



Clarion Housing - 2021 update

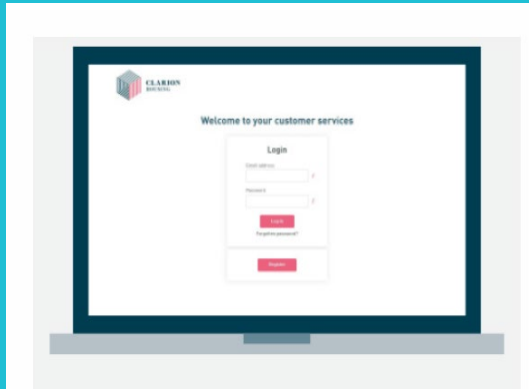
6th Dec 2021

Sally Greetham, Head of Operations

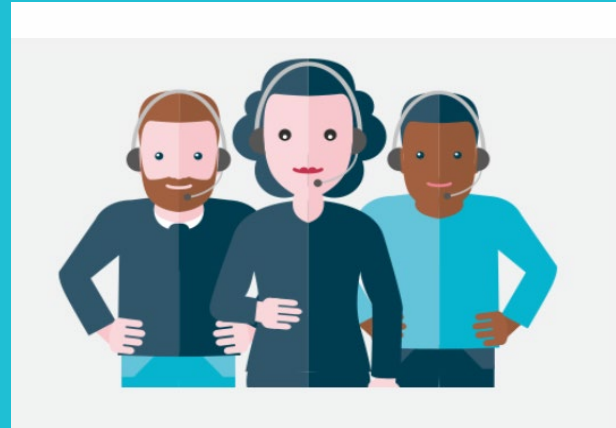
Yvonne Ogden, Neighbourhood Investment Manager

Daniel Read, Director of Partnerships – East and Central

Improving our Customer Services...



Improving online services



Telephone support
services



Local staff

Home-Link update

New applications received

2019/20	2020/21	2021 – sept
1751	1507	895

Live applications/total on the housing register

	Band A	Band B	Band C	Band D	Total
March 2020	121	274	357	314	1066
March 2021	127	350	450	432	1359
September 2021	125	388	439	384	1336

Lettings stats

Lettings information (Clarion only)

2020/21

237 lets in Fenland

197 General needs

40 Retirement housing/LiveSmart

Average re-let time 36.1 days

2021/22 (Apr – Sept)

131 lets in Fenland

95 General needs

20 Retirement housing/LiveSmart

Average re-let time 30.5 days



ASB stats

ASB cases 2020	472
ASB cases 2021 (up to end of Oct)	180

Legal action 2021

Possession – 1

Injunction – 1

Cases awaiting court dates - 2

Fraud for 2021

1 major fraud investigation and 2 lower level investigations ongoing for 2021

10 cases of fraud reported this year



Aids and Adaptations stats

Total no of properties adapted in 2021
= 43

Total £ of contribution from Clarion
= £49,158

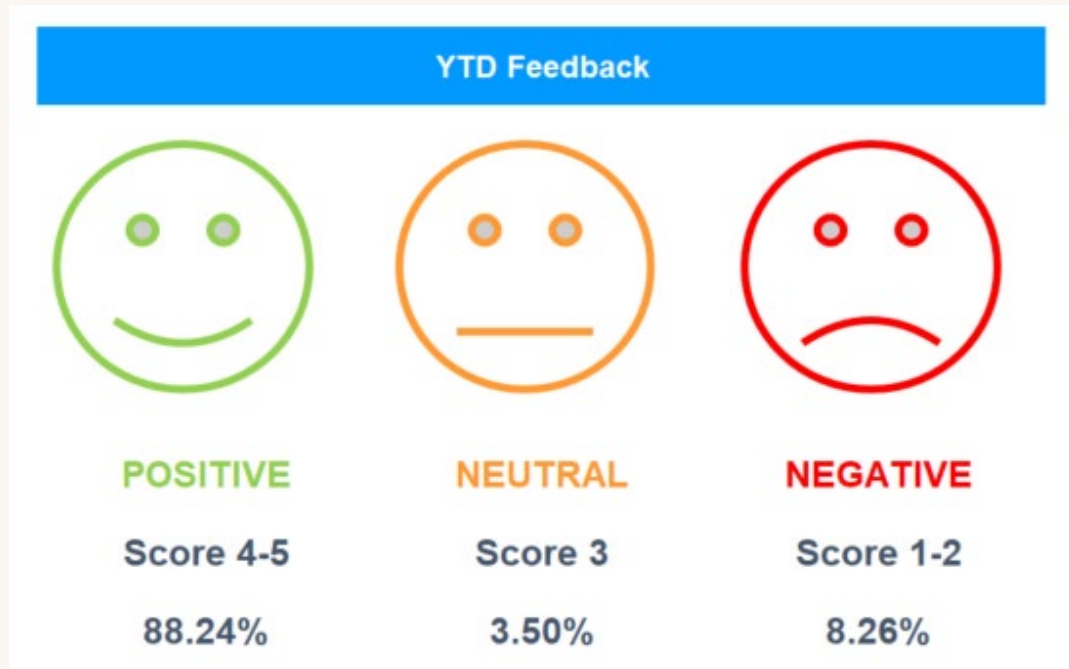


Repairs and Maintenance Services –KPIs

KPI Measure	YTD 2021/22
Resident Satisfaction (Responsive Repairs)	91.88%
First Time Fix (Responsive Repairs)	95.44%
Responsive Repair Completions Times - Emergency Works	99.12%
Responsive Repair Completions Times - Routine Repair Priority Repairs	91.72%
Communal Repair Completions Times - Emergency Works	99.32%
Communal Repair Completions Times - Routine Repair Priority Repairs	91.84%
Appointments Made & Kept - Property	97.24%



Repairs and Maintenance Services – Localz report



Estate Services Contractors...



Heating servicing and compliance

KPI Measure	
Number of urgent repairs reported within the time frame (URGENT)	95.77%
Number of routine repairs completed within the time frame (ROUTINE)	96.02%
Solid Fuel and Oil servicing	100%
Gas servicing	99.78%
Customer Satisfaction	95.4%



Green Tech.....

Asset Type	No of Assets
Air Conditioning	1
Air Source Heat Pump	228
Communal Solar PV	1
Unvented Cylinders	238
Ground Source Heat Pump	6
Mechanical Ventilation with Heat Recovery	39
Solar Thermal	9
Domestic Solar PV	54
Total	576



Green Tech.....

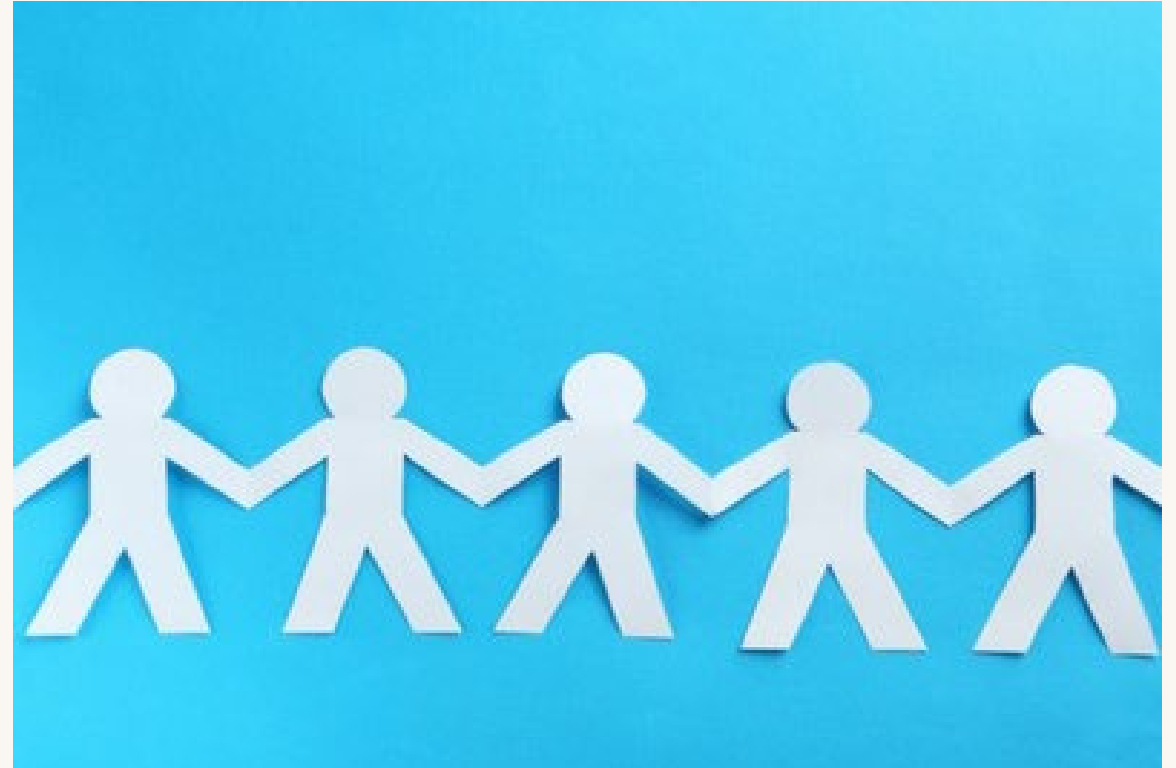
Clarion Housing KPI	YTD KPI
KPI1 Services Completed On Time	92.41%
KPI2 Appointments Made & Kept (Servicing)	98.04%
KPI2 Appointments Made & Kept (Repairs)	97.83%
KPI3 First Time Fix	90.58%
KPI4 Urgent Repairs - Attended In Time	95.45%
KPI5 Routine Repairs - Completed In Time	96.92%
KPI6 Residents Complaints - Generated	0.00%



Rough Sleepers / Next Steps / Housing First Project

Verbal update at meeting

To include update on 'Eviction Relief Project'



Social Housing Decarbonisation Programme and Planned Investment

	Fenland 2020/21		Fenland 2021/22	
	No of Blocks	No of Units Total Cost	No of Blocks	No of Units Total Cost
Air Source Heat Pumps & Distribution		6 £54,376		
Boiler Renewals		159 £460,536	66	£246,577
Full Roof renewal		58 £805,902	40	£662,811
Kitchen Renewal		2 £11,651	1	£5,826
Bathroom Renewal			1	6289.76
Front Doors (houses)		12 £10,554	16	£14,620
Rear Doors (houses)		14 £11,260	14	£11,914
Concrete Path Replacement – Street Properties Only		5 £44,774	2	£22,325
Other energy improvement			1	496.11
Fencing and boundaries			1	3314.91
Windows			17	78633.24
Chimney Remove (street properties only)		2 £1,278		
Concrete Path Replacement – Blocks Only			34	341222.41
Concrete Hardstanding - Blocks Only (Car Parks)			2	48528.3
Fire safety improvements (Blocks)	10	£44,199	11	£38,969
Block Entrance Door Entry Panels	5	£74,249	14	£202,473
Block Entrance Door Renewals - Front and Rear	5	£57,446	41	£308,716
Communal Lighting	1	£69,782		
		£1,646,007		£1,992,715
Social Housing Decarbonisation Works (partially Grant funded)			31	£3,638,000
		£1,646,007		£5,630,715



Sustainability in Clarion

https://www.clarionhg.com/media/2321/clarion0003_social_impact_report_v8_spreads.pdf



Resident Scrutiny Panel – complaints update

East Regional Scrutiny Committee

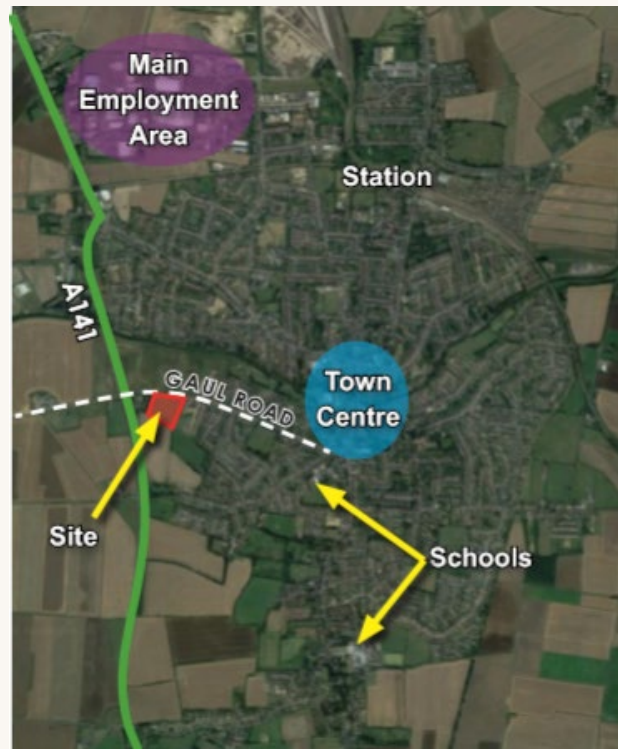
- 7 Clarion residents and 1 independent from Fenland DC councillor
- The committee has been undertaking two reviews:
 - Complaints Lessons Learnt
 - Residents Involvement in the Clarion's Housing Ombudsman Service (HOS) annual Complaints Self Assessment

Both reviews were completed in September 21 and have been reviewed by business leads who have provided business responses

Gaul Rd, March - Site location



- Gaul Rd is on the west of March 1km from the town centre and 2km from the station
- March is a market town located in Cambridgeshire with good local amenities and a number of anchor stores.
- Clarion has just over 4000 existing homes in this Local Authority. The council stock was transferred to Circle Housing in 2007.
- March Station has trains to Peterborough 20min, Cambridge 36min and London Kings Cross 1h 40m.



Gaul Rd, March - Site layout and tenure mix

**CLARION**
HOUSING GROUP

Unit Type	AR	SO	Size	Value
1 Bed Maisonette	6	0	45-53	£140,000
2 Bed House	12	15	73	£190,000
3 Bed House	11	17	84	£220,000
4 Bed House	0	4	113	£250,000
Total	29	36		

Project: A development at Gaul Road, March

Static	FEASIBILITY
--------	-------------

Client: Partner Construction

Sheet title: Indicative Site Layout

Scale: 1500@A2

Date: 16-09-2020

DEBATE JP

Checked: SJK

Ref: 101-028/(P)002A

Waterloo House, 71 Princess Road West, Leicester, LE1 6TR - T 0116 204 5800
74 Wells Street, London, W1T 3JQ - T 020 327 8381
F 0116 204 5801 - enq-p.co.uk - design@enq-p.co.uk

All dimensions to be checked on site. Do not take off this drawing for construction purposes.
This drawing is the property of the Architect, and not to be reproduced without their permission.
Civil Engineering map information reproduced with permission of NHDOT. Green. Copyright 1998
Crown Ltd. See also page 10.

Gaul Rd – House Types

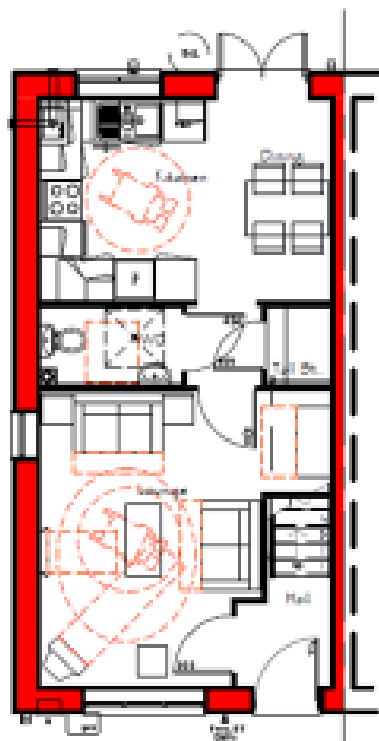


CLARION
HOUSING GROUP

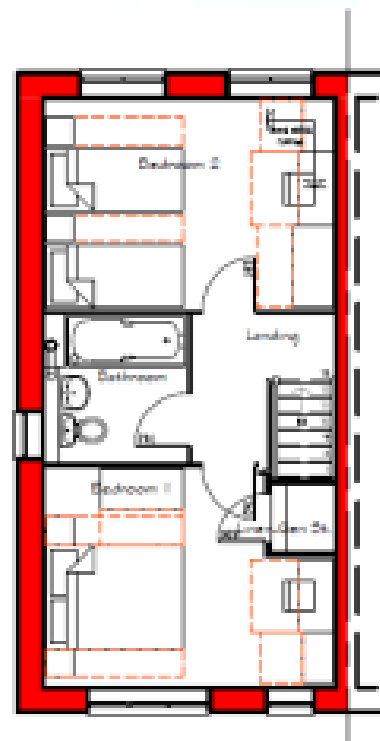
2 beds and 3 beds – Partner standard house types



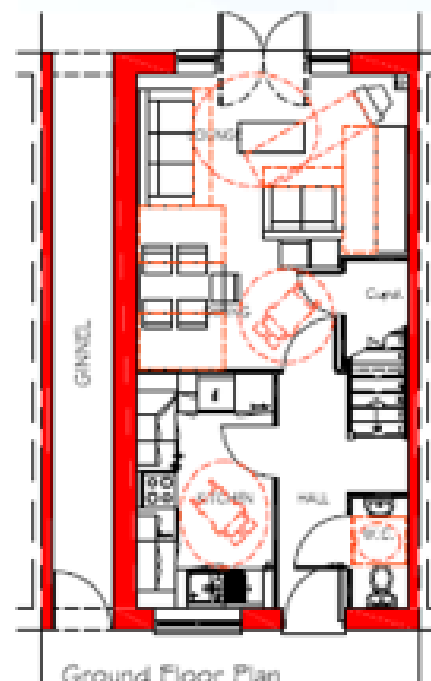
CLARION
HOUSING GROUP



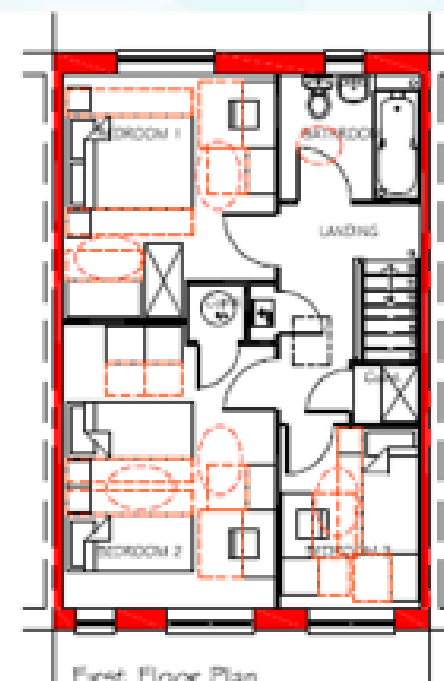
Ground Floor Plan
GFA 36.27m² (35.51m²)



First Floor Plan
GFA 36.27m² (35.51m²)



Ground Floor Plan
GFA 37.04m² (36.27m²)



First Floor Plan
GFA 48.54m² (47.69m²)

Date

5

Gaul Rd – Key Dates



CLARION
HOUSING GROUP

Stage	Exchange	Planning	Purchase Completion	SOS	First Completion	Final PC	Final Sale
Date	Nov 21	March 22	March 22	June 22	July 23	July 24	Oct 24

Affordable Development Pipeline

S/O	A/R
130	126

Clarion Futures – Community Investment in Fenland

£83,000

£18,300 Community and Micro Grants



LOCAL PLACES

FACT
Community Farm
CCORRN
Lime Avenue

LOCAL PEOPLE

3349 people engaged
2176 young people engaged
193 older people engaged

LOCAL GROUPS

Wisbech Reads
I Love Wisbech
MADCATS
Time Credits
Break



Clarion Futures: Creating opportunities and tackling hardship

Jobs and Training /Digital

24 supported into work since April 2021

Face to face and virtual one –to –support employment support delivered to 107 residents

£5.5k has been awarded in Digital and Return to Work grants

17 laptops have been loaned to residents to help with job search and retraining

Clarion Futures Money

supported **134** residents in Fenland in 2020/21 and delivered **551** interventions.

For residents in hardship we gave £1578 in Energy Vouchers, £5630 in external grants and £4812 in white goods

We have expanded our central Guidance team for the year ending March 22 in response to the challenging circumstances faced by residents.

Have increased our self help resources including the new Managing Changes in Money guide

Clarion Futures – Your Community, Your Future



Research project with the aim of creating a better understanding of the needs of Clarion residents:

More **than 100** residents interviewed (50 of working age and 65 yr10 -13s) The will culminate in a report that will identify

- Attitudes to local employment opportunities
- Barriers to employment
- Hopes and aspirations of Clarion residents

The report and it's recommendations will be published on the **19th November** and it would be great if we could come and present it to FDC

Clarion Futures – Grant making



Crisis response - - -Reversing impact of lockdown - - - Recovery & resilience - - -

- **£38,766 Grants**
- **15 Organisations**

Three Fenland partners taking part in a pilot programme to embed sustainable business models in order to stabilise their organisations as we come out of the pandemic

- Supported by Almond Tree Strategic Consulting
- tailored business development
- capacity building
- non-financial support interventions to key community partners
- one-to-one support
- general training sessions
- access to larger core cost grant funding to provide stabilising funds or capacity building funds to partners engaging in the pilot