Reviewed by Residents

Residents' Annual Report 2025/26

CLARION HOUSING

Clarion in numbers

We have been providing homes for those who need them most for 125 years

360,000 people live in a Clarion home

Over 4,000 Clarion staff work together to deliver for residents

Our Clarion repair teams complete more than 1,200 jobs every working day

We are investing in our homes to make them more energy efficient and fit for the future

2025/26 highlights

£453m
spent on improving and maintaining our homes

85.6%
resident satisfaction

91.1%
repairs satisfaction

1,287
people supported into work

1,466
new homes completed

68,171
online enquiries handled via live chat

5,818
residents supported with money guidance and energy advice

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Welcome from Kate, Chief Housing Officer

Welcome to this year's Resident Annual Report. I am pleased to reflect on the past year, and the progress we have made to provide a safe, comfortable home, and services which deliver for every resident.

This report highlights what we have achieved during 2025/26 across our key service areas, and where we continue to focus on making improvements.

During the year, we invested £453 million in maintaining and improving homes, achieved resident satisfaction of 85.6%, and continued to support residents through employment, digital inclusion, financial wellbeing and community programmes.

In 2025, we received our first grading from the Regulator of Social Housing (RSH) under the consumer standards. We are proud to be graded Consumer (C2), it means we are fully compliant. The grading recognises the strength of our safety arrangements and repairs services while identifying further work is needed to improve outcomes for residents. We are already working towards a C1 grading- the highest consumer standards rating - focusing on home condition surveys, complaints handling, communications for disabled residents and anti-social behaviour.

We know where we need to improve, and resident feedback plays an essential role in shaping our decisions and priorities. More than 7,000 residents chose to get involved this year, sharing their views through consultations, scrutiny reviews, surveys and resident groups. Their insights have helped us improve services, strengthen accountability and ensure resident voices remain at the heart of our work.

As part of our 125th anniversary, we looked to the future, developing the Five Giants of Opportunity: Connection, Resilience, Sufficiency, Trust and Health. These priorities reflect the issues residents told us matter most and shapes our approach going forward.

Looking ahead, the launch of our new Resident Strategy in April 2026 marks an important step forward. It sets out how we will support residents to thrive by providing safe, secure and affordable homes that meet changing needs, while making our

services easier to access, simpler to use and more responsive to local communities. It also reflects our ambition to be more than a landlord, helping residents access support, opportunities and services that strengthen stability, independence and wellbeing.

While we are proud of the progress made, we know there is always more to do. We remain committed to listening, learning and improving, and to working together with residents to shape the future of Clarion.

Best wishes

Kate Still
Chief Housing Officer

The five new giants of opportunity

Last year, Clarion Housing marked 125 years of providing safe, affordable homes and supporting communities across the country.

We used this milestone to look ahead at the challenges and opportunities that will shape the future of housing and the lives of residents. Working with experts and residents, we identified five priorities – the Five Giants of Opportunity – that can help create healthier, stronger and more connected communities.

Connection

is about helping people feel connected to their neighbours, communities and opportunities.

We want to create places where people feel they belong and communities can thrive.

Resilience

focuses on helping residents cope with rising living costs, financial pressures and an increasingly digital world, while also preparing communities for future challenges.

We want to support residents through difficult times, improve access to services, and help ensure no one is left behind because they lack digital access or support.

Sufficiency

means ensuring everyone has the essentials to live well, including a warm, safe and secure home that meets their needs.

We are committed to improving the quality of homes and championing the investment needed to deliver more affordable housing.

Trust

means giving residents a genuine voice in decisions that affect them.

We want to strengthen resident influence across services, decision-making and accountability, ensuring residents feel listened to and empowered.

Health

recognises that housing plays an important role in physical and mental wellbeing.

By working with health and local partners, we aim to make health a key consideration in how homes and communities are designed, maintained and improved.

Together, these five priorities provide a vision for the future: homes and communities where residents can feel connected, resilient, supported, heard, healthy, and able to thrive.

Resident Committee

With the launch of our new Resident Strategy, the Customer Committee was renamed the Resident Committee in 2026, reflecting our commitment to strengthening resident voice.

Over the past 12 months, the Committee has continued to strengthen resident influence, providing constructive challenge and helping to improve services across Clarion. Members developed their understanding of key areas including complaints, repairs, resident communications and service delivery, helping to drive improvements for residents.

The Committee has contributed to important discussions on rent setting, resident safety, resident involvement and annual reporting. Members have also helped shape resident communications by providing feedback on campaigns, consultation materials and digital resources, ensuring resident views are reflected in how information is shared.

Members took part in joint sessions with the Housing Association Board, attended training on the Social Housing (Regulation) Act and explored service areas including customer data, Tenant Satisfaction Measures, digital services and aids and adaptations. These sessions have strengthened members' ability to provide informed challenge and support service improvement.

The Committee has also continued to support better communication with residents through the Communications Service Improvement Group.

During the year, resident membership increased from seven to nine members, strengthening resident representation within Clarion's governance structures.

Following Richard's retirement from the Board in October, and with it his role as Chair of the Resident Committee, Menha has been appointed as the new Chair with effect from 1 November 2026. A former Resident Committee member and current Housing Association Board member, Menha's appointment marks an important milestone in resident-led leadership.

Anastassis

"Joining the Committee been a genuinely rewarding experience. It's encouraging to see residents have a real voice in shaping the community, and I look forward to contributing to that in the year ahead.

My hope is to support initiatives that make a tangible difference to residents' day-to-day lives and help strengthen the sense of community we're building together."

Serena

"As a new member of the Resident Committee, I look forward to contributing to discussions on the issues that matter most to Clarion Housing residents and ensuring that the resident voice is reflected in decision-making.

I am excited to gain a deeper understanding of the work that takes place behind the scenes and to play an active role in supporting positive outcomes for residents and communities."

Richard

"As I come to the end of my nine-year term as a Resident Board member and my time as chair of the Resident Committee it's a chance to reflect on that experience. It certainly reinforced my view on the importance of Resident Involvement to help drive change and improvement to services for all.

I would encourage all residents to become involved in any way they can, completing surveys, joining special project or task and finish groups or local activities. Although my term is over, I will continue to play a part in some way in continuing to drive change for all of our residents."

Read the latest Resident Committee updates at:
myclarionhousing.com/resident-committee

Resident voice

We believe every resident should have the opportunity to influence the services they receive and the communities they live in. Working together with residents is central to our approach, helping us make better decisions, improve services and create stronger communities.

During 2025/26, we invited 56,625 residents to share their views and get involved. More than 7,100 residents took part through surveys, consultations, events, groups and scrutiny activities. Their feedback, experiences and ideas helped shape decisions and drive improvements across Clarion. Participation more than doubled compared with the previous year, demonstrating the growing impact of resident involvement.

We are committed to ensuring resident involvement reflects the diversity of our communities. Over the year, we made progress in creating a more representative and inclusive group of involved residents. In the future, we will continue to expand opportunities to take part, making them more accessible, flexible and relevant to different needs and lifestyles.

There are many ways for residents to have their say, from a quick survey to joining a group, taking part in consultations, or becoming a community inspector. Whatever the level of involvement, every contribution helps us understand what matters most to residents and where we need to improve.

Just as importantly, we want residents to see the difference their involvement makes. Each year, our Impact report highlights how resident feedback, lived experience and dedication have shaped services and influenced change across Clarion. At a local level, improvements are shared through 'You Said, We Have' updates, demonstrating how residents' voices lead to action.

By listening, learning and working together, we can continue to improve services, strengthen communities and shape the future of resident involvement across Clarion.

Find out more about how to get involved:
myclarionhousing.com/have-your-say

Resident scrutiny

Throughout 2025/26, our Resident Scrutiny Committees (RSCs) have worked with colleagues across Clarion to review key service areas and identify opportunities for improvement.

From empty homes and repairs satisfaction to grounds maintenance and the scrutiny process itself, resident scrutiny brings insight, challenge and lived experience to every review.

Each year the RSCs present their findings and recommendations to the Resident Committee and Housing Association Board, helping to shape services, strengthen transparency and support compliance with regulatory standards.

In this report, we highlight the topics reviewed and share reflections from committee members on their scrutiny work, demonstrating the value of resident voice in driving improvements.

Regional scrutiny topics 2025/26:

East region:
Empty homes and recharges

North region:
The scrutiny structure and process

North London region:
Grounds maintenance

South region:
Repairs satisfaction process

South London region:
Scrutiny recommendations process

Find out more about their scrutiny reviews and recommendations:
myclarionhousing.com/resident-involvement-successes

Resident Scrutiny Committee (RSC)

Our RSC members share reflections on their scrutiny work during 2025/26.

Meet Alison: North London region

"Over the last year, we reviewed Grounds Maintenance, focusing on how Clarion monitors this service and whether improvements are needed. As this was my first review as Chair, having joined just before it began, it has been a very positive and insightful experience.

We worked with relevant service teams to understand current processes, standards, and how performance is monitored across different regions. The aim was to explore consistency in service delivery and how well residents are informed about what to expect.

It has been interesting to scrutinise this service area and it does feel that the work of the Committee makes a difference.

We are now scoping our next review, which I look forward to progressing in the coming year."

Meet MJ: North region

"The North Resident Scrutiny Committee (RSC) has just completed their scrutiny of Clarion's resident scrutiny structure and process.

The findings give a strong starting point for future improvements and clearly set out practical recommendations to make scrutiny more effective and more visible.

Overall, resident scrutiny is strong and effective. With better communication, earlier involvement, and clearer outcomes, it can deliver meaningful improvements across services."

Meet Jennine: East region

"I have really enjoyed being a part of the Scrutiny to review Empty Homes and Recharges. We have looked at Clarion's current management of empty homes and recharges and ways that we as residents can work with Clarion to reduce the costs associated to empty homes.

Clarion staff have worked well with the committee, and we look forward to seeing the progress of the recommendations."

Meet Yetunde: South region

"The South RSC have reviewed Repairs Satisfaction and The Leadership Factor (TLF). While the 85% satisfaction rate was good, we wanted to focus on the 15% of residents who are dissatisfied with Clarion's repairs service.

Overall, we found that communication and managing customer expectations was the key area of dissatisfaction. I am confident that if our recommendations are implemented to improve the repairs service, Clarion will see an increase in satisfaction overall.

The highlight of participating in the scrutiny committee this year has been the regular meetings with both existing and newer members of South RSC. It is nice to see staff and residents working together and engaging passionately in improving Clarion's services."

Meet Janet: South London region

"London South Resident Scrutiny Committee carried out a review of past scrutiny recommendations to understand what helps them get delivered and what gets in the way. We looked at the latest trackers, spoke to staff to hear their perspective, gathered feedback from residents and RSC members, and carried out benchmarking. We also reviewed five scrutiny reviews completed previously across the country.

We appreciated staff openness and detailed input during this review.

Recommendations will be owned, tracked, and delivered, with ongoing updates to ensure scrutiny drives lasting improvements."

Making every contact count

When a resident contacts Clarion, they should be able to do so easily, understand what will happen next and feel confident that their issue will be resolved.

Every day, our colleagues answer calls, respond to emails, resolve repairs and provide support to residents. In 2025/26, we received almost 1.1 million contacts across our customer service channels.

The quality of these interactions matters. It's not only about resolving the issue, it's making sure residents feel listened to, treated with respect and kept informed throughout their enquiry.

We are committed to providing the best possible experience for residents when they contact us.

This commitment is reflected in our satisfaction results. In 2025/26, our Customer Satisfaction score increased to 85.6%, up from 84.7% the previous year, reflecting the continued improvements we've made to our services.

To support residents interacting with us online, we made a number of improvements to our digital services, making them easier, quicker and more secure to use.

At the start of the year, we introduced a new chatbot integrated with our contact centre system, which allows residents to self-serve more frequently and where necessary speak to an advisor.

We also delivered significant accessibility improvements across our websites and online portal, to make our digital services easier to use for everyone, particularly those who rely on assistive technologies. This remains an ongoing priority.

Further improvements included a new identity and access management system for the online portal, which went live in April 2026. This provides residents with a more secure way to sign in, improving the reliability of the service and creating a stronger foundation for future digital improvements.

2025/26:

Almost 1.1million contacts across our channels:

581,240
phone calls

68,171
live chats

140,047
unique Chatbot sessions

417,577
emails

20,927
social media contacts

4.4
Trustpilot review

Online overview:

66,772
unique users on the Clarion website

1,123,396
unique logins to the portal

337k
online payments

57k
online repair appointments booked

Complaints handling

We want every resident to have a positive experience whenever they contact us or receive a service. We know that things do not always go as planned. When this happens, we want residents to raise concerns easily, feel listened to, and receive clear, timely responses that put things right.

Complaints play a vital role in helping us understand residents' experience and where change is needed to improve services.

In 2025/26, we received 17% more complaints than the previous year, with a rise from September onwards. The increase affected most services and reflected several factors, including greater awareness of damp and mould reporting after Awaab's Law, localised contractor performance issues, and short-term disruption while improvements were made to the repairs service.

Repairs is our busiest service area and, as a result, accounts for the largest volume of complaints. To put things in context, only 1.1% of repairs carried out resulted in a resident complaint. We are reporting a repairs customer satisfaction score of 91.1%.

Despite challenges, we made progress in several important areas particularly in acknowledging complaints on time, and increasing the number of complaints answered within service level targets.

Resolving complaints quickly remains a key focus. Stage 1 performance remained below target, with 42% of complaints resolved within timescales, though this rose to 62% by March 2026. Stage 2 performance was stronger, with 77% of complaints resolved on time, showing sustained and significant improvement compared to the previous year.

Overall satisfaction with complaint handling was 38.2%, slightly lower than the previous year's 43%. We know one of the main reasons for lower satisfaction is that residents want better communication. This is a key area of focus for the coming year.

Our performance in complaints raised with the Housing Ombudsman also improved, with the maladministration rate reducing to 56%, showing a 10% improvement over the past two years. This indicates that our performance in complaints handling is improving, even when cases are escalated to the Housing Ombudsman Service.

2025/26:

38.2%	8,089	24.3 WORKING DAYS
satisfaction	complaints handled	average time to resolve a complaint

Type of complaints, business area:

38%	20%	12%	9%
repairs related	housing services related	mechanical and electrical related	multi-topic complaints

Root cause for Stage 1 complaints:

30%	28%	27%
failed resolution	poor communication	missed service level or delay

Root cause for Stage 2 complaints:

39%	24%	23%
not all points addressed	further compensation request	failed resolution

For more detail, please visit:
myclarionhousing.com/complaints-performance

Tenant Satisfaction Measures

Tenant Satisfaction Measures (TSMs) are standards introduced in 2023 by the Regulator of Social Housing to help residents understand how well their landlord is performing.

They measure performance across five key areas: repairs, building safety, complaints handling, resident engagement, and neighbourhood management.

TSMs combine feedback directly from residents with landlord performance data, to help residents see how their landlords are performing and hold them accountable.

TSM perception survey

In 2025/26, we saw encouraging improvements across several measures. Overall satisfaction among tenants living in social, affordable and other low-cost rented homes increased to 66%, up from 64% in 2024/25.

Residents also reported stronger satisfaction with key aspects of service, including feeling that their home is safe, that we listen to their views and act on feedback, and that the organisation makes a positive contribution to local neighbourhoods. These measures improved by around 3–5 percentage points compared with the previous year.

Among shared owners, overall satisfaction also improved, rising from 40% to 43%. While satisfaction levels remain lower than those reported by social tenants, positive progress was seen in perceptions of Clarion's contribution to neighbourhoods.

Performance data also showed improvements for safety compliance measures and complaint handling times demonstrating continued focus on providing safe homes and responsive services.

The 2025/26 results are based on feedback from 3,569 residents, including 2,524 tenants and 1,045 shared owners, gathered independently by research agency Kwest.

Together, these findings show steady progress in resident satisfaction while highlighting areas where further improvements can continue to be made.

2025/26:

Social tenants:

2,524
social tenants surveyed

66%
overall satisfaction

an increase from
64%
in 2024/25

Shared owners:

1,045
shared owners surveyed

43%
overall satisfaction

an increase from
40%
in 2024/25

Building safety

During the past year, we strengthened our approach to building safety by helping residents understand how we keep their homes safe, what to do in an emergency and how to raise any concerns they may have.

We are committed to making information accessible to all residents. Where needed, we provide information in alternative formats so everyone can access and understand the guidance they need to stay safe in their home.

We engaged with 768 residents across 15 high-risk buildings. All residents received a copy of our Resident Engagement Strategy and were offered a follow-up conversation to discuss questions and share any concerns.

Our Building Safety team regularly meet residents face to face to discuss building safety and hear directly about their experiences. These conversations help us identify concerns early, build trust and act where needed to improve residents' confidence and wellbeing.

Of the 139 residents we spoke to directly, 100% agreed they had received enough safety information to help them feel safe in their homes.

A major achievement this year was completing safety checks on the external walls of all our buildings over 11 metres high. This marks the end of eight years of work and helps us identify where any further improvements may be needed.

Ahead of new Residential Personal Emergency Evacuation Plan (RPEEP) requirements, we expanded our engagement programme to include residents living in buildings between 11 and 18 metres high. This helps us better understand residents' needs and ensure the right support is available for those who may need assistance in an emergency.

By providing clear information and speaking directly with residents, we continue to put resident safety at the heart of everything we do.

2025/26:

£60m
spent on building safety work

23,645
FRA remedial actions completed in the past 12 months

£305m
total spent on building safety since 2017

3,421
Fire Risk Assessments completed

Delivering our repairs service

We know that keeping homes safe, comfortable and in good condition starts with a repairs service that residents can depend on. That's why we continue to invest in delivering repairs efficiently and to a high standard.

Over the last year, we invested £453 million in maintaining and improving residents' homes. Our repairs teams completed an average of 1,233 jobs every day across the country.

Resident satisfaction with our repairs service remains high at 91.1%. While we are pleased with this result, we continue to focus on improving our services and making it easier for residents to get the help they need, when they need it.

Our dedicated teams remain committed to resolving repairs efficiently and getting things right first time wherever possible. We also continue to prioritise leaks, condensation, damp and mould (LCDM), helping to protect residents' homes and wellbeing.

The introduction of Awaab's Law in October 2025 marked an important step in improving housing safety standards. In response, we have continued to strengthen how we identify and address LCDM, ensuring residents' concerns are taken seriously and acted on quickly. Our focus remains on providing safe, healthy homes and supporting residents every step of the way.

Clarion Response

Clarion Response, our in-house repairs and maintenance service, supports more than 109,000 homes across the country. During the last 12 months, the team completed over 280,000 responsive repairs and invested £98.3 million in maintaining residents' homes.

With skilled operatives working in communities across the country, Clarion Response plays a vital role in keeping homes safe, well maintained and in good repair, delivering support whenever residents need us.

2025/26:

91.1%
repairs customer satisfaction score

1,233
jobs completed each day

949
branded vans

733
operatives

£453m
invested in maintaining and improving residents' homes

43
EV vehicles

140
staff supporting from our offices

25
Hybrid vehicles

For Clarion Response specifically:

109,310
homes received repairs and maintenance

283,719
responsive repairs completed in the past 12 months

£98.3m
total spend

Investing in homes

We are committed to investing in our homes so residents can live in safe, comfortable and well-maintained properties.

Our Asset Investment team delivers an extensive improvements programme each year, from replacing kitchens and bathrooms to upgrading roofs, windows and doors. Wherever possible, we group works together into larger projects to reduce disruption for residents and make the best use of resources.

Home condition surveys are central to our approach, helping us plan future improvement works and ensure homes are safe. The survey reviews the key features of a resident's home - such as the kitchen, bathroom, heating, windows and roof - identifying any hazards and helping us plan when repairs or replacements are needed. It also measures energy efficiency, which supports our energy improvement works programme. We aim to survey every home every five years, and in 2025/26 we completed over 22,000 surveys.

In 2025/26 we spent over £106m on improvement works. With £10m spent on upgrading communal systems such as heating, lifts, and door entry systems.

We deliver these works with five partner contractors: Axis, Cardo, Equans, United Infrastructure and WPS* achieving 85.2% resident satisfaction.

We continue to focus on sustainability, with 385 homes receiving energy efficiency improvements.

* United Living is now known as United Infrastructure and Wates as WPS.

Image: Lime Tree Court, Leatherhead – window replacement and internal redecorating undertaken by United Infrastructure.

2025/26:

£106.36m
invested in improvements and refurbishments

7,248
individual jobs completed

85.2%
residential satisfaction rate

17,853
homes benefitting from work

22,091
home conditioning surveys

Elemental completions include:

- **664** kitchens
- **552** bathrooms
- **57** heating upgrades
- **188** electrical upgrades
- **1,046** roof renewals
- **1,185** windows
- **2,190** doors
- **487** external / communal work and redecorations
- **385** energy efficiency upgrades
- **494** other major works

A year of regeneration progress

This year has seen some exciting milestones across our regeneration programme as we continue to invest in neighbourhoods and deliver high-quality new homes for current and future residents.

At Eastfields, residents moved into Poppy Heights, with 32 new homes completed as part of the first phase of regeneration. At Ravensbury, 54 new homes have been delivered in the second phase, with residents now settling into their new community.

We also launched the regeneration programme at Bilton, where proposals are being developed to replace 116 ageing homes with around 200 new homes. While still at an early stage, residents are already helping to inform the plans for the estate.

At Clare House, demolition has begun, marking an important milestone as we prepare the site for a new development that will provide high-quality homes for future residents.

Together, these projects are helping to create better homes, stronger communities and brighter futures.

Residents at the heart of regeneration

Successful regeneration is about more than building new homes – it's about listening to residents and ensuring their views help shape the places they live.

Throughout the year, we have continued to strengthen resident involvement from the earliest stages of regeneration. Feedback is helping to influence designs, community spaces, phasing plans and how residents are supported through the moving process.

At Bilton, residents have been involved from the outset, helping to inform proposals before they are finalised. This early engagement helps us make better decisions, build stronger relationships and create neighbourhoods that reflect the needs of the people who live there.

As our regeneration programme continues, we remain committed to working in partnership with residents every step of the way.

Sustainability

With the climate crisis becoming more urgent, we remain deeply committed to making our homes more energy efficient and reducing our environmental impact.

Upgrading the energy efficiency of our homes

Improving energy efficiency is a priority, benefiting not just our warming planet but residents too - helping to create more comfortable, healthier and more affordable homes. In Norwich, we upgraded homes through measures such as external wall insulation, new roofs, improved windows and doors, enhanced ventilation systems, and loft and internal insulation - reducing energy use and increasing comfort.

Nature recovery projects

With nature in decline, we continue our mission to create and restore the green spaces and wildlife we cherish. Projects in Brighton, Bromley, Bradford and Norwich improved spaces for people and wildlife, with residents playing an active role through design consultations and community planting events. These revitalised areas include nature-friendly planting, new hedging and trees, wildflower meadows, natural play equipment and seating - creating more welcoming, inclusive and biodiverse neighbourhoods.

Working with residents in Bromley

We delivered in-person workshops to build trust and gather resident insight on retrofit. Around 30 residents took part, with a core group forming an ongoing advisory group to enable meaningful co-design. Supported by external experts, sessions helped residents feel more informed and confident about achieving energy efficiency improvements.

Building sustainable new homes

Working with Latimer, over 96% of new homes were fossil fuel free, most achieving EPC A or B. We also published our Sustainable Development Roadmap 2025–2030.

Carbon literacy training

We launched a tailored Carbon Literacy course in February 2025, with over 250 colleagues building skills and supporting sustainability initiatives.

Specialist support

We want every resident to live comfortably, safely and independently in their home for as long as they choose. When additional support is needed, we offer a wide range of specialist assistance designed around residents' needs.

Each year we support thousands of residents facing a variety of circumstances - from tenancy issues to safeguarding interventions, domestic abuse support and specialist accommodation.

Tenancy support

Our Sustainment, Welfare Benefits and Wellbeing Team work closely with residents to help them manage their tenancies and access the support they need.

In 2025/26, more than 2,600 residents were referred to the team, and all received assistance. Through early intervention and targeted support, we helped prevent 867 tenancies from progressing to enforcement action. Dedicated sustainment work also helped 50 care leavers successfully maintain their tenancies and build independent lives.

A key part of this support is helping residents to access financial support. In 2025/26 these efforts secured over £5.76 million in additional financial gains for residents - through welfare benefits, arrears reduction, charity grants for essential household items, and food and fuel support.

Later living housing

More than 10,000 residents are housed through our LiveSmart Housing offer for over-55s. Dedicated teams manage each scheme, ensuring residents can easily access the services, assistance, and opportunities they need at the right time..

Supported housing

We work in partnership with specialist providers to manage more than 869 units of specialist accommodation. These services ensure that some of our most vulnerable residents have access to the tailored housing and specialist support they need to live safely and independently.

In our directly managed schemes, during 2025/26 we supported 1,500 through domestic abuse services, 184 to access our refuge services, 44 through our young person's services, 13 in our mental health services, 25 in addiction recovery and 13 in our learning disability services.

Safeguarding

Safeguarding is central to our commitment to resident safety and wellbeing. Over the past year, our teams investigated 2,400 safeguarding concerns, a 20% increase on the previous year. More than 700 cases were referred to local authority safeguarding teams, ensuring residents received the appropriate protection.

2025/26:

Supported housing and safeguarding:

1,768
domestic abuse victims assisted

2,400
safeguarding investigations

184
lettings to those fleeing domestic abuse

Tenancy sustainment:

2,649
residents assisted

£5.76m
income gained

867
evictions prevented

Money guidance: we're here to help

We are committed to helping residents build financial resilience and access the support they need to thrive.

Over the past year, Clarion Futures Money has supported residents facing immediate financial pressures, while also helping to address the wider challenges that can lead to hardship. With the cost of food, energy and everyday essentials remaining high, many residents are struggling to afford the basics. Others are only just managing to make ends meet, leaving them vulnerable to unexpected costs.

Through our Money guidance service, targeted programmes and partnerships, we continue to help households manage financial pressures and build longer-term stability.

Our team provides free, confidential support, including financial coaching, budgeting advice, help with energy costs and access to debt advice services. We also proactively reach out to residents who may need extra support, including those living in less energy-efficient homes or those moving onto Universal Credit.

Working with partners, we supported 17 community organisations to distribute £106,486 in emergency food and essential items. Seven organisations also delivered fuel poverty events and advice sessions. Our partnership with Lightning Reach helped 1,450 residents secure over £101,000 in financial support, providing vital assistance to those who needed it the most.

2025/26:

5,818
residents supported with one-to-one money guidance and energy advice

1,994
grants or vouchers provided for food and energy to households experiencing severe hardship

13,443
support actions delivered by the money guidance team

£79,865
in food vouchers

Jobs and training: creating opportunities

Our employment and training programme provides opportunities for thousands of people every year by helping them into work, training, apprenticeships, and work placements.

During 2025/26 we continued to develop a service that is shaped around the needs of our residents, especially those facing challenges. Our focus is on helping people access the right training and support to secure long-term employment, so they can improve their quality of life and financial wellbeing.

We are also working closely with local partners to support the government's 'Get Britain Working' initiative, helping more people take positive steps to employment. This includes giving extra support to people with health conditions and young people, making sure our services adapt to meet their needs.

Our award-winning Active Inclusion programme supports people with multiple needs to become job-ready through personalised support. It helps people overcome barriers, such as mental health and wellbeing challenges, physical disabilities, and gaps in digital and everyday skills.

We remain committed to helping our residents access the support they need to improve their life chances through both local and national programmes. Initiatives such as our Jobs Plus pilots have received recognition from the Department for Work and Pensions (DWP), which has confirmed continued funding for both programmes - enabling us to support even more residents into employment.

2025/26:

1,287
people supported into work with 87% sustaining their employment

95
people helped to set up their own business

5,225
people completed job-related training

160
people into apprenticeships

Digital skills for life

Getting online and staying connected has never been more important. Through Clarion Futures digital support, we offer residents the tools, skills and support to confidently and safely navigate today's digital world. Digital skills help unlock opportunities, improve wellbeing and build skills for life.

Over the past year, we supported more than 10,000 people to get online for good and stay connected. Through our network of 47 digital hubs, the team and our partners provide weekly in-person workshops and drop-in sessions, tailored to local demand and individual needs.

To help remove cost barriers, we provide free mobile Wifi and everyday starter devices - including laptops, tablets, smartphones and smart speakers - to eligible residents through our device scheme. Last year, this included distributing 436 recycled laptops donated through Clarion's staff device upgrade programme. Our Capacity+ offer enables partners to access devices, training, and support from volunteers at community based hubs.

With the rise of AI and more services moving online, our digital skills courses are designed to reflect the world residents experience daily. We delivered 41 modules alongside accredited training and regular one-to-one support at our digital hubs.

Older residents remain a focus, with digital support taking place in more than 10 of our LiveSmart schemes. This is helping to reduce isolation by connecting residents with family, friends and their local community.

2025/26:

1,355
digital devices were lent or donated to help people get online

10,200
people helped to get online and develop their digital skills

£102,254
digital grants awarded to 24 groups

6,747
hours of digital skills training delivered

Building stronger communities

We believe strong, connected communities support wellbeing. By working with local, regional and national partners, we invest in community-led initiatives that respond to local needs, and help neighbourhoods thrive.

Over the past year, more than £700,000 was awarded to local projects, contributing to over £5million in community grants that have supported almost 1,200 projects nationwide.

Below are a few highlights from the year that brought residents together, improved health and created new opportunities:

Through the Making a Difference Fund, 21 organisations delivered projects for residents promoting community connection, creative expression and skill sharing. We doubled funding from £50,000 to £100,000, supporting communities through storytelling, art and education.

More than 50 spaces across England welcomed nearly 65,000 visitors to our wellbeing spaces programme.

This is a 50% increase from the previous year, reflecting rising demand for safe, inclusive support. The programme continues to grow, supported by over £1million from the Rothesay Foundation.

Community-led funding through the Merton Community Panel invested £50,000 locally. Projects including gardening, cooking and workshops improved shared spaces and reduced isolation.

In Tower Hamlets and Havering, funding of almost £75,000 went to 21 community projects, supporting around 2,500 residents. Guided by the resident-led Old Ford Community Panel, these projects delivered budgeting support for young people, healthy living activities and inclusive wellbeing initiatives.

Young residents helped influence the future of housing decision-making through Young Residents in Partnership. This is a three-year initiative supporting people aged 16–25 to lead research based on their lived experience. Their work has produced recommendations that strengthen youth voice and are helping shape housing services nationwide.

2025/26:

£15.9m
invested in providing support and opportunities to help improve the lives of our residents and their communities

£706,670
awarded to organisations including food banks, community groups, and local charities, tackling issues such as loneliness and isolation

£2.92m
worth of volunteering time delivered by residents

12,883m²
of communal land and buildings improved or upgraded

Working with partners to make a difference

At Clarion we are more than a landlord. Delivering social value is just one of the ways we support our residents and help communities thrive.

We place residents at the centre of everything we do, and our approach is built on the belief that strong, connected communities create better opportunities to empower our residents to thrive.

We embed these principles into our procurement and work in partnership with our supply chain to deliver social value that supports community investment, creates meaningful, high-quality outcomes, and delivers long-term value for our residents.

Collaboration is key to achieving lasting impact. Together, we maximise our ability to create positive change and respond to the complex challenges facing our residents. This includes investing in community projects, delivering our Tackling Hardship and Digital Inclusion programmes, and creating pathways into work.

These efforts demonstrate the value of partnership working, reinforce our shared commitment to making a positive difference to people, places and the environment, and show how collective action can make a big difference.

2025/26:

211
apprenticeships

105
work placements

£120,611
donated towards community programmes

303
people received pre-employment training sessions

£31,500
funding for specialist qualifications

193
staff volunteers

£78,832
towards the provision of electronic devices, equipment or services

£197,034
towards community facility improvements

179
community engagement events

£87,464
funding accredited and vocational training

169
job starts

£65,020
towards Money Guidance and Fuel Poverty

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