

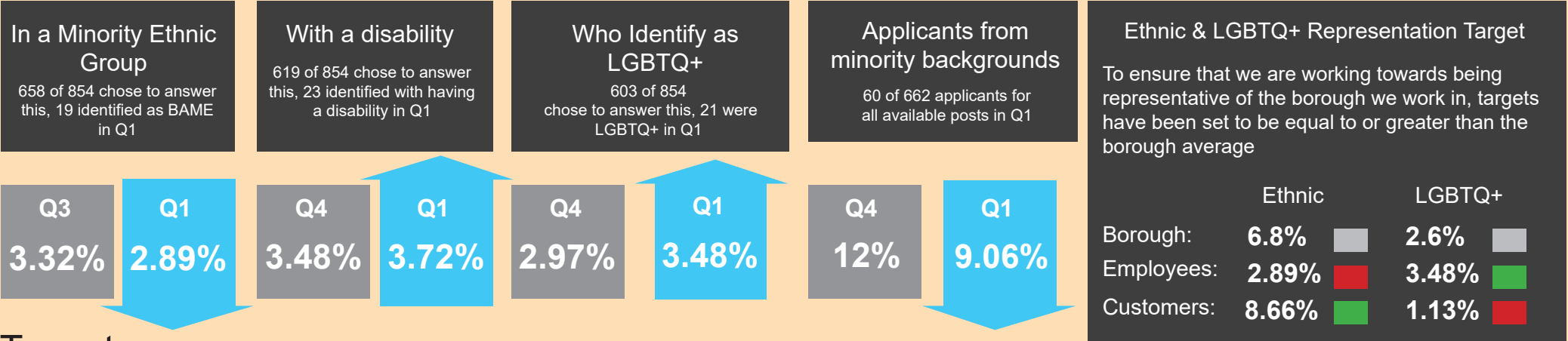
Equality, Diversity & Inclusion Dashboard

Quarter 1 2024/25



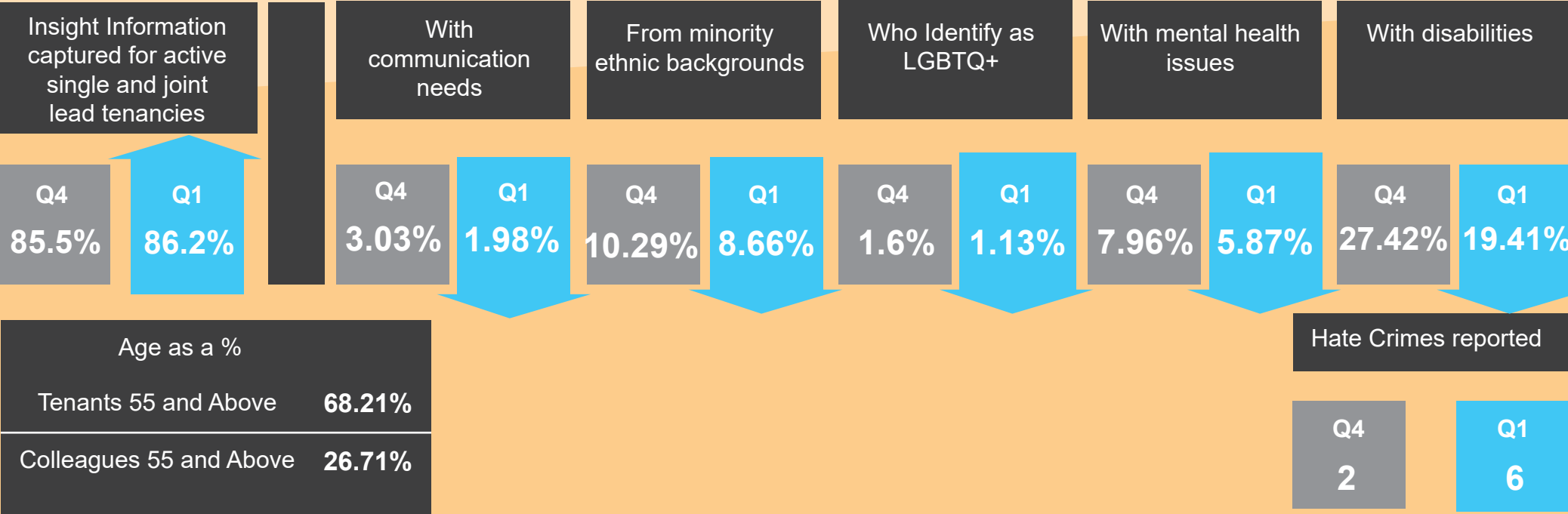
Employees

% 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 23403 who answered the question



Employees

Q1 has shown a reduction in the number of applicants for roles at St Leger Homes from an Ethnic Minority background. This is also reflected in the number of ethnic minority colleagues we have. We continue to attend Job Fairs with the DWP and to advertise vacancies in diverse areas including with CDC. It should be noted that applications overall is significantly lower in Q1 than Q4. Q4 is always significantly higher and therefore naturally more diverse as this accounts for our annual apprenticeship applications

Fewer people are electing to complete their diversity data, potentially due to a rise in CV applications rather than following the online SLH process which has a requirement to complete these fields. Whilst this is a trade-off that has been made to increase efficiency in the recruitment process, those new colleagues will be encouraged at welcome days to fill in the data if they have not done.

Employees identifying as having a disability increased again in Q1. Work continues through marketing and stories in Staff Focus to encourage more colleagues to come forwards and to join the Disability Involvement Group to enable their voices to be heard further.



So what does this mean?

There has been an overall increase in customers disclosing diversity data even though certain groups have seen a significant drop and this is potentially due to work being done to clean up the customer data which has removed duplication and 'old' information

There has been a further slight decrease in tenants that tell us they are from the LGBTQ+ community in Q1. We are undertaking work on the data set 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 Q1. Work is being done in partnership with customer involvement 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 8.66%. 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 also decreased in Q1. Rationalising the data may have had an effect on the figures that we publish as we try to ensure that the data is accurate and up-to-date. We are aware that some customers are still not getting the communications in the way they need - further monitoring will be taking place over the next quarter to ensure that those customers with specialist requirements are having them fulfilled.

Employees

Increasing colleague disclosure of diversity data

- Work is still ongoing to ensure colleagues understand why we are asking for diversity data, this is taking place at training sessions and during publication of the involvement groups to ensure that colleagues understand that their voice is important and that we want to support their needs.
- Though encouraging signs that colleagues are providing data have been seen, further emphasis on providing this data will 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 Pride and St Georges Day as well as interviews and stories from members of staff in Staff Focus in a 'get to know you' format are taking place
- Work to boost the 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 has been given a focus on vulnerable people as per the central government stance to further educate colleagues on what vulnerable is.
- Further equality sessions are being planned in 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 1 in the ethnic Minority Group and 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
- 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 decreased slightly, however we are aware that some customers are not getting the communications in the way they requested, further work with those customers to promote the importance is being formulated to ensure that colleagues take note of preferences and OH warning boxes.

Hate Crime

Q1 has seen an increase in Hate Crimes. In respect of the reporting of Hate Crimes relating to our tenants we continue to work using a multi-agency approach through the local solutions meetings to identify any trends in reporting that may appear over the reporting period and what action may need to be taken.

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.
- Prompts for customers through a social media campaign and stories in HouseProud to provide data when calling in.
- When customer 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.