

A stylized illustration of a hand holding a house icon. The hand is rendered in shades of orange and yellow, with the fingers curled around a white house shape. The background consists of large, overlapping geometric shapes in shades of red, orange, and yellow, creating a vibrant, abstract composition.

# Fairness and Equality Statement

This statement supports our commitment to advancing fairness and equality for all customers, staff, contractors, visitors, the public and any others who come into contact with our organisation. As a champion of equality, diversity and human rights, St Leger Homes will act against unlawful conduct prohibited by the Equality Act 2010 and Human Rights Act 1998. We will look beyond our legal obligations, taking into account the wider factors which may have an impact on people's access to opportunities.

We understand that we need to treat all our customers and staff equally and fairly. As a customer focussed organisation, we aim to put our diverse tenants and customers at the heart of our work. Equally, we strive to ensure our organisation offers an inclusive and welcoming environment for all staff, in which no one feels disadvantaged.

We rely on the dedication of all our staff, who are expected to take personal responsibility for ensuring fairness and equality in their day-to-day interactions with colleagues, customers and members of the public. We appreciate that it is the daily experience of our customers that matters most, and place them at the heart of what we do. We will continue to support and develop our staff in their individual roles as ambassadors for fairness and equality.

**Our Equality Strategy and Equality Action Plan are supported by five commitments:**

## **1. To understand our customers and support their needs**

- We are committed to understanding more about the needs of our customers. Collecting, storing and using customer information appropriately enables us to tailor our services to meet their needs.
- We are dedicated to advancing fairness and equality for the people we involve in our organisation. We will continue to monitor our workforce profile, customer data and the community profile for the Doncaster borough, to maintain a business that is diverse, accommodating, and reflective of the community we serve.

## **2. To ensure the organisation is a leader in inclusion and fairness**

- We will continue to ensure that access to services, the quality of services and the guidance provided about our services, will not lead to disadvantage for any individuals or groups.
- We will actively challenge all forms of inequality in the delivery of our services and employment, and we will provide services that are consistent with best practice in fairness, equality and human rights.
- We will work with our contractors to ensure they also comply with our expected equality and diversity standards. We will provide guidance to all future contractors and set out the standards which they are expected to uphold as part of their working relationship with St Leger Homes.

## **3. To engage customers effectively, foster good relations and advance equality in our local communities**

- Recognising the diverse communities in which we work, we will continue to foster good relations between groups, and to celebrate the richness of culture, backgrounds and traditions we share.
- We are committed to engaging with our customers, taking their views into account and advancing equality in our local communities. We will support our partner organisations to deliver shared local priorities, working together to achieve greater community cohesion.

## **4. To fulfil our safeguarding responsibilities to the highest standards**

- We will take a proactive approach to preventing and tackling safeguarding concerns by working in partnership with other agencies to deal with perpetrators and to support victims.
- We will continue to actively participate in a wide range of safeguarding boards, groups and panels, maintaining a comprehensive safeguarding approach which is embedded within all our services, including our successful 'single point of contact' system.

## 5. To develop a progressive and diverse workforce, in a workplace free from discrimination and harassment

- We promote dignity at work by fostering a working environment where employees are treated with respect, and in which discrimination, bullying, harassment and victimisation are unacceptable. All staff are expected to take personal responsibility in helping to ensure we maintain a positive and inclusive workplace.
- We take seriously any complaints of bullying, harassment, victimisation and unlawful discrimination raised by our staff, customers, contractors, suppliers, visitors, the public and any others in the course of the organisation's work activities. We will proactively investigate and address any incidents arising.
- Our Framework for Fairness Group scrutinises progress in terms of fairness and equality. The group will help ensure that equality is embedded thoroughly, identifying areas of concern and challenging where appropriate.
- St Leger Homes employees will continue to receive equality and diversity training to support them in maintaining a positive and inclusive workplace.

### Who to speak to for more guidance, support and further information:

- Customers and tenants can report any instances of discrimination, harassment, victimisation or unwanted conduct to the Customer Relations Team on 01302 862726, or by email at [customercare@stlegerhomes.co.uk](mailto:customercare@stlegerhomes.co.uk)
- Staff are encouraged to speak with their line manager, alternatively:
  - The Fairness and Insight Manager
  - The Wellbeing First Contact Support Officers, who are available to:
    - Empower and support the employee to raise awareness of unwanted behaviour with the other party before it escalates or becomes embedded
    - Signpost an employee to the appropriate process routes with their manager and then provide ongoing support for the employee throughout any internal process
    - Direct employees to mediation resources to facilitate them in finding their own resolution.
    - If you are a member of a trade union, you can seek advice and support from your trade union representative.

### Where to look for further guidance:

Employee Code of Conduct - April 2018

[https://intranet.stlegerhomes.co.uk/\\_resources/assets/attachment/full/0/459361.pdf](https://intranet.stlegerhomes.co.uk/_resources/assets/attachment/full/0/459361.pdf)

Dignity at Work Policy

[https://intranet.stlegerhomes.co.uk/\\_resources/assets/attachment/full/0/459249.pdf](https://intranet.stlegerhomes.co.uk/_resources/assets/attachment/full/0/459249.pdf)

Grievance Policy

[https://intranet.stlegerhomes.co.uk/\\_resources/assets/attachment/full/0/1606.pdf](https://intranet.stlegerhomes.co.uk/_resources/assets/attachment/full/0/1606.pdf)

Equality Analysis Web Form

<https://intranet.stlegerhomes.co.uk/internal-forms/equality-analysis/>

Equality Strategy 2017-2021

<https://www.stlegerhomes.co.uk/EasySiteWeb/GatewayLink.aspx?allId=13333>

Equality Analysis Guide 2018

<https://intranet.stlegerhomes.co.uk/EasySiteWeb/GatewayLink.aspx?allId=459497>

Safeguarding Children and Adults

<https://intranet.stlegerhomes.co.uk/our-organisation/safeguarding-children-and-adults/>

Wellbeing First Contact Officer information

<https://intranet.stlegerhomes.co.uk/our-organisation/first-contact-officers/>

Values and Behaviours

<https://intranet.stlegerhomes.co.uk/our-organisation/our-values-behaviours/>

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