

Creating sustainable communities and places people want to live

At Clarion, we understand the significance of strong community relationships and are dedicated to enhancing the places where people come together. Through collaborative efforts with our residents and local organisations, we actively contribute to the betterment of our communities.

Our contractors have played a vital role in supporting our communities, and we are proud of the work that has been done to improve and update community centres, making them vibrant hubs for local residents. This has been achieved through a combination of investment, technical expertise and collaboration between our contractors and community organisations.

Through our Social Value Impact Fund, we have also been able to work with local groups and charities to support a range of initiatives, from employment and skills programmes to cultural and educational events.

We recognise that our contractors have a wealth of skills and expertise that can be used to support community organisations, and we encourage them to volunteer their time and skills to these organisations.

Through our commitment to improving communities and places to connect, we are helping to build strong, resilient communities where people can come together to share experiences, learn new skills and create a better future for themselves and their families.

The numbers



£483,000

donated towards
community programmes



£216,000

invested into improving
community facilities



£19,089

donated towards equipment
and services



410

staff volunteers supported
community projects



97

community
engagement
events

CASE STUDY

Enhancing safety for domestic violence survivors

Safe at Home is a project that addresses the issue of domestic violence and post-separation abuse by installing visible security cameras outside the homes of survivors. The cameras act as a deterrent to potential abusers and provide a sense of comfort and peace of mind to users, who can monitor any unauthorised access or visits to their homes. This initiative is particularly crucial, given that a significant number of domestic abuse cases go unreported, and according to the Crime Survey for England and Wales (CSEW), 2.4 million adults experienced domestic abuse in the year ending March 2022.

The project has been instrumental in enhancing users' sense of security, especially since the reoffending rates for abusers are high, with two-thirds of abusers having committed an offense in a 2018 report. For instance, one domestic violence survivor quoted "I just wanted to say thank you for all your patience during the install, both for carrying out the works and taking the time to reassure me with the use of the camera. I feel that little bit safer in my own home now. I couldn't recommend the service enough! Thank you!"

Equans, has made the cameras and installation process 100% free for service users. This is critical given the rising cost of living that

"I feel that little bit safer in my own home now. I couldn't recommend the service enough! Thank you!"

Domestic Violence Survivor

has left many families with less disposable income. Equans has also offered free redecoration works and up to £100 in fixtures and fittings within the new homes of those who need to be re-housed due to the severity of their abuse.

Clarion is continuing to invest in the project, and supply chain partners have agreed to donate an additional £9,000 in 23-24 to grow the project. These investments and donations are crucial to the project's sustainability and growth, ensuring that

it can continue to meet the social need for increased security and safety for survivors of domestic violence and post-separation abuse.



CASE STUDY

Empowering young tenants to live independently

Clarion's Hometruths House is a tenancy programme exclusively available to new 18-30-year-old tenants. The programme was first established in 2015 by Clarion's National Ambassadors in response to young tenants feeling unprepared to independently manage their households. The aim of the programme is to support first-time private and social tenants by providing them with the necessary tools to sustain a tenancy.

Participants are required to attend two virtual workshops:

Hometruths House and Money and Guidance, and upon completion of the programme, they receive a £70 supermarket voucher to help them get started.

The programme covers several topics, including:

- Understanding the rights and responsibilities of being a Clarion tenant
- Managing a tenancy
- Setting up key bills
- Damp and mould prevention
- Participating in the community

- Cooking on a budget
- Simple DIY

The first official workshop took place on 3 February 2022 and has since continued on a weekly basis. So far, 117 new Clarion tenants, including six care leavers, have completed the programme, and it is expected that more than 400 young people will participate in the Hometruths House Programme in the next year.

"I am 22 years old and have been a Clarion resident for one month now. I signed up for the Hometruths House programme because I am a single parent and struggling to pay all my bills. I also moved into my first property and have been struggling to get help with carpet and flooring, so I have reached out to be given some help and advice.

I think the programme is very useful for people who are in need of a little help - I got help from Clarion Futures. I found it useful because I could get other people's opinions on housing and carpet, etc. And I even got some advice from the other people who are also struggling.

I think it's amazing that they help with gas, electric and food vouchers with everything going up and my money staying the same I cannot afford to buy myself not one thing. I think it's brilliant that they are helping and making people feel a-bit better. It is really good they do this programme and it makes us clarion housing tenant's a-bit at ease

I will use what I learnt from this programme in the future, especially to remind me to make sure all my bills are paid on time, so I don't get into arrears."

"I haven't got anything bad to say about Clarion, what Hometruths staff are doing is great and means people who are struggling won't feel useless."

Clarion resident

The future of social value in procurement at Clarion

As we look to the future, our ambition is to position Clarion as a leader in the sector for delivering social value through the supply chain. We are committed to making sure that our customers and communities directly benefit from the goods and services we procure, and that our activities have a positive impact on the wider society.



To achieve this goal, we will continue to build strong relationships with our supply chain, engage with our communities, and invest in the skills and development of our employees. We will also work closely with our partners and stakeholders to develop innovative solutions that drive social value and make a positive difference to people's lives.

To ensure that we can respond to the evolving needs of our communities, we are committed to creating a flexible social value programme that can adapt to the external environment. This will enable us to deliver both preventative and reactive social value projects that address the changing social and economic conditions that affect our customers and communities.

We will also focus on creating a culture of innovation and continuous improvement, where new ideas and approaches are encouraged and embraced. This will enable us to identify emerging trends and opportunities, and respond quickly and effectively to the changing needs of our stakeholders.

One of the key drivers of our future social value approach will be our new CRM & Impact measurement system, which will enable us to better align our activities with Clarion Futures' priorities and track our progress towards achieving our social value goals. We will also continue to invest in our reporting processes, ensuring that we have clear and transparent metrics to measure our social value activities and demonstrate our impact.

At Clarion Futures, we believe that together we can achieve more for our people and communities. We are committed to working collaboratively with our partners, suppliers, and stakeholders to deliver sustainable social value and make a positive difference to the world around us.

Acknowledging our social value partners

We would like to express our gratitude to all our social value partners for their unwavering support and contribution towards improving the well-being of our people and communities.

To learn more about social value at Clarion and how we work with our partners to make a positive impact on our communities, we encourage you to reach out to our dedicated Social Value Manager, Rudi Nicholls.

Rudi can provide further details on our programmes and initiatives, answer any questions you may have, and discuss potential partnership opportunities.

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