

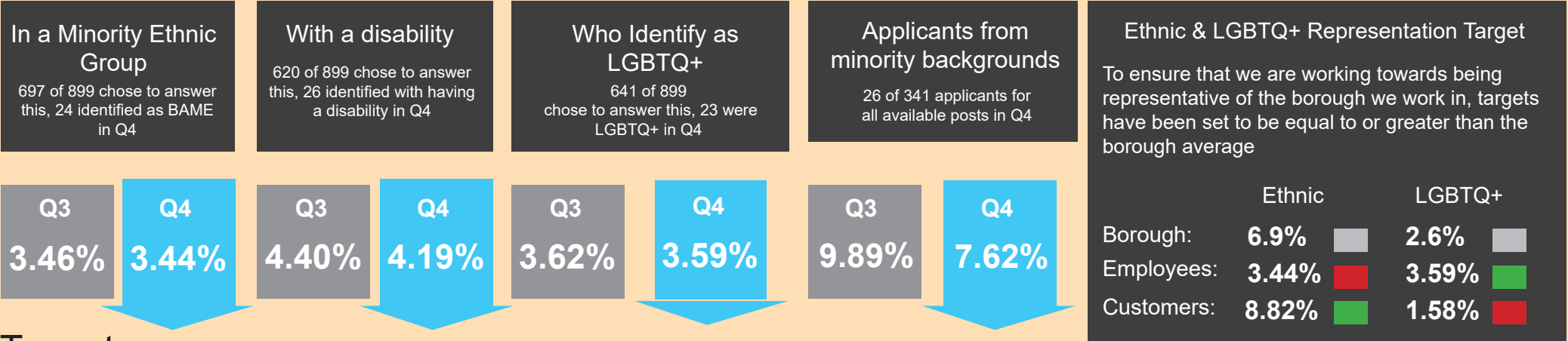
# Equality, Diversity & Inclusion Dashboard

Quarter 4 2024/25



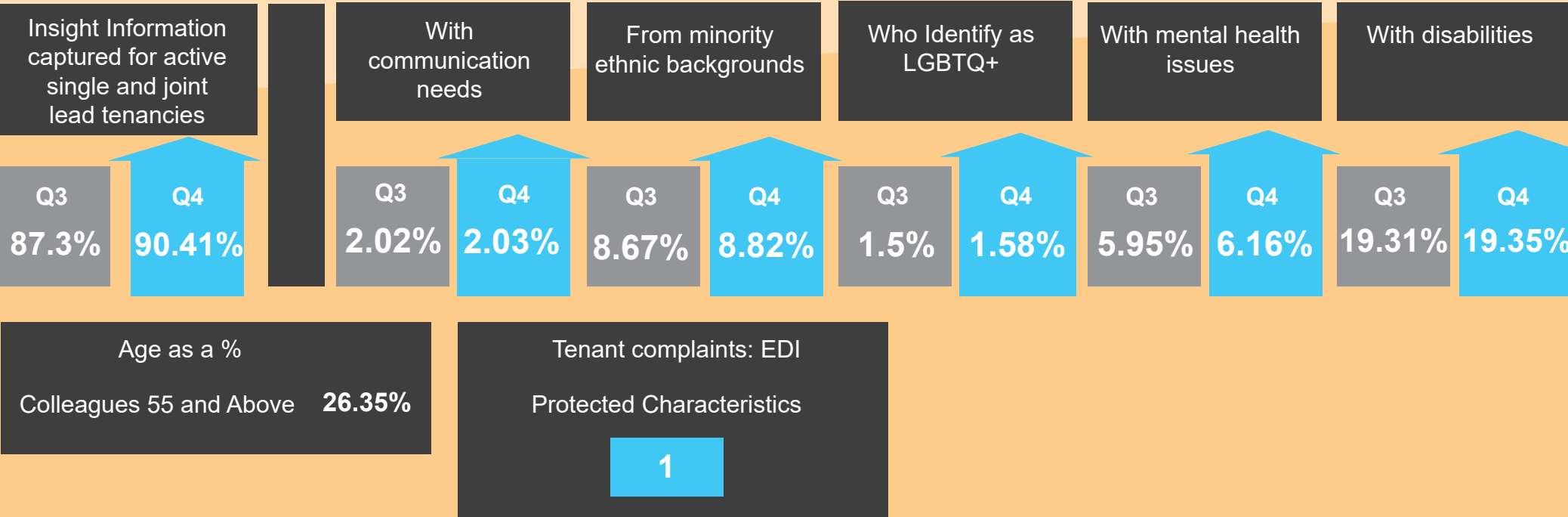
## Employees

% responses are based on employees that answered the question



## Tenants

% Responses are based on all active tenants (single and joint) at the end of Q4 23638 who answered the question



# St Leger Homes Waiting list Register

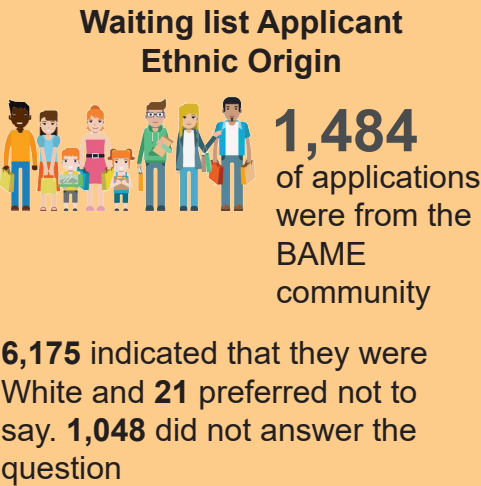
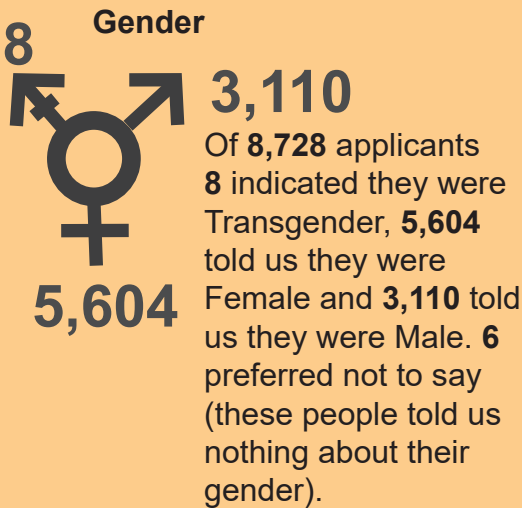
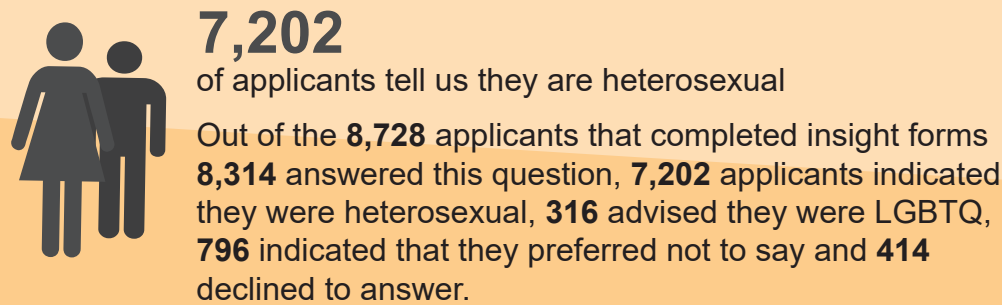
St Leger Homes currently has 8,728 people on the waiting list for social housing, below is a snapshot of the waiting list for the year 2024/25

### Religion & Belief



**8,212** applicants answered this question, with the most prominent being Islam with **346** and **3,816** answering 'None'. **205** preferred not to say, **516** declined to answer and **435** told us they were 'Other'.

### Sexual Orientation



## Census information

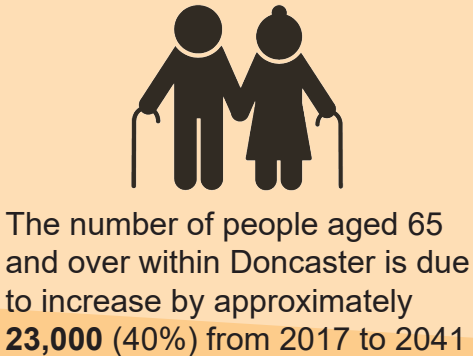
Doncaster's Census report tells us the local population has increased to 311,100 (up by 1.88%) since 2011. it is important to understand the City in which we work.

The 2021 Census shows the following characteristics for Doncaster.

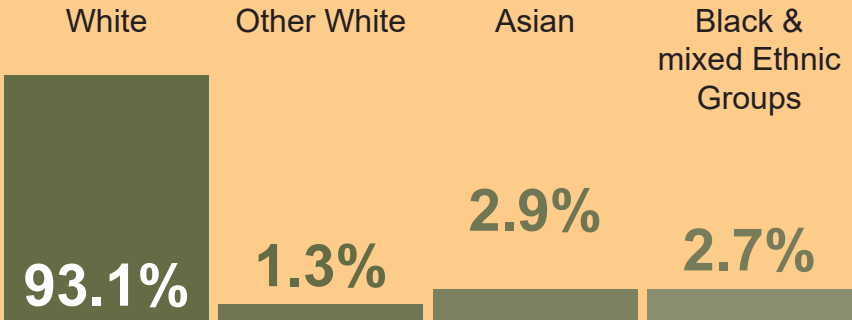
### Disability



### Age



### Ethnic Groups



## Employees

Q4 has shown an increase in the number of applicants for roles at St Leger Homes from an Ethnic Minority background, however, there has also been an increase in the number of roles available meaning that the percentage overall has decreased.

There have been slight decreases across the board this quarter, in some cases this is due to a fall in the number of colleagues identifying with a characteristic, other factors also contribute. An overall increase in the number of colleagues answering questions and an increase in the total number of colleagues across the business (now at 899) will also contribute to a lower percentage. Work on attracting more colleagues from diverse backgrounds into the business is underway through the recruitment project group.



Employees identifying as having a disability decreased in Q4. This is due to colleagues with a disability leaving and overall workforce fluctuations.

There has been a 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.

## So what does this mean?

There has been a slight increase in tenants that tell us they are from the LGBTQ+ community in Q4.

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

Disclosure of tenant data has risen slightly in Q4. A sub project of the dataSMART group is tasked with setting out how this data will be collected in the future.

Customers from Minority Ethnic Backgrounds increased slightly in Q4. The borough average for Ethnic Diversity is 6.8% and the data we hold on our customer base is at 8.82%. We are well placed to support these communities through attending partnership meetings such as the Minority Partnership Board to ensure tenants understand why we are asking for the data.

Customers with communication needs has increased in Q4. The largest group within this data set is customers that are requesting large print - 356 in all. This reflects the aging population that we have and indicates that customers that flow into this data set over time will need further assistance in the future.

## 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.
- Classroom based Equally Yours training has been extended to include current employees (not just new employees) as an alternative to the online EDI training.

## Communication and Involvement

- Work on encouraging engagement in the internal groups has been started with Customer Engagement and Communications. Together we hope to boost the number of colleagues 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 now has a focus on training for managers and employees on sexual harassment in line with recent legislative changes.
- 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. Further work on expanding these groups is underway alongside diversifying our methods of consulting with 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 and involvement

- 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.
- Work on the external involvement groups has started with Customer Engagement and Communications to boost the number of tenants that attend the groups.

## 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 information 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.