

## St Leger Homes

St Leger was set up by Doncaster Council in 2005, following a consensus decision made by council house tenants at that time. They are responsible for the management of council homes, along with a portfolio of shopping parades, garage sites and land. They also manage the Housing Register on behalf of Doncaster Council and undertake other work as agreed and required by the Council, for example they have recently taken over the management of Gypsy & Traveller sites and continue to expand their private sector landlord service.

St Leger Homes are a limited, not-for-profit distributing company employing 720 people and are a living wage employer.



St Leger Homes' first set of Social Accounts covered the period from April 2014 to March 2015. They have a strong vision and value base with clearly defined strategic objectives, and associated KPIs. The SAA process works with their existing reporting systems, focusing on social impact and activities that add value to their core business of providing quality housing for tenants and their families.



### St Leger Homes' strategic aims are:

- To deliver excellent value for money services in all that they do
- To ensure that they are customer focused by listening customers and involving them in decision making
- To provide quality homes in quality neighbourhoods where people want to live

### Their values are:

- Fairness – to ensure that they recognise and value people's difference
- Excellence – to ensure that they always provide the best possible service to customers and that they are always looking to improve
- Empowerment – to create a culture where staff and customers are listened to and encouraged to shape future service delivery.
- Local – to recognise the value of being part of a strategic partnership

As part of their SAA process, St Leger Homes created a working group of colleagues from each of their three directorates: Housing Services, Property Services and Corporate Services. The group explored the breadth of current work undertaken across the whole organisation and proposed four social objectives that contribute directly to one of St Leger's primary Strategic Objectives: to ensure that they are customer focused and put tenants/customers at the heart of everything that they do. The social objectives were:

1. Tenants: To involve tenants in the running of SLHD
2. Communities: To engage people in St Leger's communities so that they become involved. To invest in information, learning & development activities and physical infrastructure that meet their needs

3. Local Environment: To involve local organisations & businesses in providing quality services and invest time to improve the social & economic environment for customers and the wider Doncaster community
4. Organisation: To involve & invest in their staff team so that they can provide services that meet the needs of the customers

The Executive Management Team and Board of Directors agreed these as a framework to consider and report on the organisation's social impact activities and to complement existing strategic reporting systems.

*“Having just completed our first year of social accounting it is a little difficult to gauge how we will fully use social accounting. However, already we have started to use the information contained in our social accounts to give to partners on what impact our joint working is having on our tenants and neighbourhoods. The process that we have been through to create our first social accounts has also shown key people within the organisation that we can use different measures to show what effect and impact St Leger Homes is having.*

*Our plan is to continue this work in the future to run alongside and add depth to our current performance measures. We are planning to train members of staff in the methodology in order that the theory and practice will become part of the day to day operations of the organisation.”*

The most valuable lesson that St Leger Homes learnt was to think carefully about the scope of the social accounting. In order to make the process manageable it is worth considering the workload of people involved and how the social accounting cycle will impact on those involved. They also believe that it would be beneficial for organisations new to the concept and process of social accounting to spend time training staff who will be involved. Having gone through a full cycle St Leger now have a team of people that are committed and understand the process.



‘As Chair of the Windhill HUB young people’s TARA I am very thankful for the financial and practical support we have received from St. Leger Homes of Doncaster. It has given us the opportunity to be able to use our skills individually and cooperatively to be available to meet the needs of children aged 8 to 12 in the Windhill area of Mexborough.’ **Eileen Cooper, Chair Windhill Hub TARA, supporting Junior TARA**

‘St. Leger Homes of Doncaster have offered endless amounts of support through the developing stages of the HUB right up to the present day. We have been offered many courses including Basic First Aid, Safeguarding and Level 2 Food Safety. All of these courses have helped the staff at the HUB to have a more knowledgeable approach to our interaction with the children.’ **Lucy Jones Windhill HUB TARA member, supporting Junior TARA**

CONTACT DETAILS: Further information can be found at St Leger’s website [www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk)