

# Governance

## Strategy 2022 - 2023 and beyond



**Living Longer, Living Better**



**Outstanding Value**



**To be Market Making in Independent Living**



**To have strong foundations**



# Our Key Facts:



G1/V1 grading retained in 2020-21



Board Effectiveness reviewed and improved annually

## Measures of Success

Measure	2021/22	2022/23	2023/24	Beyond
Regulatory Returns completed on time	100%	100%	100%	100%
Internal Audit Recommendations Completed to timescale	100%	100%	100%	100%



# Our Current Corporate Priorities:

2021/ 2022	<ul style="list-style-type: none"><li>✓ Gap analysis/work required to ensure compliance with the NHF Code of Governance.</li><li>✓ Maintaining robust risk and Internal Control processes.</li><li>✓ Review the Governance Framework to ensure full operation and alignment to the revised NHF Code of Governance.</li><li>✓ Support robust Resident Engagement through work with the Scrutiny Panel.</li><li>✓ Improving delivery of Equality, Diversity and Inclusion considerations.</li><li>✓ Monitoring changes from The Charter for Social Housing Residents - Social Housing White Paper.</li><li>✓ Monitoring outcomes from the Housing Ombudsman Complaint Handling Code (linked to Social Housing White Paper).</li><li>✓ Changes to Structure for JJH Group and changes to Governance structure for JJH/Astraline.</li><li>✓ Advisory Audit of GDPR.</li></ul>
2022/ 2023	<ul style="list-style-type: none"><li>✓ Adoption of NHF Code of Governance.</li><li>✓ Review risk and Internal Control processes to ensure they maintain pace with the business and wider environment.</li><li>✓ Maintaining the Governance Framework business wide to ensure JJH remains compliant in all areas.</li><li>✓ Work with the Scrutiny Panel to improve and enhance Resident Engagement.</li><li>✓ Implementation of changes from The Charter for Social Housing Residents - Social Housing White Paper.</li><li>✓ Implementation of changes from the Housing Ombudsman Complaint Handling Code (linked to Social Housing White Paper).</li><li>✓ Application of robust Governance to JJH Group Structure and implementation of Governance structure for Astraline.</li><li>✓ Improving delivery of Equality, Diversity and Inclusion considerations.</li><li>✓ Ensure robust adherence to GDPR policy and procedures.</li></ul>
2024/ 2025	<ul style="list-style-type: none"><li>✓ External Governance Review for JJH Group.</li><li>✓ Review of revised Consumer Standards (as they are launched).</li></ul>
Beyond	<ul style="list-style-type: none"><li>✓ Retention of G1/V1 rating at IDA.</li></ul>



# Market Trends and External Context

- Maintaining compliance with the Regulator of Social Housing Standards including the revised Consumer Standards and National Housing Federation Code of Governance.
- Maintaining Regulatory Returns.
- Maintaining awareness of and compliance with any changes in legislation and regulation.
- Proactively assessing challenges presented by the NHF Code of Governance, The Charter for Social Housing Residents, Building Safety, Levelling Up Social Care White Paper; aligned to the Sector Risk Profile .

## Our Current and Future Residents

- Delivery of revised consumer standards in partnership with residents
- Increasing resident involvement in service planning and delivery

## Key Elements of our Strategy

Theme	Measures of Success	VFM/Efficiencies Anticipated
Improved data provision to support timely and accurate Regulatory Returns and Performance Reporting	Less manual intervention by colleagues	Colleague capacity increased

## Our Financials

- Board Budget circa £140,000
- Internal and External Audit Budget circa Internal budget £40,208, External budget £38,950 Total budget £79,158
- Insurance Budget circa £500,000
- Regulator of Social Housing Fees circa £23,864

## Our Partners

- Beever & Struthers (Internal Audit)
- Insurers
- BDO (External Audit)
- Altair
- DTP



# Our Risks and Mitigations

- JJH RISK OV 02a Governance/Compliance Issue Caused by Poor Data/Data Controls/Data Integrity
- JJH RISK OV 02b Failure to Maintain G1/V1
- JJH RISK OV 02c Risk of New Government Policies/Changes in Legislation Adversely Affecting JJH
- JJH RISK OV 02e Poor Mobilisation/Management of Contracts
- JJH RISK OV 02f Inability to Maintain Business Continuity
- JJH RISK OV 02g Breach of Data Protection Act

(Cross reference JJH Risk Matrix for mitigating actions)

## External Assurance In Place

- Compliance data via Morgan & Lambert assessment
- Internal Audit (Data Management) Dec-20
- Governance Review by Altair (Concluded July 20)
- RSH Stability Check (Dec-21)
- Business Continuity Testing (Annually)
- SDR Assessed by DTP (Jun-20)
- VFM in Financial Statements assessed by Altair (Jun-20)
- Internal Audit of Business Critical Controls (Quarterly)
- OJEU Compliant frameworks
- Annual Penetration Testing
- Internal Audit (ICT Strategy) Feb-19 Substantial Assurance
- Annual Business Continuity Test by Insurers
- Internal Audit Business Plan Stress Testing Mitigations (Sep-21)
- Internal Audit GDPR (Aug-21)

