



voices

Issue 4
Winter 2017/2018

listen • talk • share



GMH
Greater Manchester Housing Pro

www.gmhousing.co.uk

Johnnie Johnson – Supporting the NHS to save £1 million by 2021

Read more on page 14

Also in this edition...

Protecting Your Data

Page 8



Having a Good Time for Macmillan

Page 10



Christmas 2017 Fun

Page 12



Welcome to **Voices**



Emma, Jo, Rachel, Deborah (from left to right)
The Marketing and Communications Team

We want you to get involved and let us know what information matters to you the most. That way we can provide you with a publication that you value.

We are delighted to bring you Voices Issue 4.

This issue is focused on updating you on all things JJH and Astraline. There have been so many activities taking place since the last issue, so there is lots to catch up on. For example, Astraline opened its doors to the local community of Poynton to showcase their services and build links with local support groups. We were lucky enough to be joined by our very own governance manager, Sarah-Jane Gilmore, who is also the Mayor of Poynton, along with local health and wellbeing support groups.



Sarah-Jane

In other news, we have some team changes. Dena and Rose have headed off for a period of maternity leave and Emma is due to do the same at the end of February, so we'd like to introduce you to two new members of the team; Deborah Stevenson and Rachel Gough. Deborah joins us to cover Rose and Dena's part time positions and Rachel will be covering for Emma.



Deborah



Rachel

We hope you enjoy reading this edition as much as we enjoyed putting it together.

Marketing and Communications Team



Welcome to our new starters since the last edition of Voices

Tracey Halliday	Independent Living Coordinator
Mohammed Yassin	Neighbourhood Manager North West & Regions
Carl Newby	Asset Manager
Amanda Radcliffe	Operations Expert - Income/Leasehold
Denise Hoult	Customer Services Advisor
Margaret Jones	Independent Living Coordinator
Christine Chrysanthou	Telecare Operator
Brian Bowden	Telecare Operator
Christopher Elliot	IT Systems Project Manager
Gillian Karle	Chief Exec Executive Assistant
Jayne Forster	Administrator
Garry Smyth	Cleaner
Deborah Stevenson	Marketing & Communications Officer
Matthew Forde	Administrator
Carolyn Hewitt	Independent Living Coordinator



Carl Newby



Christine Chrysanthou



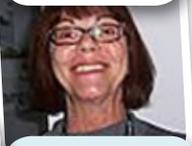
Carolyn Hewitt



Amanda Radcliffe



Chris Elliott



Jayne Forster



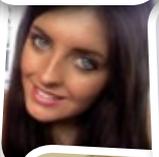
Brian Bowden



Denise Hoult



Gillian Karle



Riza Yassin



Tracey Halliday



Sophie Lewis



Margaret Jones



Matthew Forde



Message from **Frances Street**, Chair of the Board



We officially launched our neighbourhood apartment initiative, with the aim to improve the quality of life for people in our communities.

The first of its kind for JJH, the initiative will help to reduce bed blocking by providing an alternative option to hospital by either allowing patients to move out quicker or not having to go into hospital at all. Working in partnership with North Manchester Clinical Commissioning Groups and Manchester Council Adult Services team, the apartments have had eight residents stay since the Autumn launch.

The scheme offers safe, secure accommodation to individuals for a time period of approximately six weeks until they are well enough to return to their own homes or move to more suitable accommodation. During their stay they are supported by our JJ colleagues and also use assistive technology in the form of telecare, provided by our 24/7 monitoring centre, Astraline.

This is a fantastic new initiative for us at Johnnie Johnson and we believe we will help to support the NHS to save £1m by 2021. We now want to work

with other health teams in the North East, Yorkshire and Derbyshire and other parts of the North West.

We are delighted with the progress made against our corporate objectives during last year and are excited to see what the year ahead brings. On behalf of the Board, I would like to thank you all for your continued support.

As always the Board is keen to encourage you to get involved through the Regional Forums, JJVoices and also our Scrutiny Panel. We want to hear from you how we are doing against our ambitions of Living Longer, Living Better. As part of the Boards commitment to this, you will hopefully see more of us attending the regional forums throughout the year so please do come along and share your views with us.

2018 marks the start of another exciting year for Johnnie Johnson Housing and I wish you all the best for the coming year.

Frances Street
Chair of Johnnie Johnson Housing

Message from **Yvonne Castle**, Chief Executive...



Welcome to the first Voices of 2018, we would love to know what you think.

I mentioned in my last message that the Board had approved us going out to the market to secure funding to kick-start our development programme. I'm really pleased to let you know that we successfully secured £30 million of funding from Warrington Borough Council to help build almost 500 homes within five years. This is a significant commitment for us and one which marks a new start in home building for Johnnie Johnson Housing.

I would also like to take this opportunity to thank everyone involved in the procurement process for the new repairs contractor. We want to ensure that all our contractors provide you with an outstanding service and recognise that this has not always been the case with our current supplier. You can read more about our new repairs contractor, Kier on page 4.

Enjoy reading our latest news from yourselves across our three regions and from teams within the business. I welcome your feedback.

Thanks, Yvonne

New Responsive Repairs Service Launching in North West and Yorkshire and Derbyshire Regions

Johnnie Johnson Housing and Equity Housing Group have recently completed a number of joint workshop sessions with residents, where it was clear from feedback received that residents felt that the repairs service was a key area for improvement.

We are pleased to announce that as of Thursday 1st February Kier are now operating as our new repairs contractor. Initially the new service was rolled out within our North West and Yorkshire and Derbyshire regions. Following a period of monitoring the new contract will also come into operation across the North East later on in 2018.

What can you expect from the new repairs service?

Our new service will offer residents a number of improvements, such as:

- Repairs appointments will be made at the first point of contact
- Repairs will be fixed first time where possible, therefore reducing the number of return visits needed to fix the issue
- Increased rate of appointments being made and kept, which will result in reduced waiting times
- Any follow up appointments will be made directly with residents in their own home to avoid any further delays
- Improved communal repairs service
- Enhanced communication of the service between Kier and residents.

How can you find out more about the new service?

The easiest way to find out more about our new partnership and the responsive repairs service is to visit our website www.jjhousing.co.uk or speak with your independent living coordinator or member of the housing management team.

We are excited about the new service going live and as always look forward to receiving your feedback.



Who are Kier and what improvements will they bring?

Kier are a leading property, residential, construction and services group operating across a range of sectors. They currently employ over 20,000 people worldwide.

In the housing sector, Kier deliver services to thousands of residents every day across the UK. This equates to works in 250,000 homes, and carrying out 500,000 repairs every year.

To reassure and assist you with identifying Kier, there are some pictures below of the vans that Kier Group will be using as well as the uniform that their employees wear. From Thursday 1st February if you report a repair this is who will be visiting your property. For more information please visit www.kier.co.uk

It's important you recognise who Kier are. These images show examples of their livery and also how a technician will look on arrival at your home.



Will there be changes to how you report a repair?

There will be no changes to how you report a repair. Please ring the Customer Service Hub on 0345 305 5335 or log in to the Resident Portal:

<https://tips.jjhousing.org.uk/>



Making the most of your Regional Forums

During 2017 we had over 170 attendees across our nine regional forums. Thank you to everyone who attended. We cannot achieve our goal of outstanding without you joining us on the journey!

On average, 20% of attendees were new to the forums and we want to actively work on increasing the numbers this year. These regional meetings give residents a chance to voice their opinions and discuss issues that are more relevant to individual regions including performance. They are also used to carry out wider consultations with residents, such as updates on the business, important news, local partnership opportunities and discussions on draft policies.

The Chair and Vice Chair of each regional forum hold us to account on the actions from each meeting. An action tracker is available to ensure clarity on all stages of work following these meetings.

You set the agenda, so the meetings are really based on what you want to discuss and raise, rather than what we think you should be discussing. All you need to do is contact us at JJHTVoices@jjhousing.co.uk and we will pass your views onto the Chair of the Forums.

The Chairs and Vice Chairs are:

North West		North East	Yorkshire and Derbyshire	
Chair	Vice Chair	Chair	Chair	Vice Chair
Morris Globe	Eddie Lock	Kath Newell	Mac Bulman	Keith Scott

Save the date!

The next round of regional forums will take place on:

Yorkshire and Derbyshire:

Thursday 14th June 2018

Thursday 27th September 2018

Tuesday 19th February 2019

North East:

Tuesday 12th June 2018

Tuesday 2nd October 2018

Tuesday 26th February 2019

North West:

Thursday 7th June 2018

Thursday 4th October 2018

Thursday 28th February 2019

We look forward to seeing you there!

To book your place email

JJHTVoices@jjhousing.co.uk or call **0345 305 5335**.

You can also book online at

www.jjhousing.co.uk/our-work-with-residents

'Outstanding' Progress

Our aim is to have all JJH residents describe us as 'Outstanding' by 2021.

In order to gauge the current level of Outstanding, we launched a new survey in August 2017 where a sample of 250 residents are telephoned on the first of each month.

The feedback you give us will help us to review the services we offer and ensure we are providing you with an 'Outstanding' service.

Since its launch we surveyed around 1450 people. From the latest responses (January 2018) we know that:

88%

feel safe and secure

80%

think we get it right first time

77%

think JJH provides a high quality service

87%

would recommend us

75%

feel we engage with them

80%

think JJH provides 'value for money'

Beware! Scammers!

Trading Standards has received intelligence which suggests that fraudsters and bogus traders are posing as council officials or professionals in the fire prevention industry and are cold calling the homes of potential victims.

They are citing the Grenfell Tower fire as the reason for the contact and offer services such as free or subsidised safety inspection of the property. Incidents should be reported to Consumer Direct on 0345 404 0506 (call charges may apply).



Christmas Carols



Residents of Woosington Court in Bedlington, Northumberland were entertained by schoolchildren from West End First School with Christmas carols.

Derwent Court – Supporting our Ex-service Personnel

On Friday 3rd November Derwent Court in Lancaster held its annual Poppy Day Coffee Morning. A fantastic £150 was raised on the day.

Resident and British Legion member Mrs Maureen Duffy, who works hard every year for the British Legion and other major charities, always arranges the event and sells poppies in reception beforehand. She estimates that with the poppy sales there will be in excess of £200 going in the collection box.



Maureen Duffy with poppies, raffle prizes, handmade doll made by resident, Mrs Mary Bennett proudly holding a photo of her great grandson who recently passed out in the RAF.

Christmas Fayre at Le Bas House

A brilliant £415 was raised at a Christmas Fayre at Le Bas House in Withington, Manchester. £215 went to Francis House Children's Hospice as it does every year and £200 to the Le Bas House Social Fund for parties and entertainment. Jeff Smith, Councillor for the Withington and Didsbury area, came and spoke to the residents and visitors from the community. He brought some (very posh) House of Commons tea and mince pies. The residents managed all of the stalls. Despite the hard work the residents enjoyed it and are already talking about next year's event!



SSAFA Update and Charity of the year 2018-19

We are pleased to report that we have raised a brilliant **£4489.07** for SSAFA during 2017-2018. We would like to thank everyone who has got involved in fundraising activities and supported this fantastic charity.

We have now commenced the search for our 2018-2019 charity of the year and we wanted to keep you all up to date with how the selection process will work.

We have asked staff to nominate their chosen charity. As part of the process they've had to do a minute video with their reasons why they think we should choose that charity and what alignment it has to our organisation and values.

The voting is up online to all staff. Residents, please speak to your Independent Living Coordinator or officer to place a vote for your chosen charity.

ssafa | the
Armed Forces
charity

Protecting Your Data

In the run up to new legislation, JJH has renewed its commitment to protecting your information and your rights to it. 'General Data Protection Regulation' (GDPR) will come into force across Europe in May 2018, and the UK's Data Protection Bill (currently going through parliament) will strengthen those standards and help the Information Commissioner's Office (ICO) to enforce them.

Press coverage of 'GDPR' isn't always accurate, with some reports giving the impression that the new laws will make the normal operations of an organisation like JJH impossible. In reality, the new regulations embody the approach we already take, a fact confirmed for us when we heard from the ICO at a recent National Housing Federation conference.

We've completely overhauled our data protection policy and procedures, but you won't see much change in the ways we interact with you. We'll continue to make sure we explain why we need information from you and how long we'll store it for, and we'll continue to ensure that your information is only accessed by those who need to and securely deleted once we no longer need it. When you want to access or correct the information we hold about you, we'll respond as quickly as we always have.

We'll also continue to use Voices as our main means of communication, keeping you informed (and hopefully entertained) whilst limiting direct marketing intrusion. If you have any questions about our approach to data protection, contact dataprotection@jjhousing.co.uk

Special Birthday at Woodford Court

Morris Globe celebrated his 80th birthday with his family and friends at Woodford Court. Morris and his wife have lived at the scheme in Droylsden since December 1998 and Morris is well known to many at Johnnie Johnson as he is chair of the North West Regional Forum meetings. Chief Executive Yvonne Castle and our Chair of Board, Frances Street popped into Woodford to wish Morris a 'Happy Birthday' and present him with a gift on behalf of everyone at JJH.

Guests enjoyed a hotpot lunch after which birthday cake was served. Morris has always wanted a 'Rolex' watch so guess what that picture on his cake was...



Morris with his special birthday cake



Morris with JJH Chair Frances Street and CEO Yvonne Castle

Scrutiny Panel Competition



The full list of winners is as follows:

Yorkshire and Derbys Region - N. Fletcher, Wesley House, Buxton

North West Region - A. Byron, Spey House, Reddish, Stockport

North East Region - E. Richardson, Drummonds Close, Morpeth

Resident of Drummonds Close, Emily Richardson was presented with a shopping gift card to say thank you from Scrutiny Panel members for getting involved and providing feedback on the recent scrutiny review into planned maintenance. The gift card was presented by Kath Newell, Anne Mahone (Scrutiny Panel members)

and Neighbourhood Officer Rosemary Fenwick (pictured left to right). Allison Allison, Neighbourhood Manager for the North East, kindly took the photo! Emily is a very sprightly 91-year-old who continues to get involved where she can and she was delighted to receive the gift card.

Scrutiny Panel **UPDATE**

The Scrutiny Panel finished their review of planned maintenance major works of replacement kitchens and will present their report with recommendations and findings to the Audit & Risk Committee in February.

Panel members undertook training with Stockport Homes at the end of January on report writing, interview skills and other modules that will prove beneficial for future reviews.

Two scrutiny panel members recently resigned from the panel – thank you to Gordon and Keith for their involvement!

Should anyone be interested in becoming a Scrutiny Panel member, please contact the Customer Service Hub.



Digging Deep and Having a Good Time for Macmillan



A number of our schemes joined Macmillan Cancer Support in the World's Biggest Coffee Morning:

£364 raised at Halifax House!



Halifax House in Dewsbury raised a fantastic £348 at their coffee morning with a raffle as well as the sale of cakes.

'Caketastic' Macmillan Coffee Morning at Heightside



Residents at Heightside in Timperley, Cheshire enjoyed some mouth-watering cakes. Thanks to people's generosity they raised £140. Derek won "guess the height of the cake". John won "guess the weight of the cake" which was a beautiful one made by the daughter of one of the residents. A good time was had by everyone.

Fun Coffee Morning at Hawkinge House



Residents at Chesterfield's Hawkinge House enjoyed coffee and company whilst supporting Macmillan Cancer Support

'Bake-off' Standard Cakes at St Andrews Court



Mrs Phillips & Mrs Wood with a selection of cakes

St Andrews Court in Altrincham raised £205 at a very well attended event with a lovely selection of cakes.

Spey House 'sparkles' with new wet room installations



We are delighted to announce the recent completion of the bathroom renewal programme at Spey House. The project comprised the installation of new wet rooms based on the new specification produced in conjunction with our bathroom specialists Procure.

The work forms part of the first phase of construction at Spey House and was completed on time and within budget by contractors Neo Property Solutions.

The second phase of construction at Spey House, which is situated in the Reddish area of Stockport, is due to commence in March 2018. This will comprise major improvements including a new entrance and 'town square' area, landscaping and a refresh of the communal lounge and corridors.

The feedback received from phase 1 has been excellent in terms of the wet room specification as well as the site management and we have now appointed the same contractor to undertake the bathroom renewal programme at Woodford Court based on the results achieved.

Finally, a big thank you to all of the team involved in making the project success - including Pauline Freeman, Lynn Smith and Ivan Robinson.

We would also like to thank our residents for their cooperation and patience during the contract.

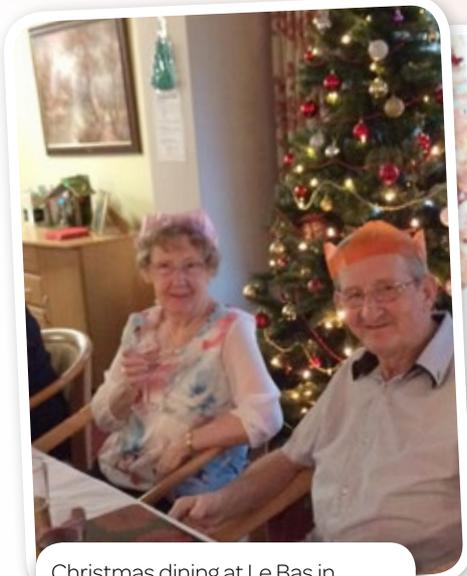
Shout Out to...



- **North East Housing Officer Rosemary Fenwick** who organised a bathroom adaptation within 24 hours of the request being received. The daughter of resident George Devine sends her thanks for this excellent service.
- **Mrs Phillips** from St Andrews Court who raised £209 in donations from residents for the SSAFA Half Marathon.
- Adastral House's heating decided to pack up on Christmas Day, the **Astraline out-of-hours team**

were quickly alerted and immediately in touch with our heating contractor Haymans, who along with **our CEO Yvonne Castle** delivered 40 temporary heaters to all residents on Boxing Day. Further measures were put in place the day after to ensure all properties were sufficiently heated and a full fix took place early in the new year. Huge thank you to the team who acted quickly and of course the residents of Adastral House, who were patient with us, while we delivered the temporary heaters and got things back up and running!

Christmas 2017 - Lots of Fun!



Christmas dining at Le Bas in Withington, Manchester



Seasonal fun at Tangmere Court, Manchester



Our residents at Radford House had lots of fun making Christmas wreaths!! Thanks to Glendale for supplying the equipment and our lovely Mel from Assets for organising.



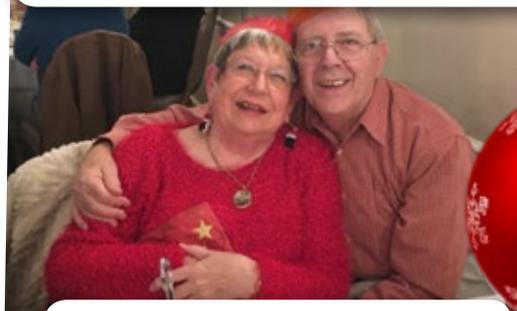
Christmas came early at Heightside when some of the residents tucked into a lovely meal



Waddington House awaiting their Christmas Buffet!



Waddington House party fun



Waddington House Christmas Meal Out



More fun at Waddington House



Finningley Lodge Christmas party

Outstanding

Johnnie Johnson

2017 staff recognition

The following staff have been recognised for their outstanding contribution to the business in 2017:

Outstanding Team

Customer Service Team and People and Organisational Development

Outstanding Partnership

NHS Step-Up Beds - James Barlow, Tricia Grierson, Anne Moth and Tricia Woollam

Outstanding Commitment to New Ways of Thinking and Working

Lean Champions

Outstanding Technology Innovation

Pauline Freeman, Tricia Grierson, Lynn Smith and Jo Wragg

Living Leaner, Living Better

Keith McConville

Living Longer, Living Better

Helen Thompson

Inspirational Colleague

Jill Young

Outstanding Newcomer

Sarah-Jane Gilmore

Outstanding Business Acumen

Melannie Hobbis

Market Maker 2017

Marketing and Communications Team

Your news **Newsroom**

Halloween party - Portland

Residents of Portland House Marple, Cheshire had a laugh at a Halloween party in October



Neighbourhood Apartment Launch – Johnnie Johnson supporting the NHS to save £1m by 2021

Bed blocking has been described as a national crisis for the NHS costing £820 million each year.

One of our key corporate objectives is to develop our reputation as a 'Market Maker' offering innovative solutions for independent living. We are actively looking to enhance our partnerships and increase awareness of our work by tackling challenges faced by a variety of sectors with the emphasis on housing.



Simon Brooksbank, Johnnie Johnson Housing board member, meeting the resident of apartment 4 Paul Bates

We are in the process of rolling out our Neighbourhood Apartments, which provide a safe haven for someone who cannot be in their own home but don't necessarily need to recover in hospital. The initiative is in conjunction with Manchester City Council and the NHS. The pilot has already proved to be a great success with five residents staying on average seven weeks each.

On 13th December we held an open event at the apartment at Hudson Court, Blackley, Manchester. We spoke with the resident who was very happy with the apartment and told us it was a huge help in his recovery from illness. The launch of the apartment scheme was attended by representatives from



The celebration cake!

Manchester City Council's Housing Strategy Team, Higher Blackley Councillor Paula Sadler and Johnnie Johnson Board members Simon Brooksbank and Sue Lock.

Yvonne Castle and Tricia Grierson gave presentations on how we are working with Manchester City Council and the NHS.

Our plan is to roll this initiative out in other schemes, watch this space!



Residents of Hudson Court at the Launch

Resident Inspectors

The new Resident Inspectors are now live! A full day of training took place in York on the 26th January and was led by Neighbourhood Housing Officers Rosemary Fenwick (North East), Carole Robinson (North West) and Jannine Lomas (Yorkshire & Derbyshire).

On the day 11 Resident Inspectors were trained with a further 6 identified who will receive follow up training in the coming weeks. All JJH Resident Inspectors will be wearing an ID badge whilst they are on site carrying out inspections.

The Resident Inspectors will look at four main areas of service, and will be testing quality against agreed standards:

- 1.** Void properties – where Inspectors will look at whether JJH’s ‘Lettable Standard’ was met
- 2.** Service Contracts (Landscaping, Cleaning, Window Cleaning, Independent Living Schemes) – where Inspectors will look at whether the contractors have completed the appropriate tasks properly and within timescale
- 3.** The estate ‘environment’ – and whether it is clean, tidy and free from litter and graffiti
- 4.** Telephone based services, including the Hub and Astraline – where Inspectors will assess whether staff are helpful (i.e. resolve queries), polite, and answer calls within our target time



How it will work?

- Resident Inspectors have a written agreement with JJH. This sets out expectations, code of conduct and behaviours
- Resident Inspectors have had appropriate training to undertake Inspections – and this may include a briefing before each Inspection
- Each Inspector will complete a simple form using an online survey, giving their findings and feedback
- All of this information will be summarised to show the results for different services and in different regions

Surveys are starting to come in with results but watch this space for more information in the next edition and to register interest in becoming a Resident Inspector, please contact the Hub on 0345 305 5335.



An understanding of the implications of dementia is a really important part of our independent living offering to residents. In the autumn we held three

“Dementia Friends” dementia awareness training sessions at Astra House. Not only did staff and residents undergo the training but it was opened up to the local residents of Poynton. We are keen to be part of a dementia-friendly community. Many thanks to Sarah-Jane Gilmore for organising and to Val Burlison from Cheshire East Council for conducting the sessions.

Resident Portal AVAILABLE NOW!

We are excited to launch our new
online portal for residents!

We will be developing the portal over the next six months to increase its functionality and we will keep you posted as we release new features.

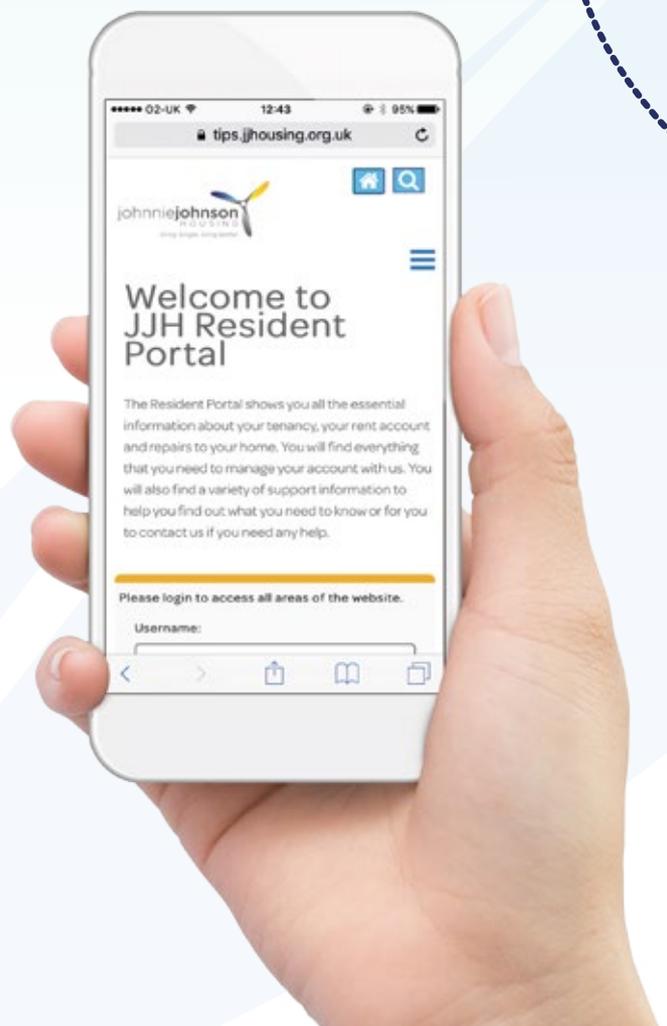
In this initial release you can access
the following services:

- Report a repair
- Update your contact details
- View statements in 'My Rent Account'
- View scheduled repairs in 'My Repairs'

You can access the portal
directly from www.jjhousing.co.uk
homepage, by clicking on the
Resident Portal button.

You can also contact the Customer
Service Hub on **0345 305 5335**.

www.jjhousing.co.uk



PLEASE SPREAD THE WORD ABOUT THIS FANTASTIC NEW SERVICE!