



Clarion Housing - 2022 update

5th Dec 2022

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Daniel Read, Director of Partnerships – East and Central

John Ferman, Regional Director of Housing

Intro to Clarion Housing

- 125,000 properties across UK
 - 4324 in Fenland (includes leaseholders)
 - 2294 in Wisbech
- Our Regulators
 - Regulator of Social Housing
 - Housing Ombudsman
 - Homes England



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Managing our homes



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Compliance

- Swale – Annual Gas checks - 99.74%
- Electrical periodic testing 97.59%
- Other compliance areas – Asbestos, fire systems, fire risk assessments, emergency lighting, waste water systems and lifts

Day to day repairs

- New phone system installed at the contact centre
- Customer can raise their own repairs on line
- Emergency repairs attended in 24hrs
- General repairs completed in 28 days



Planned Investment programme

Social Housing Decarbonisation Project

- The project is to improve the energy of homes with an Energy performance rating of E or D and reduce space heating demand.
- Works include external wall insulation, loft insulation, triple glazing, ventilation and roof integrated solar PV
- An estimated bill reduction of up to £500 per year based on SAP modelling
- 50 properties to be completed by Christmas with and approx. 200 to be completed before end of March 2023
- £6.33 m investment



Planned investment

- *We are working on a number of projects across Cambridgeshire which include bathrooms, kitchens, ASHP, entrance doors, windows*

Aids and Adaptations in Fenland

Year 2021/22

- 42 completed
- Clarion contribution £54,257.35

Year 2022/23 – (up to 17/11/2022)

- 22 completed
- Clarion contribution £63,106.87
- 37 cases in progress – Clarion contribution £103,500.03, plus 3 extensions with Clarion contribution approx. £89,590





Home-Link update

New applications received

2020/21	2021/22	2022– sept
1507	1726	702

Live applications/total on the housing register

	Band A	Band B	Band C	Band D	Total
March 2021	127	350	450	432	1359
March 2022	153	458	463	361	1435
September 2022	202	504	488	374	1568



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Lettings stats

Lettings information (Clarion only)

2021/22

236 lets in Fenland

191 General needs

45 Retirement housing/LiveSmart

Average re-let time 31.9 days

2022/23 (Apr – Sept)

83 lets in Fenland

62 General needs

21 Retirement housing/LiveSmart

Average re-let time 42.7 days



Empty Homes

48 in total 'General Needs'

- 10 x full property appraisal
- 6 x lease direct with FDC to be signed imminently
- 2 x Rough Sleeper Accommodation Programme
- 30 x being worked on or ready to let

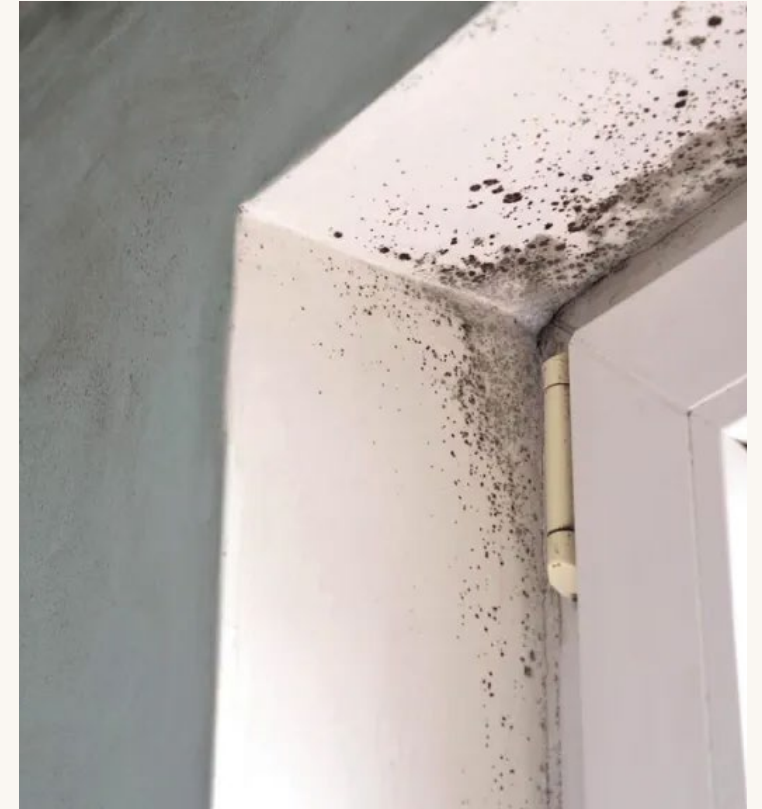
43 in sheltered/ extra care

Response to Damp and Mould

- Increased investment in humidity and ventilation monitoring devices, to enable early identification of problems
- Referring cases to specialist surveyors if there is a repeat instance of damp and mould
- Enhanced training for all colleagues and new reporting systems
- Using our 'Every Visit Counts' policy to ensure that if colleagues are in a property fixing a separate problem, they look for condensation damp and mould and raise any issue



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Other Updates

- Response to Eastfields

<https://www.clarionhg.com/news-research/2022/may/learning-lessons-from-eastfields-one-year-on/>



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Other Updates

- Cyber attack
 - More online reporting
 - Increased presence on estates
- Rough Sleeper Accommodation Programme & Next Steps
- Safer Wisbech
- TA – 9+



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Customer Feedback/ Performance

Customer satisfaction responses

- Repairs Services – 91.68%
- Swale (gas engineers) – 91.4%
- Trust Pilot – 4.1 stars



Repairs and Maintenance

- First time fix – 91.72%
- Emergency Repairs completed on time – 99.12%
- Routine Repairs completed on time – 81.51%

Thank you



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Clarion Housing

6 More London Place
Tooley Street
London SE1 2DA

myclarionhousing.com



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Fenland Scrutiny Panel Development Update

December 2022

Fenland Scrutiny Panel - Development Update

- Latimer, Clarion's development arm, completed 2,276 units nationwide in 2021/23 86% of which were affordable tenures
- Latimer aim to deliver a similar amount of units in financial year 2022/23 despite the difficult conditions in the housing industry

Fenland

- Gaul Rd, March – This opportunity has been aborted. The 65 unit scheme, which had been supported by a previous planning officer, was not supported by Fenland. The revision to 55 units which was requested by Fenland was unviable for Latimer. Rather than expend any further funds Latimer have withdrawn from the development contract with Partner at a cost of £45k. We understand that Partner are still pursuing the opportunity.
- Hassocks Way, Wimblington – This opportunity is no longer being pursued. This is due to the size of the contractor developer who has control of the site being considered unsuitable in the current market conditions
- The strategic land team continue to pursue a number of long term possibilities in the district. Due to various sensitivities these cannot be discussed at the moment
- The Land and Partnership Team continue to pursue S106 and package deals in the locality, including the large Persimmon development in March. This is a competitive tender so no guarantee that these will come to Latimer.

Small Sites...



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Roman Court, Leverington

= 16 affordable homes for rent

= Reviewing financial viability – revert to Fenland in the new year

Springfield Ave, March

= 40 affordable homes for rent

= Planning application submitted. In dialogue with planning department to secure planning permission

= Completion estimated July 2024



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Clarion Futures

*November
2022*

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£212,000 invested in community partners and projects

632 young people engaged

206 Families in Fenland supported through the Money Team

3 partners supported with business planning

£38,750 of grant funding for partners

highlight



702 positive outcomes

1327 people engaged

40 sustained jobs



Funded youth provision across Wisbech, Whittlesey and March

Funded food hubs March and Whittlesey

Funded solar energy for Wisbech Community Farm



Clarion Futures Digital Online everyday, safely and securely

Digital Support Service 21/22

28,858 interventions

- Device and connectivity access schemes
- Providing foundation and essential level digital skills

Wisbech Online- in partnership with Cambridge Acre, Oasis Centre and the Ferry Project

- Deliver digital skills training via weekly sessions
- Supply 30 laptops
- Digital Champions



Clarion Futures Money

Clarion have just announced the new **£500,000** Cost of Living Emergency Fund to help residents manage through the cost of living crisis.

In 21/22 we increased our reach in Fenland by over 50%, providing money guidance and energy advice through **782** interventions to **206** households in Fenland.

We continue to be a champion for the Local Assistance scheme in Cambridgeshire delivering grant support in Fenland.

We have developed the 'You are not alone' campaign to support residents affected by costs of living backed up by new web resources and an increased money guidance phone team available for phone support Monday - Friday to all Clarion residents.

We are expanding our proactive outbound work to reach 2000 more households at risk of fuel poverty. and help them to engage in budgeting and income maximisation. In 22/23 we will distribute **£190, 000** in hardship support to households in need who are engaging in money guidance.



**You are
not alone**

 **Five ways** to help
you manage your
money 


SCAN ME

Find out how we can support you
myclarionhousing.com/money


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Clarion Futures: Your Community, Your Future -the work continues

The report published in November 21 identified the need to take a different approach to working with residents in the Fenland area:

We are now focusing on upskilling residents, raising aspirations and promoting careers in traditional Fenland industries.

- Developed a range of opportunities in land based industries
- Introduced innovative ways of delivering Maths & English at GCSE
- Increased school's awareness of apprenticeship opportunities
- **40** people in to sustained employment

local to Global

workshops have taken place with:

- 30 year 10 pupils from the Neale Wade Academy
- 30 year 12 pupils from the Thomas Clarkson Academy in Wisbech

Living off the Land – Vocational Training



Our Jobs and Training Team have partnered with People and Animals at the Wisbech Community Farm.

Funded by CLLD the project will run in a cycle until the end of March 2023 and will deliver:

- Introductory Courses in Land based Careers

ASDAN short courses in:

- Equine Welfare and Behaviour,

- Horticulture and Grounds Maintenance.





Thank you

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