

# Annual Report 2019/2020



#LoveWhereYouLive

# Our vision, 'Living Longer, Living Better', is simply about helping people age well and live independently for longer.

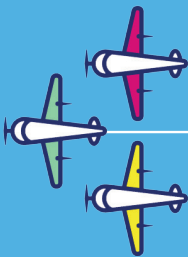
Our corporate strategy helps bring our vision to life. It's a clear plan that helps everyone understand the part they play in delivering our shared ambition for this fantastic organisation.

**We have 4 Key Priorities:**

- Outstanding Homes
- Outstanding Services
- Outstanding Value
- Outstanding People

All of the work we do across these areas supports our continued aim of working towards being **'Outstanding'**.

I'm delighted to share with you all our 2019-20 annual report, a real reflection on the work that we have undertaken to ensure that our resident promise of **#LoveWhereYouLive** is brought to life in the homes and services we provide.



**#LoveWhereYouLive**



# Armed Forces

Our founder James Edgar “Johnnie” Johnson, was a highly respected and decorated Royal Air Force pilot with a vision of providing homes for the families of individuals retiring from the forces. We remain committed to delivering his vision and will continue to provide quality housing and services for older people and the Armed Forces.

- 125 of our residents are ex Armed Forces.
- In the past year, we’ve:
  - Rehoused 20 people with a connection to the Armed Forces.
  - Recruited four internal Armed Forces Champions across our three regions who are actively supporting residents.
  - Been awarded the Bronze Employment Recognition award from the Armed Forces Covenant.



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# Independent Living and Invisible Creations



## Independent Living

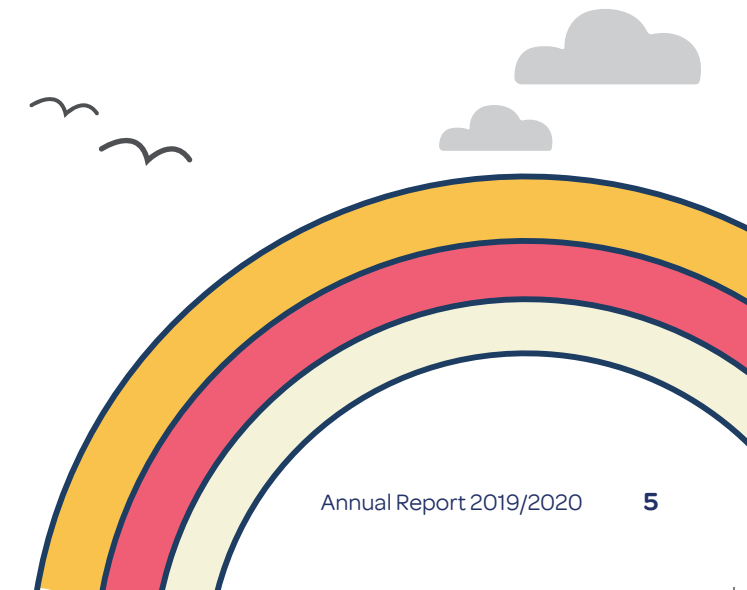
- Developed the Independent Living Digital and Technology Enabled Care Services (TECS) strategy, bringing together elements from key Johnnie Johnson Housing strategies to ensure that we can create an outstanding digital and TECS offer that will have a positive impact on the lives of our residents and will attract new applicants for the future.
- We have developed an action plan to develop and promote TECS across Greater Manchester which links with the Greater Manchester TECS strategy.
- Our six neighbourhood apartments allow patients to get out of hospital sooner. With the average cost per night in a NHS hospital of £350, our lower charge of £30 per night has helped save the NHS £317, 972.
- Researchers from Cambridge University have received over £36,000 of funding to carry out analysis on the impact of TECS on older people’s lives with our residents.

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## Invisible Creations

Successfully launched and established the Invisible Creations company, which provides discreet and attractive mobility aids; helping people to live well in their own homes for longer. The products have been manufactured and have arrived, and work will now begin on installation to allow us to monitor their impact on the daily lives of older people.



# Our commitments to you

Our commitments were co-designed with residents and are our way of setting the standard for how we deliver our homes and services to you. It's also how we ensure our residents are well supported within their neighbourhoods with access to information, support and advice as and when you need it. We want our commitments to ensure that our residents love where and how they live.

## Quality and choice

We develop a range of products and services to suit your current and future needs, designed to suit individual lifestyles. We strive to get it right first time and continue to seek feedback from residents on our performance.

## These are some of the highlights from the feedback you gave us this year:

**Overall, 82% of our customers are satisfied. You also told us you were satisfied with:**

- Lettings/New Tenants 95%
- Repairs 85%
- Planned Maintenance 82%
- Estate Management 76%

\*based on 3,957 responses

## Our journey to 'Outstanding':

- 79% Right first Time
- 87% Safe & Secure
- 70% Engaged
- 63% Quality Service
- 75% Recommend

\*based on 794 responses

## Knowing when we get it right:

- 46 compliments received

## Learning when we get it wrong:

- 282 complaints
- **Top 3 Service Areas:** Repairs, Housing Management and Customer Operations
- **Top 3 Issues:** Communication, Workmanship, Time Taken to Fully Resolve



## Working with you

We offer a wide range of opportunities for our residents to engage with us, to ensure we develop our services to meet your needs, and giving you the ability to influence our strategy and policies, providing valued views and feedback. We are incredibly lucky to have such involved residents, who have made a positive impact on our work over the past 12 months. Our resident highlights include:

- Over 20% of our residents contributed to our response to the Government Green Paper for Social Housing.
- Together, we co-designed our new 'Voice of the Customer' strategy.
- You helped shape our vision for the future at our resident focused conference and 50th year celebration.
- We co-developed a 'customer approved' approach to resident communication.
- Increased engagement resulted us in assisting over 500 residents with welfare advice and referrals.
- You shared your views and feedback on Together with Tenants charter.
- You were actively involved in building the requirements for our new website and self-service portal.
- 18%\* of residents feel engaged and would be happy to attend future focus groups to help us shape our future services.

\*946 homes surveyed

We value our involved residents and hope to build on this over the coming months through increasing our digital engagement options.

## Support you provide:

- 3 Scrutiny Panel members
- 160 residents attending our regional forums
- 16 Resident Inspectors
- 14 members on our Editorial Panel.

## Technology

We will maximise the opportunities offered by new technology to deliver targeted support and services. We aim to offer energy efficiency, enhanced communication, and fast emergency help.

- Our residents tested and designed the newly launched online repairs booking service from Fortem.
- We now have over 800 people keeping up to date on our work through our social channels.
- 26% of residents would prefer to connect digitally with us.
- Over 46% of residents want to help us improve our services by taking part in future surveys.
- We launched free remote digital training for our residents and have supported over 50 residents, so far.



## Investment in your home

We will invest in homes to ensure they remain modern, attractive and meet expectations. We will build new aspirational 'smart' properties, offering a range of designs and services that suit current and future demands.

### **£4.2m was spent investing in our properties. Highlights include:**

- 120 new kitchens
- 147 new bathrooms
- New fire doors throughout at two schemes
- Full refurbishment of communal areas at two schemes, including decoration and furniture
- New external doors fitted at over 30 properties.

## Safe and secure

We will research the most innovative, efficient and cost effective ways to keep our residents safe in their homes, enabling them to live independently for longer.

- We commenced our fire door replacement programme and will be replacing fire doors across our stock, investing £5 million.
- All individual front doors in schemes will be fitted with the Salto Geo locking system, a keyless lock that can be operated via a fob, wrist band or card, providing one-handed easy access, removing the need to replace locks and allowing access to be easily updated.
- Your safety is our priority. Our compartmentation surveys have made sure that our buildings are safe. We will continue with this work in conjunction with our fire door replacement programme.
- We are trialling a new hybrid digital and analogue warden call system.

## Value for money

We will develop homes that are more energy efficient and carbon neutral. We will keep service charges as economical as possible and maximise the use of communal facilities to offer you value for money.

We define Value for Money as delivering the best homes and services possible within the resources available, achieving the best combination of cost and quality to fulfil the requirements of our residents and deliver on our corporate vision.

We achieved £86,000 of savings between April 2019 and March 2020.

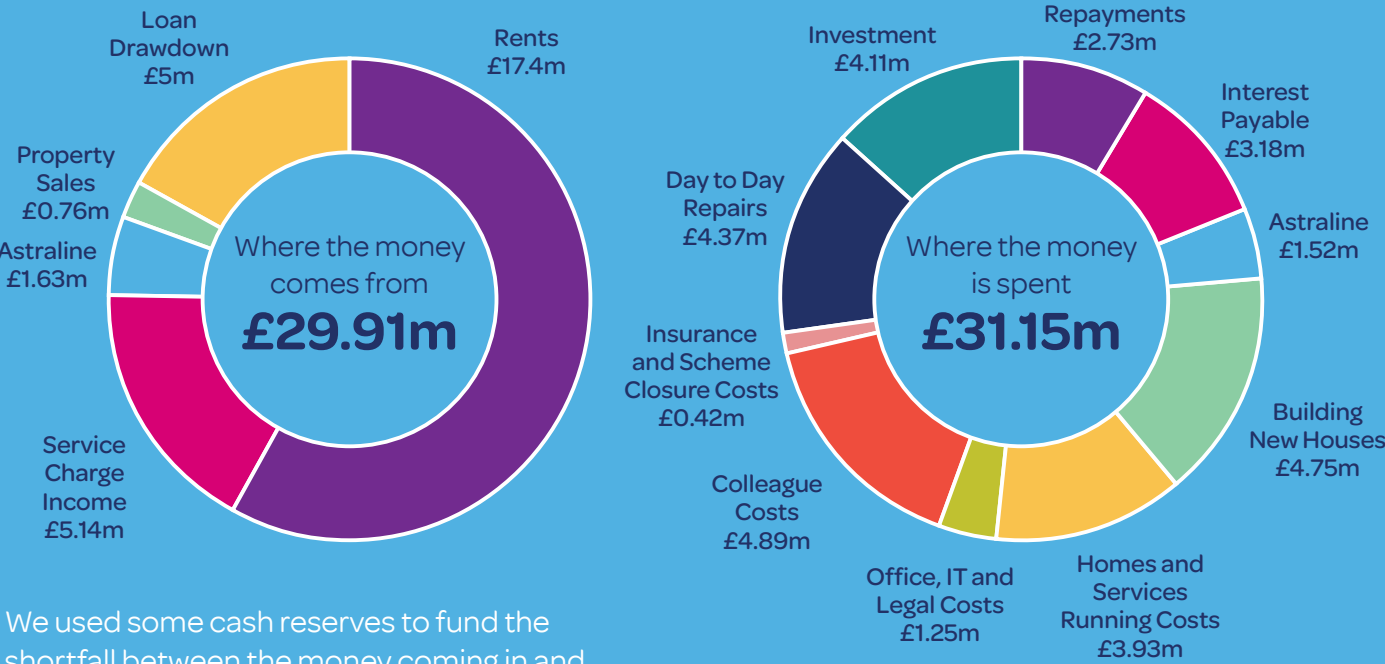


**£4.2m**  
was spent  
investing in our  
properties.



# Annual financial figures

What money comes in, where is it spent and how it impacts our residents



We used some cash reserves to fund the shortfall between the money coming in and going out during 19/20.

# Astraline



- Astraline provides a life critical service and is currently supporting over 65,000 telecare devices nationally.
- Residents have been testing new digital assistive technology in their own homes to help shape our new product development.
- We established partnerships with the National Care Forum who will be funding an innovation hub, due to launch later this year. This work will feed into our new customer offer for both Johnnie Johnson Housing and Astraline over the next 12 months.
- Working in partnership with The North West Ambulance Service to develop a non-injury falls pick up and referral service using our first responder team.
- Gained re-accreditation to the Telecare Services Association's (TSA) Quality Standards Framework. The TSA is the representative body for the Technology Enabled Care industry.
- Redesigned our team to create new specialist roles for Performance and Compliance, Health and Partnership and Talent and Resource development.
- Successfully showcased our Technology Enabled Care provision at one of the Johnnie Johnson Housing's newly developed properties. Launched our Innovation Hub on site to demonstrate the art of the possible and how technology can support our mission in helping people live longer, live better. The hub includes:
  - Voice activated lighting
  - Invisible creations 'design for dignity' products
  - Passive sensors from HoWz and Alcuris
  - GPS digital pendants and wearable technology from Chip Tech and Tynetec.



# Development

## Place Making

We are not simply a provider of homes; we form part of communities and invest for the long term, working with residents to ensure they truly love where they live.

Our approach to the planning, design and management of projects maximises on a local community's potential, with the intention of creating homes that promote people's health, happiness, and wellbeing. We want to be 'Market Making' and provide outstanding homes and services to our customers both now and in the future.

Great design is changing the way we live and the places we live in, making lives better by building happier, healthier and safer environments. It can bring communities together and transform our lifestyles for the better.

## Outstanding homes

One of our key objectives is to grow our business and deliver an additional 1,000 homes and we have funding and plans in place to secure this growth. To help us develop a market leading approach to our independent living schemes of the future, we will be carrying out consultation with our existing residents to ensure that our design guide is fit for future generations and defines the quality needed to meet the demands of 21st Century living.

We are working hard to deliver against our ambitions with the completion of 37 homes and a further 27 homes on site during 2019-20. We are due to start on site with a further 139 homes by March 2021.

# Outstanding people

Our people live our values and are vital to our continued success.



### We are:

**Pioneering** – We learn, share and improve, we are creative and innovative and are always bold, brave and courageous.

**Outstanding** – We focus on our customer, balancing a social heart with a business head and are always accountable.

**Empowered** – We are decisive, we take the lead and inspire others.

**One Team** – We 'make it happen' by staying connected and working collaboratively.

- We've supported our apprentices and provided them with work for 81 weeks, helping them learn new skills and gain confidence.
- 207 outstanding colleagues with an average length of service of six years.

- Key highlights from our colleague *Pulse* survey:
  - 91% of our colleagues are happy
  - 90% of our colleagues feel supported
- We've trained over 145 colleagues in specialist areas including:
  - Mental Health First Aid
  - Advocacy
  - Defibrillator

We've continued to demonstrate our commitment to developing our leaders, nearly 300 training sessions have taken place across various topics over the past 12 months.

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## Community impact

- Raised over £2,500 for the RAF Benevolent Fund
- Supported 42 homeless people into a home of their own
- Raised over £5,000 for other local and national charities
- Raised £250 for Walking With the Wounded
- Our colleagues have given over 100 hours of their time to volunteer

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What an incredible year to look back on. Thank you to everyone for their contribution to our continued success.

We now look ahead to 2025, where the work starts on the delivery of our vision for the future. A vision that has been developed by the Board with our partners, our residents and our colleagues.

We will continue to be bold, brave and courageous and look forward to sharing our progress with you all.

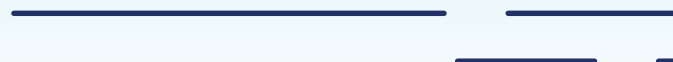




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