



**CLARION**  
HOUSING GROUP

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9 February 2021

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Dear Sian,

Thank you for your email requesting more information about the safety measures we have in place to protect our staff. I am aware of the conversations with Unite and can confirm that following a thorough investigation of the small number of examples they were able to provide, we found no evidence to substantiate these allegations. I disagree that we are placing our people into unsafe situations. The measures we have had in place throughout the pandemic ensure that risks are understood and well managed.

The guidance for our residents is available on our website at <https://www.myclarionhousing.com/help-and-guidance/coronavirus-guidance-and-services> and this includes our generic risk assessment which is update regularly. Our staff are empowered to complete a dynamic risk assessment by calling ahead to speak to the resident and by assessing the situation on arrival. Conversations are kept to a minimum and residents have found this video helpful in understanding their role <https://www.youtube.com/embed/PKfo5JEYa-Q>. The demand for our services remain high as we strive to maintain our properties to a good standard and keep our residents safe. We have balanced the priorities of protecting our people and our residents throughout this challenging period.

It is a tragedy that so many have lost their lives to this virus. I however remain confident that we have safe working practices in place. The category you have referred to would include those who sadly do not have the provision of PPE and controls that we have introduced.

I am in full support of our operatives and community based teams receiving the vaccine at the earliest opportunity, once those who are more vulnerable have been vaccinated.

Yours sincerely,

Clare Miller

**Clarion Housing Group CEO**