

Agenda Item No:	4	
Committee:	Overview & Scrutiny	
Date:	8 January 2018	
Report Title:	Concerns with new Heating Contract for Clarion Housing	

1 Purpose / Summary

To understand the reasons for the problems that has arisen with a new contract Clarion Housing has commissioned with Morgan Sindall, the mitigating action that has taken place to address the issues, the current position and lessons learnt to reduce the risk of a recurrence.

2 Key issues

- Morgan Sindall started a new gas contract in the East Region for Clarion Housing at the beginning of October 2017.
- Since this time many customers have experienced a less than satisfactory service with some homes being left without heating or hot water for extended periods of time.
- This has resulted in an increasing number of complaints concerning gas heating and hot water and higher than usual call volumes at Clarion's Contact Centre, which has in turn had an impact on other residents trying to make contact with Clarion.
- In light of the issues occurring residents who have faced heating and hot water difficulties have been raising their concerns with members when they have not received a response within the timescales required.
- In response the Council have been working with Clarion to support the communications with our community and to provide updates to our members so that they can inform residents who raise the issue with them.
- As part of this the Council asked Clarion if they could attend along with Morgan Sindall a meeting of Overview & Scrutiny to understand what went wrong , the steps taken to address the situation, the current position and lessons learnt to reduce the risk of recurrence.
- Clarion and Morgan Sindall had no hesitation in wanting to attend recognising the role that members have in our communities.

3 Recommendations

- To consider the update from Clarion and Morgan Sindall.

Wards Affected	All
Forward Plan Reference	
Portfolio Holder(s)	Councillor Will Sutton
Report Originator(s)	Dan Horn - Head of Housing & Community Support

Contact Officer(s)	Dan Horn Richard Cassidy - Corporate Director
Background Paper(s)	