



LiveWest
A home for everyone

The Social Housing Association and Resident Experience Project



May 2025

Foreword

David Orr

Chair of the Clarion Housing Association Board



Housing associations large and small make a massive difference to society, providing their residents with a home and an opportunity for their families to thrive while providing safe, secure, and affordable homes for those who need them most. In recent years, as housing providers face similar challenges of ageing homes, inconsistent incomes and increased regulation and Net Zero targets the benefits of collaboration, sharing insights, and working more closely together to improve the lives of their residents has been invaluable. The Social Housing and Resident Experience (SHARE) Report was developed; A joint project between Clarion and Live West highlights the benefits of such collaboration and extends an open invitation to the sector to engage in this project to an even greater extent in the future.

Published at a time when tenant feedback through Tenant Satisfaction Measures (TSMs) has been introduced, this project predates those requirements. It goes beyond merely assessing the relationship between residents and their housing providers; it focuses on residents' lived experiences and the services they need now and in the future. Drawing on three years of representative surveys with over 3,000 residents each year, we explore their experiences related to employment, finances and neighbourhood opinions of the issues that impact their lives and communities. This report provides the insight to help us recognise the diverse needs of different resident groups, who may require tailored services and support.

By employing a consistent methodology over the last three years the SHARE project has generated robust and actionable data. These findings can help measure initiatives, anticipate the effects of government policies and regulatory changes, and communicate social impact more effectively. High-quality customer insights enable us to understand the scale of challenges, enabling us to make

informed decisions and design services which are future fit and have a higher degree of making a difference. The SHARE project monitors emerging trends in residents' lives and is compared with contemporary Census data and benchmarked against other open-source information.

The value of collective insights across organisations of varying sizes and contexts, as well as the inherent value of collaboration is immediately apparent. It provides a platform for discussing and developing solutions and actions, yielding benefits that extend far beyond the report itself.

A key highlight of the report is that respondents reported a strong sense of neighbourhood belonging, significantly higher than the national average. Clarion and LiveWest customers agree that there is an urgent need for more social rented homes in their local areas. However, many customers are facing financial difficulties with an increasing number turning to food banks or going without heating to save money. Furthermore, working age employment among SHARE respondents is notably lower than national figures. The proportion reporting that they have a disability has also increased significantly between 2020 and 2023, with consistently higher levels of disability among Clarion and LiveWest customers compared to national data.

I would like to express my gratitude to each resident who generously shared their time, views, and experiences with Clarion and LiveWest, making this report possible.

I read this report with great interest and hope you find it as useful and stimulating as I did.

Contents

| | |
|-----------------------------|----|
| The Research Programme | 4 |
| <i>Introduction</i> | 4 |
| <i>Methodology</i> | 5 |
| Neighbourhood belonging | 6 |
| Loneliness | 9 |
| Household finances | 12 |
| Food bank use | 16 |
| Internet use | 18 |
| Confidence online | 21 |
| Building more homes | 24 |
| Disability | 26 |
| Working status | 28 |
| Summary of the key findings | 32 |
| Call for action | 34 |

The Research Programme

Introduction

The Social Housing and Resident Experience (SHARE) project is an opportunity to come together with other housing associations to learn more about our residents, both social renters and shared owners, to better understand their needs, and measure which initiatives are having the greatest impact.

The SHARE project utilises the Clarion Index, a long-established annual market research study first developed in 2012, to deliver sector comparable insights and create a more complete picture of social housing residents across the country. Survey questions included as a part of the SHARE project differ from regular customer satisfaction and perception surveys, as they aim to understand residents' lives and experiences, not just how they feel about their landlord.

As a part of the project, participating organisations have access to the Clarion Index question bank of c.75 questions and sign up to use the prescribed consistent methodology.

This ensures the project delivers comparable insights and allows for results to be combined by all participating organisations.

To kickstart the SHARE project and test our approach, Clarion and LiveWest partnered to develop an initial pilot to explore the benefits and richer insights gained when housing associations collaborate and share findings.

For this pilot, a bank of nine questions has been created covering household finances, internet use, community, wellbeing, and more, with the opportunity to expand further in the future.

Analysis of the results to these nine questions over the last three waves of the Index and Slice of Life surveys have been included in this report to draw out common themes and trends, highlight similarities and differences, and compare results to the national context where possible.

| Survey | 2020 | 2022 | 2023 |
|------------------------|----------|-------------|----------|
| Clarion Index | May/June | June/July | May/June |
| LiveWest Slice of Life | November | March/April | November |

Methodology

Both the Clarion Index and LiveWest Slice of Life Survey are conducted via telephone interview with a sample of customers (2,000 Clarion customers, 1,100 LiveWest customers), with quotas set on age group, tenure, and region to ensure the data collected is representative of the wider customer population. The Clarion Index also includes quotas set on gender and ethnicity.

Calls are made to customers across the day over weekdays and weekends to be as inclusive as possible and ensure a wide range of customers from different backgrounds have the opportunity to take part in the surveys. The table above presents the timescales of each wave of the survey.

Both housing associations employ the services of independent research agencies to independently conduct the survey on their behalf. Clarion partners with Enventure Research and LiveWest with IFF Research. Both these agencies are Market Research Society Company Partners.

Neighbourhood belonging

Respondents were asked to indicate to what extent they agreed or disagreed with the statement 'I feel I belong in my neighbourhood'.

Each year, a large majority of Clarion and LiveWest respondents have agreed with this statement. The strongest levels of agreement were found in 2020, during the height of the Covid-19 pandemic and national lockdowns, but agreement has fallen slightly since then.

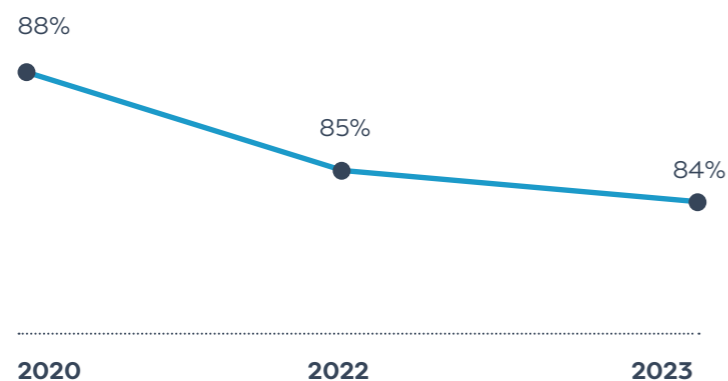
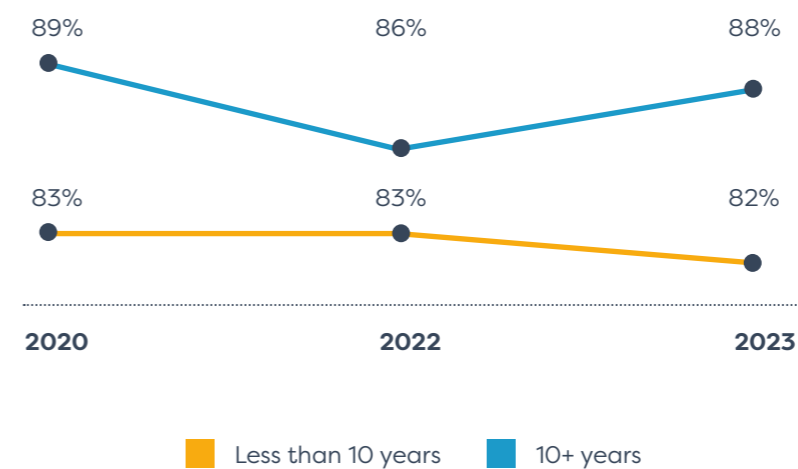


Figure 1 – Agreement with the statement 'I feel I belong in my neighbourhood' (2020-2023)

Base: All SHARE respondents (3,100)

Figure 2 – Agreement with the statement 'I feel I belong in my neighbourhood' by tenancy length (2020-2023)

Base: Less than 10 years 2020 (628), 2022 (1,681); 2023 (1,772); 10+ years (2,462); 2022 (1,410); 2023 (1,315)



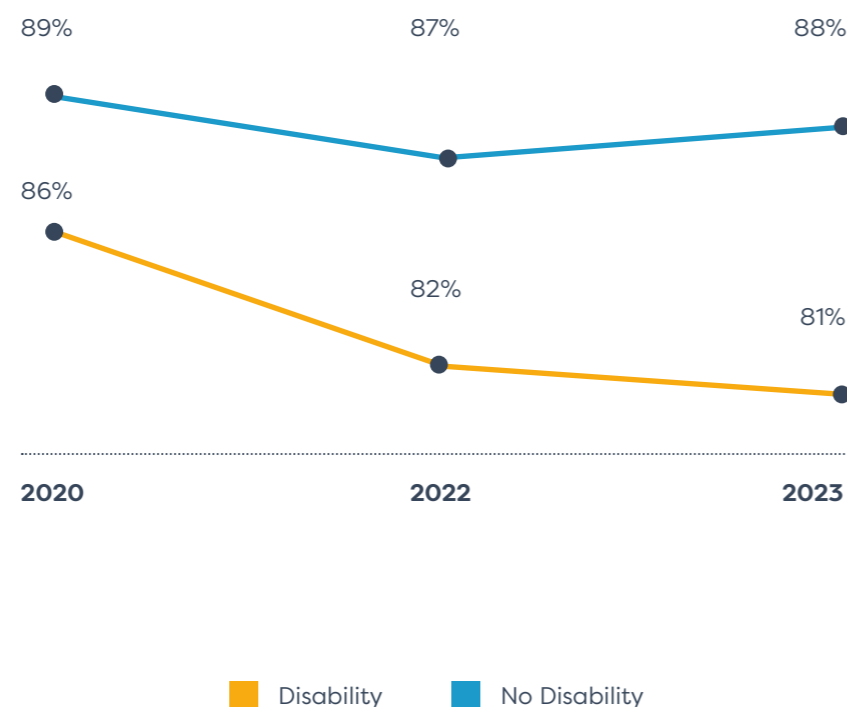
As may be expected, length of tenancy is linked with feelings of neighbourhood belonging. In each wave of the survey, respondents who had lived in their property for 10+ years were more likely to agree when compared with respondents with shorter tenancies.

A similar pattern can be found when looking at results by age, with respondents aged 55+ typically more likely to agree that they feel they belong in their neighbourhood when compared with younger respondents.

Figure 3 – Agreement with the statement ‘I feel I belong in my neighbourhood’ by disability (2020-2023)

Base: Disability 2020 (996), 2022 (1,280); 2023 (1,374); No disability 2020 (1,990); 2022 (1,727); 2023 (1,642)

The results highlight that respondents with a disability were less likely to agree that they feel they belong in their neighbourhood when compared with those without a disability. It should be noted that the question relating to disability was asked differently in both surveys. Clarion asked ‘Do you consider yourself to have a disability?’ and LiveWest asked ‘Does a long-standing health problem or disability mean you have substantial difficulties doing day-to-day activities (this includes problems due to old age)?’.



The national picture

The most recent Opinions and Lifestyle Survey from the Office of National Statistics, which regularly surveys a representative sample of adults aged 16+ across Great Britain, found that 54% agreed or strongly agreed that they felt like they belong to their neighbourhood in November 2023¹. This highlights that Clarion and LiveWest customers have a far greater sense of neighbourhood belonging when compared with the national average.

The Neighbourhood Watch National Crime and Community Survey 2023 asked a very similar question relating to neighbourhood belonging to almost 30,000 people across England and Wales². Their survey found that 73% of those surveyed felt either very or fairly strongly that they belonged to their neighbourhood. Again, this suggests that there is a greater sense of neighbourhood belonging amongst Clarion and LiveWest customers when compared with the wider population. Also in line with the SHARE results, this survey found that there has been a small decline in feelings of neighbourhood belonging over the past three years.

¹<https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/articles/ukmeasuresofnationalwellbeing/dashboard>

²<https://www.ourwatch.org.uk/sites/default/files/documents/2024-02/Crime%20and%20Community%20Survey%202023.pdf>

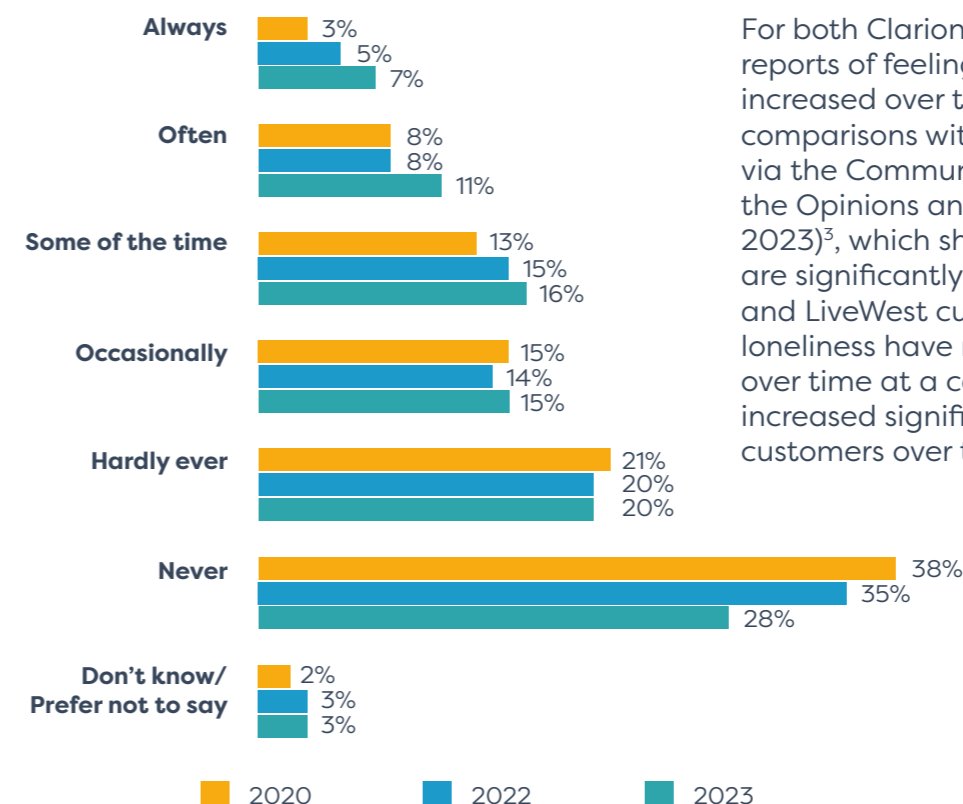


Loneliness

Respondents are asked how often they feel lonely, in line with a question used in national surveys to provide context and comparison. As can be seen in the chart below, although each year the largest proportion indicated that they never feel lonely, the majority have reported some feelings of loneliness, and the proportions of those who feel lonely some of the time, often, or always have steadily increased.

Figure 4 – How often do you feel lonely? (2020-2023)

Base: All SHARE respondents (3,100)

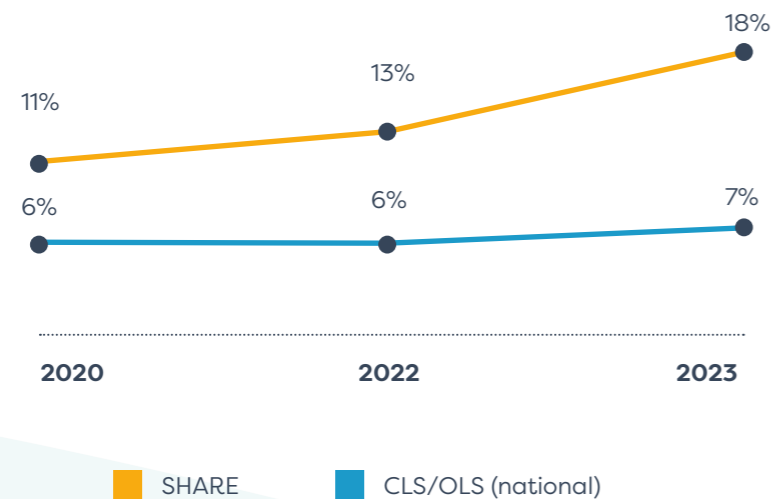


For both Clarion and LiveWest customers, reports of feeling lonely often/always have increased over time. The chart below includes comparisons with national figures collected via the Community Life Survey (2020) and the Opinions and Lifestyle Survey (2022 and 2023)³, which show that reports of loneliness are significantly more likely amongst Clarion and LiveWest customers. National reports of loneliness have remained generally consistent over time at a comparatively low level, but have increased significantly for Clarion and LiveWest customers over the same period.

³<https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/articles/ukmeasuresofnationalwellbeing/dashboard>

Figure 5 – Feeling lonely often or always (2020-2023)

Base: All SHARE respondents (3,100)



Respondents who indicated that they had a disability were much more likely to feel lonely often or always in each wave of the survey, and the proportion has increased over time.

Analysis by working status also highlights significant differences in levels of loneliness for Clarion and LiveWest respondents. In each survey wave, non-working respondents were more likely to feel lonely often or always when compared with those who were working, and again this proportion has increased over time.

Figure 6 – Feeling lonely often or always by disability (2020-2023)

Base: Disability 2020 (996), 2022 (1,280); 2023 (1,374); No disability 2020 (1,990); 2022 (1,727); 2023 (1,642)

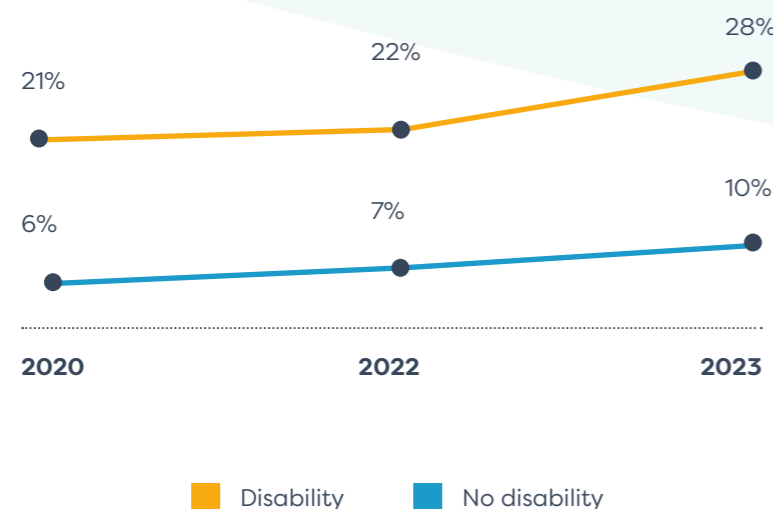
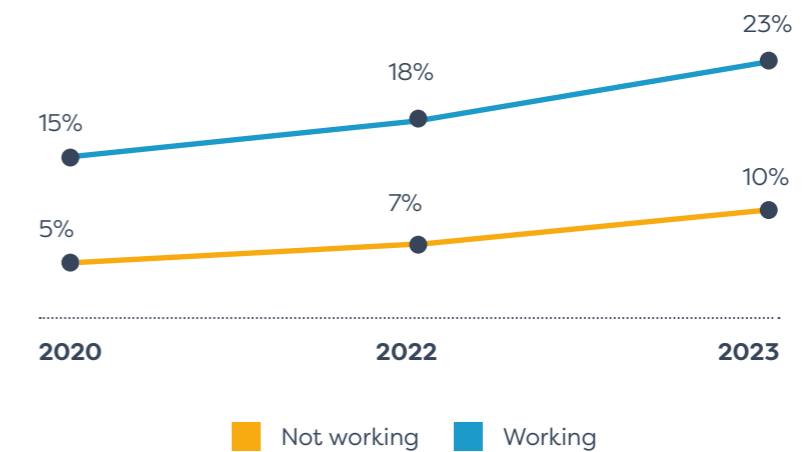


Figure 7 – Feeling lonely often or always by working status (2020-2023)

Base: Working 2020 (1,207), 2022 (1,339); 2023 (1,247); Not working 2020 (1,893); 2022 (1,791); 2023 (1,853)



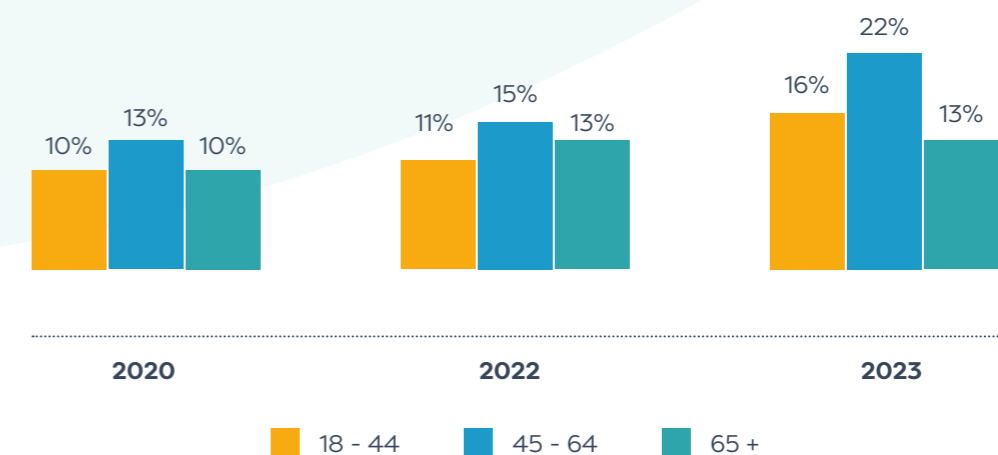
Analysis of national data by the Campaign to End Loneliness⁴ has also found that loneliness is more common amongst those in poor health or with a disability, mirroring the Clarion and LiveWest results. However, nationally this data indicates that loneliness is also more common amongst younger people and women. Research commissioned by FairShare⁵ also found increased risk of loneliness amongst young people as a result of the cost of living crisis, with almost half (42%) of 18 to 24 year-olds in the UK cutting back on socialising with friends due

to the cost of living crisis, and over half (52%) of 25 to 34 year olds avoiding meeting with friends.

However, increased likelihood of loneliness amongst young people and women is not found consistently in the SHARE data. Instead, analysis by age shows that it is customers in the middle age group of 45 to 64 that are more likely to report feeling lonely often or always.

Figure 8 – Feeling lonely often or always by age group (2020-2023)

Base: 18-44 2020 (1,148), 2022 (1,089); 2023 (1,163); 45-64 2020 (1,185); 2022 (1,260); 2023 (1,249); 65+ 2020 (757); 2022 (735); 2023 (673)



⁴<https://www.campaigntoendloneliness.org/wp-content/uploads/The-State-of-Loneliness-2023-ONS-data-on-loneliness-in-Britain.pdf>

⁵<https://fareshare.org.uk/news-media/press-releases/cost-of-living-crisis-causing-loneliness-epidemic-for-young-people>



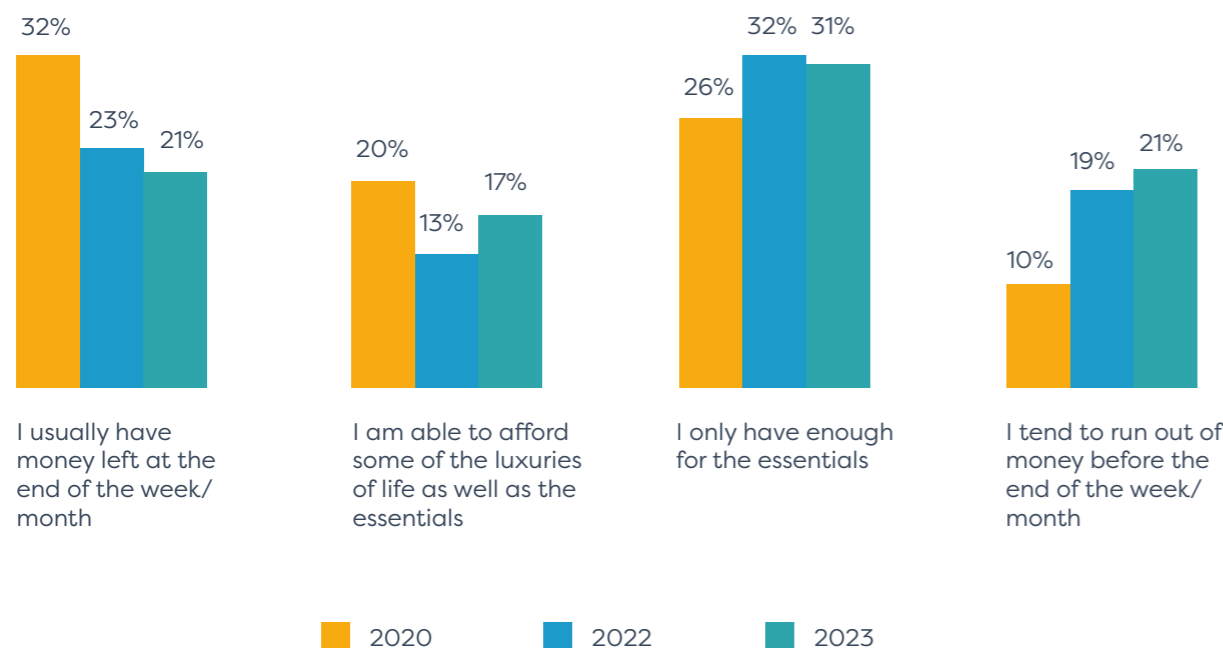
Household finances

SHARE respondents were asked to indicate which of four options best described their household financial situation, ranging from having money left at the end of the week/month, to running out of money before the end of the week/month.

The chart below presents the most recent results to this question over the last three surveys (please note that the 2020 results only include Clarion customers). In 2022 and 2023, the largest proportion of respondents indicated that they only have enough for the essentials, and the remainder are distributed across the other options, with the proportion who indicated that they tend to run out of money increasing.

Figure 9 – Typical household finance situation (2020-2023)

Base: 2020 – Clarion customers only (2,000); 2022-2023 – All SHARE respondents (3,100)



The national picture

A recent national survey was conducted on behalf of Together Through This Crisis (a new initiative designed to combat the cost of living crisis set up by Save the Children, Turn2us, Little Village, Shelter and 38 Degrees) of people in the 100 most deprived and the 100 least deprived constituencies in England, Wales, Scotland and Northern Ireland⁶. The survey found that:

- 37% of people end the month with no money left over
- 24% run out of money for essentials either most months or most days
- 35% of people finish the month with some money to put aside for the future
- 19% of people in the 10 most affluent constituencies in the UK find themselves unable to pay for the likes of food or bills by the end of most months, which rises to 26% of people in the 10 most deprived constituencies

- 6% of people can't pay for essentials most days, which rises to 11% in the UK's 100 most deprived constituencies.

Another survey conducted by the housing association L&Q of 800 of its residents found that 35% either have nothing left each month after essential costs are met or have to borrow, 72% are unable to save money each month, and 70% would be unable to make a one-off payment of £500⁷.

Although not a direct comparison, this national context highlights that large proportions of Clarion and LiveWest customers are struggling financially, in line with a significant proportion of the wider population, and those living in social housing in particular.

Combining the two managing statements (usually have enough money left/able to afford some of the luxuries) and the two struggling statements (only have enough for essentials/tend to run out of money) shows that, in 2022 and 2023, larger proportions of Clarion and LiveWest respondents selected struggling

⁶<https://home.38degrees.org.uk/2023/02/22/introducing-together-through-this-crisis/>

⁷<https://www.cih.org/media/ja0pu34h/0508-cost-of-living-crisis-v4.pdf>

statements than managing statements, following the removal of the £20 per week uplift in Universal Credit.

As could be expected, working respondents were more likely to indicate that they usually have money left at the end of the week/month or are able to afford some luxuries when compared with non-working respondents

in each wave of the survey. In contrast, non-working respondents were more likely to state that they only have enough for the essentials or tend to run out of money before the end of the week/month. The chart below shows this difference for the most recent wave of the survey.

Figure 10 – Combined typical household finance situation (2022-2023)

Base: All SHARE respondents (3,100)

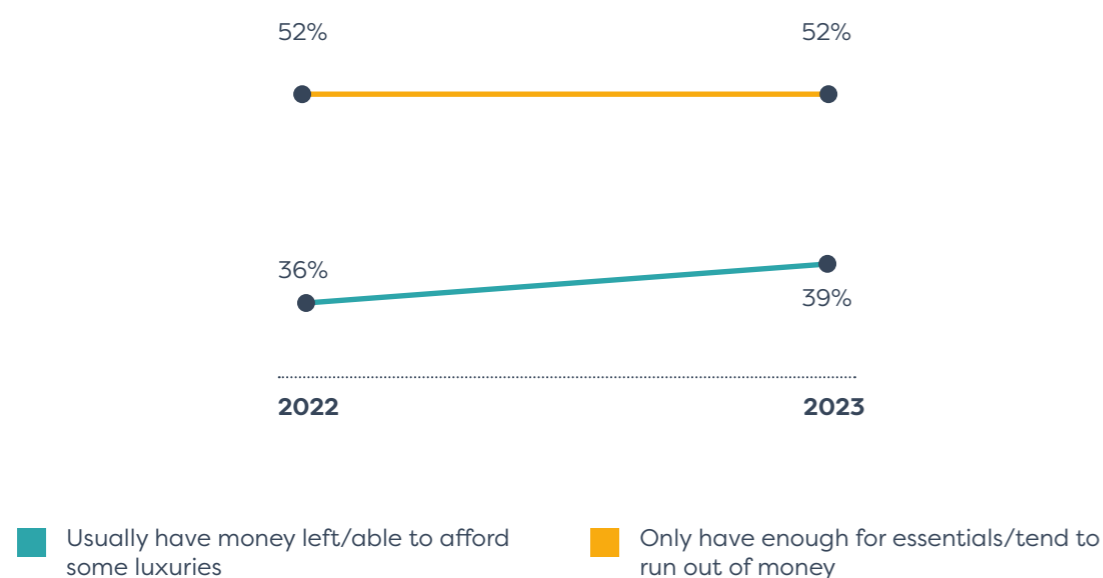
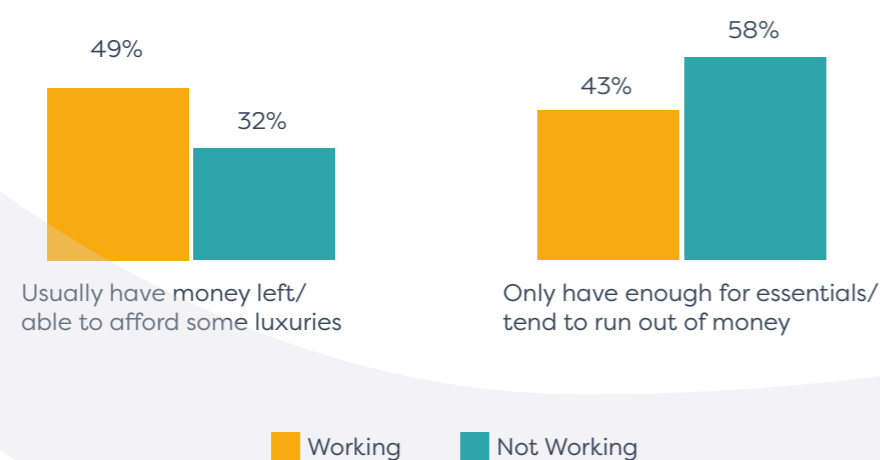


Figure 11 – Combined typical household finance situation by working status (2023)

Base: Working (1,247); Not working (1,853)

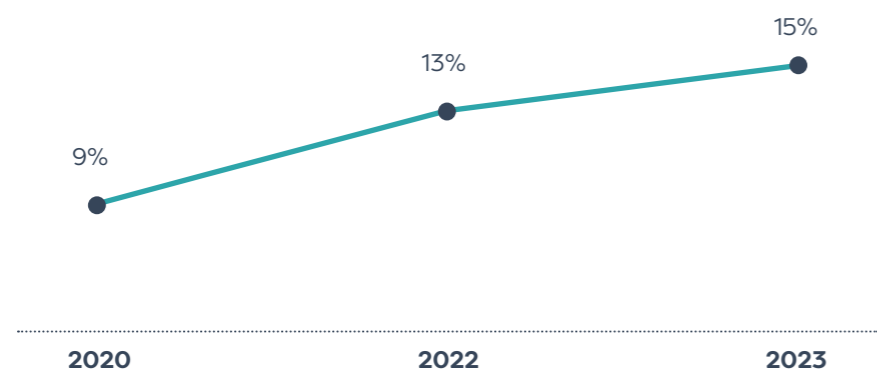




For both housing associations, the use of food banks (or something similar) increased since between 2020 and 2023.

Figure 12 – Use of food bank/something similar in the last 12 months (2020-2023)

Base: All SHARE respondents (3,100)



The national picture

The Department for Work and Pensions published food bank data via its 'Households below average income (HBAI) statistics'⁸, which reported that 3% of all individuals in the UK had used a food bank in the financial year ending 2022. This highlights that food bank use is significantly higher than the national average amongst Clarion and LiveWest customers, due to cost of living disproportionately impacting low income households. Additionally, both Clarion and LiveWest have been working with foodbanks and pantries to support this growing need.

In June 2023, the Trussell Trust published a report examining causes of hunger in the UK⁹, their impact, and what type of people use food banks. The report states that, of those referred to food banks in the Trussell Trust network:

- 69% are disabled, compared to 26% across the general UK population
- 92% are of working age people, compared with 66% across the general UK population
- 89% are in receipt of means tested benefits, while a minority (20%) are in working households
- 46% live in social housing, compared with 8% across the UK
- 39% are from households with children, compared with 29% across the UK

As shown overleaf, results from both the Clarion and LiveWest surveys are reflective of these findings.

In line with the national picture, for both housing associations, respondents with a disability were more likely to report having used a food bank, and this overrepresentation in the data has become more pronounced between 2020 and 2023.

Working age Clarion and LiveWest respondents, particularly those aged 18-34, were more likely to have used a food bank in the last 12 months, and their use has increased since 2020. Additionally, respondents not in employment were also more likely to have used a food bank when compared with those in employment.

For both housing associations, and for each wave of the survey, renter respondents were much more likely to indicate that they had used a food bank in the last 12 months when compared with shared owners, a result which is likely driven by other social and economic factors.

Analysis also shows that Clarion and LiveWest respondents with dependent children living at home were more likely to have used a food bank in the last 12 months when compared with those without any children at home, in line with analysis by the Trussell Trust.

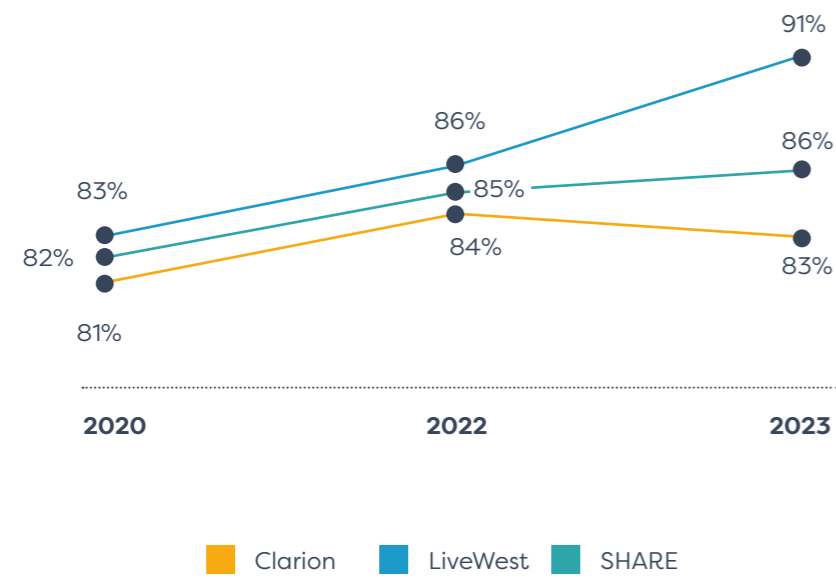
⁸<https://www.gov.uk/government/statistics/households-below-average-income-for-financial-years-ending-1995-to-2022>

⁹<https://www.trusselltrust.org/what-we-do/research-advocacy/hunger-in-the-uk/>

Internet use

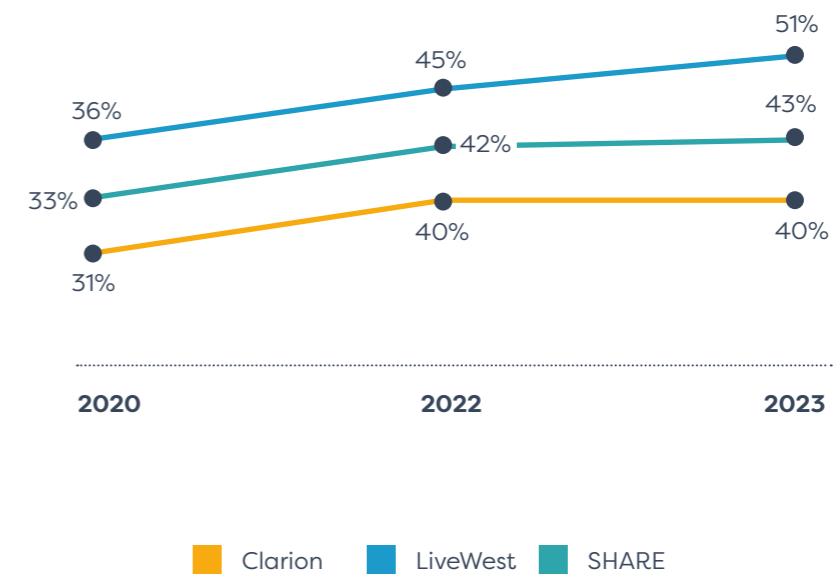
Overall, internet use has steadily increased over time. The chart below shows the combined result for all SHARE respondents, and also the individual results for Clarion and LiveWest. Although internet use appears to be continuing for LiveWest respondents into 2023, where almost all customers are online, it has begun to plateau amongst Clarion respondents.

Figure 13 – Use of the internet (2020-2023)
Base: All Clarion respondents (2,000); All LiveWest respondents (1,100); All SHARE respondents (3,300)



For both housing associations, respondents aged 75+ are less likely to use the internet. However, use of the internet amongst this age group has increased more significantly over time when compared with younger age groups.

Figure 14 – Use of the internet aged 75+ (2020-2023)
Base: Clarion respondents aged 75+ (202-232); LiveWest respondents aged 75+ (79-126); SHARE respondents aged 75+ (281-358)

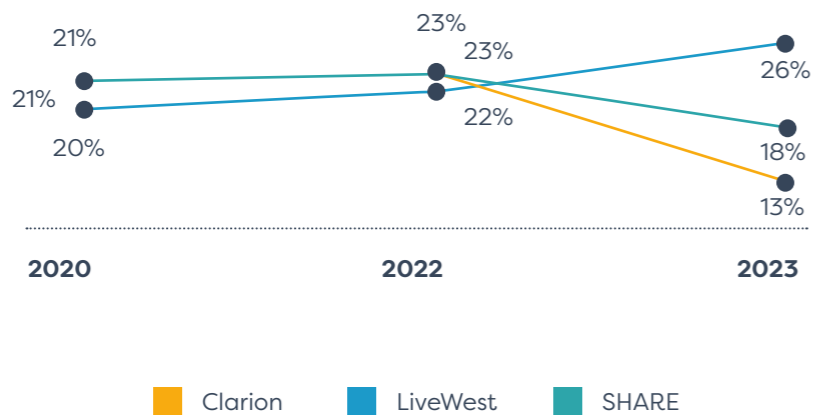


Younger respondents aged under 34 from both housing associations were more likely to indicate that they used the internet several times an hour when compared with older age groups, and frequency of internet access diminishes as age increases. Although the proportion of

respondents accessing the internet several times an hour has steadily increased for LiveWest respondents, it has fallen in the most recent Clarion survey. This may be explained by the increased proportion of older respondents accessing the internet on a less frequent basis.

Figure 15 – Use of Internet several times an hour (2020 -2023)

Base: All Clarion respondents (2,000); All LiveWest respondents (1,100); All SHARE respondents (3,300)



The national picture

The most recent Office of National Statistics data from 2020¹⁰ shows that 92% of adults in the UK were recent internet users, up from 91% in 2019. This highlights that the proportion of Clarion customers using the internet may be below the national average, whereas the proportion of LiveWest customers using the internet is moving more in line with the national average.

In line with Clarion and LiveWest survey results, a significantly greater proportion of all adults aged 16 to 44 years in the UK were recent internet users (99%) when compared with 54% of adults aged 75 years and over. The national data also shows that while there has been little change in internet use for adults aged 16 to 44 years in recent years, the proportion of those aged 75 years and over who are recent internet users has nearly doubled since 2013, from 29%, to 54% in 2020, again reflecting the results of the Clarion and LiveWest surveys.



¹⁰<https://www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/bulletins/internetusers/2020>

Confidence online

Survey respondents who used the internet were asked to specify how confident they were using services online. It is interesting to see that, although internet use has increased, particularly for LiveWest customers, this increase is not mirrored in an increase in confidence online, which could be as a result of the growing awareness of internet security concerns. Although the majority of respondents each year were confident, this level has remained generally consistent.

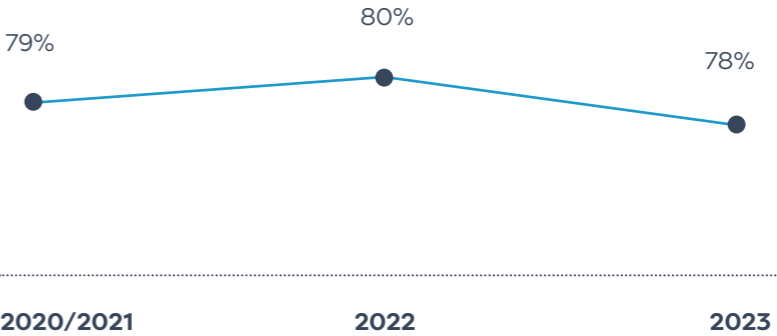
This plateau or small decline in confidence is possibly linked with an increase in internet use amongst older customers, who were more likely to state that they did not feel confident using services online.



Confidence online

Figure 16 – Confidence using services online (2020/21-2023)

Base: SHARE respondents who use the internet¹¹ 2020/21 (2,216); 2022 (2,613); 2023 (2,634)



¹¹This question was not asked in the Clarion Index 2020, so the result is taken from the Index 2021

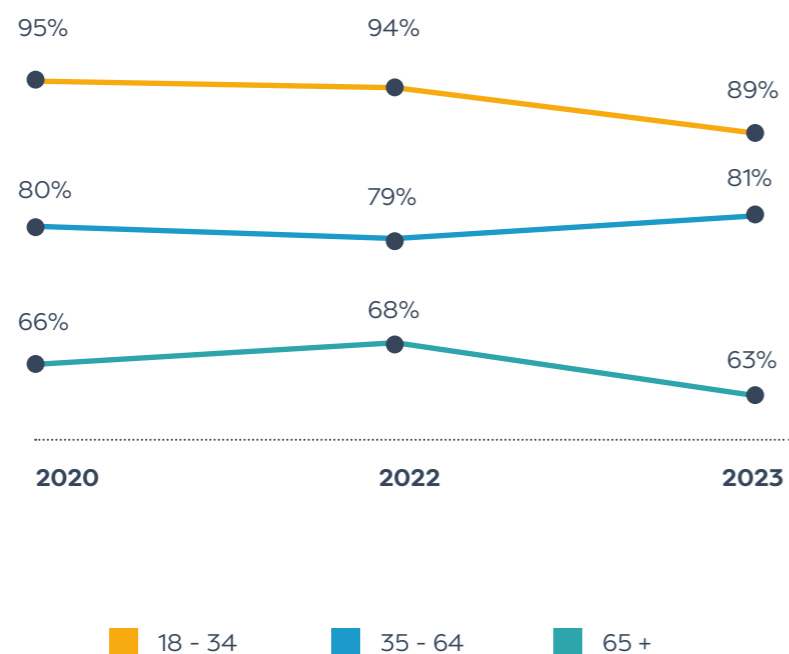
Often linked with age, Clarion and LiveWest customers with disabilities, not working, and with no dependent children living at home were also less likely to be confident at using services online.

The national picture

Ofcom's recent Adults' Media Use and Attitudes report survey 2022¹² found that 79% of UK adults described themselves as confident internet users, generally in line with the results collected from Clarion and LiveWest customers.

Figure 17 – Confidence in using services online by age group (2020/21-2023)

Base: SHARE respondents who use the internet 18-34 2020/21 (561), 2022 (538), 2023 (604); 35-64 2020 (1,313), 2022 (1,644), 2023 (1,635); 65+ 2020 (334), 2022 (418), 2023 (383)



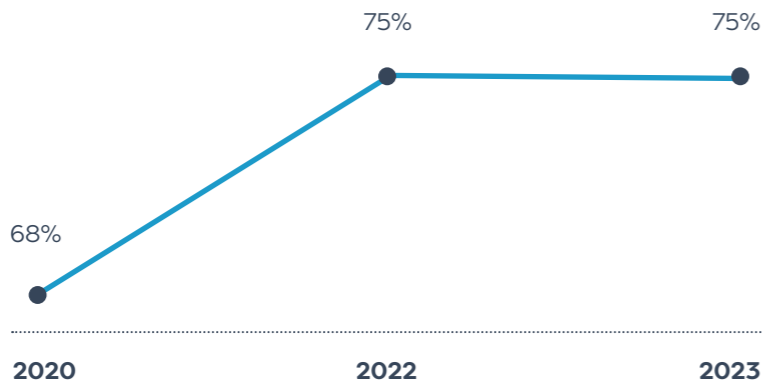
¹²https://www.ofcom.org.uk/_data/assets/pdf_file/0020/234362/adults-media-use-and-attitudes-report-2022.pdf

Building more homes

Since 2020, the majority of both Clarion and LiveWest respondents have agreed that there is a need for more social rented homes in their area, increasing significantly between 2020 and 2022, particularly amongst Clarion respondents.

Figure 18 – Agreement that there is a need for more social rented homes in my area (2020-2023)

Base: All SHARE respondents (3,100)



For both housing associations, renter respondents are more likely to agree that there is a need for more social rented homes in their area when compared with shared owners in each wave of the survey. Although agreement is lower amongst shared owners, it has still increased over time, particularly amongst Clarion shared owners.

Figure 19 – Agreement that there is a need for more social rented homes in my area by tenure (2020-2023)

Base: Renters 2020 (2,750), 2022 (2,743); 2023 (2,756); Shared owners 2020 (350); 2022 (357), 2023 (344)

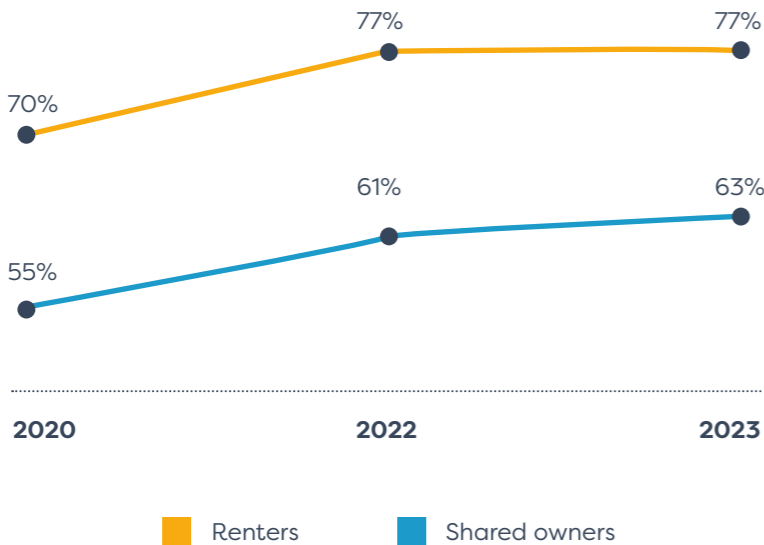
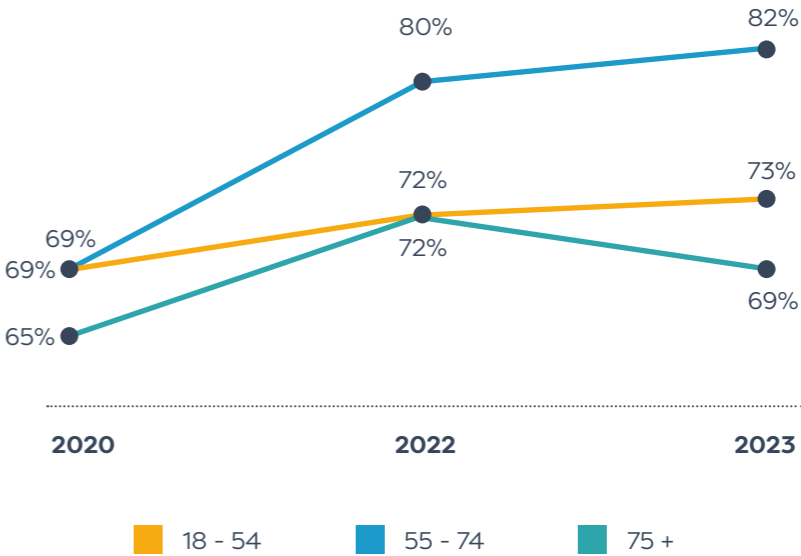


Figure 20 – Agreement that there is a need for more social rented homes in my area by age group (2020-2023)

Base: 18-54 2020 (1,794), 2022 (1,711), 2023 (1,748); 55-74 2020 (922), 2022 (1,042), 2023 (1,053); 75+ 2020 (374), 2022 (331), 2023 (284)



Analysis by age group over time shows that attitudes were generally similar for both Clarion and LiveWest customers in 2020. However, in the two most recent waves of the surveys (2022 and 2023), respondents aged 55 to 74 became much more likely to agree that there is a need for more social rented homes in their area when compared with younger and older respondents, where attitudes remained more consistent.

The national picture

To provide some comparison with national perceptions, a recent survey commissioned by the National Housing Federation (NHF)¹³ found that 52% of Conservative voters in Britain believe not enough social housing is being built, and 48% think the government should prioritise building social housing over homes for sale (28%) or private rent (8%). This shows that Clarion and LiveWest customers are more likely to agree that there is a need for more social rented homes in their area when compared with Conservative voters.

¹³<https://www.housing.org.uk/news-and-blogs/news/conservative-voters-support-building-social-housing-over-homes-for-sale/>

Disability

The proportion of customers reporting that they have a disability has increased between 2020 and 2023 for both Clarion and LiveWest. Again, it should be noted that the question relating to disability was asked differently in both surveys. Clarion asked 'Do you consider yourself to have a disability?' and LiveWest asked 'Does a long-

standing health problem or disability mean you have substantial difficulties doing day-to-day activities (this includes problems due to old age)?'

Reporting of a disability has increased to some degree for all age groups, but most significantly for those aged 55+ between 2020 and 2022.

Figure 21 – Reporting a disability (2020-2023) Base: All SHARE respondents (3,100)

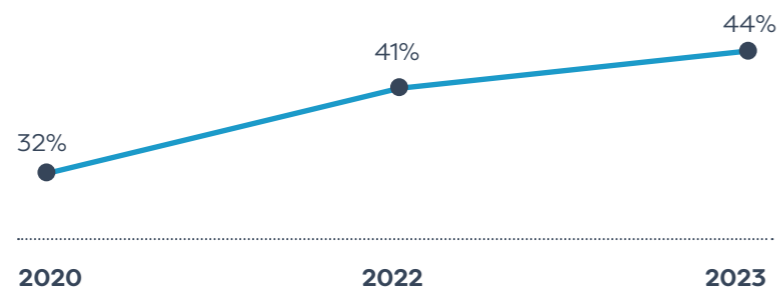
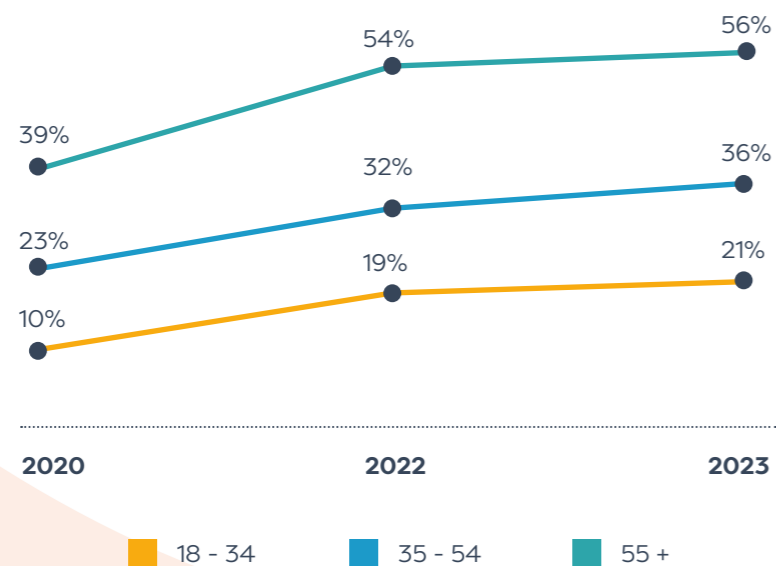


Figure 22 – Reporting a disability by age group (2022-2023)

Base: 18-34 2020 (652), 2022 (549), 2023 (613); 35-54 2020 (1,142), 2022 (1,162), 2023 (1,135); 55+ 2020 (1,296), 2022 (1,373), 2023 (1,337)



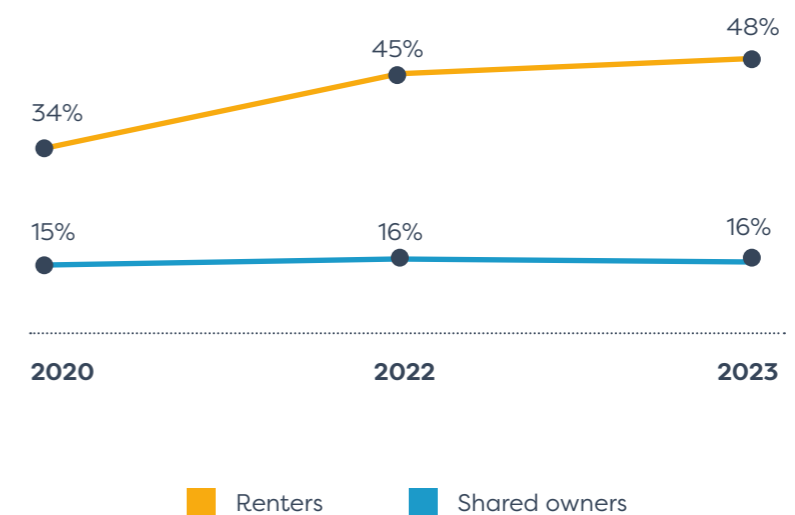
The national picture

The Department for Work and Pensions Family Resources Survey 2021-22¹⁴ found that, in the year ending March 2022, 24% of people living in the UK reported a disability, indicating that Clarion and LiveWest customers are more likely to report a disability. This survey also showed an increase in reporting of disability from 19% in 2012 to 24% in 2022, which highlights that there is a national trend of increasing levels of disability, although not necessarily to the same degree as found in the Clarion and LiveWest survey results.

This may be explained by other national research conducted by the Office of National Statistics from 2021 which found that disabled people were less likely to own their own homes and more likely to live in social rented housing¹⁵. As shown in the chart below, renters from both Clarion and LiveWest were more likely to indicate that they had a disability when compared with shared owners. Whilst the proportion of renters with a disability increased each year, the proportion of shared owners reporting a disability remained static.

Figure 23 – Reporting a disability by tenure (2020-2023)

Base: Renters 2020 (2,750), 2022 (2,743), 2023 (2,756); Shared owners 2020 (350), 2022 (357), 2023 (344)



¹⁴<https://www.gov.uk/government/statistics/family-resources-survey-financial-year-2021-to-2022/family-resources-survey-financial-year-2021-to-2022>

¹⁵<https://commonslibrary.parliament.uk/research-briefings/cbp-9602/>

Working status

The chart below presents the working status for both Clarion and LiveWest respondents across the three waves of the survey. Each year, respondents were most commonly working (either full or part time), but significant proportions indicated that they were unable to work due to a disability or long term illness, and incidence of this has increased over time.

Figure 24 – Working status (2023) Base: All SHARE respondents (3,100)

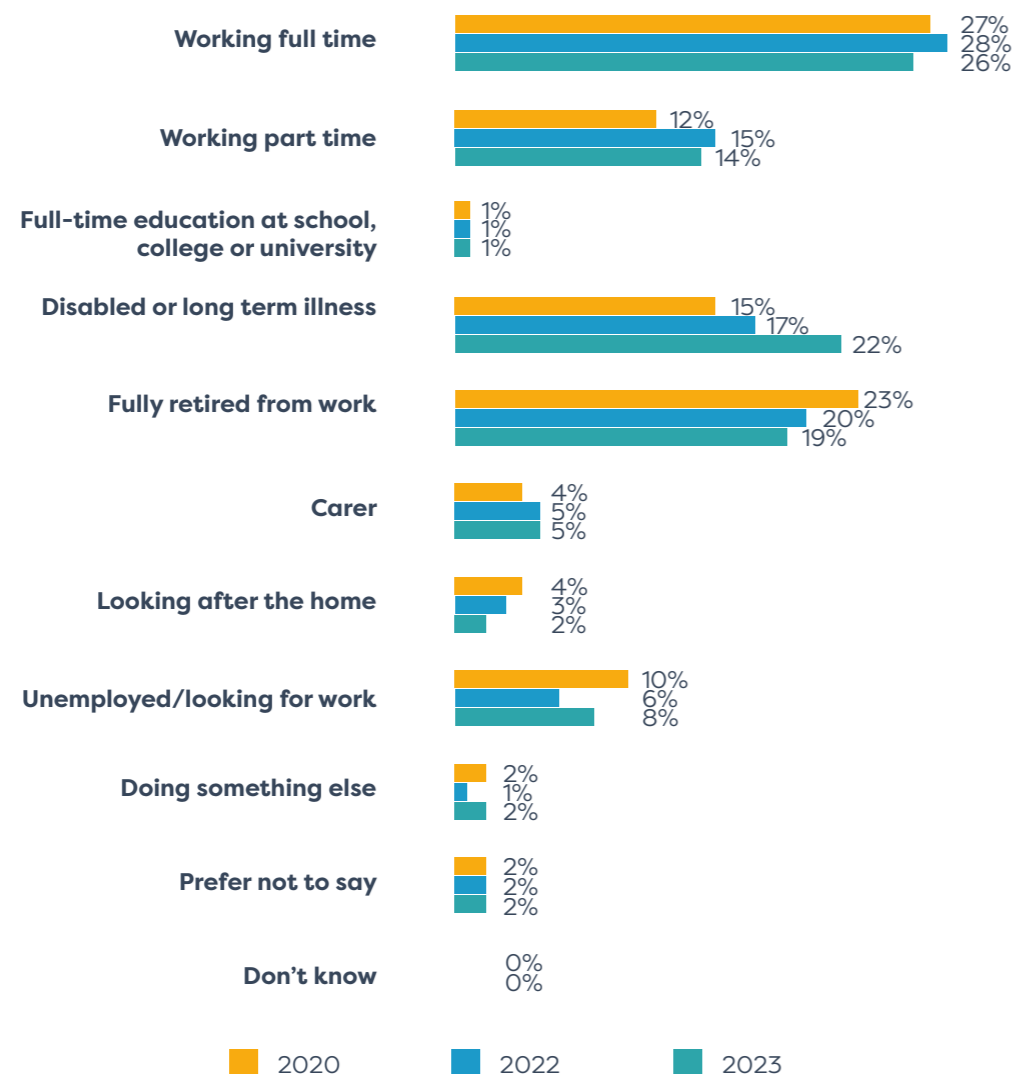
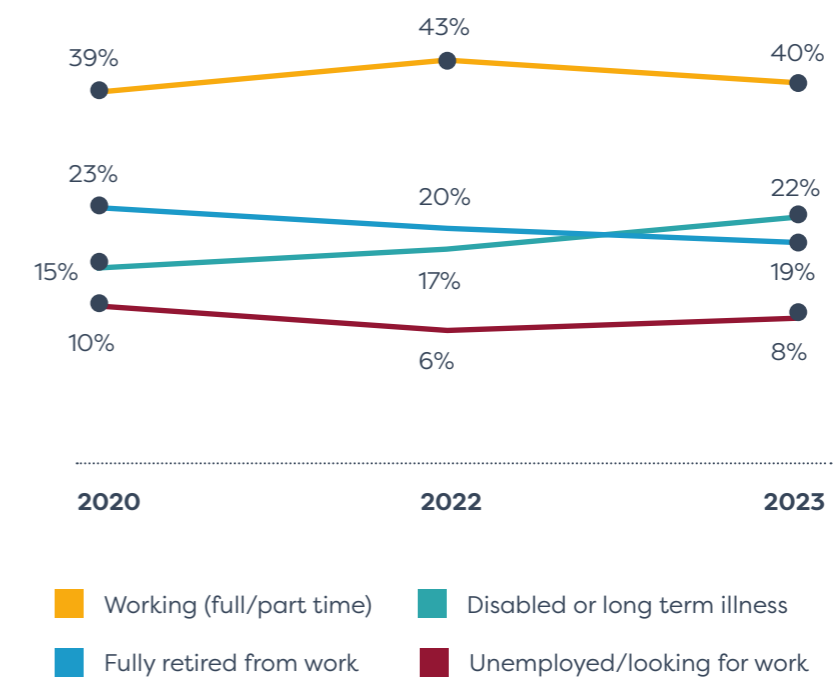


Figure 25 – Employment (2020-2023) Base: All SHARE respondents (3,100)



2020 to 2023 comparison

The proportion of respondents in employment (full or part time) increased in 2022 but returned to similar levels in 2023 as those recorded in 2020. This is mirrored by those who are unemployed/looking for work, which fell in 2022 but increased again in 2023.

It is also interesting to note that, as the proportion of respondents who indicated that they are fully retired from work has decreased over time, the proportion who indicated that they cannot work due to a disability long term illness has increased.

The proportion of respondents indicating their working status as unable to work due to a disability/long term illness increased most notably for LiveWest customers between 2022 and 2023. Those aged 45 to 64 were most likely to indicate that they were unable to work due to a disability or long-term illness

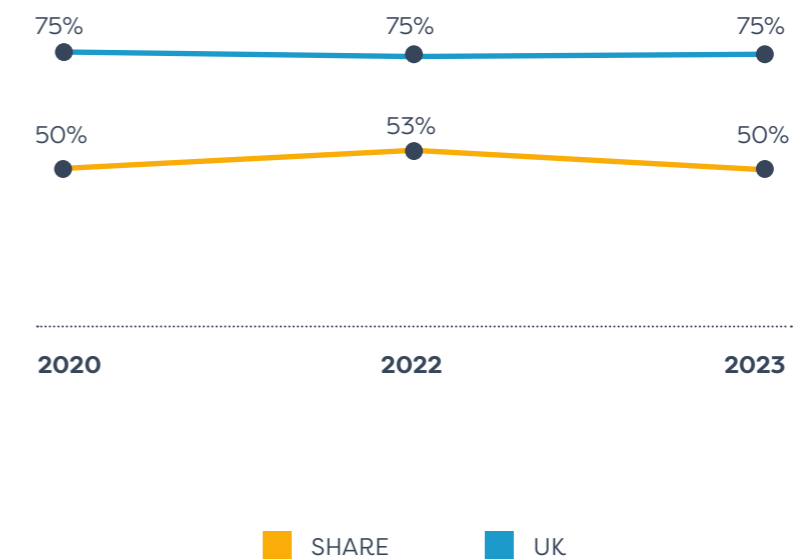
For both housing associations, being unemployed/looking for work was more common amongst those aged 18 to 24.

The national picture

Amongst 16 to 64 year olds, employment in the UK has remained at 75% between 2020 and 2023¹⁶. For comparison, the chart below shows the proportion of working age respondents in employment for both housing associations. This highlights that, although levels of employment are higher amongst those of working age, they are still significantly lower than the national average.

Figure 26 – Working age employment, SHARE and UK

Base: Working age SHARE respondents 2020 (2,333), 2022 (2,349), 2023 (2,412)



¹⁶<https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/timeseries/lf24/lms>

Summary of the key findings

Neighbourhood belonging

- A sense of neighbourhood belonging is strong amongst SHARE respondents, and is significantly above the national average
- This has declined somewhat between 2020 and 2023, which appears to be in line with the national context
- Neighbourhood belonging is higher amongst customers who have lived in their property for longer and older customers, but is lower amongst those with a disability

Loneliness

- Although the largest proportion of SHARE respondents never feel lonely, the majority have reported some feelings of loneliness
- The reported frequency of feeling lonely has increased between 2020 and 2023, particularly for those who feel lonely often or always
- Feeling lonely often or always is more likely amongst SHARE respondents when compared with the national average
- Feeling lonely often or always is more common and increasing in frequency amongst those with a disability, those who are not working, and those aged 45-64

Household finances

- SHARE respondents are more likely to be struggling financially (only having enough for the essentials or running out of money by

the end of the week/month), than managing (usually having enough money left at the end of the week/month or being able to afford some luxuries)

- National statistics and research from other housing associations highlight that Clarion and LiveWest customers are struggling financially, in line with a significant proportion of the wider population
- Non-working respondents are more likely to be struggling financially when compared to those in employment

Food bank use

- The use of food banks (or something similar) amongst SHARE respondents has increased between 2020 and 2023
- The use of food banks is more likely amongst those with a disability, younger customers aged 18-34, those who are not working, those who rent, and those with dependent children living at home
- This is reflective of the national picture, where food bank use is more common amongst the same groups, most notably those living in social housing

Internet use

- The vast majority of SHARE respondents use the internet, which has steadily increased between 2020 and 2023
- Although use has continued to increase for LiveWest respondents, becoming in line

with the national average, it has begun to plateau amongst Clarion respondents and sits below the national average

- Internet use is significantly lower amongst those aged 75+, whereas the frequency of using the internet several times an hour has increased amongst younger respondents aged under 34

Confidence online

- Although internet use has increased, confidence in using services online has not, but instead has remained generally consistent
- This plateau may be linked to the increased use of the internet amongst older customers, who were more likely to indicate that they were not confident
- Levels of confidence in using services online amongst SHARE respondents are generally in line with national data

Building more homes

- The majority of SHARE respondents agree there is a need for more social rented homes in their area
- This opinion increased significantly between 2020 and 2022, particularly amongst renters and those aged 55-74
- In comparison with available national data, SHARE respondents are more likely to feel that there is a need for more social rented homes in their area

Disability

- The proportion of SHARE customers reporting that they have a disability has increased between 2020 and 2023
- Reporting a disability has increased for all age groups, but most notably for those aged 55+
- Reporting of a disability is more common amongst SHARE customers when compared with national data, although nationally an increase has also been recorded

Working status

- The largest proportion of SHARE customers are in employment, which after a small increase in 2022 has returned to similar levels recorded in 2020, in line with a small decrease in unemployment
- As the proportion of respondents who are fully retired from work has decreased over time, the proportion who indicated that they cannot work due to a disability or long-term illness has increased
- Those aged 45 to 64 were most likely to indicate that they were unable to work due to a disability or long-term illness
- Amongst working age customers, the level of employment amongst SHARE respondents is significantly below the national average

Call for action

The SHARE project has been a great opportunity for Clarion and LiveWest to come together and gain a clearer picture of social housing residents across the country. It has allowed us to learn more about our residents, both social renters and shared owners, to better understand their needs, and measure which initiatives are having the greatest impact. The Slice of Life survey has been a great addition to LiveWest, offering a unique perspective by exploring many areas of customers' lives beyond their general satisfaction, an area where many social landlords including ourselves and Clarion have tended to focus in the past.

Suzanne Brown

(Executive Director of Operations - LiveWest).

We invite other housing providers to contribute to the SHARE project and help us build a more comprehensive understanding of the current social housing landscape. As part of the project, participating organisations will have access to the Clarion Index question bank of c.75 questions and sign up to use the prescribed consistent methodology. This ensures the project delivers comparable insights and allows for results to be combined by all participating organisations. By working together, we can create a more detailed and accurate picture of the needs and experiences of social housing customers, ultimately leading to better-informed decisions and more effective initiatives. This additional insight will be invaluable to drive meaningful change across the sector.

For more information on the report and how to get involved contact shareproject@clarionhg.com



Clarion Housing Group

5th Floor
Greater London House
Hampstead Road
London
NW1 7QX

 clarionhg.com

 [@clarion_group](https://twitter.com/clarion_group)

 [/clarion-housing-group](https://www.linkedin.com/company/clarion-housing-group)

 [@clarionhousing](https://www.facebook.com/clarionhousing)

 [@clarion.housing](https://www.instagram.com/clarion.housing)



CLARION
HOUSING GROUP

Clarion Housing Group Limited is a charitable Registered Society (Reg No 28038R). Registered with the Regulator of Social Housing (Reg No LH4087). VAT No 675 646 394. Registered office: 5th Floor, Greater London House, Hampstead Road, London, NW1 7QX.