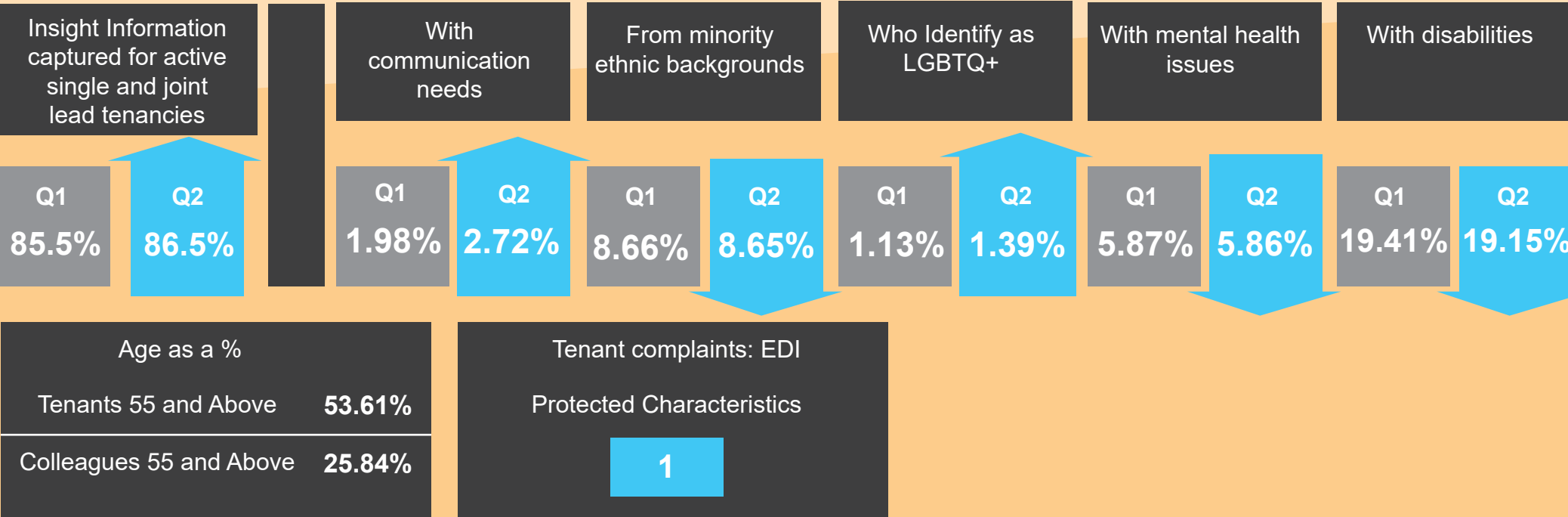
Employees

% responses are based on employees that answered the question



Tenants

% Responses are based on all active tenants (single and joint) at the end of Q2 23502 who answered the question



Employees

Q2 has shown an increase in the number of applicants for roles at St Leger Homes from an Ethnic Minority background. There have been significantly less applicants over all affecting the overall figure, however, Q1 is normally artificially high in applications due to apprentices. The overall rise in Q2 is a positive step in ensuring that we are moving towards being more representative of the communities that we manage. We continue to attend Job Fairs with the DWP and to advertise vacancies in diverse areas including with CDC.

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



Employees identifying as having a disability increased again in Q2. Work with communications is underway to increase the members of the Disability Involvement Group to enable their voices to be heard further.

So what does this mean?

There has been an slight increase in customers disclosing diversity data. Whilst some areas have shown a drop, in some cases a lower figure is a positive. One example of this would be mental health, where a lower figure mean less people suffering with mental health issues.

There has been a slight increase in tenants that tell us they are from the LGBTQ+ community in Q2. We are undertaking work on the data set through the 'tenant data project' to ensure it is accurate, the general flux in the total number of tenants also affects the figures.

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.

Tenants - Existing & New

Customers from Minority Ethnic Backgrounds dropped slightly in Q2 again (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 8.65%. 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 risen in Q2. One interesting figure to note is that we have 325 customers who request large print, we are also aware that some customers are still not getting the communications in the way they need - further work is taking place to ensure that those customers with specialist requirements are having them fulfilled whilst also reducing the burden on colleagues to fulfil this requirement.

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.
- Further emphasis on providing this data will continue to be stressed at other events including Welcome Days, on the Intranet and in staff focus.

Communication and Involvement

- Communication using new media on events such as Black History Month, Gender Pay Gap and Mental Health is underway to ensure EDI awareness
- 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.
- Further equality sessions have been planned in now to allow for current colleagues, not just new starters to attend.
- Our Involvement Groups continue to grow with 6 members in the external Disability Group, 5 in the internal version and 2 in the ethnic Minority Group and 2 in LGBTQ+ Group. These groups are taking an active role in policy formation, advice on enhancing the workplace and on Service delivery

Review of Recruitment Activity

- We continue to adjust where we advertise
- Attendance at DWP recruitment days is continuing
- We have a working group that is now looking at the on boarding process from application to interview to ensure that it fits purpose and allows us to attract and employ the best person for each role whilst giving the applicant the support they need to perform the best throughout the process.

What are we doing?

Tenants - Existing & New

Communication Preferences

Customers with communications preferences has increased 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 through a social media and stories in HouseProud to provide data when calling in.
- 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.
- Tenants from the involvement groups are being encouraged to stand as flag bearers for the importance of diversity data and how it affects them with short videos planned
- Data cleansing is underway with a task group formed and 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 the new year. Fluctuations in the reported figures will take place while this occurs as the data is updated and adjusted for accuracy.