

Resident involvement impact assessment

April 2021 - March 2022



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.



Introduction

At Clarion Housing, we work with residents to help us make a difference to the services we provide to our residents and communities.

With **125,000** properties and more than **350,000** residents, we are the largest housing association in the country and work with over **170** local authorities.

Our resident involvement teams offer a lively 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 strategy

Our resident involvement strategy was developed with residents in 2021 and is available to read on our website.








A key change to the opportunities we offer has been the introduction of more ways for residents to get involved online through Microsoft Teams, email, or online surveys. Since Covid-19 restrictions have eased, more people are asking for face-to-face activities and meetings, so we have begun running partnership events and estate inspections again.

The seven key principles of the Social Housing White Paper and the National Housing Federation's Together With Tenants Charter commitments, also played a major part in developing our resident involvement strategy.

During 2021-2022, our resident involvement teams involved 39,540 residents nationally in a huge and varied review of improvements to services:

- 29,165 residents fed back on the services delivered by our frontline teams across Customer Service, Housing, Repairs and Planned Investment. Feedback is used to improve customer experience and satisfaction in areas highlighted by residents.
- 2000 residents were interviewed as part of our yearly survey for the Clarion Index report. Findings are used to understand the challenges our residents face and ensure the support we offer is appropriate and targeted towards those in the greatest need. Our 2021-22 research found that residents with disabilities, and working age families were more likely to be experiencing financial hardship, so we offer tenancy sustainment support to those most vulnerable.
- 38,960 residents fed back on our repairs service through our app, LOCALZ.

Some of the subjects we asked for residents' opinions included:

-  building safety
-  our local offers (extra services or initiatives)
-  estate improvements
-  digital offers (through our website, surveys and emails)
-  website testing
-  policy and strategy reviews
-  resident communications.



Our resident involvement strategy features both online and face-to-face opportunities for you to get involved with at a national, regional and local level.



Online



Face to face

National



Resident Board members



Special projects and one-off consultations



Property engagement group



Resident writers and photographers



Homeowner or shared owner involvement



Clarion Voice email surveys



Regional



Regional scrutiny committee



Partnership events



Local



Tenant and resident association support



Local consultations



Special projects and one-off consultations



Community inspectors



Involving residents nationally and the difference it makes

Online event: More than you think Partnership days

May 2021 saw us host our first-ever online residents' event, where we launched our resident involvement strategy for 2021-2024 and the improved opportunities to get involved that we now offer. We worked with 22 residents to produce interview-style videos. More than 800 residents registered for the event and watched the live stream, with talks led by board members and senior management.

We also talked to residents about how we continued to provide vital services throughout the Covid-19 pandemic, our financial strength, and Clarion Futures who, as part of one of the biggest social investment programmes in the UK, help to improve the lives of our residents and make their neighbourhoods better places to live.

Before the event, residents sent more than 1,200 questions to our board, some of which we answered during the event. We responded to personal questions separately and followed up all other question themes in a newsletter. We are using feedback from the event to adapt our digital services (for example, how we provide wider access to key resident groups during the coming months).

Partnership days are a great opportunity for our teams to meet and work with our residents and external stakeholders (people with an interest in our work). They are a chance to learn about local communities and to support improvements to our services. During 2021-22, partnership days were held across all five regions. A total of 278 residents attended and were able to give feedback on the services Clarion provide.

Snapshot

We keep in touch with residents who have told us they want to be involved (referred to throughout this document as 'involved residents') through our online newsletter 'Snapshot'. Ahead of its launch, we consulted residents on the newsletter's layout, whether it was customer-friendly, and how they would like to receive it. We send Snapshot by email or post, and residents have said it is informative, colourful and easy to read.



National property engagement group (NPEG)

As part of our previous resident involvement strategy, the regional property engagement groups held meetings face-to-face. There is now one national property engagement group (NPEG), whose meetings are held online. We have 23 resident members of NPEG, and during 2021-2022 they have been reviewing and discussing information on our repairs blueprint (see below), our zero carbon strategy, procurement (buying goods and services) and our damp, mould and condensation strategy. In future, residents will be directly involved in monitoring key contracts, making sure they meet the needs of our neighbourhoods and communities.

The repairs blueprint will make sure our repairs service focuses on our residents' needs, by offering various ways to report and check up on repairs. It will also make sure we cover the right areas and offer value for money. The blueprint was presented to NPEG members, who then chose what they felt the top priorities were. This ensured we considered feedback from residents and that the blueprint focuses on what works for them, not just us.

NPEG members have also been involved in our kitchen design survey. They looked at options provided by our planned maintenance team for changing and modernising our basic kitchen design for our 2022/2023

programmes. For example, offering drawer stacks instead of drawer line units, and upstand splashbacks rather than tiles. The group gave valuable feedback on what they believed residents would be concerned about and helped the team understand that quality and safety needed to be prioritised over costs. Residents helped develop a survey, which we then sent to involved residents to collect votes on the most popular designs and colour choices for units, floors and tiles. The planned maintenance team used this feedback to discuss design choices with the contractors. The result is more modern and gives residents a wider choice.

Finally, NPEG have reviewed 'Localz', an app used by our repairs teams to gather feedback on individual repairs we carry out. NPEG suggested how we could develop this further, and repairs teams now use 'toolbox talks' to encourage residents to provide feedback and to guide them to services we offer.

Decarbonisation social housing fund

Residents have helped review decarbonisation work (work to replace gas-fired heating systems with heating that has no carbon emissions) in both the South and East regions. We have held question-and-answer sessions to make sure residents understand this work and that they can use new technologies effectively to save as much energy as possible. Also, we now have resident 'eco champions', who will provide support to other residents in future programmes. An ongoing report from our assets team, including feedback from residents on improvements and what they have learned from the work, will be made available. As the work is completed, we will consult the residents involved about their experience.



Mould and damp

We have been working closely with residents to provide information on how to manage mould and damp in our homes. We have a focus group which is linked to the national property engagement group (NPEG).

Consultation has resulted in the development of an information leaflet which highlights the different types of mould and damp and its causes. In addition, and with the help of our residents, we have created an additional leaflet on what residents can do to combat humidity and help prevent it. Finally, residents have helped us develop an information leaflet on how to get in touch with our money guidance team if they need support.

Residents have also looked at preventative measures and have discussed developing a 'welcome pack' at the sign up of a new home, which would include preventative information.

To support this, residents will be involved in developing a video script and story board. Once approved by NPEG, this will go on our website.

We are looking at using a system called Switchee, which allows residents to manage their heating. It has features, including displaying messages to remind residents of appointments, surveys to complete to inform us of any signs of condensation, damp or mould, and allows us to see the usage within the home to help spot early signs of

condensation, damp and mould. The device has a reporting tool that allows us to see the humidity in the home, such as when the resident has a shower and when they are using their heating and hot water. The system can also help to highlight potential signs of residents who may be dealing with fuel poverty, so we can try and help them.

NPEG residents support us with resident focus groups on how the device should work and give feedback, enabling us to improve going forward.

Community inspectors (CIs)

We introduced CIs in August 2021 as a new way of involving residents. We currently have 41 trained and active CIs in our communities who, along with estate inspections, help us target how we manage our neighbourhoods.

Antisocial behaviour service improvement group

A total of 24 residents were involved in this group. One area they worked on was mediation training. 206 residents took part in a survey which showed there was a lack of knowledge, around mediation. 27 residents have since taken part in mediation awareness training, and an article on mediation appeared in our resident magazine 'Your Clarion' in Autumn 2021.

Members also helped write a fact sheet with frequently asked questions, which will be given

to residents. They also provided suggestions for a service level agreement between us and our mediation providers, which is being developed by our tenancy specialist teams.

Resident training

Our resident involvement team introduced a training programme in Microsoft Teams and Zoom, helping residents to be involved during the Covid-19 pandemic. 83 residents took part in training for their various roles, adding to their personal development. We offer training opportunities to all residents, no matter how much experience, to make sure they have the skills needed to be involved.

Building design

When developing our guide for new homes, we looked at feedback from handovers of new homes and followed up complaints to make sure we continue to adapt and improve. New residents told us that noise from other properties was an issue, particularly when people were spending more time at home during the pandemic. As a result, we improved sound insulation in shared walls of our flats.

Reports of antisocial behaviour in some communities of new homes also influenced our design guide. We used feedback from residents to enforce the Secured by Design standard across all developments, making sure community and resident safety remains our main priority when designing new homes.

Regeneration

Our approach to regeneration keeps residents at the heart of our work. Continuing to involve our residents and asking for their feedback is vital to the success of our regeneration schemes, and makes sure existing communities have a say in the future of their homes and neighbourhoods. In most cases, this involves designing and phasing projects in a way that helps existing communities keep a sense of togetherness.

Involving and consulting residents has been a main theme throughout the regeneration of the Eastfields estate in Merton. From online events to face-to-face meetings and sharing information digitally, all the feedback we have received has influenced the way we involve residents and design our homes. The best example of this is the residents' offer of housing (written confirmation of what residents can expect from rehousing options, redesigned homes, and neighbourhood and financial compensation). The offer of housing was drafted after a significant number of events were held to involve residents and with the input of hundreds of residents to make sure we provide a fair offer.

We are also using events to improve the information we have about our customers so we can provide services more suited to their needs.

After many years of planning, in 2021 we were granted planning permission by

Kensington and Chelsea Council to regenerate the Sutton estate in Chelsea. The £37 million refurbishment will transform the estate, providing 81 homes to rent in four empty blocks, modernising existing homes and improving public spaces. The refurbishment will be completed in summer 2023. Residents have been involved in reviewing the plans and in planning consultations, including an open-air consultation using a mobile cinema screen to ease any social-distancing concerns. We continue to meet residents every fortnight at arranged drop-in sessions, and use their feedback to influence how we design and provide our housing.

Clare House in Tower Hamlets was the subject of a sudden, unforeseen rehousing programme when fire-safety concerns were identified in our tallest tower block. We had to move 129 households overnight into temporary accommodation; ensuring their safety and keeping them informed. We arranged taxis for school runs, set up care packages for vulnerable residents, and made emergency payments to all residents. We also made arrangements to buy back 17 leasehold properties and move residents' belongings into storage while we found and prepared homes.

Throughout, we encouraged residents to tell us what we were getting right and wrong and what they needed more of. We set up an email address just for residents and sent a weekly email to all households and local authority stakeholders. This feedback allowed us to

fully understand the challenges this type of emergency brings and helped us improve our response for the future.

We have been working with residents to decide the future of Clare House. A residents' panel has been set up to work alongside the design team. We have arranged site visits to refurbished high-rise and new-build homes to help residents see the options for the site. We have also run workshops, which take people through the planning and design process. The aim is to agree on the future of the site, and this has been influenced and supported by the people who once lived there.



Neighbourhood standards

Through surveys and online workshops, residents have been involved in developing our neighbourhood standards toolkit, which will set out how we invest in our neighbourhoods. Overall, 325 residents took part to tell us what they think works well and what challenges they face when we involve them about their neighbourhoods. They also told us what makes a good place to live, such as making sure the neighbourhood is well-maintained and provides access to nature. This information is vital in helping us to move our strategy on to the next stage. The feedback has helped form the standards we will work towards with our neighbourhoods and has given us valuable insight into how best to involve residents.

The surveys and focus groups brought up many issues for us to consider when developing the neighbourhood standard, to make sure it is consistent nationwide but flexible enough to respond to local needs and meet residents' expectations of what a good neighbourhood looks like.

Clarion Voice email

This is a way for residents to be involved at times convenient to them and without having to take part in face-to-face meetings. YResidents are emailed on various topics, and receive updates on how their views have influenced changes, and how their feedback has been used. All residents can opt in or out of receiving Clarion Voice at any time. So far 713 residents

have signed up to receive the emails and take part in various consultations. This year, Clarion Voice members have taken part in the following consultations, giving valuable feedback to help us adapt and improve:

- **Antisocial behaviour and drug-taking** – a survey of 44 residents showed some difference between what a landlord can do if drug taking is reported and what residents expect. Residents recommended we produce a leaflet and fact sheet to outline what we can and cannot help with and what residents should do when crime is involved. This information will also be available on our website.
- **Our Clarion Commitments (service offer)** – we will tell residents about our commitments in a variety of ways. We will link information about our performance to the commitments, so that we are more accountable to residents. 152 residents gave us feedback on the proposed commitments and 121 of those were positive about our approach and the areas the commitments will cover.
- **Online events programme** – we used a survey to get residents' views on developing and delivering online events that were relevant to them and easy to access. 153 residents fed back. The results showed that residents preferred online 'question and answer' sessions, and we will include these in our 2022-2023 programme.
- **Domestic abuse policy** – 104 residents reviewed and gave feedback on this policy.

Most residents told us there was strong support for victims of domestic abuse and for how we work with outside agencies to help victims.

- **Hoarding** – 194 residents responded and with 80 offering to take part in a focus group to make a video on hoarding that offers help and advice for those affected. A leaflet will also be available for residents who are not online, and the focus group will take the lead on reviewing the content.
- **Interpreting and translation policy** – of the 156 residents who gave us feedback on this policy, 108 were Clarion Voice members and 48 had a language other than English. Most residents thought our policy was clear on when we would expect a resident to take responsibility for their own language needs and when we could arrange an interpreter or translate documents. The feedback led to a proposal to recruit volunteers from our staff who would be willing to act as interpreters for an initial conversation in urgent situations.
- **Repairs and complaints guide** – following feedback from 147 residents, we made changes to the format of this guide, including checklists for quick reference, larger images and making the booklet size A5 instead of A4. We produced two versions – one for residents and one for shared owners. At least 93% of those who responded said they now know how to report a repair, how to contact us and how to contact the Ombudsman Service.

Focus groups and task and finish groups

Customer strategy focus group

The 31 residents who attended gave us their views and suggested we could extend our opening times until 6pm, so we have suggested offering extended opening times for our online services.

Online repairs (OREO)

We ran focus groups in February 2022 to learn about residents' experiences of our online repairs service. Feedback highlighted the need to manage existing repairs rather than report the same repair twice. The focus groups also highlighted the need to use Plain English. We immediately made changes to our website content, and improvements are planned to go live in 2022-2023.

Fire safety and building management

We previously played a major role in the Social Sector (Building Safety) Engagement Best Practice Group, which was set up in March 2019 with eight other social landlords and resident members. We have used what we have learned from this group and focused on best practice for our residents. The London Fire Brigade are seen as a trusted voice by our residents, so we have been working with them, including arranging visits to/for

residents. An example of this was at Wilmer House (Tower Hamlets), with a translator present, as we know we have a number of Bengali-speaking residents.

For cladding projects, we have involved residents to set up 'task and finish' groups to allow us to get valuable feedback which we will share with the contractor.

Service charge review

A national focus group told us we should provide a more detailed breakdown of service charges, make better use of our website and frequently asked questions, and make our letters clearer. We have made improvements as a direct result of this, including updating our current list of services, improving explanations in the frequently asked questions, and amending our service charge letters. We also involved a panel of Merton leaseholder residents through an online Microsoft Teams session, where we presented our draft letters, a guide and the frequently asked questions. We held a further session to make sure we had made all necessary changes and to check the focus group was happy with the final documents. We have been able to improve our communications, take out some complicated content and further improve our letters and new guide. We aim to be even clearer with our leaseholders when we are proposing major work, and provide more guidance on the steps involved in consultations rather than assuming people's level of understanding.





Neighbourhood standard

A total of 70 residents took part in online focus groups. They told us what makes a good place to live and how we can make sure we collect genuine feedback from residents. Using this feedback, we developed a toolkit and worked with external partners to make sure our draft standards were realistic and achievable.

Complaints special project group

Since January 2022, the Complaints Special Project Group (CSPG) made up of resident scrutiny committee members across our regions, has been working on a number of areas in relation to complaints. It is a regulatory requirement to involve residents as outlined in the Social Housing White Paper, to set measures and allow for effective complaint resolution.

As part of the 'customer complaints policy review', the CSPG helped develop questions for a National Clarion voice email smart survey. Feedback received from involved residents helped influence our complaints policy.

When reviewing our 'Housing Ombudsman Service Complaints Self-Assessment', the CSPG made sure the self-assessment was clear to understand and what mattered to residents, before it was published on our website. Moving forward, the CSPG will work with the complaints service lead annually,

to ensure ongoing involvement in the development and review of our complaints self-assessment.

The CSPG has been involved in shaping how we approach and publish Clarion's annual complaints self-assessment. They have reviewed and influenced the mandatory complaints handling training for Clarion staff and the customer complaints policy.

Over the next year, the CSPG will work with Clarion staff to develop a complaints guide and a customer compensation policy. They will look at how we publish complaints lessons learned and review our complaints website pages.

Testing our new online repair service

Residents from NPEG worked with our staff to test the online repair service. Residents suggested ways of improving it and making it more user-friendly. Before going live and based on this feedback, we made changes to the site to give residents a better experience.

Vulnerable residents

Four residents have been involved in staff training videos, to make sure they have a real understanding of the difficulties vulnerable residents can experience when contacting the contact centre.

External partner projects

Tackling Stigma Project

The Tackling Stigma in Social Housing Project, led by Clarion, has been running since August 2020. The project aims to challenge how social housing is portrayed and to use a joint voice to promote its positive aspects. The group also links to the Social Housing White Paper by listening to residents' stories and educating and challenging the housing sector's culture and terminology. A number of projects developed and shared by the group are in progress, and our residents and those from member organisations have been helping to produce national and housing-provider surveys.

Social Housing White Paper Steering Group (SHWP)

A staff member from our resident involvement team is a member of the Housing Quality Network (HQN) Social Housing White Paper Steering Group. Throughout the year, residents and staff have taken part in 'best practice' and learning and discussion workshops relating to the White Paper and proposed standards for residents. They have also been involved in the national consultation on tenant satisfaction measures and applied to become members of the government's residents' panel. 120 involved residents are members of the HQN Residents Network (RESNET).

Housing Ombudsman Service (HOS) Resident Panel

In 2021, our residents were able to apply to become members of this panel; and more than 10 were appointed. In August 2021, the Housing Ombudsman published a temporary Customer Charter to set out the standard of service they aim to deliver, how staff will do this and what residents can do to help, so that complaints can be dealt with efficiently. Panel members were asked to share their views on each section of the charter, to make sure the standards reflected the expectations of residents. Members were also involved in reviewing the Complaint Handling Code, which sets out good practice for landlords to respond to complaints effectively and fairly. Following feedback, sections of the code have been reordered to follow the stages of a complaint. This should make it clearer for residents to understand what to expect at each stage of the complaints process.





Working locally

South region

256 residents got involved (March 2022) with **85** signing up to our involvement offer, an increase of **49%** from the previous year.

2,158 residents were invited to give their feedback on service areas, such as local offers, parking enforcement, additional storage, fly-tipping, allotments, estate improvements, shared gardens, antisocial behaviour, recycling, play areas, fire-safety work, task and finish groups, and activities provided by local community interest companies.

There have been **30** local consultations, involving **1,835** residents.

702 residents provided their views and suggested improvements to their local areas.

Regional scrutiny committee

The committee reviewed in detail how we support residents in financial difficulties due to the impact of Covid-19. The committee felt the service we provided was strong. However, research and views from other residents suggested there was an issue with telling our residents about service offers. The committee made no recommendations about the service areas and felt we provided a good service overall. However, our website now makes it clear who to contact and how to apply for small-item vouchers. We have given all residents a service provision booklet and are installing 'search by postcode' on our website, so people can find support from outside organisations.

East region

299 residents got involved (March 2022) with **82** signing up to our involvement offer, an increase of **38%** from the previous year.

4,571 residents were invited to give their feedback on service areas, such as estate improvements, local offers, grounds maintenance and estate cleaning, parking schemes, antisocial behaviour, fly-tipping and bulk waste, estate appearance, safety and security, community togetherness, storage, lockable bin areas, pest control and play areas.

There have been **18** local consultations, involving **3,692** residents.

527 residents provided their views and suggested improvements to their local areas.

Regional scrutiny committee

The committee reviewed Complaints Lessons Learned and Clarion's Complaint Self-Assessment. The recommendations from both reviews have resulted in a national Complaints Special Project Group. The first meeting was held in January 2022, and 19 residents are working with service leads on both reviews and on training for staff who handle complaints.

North region

223 residents got involved (March 2022) with **80** signing up to our involvement offer, an increase of **40%** from the previous year.

12,729 residents were invited to give their feedback on various service areas such as grounds-maintenance contracts, improvements to green spaces, cleaning and local offers.

There have been **13** local consultations, involving **10,706** residents.

1,091 residents provided their views and suggested improvements to their local areas.

Regional scrutiny committee

The committee made eight recommendations about how we could improve our website, including on local content and how the site works. We have put five of these recommendations in place and two more are underway. We turned down one, with members' approval. The recommendations have made a positive contribution and helped residents when using the website.

London South region

130 residents got involved (March 2022) with **27** signing up to our involvement offer, an increase of **25%** from the previous year.

There have been **23** local consultations, involving **1,763** residents.

1,650 residents gave their views and suggested improvements to their local areas.

Regional scrutiny committee

The committee reviewed in detail the lessons learned during lockdown, focusing on how we provided customer-facing services when contact with residents was restricted due to social distancing, wearing protective clothing and keeping to strict hygiene standards. A key issue for the committee was to make sure vulnerable and elderly residents, particularly those shielding during the pandemic, were recognised and protected. The committee also learned about how we managed in a crisis and how we responded to changing circumstances during the pandemic.

Merton Community Panel (MCP)

This panel, led by residents, reviews how we provide our services by analysing performance information from the local teams.

The panel is made up of six residents (of various tenancies), two independent members and two local councillors.

It oversees the regeneration programme and delivery of affordable homes and neighbourhoods in Merton for our residents.

It also works with us on the Merton Strategy, helping to create a programme of engagement and monitoring to deal with housing-related issues and make improvements across 10 priority estates.

The panel receives a £100,000 budget each year from Clarion Futures. It spends the money on local community grants and, during the pandemic, contributed to many Merton-based charities, including Merton Giving Coronavirus Fund, Uptown Youth Service and Dons Local Action Group set up by AFC Wimbledon.

The panel will soon be recruiting a vice-chair and a youth member.

London North region

184 residents got involved (March 2022) with **88** signing up to our involvement offer, an increase of **92%** from the previous year.

We invited **5,160** residents to give their feedback on service areas, such as grounds maintenance (now and in the future), planned investment and responsive repairs, CCTV-enforced parking control, local improvements (such as refurbishing play areas and gardens), pest control, building safety and putting new services in place. The feedback has guided our local service offers and improvements, as well as regional and national improvements. We have introduced a warden service at two LiveSmart schemes following consultation with residents.

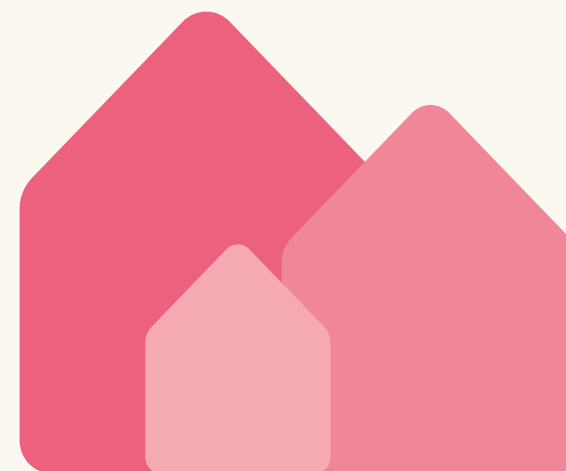
There have been **49** local consultations, involving **3,579** residents.

Regional scrutiny committee

The committee reviewed how we communicate with residents in different tenancies about planned investment work. They focused on the timing, accuracy and quality of the communications from us and our contractors. The planned maintenance team and contractors' manager made a presentation to the committee as part of collecting feedback. The review helped to guide 13 recommendations on how we can improve this service. These recommendations have been presented to our board members and accepted by the planned investment team. An action plan is now underway to make the improvements, with continued input from residents.

Old Ford Community Panel (OFCP)

The Old Ford Community Panel was set up following the merger of the Old Ford Housing (OFH) Association and Clarion Housing Association. The panel supports our commitment to improve how we provide local housing and estate services. It includes nine of our residents (two from Havering and seven from Tower Hamlets, the areas previously covered by OFH). The panel is mixed tenancy and diverse in race, gender, age and disability. It receives information about our performance every three months to monitor how we provide services across the two boroughs. It also awards community grants to organisations that support local residents. Over the past year, the panel has awarded £70,000 to 14 organisations.



Diversity and inclusion

Equity, Diversity & Inclusion (ED&I) information and statistics allow us to support residents to have equal access to our services and diverse communities. We record ED&I data so we can identify where to better support diverse communities and groups.

(All personal and sensitive information we hold is kept secure and in line with the General Data Protection Regulation (GDPR).)

Historically, most of our involved residents have been over the age of 65. To enable us to reach a younger audience we created more online involvement opportunities, including virtual Teams meetings, Clarion Voice email and face-to-face consultations on local offers and estate improvements, which has been positive for residents.

We asked 2,380 involved residents to share demographic information with us. From this we have seen:

5% of involved residents were under 29 years of age. (Whilst the data is not directly comparable, residents aged 18-24 make up just 2% of our households, with 25-35 year olds accounting for a further 13%.)

27% of involved residents were under 50 years old. Just over half (54%) of those involved were male, 34% were female and 12% did not respond or identified as “other”.

Women are therefore underrepresented, as men make up just 35% of our residents.

12% of our involved residents reported a disability or long-term health condition compared to 36% of Clarion households¹.

Information on the sexuality of our involved residents was similar to all of our Clarion residents. Of those who responded, 3%

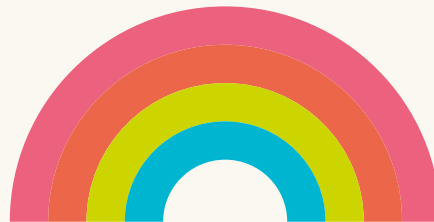
identified as being LGBT+; the same figure as in our Clarion-wide survey.

Ethnicity data showed 78% of involved residents identified as White, the same as the Clarion Index figure. 3% were of mixed race, and 9% were from other ethnic backgrounds. Clarion's Index ethnicity figure for residents identifying as BAME was 16% in 2021.

These results, and our approach into better understanding the ED&I characteristics of our involved residents, demonstrate our commitment to developing services and support for all our residents.

However, there is still work to do and we remain focused on creating inclusive services for all our residents.

In 2023, we will focus our approach to positively target under-represented groups and work towards ensuring there are improved services for all residents.



¹ Demographics collected from a representative sample telephone survey of 2,000 residents for The Clarion Index 2021



National ambassadors

National ambassadors are residents aged 18 to 25 who work with us to make sure that we listen to our residents when providing some of our programmes. Over the last 12 months they have helped us launch two key programmes: our Guardians of the Green Space podcast, which was created in response to the challenge of involving younger residents in environmental issues and Hometruths House, which gives younger, first-time residents tips and tools on how to set up a home.

Guardians of the Green Space

This podcast series aims to encourage residents to get outside and explore their local green spaces and get involved with initiatives to make neighbourhoods greener.

The first series featured interviews with residents and organisations who work within our communities about the work they are doing in our neighbourhoods.



Hometruths House

After securing funding from Fusion21, we recently launched our Hometruths House tenancy sustainment programme. Hometruths House aim to tackle high levels of rent arrears and prevent evictions in young tenants (aged 18 - 25) by offering:

- a workshop to help find information when setting up their first home
- where to find advice and support on our website
- money guidance support with an hour-long session from our money guidance team
- access to a wall-painting masterclass with Johnstone's
- a £70 - £250 'Home Start Up' voucher to buy goods for their first home.

Our national ambassadors help run the workshop and are paid as sessional workers for their time.

We are also aware, especially in the current climate, our older residents may feel more isolated. For this reason, our Clarion 55 and our Wellbeing 10 initiatives are particularly important.

Clarion55

Clarion55 is our national resident voice network for residents aged over 55. The group provide ideas and feedback on the services

and programmes we offer, supporting us to plan our services for our older communities. Over the last year, the network has designed and developed three key programmes, which are being rolled out across all regions.

Clarion55 and The Royal College of Arts (RCA) – are working in partnership with the Royal College of Arts Design Age Institute to understand 'the aesthetics of ageing'. We may use the findings from this project to encourage our older residents to get involved and create thriving communities.

A project called 'let the light in' explores how we use lighting indoors and outdoors to improve wellbeing. Design students from the RCA will look at how positioning lighting, lamps and light art, using multi-coloured bulbs, can bring walkways to life.

Wellbeing10

Wellbeing10 aims to tackle social isolation and loneliness in older residents by allowing Clarion Response staff to spend an extra 10 minutes in residents' homes and have a chat with them to see if Clarion can help in any way. Our Clarion55 network produced a toolkit and training session for Clarion Response teams, which gives top tips on how to spot the signs of poor wellbeing. The programme was tested in three areas across the South region and there are plans to launch it nationally.

Clarion Housing

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