St Leger Homes of Doncaster

EDI

Equality, Diversity & Inclusion Annual Report 2022

Foreword

St Leger Homes' Annual Equality, Diversity and Inclusion Report outlines the equality and diversity information we hold on our customers and workforce. We use this information along with our quarterly EDI dashboard to help us identify how we can better meet people's needs, deliver services in the right way, and to ensure our legal obligations are met.

This supports our commitment to advancing equality and diversity for all our customers and employees, throughout our work.

This report contains equality information for St Leger Homes on the following subjects:

Characteristics of Doncaster's population
Our Customer Profile
Our Waiting List Profile
Our Workforce Profile

Each of the sections are drawn from data gathered through various questionnaires that customers and employees have completed and census data. The data is used to inform the objectives, goals and action plans set out in our Equality Diversity and Strategy 2022-2026.

Key for reading the comparison data

| Figures raised since last year | Figures lower since last year | No change since last year |

St Leger Homes' Customer Profile 2021/2022 comparison

+13

Sexual Orientation
196
customers told us they identified as a member of the LGBTQ+ community

Gender
12,531
The number of female tenants has slightly reduced this year.

- 42

Disability
4,212
21.2% customers have a disability. **2,553** said their disability was physical. **224** less than 2021.

- 319

+39

Ethnicity
789
3.98% Customers told us they are from Ethnic Minority backgrounds.

Religion
15,003
Customers told us they follow a religion or belief **4,816** declined to answer.

- 481

Communication
10,667
Customers requested contact via specific methods such as, Email, Text, Large Print or Braille.
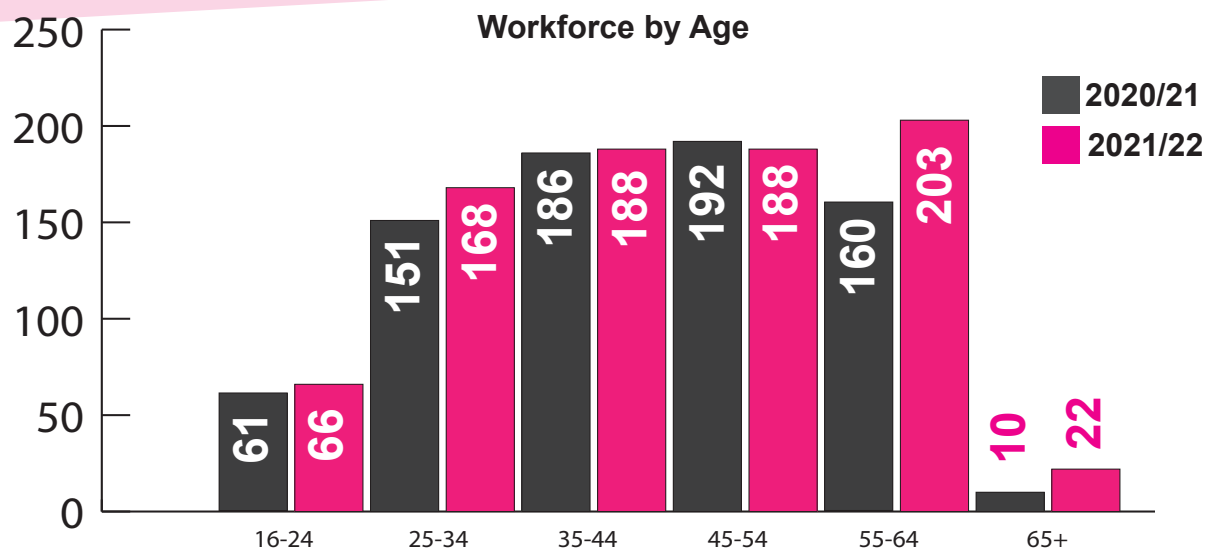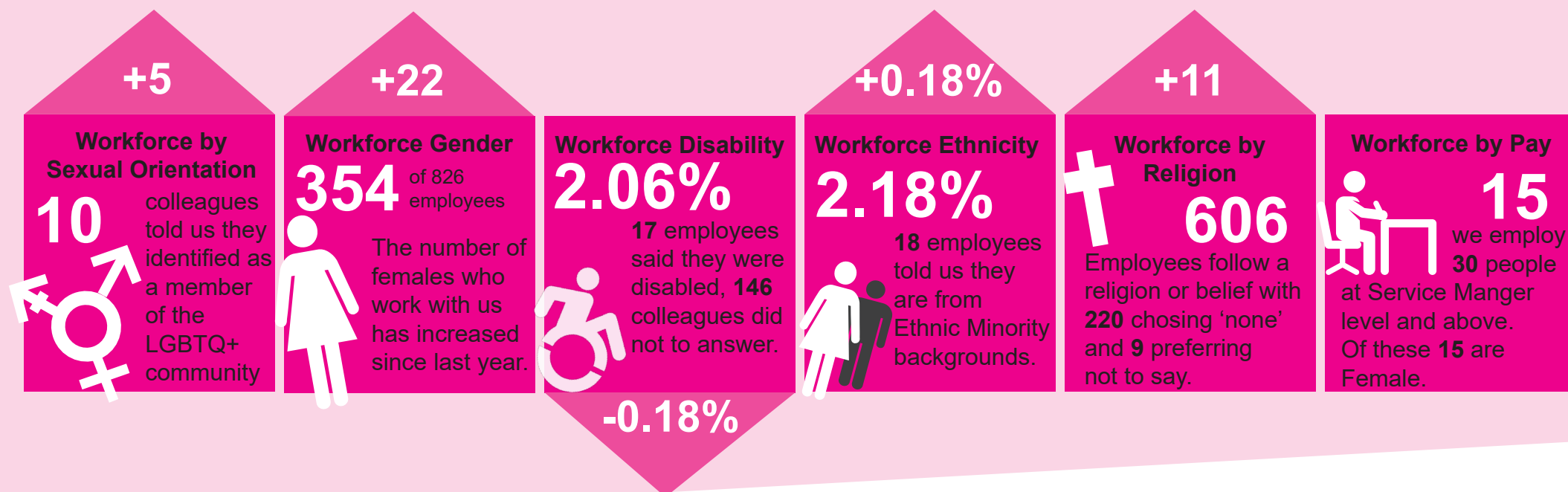
- 890

To enable us to deliver services in a way that our tenants need, and to improve the services that we currently offer, we build up detailed profiles of all customers and household members including those on our waiting list.

This data is based on a customer base of **19,819** active tenancies. Responses are from the listed tenant only (not the whole household) and not all listed tenants answered all questions. Of those that did answer, they represent 84.73% of our customer base.

Age

Age	2020/21	2021/22
16-24	480	464
25-34	2378	2279
35-44	3039	3104
45-54	3347	3323
55-59	1842	1862
60-64	1848	1898
65-74	3511	3469
75+	3355	3362
Unknown	76	58
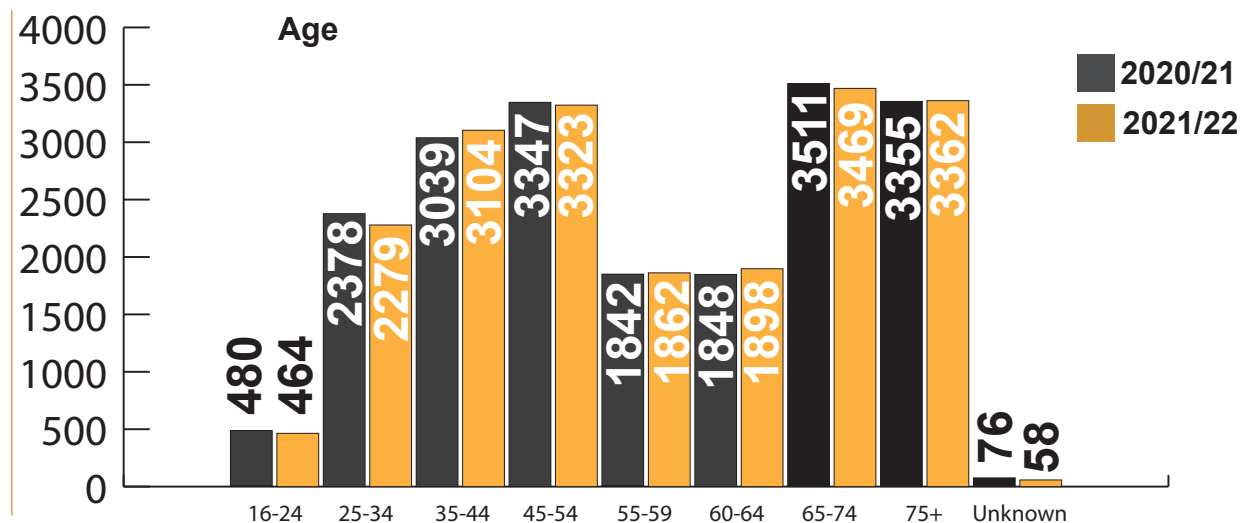
St Leger Homes Workforce Profile 2021/2022 comparison

+5

Workforce by Sexual Orientation

10

colleagues told us they identified as a member of the LGBTQ+ community

+22

Workforce Gender

354 of 826 employees

The number of females who work with us has increased since last year.

Workforce Disability

2.06%

17 employees said they were disabled, **146** colleagues did not to answer.

-0.18%

+0.18%

Workforce Ethnicity

2.18%

18 employees told us they are from Ethnic Minority backgrounds.

+11

Workforce by Religion

606

Employees follow a religion or belief with **220** chosing 'none' and **9** preferring not to say.

Workforce by Pay

15

we employ **30** people at Service Manger level and above. Of these **15** are Female.

Workforce by Age

- ■ 2020/21
- ■ 2021/22

Age	2020/21	2021/22
16-24	61	66
25-34	151	168
35-44	186	188
45-54	192	188
55-64	160	203
65+	10	22

We collect data on all our employees to enable us to better support and guide the people that work with us.

We do this by regularly asking colleagues to fill out surveys, details that new starters provide when joining St Leger Homes and through regular individual meetings with managers and at all levels.

In 2021/22 we had **826** employees. 475 employees have completed the diversity data section on their portal.

Disabilities

2,814 of applicants have advised us that they have a disability

8,917 applicants answered this question, showing this year has seen a decrease of **233** in the number of applicants that have a disability.

Sexual Orientation

7,217 of applicants tell us they are heterosexual

Out of the **8,917** applicants that completed insight forms **8,099** answered this question, **7,217** applicants indicated they were heterosexual, **224** advised they were LGBTQ, **658** indicated that they preferred not to say and **818** declined to answer.

Gender

11

3,329 We have seen a slight increase in Transgender up by **1** to **4** and Female applicants by **167** to **5,577**, who remain the largest category. Male applicants decreased by **149** to **3,329.**

5,577

Waiting List Applicant Ethnic Origin

1,433 of applications were from the BAME community

This year we have seen a slight increase of **280** in BAME applicants **24** of our applicants did not answer the question.

Doncaster's State of The Borough report tells us the local population has increased to 310,542 (up by 3.1%) since 2010. it is important to understand the Borough in which we work.

The 2011 Census and the latest Team Doncaster 'State of the Borough' assessment (carried out by Doncaster Council) show the following characteristics for Doncaster.
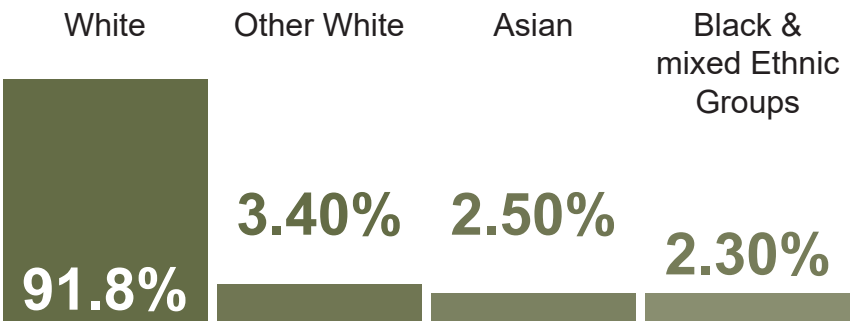
Disability

62,108
A fifth of the population of Doncaster have a Disability

Age

The number of people aged 65 and over within Doncaster is due to increase by approximately **23,000 (40%)** from 2017 to 2041

Ethnic Groups

White	Other White	Asian	Black & mixed Ethnic Groups
91.8%	3.40%	2.50%	2.30%

Our Achievements 2021/22

- We continue to raise the profile of how disability affects employees across the organisation by making subtle changes to how we communicate the impacts. Using various methods including localised email, employee newsletter articles and changes to the workplace culture.

- We have initiated a review of our delivery of Equality & Diversity training to all colleagues to ensure that the e learning and in person sessions are impactful and up to date

- We recognise that some communities may find it harder to interact directly with us and we are taking positive steps to address this. An example of this is our work with the Minority Partnership Board, the Culture Fusion Network and our membership of the Housing Diversity Network.

- We continue to support events such as Doncaster Pride and promote the positive messages from International Celebration Days that come from those events whilst striving to have those community voices heard.

- We offer venues for minority groups to use in order for them to meet and have begun the process of setting up internal and external groups to form better links with minority and under represented communities.

- We have communicated internally to all teams to reiterate the importance of adhering to customers required preferences i.e. alternative formats or coloured paper for our dyslexic customers.

- We have gained membership of the Housing Diversity Network, a peer group set up to support us and to enable us to better deliver services that meet the needs of our colleagues and tenants who live and work in the communities that we manage.

Pride 2019

Future Plans - Employees & Customers

We are working hard to deliver the actions that have been identified

As the number of people aged 65 and over is increasing due to longer life expectancy, we will work to ensure our homes and services are suitable for their needs. We will do this through monitoring and consultation with customer groups.

In relation to customer data, we will continue to monitor our systems and forms such as the Housing Application Form to make sure they are being used correctly to gather accurate data.

To ensure we have a good understanding of the needs of our transgender customers, we will carry out a cross checking exercise across the various systems to ensure we are collecting accurate data, which is permitted by the Gender Recognition Act 2004 and the Data Protection Act 2018. We will achieve this through consultation with Customer facing teams and random sample checks on the data collected.

We will undertake a peer review in order to understand where we are and what we have achieved so far in our EDI journey. The peer review will allow us to identify areas that we need to make changes to better meet our goals.

We will continue to form involvement groups for our colleagues and customers across various communities including LGBTQ+, BAME, Religion, Disability and others as needed both in our workforce and with our customers.

We will also continue to monitor how effective we are at attracting women in to work, particularly into the construction area of the business and look to retain them in long term employment and support them to progress through the organisation.

We will make it easier for our customers to update their diversity information by exploring ways that the information can be captured both during contacts with us and through self serve portals and use this information to better support colleagues and customers.

In terms of workforce profile, we need to continue monitoring the full range of information across the protected characteristics, with a particular focus on any emerging themes. We will take action to address any imbalances and review the effectiveness of our existing measures.

We will review and update EDI training for colleagues to better reflect changes in landscape over the past few years with a view to arming them with the skills to support each other and customers where

We need to ensure we are attracting new employees from the full range of protected characteristic groups as we still have some way to go in building a workforce representative of the wider community. We will continue to advertise jobs (and monitor how effective they are) in a way that helps draw interest from applicants from diverse backgrounds as well as work with local minority groups to further attract applicants. To do this we have a people strategy that sets out our goals to achieve a balanced workforce and have undertaken a review of the vacancy process.

We will aim to build a reputation as an 'employer of choice' with a focus on how we are retaining, supporting and developing our existing employees from all backgrounds. We will support this through employee surveys and data gathered during exit interviews to inform changes to support for colleagues .