



CLARION
HOUSING

Resident Involvement Impact Assessment

**Involving residents in
service improvement**

April 2019–March 2020

Introduction

Clarion owns and manages more than 125,000 homes across England; 350,000 people call a Clarion home their home.

We at Clarion know that the best way to improve services is to involve residents. We are proud to have a Resident Involvement Strategy that enables any resident to be involved in a way that suits them. Residents can sign up to be involved from 10 minutes a week answering a few questions via e-mail right through to the possibility of having a seat on the Board. The level of commitment is up to you!

We highly value the time and commitment our involved residents give and feeding back to our residents is very important to us. We will always tell you what changed as a result of you giving your time.

Over the last year, the number of involved residents nationally was 535: and 1,268 residents were signed up to our digital platform Clarion Voice. During 2019/2020, we increased our involved residents by 36%.

This impact assessment will explain what we have achieved together over the last 12 months.

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Resident Involvement

At Clarion we have involvement options to suit your lifestyle.
You can be involved from just 10 minutes a week.



- **Clarion Board** has one co-opted member and four resident seats.
- **Resident Engagement Days**
- **Service Improvement Groups** – Antisocial behaviour and Available Homes



- **Out & About** is Clarion's LGBT+ Network
- **Clarion Ability Network** – network for people living with disabilities
- **Clarion 55** – network for residents over the age of 55



- **Regional Scrutiny Committees**
- **Property Engagement Group**



- **Clarion Voice** a dedicated digital platform for all residents
- **Policy and Communications Review Group**



- **Task and finish groups**
- **Partnership and involvement days**
- **Community inspectors**
- **Tenants and residents associations**



If you would like to get involved, email getinvolved@myclarionhousing.com

National involvement

Service Improvement Groups

Service Improvement Groups involve resident representatives from each region. These representatives work with us in looking at distinct subject areas. A senior staff member with oversight of that subject area leads each service improvement group.

Housing Directors led both areas below:

Available Homes

Residents who were involved in the Available Homes Service Improvement Group achieved the following:

- Three members of this group took part in a two-day session of evaluating tenders for the Home Decorating Materials Procurement. As a result, a new contractor was appointed.
- Residents on this group also influenced our Available Home Standard and Process as well as a possible future furniture project and Clarion gifting procedure.

Anti-Social Behaviour

The Anti-Social Behaviour Service Improvement Group enables residents to have their say on how we deal with ASB across the country—with its recent work leading to improvements to our website. The group enables residents and staff to review policies and procedures, set standards and monitor how our ASB service is delivered nationally.

- At each meeting, a statistical analysis on the number and types of ASB incidents and anonymised cases are reviewed/ presented.
- In partnership with Clarion's digital team, residents took part in an empathy-mapping exercise capturing insights into the way customers think, feel and behave when worried about reporting anti-social behaviour. As a result, we were able to identify opportunities to improve customer experience on the website.



- Following the workshop, the digital team made improvements to the website, including rewriting and restructuring the content, creating a specific ASB reporting form and adding Frequently Asked Questions to the "Contact us" page to improve the visibility of information for residents thinking of calling us.
- A social media campaign was put into action encouraging people to visit the website to see how we work to resolve different types of ASB.
- The learnings from these exercises will also feed into the development of our new housing association website launching in mid-2020.
- In addition, we led a journey through a noise complaint process. Residents looked at the standard letters used in a complaint and suggested improvements. These recommendations are now being reviewed.

Clarion Networks

Clarion Ability Network (CAN)

CAN is a group of residents working together with us to ensure our services meet the needs of our residents living with disabilities. The network has worked in collaboration with various departments to help us create a culture of 'everyday inclusion'.

- Working with Clarion's research and insight team, residents were involved in research into why residents with a disability or long term health condition are likely to find our services more difficult to access, and what can be done to improve access for residents.

The feedback was used to support the development of contact centre staff training.

- CAN members are working with our digital team to support digital accessibility on our website. They also contributed to the website content for the CAN network pages.
- Members have also undertaken Dementia training (a pilot) delivered by the Alzheimer's Society. Their feedback developed a Dementia-training package for Clarion staff.

Out & About LGBT+ Network (O&A)

The group's focus is to look at and ensure Clarion is continuously improving services that meet the needs and expectations of our LGBT+ residents.

- The group has been involved in developing the national 'Pledge Card' scheme, which is a joint venture with external housing providers and Surrey University.
- The "Pledge Card" document is for housing providers to sign up to, to show their support for LGBTQ+ residents.

We have agreed to work towards the "Pledge Card Plus status" criteria, which will involve us, setting up two projects over the next 12 months, one being around hate crime and the second around homelessness. O&A resident members will lead both projects.

- The group is supporting the development of an Allies project. This will be a virtual group that sits alongside the O&A group. Members will be residents who support LGBT+ residents in their local community.

National Ambassadors

The National Ambassadors (Residents aged 16–24) are passionate young residents, who strive to work with Clarion to improve services. The Ambassadors focused on two main priorities for the year, which were creating safer/happier communities and the perceptions of young people.

- This has included designing and delivering a workshop for over 100 young people and youth providers from across the country. One National Ambassador co-delivered to over 50 youth professionals at a Housing Association Youth Network (HAYN) "young people" event.

- Ambassadors are working with Clarion Futures to develop a youth friendly tool kit for all our Community Assets.
- The Ambassadors also held two estate events in their local community. One was promoting sports as an engagement tool in Harlow, the other was a fun Halloween event in Bradford, to promote local activities taking place in the community centre. They engaged with around 200 people across both events. This has resulted in four young people attending regular football sessions and generated a greater sense of community cohesion.

Digital involvement

Clarion Voice (CV)

CV is a bespoke online platform open to all residents to help us to improve services through web chats, surveys and conversations. It continues to provide an excellent platform for digital involvement. Currently 1,268 resident members access CV from the comfort of their own home at a time of day to suit.

- **Clarion Voice members had the opportunity to be involved in Surveys on a range of topics, including Customer Contact** – as a result improvements were made to the way we interact with customers
- **Satisfaction with Clarion Contractors** – the results were fed into a larger project looking at contractor satisfaction
- **Estate inspections** – the East region Regional Scrutiny Committee (RSC) are looking into how well these are communicated and the results will go to Board
- **Partnership Days** – to help the Resident Involvement Team make the Partnership Days better, suggestions have been incorporated into this year's planning
- **Contents insurance** – to understand how many residents had taken up the offer and how better we can communicate this; the communications team will take these suggestions forward.

- **National Housing Federation** – Clarion has committed to being an early adopter of the National Housing Federation (NHF) Together with Tenant Programme (TWT). This proposes that Housing Associations adopt a Charter to work with residents to continue to shape and influence services. In this survey, we asked residents to support us to look at how the Together With Tenants initiative can be best implemented.
- **Fire safety in blocks under six floors** – the South London RSC ran a survey to gather information the results contributed to their recommendations to Board.
- **Apprenticeships** – Clarion Futures wanted to find out resident opinion on apprenticeships and to gauge how well these are communicated.

In addition: two live web chats reviewed estate services and satisfaction with repairs contractors in London.

We now also have a Clarion Voice Hub, where we post regular news articles and give feedback on consultations and survey outcomes.

The Policy and Communications Review Group (PCRG)

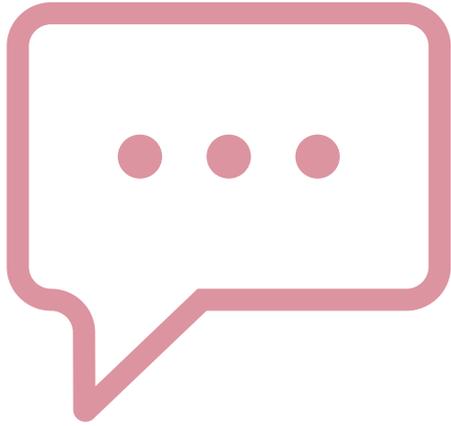
The PCRG is a digital email group. This enables involvement for residents who want to give us their opinion and would like to help us review our policies and communications from the comfort of their own home via email.

Residents read customer facing documents, publications and policies. Residents make sure that we use plain English and crucially that we have included the right information.

The PCRG members have contributed to:

- The Residents' Annual Report 2019
- Pilot edition of the Resident Magazine. Developed in response to South Regional Scrutiny Committee (RSC) recommendation to the Board

- A 'Reviewed by Residents' icon to evidence that residents' comments and suggestions have influenced final documents and policies where appropriate.
- The development of Clarion's new website, leading on a review of website navigation and accessibility. The results of this are being analysed by the digital team and will be incorporated into the final design of the new website.
- Feedback on their experience of Estate Inspections with suggestions on how these are publicised and reported as part of the East RSC scrutiny topic on Estate Inspection Communications. These will be included in the report and recommendations made by the East RSC to the Board.
- In addition to other activities, PCRG is working with the Policy department and is scheduled to look at Clarion's customer facing policies as they come up for review.



Our promise to you – our involved residents

Feedback

We value your time and appreciate your involvement, this is why we will always let you know the results of the consultations you take part in.

Never out of pocket

You will never be out of pocket as an involved resident. We will reimburse reasonable travel and childcare costs in line with our policy.

Training

We recognise that residents have a wealth of experience to bring to the table but they may want some additional support. The RI team has this year introduced a new training programme for residents and published a 'Training for Involved Residents' booklet.

We want to support residents in their involvement so they can participate confidently and effectively. The courses are a mix of face-to-face and e-learning and are suitable for a variety of skill levels and some provide certification. This helps the personal development of our involved residents and is a useful addition to their CV.

Training includes Presentation skills, Public speaking, Project planning and management and Conducting Community Research and much more.

Regional involvement

Partnership Days

1,400 residents attended 20 partnership days nationally. These events were developed to enable residents to meet front line staff, senior management and Board members to talk about the issues that are important to you but also to have some fun and win some prizes We invited local partners such as utility companies, local charities and councils – each event was tailored to the location – detailed by region below.

After speaking to our utility provider at a Partnership event ... my bill has reduced from £26 per month to £6.90 that would not have happened without the Partnership Day.

Clarion resident

Property Engagement Groups (PEG)

There are five regional PEGs. PEG members are sent a monthly compliance report (gas safety, fire risk, asbestos, legionella and lifts) and they can compare where each region stands nationally. Specific projects include:

Lift Operating Equipment Regulations (LOLER)

Members were given a presentation about LOLER and assisted with developing a fact sheet for residents regarding the legal requirement for six monthly inspections of any lifts/hoists and regular lifting equipment.

Planned maintenance contracts

Members took part in the contract renewal process including the evaluation of tenders and sitting on interview panels. PEG members have also been involved in the procurement of new heating contracts.

Repair review

Members wanted to look at the end-to end repair process, from a repair being reported to the contact centre right through to completion and customer satisfaction. This project included a visit to the contact centre and meeting with staff and contractors. The group was able to listen to some repair calls and observe how these are actioned.

Aids and adaptations

PEG members looked at three examples of Disabled Adaptations and the process from request, Occupational Therapy involvement, funding, installation and future servicing and maintenance.

PEG representatives assisted the RSC in scrutinising the information provided by the Strategic Repairs team.

South Region

LOCAL IMPACT ASSESSMENT



In the South Region, we currently have 127 involved residents, which is an increase of 20% since April 2019. We have 305 residents signed up for Clarion Voice, which is a 7% increase this year. We engaged with 407 residents face to face and received 51 compliments from residents.



Regional Scrutiny Committee

The Resident Scrutiny Committee South Region (RSC) are currently scrutinising existing Resident Involvement options and the wider strategy. The RSC are exploring how well RI opportunities are communicated, whether new RI methods can be added and whether existing involvement methods are fit for purpose. This information will be used to develop the new proposed RI strategy and will go to Board in September 2020.

Partnership Days

We held two successful Partnership Days where we engaged with over 100 residents and forged stronger links with over 25 partner agencies. The events were held in Kent and Surrey and had a holiday theme, with free DIY ice creams going down a treat with both adults and children.

Local consultations

Local consultations have been held to support local discussion and agree resolution where issues existed. These have included:

- **Motte Lane, Ebbs Fleet** – following parking issues, a consultation was carried out with residents regarding the possible introduction of a permit scheme with parking enforcement. Residents decide not to go with permits.
- **Lockside, Tonbridge** – following a petition re parking problems, a consultation was carried out with residents. Implemented parking enforcement with UKPCN and residents issued with passes. Evaluation survey shows residents are pleased that they are now able to park and use driveways without being blocked.
- **Hurst Road, Ashford** – possible introduction of permit scheme with parking enforcement. Residents that responded are in favour.

East Region

LOCAL IMPACT ASSESSMENT



A total of 97 residents are registered to attend formal and informal activities reflecting an increase of 27% on the previous reporting year; and 312 East residents are signed up to Clarion Voice comprising 25% of total membership to the digital platform.

During 2019/2020 we engaged with 785 residents in face-to-face activities and an additional 494 in other Resident Involvement opportunities.

Regional Scrutiny Committee

The committee are coming to a close of their current review on 'The communication of resident involvement in Estate Inspections.' The report and recommendations will be presented to the Clarion Housing Association Board in September 2020.

Partnership Days

Four partnership events were held this year and over 130 residents attended along with key partners and local stakeholders.

2040 Vision Workshop

Work continues on the 2040 Vision workshop held at the Resident Engagement Day (RED) in 2018. We have made a recommendation to Board that a National Ambassador observes Board meeting during their one-year term to give younger residents the opportunity to broaden their skills.

Tenants and Residents Associations (TRA) and local events

There are six recognised TRAs in the region. Berecroft TRA has requested HA attendance and taken advantage of micro grant funding from Clarion Futures.

Local consultations

21 Task and Finish Groups took place in support of projects and Local Service offers. Residents were surveyed to gain an understanding of the issues faced on their estates and local communities and reports provided to respective internal teams. As a direct result of this work, Local Service Offers will be introduced. Work has begun to address issues around anti-social behaviour, fly tipping and dumped rubbish, estate and community safety and security, greater use of green spaces (including a sensory garden project at one of our LiveSmart Schemes), signage, enhanced use of social space and improvements to the overall appearance of our estates.

North Region

LOCAL IMPACT ASSESSMENT



During 2019/20 in total 167 residents have signed up to get involved in resident involvement activities, which is an increase of 55% since April 2019. We also have 123 residents signed up for Clarion Voice.



Local consultations and events

We held 15 meet the team events across the region, allowing us to engage with a further 227 residents. The majority of the residents who attended the events were new to involvement and were pleased to be learning about Clarion and all the services we offer. We have worked with 72 residents through local consultations and have addressed 129 local issues. This includes many partners such as police, local churches, Dogs' Trust and local Councillors. In addition many Clarion departments have been involved such as Housing, Futures, planned maintenance, Clarion Response, Surveyors and Technical Maintenance Managers to tackle local issues. These include estate parking, grounds maintenance contractors' performance and funding for local estate improvements.

Regional Scrutiny Committee

Diversity has increased this year with two young members joining the committee. Clarion's development and development aftercare and planned decants is the current scrutiny topic. As part of the scrutiny activity, the members have received policy, procedure and process documents, presentations and reports from internal staff, developed surveys for staff and residents to undertake and interviewed staff. A full report, recommendations and management response will be completed and presented to the Board and the Group Executive Team later in the year.

Partnership Days

We have held eight Partnership Days in the region this year in Bradford, Brislington, Exeter, Newton Abbott, Bradninch and Bolton Platt Hill; engaging with 367 residents and 25 external partners. The events gave residents an opportunity to sign up to involvement opportunities, learn about Clarion's service offers, discuss local issues, meet local staff, Clarion resident Board members and GET members. They gave feedback on local, regional and national services. We worked with 25 external partners at these events- to enable residents to support their own needs e.g. health and well-being, energy bills and how they could engage in local activities.

Community Centre Management interviews

Residents have participated on interview panels to recruit external providers to manage our Community Centres. This has resulted in increasing community activities and has engaged residents and the wider local community.

Tenants and Residents Associations

Ferndale, Plymouth – the group continues to manage the Ferndale Hub as well as deliver activities including coach trips for residents from the Ferndale area as well as wider Clarion estates.

The group received a resident involvement grant of £248, which will enable them to have a quarterly newsletter printed for a year. They were also successful in securing other funding which sees them delivering a successful community radio station. The audience has grown over the year and it is gaining new listeners from around the world!

South London Region

LOCAL IMPACT ASSESSMENT



86 residents are signed up to be involved with an additional 238 on Clarion Voice. We have conducted various meetings, walkabouts and events, a Grounds Maintenance web page created by the RI team and quick polls and chat forums.

Regional Scrutiny Committee

The Committee are reviewing Clarion's Management of Contractual Works with a focus on Mechanical and Electrical repairs, Planned Investment and Aftercare. They have carried out various resident consultations and a report to Board is due in September

Partnership Days

We have held Partnership Days at estates in the Bromley and Merton areas to enable staff including Clarion's Housing Group Executive Team to meet with residents and witness the issues residents are reporting first-hand. 368 residents attended to speak with key teams from across the business including Housing, Grounds Maintenance, Repairs and GET, as well as external stakeholders. The Resident Involvement (RI) team have coordinated service improvement responses from teams across the business to nearly 400 residents' individual enquiries via the Partnership Days.

Merton Community Panel

The Merton Community Panel is a consultative panel first established April 2017 to provide a local voice and to support Clarion Housing in monitoring regeneration activity, delivery of the housing and estates services and the development and delivery of the Group's Community Investment strategy in Merton. Current membership includes six residents, three Independent members (including the Chair), and two Councillors.

The Panel's remit widened this year to include managing a Clarion Futures Communities Investment budget of £100k. The Panel have agreed three areas of focus: Young people, Health and Wellbeing and Sense of Community and Neighbourliness, where they will work with Clarion to improve local neighbourhoods in Merton.

Glebe Court Tenant Management Organisation (TMO)

The Glebe Court TMO delivers housing management functions at the estate on a day-to-day basis, whilst major works at Glebe Court is delivered by Clarion. Resident satisfaction levels are high. The TMO also manage the LEAF (Large Estates Allocation Fund) programme for their estate.

Large Estate Allocation Fund (LEAF)

7,400 residents from 18 estates in Merton have been consulted and balloted on the expenditure of their estates annual grant for 'resident led improvements'. This has resulted in our Neighbourhoods team delivering projects such as new seating along communal grass areas, new or additional CCTV and the provision of estate events promoting community cohesion and partnership working.

Resident Involvement on Tour

RI on Tour is a reality checking local scrutiny programme which includes visiting locations where residents have identified issues. Next, we highlight it to the relevant service area and develop action plans to bring about resolutions. We have had visual presence for over 60 hours on Merton and Bromley estates including The Groves, Haverstock Court and Gresham House and Yenston Close LiveSmart schemes.

Tenants and Residents Associations

We have offered support and advice to all resident groups in the region about the new process and the annual grant. We have been carrying out TRA Health Checks throughout the year. Two TRAs were recognised and we have had 11 approaches from residents to set up TRAs resulting in us carrying out consultations to establish the level of interest.

North London Region

LOCAL IMPACT ASSESSMENT



In total 58 residents are registered to attend formal and informal activities reflecting an increase of 13% on the previous reporting year. In addition, 290 London North residents are signed up to Clarion Voice.

Regional Scrutiny Committee

The review of 'Customer Contact and Enquiry Resolution Processes' report is being finalised. The report contains recommendations relating to resolution times, understanding different roles across the business and reviewing support in place for vulnerable residents (in particular their customer journey). These will be presented to Board in September 2020.

Tenants and Residents Associations and local events

There are 37 TRAs in the region and during the year we have supported seven TRAs to become formally recognised.

Old Ford Community Panel

The Old Ford Community Panel is working well and the focus is on commissioning projects which will benefit the local community, and specifically homes in our ex-Circle area of Tower Hamlets. The Community Panel manages a budget of £100k funded by the Clarion Futures team, who have supported the Panel to create a grants application process. They assess application forms from organisations and community groups who wish to deliver approved community projects in their area throughout the year. The grants application process has now been advertised to residents and community groups.



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