

# Resident involvement **impact assessment**

April 2022 - March 2023



**CLARION**  
HOUSING







## What is a resident involvement impact assessment?

Resident involvement helps Clarion improve the services we deliver to you, our residents. This impact assessment sets out what we have achieved through involving residents during the last year and the valuable outcomes we have seen as a result. We are always looking for more residents to get involved and help make a difference.

Email [getinvolved@myclarionhousing.com](mailto:getinvolved@myclarionhousing.com) to find out how you can get involved and make a difference.





# Introduction

At Clarion Housing we work with residents to help us make a difference to the services we provide to our residents and communities. Today we have 125,000 properties, providing homes for hundreds of thousands of people.

Our resident involvement teams offer a mix of online and face-to-face opportunities for residents to get involved with us on a national, regional and local level and, more importantly, at a time convenient to them.

# Resident involvement

At the heart of everything we do is our commitment to providing you with the best possible service, to champion your needs, offer support and make a difference to you and your community.

Reflecting on the past 12 months, we have continued to work hard to uphold these promises to you.

We work closely with residents to measure and evaluate the difference their involvement has made to services, and this annual, resident impact assessment illustrates the ways in which our customers have been able to influence services and the management of their homes each year.

As a resident, we know that you are the best person to tell us about your local area.

Resident consultations and estate inspections help us understand issues and make improvements.

Resident feedback has led to improvements in all areas of our business. We appreciate everyone's involvement and encourage the whole community to get involved.

During 2022/23, we have made great progress in connecting with our residents. We engaged with residents on 39,000 occasions. We believe in being open and transparent, and will be reviewing our strategy next year with the help of residents.

We made it easier for residents to get involved. You can now participate online through tools like Microsoft Teams, email, and online surveys. We still organise in-person events where you can meet our team and local organisations face-to-face.

This impact assessment will explore what we have accomplished during the last year and the valuable insights we have gained from our residents' input.

At Clarion, our teams work collaboratively to connect and engage with all our residents, ensuring our commitment to promote diversity and offer an inclusive service.

We know that there is still room for improvement and remain focused on driving up standards to improve services.

**We are really pleased to present the resident involvement impact assessment.**



**92,000 +**  
pieces of resident  
feedback received





**Our current resident involvement strategy features both online and face-to-face opportunities for residents to get involved with us.**



Online



Face-to-face

### National

Resident Board members



Customer committee



Task & Finish Groups



Resident procurement group



Clarion voice



Special projects & one off consultations



Complaints project group



### Local

Tenant & resident association support



Community inspectors



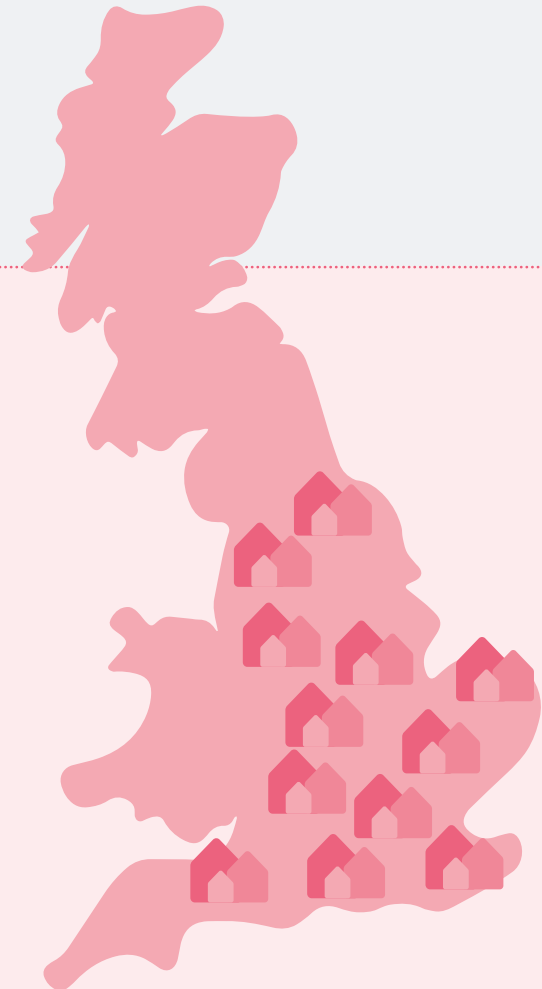
Local and Local Offer consultations



Partnership events



Regional scrutiny committee



# Clarion Index Research

The Clarion Index is our resident behavioural insights report, which looks at residents' lives, views and experiences. We know the importance of listening to you to better understand and serve your needs.

Every year, we speak to 2,000 residents for 15 minutes and ask them 60 questions about their neighbourhood, jobs, wellbeing, finances, online experience and how they prefer to talk to us.

Our 2022-23 research highlights the impact the cost-of-living crisis is having on our residents. 56% of households say they are worse off financially, compared with 12 months ago. This figure increases when looking at residents with disabilities and households with dependent children.

This year we introduced more questions about residents' household budgets, energy bills and how they're coping with the unprecedented increases many of us have seen.

**We use feedback from the index to influence the services we provide across Clarion. Here are just some of those examples:**

## Clarion Futures

### Money Guidance:

- We are boosting funding for important things like food, household fuel, and school uniforms for people getting help with managing their money and facing challenges with heating their homes.
- We are exploring new ways to help make budgets last longer, including services to support in quitting smoking.
- We are putting energy-efficient devices in homes that need help with heating, as part of a 'responsive retrofit' programme, to provide a temporary solution until we can fully upgrade the property through our larger improvement initiative.
- We will continue to offer 'warm home' packs to those who have engaged with our services.

### Digital Skills:

- We have introduced mobile phones and connectivity to the digital device, loan scheme.

## Tenancy Sustainment

- We have adapted our home assessments to ensure they ask the right questions when we begin working with residents so that we can tailor our support according to need.

## Digital

- Resident feedback has shaped our digital service development and has been used to track the impact of self-service on our website and further understand customer preferences across our channels.
- This year we trialled a digital feedback option to our repairs service. Ongoing customer feedback shapes our plans, and we're looking at ways to extend this with other online services that we offer.
- For 2024/25, our focus is on improving access to multi-channel services as residents continue to use our digital platforms and services online.

## Sustainability

- Around 70% of residents find climate change personally important. This matches our commitment to sustainability, where addressing climate change is a key part. This ensures we're making changes that matter to our residents.
- Insights on fuel poverty guide our efforts to upgrade homes. This not only benefits the environment, but also reduces costs for residents and brings significant health advantages by providing warmer homes.
- Residents' opinions on green, open spaces will influence our 'nature recovery strategy.' We're planning more surveys and focus groups to better understand what residents value in a 'green space.'



# Involved residents make a difference

Here are just some of the ways residents got involved.

158 residents attended involvement training to develop their skills working with us. The training included a bespoke scrutiny package developed in partnership with the Housing Quality Network (HQN), and:

- how to use Microsoft Teams
- procurement evaluation
- SWOT analysis
- how to chair and manage meetings
- the role of a community inspector
- an introduction to social housing and complaints handling with the Housing Ombudsman.

## Clarion Voice email

The number of residents signing up to Clarion Voice email continues to increase and is currently at 624. Through this platform, residents have supported us with 16 national studies; including: antisocial behaviour, hoarding, allocations policy reviews, Clarion Commitments, high-rise building safety communication leaflet, building safety handbook, complaints policy review and customer compensation policy, leaks condensation, damp and

mould policy and leaflet, staff training videos, the community trigger, a fire poster, neighbourhood standards, sign up of Clarion properties and a resident handbook.

## Working with Regional Scrutiny Committees

We supported our residents to complete five scrutiny projects and make valuable recommendations to help improve our services.

During 2022/23 we introduced the new Resident Procurement Group (RPG), and Community Inspectors. We currently have 68 Community Inspectors who share reports about grounds maintenance and estate cleaning services across Clarion, to help us improve services.

## Regional Scrutiny Committee Event

In March 2023, our resident involvement team organised an away day for our scrutiny committee members.

The event provided an opportunity to network, share knowledge and present their

experience of being involved in scrutiny. It also provided a learning opportunity about new legislation and how it will impact Clarion and our residents. Around 20 regional scrutiny members from across Clarion attended to hear from our Director of Housing and share successes.

## Partnership days

Partnership days are a great opportunity for our teams to meet and work with residents and external stakeholders (people with an interest in the work we do). They are a chance to learn about local communities and support improvements to our services.

Last year, partnership days were held across all five regions. Residents who attended gave feedback on the services we provide.

## Snapshot

We keep in touch with our involved residents through our online newsletter 'Snapshot'. We consulted with residents on its layout and whether it was resident-friendly. We asked how they would like to receive it, so we send the Snapshot by email and post. Resident feedback has told us that it is informative, colourful and easy to read.





**885**

residents signed up to  
various resident groups.



## CSPG

The complaints special project group (CSPG) began in January 2022 and since then, residents have worked with us to review our Customer Complaints Policy, and worked with business leads in the development of the new version.

The CSPG reviewed the complaints handling training, which has been delivered to more than 400 staff and they worked with us to ensure our annual Complaints Self-Assessment to the Housing Ombudsman, is written and understood by residents in plain English.

## NPEG

The national property engagement group (NPEG) supported a number of activities and projects over the last year, including Leaks, Condensation, Damp and Mould (LCDM), digital planned investment facilities, repairs satisfaction levels, gas safety letters and our Asset Strategy.

## Customer Strategy

Our customer strategy project involved involved residents in five regional focus groups. Changes introduced as a result of resident involvement include: increased Contact Centre opening hours for social media, live chat and calls are now redirected through to specialists in customer accounts and home ownership teams, and our online repairs service has been fully launched.





# Regeneration

Regeneration is about investing in the long-term future of neighbourhoods and working with residents to improve and enhance homes and their surroundings. We work with residents who live in regeneration areas to identify the positives and identify improvements.

Regeneration can be disruptive, but our aim is to always keep existing communities together by working together to improve places for current and future generations.

## Adapting to changing lifestyles

For over a century, Clarion has provided homes for those who need them most. Times change, and we need to design homes and neighbourhoods that adapt to new ways of living, including preparing for the impact of climate change, our ageing population and the post COVID-19 world. Flexible homes,

low carbon technologies and well-designed green spaces are more important than ever.

## Resident feedback

Every regeneration scheme begins with a programme of engagement, making sure resident voices are heard. We work with architects and designers who can demonstrate their commitment to engagement.

In Plymouth's, Barne Barton regeneration project, the resident steering group played a crucial role in maintaining commitment to the original estate redevelopment design.

In Eastfields, South West London, residents insisted on no loss of greenspace, leading to the creation of a new public park.

In High Path, South Wimbledon residents visited other London developments to ensure consistent high-quality

entranceways for everyone, regardless of homeownership or renting status.

## Continuous improvement

Every neighbourhood and population is unique and each project teaches us something new. Learnings continue long after the construction process is completed. Post-occupancy surveys, focus groups and interviews are key because they help us plan better for future projects. The lived experiences of households and communities are central to ensuring our regeneration work is constantly improving.



# Leaks, Condensation, Damp and Mould

In our continuing efforts to tackle leaks, condensation, damp and mould (LCDM) in our properties, resident feedback has helped us identify and develop some communications.

- LCDM Leaflet: 161 residents reviewed our condensation, damp and mould leaflet which will be offered to new residents in order to inform residents how they can report issues. The leaflet was approved by involved residents as clear and helpful.
- LCDM support packs: residents were involved in the content of the packs which are issued to new residents to support their management of damp and mould in their home. Our National Property Engagement Group members supported with the content and feedback, but no changes to the content were needed. Residents who have received the packs will be invited to feedback in the coming months on their usefulness.
- LCDM policy: 134 residents worked on the development of a new leaks, condensation, damp and mould policy which has been published on our website. Residents told us the policy was comprehensive, but some felt there should be a simplified version available. As a result, we are developing clearer, simple guides which will be available both online and print.
- Coming soon: Over the next year, residents will be invited to take part in a review of a LCDM video and our webpages. We are currently looking for residents to join a LCDM resident panel, to work with us and its ongoing management.
- We are planning a webinar for residents in early 2024. We are working with residents now, on how it will look and the content supplied.



## Managing leaks, condensation, damp and mould

We're here to **help.** Find out how we can **support** you.





# Regional highlights

## East

- The East region resident involvement team conducted 29 consultations with teams from Clarion Response and Clarion Futures.
- These covered a wide range of topics, addressing issues including the cost of living crisis; leaks, condensation, damp and mould, communal repairs, grounds maintenance, planned maintenance, bulk waste and fly tipping, CCTV, play areas, community and LiveSmart wellbeing, sporting activities, partnership working, emergency decants, tenancy sustainment, crime prevention, eco-corridor, tenants and residents associations, garages, estate cleaning, cleaning of communal windows, void abandonment and leasehold issues.
- Many improvements were made based on resident feedback, and this information was shared through internal communication channels.
- Additionally, six partnership events were held in various locations, resulting in positive outcomes like affordable activities, improved safety measures, community initiatives, and better working relationships with residents and external partners.

## North

- The North region, resident involvement team worked with 35 residents across four Task & Finish Groups, resulting in 62 outcomes, ranging from improvements to parking areas, grounds maintenance, window cleaning, bin store areas, a lounge make over, increased social activities in the communal lounge and increased knowledge and satisfaction with Clarion services and delivery.
- The North also carried out 35 local consultations to gain resident views on a number of local and regional issues, and activities, including communication.
- The North has worked with internal and external partners to deliver nine partnership events and seven door knocking events. This gave us an opportunity to promote Clarion and our partner services and offers, recruit to resident involvement, and consult with residents on the issues that matter to them.



## South

- The South region resident involvement team conducted 16 resident consultations, mainly on parking issues and estate services. Improvements were made based on resident feedback following the consultations. We fed back to residents and staff ensuring transparent and clear communication throughout.
- Two Partnership events were held at Willow Way and Stone Quarry. Residents were able to speak face-to-face with front line teams and senior members of Clarion staff and local agencies. Individual enquiries were raised for neighbourhood, repairs and aftercare follow-up. Repairs were reported on the day. Referrals were made to Clarion Futures from residents interested in becoming Community Inspectors. Multiple local organisations were involved, such as the local council, wellbeing services, and charities. These agencies were there to work with residents with various needs and support.
- Housing surgeries were held in different locations across the region and we organised an Easter event at Clements Mead where residents could discuss problems with waste disposal and illegal dumping (fly-tipping).
- As a result of a pre-survey and follow up event in Cressfield, a new caretaker was hired to take care of the three blocks and their bin stores, a request was made to demolish garages and create more parking spaces and three new noticeboards were provided.
- A pop-up event was organised for residents of Kings Hill and Ebbsfleet who live in newly built homes. At this event, they could talk directly with the aftercare team, who could help address any ongoing concerns or issues they had.

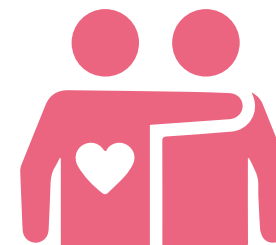
## London North

- The London North resident involvement team re-introduced face-to-face partnership events and held their first one since pre-lockdown at a LiveSmart scheme, Minerva Lodge, in Islington. Residents requested more engagement with frontline teams, so we planned this event in order to improve staff engagement and visibility. This was a fun-filled day to promote Clarion's services and allowed us to speak to residents about issues that are important to them. Over 40 residents attended and gave some brilliant feedback. As a result of their feedback we have now introduced Community Inspectors to the scheme.
- We supported several Task & Finish Groups with internal partners, focusing on areas such as antisocial behaviour, parking and grounds maintenance. This resulted in several estate improvements such as introducing CCTV, parking enforcement, new grounds maintenance services and introducing resident Community Inspectors.
- We conducted 38 consultations on behalf of various internal teams, including housing, estate services and Clarion Futures. The consultations were mainly around parking, antisocial behaviour, CCTV, grounds maintenance, communal cleaning, play areas and communication. As a result, residents were able to share their views, and help shape where they live and our services. Some of the outcomes and local improvements have included new play areas and events.



## London South

- In the London South region, 7,291 residents were given the opportunity to engage in a variety of activities. 17 local consultations have been carried out on behalf of neighbourhood response teams, and were translated into seven languages, engaging with 283 residents with an overall response rate of 42%.
- The London South resident involvement team took part in 10 partnership events including Phipps Bridge, Blenheim & Arpley, Chulsa Estate, Cherry Trees, Queen Adelaide Court, Baron Court, Bromley Common, West Barnes/Carters Estate, Jura House, and Elm Nursery, and worked with 64 residents in six Task & Finish groups which included Cherry Trees, Sycamore Road, Bensham Lane, Frensham Court, Watermeads and Durand Court.
- The team also worked with residents to implement estate improvement ideas, with 249 residents of the 19 estates voting on the outcomes of Large Estates Allocation Fund (LEAF legacy funding). Resident involvement took part in the Neighbourhood Standards pilot in the South London region at Rookery Close, door knocking and surveying residents and identifying issues which we reported to the business to follow up on.
- The team helped neighbourhood response teams in Merton by checking pram sheds to improve pest control. They also did five special projects, including organising a public meeting on Harland estate and getting residents involved in planning for investments. Residents tested new website forms, worked on tasks in Pitts Crescent and Phipps Bridge, and we ran a survey for residents to share their thoughts on accessibility and using our website. We worked with 90 residents to achieve this.
- The resident involvement team are active members of the Eastfields estate steering group supporting the ongoing response to improving service delivery.





# External partner projects

## Housing Ombudsman Service

Ten Clarion residents are actively engaged in the Housing Ombudsman Service Residents Panel. In October 2022, they had three meetings to discuss various topics. These included updates to the Housing Ombudsman Scheme due to a change in the law, removal of the democratic filter, the annual resident and landlord surveys, and findings from the report on noise complaints. Additionally, members heard the Regulator of Social Housing speak about regulation and tenant satisfaction measures.

## Tackling Stigma in Social Housing

We continue to lead the ‘Tackling Stigma in Social Housing’ project group and welcomed more members this year. The group includes 19 Housing Associations, four Councils, the Housing Quality Network, the Chartered Institute of Housing, Taroe Trust, Stop Social Housing Stigma (a resident-led campaign), and Doctors from Durham and Sheffield Universities. The group meets four times a year to discuss and share knowledge on projects and good practice.

Three Clarion residents regularly take part in these meetings and get involved in project work and external opportunities created by the group. We have also developed a ‘Stigma Self-Assessment’ based on the Chartered Institute of Housing’s stigma framework and our Clarion Commitments. This will help us support, inform, plan, and shape future strategies.

## Housing Quality Network

The Housing Quality Network led resident and staff, ‘best practice’ sessions, which discussed consumer standards, digital engagement opportunities before and after COVID-19, customer satisfaction and ‘Thinking Differently’.

## Taroe Trust

Residents have been involved in Taroe Trust webinars about Social Housing Professionalisation, learning from Scrutiny and Homes – the foundation of a decent life. Residents took part in the ‘Feeling at Home’ research conducted by Dr. Hannah Absalom.

## Four Million Homes

In March 2023, Clarion became a supporter of the ‘Four Million Homes Programme’ and we have been promoting training and engagement opportunities to our residents to get involved with the programme.



# Working locally

## North region

**282** residents got involved, with **59** signing up to involvement offers, an increase of **26%** from the previous year.

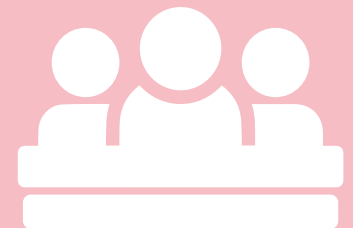
**6,432** residents were invited to give their feedback on service areas, such as home ownership, local issues, repairs, cleaning, regeneration and grounds maintenance.

There have been **35** local consultations, involving **3,447** residents.

**512** residents provided their views and suggested improvements to their local areas.

## Regional Scrutiny Committee

The North RSC scrutinised **Fly tipping and improving the appearance of neighbourhoods**. Six suggested recommendations were approved. Five recommendations have been implemented, including the development of a waste management toolkit. An audit of communal bin stores is currently underway. On completion, we will identify improvements to bin stores to make them 'fit for purpose'. This will complete the final recommendation.



## East region

**300** residents got involved, with **85** signing up to our involvement offer.

There have been **49** local consultations, involving **4,346** residents.

**1,120** residents provided their views and suggested improvements to their local areas.

**4,497** residents were invited to give their feedback on service areas, such as antisocial behaviour, activities for all age groups, community safety, play area, parking, fly tipping and bulk rubbish, bins, cost of living, social isolation, leaks/condensation/damp and mould, fire safety, quality of life, health and wellbeing, grounds maintenance, communal cleaning, planned works and window cleaning.



## Regional Scrutiny Committee

The East RSC carried out a review to raise awareness of the **Community Trigger**, also known as the Anti-social behaviour case review, which was well received when presented to Board. Recommendations included more accessibility and detail about the Community Trigger, inclusion to staff training, amendments to the antisocial behaviour policy, resident letters, and internal and external communications to ensure residents and staff are aware of the Community Trigger.



## London North region

**204** residents got involved, with **20** signing up to our involvement offer, an increase of **11%** from the previous year.

There have been **38** local consultations, involving **2,049** residents.

**1,942** residents provided their views and suggested improvements to their local areas.

**4,057** residents were invited to give their feedback on service areas, such as ASB, CCTV, security, grounds maintenance, planned investment, play areas and communication.

### Old Ford Community Panel

The Old Ford Community Panel (OFCP) was set up following amalgamation of the Old Ford Housing (OFH) Association into Clarion Housing Association. The OFCP supports our commitment to deliver community initiatives and improve local housing and estate service delivery. The OFCP has eight Clarion residents. The panel is mixed tenure and diverse and inclusive. Following a newly revised grants strategy, the Panel launched their new grants programme in 2022 with three key aims:

1. reduce the impact of financial difficulties
2. improve health and wellbeing
3. encourage and support connections and mutual help.

More than 21 grants were awarded amounting to an overall total of £78,169 to support local residents and community projects. Various projects have been funded through the OFCP Grants programme, from supporting Somali Mother Tongue classes to art and creative media exhibitions and workshops.

### Regional Scrutiny Committee

The London North RSC has undertaken a review of **Resident Involvement in Planned Investment Decision Making**. The feedback and evidence gained throughout the review informed five service improvement recommendations which were presented to Board and have been accepted by the planned investment team. Some of these included; involving residents in transparency of information, reviewing the website and increasing partnership working with resident involvement. An action plan is now underway to deliver the service improvements.

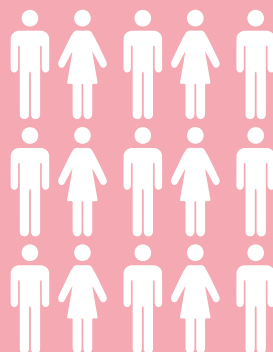
## London South region

**103** residents got involved, with **34** signing up to our involvement offer, an increase of **33%** from the previous year.

There have been **28** local consultations, involving **6,452** residents.

**7,301** residents were invited to feedback on service areas, including fly-tipping and bulk rubbish, bins, cost of living, fire safety, quality of life, grounds maintenance, communal cleaning, pest control, pram sheds, communal storage, communal gates, parking enforcement and garden projects.

**588** residents provided their views and suggested improvements to their local areas.



### MCP

The Merton Community Panel is comprised of Clarion residents, independents and nominated local Councillors. This year the panel continues to oversee the Regeneration Programme in Merton and the housing team's implementation of the Merton Strategy 2021 – 2023, including attending Resident Engagement Days as observers. The panel continues to manage a Clarion Futures community budget of £100k, awarding grants to the agreed priority categories: Wellbeing, Young People, Sense of Community, and Intergenerational projects across the local community in Merton.

The Merton Community Panel has completed its most recent review this year and the proposed changes are awaiting the consent of the London Borough of Merton. The changes included the recruitment of an Independent Co Chair, a Tenant Co-Chair and a Tenant Vice-Chair.

### Regional Scrutiny Committee

The London South RSC reviewed **waste disposal** on our estates following complaints and worked with Estate Services and residents to introduce anti fly-tipping measures. The RSC teamed up with Clarion's Estate Services for unresolved matters.

## South region

**223** residents got involved, with **49** signing up to our involvement offer, an increase of **28%** from the previous year.

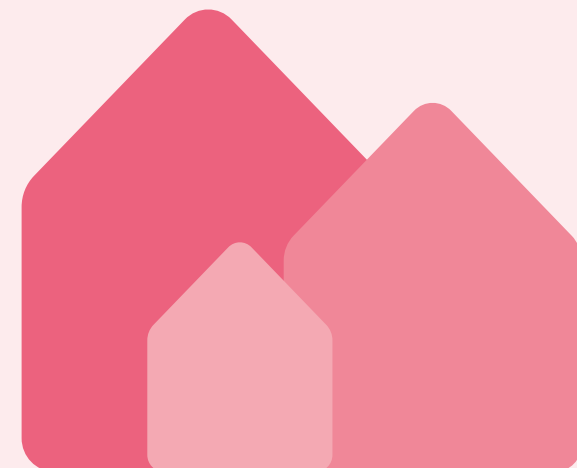
**2,651** residents were invited to give their feedback on service areas, such as planned investment, local offers, fly tipping, fire safety in blocks, communal cleaning, grounds maintenance, CCTV, communal gardens and parking.

There have been **20** local consultations, involving **811** residents.

**324** residents provided their views and suggested improvements to their local areas.

### Regional Scrutiny Committee

The South RSC evaluated **Mystery Shopping** and concluded that it's a great tool for checking how services are being provided. Their recommendation that Mystery Shopping should be used at Clarion was approved by Board and will be included in an updated Resident Involvement Strategy in 2024.







We're working hard to collect information that reflects our communities. Our goal is to ensure diverse engagement so we can provide inclusive services.

# Diversity and Inclusion

Out of 2,273 residents who engaged with Clarion:

## Ethnicity

14.23% were from ethnic minority backgrounds (Clarion average: 14.48%)

58.35% were White British or White Other (Clarion average: 55.06%)

0.10% were Gypsy, Romany, Irish Traveller (GRT)

6.85% preferred not to disclose their ethnicity

20.74% unknown

## Age

36.55% were under 50 (Clarion average: 42.85%)

51.28% were 50+ or older (Clarion average: 47.86%)

12.17% unknown.

Resident involvement have been working to engage younger residents to achieve representation across all age groups. This year's data shows progress with a 6% increase in under 50's getting involved at Clarion.

These statistics demonstrate the resident involvement team is actively engaging with residents of various orientations and ensuring representation from a diverse range of residents.





## Disability

**19.15%** had a disability (Clarion average: 2.57%)

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**80.85%** did not have a disability or preferred not to disclose (Clarion average: 97.43%)

## Gender

**33.77%** were male (Clarion average: 35.35%)

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**60.75%** were female (Clarion average: 58%)

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**0.04%** identified as transgender (Clarion average: 0.03%)

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**1.59%** preferred not to disclose their gender

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**4.23%** unknown

## Sexual orientation

**57.32%** identified as heterosexual (Clarion average: 50.18%)

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**0.18%** identified as lesbian (Clarion average: 0.30%)

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**1.15%** identified as gay men (Clarion average: 0.31%)

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**0.57%** identified as bisexual (Clarion average: 0.25%)

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**0.04%** unsure (Clarion average: 0.94%)

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**11.77%** preferred not to disclose (Clarion average: 17.30%)

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**26.06%** unknown (Clarion average: 30.72%)



# Religion and belief

22.80% had no religion (Clarion average: 21.55%)	0.04% were Sikh (Clarion average: 0.09%)
31.22% were Christian (Clarion average: 29.73%)	0.62% were Jewish (Clarion average: 0.15%)
0.44% were Hindu (Clarion average: 0.39%)	2.60% followed other religions (Clarion average: 2.22%)
0.40% were Buddhist (Clarion average: 0.30%)	9.48% preferred not to disclose (Clarion average: 12.89%)
2.29% were Muslim (Clarion average: 4.12%)	29.63% unknown (Clarion average: 28.57%)



While there is room for improvement in engaging with religious groups like Muslim and Sikh, our involvement activities provide an inclusive opportunity for residents of all religions and beliefs to work with Clarion.



## Clarion55

Now in its fifth year, Clarion55 is our national resident voice network for residents aged over 55. Over the last year, Clarion55 has been working with Clarion teams to support projects for older communities, related to challenges around social isolation and loneliness.

### Let the Light In

Exploring how we use lighting indoors and outdoors to improve wellbeing, Clarion 55 is working with The Royal College of the Arts to understand how lighting can promote positive wellbeing and ‘the aesthetics of ageing.’

In March this year, the project mock-up launched at Woodville Close, a LiveSmart scheme. We are now working with residents to explore how the work could influence our design guides. We also secured £50,000 to look into sharing any learnings into our community asset portfolio.

### Wellbeing10

Clarion Response operatives have been trained on how to spot signs of social isolation amongst our residents and spend extra time in their homes to combat loneliness. The Clarion55 network created a toolkit for operatives to use and the project is being rolled-out nationally across all our communities.

### Paris Exchange

In December 22, four of our Clarion55 members travelled to Paris for an exchange project with Paris Habitat Housing Association. The group met other residents and visited older people’s living services.

We are reviewing feedback and lessons from the project which includes a ‘pop-up, handyman’ service and more activities for all ages within our LiveSmart schemes.

## National Ambassadors

National Ambassadors are young residents aged 18 to 25 who work with us to make sure we consider the needs and opinions of younger residents when offering certain programmes and services.

During 22/23, the group worked on three projects looking at; connecting different generations across our communities, how we engage younger people in environmental efforts and improving housing access for 18-25 year olds.

### Intergenerational Project

The National Ambassadors were challenged by Chief Customer Officer, Michelle Reynolds, to develop a project looking at how we can tackle age division within our communities.

In December, the group ran an event at a community centre in Penge where younger residents interviewed older residents to understand their experiences.

### Green Consortium

One member sat on our Youth Board for the Green Consortium programme. The programme ran for a year from January 2022 to January 23, involving 10 housing associations working together to improve access to green spaces for young people through community-based actions.

### Housing and Young People Film

One of the areas the group wanted to explore was how we could better share information on housing options with young people.

The group created a film in February, supported by one of our Youth Exchange Ambassadors, to share information about housing options with young people, highlighting the challenges and opportunities available to them.

# Our commitment to involving residents

In 2022, the 'Social Housing Regulation Bill' was introduced to strengthen rules for social housing providers based on 7 key principles outlined in the 2020 social housing white paper.



To be safe in your home.



To know how your landlord is performing.



To have your complaints dealt with promptly and fairly.



To be treated with respect, backed by a strong consumer regulation.



To have your voice heard by your landlord.



To have a good quality home and neighbourhood to live in.



To be supported to take your first step to ownership.

To ensure we are doing all that we can to support the performance of the regulation, the resident involvement team are committed to making our resident involvement activities reflect these key principles.

Social Housing Regulation Bill: key principle	Opportunities to get involved	Actual involvement
To be safe in your home.	123	9,831
To know how your landlord is performing.	180	10,811
To have your complaints dealt with promptly and fairly.	126	9,636
To be treated with respect, backed by a strong consumer regulation.	173	13,973
To have your voice heard by your landlord.	430	31,869
To have a good quality home and neighbourhood to live in.	296	16,279
To be supported to take your first step to ownership.	1	200



This table highlights how our involvement opportunities reflect each of our Clarion Commitments.

Clarion Commitments	Opportunities to get involved	Actual involvement
We will provide services that are easy to access and respond promptly to your enquiries.	243	16,559
We will listen, keep you informed, and treat you fairly and with respect.	372	32,767
We will keep your home well maintained.	120	10,500
We will maintain your building's safety.	116	8,257
We will work to ensure that Clarion neighbourhoods are safe, clean and well maintained.	296	16,579
We will help you to manage your tenancy by offering additional support services.	66	6,544

Read more about our Clarion Commitments on our website.  
[myclarionhousing.com/clarion-commitments](https://myclarionhousing.com/clarion-commitments)



## Clarion Housing

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If you need this booklet in another  
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contact us on **0300 500 8000**



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**614**



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