

Planned Investment

Assets Report 2020/2021



CLARION
HOUSING GROUP





Contents

Partnership vision and values	4
Introduction from Peter Nourse, Director of Assets	6
Key highlights of 2020/21	8
Covid-19 update	11
Contractor projects	12
Resident quotes from satisfaction surveys	15
Case studies	16

Partnership vision and values

A sector-leading Asset Management partnership, focused on delivering excellent service through a collaborative approach.



Introduction from Peter Nourse, Director of Assets

Clarion Housing is the country's largest housing association, with 125,000 homes across more than 150 local authorities. Our planned investment team is responsible for carrying out ongoing planned maintenance and improvements to residents' homes.



We regularly survey the condition of homes and plan ahead to make improvements. This may include new kitchens and bathrooms, upgrading heating, window replacements, external doors, and roof replacements. Larger projects include energy efficiency works or communal area improvements, such as lift replacements.

We've just completed the second year of our 20-year partnership with EQUANS, (part of the ENGIE group), United Living and Wates Living Space. The partnership has bedded in very well, and is going from strength to strength. Our consultants, 4i Solutions, continued to support the partnership through their Partnering Advisor and Strategic Cost Manager.

At the end of March 2020 our contractual arrangements with our two SME contractors — DW Support Services and PiLON — came to an end. Our SMEs delivered a number of excellent improvement projects in our North London region, and brought different ideas, competition and comparisons in respect of service delivery and costs. I'd like to thank them for their hard work during our partnership, and I wish them every success for the future.

Despite another year severely hampered by the Covid-19 pandemic and subsequent lockdowns, we spent £75.5m on planned improvement works across over 15,500 homes, whilst maintaining high levels of health and safety. I'm delighted to report that resident satisfaction remained high throughout the year, with a final satisfaction score of 92.7%. The strength of our partnership has been key to a successful year.

We're now focussing on reshaping our team to set ourselves up to deliver our programmes of work even more efficiently within the 20 year partnership.

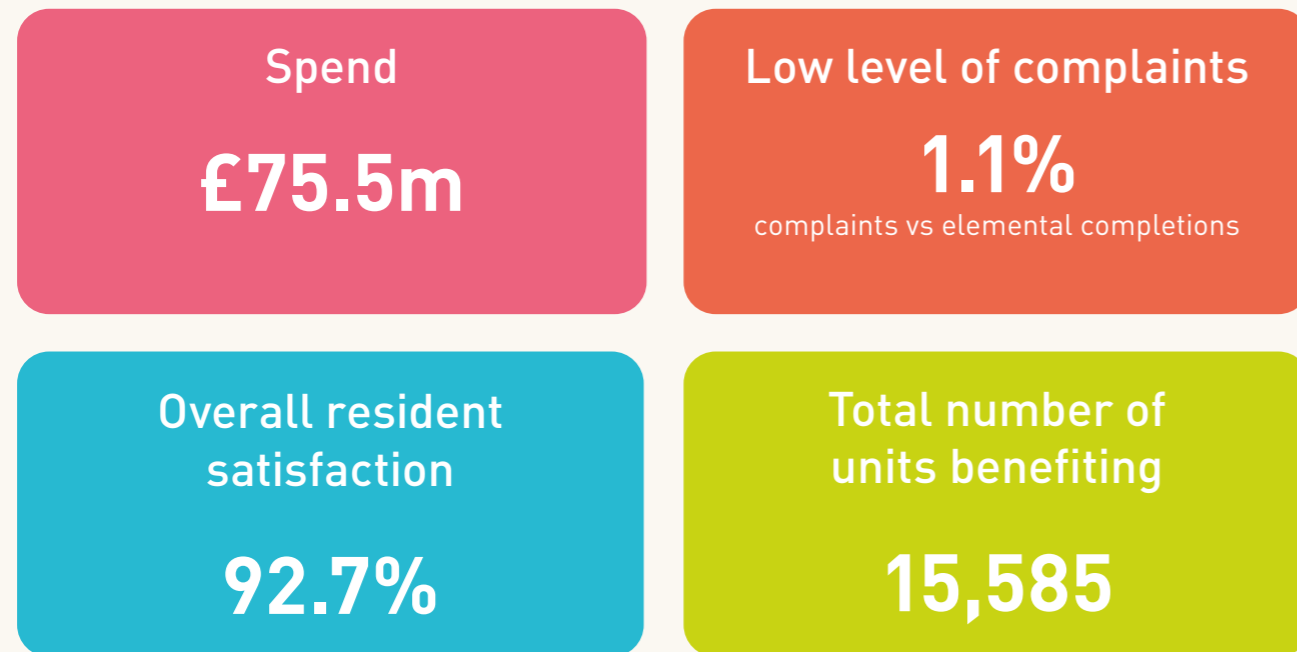
We continue to work closely with our contractors to identify improvements to the service we offer, including using the feedback we receive from our residents on the completed works we have carried out in their homes and neighbourhoods. The longevity of our contractual arrangements gives us the opportunity both to continually improve our service and deliver value for money to our residents.

Our partners invested in our local communities by delivering community initiatives and training opportunities for our residents. In 2020/21 we carried out around 800 social value events and initiatives, with an overall estimated value of £850,000.

There have been many achievements over the last year, and I continue to be very proud to lead this partnership on behalf of Clarion and our residents. I hope you enjoy reading about some of our highlights in this report.

Peter Nourse
Director of Assets
Clarion Housing Group

Key highlights of 2020/21



Elemental completions



Social value

Our partnering contractors carried out 800 social value events/initiatives, with an overall estimated HACT value of £850,000. This includes:





Covid-19 update



After the original lockdown in spring 2020, we worked with our partnering contractors to ensure appropriate risk assessments and safe systems of work were put in place before any work resumed. We followed the latest guidance from government departments and Public Health England. The Government encouraged social landlords to continue maintenance work where safe to do so, and we progressed works successfully and in a safe manner.

The safety of our residents and our staff still remains our highest priority. We'll continue to take every step possible to ensure the health and safety of everyone we come into contact with, including residents, staff, suppliers and the wider community.

Our contractors continue to contact residents having work done to find out whether their health status means extra precautions are needed, or if the work needs to be delayed.

The Covid-19 guidance and safe systems of work that we've developed are comprehensive. Despite the lifting of some regulations by the Government from 19 July 2021, we still plan to follow these systems.

Below is a brief summary of the key actions our contractors will continue taking:

Social distancing, with sites appropriately marked out

Appropriate personal protective equipment (PPE), when social distancing can't be achieved

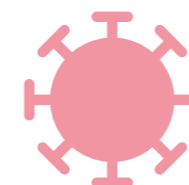
Enhanced cleaning regimes

Enhanced welfare and washing facilities

Additional welfare supervisors on static sites.

We continually monitor the guidance issued by the appropriate government departments, and will review and update our procedures in accordance with this advice.

We understand these are difficult times for everyone, and we're committed to ensuring that our work continues to be carried out responsibly, with everyone's safety as a priority. Please speak to our contractors if you have concerns about any work due to take place.



Contractor projects



Walthamstow, E17

Our contractor, Wates, has been carrying out a large project in Walthamstow, east London, to three blocks (each with 23 flats).

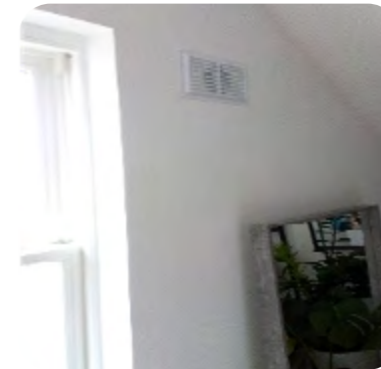
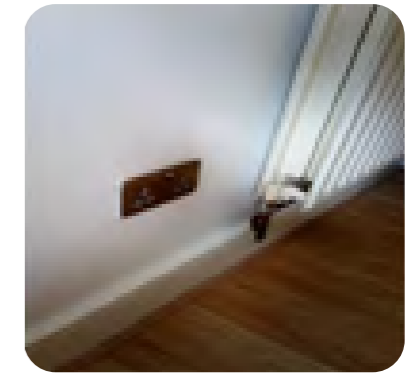
The project included internal communal and external decorations, renewal of guttering, bird proofing works, repairs to the external wall insulation, and kitchen and bathroom renewals. This has given the blocks a much deserved uplift.

As part of their social value commitments, Wates also refurbished three playgrounds on the estate, arranged a litter picking event and a rubbish/skip day for the residents to get rid of any household rubbish.



Islington — internal wall insulation

Wates carried out internal wall insulation works to six properties in Islington. The works were carried out as part of a pilot scheme using the Green Homes Grant. The energy performance of the properties was improved as a result of the works, which should lead to lower bills for the residents.



South and South London region

United Living is our contractor for South and South London region, which encompasses approximately 54,000 properties. In 2020/21 the team delivered 2991 component renewals (such as kitchens, bathrooms, doors, windows, etc), and 397 projects of varying size across both regions.

The photos opposite are samples of works delivered in 2020/21.



Resident quotes from satisfaction surveys

I doubt it could be improved. Exceptional, very friendly, polite chaps – excellent.

Resident from West Yorkshire
Window replacement, EQUANS

Workmen were very efficient, quiet and tidy. Did a lovely job with no problems at all – cannot think of anything to improve.

Resident from London
Kitchen renewal, Wates

Your workers are amazing and punctual – we were very happy with cleanliness too.

Resident from London
Kitchen renewal, Wates

The roofing team were absolutely brilliant. They were so efficient. They worked quickly and cleared up after themselves.

Resident from Kent
Roof replacement, United Living

Can't improve on the work. All efficient, tidy, clean – well done.

Resident from Merton
Window replacements, United Living

If all your workforce are as polite as the two men who did my doors, I can't see how you can improve your service.

Resident from Norfolk
Door replacement, EQUANS



Barne Barton, Plymouth — external redecoration works

Barne Barton is a former Ministry of Defence estate which we are regenerating in phases, so works are still being carried out to the remaining properties, including tree management, guttering repairs, cleaning render and external decoration.



Case studies

Our Partnership delivers community initiatives and training opportunities for our residents and communities. In 2020/21 we carried out around 800 social value events and initiatives, with an overall estimated value of £850,000.

Here is a selection of projects from across our regions



Grow 19

United Living donated a substantial number of tools to a small specialist college for learners aged 19–25 with special educational needs and disabilities (SEND) based in East Malling, Tonbridge. The donation has enabled the college's Grow 19 scheme to expand their horticulture curriculum, which increases the skills and knowledge and helps these learners with independent living.



Transforming the Bancroft Centre for the community

Residents in Tamworth are looking forward to an enhanced community facility, after a recent refurbishment project.

The space has been transformed thanks to the combined efforts of our Planned Investment and Communities teams working together with EQUANS.

Works to the disused space include upgraded electrics, improvements to heating and insulation, and even a new boiler gifted by Vaillant. These energy efficiencies, along with LED lighting, will help to lower running costs. Redecoration and new flooring have created a bright canvas for the community.



Residents have already checked out the new space which was completed in perfect time to host their polling station. Bancroft Centre, a resident-led charity, provides a café, family activities and digital skills training. Following the setbacks of Covid-19, they're engaging new volunteers and providers to expand their activities.

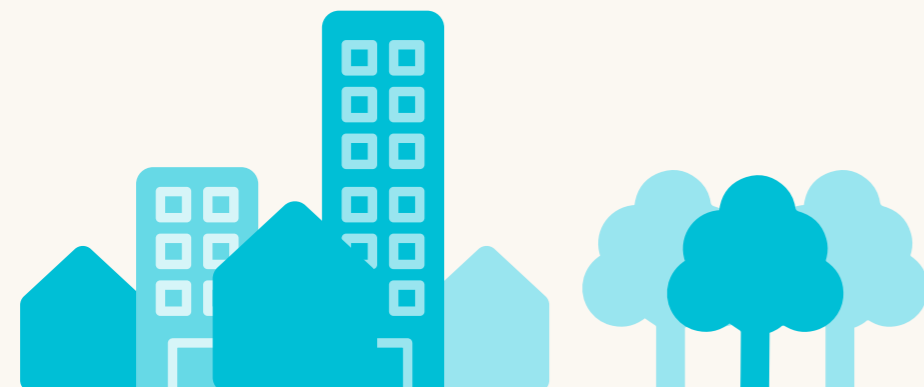


Brompton Bikes (national)

Brompton Bikes is running a new cycling scheme in partnership with Clarion, which aims to create cycling hubs, run by cycling enthusiasts across the country, to improve both mental and physical health, increase access to outdoor activity and socially connect like-minded people.

EQUANS was delighted to get involved by providing more than £4,000 worth of support, including hi-vis cycling vests and installing £2,000 of cycle racks. So far, they've installed racks at the Lewisham and Merton cycling hubs, with further installations already planned for Kent and Borehamwood. The hubs deliver a range of services and activities, such as cycle repair workshops, organised trips around local cycle routes and cycle-safety classes.

The initiative is also being supported by Dons Local Action Group – a service delivered by volunteers, to help people in their local community to fight poverty and isolation.



Jenningsbury and Kingsmill kitchen refurbishment

In December 2020, Wates handed over a brand new, completely fitted out community kitchen for Livesmart residents on the Sutton Estate in Chelsea. The new kitchen will eventually be used for community events and day to day use. Wates Site Manager, Niall and Resident Liaison Officer, Kim, were on hand to assist with the opening. The kitchen was donated by Rixonway Kitchens and was fitted by a team from Gateville Group.



Clarion Futures hardship fund donation

Wates made an £8,000 donation to Clarion Futures' hardship fund, that will help purchase beds and white goods for those facing difficult times.

The money provided by Wates has gone towards providing our most in need residents with essential household goods.

Katherine, Clarion Futures



Eastside Community Centre refurbishment

Eastside Community Centre, located in Tower Hamlets, is used for both youth work and adult learning. To help improve their facilities, Wates carried out refurbishment works which included tidying up the garden area and creating a beautiful bench area and decking space. They also created a cycle rack space for users of the community centre.



Wates were a delight to work with and really understood what we were trying to achieve for our young people.

Carly Woodbridge
Project Manager, Clarion



Liberty School laptops donation

Liberty School is a founding member of Mitcham Town Community Trust schools cooperative. It is a large three-form entry primary, catering for a culturally diverse groups of pupils in an area with high levels of deprivation. It is led by an outstanding and innovative leadership team and governors who have gone an extra mile during the pandemic to keep children and staff safe.

Like many, Liberty School has faced financial challenges and is constantly seeking additional funding through community partnerships and grant making. The school is delighted with United Living's generous donation of laptops which will help students with study catch up.



Foodbank donations

During lockdown, United Living donated £1,000 worth of home goods and food, plus a fridge freezer to the East Malling Children's Centre based in Tonbridge in Kent.

United Living also donated £500 to the Wateringbury Fridge project, £500 to the Chichester Rotary Club and £500 to the Salvation Army food bank (Tonbridge) in goods and vouchers.



Apprenticeships and job starts

Chloe

Apprentice Administrator
Hertfordshire

Chloe was referred to EQUANS via Clarion Futures Jobs and Training. She had been unemployed for over six months and had struggled to find a full-time job or career opportunity. Chloe was put on a two-week work placement in February 2021 which was very positive. The site team were so impressed with her that they decided to offer her a position as a Business Administration Apprentice which commenced in March 2021.



The whole experience with Clarion Futures was overwhelmingly positive. Ros was always on hand to give advice around interviews, CVs and also assisted me with travel expenses and even some money for new clothes to start work. The work placement gave me an opportunity to see if I would enjoy the site based work environment which I really did, and also gave me a chance to meet potential work colleagues. I absolutely love my new job and already feel like I've learned so much, EQUANS has been really accommodating with my training needs and have already confirmed that I'll have a full time job as a site administrator when I complete my NVQ in 16 months' time. I'd really like to take this opportunity to thank both Kate and Ros from Clarion futures and Julian and Suzanne from EQUANS, who were all amazing leading up to my recruitment."



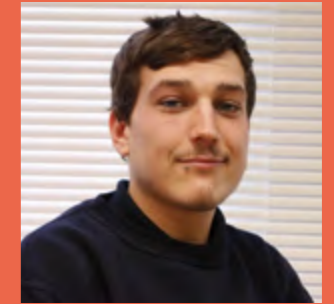
Chloe



Scott

Apprentice Electrician
Mitcham

Scott is one of EQUANS' biggest success stories. He was referred via the Clarion Futures team in 2017, and had been homeless and sofa-surfing at the time. Scott joined an EQUANS pre-employment programme and had to compete against 12 other candidates to secure one of the three apprentice multi-trade positions. Scott really responded well to the structure of an apprenticeship and completed his multi-trade NVQ in record time! Having taken a liking to the electrical part of the course he requested that he do a higher level NVQ 3 in Electrics, which EQUANS was happy to put him on. Scott already has a full-time position lined up for him with one of EQUANS' supply chain partners when he completes his NVQ in 2022.



Before signing up to Clarion Futures and then getting my apprenticeship with EQUANS, my life was pretty much going nowhere. I was sleeping on friends' couches and sponging off people to get by. Since joining EQUANS I have won two apprentice awards, done several careers talks to other homeless kids and at schools, and even shown the Mayor of London, Sadiq Khan, how to drive a JCB!! I couldn't imagine how my life would turn around, but I have to say I'm really proud of myself and thankful to everyone who helped me get here."



Scott



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