



**SAFE & SECURE**



**QUALITY & CHOICE**



**WORKING WITH YOU**



**INVESTMENT IN  
YOUR HOME**



**TECHNOLOGY**



**VALUE FOR MONEY**

johnniejohnson  
HOUSING

*living longer, living better*



# Our approach to Covid-19 Crisis



**22 DECEMBER 2021**

---

**[www.jjhousing.co.uk](http://www.jjhousing.co.uk)**

We continue to **support residents and colleagues** during the COVID-19. What matters most to us is ensuring that both residents and colleagues feel they are receiving the **right information** at the **right time** and that the information is both **reassuring** and **helpful**.

This document outlines how Johnnie Johnson continues to respond to the challenges Covid-19 presents. In response we will continue to **adapt the way we work** and **how we deliver our services** to ensure, where possible, we continue to **deliver our business as usual**.



## Communication

Since March 2020, we have delivered **over 180** different communications to **residents, colleagues, contractors and partners**.

- Residents receive updates through **email and phone**. Regular updates and information are also promoted through our **social media channels** and a **dedicated customer COVID-19 news**, accessible through our website.
- Colleagues have access to a **dedicated teams channel**, where they are provided with **regular updates**, in response to actions recorded in the daily business continuity meetings. Our colleagues are now taking a hybrid approach to the way the work. Having both the option to work from home or work from our 'Covid Secure' innovation hub in Cheadle. Colleagues can choose what works for them, ensuring our customers always come first and we can continue to provide our vital services. We review the way we work constantly in line with Government guidance. We share top tips on keeping safe, well and healthy and this wellbeing content is now built into our continuing communications as and when required.
- We remain in constant contact with our contractors and partners to **gain regular updates** on any potential **impacts to service delivery**.



# Keeping residents safe and secure

**Looking after our most vulnerable residents**

Our Independent Living Coordinators are in daily contact with independent living residents through wellbeing calls and checks.

We have put additional safety measures in place in our independent living schemes, our communal lounges are only open to residents and our guest rooms are open for emergency use only.



Our new domestic violence toolkit 'Something's not right' has been available for over 12 months and provides our colleagues with the right tools to pick up on signs and keep our residents safe.



Our Independent Living Coordinators and Cleaners continue to be equipped with Personal Protective Equipment (PPE) to ensure everyone is protected at all times. Our colleagues undertake daily lateral flow tests in advance of any scheme visits and we continue to follow government guidance to keep our residents and our staff safe.



Compliance checks will continue as normal and fire alarm tests will continue to be carried out weekly



**SAFE & SECURE**

johnniejohnson  
HOUSING

living longer, living better



# Keeping residents safe and secure

5

We continue to align our messages to Government guidance with the use of their covid-19 alert level system.

4

- Level 5: as level 4 and there is a material risk of healthcare services being directly overwhelmed by COVID-19

3

- Level 4: a COVID-19 epidemic is in general circulation; transmission is high and direct COVID-19 pressure on healthcare services is widespread and substantial or rising

2

- Level 3: a COVID-19 epidemic is in general circulation

- Level 2: COVID-19 is present in UK, but the number of cases and transmission is low

1

- Level 1: COVID-19 is not known to be present in the UK

We accessed the vaccination programme for our front line colleagues, to support our approach in re-introducing face to face services.

- 83% of the overall workforce have reported having their first vaccine
- 81% of the overall workforce have reported having their second vaccine
- 18% of those over 50 have reported having their booster vaccine



**SAFE & SECURE**

johnniejohnson  
HOUSING

living longer, living better



# How are we helping our residents...



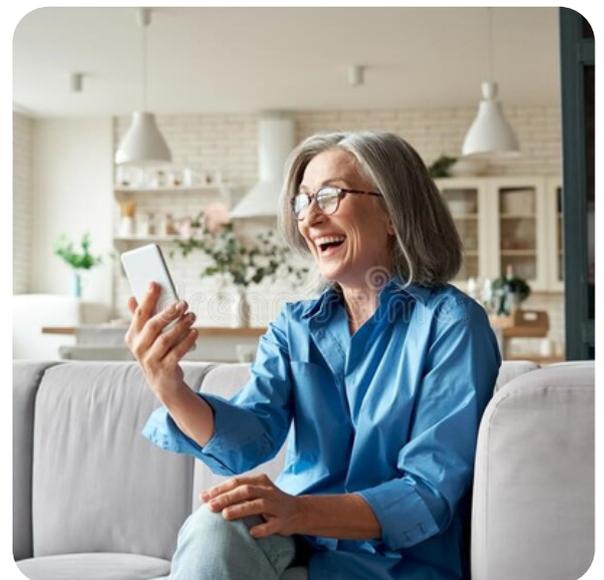
Brian and Jean live in an independent living scheme and have made the decision to press the 'I'm okay' button to confirm that they are well instead of receiving a daily call. They also access the Morrisons shopping service.



John, lives in a general let flat. He has had a visit to his home and due to his health problems has decided to have an Astraline emergency alarm unit installed - just in case....



Elsie, lives in an extra care scheme and continues to receive a daily wellbeing call from her Independent Living Coordinator. Betty also has access to a care service on site, provided by the local authority and is getting involved in activities again, now that face to face events are taking place at the scheme.



Mary was visited in her general let. 3 bed room house which was really no longer suitable for her needs. She has just accepted a transfer to one of our independent living schemes. She is also now accessing Astraline's services.

# Always offering quality and choice

We are promoting the number of ways that our residents can pay. Customers can make a payment by Direct Debit, online or through our website, by standing order, using the Allpay app or texting service or by calling into the Hub.



Our Customer Service Hub and Neighbourhoods teams continue to help as many of our residents as possible, particularly in the areas where they feel more pressure and may need additional support. They are available Monday - Friday by phone on 0345 305 5335 or email [general.enquiries@jjhousing.co.uk](mailto:general.enquiries@jjhousing.co.uk).

Since June, Fortem have been taking all our repairs calls, which we hope has enhanced the service you receive and ultimately get your repairs resolved quicker.



Our Astraline team have adopted a hybrid way of working, splitting their time between home and our 'Covid Secure' space in Cheadle.

We continue to offer Astraline, our in-house telecare service to all our customers for half price during the Covid-19 crisis with a free social distancing delivery service and self install equipment.

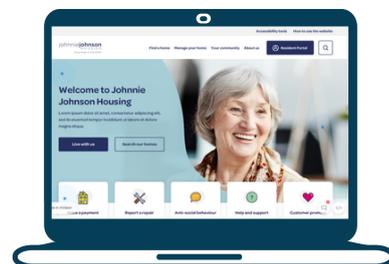


Our development programme continues to progress, ensuring strict social distancing measures are in place and followed by all contractors.

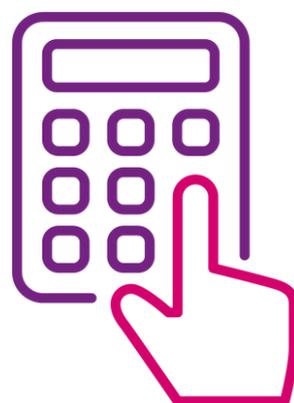
**QUALITY & CHOICE**

# Maximise the use of technology

A new website, property lettings, portal and mobile app launched in the summer. Allowing residents to manage their home 24/7, including searching and applying for a home, booking and tracking repairs and paying rent.



We are signposting residents on a daily basis. Sharing helpful resources which answers specific queries on universal credit and may help take some of the pressure off our residents. We've provided extra guidance with the addition of some 'How 2' video tutorials with instructions on how to update and make changes to claims.



We have a dedicated money matters area of our website to help and inform our residents. We also working closely with the charity, Step Change to provide additional support, where we can.



Our Customer Experience Advisors are available to take your calls, Monday - Friday 8.30 - 5.00pm.



**TECHNOLOGY**

johnniejohnson  
HOUSING

living longer, living better



# Committed to working with you



Our **editorial and readers panel** continue to sign off on all customer communications. We are actively growing the panel and this consists of residents from across all our regions.

During this period we have replaced our face to face resident forums with a digital alternative to provide residents with the opportunity to gain updates on the areas that matter most to them. We plan to stream these online in the future as well.



We've developed an **engagement planner**, which provides residents with a full **view of the engagement activities that they can get involved with throughout the year**. This will be available on our website and we will also be developing an event calendar and booking system as part of our enhancements to our new website.



We received feedback from over **840 residents** on our digital engagement offer and we are now working on what our future offer could look like, so we are able to **support our residents gain new skills and confidence**.



A resident involvement **Facebook group** is available to increase our digital engagement and reach across our regions.



# Continuing investment in your home



Repairs are reported as normal. Our contractors undertake their own risk assessments and make contact with customers ahead of their scheduled appointments. Fortem, our repairs and maintenance provider, ensure they comply with Government guidelines and have suitable safe systems of work in place

We are in regular contact with contractors, i.e. grounds maintenance, window cleaning, etc. who provide services across our properties to ensure a continued service.



We have reinstated our investment programme where possible. However programmes of work will be continually reviewed in line with the latest advice to ensure the continued safety of our residents.



In partnership with our repair and maintain contractor, Fortem, we have introduced a new monthly repairs and estates surgery for residents to raise any specific queries and concerns.



# Providing value where we can

We have supplied our residents living in our independent living schemes with **face coverings** to help keep them safe and well when they are out and about, should they need them.



We continue to partner with **Morrisons**, so all residents living in our independent living schemes can get access to '**door step**' deliveries.



Volunteering to help those in most need is a wonderful thing to do, especially in these times of crisis. Johnnie Johnson Housing continue to support both residents and colleagues in carrying out their volunteering roles.

We recognise that Covid-19 has significantly reduced people's contact. We are encouraging our residents to be **good neighbours** and if they haven't seen or heard from people or start to have concerns, they can contact us on 0345 305 5335 and **we will make every effort to ensure they are ok.**



**VALUE FOR MONEY**

johnniejohnson  
HOUSING

*living longer, living better*



# Could we do more?

We will continue to adapt our services as and when we need to and we recognise that we may not always get it right.

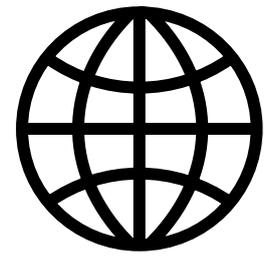
We want to hear from you. If you feel we have missed anything, please get in touch with us using one of the methods below.



communications  
@jjhousing.co.uk



0345 305 5335



[www.jjhousing.co.uk](http://www.jjhousing.co.uk)



@JJHousingTrust



Johnnie Johnson  
Housing



Johnnie Johnson  
Housing

## Keep safe and well!

